



A proud partner of the AmericanJobCenter[®] network

ANNUAL REPORT

A VIRTUAL WORKFORCE *Odyssey*



A VIRTUAL WORKFORCE

Odyssey

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MESSAGE FROM THE *Executive Director*

Although we began this fiscal year with the workforce centers fully open providing in-person services, we still maintained a robust array of services to meet the changing needs of our business and job seeker customers in a new virtual environment. As part of this renovation in service delivery, we have refined new and innovative methods to deliver service and have adapted to the growing service demands of our customers.

We strive through our efforts at continuous improvement to be ever mindful of our commitment to be a driving force for the economic benefit of the communities in which we live and work. In recognition of this commitment, we were designated during the Texas Workforce Commission annual conference as one of five boards statewide recognized for future excellence in innovation. We used this award to enhance our service delivery, which is highlighted in this annual report.

The performance, fiscal responsibility, successes and recognition chronicled in this presentation are a reflection of the high expectations and support provided by the Chief Elected Officials and Board members. Their guidance and leadership motivates the Board and Contractor staffs to dedicate ourselves to organizational excellence.

Thank you to each member of the board and contractor team who made the successes we enjoyed possible.

Randy Reed
Executive Director
Workforce Solutions Northeast Texas

FY2022 WORKFORCE *Accomplishments*



13,308

in-person visits at the
4 workforce centers



24,037

virtual visits at the
4 workforce centers or website



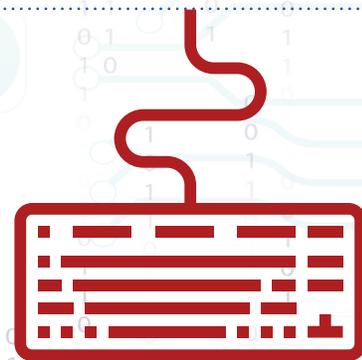
32 workshops & **53** employer events hosted

Hosted **4** job fairs with

380 participating
employers

+

1,057 jobseekers
attending

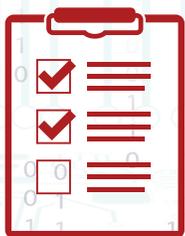


Enrolled **164** new employers
in [WorkInTexas.com](https://www.WorkInTexas.com)

| <i>Customers Served</i> | <i>NETX County</i> | <i>Training Expenditures</i> |
|-------------------------|--------------------|------------------------------|
| 512 | BOWIE | \$141,997 |
| 107 | CASS | \$112,460 |
| 16 | DELTA | \$95 |
| 23 | FRANKLIN | \$10,561 |
| 80 | HOPKINS | \$31,567 |
| 197 | LAMAR | \$151,676 |
| 106 | MORRIS | \$175,204 |
| 72 | RED RIVER | \$23,310 |
| 110 | TITUS | \$102,390 |
| 1,223 | Total | \$749,260 |



Posted
3,651
total jobs
representing
4,785
positions



365
assessments
conducted

3,157
new jobseekers
registered

64
hires
recorded



Loss of **674** jobs due to **5** layoffs



Skill Up

NORTHEAST TEXAS

As part of the Skill Up Northeast Texas initiative, the Board is offering access to the Metrix Learning online catalog of courses.

Residents of Northeast Texas can access more than 5,000 courses for free. Courses range from manufacturing, customer service, finance, accounting, information technology, safety, logistics, and more. These courses can be accessed anywhere, anytime, and are self-paced. Staff assists customers to identify individual courses or sign up for skill tracks with several courses focused on a singular area.

Some skill tracks also have corresponding industry certification exams, which can be taken through

Metrix Learning for a fee.

Customers can complete industry certifications in Microsoft Office, Amazon Cloud Services, CompTIA, and Project Management.

These courses offer something for everyone, whether you're looking for a new job, upgrading your current skills, or gaining experience for your first job.

Skill Up Northeast Texas is also available to support employers and other workforce partners. Employers can set up partner accounts and assign courses to their existing employees, in order to upgrade their skills.

