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DALLAS WORKFORCE SYSTEM
Workforce Innovation and Opportunity Act
Plan Modification Summary

Program Years 2017 - 2020

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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