

There's  
No Place  
Like  
Northeast

# Texas



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**2017 annual report**



# Take a Journey with us.

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# LAMAR COUNTY



**M.C. Superville, Jr.**  
COUNTY JUDGE

903-737-2410

November 14, 2017

To the Chief Elected Officials, the Board, and Partners  
of Workforce Solutions Northeast Texas:

I am pleased to present the 2017 Annual Report for Workforce Solutions Northeast Texas. This report provides an overview of the accomplishments by the Board and the Contracted Service Provider as well as Board expenditures and statistical data for the region.

Staff are continuing to adjust to the changes in legislation that have created challenges for the workforce system. They have addressed each change with diligence and perseverance, looking to change a “challenge” into an “opportunity.”

I'd like to thank the Board members, the Board staff, and the workforce center staff for their hard work and dedication. Each person involved with this organization plays a vital role in helping businesses, job seekers, and the overall economy of the region to thrive.

It is with great pride I present you with the attached report. Thank you all for your continued support.

**There is no place like Northeast Texas!**

A handwritten signature in blue ink that reads "M.C. Superville, Jr." The signature is fluid and cursive.

M.C. Superville  
Lamar County Judge  
Lead Chief Elected Official





## **To the Chief Elected Officials and Workforce Solutions Board:**

Workforce Solutions Northeast Texas, in partnership with the Texas Workforce Commission, Texas Education Agency, local community colleges and employers, is committed to support the Texas Higher Education Coordinating Board strategic 60x30 Initiative. The ultimate goal is for 60 percent of Texans, age 25-34 to have, at least, an Associate's Degree or Certificate by the year 2030. The successful launch of the 60x30 Initiative early in 2017 was followed by Careers in Texas Industry Week in October. More than 800 11th and 12th grade students in our region met with employers to speak about careers and to visit with post-secondary education institutions. These initiatives enable Northeast Texas to keep up with employer demands now and in the future.

Our region also saw an incredible \$750,000 of Skills Development Funds awarded to our community colleges. These grants would not happen without the excellent partnerships that exist between community college staff, board staff and employer partners.

The Workforce Solutions Board successfully relocated the workforce center in Sulphur Springs to meet the needs of customers, and as part of the Vocational Rehabilitation consolidation. The board also launched a mobile app, which includes features such as maps, child care providers and job listings to enhance the customer experience.

I am extremely proud of what Workforce Solutions Northeast Texas accomplished in 2017 and very excited about the opportunities ahead in 2018. Our region, our people, and our innovation will keep Northeast Texas strong and vibrant. Together we will continue our efforts to ensure our initiatives and our commitments meet the employment and training needs of Texas' businesses and its workers.

*I'm honored to have served as Board Chair and thankful for your continued support to enhance the economic vitality of the Northeast region.*

Jennifer K. Harland  
Board Chair

Centre West | 911 N. Bishop, Building A Suite 100 | Wake Village, TX 75501 | Telephone: (903) 794.9490 | Fax: (903) 223.0449

Serving: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus Counties

EQUAL OPPORTUNITY EMPLOYER/PROGRAMS | Auxiliary aids and services are available upon request to individuals with disabilities.

[www.netxworkforce.org](http://www.netxworkforce.org)

Relay Texas TDD:  
800-735-2989

Relay Texas Voice:  
711



# welcome

## **A Message from the Executive Director**

The performance, fiscal responsibility and recognition chronicled in this report are a reflection of the expectations, support, and guidance provided by the Chief Elected Officials and Board members and the execution by Board and Contractor staffs.

Fiscal year 2017 was another great year by every measure. We are rightfully proud of this organization and thankful to all who contributed to making it a success. Our collective successes were the result of brains, courage and a lot of heart. We are ever mindful of our commitment to be a driving force for the economic benefit of the communities in which we live and work and we proudly proclaim...

There's  
No Place Like  
Northeast  
*Texas*

”

The stars at night  
are big and bright  
Deep in the heart of Texas  
The prairie sky is wide and high

**Deep in the  
heart of Texas.**

”

”

**Somewhere over  
the rainbow**

way up high  
there's a land that I have  
heard of once  
in a lullaby.

”



## OUR MISSION

To be a driving force in the area to provide employers with workforce support for the economic benefit of the communities we serve.

The Northeast Texas Workforce Development Area (NETxWDA) consists of 9 counties: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus counties.

5,924 square miles • 2010 estimated population: 281,947  
Population density: 47.59 residents per square mile.

The civilian labor force (CLF) in the nine county area is 122,467 as of September 2016.