Other workforce partners, such as non-profit organizations, can use the Metrix platform to help their customers learn a new skill.



Success STORIES

Kiara Johnson

Kiara Johnson is a single mom raising a three year old. Her only work experience was working seven years for a fast-food restaurant while supplementing her income with Supplemental Nutrition Assistance Program (SNAP) to make ends meet.

She started the Registered Nursing (RN) program at Paris Junior College, but realized that with her small Pell Grant and scholarship she would not have the funding necessary to finish the program. She came to the workforce center seeking assistance with completing this goal.

The Career Planner was able to assess her needs and offer her a WIOA sponsored scholarship that would allow her to finish her training. In addition, she was able to take advantage of the child

care program throughout her training and was offered additional support services in the form of transportation assistance to ensure that she could continue to get to classes, as her commute was about seventy miles per day.

Ms. Johnson graduated and is now working full time as a registered nurse, is no longer in need of any public assistance or child care services, and is serving her community in a vital capacity as a hospice nurse.

WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA)
OUT-OF-SCHOOL YOUTH

Avery Holcomb

Avery Holcomb came into the Paris workforce center requesting assistance with training. Mr. Holcomb was nineteen at the time, an out-of-school youth, and interested in attending training to become an electrical lineman.

Mr. Holcomb is from a very small town (Como, TX) and had been subject to the justice system in his youth, which presented significant barriers to employment. Due to his age and lack of opportunity, his entire work history consisted of part-time work as a ranch hand.

After some investigation, Mr. Holcomb learned that a CDL was a prerequisite for the lineman course he was interested in attending at Texas State Technical College (TSTC). As CDL training is not

eligible for Pell grants and other forms of financial aid, Mr. Holcomb was hoping to find assistance with the program.

The Career Planner worked with Mr. Holcomb to enroll him in the CDL program at Paris Junior College. Once his course was complete and Mr. Holcomb had attained his CDL license, he was accepted into the lineman training program at TSTC. Mr. Holcomb finished his Lineman training and was able to obtain full-time employment as a lineman making \$21.00 an hour.



Photo by K&K Photography

WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA)
DISLOCATED WORKER

Frelando Rawls

Frelando Rawls came to the workforce center for help finding a job. He had been unemployed for seven months and had exhausted his unemployment benefits.



With no high school diploma and having been subject to the justice system, it was hard for him to find and maintain employment.

In concert with the Career Planner he decided that Truck Driver Training at Texarkana College might offer a more stable and sustainable career path.

Mr. Rawls was able to enroll and complete the CDL training and immediately went to work making \$34.38 as an over-the-road truck driver.

Rashedia Jackson

Rashedia Jackson was recently separated from her husband. With two children to take care of, she filed for Temporary Assistance for Needy Families (TANF). At the age of forty-three, this was the first time Ms. Jackson had needed such assistance.



She was unemployed at the time she was called in to attend an Employment Planning Session at the workforce center. Ms. Jackson expressed a desire to return to work quickly even though her work experience was somewhat limited. Ms. Jackson worked with her Career Planner, who job matched her on a variety of positions from the Work-InTexas system and offered her transportation assistance while conducting her job search. Within the month, Ms. Jackson was able to attain employment with Arkansas Community Corrections as a Prep Cook Supervisor, earning \$17.38 per hour, which allowed her to transition off TANF benefits.

Child Care

PROGRAM ACCOMPLISHMENTS

\$62,205

in **earnable incentives** provided to child care teachers and directors in Texas Rising Star (TRS) facilities

