



Dallas County Workforce Development Plan



2023 - 2024 WORKFORCE PLAN MODIFICATION

A proud partner of the American Job Center network

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DALLAS COUNTY LOCAL WORKFORCE DEVELOPMENT BOARD

d.b.a. WORKFORCE SOLUTIONS GREATER DALLAS

Workforce Plan for Program Years 2021–2024

Plan Modification 2023 - 2024

FOREWORD

Workforce Solutions Greater Dallas convenes, informs, designs, and invests resources to establish the workforce system for the greater Dallas region. WFSDallas ensures the development and implementation of a multi-faceted system of job training, job placement, and job retention services. We meet employer and jobseeker needs while providing economic development support for our community. We provide seven workforce centers throughout Dallas County, and a fully trained team to assist you both virtually and in-person.

WFSDallas is led by a volunteer Board of twenty-five Directors as mandated by the State and Federal law and appointed by the Dallas County Judge and the City of Dallas Mayor. Our annual budgets of approximately \$180M includes government and private funding. Funds provide a broad range of services addressing workforce challenges with employer-led solutions including virtual and in-person hiring events; customized training, scholarships for job training credentials, adult education, and English as a Second Language, layoff services; virtual and in-person seminars for resumes, interviews and dress for success; and we may be able to subsidize training supplies; equipment, uniforms, and transportation.

The DFW Regional Workforce Leadership Council (RWLC) is the driving force for promoting the region's strongest industries. RWLC meets industries' needs through the collaboration of three workforce boards (*Dallas County, North Central Texas, and Tarrant County*), as well as partnerships with the three chambers of commerce (Arlington, Dallas Regional, and Fort Worth), key employers and educators. This partnership has identified key industries of growth including: aerospace, logistics, healthcare, infrastructure, technology, and retail with WFSDallas serving as industry host for the infrastructure and retail sectors. Formed in 2002, the long-standing collaboration has functioned as the convener and connector for the ongoing development of regional clusters and the mapping of career pathways. By addressing the employment, training and certification needs of the region's industries, RWLC aids in the continued growth and success of the Dallas/Fort Worth workforce ecosystem. For additional information, please see our most recent RWLC report at: www.wfsdallas.com

WFSDallas responds to the talent identification and development needs of employers in Dallas County. Federal and State funded programs within the system include: WIOA Title I (Adult, Dislocated Worker and Youth formula programs); Adult Education and Literacy programs; Wagner Peyster Act; Rehabilitation Act Title I; and Temporary Assistance for Needy Families (TANF). Additional partner programs referenced in the Plan include Trade Adjustment Assistance; Unemployment Compensation; Local Veterans' Employment Representatives and Disabled Veterans' Outreach; HUD Employment and Training Programs; Senior Community Service Employment; and many other programs/partnerships. Our workforce system includes U.S. Department of Agriculture, Supplemental Nutrition Assistance Program E&T, Childcare Assistance, Child Care Quality, Vocational Rehabilitation, and Childcare Protective Services. Activities are operated via the American Job Center Networks and partnership agreements.

Our Plan Modification for 2023 – 2024 includes, but is not limited to:



PART I: BOARD VISION AND STRATEGIES

A. Vision and Goals

MISSION

Workforce Solutions Greater Dallas exists to ensure competitive solutions for **EMPLOYERS** through quality people and for **PEOPLE** through quality jobs.

VISION

Workforce Solutions Greater Dallas is recognized locally and nationally as a best in class workforce system that:

- Engages essential employers committed to furthering the Workforce agenda
- Provides job seekers comprehensive solutions to ideal employment
- Offers employers the premiere solution for a qualified workforce
- Orchestrates community growth and economic development

The Plan describes the strategic vision, economic and workforce analyses, and services to target populations that supports regional economic growth and economic self-sufficiency. These goals prepare educated and skilled workforce including, early education services, youth, and individuals with barriers to employment.

Our Workforce Plan for 2021-2024 includes, but is not limited to:

- Assisting employers to retain the workforce, fill vacancies and retrain workers for new job specifics;
- Assisting job seekers to retrain, rehire, and upskill for this rapidly changing marketplace;
- Convening the community to provide labor market data, job specific and industry information, in- person and virtual hiring events for today's jobs;
- Assisting young adults in planning and executing their future career plan – Opportunity Youth are a top priority;
- Assisting anyone to achieve a better record of academic achievement and work credentials, overcoming obstacles to that dream career including ESL instruction;
- Assisting working parents to locate and pay for quality care for infants, toddlers, and after school care for young students; and
- Assisting the childcare industry to increase quality and sustainability including innovative training and financial strategies.

The Dallas Workforce System ensures the development and implementation of a system of services that complements economic development-committed to excellence and excels as a resource for employers to access the quality workforce they demand. The system matches and trains workers to be successfully employed. WFSDallas' goals relate to the performance accountability measures and based on performance indicators in WIOA.

B. Board Strategies

The Dallas Workforce System offers workforce core services (*Youth workforce investment activities, Adult employment and training activities, Dislocated worker employment and training activities, Adult education and literacy activities, Employment services, Vocational rehabilitation services*). These services are offered in collaboration with required workforce development partners to ensure accessible, seamless, and a

comprehensive system necessary to meet the needs of employers and job seekers. WFSDallas ensures financing available to support WIOA Title I and partner provided services, as funds are available and pending eligibility requirements.

WFSDallas and its contractors work closely with the local community college, Dallas College, local universities, University of Texas at Dallas, University of Dallas, University of North Texas – Dallas campus, and other education providers. Community partners such as Job Corps program, Senior Community Service Employment Program, Ex-offender programs, Texas Veterans Commission, Foster youth programs, US Department of Housing and Urban Development, local economic development groups, Dallas Regional Chamber and the City of Dallas, assist the Dallas workforce system in bringing new businesses to Dallas while meeting the needs of existing businesses. The Board coordinates with local elected officials and community-based organizations to ensure that all needs of the Dallas community are met.

The Dallas workforce system offers a broad range of services addressing workforce challenges with employer-led solutions with a “no wrong door” approach. These services include in-person and virtual events; customized training, scholarships for job training credentials, adult education, and English as a Second Language; layoff services; virtual and in-person seminars for resumes, interviews and dress for success; and we may offer subsidized training supplies, uniforms, childcare and transportation. Top partnerships include several new and continuing initiatives to include:

2023 Youth Pilot Initiative will build off last year’s positive momentum in serving opportunity youth. The growing number of opportunity youth who face systemic barriers impacting their ability to obtain a job and pursue a self-sustaining career is more critical now than before the pandemic. WFSDallas will increase opportunities and leverage available resources to offer unique solutions to our future workforce immediately. To better support over 5,000+ younger youth customers, the Opportunity Youth – Education Outreach Initiative offers educational/work opportunities, collaborative resources, and industry partnerships to help build pathways to higher education or meaningful careers.

ConnectU2Jobs is a collaborative workforce development project targeting primarily justice involved young adults in Dallas County. WFSDallas partners with TxDOT, Lone Star Justice Alliance and Dallas College. The project introduces youth to the infrastructure industry through a 12-week paid internship that places students with an employer to gain work experience while they attend classes at Dallas College (OSHA, NCCER Core Construction and NCCER Heavy Equipment Operator certifications). Employers include Webber, Austin Bridge & Road, Flour, Balfour Beatty, and others. To date, 28 students completed the program with over 40 students signed up for February classes in 2023!

Workforce Solutions Greater Dallas collaborates with Dallas College within the WIOA Youth and Adult programs, Adult Education and Literacy Grant, Dallas College ISOW Grant, Dallas Healthcare Apprenticeship Grant, Childcare Quality, and numerous TWC Skills Development funds. Most recently, WFSDallas added our support to Dallas College and the EDA grant to build upon the success of the bio-industry in Dallas. Dallas College and partner institutions will use funding to create a regional career pathway model in three areas, biotechnology, biomanufacturing, and bioinformatics, while generating a new market employment and educational opportunities with the help of an employer-led biotechnology advisory council. WFSDallas will continue to track jobs, outreach job seekers and offer services to the industry in support of this excellent effort!

In partnership with NAWB, the Grow with Google partnership helps job seekers attain a Google Career Certificate offering an entry-level or upskilling opportunity in IT, for careers in IT support, User Experience Design, Data Analytics, and Project Management. These certificates connect job seekers with skills to employers such as Walmart, Hulu, and Sprint. Grow with Google delivers economic opportunities for job seekers through free training and tools to assist our jobseekers and current workers grow their skills, careers and businesses.

WFSDallas offers multiple programs to job seekers that ensures participants gain critical employability skills. These skills have been identified as high demand and in need by local/regional employers. WFSDallas remains ready to meet the needs of local employer by launching in 2023 training for thousands of unemployed workers in in-demand jobs. Dallas benefits from a robust job market, and constant influx of new employers, even during the pandemic. Our efforts continue to aggregate employers within specific industry sectors, with an emphasis on Retain (jobs), Retrain (for

employer specifications), and Reboot (our workforce system). Pages 44 and 45 identifies unique employer focused initiatives to better position Texas Employers find and hire employees they need.

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C. High Performing Board

WFSDallas maintains the highest standards of performance for the Dallas Board area. This includes incorporating performance standards within the workforce center contracts and implementing standards for the eligible training providers. WFSDallas coordinates closely with our contractors to identify problems early and offers solutions to assist the contractors to remedy performance issues. WFSDallas contracts with external monitors, Juanita Forbes and Associates and Christine Nguyen and Associates to offer program and fiscal monitoring across our programs. In addition to program/fiscal monitoring, WFSDallas reviews eligible training providers to ensure job seekers find employment, obtain credentials, and find a self-sustaining wage. If providers do not meet the agreed performance goals, the providers are removed from the list. Providers are also screened at initial eligibility to ensure that the training meets the criteria of high growth high demand, and self-sufficient wage.

WFSDallas maintains the highest standards for staff encouraging continuous professional development through State and private training sources. Through staff development, WFSDallas maintains the highest level of standards which impacts performance. In addition, WFSDallas reviews trends and performance. These reviews are conveyed to our board of directors and our contractors with recommended corrective actions and strategies to achieve the highest level of performance.

Workforce Solutions Greater Dallas delivers services and strategies that support data-driven decision making and investments to meet local performance goals. Data analysis helps guide our resource utilization plans for a better workforce, resulting in a stronger economy. During 2022, we saw our unemployment numbers slowly trend downwards which has led WFSDallas to explore new methods to outreach and target most in need populations. We offer targeted outreach using data from the UI claim data – WIT and UI claimant system for needed training and other workforce services. These outreach methods support data driven initiatives and investments.

Our workforce plans consider all factors necessary to meet employer needs, return workers to the workplace, and prepare our future workforce to withstand future events. This is reflected with our targeted occupations list, WFSDallas has added several occupations (biotech technicians and related, solar photovoltaic installer, telecommunication line installer and repair), and removal of health information coding. As the economy and demand jobs change, WFSDallas will modify the training list to ensure that the board's programs support employer needs. These decisions are data-driven and results in a good return on investment of workforce funds.

Modifications over the past year, have included utilizing more childcare resources from the CCDF funds and utilizing contracted slots as an option for TRS 3- and 4-star providers. Most recently, the board authorized staff to open a new center in the northern area of Dallas County to assist employers and job seekers within those communities. Beginning in January, WFSDallas began our 40th anniversary, kicking off new initiatives to train thousands of unemployed workers for in-demand jobs. We will continue to use resources to build employer partnerships within key sectors while

piloting new and existing innovations. WFSDallas braids available resources both public and private to ensure all funds are leveraged to best serve our employer and job seeker customers. Our partnership with Dallas College has offered unique opportunities to leverage available funds with WIOA. WFSDallas collaborates with Dallas College for WIOA Youth and Adult programs, Adult Education and Literacy, ISOW grant, Dallas Healthcare Apprenticeship Grant, Childcare Quality, and numerous skills development grants funded by the Texas Workforce Commission. Most recently, WFSDallas added our support to the Dallas college's EDA grant offering opportunities within the bio-industry. This grant will offer new job opportunities for job seekers within biotechnology, biomanufacturing and bioinformatics.

Private funding opportunities have also been secured to better serve our job seekers and leverage WIOA funding. The NAWB-funded Grow with Goggle, Prologis Learning Academy, Retail Pays, Paths for Texas, and IBM SkillsBuild are just a few of the privately funded grant opportunities secured that will assist our job seeker customers.

To better meet performance goals, WFSDallas continues to explore new strategies to better meet the needs of all of our customers, employers and job seekers. Beginning with the 2023 Youth Pilot Initiative, WFSDallas will build off last year's positive momentum and bring in new community partners to braid available funding while meeting the needs of opportunity youth. To better serve 5,000+ younger youth customers, the OY Education Outreach Initiative offers education/work opportunities, collaborative resources, and industry partnerships to build pathways to higher education or meaningful careers.

Through our partnership with Dallas College, WFSDallas will explore new training programs and opportunities for partnership through a variety of external grant opportunities and with WIOA. Most recently, Dallas College was awarded an EDA grant to build upon the success of the bio-industry in Dallas. WFSDallas supports the grant efforts through referral, co-enrollment, and placement efforts for many of our customers. These innovations will assist our customers through gaining a better job and better paying income within the growing biotech industry.

Occasionally some factors impact smooth plan implementation. Several new and continuing initiatives may impact the plan to include:

- **Opening of a new workforce center in the Northern portion of Dallas County** – WFSDallas plans to open a new workforce center at Northwood Tower – International District Workforce Center. The planned operational/move in date is estimated for June 1, 2023.
- **Youth Initiative** – as discussed earlier, beginning with the 2023 Youth Pilot Initiative, WFSDallas will build off last year's positive momentum and bring in new community partners to braid available funding while meeting the needs of opportunity youth. To better serve 5,000+ younger youth customers, the OY Education Outreach Initiative offers education/work opportunities, collaborative resources, and industry partnerships to build pathways to higher education or meaningful careers.
- **Partnership with Dallas College**, WFSDallas will explore new training programs and opportunities for partnership through a variety of external grant opportunities and with WIOA. Most recently, Dallas College was awarded an EDA grant to build upon the success of the bio-industry in Dallas. WFSDallas supports the grant efforts through referral, co-enrollment, and placement efforts for many of our customers. These innovations will assist our customers through gaining a better job and better paying income within the growing biotech industry.
- **Innovative Outreach Techniques** – during 2022, we saw our unemployment numbers slowly trend downwards which has led WFSDallas to explore new methods to outreach and target most in need populations. We offer targeted outreach using data from the UI claim data – WIT and UI claimant system for needed training and other workforce services. These outreach methods support data driven initiatives and investments.
- **Flexible learning styles** – during COVID-19 and post-COVID, our workforce system evolved into a more flexible system to offer remote learning, onsite at employment locations, and after-hours if needed. Making available services to all learners is the optimal goal regardless of age/learning need, to include customized

training, scholarships for job training credentials, adult education, and English as a Second Language, layoff services, virtual and in-person seminars for resume prep, and interviewing skills.

- **Economic development opportunities**- in 2022, Texas Instruments announced the expansion of the new 300-mm semiconductor wafer fabrication plants in Sherman, Texas. This was a landmark investment that could reach \$30B and create as many as 3,000 jobs over time. Even though this is outside of the Dallas County area, our workforce and training opportunities to staff this facility will originate in Dallas County. We are prepared and will partner with Texoma and Dallas College to prepare the workforce for potential job opportunities.
- **External grant opportunities** –WFSDallas partners with Dallas College and many external partners to explore new training opportunities and economic growth opportunities for the community. Most recently WFSDallas added our support to Dallas College and the EDA grant to build upon the success of the bio-industry in Dallas. Dallas College and partner institutions will use funding to create a regional career pathway model in three areas: biotechnology, biomanufacturing, and bioinformatics, while generating a new market employment and educational opportunities with the help of an employer-led biotechnology advisory council.
- **Partnership with NAWB**, WFSDallas will implement a Grow with Google partnership to assist job seekers attain a Google Career Certificate offering an entry-level or upskilling opportunity in IT.
- **The Inland Port of Dallas County** offers unique opportunities for premier rail service and interstate highway connections supporting regional access to North American ports. WFSDallas collaborated with area partners to bring innovations to job seeker outreach, industry specific training, transportation assistance and created workforce pipelines.
- **Investing in the next generation within the logistics sector**, The Prologis Learning Academy, funded by Prologis, offers upskilling opportunities to expand the transportation distribution, logistics industry talent pool and meet the needs of employer. Prologis acquires, develops, and maintains the largest collection of high-quality logistics real estate in the world. Over 850,000 workers are employed in a Prologis facility.

PART 2. ECONOMIC AND WORKFORCE ANALYSIS

A. Regional Economic and Employment Needs Analysis

OVERVIEW OF DALLAS COUNTY

WFSDallas conducts a regional analysis to determine local economic conditions, existing and emergency in-demand industry sectors and occupations. The Regional Analysis assists in determining employment needs of the local employers to determine existing and emerging in-demand industry sectors and occupations.

The most recent population estimates show there were 2,586,050 people, and 928,341 households residing in the county. The racial makeup of the county was 66.6% White (28.3% Non-Hispanic White), 22.30% African American, 1.1% Native American, 6.7% Asian, 0.06% .1% Pacific Islander, and 2.0% from two or more races. 40.8% of the population was Hispanic or Latino of any race.

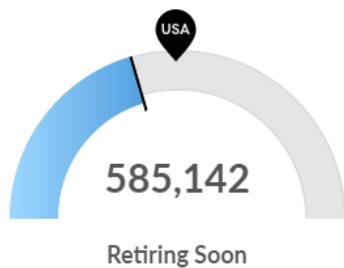
There were 928,341 households out of which 35.10% had children under the age of 18 living with them, 46.90% were married couples living together, 14.10% had a female householder with no husband present, and 33.90% were non-families. 27.30% of all households were made up of individuals and 5.90% had someone living alone who was 65 years of age or older. The average household size was 2.71 and the average family size was 3.34.

The median income for a household in the county was \$62,843, and the median income for a family was \$49,062. Dallas County is higher than the National average on Racial diversity and the number of millennials aged 25-39. In addition, Dallas County is low risk for those retiring soon compared to the national average.

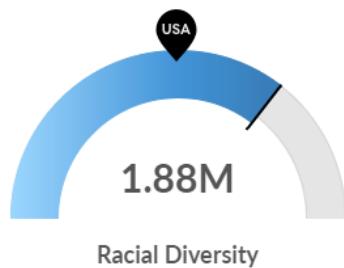
Top Skills for Dallas County January 2022 - December 2022	Latest 365 Days Unique Postings	Annual Median Advertised Salary
Total Across All Skills	743,757	\$47,552
Communications	282,017	\$51,840
Customer Service	196,347	\$40,576
Management	192,974	\$61,824
Operations	125,366	\$59,008
Sales	124,444	\$52,096
Leadership	119,664	\$77,696
Detail Oriented	103,846	\$45,184
Problem Solving	99,639	\$60,288
Writing	92,516	\$54,912
Planning	81,728	\$72,576
Microsoft Excel	80,935	\$54,144
Microsoft Office	71,738	\$52,608
Interpersonal Communications	66,798	\$54,912
Multitasking	62,299	\$41,600
Valid Driver's License	61,473	\$42,112
Research	61,455	\$64,384
Self-Motivation	59,510	\$54,144
Presentations	56,912	\$72,064
Coordinating	56,399	\$67,456
Marketing	56,025	\$62,336
Verbal Communication Skills	55,667	\$54,912
Time Management	54,218	\$50,048
Organizational Skills	53,368	\$50,048
Troubleshooting (Problem Solving)	51,762	\$60,032
Accounting	49,518	\$62,592



Dallas County, TX has 609,510 millennials (ages 25-39). The national average for an area this size is 528,241.



Retirement risk is low in Dallas County, TX. The national average for an area this size is 768,669 people 55 or older, while there are 585,142 here.



Racial diversity is high in Dallas County, TX. The national average for an area this size is 1,052,363 racially diverse people, while there are 1,881,922 here.

Educational Attainment

Concerning educational attainment, 20.6% of Dallas County, TX residents possess a Bachelor's Degree (0.3% below the national average), and 6.1% hold an Associate's Degree (2.7% below the national average).



