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DALLAS WORKFORCE SYSTEM
Workforce Innovation and Opportunity Act
Plan

Program Years 2017 - 2020

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DALLAS COUNTY LOCAL WORKFORCE DEVELOPMENT BOARD d.b.a. WORKFORCE SOLUTIONS GREATER DALLAS

Workforce Plan for Program Years 2017–2020

Submitted on February 28, 2017

FOREWORD

The Dallas County Local Workforce Development Board, d.b.a. Workforce Solutions Greater Dallas (WFSDallas) is the workforce system for the **Greater Dallas Region**. Workforce Solutions Greater Dallas ensures the development and implementation of a system of services that meets employers and job seeker needs while providing economic development opportunities for the community.

WFSDallas is led by a volunteer Board of twenty-five Directors as mandated by the State and Federal law and appointed by the Dallas County Judge and the City of Dallas Mayor.

WFSDallas invests approximately \$90,000,000 annually in workforce supported by government and private funding. These funds provide a broad range of programs to address regional workforce issues with business-led objectives including job training, workplace education, childcare and educational initiatives. The Dallas region, inclusive of Dallas County and the city of Dallas, includes additional major cities of Garland, Grand Prairie, Irving and Mesquite, as well as, an additional 19 cities with a combined population of 2.5 million.

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

WFSDallas responds to the talent identification and development needs of employers in Dallas County, assisting over **140,000 workers** annually. Federal and State funded programs within the system include: WIOA Title I (Adult, Dislocated Worker and Youth formula programs); Adult Education and Literacy programs; Wagner Peyser Act; Rehabilitation Act Title I; and Temporary Assistance for Needy Families (TANF). Additional partner programs referenced in the Plan include Trade Adjustment Assistance; Unemployment Compensation; Local Veterans' Employment Representatives and Disabled Veterans' Outreach; HUD Employment and Training Programs; Senior Community Service Employment; and many other programs/partnerships. Our workforce system includes U.S. Department of Agriculture, Supplemental Nutrition Assistance Program E&T, Childcare Assistance, Child Care Quality, and Childcare Protective Services. Activities are operated via the American Job Centers Network and partnership agreements. WFSDallas embraces our newest partner Texas Workforce Solutions, Vocational Rehabilitation Services, working together for the employment of individuals with disabilities.

In the **2017-2020 Plan**, Workforce Solutions Greater Dallas will:

- *Engage employers within the workforce system to offer business-led programming*
- *Assist workers and families to bring in a living wage*
- *Provide educational and skills opportunities to special populations which includes youth, offenders (Dallas LEAP2), and individuals with disabilities (Vocational Rehabilitation)*
- *Engage disconnected youth to offer career exploration, skills training in demand occupations with the goal of employment or enrollment in post-secondary education*
- *Build career pathways to organize education and training into career pathways for job seekers to accelerate their advancement while meeting employer needs, and*
- *Focus on people living in poverty to better their lives through better work.*

PART A: STRATEGIC ELEMENTS

BOARD'S VISION

- 1. A description of the Board's strategic vision to support regional economic growth and economic self-sufficiency. The description must include:***
 - a. goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment, and***

b. goals relating to the performance accountability measures based on performance indicators described in WIOA §116(b)(2)(A).

MISSION

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

VISION

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

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

The Plan describes the strategic vision, economic and workforce analyses, and services to target populations that supports regional economic growth and economic self-sufficiency.

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

2. A description of the Board’s strategy to work with the entities carrying out the core programs and with the required partners to align resources available to the local area, to achieve the vision and goals.

The Dallas Workforce System offers workforce core services in collaboration with required workforce development partners to ensure accessible, seamless, and a comprehensive system necessary to meet the needs of employers and job seekers. WFSDallas and its contractors work closely with the local community college, Dallas County Community College District, local

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

ECONOMIC AND WORKFORCE ANALYSIS

3. A regional analysis of the following:

- a. The economic conditions, including existing and emerging in-demand industry sectors and occupations, as well as targeted occupations
- b. The employment needs of employers in existing and emerging in-demand industry sectors and occupations.



OVERVIEW OF DALLAS COUNTY

Per the 2010 Census, there were 2,368,139 people, 807,621 households, and 533,837 families residing in the county. The population density was 2,523 people per square mile (974/km²). There were 854,119 housing units at an average density of 971/sq mi (375/km²). The racial makeup of the county was 53.54 White (33.12% Non-Hispanic White), 22.30% African American, 0.10% Native American, 5.15% Asian, 0.06% Pacific Islander, 14.04% from other races, and 2.70% from two or more races. 38.30% of the population was Hispanic or Latino of any race.

There were 807,621 households out of which 35.10% had children under the age of 18 living with them, 46.90% were married couples living together, 14.10% had a female householder with no husband present, and 33.90% were non-families. 27.30% of all households were made up of

individuals and 5.90% had someone living alone who was 65 years of age or older. The average household size was 2.71 and the average family size was 3.34.

In the wider county, the population was spread out with 27.90% under the age of 18, 10.70% from 18 to 24, 34.40% from 25 to 44, 18.90% from 45 to 64, and 8.10% who were 65 years of age or older. The median age was 31 years. For every 100 females there were 99.80 males. For every 100 females age 18 and over, there were 98.00 males.

The median income for a household in the county was US\$43,324, and the median income for a family was \$49,062. Males had a median income of \$34,988 versus \$29,539 for females. The per capita income for the county was \$22,603. About 10.60% of families and 13.40% of the population were below the poverty line, including 18.00% of those under age 18 and 10.50% of those ages 65 or over.

Census estimates for 2015 indicate significant population increases and other changes: population estimate of 2,553,385, 101,226 veterans, 23.4% foreign born residents, 985,403 housing units, 51.2% owner occupied housing unit rate, 881,279 households, 77.7% high school graduates, 29.1% bachelor's degree or higher, 1,289,396 civilian labor force.

EDUCATION

The following school districts serve Dallas County:

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

Communities

The following cities and towns are part of Dallas County:

- Carrollton
- Cedar Hill
- Combine
- Coppell

- Dallas (county seat)
- Ferris
- Garland
- Glenn Heights
- Grand Prairie
- Grapevine
- Lewisville
- Mesquite
- Ovilla
- Richardson
- Rowlett
- Sachse
- Seagoville
- Wylie
- Highland Park

- Balch Springs
- Cockrell Hill
- DeSoto
- Duncanville
- Farmers Branch
- Hutchins
- Irving
- Lancaster
- University Park
- Wilmer

Towns

- Addison
- Sunnyvale

Top 25 Dallas County Skills from Talent Neuron		
<i>January 2016 through December 2016 (restricting staffing companies)</i>		
	Hard Skill	Count
1	Structured query language	10,669
2	Java	10,168
3	JavaScript	8,040
4	Linux	7,463
5	Quality Assurance	6,836
6	Microsoft SQL Server	6,689
7	Technical support	6,043
8	Web services	5,925
9	UNIX	5,783
10	Microsoft .NET Framework	5,623
11	Hypertext markup language	5,424
12	Systems Development Life Cycle	5,228
13	C-sharp	5,111
14	Cascading Style Sheets	5,027
15	jQuery	4,234
16	Extensible markup language	4,220

Top 10 Dallas County Industry job postings			
<i>Talent Neuron January 2016 through December 2016 (restricting staffing companies)</i>			
	Industry Name	NAICs	Count
1	Administrative & Support & Waste Mgmt & Remediation Svcs	56	17,973
2	Professional, Scientific, and Technical Services	54	9,002
3	Manufacturing	31	1,347
4	Other Services (except Public Administration)	81	1,058
5	Information	51	1,013
6	Health Care and Social Assistance	62	903
7	Retail Trade	44	898
8	Finance and Insurance	52	884
9	Wholesale Trade	42	855
10	Real Estate and Rental and Leasing	53	571

17	Graphical User Interface design	3,858
18	HTML5	3,736
19	Systems Integration	3,540
20	Network Security	3,498
21	Scrum agile methodology	3,468
22	Python	3,391
23	MVC	3,371
24	Sun Microsystems' Java 2 Plat. Enterprise Edition	3,159
25	Simple Object Access Protocol	3,114

4. A list of the in-demand industry sectors and occupations.

INDUSTRY SNAPSHOT

The largest sector in Dallas County is Health Care and Social Assistance, employing 190,873 workers. The next-largest sectors in the region are Administrative and Support and Waste Management and Remediation Services (167,126 workers) and Retail Trade (156,858). High location quotients (LQs) indicate sectors in which a region has high concentrations of employment compared to the national average. The sectors with the largest LQs in the region are Finance and Insurance (LQ = 1.72), Wholesale Trade (1.58), and Real Estate and Rental and Leasing (1.53).

Sectors in Dallas County, Texas with the highest average wages per worker are Mining, Quarrying, and Oil and Gas Extraction (\$230,030), Management of Companies and Enterprises (\$111,677), and Utilities (\$107,536). Regional sectors with the best job growth (or most moderate job losses) over the last 5 years are Professional, Scientific, and Technical Services (+27,833 jobs), Administrative and Support and Waste Management and Remediation Services (+26,402), and Accommodation and Food Services (+22,874).

Dallas County will expand by



239,887 jobs

Over the next 10 years, employment in Dallas County, Texas is projected to expand by **239,887** jobs. The fastest growing sector in the region is expected to be Health Care and Social Assistance with a +2.8% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Health Care and Social Assistance (+59,787 jobs), Professional, Scientific, and Technical Services (+31,819), and Administrative and Support and Waste Management and Remediation Services (+26,270).

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

The Board continues to work regionally with employers, city and county government, community organizations, colleges, and universities, ISDs, other education providers and neighboring Boards, Workforce Solutions for Tarrant County, and North Central Texas. The Board coordinates employer services offering Rapid Response, Employer-focused Summits, Job Fairs, and other activities. Workforce Solutions Greater Dallas will continue to collaborate regionally to deliver high quality services to customers of the Dallas Workforce System and the North Texas region. In 2015, the population in Dallas County, Texas was 2,553,385. Between 2005 and 2015, the region's population grew at an annual average rate of 1.3%.

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

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

LOGISTICS Historically Dallas County has leveraged its central geography with various transportation assets. Significant trade and distribution activity now



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

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

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

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

RETAIL The Dallas Market has a thriving Retail Sector and it is expected to continue to expand due to the large influx of population to the DFW area. Dallas is synonymous with retail, offering a large diverse pool of retail employers. The Dallas retail industry is one of the fastest growing in the country. In defining the industry, we include retail sales, call centers, and recognize trends creating a gap than national retail data. By focusing on the Retail Sector, we plan to expand key partnerships that offer clear

retail career pathways for both employers and entry-level job seekers. This should increase the economic mobility of entry-level workers. A survey done in early 2016 by the National Retail Federation found that most individuals at some point work in retail: 59 percent of those polled had worked in retail,



including stores and restaurants. Of those surveyed, 32 percent found their first job in retail, at an average age of 16. An example of a successful retail partnership involved working with the retail giant, Amazon. WFSDallas and Workforce Solutions Tarrant County working together to meet the workforce needs of Amazon for a skilled workforce. This partnership with Amazon led to customized

recruitment plan to assist in filling 1,800 openings at the Haslet openings and 1,500 openings at the Coppell location. Many of the individuals hired were unemployed and veterans. Amazon benefited from customized hiring events and assistance with filling 100% of their hiring needs. Both boards utilized Workintexas.com, onsite employment assistance, hiring events, and screening of applicants. Amazon has created jobs in the Dallas Fort Worth area while building economic prosperity. WFSDallas continues to work with Amazon to meet their hiring needs. The economic impact of Amazon location the fulfillment center in Haslet and Coppell could be measured by the overall creation of 3,300 jobs and a \$110 million investment. The facilities included 1.1 million square foot facility in Haslet, 1 million square feet in Coppell and 1.2 million square feet in Schertz, east of San Antonio. The fulfillment centers in North Texas assisted in adding a potential of hundreds of millions of tax dollars to the State.

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

- Business driven services and the changing economic conditions of Dallas County,
- High growth/high demand career opportunities within the local labor market,
- Building relationships with businesses and economic development entities,

- Targeting industry sectors and key businesses within the Dallas market, and
- The provision of performance excellence services to all customers.

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

RWLC is the driving force for a cooperative approach to promoting the region's strongest industries. Following the industry cluster concept popularized by Michael Porter and the directives of Governor's Industry Cluster Initiative, RWLC has focused on supporting the region's key clusters which we have identified as being: Aerospace, Healthcare, Infrastructure, Logistics (Advanced Manufacturing and Supply Chain), Retail, and Technology. Please find the attached link for the most recent RWLC Annual Report: <http://www.wfsdallas.com/facts-news>

RWLC works to meet the needs of industry through collaboration among local workforce boards, chambers of commerce and business leaders. By addressing the employment, training and certification needs of the region's industries, the RWLC aids in the further growth and success of the Dallas/Fort Worth economy. To date, the RWLC has received over \$12 million in grants for training and educational initiatives.

The Board currently maintains a list of targeted occupations which meet set criteria such as: high growth/high demand, above board's self-sufficiency wage (\$13.59 hour), non-seasonal employment, with fringe benefits, low turnover replacement rate, with a \$12,000 cap per participant for training, and training completion time within a period of two years. In efforts to meet the needs of job seekers and employers, WFSDallas maintains a mix of short-term and long-term training courses available based on the needs identified. These training courses are reviewed to ensure quality training is delivered to customers.

Dallas County Industry Snapshot

NAICS	Industry	Current			Historical			Forecast			
		Four Quarters Ending with 2016q3			Average Annual % Change in Employment 2011q3-2016q3			Over the Next 10 Years			
		Empl	Avg. Annual Wages	Location Quotient	Total Change over the Last 5 Years	Dallas County, Texas	Texas	USA	Total Approx Repl Demand	Total Growth Demand	Avg. Annual Growth Percent
11	Agriculture, Forestry, Fishing and Hunting	1,301	\$28,764	0.05	163	2.70%	0.60%	1.30%	463	40	0.30%
21	Mining, Quarrying, and Oil and Gas Extraction	8,272	\$230,030	1.1	55	0.10%	0.40%	-1.90%	2,151	1,372	1.50%
22	Utilities	6,767	\$107,536	0.73	-917	-2.50%	0.10%	0.10%	1,754	231	0.30%
23	Construction	101,110	\$59,198	1.06	16,893	3.70%	3.20%	3.10%	21,547	19,865	1.80%
31	Manufacturing	111,034	\$75,776	0.77	-5,316	-0.90%	0.50%	1.10%	25,475	-2,388	-0.20%
42	Wholesale Trade	107,786	\$82,787	1.58	9,856	1.90%	2.60%	1.20%	24,782	10,581	0.90%
44	Retail Trade	156,858	\$35,712	0.83	21,053	2.90%	2.50%	1.50%	50,813	16,591	1.00%
48	Transportation and Warehousing	94,050	\$53,207	1.32	20,583	5.10%	3.20%	2.40%	25,180	6,116	0.60%
51	Information	49,755	\$102,680	1.43	2,357	1.00%	0.40%	0.70%	12,127	1,378	0.30%
52	Finance and Insurance	118,346	\$102,292	1.72	9,424	1.70%	2.30%	1.00%	29,543	15,837	1.30%
53	Real Estate and Rental and Leasing	44,862	\$79,219	1.53	7,337	3.60%	2.80%	1.80%	10,516	5,303	1.10%
54	Professional, Scientific, and Technical Services	155,658	\$101,464	1.37	27,833	4.00%	4.00%	2.60%	35,011	31,819	1.90%
55	Management of Companies and Enterprises	30,383	\$111,677	1.21	10,784	9.20%	7.00%	3.00%	6,730	3,088	1.00%
56	Administrative and Support and Waste Management and Remediation Services	167,126	\$43,906	1.49	26,402	3.50%	2.80%	2.90%	40,028	26,270	1.50%
61	Educational Services	118,365	\$50,033	0.83	11,834	2.10%	1.00%	0.40%	26,080	14,657	1.20%
62	Health Care and Social Assistance	190,873	\$57,533	0.78	22,832	2.60%	2.70%	2.30%	41,648	59,787	2.80%
71	Arts, Entertainment, and Recreation	24,945	\$46,061	0.73	4,097	3.70%	3.10%	2.30%	8,039	3,406	1.30%
72	Accommodation and Food Services	139,821	\$23,222	0.91	22,874	3.60%	4.10%	3.20%	51,362	16,104	1.10%
81	Other Services (except Public Administration)	67,238	\$35,944	0.87	2,065	0.60%	1.20%	0.00%	17,671	7,479	1.10%
92	Public Administration	38,443	\$69,312	0.46	192	0.10%	0.10%	-0.20%	9,537	2,263	0.60%
99	Unclassified	611	\$40,545	0.15	145	5.60%	5.90%	15.80%	158	85	1.30%
	Total - All Industries	1,733,605	\$63,717	1	210,545	2.60%	2.30%	1.70%	447,352	239,887	1.30%

Source: JobsEO®

Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2016Q1 with preliminary estimates updated to 2016Q3. Forecast employment growth uses national projections adapted for regional growth patterns.

The following is a list of in-demand occupations within Dallas County:

11-3031	Financial Managers
11-2021	Marketing Managers
11-3021	Computer & Information Systems Managers
11-1021	General & Operations Managers
15-1143	Computer Network Architects
15-1132	Software Developers, Applications
15-1133	Software Developers, Systems Software
17-2141	Mechanical Engineers
15-1199	Computer Occupations, All Other
15-1121	Computer Systems Analysts
17-2071	Electrical Engineers
13-2051	Financial Analysts
13-1111	Management Analysts
11-9021	Construction Managers
17-2051	Civil Engineers
15-1131	Computer Programmers
15-1122	Information Security Analysts
15-1141	Database Administrators
15-1142	Network & Computer Systems Administrators
13-2072	Loan Officers
13-1199	Business Operations Specialists, All Other
41-1012	First-Line Supervisors of Non-Retail Sales Workers
13-1161	Market Research Analysts & Marketing Specialists
13-2011	Accountants & Auditors
41-4011	Sales Reprs, Wholesale/Mfg, Technical/Scientific Products
15-1134	Web Developers
49-1011	First-Line Supervisors of

	Mechanics, Installers, & Repairers
15-1152	Computer Network Support Specialists
13-1081	Logisticians
29-1141	Registered Nurses
13-1071	Human Resources Specialists
13-1031	Claims Adjusters, Examiners, & Investigators
29-2011	Medical & Clinical Laboratory Technologists
47-1011	First-Line Supervisors: Construction Trades/Extraction Wkrs
43-1011	First-Line Supervisors of Office & Admin Support Workers
51-1011	First-Line Supervisors of Production & Operating Workers
23-2011	Paralegals & Legal Assistants
11-9051	Food Service Managers
43-6011	Executive Secretaries & Executive Administrative Assistants
29-1126	Respiratory Therapists
29-2034	Radiologic Technologists
15-1151	Computer User Support Specialists
49-9041	Industrial Machinery Mechanics
49-2091	Avionics Technicians
49-2022	Telecommunications Equip Installers/Rprs, Ex Line Installers
49-9021	Heating, AC, & Refrigeration Mechanics & Installers
29-2061	Licensed Practical & Licensed Vocational Nurses
41-1011	First-Line Supervisors of Retail Sales Workers
49-3031	Bus & Truck Mechanics & Diesel Engine Specialists
29-2071	Medical Records & Health Information Technicians

47-2111	Electricians
53-3032	Heavy & Tractor-Trailer Truck Drivers
49-3023	Auto Service Technicians & Mechanics
33-3012	Correctional Officers & Jailers
43-3031	Bookkeeping, Accounting, & Auditing Clerks
47-2152	Plumbers, Pipefitters, & Steamfitters
47-2021	Brickmasons & Blockmasons
47-2073	Operating Engineers & Other Construction Equipment Operators
29-2012	Medical & Clinical Laboratory Technicians
25-2011	Preschool Teachers, Ex. Special Education
51-4041	Machinists
43-9041	Insurance Claims & Policy Processing Clerks
51-9061	Inspectors, Testers, Sorters, Samplers, & Weighers
53-3021	Bus Drivers, Transit & Intercity
43-3021	Billing & Posting Clerks
49-9071	Maintenance & Repair Workers, General
43-4051	Customer Service Representatives
51-4121	Welders, Cutters, Solderers, & Brazers
43-6014	Secretaries & Admin Assistants, Ex. Legal/Medical/Executive
35-1012	First-Line Supervisors of Food Preparation & Serving Workers
31-9091	Dental Assistants

43-9061	Office Clerks, General
47-2031	Carpenters
47-2211	Sheet Metal Workers
29-2052	Pharmacy Technicians
47-4051	Highway Maintenance Workers
43-6013	Medical Secretaries
47-2051	Cement Masons & Concrete Finishers
31-9092	Medical Assistants
47-2141	Painters, Construction & Maintenance
53-7051	Industrial Truck & Tractor Operators
43-5071	Shipping, Receiving, & Traffic Clerks
47-2061	Construction Laborers
31-1014	Nursing Assistants
25-2021	Elementary School Teachers, Ex. Special Education
25-2031	Secondary School Teachers, Ex Special/Career/Technical Ed
25-2022	Middle School Teachers, Ex Special/Career/Technical Ed

WIOA In-Demand Occupations List

Annual Occupational Demand List

Board Name:	WFSDallas	Date Submitted or Updated:	2/6/2017
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Use this template to identify the Board's occupations most in demand, regardless of the training or wage component involved.

