

# Board Oversight Capacity—BCY 2023

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

## Workforce Solutions Panhandle Score Card

The Texas Workforce Commission's annual evaluation of each Board's oversight capacity. Boards are assigned a rating of Meets Standards or Below Standards for each of the following six categories.

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### Develop, maintain, and upgrade comprehensive fiscal management systems

Meets

- √ Does the Board have fiscal management systems in place that include appropriate fiscal controls?
- √ \* Does the Board, during its regularly scheduled meetings, include a quarterly review of the financial status of the Board and its service providers for all funding sources it administers?
- √ Have single audits been free of material weaknesses?

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

Meets

- √ Has the Board been certified?
- √ \* Has the Board hired or retained qualified staff (Executive Director, Chief Financial Officer, Program Director, Contract Management Staff, Monitoring staff) to oversee contractors?

### Select and oversee local contractors to improve the delivery of workforce services

Meets

- √ Does the Board have an effective formal procurement process, and has the Board been following this process?
- √ Does the Board have a certified monitoring function in place to oversee contractors?
- √ The Board has no disallowed costs exceeding one percent of allocation (non-self-reported).
- √ The Board has no disallowed costs exceeding one percent which resulted in repaying funds.

### Oversee and improve the operations of Workforce Solutions Offices in the Board's service area

Meets

- √ Does the Board have certified Workforce Solutions Offices?
- √ \* Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with a local contractor?

- √ \* Has the Board applied its service improvement policy when necessary?

**Manage the contractors' performance across multiple Board programs**

**Meets**

- √ Did the Board meet target on at least 80 percent of its contracted performance measures?
- √ Is the Board within 35 percent of target on all contracted performance measures?
- √ \* Does the Board hold performance oversight meetings, do performance reviews, or, during its regularly scheduled meetings, include a review of its status on contracted performance measures at least four times throughout the year?

**Identify and resolve long-standing or severe Board oversight problems and workforce service provider performance issues**

**Meets**

- √ The Board did not miss target on the same performance measure two years in a row.
- √ The Board does not have any unresolved material weaknesses discovered through a single audit.
- √ The Board has not been placed on an Intent to Sanction or a Sanction.

# Panhandle Community Impact Statement

**A written statement from each Board summarizing its impact on and relationship with the local community and economy. Specify how the Board's efforts demonstrate and contribute to an effective workforce system by engaging employers, helping workers find jobs, and ensuring good fiscal stewardship.**

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## Oversight

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

## Business and Employer Services

### Business Services Unit (BSU)

This WSP specialized division is tailored to meet employer's workforce needs. The WSP Business Service Representatives (BSRs) work with employers and offer customized business consulting services, such as addressing human resource challenges and identifying the skills sets needed by industry.

During 2023, the BSU hosted a substantial number of job fairs and hiring events, totaling 118 in number. These events were strategically distributed throughout the Texas Panhandle area, catering to a diverse range of job seekers and employers. They encompassed both large-scale job fairs and more intimate hiring events, aiming to provide comprehensive employment opportunities and support to the local workforce.

### 2023 Event Totals

Number of Events	118
Employers Served	534
Rural Employers Served	185
Job Seekers Served	8,105
Reported Hires	1,293

## Job Fairs

Job Fairs are held for multiple employers. WSP hosts the semiannual Amarillo Job Fair, *Hiring Red, White & You!* Veterans Job Fair, and several regional events throughout the year, providing large-scale recruitment opportunities to the business communities of Amarillo and the surrounding areas.

### Large-Format Job Fairs

Number of Events	8
Employers Served	300
Job Seekers Served	2,829
Reported Hires	566

## Hiring Events

Hiring Events, held for a single employer, are generally smaller and more personal events that allow for one-on-one communication between the employer and job candidate.

### Single Employer Hiring Events

Number of Events/Employers Served	108
Job Seekers Served	2,046
Reported Hires	721

## Career Fairs

Career fairs are an essential part of connecting what students explore when they start to participate in post-secondary and career planning in middle and high school and how they apply it later as they come closer to realizing those plans.

Career Fairs hosted during 2023 included the *Exploring Pathways into Careers (EPIC)* High School Career Fair and the 2022 AmTech Career Fair.

## Career Fairs

Number of Events	2
Employers Served	126
Students Served	3,230

## Rapid Response and Layoff Aversion

The BSU at WSP benefits employers in the Texas Panhandle area by offering Rapid Response and Layoff Aversion services. These services are crucial in assisting employers during challenging times and promoting economic stability in the region.