## GUIDING PRINCIPLES:

**HIGH QUALITY** The Board values quality and will ensure that the service delivery system it oversees is characterized by these guiding principles:

- Employer-driven
- Efficiency through technology
- Integrated and seamless service delivery
- Universal access to basic workforce services
- Choice and independence for individuals
- Accountability for program outcomes

**VISIONARY LEADERSHIP** The Board will promote a vision for Northeast Texas that inspires commitment to lifelong learning, high skills, strong work ethic, and equal opportunity for all.

**ANTICIPATORY PLANNING AND DESIGN** The Board analyzes global, national, and state economic and workforce trends and translates those trends into a system design that helps Northeast Texas communities become more competitive.

**SHARED ACTION AND SHARED SUCCESS THROUGH PARTNERSHIPS** The Board recognizes that no single entity can affect change in the region. The Board's role is not to do everything, but to convene the right people and foster the right partnership to do the right work – and then share the recognition for success.

**COMMITMENT TO CONTINUOUS IMPROVEMENT** The Board will never settle for meeting expectations, whether for itself or the delivery system. The Board continually strives to re-examine and re-invent its work for the economic benefit of all Northeast Texas employers, workers, and communities.



# Customers, Events and Visits.

## Oh, My!

### CUSTOMERS RECEIVING INTENSIVE SERVICE

787

150

45

55

151

456

259

100

286

### NETX COUNTY

Bowie

Cass

Delta

Franklin

Hopkins

Lamar

Morris

Red River

Titus

### TRAINING EXPENDITURES

\$175,243

\$327,639

\$4,022

\$14,319

\$30,610

\$106,629

\$32,394

\$8,846

\$72,109

**2,289**

**\$771,816**

- Provided **123** workshops
- Hosted **63** employer events
- Hosted **5** job fairs with **264** employers participating and **1065** job seekers attending
- Enrolled **305** new employers in WorkInTexas.com
- **1448** Total Job Postings
- **1762** Total Job Seeker Registrations
- Recorded **871** Hires
- Provided child care assistance for **1898** infants and children
- Invested **\$215,085** in quality for child care providers

**northeast texas  
formally contracted  
measures  
by the numbers**

**17,849**

JOB SEEKERS SERVED IN FY2017

**1775**

EMPLOYERS SERVED IN FY2017

**992**

CHILDREN SERVED DAILY (AVG)

**13,580**

JOB SEEKERS  
REENTERING EMPLOYMENT

**46,571  
VISITS**  
AT OUR FOUR  
WORKFORCE CENTERS

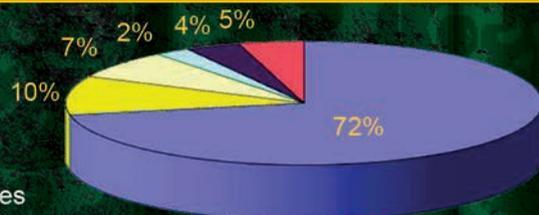
# behind the CURTAIN

## board level expenditures

Board Operating Costs	YTD 2017		
	Budget	Actual	Variance
Personnel	\$ 875,369	\$ 870,126	\$ 5,243
Facilities	82,800	82,800	-
Utilities	12,000	10,435	1,565
Telecommunications	24,500	22,187	2,313
Repairs & Maintenance	50	-	50
Janitorial/Lawn/Security	7,908	7,984	(76)
Insurance	18,500	17,504	996
Postage & Shipping	600	813	(213)
Advertising, Marketing & Promotions	1,000	887	113
Community Relations	1,500	669	831
Supplies	2,750	472	2,278
Information Technology	38,507	39,082	(575)
Board Member Expenses	12,765	12,465	300
Development & Training	16,000	7,964	8,036
Dues, Fees & Subscriptions	7,180	6,729	451
Printing & Reproduction	2,000	2,782	(782)
Travel - Board Staff	46,000	28,713	17,287
Equipment - Leased	7,800	6,272	1,528
Strategic Initiatives	30,846	38,802	(7,956)
Contracted Services	22,000	18,758	3,242
Audit & Legal Expense	36,000	34,760	1,240
<b>Total Board Funding Available for FY 2017</b>	<b>\$ 1,246,075</b>	<b>\$ 1,210,204</b>	<b>\$ 35,871</b>

**year to date  
expenses**

- Employee Cost
- Facility Cost
- Operational Cost
- Travel Cost
- Equipment Cost
- Contracted Services





## Summer Earn and Learn

The Texas Workforce Commission implemented the Summer Earn and Learn initiative this year for students with disabilities between the ages of 14-22. The initiative focused on providing pre-employment transition services and placed particular emphasis on work-based learning opportunities, such as paid work experience and internships.

