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**DALLAS WORKFORCE SYSTEM**  
**Workforce Innovation and Opportunity Act**  
**Plan**

**Program Years 2017 - 2020**

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## Overview and Future Directions

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 employer 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 Regional 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](http://www.wfsdallas.com).

WFSDallas responds to the talent identification and development needs of employers in Dallas County,

### MISSION

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

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 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 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 to 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.

## Employer 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. 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](http://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.



**139,416** Workers and Job Seekers received employment services such as job search assistance, resume preparation and career counseling



**12,190** Employers received Workforce Assistance in 2016

## Job Seeker Services

WFSDallas connects job seekers to employment opportunities by offering 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](http://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.



**1,370** training scholarships awarded in 2016.



**21,833** unduplicated children in care in 2016.



**64,666** Unemployed Claimants received Assessment and Job Matching.

## Target Occupations List

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

### Healthcare & Education Services

Registered Nurse, \$35.02/hr., employment 27,700  
Respiratory Therapist, \$27.95/hr., employment 1,450  
Diagnostic Imaging Specialist, \$34.91/hr., employment 450  
Radiological Technologist, \$27.85/hr., employment 2,490  
Surgical Technologist, \$22.05/hr., employment 1,470  
Licensed Practical Nurse, \$22.99/hr., employment 6,530  
Medical Coding, \$21.79/hr., employment 2,310  
Pharmacy Technician, \$16.28/hr., employment 3,260

### Construction/Industrial Production

Construction Manager, \$44.49/hr., employment 3,530  
Brick & Stone Mason, \$19.46/hr., employment 790  
Operating Engineer, \$19.40/hr., employment 3,520  
Electrician, \$21.23/hr., employment 8,300  
Plumber/Pipe Fitter \$19.66/hr., employment 3,040  
Highway Maint. Workers \$15.94/hr., employment 440  
Auto Body Repair, \$22.04/hr., employment 1,680  
Auto Mechanic, \$20.79/hr., employment 4,840  
Diesel/Bus/Truck Mech, \$22.36/hr., employment 3,180  
Heating/AC Mechanic, \$23.24/hr., employment 3,170  
Maint. and Repair Workers, \$17.95/hr., employment 16,270  
Aircraft Assembler, \$20.92/hr., employment 572  
Comp. Bonding Assembler \$12.52/hr., employment 8,250  
CNC Machine Operator, \$18.60/hr., employment 1,270  
Machinist, \$18.62/hr., employment 2,430  
Welder & Cutter, \$17.71/hr., employment 4,760  
Quality Control Technician, \$18.55/hr., employment 5,880  
Crane Operator, \$23.99/hr., employment 439

### Trucking

Logistics Manager, \$47.62/hr., employment 1,490  
Truck Driver, Heavy (CDL), \$20.81/hr., employment 24,800  
Industrial Truck Op., \$13.84/hr., employment 9,760

### Advanced Manufacturing

Engineer, \$51.91 hr., employment 18,130  
Electronic Engineer, \$46.22 hr., employment 1,450  
Mechanical Engineer, \$48.99/hr., employment 2,330  
Drafter/Engineer Tech., \$31.47hr., employment 3,330  
Electronic Technician, \$28.17hr., employment 3,610

### Business Administration

Manager, General, \$71.17/hr., employment 26,700  
Business Ops. Specialist, \$40.15/hr., employment 11,020  
Accountants and Auditors, \$38.79/hr., employment 23,040  
Paralegal/Legal Assistant, \$29.16/hr., employment 4,000  
Retail: First Line Sup. Retail Sales, \$22.75/hr., employ. 12,500  
Book/Accounting Clerk, \$20.01/hr., employment 19,260  
Customer Sup Special, \$17.71/hr., employment 49,64  
Secretary, \$17.66/hr., employment 21,500

### Information Technology

Computer & Info. Syst. Mgr., \$71.32/hr., employment 4,700  
Computer Programmer, \$43.15/hr., employment 5,940  
Computer Systems Analyst, \$46.30/hr., employment 12,440  
Computer Software Developer, \$49.49/hr., employment 12,670  
Web Developer, \$36.92/hr., employment 1,850  
Database Administrator, \$42.09/hr., employment 2,450  
Network & Computer Syst. Admin., \$41.10/hr., employment 7,360  
Computer Support Tech \$24.80 hr., employment 12,960  
Computer Net. Support Spec. \$35.94/hr., employment 4,740  
Computer Specialist, All, \$47.29/hr., employment 3,020  
Graphic Designer, \$26.65, employment 2,230  
Computer Maint Tech, \$18.51/hr., employment 4,120

### Public Safety

Corrections Officer, \$17.71/hr., employment 2,610

### Education

Teacher, Spec. (Math, Science, ESL), \$26.44/hr., employment 41,310