### Rapid Response Services:

- **Timely Support:** The unit provides employers with immediate assistance when facing layoffs or closures. This timely response helps mitigate the negative impacts of such situations.
- **Customized Solutions:** WSP tailors its support to meet the specific needs of each employer, ensuring that the provided assistance aligns with the unique circumstances of the business.
- **Resource Coordination:** Employers can rely on the unit to coordinate resources such as unemployment insurance information, job placement assistance, and retraining opportunities for affected employees.

### Layoff Aversion Services:

- **Preventing Layoffs:** The BSU works closely with employers to identify strategies and alternatives to layoffs, helping to retain skilled and experienced workers during economic downturns.
- **Cost Savings:** By helping employers avoid layoffs, the unit contributes to cost savings for businesses, reducing the need for costly recruitment and training of new employees.
- **Maintaining Workforce Stability:** Layoff aversion services contribute to the overall stability of the regional workforce, which, in turn, benefits the broader community and economy.

During 2023, the Rapid Response services and activities offered by the BSU at WSP encompassed technical assistance to companies such as Owens Corning, Arden Companies, and AIG, among others. These services were designed to provide valuable support to these businesses during periods of economic challenges, facilitating effective navigation of issues like layoffs and closures.

Furthermore, the unit extended its Rapid Response services to businesses located in the Texas Panhandle region that had been adversely affected by weather-related closures. This inclusive approach acknowledged the unique

needs and circumstances of these businesses, reaffirming WSP's commitment to aiding the broader community and promoting the recovery and resilience of local businesses in the face of weather-related disruptions.

## Labor Market Information

The BSU at WSP played a pivotal role in supporting economic development throughout the Texas Panhandle in 2023. Their efforts extended beyond individual company assistance to collaborating with various stakeholders in the region, resulting in several noteworthy accomplishments:

**Assistance to Economic Development Corporations (EDCs):** The BSU actively assisted EDCs throughout the Texas Panhandle by providing critical reports and data. This invaluable information aided EDCs in attracting new employers to the area, fostering economic growth, and expanding job opportunities.

**Engagement with Professional Associations:** BSU staff actively participated in knowledge-sharing initiatives by presenting at prominent events. Notable presentations were made at the Panhandle Human Resources Association, the Amarillo EDC's "Build your Talent Toolbox" program, the Dalhart EDC's Workforce Consortium, and at each Amarillo College campus. These presentations allowed for the dissemination of expertise and best practices in workforce development.

**Role of Workforce and Labor Market Information (LMI):** Recognizing the significance of Workforce and LMI, the BSU emphasized the importance of accurate, objective, relevant, timely, and accessible LMI for the Texas Panhandle's economy. This information served multiple key purposes, including:

- Building a skilled workforce to enhance business competitiveness and spur economic growth.
- Strengthening career pathways and guiding skill attainment for improved job prospects, economic opportunities, and career advancement.
- Understanding the dynamic nature of work and its impact on the workforce and the regional economy.
- Ensuring the effective allocation of workforce training and education funds.

**Collaborative Efforts:** The BSU's collaboration extended to working closely with colleges, universities, and employers. This collaborative approach fostered a cohesive ecosystem that focused on aligning workforce development with the needs of both businesses and the workforce, ultimately contributing to the overall prosperity of the Texas Panhandle.

The BSU at WSP in 2023 actively engaged with EDCs, professional associations, and educational institutions to provide essential data, share expertise, and promote the importance of workforce and labor market information. These efforts played a crucial role in supporting economic development, job growth, and education in the Texas Panhandle region.

## Career Pathways Mapping

WSP's Business Services staff, in cooperation with the Panhandle Community Partnership worked on creating an interactive website to clearly visualize career pathway maps. This tool features Target Occupations from the Panhandle Workforce Development Area (PWDA), including wage, education requirements, and up-to-date LMI.

Pathways link increasing levels of certification, education, and employment; and support students in choosing among the opportunities that interest them.

This tool is designed for community colleges, their K-12 partners, and four-year institutions to use in mapping strong, seamless career pathways. Clear career pathways maps enable more students to advance through college, attain credentials with labor market value, and earn wages that sustain their families. The website can be viewed by visiting <https://panhandlecommunitypartnership.com/>.

## Teacher Externships

In partnership with Region 16 and Panhandle Community Partnership, WSP provided teacher externships in the summer of 2023. These externships provided an experience in which teachers spent time in a workplace to learn through direct experience about trends, skill requirements and opportunities in industries related to their subject to enrich and strengthen their teaching and bring relevance to student learning.

