

TEXAS WORKFORCE COMMISSION

WORKFORCE FORUM AGENDA

April 2–4, 2018

Sheraton Austin Hotel at the Capitol
701 East 11th Street
Austin, Texas 78701
(512) 478-1111

Monday, April 2, 2018

Capitol Ballroom A-H

1:30–2:00 p.m.

Opening Remarks

Andres Alcantar, Chairman, Commissioner Representing the Public, Texas Workforce Commission

Ruth R. Hughes, Commissioner Representing Employers, Texas Workforce Commission

Julian Alvarez III, Commissioner Representing Labor, Texas Workforce Commission

Larry E. Temple, Executive Director, Texas Workforce Commission

2:00–3:15 p.m.

Keynote

Inspired Teamwork and Leadership

Presenter: *Paul Vitale, Professional Speaker and Author, Vital Communications, Inc.*

The strength of a team centers on the individuals who make up the group; the strength of a leader begins with the team. In this session, Paul Vitale details significant traits that bring cohesiveness to any team. Uniting for a common cause, understanding and respecting diversity, and encouraging individuals through positive actions are elements of this empowering presentation. With this information, attendees will gain a renewed appreciation for collaboration and teamwork in addition to earning a keen sense of ownership in the organizational process.

Learning Objectives:

- Assess personal leadership characteristics and how each characteristic is modeled for other team members
- Become more precise and decisive in the implementation of personal and professional plans, realizing more accomplishments

Break: 3:15 – 3:30 p.m.

3:30–4:45 p.m.

Super Session

Enhancing Customer Focus: How Do We Make Clients Proud to Work with Us?

Presenter: *John Daly, PhD, Liddell Centennial Professor of Communication, TCB Professor of Management, and University Distinguished Teaching Professor, University of Texas, Department of Communication Studies*

In this entertaining and informative session, the presenter will discuss ways to bolster interactions with clients and customers. You will learn specific techniques to make clients and customers happier in their interactions with you and your team.

Learning Objectives:

- Understand why customer focus matters so much in government
- Discover five major techniques to enhance customers' experiences with the agency
- Learn what tools to use to make interactions with customers more positive

4:45–5:00 p.m.

WorkInTexas.com Replacement Technology Project

Presenters: *Karen Latta, Project Manager; Courtney Arbour, Division Director, Workforce Development Division; and Lisa Richardson, Division Director, Information Technology, Texas Workforce Commission*

This session will review the status and projected implementation of WorkInTexas.com (WIT) Replacement Technology to fulfill the WIT task force recommendations to replace the current WIT system with a commercially available solution.

Tuesday, April 3, 2018

8:30–9:45 a.m.

Capitol A-C

Utilizing LMCI Data Sources and Tools

Presenters: *Susan Mendez, Assistant Regional Commissioner; Michael Fullen, Senior Economist, US Department of Labor, Bureau of Labor Statistics; Phillip Arnold, Economist; and Christine Long, Industry and Occupational Projections Specialist, Texas Workforce Commission*

As the primary source for labor market data, the Texas Workforce Commission's (TWC) Labor Market and Career Information (LMCI) department will showcase two of the most popular statistical programs, Occupational Employment Statistics and Projections. Along with existing data sources and tools, LMCI will also introduce the newly released Texas Labor Analysis, an online suite of labor analysis tools that provide insight into the Texas labor supply and labor demand.

Learning Objectives:

- Identify and compile key labor market information relevant to customers
- Use LMCI web applications to understand the current and future demand for job skills in relation to the supply of skilled workers
- Identify and obtain LMCI training resources for staff and customers

Capitol D

Workforce Innovation and Opportunity Act Performance Strategies

Presenters: *Marsha Lindsey, Deputy Director/EO Officer/504 Coordinator, Workforce Solutions Texoma; Maria Munoz, Data Analyst, Workforce Solutions Cameron; Doug Arnold, Quality and Monitoring Director, and Dianna Dallingier, Data Management Manager/TWIST Administrator, Workforce Solutions for Tarrant County*

Regardless of Local Workforce Development Board (Board) size, participants will hear from a panel of experts to learn best practices to manage Workforce Innovation and Opportunity Act performance measures.