Presented

73

training sessions to

2,078 provider staff

3,070

children &

1,768

families served with child care assistance

Provided

5 scholarships

to teachers to obtain their **Child Development Associate (CDA)**



Provided

3 training events

for parents

\$616,785

invested in **quality** for childcare providers



CHILD CARE ASSISTANCE PROGRAM

Brittnei McGill



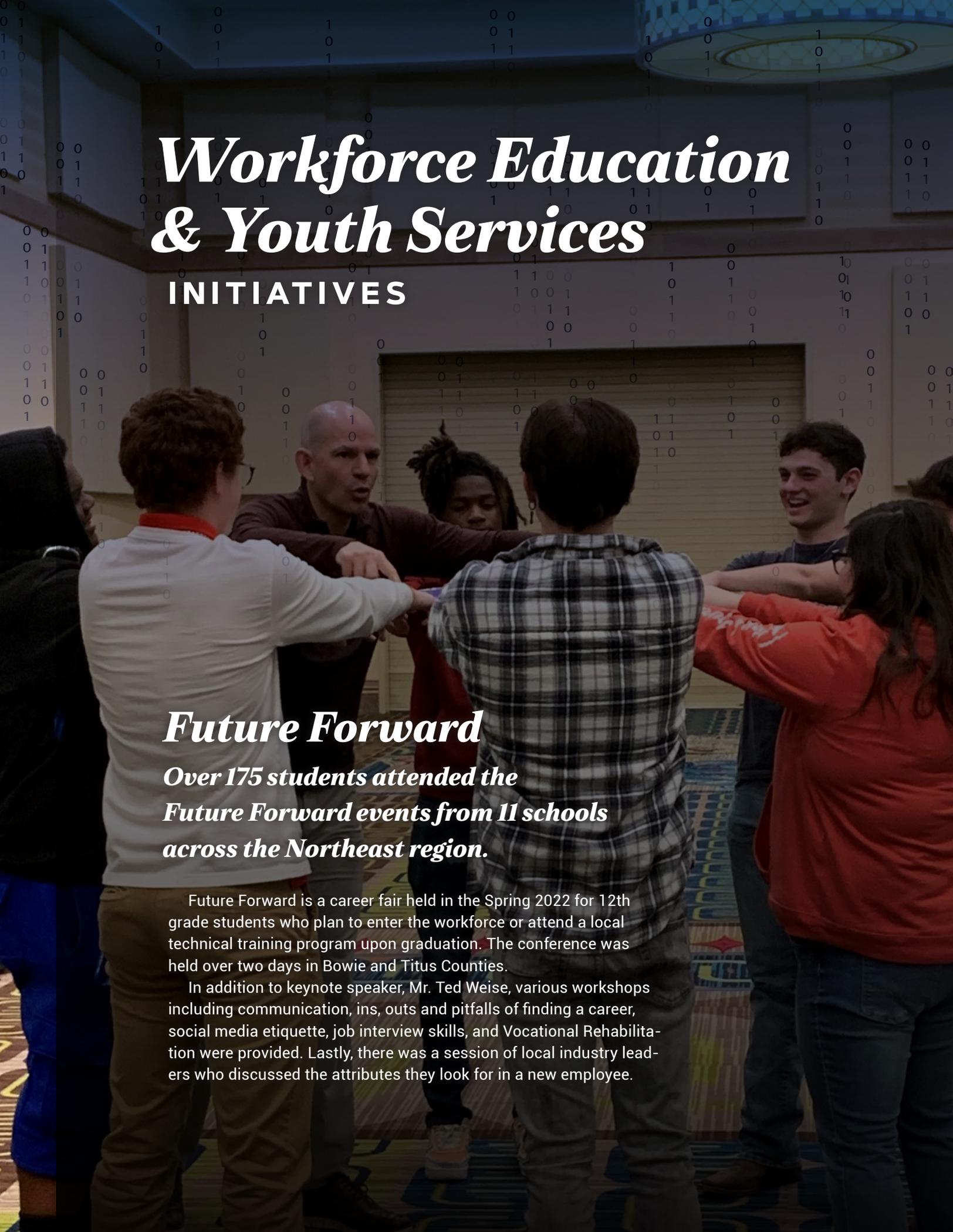
Brittnei McGill initially came into the Child Care Program while working in food production. She was a single parent with three children under the age five.

She was receiving SNAP benefits, and knew that without further training she would not be able to independently support herself and her children.