Standard Occupational Classification (SOC) or Occupational Information Network (O*NET) Job Code	In-Demand Occupation Job Title (Name)	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Annual Openings due to Growth	Additional Rationale, Local Wisdom, and Comments ¹	Labor Market and Career Information Data Source(s)
11-3031	Financial Managers	5,930	7,180	1,250	21.1%	125		TWC LMCI Dept
11-2021	Marketing Managers	2,080	2,620	540	26.0%	55		TWC LMCI Dept
11-3021	Computer & Information Systems Managers	4,260	5,510	1,250	29.3%	125		TWC LMCI Dept
11-1021	General & Operations Managers	25,260	30,840	5,580	22.1%	560		TWC LMCI Dept
15-1143	Computer Network Architects	3,530	4,300	770	21.8%	75		TWC LMCI Dept
15-1132	Software Developers, Applications	11,610	14,480	2,870	24.7%	285		TWC LMCI Dept
15-1133	Software Developers, Systems Software	7,970	9,760	1,790	22.5%	180		TWC LMCI Dept
17-2141	Mechanical Engineers	2,130	2,540	410	19.2%	40		TWC LMCI Dept
15-1199	Computer Occupations, All Other	2,860	3,400	540	18.9%	55		TWC LMCI Dept
15-1121	Computer Systems Analysts	11,700	15,430	3,730	31.9%	375		TWC LMCI Dept
17-2071	Electrical Engineers	2,320	2,670	350	15.1%	35		TWC LMCI Dept
13-2051	Financial Analysts	5,720	6,880	1,160	20.3%	115		TWC LMCI Dept
13-1111	Management Analysts	8,140	10,170	2,030	24.9%	205		TWC LMCI Dept
11-9021	Construction Managers	5,320	6,230	910	17.1%	90		TWC LMCI Dept
17-2051	Civil Engineers	2,670	3,380	710	26.6%	70		TWC LMCI Dept
15-1131	Computer Programmers	5,460	5,220	(240)	-4.4%	0	Many programmers are contract employees	TWC LMCI Dept
15-1122	Information Security Analysts	2,040	2,690	650	31.9%	65		TWC LMCI Dept
15-1141	Database Administrators	2,340	2,880	540	23.1%	55		TWC LMCI Dept
15-1142	Network & Computer Systems Administrators	6,750	8,270	1,520	22.5%	150		TWC LMCI Dept
13-2072	Loan Officers	4,610	5,520	910	19.7%	90		TWC LMCI Dept
13-1199	Business Operations Specialists, All Other	10,630	12,590	1,960	18.4%	195		TWC LMCI Dept
41-1012	First-Line Supervisors of Non-Retail Sales Workers	8,610	10,270	1,660	19.3%	165		TWC LMCI Dept
13-1161	Market Research Analysts & Marketing Specialists	6,880	9,100	2,220	32.3%	220		TWC LMCI Dept
13-2011	Accountants & Auditors	24,120	31,170	7,050	29.2%	705		TWC LMCI Dept
41-4011	Sales Reprs, Wholesale/Mfg, Technical/Scientific Products	4,980	5,890	910	18.3%	90		TWC LMCI Dept
15-1134	Web Developers	1,850	2,510	660	35.7%	65		TWC LMCI Dept
49-1011	First-Line Supervisors of Mechanics, Installers, & Repairers	4,560	5,500	940	20.6%	95		TWC LMCI Dept
15-1152	Computer Network Support Specialists	4,470	5,340	870	19.5%	85		TWC LMCI Dept
13-1081	Logisticians	2,070	2,510	440	21.3%	45		TWC LMCI Dept
29-1141	Registered Nurses	27,480	35,330	7,850	28.6%	785		TWC LMCI Dept
13-1071	Human Resources Specialists	8,250	9,830	1,580	19.2%	160		TWC LMCI Dept
13-1031	Claims Adjusters, Examiners, & Investigators	5,260	6,210	950	18.1%	95		TWC LMCI Dept
29-2011	Medical & Clinical Laboratory Technologists	1,860	2,380	520	28.0%	50		TWC LMCI Dept
47-1011	First-Line Supervisors: Construction Trades/Extraction Wrks	7,480	9,300	1,820	24.3%	180		TWC LMCI Dept
43-1011	First-Line Supervisors of Office & Admin Support Workers	19,850	24,190	4,340	21.9%	435		TWC LMCI Dept
51-1011	First-Line Supervisors of Production & Operating Workers	5,440	6,090	650	11.9%	65		TWC LMCI Dept
23-2011	Paralegals & Legal Assistants	4,460	5,610	1,150	25.8%	115		TWC LMCI Dept
11-9051	Food Service Managers	2,640	3,260	620	23.5%	60		TWC LMCI Dept
43-6011	Executive Secretaries & Executive Administrative Assistants	7,400	7,790	390	5.3%	40		TWC LMCI Dept
29-1126	Respiratory Therapists	1,470	1,900	430	29.3%	45		TWC LMCI Dept
29-2034	Radiologic Technologists	2,470	3,100	630	25.5%	65		TWC LMCI Dept
15-1151	Computer User Support Specialists	11,880	14,920	3,040	25.6%	305		TWC LMCI Dept
49-9041	Industrial Machinery Mechanics	2,040	2,710	670	32.8%	65		TWC LMCI Dept
49-2091	Avionics Technicians	330	410	80	24.2%	10	Supports Regional Aerospace Cluster	TWC LMCI Dept
49-2022	Telecommunications Equip Installers/Rprs, Ex Line Installers	4,870	6,020	1,150	23.6%	115		TWC LMCI Dept
49-9021	Heating, AC, & Refrigeration Mechanics & Installers	3,430	4,390	960	28.0%	95		TWC LMCI Dept
29-2061	Licensed Practical & Licensed Vocational Nurses	6,650	9,010	2,360	35.5%	235		TWC LMCI Dept
41-1011	First-Line Supervisors of Retail Sales Workers	15,170	18,000	2,830	18.7%	285		TWC LMCI Dept
49-3031	Bus & Truck Mechanics & Diesel Engine Specialists	3,100	4,060	960	31.0%	95		TWC LMCI Dept
29-2071	Medical Records & Health Information Technicians	2,330	3,000	670	28.8%	70		TWC LMCI Dept
47-2111	Electricians	8,970	11,520	2,550	28.4%	255		TWC LMCI Dept
53-3032	Heavy & Tractor-Trailer Truck Drivers	24,830	31,080	6,250	25.2%	625		TWC LMCI Dept
49-3023	Auto Service Technicians & Mechanics	4,950	5,780	830	16.8%	80		TWC LMCI Dept
33-3012	Correctional Officers & Jailers	2,630	3,080	450	17.1%	45		TWC LMCI Dept
43-3031	Bookkeeping, Accounting, & Auditing Clerks	19,570	20,500	930	4.8%	90		TWC LMCI Dept
47-2152	Plumbers, Pipefitters, & Steamfitters	3,360	4,170	810	24.1%	80		TWC LMCI Dept
47-2021	Brickmasons & Blockmasons	790	1,060	270	34.2%	25		TWC LMCI Dept
47-2073	Operating Engineers & Other Construction Equipment Operators	3,380	4,230	850	25.1%	85		TWC LMCI Dept
29-2012	Medical & Clinical Laboratory Technicians	2,030	2,670	640	31.5%	65		TWC LMCI Dept
25-2011	Preschool Teachers, Ex. Special Education	3,900	4,680	780	20.0%	80		TWC LMCI Dept
51-4041	Machinists	2,490	2,920	430	17.3%	45		TWC LMCI Dept
43-9041	Insurance Claims & Policy Processing Clerks	7,470	9,160	1,690	22.6%	170		TWC LMCI Dept
15-9061	Inspectors, Testers, Sorters, Samplers, & Weighers	5,460	6,370	910	16.7%	90		TWC LMCI Dept
53-3021	Bus Drivers, Transit & Intercity	1,830	2,200	370	20.2%	35		TWC LMCI Dept
43-3021	Billing & Posting Clerks	7,290	9,130	1,840	25.2%	185		TWC LMCI Dept
49-9071	Maintenance & Repair Workers, General	15,950	19,430	3,480	21.8%	350		TWC LMCI Dept
43-4051	Customer Service Representatives	46,040	57,850	11,810	25.7%	1180		TWC LMCI Dept
51-4121	Welders, Cutters, Solderers, & Brazers	4,740	5,500	760	16.0%	75		TWC LMCI Dept
43-6014	Secretaries & Admin Assistants, Ex. Legal/Medical/Executive	22,490	25,840	3,350	14.9%	335		TWC LMCI Dept
35-1012	First-Line Supervisors of Food Preparation & Serving Workers	8,380	10,820	2,440	29.1%	245		TWC LMCI Dept
31-9091	Dental Assistants	3,520	4,440	920	26.1%	90		TWC LMCI Dept
43-9061	Office Clerks, General	44,400	51,990	7,590	17.1%	760		TWC LMCI Dept
47-2031	Carpenters	6,990	8,500	1,510	21.6%	150		TWC LMCI Dept
47-2211	Sheet Metal Workers	2,160	2,550	390	18.1%	40		TWC LMCI Dept
29-2052	Pharmacy Technicians	3,260	4,180	920	28.2%	90		TWC LMCI Dept
47-4051	Highway Maintenance Workers	470	610	140	29.8%	15	Supports Infrastructure Cluster	TWC LMCI Dept
43-6013	Medical Secretaries	11,700	15,410	3,710	31.7%	370		TWC LMCI Dept
47-2051	Cement Masons & Concrete Finishers	2,050	2,650	600	29.3%	60		TWC LMCI Dept
31-9092	Medical Assistants	8,950	12,020	3,070	34.3%	305		TWC LMCI Dept
47-2141	Painters, Construction & Maintenance	3,580	4,450	870	24.3%	85		TWC LMCI Dept
53-7051	Industrial Truck & Tractor Operators	8,700	10,800	2,100	24.1%	210		TWC LMCI Dept
43-5071	Shipping, Receiving, & Traffic Clerks	10,950	12,610	1,660	15.2%	165		TWC LMCI Dept
47-2061	Construction Laborers	13,390	17,120	3,730	27.9%	370		TWC LMCI Dept
31-1014	Nursing Assistants	6,640	8,740	2,100	31.6%	210		TWC LMCI Dept
25-2021	Elementary School Teachers, Ex. Special Education	14,680	17,220	2,540	17.3%	255		TWC LMCI Dept
25-2031	Secondary School Teachers, Ex. Special Career/Technical Ed	9,090	10,670	1,580	17.4%	155		TWC LMCI Dept
25-2022	Middle School Teachers, Ex. Special Career/Technical Ed	7,000	8,220	1,220	17.4%	120		TWC LMCI Dept

WIOA In-Demand Industries List

Board Name:	WFSDallas		Date Submitted:	2/6/2017				
2012 North American Industry Classification System (NAICS) Code (4-digit) ¹	NAICS Industry Title (Name)	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Does Industry Match to a Governor's Industry Cluster? (yes or no) ¹	Additional Rationale, Local Wisdom, Comments ²	Labor Market and Career Information Data Source(s)
7225	Restaurants & Other Eating Places	99,560	123,670	24,110	24.22%	No	High Growth	TWC LMCI
5613	Employment Services	64,980	81,390	16,410	25.25%	Yes		TWC LMCI
6216	Home Health Care Services	26,690	41,920	15,230	57.06%	No	Healthcare Cluster	TWC LMCI
6111	Elementary & Secondary Schools, Public &	73,210	85,210	12,000	16.39%	No	Growth	TWC LMCI
6221	General Medical & Surgical Hospitals,	45,640	55,520	9,880	21.65%	Yes		TWC LMCI
5415	Computer Systems Design & Related	35,110	44,040	8,930	25.43%	Yes		TWC LMCI
5241	Insurance Carriers	26,430	31,920	5,490	20.77%	No	High Growth	TWC LMCI
5412	Accounting & Bookkeeping Services	17,020	22,390	5,370	31.55%	Yes		TWC LMCI
4841	General Freight Trucking	19,430	24,790	5,360	27.59%	Yes		TWC LMCI
4529	Other General Merchandise Stores	16,030	21,130	5,100	31.82%	No	Retail Cluster	TWC LMCI
5413	Architectural & Engineering Services	17,550	22,330	4,780	27.24%	Yes		TWC LMCI
4451	Grocery Stores	18,720	22,770	4,050	21.63%	No	Retail Cluster	TWC LMCI
5611	Office Administrative Services	12,570	16,350	3,780	30.07%	Yes		TWC LMCI
5614	Business Support Services	15,410	19,140	3,730	24.21%	Yes		TWC LMCI
5171	Wired Telecommunications Carriers	17,740	21,080	3,340	18.83%	Yes	Infrastructure	TWC LMCI
4521	Department Stores	12,420	14,910	2,490	20.05%	No	Retail Cluster	TWC LMCI
2373	Highway, Street, & Bridge Construction	3,250	4,500	1,250	38.46%	No	Infrastructure	TWC LMCI
4841	General Freight Trucking	19,430	24,790	5,360	27.59%	Yes		TWC LMCI
5222	Nondepository Credit Intermediation	23,080	25,790	2,710	11.74%	Yes		TWC LMCI

Use this spreadsheet to identify the Board's top 10 to 15 high demand industries. The Board's high demand industries may include, but need not be limited to, industries related to the governor's industry clusters.

5. A list of the target occupations.

WFOA Target Occupations List														
Board Name:	Date Submitted or Updated:													
WFSDallas	2/6/2017													
<p>Use this template to identify the Board's target occupations, which are occupations that: 1) are in demand, 2) have a dedicated training component, and 3) provide wages that meet a Board's self-sufficiency requirements.</p>														
Standard Occupational Classification (SOC) or Occupational Information Network (O*NET) Job Code	Target Occupation Job Title (Name)	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Annual Openings due to Growth	Starting Salary per Hour (Entry Wages)	Top Salary per Hour (Experienced Wages)	Typical Education Needed for Entry into Occupation	Are there Diagnostic Training Providers (DTs) offering training in this occupation?¹	How many individuals will DTs train and/or certify to fill current openings?²	Additional Education, Training, or Certification Comments?²	Is this a Career Pathway Occupation? (Yes or No)	Labor Market and Career Administration Data Source(s)?
41-1011	First-Line Supervisors of Retail Sales Workers	13170	19000	2830	18.7%	285	\$ 10.95	\$ 36.21	High school diploma or equivalent	Yes	25		Yes	TWCLMCI
11-1071	Logistics Manager	1390	1700	310	23.7%	30	\$ 27.22	\$ 71.85	High school diploma or equivalent	Yes	3		No	TWCLMCI
17-2023	Electronic Technician	3490	3600	110	3.2%	10	\$ 16.70	\$ 40.38	Associate's degree	Yes	3		No	TWCLMCI
27-1024	Graphic Designers	2710	3160	450	16.6%	45	\$ 14.61	\$ 38.52	Bachelor's degree	Yes	0		No	TWCLMCI
28-1141	Registered Nurses	27480	35330	7850	28.6%	785	\$ 26.34	\$ 46.47	Bachelor's degree	Yes	1		Yes	TWCLMCI
33-3012	Correctional Officers & Jailers	2630	3000	450	17.1%	45	\$ 16.43	\$ 27.91	Associate's degree	Yes	4		No	TWCLMCI
28-2055	Surgical Technologists	1420	1780	360	25.4%	35	\$ 15.75	\$ 29.10	Postsecondary non-degree award	Yes	0		No	TWCLMCI
51-2011	Aircraft Assembler	572	486	-86	-15.0%	14	\$ 12.26	\$ 35.73	High school diploma or equivalent	Yes	5	Aerospace Cluster	No	TWCLMCI
51-4011	CNC Machine Operator	1170	1520	350	29.9%	35	\$ 10.40	\$ 35.01	High school diploma or equivalent	Yes	5		No	TWCLMCI
53-3022	Truck Driver, Heavy	24830	31080	6250	25.2%	625	\$ 12.40	\$ 32.90	Postsecondary non-degree award	Yes	150		No	TWCLMCI
11-3021	Computer & Info. Syst. Mgr.	4260	5310	1250	29.3%	125	\$ 42.97	-	Bachelor's degree	Yes	10		No	TWCLMCI
11-9021	Construction Manager	5320	6320	910	17.1%	90	\$ 26.03	\$ 67.39	Bachelor's degree	No	0		No	TWCLMCI
11-1021	Manager, General	25260	30840	5580	22.1%	560	\$ 26.03	-	Bachelor's degree	Yes	0		No	TWCLMCI
13-1199	Business Operations Specialist	10530	12950	1960	18.4%	195	\$ 21.38	\$ 60.76	Bachelor's degree	Yes	0		No	TWCLMCI
13-2011	Accountants and Auditors	24120	31170	7050	29.2%	705	\$ 21.42	\$ 61.67	Bachelor's degree	Yes	5		No	TWCLMCI
15-1121	Computer Systems Analyst	11700	15430	3730	31.9%	375	\$ 27.77	\$ 71.62	Bachelor's degree	Yes	10		No	TWCLMCI
15-1131	Computer Programmer	5460	5720	240	4.4%	0	\$ 18.13	\$ 72.86	Bachelor's degree	Yes	10		No	TWCLMCI
15-1132	Computer Software Developer	11610	14480	2870	24.7%	285	\$ 30.67	\$ 70.61	Bachelor's degree	Yes	10		No	TWCLMCI
15-1134	Web Developer	1850	2510	660	35.7%	65	\$ 22.13	\$ 53.95	Associate's degree	Yes	10		No	TWCLMCI
15-1141	Database Administrator	2340	2880	540	23.1%	55	\$ 23.12	\$ 61.02	Bachelor's degree	Yes	10		No	TWCLMCI
15-1142	Network & Computer Syst. Admin.	6750	8270	1520	22.5%	150	\$ 25.57	\$ 59.51	Bachelor's degree	Yes	10		No	TWCLMCI
15-1151	Computer User Support Specialists	11880	14920	3040	25.6%	305	\$ 13.70	\$ 37.90	Some college, no degree	Yes	35		Yes	TWCLMCI
17-2071	Electrical Engineer	2320	2670	350	15.1%	35	\$ 30.76	\$ 67.98	Bachelor's degree	No	0		No	TWCLMCI
17-2141	Mechanical Engineer	2130	2540	410	19.2%	40	\$ 27.37	\$ 76.64	Bachelor's degree	No	0		No	TWCLMCI
17-3000	Drafter, Engineer Tech	10800	11840	1040	9.6%	105	\$ 18.29	\$ 37.40	Associate's degree	No	3		No	TWCLMCI
23-2011	Paralegal/Legal Assistant	4460	5610	1150	25.8%	115	\$ 19.15	\$ 36.44	Associate's degree	Yes	10		No	TWCLMCI
25-2000	teachers K-12 (Math, Science, Special Education, ESL)	41310	48520	7210	17.5%	720	\$ 19.15	\$ 36.44	Bachelor's degree	Yes	35		No	TWCLMCI
28-1126	Respiratory Therapist	1470	1900	430	29.3%	45	\$ 20.45	\$ 56.29	Associate's degree	Yes	0		No	TWCLMCI
28-2022	Pharmacy Technician	3260	4180	920	28.2%	90	\$ 10.83	\$ 22.37	High school diploma or equivalent	Yes	25		Yes	TWCLMCI
28-2061	Licensed Practical Nurse	6650	9010	2360	35.5%	235	\$ 16.30	\$ 30.90	Postsecondary non-degree award	Yes	3		Yes	TWCLMCI
28-2071	Health Info. Tech (allied)	2330	3000	670	28.8%	70	\$ 12.74	\$ 33.35	Postsecondary non-degree award	Yes	25		No	TWCLMCI
43-3031	Book-Accounting Clerk	18970	20500	930	4.8%	90	\$ 13.01	\$ 28.30	Some college, no degree	Yes	30		Yes	TWCLMCI
43-4051	Customer Sup. Special	46040	57850	11810	25.7%	1180	\$ 10.95	\$ 27.06	High school diploma or equivalent	Yes	10		Yes	TWCLMCI
43-6014	Secretary	22190	25840	3350	14.9%	335	\$ 10.27	\$ 25.23	High school diploma or equivalent	Yes	10		No	TWCLMCI
47-2011	Brick & Stone Mason	790	800	10	1.3%	25	\$ 15.13	\$ 25.91	High school diploma or equivalent	Yes	5		No	TWCLMCI
47-2031	Carpenter	6990	8300	1310	21.6%	150	\$ 10.95	\$ 23.12	High school diploma or equivalent	Yes	0		No	TWCLMCI
47-2073	Operating Engineer	3380	4330	850	25.1%	85	\$ 13.45	\$ 27.24	High school diploma or equivalent	Yes	5		No	TWCLMCI
47-2111	Electrician	8970	11520	2550	28.4%	255	\$ 13.85	\$ 30.75	High school diploma or equivalent	Yes	0		No	TWCLMCI
47-2152	Plumber/Pipe Fitter	3360	4170	810	24.1%	80	\$ 9.63	\$ 28.51	High school diploma or equivalent	Yes	0		No	TWCLMCI
47-4051	Highway Maint. Workers	470	610	140	29.8%	15	\$ 11.90	\$ 22.55	High school diploma or equivalent	Yes	5		Yes	TWCLMCI
48-2011	Computer Maint. Tech	4570	5370	800	17.5%	80	\$ 10.90	\$ 27.21	Some college, no degree	Yes	5		Yes	TWCLMCI
48-3021	Auto Body Repair	1620	1930	310	20.4%	35	\$ 13.78	\$ 32.94	High school diploma or equivalent	Yes	2		No	TWCLMCI
49-2023	Auto Mechanic	4950	5780	830	16.8%	80	\$ 9.63	\$ 32.46	Postsecondary non-degree award	Yes	1		No	TWCLMCI
49-3031	Diesel Bus/Truck Mech	3100	4060	960	31.0%	95	\$ 15.08	\$ 29.77	High school diploma or equivalent	No	1		No	TWCLMCI
49-9021	Heating/AC Mechanic	3430	4300	870	25.4%	95	\$ 15.89	\$ 34.00	Postsecondary non-degree award	Yes	20		No	TWCLMCI
49-9071	Maintenance and Repair Workers	19520	19430	-340	-1.8%	330	\$ 10.64	\$ 26.95	High school diploma or equivalent	Yes	10		No	TWCLMCI
51-4041	Machinist	2490	2920	430	17.3%	45	\$ 10.40	\$ 27.70	High school diploma or equivalent	Yes	5		No	TWCLMCI
51-4121	Welder & Cutter	4740	5590	760	16.0%	70	\$ 12.18	\$ 23.76	High school diploma or equivalent	Yes	2		Yes	TWCLMCI
51-9061	Quality Control Technician	5460	6370	910	16.7%	90	\$ 10.29	\$ 29.94	High school diploma or equivalent	Yes	5		No	TWCLMCI
53-2011	Crate Operator	439	669	230	52.4%	71	\$ 19.71	\$ 30.15	High school diploma or equivalent	Yes	10		Yes	TWCLMCI
53-7051	Industrial Truck Driver (Forklift)	8700	10800	2100	24.1%	210	\$ 10.13	\$ 19.22	High school diploma or equivalent	Yes	15		Yes	TWCLMCI

WORKFORCESOLUTIONS 2017-2018 Targeted Occupations List
GREATER DALLAS

Workforce Solutions Greater Dallas has identified the following targeted occupations for Dallas County. These occupations will assist Dallas County employers by providing a well-trained and higher-skilled workforce. This List may be modified as necessary to ensure that training continues to meet the needs of the Dallas workforce.

Occupational Title	SOC Code	Dallas Employment	Dallas Mean Wage	Occupational Title	SOC Code	Dallas Employment	Dallas Mean Wage
Health Care				Construction/Industrial Production			
Registered Nurse*	291111	27,700	\$ 35.02	Construction Manager	119021	3,530	\$ 44.49
Respiratory Therapist	291126	1,450	\$ 27.95	Brick & Stone Mason	472021	790	\$ 19.46
Diagnostic Imaging Specialist	292032	450	\$ 34.91	Operating Engineer	472073	3,520	\$ 19.40
Radiological Technologist	292037	2,490	\$ 27.85	Electrician*	472111	8,300	\$ 21.23
Surgical Technologists	29-2055	1,470	\$ 22.05	Plumber/Pipe Fitter*	472152	3,040	\$ 19.66
Licensed Practical Nurse*	292061	6,530	\$ 22.99	Highway Maint. Workers	474051	440	\$ 15.91
Medical Coding (limited spaces)	292071	2,310	\$ 21.79	Auto Body Repair	493021	1,680	\$ 22.04
Pharmacy Technician	292052	3,260	\$ 16.28	Auto Mechanic*	493023	4,840	\$ 20.79
Advanced Manufacturing/Engineering/Semiconductor				Business Management & Administration			
Engineers*	172000	18,130	\$ 46.23	Diesel/Bus/Truck Mech*	493031	3,180	\$ 22.36
Electronic Engineer*	172071	2,460	\$ 46.23	Heating/AC Mechanic*	499021	3,170	\$ 23.24
Mechanical Engineer*	172141	2,230	\$ 48.99	Maintenance and Repair Workers	499071	16,270	\$ 17.95
Drafter, Engineer Tech.*	173000	3,330	\$ 31.47	Aircraft Assembler	512011	572	\$ 20.92
Electronic Technician*	173023	3,610	\$ 28.17	Composite Bonding Assembler	512092	8,250	\$ 12.52
Information Technology/Telecommunications				Trucking			
Computer & Info. Syst. Mgr.	113021	4,700	\$ 71.32	CNC Machine Operator	514011	1,270	\$ 18.60
Computer Programmer	151131	5,940	\$ 43.15	Machinist*	514041	2,430	\$ 18.62
Computer Systems Analyst	151121	12,440	\$ 46.30	Welder & Cutter*	514121	4,760	\$ 17.71
Computer Software Developer	151132	12,670	\$ 49.49	Quality Control Technician	519061	5,880	\$ 18.55
Web Developer	15-1134	1,850	\$ 36.92	Crane Operator	537021	439	\$ 23.99
Database Administrator	151141	2,450	\$ 42.09	Business Management & Administration			
Network & Computer Syst. Admin.	151142	7,360	\$ 41.10	Manager, General	111021	26,700	\$ 71.17
Computer Support Tech	151150	12,960	\$ 24.80	Business Operations Specialist	131199	11,020	\$ 40.15
Computer Network Support Specialists	151152	4,740	\$ 35.94	Accountants and Auditors	132011	23,040	\$ 38.79
Computer Specialist, All	151799	3,020	\$ 47.29	Paralegal/Legal Assistant	232011	4,000	\$ 29.16
Graphic Designer	271024	2,230	\$ 26.65	First Line Supervisor of Retail Sales Workers	411011	12,500	\$ 22.75
Computer Maint Tech	492011	4,120	\$ 18.51	Book/Accounting Clerk	433031	19,260	\$ 20.01
Public Safety				Trucking			
Corrections Officer*	333012	2,610	\$ 17.71	Customer Sup Special	434051	49,640	\$ 17.71
Education/Training				Trucking			
Teacher Spec. (Math, Science, ESL)	251032 251042 252022	41,310	\$ 26.44	Secretary*	436014	21,500	\$ 17.66
				Trucking			
				Logistics Manager			
				Truck Driver, Heavy (CDL)*			
				Industrial Truck Op.* (Forklift)			

*Indicates non-traditional

*<http://www.bls.gov/oco>

*<http://careerinfonet.com> - Occupational rankings in Texas.

*<http://www.workintexas.com> - Texas online job resource.

6. An analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand sectors and occupations.

An analysis of the knowledge and skills needed to meet the employment needs of employers in the Dallas region is reflected below. Talent Neuron for the period of **January 1 -2016 through December-19-2016** reflects that high tech and healthcare occupations are the top of the list of occupations that employers’ need in the Dallas region.

The Top 25 Dallas County Occupations from Talent Neuron			
January 2016 through December 2016 (restricting staffing companies)			
		SOC	Count
1	Web Developers	151134	8,735
2	Computer Occupations, All Other	151199	8,051
3	Software Developers, Applications	151132	7,930
4	Network and Computer Systems Administrators	151142	6,624
5	Registered Nurses	291141	6,580
6	Accountants and Auditors	132011	5,637
7	Computer Systems Analysts	151121	4,662
8	Computer User Support Specialists	151151	3,995
9	Customer Service Representatives	434051	2,680
10	Bookkeeping, Accounting, and Auditing Clerks	433031	2,629
11	Computer Programmers	151131	2,567
12	Human Resources Specialists	131071	2,531
13	Management Analysts	131111	2,386
14	Heavy and Tractor-Trailer Truck Drivers	533032	2,255
15	Database Administrators	151141	1,830
16	Financial Managers	113031	1,828
17	Marketing Managers	112021	1,784
18	Information Security Analysts	151122	1,688
19	First-Line Supervisors of Office & Admin. Support Workers	431011	1,590
20	Executive Secretaries and Executive Administrative Assistants	436011	1,552
21	Sales Managers	112022	1,516
22	Sales Representatives, Services, All Other	413099	1,298
23	Lawyers	231011	1,079
24	Stock Clerks and Order Fillers	435081	1,065
25	Financial Analysts	132051	1,065

The table below indicates the top 25 Certifications for occupations in Dallas County.

