WORKFORCESOLUTIONS
GREATER DALLAS

*Photo credit James Edward ttp://www.jamesedward.com/*

# 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 | | |
|---|---|---|
| ***January 2016 through December 2016 (restricting staffing companies)*** | | |
| | **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 | | | |
|---|---|---|---|
| **Talent Neuron January 2016 through December 2016 (restricting staffing companies)** | | | |
| | **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).

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.

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

| | | Current | | | Historical | | | | Forecast | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Dallas County Industry Snapshot | | Four Quarters Ending with 2016q3 | | | Total Change over the Last 5 Years | Average Annual % Change in Employment 2011q3-2016q3 | | | Over the Next 10 Years | | |
| NAICS | Industry | Empl | Avg. Annual Wages | Location Quotient | Empl | 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: JobsEQ®*

*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.*

| | |
|---|---|
| 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**

| Board Name: | WFSDallas | Date Submitted or Updated: | 2/6/2017 |
|---|---|---|---|

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 Wkrs | 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 Operator | 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 |
| 51-9061 | 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 |
|---|---|---|---|

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)[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 |

## 5. A list of the target occupations.

**WIOA Target Occupations List**

| Board Name: | WFSDallas | Date Submitted or Updated: | 2/6/2017 |
|---|---|---|---|

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) 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 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?[1] | How many individuals will ETPs train and/or certify to fill current openings? | Additional Rationale, Local Wisdom, and Comments[2] | Is this a Career Pathway Occupation? (yes or no) | Labor Market and Career Information Data Source(s)[2] |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 41-1011 | First-Line Supervisors of Retail Sales Workers | 15170 | 18000 | 2,830 | 18.7% | 285 | $ 10.95 | $ 36.21 | High school diploma or equivalent | Yes | 25 | | Yes | TWC LMCI |
| 11-3071 | Logistics Manager | 1390 | 1720 | 330 | 23.7% | 30 | $ 27.22 | $ 71.85 | High school diploma or equivalent | Yes | 3 | | No | TWC LMCI |
| 17-3023 | Electronic Technician | 3490 | 3600 | 110 | 3.2% | 10 | $ 16.70 | $ 40.58 | Associate's degree | Yes | 3 | | No | TWC LMCI |
| 27-1024 | Graphic Designers | 2710 | 3160 | 450 | 16.6% | 45 | $ 14.61 | $ 38.32 | Bachelor's degree | Yes | 0 | | No | TWC LMCI |
| 29-1141 | Registered Nurses | 27480 | 35330 | 7,850 | 28.6% | 785 | $ 26.34 | $ 46.47 | Bachelor's degree | Yes | 1 | | Yes | TWC LMCI |
| 33-3012 | Correctional Officers & Jailers | 2630 | 3080 | 450 | 17.1% | 45 | $ 16.43 | $ 27.91 | Associate's degree | Yes | 4 | | No | TWC LMCI |
| 29-2055 | Surgical Technologists | 1420 | 1780 | 360 | 25.4% | 35 | $ 15.75 | $ 29.10 | Postsecondary non-degree award | Yes | 0 | | No | TWC LMCI |
| 51-2011 | Aircraft Assembler | 572 | 486 | -86 | -15.0% | 14 | $ 12.26 | $ 35.73 | High school diploma or equivalent | Yes | 5 | Aerospace Cluster | No | TWC LMCI |
| 51-4011 | CNC Machine Operator | 1170 | 1520 | 350 | 29.9% | 35 | $ 10.40 | $ 29.01 | High school diploma or equivalent | Yes | 5 | | No | TWC LMCI |
| 53-3032 | Truck Driver, Heavy | 24830 | 31080 | 6,250 | 25.2% | 625 | $ 12.40 | $ 32.90 | Postsecondary non-degree award | Yes | 150 | | No | TWC LMCI |
| 11-3021 | Computer & Info. Syst. Mgr. | 4260 | 5510 | 1,250 | 29.3% | 125 | $ 42.97 | - | Bachelor's degree | Yes | 10 | | No | TWC LMCI |
| 11-9021 | Construction Manager | 5320 | 6230 | 910 | 17.1% | 90 | $ 26.03 | $ 67.39 | Bachelor's degree | No | 0 | | No | TWC LMCI |
| 11-1021 | Manager, General | 25260 | 30840 | 5,580 | 22.1% | 560 | $ 26.03 | - | Bachelor's degree | Yes | 0 | | No | TWC LMCI |
| 13-1199 | Business Operations Specialist | 10630 | 12590 | 1,960 | 18.4% | 195 | $ 21.38 | $ 60.76 | Bachelor's degree | Yes | 0 | | No | TWC LMCI |
| 13-2011 | Accountants and Auditors | 24120 | 31170 | 7,050 | 29.2% | 705 | $ 21.42 | $ 61.67 | Bachelor's degree | Yes | 5 | | No | TWC LMCI |
| 15-1121 | Computer Systems Analyst | 11700 | 15430 | 3,730 | 31.9% | 375 | $ 27.77 | $ 71.62 | Bachelor's degree | Yes | 10 | | No | TWC LMCI |
| 15-1131 | Computer Programmer | 5460 | 5220 | -240 | -4.4% | 0 | $ 18.13 | $ 72.86 | Bachelor's degree | Yes | 10 | | No | TWC LMCI |
| 15-1132 | Computer Software Developer | 11610 | 14480 | 2,870 | 24.7% | 285 | $ 30.67 | $ 70.61 | Bachelor's degree | Yes | 10 | | No | TWC LMCI |