### 2023 Summer Teacher Externship

Successfully Completed Externship	41
Rural Teachers	52%
Lesson Plans Submitted	100%
Employers Recruited to Host an Extern	38
Rural Employers	42.11%
Teachers Outreached	1,407
Students that will Benefit	5,978
Stipends Issued	\$41,000.00

## Employer Services

WSP plays a crucial role in providing a comprehensive array of employment-related services to employers across the 26 counties that constitute the PWDA in Texas. These services are instrumental in supporting the local economy, fostering workforce development, and assisting businesses in finding and retaining skilled talent. Here's an overview of how WSP serves employers within its designated area:

**Job Posting and Matching:** WSP operates an online job portal where employers can post job openings. They utilize advanced matching algorithms to connect job seekers with suitable employment opportunities, helping employers find qualified candidates efficiently.

**Recruitment Assistance:** The center offers recruitment assistance to employers, including pre-screening and assessment of candidates to ensure they meet the required qualifications. This saves employers valuable time and resources in the hiring process.

**Labor Market Information:** WSP provides employers with up-to-date LMI specific to the Panhandle region. This data includes wage trends, workforce demographics, and industry insights, allowing employers to make informed decisions about their workforce needs.

**Customized Workforce Solutions:** The center collaborates closely with local employers to develop tailored workforce solutions. This includes creating on-the-job training programs, apprenticeships, and other initiatives that align with the unique needs of businesses in the area.

**Training and Skill Development:** Employers can access training resources and programs to enhance the skills of their workforce. WSP offers information on available training grants and programs to assist with upskilling and retraining efforts.

**Tax Credits and Incentives:** The center educates employers about tax credits and hiring incentives that may be available to them for hiring specific target groups, such as veterans, individuals with disabilities, or individuals from economically disadvantaged backgrounds.

**Job Fairs and Recruitment Events:** WSP organizes job fairs and recruitment events that connect local employers with a diverse pool of job seekers. These events provide an excellent opportunity for businesses to meet potential candidates face-to-face.

**Interview Facilities:** Some WSP offices offer dedicated interview facilities where employers can conduct job interviews. These facilities are equipped with the necessary amenities to make the hiring process convenient.

**Employee Retention Strategies:** The center offers guidance to employers on effective employee retention strategies, including best practices for creating a positive workplace culture and reducing turnover.

**Compliance Assistance:** WSP assists employers in understanding and complying with labor laws and regulations, ensuring that they maintain a legal and safe work environment.

**Workforce Development Partnerships:** The center actively collaborates with local educational institutions, industry associations, and community organizations to develop strategic partnerships that benefit both employers and the workforce.

By facilitating job matching, providing labor market data, and fostering partnerships, the center plays a pivotal role in supporting economic growth and enhancing the region's workforce.

## Employers

Services to Employers	18,680
New Employers Registered in BCY23	169
Unduplicated Employers Served	1,624
Subsidized/Unpaid Employment Agreement	117

WSP staff utilize the WorkInTexas.com website to efficiently connect employers with qualified candidates within the PWDA. They post job openings on the platform, customize listings to meet employer needs, and employ targeted outreach to ensure job postings reach relevant demographics.

Staff also leverage the platform's candidate search and matching capabilities to identify and refer potential candidates to employers, streamlining the hiring process. Monitoring tools and communication features help track performance and facilitate interactions with both employers and job seekers, making WorkInTexas.com a valuable resource for supporting workforce development and local businesses in the region.

## Employer Job Postings

Job Orders Placed	5,862
Employers Posting Jobs	663
Job Openings	10,699
Job Referrals	25,194
Applications Submitted	11,705

### **Branding/News Media**

Beginning in October 2022, WSP has garnered noteworthy recognition through extensive media coverage, amassing a total of more than 20 news stories across various mediums, including television, newspapers, and online platforms. These stories have spotlighted a range of impactful initiatives undertaken by WSP, underscoring our significant contributions to the community.

Among the highlighted achievements are:

- Job Fairs & Hiring Events.

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

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

## Community Outreach

### Education Outreach Specialist

The Education Outreach Specialist (EOS) is a new position with WSP. The EOS provides in-school services to school districts in the region. Services provided to these districts are career guidance, career preparation, and workforce information to students. There are sixty-one (61) school districts and three (3) charter schools with two hundred twenty-six (226) campuses in a 26,000 square mile area in the Texas Panhandle region. Six (6) school districts have signed commitment documents to work with the EOS, and five (5) others are in the process. More districts are being contacted monthly. Every district contacted to participate has been very excited and receptive to the services the EOS can provide. Of course, the goal is to serve all the districts in the region at some point, but the goal is to start small and deliver excellent services.

