

# 2020

# ANNUAL REPORT



★ ★ ★ ★ ★  
**WORKFORCE SOLUTIONS**  
NORTH TEXAS

A proud partner of the [americanjobcenter](#) network

An American flag and a Texas state flag are shown waving on poles against a light blue sky. The American flag is in the foreground, and the Texas flag is slightly behind it and to the right.

# MISSION

To place North Texans in jobs and equip workers with the skills that foster economic development.

## VISION

Through partnerships and frequent communication, the Board works to determine how to support regional economic growth and economic self-sufficiency. In addition to sharing information and working closely with independent school districts, Region 9 Education Service Center, community colleges, and Midwestern State University, the Board works to ensure that child care quality is promoted along with the value of beginning as early as possible to prepare an educated, self-sufficient workforce.

## WHO WE ARE

Workforce Solutions is led by a local board consisting of 28 volunteer members, a majority of whom come from private industry. It is part of a statewide system of local boards which set policy and oversee expenditures of funds in their individual areas. These boards are non-profit and receive funding from the U.S. Department of Labor through the Texas Workforce Commission.

## WHAT WE DO

Dedicated to helping Texas employers and job seekers succeed, Workforce Solutions North Texas provides services to employers and job seekers in the following counties: Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young. Its mission is to place North Texans in jobs and to equip workers with skills that foster economic development.

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*Message from the*

# Executive Director



On January 1, 2020, I began as Executive Director for Workforce Solutions North Texas with big dreams and an eagerness for leading our organization to new heights and possibilities! The year began like any other, however I could never have predicted the truly historic turn the year 2020 would take nor the impact our work would have and the challenges we would face mere days and weeks into the job.

To begin my new role as Executive Director, my top priority was to gain a deeper understanding of our 11 counties and make sure we were meeting the needs of the communities therein. In January and February of 2020, I attended chamber of commerce banquets and annual meetings across our 11-county region. I took advantage of these gatherings and the platform they provided to engage with potential partners. This 11-county tour through the communities we serve opened opportunities to connect with business leaders in a casual setting who otherwise may not have been familiar with the services offered by Workforce Solutions North Texas.

In late February of 2020, COVID-19 hit the United States, and in early March, we were faced with community infections within our Workforce Development Area. No one could have anticipated the level of disruption and challenges this pandemic would bring, however we weathered the transition quite well all things considered. With the infiltration of COVID-19 in our community, all at once Workforce operations, the local economy, and our way of life were flipped on their head. As infections spread into our footprint, without hesitation, we began taking steps to ensure the safety of our customers and staff. We were tasked with completely changing our service delivery method from in-person to virtual services when stay-at-home orders were recommended. All staff transitioned to virtual service delivery to continue assisting the communities we serve as unemployment exponentially increased and many reliably recruiting employers stopped hiring almost overnight. We were able to mobilize our resources quickly and still provide the highest level of service to our customers, partners, and communities. Getting this done amid shortages of just about any necessary supply brought forth a whole new appreciation for “thinking outside the box,” but we pooled our resources and were able to make it happen—and quickly!

In the following months after the onset of COVID-19 in the U.S., we were able to take advantage of several additional funding initiatives to address the impact of COVID-19. The first initiative allowed us to modify areas of our workforce centers to make them safe for both staff and customers. This included installing hands-free temperature kiosks, plexiglass windows for the reception area, and electrostatic disinfectant systems for all of our office locations. These upgrades gave us the peace of mind and ability to reopen our Workforce Centers on an appointment basis while keeping our staff and customers safe.

We also received \$250,000 in Skills Development funding to assist local businesses who had been impacted by COVID-19. Affected business partners were able to receive funding to retool and retrain staff to meet the demands COVID-19 had imposed on their workplace and/or industry. Training was targeted to those business partners retooling business processes to respond to the shortage of COVID-19-related supplies, as well as those business restructuring to provide continued employment to employees or any other educational need related to the COVID-19 pandemic such as safety and sanitation training.

Over the course of the year, we have had many successes in our dedication to the customers and communities we serve. We have provided drive-thru job fairs to our customers for a modified in-person experience as well as virtual job fairs to those unable to attend in-person as an innovative way to connect job seekers to employers, fulfilling both their hiring needs. We also offered virtual workshops and tutorials to customers to assist in preparing for these atypical types of employer interactions including virtual interview etiquette and resume writing.