The Top 25 Certifications from Talent Neuron		
January 2016 through December 2016 (restricting staffing companies)		
	Certification	Count
1	Certified Registered Nurse	6,744
2	Certified Public Accountant	3,990
3	Basic Life Support	2,612
4	Driver's License	2,472
5	Commercial Driver's License	2,117
6	Advanced Cardiac Life Support	2,079
7	Continuing Education	1,510
8	Certification in Cardiopulmonary Resuscitation	1,499
9	Project Management Professional	1,471
10	Accounting	1,431
11	Certified Information Systems Security Professional	1,347
12	Associate of Science in Nursing	987
13	Cisco Certified Network Professional	924
14	Cisco Certified Network Associate	914
15	Occupational Safety & Health Administration Certification	882
16	Pediatric Advanced Life Support	764
17	Microsoft Certified Systems Engineer	690
18	Certified Information Systems Auditor	629
19	Certified Scrum Master	600
20	Business Process Management Programming Languages	586
21	Oracle Database 11g Administrator Certified Professional	582
22	Board Certified	576
23	Telecommunications	521
24	General contractor	506
25	HAZMAT	498

Dallas County Summary Information	Percent			Value		
	Dallas County, Texas	Texas	USA	Dallas County, Texas	Texas	USA
Demographics						
Population ²	—	—	—	2,553,385	27,469,114	321,418,820
Population Annual Average Growth ²	1.30%	1.90%	0.80%	30,256	469,099	2,590,222
Median Age ³	—	—	—	32.5	33.6	37.2
Under 18 Years	27.60%	27.30%	24.00%	654,263	6,865,824	74,181,467
18 to 24 Years	10.00%	10.20%	9.90%	236,263	2,572,969	30,672,088
25 to 34 Years	16.30%	14.40%	13.30%	385,041	3,613,473	41,063,948
35 to 44 Years	14.50%	13.80%	13.30%	342,987	3,458,382	41,070,606
45 to 54 Years	13.40%	13.70%	14.60%	317,883	3,435,336	45,006,716
55 to 64 Years	9.40%	10.30%	11.80%	223,730	2,597,598	36,482,729
65 to 74 Years	4.90%	5.90%	7.00%	116,736	1,472,256	21,713,429
75 Years, and Over	3.90%	4.50%	6.00%	91,236	1,129,630	18,554,555
Race: White	53.50%	70.40%	72.40%	1,267,861	17,701,552	223,553,265
Race: Black or African American	22.30%	11.80%	12.60%	528,200	2,979,598	38,929,319
Race: American Indian and Alaska Native	0.70%	0.70%	0.90%	17,133	170,972	2,932,248
Race: Asian	5.00%	3.80%	4.80%	119,250	964,596	14,674,252
Race: Native Hawaiian and Other Pacific Islander	0.10%	0.10%	0.20%	1,222	21,656	540,013
Race: Some Other Race	15.50%	10.50%	6.20%	367,610	2,628,186	19,107,368
Race: Two or More Races	2.80%	2.70%	2.90%	66,863	679,001	9,009,073
Hispanic or Latino (of any race)	38.30%	37.60%	16.30%	905,940	9,460,921	50,477,594
Economic						
Labor Force Participation Rate and Size (civilian population 16 years and over) ⁴	68.60%	64.40%	63.50%	1,269,810	12,791,590	157,940,014
Armed Forces Labor Force ⁴	0.00%	0.50%	0.40%	887	97,573	1,025,497
Veterans, Age 18-64 ⁴	4.00%	5.90%	5.80%	61,552	955,863	11,371,344
Median Household Income ^{3,4}	—	—	—	\$49,925	\$52,576	\$53,482
Per Capita Income ^{3,4}	—	—	—	\$27,195	\$26,513	\$28,555
Poverty Level (of all people) ⁴	19.30%	17.70%	15.60%	467,347	4,500,034	47,755,606
Households Receiving Food Stamps ⁴	14.10%	13.50%	13.00%	122,617	1,218,803	15,089,358
Mean Commute Time (minutes) ¹	—	—	—	26.2	25.2	25.7
Commute via Public Transportation ⁴	2.80%	1.60%	5.10%	32,368	182,962	7,157,671
Union Membership ⁵	5.50%	5.00%	11.10%	—	—	—
Educational Attainment, Age 25-64						
No High School Diploma ⁴	22.30%	17.10%	12.00%	292,752	2,319,575	19,939,890
High School Graduate ⁴	22.80%	24.70%	26.50%	300,341	3,357,076	44,000,387
Some College, No Degree ⁴	20.20%	23.20%	21.90%	266,094	3,145,643	36,270,359
Associate's Degree ⁴	5.80%	7.10%	8.70%	75,751	959,102	14,487,486
Bachelor's Degree ⁴	19.00%	18.90%	19.70%	249,695	2,560,609	32,646,533
Postgraduate Degree ⁴	9.90%	9.10%	11.20%	130,819	1,234,968	18,533,513
Housing						
Total Housing Units ⁴	—	—	—	956,183	10,187,189	132,741,033
Median House Value (of owner-occupied units) ^{3,4}	—	—	—	\$129,200	\$131,400	\$175,700
Homeowner Vacancy ⁴	1.70%	1.80%	2.10%	7,870	106,817	1,591,421
Rental Vacancy ⁴	8.70%	8.50%	6.90%	40,337	318,661	3,105,361
Renter-Occupied Housing Units (% of Occupied Units) ⁴	48.00%	37.30%	35.60%	416,813	3,361,040	41,423,632
Occupied Housing Units with No Vehicle Available (% of Occupied Units) ⁴	7.30%	5.90%	9.10%	63,567	529,628	10,594,153
Social						
Enrolled in Grade 12 (% of total population) ⁴	1.40%	1.50%	1.40%	35,406	381,063	4,443,768
Disconnected Youth ^{1,6}	4.00%	3.70%	3.30%	5,357	55,546	572,277
Children in Single Parent Families (% of all children) ⁴	40.70%	35.30%	34.70%	257,753	2,347,636	24,388,185
Disabled, Age 18-64 ⁴	8.20%	9.90%	10.20%	126,374	1,576,781	19,703,061
Disabled, Age 18-64, Labor Force Participation Rate and Size ⁴	44.00%	44.30%	41.20%	55,574	699,211	8,119,295
Foreign Born ⁴	23.10%	16.50%	13.10%	566,784	4,296,948	41,056,885
Speak English Less Than Very Well (population 5 yrs and over) ⁴	19.80%	14.20%	8.60%	446,425	3,435,260	25,305,202

[Source: JobsEQ®](#)

1, Census 2010, unless noted otherwise

2, Census 2015, annual average growth rate since 2005

3, Median values for certain aggregate regions (such as MSAs) may be estimated as the weighted averages of the median values from the composing counties

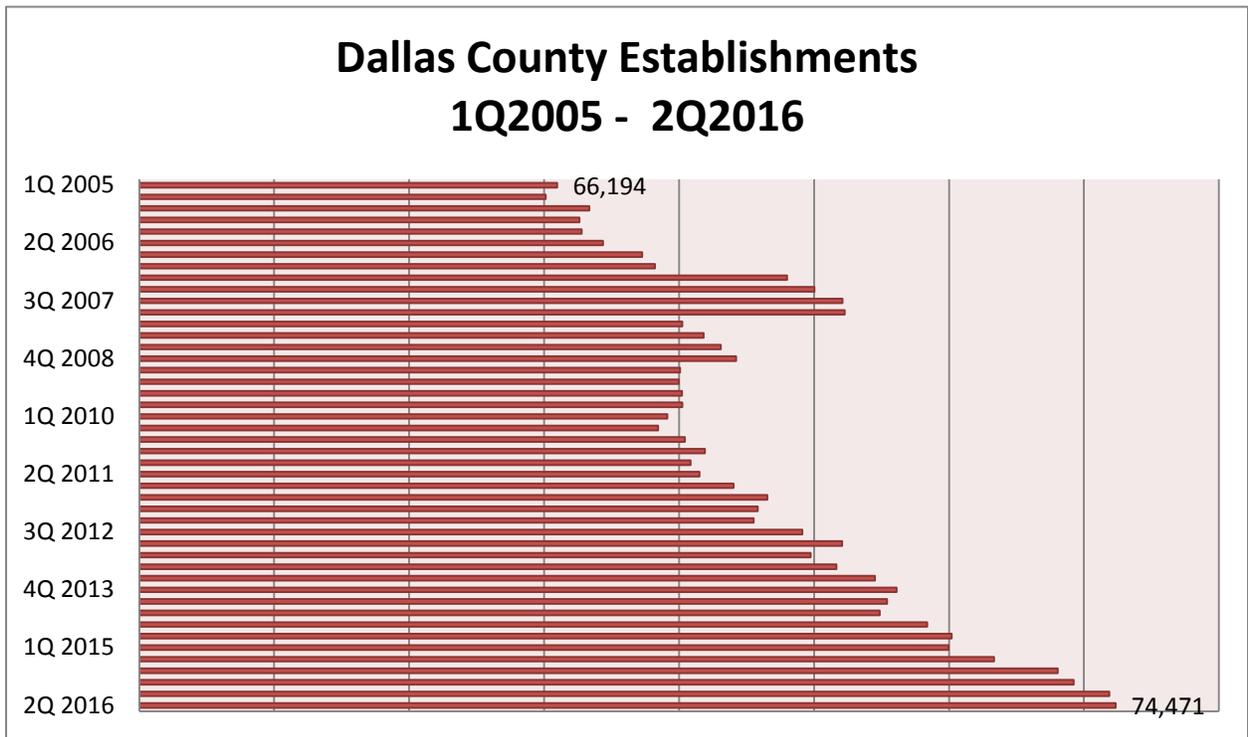
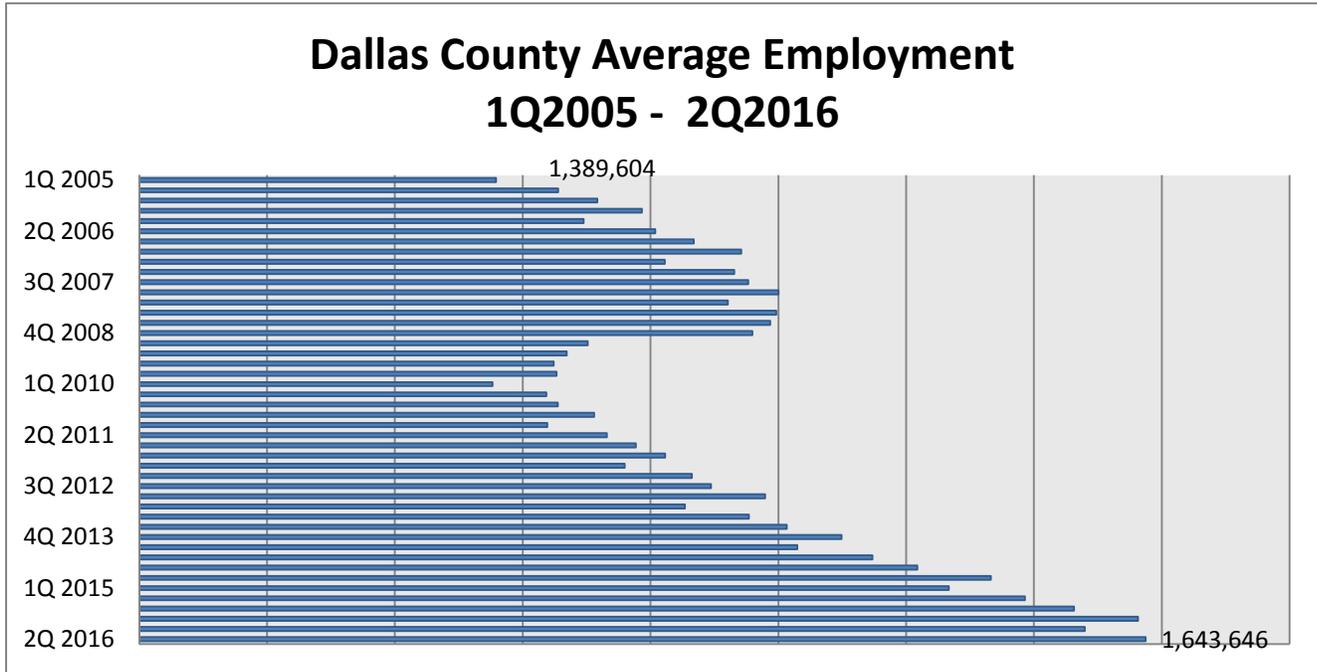
4, ACS 2010-2014

5, 2014; Current Population Survey, unionstats.com, and Chmura; county- and zip-level data are best estimates based upon industry-, MSA-, and state-level data

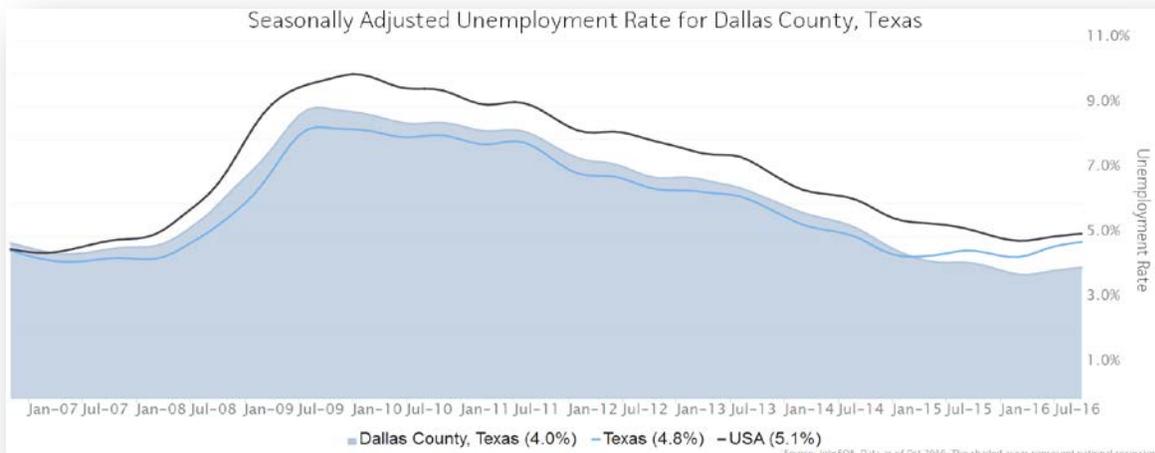
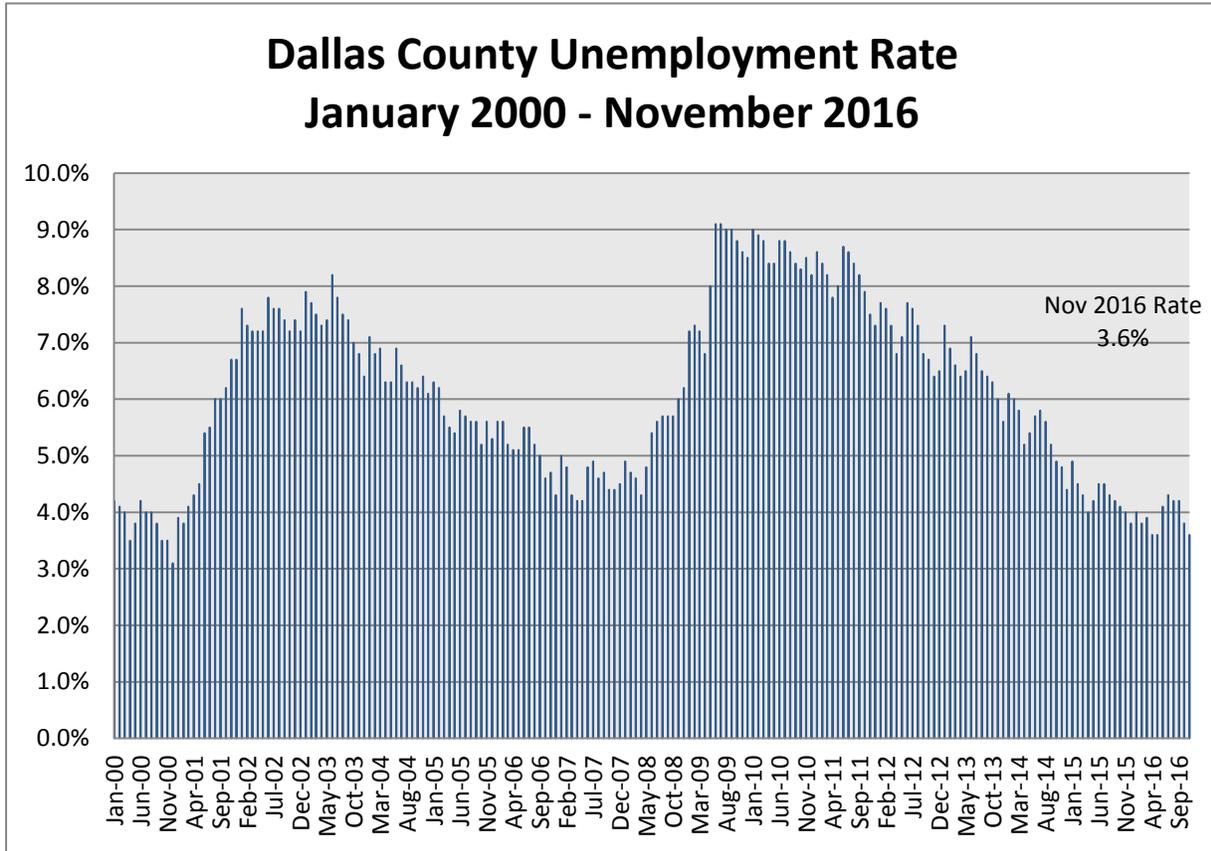
6, Disconnected Youth are 16-19 year olds who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force.

EMPLOYMENT TRENDS

As of 2016 Q2, total employment for Dallas County was 1,643,646. Over the year ending 2016 Q2, average employment increased 2.95% in the county. This increase is larger than the State of Texas and the Nation for the same period. The number of establishments is also the largest in the series. The over the year change ending with 2016Q2 is 2.48% and the increase from 2005 Q2 is a staggering 12.79%.

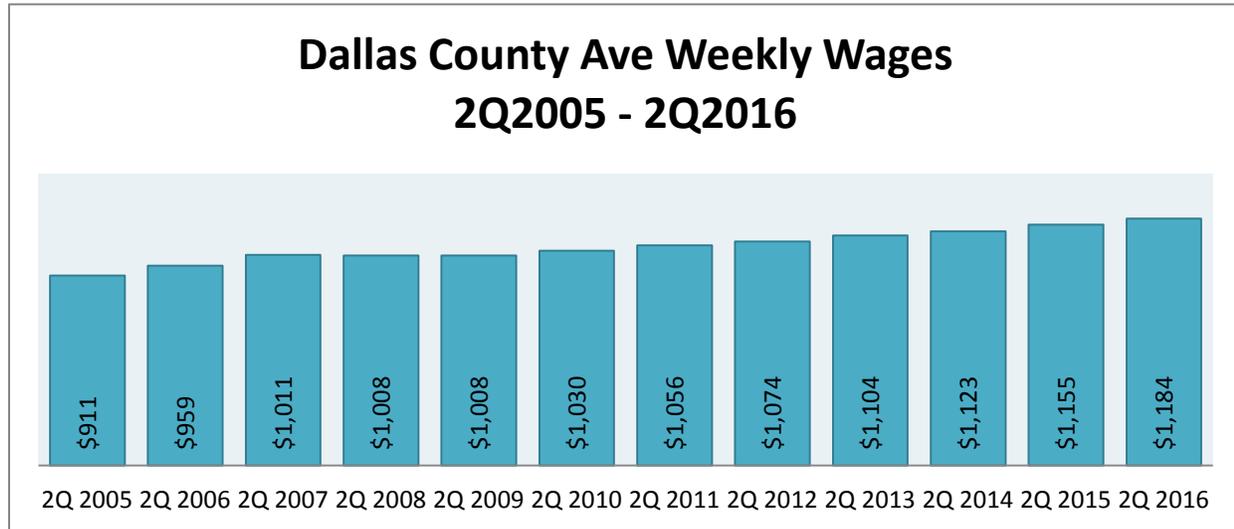


UNEMPLOYMENT RATE The November 2016 unemployment rate for Dallas County, Texas was 3.6%. This rate is one of the lowest unemployment rates in the series of data and is four tenths of a percent lower than the November 2015 rate of 4.0%.

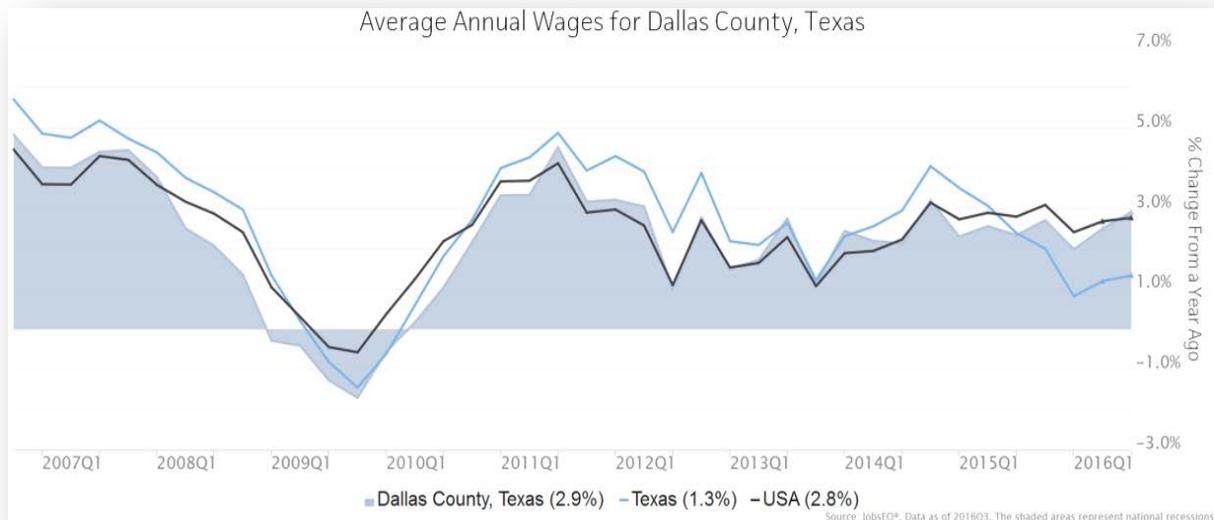


Unemployment rate data are from the Local Area Unemployment Statistics, provided by the Bureau of Labor Statistics and updated through October 2016.