There is a wide range of services that an EOS can provide. Each district can personalize their services to fit the needs and demands of their students. Specialists provide engaging and interactive presentations/workshops to 6th-12th grade students in a classroom setting on the following topics: labor market and high-demand jobs, employability skills, work-based learning, and postsecondary pathways. Students can be empowered to make well-informed postsecondary decisions using resources and other existing tools provided by the Texas Workforce Commission (TWC). Virtual reality career exploration is an option as well. School campuses can utilize up to 10 virtual reality headsets and get hands-on experience in high-demand industries, including manufacturing, hospitality and tourism, skilled trades, warehouse and storage, public safety, automotive, health science, information technology, architecture, and construction. The main focus of the EOS is to provide each district with specialized instruction conducive to the needs of their district and build great relationships with students.

## Social Media

WSP employs diverse social media platforms to engage a wide audience in the PWDA.

**Facebook**, WSP's main page caters to all 26 Panhandle counties, offering valuable information and updates. Additionally, 12 localized pages target specific cities and job seekers, tailoring content to their unique needs. The WSP Facebook Page can be viewed at <https://www.facebook.com/WSPanhandle/>

**LinkedIn** is used for professional networking, connecting with employers, industry leaders, and job seekers. LinkedIn Page can be viewed at <https://www.linkedin.com/company/workforce-solutions-panhandle/>

**YouTube** houses a catalog of 40+ occupation-specific videos featuring local professionals. These videos align with Texas Panhandle's Target Occupations list and educate middle and high school students about potential careers. Hometown Success Videos can be viewed at <http://www.hometownsuccess.net/>

Our Business Services team strategically uses Facebook, LinkedIn, Instagram, and YouTube to engage job seekers, employers, and educational institutions effectively.

### Social Media Totals

Total Followers	Page Reach
15,496	248,094

Across all social media platforms, WSP has amassed a dedicated following of 15,496 individuals. Furthermore, the cumulative reach of our social media content for the current year, 2023, stands at an impressive 248,094 individuals. These figures underscore the vital role that social media plays in our organization's communication strategy, facilitating information dissemination and active engagement with our community.

Facebook Pages	Total Followers	Page Reach
Workforce Solutions Panhandle	6,417	233,894
Amarillo Job Pop	2,126	2,823
Borger Job Pop	1,253	1,842
Pampa Job Pop	1,134	1,526
Dumas Job Pop	1,002	1,610
Hereford Job Pop	794	1,243
Dalhart Job Pop	780	1,031

Youth Connections	356	240
Career Explorer	180	221
Childress Mobile Workforce Unit	47	256
Perryton Mobile Workforce Unit	42	362
Tulia Mobile Workforce Unit	33	429
Dimmitt Mobile Workforce Unit	14	116
Instagram-Workforce Solutions Panhandle	516	2,501
Twitter-Workforce Solutions Panhandle	802	Unavailable

Google's Business Profile Interactions for WSP refer to the various ways in which users engage with WSP's Google Business Profile. This includes actions such as viewing the profile, clicking on the website link, requesting directions, or making phone calls. These interactions provide valuable insights into how users are discovering and engaging with WSP through Google Search and Maps, enabling the organization to optimize its online presence and better serve our target audience.

## Google Search Results

Business Profile Interactions - Amarillo	22,176
Calls	7,960
Directions	4,448
Website Clicks	9,761
Business Profile Interactions - Borger	2,496
Calls	1,044

Directions	804
Website Clicks	732
Business Profile Interactions - Hereford	972
Calls	276
Directions	578
Website Clicks	144

## Gov Delivery

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

## Bulletins Topics Sent

- **Monthly Texas Panhandle Labor Market Update for Employers**
- **WSP Job Fairs and Hiring Event Information**
- **Matters of Public Interest to the Press**
- **Employer and Job Seeker Newsletters**

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

## Subscribers

Total Subscribers	17,919
Employers	2,402
Job Seekers	11,215

**\*Bulletin: A Brief Overview** A bulletin, in the GovDelivery context, is a concise and targeted message that serves as a vital tool for conveying information to a specific audience. These messages are designed to be clear, informative, and relevant to the recipients. They are a means of directly connecting with subscribers and conveying timely updates.