Providing childcare for families who are employed or in training is crucial to success. Many families were faced with a shortage of childcare options as stay-at-home orders flexed and waned, and as employers and training providers shifted their businesses to meet the new business models required to comply with COVID-19 regulations, sometimes without the ability to flex to accommodate the family. Childcare for essential workers was in critical need early in the COVID-19 pandemic for our region and across the state. We were able to provide childcare for 526 children of essential workers at no cost to them from April to July 2020.

The COVID-19 pandemic also created financial challenges for childcare employers as well. We were able to distribute over \$1 million in enhanced reimbursement rates to childcare providers throughout our 11 counties to allow these centers to remain open and to provide a continuation of care to their children during these uncertain times.

Additionally, we were able to provide personal protective equipment and supplies to childcare centers such as hand sanitizer, no touch thermometers, sanitizing wipes, gloves, face masks, and antibacterial hand soap. These supplies allowed for necessary safeguards to be met for both staff and children.

As you can see, although we were faced with many challenges over the course of the year, we rose to the occasion and provided solutions to continue our mission of connecting job seekers and employers and supporting workers through childcare. I am incredibly proud and humbled by the way our team pulled together and met the challenges head-on to minimize the disruption of the services we offer. We will continue to evolve and adapt to the everchanging demands and needs of the workforce as we move forward.

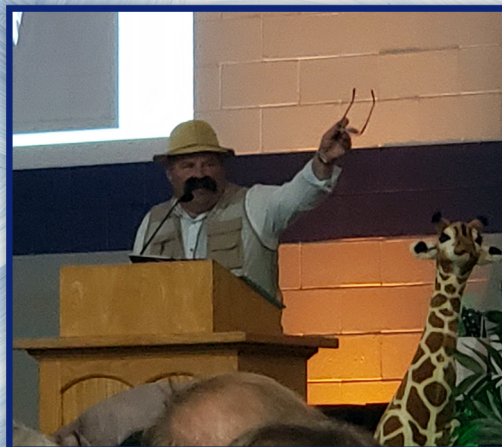
We all are eager and ready to return to the office 100% and look forward to a brighter 2021. Thank you for trusting us to be your resource for your employment needs and allowing us to serve your community!