WAGE TRENDS

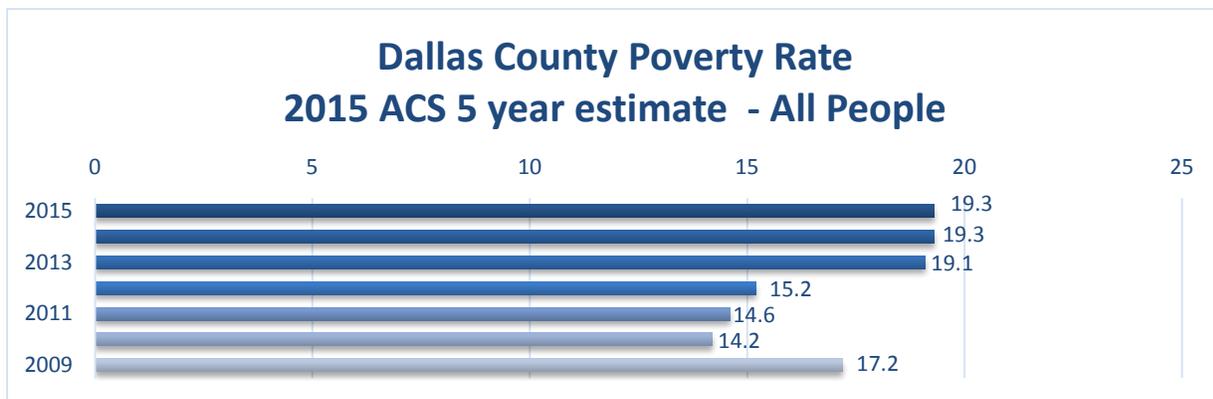
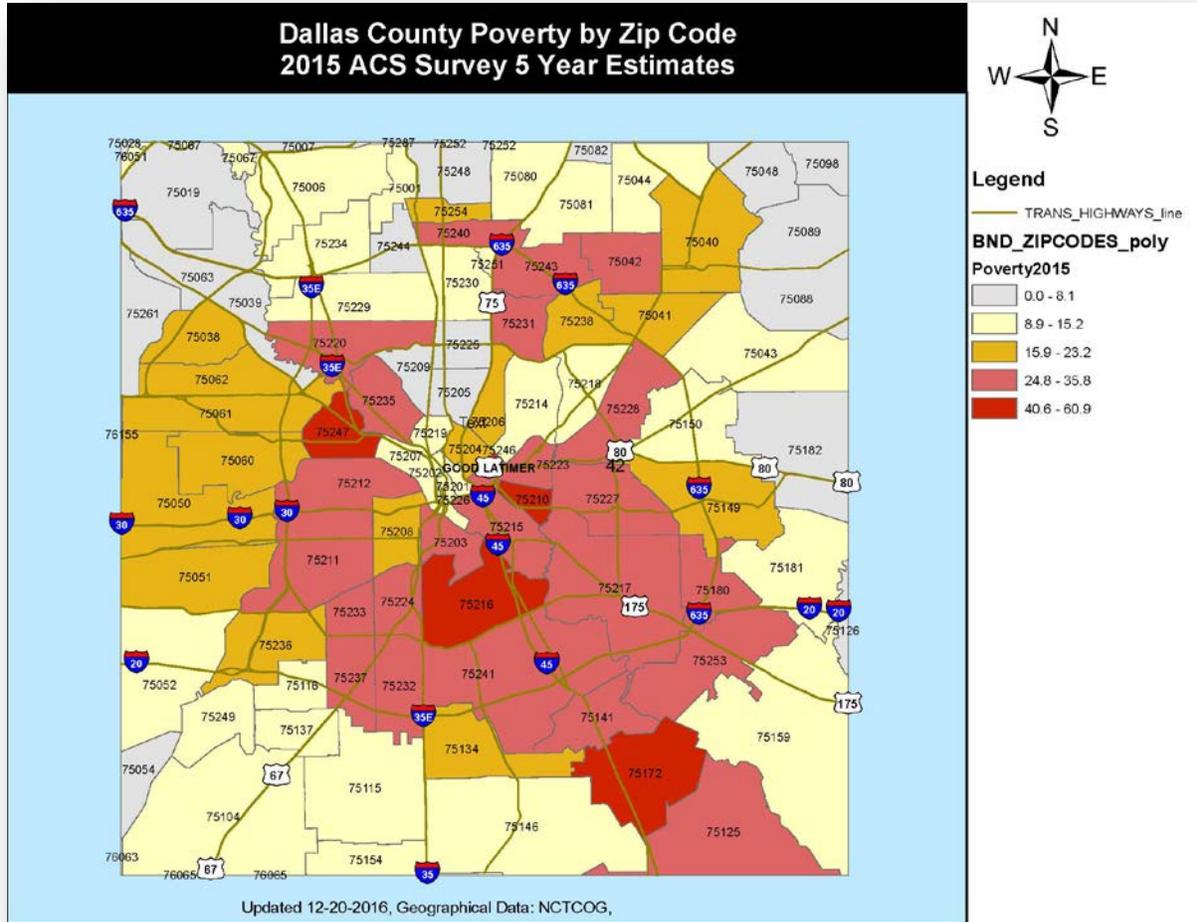


The average worker in Dallas County earned annual wages of \$63,717 as of 2016Q3. Average annual wages per worker increased 2.9% in the region during the preceding four quarters. For comparison purposes, annual average wages were \$52,724 in the nation as of 2016Q3.



Annual average wages per worker data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, and imputed where necessary. Data are updated through 2016Q1 with preliminary estimates updated to 2016Q3.

POVERTY POPULATION Wages are rising in Dallas County but the poverty rate is also rising. The 2015 Dallas County poverty estimate for all people is 19.3 percent. The Map below shows the 2011 estimate by zip code for Dallas County. Areas in Red have the highest rate.



COST OF LIVING INDEX

The Cost of Living Index estimates the relative price levels for consumer goods and services. When applied to wages and salaries, the result is a measure of relative purchasing power. The cost of living is 4.6% lower in Dallas County, Texas than the U.S. average.

Cost of Living Information			
	Annual Average Salary	Cost of Living Index (Base US)	US Purchasing Power
Dallas County, Texas	\$64,794	95.4	\$67,942
Texas	\$54,570	93.0	\$58,652
USA	\$53,758	100.0	\$53,758

Source: [JobsEQ®](#), Data as of 2016Q3

The Cost of Living Index is developed by Chmura Economics & Analytics and is updated quarterly.

6. An analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand sectors and occupations.

Following an analysis of the knowledge and skills needed to meet the employment needs of employers in the region, including in-demand The Targeted Occupations List identifies industries and occupations in which WFSDallas makes major investments in scholarship funds. To build the list, staff review employment projections data and review industries that meet specific criteria for total employment growth and average earnings for workers. Several industries may not be considered due to lack of projected growth and earnings for workers. The criteria for the targeted occupations list include: ❶ high growth/high demand, above board's self-sufficiency wage (currently \$13.59 hour), ❷ non-seasonal employment, with fringe benefits, ❸ low turnover replacement rate, ❹ with a \$12,000 cap per participant for training, and ❺ training completion time within a period of two years. In efforts to meet the needs of job seekers and employers, WFSDallas maintains a mix of short-term and long-term training courses available based on the needs identified. These training courses are reviewed to ensure quality training is delivered to customers.

We facilitate the certification of local training providers by working out the early details prior to submittal which assists in expediting the process. To facilitate certification the local training

providers through the Eligible Training Provider Certification System ensures each application meets the criteria of: targeted occupations identified by WFSDallas, maximum cap for training, reasonable cost based on comparable training programs, curriculum closely meets the needs of local employers (employer validation/industry endorsed skill standards), must be appropriately accredited, and reflects demonstrated effectiveness in the programs offered (minimum of one-year experience providing training to the general population). WFSDallas works closely with the training providers with occupational skills training process inclusive of billing, quality assurance, and performance.

To demonstrate the volume of customers who receive scholarships based on the targeted occupations list and through the eligible training provider system, in 2016, we offered 1,082 training scholarships for adult job seekers. In addition to the adult learners, 942 low-income youth received education, training internships and leadership within the WFSDallas Youth program of which 931 were out-of-school youth.

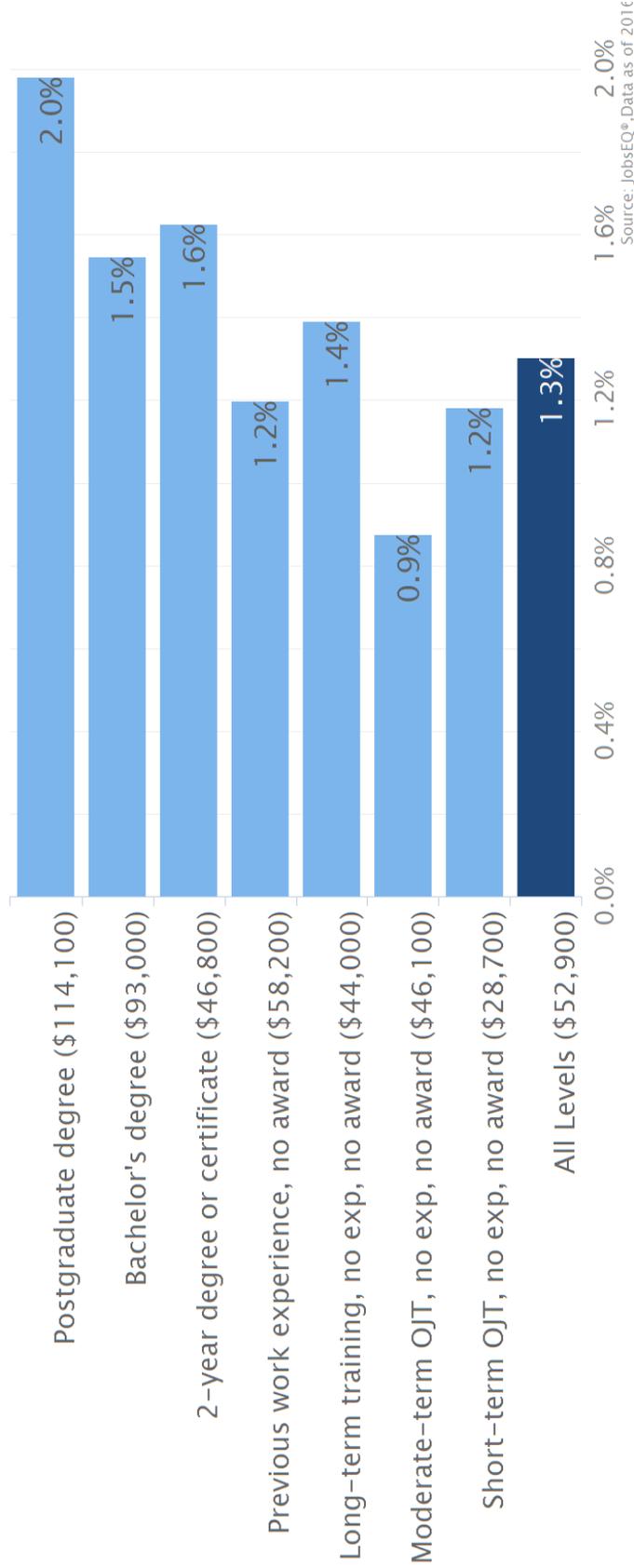
Workforce Solutions Greater Dallas continues to identify and outreach new training providers to deliver training requested by local employers to meet their employment needs. In the previous year, the Board conducted Skills Development Grant meetings with local training providers e.g. Dallas County Community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

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

Education Levels

Expected growth rates for occupations vary by the education and training required. While all employment in Dallas County, Texas is projected to grow 1.3% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 2.0% per year, those requiring a bachelor's degree are forecast to grow 1.5% per year, and occupations typically needing a 2-year degree or certificate are expected to grow 1.6% per year.

Annual Average Projected Job Growth by Training Required for Dallas County, Texas



Dallas County Occupation Snapshot

SOC Title	Current				Historical			Forecast					
	Four Quarters Ending with 2016q3		2016q3		Avg Ann % Chg in Empl 2011q3-2016q3			Over the Next 10 Years					
	Empl	Avg. Annual Wages ¹	LO	Unempl	Unempl Rate	Empl	Dallas County, Texas	Texas	USA	Current Online Job Ads ²	Total Repl Demand	Total Growth Demand	Avg. Annual Growth Percent
11-0000 Management Occupations	100,132	\$135,100	0.96	1,453	1.90%	12,105	2.80%	2.10%	1.50%	6,517	30,700	14,263	1.30%
13-0000 Business and Financial Operations Occupations	110,519	\$80,100	1.31	2,213	2.80%	14,834	2.90%	2.70%	1.60%	6,209	26,738	19,516	1.60%
15-0000 Computer and Mathematical Occupations	67,564	\$90,000	1.42	1,371	2.80%	11,400	3.80%	3.70%	2.60%	12,212	10,993	13,673	1.90%
17-0000 Architecture and Engineering Occupations	31,860	\$90,100	1.1	399	1.70%	1,044	0.70%	1.10%	1.20%	1,265	8,170	3,161	1.00%
19-0000 Life, Physical, and Social Science Occupations	10,587	\$71,900	0.76	115	1.50%	1,145	2.30%	1.70%	1.20%	717	3,516	1,814	1.60%
21-0000 Community and Social Service Occupations	16,295	\$51,800	0.59	291	2.20%	1,484	1.90%	2.00%	1.60%	421	3,819	3,003	1.70%
23-0000 Legal Occupations	16,287	\$112,500	1.19	132	1.10%	626	0.80%	1.10%	0.30%	327	3,470	2,359	1.40%
25-0000 Education, Training, and Library Occupations	80,425	\$50,800	0.82	2,867	4.40%	7,730	2.00%	1.10%	0.50%	1,243	17,987	11,118	1.30%
27-0000 Arts, Design, Entertainment, Sports, and Media Occupations	27,198	\$56,700	0.9	787	3.70%	1,866	1.40%	1.60%	1.30%	1,092	9,787	2,898	1.00%
29-0000 Healthcare Practitioners and Technical Occupations	84,213	\$84,900	0.86	945	1.50%	9,101	2.30%	2.30%	1.60%	3,958	20,458	22,349	2.40%
31-0000 Healthcare Support Occupations	42,820	\$30,800	0.84	1,409	4.20%	5,892	3.00%	2.50%	2.30%	1,150	10,341	15,664	3.20%
33-0000 Protective Service Occupations	31,275	\$38,100	0.93	738	3.10%	3,298	2.30%	1.50%	0.90%	851	6,263	3,349	1.00%
35-0000 Food Preparation and Serving Related Occupations	132,494	\$23,500	0.88	7,465	6.40%	22,833	3.90%	3.90%	3.00%	5,031	53,417	15,831	1.10%
37-0000 Building and Grounds Cleaning and Maintenance Occupations	59,820	\$24,400	0.95	2,486	4.90%	6,280	2.20%	1.90%	1.10%	1,542	14,143	7,618	1.20%
39-0000 Personal Care and Service Occupations	51,191	\$24,900	0.74	1,704	4.00%	6,854	2.90%	2.50%	2.20%	2,016	15,520	12,162	2.20%
41-0000 Sales and Related Occupations	189,966	\$48,000	1.05	6,487	4.30%	22,515	2.60%	2.50%	1.50%	12,467	59,926	20,927	1.10%
43-0000 Office and Administrative Support Occupations	302,408	\$39,000	1.16	9,167	4.00%	35,205	2.50%	2.40%	1.70%	9,891	69,130	27,171	0.90%
45-0000 Farming, Fishing, and Forestry Occupations	1,964	\$25,300	0.17	117	5.40%	373	4.30%	0.70%	1.80%	52	666	48	0.20%
47-0000 Construction and Extraction Occupations	77,641	\$40,600	1	3,099	4.70%	11,005	3.10%	2.50%	2.40%	1,002	15,311	14,828	1.80%
49-0000 Installation, Maintenance, and Repair Occupations	73,310	\$47,300	1.11	1,933	3.40%	9,565	2.80%	2.40%	1.70%	2,508	18,187	8,889	1.20%
51-0000 Production Occupations	90,617	\$35,500	0.84	4,319	5.60%	3,047	0.70%	1.20%	1.50%	1,960	24,814	4,078	0.40%
53-0000 Transportation and Material Moving Occupations	135,018	\$35,500	1.15	6,724	6.20%	22,342	3.70%	2.90%	2.20%	3,621	36,977	14,888	1.10%
00-0000 Total - All Occupations	1,733,605	\$52,600	1	n/a	n/a	210,545	2.60%	2.30%	1.70%	76,052	460,330	239,607	1.30%

Source: JobsEQ®

Data as of 2016Q3 unless noted otherwise

Note: Figures may not sum due to rounding.

1. Occupation wages are as of 2015 and should be taken as the average for all Covered Employment
2. Data represent found online ads active within the last thirty days in any zip code intersecting or within the selected region; data represents a sampling rather than the complete universe of postings. Occupation employment data are estimated via industry employment data and the estimated industry/occupation mix. Industry employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and currently updated through 2016Q1, imputed where necessary with preliminary estimates updated to 2016Q3. Wages by occupation are as of 2015, provided by the BLS and imputed where necessary. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

The table below is two year WIA/WIOA targeted training by CIP Code for the time period of 1-1-2015 to December 1 2016.

WIA/WIOA Training January 2015 - November 2016	Count
490205 - Truck and Bus Driver/Commercial Vehicle Operation	416
110901 - Computer Systems Networking and Telecommunications	163
510707 - Health Information/Medical Records Technology/Technician	113
131206 - Teacher Education, Multiple Levels	90
470104 - Computer Installation and Repair Technology/Technician	52
520302 - Accounting Technology/Technician and Bookkeeping	24
520201 - Business Administration and Management, General	20
111099 - Computer/Information Technology Services Administration and Management, Other	19
119999 - Computer and Information Sciences and Support Services, Other	19
480503 - Machine Shop Technology/Assistant	19
140901 - Computer Engineering, General	16
110101 - Computer and Information Sciences, General	16
469999 - Construction Trades, Other	12
520499 - Business Operations Support and Secretarial Services, General	12
220302 - Legal Assistant/Paralegal	11
150699 - Industrial Production Technologies/Technicians, Other	11
470604 - Automobile/Automotive Mechanics Technology/Technician	11
110801 - Web Page, Digital/Multimedia and Information Resources Design	9
151202 - Computer Technology/Computer Systems Technology	9
470201 - Heating, Air Conditioning, Ventilation and Refrigeration Maintenance Technology/Technician	7
490202 - Construction/Heavy Equipment/Earthmoving Equipment Operation	7
510716 - Medical Administrative/Executive Assistant and Medical Secretary	5
220301 - Legal Administrative Assistant/Secretary	5
430199 - Corrections and Criminal Justice, Other	5
131299 - Teacher Education and Professional Development, Specific Levels and Methods, Other	5
110501 - Computer Systems Analysis/Analyst	4
110201 - Computer Programming/Programmer, General	4
520203 - Logistics and Materials Management	3
151301 - Drafting and Design Technology/Technician, General	3
480508 - Welding Technology/Welder	3
510801 - Medical/Clinical Assistant	3
511505 - Marriage and Family Therapy/Counseling	2
510705 - Medical Office Management/Administration	2
470603 - Autobody/Collision and Repair Technology/Technician	1
511613 - Licensed Practical /Vocational Nurse Training (LPN, LVN, Cert, Dipl, AAS)	1
510911 - Radiologic Technology / Science - Radiographer	1
510601 - Dental Assisting/Assistant	1
Grand Total	1104

The Top 25 occupation from Talent Neuron
January 2016 through December 2016 (restricting staffing companies)

	Name	SOC	Count
1	Web Developers	151134	8,735
2	Computer Occupations, All Other	151199	8,051
3	Software Developers, Applications	151132	7,930
4	Network and Computer Systems Administrators	151142	6,624
5	Registered Nurses	291141	6,580
6	Accountants and Auditors	132011	5,637
7	Computer Systems Analysts	151121	4,662
8	Computer User Support Specialists	151151	3,995
9	Customer Service Representatives	434051	2,680
10	Bookkeeping, Accounting, and Auditing Clerks	433031	2,629
11	Computer Programmers	151131	2,567
12	Human Resources Specialists	131071	2,531
13	Management Analysts	131111	2,386
14	Heavy and Tractor-Trailer Truck Drivers	533032	2,255
15	Database Administrators	151141	1,830
16	Financial Managers	113031	1,828
17	Marketing Managers	112021	1,784
18	Information Security Analysts	151122	1,688
19	First-Line Supervisors of Office and Administrative Support Workers	431011	1,590
20	Executive Secretaries and Executive Administrative Assistants	436011	1,552
21	Sales Managers	112022	1,516
22	Sales Representatives, Services, All Other	413099	1,298
23	Lawyers	231011	1,079
24	Stock Clerks and Order Fillers	435081	1,065
25	Financial Analysts	132051	1,065

7. An analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

EMPLOYMENT AND WAGES

Employment levels held steady or increased at most responding firms. Some staffing firms cited a tight labor market, with many candidates receiving multiple job offers. Energy firms noted that

layoffs were mostly done, however there is little hope for recovery in employment levels in 2017 if oil prices do not increase above \$50. Construction labor shortages were easing in Austin and Houston, but remained acute for certain trades in Dallas-Fort Worth.

Reports of wage pressures were more widespread than the past reporting period, in part due to rising benefits costs and partly due to the new overtime regulation. Some firms stated that they will have to limit and/or cut hours of those eligible for overtime pay under the new rule.

In 2015, the population in the Dallas-Fort Worth-Arlington, TX MSA was 7,102,796. Between 2005 and 2015, the region's population grew at an annual average rate of 2.1%.

The region has a civilian labor force of 3,570,240 with a participation rate of 68.8%. Of individuals 25 to 64 in the Dallas-Fort Worth-Arlington, TX MSA, 33.3% have a bachelor's degree or higher which compares with 31.3% in the nation.

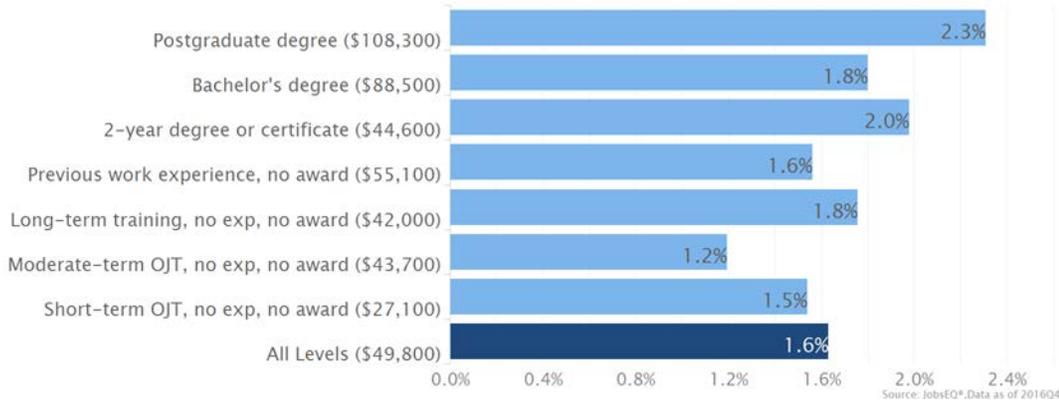
The median household income in the Dallas-Fort Worth-Arlington, TX MSA is \$59,946 and the median house value is \$156,500.

The unadjusted unemployment rate for the Dallas-Fort Worth-Arlington, TX MSA was 3.7% as of December 2016. The regional unemployment rate was lower than the national rate of 4.9%. One year earlier, in December 2015, the unemployment rate in the Dallas-Fort Worth-Arlington, TX MSA was 3.6%.

Dallas Fort Worth MSA Unemployment Rate							
Year	Period	Area	Adjusted	Labor Force	Employment	Unemployment	Unemployment Rate
2016	Dec	Dallas-Fort Worth-Arlington MSA	Not Adj	3,749,215	3,610,564	138,651	3.7
2016	Nov	Dallas-Fort Worth-Arlington MSA	Not Adj	3,752,319	3,621,907	130,412	3.5
2016	Oct	Dallas-Fort Worth-Arlington MSA	Not Adj	3,727,510	3,591,781	135,729	3.6
2016	Sep	Dallas-Fort Worth-Arlington MSA	Not Adj	3,742,404	3,590,545	151,859	4.1
2016	Aug	Dallas-Fort Worth-Arlington MSA	Not Adj	3,727,133	3,574,150	152,983	4.1
2016	Jul	Dallas-Fort Worth-Arlington MSA	Not Adj	3,721,242	3,564,966	156,276	4.2
2016	Jun	Dallas-Fort Worth-Arlington MSA	Not Adj	3,695,298	3,547,553	147,745	4.0
2016	May	Dallas-Fort Worth-Arlington MSA	Not Adj	3,676,364	3,548,220	128,144	3.5
2016	Apr	Dallas-Fort Worth-Arlington MSA	Not Adj	3,664,236	3,535,404	128,832	3.5
2016	Mar	Dallas-Fort Worth-Arlington MSA	Not Adj	3,656,152	3,517,376	138,776	3.8
2016	Feb	Dallas-Fort Worth-Arlington MSA	Not Adj	3,644,823	3,510,874	133,949	3.7
2016	Jan	Dallas-Fort Worth-Arlington MSA	Not Adj	3,612,796	3,475,106	137,690	3.8
2015	Dec	Dallas-Fort Worth-Arlington MSA	Not Adj	3,625,068	3,493,282	131,786	3.6
2015	Nov	Dallas-Fort Worth-Arlington MSA	Not Adj	3,626,424	3,485,964	140,460	3.9
2015	Oct	Dallas-Fort Worth-Arlington MSA	Not Adj	3,610,389	3,467,468	142,921	4.0
2015	Sep	Dallas-Fort Worth-Arlington MSA	Not Adj	3,595,184	3,450,831	144,353	4.0
2015	Aug	Dallas-Fort Worth-Arlington MSA	Not Adj	3,595,425	3,447,917	147,508	4.1
2015	Jul	Dallas-Fort Worth-Arlington MSA	Not Adj	3,605,135	3,448,742	156,393	4.3
2015	Jun	Dallas-Fort Worth-Arlington MSA	Not Adj	3,594,227	3,439,471	154,756	4.3
2015	May	Dallas-Fort Worth-Arlington MSA	Not Adj	3,578,828	3,437,453	141,375	4.0
2015	Apr	Dallas-Fort Worth-Arlington MSA	Not Adj	3,561,537	3,427,873	133,664	3.8
2015	Mar	Dallas-Fort Worth-Arlington MSA	Not Adj	3,536,729	3,392,531	144,198	4.1
2015	Feb	Dallas-Fort Worth-Arlington MSA	Not Adj	3,537,952	3,387,734	150,218	4.2
2015	Jan	Dallas-Fort Worth-Arlington MSA	Not Adj	3,543,428	3,382,979	160,449	4.5
2014	Dec	Dallas-Fort Worth-Arlington MSA	Not Adj	3,537,834	3,394,949	142,885	4.0
2014	Nov	Dallas-Fort Worth-Arlington MSA	Not Adj	3,552,069	3,394,196	157,873	4.4
2014	Oct	Dallas-Fort Worth-Arlington MSA	Not Adj	3,550,788	3,388,903	161,885	4.6
2014	Sep	Dallas-Fort Worth-Arlington MSA	Not Adj	3,544,378	3,373,036	171,342	4.8
2014	Aug	Dallas-Fort Worth-Arlington MSA	Not Adj	3,544,293	3,358,096	186,197	5.3
2014	Jul	Dallas-Fort Worth-Arlington MSA	Not Adj	3,557,775	3,364,561	193,214	5.4
2014	Jun	Dallas-Fort Worth-Arlington MSA	Not Adj	3,549,642	3,359,530	190,112	5.4
2014	May	Dallas-Fort Worth-Arlington MSA	Not Adj	3,527,054	3,351,018	176,036	5.0
2014	Apr	Dallas-Fort Worth-Arlington MSA	Not Adj	3,517,010	3,349,722	167,288	4.8
2014	Mar	Dallas-Fort Worth-Arlington MSA	Not Adj	3,523,049	3,333,392	189,657	5.4
2014	Feb	Dallas-Fort Worth-Arlington MSA	Not Adj	3,507,673	3,311,990	195,683	5.6
2014	Jan	Dallas-Fort Worth-Arlington MSA	Not Adj	3,504,545	3,307,865	196,680	5.6

Expected growth rates for occupations vary by the education and training required. While all employment in the Dallas-Fort Worth-Arlington, TX MSA is projected to grow 1.6% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 2.3% per year, those requiring a bachelor's degree are forecast to grow 1.8% per year, and occupations typically needing a 2-year degree or certificate are expected to grow 2.0% per year.