| 15-1134 | Web Developer | 1850 | 2510 | 660 | 35.7% | 65 | $ 22.15 | $ 53.95 | Associate's degree | Yes | 10 | | No | TWC LMCI |
| 15-1141 | Database Administrator | 2340 | 2880 | 540 | 23.1% | 55 | $ 23.12 | $ 61.02 | Bachelor's degree | Yes | 10 | | No | TWC LMCI |
| 15-1142 | Network& Computer Syst. Admin. | 6750 | 8270 | 1,520 | 22.5% | 150 | $ 25.57 | $ 59.51 | Bachelor's degree | Yes | 10 | | No | TWC LMCI |
| 15-1151 | Computer User Support Specialists | 11880 | 14920 | 3,040 | 25.6% | 305 | $ 13.70 | $ 37.90 | Some college, no degree | Yes | 35 | | Yes | TWC LMCI |
| 17-2071 | Electrical Engineer | 2320 | 2670 | 350 | 15.1% | 35 | $ 30.76 | $ 67.98 | Bachelor's degree | No | 0 | | No | TWC LMCI |
| 17-2141 | Mechanical Engineer | 2130 | 2540 | 410 | 19.2% | 40 | $ 27.37 | $ 76.64 | Bachelor's degree | No | 0 | | No | TWC LMCI |
| 17-3000 | Drafter, Engineer Tech | 10800 | 11840 | 1,040 | 9.6% | 105 | $ 22.27 | $ 37.40 | Associate's degree | No | 3 | | No | TWC LMCI |
| 23-2011 | Paralegal/Legal Assistant | 4460 | 5610 | 1,150 | 25.8% | 115 | $ 18.29 | $ 40.12 | Associate's degree | Yes | 10 | | No | TWC LMCI |
| 25-2000 | eachers K-12 (Math, Science, Special Education, ESL | 41310 | 48520 | 7,210 | 17.5% | 720 | $ 19.15 | $ 26.44 | Bachelor's degree | Yes | 35 | | No | TWC LMCI |
| 29-1126 | Respiratory Therapist | 1470 | 1900 | 430 | 29.3% | 45 | $ 20.43 | $ 36.29 | Associate's degree | Yes | 0 | | No | TWC LMCI |
| 29-2052 | Pharmacy Technician | 3260 | 4180 | 920 | 28.2% | 90 | $ 10.85 | $ 22.37 | High school diploma or equivalent | Yes | 25 | | Yes | TWC LMCI |
| 29-2061 | Licensed Practical Nurse | 6650 | 9010 | 2,360 | 35.5% | 235 | $ 16.30 | $ 30.90 | Postsecondary non-degree award | Yes | 3 | | Yes | TWC LMCI |
| 29-2071 | Health Info. Tech (limited) | 2330 | 3000 | 670 | 28.8% | 70 | $ 12.74 | $ 33.35 | Postsecondary non-degree award | Yes | 25 | | No | TWC LMCI |
| 43-3031 | Book/Accounting Clerk | 19570 | 20500 | 930 | 4.8% | 90 | $ 13.01 | $ 28.30 | Some college, no degree | Yes | 30 | | Yes | TWC LMCI |
| 43-4051 | Customer Sup Special | 46040 | 57850 | 11,810 | 25.7% | 1180 | $ 10.95 | $ 27.06 | High school diploma or equivalent | Yes | 10 | | Yes | TWC LMCI |
| 43-6014 | Secretary | 22490 | 25840 | 3,350 | 14.9% | 335 | $ 10.27 | $ 25.23 | High school diploma or equivalent | Yes | 10 | | No | TWC LMCI |
| 47-2021 | Brick & Stone Mason | 790 | 1060 | 270 | 34.2% | 25 | $ 15.13 | $ 25.91 | High school diploma or equivalent | Yes | 5 | | No | TWC LMCI |
| 47-2031 | Carpenter | 6990 | 8500 | 1,510 | 21.6% | 150 | $ 10.95 | $ 23.12 | High school diploma or equivalent | Yes | 0 | | No | TWC LMCI |
| 47-2073 | Operating Engineer | 3380 | 4230 | 850 | 25.1% | 85 | $ 13.45 | $ 27.24 | High school diploma or equivalent | Yes | 5 | | No | TWC LMCI |
| 47-2111 | Electrician | 8970 | 11520 | 2,550 | 28.4% | 255 | $ 13.85 | $ 30.75 | High school diploma or equivalent | Yes | 0 | | No | TWC LMCI |
| 47-2152 | Plumber/Pipe Fitter | 3360 | 4170 | 810 | 24.1% | 80 | $ 9.65 | $ 28.51 | High school diploma or equivalent | Yes | 0 | | No | TWC LMCI |
| 47-4051 | Highway Maint. Workers | 470 | 610 | 140 | 29.8% | 15 | $ 11.90 | $ 22.55 | High school diploma or equivalent | Yes | 5 | | Yes | TWC LMCI |
| 49-2011 | Computer Maint Tech | 4570 | 5370 | 800 | 17.5% | 80 | $ 10.90 | $ 27.21 | Some college, no degree | Yes | 5 | | Yes | TWC LMCI |
| 49-3021 | Auto Body Repair | 1620 | 1950 | 330 | 20.4% | 35 | $ 13.78 | $ 32.94 | High school diploma or equivalent | Yes | 2 | | No | TWC LMCI |
| 49-3023 | Auto Mechanic | 4950 | 5780 | 830 | 16.8% | 80 | $ 9.65 | $ 32.46 | Postsecondary non-degree award | Yes | 1 | | No | TWC LMCI |
| 49-3031 | Diesel/Bus/Truck Mech | 3100 | 4060 | 960 | 31.0% | 95 | $ 15.08 | $ 29.77 | High school diploma or equivalent | No | 1 | | No | TWC LMCI |
| 49-9021 | Heating/AC Mechanic | 3430 | 4390 | 960 | 28.0% | 95 | $ 15.89 | $ 34.00 | Postsecondary non-degree award | Yes | 20 | | No | TWC LMCI |
| 49-9071 | Maintenance and Repair Workers | 15950 | 19430 | 3,480 | 21.8% | 350 | $ 10.64 | $ 26.95 | High school diploma or equivalent | Yes | 10 | | No | TWC LMCI |
| 51-4041 | Machinist | 2490 | 2920 | 430 | 17.3% | 45 | $ 10.40 | $ 27.70 | High school diploma or equivalent | Yes | 5 | | No | TWC LMCI |
| 51-4121 | Welder & Cutter | 4740 | 5500 | 760 | 16.0% | 75 | $ 12.18 | $ 23.76 | High school diploma or equivalent | Yes | 5 | | Yes | TWC LMCI |
| 51-9061 | Quality Control Technician | 5460 | 6370 | 910 | 16.7% | 90 | $ 10.29 | $ 29.94 | High school diploma or equivalent | Yes | 2 | | No | TWC LMCI |
| 53-7021 | Crane Operator | 439 | 669 | 230 | 52.4% | 71 | $ 19.71 | $ 30.15 | High school diploma or equivalent | Yes | 10 | | Yes | TWC LMCI |
| 53-7051 | Industrial Truck Driver (Forklift) | 8700 | 10800 | 2,100 | 24.1% | 210 | $ 10.13 | $ 19.22 | High school diploma or equivalent | Yes | 15 | | Yes | TWC LMCI |