	% of Population	Population
Less Than 9th Grade	10.5%	176,276
9th Grade to 12th Grade	8.8%	147,543
High School Diploma	22.7%	380,607
Some College	18.8%	314,260
Associate's Degree	6.1%	102,402
Bachelor's Degree	20.6%	344,062
Graduate Degree and Higher	12.5%	208,460

2023-2024 DEMAND INDUSTRIES

WIOA In-Demand Occupations List

Board Name:	In-Demand Occupation Job Title (Name)	Date Submitted or Updated:	Annual Average Employment 2020	Annual Average Employment 2030	Number Change 2020–2030	Percent Change 2020–2030	Annual Change in Employment (Growth)	Additional Rationale, Local Wisdom, and Comments	Labor Market and Career Information Data Source(s)
	Dallas	3/1/2023							
Standard Occupational Classification (SOC) or Occupational Information Network (O*NET) Job Code									
11-3021	Enter and Information Systems Managers	6601	7790	1189	18.0%	1.67			TWC LMCI
11-3071	ation, Storage, and Distribution	2109	2525	416	19.7%	1.8166			TWC LMCI
11-9021	Construction Managers	8945	10720	1775	19.8%	1.8266			TWC LMCI
11-1021	General and Operations Manager	32433	38097	5664	17.5%	1.6226			TWC LMCI
13-1198	pecialists and Business Operation	31155	35518	4363	14.0%	1.3193			TWC LMCI
13-2011	Accountants and Auditors	23289	26711	3422	14.7%	1.3804			TWC LMCI
15-1211	Computer Systems Analysts	9602	10963	1361	14.2%	1.3344			TWC LMCI
15-1212	Information Security Analysts	3806	5315	1509	39.6%	3.3959			TWC LMCI
15-1231	puter Network Support Speciali	4957	5680	723	14.6%	1.3708			TWC LMCI
15-1232	omputer User Support Specialist	12971	15060	2089	16.1%	1.5045			TWC LMCI
15-1244	ck and Computer Systems Admini	6062	6849	787	13.0%	1.2281			TWC LMCI
15-1245	ase Administrators and Archit	3433	3878	445	13.0%	1.2263			TWC LMCI
15-1256	and Software Quality Assurance	33683	42600	8917	26.5%	2.3764			TWC LMCI
15-1257	velopers and Digital Interface D	2379	2798	419	17.6%	1.6355			TWC LMCI
17-2071	Electrical Engineers	1415	1584	169	11.9%	1.1346			TWC LMCI
17-2112	Industrial Engineers	3350	3896	546	16.3%	1.5214			TWC LMCI
17-2141	Mechanical Engineers	2910	3143	233	8.0%	0.7732			TWC LMCI
17-3000	ering Technicians, and Mapping	9898	10803	905	9.1%	0.8788			TWC LMCI
17-3023	tronics Engineering Technologist	1337	1384	47	3.5%	0.3461			TWC LMCI
17-3024	and Mechatronics Technologis	142	156	14	9.9%	0.9447			TWC LMCI
17-3031	rveying and Mapping Technicia	1216	1383	167	13.7%	1.2952			TWC LMCI
19-4021	iological Technicians	1420	1621	201	14.2%	1.3327			TWC LMCI
23-2011	Paralegals and Legal Assistants	4490	5409	919	20.5%	1.8796			TWC LMCI
25-2000	er, Middle, Secondary, and Specia	35121	40182	5061	14.4%	1.3553			TWC LMCI
27-1024	Graphic Designers	3244	3464	220	6.8%	0.6583			TWC LMCI
29-1126	espiratory Therapists	1345	1754	409	30.4%	2.6906			TWC LMCI
29-1141	egistered Nurses	30202	34888	4686	15.5%	1.4528			TWC LMCI
29-2010	aboratory Technologists and Te	4427	5057	630	14.2%	1.3394			TWC LMCI
29-2032	agnostic Medical Sonographer	704	886	182	25.9%	2.3236			TWC LMCI
29-2034	ologic Technologists and Techni	1428	1633	205	14.4%	1.3505			TWC LMCI
29-2040	cy Medical Technicians and Para	737	804	67	9.1%	0.8739			TWC LMCI
29-2052	armacy Technicians	3758	4887	1129	30.0%	2.6617			TWC LMCI
29-2055	Surgical Technologists	895	1014	119	13.3%	1.2562			TWC LMCI
29-2061	Practical and Licensed Vocation	7352	8736	1384	18.8%	1.7398			TWC LMCI
31-1131	Nursing Assistants	8830	10326	1496	16.9%	1.5774			TWC LMCI
31-9091	Dental Assistants	4096	5192	1096	26.8%	2.3994			TWC LMCI
31-9092	Medical Assistants	10339	13497	3158	30.5%	2.7013			TWC LMCI
31-9093	Medical Equipment Preparers	456	521	65	14.3%	1.3415			TWC LMCI
33-3012	Correctional Officers and Jailers	2571	2584	13	0.5%	0.0504			TWC LMCI
33-3051	Police and Sheriff's Patrol Officer	6645	7436	791	11.9%	1.131			TWC LMCI
41-1011	ine Supervisors of Retail Sales W	15677	16952	1275	8.1%	0.785			TWC LMCI
43-3031	eping, Accounting, and Auditing	21909	22669	760	3.5%	0.3416			TWC LMCI
43-4051	Customer Service Representative	55503	59896	4393	7.9%	0.7646			TWC LMCI
43-5032	ers, Except Police, Fire, and Am	2598	2824	226	8.7%	0.8376			TWC LMCI
43-6014	trative Assistants, Except Legal	19207	19089	-118	-0.6%	-0.0616	Large Employment		TWC LMCI
47-2021	Brickmasons and Blockmasons	429	449	20	4.7%	0.4567			TWC LMCI
47-2031	Carpenters	6133	6914	781	12.7%	1.2059			TWC LMCI
47-2051	ment Masons and Concrete Finis	2871	3022	151	5.3%	0.5139			TWC LMCI
47-2073	ers and Other Construction Equ	3819	4416	597	15.6%	1.4631			TWC LMCI
47-2111	Electricians	9428	11604	2176	23.1%	2.0984			TWC LMCI

WIOA In-Demand Industries List

Board Name:	Dallas	Date Submitted or Updated:	3/1/2023
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Use this spreadsheet to identify the Board's top 10 to 15 high-demand industries. The Board's high-demand industries may include, but are not limited to, industries related to a governor's industry clusters.

2017 North American Industry Classification System (NAICS) Code (4-digit)	NAICS Industry Title (Name)	Annual Average Employment 2020	Annual Average Employment 2030	Number Change 2020 - 2030	Percent Growth 2020-2030	Does Industry Relate to a Governor's Industry Cluster? (yes or no)	Additional Rationale, Local Wisdom, Comments	Labor Market and Career Information Data Source(s)
2362	Nonresidential Building Construction	11178	11896	718	6.4%	No	Local Wisdom	TWC LMCI
2373	Highway, Street, and Bridge Construction	3605	4387	782	21.7%	No	Local Wisdom	TWC LMCI
3320A2	Fabricated metal product manufacturing (3323 and 3324 only)	7165	7703	538	7.5%	Yes		TWC LMCI
3335	Metalworking Machinery Manufacturing	859	1043	184	21.4%	Yes		TWC LMCI
3344	Semiconductor and Other Electronic Component Manufacturing	14193	15380	1187	8.4%	Yes		TWC LMCI
3353	Electrical Equipment Manufacturing	829	926	97	11.7%	Yes		TWC LMCI
3364	Aerospace Product and Parts Manufacturing	7010	6322	-688	-9.8%	Yes		TWC LMCI
4884	Support Activities for Road Transportation	1366	1507	141	10.3%	No	Local Wisdom	TWC LMCI
4931	Warehousing and Storage	34147	39186	5039	14.8%	No	Local Wisdom	TWC LMCI
5112	Software Publishers	6374	6821	447	7.0%	Yes		TWC LMCI
5182	Data Processing, Hosting, and Related Services	6140	7467	1327	21.6%	Yes		TWC LMCI
5415	Computer Systems Design and Related Services	46298	58356	12058	26.0%	Yes		TWC LMCI
5611	Office Administrative Services	15232	19847	4615	30.3%	No	Local Wisdom	TWC LMCI
6111	Elementary and Secondary Schools	74210	84312	10102	13.6%	No	Local Wisdom	TWC LMCI
6221	General Medical and Surgical Hospitals	50045	56165	6120	12.2%	Yes		TWC LMCI
7225	Restaurants and Other Eating Places	97768	120697	22929	23.5%	No	Local Wisdom	TWC LMCI

INDUSTRY SNAPSHOT

The largest sector in Dallas County is Professional, Scientific, and Technical Services employing 200,139. The next-largest sectors in the region are Health Care and Social Assistance (191,709 workers) and Government (189,703).

Sectors in Dallas County, Texas with the highest average wages per worker are Mining, Quarrying, and Oil and Gas Extraction (\$256,779), Management of Companies and Enterprises (\$175,788), and Utilities (\$177,493).

**Dallas County will expand by:
75,280
Jobs in the next two years**

Over the next four years, employment in Dallas County, Texas is projected to expand by 75,280 jobs. The fastest growing sector in the region is expected to be Professional, Scientific and Technical Services with a +7.06% rate of growth. The strongest forecast by number of jobs over this period is expected for Health Care and Social Assistance (+7,538 jobs), Professional, Scientific, and Technical Services (+14,520), and Administrative and Support and Waste Management and Remediation Services (+9,204).

In the coming years, the Board will focus on training initiatives and employment activities that target key growth and demand sectors within the Greater Dallas Area. These activities will ensure that the Dallas Workforce System remains competitive by attracting new businesses and building/sustaining the existing base. Workforce Solutions Greater Dallas has historically worked with leading industries and employers. We propose to build on the successes and expand the investments to a broader range of employers that promote economic growth. The Dallas Workforce System regularly meets with external local and statewide groups comprised of employers and community leaders to ensure economic and workforce needs are met. This secures the employment base of the Dallas Workforce System.

The Board continues to work regionally with employers, city and county government, community organizations, colleges, and universities, ISDs, other education providers and neighboring Boards, Workforce Solutions for Tarrant County, and North Central Texas. The Board coordinates employer services offering Rapid Response, employer-focused summits, Job Fairs, and other activities. Workforce Solutions Greater Dallas will continue to collaborate regionally to deliver high quality services to customers of the Dallas Workforce System and the North Texas region. In 2019, the population in Dallas County, Texas was 2,666,917. Between 2010 and 2019, the region's population grew at an annual average rate of 12.48%.

LABOR SUPPLY Employers in Dallas County draw from a well-educated and skilled workforce. A robust infrastructure makes it easy for commuting and the areas affordability means employers can tap into a strong workforce no matter where they base their operations. For Employees, the wide distribution of jobs means that they can choose from a variety of communities in which to live and best fits their needs. The sustainability of the area is highly dependent on the availability of qualified workforce to support key industry clusters.

INDUSTRY SECTORS Dallas County regional economy is among the most diverse in the nation, which means that employers can draw from a deep base of skilled workers. Healthcare, Technology, Infrastructure and the newest the Retail Sector represent the lifeblood of the Dallas County economy.

LOGISTICS Historically Dallas County has leveraged its central geography with various transportation assets. Significant trade and distribution activity now comes to and through the DFW metro area by land, air and rail with local intermodal facilities linking the three modes of transport. Employers in the area can move goods quickly and cost effectively using a robust intermodal network that connects to regional centers by truck and rail and to world centers by air. The Dallas area has five major interstate highways, more than any other major metropolitan region I in the US. The Dallas area is also home to the nation's 2nd largest railroad, two additional class 1 freight line rail carriers and more than 600 motor carriers and over 100 freight forwarders.



INFRASTRUCTURE The infrastructure sector guarantees the future of the Dallas economy. Infrastructure industries provide the technical structures needed to build roads, bridges, tunnels water supply sewers electrical grids and telecommunications. Texas and the Nation continue to promote infrastructure projects to grow the economy, industries associated with the infrastructure design, construction and maintenance find themselves as the forefront of workforce development. WFSDallas will support this sector by generating progressive, innovative and cost-effective strategies for attracting education and retaining the finest workforce in the Nation.

TECHNOLOGY Dallas County leads the State into the new era of information and communications technologies beginning in 1958 with the invention of the microchip at Texas Instruments. Today the local technology sector is broad and technology companies enable many of the core activities and processes of the global economy. International powerhouses lead the regions technology sector such as Texas Instruments has helped develop a strong base of engineers and information science professionals to lead product innovation for the world. Since the Technology sector is so vital to the economy, we plan to focus on connecting k-12 and post-secondary science, technology; engineering and math (STEM) educational initiatives with the local technology sector.



HEALTHCARE The healthcare industry and workforce are expected to continue to grow as the population expands, and as baby boomers age. Thus, the overall economic impact of the healthcare industry will continue to increase in the coming years. The healthcare cluster aims to address workforce gaps by increasing career opportunity awareness at all levels, offering professional development, and coordinating industry specific training that meet the needs of the healthcare sector.



RETAIL The Dallas Retail Market lost some jobs due to Covid-19, but it is still a strong industry in Dallas County and is expected to show modest growth over the next four years. Even before Covid-19, the retail landscape was beginning to evolve. Many of those changes include a consolidated retail space that can meet the needs of both online and in person customers. Because Dallas is centrally located in the US with excellent supply chains that utilize airports, rail and the rapidly expanding inland-port. Dallas will still be well situated to thrive in the new retail space and continue to be synonymous the face of retail trade. In defining the industry, we include retail sales, call centers, and recognize trends creating a gap than national

retail data. By focusing on the Retail Sector, we plan to expand key partnerships that offer clear retail career pathways for both employers and entry-level job seekers. This should increase the economic mobility of entry-level workers. A survey completed by the National Retail Federation found that most individuals at some point work in retail: 59 percent of those polled had worked in retail, including stores and restaurants. Of those surveyed, 32 percent found their first job in retail, at an average age of 16. An example of a successful retail partnership involved working with the retail giant, Amazon.

Amazon has shown to be the go-to deliverer of all items and a champion for the unemployed. Not only did they deliver much needed groceries, hand sanitizer, goods, and services, they offered also much needed jobs to many displaced workers from all industries within the Dallas – Fort Worth community. In Texas alone in a one-year period, Amazon has more than doubled its workforce (2nd quarter of 2019 - 26,018 workforce to 2nd quarter of 2020- 49,322 workforce). Since 2013, Workforce Solutions Greater Dallas has had considerable success in placing job seekers that meet Amazon's hiring needs while benefiting the community. WFSDallas and neighboring boards began the close partnership and workforce collaboration. A customized recruitment plan was developed to assist in filling open positions in the distribution centers. This plan continues within the six distribution centers in Dallas County with approximately 1,500 full time open positions at the Coppell Location. Many of the individuals hired were currently unemployed, and veterans. Amazon also works with special populations such as a partnership with local schools and vocational rehabilitation to assist youth gain valuable work skills. WFSDallas' employer service teams developed a customized recruiting plan, that included virtual hiring events and in-person hiring events (pre-COVID) within the workforce centers as well as with several Community Partners such as North Lake College, Brookhaven, University of North Texas, various apartments and churches. Because of these efforts, Amazon was able to save over \$100,000 in outreach. For the first time in Amazon's history, they did not use a staffing company to fill their openings. With the assistance of Dallas and Tarrant, Amazon was able to fill 100% of their positions. They hope to replicate this amazing workforce partnership throughout the United States! Both Boards continue to work with Amazon on meeting their workforce needs, with postings in Work In Texas, onsite employment assistance, virtual hiring events, and screening of applicants. Amazon has created jobs for Dallas/Fort Worth while building economic prosperity for the community, employer, and the State of Texas. For some, roles in Amazon's fulfillment network can be a way to earn money in the short-term, but for others, they can be the starting point to a career!

One of the goals of Workforce Solutions Greater Dallas is to provide a human capital investment to employers that increases productivity and help employers create permanent jobs with career advancement opportunities. WFSDallas utilizes the workforce centers to connect businesses and job seekers together. Job seeker services connect skilled workers with employment opportunities. For those job seekers who have barriers to employment, WFSDallas offers unique specialized services to increase job readiness and quickly move individuals into self-sufficient employment. Within the Dallas workforce system, the following areas are emphasized:

- Business driven services and the changing economic conditions of Dallas County,
- High growth/high demand career opportunities within the local labor market,
- Building relationships with businesses and economic development entities,
- Targeting industry sectors and key businesses within the Dallas market, and
- The provision of performance excellence services to all customers.

Another source of input for workforce training in targeted occupations is feedback received by member employers within the DFW Regional Workforce Leadership Council and Industry clusters. The DFW Regional Workforce Leadership Council formed in 2002, is a partnership between representatives from industry, workforce providers, and education providers within the DFW area. Focusing on clusters provides an effective approach to addressing the regional workforce need. The Council has formed clusters in the following industries: Aerospace, Healthcare, Technology, Logistics, Infrastructure and the newest is the Retail Cluster.

RWLC is the driving force for a cooperative approach to promoting the region's strongest industries. Following the industry cluster concept popularized by Michael Porter and the directives of Governor's Industry Cluster Initiative, RWLC has focused on supporting the region's key clusters which we have identified as being: Aerospace, Healthcare, Infrastructure, Logistics (Advanced Manufacturing and Supply Chain), Retail, and Technology. Please find the attached link for the most recent RWLC Annual Report: [Regional Workforce Leadership Council 2020](#)

New for 2023 -2024 - Several new initiatives to train thousands of unemployed workers for in-demand jobs. Dallas continues to lead with a robust job market, and constant influx of new employers and job seekers. We will continue to aggregate employers with sector strategies, targeting industries in healthcare, technology, logistics, advanced manufacturing, and jobs in the public sector. Work&learn strategies, technology tools, private sector investments, quality childcare and sharing labor market information with our community partners will remain our priorities.

2023 Youth Pilot Initiative will build off last year's positive momentum in serving opportunity youth. The growing number of opportunity youth who face systemic barriers impacting their ability to obtain a job and pursue a self-sustaining career is more critical now than before the pandemic. WFSDallas will increase opportunities and leverage available resources to offer unique solutions to our future workforce immediately. To better support over 5,000+ younger youth customers, the Opportunity Youth – Education Outreach Initiative offers educational/work opportunities, collaborative resources, and industry partnerships to help build pathways to higher education or meaningful careers.

ConnectU2Jobs is a collaborative workforce development project targeting primarily justice involved young adults in Dallas County. WFSDallas partners with TxDOT, Lone Star Justice Alliance and Dallas College. The project introduces youth to the infrastructure industry through a 12-week paid internship that places students with an employer to gain work experience while they attend classes at Dallas College (OSHA, NCCER Core Construction and NCCER Heavy Equipment Operator certifications). Employers include Webber, Austin Bridge & Road, Flour, Balfour Beatty, and others. To date, 28 students completed the program with over 40 students signed up for February classes in 2023!

Workforce Solutions Greater Dallas collaborates with Dallas College within the WIOA Youth and Adult programs, Adult Education and Literacy Grant, Dallas College ISOW Grant, Dallas Healthcare Apprenticeship Grant, Childcare Quality, and numerous TWC Skills Development funds. Most recently, WFSDallas added our support to Dallas College and the EDA grant to build upon the success of the bio-industry in Dallas. Dallas College and partner institutions will use funding to create a regional career pathway model in three areas, biotechnology, biomaterials, and bioinformatics, while generating a new market employment and educational opportunities with the help of an employer-led biotechnology advisory council. WFSDallas will continue to track jobs, outreach job seekers and offer services to the industry in support of this excellent effort!

In partnership with NAWB, the Grow with Google partnership helps job seekers attain a Google Career Certificate offering an entry-level or upskilling opportunity in IT, for careers in IT support, User Experience Design, Data Analytics, and Project Management. These certificates connect job seekers with skills to employers such as Walmart, Hulu, and Sprint. Grow with Google delivers economic opportunities for job seekers through free training and tools to assist our jobseekers and current workers grow their skills, careers, and businesses.

Investing in the next generation within the logistics sector, The Prologis Learning Academy, funded by Prologis, offers upskilling opportunities to expand the transportation distribution, logistics industry talent pool and meet the needs of employers. Prologis acquires, develops, and maintains the largest collection of high-quality logistics real estate in the world. Over 850,000 workers are employed in a Prologis facility!

The Inland Port of Dallas County is recognized for its premier rail service and interstate highway connections supporting regional access to North American and international ports. WFSDallas collaborated with area partners to bring innovations to job seeker outreach, industry specific training, transportation assistance and created workforce pipelines. WFSDallas has trained hundreds of CDL truck drivers and other transportation and warehouse occupations supporting the industry.

For the online learner, Metrix Learning and SkillUP America offers free electronic training through an online learning portal, that helps learners refresh existing skills and learn new ones that ensures success in the ever-changing employment market. SkillUp™ Greater Dallas assists residents build a workforce ecosystem that supports positive economic development.

Beginning in 2017, with the generous support of Walmart.org, we began the Retail Pays project focusing on upskilling retail workers. We continue our online learning journey with PATHS for Texas to upskill and reskill retail and customer-facing current workers, funded by the workforce advocates at Walmart.org through May 2024. The statewide project includes four (4) participating workforce boards and other subgrantees. To date, we have trained 1,133 learners!

The Dallas Apprenticeship Accelerator event held during National Apprenticeship Week 2022, brought together apprenticeship stakeholders (employers, industry, labor, equity, and other workforce partners) and resources to accelerate the further use and adoption of Registered. Additional events are planned in 2023.