Annual Average Projected Job Growth by Training Required for Dallas-Fort Worth-Arlington, TX MSA



Dallas Fort Worth MSA Educational Attainment		
2015 ACS survey, table B23006		
	Estimate	Margin of Error
Total:	3,675,976	+/-642
Less than high school graduate:	559,962	+/-6,285
In labor force:	385,398	+/-5,300
In Armed Forces	14	+/-15
Civilian:	385,384	+/-5,301
Employed	355,658	+/-5,135
Unemployed	29,726	+/-1,303
Not in labor force	174,564	+/-2,889
High school graduate (includes equivalency):	807,575	+/-6,762
In labor force:	608,018	+/-6,027
In Armed Forces	394	+/-193
Civilian:	607,624	+/-6,010
Employed	564,235	+/-5,927
Unemployed	43,389	+/-1,276
Not in labor force	199,557	+/-3,958
Some college or associate's degree:	1,083,795	+/-7,245
In labor force:	883,339	+/-6,536
In Armed Forces	1,976	+/-356
Civilian:	881,363	+/-6,474
Employed	827,964	+/-6,151
Unemployed	53,399	+/-1,633
Not in labor force	200,456	+/-3,072
Bachelor's degree or higher:	1,224,644	+/-8,662
In labor force:	1,061,764	+/-8,102
In Armed Forces	1,072	+/-252
Civilian:	1,060,692	+/-8,074
Employed	1,027,021	+/-7,837
Unemployed	33,671	+/-1,424
Not in labor force	162,880	+/-3,306

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

8. An analysis of workforce development activities in the region, including education and training.

Major DFW regional employers seek individuals that are highly educated and highly qualified. In the region, 41% of the employees have a high school diploma or equivalent and 49% of those employees have entered their current place of employment with Moderate-term-on-the-job training. Composition trends indicate an inverted correlation between education and typical-on-the-job training, the higher degree of educational obtainment; lower the degree Typical-On-The-Job-Training per occupation. Over 74% of employees holding a Bachelor's Degree entered their current positions with no typical on the job training. It can be reasonably assumed that members of this cohort are entering the labor force at levels that do not necessarily align with their specific degree certificate but possess a wide range of skills, including critical thinking and problem solving.

It can also be reasonably assumed that there is a strong investment in the existing workforce; over 49% of employees that have an entry level educational obtainment of High School or Equivalent have Moderate-Term-On-The Job training. The strong investment in on the job training, suggest these individuals are at their current occupations due to upwardly mobilizing within the company through performance and training opportunities. This type of labor force can lead to lower turnover rate and a consistence company culture.

WFSDallas supports key industries and continues to build strong community partnerships. These efforts are evident in our employer and community strong partnerships. The DFW Regional Workforce Leadership Council (RWLC) is the driving force for promoting the Region's strongest industries. RWLC meets industries' needs through the collaboration with the three workforce boards (Dallas, North Central Texas, and Tarrant County), as well as partnerships with the three chambers of commerce (Arlington, Dallas and Fort Worth), key employers and education. This partnership has identified key sectors of growth: aerospace, logistics, healthcare, infrastructure, technology, and retail with WFSDallas serving as industry champion for the infrastructure, and retail sectors.

While strong partnerships exist, there are areas of need in Dallas County; the city of Dallas is divided with a vast boom of economic growth while also having a significant proportion of childhood

poverty. Transportation is the key issue in addressing poverty while getting significant poverty populations to jobs. WFSDallas has submitted several grants to the North Central Texas Council of Governments to address this issue as well as developed unique partnerships with DART. The second significant issue confronting Dallas County concerns Federal changes to the child care law in 2016. The changes have benefited our community by offering quality childcare and non-disruption in services; however, adequate funding is not provided to accomplish the task resulting in a significant waitlist for childcare.

Another issue facing Dallas, there are significant numbers of men over the age of 18 with a criminal record that precludes them from obtaining jobs. WFSDallas has a LEAP2 Grant from the Department of Labor that will assist inmates while in jail to learn a high demand skill while incarcerated. This will better prepare them to re-enter the workforce while reducing recidivism.

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

To address these issues, WFSDallas developed key strategic goals for the upcoming years:

- Engage employers within the workforce system to offer business-led programing,
- Assist workers and families to bring in a living wage,
- Provide educational and skills opportunities to special populations (youth, ex-offenders, individuals with disabilities),
- Engage disconnected youth – offer career exploration, skills training
- Build career pathways – organize education and training in-demand occupations with the goal of employment or enrollment in post-secondary education,
- Focus workforce activities to assist individuals living in poverty in identified sectors of Dallas County.

PART B: OPERATIONAL ELEMENTS

The Operational Elements of the Guidelines are as follows:

- 1. A description of the workforce development system in the local area that identifies:
 - a. the programs that are included in the system; and**
 - b. how the Board will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs to support alignment to provide services, including programs of study under the Carl D. Perkins Career and Technical Education Act of 2006, that support the strategy identified in the State Plan under WIOA §102(b)(1)(E).****

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

WORKFORCE DEVELOPMENT SYSTEM DESCRIPTION

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

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

WFSDallas offers an integrated, cost-efficient, and effective service delivery system offering business-led training models and processes.

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

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

2. A description of how the Board will work with entities carrying out core programs to:

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

EXPANDING ACCESS TO EMPLOYMENT/TRAINING/EDUCATION/SUPPORT SERVICES. The **70,000** Dallas County employers are our primary customers and by building strong relations with

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

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

FACILITATE THE DEVELOPMENT OF CAREER PATHWAYS WFSDallas connects job seekers to employment opportunities by offering career pathways and individualized services at no cost to the job seeker or the employer. Job-ready individuals can access hiring events and job postings within all eight workforce centers throughout Dallas County, and obtain that next job!

www.workintexas.com Job seekers compete due to academic or skill deficiencies can attend

seminars, classroom instruction and/or formal college classes that facilitate workforce “credentials” leading to a job or obtaining better jobs, leading to a career. Job Seekers and Current Workers access “no cost” instruction for adult literacy, HS equivalency, English language skills, workplace “soft” skills needed for employment, and future career opportunities.

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

Workforce Centers provide self-help to accomplish job search assistance, job matching, and career exploration! All centers have computers available, learning labs, work-ready workshops (resume writing, social media for job search, interviewing skills, financial literacy, networking, and more), and weekly hiring events.

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

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

- **Customer-driven excellence** requires an understanding of the current labor market and forecast needs, and the ability to respond with services that create customer satisfaction as well as promote career opportunities for job seekers.
- **Outreach and recruitment** to inform the community of the availability of the services of the Workforce Centers, especially focusing on priority populations and individuals with barriers to employment. WFSDallas works closely with community partners to outreach individuals for services available within the workforce centers.
- **Case management, counseling and follow-up** offers achievement of positive outcomes. Workforce center staff is responsible for referring customers to appropriate community

resources to help overcome barriers to employment and to achieve career goals. It is also the responsibility of Workforce Center staff to serve as an advocate for the customer in seeking informal resolution to complaints regarding quality of services. Workforce Center staff will assist when appropriate in follow-up activities to document customer outcomes.

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

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

Specialized services are provided and documented based on the issuance of Individual Training Accounts.

- **Supportive Services** are analyzed and determined at the time of assessment. These currently include, but are not limited to, child care, transportation, eye care, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case by case basis, as the need is identified and to the extent that funds are available. The need for supportive services may be determined by Center staff or the training provider but authorization is only provided by the Center staff.
- **Referral to appropriate resources** if resources are not available to meet the job seeker's needs, appropriate referrals are made to community partners.
- **Coordination** with businesses, economic development, community based organizations, faith-based organizations, and public entities to maximize resources and avoid duplication of service.

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

Workforce Solutions Greater Dallas connects to job seekers to employment opportunities by offering individualized services at no cost to the job seeker or employer. WFSDallas expands access to employment, training, education, and support services pending eligibility

requirements. These serves are designed to facilitate the development of career pathways and co-enrollment across multiple core programs to assist all eligible individuals by removing barriers to gain self-sufficient employment. WFSDallas coordinates closely with community partners, employers, and educational entities to develop and implement career pathways. The pathways are integrated into the workforce programs and delivered to priority populations. Pending eligibility requirements, some job seekers may seek post-secondary opportunities that lead to a credential that is industry-recognized, portable, and stackable with the goal of securing a good paying job.

3. A description of the strategies for coordinating programs and services for target populations.

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

In May 2016, WFSDallas created a Disability Service Pilot Program, hiring six Talent Development Specialists who provide workforce services to individuals with disabilities. A common goal that was set within the program was to expand access to competitive integrated employment while providing services for individuals with disabilities. Staff worked closely with individuals to offer linkages to employers. Often, customers require a bit more assistance with their resumes and customization to identified job opportunities. Talent Development Specialists customize job search techniques for this targeted population. In addition, other services offered included: interviewing tips, networking, crating and updating a customer's LinkedIn profile. Staff offered opportunities for individuals to receive soft skills training to prepare customers for the interview and employment.



In efforts to provide educational and skills opportunities for targeted populations, WFSDallas offers the Adult, Education and Literacy programs within the eight workforce centers and within the Dallas County AEL consortium partner locations (Dallas County Community College District, Richland College, Richardson ISD, Irving ISD, and Wilkinson Center. The design of the AEL

program for WFSDallas emphasizes the importance of employer involvement and recognizes that collaborative connection between adult learners and the community which promotes positive program outcomes. The Approach requires proactive stakeholder involvement to assist individuals overcome the challenges of financial security, self-esteem, and the opportunity for better employment. WFSDallas has helped position the Dallas County AEL Consortium with linking individual success to employer needs. For example, Irving ISD immediately capitalized on education its own employees facing the everyday challenges of limited English literacy skills. The alliance placed Irving ISD in a position to promote higher learning that is directly connected to career development and created educational pathways for its greatest resource. Wilkinson Center offers ESL classes to employees of the Sheraton Dallas hotel. The Sheraton has a history of working with community agencies to recruit job candidates, especially for entry-level positions. The Dallas County Consortium members continue to expand program awareness through their individual pipelines of community networks to further connect with employers in need. The consistent message of available AEL services has resulted in 30 additional employers expressing an interest in ESL and/or GED to promote improvement of the education and literacy skills of their employees.

EMPLOYERS – Dallas' strong economic foundation is due to the vast diversity and stability of private sector businesses. Dallas County is home to over 74,000 employer establishments representing hundreds of public and private industries. The overwhelming majority of Dallas

employers are small businesses employing 100 or fewer employees. WFSDallas and its contractors work closely with economic development organizations to ensure that Dallas employers have a highly skilled workforce that will sustain jobs while attracting new business.

COMMUNITIES – Workforce Solutions Greater Dallas offers unique customized services to better serve the Dallas County communities. WFSDallas delivers workforce services within our eight workforce centers strategically located throughout Dallas County. Over 130,000 job seekers in our local community were served in 2016 of which 88,092 entered employment and 46,042 were qualified as at-risk. The Dallas workforce system supports the delivery of the Adult Education and Literacy services available to the Dallas County communities to assist individuals who need education and training to obtain the basic skills for work and self-sufficiency.

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

VETERANS – Veterans are a priority for the Dallas workforce system. Dallas promotes the hiring of veterans through a number of initiatives, including services and programs for US armed service members returning from Iraq and Afghanistan. In 2016, over 11,000 Veterans were served with 1,497 disabled.

UNEMPLOYMENT INSURANCE CLAIMANTS – The Dallas workforce system offers early intervention services to unemployment insurance claimants. Continued comprehensive services for claimants are offered through the life of the claim cycle. WFSDallas dedicates staff to claimants and offers one-on-one reemployment services. In 2016, the Dallas workforce system offered over 64,000 unemployment claimants' assessment and job matching services.

INDIVIDUALS WITH DISABILITIES – Approximately 12 percent of the state’s population is estimated to have some type of disability. The Dallas workforce system is committed to offering quality workforce services that result in competitive employment opportunities. The Vocational Rehabilitation program helps individuals with disabilities prepare for, find, and keep jobs, and assists students with disabilities training from school to a career. In May 2016, WFSDallas created a Disability Services Pilot Program hiring six Specialists to provide workforce services to individuals with disabilities and co-located in Vocational Rehabilitation offices. The goal was set to expand access to competitive integrated employment while providing services for individuals with disabilities. This Pilot program offered unique services to individuals with disabilities to include customized job search techniques, interviewing tips, networking opportunities, and updating the customer’s LinkedIn profile. Customers were provided soft skills training and assistance in completing online applications as needed. Over 150 customers with disabilities transitioned to employment with an average wage of \$11.70 per hour.

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

YOUTH – Preparing today’s youth for future career opportunities with customized youth services. These services prepare and support youth to identify educational and career pathways available in Dallas County’s high growth/high demand industries.

4. A description of the strategies and services that will be used in the local area:

- **To facilitate engagement of employers in the workforce development programs, including small employers and employers in demand industry sectors and occupations;**
- **To support a local workforce development system that meets the needs of businesses in the local area;**

- To better coordinate workforce development programs and economic development;
- To strengthen linkages between the one-stop delivery system and unemployment insurance programs.

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

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

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

In greater detail our talent resource management team offers:

1. **Talent Identification**– WFSDallas uses WorkInTexas.com, the State's online job matching

platform, as part of effective sourcing plan. We assist hiring managers find the talent they need from posting jobs, applicant screening, interviewing candidates to on-boarding new hires.

2. **Customized Hiring Events**—held at our eight workforce centers to assist employers with finding a quality workforce. Please see our website @ www.wfsdallas.com or the Employer Hotline @ 214-302-5555 for hiring event schedules.
3. **Training New and Current Employees**—offered on-site high school equivalency and English language acquisition services and skills training scholarships for job seekers. We also coordinate current worker skills training through Skills Development Grants with the Dallas County Community College District and other resources.
4. **Outplacement Services**—we offer employers outplacement/Rapid Response services for their employees should a lay-off be necessary. Services include customized on-site career counseling and job search assistance, resume and interview preparations workshops, education and training resources, unemployment insurance information and lay-off aversion information.
5. **Additional Services** may include labor market, talent supply and prevailing wage data for existing/prospective employers, as well as, Work Opportunity Tax Credits/Incentives information and employer seminars.

5. An explanation of how the Board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the Board will promote entrepreneurial skills training and microenterprise services.

Employer partners are integral in defining workforce activities, career pathways and industry-wide workforce needs. WFSDallas utilizes these close employer partnerships to offer easy access to the Dallas workforce system and provide a clear understanding of the benefits of working together. In 2017, we will outreach and serve over 12,000 Dallas area employers. This will be accomplished by sustaining existing employer relationships, outreaching new employers utilizing the Business Wise database, as well as maintaining

contact and communication with the local Chambers of Commerce and Community Colleges. Employers will be provided at least one of our many services customized per their needs. These close relationships increase business engagement to the next level. Our business team members work with real-time data regarding local workforce needs. This analysis offers in-depth needs assessment that is critical in gathering the information on the Employer's recruiting, hiring, training, retention, and outplacement needs. We also have a new dynamic talent portal, to be implemented this year, which will provide our team with additional resources to quickly match job seekers with employers who have immediate hiring needs, reducing the talent acquisition costs to our employers while increasing the number of candidate hires. This portal will engage and encourage interaction between employers and job seekers using social media, web meeting, chat, video conferencing, and job listings. The portal will also act as a searchable database of job seekers with skills sought by employers.

Through a consultative approach, we focus on developing relationships and needs identification to allow team members the opportunity to provide customized services to each business. Team members are expected to work with targeted industry employers and become an expert in their industry's workforce trends, required skill sets, growing and available positions, etc. We develop local action plans as needed to ensure focus around those performance measures that result in employer satisfaction and performance. One example of a successful partnership includes collaboration with the Walmart Corporation. Business team members assisted Walmart by posting jobs and hosting on-site hiring events at a local Walmart. Staff assisted Walmart in pre-screening applicants, offering specialized career information sessions, assistance with Workintexas.com. This customized employer service resulted in Walmart hiring 186 associates last year. Knowing that recruitment would continue to be a problem, WFSDallas also became a founding partner in Dallas Retail+Plus. Dallas Retail+Plus is led by Innovate+Education together with the Walmart Foundation, and includes the Dallas Regional Chamber, Dallas County Community College District, Kroger, El Rancho, CVS, Lowes, Pepsico, JC Penney's and United Way of Metropolitan Dallas, as well as,

industry representatives from Walmart and other major retailers. While still in the development phase, the purpose of this project is to support incumbent workforce mobility in retail pathways by validating the skills and competencies necessary for transitioning entry-level retail works into higher-level jobs.

Working with AT&T, WFSDallas coordinated closely to assist them with their hiring needs, customized hiring events, specialized recruiting services and assessment services. AT&T collaborated with El Centro college to offer new hire and current worker training through skills development opportunities to train their new and current workforce. Over 2,000 trainees, with an average wage of \$17.19, have been through the skills development opportunities and support the company's overall growth. This partnership with workforce development and WFSDallas supports the retail sector initiatives and builds future partnerships for economic prosperity.

Another successful employer partnership was with the Kraft Foods Company located in Garland Texas. Kraft foods expanded their Oscar Mayer food lunchables production network and needed assistance from WFSDallas. Over 400+ jobs would be coming to the Garland area due to this new line of lunchables. The focus of WFSDallas working with this employer was efficiency and quality referrals. Kraft participated in hiring initiatives, job postings, job fairs, online assessments, skills development grant opportunities, veteran training initiatives, pre-screening candidates, and virtual hiring events. The measurable results of these efforts included 97 current Kraft employees training, 7 veterans trained and completed a paid internship, 600 referrals to the position of production technician, 11 rapid response hires and 150 hires overall.

As indicated above, Dallas workforce system partners offer customized workforce solutions. This may include a partnership with Dallas County Community College District to offer skills development grant funding for current workers or recent hires. Sector partners may choose to focus on long-term solutions including reaching within the K-12 system to better prepare

young people for future careers in the industry. WFSDallas recognizes that the key to these partnerships is leveraging available community resources with all partners working towards a common goal. Without competing, community partners unite towards a common goal gathering available resources to create new opportunities for employers and job seekers in the Dallas community.

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

6. A description of the one-stop delivery system in the local area, including explanations of the following:

- a. How the Board will ensure the continuous improvement of eligible providers and how providers will meet the employment needs of local employers, workers, and job seekers;**
- b. How the Board will facilitate access to services provided through the one-stop delivery system, including to remote areas, through the use of technology and other means;**
- c. How entities within the one-stop delivery system, including the one-stop operators and the one-stop partners, will comply with WIOA §188, if applicable, and with applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and**

materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals who have disabilities; and

d. The roles and resource contributions of the one-stop partners.

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

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

Facilitating Access to Services. While offering value-added services, WFSDallas facilitates access to services through the availability of eight workforce centers strategically located throughout Dallas County. WFSDallas also offers mobile services as needed at job fairs, employers' locations, community partners (Dallas County Community College, Dallas Housing Authority, Dallas Public Libraries, AARP, Dallas Juvenile facilities, Dallas Jails, etc.) These services are accessible via technology or in-person.

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

and place based community development strategies that will bring community neighbors and key community partners together. Workforce Solutions Greater Dallas, Lift-literacy center, CitySquare's WorkPath's employment training division, City's AmeriCorps headquarters offices, PerScholas job training location, and a staging area for CitySquare's growing Food on the Move program. The center is a place where the struggling job seeker. This center is not a charity but rather an opportunity, The Opportunity Workforce Center.

The Dallas workforce system is compliant with WIOA Section 188 and applicable provisions of the Americans Disability Act of 1990 regarding the physical and programmatic accessibility of facilities, programs, and services, technology and materials for individuals with disabilities, including offering staff training and support for addressing the needs of individuals with disabilities. WFSDallas has a disability navigator who reviews equipment to ensure accessibility, offers training for staff and maintains a network for community organizations to meet month on disability issues. Community organizations that coordinate closely with WFSDallas include: Ability Concepts, Ability Connection Texas, Aborigine Solutions, AIDS Arms, Advanced Arm Dynamics of Texas, American Foundation for the Blind, ARC of Dallas, Arthritis Foundation, Association for Independent Living, Attitudes and Attire, Autism Treatment Center of Texas, BJ Priest Institute, Bridges From School to Work - Marriott Foundation, CareerSolutions, Champion Employment Services, Citizen Development Center, City Square Transitional Resource Action Center, Community Homes for Adults, Dallas Lighthouse for the Blind, Deaf Action Center, Deaf Entrepreneurs of America Foundation, DARS, Disability Rights Texas, Dress for Success, Easter Seals North Texas, El Centro College/Disability Services, Enhanced Learning Solutions, Gentle Touch Services, Goodwill, Hart Referral, Helping Restore Ability, Hickory Trail Hospital, Dallas County HHS, Jewish Family Services, LaunchAbility, Life Net Behavioral Health, Life Path Systems, Life Planning for Families of Special Needs, Mental Health Association, Metrocare, Mosaic, North Texas Rehabilitation Service, Project with Industries, REACH, Salvation Army, Senior Source, Texas Self-Directed Care, Turtle Creek Recovery Center, United Way of Metro. Dallas, Urban Inter-Tribal Center, Urban League, UT Dallas, UNT, USDA, Veterans Administration Hospital North Texas Health System, Wilkinson Center and WorkReady.

Roles and resources of workforce system partners. WFSDallas coordinates closely with workforce system partners responding to the talent identification and development needs of employers in Dallas County. WFSDallas assists over **140,000** workers annually. Federal and State funded programs within the system include WIOA Title I (*Adult, Dislocated Worker and Youth formula programs*); Adult Education and Literacy Act programs; Wagner-Peyser Act; Rehabilitation Act Title I; and Temporary Assistance for Needy Families (*TANF*). Additional partner programs referenced in the plan include Trade Adjustment Assistance; Unemployment Compensation; Local Veterans' Employment Representatives and Disabled Veterans' Outreach; HUD Employment and Training Programs; Senior Community Service Employment; and many other programs/partnerships. Our workforce system includes U.S. Department of Agriculture Supplemental Nutrition Assistance Program E&T, Childcare Assistance, Childcare Quality, Childcare Protective Services. Activities are operated via the **American Job Center Network** and partnership agreements.

WFSDallas embraces our newest partner, Texas Workforce Solutions Vocational Rehabilitation. In May 2016, WFSDallas created a Disability Services Pilot Program hiring six Specialists to provide workforce services to individuals with disabilities and co-located in DARS offices. The goal was set to expand access to competitive integrated employment while providing services for individuals with disabilities. This Pilot program offered unique services to individuals with disabilities to include customized job search techniques, interviewing tips, networking opportunities, and updating the customer's LinkedIn profile. Customers were provided soft skills training and assistance in completing online applications as needed. Over 150 customers with disabilities transitioned to employment with an average wage of \$11.70 per hour.

7. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

ADULT AND DISLOCATED WORKER ACTIVITIES. WFSDallas connects job seekers to employment opportunities through a variety of job search resources, basic career services (*job matching resources, career planning information*), and individualized career services

(comprehensive and specialized assessments, development of the individual employment plan, group counseling, individual counseling, career planning, short-term prevocational training, internships and work experience, work prep activities, financial literacy and AEL services).

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

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

A good example of adult and dislocated worker training activities that occurred in Dallas involved a partnership with Commit! The Partnership originally formed in 2012, with the goal of driving student achievement throughout Dallas County from cradle to career by leveraging data, community expertise, collaboration to perform objectives of: measure what

really matters, identify effective practices, and align community resources to spread what works. In this partnership DISD indicated a dire need for additional pre-K teachers. DISD through various efforts could not fill the demanding need for 300+ teachers. WFSDallas utilized workforce funds to train 256 teachers with 219 finding employment at \$46,670. Over 1,200 referrals were made to DISD and through a pre-screening process, trainees were identified to fill open positions. Job seekers who were unable to find employment or under-employed with a bachelor's degree were able to gain employment after obtaining their alternative teacher certification through the partnership with Commit!, DISD, Region 10 and WFSDallas.