## Bulletin Analytics

Bulletins Sent	27
Total Recipients	68,408
Total Delivered	62,976
Unique Email Opens	20,871
Unique Email Open Rate (%)	33.2%

## GovDelivery Engagement by Month

Month	Unique Recipients	Engagement Rate
Sep 2023	11,264	53.07%
Aug 2023	11,231	48.12%
Jul 2023	10,831	42.56%
Jun 2023	10,177	34.06%
May 2023	10,039	31.97%
Apr 2023	8,419	31.63%

GovDelivery is a powerful digital communication platform that serves as a crucial link between WSP and its customers. It enables the efficient delivery of vital services and initiatives to both job seekers and employers.

## Job Seeker Services

WSP is dedicated to assisting job seekers in the Panhandle region by offering a comprehensive range of services tailored to meet the diverse needs of individuals seeking employment. The organization provides a variety of essential services aimed at enhancing the employability and career prospects of job seekers.

## Workforce Solutions Panhandle Offices

WSP operates three (3) brick-and-mortar offices strategically located in Amarillo, Borger, and Hereford. These physical offices serve as crucial hubs for delivering employment and workforce development services to individuals and businesses in the Panhandle region. Here is an overview of each office:

WSP's offices are strategically positioned to serve a diverse range of job seekers and employers throughout the Panhandle region. Each office is tailored to the unique needs and industries of its respective community, ensuring that workforce services are accessible and relevant to the local population.

### Office Visits

Office Visit Total	15,135
Amarillo Office	12,184
Amarillo Virtual Services	2,042
Borger Office	2,126
Borger Virtual Services	1,241
Hereford Office	825
Hereford Virtual Services	453

## Mobile Workforce Office

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

- Work registration on WorkInTexas.com
- Assistance with online job applications
- Support with résumé writing
- Information on available training services

- Assistance with accessing Child Care services
- Information about the Adult Education & Literacy Programs

During recent weather-related disasters, the Mobile Workforce Office traveled to Perryton to assist residents and business owners. This mobile office enabled residents to apply for unemployment benefits and learn about other community services.

Additionally, the Mobile Workforce Office was deployed at on-site job fairs. For instance, it was utilized by Cacique Foods during hiring events at Hodgetown Baseball Park and the company's new Amarillo plant. Having the office on-site allowed potential candidates to explore available job opportunities, submit online applications, and create and print resumes.

## Mobile Workforce Office

Rural Customers Served	884
Amarillo Customers Served	380
Times Mobile Workforce Office Was Deployed	100
Panhandle Products Job Fair	313
Cacique Job Fair (Hodgetown)	255
Cacique Job Fair (Cacique Plant)	125
Hilmar Cheese (Dalhart)	62
PalAmerican Job Fair (Childress)	5
Perryton	82

In total, the Mobile Workforce Development Services Unit served 1,264 unique customers during 100 visits.

## Career Services

The Career Services department at WSP provides job seekers with personalized support to enhance their employability. Services include career counseling, resume assistance, interview preparation, job search strategies, skill development, access to job listings, job placement assistance, and ongoing support. Its goal is to empower individuals to make informed career decisions and secure meaningful employment.

## Job Seeker Office Visits & Services

Office Visit Totals	15,135
Amarillo Office	12,184
Borger Office	2,126
Hereford Office	825
Unique Customers Served	7,863
Total Job Seeker Services	32,762
Total Job Referrals	17,854
Hires/Went to Work	11,694
RESEA Orientations	666
Job Developments	42
New WorkInTexas.com Registrations	2,695

## Job Seeker Virtual Assistance

Amarillo Virtual	2,042
Borger Virtual	1,241
Hereford Virtual	453

## Veteran Services

Recognizing the unique needs of veterans transitioning into civilian careers, WSP provides specialized support to veterans, including job placement assistance, skills translation, and access to resources tailored to their military experience.

In 2023, 7% of customers were Priority of Service Veterans. 5,238 services were provided to Priority of Service Veterans, 15.98% of total services. Of the veterans assisted, 21 served fewer than 180 days in the military, 28 were the qualified spouse of a veteran, and 501 were eligible veterans.

Veteran Status	Distinct Users	Total Services
<= 180 days	21	66
Eligible Veteran	501	5,034
Other Eligible Person	28	138
<b>Total</b>	<b>550</b>	<b>5,238</b>

## Veteran Services

Unique Veterans Served	550
Total Services	5,238
Total Job Referrals	1,669
Hires/Went to Work	82
RESEA Orientations	15
Job Developments	9
New WorkInTexas.com Registrations	155

## Vocational Rehab Services

WSP collaborates with Texas Workforce Solutions - Vocational Rehabilitation Program to support individuals with disabilities in achieving their employment goals by providing training, assistive technology, and job placement services.