Learning Objectives:

- Learn how to use workforce reports to manage performance
- Discover resources to track missing customers
- Use The Workforce Information System of Texas (TWIST) to monitor performance data integrity

Capitol E

Texas Workforce Commission Rehabilitation Services

Presenters: *Juanita Barker, Director of the Office of Blind Services, and Paula Brunson, Diane Himmel, Melinda Paninski, and Michelle Szumski, State Office Vocational Rehabilitation Program Specialists, Texas Workforce Commission*

This session will provide an overview of the Vocational Rehabilitation (VR) process, including eligibility criteria, and an in-depth description of VR services by looking at the impact of specific VR services on the lives of four VR customers. The four services highlighted are supported employment, vehicle modification, medical services, and postsecondary education. These are just a few of the many services that VR offers to customers. Through these four customer profiles, attendees will better understand how VR services are provided to assist individuals with disabilities in meeting their employment goals. Additionally, presenters will discuss how VR partners with Local Workforce Development Boards and Workforce Solutions Offices to develop and implement services that meet employer needs and provide employment opportunities for individuals with disabilities.

Learning Objectives:

- Better understand the VR process
- Learn about different vocational services that are provided to eligible customers
- Gain knowledge about a VR collaboration designed to assist customers meet their employment goals

Capitol F-H

College Credit for Heroes' Workforce Success

Presenters: *Todd Sherron, Department of Occupational, Workforce and Leadership Studies Lecturer, Texas State University, and Jeff Singh, Program Manager, Texas Workforce Commission*

College Credit for Heroes seeks to maximize college credit awarded to military personnel for their military experience to expedite their transition into the Texas workforce. The program's goal is to eliminate obstacles to attaining licensing, certification, accreditation, and degree awards so that veterans transition quickly into the workforce. Participating colleges and universities develop streamlined programs leading to an associate's degree or higher, workforce training certifications, or credentials supporting one or more high-demand occupations.

Learning Objectives:

- Identify College Credit for Heroes impact on Boards
- Describe Prior Learning Assessments (PLAs) and benefits
- Observe firsthand experience from College Credit for Heroes participant(s)

Capitol View Terrace

Measurable Skill Gains and Credentials for Adult Education and Literacy

Presenters: *Anson Green, Director, Adult Education and Literacy, and Carrie Tupa, Policy and Accountability, Adult Education and Literacy, Texas Workforce Commission*

While Measurable Skill Gains (MSG) and credential attainment measures are common across the Workforce Innovation and Opportunity Act core program, each program has unique operational criteria. In this session, participants will learn how MSG and credential measures are implemented by Adult Education and Literacy (AEL) and what unique parameters apply to the AEL program.

Learning Objectives:

- The applicable AEL MSG measures for Program Year 2017–2018 (PY'17-'18 and PY'18-'19)
- The credential attainment measures for high school equivalency and postsecondary education
- Unique aspects defining these measures for AEL

Break: 9:45 – 10:00 a.m.

10:00–11:15 a.m.

Capitol A-C

LMCI Career Education Tools and Resources

Presenter: *Lori Knight, Education Outreach Specialist, Texas Workforce Commission*

Presenters from the Texas Workforce Commission (TWC) will show audience members the tools developed by the Labor Market and Career Information (LMCI) department and partners that work well for not just students, but for job seekers as well. Participants will learn more about the following TWC and partner tools: Reality Check, Career Check, Internship Challenge, and Texas OnCourse. Additionally, attendees will learn some of the print publications available for purchase through LMCI, as well as learn more about the Education Outreach services available and how to request these trainings or assistance for specific local workforce development areas.

Learning Objectives:

- Identify several free career education tools and resources available to you
- Learn how to leverage these tools for job seekers
- Discover the Education Outreach resources available and learn how to request them

Capitol D

Business Services 6.0: The Business Development Liaison Model for Maximized Employer and Community Partner Engagement

Presenters: *Brandi Harrison-Trotter, Business Development Supervisor, Workforce Solutions for North Central Texas; Stefanie Wagoner, AICP, Director of Business Retention and Expansion, Frisco Economic Development Corporation (FEDC); Natalie Greenwell, Director, Workforce & Economic Development, Collin College; and Tiffany Gray, Operations Staffing Coordinator, Blount Fine Foods*

This session will outline the restructured Business Services model implemented by Workforce Solutions for North Central Texas (WSNCT) and how the structure leads to improved partnerships throughout the region. This model was devised to align with the Workforce Innovation and Opportunity Act's requirement for Local Workforce Development Boards to engage employers, develop and expand career pathway programs, and promote proven and promising practices.