Lisa McDaniel  
Executive Director  
Workforce Solutions North Texas



# 2020 Chamber of Commerce Events



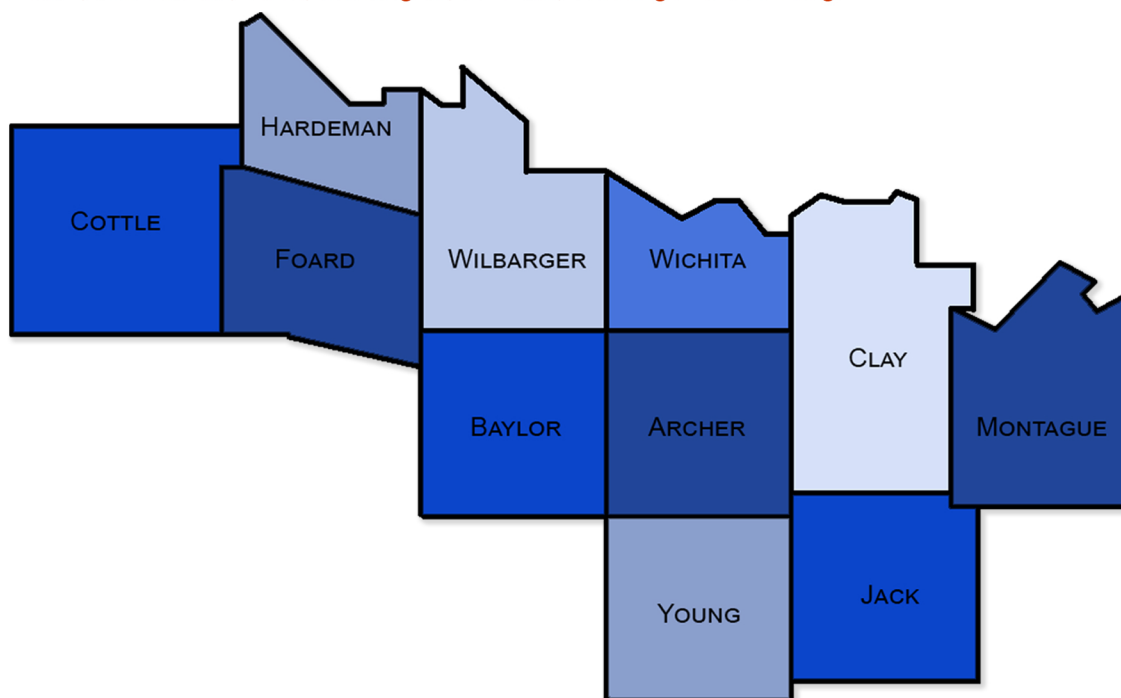
# LEADERSHIP

Lee Ritchie <i>Board Chair</i>	Brandon Litteken <i>Vice Chair</i>	Rhonda Schreiber <i>Secretary/Treasurer</i>	Michelle Nelson <i>Executive Committee</i>
Jim Sjolander <i>Executive Committee</i>	Toni Alonzo	Marsha Anderson	Ben Bell
Leslie Chalmers	Roy Cheney	Billy Clark	Taylor Davis
Darren Francis	Keri Goins	Travis Haggard	Steve M. Holloway
Lee Harvey	Tracey Jennings	Dr. Dusty Johnston	Synthia Kirby
David Kulbeth	Anthony Louis	Rodney McCleskey	Kristin Morris
Linda Pack	Debbie Powell	Glenda Ramsey	Mileasha Rizan
Mileasha Rizan	Crystal Sanders	Dirk Welch	Julie Young

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Randy Jackson <i>Archer County</i>	Rusty Stafford <i>Baylor County</i>	Mike Campbell <i>Clay County</i>	Karl Halloway <i>Cottle County</i>
Mark Christopher <i>Foard County</i>	Ronald Ingram <i>Hardeman County</i>	Brian Keith Umphress <i>Jack County</i>	Kevin Benton <i>Montague County</i>
Rick Lewis <i>Montague County</i>	Woody Gossom <i>Wichita County</i>	Greg Tyra <i>Wilbarger County</i>	John C. Bullock <i>Young County</i>
Stephen Santellana <i>Wichita Falls Mayor</i>			

Workforce Solutions North Texas serves in the counties of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young.



## Board of Directors

## Chief Elected Officials

# EMPLOYMENT SERVICES

Workforce Solutions North Texas hosted in-person, drive-thru, and virtual job fairs throughout 2020 to meet the needs of our employers, job-seekers, and community.