Ms. McGill applied and was accepted into the LVN program at Paris Junior College. She was able to get assistance with her training costs through the WIOA program. She continued to work part time while attending school, none of which would have been possible without assistance from the Child Care Program.

She successfully attained her LVN certification and began working at a local skilled nursing facility. With continued assistance, Ms. McGill was able to complete her Associates Degree in Nursing (ADN) and is now working as a registered nurse.

In total, Ms. McGill received child care assistance for over five years, which allowed her to accomplish her goals. Most importantly, she is no longer in need of any financial assistance.



Workforce Education & Youth Services

INITIATIVES

Future Forward

***Over 175 students attended the
Future Forward events from 11 schools
across the Northeast region.***

Future Forward is a career fair held in the Spring 2022 for 12th grade students who plan to enter the workforce or attend a local technical training program upon graduation. The conference was held over two days in Bowie and Titus Counties.

In addition to keynote speaker, Mr. Ted Weise, various workshops including communication, ins, outs and pitfalls of finding a career, social media etiquette, job interview skills, and Vocational Rehabilitation were provided. Lastly, there was a session of local industry leaders who discussed the attributes they look for in a new employee.



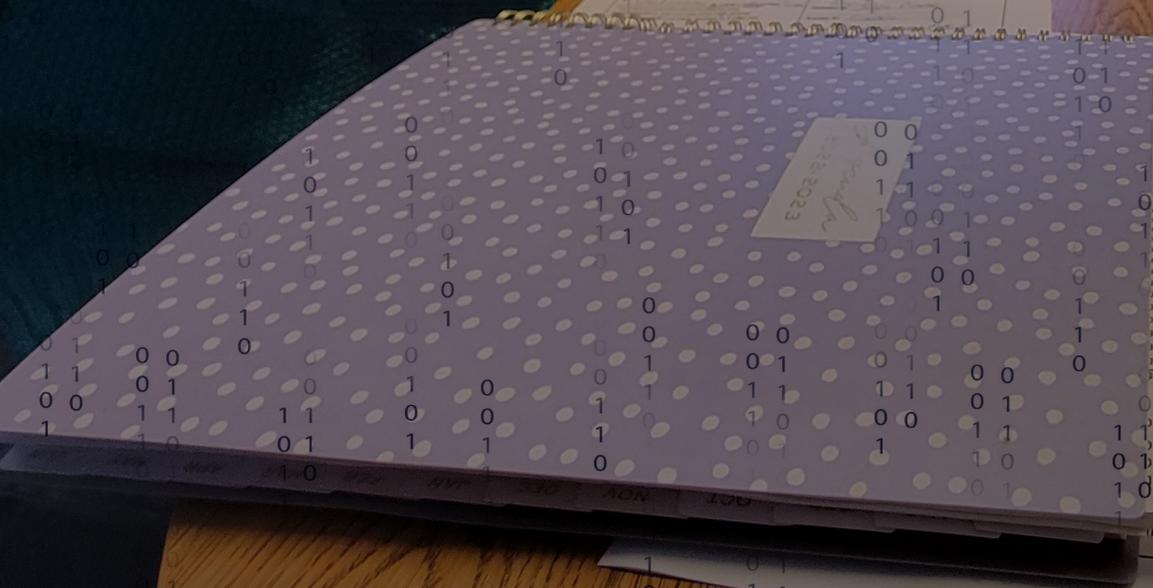
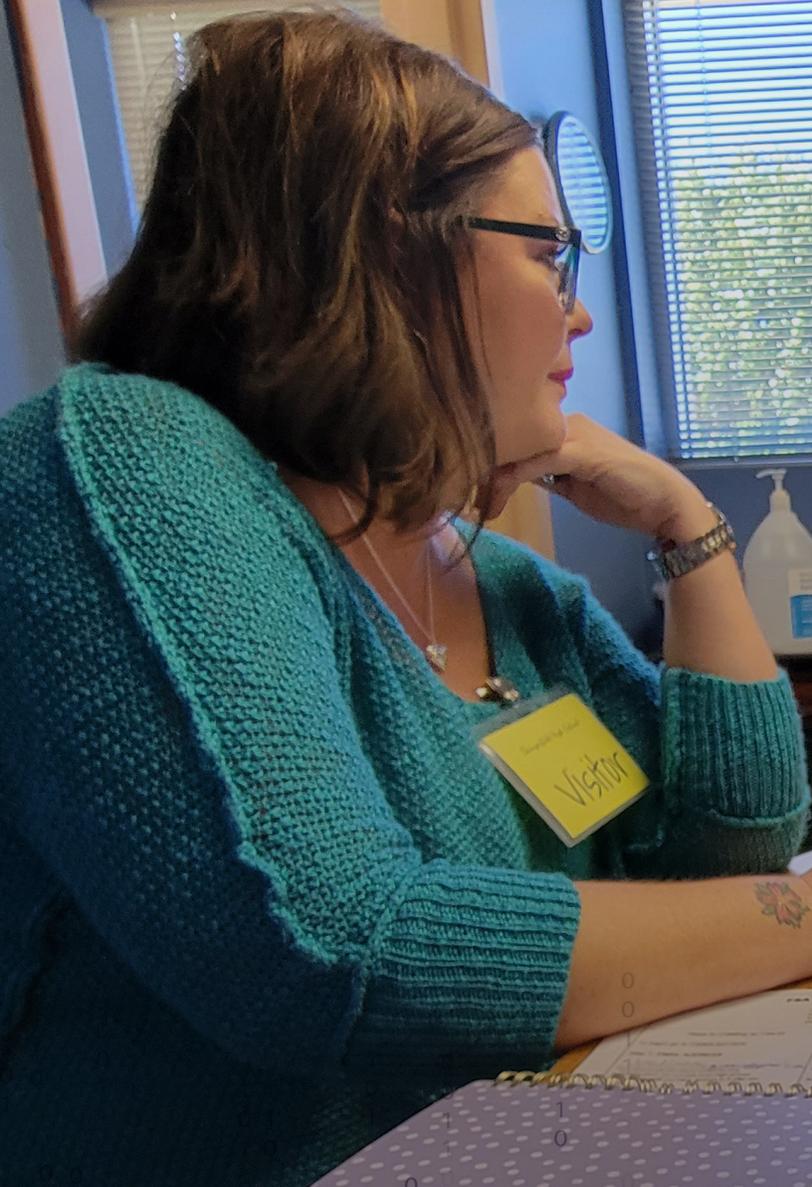
7th Annual Learning Endorsements and Professions (LEAP) Expo