Learning Objectives:

- How to develop sustainable relationships with community colleges and economic development entities
- How to position workforce as the convener of partnerships and resources in the community
- How to maximize available opportunities for the community (for example, grants, training)

Capitol E

Serving Individuals with Disabilities

Presenters: *Elizabeth El Aiady, Jennifer Kaut, Elsa Perez, and Bryant Robinson, State Office Vocational Rehabilitation Program Specialists, Texas Workforce Commission*

This session will describe how to interact with individuals with specific disabilities and best assist them with finding employment. The session will focus on information and strategies to better understand and successfully assist customers with autism, mental health disorders, deafness, and visual impairments. Presenters will also provide general tips on disability awareness and etiquette.

Learning Objectives:

- Learn how to apply etiquette to common situations with individuals with disabilities
- Understand characteristics that are specific to certain disabilities and that can impact employment
- Discover techniques used to assist individuals with disabilities in finding employment

Capitol F-H

Board Engagement and Goal Setting

Presenter: *Leila Melendez, Chief Operating Officer, Workforce Solutions Borderplex*

Workforce Solutions Borderplex (WSB) conducts an annual strategic planning session with its board of directors and senior staff to establish short- and long-term goals, objectives, and measures that define success. WSB employs an outside facilitator with expertise in Board engagement to incite open dialogue, challenge the status quo, and encourage bold yet realistic goal setting. The presenter will describe the interactions and activities leading to the actual planning session and how it sets the tone for the following year.

Learning Objectives:

- Identify nontraditional measures of success
- Identify opportunities for Board members to get involved and engaged

Capitol View Terrace

Monitor Findings and Issues

Presenters: *Mary Millan, Manager of Fiscal Operations, and Brian Shaw, Quality Assurance Manager, RID/Subrecipient Monitoring, Texas Workforce Commission*

In this session, the Texas Workforce Commission's Subrecipient Monitoring department team members will discuss the purpose of subrecipient monitoring, providing examples of common issues related to fiscal and program testing typically found during monitoring visits. The presenters will demonstrate how to prevent issues as well as discuss current and emerging issues.

Learning Objectives:

- Understand the purpose of subrecipient monitoring
- Identify common risk areas associated with grant or contract compliance
- Recognize and prevent current and emerging issues

Lunch Break: 11:15 a.m. – 12:45 p.m.

12:45–2:00 p.m.

Capitol A-C

New Board Activities

Presenters: *Hector Aguilar, Executive Dean; Luis Castillo, Workforce Coordinator–Trades, Engineering & Emerging Technology, and Don Tracy, Director, Continuing Education Business Operations and Marketing, Austin Community College; Leah Meunier, PhD, Director of Business Engagement; Yael Trevino, Deputy Executive Director, Workforce Solutions Capital Area; George Hempe, Chief Executive Officer, Workforce Solutions Alamo; and Paul Fletcher, Executive Director, Workforce Solutions Rural Capital Area*

The presenters introduce new activities implemented by three different Boards, which can be replicated, and share success stories.

Austin Metro Area Master Community Workforce Plan (Workforce Solutions Capital Area)

In 2016, Austin Mayor Steve Adler and Travis County Judge Sarah Eckhardt commissioned Workforce Solutions Capital Area to lead the creation of a community-wide workforce development plan with the ambitious goal of lifting 10,000 residents out of poverty and into middle-skill jobs by 2021. The plan, which focuses on high-growth industries, is organized into four primary strategies: awareness and enrollment, training, placement, and upskilling.

Learning Objectives:

- Identify the key components of an actionable community-wide workforce plan
- Understand the metrics necessary to track progress toward the goals stated in a community-wide workforce plan

Mobile Training Units (Workforce Solutions Rural Capital Area)

This presentation explains how mobile training units, which significantly reduce travel time, allow job seekers to both access in-demand job training classes and demonstrate learned skills to local employers in order to obtain high-paying jobs.