Dallas FAME is an employer-driven initiative to fill the talent gap for technicians in advanced manufacturing. This 5-straight semester program offers students an associate degree in Advanced Manufacturing partnering with Benjamin Moore, Daisy Brand, Kraft Heinz, General Dynamics, and others. With 2 years underway, Dallas FAME begins training 2 new cohorts of Advanced Manufacturing Technicians (AMTs) in Fall 2023.

This year, Google-sponsored, Fiber Technician Certification project is a phased, multi-level comprehensive training program tailored to under-represented groups looking to add skills or upskill in the trades in geographic areas where Google is building new data centers (locally in Midlothian, TX). The pilot program offers OSHA 10 and BICSI Installer 1 certifications through two six-week cohorts of 12 participants each.

IBM SkillsBuild is free digital training program that assists customers in building valuable new skills and finding jobs, regardless of background or education. Through this grant, WFSDallas offers participants IBM-branded digital credentials. Most learners start with no experience and can be ready to apply for IT jobs within six months through participation in hands-on, project-based learning and mentoring support.

Workforce Solutions Greater Dallas has created several strategies and initiatives to engage underserved populations. WFSDallas plans to build on the momentum from the previous year to collaborate with community partners to better serve targeted and underserved populations. WFSDallas plans to assist targeted populations that facing barriers that impact their ability to obtain a job and pursue a self-sustaining career.

We will leverage and braid available resources to offer unique solutions to our most in-need workforce. For example, with our Opportunity Youth Educational Outreach Initiative, WFSDallas will support over 5,000+ younger youth customers. We will provide educational and work opportunities, collaborative resources, and industry partnerships to build pathways to higher education or meaningful careers. For Texans with Disabilities, foster youth and sex-trafficking victims, we will offer unique services to better support their needs through partnerships with community groups (TRAG₈

VR and TWC).

We continue to work with Vocational Rehabilitation and the Texas Workforce Commission to better equip our workforce centers to meet the needs of Texans with Disabilities.

The Board currently maintains a list of targeted occupations which meet set criteria such as: high growth/high demand, above board's self-sufficiency wage (\$13.59 hour), non-seasonal employment, with fringe benefits, low turnover replacement rate, with a \$17,000 cap per participant for training, and training completion time within a period of two years. In efforts to meet the needs of job seekers and employers, WFSDallas maintains a mix of short-term and long-term training courses available based on the needs identified. These training courses are reviewed to ensure quality training is delivered to customers.

2023-2024 Targeted Occupations

WFSDallas continually assesses the regional business environment to identify employer needs by establishing linkages between employers and job seekers. Occupations in **green** indicate a newly added occupation, with **red** indicating removal of an occupation due to a lack of openings or low wages. Non-traditional employment by occupation is indicated with an asterisk **.

Health Care

- Dental Assistants
- Medical Assistants
- Registered Nurse
- Respiratory Therapists
- Radiologic Technologists
- Pharmacy Technicians
- Surgical Technologists
- Licensed Practical Nurse
- Patient Care Technician
- Medical Equipment Preparers
- Medical & Clinical Lab Techs
- Diagnostic Medical Sonographers
- **Health Information Coding**
- Emergency Medical Technicians and Paramedics
- **Bio-Tech Technicians and Related**

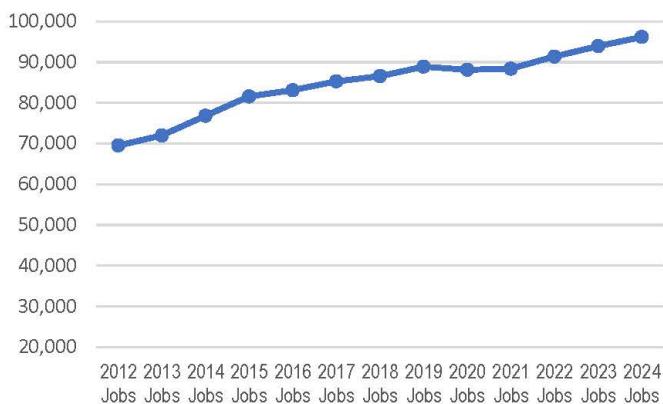


Education

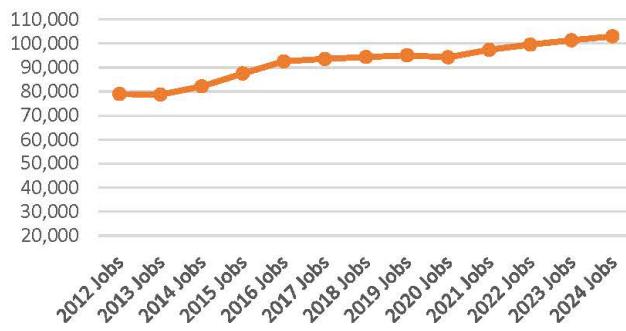
- Teacher



Computer and Mathematical Occupations



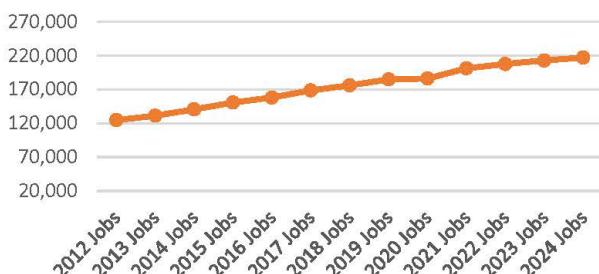
Healthcare Practitioners & Technical Occupations



Logistics

- Logistics & Supply Chain Managers
- Tractor-Trailer Truck Drivers
- Industrial Forklift Operators
- Dispatcher

Transportation and Material Moving Occupations



Information Technology

- Web Developer
- Graphic Designer
- Computer & Info System Manager
- Computer Systems Analysts
- Network & Systems Admin
- Database Administrators
- Information Security Analysts
- Software Developers & Testers
- Computer Network Support Specialists
- Computer User Support Specialists

TARGETED OCCUPATIONS 2023-2024

Advanced Manufacturing

- Surveyors
- Industrial Engineers*
- Electrical Engineers*
- Mechanical Engineers*
- Drafters, & Engineering Techs*
- Electrical & Electronics Techs (Including chip production)
- Mechatronics Technologists and Technicians

Production/Construction

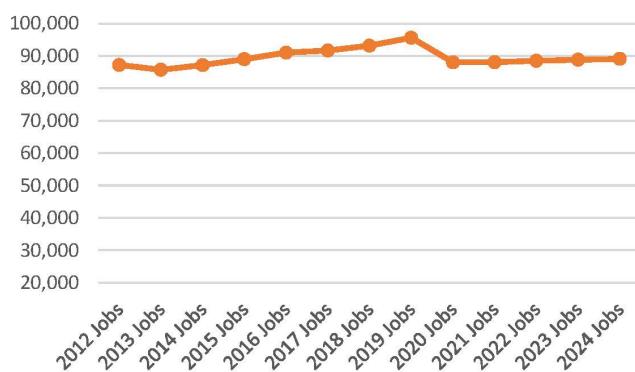
- Construction Managers
- Brick masons & Block masons
- Carpenters
- Cement Masons & Concrete Finishers
- Operating Engineers & Other Construction Equipment Operators
- Electricians
- Plumbers, Pipefitters*
- Highway Maintenance Workers
- Auto Body & Related Repairers
- Auto Service Techs & Mechanics*
- Diesel/Bus/Truck Mech*
- HVAC Mechanics & Installers*
- Maintenance & Repair Workers
- Aircraft Structure Assemblers
- CNC Machine & Tool Operator
- Machinists*
- Welder & Cutter*
- Quality Control Technician
- Crane and Tower Operators
- Solar Photovoltaic Installer
- Telecommunication Line Installer & Repair

Public Safety

- Police Officer



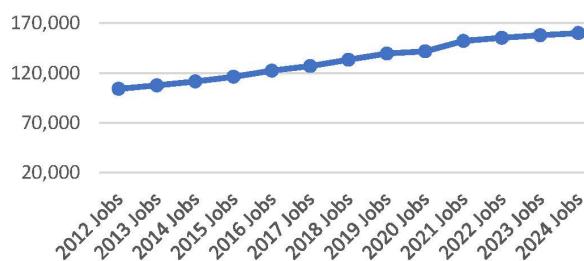
Production Occupations



Business Administration

- General & Operations Managers
- Business Operations Specialists, All Other
- Accountants & Auditors
- Paralegals & Legal Assistants
- First-Line Supervisors of Retail Sales Workers
- Book/Accounting Clerk
- Customer Service Representatives
- Secretary

Business and Financial Operations Occupations



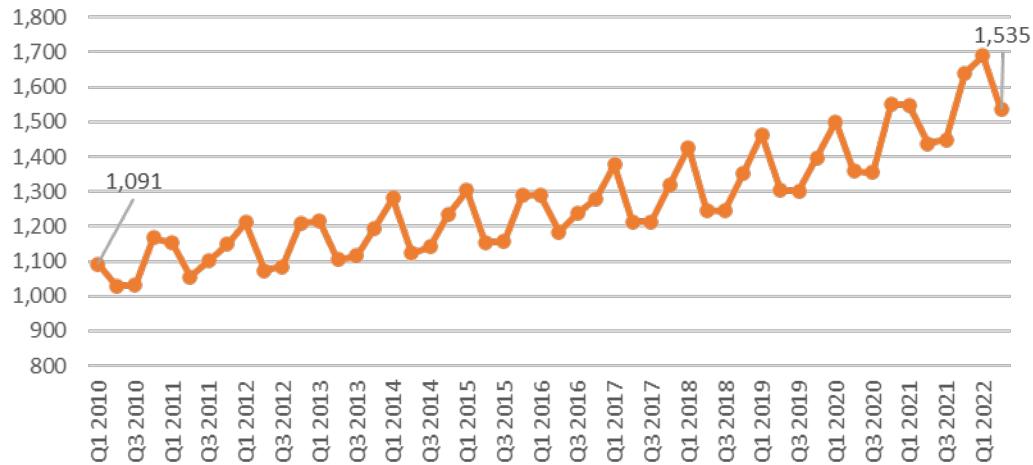
Below is the top 15 Four Digit NAICS Industries sorted by the estimated 2020-2030 growth.

NAICS Description	2022 Jobs	2024 Jobs	2022 - 2024		2022 Payrolled Business Locations	Does the Governor's Industry Cluster?	Additional Resources	Data Source
			Change	% Change				
7225 Restaurants and Other Eating Places	111,317	117,068	5,750	5%	5,449	No	114,434	LightCast
5415 Computer Systems Design and Related Services	53,602	59,315	5,713	11%	3,911	Yes	56,710	LightCast
5613 Employment Services	84,148	89,329	5,180	6%	1,316	No	87,071	LightCast
4931 Warehousing and Storage	40,689	45,286	4,597	11%	282	No	43,315	LightCast
5416 Management, Scientific, and Technical Consulting Services	46,750	50,392	3,642	8%	3,095	Yes	48,767	LightCast
9026 Education and Hospitals (State Government)	29,116	32,571	3,454	12%	14	Yes	30,956	LightCast
5511 Management of Companies and Enterprises	38,764	41,867	3,104	8%	638	No	40,476	LightCast
5221 Depository Credit Intermediation	27,389	29,748	2,359	9%	738	Yes	28,671	LightCast
6216 Home Health Care Services	32,166	34,416	2,250	7%	688	Yes	33,364	LightCast
4541 Electronic Shopping and Mail-Order Houses	13,174	15,321	2,147	16%	577	No	14,343	LightCast
6211 Offices of Physicians	40,185	42,045	1,860	5%	2,821	Yes	41,189	LightCast
4921 Couriers and Express Delivery Services	16,882	18,355	1,473	9%	136	No	17,700	LightCast
5411 Legal Services	27,888	29,320	1,432	5%	2,442	No	28,653	LightCast
5616 Investigation and Security Services	24,333	25,731	1,398	6%	451	No	25,094	LightCast
2382 Building Equipment Contractors	41,289	42,646	1,357	3%	1,442	No	42,046	LightCast

C. LABOR FORCE ANALYSIS AND TRENDS

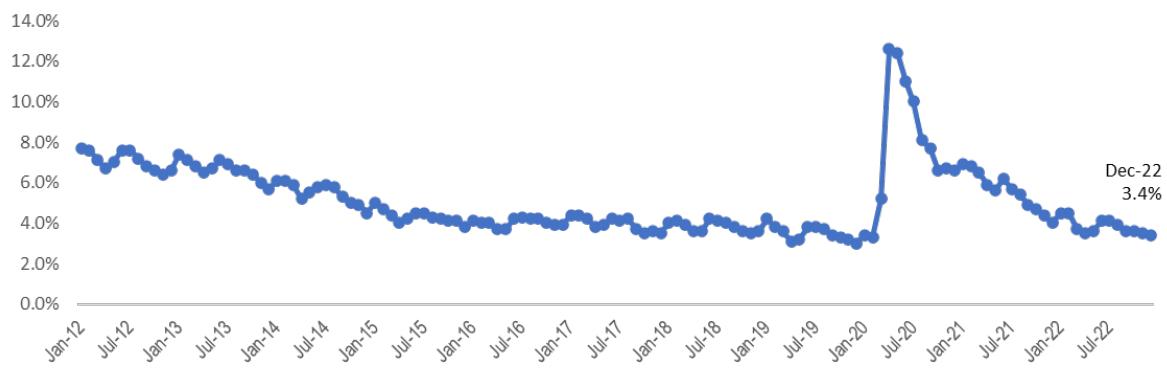
EMPLOYMENT DATA. As of 2022 Q2, average employment for Dallas County was 1.535M. Over the year ending 2022 Q2, average employment decreased 6.08% in the county. The decrease is due to COVID, and the unprecedented number of UI claims made from March thru December. Even during the pandemic, the number of establishments increased year over year. The over the year change ending with 2020Q3 is 1.32% and the increase from 2010 Q3 is a staggering 18.75%.

**Dallas County Average Weekly Wage
Quarter 1 2010 - Quarter2 2022**



UNEMPLOYMENT DATA. The December 2022 unemployment rate for Dallas County, Texas was 3.4%. The unemployment rate has come down from the COVID high of 13% from April 2020.

Unemployment rate data are from the Local Area Unemployment Statistics, provided by the Bureau of Labor Statistics and updated through December 2022.

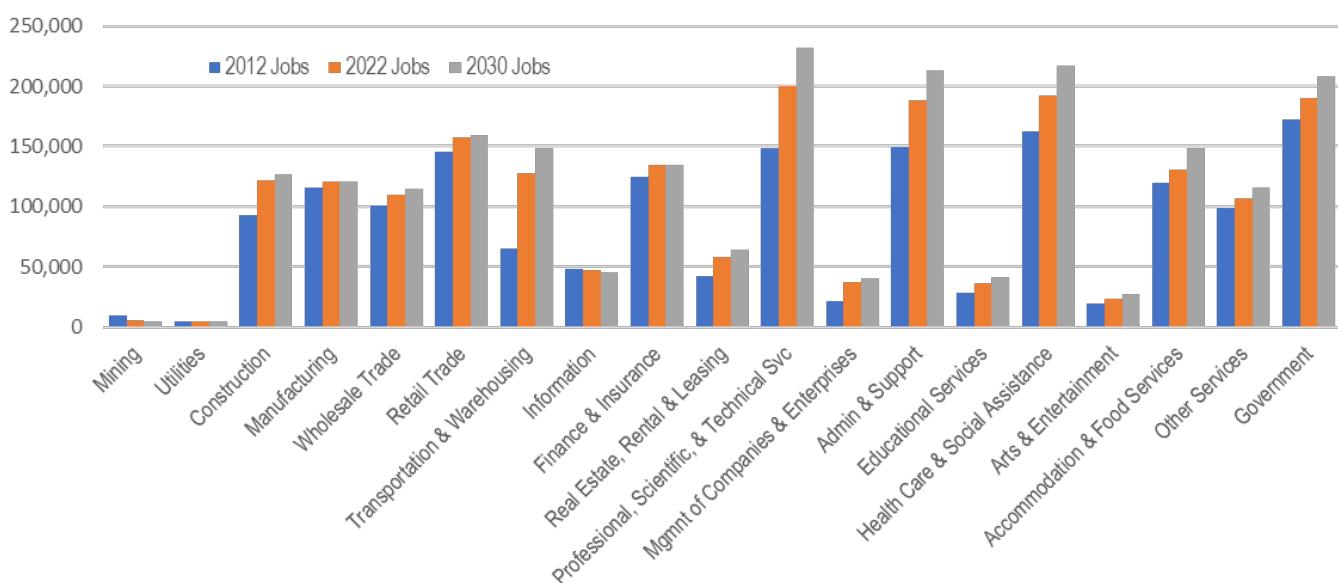
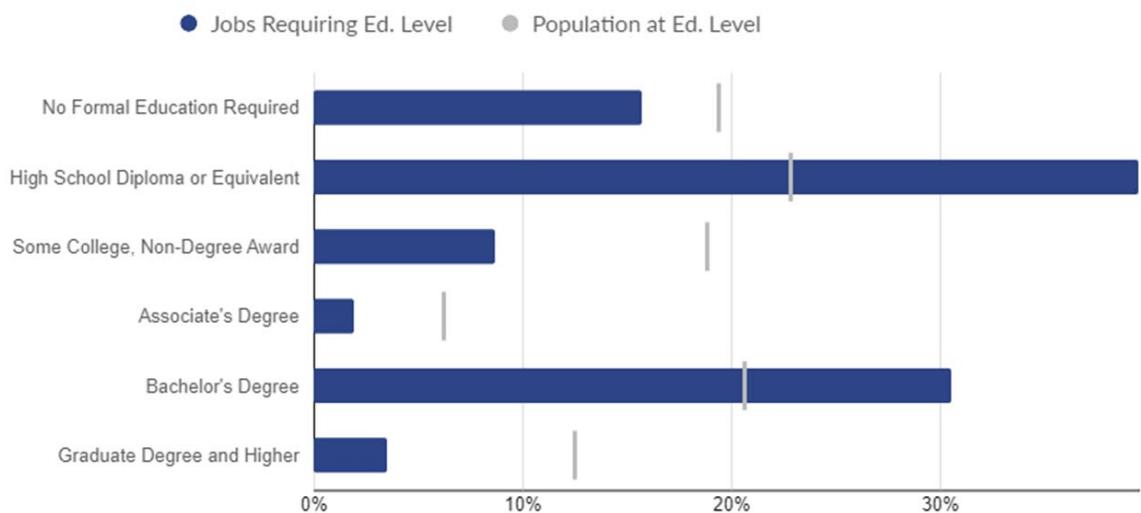


LABOR MARKET TRENDS

The average worker in Dallas County earned weekly wages of \$1,354 as of 2020Q3. Even through COVID 19 the average annual wages per worker increased 3.99% in the county during the preceding four quarters. For comparison purposes, annual average wages were \$1,302 in the nation as of 2019Q3. Annual average wages per worker data are from the TWC LMCI Department Quarterly Employment and Wages. Data was downloaded in February 2021.

Charts below indicate the number of underemployed by education level for Dallas County and the number of jobs by industry projecting to 2030.

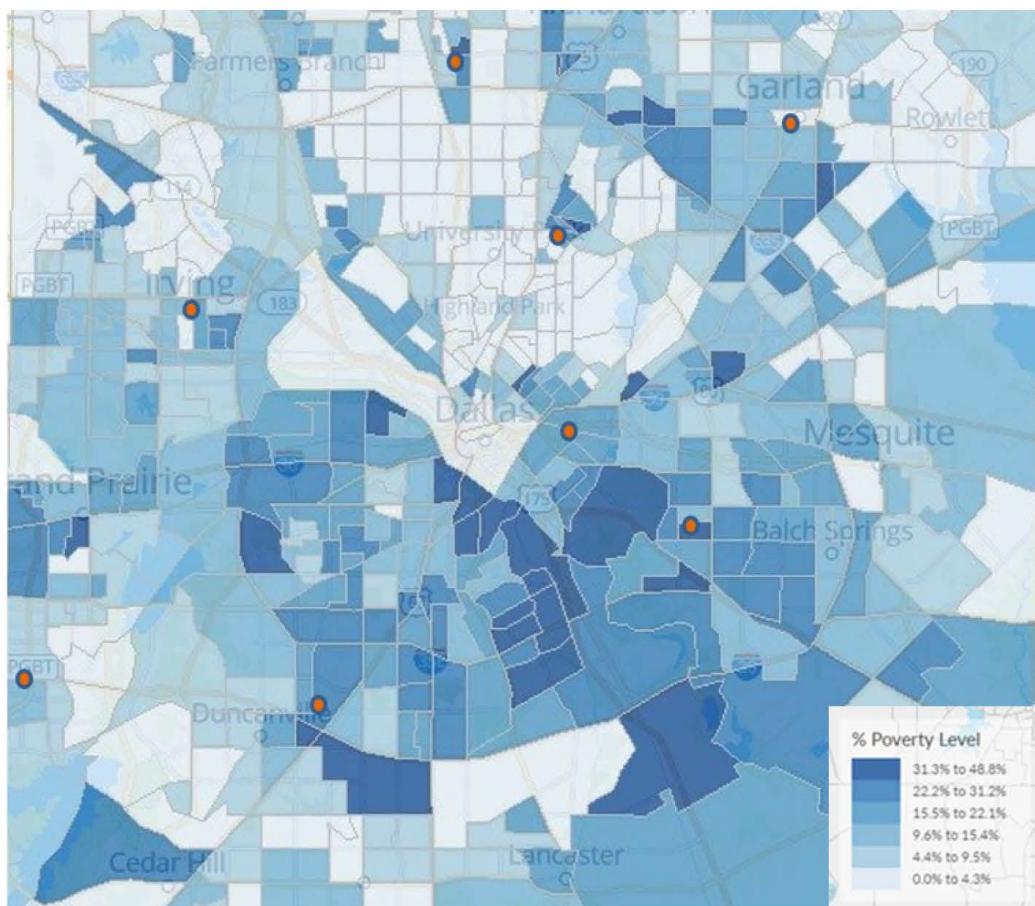
Underemployment



INDIVIDUALS WITH BARRIERS TO EMPLOYMENT

Poverty declines in Dallas County, but it is still higher than the national average 12.8%. The 2022 Dallas County poverty estimate for all people is 14.6 percent (378k out of 2.59M people) live below the poverty line. The Map below shows the 2022 estimate by zip code for Dallas County. Areas in dark blue have the highest poverty rate. WFSDallas makes every effort to reach the hardest to serve including those in poverty. The workforce centers serving Dallas County are indicated with orange dots.