WORKFORCESOLUTIONS GREATER DALLAS

# 2017-2018 Targeted Occupations List

*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 |
|---|---|---|---|
| **Health Care** | | | |
| Registered Nurse* | 291111 | 27,700 | $ 35.02 |
| Respiratory Therapist | 291126 | 1,450 | $ 27.95 |
| Diagnostic Imaging Specialist | 292032 | 450 | $ 34.91 |
| Radiological Technologist | 292037 | 2,490 | $ 27.85 |
| Surgical Technologists | 29-2055 | 1,470 | $ 22.05 |
| Licensed Practical Nurse* | 292061 | 6,530 | $ 22.99 |
| Medical Coding (limited spaces) | 292071 | 2,310 | $ 21.79 |
| Pharmacy Technician | 292052 | 3,260 | $ 16.28 |
| **Advanced Manufacturing/Engineering/Semiconductor** | | | |
| Engineers* | 172000 | 18,130 | $ 46.23 |
| Electronic Engineer* | 172071 | 2,460 | $ 46.23 |
| Mechanical Engineer* | 172141 | 2,230 | $ 48.99 |
| Drafter, Engineer Tech.* | 173000 | 3,330 | $ 31.47 |
| Electronic Technician* | 173023 | 3,610 | $ 28.17 |
| **Information Technology /Telecommunications** | | | |
| Computer & Info. Syst. Mgr. | 113021 | 4,700 | $ 71.32 |
| Computer Programmer | 151131 | 5,940 | $ 43.15 |
| Computer Systems Analyst | 151121 | 12,440 | $ 46.30 |
| Computer Software Developer | 151132 | 12,670 | $ 49.49 |
| Web Developer | 15-1134 | 1,850 | $ 36.92 |
| Database Administrator | 151141 | 2,450 | $ 42.09 |
| Network& Computer Syst. Admin. | 151142 | 7,360 | $ 41.10 |
| Computer Support Tech | 151150 | 12,960 | $ 24.80 |
| Computer Network Support Specialists | 151152 | 4,740 | $ 35.94 |
| Computer Specialist, All | 151799 | 3,020 | $ 47.29 |
| Graphic Designer | 271024 | 2,230 | $ 26.65 |
| Computer Maint Tech | 492011 | 4,120 | $ 18.51 |
| **Public Safety** | | | |
| Corrections Officer* | 333012 | 2,610 | $ 17.71 |
| **Education/Training** | | | |
| Teacher Spec. (Math, Science, ESL) | 251032 251042 252022 | 41,310 | $ 26.44 |

| Occupational Title | SOC Code | Dallas Employment | Dallas Mean Wage |
|---|---|---|---|
| **Construction/Industrial Production** | | | |
| Construction Manager | 119021 | 3,530 | $ 44.49 |
| Brick & Stone Mason | 472021 | 790 | $ 19.46 |
| Operating Engineer | 472073 | 3,520 | $ 19.40 |
| Electrician* | 472111 | 8,300 | $ 21.23 |
| Plumber/Pipe Fitter* | 472152 | 3,040 | $ 19.66 |
| Highway Maint. Workers | 474051 | 440 | $ 15.91 |
| Auto Body Repair | 493021 | 1,680 | $ 22.04 |
| Auto Mechanic* | 493023 | 4,840 | $ 20.79 |
| Diesel/Bus/Truck Mech* | 493031 | 3,180 | $ 22.36 |
| Heating/AC Mechanic* | 499021 | 3,170 | $ 23.24 |
| Maintenance and Repair Workers | 499071 | 16,270 | $ 17.95 |
| Aircraft Assembler | 512011 | 572 | $ 20.92 |
| Composite Bonding Assembler | 512092 | 8,250 | $ 12.52 |
| CNC Machine Operator | 514011 | 1,270 | $ 18.60 |
| Machinist* | 514041 | 2,430 | $ 18.62 |
| Welder & Cutter* | 514121 | 4,760 | $ 17.71 |
| Quality Control Technician | 519061 | 5,880 | $ 18.55 |
| Crane Operator | 537021 | 439 | $ 23.99 |
| **Business Management & Administration** | | | |
| Manager, General | 111021 | 26,700 | $ 71.17 |
| Business Operations Specialist | 131199 | 11,020 | $ 40.15 |
| Accountants and Auditors | 132011 | 23,040 | $ 38.79 |
| Paralegal/Legal Assistant | 232011 | 4,000 | $ 29.16 |
| First Line Supervisor of Retail Sales Workers | 411011 | 12,500 | $ 22.75 |
| Book/Accounting Clerk | 433031 | 19,260 | $ 20.01 |
| Customer Sup Special | 434051 | 49,640 | $ 17.71 |
| Secretary* | 436014 | 21,500 | $ 17.66 |
| **Trucking** | | | |
| Logistics Manager | 113071 | 1,490 | $ 47.62 |
| Truck Driver, Heavy (CDL)* | 533032 | 24,800 | $ 20.81 |
| Industrial Truck Op.* (Forklift) | 537051 | 9,760 | $ 13.84 |

**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 | 2,597,691 | 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)[4] | — | — | — | 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[4,6] | 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 co*