Learning Objectives:

- Determine criteria regarding the feasibility of using mobile training units in nontraditional classroom facilities
- Identify and blend funding sources of partners (for example, employers, economic development corporations, chambers of commerce, Adult Education and Literacy grantees, and independent school districts (ISDs)) for tuition, recruitment, marketing, and support services for customers at mobile training sites
- Measure success from results

Career Pathways Marketing/County Forums and Business Roundtables (Workforce Solutions Alamo)

This summer, multiple teams of interns representing dozens of community-based organizations and independent school districts will participate in producing videos of workers in the manufacturing industry, articulating what they do in their jobs, what they like about it, what is challenging, what career pathways can be considered, personal satisfaction, and compensation/benefits.

Learning Objectives:

- Understand key points about the audio/video production industry
- Use short video segments about a particular industry group to improve outreach and marketing for students, youth, and teachers
- Explain specific career pathways in manufacturing

Capitol D

Responding to Disasters: Are You Prepared?

Presenters: *Nick Lalpui, Regional Administrator, US Department of Labor Employment and Training Administration; Henry Guajardo, Executive Director, Workforce Solutions Golden Crescent; Marilyn Smith, Executive Director, Workforce Solutions Southeast Texas; Mike Temple, Executive Director, Workforce Solutions Gulf Coast; and Ken Trevino, President/CEO, Workforce Solutions of the Coastal Bend*

Unplanned disasters can strike at any time, and this workshop will help you prepare for the unexpected. On August 23, 2017, Hurricane Harvey made landfall near Rockport, Texas, as a Category Four hurricane, with maximum sustained winds at 130 miles per hour. Harvey devastated the coastal towns of Rockport, Port Aransas, Aransas Pass, and many other communities throughout the area, including Houston. The presenters will review national disaster dislocated worker guidance with a focus on how to apply lessons learned to future disasters. Participants will hear the US Department of Labor and four Boards in the impacted areas share their experiences, successes, challenges, and real-life tips on how they have helped individuals get their lives back on track with transportation, outreach, temporary employment, child care, training, and waivers.

Learning Objectives:

- Understand how national dislocated worker grants for disasters operate
- Learn how Boards have handled disasters, to begin thinking about preparation and response in your communities
- Find out how you can support impacted disaster areas to recover quickly

Capitol E

Putting the Pieces Together—Employer Skills Outreach and Engagement Strategy

Presenters: *Bart Spivey, Business Development Project Manager, Workforce Solutions Northeast Texas; Alison Brisco, Director of Grants Oversight/Continuing and Professional Development, San Jacinto College; Oscar Licon, Business Service Director, Workforce Solutions Borderplex; Henry Castillo, Regional Director, Southwest Key Workforce Development; Gilberto Salinas, Interim Executive Director, Greater Brownsville Incentives Corporation; and Djuna Forrester, Executive Director, Center for Workplace Learning, Grayson College*

Facilitator: *Dale Robertson, Manager, Office of Employer Initiatives, Texas Workforce Commission*

In this session, participants will hear a description of the Employer Outreach Strategy and compare it to a puzzle. The presenters explain that the secret to successful engagement depends on knowing how to put the pieces together.

Learning Objectives:

- Employer Skills Outreach—Puzzle Piece 1: Use innovative tactics to ensure employers' awareness of available workforce training to develop and maintain job skills according to latest industry standards
- Employer Skills Engagement—Puzzle Piece 2: Learn strategies and methods used for successful business engagement to identify employer training needs, to be responsive to employers of all sizes, and to demonstrate the mechanics of building partnerships between Boards, community colleges, economic development entities, and others to leverage each other's areas of expertise
- Assembling the SDF Strategy Puzzle—Puzzle Piece 3: Use provided tips, best practices, and tools to assemble an SDF Strategy Puzzle

Capitol F-H

Next-Level Service Coordination for Foster Youth

Presenters: *David Setzer, Executive Director, Workforce Solutions for North Central Texas; Taylor Cortinas, Program Specialist, WIOA Youth, TAA, Workforce Solutions Borderplex; Richard Funderburk, Workforce Advocate, Harris County Protective Services for Children and Adults (Transition Center); Andrea Abascal, Workforce Advocate, El Paso Human Services, Inc; and Lucretia Hammond, Program Administrator, Houston Galveston Area Council*