More than 1,500 students from 17 schools in Bowie, Cass and Lamar Counties interacted with over 95 employers and local colleges during the 8th grade career exploration event that introduces students to a variety of career and training pathways.

1,500+
students

17
schools in Bowie, Cass & Lamar Counties

95+
employers & colleges



Worksheet

STEP 5: CHALLENGE QUESTIONS & ANSWERS

Use these questions and your FSA ID to help identify your personal information. Read each question carefully and write the correct answer in the space provided.

Question #1: Do you

Answer #1: Graphic

Question #2: high school

Answer #2: high school

Question #3: with a

Answer #3: with a

Question #4: with a

Answer #4: with a

Question #5 (optional): with a

Answer #5 (optional): with a

VERIFY YOUR EMAIL & PHONE NUMBER

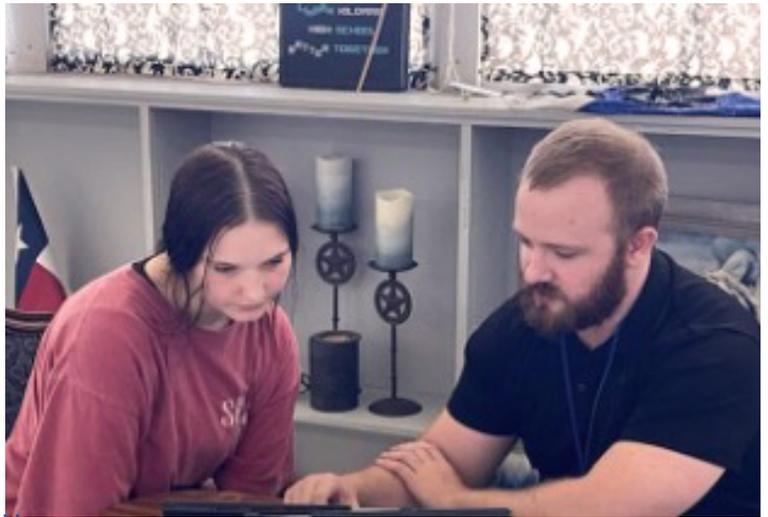
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If an email with a code @al must be verified your email address, FSA will send you with a code used to verify your cell phone number. If both are verified, your FSA ID is complete.

This worksheet must be completed twice: Once for the student and once for the parent.

Workforce Career & Education OUTREACH SPECIALISTS

This program is designed to provide labor market and career material along with information on educational opportunities to help students make decisions that lead to marketable skills after graduation. The Workforce Specialists maintain a physical presence in twelve schools located in the nine counties. Students are presented with career support workshops, individual assistance to complete resumes or scholarship applications, and resources on high demand occupations, post-secondary education programs and area employment opportunities.



Exposed

7,855
students

to workforce services
& career pathways



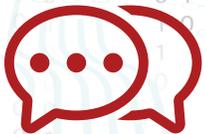
973

group sessions
provided



1,038

individual sessions
provided



Engaged
with

1,196 + **3,675**
parents/faculty + students



***600+ students
explored 852
career simulations
using Virtual
Reality headsets***

Spring 2022, the Board purchased Virtual Reality headsets to be used in the classroom as an additional tool for career exploration. The headsets are pre-loaded with career exploration simulations that allow the student to choose a career and interact with the virtual features.

The Independent School Districts participating in the program are: Chapel Hill, Clarksville, Cooper, Cumby, Daingerfield-Lone Star, DeKalb, Detroit, Linden-Kildare, Mount Vernon, North Hopkins, Paul Pewitt, and Queen City.





Summer Earn and Learn **(SEAL) PROGRAM**

Provided 32 disabled students with work-readiness training for a minimum of 4 hours a week for 5 weeks

Referred by Vocational Rehabilitation (VR) and designed for students with disabilities ages 14-22, students receive work-readiness training that includes workplace basics such as interview skills, the do's and don'ts of social media at work, how to dress for the job and work ethics. Students receive paid compensation for time worked on the job.

Jeremiah Evans

Jeremiah Evans is a seventeen year old student with a disability currently attending Mount Pleasant High School. He was referred to us from VR staff to participate in the Summer Earn and Learn (SEAL) program. He just wanted to work, as he had never had a job before or participated in the program, and he didn't really have a preference for the type of job he wanted.

After working with the student, the business services representative realized he had a big personality and might be a good fit for East Texas Broadcasting. He excelled in his position, completing assigned tasks and asking for more work. He was even allowed to do some on air announcing. The radio station also offered to help him with a fund raiser to pay for flag corps expenses for the upcoming year and extended him an offer of part-time employment during the school year.

A large industrial factory interior with a high ceiling and complex steel structure. The scene is dimly lit with blue and white lights. In the foreground, there are stacks of metal parts and machinery. Several workers wearing orange hard hats and blue work clothes are visible in the middle ground, engaged in various tasks. The background shows more industrial equipment and a crane. The overall atmosphere is one of a busy, large-scale manufacturing environment.

Teacher

EXTERNSHIPS



A total of 14 teachers from 8 area high schools including Chapel Hill, Cumby, Daingerfield, Detroit, Liberty-Eylau, Mount Vernon, Rivercrest, and Sulphur Springs participated in the Teacher Externship program.