## Workshops

WSP's Career Services (CS) staff plays a crucial role in assisting job seekers by conducting a variety of in-person workshops tailored to address their specific needs. These workshops have proven to be valuable resources for individuals seeking employment. These free and in-person workshops, thoughtfully delivered by the CS staff, encompass a range of essential topics to enhance job seekers' skills and prospects.

279 individuals attended the following workshops:

- Interview Workshop
- Resume Workshop
- WorkInTexas.com Workshop
- Over 50 Job Search Workshop
- Job Readiness Workshop

## Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Training Services

WSP offers training and upskilling opportunities to adults and dislocated workers to equip them with the skills needed for in-demand careers in the region.

### By The Numbers

Applications	287
Total Enrolled in Training	255
Adult	217
Dislocated Worker	38
Enrollment Rate	88.5%
Total Went to Work	107 (67.7%)

**Adult Worker** customers in training at WSP benefit from tailored programs aimed at enhancing their skills and employability. WSP training initiatives are designed to meet the unique needs of adult learners, helping them acquire new skills or refine existing ones. Through WSP training opportunities, these individuals gain the tools and knowledge necessary to secure meaningful employment and advance their careers in today's competitive job market.

### Adult Customers in Training

Registered Nurse	62
Commercial Driver License	48

Licensed Vocational Nurse	35
Certified Nurse Assistant	32
Respiratory Care	7
Mental Health Technician	6
Law Enforcement	5
Medical Assistant	4
Phlebotomy	4
Firefighter	3
Medical Laboratory Technician	3
Business Management	2
Welding	2
Physical Therapy	1
Automotive Tech	1
CIS/Networking/Cyber Security	1
Industrial Technology	1
Total	217
Total Rural Percentage	25.8%

**Dislocated Worker** customers in training at WSP receive specialized assistance to rebuild their careers after unexpected job loss or displacement. WSP training programs are designed to equip them with the necessary skills

and resources to transition smoothly into new employment opportunities. By offering relevant training and support, we empower Dislocated Workers to chart a fresh path toward career success and economic stability.

## **Dislocated Worker Customers in Training**

Commercial Driver License	10
Licensed Vocational Nurse	4
Business	3
Registered Nurse	2
Respiratory Therapist	1
Sonography	1
Respiratory Care	1
Mental Health Technician	1
Law Enforcement	1
Other Targeted Occupations	14
Total	38
Total Rural	26.3%

The **National Dislocated Worker Grant** was a vital resource offered by WSP. This grant provided essential support and financial assistance to workers who have been dislocated due to unforeseen circumstances, such as natural disasters or economic downturns. It aimed to help individuals swiftly recover and re-enter the workforce by offering a range of services, including job training, career guidance, and support in securing new employment opportunities. The National Dislocated Worker Grant played a crucial role in rebuilding careers and communities during times of crisis, fostering resilience and economic stability.

## National Dislocated Worker Grant Ended 3/31/2023

Goal	Target	PY '22 Totals	PY '23 Totals	Cumulative Totals
Participants enrolled in project	155	177	12	189
Participants placed in Disaster Relief Employment (DRE)	37	37	0	37
Participants placed in (DRE) and career and training services	5	7	0	7
Participants receiving career and training services	92	94	14	108
Supportive Services (not a Deliverable of the grant but is tracked in TWIST and reported)	*	111	6	117

The **Employment Rate at Exit** is a key performance indicator used to measure the success of workforce development programs. It reflects the percentage of program participants who successfully secure employment upon program completion. This metric provides valuable insights into the effectiveness of job training and placement initiatives, indicating how well they prepare individuals for the workforce. A high Employment Rate at Exit signifies the positive impact of these programs in helping participants achieve their employment goals and contribute to a thriving labor market.

### Employment Rate at Exit

Numerator	107
Denominator	158
Rate	67.72%

## Young Adult Training Services

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

### By the Numbers

Customers in training	57
Customers in a workforce-paid internship	23
Customers in staff-assisted job search	10
Financial Literacy	57
Total Served	89
Rural Participant Percentage in 2023	22.5%

The Young Adult Training program offers a diverse range of training opportunities for young adults, with participants currently engaged in or having completed training across various programs. These programs encompass a wide spectrum of skills and industries, equipping young adults with the tools they need for successful career paths. These training initiatives are designed to empower participants with the knowledge and expertise necessary to excel in today's competitive job market, fostering a brighter future for our young workforce.