This session highlights the stellar services that foster youth receive when partnerships exist between Foster Youth Transition Centers and Boards. This includes a comprehensive array of services and referrals for services that help transitioning foster youth overcome barriers they face. Services include workforce services, dropout prevention activities, self-esteem and leadership activities, counseling, and other services to support the healthy development of transitioning foster youth. Even if you don't have a Foster Youth Transition Center in your area, you can still support foster youth in your community. Attendees will hear from service providers on the front lines who are delivering services at the next level.

Learning Objectives:

- Understand how best to serve foster youth
- Identify best practices for service coordination between Boards and transition centers
- Learn how to better serve foster youth in obtaining employment

Capitol View Terrace

Building Apprenticeship Collaboration!

Presenters: *Julian Alvarez III, Commissioner Representing Labor, Texas Workforce Commission; Elizabeth Figueroa, WIOA Adult Program Participant; and Jesse Gatewood, Training Director, Texas Gulf Coast Electrical Joint Apprenticeship and Training Committee (JATC); and Alba Silvas, WIOA Contract Manager, Workforce Solutions of the Coastal Bend*

Workforce Solutions of the Coastal Bend (WFSCB) is facing a demand for skilled workers to fulfill employment opportunities for projects such as ExxonMobil, the Harbor Bridge Project, and the expansion of the Port of Corpus Christi. This workshop will summarize the collaboration activities between WFSCB and Texas Gulf Coast Electrical JATC to increase the talent and skills of pipeline workers by joining forces for awareness, recruitment, and a holistic case management approach.

Learning Objectives:

- Understand how to work with various apprenticeship models
- Discover how to add apprenticeship services as an additional training method for on-the-job learning, earning wages, and attaining recognized credentials
- Learn how to leverage workforce funding sources to sponsor apprenticeships

Break: 2:00 – 2:15 p.m.

2:15–3:30 p.m.

Capitol A-C

Start with People: Applying a Customer-Centered Design Approach

Presenters: *Virginia Hamilton, Senior Innovation and Capacity Building Consultant, American Institutes for Research (AIR), and Yael Trevino, Deputy Executive Director, Workforce Solutions Capital Area*

Customer-Centered Design (CCD) is a process that starts with people and ends with services tailor-made for each customer, putting customers' needs at the center of service delivery, processes, and customer flow. In this session, attendees will learn how to apply innovative CCD principles across the workforce system to benefit job seekers and employers with a wide range of learning styles, language levels, intelligences, and physical mobility to help foster meeting customers' needs more efficiently. Everyone benefits when we design our organizations for access, equity, and responsiveness.

Learning Objectives:

- Understand the major principles of CCD and how they support the Workforce Innovation and Opportunity Act
- Identify the major steps in the CCD process
- Think about how you can implement CCD strategies in your own Workforce Solutions Offices

Capitol D

Child Care Automation—Streamlining Child Care Services Using Technology

Presenters: *Deborah Hendley, Workforce Systems Director, Workforce Solutions Texoma; Canda Ponthieu-Doyle, Program Manager for Child Care Services; Jason Eades, Solutions Analyst/Laserfiche Developer; and Kristy Bundy, Project Manager, Workforce Solutions for North Central Texas*

This session covers methods and strategies of Cabinet and Laserfiche data management systems designed to improve staff efficiency and automate the Child Care Services process. Workforce Solutions Texoma streamlined Child Care Services through online applications, online informational videos, and a paperless document management system. Child Care Services at Workforce Solutions for North Central Texas transitioned from using Workflow2 to Laserfiche, which allowed Child Care Services to reduce internal processes from 147 processes to 54 processes.