Workforce Solutions Northeast Texas hosted the Teacher Externship program for the second year in 2022. Teacher Externships are designed to connect high school career and technology teachers with local employers. Each extern is matched with an employer that relates to the teachers' courses of instruction. Teachers spend a week with their employer, shadowing various departments and learning about the operations.

At the end of the externship, each teacher creates a lesson plan based on their experience. These lesson plans and the externship experience allow the teachers to take information learned from employers back to their classroom to better prepare students for the workforce. Employer externship sites included six health care facilities, six manufacturing, and two information technology.

This year's externship program was a great success, with all teachers enjoying their time with the employers and gaining significant knowledge to pass on to their students.



Take a look

[Click here to see their experiences.](#)

PROJECTS WITH

Awards & Grants

Videos, Studios, & Podcasts

The Board used Innovation Award funds from the Texas Workforce Commission to upgrade video and audio production capabilities and create a studio for recording videos and producing podcasts.

The Board purchased all the equipment necessary to create and edit high quality videos, to better showcase programs, initiatives, and events. New equipment includes mirrorless cameras capable of photo and video, video editing software, lights, microphones, and more.

Board staff have also used this equipment to record and broadcast a new podcast, This Week in Workforce. The podcast will feature Board projects, initiatives, and events, as well as general information about workforce services.

The podcast series will also feature and highlight workforce partners

across the region. The Board has plans to expand video and media outreach with these new resources, aimed at reaching a larger population of people that can benefit from workforce services.

The creation and development of 15 video workshops providing customers with access to information to help them navigate unemployment and become reemployed have received over 5,000 unique views.



Video workshops include

Resume Creation

Interview Basics

Temporary Assistance for Needy Families (TANF) Workforce Orientation for Applicants

Choices Employment Planning Session

Employer Applications

SNAP E&T Employment Planning Session

How to Apply for Texas Unemployment Benefits

The Ex-Offenders Guide to Finding Employment

Financial Literacy: Bank on It

Financial Literacy: Charge it Right

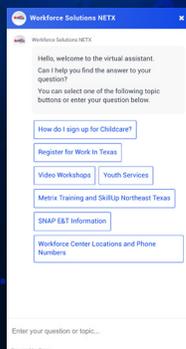
Financial Literacy: Budgeting

Reemployment Services and Eligibility Assessment (RESEA)

MyPath (Youth Services)

Employer Services

Job Seeker Services



ChatBot

530+ users have asked 750+ questions.

An added feature to the Board's website, ChatBot is an artificial intelligence based program that uses information from the website to answer surface level questions for convenience and efficiency, but also to connect customers with staff for more nuanced questions.

Career Connection Kiosks

INNOVATION AWARD

Over 90 users have accessed WorkinTexas, Workforce Solutions Northeast Texas, and Health and Human Services websites

Career Connection Kiosks were purchased and placed in centralized locations in Cass, Delta, Franklin, Morris, and Red River Counties with the goal to serve as a connection point for workforce services in the counties without a workforce center presence.

Each kiosk is connected to high-speed internet and allows users to access the Board's website, search for jobs on WorkInTexas.com, view upcoming events, and more. The kiosks are also equipped with a printer for users to print resumes, applications, and other workforce related documents.





High Demand Job **TRAINING GRANT**

The Board partnered with Economic Development Corporations in Sulphur Springs, Mount Pleasant, and Paris on a High Demand Job Training (HDJT) grant project. The HDJT grant from the Texas Workforce Commission, in the amount of \$148,500 required a matching commitment in the same amount from the three EDC partners, resulting in a \$297,000 project.

The Sulphur Springs project included new equipment for the construction technology program at Sulphur Springs ISD. The project upgraded equipment in the program to more closely match the work environment of local employers. New equipment included a forklift, welding machine, CNC router for wood, electric chain hoist, and electric pallet jack.

The Mount Pleasant portion of the project, included Northeast Texas Community College, Mount Pleasant ISD, Chapel Hill ISD, and Harts Bluff ISD as the education partners. Grant funds helped purchase equipment to expand the robotics technology program at Northeast Texas Community College, the health sciences program at Mount Pleasant ISD, the industrial technology program at Chapel Hill ISD, and the welding program at Harts Bluff ISD.