### Young Adults in Training

There were 41 graduates in the following programs:

- Law Enforcement Officers
- Nurses
- Phlebotomist
- Firefighter
- Certified Nurse Assistant
- HVAC
- Licensed Vocational Nurse
- Medical Assistant
- Welding

## Non-Custodial Parent Program

For non-custodial parents seeking employment and financial stability, WSP offers services to connect them with job opportunities, vocational training, and resources to meet their child support obligations.

### Non-Custodial Parent CHOICES Program

Total served	79
Establishment Cases	32
Enforcement Cases	47
Successfully Completed	14
Obtained Employment	39
% Obtained Employment	49.37%
Average weeks to employment	3.56

## Choices and SNAP E&T

The Choices program assists applicants, recipients, and former recipients of Temporary Assistance for Needy Families (TANF) cash assistance to transition from welfare to work through participation in work-related activities, including job search, job readiness classes to prepare for work, and subsidized employment. Support services such as childcare assistance, transportation assistance, and work-related expenses may be available to eligible participants.

The Choices Program is designed to help recipients find employment, or if already employed, will help recipients find a better job. WSP Career Specialists work with customers one-on-one, to provide customized services catered to addressing their needs and helping reach their goals.

The Supplemental Nutrition Assistance Program Employment and Training provides recipients the opportunity for work-based activities and educational and training services. The Texas Health and Human Services Commission (HHSC) is responsible for determining a customer's eligibility.

WSP Career specialists work closely with participants to identify and address special needs and barriers to gainful employment through the development of an individual employment plan. Included in the plan is an assessment

of educational strengths, vocational aptitudes, and skills. Career specialists assist participants in attaining established goals and help discover new goals of employment.

### **By The Numbers**

	<b>CHOICES</b>	<b>SNAP E&amp;T</b>
Total served	559	1,454
Employed	84	327
Support Services	14	262
Short-Term Training	7	35
Work Experience	5	0
Paid Internships	4	0

### **TANF Summer Youth Work Experience Program**

The PWDA’s Summer Work Experience program serves youth from rural communities in the Texas Panhandle. Participants worked for the local school districts where they live and were given work assignments that provided them an opportunity to learn skills and work habits that will benefit them throughout their working careers. Students qualify for this summer program based on family income. A total of 40 participants were placed at eight (8) rural school districts.

### **TANF Summer Youth Work Experience**

Participants	40
Successfully Completed 4 weeks	92.5%
Rural Participants	100%
Worksite Schools	8

Hours Worked	6,372.34
Wages Paid	\$61,736.58

## Summer Earn and Learn

The Summer Earn & Learn (SEAL) program provides students with disabilities with work readiness training and paid work experience. SEAL is a statewide strategy that includes employability skills training and paid work experience for students with disabilities.

### Summer Earn and Learn

Total Referrals	56
Number of Participants Placed at a Worksite	50
Completed Work Readiness	60.7%
Successfully Completed Placement	82%
Rural Participants	50%
Participating Worksites	40
Hours Worked	5718.57
Wages Paid	\$67,142.44

## Subsidized Child Care

### Child Care Management Services

To assist job seekers with childcare responsibilities, WSP provides information and referrals to childcare providers and assistance programs, enabling parents to balance work and family responsibilities effectively.

WSP is currently assisting 1,381 families and providing services for 2,039 children each day. PRPC has agreements with 107 PWDA Child Care Providers to provide services to WSP customers throughout the

Panhandle of which 55% are Texas Rising Star (TRS) certified. Approximately 62% of the children served through WSP are enrolled in a TRS certified program.

Average number of children served daily	2,192
Families served in 2023	2,250
Children Served in a certified Texas Rising Star Center in 2023	2,234

## Child Care Provider Services

WSP collaborates with childcare providers to ensure that they have access to the necessary training and resources to offer high-quality childcare services, benefiting job-seeking parents in the region.

Effective October 1, 2022 TRS is mandatory and all child care providers who accept Child Care subsidies will be required to be certified. WSP TRS mentor staff began onboarding activities with thirty-four (34) providers in October 2022 and TRS assessor staff conducted initial assessments between January 2023 and August 2023.