Workforce Solutions Northeast Texas served twenty-one Vocational Rehabilitation (VR) students through the Summer Earn and Learn Program. The Board, contractor staff and VR staff worked together to place students in worksites of their individual interest. Students worked an average of 30 hours per week and the goal was to have each student complete a six week work experience.

Eighteen different worksites participated in the Summer Earn and Learn Program. They provided an experience that helped each student to prepare for their place in the workforce. The greatest success is that two students were given the opportunity to continue their employment and a third student found employment utilizing the skills gained with another employer.



## **60X30TX - Texas Statewide Plan for Education**

By the year 2030, at least 60 percent of Texans ages 25-34 will have a certificate or degree. The new higher education plan focuses on this goal and seeks to increase student success through the combined expertise and resources of many stakeholders. The plan lays out goals for statewide educational attainment; completion of two and four-year certificates and degrees; marketable skills; and student loan debt. To be successful the plan will require public and private partnerships. This bold plan will require continuous collaboration between the Texas Higher Education Coordinating Board (THECB), the Texas Education Agency (TEA), the Texas Workforce Commission (TWC) and local, regional and national companies.

Northeast Texas held a region wide 60x30TX Day on April 25, 2017. Chairmen Alcantar gave the keynote address to a large gathering of key stakeholders to kick off this effort. Workforce Solutions offices participated on social media by posting about the importance of earning a certificate or degree including photos from each office.

We all have a part to play in achieving this goal—parents, students, educators, business leaders, and community members. When we succeed, we all benefit.



## **Careers in Texas Industry Week**

The Texas Workforce Commission and the Governor's Office of Economic Development, in partnership with 28 local workforce development boards and Tri-Agency partners, hosted statewide career exploration events as part of the Careers in Texas Industries Week during September 25-30, 2017.

Workforce Solutions and the Region 8 Education Service Center partnered to host a career exploration fair for over 600 high school juniors on September 28th at the Region 8 Education Service Center (ESC) in Pittsburg. Students attending the event were from Mt. Vernon, Mt. Pleasant, Daingerfield, Pittsburg, Avinger, Chapel Hill, and Pewitt High Schools.

Chad Foster, motivational speaker, addressed the group on "Preparing for the Real World." Once he completed his presentation, students were divided into three groups and visited with industry, community college and university representatives and also heard presenters in short break-out sessions.

This was a great opportunity for students to explore a variety of careers and gain useful information about the colleges and universities in the region.





## Large Employer of the Year

Saputo Dairy Foods USA, located in Sulphur Springs TX, is a dairy production facility. Saputo is one of the top ten dairy processors in the world. The Board has enjoyed a long partnership with Saputo, working together on numerous projects over the past several years. Saputo has participated in multiple Skills Development Funds projects, On-the-Job Training (OJT) contracts, training initiatives, Industry Tours, LEAP Youth Career Expos, Job Fairs, and sponsored several workforce events. Within the past year, Saputo, in partnership with Paris Junior College, received a Skills Development Fund grant in the amount of \$86,289. Over the past three years, the company has partnered with Workforce Solutions on 16 OJT contracts. Saputo is committed to the success and development of their employees. In addition to the Texas Workforce System funded training, Saputo also facilitates a number of on-site training initiatives. The company introduced a new Scholle LA Bag Filler and Aseptic Bosch/CTA Filler to production. Several incumbent and new employees were trained by the equipment manufacturer to ensure efficient operations on the new production line. The company also participates in the Sulphur Springs ISD teacher externship program. High school teachers shadow Saputo employees to learn about manufacturing operations, in order for those teachers to pass along the information to students as they prepare for the future workforce.



## Small Employer of the Year

East Texas Broadcasting started with a single AM station in the early 1990's and has grown to 10 stations broadcasting to a multi-state region. The company offices are located in Mount Pleasant, Sulphur Springs, and Paris, all within the Northeast Texas Workforce Board area. East Texas Broadcasting has provided tremendous support to the local workforce system. This support includes radio advertisements for job fairs, career expos, and training initiatives, all at no cost. The East Texas Broadcasting signal reaches a significant number of listeners in the Northeast Texas area. These advertisements are valuable and effective in driving traffic to workforce events. East Texas Broadcasting also posts job openings in Work In Texas. The company works closely with members of the Business Services Unit to find qualified candidates for open positions. East Texas Broadcasting is extremely involved with the communities in their service area. The radio station offers free announcements for non-profit and charitable organizations. They support area school districts through promotional activities and recognition for achievements throughout the school year. East Texas Broadcasting provides monetary support to several charities including CASA, Titus County Cares, and Military/Veteran focused organizations.