The Paris portion of the project included new high frequency welders for the Paris Junior College welding technology program. All of these projects included equipment upgrades for the education programs to better replicate the work environment and training needs of local employers.



10TH ANNUAL

Red, White, and You!

HIRING FAIR / NOVEMBER 4, 2022



54 employers participated
averaging **33** job openings.

ATTENDEES INCLUDED

12
veterans

6
veteran
spouses

84
civilians



MESSAGE FROM THE *Board Chair*

To the Chief Elected Officials and Workforce Solutions Board:

It is with great joy I share some of what Workforce Solutions Northeast Texas has accomplished in 2022. This Board staff has proudly served its mission to be a driving force in providing employers with workforce support for the economic benefit of the communities we serve.

In late 2021, the Texas Workforce Commission (TWC) selected Workforce Solutions Northeast Texas ("Board") as one of five boards to receive an Innovation Fund Award of \$200,000 for future excellence in innovation. The Board utilized these funds to strengthen its virtual service delivery by adding WiFi, chat features to the Board's website, and installing Workforce Connection Kiosks in key locations across the region. The Board also created a full audio/video production studio to enhance outreach and communication capabilities such as a new podcast series, virtual workshops, and program highlight videos. Through these efforts we have engaged more than 1,300 individuals in this first year alone.

As unemployment remains low in our region, we seek to engage and support high school students who will be entering the workforce. Future Forward events served **175** high school seniors through sessions on communication, social media, resumes, and job search. Students also met with a panel of local industry leaders to close out the event, giving students insights into hiring practices, interview and application tips, as well as general workplace advice.

I am proud of the groundbreaking impact the Workforce Specialist program continues to have on students across **13** independent school districts. A new feature for the program this year includes using **25** Virtual Reality (VR) headsets in classrooms to help students explore in-demand career fields such as manufacturing, automotive service, skilled trades, warehousing, and hospitality. The headsets are also made available during hiring and career events such as the LEAP Expo and Future Forward events. This year, the Specialists have provided **20** presentations for over **400** students and **50** teachers.

The Board put teachers to work, awarding **15** Teacher Externship grants to area high school teachers to work in local industries over the summer enrich their curriculums. The Board also offered Summer Earn and Learn work readiness training to **34** students with disabilities including interview skills, social media skills, how to dress for a job, and proper work ethic.

I consider it a great privilege to serve as Board Chair of Workforce Solutions Northeast Texas. The character of our Board staff and their commitment to producing results have brought life-changing growth and benefits for jobseekers and employers in this region. We accomplished much for which to be thankful, and I join the board and staff in remaining excited, optimistic, and dedicated to preserving this vigor in 2023.

David Burns
Board Chair
Workforce Solutions Northeast Texas



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Jeff Briscoe
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Donna Dounley

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Jennifer Harland
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Keitha Nilsson
Anthony Pinkham
Dr. Kevin Rose

Adam Routon
Susan Sanchez
Terry Scoggin
Mark Stanley
Diane Stegall
Debra Tyer

FY 2022 Chief Elected Officials

Honorable Brandon BellLAMAR COUNTY
Honorable Bobby Howell.....BOWIE COUNTY
Honorable Brian LeeTITUS COUNTY
Honorable Scott Lee.....FRANKLIN COUNTY
Honorable Jason Murray DELTA COUNTY

Honorable Robert NewsomHOPKINS COUNTY
Honorable Doug ReederMORRIS COUNTY
Honorable Becky WilbanksCASS COUNTY
Honorable Travis RansomCASS COUNTY
Honorable L.D. Williamson.....RED RIVER COUNTY

Mount Pleasant

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Mt. Pleasant, TX 75455
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(903) 572-0159 (Fax)

Paris

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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 Rd.
Texarkana, TX 75503
(903) 794-4163
(903) 792-2976 (Fax)

Child Care Services

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

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