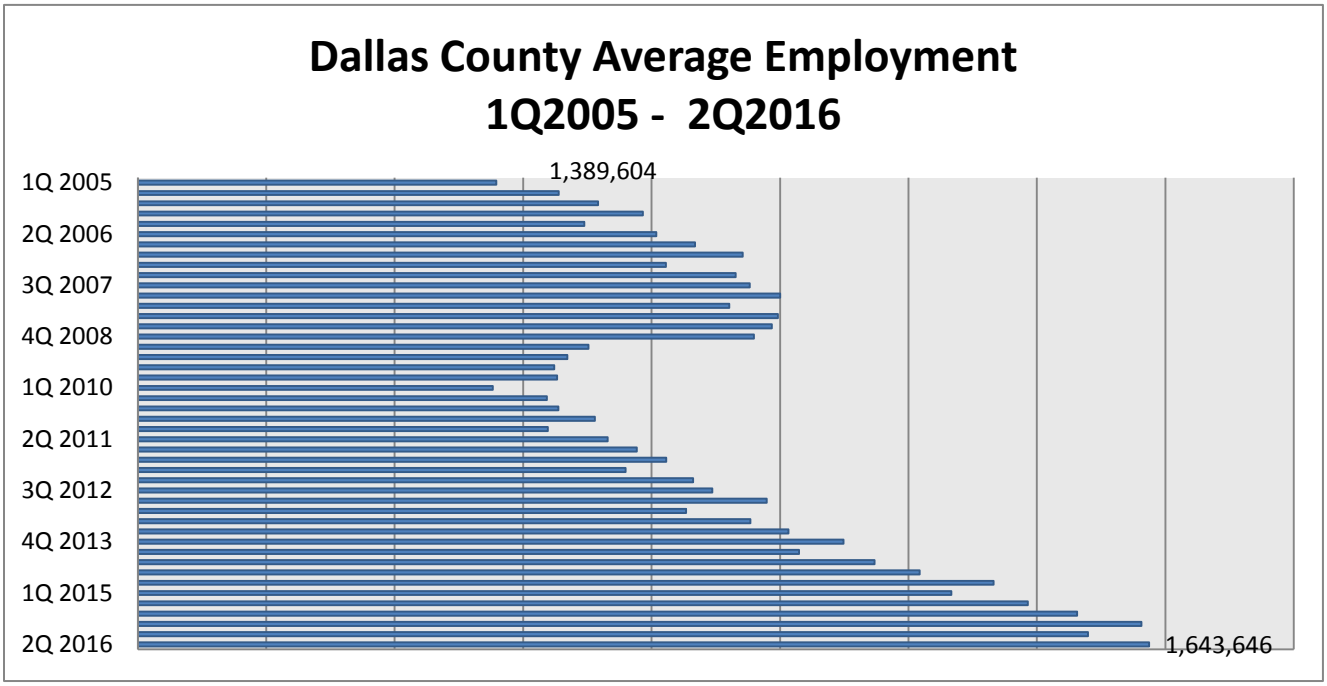
*4, ACS 2010-2014*

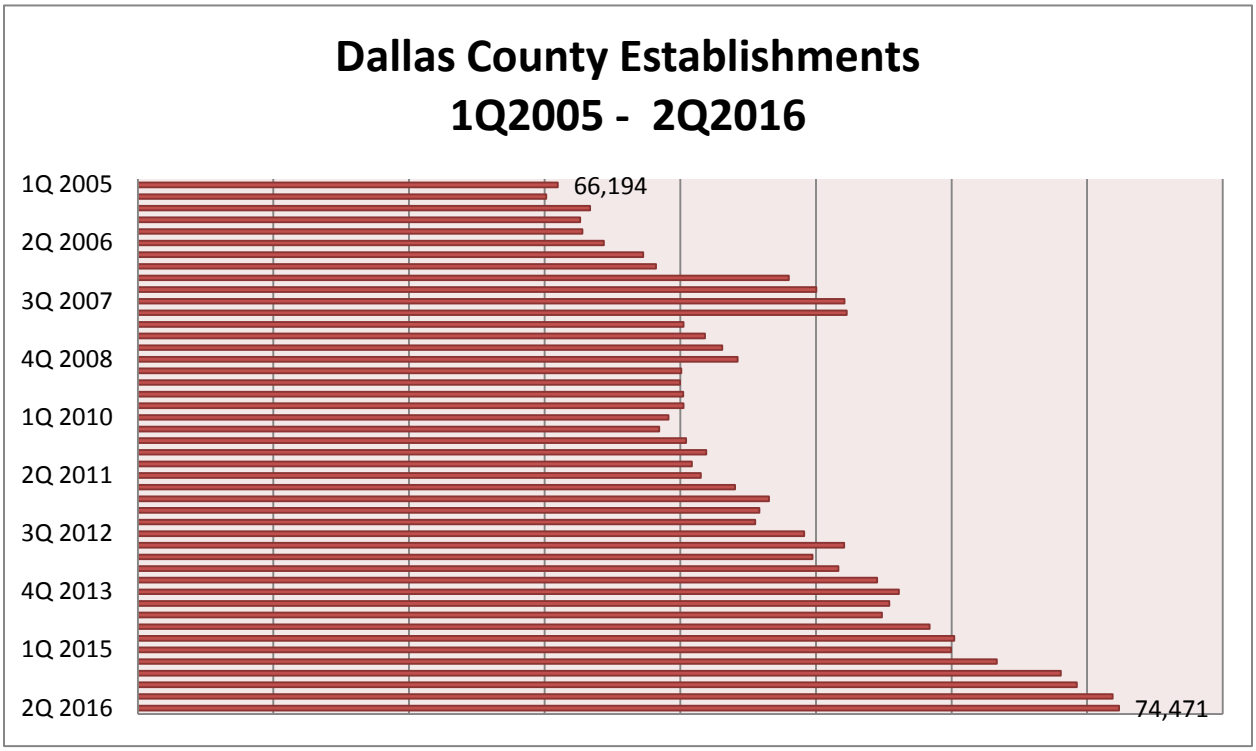
*5, 2014; Current Population Survey, unionstats.com, and Chmura; county- and zip-level data are best estimates based upon industry-, MSA-, and state-*