8. A description of how the Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities described in WIOA §134(a)(2)(A).

RAPID RESPONSE ACTIVITIES. We work with employers to plan for closings and layoffs prior to the actual event to minimize the negative effects of such occurrences on the local community. Our goal for Rapid Response is to help dislocated workers by quickly connecting them with UI benefits, program services, needed resources and employment opportunities. WFSDallas assigns a primary Rapid Response Coordinator to respond to layoffs and conduct on-site information sessions, on-site registration, and as needed, Hiring Events to provide employment opportunities. Information regarding closures or layoffs comes from a variety of sources. WFSDallas may receive notification from the State or directly from the employer. If applicable, dislocated workers are triaged and referred to short-term training opportunities to build upon skills and connect with employers who are hiring. The key to providing successful Rapid Response services is to respond quickly and provide a customized approach to both the employer and job seeker's specific situation.

9. A description and assessment of the type and availability of workforce investment activities for youth in the local area, including activities for youth who have disabilities. This description must include an identification of successful models of such activities.

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

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

- Tutoring, study skills training, instruction and evidence based drop-out prevention and recovery strategies that lead to a high school diploma or its recognized equivalent or postsecondary credential;
- Alternative secondary school services or dropout recovery services;
- Paid and unpaid work experiences that have academic and occupational education as a component, such as summer and non-seasonal employment, pre-apprenticeship programs, internships and job shadowing;

- Occupational skills training, which includes priority consideration for training programs that lead to recognized postsecondary credentials in targeted industries or high-growth occupations in the Dallas area;
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation;
- Leadership development opportunities, including community service and peer-centered activities;
- Support services, linkages for community services, assistance with transportation, (pending funds availability) childcare, assistance with housing, assistance with educational testing, reasonable accommodation for youth with disabilities, and assistance with work tools and uniforms);
- Adult mentoring;
- Follow-up services;
- Comprehensive guidance and counseling;
- Financial literacy;
- Entrepreneurial skills training;
- Labor market information; and
- Activities that help prepare youth for and transition to post-secondary education and training.

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

10. A description of how the Board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

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

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

11. A description of how the Board will provide transportation, including public transportation, and other appropriate support services in the local area in coordination with WIOA Title I workforce investment activities.

Support services are discussed at the time of assessment. These currently include, pending funding availability and eligibility requirements, child care assistance, transportation assistance, eye care assistance, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case by case basis, as the need is identified and to the extent that funds are available. The need for supportive

services may be determined by center staff. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the one-stop delivery system.

In efforts to deliver quality support services, WFSDallas utilizes community partnerships to leverage available resources while offering quality childcare to Dallas County children. Collaborative partnerships and the blending of funding has made our system unique in supporting the early education industry in Dallas County. The ChildCareGroup, our childcare contractor, also operates head start programs. CCG was awarded the early head start partnership contract to manage the home visiting project, where parent educators go into home and teach the parent how to be the child's first teacher; offers professional development opportunities to practitioners and administrators; and manages the subsidy program.

Each service that is offered allows wrap around opportunities for the parents and providers. Funding for these projects come from different sources such as HHS, United Way, private donors, and WFSDallas. This allowed us to expand our reach. Additionally, they partner with several community programs such as Educational First Steps, which takes Texas Rising Star providers through national accreditation.

In addition, WFSDallas and the ChildCareGroup coordinated closely to meet the 2-Generation approach for training and coordination of workforce activities. This Approach offered workforce and childcare services outside of the workforce center setting and incorporates numerous community partners. However, this project evolved into much more and the impact of this change to the community, has been reflected in an increase in enrollments in adult education and literacy, career pathway skills training and career advancement opportunities for the community. WFSDallas' Community Outreach specialists are co-housed in CCG's early childhood centers. These Specialists offer counseling and workforce services to poverty-level parents. Parents in the early childhood centers were unaware of services available to them. CCG polled the parents in each center to determine

the day and time that worked best, and the community outreach specialists began coming at that time each week. While the program is still new, the response has been very positive. Parents are receiving adult education and literacy skills, resume building, job search techniques, and job training opportunities. It is anticipated that English Language Acquisition (ELA) and/or GED classes will be offered on-site in 2016-2017, to increase the accessibility of services to participating parents. We are moving beyond programs and thinking about how systems can be better constructed to support working parents while meeting the needs of their children without sacrificing one for the other.

In addition to bringing these services to early childhood centers, WFSDallas expanded services to various locations throughout Dallas County to include public libraries, food pantries, family violence shelters, agencies providing vocational training and agencies assisting those returning to society from prison. These unique community partnerships have offered great services to the community while leveraging resources and growing the Dallas workforce.

WFSDallas demonstrates a deeper level of service to the community, and furthers our belief that aligning child and adult workforce services in a coordinated two-generation approach that will help increase opportunities to lift families in our community out of poverty. This is a wide community effort to bring individuals out of poverty through a joint community workforce system. Services are available anywhere and accessible to those who need them. As a result of the efforts of the Community Engagement team, over 2,000 (and counting) additional job seekers received critical workforce services, direct job placement assistance, referrals to Adult Education and Literacy and follow-up services. A total of 327 job seekers were enrolled into ResCare Academy, gaining online access to over 4,000 career readiness courses to increase both their employability and self-sufficiency.

By expanding this project to include other agencies, it further educates the leaders of these non-profits on our services. This produces economic growth for the community, with more individuals going to work. Partners involved with the 2-generation approach included: ChildCareGroup, Dallas, Desoto and Grand Prairie Public Libraries, The Family Place, Irving

Cares, Desoto and Cedar Hill food pantries, HIS Bridge Builders, Federal Bureau of Prisons, Goodwill Industries of Greater Dallas, Miles of Freedom , City Square WorkPaths , Family Promise House , Dallas Bethlehem Center, DISD, Dallas County Human Services, Attitudes and Attire, Dallas Women's Center and Veteran's Administration Hospital (Dallas).

12. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the one-stop delivery system.

Wagner Peyser funded ES staff are incorporated into the workforce center system within the Greater Dallas area. The staff is able to provide high-quality workforce services to our customers, employers and job seekers. Performance is monitored closely by local staff and immediate issues are resolved quickly. WFSDallas implements the “Texas Model” for the guidance of ES staff. Staff is fully integrated into the workforce center. TWC maintains administrative responsibilities but workforce office managers share responsibility for directing daily work assignments, coordinating performance goals, initiating disciplinary action and evaluating performance.

13. A description of how the Board will coordinate WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the Board will carry out the review of local applications submitted under Title II consistent with WIOA §§107(d)(11)(A) and (B)(i) and WIOA §232.

WFSDallas is the grant recipient and fiscal agent for the Adult Education and Literacy Grant. The Board has organized the AEL program through the establishment of a Consortium comprised of passionate and experienced community leaders in the adult education arena. The Consortium includes: Dallas County Community College District, Richland College, Richardson ISD, Wilkinson Center, Irving ISD and ResCare Workforce Services. This unique partnership has helped form an AEL program that reaches deep into the crevices of the community to reach the unemployed and the underemployed individuals desiring a framework that addresses education and language barriers while creating pathways to

employment, post-secondary education, and/or promotional opportunities. During the program year 2016, the Consortium held over 772 classes at 86 different locations within Dallas County that included AEL classes in six of the eight workforce offices. The AEL program is well-represented at community and workforce job fairs and other community focused events. Funds are leveraged from a variety of workforce funds including skills development activities. DCCCD co-enrolls individuals who may be enrolled in TWC skills development activities that also may benefit from AEL services.

Current performance within the Adult Education and Literacy program has improved serving 3,473 customers in PY1, and in PY2 we more than doubled the number serving 7,890 customers. In PY3, the consortium collaborates closely to meet goals set by the Texas Workforce Commission and it is anticipated that we will meet the planned target.

Collaborations through the Consortium with high demand/high growth employers have forged unique employer relationships. WFSDallas discovered that employers are very interested in investing in their employees by offering onsite AEL classes. During the 2015-2016 program year, Dallas County partnered with 15 area employers to offer onsite AEL classes to the employees of Parkland Hospital, Sheraton Dallas, SMC Multi, Taco Diner, El Rancho, Richardson ISD, EPI Breads, Saturn Road, Hatco, Interceramic, Sanden International, Garrett, Milano Hat, Irving ISD, Northwood Country Club, Unity and more. DCCCD's Richland College – Garland Campus linked their long-standing employer partnerships in the manufacturing sector to the Dallas County AEL program. The collaboration created an influx of manufacturing employers interested in onsite ELA classes and paved the way to offer additional career pathway classes to Dallas County employers.

The AEL Consortium recently held a roundtable with the Literacy Coalition of Greater Dallas to explore new opportunities for common ground in connecting the Council's diverse client base to the Consortium's AEL program. This will grow the number of collaborative partners and enhance the number of customers and employers participating in AEL activities in Dallas County. Most recently, the Dallas County detention facility collaborated with DCCCD to offer high school equivalency and transitions classes to detainees nearing their release date. This

created a greater number of customers who need workforce AEL services to re-enter the workforce. These services create a firm foundation otherwise unavailable to individuals with barriers to employment. Most recently, WFSDallas was awarded a DOL LEAP2 grant that will specifically target incarcerated individuals at the Lew Sterrett Justice Center in Dallas. This grant will take the efforts of delivering AEL services coupled with soft skills and vocational training. Upon release, the Dallas LEAP2 participants will hold the skills needed to obtain a self-sufficient career while reducing recidivism.

WFSDallas has been the grant recipient and fiscal agent for the Adult Education and Literacy program for Dallas County since July 2014. The Dallas County AEL Consortium has experienced considerable successes and has every intention of continuing this highly successful effort. At such time that TWC issues an RFP, the Board will follow procedures based on Agency guidance for the review of proposals for the local adult education competition.

14. Provide copies of executed cooperative agreements that explain how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA §107(d)(11)) between the Board or other local entities described in §101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit that administers programs that are carried out under Title I of the Rehabilitation Act (29 U.S.C. 720 et seq.) (other than §112 or part C of that title (29 U.S.C. 732, 741) and are subject to §121(f)) in accordance with §101(a)(11) of the Rehabilitation Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals who have disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts.

N/A

15. An identification of the entity responsible for the disbursement of grant funds described in WIOA §107(d)(12)(B)(i)(III), as determined by the CEOs or the governor under WIOA §107(d)(12)(B)(i).

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

16. A description of the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.

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

Full & Open Competition

The procurement of all goods and services shall be conducted, to the maximum extent practical, in a manner providing full and open competition consistent with the standards of Office of Management and Budget Circulars, the Grant Management Common Rule, Uniform Grant Management Standards, and this Manual.

Practices that may eliminate or restrict full and open competition include, but are not limited to:

- Placing unreasonable requirements on firms for them to qualify to do business
- Requiring unnecessary experience and excessive bonding
- Noncompetitive pricing practices between firms or between affiliated companies
- Noncompetitive awards to consultants that are on retainer contracts (or allowing entities that develop or draft specifications, requirements, statements of work, invitations for bids and/or requests for proposals to compete for such procurements)
- Organizational conflicts of interest

- Specifying a brand name product instead of allowing an equal product to be offered
- Any arbitrary action in the procurement process

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

Entity Specific Consideration:

Nongovernmental Entities. OMB Circular A-110, which applies to [nongovernmental entities](#), does not expressly prohibit the use of in-state or local geographical preferences in the evaluation of bids or proposals.

Authority:

- [OMB Circular A-110 § .43](#)
- [29 CFR §97.36\(c\)\(1\) and \(c\)\(2\)](#)
- [45 CFR §92.36\(c\)\(1\) and \(c\)\(2\)](#)
- [7 CFR §3015.182](#)
- [UGMS, Part III, § .36\(c\)\(1\) and \(c\)\(2\)](#) 

Standards of Conduct & Conflicts of Interest

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

[Contractors](#) shall maintain written standards of conduct, which govern the performance of individuals engaged in the award and administration of contracts and provide for disciplinary action if such standards are violated. Contractors that are [Boards](#) are specifically required to include in such provisions, the definition of [immediate family](#) and [substantial interest](#). No employee, officer, or agent of the Contractor may participate in the selection, award, or

administration of a contract that is supported by federal or state funds if a [conflict of interest](#) or [apparent conflict of interest](#) would be involved.

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

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

17. A description of the local levels of performance negotiated with TWC and the CEOs consistent with WIOA §116(c), to be used to measure the performance of the local area and to be used by the Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I subtitle B, and the one-stop delivery system in the local area.

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

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

Adult Employed Q2 Post Exit

Adult Median Earnings Q2 Post Exit

Adult Employed Q4 Post Exit

Adult Credential Rate

Dislocated Worker Employed Q2 Post Exit

Dislocated Worker Median Earnings Q2 Post Exit

Dislocated Worker Employed Q4 Post Exit

Dislocated Worker Credential Rate

Youth Employed/Enrolled Q2 Post Exit

Youth Employed/Enrolled Q4 Post Exit

Youth Credential Rate

18. A description of the actions the Board will take toward becoming or remaining a high-performing Board.

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

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

19. A description of how training services outlined in WIOA §134 will be provided through the use of Individual Training Accounts (ITAs), including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of ITAs under that chapter, and how the Board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.

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

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

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

WFSDallas utilizes the State's integrated technology tools which enables intake and case management for core programs and workforce system partners. The various technology tools provide the main automated systems for job matching, data collection, and case management, including adult education and vocational rehabilitation, as well as child care assistance. In addition, the Boards and other grantees use a financial reporting system developed by TWC.

To name a few of the technology systems, WFSDallas utilizes the State’s data management system, The Workforce Information System of Texas (TWIST) – TWIST is the integrated intake, eligibility, case management, and reporting system for employment and training services. It was designed as a central repository for customer information. TWIST ultimately decreases duplication within and across the Texas workforce system while streamlining the provision of services to customers. It enables Dallas workforce system staff to enter intake information for customers only once for multiple employment and training programs and to retrieve it statewide. TWIST also includes interfaces with other automated systems—WorkInTexas.com, the UI benefits system, and the Texas Health and Human Services Commission’s system.

Job seekers who are receiving child care services, Dallas workforce system staff utilize Child Care Attendance Automation – Child Care Attendance Automation (CCAA) allows parents to record attendance using a swipe card at a point-of-service device located at the authorized child care facility. Parents also can use an interactive voice response system using the authorized child care provider’s phone. Attendance recorded through CCAA is transferred to TWIST on a weekly basis, and TWIST is used to process payments to providers based on the CCAA attendance records.

WFSDallas utilizes WorkinTexas – Texas’ labor exchange system, mandated by Wagner Peyser Act. WorkInTexas.com is a comprehensive online job search resource and job matching system developed and maintained by TWC, and provides: extensive job matching options based on skills and experience; links to labor market and career development information; and free, 24-hour-a-day access.

Employers can post jobs, search résumés, recruit candidates, get labor market information, and receive a variety of other services available through a network of statewide Workforce Solutions Offices. Individuals seeking a new job, different job, or an additional job can post their résumé, search job listings (including Texas state agency jobs), obtain employer contact information to apply for jobs, get information about the job market, and receive a variety of other services also

available through the Dallas Workforce System. For additional technology database systems, please see the Texas Workforce Commission's State Plan.

21. The Board policy to ensure that priority for adult individualized career services and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, consistent with WIOA §134(c)(3)(E) and §680.600 of the Final Regulations.

WFSDallas ensures priority of adult individualized career services and training services following the priority of services as outlined below. WIOA and TWC guidelines outline priority of services to groups (1-5), with the last priority group being locally defined. 1. Eligible veterans and eligible spouses - as defined in WD Letter 25-15 - who are also recipients of public assistance, low income or basic skills deficient. 2. Foster youth and former foster youth, as defined in WD Letter 43-11, who are also recipients of public assistance, low income, or basic skills deficient. 3. All other recipients of public assistance, low-income or basic skills deficient. 4. All other eligible veterans and eligible spouses. 5. All other foster youth and former foster youth. 6. Local Board priority group: Individuals living in WIOA high poverty area by zip code of at least 20%, as defined and updated by the American Community Survey, US Census. Zip codes with at least 20% poverty in Dallas County (75041, 75042, 75051, 75061, 75125, 75134, 75141, 75172, 75180, 75203, 75208, 75210, 75211, 75212, 75215, 75216, 75217, 75220, 75223, 75224, 75226, 75227, 75228, 75231, 75232, 75233, 75235, 75237, 75240, 75241, 75243, 75246, 75247, and 75253).

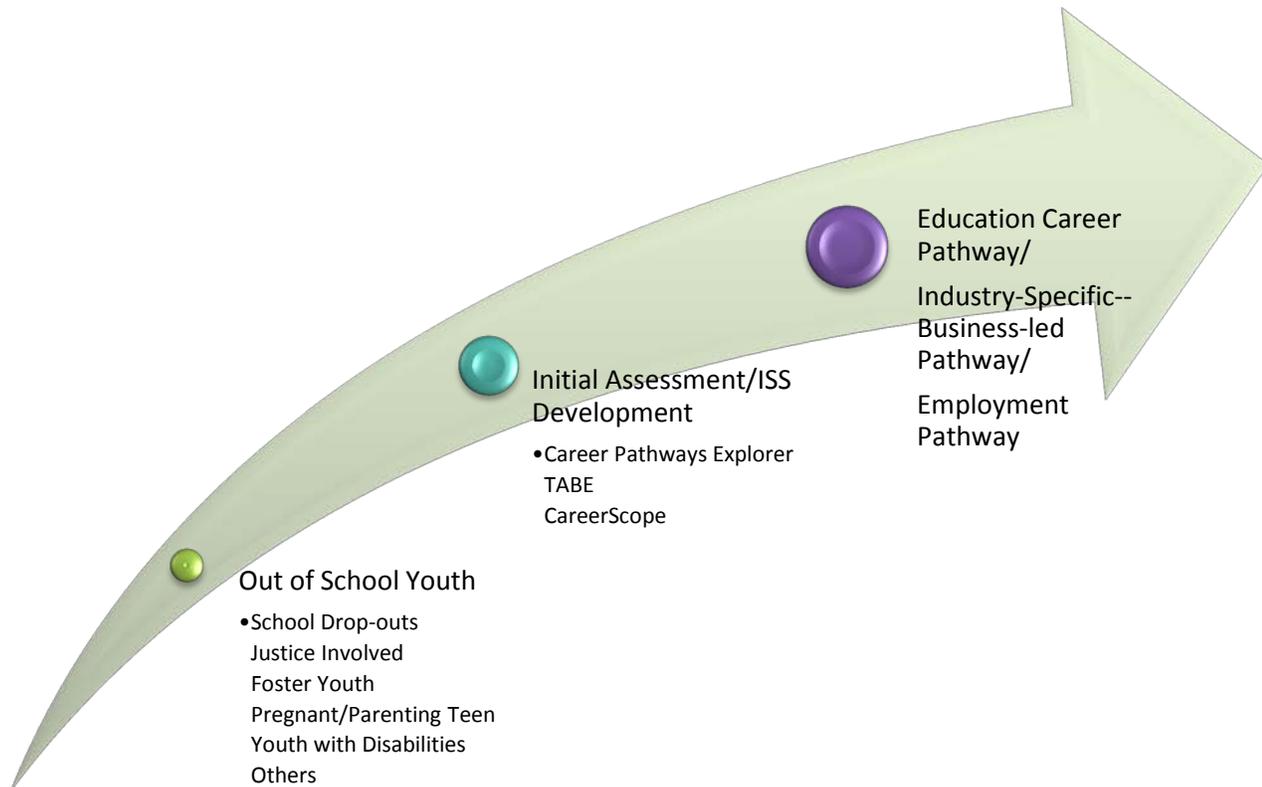
22. Boards may impose limits on the duration and amount of ITAs. If the state or Board chooses to do so, the limitations must be described in the Local Plan, but must not be implemented in a manner that undermines WIOA's requirement that training services are to be provided in a manner that maximizes customer choice in the selection of an Eligible Training Provider. Exceptions to ITA limitations may be provided for individual cases and must be described in Board policies.

According to local policy and in compliance with WIOA, for initial eligibility for the Eligible Training Provider Certification System, a training provider must meet the following criteria:

proposed training must be on the board's approved targeted occupations list, minimum of one-year experience providing training to the general population, reasonable cost based on comparable training programs, a maximum of \$12,000 training cap per participant unless otherwise necessary to meet the employment needs of our local community and training is not otherwise available (classes may be considered on a case-by-case basis to exceed the training cap), providers must be appropriately accredited and provide documentation, providers must document recent employer validation/industry endorsed skill standards of training curriculum, and no exempt providers (non-apprenticeship providers) as in accordance with Texas Education Code.

23. A description of the design framework for youth programs in the local area, and how the 14 program elements required in §681.460 of the Final Regulations are to be made available within that framework.

WFSDallas connects talent to opportunities; offers assistance with re-tooling the current workforce; and supports efforts to help individuals obtain and retain employment. Our Young



Adult program and the 14 program elements are designed to provide a robust menu of services that will lead young adults in Dallas County to successful adulthood. Our contractors offer job readiness programs and soft skills training. ResCare Workforce Services offers the ResCare Academy to youth which houses over 4,000 online, computer based training courses that allow a comprehensive and portable service delivery model for job seekers. In addition, the software offers a GED Academy, an online stand-alone, self-assisted and customized preparation program for Adult Basic Education instruction and GED tests. Financial literacy and skills training is available to youth and an integral part of job readiness. This skills training provides young adults with an opportunity to prepare and manage their own earned income. Career pathway explorer curriculum, a virtual based online assessment, allows young adults a holistic understanding of their personality to aid in a career choice. The assessment offers suggested career paths and provides labor market information to offer youth with a glimpse of salary information and job opportunities in the Dallas area. Young adults have other opportunities with the ResumePro

program to assist with the preparation of a resume using industry and business-oriented content. Opportunities are available to target jobs within industry groups using O*NET job families. The Supply and Demand portal provides our youth specialists and business services team members' opportunities to match youth with employment opportunities, internships, or job shadowing. WFSDallas works closely with other youth programs to target special populations (Vocational Rehabilitation, CitySquare's TRAC program for foster youth, Veterans Services). All eligible youth complete the Individual Service Strategy form to assess strengths and barriers. The ISS identifies and sets employment, education, career pathway and personal development goals; identifies service objectives and service plan of action needed to achieve goals; and document services provided and results. Upon completion of the ISS, youth are provided with a pathway to success through the availability of the 14 program elements. The available programs offer WIOA youth pathways to education, and/or employment necessary to ensure that youth achieve program goals (post-secondary education, employment, credentials, self-sufficient employment, GED, etc.).

24. A description of how the Board will encourage Registered Apprenticeship programs in its area to register with the eligible training provider system in order to receive WIOA funding.

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

WFSDallas is collaborating and developing partnerships with Construction Education Foundation (CEF) to offer apprenticeship training in construction fields. CEF is on the eligible training provider system through North Lake College. This will offer at-risk youth and adults opportunities for self-sufficient employment. In addition to this partnership, WFSDallas is actively working with other Registered Apprenticeship programs to offer unique opportunities for our customers. In addition, WFSDallas has recently signed an Memorandum of Understanding with Plumbers and Steamfitters Local Union 100 and working on an MOU with AFL-CIO. WFSDallas is also in talks with Amazon and Dallas County Community College District for an apprenticeship program and encouraging them to register with the eligible training provider system.

25. A description of the Board’s strategy and commitment to support ApprenticeshipTexas efforts across the state, as applicable.

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

PART C: PUBLIC COMMENT

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

WFSDallas published the Plan in the Dallas Morning News on December 18, 2016 and via the dallasnews.com. In addition, WFSDallas published the public notice on the board’s website at wfsdallas.com for a 30-day public comment period prior to submission of the plan. A public hearing was held on January 20th at the Dallas County Community College District, Bill J. Priest Campus. The Dallas Morning News Publication and Public hearing provided representatives from business, education and labor an opportunity to comment on the Local Plan. All comments received are included in the plan for review. See publication proof below.

AFFIDAVIT OF PUBLICATION

STATE OF TEXAS

COUNTY OF DALLAS

Before me, a Notary Public in and for Dallas County, this day personally appeared Dan Navarro, Advertising Representative for The Dallas Morning News, being duly sworn by oath, states the attached advertisement of

Workforce Solutions of Greater Dallas

was published in The Dallas Morning News

December 18, 2016


(Dan Navarro)

Sworn to and subscribed before me this December 19, 2016


(Notary Public)



WIOA LWDB Two-Year Plan Modification Form

Overview

The Workforce Innovation and Opportunity Act (WIOA) Final Rule at 20 CFR §679.580 requires that, at the end of the first two years of the four-year local plan, the Board and appropriate chief elected officials (CEOs) must review the plan and prepare and submit modifications related to changes in labor market and economic conditions and other factors affecting the plan's implementation. Factors that could affect implementation may include changes to the financing available to support WIOA Title I services and partner-provided WIOA services, or a need to revise strategies to meet local performance goals.

Instructions

Boards will respond to each of the following prompts and make corresponding changes to their plans. Boards must use Track Changes when modifying the plan for easy identification by the Texas Workforce Commission during review. If no modification is required, Boards must explain briefly but in detail how the Board and CEO made that determination. For each response, **include all the plan's corresponding page numbers**.