2022 Poverty Rates by Census Tract



EDUCATIONAL AND SKILL LEVELS

Reviewing the overall top skills in Dallas County for 2022 reflects communications, customer service, management, operations, sales and leadership representing very high numbers.

Top Skills for Dallas County January 2022 - December 2022	Latest 365 Days Unique Postings	Annual Median Advertised Salary
Total Across All Skills	743,757	\$47,552
Communications	282,017	\$51,840
Customer Service	196,347	\$40,576
Management	192,974	\$61,824
Operations	125,366	\$59,008
Sales	124,444	\$52,096
Leadership	119,664	\$77,696
Detail Oriented	103,846	\$45,184
Problem Solving	99,639	\$60,288
Writing	92,516	\$54,912
Planning	81,728	\$72,576
Microsoft Excel	80,935	\$54,144
Microsoft Office	71,738	\$52,608
Interpersonal Communications	66,798	\$54,912
Multitasking	62,299	\$41,600
Valid Driver's License	61,473	\$42,112
Research	61,455	\$64,384
Self-Motivation	59,510	\$54,144
Presentations	56,912	\$72,064
Coordinating	56,399	\$67,456
Marketing	56,025	\$62,336
Verbal Communication Skills	55,667	\$54,912
Time Management	54,218	\$50,048
Organizational Skills	53,368	\$50,048
Troubleshooting (Problem Solving)	51,762	\$60,032
Accounting	49,518	\$62,592

EDUCATION

The following school districts serve Dallas County:

- Carrollton-Farmers Branch ISD (partly in Denton County)
- Cedar Hill ISD
- Coppell ISD
- Dallas ISD
- DeSoto ISD
- Duncanville ISD
- Ferris ISD (mostly in Ellis County)
- Garland ISD
- Grand Prairie ISD
- Grapevine-Colleyville ISD (primarily Tarrant County)
- Highland Park ISD
- Irving ISD
- Lancaster ISD
- Mesquite ISD
- Richardson ISD
- Sunnyvale ISD

COMMUNITIES

The following cities and towns are part of Dallas County:

- Carrollton
 - Cedar Hill
 - Combine
 - Coppell
 - Dallas(county seat)
 - Ferris
 - Garland
 - Glenn Heights
 - Grand Prairie
 - Grapevine
 - Lewisville
 - Mesquite
 - Ovilla
 - Richardson
 - Rowlett
 - Sachse
 - Seagoville
 - Wylie
 - Balch Springs
 - Cockrell Hill
 - DeSoto
 - Duncanville
 - Farmers Branch
 - Hutchins
 - Irving
 - Lancaster
 - University Park
 - Wilmer
- Towns**
- Addison
 - Sunnyvale
 - Highland Park

For 2023-24 Dallas County Economic Conditions:

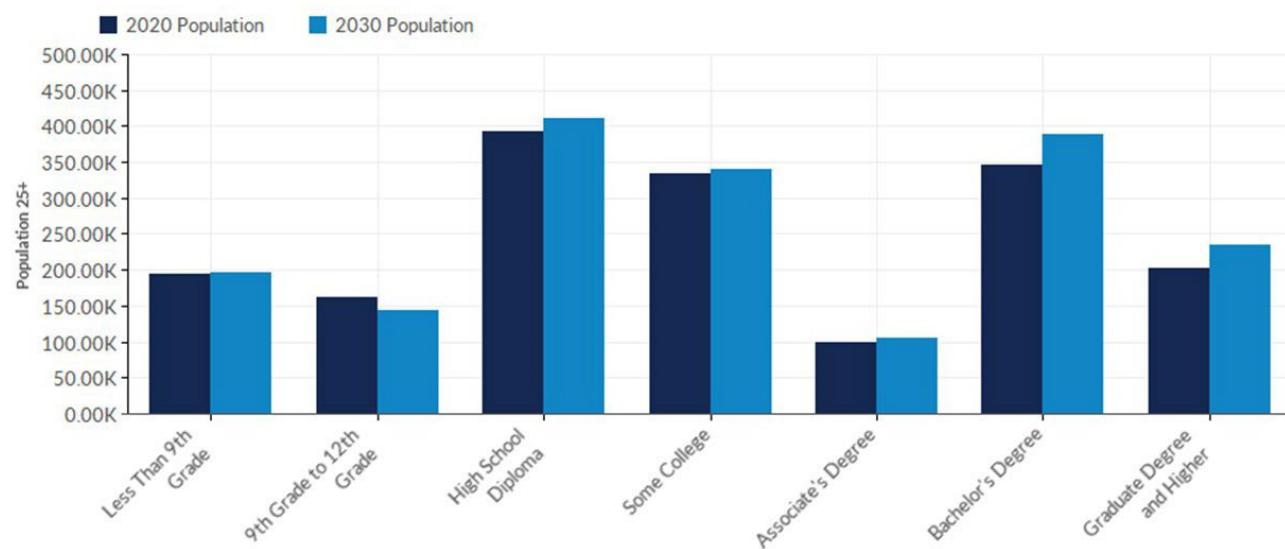
Dallas County is well positioned to continue growing its economy through the next decade. The County has gained back all jobs lost during the pandemic and has shown growth of approximately 146,000 jobs since 2020. The unemployment rate for December is 3.4% and should continue to decrease to rates seen in February 2020, 3.3%. The fast recovery can be attributed to the many strengths of the Dallas County economy:

- Its diversified economy
- Its central location in the United States and easy access to international markets and the rest of North America.
- and a diverse labor pool of skilled workers.

Employment growth is expected to continue in all industries except Oil and Gas. Growth through the next five years is strongest in Professional, Scientific, and Technical Services. WFSDallas will continue to focus training investments in Information Technology, Healthcare, Transportation/Warehousing and Life Sciences.

Continued use of data analysis helps guide WFSDallas with resource utilization plans for a better workforce, and an overall stronger economy.

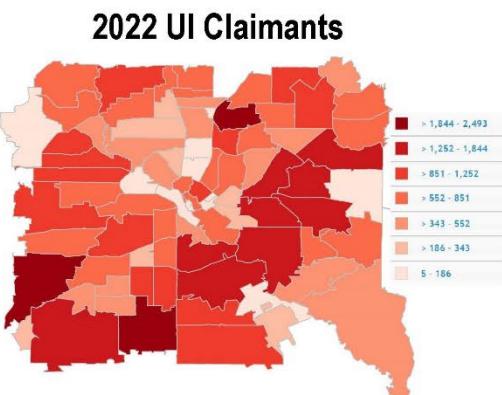
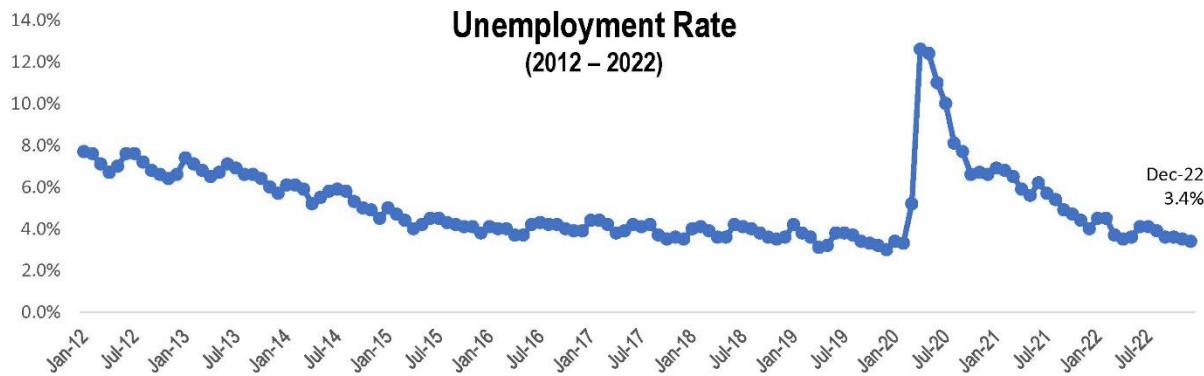
Educational Attainment by Level



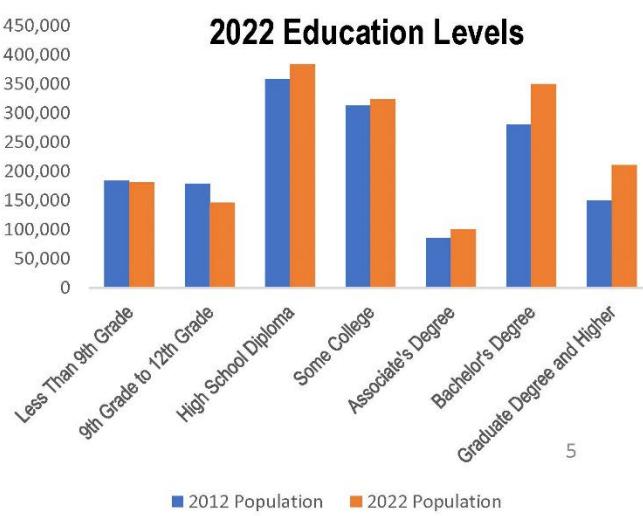
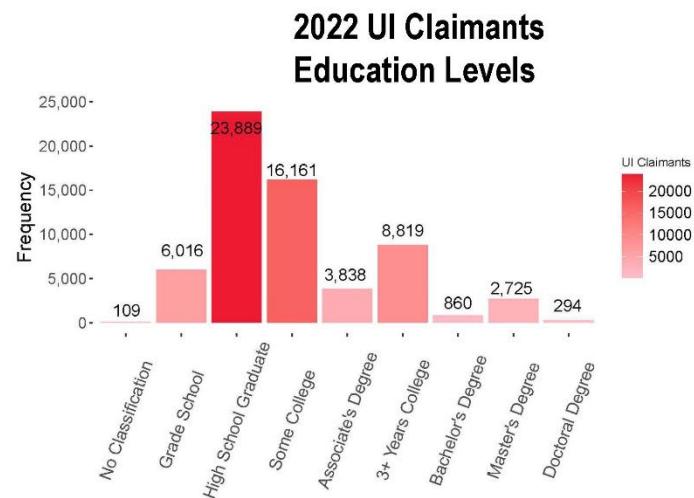
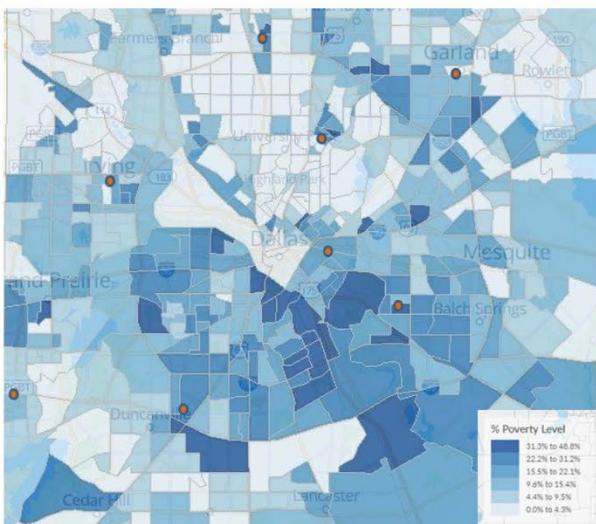
Education Level	2020 Population	2030 Population	2020 % of Population	2020 State % Population	2020 National % Population
Less Than 9th Grade	194,431	197,049	11%	8%	5%
9th Grade to 12th Grade	162,092	144,386	9%	8%	7%
High School Diploma	392,826	411,614	23%	25%	27%
Some College	334,779	340,538	19%	21%	20%
Associate's Degree	98,178	105,731	6%	7%	9%
Bachelor's Degree	345,612	388,050	20%	20%	20%
Graduate Degree and Higher	201,841	235,451	12%	11%	13%
	1,729,759	1,822,819	100%	100%	100%

Dallas County Economic Snapshot

Data analysis helps guide our resource utilization plans for a better workforce, a stronger economy. During 2022, we saw our unemployment numbers slowly trend downwards. Our workforce plans consider all the factors necessary to meet employer needs, return workers to the workplace and prepare our future workforce to withstand future events.

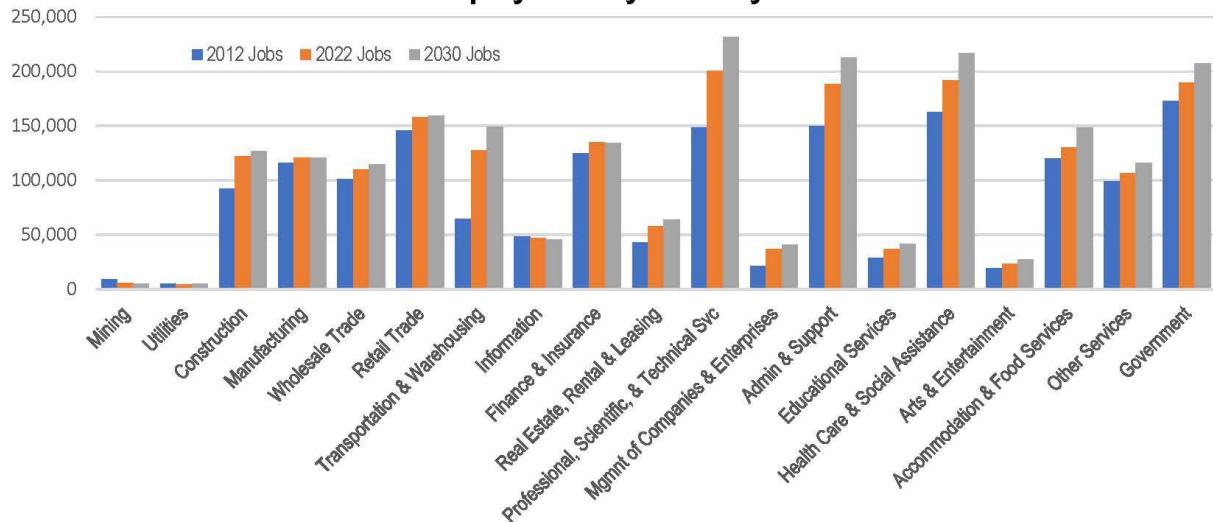


2022 Poverty Rates by Census Tract



Dallas County Economic Snapshot

Employment by Industry



Civilian Labor Force 16 yrs. +

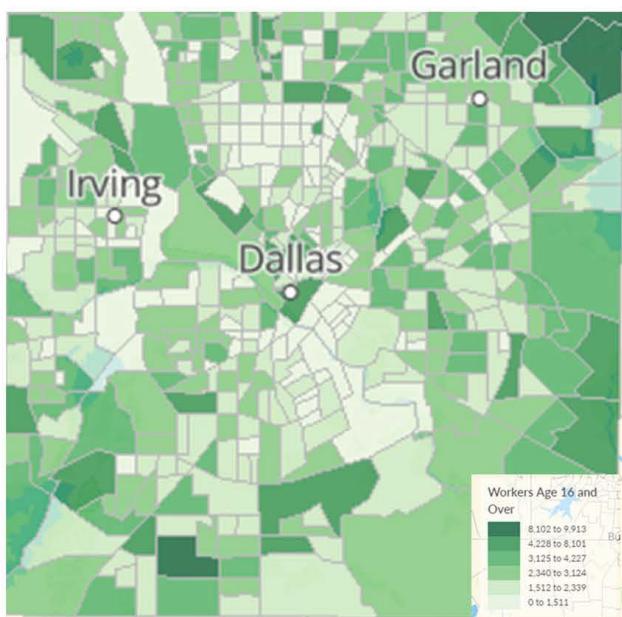
68.9%

2021 Population

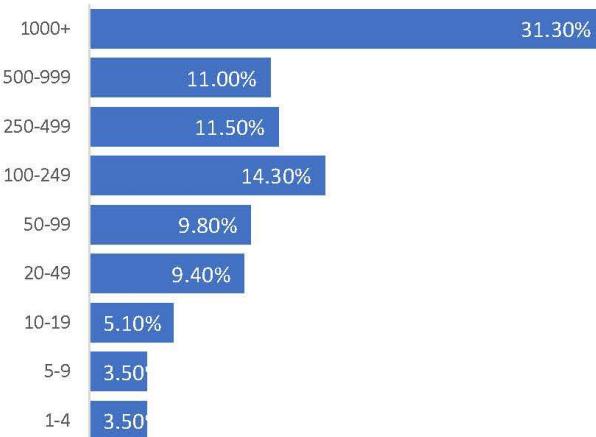
US Census Estimate

2,586,050

Dallas County Workers
(Ages 16 and over) by Census Tract



% of Employees by Size Class (2nd Quarter 2022)



D. Workforce Development Analysis

GENERAL WORKFORCE DEVELOPMENT ACTIVITIES. Following an analysis of the knowledge and skills needed to meet the employment needs of employers in the region, WFSDallas developed the Targeted Occupations List to guide scholarships and training enrollments. The Targeted Occupations List identifies industries and occupations in which WFSDallas makes major investments in scholarship funds. To build the list, staff review employment projections data and review industries that meet specific criteria for total employment growth and average earnings for workers. Several industries may not be considered due to lack of projected growth and earnings for workers. Reviewing current training enrollments from January 2021 – December 2022, WFSDallas enrolled the following participant numbers into training categories:

Dallas County ETP Training January 2021 - December 2022	Count
Truck and Bus Driver	694
IT Computer and Network Support	229
Medical Assistant	130
Medical Coding and Billing	102
Dental Assistant	52
HVAC	51
Project Management Training	42
Medical Front Office	35
Pharmacy Tech	33
Accounting	22
Phlebotomy	17
Business Administration	16
Logistics & Supply Chain Mgmt.	16
Electrician	12
Sterilization Technologist Training	12
Patient Care Technician	11
Paralegal & Legal Assistant	10
Admin Assistant	7
Crane Operator	6
Heavy Equipment Operator	6
Graphic Design	3
Medical Office	3
Dispatcher	2
Diesel Technician	2
Medical Lab Tech	2
EKG Tech	2
EMT Training	2
Surgical Technician	1
Welding	1
Advanced Manufacturing	1
RN Training	1
Construction	1
LVN Training	1
Grand Total	1525

EDUCATION AND TRAINING ACTIVITIES. The criteria for the targeted occupations list include: ① high growth/high demand, above board's self-sufficiency wage (*currently \$13.59 hour*), ② non-seasonal employment, with fringe benefits, ③ low turnover replacement rate, ④ with a \$17,000 cap per participant for training, and ⑤ training completion time within a period of two years. In efforts to meet the needs of job seekers and employers, WFSDallas maintains a mix of short-term and long-term training courses available based on the needs identified. These training courses are reviewed to ensure quality training is delivered to customers. Training referrals from the workforce centers meet the criteria of: targeted occupations identified by WFSDallas, maximum cap for training, reasonable cost based on comparable training programs, curriculum closely meets the needs of local employers (employer validation/industry endorsed skill standards), must be appropriately accredited, and reflects demonstrated effectiveness in the programs offered (minimum of one-year experience providing training to the general population).

To demonstrate the volume of customers who receive scholarships based on the targeted occupations list and through the eligible training provider system, through 2020, we offered 2,269 training scholarships for adult job seekers. In addition to the adult learners, 307 low-income youth received education, training internships and leadership within the WFSDallas Youth program and all of them were out-of-school youth.