*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.*

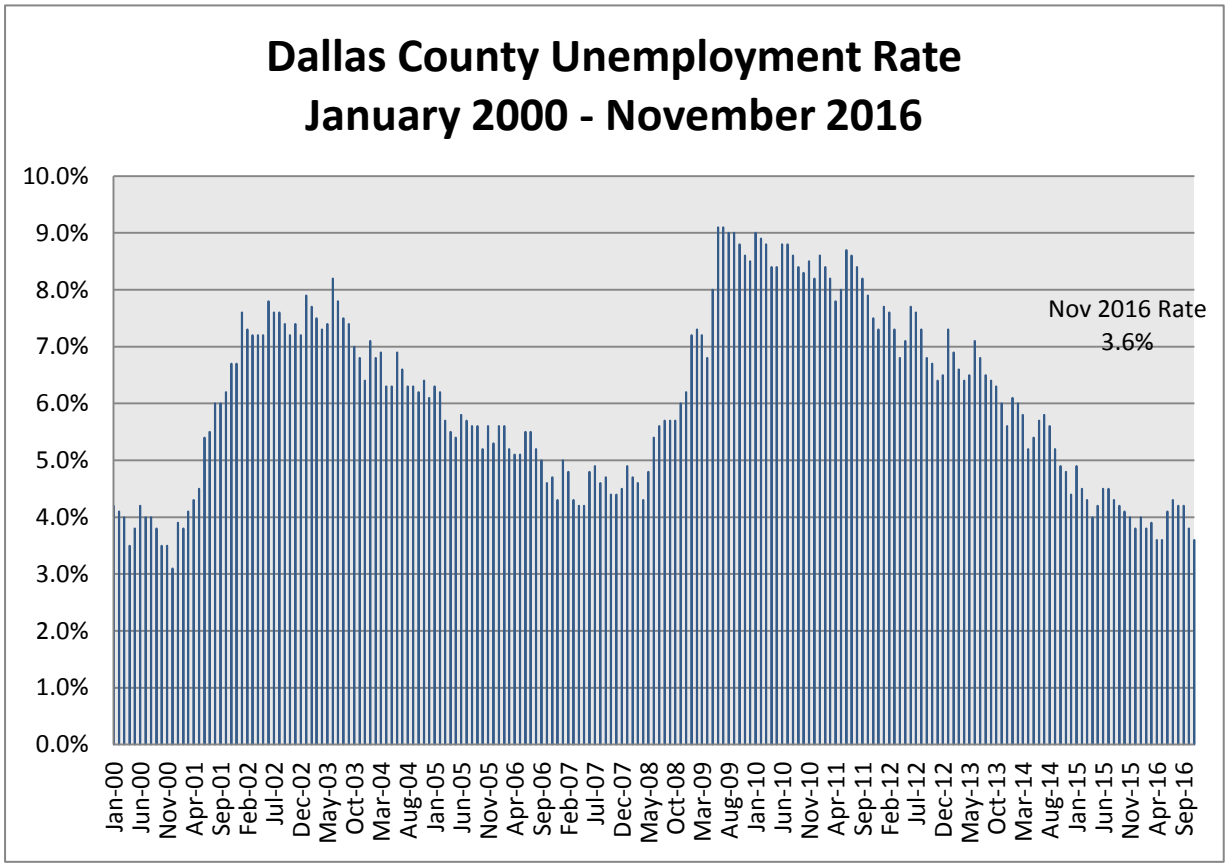
## EMPLOYMENT TRENDS

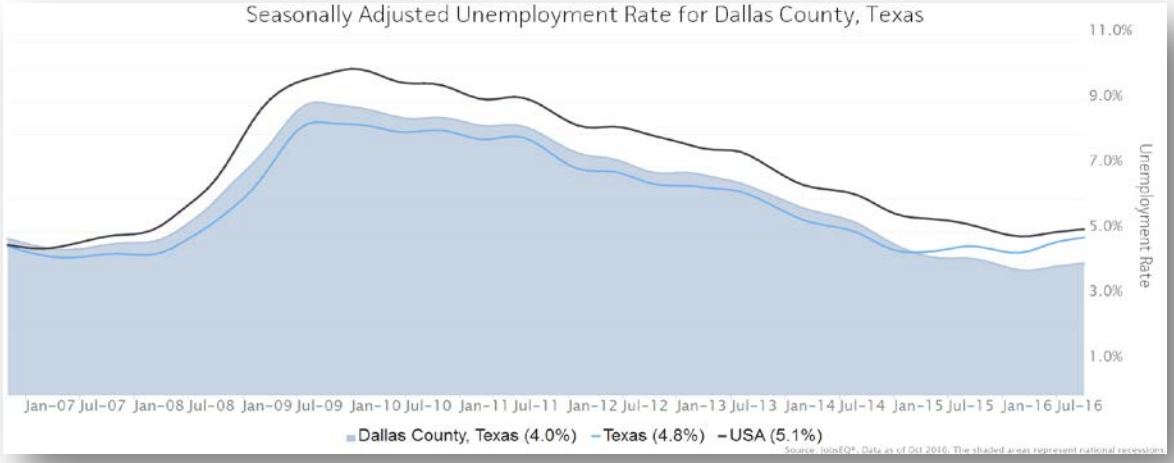
As of 2016 Q2, total employment for Dallas County was 1,643,646. Over the year ending 2016 Q2, average employment increased 2.95% in the county. This increase is larger than the State of Texas and the Nation for the same period. The number of establishments is also the largest in the series. The over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



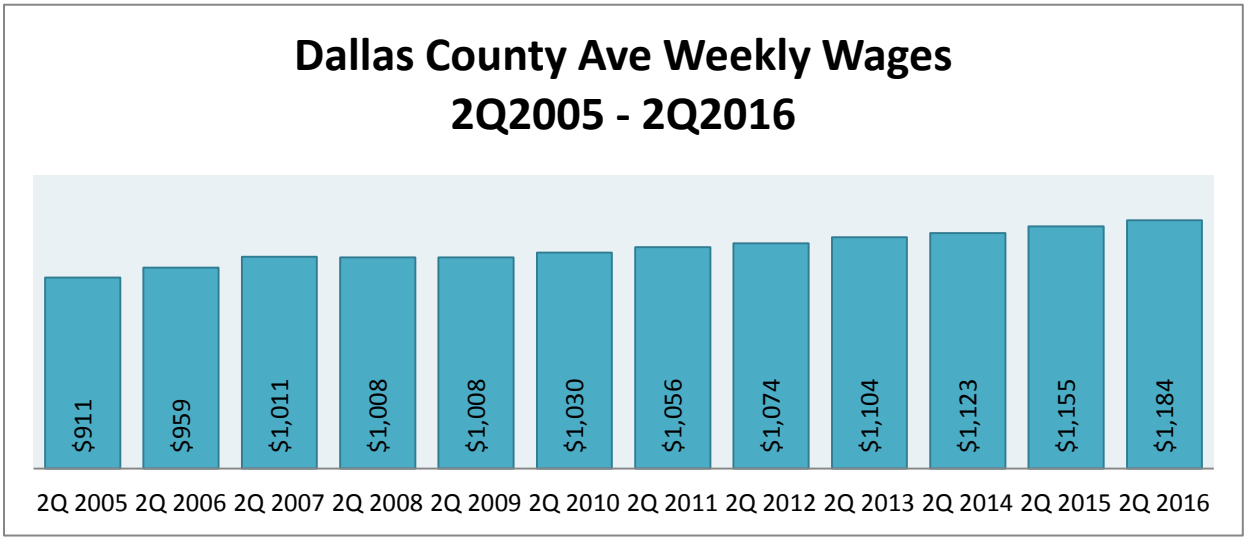
UNEMPLOYMENT RATE The November 2016 unemployment rate for Dallas County, Texas was 3.6%. This rate is one of the lowest unemployment rates in the series of data and is four tenths of a percent lower than the November 2015 rate of 4.0%.