## **Veteran Friendly Employer of the Year**

SERVPRO of Texarkana was established in October 2008. Owners Melissa and Terry Burkett make every effort to support the local community and veteran population. Including Terry, 5 of SERVPRO's 19 team members are veterans. SERVPRO of Texarkana specializes in the cleanup and restoration of residential and commercial property after a fire, smoke or water damage. SERVPRO ensures staff are highly trained in property damage restoration. SERVPRO is active in the local community, participating in events hosted by the Texarkana Area Veteran's Council. Proceeds from these events benefit the Veterans Affairs (VA) medical center in Shreveport LA, and the VA clinic in Texarkana. SERVPRO also supports the community through local education foundations, March of Dimes, Blood Drives, and Hunger Drives for the local outreach shelter. The company posts all job openings in Work In Texas, utilizing the Veterans preference option to recruit local veteran job seekers. SERVPRO also attends the Board's annual Hiring Red, White, and You events. SERVPRO has proven to be an excellent partner for Workforce Solutions Northeast Texas. The company hosted one of the Board's Summer Earn and Learn participants. Terry Burkett, one of the owners of SERVPRO, is a military veteran and understands the challenges of transitioning from military to civilian life. He and the other employees make sure new veteran employees have a stable, supportive work family to ease the difficulties of that transition.



## **Local Employer of Excellence**

The West Fraser sawmill in New Boston TX, prioritizes quality, customer service, and above all else, safety. They understand the most valuable asset is a well trained workforce. Everyone hired at West Fraser starts as a utility worker. However, employees are given many opportunities to advance their career within the company. With in-house training, new employees can advance to a millwright or electrical position within 2 years. All team leaders are required to attend supervisor skill 1 & 2 training which gives them the opportunity to move into a supervisor position. Many of West Fraser's top level managers, including the current Plant Manager and Regional Manager, started as utility workers. West Fraser has built a family environment at the New Boston mill. The plant manager meets all new hires to make sure each employee is part of the West Fraser family from day one. West Fraser also regularly recognizes employee achievements with luncheons and awards presentations. West Fraser is an excellent partner for the local workforce system. They regularly post jobs in Work In Texas and utilize the local Business Services Unit when trying to fill open positions. West Fraser has partnered with Northeast Texas for multiple On-the-Job Training contracts. Most recently, West Fraser took on 3 subsidized youth offenders from the pilot program.





## Hiring Red, White, and You!

Workforce Solutions Northeast Texas hosted the 5th annual Hiring Red White and You! Hiring Fair at the Texarkana Convention Center. The Hiring Red, White and You! Hiring Fair connects Texas veterans and their spouses with Texas employers who value the experience, discipline and other exceptional qualities inherent with a military background. In partnership with the Texas Workforce Commission, Workforce Solutions Northeast Texas, and the other 27 workforce boards across the state of Texas, hosted events on November 10th. The event saw 66 Veteran job seekers, 13 spouses of Veterans, and 257 non-Veteran job seekers. Once again, the employer community showed great support for the event, with more than 80 participating in this year's Red White and You event. Those numbers alone would suggest a great event, but this year there was extra cause for celebration, as one of the Veteran job seekers in attendance was hired at the job fair, by a local trucking company.



## Mobile App

In February of 2017, the Workforce Solutions Northeast Texas Information Technology Department successfully completed the development and distribution of our first IOS/Android mobile application or (app). We are happy to announce success in our quest to smartly pack tons of useful tools into a user friendly application. Our core goal for the application was to simplify and centralize as much pertinent and useful information as possible into a single, handheld and easy to navigate resource.

The app integrates very tightly with our newly redesigned website, so many of the features found on the main desktop site carry over directly to the mobile app itself. One of the apps more notable features is the new interactive maps. One of those maps is the Child Care map which displays the latest Child Care Provider information for the Northeast Texas region. That data can be filtered and sorted by various search criteria such as, Texas Rising Start Providers, Texas School Ready Providers, etc. It's proving to be a very handy resource for busy parents on the go. In addition we've built an interactive "Open Job Postings map" that displays active job postings directly from Workintexas.com



# SUCCESS STORIES



## Rising Star Child Care Award

Northeast Texas was recognized for outstanding board performance, receiving a \$75,000 Texas Rising Star Child Care Award. The Texas Rising Star Child Care Award honors Local Workforce Development Boards that have improved child care quality through the creation of exemplary child care programs that demonstrate positive outcomes for the population served. The goals of these awards are to recognize outstanding programs and to encourage and foster replication of best practices across the state. TWC recognizes exemplary child care programs for outstanding performance in areas such as consumer education, technical assistance and mentoring, and professional development.