Workforce Solutions Greater Dallas continues to identify and outreach new training providers to deliver training requested by local employers to meet their employment needs. In the previous year, the Board conducted Skills Development Grant meetings with local training providers e.g., Dallas County Community College, Richland and Brookhaven.

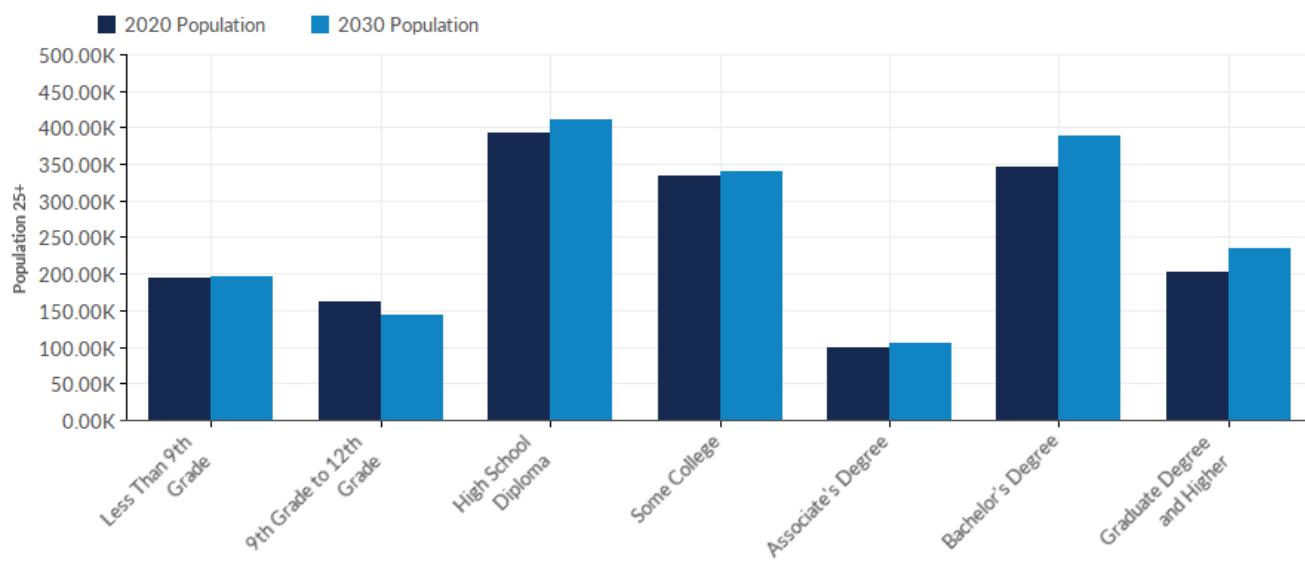
The Dallas Area offers a variety of public and private schools with robust programming in life sciences engineering and the arts. The University of Dallas and the University of North Texas are among Texas's emerging research universities. They are expanding program capabilities and funding to become world class tier one research institutions which are nationally recognized for the highest levels of innovation and academic excellence. UT Southwestern Medical Center is among the Nation's best in biology and biochemistry research, boasting countless clinical breakthroughs and innovations.

EMPLOYMENT AND WAGES

In 2023, modest growth continued for Dallas' economy overall. Some accelerated growth in manufacturing was accelerated but abated in the service sector. Retail sales and home sales fell further, while oil and gas activity expanded. Rising interest rates prompted deterioration in loan demand. Local nonprofits cited higher demand for assistance amid rising household costs.

LABOR MARKETS. Employment growth remained moderate overall. Hiring was robust for manufacturing and energy but slowed slightly in the service sector and stalled out in retail. Hiring difficulty remained a top business concern, particularly in energy, hospitality, education, and healthcare, though there are some signs of easing in other sectors.

Educational Attainment by Level



Education Level	2020 Population	2030 Population	2020 % of Population	2020 State % Population	2020 National % Population
Less Than 9th Grade	194,431	197,049	11%	8%	5%
9th Grade to 12th Grade	162,092	144,386	9%	8%	7%
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Graduate Degree and Higher	201,841	235,451	12%	11%	13%
	1,729,759	1,822,819	100%	100%	100%

WFSDallas and our neighboring workforce boards in the DFW Region utilize workforce centers to connect businesses and job seekers. Job seeker services enable skilled workers with employment opportunities. For those job seekers who have barriers to employment, the Boards offer specialized services to increase job readiness and quickly move individuals into self-sufficient employment. In addition, workforce staff offer comprehensive services to our customers through community partnerships. These services and community resources assist in overcoming barriers to employment and to achieve career goals.

WFSDallas supports training investments that have stackable credentials that can put learners and job seekers on a career path that gets them back into the workforce quickly and with above average living wages. This type of investment can lead to lower turnover rate and a consistent company culture. WFSDallas supports industries that are expanding and continues to build strong community partnerships. The DFW Regional Workforce Leadership Council (RWLC) is the driving force for promoting the Region's strongest industries. RWLC meets industries' needs through the collaboration with the three workforce boards (Dallas, North Central Texas, and Tarrant County), as well as partnerships with the three chambers of commerce (Arlington, Dallas and Fort Worth), key employers and education. This partnership has identified key sectors of growth: aerospace, logistics, healthcare, infrastructure, technology, and retail with WFSDallas serving as industry champion for the infrastructure, and retail sectors.

While strong partnerships exist, there are areas of need in Dallas County; the city of Dallas is divided with a vast boom of economic growth while also having a significant proportion of childhood poverty. Transportation is the key issue in addressing poverty while getting significant poverty populations to jobs. WFSDallas has developed unique partnerships with DART to get workers to employer worksites that are outside of the DARTS normal routes. The changes have benefited our community by offering quality childcare and non-disruption in services; however, adequate funding is not provided to accomplish the task resulting in a significant waitlist for childcare.

Another issue facing Dallas, there are significant numbers of men over the age of 18 with a criminal record that precludes them from obtaining jobs. WFSDallas still focuses on the hardest to serve and makes every effort to place individuals with a criminal record with employers willing to give them a second chance.

Lastly, the workforce system suffers from a lack of competition for workforce management contractors. There is a need for a greater pool of contractors and major non-profits to deliver workforce services. This would offer benefits to the workforce system through reduction in costs and increased competition.



PART 3: CORE PROGRAMS

A. Workforce Development System

WFSDallas supports the strategy identified in the State Plan under WIOA §102(b)(1)(E). In partnership with contractors and service providers, the Dallas workforce development system offers services to employers, workers, job seekers, and youth throughout Dallas County. WFSDallas offers vital workforce development tools that help workers find and keep good jobs, while assisting employers hire the skilled workers, they need to grow their businesses. Through our Dallas County workforce centers and in collaboration with workforce partners, including community colleges, adult basic education providers, local independent school districts, economic development groups, Carl D. Perkins Act, and other state agencies, WFSDallas delivers innovative services and leverages additional funding sources to support employers and workers. Collaboration and coordination across these agencies and local entities play a critical role in the success of WFSDallas. WFSDallas supports the State Plan.

STRATEGY - WFSDallas develops, analyzes, and shares labor market information and regional economic studies. WFSDallas continues to incorporate new and adapt current delivery strategies to include new technologies to make services more access. This ensures that WFSDallas offers an integrated, cost-efficient,

and effective service delivery system offering business-led training models and processes.

The primary purpose of the Dallas workforce system is to provide full and sustained employment for all job seeker customers.

- Through the integrated workforce system in Dallas County, WFSDallas administers several other federal programs that aligns with the State Plan (Carl D. Perkins, WIOA, and core programs):
 - Choices [the employment program for recipients of (TANF)
 - Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
 - Child Care Development Funds (CCDF)
 - Trade Adjustment Assistance (TAA)
 - Wagner Peyser Funds
 - Workforce Innovation and Opportunity Act (WIOA) serving dislocated workers, adults and youth

- Adult, Education and Literacy
- Vocational Rehabilitation
- Senior Community Service Employment and Training Programs (MOU)
- Local Veterans Programs
- HUD Employment and Training (MOU)
- Apprenticeship (MOU)

B. Core Programs – Expand Access, Facilitate Development, and Improve Access

Boards must include a description of how the Board will work with entities carrying out core programs to:

- expand access to employment, training, education, and supportive services for eligible individuals particularly eligible individuals with barriers to employment;
- facilitate the development of career pathways and co-enrollment, as appropriate in the core programs; and
- improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

- Boards must include a description of the Board's plan for working with at least one of the Governor's industry clusters.

EXPANDING ACCESS TO EMPLOYMENT/TRAINING/EDUCATION/SUPPORT SERVICES

Dallas County employers are our primary customers and by building strong relations with hiring managers we can provide the full range of talent resource management services. Workforce Solutions Greater Dallas supports a strong team of modern recruiters who use data-driven strategies to transition job seekers to employment/training/education/careers. The team can cast a wide net to find qualified applicants and use tools to track and measure results at no cost.

- **Talent Identification**— WFSDallas uses WorkInTexas.com, the State's online job matching platform, as part of effective sourcing plan. We assist hiring managers find the talent they need from posting jobs, applicant screening, interviewing candidates to on-boarding new hires.
- **Customized Hiring Events**—held at our eight workforce centers to assist employers with finding a quality workforce. Please see our website @ www.wfsdallas.com or the Employer Hotline @ 214-302-5555 for hiring event schedules.
- **Training New and Current Employees**—offered on-site high school equivalency and English language acquisition services and skills training scholarships for job seekers. We also coordinate current worker skills training through Skills Development Grants with the Dallas County Community College District and other resources.
- **Outplacement Services**—we offer employers outplacement/Rapid Response services for their employees should a lay-off be necessary. Services include customized on-site career counseling and job search assistance, resume and interview preparations workshops, education and training resources, unemployment insurance information and lay-off aversion information.
- **Additional Services** may include labor market, talent supply and prevailing wage data for existing/prospective employers, as well as, Work Opportunity Tax Credits/Incentives information and employer seminars.

FACILITATE THE DEVELOPMENT OF CAREER PATHWAYS

WFSDallas connects job seekers to employment opportunities by offering career pathways and individualized services at no cost to the job seeker or the employer. Job-ready individuals can access hiring events and job postings within all eight workforce centers throughout Dallas County and obtain that next job! www.workintexas.com Job seekers compete due to academic, or skill deficiencies can attend seminars, classroom instruction and/or formal college classes that facilitate workforce “credentials” leading to a job or obtaining better jobs, leading to a career. Job Seekers and Current Workers access “no cost” instruction for adult literacy, HS equivalency, English language skills, workplace “soft” skills needed for employment, and future career opportunities.

Online services include job matching, virtual job readiness workshops, high school equivalency instruction, career pathway information—to name a few.

Workforce Centers provide self-help to accomplish job search assistance, job matching, and career exploration (virtual and in-person)! All centers have computers available, learning labs, work-ready workshops (resume writing, social media for job search, interviewing skills, financial literacy, networking, and more), and weekly hiring events. Every Monday, WFSDallas offers Facebook Monday hiring events with many key employers looking to hire. As we plan ahead with the large number of workers, displaced by COVID-19, we launched JobsNOW! to provide immediate career services, virtual job fairs for essential jobs; and highly produced virtual experiences that feature thousands of jobs each quarter. We have increased Wi- Fi access in our workforce center parking lots to allow people greater connectivity at night and on the weekends. Workforce issues are not just 8-5.

Specialized services can make a difference. There are several new initiatives launching in 2023 to train thousands of unemployed workers for in-demand jobs. Dallas benefits from a robust job market, and constant influx of new employers, even during the pandemic. Our efforts will continue to aggregate employers with sector strategies, with an emphasis on Retain (jobs), Retrain (for employer specifications), and Reboot (our workforce system). We will focus on **work&learn** strategies, technology tools, private sector investments, quality child care and share labor market information with our education/chamber/economic development and community leaders.

Highly trained workforce staff assist with assessment, training, job search, referrals to improve English language skills, high school equivalency certificates and skills training. Customized efforts are made for individuals with disabilities, workers 50+, foster youth, military veterans, young adults/students, and laid off workers, including professionals.

The Dallas Workforce System coordinate with entities to carry out core programs that offer:

Customer-driven excellence requires an understanding of the current labor market and forecast needs, and the ability to respond with services that create customer satisfaction as well as promote career opportunities for job seekers.

Outreach and recruitment to inform the community of the availability of the services of the Workforce Centers, especially focusing on priority populations and individuals with barriers to employment. WFSDallas works closely with community partners to outreach individuals for services available within the workforce centers.

Case management, counseling and follow-up offers achievement of positive outcomes. Workforce center staff is responsible for referring customers to appropriate community resources to help overcome barriers to employment and to achieve career goals. It is also the responsibility of Workforce Center staff to serve as an advocate for the customer in seeking informal resolution to complaints regarding quality of services. Workforce Center staff will assist when appropriate in follow-up activities to document customer outcomes.

Assessment and testing of a customer's basic skills, occupational skills, educational background, prior work experience, employability, career interests and aptitudes and the need for supportive services is conducted. An analysis of this information is the basis for realistic employment and training goals which the Center staff develops into an Individual Employment Plan (IEP) with the job seeker in one or more counseling sessions. Additional labor market information, such as target occupations, immediate employers, and training providers' data, is provided to the job seeker at this time so that he/she may make informed choices. Several methods of assessment are administered to include: TABE, Prove it and Win at Work. During the assessment process, the development of career pathways and a plan for co-enrollment occurs across multiple workforce (core) programs to best meet the needs of customers. Also, customers are assessed to improve access to activities that often lead to recognized credentials through the Eligible Training Provider System. The recognized credentials include a credential that is industry-recognized certificate or certification, portable and stackable.

Training services are available within the Dallas workforce system for job seekers who are unable to find employment at the Board's defined self-sufficiency wage. Following a comprehensive assessment and the development of the IEP, a job seeker may be referred to specialized services including: occupational skills training, Adult Basic Education, ESL, GED, or other services.

All training services are provided in a manner that maximizes customer choice and within the targeted occupations identified by the Board. For information on the targeted occupations, please refer to our webpage at: www.wfsdallas.com. Specialized services are provided and documented based on the issuance of Individual Training Accounts.

Supportive Services are analyzed and determined at the time of assessment. These currently include, but are not limited to, child care, transportation, eye care, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case-by-case basis, as the need is identified and to the extent that funds are available. The need for supportive services may be determined by Center staff or the training provider but authorization is only provided by the Center staff.

Referral to appropriate resources if resources are not available to meet the job seeker's needs, appropriate referrals are made to community partners.

Coordination with businesses, economic development, community-based organizations, faith-based organizations, and public entities to maximize resources and avoid duplication of service.

The plan complies with WIOA by aligning its core programs and two optional programs to the state's workforce investment, education, and economic development systems, as discussed in the unified strategic planning requirements, common performance accountability measures, and requirements governing the one-stop delivery system. As WIOA intended, this plan serves as a map to develop, align, and integrate the Dallas workforce system across multiple education, employment, and training programs. The plan enumerates the Board's vision and strategic and operational goals for providing workforce services and continuously improving the quality and performance of its system.

Workforce Solutions Greater Dallas connects to job seekers to employment opportunities by offering individualized services at no cost to the job seeker or employer. WFSDallas expands access to employment, training, education, and support services pending eligibility requirements. These services are designed to facilitate the development of career pathways and co-enrollment across multiple core programs to assist all eligible individuals by removing barriers to gain self-sufficient employment. WFSDallas coordinates closely with community partners, employers, and educational entities to develop and implement career pathways. The pathways are integrated into the workforce programs and delivered to priority populations. Pending eligibility requirements, some job seekers may seek post-secondary opportunities that lead to a credential that is industry-recognized, portable, and stackable with the goal of securing a good paying job.

STRATEGIES FOR TARGET POPULATIONS

Target Populations. With the changing demographics and skills gaps that exist in Dallas County and the State of Texas, WFSDallas customizes programs to meet the increasingly complex workforce needs for target populations. WFSDallas connects job seekers and other populations with barriers to employment to numerous career and training resources to prepare them to enter or reenter the workforce of high-growth industry sectors in Dallas areas, as well as the Metroplex.

WFSDallas created a Disability Service Pilot Program, hired six Talent Development Specialists who provide workforce services to individuals with disabilities. A common goal that was set within the program was to expand access to competitive integrated employment while proving services for individuals with disabilities. Staff worked closely with individuals to offer linkages to employers. Often, customers require a bit more assistance with their resumes and customization to identified job opportunities. Talent Development Specialists customize job search techniques for this targeted population. In addition, other services offered included: interviewing tips, networking, creating and updating a customer's LinkedIn profile. Staff offered opportunities for individuals to receive soft skills training to prepare customers for the interview and employment.

In efforts to provide educational and skills opportunities for targeted populations, WFSDallas offers the Adult, Education and Literacy programs within the eight workforce centers and within the Workforce Solutions Greater Dallas Adult Education and Literacy partner locations (*Equus Workforce Services, Dallas College, Richland College, Richardson ISD, Irving ISD, and Wilkinson Center*). The design of the AEL program for WFSDallas emphasizes the importance of employer involvement and recognizes that collaborative connection between adult learners and the community which promotes positive program outcomes. The Approach requires proactive stakeholder involvement to assist individuals overcome the challenges of financial security, self-esteem, and the opportunity for better employment. WFSDallas Adult Education and Literacy links individual success to employer needs. For example, Irving ISD immediately capitalized on education its own employees facing the everyday challenges of limited English literacy skills. The alliance placed Irving ISD in a position to promote higher learning that is directly connected to career development and created educational pathways for its greatest resource. Wilkinson Center offers ESL classes to employees of the Sheraton Dallas hotel. The Sheraton has a history of working with community agencies to recruit job candidates, especially for entry-level positions. Consortium partners continue to expand program awareness through their individual pipelines of community networks to further connect with employers in need. The consistent message of available AEL services has resulted in 30 additional employers expressing an interest in ESL and/or GED to promote improvement of the education and literacy skills of their employees.

EMPLOYERS – Dallas' strong economic foundation is due to the vast diversity and stability of private sector businesses. Dallas County is home to over 80,850 employer establishments representing hundreds of public and private industries. The overwhelming majority of Dallas employers are small businesses employing 100 or fewer employees. WFSDallas and its contractors work closely with economic development organizations to ensure that Dallas employers have a highly skilled workforce that will sustain jobs while attracting new business.

COMMUNITIES – Workforce Solutions Greater Dallas offers unique customized services to better serve the Dallas County communities. WFSDallas delivers workforce services within our eight workforce centers strategically located throughout Dallas County.

JOB SEEKERS – Job seekers have available employment and training services necessary to enter targeted industries for good paying jobs. The Dallas workforce system offers services to thousands of job seekers resulting in employment opportunities. These services include: scholarships, transportation, childcare, supplies necessary for work, career preparation activities, and labor market/career planning information.

VETERANS – Veterans are a priority for the Dallas workforce system. Dallas promotes the hiring of veterans through a number of initiatives, including services and programs for US armed service members returning from Iraq and Afghanistan.

UNEMPLOYMENT INSURANCE CLAIMANTS – The Dallas workforce system offers early intervention services to unemployment insurance claimants. Continued comprehensive services for claimants are offered through the life of the claim cycle. WFSDallas dedicates staff to claimants and offers one-on-one reemployment services. In 2020, the Dallas workforce system offered employment services to 239,500 unemployment claimants, with most due to COVID UI claims.

INDIVIDUALS WITH DISABILITIES –The Dallas workforce system is committed to offering quality workforce services that result in competitive employment opportunities. The Vocational Rehabilitation program helps individuals with disabilities prepare for, find, and keep jobs, and assists students with disabilities training from school to a career.

FOSTER YOUTH – Another priority for WFSDallas is foster youth. WFSDallas closely partners with the CitySquare's TRAC program serving both current and former foster youth. TRAC coordinates with our WIOA youth program to overcome obstacles while transitioning to education, employment, training, life skills classes, mentoring opportunities and support services, as available.

YOUTH – **2023 Youth Pilot Initiative** will build off last year's positive momentum in serving opportunity youth. The growing number of opportunity youth who face systemic barriers impacting their ability to obtain a job and pursue a self-sustaining career is more critical now than before the pandemic. WFSDallas will increase opportunities and leverage available resources to offer unique solutions to our future workforce immediately. To better support over 5,000+ younger youth customers, the **Opportunity Youth – Education Outreach Initiative** offers educational/work opportunities, collaborative resources, and industry partnerships to help build pathways to higher education or meaningful careers.

INNOVATIONS - **ConnectU2Jobs** is a collaborative workforce development project targeting primarily justice involved young adults in Dallas County. WFSDallas partners with TxDOT, Lone Star Justice Alliance and Dallas College. The project introduces youth to the infrastructure industry through a 12-week paid internship that places students with an employer to gain work experience while they attend classes at Dallas College (OSHA, NCCER Core Construction and NCCER Heavy Equipment Operator certifications). Employers include Webber, Austin Bridge & Road, Flour, Balfour Beatty, and others. To date, 28 students completed the program with over 40 students signed up for February classes in 2023!