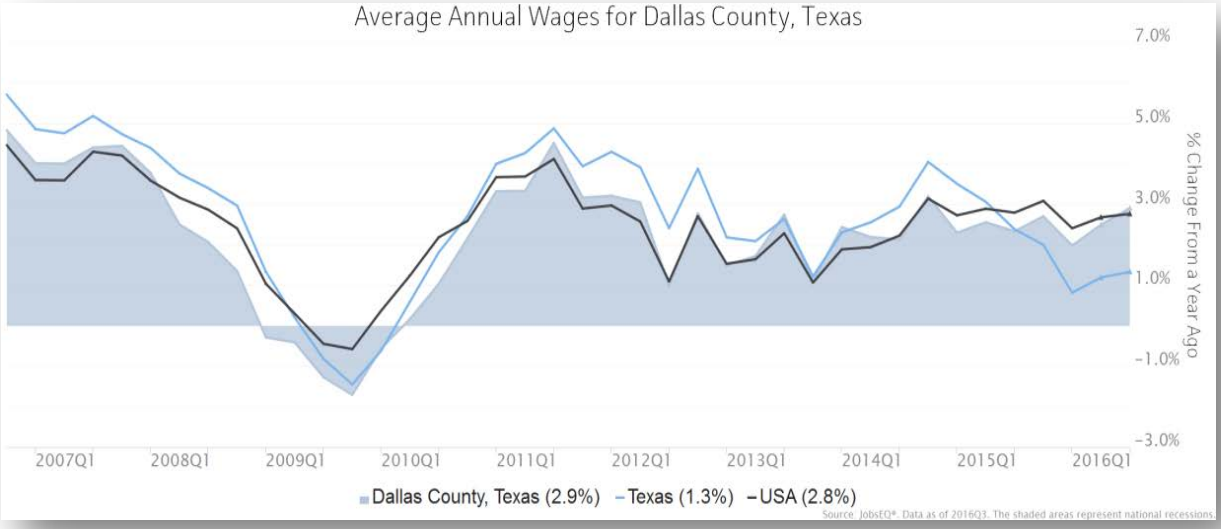




Unemployment rate data are from the Local Area Unemployment Statistics, provided by the Bureau of Labor Statistics and updated through October 2016.