1a. Describe any changes in labor market and economic conditions in the Board's local workforce development area, including changes to the employment needs of employers and changes to existing and emerging in-demand industry sectors and occupations.

WFSDallas has seen modest changes to the labor market and economic conditions. Outlook shows slow growth across multiple industries including: Manufacturing, Services, Retail, and Energy. Hiring continues with significant labor shortages and elevated pressure on wages. Demand continues for both high skilled and low skilled workforce, including construction, energy, hospitality, health care, banking and transportation (emphasis on truck drivers). Texas ended 2018 with modest growth. Lower fuel prices could indicate a negative trend for oil & gas companies. Higher Interest rates have had a negative trend for the residential housing and mortgage industry. Retail had positive growth despite growth in online sales. Staffing services has led the growth in the service industry. Healthcare has starting to see weakness with some layoffs announced in 2019. Leisure and hospitality is a bright spot for Dallas with very strong revenue growth through year end.

1b. Describe any changes made to the Board's Target Occupations and In-Demand Industries lists since the four-year local plan was approved in July 2017 and include the updated template (WD Letter 19-18, Attachment 3, WIOA Target Occupations and In-Demand Industries Template). If no changes were made, submit the current list with the current date. Describe the review process that the Board used to determine whether the Target Occupations and In-Demand Industries lists required modification. Cite the sources.

Following a review of the targeted occupations list, WFSDallas added Medical Assistant, Patient Care Technician, and Police Officer. These occupations have a good starting salary and considered to be entry level occupations for individuals who may have barriers to employment. In addition, we also removed Corrections Officer.

2. Describe any changes in the financing that is available to support WIOA Title I services and partner-provided WIOA services that have affected implementation of the local plan. For partner-provided services, Boards should consider the roles and resource contributions of the Workforce Solutions Offices, changes in partner infrastructure contributions, and whether any financing changes require the Board to revise a strategy

that was described in the original plan. If, for example, reductions in federal funding or changes in the Board's funding strategies require the Board to consider closing one or more Workforce Solutions Offices, or a shift in how services are delivered changes the amount available for operating costs, Boards should include this as part of the two-year modification.

The Dallas County Local Workforce Development Board dba Workforce Solutions Greater Dallas (WFSDallas) is the workforce system for the Greater Dallas region. WFSDallas ensures the development and implementation of a system of services that meets employer and job seeker needs while providing economic development support for the community. WFSDallas budgets approximately \$120M annually supported by government and private funding. Funds provide a broad range of services addressing regional workforce challenges with employer-led solutions. WFSDallas will continue to leverage Non-Governmental funds to serve Adult and Youth customers who would otherwise not be served. Over the last two years, WFSDallas has leveraged over \$2M in non-federal funds enhancing WIOA activities. These private funds assist WFSDallas in serving a population that may otherwise be ineligible for services. WFSDallas has sufficient funds to maintain existing workforce centers.

3. Describe any changes made to the strategies used to meet local performance goals.

As presented and approved at the February Board of Directors' meeting, WFSDallas will continue to:

1. Facilitate engagement of employers in the workforce development programs, including small employers and employers in demand industry sectors and occupations;
2. Support a local workforce development system that meets the needs of businesses in the local area;
3. Coordinate workforce development programs and economic development;
4. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

Please see the attached Plan Modification Summary for review.

4. Describe any other factors affecting the implementation of the plan.

New partnerships continue to develop working with community leaders and local organizations to best meet employer and job seeker needs. For instance, the Dallas County Manufacturers' Association, Garland ISD, Garland Chamber of Commerce and the Dallas County Community College District developed an industry sector outreach/career pathways project. This unique community partnership combines forces of an award-winning partnership funded by the Governor's office. It focuses on paid internships in advanced manufacturing, leading to a talent pipeline that includes student recruitment and industry participation along side education.

Texas Workforce Investment Council Requirements

Local Workforce Development Board 2019 Plan Modifications

The Texas Workforce Investment Council (TWIC) is charged under Texas Government Code §2308.101(5), 2308.302(a), and 2308.304(a)(b)(4), and the Workforce Innovation and Opportunity Act of 2014 (WIOA) (Public Law 113–128) with recommending the plans of local workforce development Boards to the governor for consideration for approval. TWIC reviews each Board plan to ensure that local goals and objectives are consistent with the statewide goals and objectives in the system plan, *The Texas Workforce System Strategic Plan FY 2016–FY 2023*, which can be found at [https://gov.texas.gov/uploads/files/organization/twic/Texas_Workforce_System_Strategic_Plan_\(FY2016-FY2023\).pdf](https://gov.texas.gov/uploads/files/organization/twic/Texas_Workforce_System_Strategic_Plan_(FY2016-FY2023).pdf)

Additionally, state law charges TWIC with reporting annually to the governor and to the Texas Legislature on the implementation of the system strategic plan and monitoring the operation of the state's workforce system to assess the degree to which the system is effective in achieving state and local goals and objectives. Therefore, TWIC also reviews Board plans and plan modifications to determine each Board's progress in implementing strategies that align with the strategic plan for the Texas workforce system. Following consideration for approval at a regularly scheduled quarterly meeting, the Council recommends the local Board plans to the governor for consideration for approval. Boards' responses to the following planning elements are reviewed by TWIC for alignment and are the basis for recommending approval.

Demonstrating Alignment with Texas' Workforce System Strategic Plan

The four sections below list and describe the four system goals from *The Texas Workforce System Strategic Plan FY 2016–FY 2023* that identify critical, high-priority system issues for the state. **For each goal, briefly describe one significant Board strategy or initiative that fulfills the intent of the goal. Also, please include the corresponding page number(s) within your plan that further details the identified strategy or initiative.**

System Goal 1 and Rationale

Focus on Employers:

By accessing critical education and labor data sets, employers can better find and plan for skilled workers to meet their needs in both the immediate timeframe and the future. Through greater engagement with employers, education and training providers can better design career and technical education content and delivery options that are more aligned with industry needs. Providers can make adjustments in program content to benefit employers and students, as well as address both state and regional economic needs.

System Goal 1 - Local Board Response

Board Strategy or Initiative and Quantitative Outcomes

Employers are the primary customers at WFSDallas. The Board focuses on training initiatives and employment activities to fill their needs. By serving employers, the Dallas Workforce System remains competitive by building/sustaining the existing employment base and attracting new businesses. WFSDallas has historically worked with leading industries and employers. We propose to build on the successes and expand the investments to a broader range of employers that promote economic growth.

WFSDallas continues to work regionally with employers, city and county government, community organizations, colleges and universities, ISDs, other education providers and neighboring Boards, Workforce Solutions for Tarrant County and North Central Texas. The Board coordinates employer services offering Rapid Response, Employer-focused Summits, Job Fairs, and other activities. Workforce Solutions Greater Dallas will continue to partner regionally to deliver high quality services to customers of the Dallas Workforce System and the North Texas region.

January – December 2018

- Delivered talent management services to 10,703 Employers! Employment Services including Job Search Assistance, Resume Preparation
- Served 64,532 general workers and job seekers in our local community
- Provided Assessment and Job Matching for 26,790 Unemployed Claimants
- Served 3,622 Veterans
- 936 customers trained
- 1,557 WIOA customers trained
- 46,820 customers placed
- Childcare for 20,498 children
- Median annual wages at \$21,460
- 2,145 Choices customers served
- 563 credentials earned
- 2,307 SNAP customers served

The Dallas Workforce System aligns workforce services with workforce development partners to ensure accessible, seamless, and a comprehensive system necessary to meet the needs of employers and job seekers. We work closely with the local community college, Dallas County Community College District, local universities, University of Texas at Dallas, University of Dallas, University of North Texas – Dallas campus, and other education providers.

One example of alignment is the design of our Adult Education and Literacy, AEL program. The Dallas program emphasizes the importance of employer involvement and recognizes that collaborative connections between adult learners and the community promotes positive program outcomes. The approach requires proactive stakeholder involvement to help individuals overcome the challenges of financial security, self-esteem, and the opportunity for better employment. Additionally, we are accountable for the needs of our Dallas County employers—and potential employers—to provide an educated workforce that meets the demands of business.

An example includes our AEL community partner, Wilkinson Center. They currently provide ESL classes to employees of the Sheraton Dallas Hotel. The Sheraton has a history of working with community agencies to recruit job candidates, especially for their entry-level positions. The hotel's Assistant Human Resources Director understood the value of

offering employee ESL classes and shared her own personal memory of being a child sitting outside of her mother's ESL class.

Another example of employer and WIOA program commitment is our work with the Starbucks Foundation. In 2017, the Starbucks Foundation made a commitment to change the lives of youth that are "disconnected" (i.e. not having a high school credential, unemployed, out of school). Starbucks Foundation visited Dallas and made a commitment to change lives. Their "Opportunity Youth" initiative provides young people, ages 16 to 24 years old, with pathways to opportunity by investing in solutions that equip young people with the skills required for the changing global economy.

100,000 Opportunities Initiative™ is sponsored by Starbucks Foundation, locally staffed by Workforce Solutions Greater Dallas (WFSDallas) and United Way volunteers with dozens of community partners hosted an opportunity fair like no other! 100K involved more than 30 national and local employers, offering job seekers an astounding 1,700 interviews - on the spot. Large retailers including JCPenney, Five Guys, Walmart, Macy's, and Starbucks managed booths at the Kay Bailey Hutchison Convention Center on May 19th, Oct, and March. Starbucks station taught aspiring baristas the art of a latte. Macy's employees demonstrated how to properly tie a tie and LinkedIn offered free headshots and assistance with creating online profiles. JCPenney played a critical role with a "style" center for hair and makeup. Amazing transformations for youth who didn't see themselves as hireable. There were application and resume-building stations, mock-interview sessions, and real interviews leading to on-the-spot job offers. Starbucks leads the 100,000 Opportunities Initiative™ which aims to bridge the opportunity divide for 4.9 million young Americans who are out of school and not working. Starbucks began with employer commitments to 100K and over 60 national brands committing to hire opportunity youth. Dallas was their fifth national event. With millions of job openings, employers are looking to hire strong talent. Closing this gap creates pathways for opportunity youth while meeting critical business needs and strengthening our economy.

Another example is our collaboration with Dallas Area Rapid Transit (DART). WFSDallas addressed DART's significant challenge in recruiting and hiring qualified talent as entry level bus drivers. Its talent resource gap was widening as entry level drivers were being promoted. WFSDallas staff helped the Human Resource Division analyze their recruitment/retention barriers which was causing a 95% loss rate from application to hire. These included both institutional barriers and lack of job seeker preparedness:

27% of applicants had failed the behavioral assessment, a significant number of applicants were failing the Department of Transportation physical, drug test and background checks, and a majority of applicants were failing the assessment necessary to obtain a Commercial Driver's License (CDL) Passenger Endorsement Permit and the agency lacked adequate space for conducting mass assessments and interviews

To address recruitment challenges WFSDallas provided an alternative assessment to that used by DART that focused on the actual skills necessary for job success. Proctored by Workforce staff, 510 individuals were assessed. 89.2% of applicants passed the assessment which increased the pass rate by 16%.

To improve the quality of the applicant pool, WFSDallas used expert staff to provide additional applicant screening which reduced the number of unqualified applicants who would be lost due to failing the physical, drug test, or background check. This step enabled DART to improve the quality of its applicant pool with a contingent hiring rate of 93%.

To address literacy gaps, WFSDallas partnered with the Texas Department of Public Safety and Dallas County Community College (DCCCD) to create a workplace literacy course to enhance the applicant's ability to comprehend

the necessary information needed to pass the CDL Passenger Endorsement Permit. Thus far, 49 applicants have received training in preparation of the CDL Passenger Endorsement Permit exam enabling DART to increase its Bus Driver Onboarding Training class from 10 new hires per class to 30 new hires per class!

To address inadequate facility availability, WFSDallas used a workforce center for mass assessments and interviewing. We extended business hours in the center to 10:00 PM so that Hiring Managers could meet with DART applicants resulting in 374 candidates being interviewed with 348 contingent offers.

System Goal 2 and Rationale

Engage in Partnerships:

Through collaborative and transparent processes, workforce system partners focus on outcomes that improve the employability of all program participants—from across a wide spectrum of capabilities and experiences—to meet employer needs. The leveraging of partnerships to enhance system alignment and outcomes depends on trust, a culture of collaboration both within and external to the workforce system, deep working relationships, and technical capacity to communicate to share needs, data, and information. Partnerships can provide for common planning, intake, and reporting on outcomes, as well as ensuring a “no wrong door” approach to the provision of workforce programs and services.

System Goal 2 - Local Board Response

Workforce Solutions Greater Dallas has number of workforce development partners and they are in all the eight workforce centers across Dallas County. But the true example of partnership truly shines by one of our Workforce Centers, the Opportunity Center. The Opportunity Center is an innovative multi-service 52,000 square foot facility. It was originally envisioned as a solution to providing human services and community programs, but quickly evolved into a Workforce Center that offers a menu of community services that are:

- 1) Entrepreneurial in nature and fundamentally cross-sectorial;
- 2) Diversified by a coalition of partnerships;
- 3) Data-driven and flexible to respond to services needed that offer the best possible outcomes;
- 4) Composed of both people and place based community development strategies that will bring together community neighbors and key community partners.

This comprehensive approach removes overwhelming obstacles that prevent families from moving beyond a life of poverty and on to self-sufficiency.

“We know we won't be the full answer to ending poverty in Dallas, but we want to be part of that answer,” said Larry James, CitySquare's president and CEO. James said CitySquare opened the Center because “people are worth it” and “it was the right thing to do.”

The CitySquare Opportunity is part of the community's answer to addressing poverty. The Center has a food distribution center, a wellness center, a comprehensive employment training center, Workforce Solutions Greater Dallas Workforce Center, a Lift Literacy Center, CitySquare's WorkPaths employment training division, CitySquare's AmeriCorps headquarters/offices, PerScolas job training location and a staging area for CitySquare's growing Food on the Move program. The center is a place where the struggling job seeker population can receive loans, nutritional and

wellness counseling and employment training and resources. The Center is focused beyond singular programs and is a concept brought to life through local leadership. This Center serves Dallas' hardest to serve population and is a true onestop workforce center. Customers can attend weekly job fairs and other job matching services, connect to a menu of three workforce training programs and receive guidance and support.

In efforts to better serve the community, the Opportunity Center is a full-service center and operates all programs and services. The benefits to the community are seamless workforce operations convenient to the public. The Workforce Center Campus offers the following:

- CitySquare – Workforce Training Programs - CitySquare provides Environmental and Construction Training Programs and through our partnership we provide supportive services for qualified individuals while they are in training. e.g. construction related tools once the participant receives a job offer, etc.
- CitySquare - Food Pantry – PepsiCo sponsors this large onsite food pantry with a commercial refrigeration unit that offers supplemental food to the community. Through our partnership, we have been able to get the Food Pantry approved as one of our "community volunteer" locations. Choices customers utilize this convenient worksite for them to participate on the same campus where they receive supportive services. In addition, Workforce Center Individual staff members volunteer their time and talent to assist with the distribution of food.
- AmeriCorps - provides referrals from our young adult population to apply for Summer 2015 Outreach Programs
- Perscholas.org – Provides technology job training onsite with opportunities for the local residents. The Center assisted them with an employer relationship with Premier Logitech. With this connection, they now have an employer that places graduates of their A+ Certification Program.
- LIFT - Literacy Instruction For Texas – provides literacy and GED instruction onsite at no cost. The center refers customers to them. They have multiple class times but they are so flexible that they adjust their break schedules to allow our customers to attend onsite job fairs.

In 2016, WFSDallas created partnered with vocation rehab to create a Disability Services Pilot Program and hired six Talent Development Specialists who provide workforce services to individuals with disabilities and are co-located all of the eight offices. The goal that was to expand access to competitive integrated employment while providing services for individuals with disabilities. Staff work closely with individuals to offer linkages to employers. The jobseekers often require a bit more assistance with their resumes and customization to identified job opportunities. Talent Development Specialists customize job search techniques, offer interview tips, networking, creating and updating a customer's LinkedIn profile. In addition, staff provide opportunities for individuals with disabilities to receive soft skills training that prepares customers for the interview and employment. Staff refer job seekers to workforce seminars and hiring events, and meet customers at hiring events and seminars to assist with the completion of online applications or other accommodations, as needed. Through these strategies, individuals with disabilities are offered outstanding customized services that assist in gaining employment. Since co-locating in eight DARS offices, over 150 customers transitioned to employment with an average wage of \$11.70/hour. WFSDallas hired some of the individuals with disabilities to better assist customers with problem solving, connection to the community, sensitivity training and ability to overcome obstacles commonly faced by customers. WFSDallas and the Texas Workforce Commission, Vocational Rehabilitation (VR) continues the strong partnership in delivering accessible services to individuals with disabilities through future co-location efforts, youth Summer Earn and Learn activities, job development and customer advocacy activities. WFSDallas will continue the partnership to better serve individuals with disabilities.

Another example of community partnership is known as the 2-Generation Strategy. This initiative offers workforce and childcare services outside of the workforce center setting and incorporates numerous community partners. However, this project has evolved into much more and the impact of this change to the community, has been reflected in an increase in enrollments in adult education and literacy, career pathway skills training and career advancement opportunities for the community. WFSDallas' Community Outreach specialists are co-housed in CCG's early childhood centers. These Specialists offer counseling and workforce services to poverty-level parents. Parents in the early childhood centers were unaware of services available to them. CCG polled the parents in each center to determine the day and time that worked best, and the community outreach specialists began coming at that time each week. While the program is still new, the response has been very positive. Parents are receiving adult education and literacy skills, resume building, job search techniques, and job training opportunities. It is anticipated that English Language Acquisition (ELA) and/or GED classes will be offered on-site in 2016-2017, to increase the accessibility of services to participating parents. We are moving beyond programs and thinking about how systems can be better constructed to support working parents while meeting the needs of their children without sacrificing one for the other.

In addition to bringing these services to early childhood centers, WFSDallas has expanded services to various locations throughout Dallas County to include public libraries, food pantries, family violence shelters, agencies providing vocational training and agencies assisting those returning to society from prison. These unique community partnerships have offered great services to the community while leveraging resources and growing the Dallas workforce.

WFSDallas demonstrates a deeper level of service to the community, and furthers our belief that aligning child and adult workforce services in a coordinated two-generation approach that will help increase opportunities to lift families in our community out of poverty. This is a wide community effort to bring individuals out of poverty through a joint community workforce system. Services are available anywhere and accessible to those who need them.

System Goal 3 and Rationale

Align System Elements:

By improving transitions, aligning programs, and ensuring portability and transferability, Texas improves access and the ability of all participants to complete programs of study, earn credentials, transition to further education, and gain critical employability skills. Texas employers are better positioned to find and hire the employees they need through an enhanced education and training pipeline.

System Goal 3 - Local Board Response

Board Strategy or Initiative and Quantitative Outcomes

WFSDallas has moved beyond programs and workforce structures. The innovation is expanding the workforce system to better support parents and the needs of their children without sacrificing one for the other. The collaboration between ChildCareGroup and WFSDallas demonstrates a deeper level of service to the community, and furthers our belief that aligning child and adult workforce services in a coordinated two-generation approach will help increase opportunities to lift families in our community out of poverty. This is a city-wide effort to bring individuals out of poverty through a joint community workforce system. Services are available anywhere and accessible to those who need them.

Workforce Solutions Greater Dallas deployed a Community Engagement team to connect with job seekers outside the workforce centers. Teams worked on-site at five Early Head Start Centers to assist parents of children in low-income families. Job seeker services were provided at eight public libraries in Dallas County, and over five Dallas area food pantries. Soft skills training and job readiness preparation was provided on-site at the Federal Bureau of Prisons FCI to assist individuals who would soon re-enter both society and the job market.

Three of five team members are bi-lingual, representing French, Arabic and Spanish languages. Because of this, the team has been able to offer services to the growing refugee communities within Dallas County. Workforce services is not just available within the workforce centers, workforce is in the community and benefiting Dallas County.

Because of the efforts of the Community Engagement team, over 2,000 (and counting) additional job seekers received critical workforce services, direct job placement assistance, referrals to Adult Education and Literacy and follow-up services. A total of 327 job seekers were enrolled into the online training portal ResCare Academy. ResCare Academy has access to over 4,000 career readiness courses to increase both their employability and self-sufficiency.

In addition to providing services at the above-mentioned agencies, this effort also focuses on a presence at community events including those in the evenings and on Saturdays. Some of the events have included World Refugee Day, DISD Parent Fair, National Re-entry week with Federal Bureau of Prisons, Dallas Women's Career and Community Symposium, The Family Place, Social Work Fair with the Veteran's Administration Hospital and many more. This increases community knowledge of workforce services in areas that might not otherwise be aware of all that we offer.

By replicating this project, local boards can develop a network of community partners and build economic stability transitioning individuals out of poverty into the workforce. This can only increase the number of job seekers served who may not be able to utilize services at the actual workforce centers.

System Goal 4 and Rationale

Improve and Integrate Programs:

Accelerate employment and improve efficiencies through shared resources that can be leveraged to create new, relevant, and innovative opportunities that serve the needs of all stakeholders. By addressing high-priority programmatic needs through an integrated strategy, decision-making at the system, partner, and participant levels is improved and system service delivery is enhanced. The changing economic and educational landscapes provide opportunities to share relevant data through appropriate "push" mechanisms in an organized manner to key stakeholders who rely on information generated by system partners.

System Goal 4 - Local Board Response

Innovation Initiative and Quantitative Outcomes

The Opportunity Center with a high number of homeless and very low-income residents of East and South Dallas. This true one stop center offers enhanced services that will benefit the customers who need the services the most.

One of the Core Values of this center is community. Within the center, each partner views each other as neighbors - neighbors that invest in each other and develop meaningful relationships valuing everyone. The Center will open new options for individuals and families to receive the comprehensive services they need to achieve progress and begin to work their way beyond poverty into self-sufficiency.

Along with community, the strong collaboration provides an opportunity to leverage more services to more people which supports the entire community. This promotes the WFSDallas vision of maximizing services for the hardest to serve population.

The Opportunity Center is already living the spirit of the law advocated in WIOA by bringing employers, job seekers and education providers together. Other Boards and States will be able replicate the Opportunity Center partnerships by using creative partnerships to provide quality services to employers and job seekers. Encouraging collaboration requires resourcefulness and WFSDallas believes that it takes a comprehensive approach to offer a full menu of services.

WIOA In-Demand Industries List

Board Name:	Dallas	Date Submitted:	3/8/2019
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Use this spreadsheet to identify the Board's top 10 to 15 high demand industries. The Board's high demand industries may include, but need not be limited to, industries related to the governor's industry clusters.

2012 North American Industry Classification System (NAICS) Code (4-digit)	NAICS Industry Title (Name)	Annual Average Employment 2016	Annual Average Employment 2026	Number Change 2016-2026	Percent Growth 2016-2026	Does Industry Match to a Governor's Industry Cluster? (yes or no)	Additional Rationale, Local Wisdom, Comments	Labor Market and Career Information Data Source(s)
2373	Highway, Street, and Bridge Construction	4563	8059	3496	76.6%	No	Infrastructure Cluster	TWC LMCI
6216	Home Health Care Services	28849	46726	17877	62.0%	No	Healthcare Cluster	TWC LMCI
5415	Computer Systems Design and Related Services	39490	52818	13328	33.8%	Yes		TWC LMCI
4841	General Freight Trucking	21833	27581	5748	26.3%	Yes	Logistics Cluster	TWC LMCI
5413	Architectural, Engineering, and Related Services	18730	23550	4820	25.7%	Yes		TWC LMCI
5613	Employment Services	70826	87252	16426	23.2%	Yes		TWC LMCI
5614	Business Support Services	12928	15914	2986	23.1%	Yes		TWC LMCI
6221	General Medical and Surgical Hospitals	49106	59897	10791	22.0%	Yes	Healthcare Cluster	TWC LMCI
5412	Accounting, Tax Preparation, Bookkeeping, and Payroll	19254	22765	3511	18.2%	Yes		TWC LMCI
7225	Restaurants and Other Eating Places	110755	128912	18157	16.4%	No	High Growth	TWC LMCI
4451	Grocery Stores	19270	21983	2713	14.1%	No	Retail Cluster	TWC LMCI
4931	Warehousing and Storage	14109	16028	1919	13.6%	No	Logistics Cluster/High Growth	TWC LMCI
6111	Elementary and Secondary Schools	77490	87703	10213	13.2%	No		TWC LMCI
5611	Office Administrative Services	14973	16819	1846	12.3%	Yes		TWC LMCI
4521	Department Stores	12715	14202	1487	11.7%	No	Retail Cluster	TWC LMCI
5222	Nondepository Credit Intermediation	22663	25226	2563	11.3%	Yes		TWC LMCI

WIOA Target Occupations List

Board Name:	Dallas	Date Submitted or Updated:	3/8/2019
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Use this template to identify the Board's target occupations, which are occupations that 1) are in demand, 2) have a dedicated training component, and 3) provide wages that meet a Board's self-sufficiency requirements.