Workforce Solutions Greater Dallas collaborates with Dallas College within the WIOA Youth and Adult programs, Adult Education and Literacy Grant, Dallas College ISOW Grant, Dallas Healthcare Apprenticeship Grant, Childcare Quality, and numerous TWC Skills Development funds. Most recently, WFSDallas added our support to Dallas College and the EDA grant to build upon the success of the bio-industry in Dallas. Dallas College and partner institutions will use funding to create a regional career pathway model in three areas, biotechnology, biomanufacturing, and bioinformatics, while generating a new market employment and educational opportunities with the help of an employer-led biotechnology advisory council. WFSDallas will continue to track jobs, outreach job seekers, and offer services to the industry in support of this excellent effort!

In partnership with NAWB, the Grow with Google partnership helps job seekers attain a Google Career Certificate offering an entry-level or upskilling opportunity in IT, for careers in IT support, User Experience Design, Data Analytics, and Project Management. These certificates connect job seekers with skills to employers such as Walmart, Hulu, and Sprint. Grow with Google delivers economic opportunities for job seekers through free training and tools to assist our jobseekers and current workers grow their skills, careers, and businesses.

ENGAGEMENT OF EMPLOYERS. WFSDallas supports a strong team of modern recruiters who use data-driven strategies. The team can cast a wide net to find qualified applicants and use tools to track and measure results at no cost.

SUPPORT LOCAL WORKFORCE DEVELOPMENT SYSTEM THAT MEETS THE NEEDS OF BUSINESSES. Workforce Solutions Greater Dallas effectively engages with business to offer employment opportunities for workers and job seekers. Through these close collaborations, our business services team members determine employers' talent challenges and offer effective solutions. Leveraging an integrated Dallas workforce system, WFSDallas offers a seamless approach that attracts and retains in-demand employers. Our Business team members at each workforce center offer:

- Applicant recruitment, screening, and referral;
- Listing and maintaining job orders in WorkinTexas.com;
- Assistance with and participation in job fairs;
- Information resources (labor market, economic development, employment and labor law, UI);
- Testing and pre-screening of job candidates;
- Basic and customized employment skills training and referral to education and training providers
- (TWC skills development funds, apprenticeship programs, and self-sufficiency funds);
- Assistance with Work Opportunity Tax Credit; and
- Rapid Response and downsizing information in the event of closings or lay-offs.

In greater detail our talent resource management team offers:

Talent Identification—WFSDallas uses WorkInTexas.com, the State's online job matching platform, as part of effective sourcing plan. We assist hiring managers find the talent they need from posting jobs, applicant screening, interviewing candidates to on-boarding new hires.

Customized Hiring Events-during COVID, we offer customized virtual and in person (by appointment. Our staff offer virtual hiring events via Facebook every Monday. Our eight workforce centers assist employers with finding a quality workforce. Please see our website @ www.wfsdallas.com or the Employer Hotline 214-302-5555 for hiring event schedules.

Training New and Current Employees—offered on-site high school equivalency and English language acquisition services and skills training scholarships for job seekers. We also coordinate current worker skills training through Skills Development Grants with the Dallas County Community College District and other resources.

Outplacement Services—we offer employers outplacement/Rapid Response services for their employees should a lay-off be necessary. Services include customized on-site career counseling and job search assistance, resume and interview preparations workshops, education and training resources, unemployment insurance information and lay-off aversion information.

Additional Services may include labor market, talent supply and prevailing wage data for existing/prospective employers, as well as Work Opportunity Tax Credits/Incentives information and employer seminars.

New and continuing innovations for 2023-2024 include:

As we celebrate our **40th Anniversary in 2023**, we are kicking-off several new initiatives to train thousands of unemployed workers for in-demand jobs. Dallas continues to lead with a robust job market, and constant influx of new employers and job seekers. We will continue to aggregate employers with sector strategies, targeting industries in healthcare, technology, logistics, advanced manufacturing, and jobs in the public sector. Work&learn strategies, technology tools, private sector investments, quality childcare and sharing labor market information with our community partners will remain our priorities.

ConnectU2Jobs is a collaborative workforce development project targeting primarily justice involved young adults in Dallas County. WFSDallas partners with TxDOT, Lone Star Justice Alliance and Dallas College. The project introduces youth to the infrastructure industry through a 12-week paid internship that places students with an employer to gain work experience while they attend classes at Dallas College (OSHA, NCCER Core Construction and NCCER Heavy Equipment Operator certifications). Employers include Webber, Austin Bridge & Road, Flour, Balfour Beatty, and others. To date, 28 students completed the program with over 40 students signed up for February classes in 2023!

Investing in the next generation within the logistics sector, **The Prologis Learning Academy**, funded by Prologis, offers upskilling opportunities to expand the transportation distribution, logistics industry talent pool and meet the needs of employers. Prologis acquires, develops, and maintains the largest collection of high-quality logistics real estate in the world. Over 850,000 workers are employed in a Prologis facility!

The **Inland Port of Dallas County** is recognized for its premier rail service and interstate highway connections supporting regional access to North American and international ports. WFSDallas collaborated with area partners to bring innovations to job seeker outreach, industry specific training, transportation assistance and created workforce pipelines. WFSDallas has trained hundreds of CDL truck drivers and other transportation and warehouse occupations supporting the industry.

For the online learner, **Metrix Learning and SkillUP America** offers free electronic training through an online learning portal, that helps learners refresh existing skills and learn new ones that ensures success in the ever-changing employment market. SkillUp™ Greater Dallas assists residents build a workforce ecosystem that supports positive economic development. Beginning in 2017, with the generous support of Walmart.org, we began the Retail Pays project focusing on upskilling retail workers. We continue our online learning journey with **PATHS for Texas** to upskill and reskill retail and customer-facing current workers, funded by the workforce advocates at Walmart.org through May 2024. The statewide project includes four (4) participating workforce boards and other subgrantees. To date, we have trained 1,133 learners!

The **Dallas Apprenticeship Accelerator** event held during National Apprenticeship Week 2022, brought together apprenticeship stakeholders (employers, industry, labor, equity, and other workforce partners) and resources to accelerate the further use and adoption of Registered. Additional events are planned in 2023.

Dallas FAME is an employer-driven initiative to fill the talent gap for technicians in advanced manufacturing. This 5-straight semester program offers students an associate degree in Advanced Manufacturing partnering with Benjamin Moore, Daisy Brand, Kraft Heinz, General Dynamics, and others. With 2 years underway, Dallas FAME begins training 2 new cohorts of Advanced Manufacturing Technicians (AMTs) in Fall 2023.

This year, the Google-sponsored, **Fiber Technician Certification** project is a phased, multi-level comprehensive training program tailored to under-represented groups looking to add skills or upskill in the trades in geographic areas where Google is building new data centers (locally in Midlothian, TX). The pilot program offers OSHA 10 and BICSI Installer 1 certifications through two six-week cohorts of 12 participants each.

IBM SkillsBuild is free digital training program that assists customers in building valuable new skills and finding jobs, regardless of background or education. Through this grant, WFSDallas offers participants IBM-branded digital credentials. Most learners start with no experience and can be ready to apply for IT jobs within six months through participation in hands-on, project-based learning and mentoring support.

COORDINATION OF LOCAL WORKFORCE INVESTMENT ACTIVITIES WITH REGIONAL ECONOMIC DEVELOPMENT ACTIVITIES THAT ARE CARRIED OUT IN THE LOCAL AREA AND HOW THE BOARD WILL PROMOTE ENTREPRENEURIAL SKILLS TRAINING AND MICROENTERPRISE SERVICES.

Employer partners are integral in defining workforce activities, career pathways and industry-wide workforce needs. WFSDallas utilizes these close employer partnerships to offer easy access to the Dallas workforce system and provide a clear understanding of the benefits of working together. In 2023, we will outreach and serve over 14,000 Dallas area employers. This will be accomplished by sustaining existing employer relationships, outreaching new employers utilizing the Business Wise database, as well as maintaining contact and communication with the local Chambers of Commerce and Community Colleges. Employers will be provided at least one of our many services customized per their needs. These close relationships increase business engagement to the next level. Our business team members work with real-time data regarding local workforce needs. This analysis offers in-depth needs assessment that is critical in gathering the information on the Employer's recruiting, hiring, training, retention, and outplacement needs. We also have a new dynamic talent portal, to be implemented this year, which will provide our team with additional resources to quickly match job seekers with employers who have immediate hiring needs, reducing the talent acquisition costs to our employers while increasing the number of candidate hires. This portal will engage and encourage interaction between employers and job seekers using social media, web meeting, chat, video conferencing, and job listings. The portal will also act as a searchable database of job seekers with skills sought by employers.

As indicated above, Dallas workforce system partners offer customized workforce solutions. This may include a partnership with Dallas College to offer skills development grant funding for current workers or recent hires. Sector partners may choose to focus on long-term solutions including reaching within the K-12 system to better prepare young people for future careers in the industry. WFSDallas recognizes that the key to these partnerships is leveraging available community resources with all partners working towards a common goal. Without competing, community partners unite towards a common goal gathering available resources to create new opportunities for employers and job seekers in the Dallas community.

New businesses are coming to the Dallas workforce area due to the availability of a skilled workforce, quality education system, and reasonable housing cost. Texas and the Dallas area have seen dramatic growth in economic development. WFSDallas maintains close partnerships with economic development organizations like the Dallas Regional Chamber and the City of Dallas to assist new businesses are moving to Dallas. WFSDallas is a critical team member offering an overview of potential workforce services (skills training, adult education/literacy, and labor market information). Workforce services are very important to attracting new businesses to Dallas. As indicated above, WFSDallas partners with local employers and community organizations to coordinate regional economic activities in the Dallas area, as well as promote entrepreneurial skills training and microenterprise services through seminars and direct referrals.

Part 4: One-Stop Service Delivery

A. One-Stop Service Delivery System

One-stop delivery system in Dallas. WFSDallas is a recognized leader in the delivery and management of workforce systems in Texas. The Dallas workforce system is comprised of a complex integration of numerous workforce programs, services and special initiatives. This integration and leveraging of funds, ensures that the Dallas workforce system is the most efficient and effective system while remaining flexible and customer focused. Dallas continues to improve program designs, establishing new partnerships with community organizations and employers, and aligning core and optional programs under WIOA.

Eligible Training Providers. To ensure that the training services available to our customers is at the highest standards, WFSDallas bi-annually reviews eligible providers based on performance criteria (credential attainment rate, employment rate, and salary). Through this performance review and presentation to the Board of Directors, WFSDallas ensures continuous improvement while ensuring that the training continues to meet the employment needs of local employers, workers and job seekers.

How providers will meet the employment needs of employers, workers and job seekers

WFSDallas meets the employment needs of employers, workers and job seekers. We connect job seekers to employment opportunities through a variety of job search resources, basic career services (*job matching resources, career planning information*), and individualized career services (*comprehensive and specialized assessments, development of the individual employment plan, group counseling, individual counseling, career planning, short-term prevocational training, internships and work experience, work prep activities, financial literacy and AEL services*).

Workforce center services within the eight workforce center offices offer services such as:

1. Available job postings
2. Placement opportunities
3. Employment counseling and career planning
4. Outreach, Intake, (including worker profiling) and orientation to information and other services available through WFSDallas
5. Assessment of skill levels, including literacy, numeracy, English language proficiency, as well as, aptitudes, abilities (including skills gaps), and support services needs
6. Support services
7. Computer access
8. Job search (workintexas.com)
9. Resume preparation
10. Job search assistance
11. Labor market information
12. Information on support services
13. Job search seminars
14. Financial literacy

15. Internships and work experience opportunities
16. Follow-up services
17. Online workshops at www.wfsdallas.com

Facilitating Access to Services. While offering value-added services, WFSDallas facilitates access to virtual and in-person services through eight workforce centers strategically located throughout Dallas County. WFSDallas also offers mobile/virtual services as needed at job fairs, employers' locations, community partners (Dallas College, Dallas Housing Authority, Dallas Public Libraries, AARP, Dallas Juvenile facilities, Dallas Jails, etc.) These services are accessible via technology or in-person. Every Monday, WFSDallas offers virtual hiring events through Facebook. Also a virtual hiring platform is utilized for customized hiring events based on employer needs. All centers are available with virtual services available and posted on our website at www.wfsdallas.com

WFSDallas partners closely with community partners such as CitySquare. WFSDallas co-locates in a part of the CitySquare, The Opportunity Workforce Center. This center offers a menu of community services that are ①entrepreneurial in nature, and fundamentally cross-sectional, ②diversified by a coalition of partnerships, ③data-driven and flexible to respond to services needed that offer the best possible outcomes, and ④composed of both people and place-based community development strategies that will bring community neighbors and key community partners together.

The Dallas workforce system is compliant with WIOA Section 188 and applicable provisions of the Americans Disability Act of 1990 regarding the physical and programmatic accessibility of facilities, programs, and services, technology and materials for individuals with disabilities, including offering staff training and support for addressing the needs of individuals with disabilities. WFSDallas has a disability navigator who reviews equipment to ensure accessibility, offers training for staff and maintains a network for community organizations to meet month on disability issues. Community organizations that coordinate closely with WFSDallas include: Ability Concepts, American Foundation for the Blind, Attitudes and Attire, Champion Employment Services, Community for Permanent Supported Housing, Dress for Success, Deaf Action Center, Marriott Foundation – Bridges from School to Work, Achieve – Citizen Development Center, Dallas Lighthouse for the Blind, Goodwill, El Centro College, City Square Transitional Resource Action Center, Metro Care, REACH, Senior Source, Veterans Administration, Wilkinson Center, Work Ready, My Possibilities – Launch Ability, Disability Rights – Texas, and Salvation Army.

Roles and resources of workforce system partners. WFSDallas coordinates closely with workforce system partners responding to the talent identification and development needs of employers in Dallas County. In 2020, WFSDallas assisted over 239,500 annually in employment services due to the large influx of COVID- 19 claimants. Federal and State funded programs within the system include WIOA Title I (*Adult, Dislocated Worker and Youth formula programs*); Adult Education and Literacy Act programs; Wagner-Peyser Act; Rehabilitation Act Title I; and Temporary Assistance for Needy Families (*TANF*). Additional partner programs referenced in the plan include Trade Adjustment Assistance; Unemployment Compensation; Local Veterans' Employment Representatives and Disabled Veterans' Outreach; HUD Employment and Training Programs; Senior Community Service Employment; and many other programs/partnerships. Our workforce system includes U.S. Department of Agriculture Supplemental Nutrition Assistance Program E&T, Childcare Assistance, Childcare Quality, Childcare Protective Services. Activities are operated via the **American Job Center Network** and partnership agreements.

WFSDallas embraces all workforce partners inclusive of Texas Workforce Solutions Vocational Rehabilitation. Workforce Solutions Greater Dallas Student HireAbility Navigators developed partnerships with Vocational Rehabilitation Partners serve youth job seekers with disabilities. During the shelter in place order, transitional pre-employment training services shifted from in-person to virtual delivery. To expand and enhance program service provisions to participants, a collaboration between Greater Dallas Navigators and the Vocational Rehabilitation team occurred. The partnership planned and coordinated virtual programming to offer virtual services to 24 participants. This program consisted of 4 weeks of job preparation activities. Greater Dallas navigators outreached local community college partners and employers to present information about post-secondary options. Navigators provided labor market and career information tool kits that included labor market publications.

B. Cooperative Agreements

Boards must provide copies of executed cooperative agreements. *Agreements are attached.*

C. Employer Engagement, Economic Development, and Unemployment Insurance Program Coordination

Facilitate engagement of employers in the workforce development programs, including small employers and employers in-demand industry sectors, in-demand occupations, and target occupations.

WFSDallas facilitates engagement of employers within our workforce programs through a variety of methods: close coordination with the local chambers of commerce, economic development organizations, community groups, city and county governments, and local large and small employers. WFSDallas identifies industry needs through these close partnerships to focus on in-demand occupations and target occupations. WFSDallas posted the availability of the plan and target occupations to solicit community input. The list is modified as needed based on input from the community to remain responsive to local needs. This is especially important to respond to the shortage of skilled labor within technology, healthcare, manufacturing and other industry needs.

Support a local workforce development system that meets the needs of businesses in the workforce area.

WFSDallas meets the needs of local businesses through a variety of programs and services. As indicated above there are several new initiatives to assist local employers with their needs: rapid response services, training opportunities, job placement, job description assistance, and much more. Dallas benefits from a robust job market and constant influx of new employers, even during a pandemic. Our efforts will continue to aggregate employers with sector strategies, with an emphasis on Retain (jobs), Retrain (for employer specifications) and Reboot (our workforce system). Key industries include: healthcare, technology, logistics and jobs in the public sector. We will focus on **work&learn** strategies, technology tools, private sector investments, quality child care and share labor market information with our education/chamber/economic development and community leaders.

Better coordination between workforce development programs and economic development.

WFSDallas will build on previous years' partnerships with local economic development organizations to address employers' needs and assist the large number of displaced workers. We have specialized services for displaced workers to provide immediate career services through Facebook Live Monday, virtual job fairs for essential jobs; and highly produced virtual experiences that feature thousands of jobs each quarter. We have increased our Wi-Fi capacity to offer job seekers better connectivity. Through these efforts, workforce coordinates closely with economic development to support a workforce that's responsive to new employers.

Strengthen links between the one-stop delivery system and unemployment insurance programs.

WFSDallas and its contractors coordinate workforce system programs with TWC's unemployment insurance programs to ensure displaced workers receive the necessary services to get back to work. WFSDallas supports and coordinates the implementation of the Reemployment Services and Eligibility Assessment (RESEA) program, a federal grant program, designed to provide intensive reemployment assistance for individuals receiving UI benefits and are determined to be likely to exhaust benefits before becoming reemployed. RESEA activities include: providing information and access to services through WFSDallas offices, developing individual employment plans, offering labor market information, and delivering employment services. Services may be provided remotely using technology such as zoom, FaceTime or another similar product. RESEA orientations may be delivered via prerecorded webinars or self-paced presentations.

WFSDallas offers industry sector initiatives working to better assist employers and unemployed job seekers. In 2021, we propose to train thousands of unemployed workers for in-demand jobs. Dallas benefits from a robust job market, and constant influx of new employers. We will focus on **work&learn** strategies, technology tools, private sector investments, quality childcare and share labor market information with our education/chamber/economic development and community leaders. The partnerships of the workforce ecosystem and more critical in a time of disruption and recovery.

D. Coordination of Wagner-Peyser Services

WFSDallas coordinates and maximizes the delivery of Wagner-Peyser services through labor exchange services including: job search, and placement assistance and when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the workforce system. Workforce and labor market employment statistics information relates to local, regional, and national labor market areas, including: job vacancies, information on job skills necessary to obtain vacant jobs listed and information related to the target occupation list and earnings, skills requirements and opportunities for advancement with jobs. WFSDallas and its contractors work to streamline service delivery to avoid duplication of services. This collaborative spirit enhances the ability of job seekers to obtain their next job and employers to obtain a quality workforce.

E. Integrated, Technology-Enabled Intake and Case Management

Boards must include a description of how one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by one-stop partners.

WFSDallas has implemented and transitioned, during unprecedeted COVID-19 times, a technology-enabled intake and case management information system for workforce programs. We reviewed our phone systems and other technology for the ability to serve increased customer volume virtually for job search requirements. Our entire system was successfully moved to telework and will continue to provide direct access to staff members whether working virtually or in-center. Voice Over IP and auxiliary equipment has been installed since March 2020. When working remotely, integrated technology allowed staff the ability to contact employers and job seekers to notify them about workforce services (virtual training opportunities, scheduled hiring events and job fairs, online and in physical workforce offices, and job opportunities/orders). Our teams continued recruitment efforts for "hiring" employers and offering services to job seekers within all workforce programs.

Part 5: Workforce Investment Activities

A. Youth Activities and Services

YOUTH WORKFORCE INVESTMENT AND OPPORTUNITY ACT ACTIVITIES. WFSDallas offers WIOA services to disconnected young adults aged **16 to 24**, specifically targeting those in the most need: out-of-school youth (OSY), including activities for youth who have disabilities. WFSDallas and contractors (Equus Workforce Services, Dallas College and Gulf Coast Trades) offer tailored services are delivered through the young adult program. **WFSDallas youth programs** offer a program delivery approach that guides young adults through meaningful experiences that prepare them for educational achievement and employment, based on their individual career pathways leading to self-sufficiency in industries and/or occupations in demand in Dallas. In the **WFSDallas model**, we equip young adults with the tools necessary to become gainfully employed as well as connected with the education and workforce system.