### Provider Services

107 total providers – 55% TRS certified
27 providers received initial certification for Texas Rising Star between January 2023 & August 2023
Of the 27 providers who received initial certification: <ul style="list-style-type: none"> <li>• 9 providers scored out at a 2-Star level = 33%</li> <li>• 15 providers scored out at a 3-Star level = 56%</li> <li>• 3 providers scored out at a 4-Star level = 11%</li> </ul>
84% of the certified Texas Rising Star providers maintained or increased their star level during Annual Monitoring Visits between October 2022 & September 2023
80 Students Received Scholarships – 69% New Students
WSP expended approximately \$143,630 on scholarships to child care teachers and directors.

## Child Care Quality Improvement

WSP's Child Care Services program is dedicated to improving child care services in the PWDBA. This report outlines the program's key areas of support and fund allocation.

**Indoor/Outdoor Learning Materials (\$309,105)** Child care providers received \$309,105 to acquire indoor and outdoor learning materials. These resources include educational toys, art supplies, and outdoor play equipment. The aim was to create engaging learning environments for children, fostering creativity and development.

**Curriculum (\$147,460)** A budget of \$147,460 was allocated to provide child care providers with curriculum resources. These resources included lesson plans and educational tools aligned with early

learning standards. This supports structured and educationally rich programs that prepare children for school.

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

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

WSP's Child Care Services program is committed to enhancing child care quality. By providing materials, curriculum resources, and TRS incentives, it promotes the growth and development of children in the region's child care facilities.

## Amarillo College Scholarships

The WSP Child Care Management Services Scholarship Initiative played a pivotal role in empowering students pursuing child development/early childhood education majors at Amarillo College for the Fall II 2023 semester. Amarillo College has been a crucial partner in delivering this scholarship opportunity, offering flexible learning options such as evening and online classes. Furthermore, the courses taken within this program contribute towards fulfilling the annual Child Care Regulation and TRS training hour requirements, enhancing the educational and professional development of scholarship recipients.

**Results:** The impact of the WSP Child Care Management Services Scholarship Initiative on Amarillo College students can be summarized as follows:

1. **Financial Allocation:** An approximate total of \$142,000.00 has been dedicated to scholarships for child development/early childhood education majors at Amarillo College. This financial commitment underscores the Initiative's dedication to supporting students in these vital fields of study.
2. **Scholarship Recipients:** On average, 30 deserving students receive scholarships each semester. This consistent support ensures that a substantial number of individuals can pursue their educational aspirations without undue financial burden.
3. **New Recipients:** A noteworthy total of 46 new scholarship recipients have been welcomed into the program for the Fall II 2023 semester. This expansion reflects the Initiative's commitment to broadening access to quality education and professional development opportunities.
4. **Total Impact:** In total, 71 individuals have benefited from the WSP Child Care Management Services Scholarship Initiative. This impressive number highlights the significant and far-reaching impact of the Initiative, not only on the lives of individual students but also on the community and the field of child development/early childhood education as a whole.

The WSP Child Care Management Services Scholarship Initiative has proven to be a valuable resource for Amarillo College students pursuing child development/early childhood education majors during the Fall II 2023 semester. Through substantial financial support, consistent scholarship awards, and the inclusion of new recipients, the Initiative has demonstrated its commitment to enhancing educational opportunities in this critical

field. The total number of 71 scholarship recipients underscores the profound and positive influence of this program on both individuals and the community. Amarillo College looks forward to continuing its partnership with WSP to further enrich the educational experiences of its students.

## High Demand Job Training (HDJT) Projects

High-Demand Job Training (HDJT) programs utilize Economic Development Corporations' regional tax dollars to bring matching federal grants to the region through TWC. The combined funding is then used to purchase equipment and supplies for eligible educational institutions for the purpose of developing career and technical education courses and may include courses offering dual-credit and technical education programs. For the Fiscal Years of 2019-2023, PRPC has partnered with the Economic and Community Development Corporations in Amarillo, Borger, Childress, Clarendon, Dalhart, Pampa, Perryton, and Shamrock; Clarendon College and Frank Phillips College; and the Independent School Districts (ISDs) of Amarillo, Bushland, Canyon, Highland Park, and River Road. These projects have invested more than \$2,125,000 in students – the future workforce of the Panhandle.

## Success Stories

WSP's achievements highlight local job seekers, graduates from training programs, and employers who proudly collaborate with WSP. These stories illustrate the tangible impact of our services on individuals' lives. They go beyond mere event listings, portraying meaningful transformations and demonstrating how these transformations benefit both the individuals involved and the Texas Panhandle community. A compelling success story relies on concrete evidence to underscore the program's value. WSP's Success Stories can be explored at <https://wspanhandle.com/success-stories/>.

√ = Meets Standard

X = Below Standard

\* = Board Attestation