## Trade Adjustment Assistance Oil and Gas National Emergency Grant

Ty Smith enrolled in Industrial Technology training August 24, 2015 and received Level I and Level II certification on December 7, 2016. He received job search assistance through Trade Adjustment Assistance (TAA) to interview with Commercial Metals. Through the Workforce Innovation and Opportunity Act (WIOA) program, he received financial assistance with the purchase of the required tools. Using the TAA training and certifications, Ty is gainfully employed at Commercial Metals as a Maintenance Technician.



## Summer Earn and Learn

Jonathan Simon participated in the Summer Earn and Learn program. Jonathan was interested in arts and gaming. The Texarkana Regional Arts and Humanities Council (TRAHC) allowed Jonathan to work at their facility during the duration of the Summer Earn and Learn program to gain work experience. During this six week period, TRAHC offered him a part-time position once the program ended. TRAHC stated, "Jonathan is a really good employee and we really appreciate him."



## Out of School Youth (OSY) MyPath

K'Leigh Bromsey is a single mom on probation. She had limited work experience. K'Leigh visited the workforce center after unsuccessful job searching on her own. After meeting with the Career Planner, K'Leigh was sent to OSHA and forklift training at Texarkana College. She completed a subsidized employment with West Fraser and was hired permanently. West Fraser says, "K'Leigh has been as asset to our New Boston Lumber Mill team. If her performance continues, she will have a long future here."



## Child Care

Heather Huggins and Jon Cunningham, a two parent household, received child care assistance to attend college. They both graduated over the summer, Heather with a Bachelors in Nursing, Jon with a Bachelors in Accounting. Jon was placed in a job at International Paper. Heather went to work at a local hospital. Because of their success in attending college and finding employment, they are no longer receiving nor eligible for child care assistance.



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AWESOME**

## FY17 BOARD MEMBERS

### Private Sector Representatives

Mary E. Dwight, Bowie County  
Carolyn Griffin, Bowie County  
Anthony Pinkham, Bowie County  
Mark Stanley, Cass County  
Sheryl Paden, Delta County  
Tracey Reed, Franklin County  
Scott Brown, Hopkins County  
Tammy Miller, Hopkins County  
Corey Campbell, Lamar County  
Terese Kane, Lamar County  
Keitha Ann Nilsson, Morris County  
Dr. Larry Dotin, Red River County  
Jennifer Harland, Titus County

### Community Based Organization/Labor Representatives

David Boone, Bowie County  
Shelly Braziel, Lamar County  
Shanna Martin, Hopkins County  
Katie Stedman, Titus County

### Regional Representatives

Pam Bryant, Secondary Education  
Roger Feagley, Economic Development  
Dean Ransdell, Adult Basic and  
Continuing Education  
Kevin Rose, Education  
Richard Seymour, Literacy

### State Representatives

Donna Dounley, Vocational Rehabilitation  
Davlyn Evans, Public Assistance  
Irene Suarez, Public Employment



## CHIEF ELECTED OFFICIALS

Judge M.C. Superville, Jr.,  
Lead CEO, Lamar County  
Judge Lynda Munkres,  
Alternate Lead CEO, Morris County  
Judge James Carlow, Bowie County  
Judge Becky Wilbanks, Cass County  
Judge Jason Murray, Delta County  
Judge Scott Lee, Franklin County  
Judge Robert Newsom, Hopkins County  
Judge L.D. Williamson, Red River County  
Judge Brian Lee, Titus County  
Mayor Bob Bruggeman, Texarkana, Texas

### Mount Pleasant

312 N. Riddle  
Mt. Pleasant, TX 75455  
(903) 572-9841  
(903) 572-0159 (Fax)

### Paris

5210 S.E. Loop 286  
Paris, TX 75460  
(903) 784-4356  
(903) 784-7267 (Fax)

### Sulphur Springs

1513 Houston St.  
Sulphur Springs, TX 75482  
(903) 885-7556  
(903) 439-1012 (Fax)

### Texarkana

1702 Hampton Road  
Texarkana, TX 75503  
(903) 794-4163  
(903) 792-2976 (Fax)

### Child Care Services

1702 Hampton Road  
Texarkana, TX 75503  
(903) 794-8999  
(903) 794-8012 (Fax)