## WAGE TRENDS

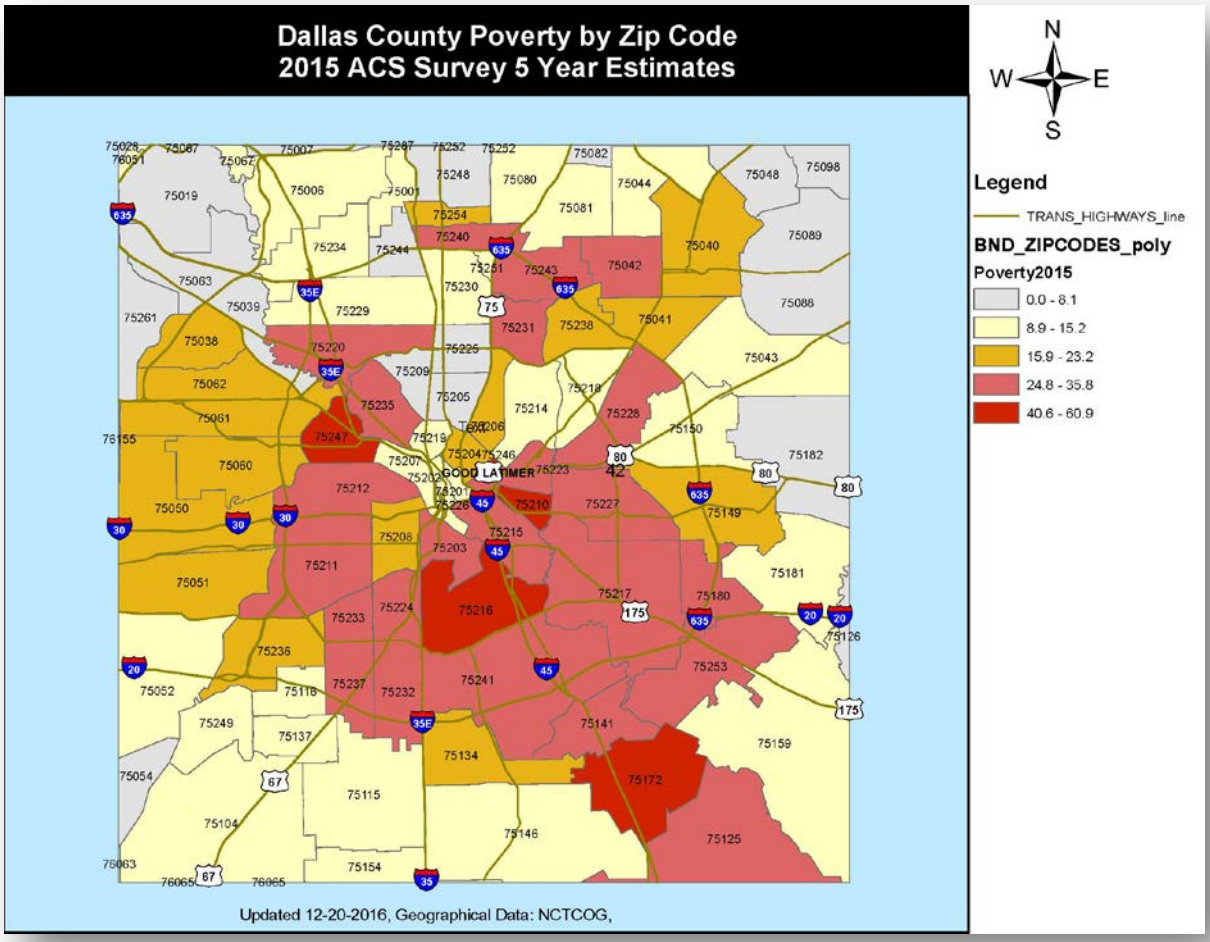


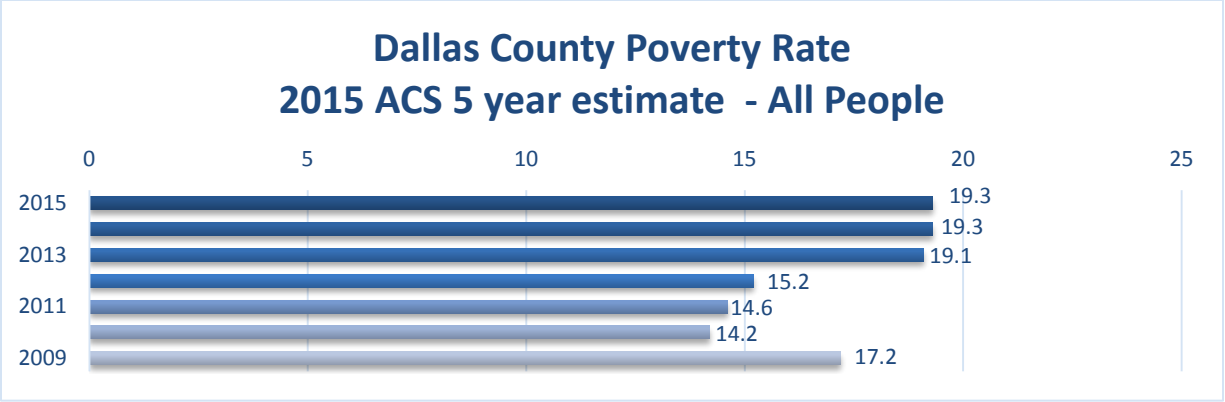

The average worker in Dallas County earned annual wages of $63,717 as of 2016Q3. Average annual wages per worker increased 2.9% in the region during the preceding four quarters. For comparison purposes, annual average wages were $52,724 in the nation as of 2016Q3.




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 201 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.

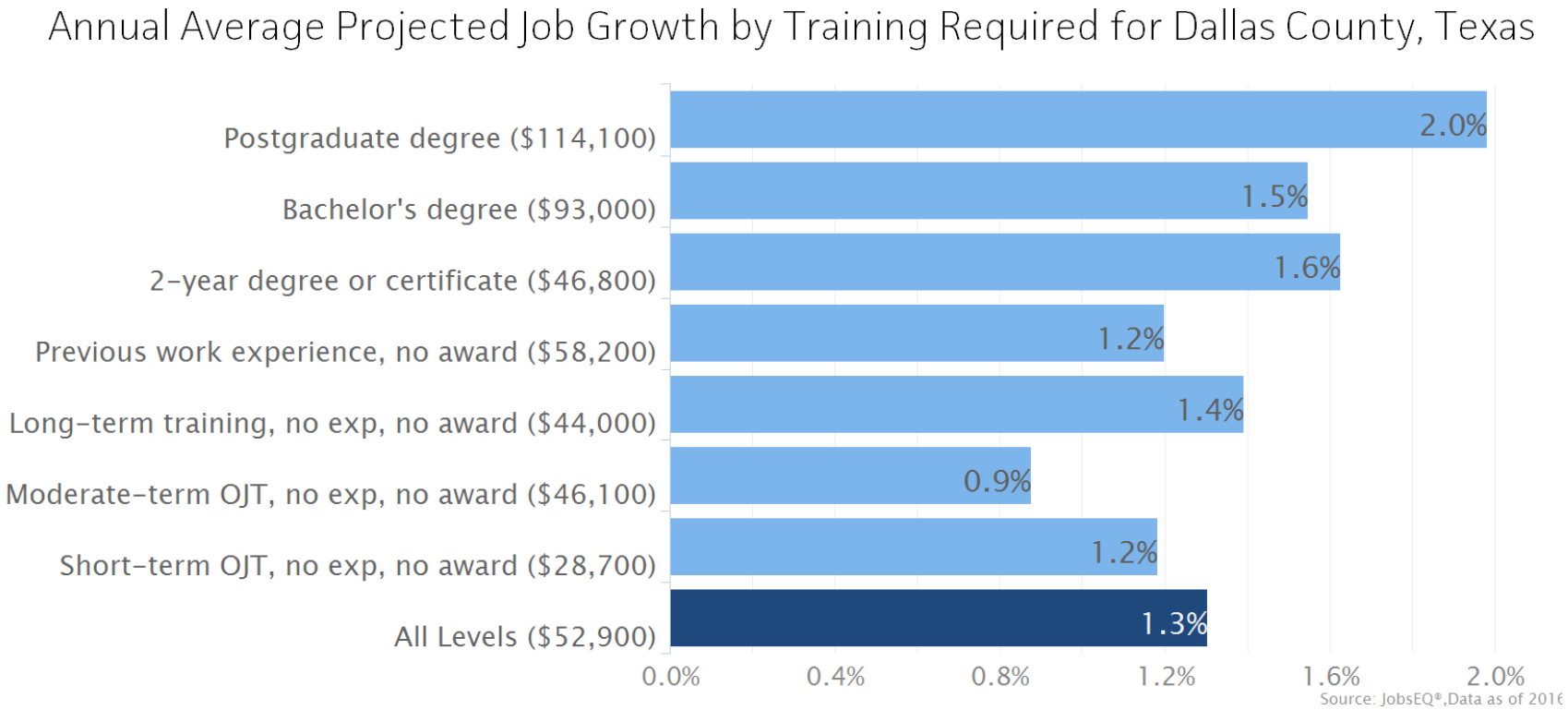
To demonstrate the volume of customers who receive scholarships based on the targeted occupations list and through the eligible training provider system, in 2016, we offered 1,082 training scholarships for adult job seekers. In addition to the adult learners, 942 low-income youth received education,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



# Dallas County Occupation Snapshot

| | | Current | | | | | Historical | | | | Forecast | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Four Quarters Ending with 2016q3 | | | 2016q3 | | Total Change over the Last 5 Years | Avg Ann % Chg in Empl 2011q3-2016q3 | | | Over the Next 10 Years | | | |
| SOC | Title | Empl | Avg. Annual Wages[1] | LQ | 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 | 2.60% | 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 (restricing 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%.