**19,739**

Distinct Individuals  
Served

**2,384**

Staff-assisted  
Job Seekers  
Entered  
Employment

**103**

SNAP E&T  
Customers Served

**76**

TANF/Choices  
Customers Served

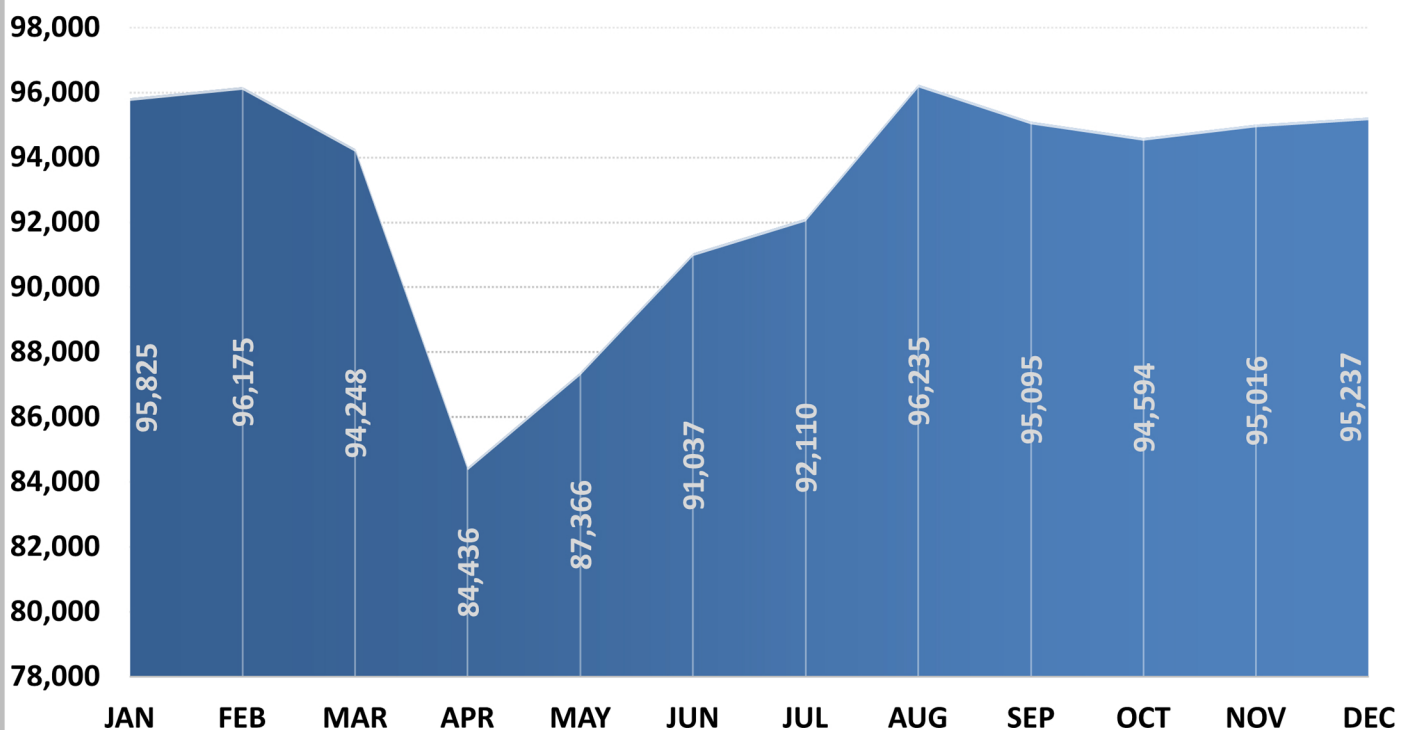




# EMPLOYMENT SERVICES

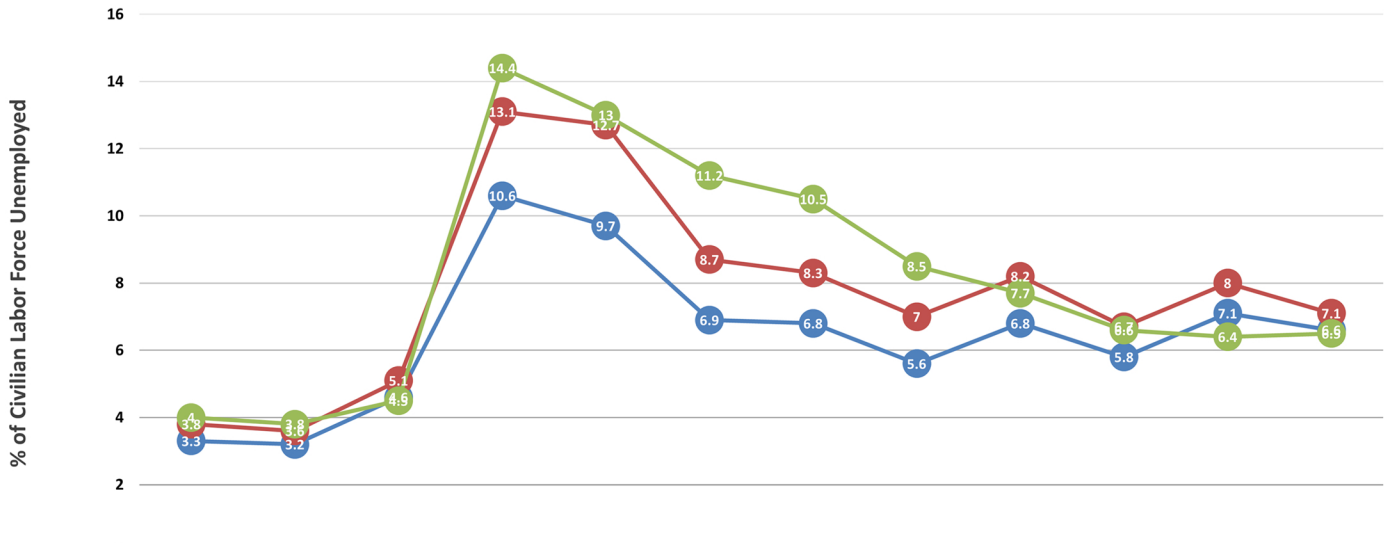
While the year started out with record low unemployment in January and February, the onset of the COVID-19 pandemic significantly impacted the workforce by March. Widespread stay-at-home orders for all but essential workers left many without employment for a period of time. As case numbers started to decline and PPE started to become available in May and June, many businesses began to open back up and unemployment began a steady decline. Unemployment did not reach the pre-pandemic rates by the end of 2020, however employment in the region did drastically improve.

## North Texas Civilian Labor Force \*



\* Civilian Labor Force (CLF) is the number of civilians employed or actively looking for work within any 4-week period.