Disconnected young adults remain disconnected because other systems have failed them. They drop in and out of engagement based on their ever-changing life needs, and only stay engaged when programs are designed to create and support the “habit of being connected” through the development of resiliency and self-efficacy. We coordinate relevant secondary- and postsecondary-education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services. WFSDallas implements the WIOA youth program to focus on youth who have significant barriers to employment and challenges in achieving success. WIOA youth program offers services, including activities for youth who have disabilities, which include:

- Tutoring, study skills training, instruction and evidence based drop-out prevention and recovery strategies that lead to a high school diploma or its recognized equivalent or postsecondary credential;
- Alternative secondary school services or dropout recovery services;
- Paid and unpaid work experiences that have academic and occupational education as a component, such as summer and non-seasonal employment, pre-apprenticeship programs, internships and job shadowing;
- Occupational skills training, which includes priority consideration for training programs that lead to recognized postsecondary credentials in targeted industries or high-growth occupations in the Dallas area;
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation;
- Leadership development opportunities, including community service and peer-centered activities;
- Support services, linkages for community services, assistance with transportation, (pending funds availability) childcare, assistance with housing, assistance with educational testing, reasonable accommodation for youth with disabilities, and assistance with work tools and uniforms);
- Adult mentoring;
- Follow-up services;
- Comprehensive guidance and counseling;
- Financial literacy;
- Entrepreneurial skills training;
- Labor market information; and
- Activities that help prepare youth for and transition to post-secondary education and training.

Serving youth with disabilities, WFSDallas has a disability navigator that connects with the local community to reach populations that might not be served in the workforce center. Our navigator works with the vocational rehabilitation staff and customers to ensure a smooth transition into workforce. Our staff coordinate services to help connect youth with disabilities navigate through workforce centers services.

WFSDallas connects talent to opportunities; helps with re-tooling the current workforce; and supports efforts to help individuals obtain and retain employment. Our Young Adult program and the 14 program elements are designed to provide a robust menu of services that will lead young adults in Dallas County to successful adulthood. Our contractors offer job readiness programs and soft skills training. ResCare Workforce Services offers the ResCare Academy to youth which houses over 4,000 online, computer-based training courses that allow a comprehensive and portable service delivery model for job seekers. In addition, the software offers a GED Academy, an online stand-alone, self-assisted and customized preparation program for Adult Basic Education instruction and GED tests. Financial literacy and skills training is available to youth and an integral part of job readiness. This skills training provides young adults with an opportunity to prepare and manage their own earned income. Career pathway explorer curriculum, a virtual based online assessment, allows young adults a holistic understanding of their personality to aid in a career choice. The assessment offers suggested career paths and provides labor market information to offer youth with a glimpse of salary information and job opportunities in the Dallas area. Young adults have other opportunities with the ResumePro program to assist with the preparation of a resume using industry and business-oriented content. Opportunities are available to target jobs within industry groups using O*NET job families. The Supply and Demand portal provides our youth specialists and business services team members' opportunities to match youth with employment opportunities, internships, or job shadowing. WFSDallas works closely with other youth programs to target special populations (Vocational Rehabilitation, CitySquare's TRAC program for foster youth, Veterans Services). All eligible youth complete the Individual Service Strategy form to assess strengths and barriers. The ISS identifies and sets employment, education, career pathway and personal development goals; identifies service objectives and service plan of action needed to achieve goals; and document services provided and results. Upon completion of the ISS, youth are provided with a pathway to success through the availability of the 14 program elements. The available programs offer WIOA youth pathways to education, and/or employment necessary to ensure that youth achieve program goals (post-secondary education, employment, credentials, self-sufficient employment, GED, etc.).

B. Coordination with Secondary and Postsecondary Education Programs

WFSDallas offers a wide array of approved vendors and educational programs available through the Eligible Training Provider System. We have clear policies and systems in place when awarding training scholarships. All scholarships are part of the individual assessment plan leading up to a career. This vendor network makes the process accessible to customers to go to school and transition into a high growth/high demand career.

A good example of coordinating education programs to meet employers' needs is within the Dallas College Youth program. This program coordinates employer partnerships with post-secondary education programs that benefit disconnected youth. Dallas College partners with the Dallas County Manufacturers' Association (DCMA). DCMA represents 350 thriving manufacturing businesses that offer workforce opportunities to disconnected youth and older youth. WFSDallas coordinates closely with DCMA, the Garland Chamber of Commerce, Richland College and Garland employers to ensure that training and employment needs are met. In addition to working with our youth program, Dallas College and DCMA have secured several skills development grants with securing over \$3.6 million since 2005 to meet the needs of over 30 Garland area companies and to offer training to 3,000+ employees to date. Economic impact has directly impacted companies such as: A+Brite company, Altronic Controls, Amerisource Corp., APEX Tools, Automated Products Group, Automatic Products Corp., General Dynamics, GTM Plastics, Interceramic USA, KARLEE, Kraft Foods, L-3 Communications, Micropac, and others.

C. Child Care and Early Learning

WFSDallas manages child care and early learning within the Dallas Workforce System to enhance school readiness and strengthen and support the child care industry. The Child Care System (CCS) provides child care subsidy to eligible families enabling parents to go to work or attend training/education activities. WFSDallas' CCS system is dedicated to the maximization of state funding and other resources using effective partnerships within the community. The system improves the quality, accessibility, availability and affordability of child care in Dallas County.

Approved in August of 2022 by the Board of Directors, WFSDallas will utilize contracted slots to create a new service delivery design outside of our regular annual allocation of child care funds. The new design contracts with TRS 3-star and 4-star child care providers to reserve slots for children participating in the child care subsidy program. All proposers must comply with WD letter 22-21. WFSDallas follows state guidance for the implementation of contracted slots agreements for eligibility number of reserved slots, defined period of continued payment, defined average # of children served per day target, enrolling children on the wait list, as well as other elements required within the contracted slots agreement.

The child care system promotes the accessibility and expansion of child care to meet community needs by facilitating training and awareness to further develop the quality of child care. Although the CCS system is described in terms of public policy, funding sources and management systems, the major focus is children, the ultimate beneficiaries of the system.

The Child Care System coordinates and collaborates with employers, economic development, industry leaders to increase the awareness of early learning as a workforce and economic development tool. WFSDallas supports improved school readiness through higher quality child care, including Texas Rising Star, and through partnership opportunities.

WFSDallas manages the CCS to maximize the delivery and availability of safe and stable child care services that ultimately assists families become independent from public assistance while parents are working or attending job training or education programs. Through coordination of child care services with federal, state, and local child care and early development programs and representatives of local government in developing policies and the plan.

D. Transportation and other Support Services

Support services are discussed at the time of assessment. These currently include, pending funding availability and eligibility requirements, child care assistance, transportation assistance, eye care assistance, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case by case basis, as the need is identified and to the extent that funds are available. The need for supportive services may be determined by center staff. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner- Peyser Act services and other services provided through the one-stop delivery system.

E. Coordination of Adult Education and Literacy (AEL)

WFSDallas is the grant recipient and fiscal agent for the Adult Education and Literacy Grant. The Board has organized the Dallas County Adult Education and Literacy (AEL) program through the establishment of a Consortium comprised of passionate and experienced community leaders in the adult education arena. The Consortium includes: Dallas College, Irving ISD, Richardson ISD, The Wilkinson Center and Equus Workforce Services. Equus Workforce Solutions actively collaborates within the Consortium Partnership to inform AEL participants of the services offered within the WFSDallas Workforce Centers and co-enrolls eligible Title I participants that attend AEL classes into WFSDallas Workforce programs to provide career, training and supportive services to eligible customers. In turn, the Consortium AEL providers offer workplace literacy curriculum that includes assisting participants with enrollment into the Work-In-Texas (WIT) system for active employment searches for this Title II population. AEL participants are also provided information on upcoming WFSDallas sponsored job fairs and hiring events. This unique partnership has created an expansive outreach approach to our unemployed and underemployed residents that desire education and skills to obtain living-wage employment, promotional opportunities and/or a pathway to enroll into post- secondary education programs.

In AEL Program Year 2015-16 through the Q2 of AEL Program Year 2020-21, our Consortium served approximately 43,000 customers in over 260 unique Dallas County site locations. Included in these locations were partnerships forged with high demand/high growth employers to offer onsite delivery of AEL classes to their employees. Although the COVID-19 Pandemic stopped all in-person classes in March of 2020, our Consortium partners were able to quickly pivot to virtual, online instruction. Over 150 classes per month are currently offered to our customers in the virtual format.

The AEL program is well-represented at community and workforce job fairs and other community-focused events. Funds are leveraged from a variety of workforce funds including skills development activities. Dallas College enrolls individuals who may be enrolled in TWC skills development activities that also may benefit from AEL services. Additionally, the AEL Consortium continues to explore new community partnerships to expand awareness of our AEL services and to enhance our program offerings. Recent collaborations include a partnership with the National Center for Families Learning (NCFL) to connect their members to our English language learning pathways, and a partnership with the University of Texas at Dallas to develop a healthcare pre-apprenticeship program that will benefit our AEL customers interested in a career in this high-demand industry.

Part 6: Adult, Dislocated Workers, and Youth Services

A. Adult and Dislocated Worker Employment and Training

WFSDallas offer jobseekers (adult, dislocated workers, and older youth) opportunities to retrain, rehire and upskill for the rapidly changing marketplace. Workforce Services available include opportunities in accordance with TWC WIOA Guidelines and applicable policies/procedures.

WFSDallas develops, analyzes, and shares labor market information and regional economic studies. WFSDallas continues to incorporate new and adapt current delivery strategies to include new technologies to make services more accessible. This ensures that WFSDallas offers an integrated, cost-efficient, and effective service delivery system offering business-led training models and processes.

Through the integrated workforce system in Dallas County, WFSDallas administers several other federal programs that aligns with the State Plan (Carl D. Perkins, WIOA, and core programs):

- Choices [the employment program for recipients of TANF]
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Child Care Development Funds (CCDF)
- Trade Adjustment Assistance (TAA)
- Wagner Peyser Funds
- Workforce Innovation and Opportunity Act (WIOA) serving dislocated workers, adults and youth
- Adult, Education and Literacy
- Vocational Rehabilitation
- Senior Community Service Employment and Training Programs (MOU)
- Local Veterans Programs
- HUD Employment and Training (MOU)
- Apprenticeship (MOU)

EXPANDING ACCESS TO EMPLOYMENT/TRAINING/EDUCATION/SUPPORT SERVICES

Dallas County employers are our primary customers and by building strong relations with hiring managers we can provide the full range of talent resource management services. Workforce Solutions Greater Dallas supports a strong team of modern recruiters who use data-driven strategies to transition job seekers to employment/training/education/careers. The team can cast a wide net to find qualified applicants and use tools to track and measure results at no cost.

Talent Identification— WFSDallas uses WorkInTexas.com, the State's online job matching platform, as part of effective sourcing plan. We assist hiring managers find the talent they need from posting jobs, applicant screening, interviewing candidates to on-boarding new hires.

Customized Hiring Events—held at our workforce centers to assist employers with finding a quality workforce. Please see our website @ www.wfsdallas.com or the Employer Hotline @ 214-302-5555 for hiring event schedules.

Training New and Current Employees—offered on-site high school equivalency and English language acquisition services and skills training scholarships for job seekers. We also coordinate current worker skills training through Skills Development Grants with the Dallas County Community College District and other resources.

Outplacement Services—we offer employers outplacement/Rapid Response services for their employees should a lay-off be necessary. Services include customized on-site career counseling and job search assistance, resume and interview preparations workshops, education and training resources, unemployment insurance information and lay-off aversion information.

Additional Services may include labor market, talent supply and prevailing wage data for existing/prospective employers, as well as, Work Opportunity Tax Credits/Incentives information and employer seminars.

FACILITATE THE DEVELOPMENT OF CAREER PATHWAYS

WFSDallas connects job seekers to employment opportunities by offering career pathways and individualized services at no cost to the job seeker or the employer. Job-ready individuals can access hiring events and job postings within all eight workforce centers throughout Dallas County, and obtain that next job! www.workintexas.com. Job seekers compete due to academic or skill deficiencies can attend seminars, classroom instruction and/or formal college classes that facilitate workforce “credentials” leading to a job or obtaining better jobs, leading to a career. Job Seekers and Current Workers access “no cost” instruction for adult literacy, HS equivalency, English language skills, workplace “soft” skills needed for employment, and future opportunities. Online services include job matching, virtual job readiness workshops, high school equivalency instruction, career pathway information—to name a few.

Career Pathways. As a partner in the newly awarded \$10M, Dallas College grant, WFSDallas received \$500,000 to partner with the college serving 4,000 participants over 4 years. Career pathways are developed to result in stackable credentials leading up to middle to high skilled jobs in high growth/high demand industries within Technology, Advanced Manufacturing, and Construction. The training and career pathways are employer driven, aligned with at least one target sector to include industry recognized apprenticeship programs, pre-apprenticeship, work-based activities, paid work experience, internships, and classroom training. The project plans to offer 3,680 to complete training, with 3,128 completing with a degree or credential and 2,064 obtaining employment and 1,126 incumbent workers completing and advance to a new position.

Workforce Centers provide self-help to accomplish job search assistance, job matching, and career exploration (virtual and in-person)! All centers have computers available, learning labs, work-ready workshops (resume writing, social media for job search, interviewing skills, financial literacy, networking, and more), and weekly hiring events. Every Monday, WFSDallas offers Facebook Monday hiring events with many key employers looking to hire.

Specialized services can make a difference. There are several new initiatives launching in 2023 to train thousands of unemployed workers for in-demand jobs. Dallas benefits from a robust job market, and constant influx of new employers, even during the pandemic. Our efforts will continue to aggregate employers with sector strategies, with an emphasis on Retain (jobs), Retrain (for employer specifications), and Reboot (our workforce system). We will focus on **work&learn** strategies, technology tools, private sector investments, quality child care and share labor market information with our education/chamber/economic development and community leaders.

Highly trained workforce staff assist with assessment, training, job search, referrals to improve English language skills, high school equivalency certificates and skills training. Customized efforts are made for individuals with disabilities, workers 50+, foster youth, military veterans, young adults/students, and laid off workers, including professionals.

The Dallas Workforce System coordinate with entities to carry out core programs that offers:

Customer-driven excellence requires an understanding of the current labor market and forecast needs, and the ability to respond with services that create customer satisfaction as well as promote career opportunities for job seekers.

Outreach and recruitment to inform the community of the availability of the services of the Workforce Centers, especially focusing on priority populations and individuals with barriers to employment. WFSDallas works closely with community partners to outreach individuals for services available within the workforce centers.

Case management, counseling and follow-up offers achievement of positive outcomes. Workforce center staff is responsible for referring customers to appropriate community resources to help overcome barriers to employment and to achieve career goals. It is also the responsibility of Workforce Center staff to serve as an advocate for the customer in seeking informal resolution to complaints regarding quality of services. Workforce Center staff will assist when appropriate in follow-up activities to document customer outcomes.

Assessment and testing of a customer's basic skills, occupational skills, educational background, prior work experience, employability, career interests and aptitudes and the need for supportive services is conducted. An analysis of this information is the basis for realistic employment and training goals which the Center staff develops into an Individual Employment Plan (IEP) with the job seeker in one or more counseling sessions. Additional labor market information, such as target occupations, immediate employers, and training providers' data, is provided to the job seeker at this time so that he/she may make informed choices. Several methods of assessment are administered to include: TABE, Prove it and Win at Work. During the assessment process, the development of career pathways and a plan for co-enrollment occurs across multiple workforce (core) programs to best meet the needs of customers. Also, customers are assessed to improve access to activities that often lead to recognized credentials through the Eligible Training Provider System. The recognized credentials include a credential that is industry-recognized certificate or certification, portable and stackable.

Training services are available within the Dallas workforce system for job seekers who are unable to find employment at the Board's defined self-sufficiency wage. Following a comprehensive assessment and the development of the IEP, a job seeker may be referred to specialized services including occupational skills training, Adult Basic Education, ESL, GED, or other services. All training services are provided in a manner that maximizes customer choice and within the targeted occupations identified by the Board. For information on the targeted occupations, please refer to our webpage at: www.wfsdallas.com. Specialized services are provided and documented based on the issuance of Individual Training Accounts.

Supportive Services are analyzed and determined at the time of assessment. These currently include, but are not limited to, childcare, transportation, eye care, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case-by-case basis, as the need is identified and to the extent that funds are available. The need for supportive services may be determined by Center staff or the training provider but authorization is only provided by the Center staff.

Referral to appropriate resources if resources are not available to meet the job seeker's needs, appropriate referrals are made to community partners.

Coordination with businesses, economic development, community based organizations, faith-based organizations, and public entities to maximize resources and avoid duplication of service. The plan complies with WIOA by aligning its core programs and two optional programs to the state's workforce investment, education, and economic development systems, as discussed in the unified strategic planning requirements, common performance accountability measures, and requirements governing the one-stop delivery system. As WIOA intended, this plan serves as a map to develop, align, and integrate the Dallas workforce system across multiple education, employment, and training programs. The plan enumerates the Board's vision and strategic and operational goals for providing workforce services and continuously improving the quality and performance of its system.

Workforce Solutions Greater Dallas connects to job seekers to employment opportunities by offering individualized services at no cost to the job seeker or employer. WFSDallas expands access to employment, training, education, and support services pending eligibility requirements. These services are designed to facilitate the development of career pathways and co-enrollment across multiple core programs to assist all eligible individuals by removing barriers to gain self-sufficient employment. WFSDallas coordinates closely with community partners, employers, and educational entities to develop and implement career pathways. The pathways are integrated into the workforce programs and delivered to priority populations. Pending eligibility requirements, some job seekers may seek post-secondary opportunities that lead to a credential that is industry-recognized, portable, and stackable with the goal of securing a good paying job.

B. Priority in Recipients of Public Assistance and Low-Income Individuals

WFSDallas ensures priority of adult individualized career services and training services following the priority of services as outlined in TWC WIOA guidelines to ensure priority for adult individualized career services and training services given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient, consistent with WIOA.

Part 7: Fiscal Agent, Grants and Contracts

A. Fiscal Agent

The Dallas County Local Workforce Development Board d.b.a. Workforce Solutions Greater Dallas is the entity responsible to the disbursal of grant funds as described in WIOA and as determined by the Lead CEOs.

B. Sub-grants and Contracts

WFSDallas compiles with the applicable federal, state and agency requirements governing the procurement of goods and services. In the event of conflict between these standards and an applicable federal statute or regulation, the federal statute or regulation will apply. WFSDallas follows the Texas Workforce Commission's Financial Manual for Grants and Contracts, Chapter 14, Appendix D: FMGC Supplement on Procurement, which includes:

Full & Open Competition

The procurement of all goods and services shall be conducted, to the maximum extent practical, in a manner providing full and open competition consistent with the standards of Office of Management and Budget Circulars, the Grant Management Common Rule, Uniform Grant Management Standards, and the FMGC. Practices that may eliminate or restrict full and open competition include, but are not limited to:

- Placing unreasonable requirements on firms for them to qualify to do business
- Requiring unnecessary experience and excessive bonding
- Noncompetitive pricing practices between firms or between affiliated companies
- Noncompetitive awards to consultants that are on retainer contracts (or allowing entities that develop or draft specifications, requirements, statements of work, invitations for bids and/or requests for proposals to compete for such procurements)
- Organizational conflicts of interest
- Specifying a brand name product instead of allowing an equal product to be offered
- Any arbitrary action in the procurement process

Unless otherwise required or encouraged by federal statute, procurements must be conducted in a manner that prohibits the use of in-state or local geographical preferences in the evaluation of bids or proposals; however, this does not preempt state licensing laws. Geographic location may be a selection criterion when contracting for architectural and engineering services if an appropriate number of qualified firms can compete for the contract.

Standards of Conduct & Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by federal or state funds if a real or apparent conflict of interest would be involved.

Contractors shall maintain written standards of conduct, which govern the performance of individuals engaged in the award and administration of contracts and provide for disciplinary action if such standards are violated. Contractors that are Boards are specifically required to include in such provisions, the definition of immediate family and substantial interest. No employee, officer, or agent of the Contractor may participate in the selection, award, or administration of a contract that is supported by federal or state funds if a conflict of interest or apparent conflict of interest would be involved.

In general, a conflict of interest exists when any of the following have a financial or other interest in a firm that is selected to receive an award:

- An employee, officer or agent
- Any member of the employee's immediate family
- The employee's partner
- Any organization that employs or is about to employ any of these groups

Sources are specified on page 7-8 of the FMGC Supplement.

Part 8: Performance

A. Board performance targets

WFSDallas follows performance negotiated with TWC and the CEOs consistent with WIOA. These performance goals are incorporated into policy and contracts necessary to evaluate eligible providers under WIOA Title I subtitle B, and the Dallas workforce system. One-stop delivery system provider demonstrates a thorough understanding of the workforce system delivering an approach and strategies necessary for quality workforce services. As part of the selection criteria, the provider manages resources cost-efficiently, meet/exceed performance measures, and works to continuously improve workforce services. WFSDallas utilizes performance information to measure performance of the workforce area, training providers, and one- stop delivery system. Performance information is reviewed at every board meeting.