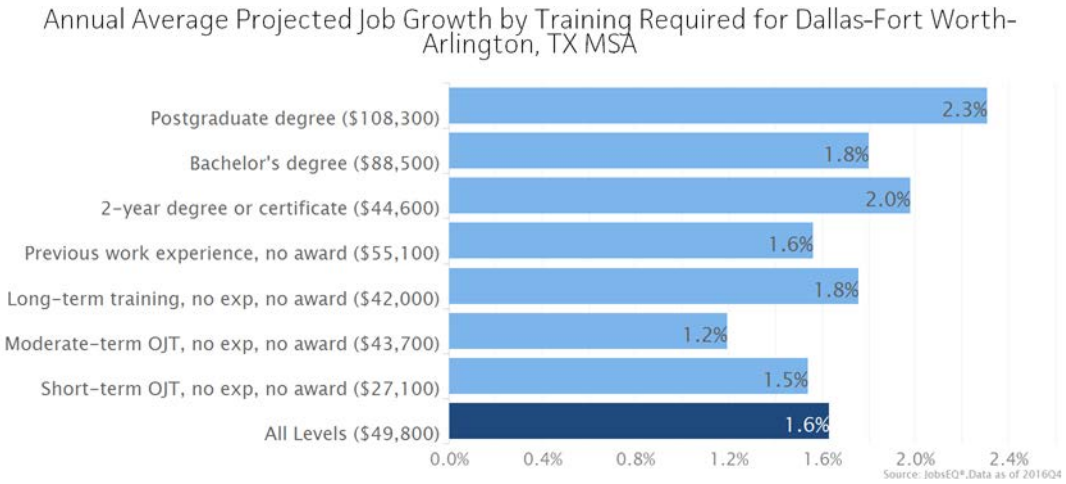
The region has a civilian labor force of 3,570,240 with a participation rate of 68.8%. Of individuals 25 to 64 in the Dallas-Fort Worth-Arlington, TX MSA, 33.3% have a bachelor's degree or higher which compares with 31.3% in the nation.

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.




| 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 proving 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, Northwoood 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 disbursal 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 disbursal 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 compiles 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).

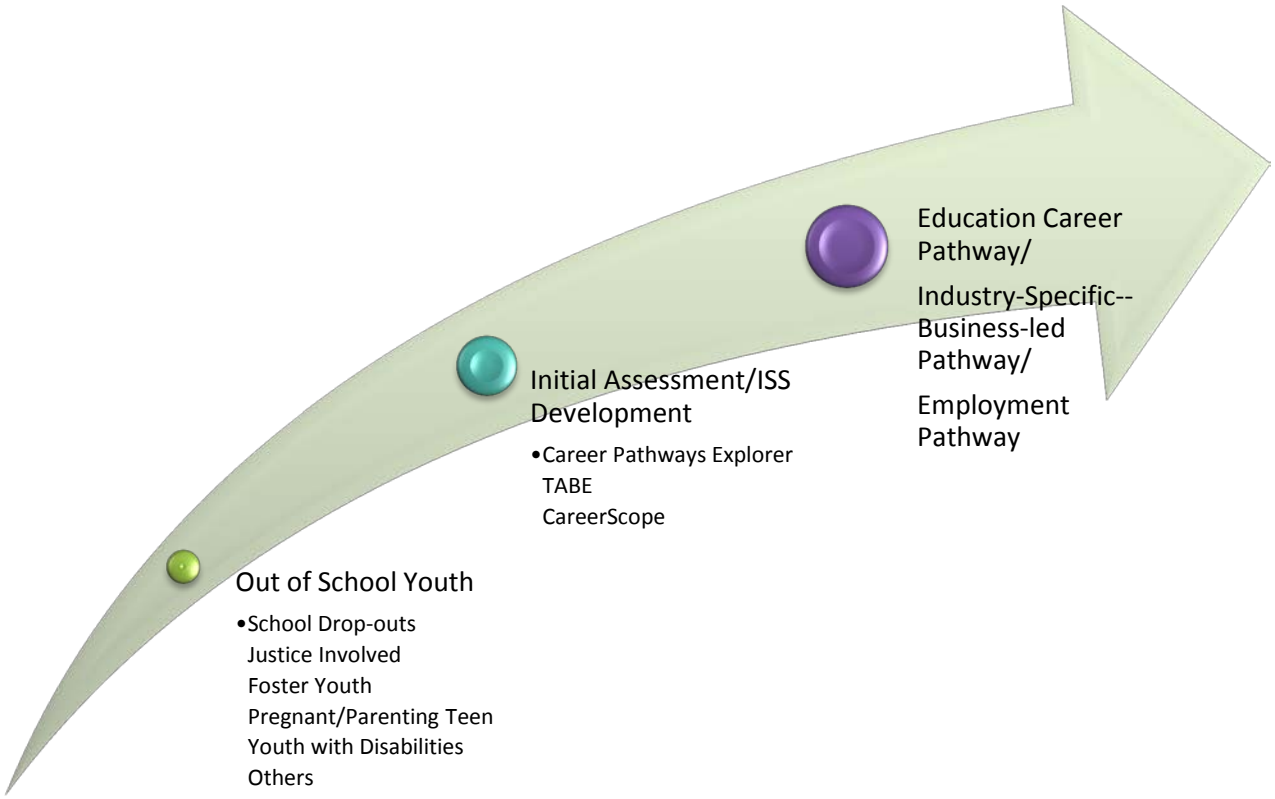
**22. Boards may impose limits on the duration and amount of ITAs. If the state or Board chooses to do so, the limitations must be described in the Local Plan, but must not be implemented in a manner that undermines WIOA's requirement that training services are to be provided in a manner that maximizes 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)

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My Commission Expires
May 27, 2017