Standard Occupational Classification (SOC) (6-digit)	Target Occupation Job Title (Name)	Annual Average Employment 2016	Annual Average Employment 2026	Number Change 2016-2026	Percent Growth 2016-2026	Annual Change in Employment (Growth)	Starting Salary per Hour (Entry Wage)	Top Salary per Hour (Experienced Wage)	Typical Education Needed for Entry into Occupation	Are there Eligible Training Providers (ETPs) offering training for this occupation?	How many individuals will ETPs train and/or certify to fill current openings?	Additional Rationale, Local Wisdom, and Comments	Is this a Career Pathway Occupation? (yes or no)	Labor Market and Career Information Data Source(s)
11-1021	General and Operations Managers	26255	31218	4,963	18.9%	496	\$51.64	\$83.25	Bachelor's degree	yes	7		Yes	TWC LMCI
11-3021	Computer and Information Systems Managers	5024	6160	1,136	22.6%	114	\$32.16	\$78.43	Bachelor's degree	yes	20		Yes	TWC LMCI
11-3071	Trans., Storage, and Distribution Managers	1609	1914	305	19.0%	30	\$31.77	\$69.32	school diploma or equiv	yes	10	Logistics Cluster	Yes	TWC LMCI
11-9021	Construction Managers	5978	7159	1,181	19.8%	118	\$30.64	\$72.77	Bachelor's degree	yes	10		Yes	TWC LMCI
13-1199	Business Operations Specialists, All Other	12098	13973	1,875	15.5%	188	\$25.31	\$62.12	Bachelor's degree	yes	7		Yes	TWC LMCI
13-2011	Accountants and Auditors	25689	30728	5,039	19.6%	504	\$25.24	\$61.11	Bachelor's degree	yes	25		Yes	TWC LMCI
15-1121	Computer Systems Analysts	13129	15647	2,518	19.2%	252	\$30.55	\$70.90	Bachelor's degree	yes	15	Technology Cluster	Yes	TWC LMCI
15-121	Computer Programmers	5399	5474	75	1.4%	8	\$27.64	\$60.85	Bachelor's degree	yes	5		Yes	TWC LMCI
15-1132	Software Developers, Applications	15362	21110	5,748	37.4%	575	\$37.52	\$74.30	Bachelor's degree	yes	30		Yes	TWC LMCI
15-1134	Web Developers	1939	2355	416	21.5%	42	\$24.52	\$57.46	Associate's degree	yes	15		Yes	TWC LMCI
15-1141	Database Administrators	2539	3010	471	18.6%	47	\$28.92	\$64.46	Bachelor's degree	yes	20		Yes	TWC LMCI
15-1142	Network and Computer Systems Administrators	6100	7085	985	14.8%	90	\$29.44	\$65.44	Bachelor's degree	yes	50		Yes	TWC LMCI
15-121	Computer User Support Specialists	11971	14436	2,465	20.6%	246	\$16.56	\$37.97	Some college, no degree	yes	50		Yes	TWC LMCI
17-2071	Electrical Engineers	2387	2832	445	18.6%	44	\$35.33	\$75.54	Bachelor's degree	no	0		Yes	TWC LMCI
17-2141	Mechanical Engineers	2268	2627	359	15.8%	36	\$32.16	\$78.45	Bachelor's degree	no	0		Yes	TWC LMCI
17-3000	Chemical, Electrical, and Electronic Engineers	11235	12541	1,306	11.6%	131	\$32.81	\$76.08	Information not available	yes	5		Yes	TWC LMCI
17-3023	Electrical and Electronic Engineering Technicians	3110	3074	-36	-1.2%	-4	\$20.89	\$40.21	Associate's degree	yes	5	Technology Cluster	Yes	TWC LMCI
22-2011	Paralegals and Legal Assistants	3705	4579	874	23.6%	87	\$21.88	\$44.49	Associate's degree	yes	15		Yes	TWC LMCI
25-2000	Primary, Secondary, and Special Education School Teachers	41889	48273	6,384	15.2%	638	\$13.85	\$40.21	Information not available	yes	15		Yes	TWC LMCI
27-1024	Graphic Designers	3129	3552	423	13.5%	42	\$15.90	\$40.08	Bachelor's degree	no	0		Yes	TWC LMCI
29-1126	Respiratory Therapists	1458	2017	559	38.3%	56	\$24.22	\$38.11	Associate's degree	no	0		Yes	TWC LMCI
29-1141	Registered Nurses	29264	37613	8,349	28.5%	835	\$26.28	\$48.36	Bachelor's degree	no	0		Yes	TWC LMCI
29-2052	Pharmacy Technicians	4138	4983	850	20.5%	85	\$22.86	\$22.86	school diploma or equiv	yes	31		Yes	TWC LMCI
29-2055	Surgical Technologists	1297	1586	289	22.3%	29	\$16.23	\$34.17	secondary nondegree av	yes	0		Yes	TWC LMCI
29-2061	Licensed Practical and Licensed Vocational Nurses	7398	9559	2,161	29.2%	216	\$19.61	\$29.80	secondary nondegree av	yes	4		Yes	TWC LMCI
29-2071	Medical Records and Health Information Technicians	2588	3226	638	24.7%	64	\$13.52	\$33.02	secondary nondegree av	yes	50		Yes	TWC LMCI
31-9092	Medical Assistants	10193	14223	4,030	39.5%	403	\$12.23	\$19.59	secondary nondegree av	yes	20		Yes	TWC LMCI
41-1011	First-Line Supervisors of Retail Sales Workers	15529	17721	2,192	14.1%	219	\$14.66	\$33.63	school diploma or equiv	yes	30	Retail Cluster	Yes	TWC LMCI
43-3031	Bookkeeping, Accounting, and Auditing Clerks	21563	22923	1,360	6.3%	136	\$15.25	\$30.30	Some college, no degree	yes	25		Yes	TWC LMCI
43-4051	Customer Service Representatives	48136	53937	5,801	12.1%	580	\$12.34	\$27.99	school diploma or equiv	yes	30		Yes	TWC LMCI
43-6014	Administrative Assistants, Except Legal, Medical, and Secretarial	23139	23323	184	0.8%	18	\$12.42	\$28.36	school diploma or equiv	yes	20		Yes	TWC LMCI
47-2021	Brickmasons and Blockmasons	780	938	158	20.3%	16	\$18.71	\$28.81	school diploma or equiv	no	0		Yes	TWC LMCI
47-2031	Carpenters	8175	9933	1,758	21.5%	176	\$14.93	\$25.04	school diploma or equiv	no	0		Yes	TWC LMCI
47-2073	Construction Engineers and Other Construction Equipment Operators	3266	4030	764	23.4%	76	\$15.62	\$26.89	school diploma or equiv	yes	5		Yes	TWC LMCI
47-2111	Electricians	9456	11318	1,862	19.7%	186	\$15.48	\$32.67	school diploma or equiv	yes	3		Yes	TWC LMCI
47-2152	Plumbers, Pipefitters, and Steamfitters	6360	7986	1,626	25.6%	163	\$15.34	\$31.27	school diploma or equiv	yes	3		Yes	TWC LMCI
47-4051	Highway Maintenance Workers	508	557	49	9.6%	5	\$13.53	\$24.18	formal educational credits	yes	30	Infrastructure Cluster	Yes	EMSI
49-2011	Computer, Automated Teller, and Office Machine Repairs Technicians	4458	5185	727	16.3%	73	\$29.90	\$29.90	Some college, no degree	no	0		Yes	TWC LMCI
49-3021	Automotive Body and Related Repairers	1841	2082	241	13.1%	24	\$14.99	\$32.75	school diploma or equiv	yes	7		Yes	TWC LMCI
49-3023	Automotive Service Technicians and Mechanics	5265	5865	600	11.4%	60	\$12.75	\$30.27	secondary nondegree av	yes	7		Yes	TWC LMCI
49-9021	Refrigeration, Air Conditioning, and Mechanical Equipment Mechanics and Installers	4499	5625	1,126	25.0%	113	\$17.77	\$41.30	secondary nondegree av	yes	30		Yes	TWC LMCI
49-9071	Maintenance and Repair Workers, General	15839	18841	3,002	19.0%	300	\$13.27	\$26.77	school diploma or equiv	yes	10		Yes	TWC LMCI
51-2011	Aircraft Structure Assemblers	371	328	-43	-11.6%	-4	\$23.04	\$37.61	school diploma or equiv	yes	5	Aerospace Cluster	Yes	EMSI
51-4011	Machine Tool Operators, Metal and Plastic	1010	1079	69	6.8%	7	\$14.14	\$30.54	school diploma or equiv	yes	15		Yes	TWC LMCI
51-4041	Machinists	2108	2251	143	6.8%	14	\$12.90	\$29.22	school diploma or equiv	yes	15		Yes	TWC LMCI
51-4121	Welders, Cutters, Solderers, and Brazers	5148	5840	682	13.2%	68	\$13.38	\$28.42	school diploma or equiv	yes	10		Yes	TWC LMCI
51-9061	Inspectors, Testers, Sorters, Samplers & Weighers	6928	6923	-5	-0.1%	0	\$11.86	\$30.53	school diploma or equiv	yes	5		Yes	TWC LMCI
53-3032	Heavy and Tractor-Trailer Truck Drivers	28227	34319	6,092	21.6%	609	\$15.06	\$32.84	secondary nondegree av	yes	75		Yes	TWC LMCI
53-7021	Crane and Tower Operators	1015	1275	260	25.6%	26	\$19.59	\$34.85	school diploma or equiv	yes	10		Yes	TWC LMCI
53-7051	Industrial Truck and Tractor Operators	10973	12950	1,977	18.0%	198	\$11.63	\$20.46	formal educational credits	yes	15		Yes	TWC LMCI
15-1152	Computer Network Support Specialists	4218	4656	438	10.4%	44	\$24.80	\$45.24	Associate's degree	yes	40		Yes	TWC LMCI
17-1022	Surveyors	329	437	108	32.8%	11	\$17.90	\$34.90	Bachelor's degree	yes	10		Yes	TWC LMCI
17-2000	Engineers	20586	23555	2,969	14.4%	297	\$39.85	\$62.85	Information not available	no	0		Yes	TWC LMCI
29-2012	Medical and Clinical Laboratory Technicians	1977	2411	434	22.0%	43	\$15.75	\$24.56	Associate's degree	yes	20		Yes	TWC LMCI
29-2032	Diagnostic Medical Sonographers	510	697	187	36.7%	19	\$28.96	\$42.05	Associate's degree	yes	10		Yes	TWC LMCI
29-2034	Radiologic Technologists	2423	3043	620	25.6%	62	\$18.17	\$32.40	Associate's degree	yes	5		Yes	TWC LMCI
29-2041	Emergency Medical Technicians and Paramedics	1332	1515	183	13.7%	18	\$16.18	\$24.28	secondary nondegree av	yes	15		Yes	TWC LMCI
29-2099	Health Technologists and Technicians, All Other	1144	1519	375	32.8%	38	\$12.76	\$22.95	secondary nondegree av	yes	40		Yes	TWC LMCI
31-9091	Dental Assistants	4336	5389	1,053	24.3%	105	\$13.73	\$20.49	secondary nondegree av	yes	30		Yes	TWC LMCI
31-9093	Medical Equipment Preparers	557	683	126	22.6%	13	\$12.80	\$21.50	school diploma or equiv	yes	5		Yes	TWC LMCI
33-3051	Police and Sheriff's Patrol Officers	7662	9084	1,422	18.6%	142	\$22.49	\$37.60	school diploma or equiv	yes	10		Yes	TWC LMCI
47-2051	Cement Masons and Concrete Finishers	2547	3317	770	30.2%	77	\$14.58	\$19.59	formal educational credits	yes	15		Yes	TWC LMCI
49-3031	Bus and Truck Mechanics & Diesel Engine Specialists	3784	4613	829	21.9%	83	\$16.56	\$26.67	school diploma or equiv	yes	10		Yes	TWC LMCI
51-2099	Assemblers and Fabricators, All Other	1794	2222	428	23.9%	43	\$13.15	\$17.90	school diploma or equiv	yes	5	Aerospace Cluster	Yes	TWC LMCI

2/20/19 Public Hearing for the Plan Modification

Public Comments Received

I am pleased to make comment of support of Workforce Solutions Greater Dallas as it amends the 2017-2020 Workforce Development Plan for Dallas County.

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

The economic ecosystem of Dallas requires that all of us join together to produce a seamless path that narrows and eliminates workforce gaps and barriers, while generating a thriving economy that expands employer growth. The proposed 2017-2020 Plan Modification creates a map to expand the workforce landscape in critical need areas of Allied Health and Public Safety. These additions to the 2019-2020 Targeted Occupations List allows the Dallas County Community College District to positively impact income disparity throughout the community that align with business and industry workforce needs and serve as a primary provider in the talent supply chain throughout the region for the citizens of Dallas, fostering a vibrant, solid and sustainable economy.

Sincerely,

Mark Hays

Vice Chancellor Workforce Development

Dallas County Community College District

1601 South Lamar Street Office 359

Dallas, Texas 75215-1816

P. 214-378-1821

mhays@dcccd.edu



**Dallas County
Community College District**

**Higher Education That
Actually Gets You Hired**

From: [Andrea Glispie](#)
To: [Connie Rash](#)
Subject: RE: public hearing
Date: Tuesday, February 19, 2019 4:04:15 PM

Hi, Connie – Here's our comment. I can't be there, so thanks in advance for reading this:

United Way Metropolitan Dallas applauds the proposed changes to Workforce Solutions Greater Dallas WIOA plan. Specifically, United Way strongly supports adding Patient Care Technician (PCTs) to the approved target occupations list. PCTs are often the unsung heroes in healthcare, working alongside doctors and nurses to provide care and support to patients around the clock. They work in hospitals, rehabilitation, and long-term care facilities bathing or helping patients move around in their rooms, serving meals, or taking vital signs like temperature or blood pressure. The PCT job is also an important first step that individuals who are interested in the healthcare profession can take before pursuing training for other jobs like registered nurse or surgical technician.

In the last few years, United Way has made smart investments in training and supportive services to help low-income workers start healthcare careers by becoming PCTs. The proposed change to the WIOA plan also compliments the work we are doing with three hospitals to improve retention and advancement rates of PCTs.

We look forward to our continued partnership with Workforce Solutions Great Dallas to help employers get the talent they need and workers achieve economic security.

Andrea Glispie, MSW | Director, Career Pathways and Pathways to Work

UnitedWayDallas.org

[Pathways to Work](#)

Twitter: @andyglispie



Celes Oppedahl Richland College Comment:

My name is Celes Oppedahl and I work at the Dallas County Community College District Richland college Garland Campus. I want to make a comment on the opportunities WIOA grants provide youth. Just recently we served four home schooled youth living in poverty in Garland. With the WIOA youth grant they all received their GED. In addition, one received vocational training one and is working at a local manufacturing plant making \$19 per hour. Another one is enrolled in another DCCCD Eastfield campus and the other two are working full time working at Richland College. These are examples of true success stories. The WIOA youth program provided an opportunity for these individuals. WIOA allows us, (Richland College) to make a difference in the community, not with just youth but also serving adults, with Adult Education and Literacy services and Apprenticeships opportunities with local employers.

DRAFT

WORKFORCESOLUTIONS
GREATER DALLAS



Photo credit James Edward <http://www.jamesedward.com/>

DALLAS WORKFORCE SYSTEM
Workforce Innovation and Opportunity Act
Plan Modification Summary

Program Years 2017 - 2020

500 N. Akard Street, Suite 3030
Dallas, Texas 75201
214-290-1000
www.wfsdallas.com

Public Comment Period:
February 5th – March 7th, 2019

Due to TWC:
March 8, 2019

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Overview and Future Directions

The Dallas County Local Workforce Development Board, dba Workforce Solutions Greater Dallas (WFSDallas) is the workforce system for the Greater Dallas region. Workforce Solutions Greater Dallas ensures the development and implementation of a system of services that meets employer and job seeker needs while providing economic development support for the community.

WFSDallas is led by a volunteer Board of twenty-five Directors appointed by the Dallas County Judge and the Mayor of the City of Dallas.

WFSDallas budgets approximately \$120M annually supported by government and private funding. Funds provide a broad range of services addressing regional workforce challenges with employer-led solutions including, but not limited to hiring events, customized training, scholarships for job training credentials, adult education, English as a Second Language, layoff services, childcare and transportation subsidies.

In 2017-2020 Plan Modification, WFSDallas will continue to:

- Engage employers within the workforce system to execute business-directed services;
- Assist workers & families to earn their best market wage,
- Provide education and skills opportunities to special populations;
- Engage opportunity youth with career exploration, skills training in demand occupations leading to employment or enrollment in post-secondary education;
- Build career pathways for job seekers to accelerate their advancement while meeting employer needs; and
- Focus on workers living in poverty to earn better wages through better work.

Within the multiple workforce centers, we offer unique services to employer and job seeker customers:

Employer Services – Employers are our primary customers and by building strong relations with hiring managers we provide the full range of talent management services. At no cost, WFSDallas offers talent identification through the state's online job matching platform. We assist hiring managers to find the talent they need by posting jobs, screening, and interviewing candidates. We also offer customized hiring events held at all workforce centers.

Check in at www.wfsdallas.com or call the employer hotline at 214-302-5555 for more information.

Job Seeker Services - WFSDallas connects job seekers to employment opportunities by offering individualized services at no cost to the job seeker or employer. Our workforce centers offer job search assistance, job matching, workshops and career exploration. All centers have customer computers available, learning labs and weekly hiring events.

Specialized services make a difference to our customers! We offer highly trained staff to provide assessment and referral to training, ESL, high school equivalency certificates and skills training credentials. Customized options are available for individuals with special needs, workers 50+, Veterans, young adults, and laid off workers!

SPOTLIGHT

WFSDallas partnered with the Schultz Family Foundation/Starbucks **100K Opportunities Initiative** to provide services to over 2800 youth in finding their first job! In 2017-18, over 65% secured employment! Funding bridges a gap by connecting opportunity youth to jobs in the local community with national employer partners.

Through the **Adult Education Consortium** with WFSDallas, partners provide adult education/literacy, English as a second language, math, reading and writing instruction for workers to acquire the skills needed to succeed, earn a high school equivalency or enter career training. Partners include Richardson ISD, Dallas County Community College District, Irving ISD, Wilkinson Center, and ResCare! We exceeded performance goals at 103% with 9,077 learners! The Consortium continues to secure strong employer partnerships to build the skill levels of workers, leading to a statewide award & a check for \$30K.

Texas Talent Connection is an industry sector outreach/career pathways project combining the forces of an award-winning partnership of Dallas County Manufacturers Association, Garland ISD, Garland Chamber of Commerce, Dallas County Community College District and WFSDallas. This Governor's funded model focuses on paid internships in advanced manufacturing, leading to a talent pipeline that includes student recruitment and industry participation along side education.

Workforce Solutions Greater Dallas exists to
Ensure Competitive Solutions **FOR EMPLOYERS** through quality people, and
FOR PEOPLE through quality jobs.

- Operates in Dallas County (population 2.6M / 2,692 sq. mil), including **14 school districts** and **24 cities**, including Dallas, Grand Prairie, Garland, Irving, Mesquite, Richardson and Carrollton
 - Operates as 501(c)(3) nonprofit with a budget of **\$120 million** annually
 - Collaborates with **partners** to build a robust workforce system to support employers, and job seekers in pursuit of excellence
- Chief Elected Officials **Judge Clay Jenkins, Dallas County & Mayor Mike Rawlings, City of Dallas**

By the Numbers

IMPACT

2017 –2018



128,644

Total Customers served

CUSTOMERS



101,174

Total Customers Placed

CUSTOMERS

TWIST Common Measures Served



20,851

Employers served

EMPLOYERS

WIT Employer Productivity



3,166

WIOA Customers Served

DW, ADULT AND YOUTH

TWIST Common Measures Served



8,158

Veterans served

VETERANS

TWIST Common Measures Served



1,562

Credentials Earned

All Customers

TWIST Common Measures Served



5,442

SNAP

SELF-SUFFICIENCY

TWIST Common Measures Served



4,667

CHOICES

SELF-SUFFICIENCY

TWIST Common Measures Served

IMPACT

Outcomes



\$21,462

Median Annual Wages*

WAGES



40,448

Children in Childcare

QUALITY CHILDCARE

TWIST # of children in care



1,894

Customers Trained

SCHOLARSHIPS

TWIST Common Measures Served



55,178

Unemployed Claimants served

UNEMPLOYED

TWIST Common Measures Served

Targeted Occupations 2019-2020

WFSDallas continually assesses the regional business environment to identify employer needs by establishing linkages between employers and job seekers. The targeted occupations list is revisited, as necessary, to ensure occupations best meet the needs.

Healthcare & Education Services

Dental Assistant Registered Nurse
Diagnostic Imaging Specialist Respiratory Therapist
Emergency Medical Techs Surgical Technologist
Licensed Practical Nurse *Medical Assistant NEW
Medical Coding Specialist *Patient Care Tech. NEW
Pharmacy Technician
Medical Equipment Preparers
Medical & Clinical Lab Techs
Radiological Technologist

Public Safety

*Police Officer NEW

Education/Training

Teacher (Math, Science, ESL)

Construction/ Industrial Production

Construction Manager Heating/AC Mechanic
Brick & Stone Mason Maintenance and Repair
Carpenter Worker
Cement Mason & Aircraft Assembler
Concrete Finishers Composite Bonding
Operating Engineer Assembler
Electrician CNC Machine Operator
Plumber/Pipe Fitter Machinist
Highway Maintenance Welder & Cutter
Worker Quality Control Technician
Auto Body Repair Crane Operator
Auto Mechanic
Diesel Bus/Truck Mechanic

Advanced Manufacturing/Engineering

Surveyor
Engineer
Electrical Engineer
Mechanical Engineer
Drafters & Engineering Tech
Electrical & Electronics Tech

Trucking

Logistics Manager
Tractor-Trailer Truck Driver
Industrial Forklift Operator

Info. Technology & Telecommunications

Computer & Info. Systems Manager
Computer Systems Analyst
Software Developers & Apps
Web Developer
Database Administrator
Network & Systems Admin.
Computer User Support Specialist
Computer Network Support
Graphic Designer

Business Management

General & Operations Management
Business Operations Specialist
Accountant & Auditor
Paralegal & Legal Assistant
First-Line Supervisor – Retail Sales
Book/Accounting Clerk
Customer Services Representative
Secretary

Tell me what you want to do...

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Public Notice
Workforce Solutions Greater Dallas
Workforce Development Programs

Workforce Solutions Greater Dallas announces the opportunity to give public comments for the 2017-2020 Dallas County Workforce Development Plan and Programs, which include local partnership agreements, Workforce Innovation and Opportunity Act (WIOA), Dislocated and Youth programs, Wagner-Employment Services, Adult Education and Family Literacy Act, Vocational Rehabilitation Services, Senior Community Service Employment Program and other workforce programs (Child Care Services, Texas Veterans Services, Temporary Assistance for Needy Families, Employment and Training Services, Transitional National Assistance Program, Employment and Training Services, Trade Act Services), totaling approximately \$120,000,000, please see our website for more at: www.wfsdallas.com

A public hearing will be held at Dallas Regional Chamber, 540 N. Akard Street, Suite 2000, Dallas, Texas 75201 at 7:30 a.m. on February 20, 2015.

Comments may be submitted at WFS@dallas.wfsdallas.com. All comments will be included in the plan modification submitted to the Texas Workforce Commission. The Board will receive written public comments beginning on February 5, 2015 through March 7, 2015. WFS@dallas.com is a proud partner of the American Job Center Network. 100% of funding is allotted from Federal Funds with the US Department of Labor, and is available to all eligible and qualified individuals.

Activate Windows
Go to Settings to activate Windows.

https://www.wfsdallas.com

100,000 OPPORTUNITIES Initiative
Workforce Solutions Greater Dallas 100,000 Opportunities



CELEBRATING OVER 35 YEARS OF EXCELLENCE!
Workforce Solutions Greater Dallas is the only organization recognized to implement a system of services that complement economic development - as a resource for employers to access the quality employees they need, and training individuals to be successfully employed. Workforce Solutions Greater Dallas has been in existence for over 35 years.



"WORK TEACHES WORK"
President Laska Latta receives 40-hour Waga and Means Subcommittee hearing. "Getting Incentives Right: Connecting Low-Income Individuals with Jobs."

WORKFORCE AWARD RECIPIENTS
Congratulations to all award recipients, and to the Customers and Contractors who make our system thrive! We appreciate your partnership. www.wfsdallas.com



RESOURCES
The Resources section of our website provides vital information to employers, jobseekers and other organizations to support the mission of Workforce Solutions Greater Dallas.

Public Notice for the 2017-2020 Dallas County Workforce Development Plan Modification

2017-2020 Dallas County Workforce Dev. Summary

2017-2020 Dallas County Workforce Plan

Texas Billing Site Information

2015-2016 The United States Economic Outlook

WIOA in Texas

Dallas Workforce Commission

Child Care Resources

National Association of Workforce Boards Presentation

Workforce Online, Online and Skills Gap Report

Dallas Workforce Ecosystem - a comprehensive workforce development resource for the Dallas Metro

2017 Regional Workforce Leadership Council Annual Report