The following performance measures were set in accordance with WIOA § 116(c): Employed/Enrolled Q2

Post Exit C&T Participants

Employed/Enrolled Q2-Q4 Post Exit C&T Participants Median

Earnings Q2 Post Exit

Credential Rate C&T Participants Adult

Employed Q2 Post Exit

Adult Median Earnings Q2 Post Exit Adult

Employed Q4 Post Exit

Adult Credential Rate

Dislocated Worker Employed Q2 Post Exit Dislocated

Worker Median Earnings Q2 Post Exit Dislocated Worker

Employed Q4 Post Exit Dislocated Worker Credential

Rate

Youth Employed/Enrolled Q2 Post Exit

Youth Employed/Enrolled Q4 Post Exit

Youth Credential Rate

Part 9: Training and Services

Individual Training Accounts (ITA). WFSDallas offers training services outlined in WIOA §134 through the use of ITAs. Training services are available through the workforce centers for job seekers who are unable to find employment at the Board's defined self-sufficiency wage. Following a comprehensive assessment, a job seeker may be referred to specialized services including: occupational skills training, Adult Basic Education, ESL, GED, or other services. All training services are provided in a manner that maximizes customer choice and within the targeted occupations identified by the Board. For information on the targeted occupations, please refer to our webpage at: www.wfsdallas.com. Specialized services are provided and documented based on the issuance of Individual Training Accounts (ITAs).

TWC offers an application for training providers coordinating closely with the local boards. WFSDallas provides additional screening of training providers to align with local policy and performance requirements. TWC's online eligible training provider list is available to all customers interested in occupational training pending assessment results and eligibility requirements. This information is available for customers to make an *informed choice* when selecting a training program.

ITA Limitations. According to local policy and in compliance with WIOA, for initial eligibility for the Eligible Training Provider Certification System, a training provider must meet the following criteria: proposed training must be on the board's approved targeted occupations list, minimum of one-year experience providing training to the general population, reasonable cost based on comparable training programs, a maximum of \$17,000 training cap per participant unless otherwise necessary to meet the employment needs of our local community and training is not otherwise available (classes may be considered on a case-by-case basis to exceed the training cap), providers must be appropriately accredited and provide documentation, providers must document recent employer validation/industry endorsed skill standards of training curriculum, and no exempt providers (non-apprenticeship providers) as in accordance with Texas Education Code.

Part 10: Apprenticeship

A. Registered Apprenticeship Program

WFSDallas will work closely with the Texas Workforce Commission and Registered Apprenticeship programs within the Dallas Area to register on Eligible Training Provider System.

WFSDallas is collaborating and developing partnerships with apprentice providers to offer apprenticeship training in high demand fields. One example is with Construction Education Foundation (CEF) is on the eligible training provider system through North Lake College. This will offer at-risk youth and adults opportunities for self-sufficient employment. In addition, WFSDallas has recently signed a Memorandum of Understanding with Plumbers and Steamfitters Local Union 100 and working on an MOU with AFL-CIO. WFSDallas is working with Amazon and Dallas County Community College District for an apprenticeship program and encouraging them to register with the eligible training provider system.

B. ApprenticeshipTexas

WFSDallas will work closely with all training providers and support ApprenticeshipTexas efforts within the State. WFSDallas has a commitment to support job seekers quickly return to work. The apprenticeship programs offer unique opportunities to job seekers develop a skill and transition to good paying jobs.

PART 11: PUBLIC COMMENT

A description of the process used by the Board, consistent with WIOA §108(d), to provide a 30-day public comment period before submission of the plan, including an opportunity to have input into the development of the Local Plan, particularly for representatives of businesses, education, and labor organizations. Comments submitted during the public comment period that represent disagreement with the plan must be submitted with the Local Plan.

WFSDallas published the Plan in the Dallas Morning News on January 29, 2023 and via the dallasnews.com. In addition, WFSDallas published the public notice and plan on the board's website on at wfsdallas.com for a 30-day public comment period prior to submission of the plan. The Plan Summary was presented to the Dallas County Commissioners on February 7, 2023 for additional comments/feedback. A public hearing was held on February 15, 2023, via zoom/in-person at 7:30 a.m. The Dallas Morning News Publication and Public hearing provided representatives from business, education and labor an opportunity to comment on the Local Plan. All comments received are included in the plan for review. A recording of the public hearing and agenda located at: <https://www.wfsdallas.com/about/board-meetings/>

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PUBLIC NOTICE WORKFORCE SOLUTIONS GREATER DALLAS

PUBLIC NOTICE

Workforce Solutions Greater Dallas
Workforce Development Programs

Workforce Solutions Greater Dallas announces the opportunity to give public comments for the 2023 – 2024 Dallas County Workforce Development Plan Modification, which include local partnership agreements, Workforce Innovation and Opportunity Act (Adult, Dislocated and Youth programs), Wagner Peyster Employment Services, Adult Education and Family Literacy Act, Vocational Rehabilitation Program, Senior Community Service Employment Program and other workforce programs (Child Care Services, Texas Veteran Services, Temporary Assistance for Needy Families, Supplemental Nutrition Assistance Program, Trade Act Services), totaling approximately \$180M.

A public hearing will be held in-person and virtually on February 15th (location TBA, 7:30 am.) immediately preceding the Board of Directors meeting. Meeting and public comment information will be posted on our website at: <https://www.wfsdallas.com/about/board-meetings/>. The Board will receive written public comments beginning on January 30th – February 28th.

Appeared in: *The Dallas Morning News* on Sunday, 01/29/2023

Attachment 1
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Attachment 2
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Public comments:



Public Comment

I am pleased to make a comment of support of Workforce Solutions Greater Dallas as it modifies the 2023-2024 Workforce Development Plan for Dallas County.

As the Vice Chancellor of Workforce and Advancement for the Dallas College, I have had the pleasure of collaborating and partnering with Workforce Solutions Greater Dallas to provide support for opportunity youth, apprenticeship, and adult education and literacy services as well as no/reduced cost access to technical training for unemployed/underemployed individuals with basic skills and/or English language comprehension deficiencies. These partnerships have supported student completion/credential obtainment, and job creation and continue to promote the growth of business and industry in Dallas County.

The economic ecosystem of Dallas requires that we unite together to produce a seamless path that narrows and eliminates workforce gaps and barriers while generating a thriving economy that expands employer growth. The proposed 2023-2024 Plan Modification creates a map to expand the workforce landscape in emerging critical need areas of education, biotechnology, and construction trades. These additions to the 2023-2024 Targeted Occupations List allow Dallas College to positively impact income disparity throughout the community that aligns with business and industry workforce needs and serve as a primary provider in the talent supply chain throughout the region for the citizens of Dallas, fostering a vibrant, solid and sustainable economy.

Sincerely,

A handwritten signature in black ink that reads "Pyeper Wilkins".

Dr. Pyeper Wilkins
Vice Chancellor Workforce and Advancement
Dallas College
1601 Botham Jean Blvd Office 359
Dallas, Texas 75215-1816
P. 214-378-1821
pwilkins@dallascollege.edu





Public Comment

RE: Workforce Development Plan for Dallas County.

I am pleased to make comment of support of Workforce Solutions Greater Dallas as it relates to the modification of the 2023 - 2024 Dallas County Workforce Development Plan.

As an executive member of the Dallas College leadership team, I have had the pleasure of collaborating and partnering with Workforce Solutions Greater Dallas for more than 15 years. The continuous partnership between these two entities is entrenched in each organization's mission alignment. This alignment often requires collaborative educational initiatives that provide the necessary support and opportunities for every citizen of Dallas to be successful in the workforce with equitable opportunities for economic mobility.

The economic ecosystem of Dallas requires that all of us join together to produce a seamless path that narrows and eliminates workforce gaps and barriers while generating a thriving economy that expands employer growth. The proposed 2023-2024 plan modification creates an atlas to boost the workforce landscape to meet current and future job needs. These plan modifications prioritize a strategic map that will allow many businesses, industry partners and educational institutions to innovate opportunities for more Dallas citizens to benefit, and generate a continuously vibrant Dallas economy that is robust and sustainable.

Sincerely,

A handwritten signature in blue ink that reads "Iris Freemon".

Dr. Iris Freemon
Associate Vice Chancellor, Advancement & Development
Dallas College
1601 Botham Jean Blvd Office 020
Dallas, Texas 75215-1816
P. 214-378-1852
ifreemon@dallascollege.edu



Public Comment:

From: Claudia Delgado <codelgado@healthmarkets.com>
Sent: Monday, February 13, 2023 3:28 PM
To: Steven Bridges <sbridges@wfsdallas.com>
Subject: Re: Workforce Plan for Public Comment

CAUTION: This email originated from outside of Workforce Solutions domain. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Steven,

I have been in healthcare for over 15 years, I started as an insurance sales agent to be exact. While not all companies hire licensed insurance agents as employees, HealthMarkets included, I consider Workforce Solutions could at least include this as an option in your 2023-2024 targeted occupations. The reasons are here.

- Companies like HealthMarkets will pay interested parties for them to get the required licensing (Life & Health licenses).
- Insurance business is lucrative where it pays a commission only but it has residual income for the life of the policy.
- We are able to reduce the financial burden from growing families and seniors.
- The possibility of partnerships exist.

HealthMarkets is an agency who contracts and appoints licensed insurance agents (whom we pay for their licenses) and we are able to create a lucrative and rewarding career.

Hopefully this is helpful.

<https://www.healthmarkets.com/>

Public Comment:

Hi Steven,

Great information here, much of it I didn't know. I would be curious to know what the labor participation rate is and the historical data from about 2019 to the present.

Thanks and keep up the good work!



Larry Williams

Sales Director

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Texas Workforce Investment Council Requirements Local Workforce Development Board 2023 Plan Modifications

The Texas Workforce Investment Council (TWIC) is charged under Texas Government Code §2308.101(5), 2308.302(a), and 2308.304(a)(b)(4), and the Workforce Innovation and Opportunity Act of 2014 (WIOA) (Public Law 113–128) with recommending the plans of Local Workforce Development Boards (Boards) to the governor for consideration and approval. TWIC reviews each Board plan to ensure that local goals and objectives are consistent with the statewide goals and objectives in the system plan, [The Texas Workforce System Strategic Plan FY 2016–FY 2023.](#)

System Goal 1 and Rationale

Focus on Employers

Effective engagement with employers informs many system strategies and functions that address the changing needs of industry as well as state and regional economies. Education and training are a primary system function that may require multiple state and local entities to work with similar employers to design instruction or adjust career and technical education program and delivery options. Coordination and partnerships with employers are essential to gain insight and implement initiatives while ensuring that industrial productivity continues.

System Goal 1—Local Board Response

Please describe how your local Board has improved employer engagement and efforts to collaborate with any other entities that require input, participation, and/or partnership with employers. Specifically, describe how you coordinate efforts to gain more comprehensive insight on employer needs while reducing the demand on the employers who would otherwise be responding to multiple requests. Identify the primary outcomes and, where relevant, list key entities involved and type of information requests for each entity.

Board response and corresponding plan page number(s):

WFSDallas analyzes local data and community resources to best serve our employer and job seeker customers. Over the years, we have sought new methods to increase the availability of better career and technical program design options that closely align with industry needs. Our workforce system is nimble and flexible with necessary modifications to meet local/regional and state economic needs. As described in the 2021-2024 Plan, WFSDallas maintains close partnerships to meet these needs. Pages 14-16 of the Plan, describes different industry initiatives by high demand industry sectors. In 2023-2024, we celebrate our 40th Anniversary with several new initiatives to train thousands of unemployed workers for in-demand jobs. Dallas continues to lead with a robust job market and constant influx of new employers and job seekers. We will continue to aggregate employers with sector strategies, targeting industries in healthcare, technology, logistics, advanced manufacturing, and jobs in the public sector. Work&learn strategies, technology tools, private sector investments, quality childcare and sharing labor market information with our community partners will remain our priorities.

System Goal 2 and Rationale

Engage in Partnerships

Workforce system partners leverage local and regional partnerships to enhance system alignment and improve outcomes and reporting. Partnerships rely on a culture of collaboration and trust, deep working relationships, and communication to provide a solid foundation on which to coordinate planning, integrate processes, and develop the collective technical capacity to share needs, data, and information.

System Goal 2—Local Board Response

Please describe your primary (top) partnerships, how you use them to address key strategies in your plan, and the significant outcomes and progress related to the partnerships. In addition, specifically describe partnerships that foster innovation and improved participant engagement and outcomes in workforce development.

Board response and corresponding plan page number(s):

The Dallas workforce system offers a broad range of services addressing workforce challenges with employer-led solutions with a “no wrong door” approach. These services include in-person and virtual events; customized training, scholarships for job training credentials, adult education, and English as a Second Language; layoff services; virtual and in-person seminars for resumes, interviews and dress for success; and we may offer subsidized training supplies, uniforms, childcare and transportation. Top partnerships include several new and continuing initiatives to include:

2023 Youth Pilot Initiative will build off last year’s positive momentum in serving opportunity youth. The growing number of opportunity youth who face systemic barriers impacting their ability to obtain a job and pursue a self-sustaining career is more critical now than before the pandemic. WFSDallas will increase opportunities and leverage available resources to offer unique solutions to our future workforce immediately. To better support over 5,000+ younger youth customers, the Opportunity Youth – Education Outreach Initiative offers educational/work opportunities, collaborative resources, and industry partnerships to help build pathways to higher education or meaningful careers.

ConnectU2Jobs is a collaborative workforce development project targeting primarily justice involved young adults in Dallas County. WFSDallas partners with TxDOT, Lone Star Justice Alliance and Dallas College. The project introduces youth to the infrastructure industry through a 12-week paid internship that places students with an employer to gain work experience while they attend classes at Dallas College (OSHA, NCCER Core Construction and NCCER Heavy Equipment Operator certifications). Employers include Webber, Austin Bridge & Road, Flour, Balfour Beatty, and others. To date, 28 students completed the program with over 40 students signed up for February classes in 2023!

Workforce Solutions Greater Dallas collaborates with Dallas College within the WIOA Youth and Adult programs, Adult Education and Literacy Grant, Dallas College ISOW Grant, Dallas Healthcare Apprenticeship Grant, Childcare Quality, and numerous TWC Skills Development funds. Most recently, WFSDallas added our support to Dallas College and the EDA grant to build upon the success of the bio-industry in Dallas. Dallas College and partner institutions will use funding to create a regional career pathway model in three areas, biotechnology, biomanufacturing, and bioinformatics, while generating a new market employment and educational opportunities with the help of an employer-led biotechnology advisory council. WFSDallas will continue to track jobs, outreach job seekers and offer services to the industry in support of this excellent effort!

In partnership with NAWB, the Grow with Google partnership helps job seekers attain a Google Career Certificate offering an entry-level or upskilling opportunity in IT, for careers in IT support, User Experience Design, Data Analytics, and Project Management. These certificates connect job seekers with skills to employers such as Walmart, Hulu, and Sprint. Grow with Google delivers economic opportunities for job seekers through free training and tools to assist our jobseekers and current workers grow their skills, careers and businesses. (See pages 6-7 of the Plan).

System Goal 3 and Rationale

Align System Elements

Aligning workforce programs and services ensures transparent processes and efficient “no wrong door” access that can improve transitions and help all participants complete programs of study, earn credentials of value, and gain critical employability skills. Primarily, seamless alignment supports greater portability and transferability for Texans in or preparing to enter the labor market.

System Goal 3—Local Board Response

Please describe alignment efforts and the status, outcomes, and plan for continuous improvement of system alignment in your region. In the description, include barriers, considerations, and proposed actions to overcome the barriers.

Board response and corresponding plan page number(s):

WFSDallas offers multiple programs to job seekers that ensures participants gain critical employability skills. These skills have been identified as high demand and in need by local/regional employers. WFSDallas remains ready to meet the needs of local employer by launching in 2023 training for thousands of unemployed workers in in-demand jobs. Dallas benefits from a robust job market, and constant influx of new employers, even during the pandemic. Our efforts continue to aggregate employers within specific industry sectors, with an emphasis on Retain (jobs), Retrain (for employer specifications), and Reboot (our workforce system). Pages 39 and 40 identifies unique employer focused initiatives to better position Texas Employers find and hire employees they need.

2023 Youth Pilot Initiative will build off last year’s positive momentum in serving opportunity youth. The growing number of opportunity youth who face systemic barriers impacting their ability to obtain a job and pursue a self-sustaining career is more critical now than before the pandemic. WFSDallas will increase opportunities and leverage available resources to offer unique solutions to our future workforce immediately. To better support over 5,000+ younger youth customers, the Opportunity Youth – Education Outreach Initiative offers educational/work opportunities, collaborative resources, and industry partnerships to help build pathways to higher education or meaningful careers.

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System Goal 4 and Rationale

Improve and Integrate Programs

Coordination and integration of system processes focused on high-priority programmatic needs support service delivery; increase participant access, learning, and transitions through education and training; and improve decision-making at the system, partner, and participant levels.

System Goal 4—Local Board Response

Please describe local efforts to integrate processes and share resources across programs in your region. Identify efficiencies realized and improved participant outcomes as a result. Describe how this work can be leveraged to create

new, relevant opportunities that serve the needs of all stakeholders.

Board response and corresponding plan page number(s):

To accelerate and improve efficiencies of shared resources and leveraged partnerships, WFSDallas is poised to meet the needs of local job seekers and employers. As indicated in the plan and strategies described above, WFSDallas will focus on work&learn strategies, technology tools, private sector investments, quality childcare, and share labor market information with our education/chamber/economic development and community leaders as well as other system partners. The partnerships of the Workforce Ecosystem are more critical in a time of disruption and recovery. WFSDallas will accomplish the attached goals for 2021-2024:

- Assist employers to retain the workforce, fill vacancies and retrain workers for new job specifics
 - Assist job seekers to retrain, rehire, and upskill for this rapidly changing marketplace
 - Convene the community to provide labor market data, job specific and industry information, in-person and virtual hiring events for today's jobs
 - Assist young adults in planning and executing their future career plan
 - Assist anyone to achieve a better record of academic achievement and work credentials – to obtain that dream career including ESL instruction
 - Assist working parents to local and pay for quality child care for infants, toddlers and after school care for young students
 - Assist the child care industry to increase quality and sustainability through innovative training and financial strategies.
- See page 32-38 of the Plan.

Strategic Opportunities to Drive Local Implementation

Before TWIC began the process to develop the new system strategic plan, Board directors were invited to provide input on issues and opportunities for consideration in system planning.

Please consider the responses you provided (above) to local board area implementation of the four primary goals in the current system plan and identify how the new system strategic plan can help future implementation of your regional goals and strategies related to the following:

Increase engagement of target populations, including Opportunity Youth, Texans with disabilities, foster youth, and sex-trafficking victims.

Describe Board strategies that support engagement of sometimes underserved populations.

Board response and corresponding plan page number(s):

Workforce Solutions Greater Dallas has created several strategies and initiatives to engage underserved populations. WFSDallas plans to build on the momentum from the previous year to collaborate with community partners to better serve targeted and underserved populations. WFSDallas plans to assist targeted populations that facing barriers that impact their ability to obtain a job and pursue a self-sustaining career. We will leverage and braid available resources to offer unique solutions to our most in-need workforce. For example, with our Opportunity Youth Educational Outreach Initiative, WFSDallas will support over 5,000+ younger youth customers. We will provide educational and work opportunities, collaborative resources, and industry partnerships to build pathways to higher education or meaningful careers. For Texans with Disabilities, foster youth and sex-trafficking victims, we will offer unique services to better support their needs through partnerships with community groups (TRAC, VR and TWC). We continue to work with VR and TWC to better equip our workforce centers to meet the needs of Texans with Disabilities. (page 18 of the plan).

Improve efficiency and outcomes through data-driven decision-making and investments.

Board response and corresponding plan page number(s):

Workforce Solutions Greater Dallas delivers services and strategies that support data-driven decision making and investments. Data analysis helps guide our resource utilization plans for a better workforce, resulting in a stronger economy. During 2022, we saw our unemployment numbers slowly trend downwards which has led WFSDallas to explore new methods to outreach and target most in need populations. We offer targeted outreach using data from the UI claim data – WIT and UI claimant system for needed training and other workforce services. These outreach methods support data driven initiatives and investments.

Our workforce plans consider all factors necessary to meet employer needs, return workers to the workplace, and prepare our future workforce to withstand future events. This is reflected with our targeted occupations list, WFSDallas has added several occupations (biotech technicians and related, solar photovoltaic installer, telecommunication line installer and repair), and removal of health information coding. As the economy and demand jobs change, WFSDallas will modify the training list to ensure that the board's programs support employer needs. These decisions are data-driven and results in a good return on investment of workforce funds. (See page 8 of the Plan).