Learning Objectives:

- Outline the phases used in the process of streamlining services
- Explore the use of enhancements that integrate with Cabinet and Laserfiche data from The Workforce Information System of Texas (TWIST) for forms and daily task management
- Discuss the online application process and how it benefits customers and staff
- Identify opportunities to maximize efficiency, minimize costs, and automate Child Care Services with Laserfiche
- Gain knowledge for managing the daily application of Laserfiche in the Child Care Services process
- Learn solutions for paperless business processes, records management, and workflow

Capitol E

Texas Talent Connection

Presenters: *Ruth Hughs, Commissioner Representing Employers, Texas Workforce Commission; Lee Rector, Executive Director, and Kaki Leyens, Program Specialist, Texas Workforce Investment Council; Mary Ross, Executive Director, Workforce Solutions of West Central Texas; and Linnea Fletcher, PhD, Executive Director, Department Chair, Biotechnology, Austin Community College, AC2 Bio-Link Regional Center*

The Tri-Agency report to Governor Greg Abbott states that the creation of more paid internships, apprenticeships, and other applied learning opportunities is critical to and a priority for the state's future success. The report notes that internships allow students to gain job skills before graduation, which, in turn, expands opportunities for success after graduation. The Texas Talent Connection grant program, funded by Wagner-Peyser 7(b) funds, focuses on innovative practices and outcomes in workforce programs and services. The panel will talk about current internship grants; the past, present, and future of the program; and the ways in which preplanning can better facilitate successful applications.

Learning Objectives:

- Identify the goals and requirements of the Texas Talent Connection grant program
- Understand the internship grant program and the use of demonstration projects
- Identify how concept notification and preplanning assists applicants
- Prepare for future grant opportunities that are evidence-based and outcome-oriented

Capitol F-H

Digital Accessibility Legal Update

Presenters: *Seth Hart, Accessibility Program Manager, and Daniel Kinnunen, Accessibility Specialist, Texas Workforce Commission*

This session discusses the laws and regulations protecting the civil rights of individuals with disabilities to access digital technology, including websites, documents, apps, kiosks, and more. The discussion includes a review of recent accessibility court decisions, settlements, and legal developments.

Learning Objectives:

- Identify the most important laws and regulations for digital accessibility
- Understand recent changes in the legal landscape that affect digital accessibility

Capitol View Terrace

Be the One in the Fight Against Human Trafficking

Presenter: *Kirsta Melton, Assistant Attorney General, Deputy Criminal Chief Human Trafficking and Transnational/Organized Crime Unit, Office of the Texas Attorney General*

Facilitators: *Bradford Ward, Director, Office of Investigations, and Francisco Cerda, State MSFW Monitor Advocate, Texas Workforce Commission*

Human Trafficking 101: Human trafficking is a media buzzword that often conjures images of brothels in Thailand or confusion with the ongoing immigration debate. This session cuts through the confusion, arms the participants with an understanding of what human trafficking is and is not, and helps him or her recognize that this also is an American problem, with American buyers, sellers, and victims. It refocuses our attention on adults and children who are regularly exploited but are unlikely to self-identify as victims or seek help. In this session, the presenter walks participants through actual cases prosecuted in Texas for illustration, identifies the tools of traffickers and how they are typically used to obtain and maintain victims, outlines victims' needs and the barriers to identification and rehabilitation, and gives participants red flags and interview tips they can use to begin the identification process. It challenges us to change the culture in which we live from one that identifies with and honors perpetrators to one that provides safety, security, and genuine reintegration for the survivors of trafficking.

Learning Objectives:

- Know how to prevent, recognize, and report human trafficking
- Learn how to obtain a video training tool to train your organization's members
- Understand how the Texas workforce system can assist victims of human trafficking

Wednesday, April 4, 2018 – Training Course

Creekside II

8:30 a.m.–12:30 p.m.

Aspiring Leaders: Getting Primed to Advance

Sponsored by the Texas Workforce Commission Training and Development Division

If you are an aspiring leader, an individual who is being considered for a leadership role, or a relatively new supervisor, this course is for you. The course focuses on the following:

- Specific steps that you can take to prepare yourself for leadership opportunities
- A leadership assessment
- A description of leadership styles
- What to expect during your first 90 days

For questions relating to these training opportunities, please contact training.development@twc.state.tx.us.

For registration information, please contact conferenceplanning.media@twc.state.tx.us.

In accordance with Texas state laws, the Texas Workforce Commission does not purchase refreshments. The Sheraton Austin Hotel at the Capitol is providing complimentary refreshments for this event. If you have questions, contact Julia Mercado at (512) 463-6389.