## North Texas Unemployment Rate



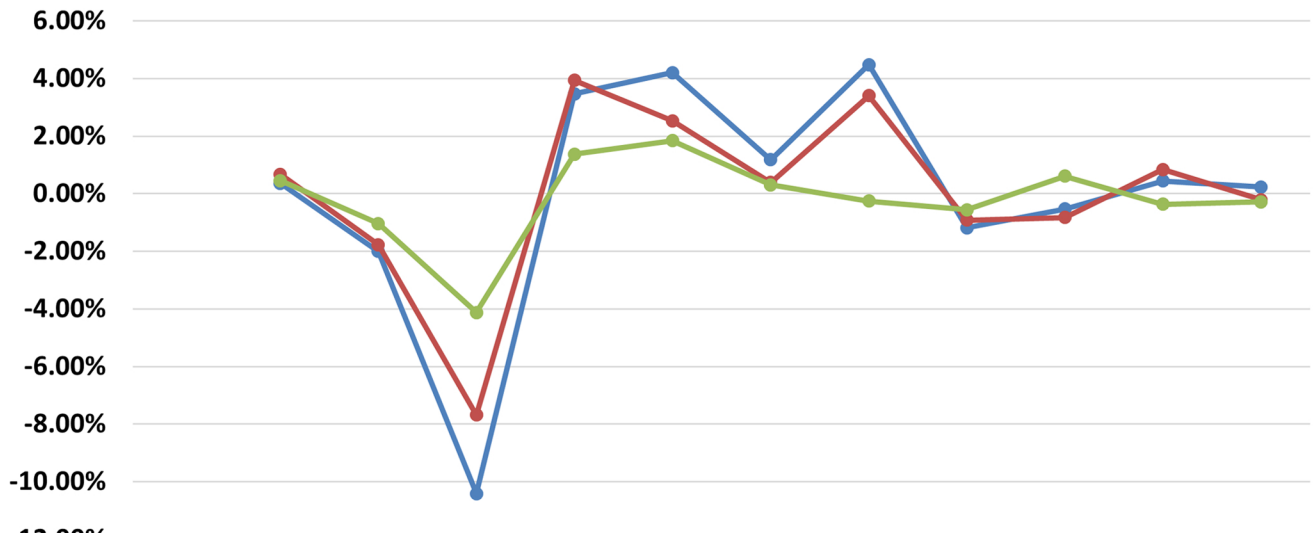
	January	February	March	April	May	June	July	August	September	October	November	December
North Texas*	3.3	3.2	4.6	10.6	9.7	6.9	6.8	5.6	6.8	5.8	7.1	6.6
Texas	3.8	3.6	5.1	13.1	12.7	8.7	8.3	7	8.2	6.7	8	7.1
U.S.	4	3.8	4.5	14.4	13	11.2	10.5	8.5	7.7	6.6	6.4	6.5

\* North Texas includes the counties of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger, and Young.

— North Texas\* — Texas — U.S.

Source: TexasLMI.com

## Change in Civilian Labor Force \*

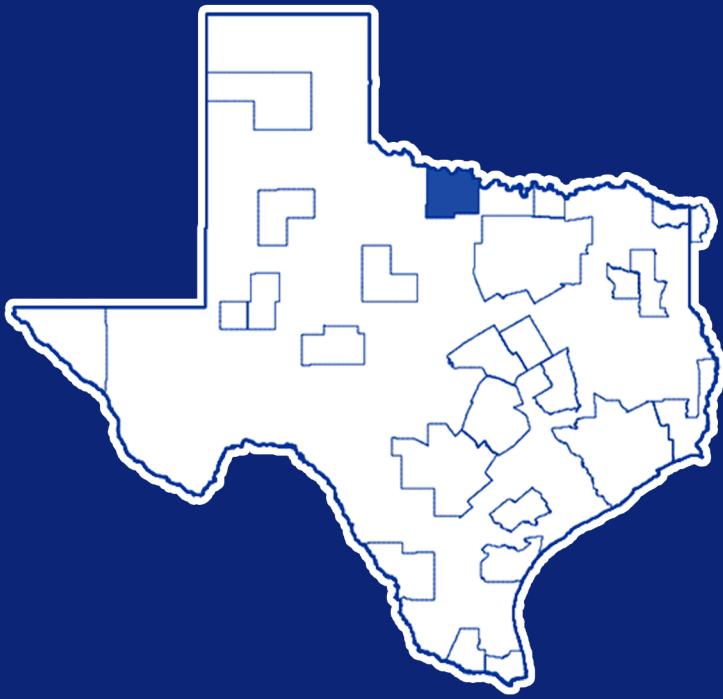


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
North Texas		0.37%	-2.00%	-10.41%	3.47%	4.20%	1.18%	4.48%	-1.18%	-0.53%	0.45%	0.23%
Texas		0.67%	-1.77%	-7.68%	3.94%	2.53%	0.39%	3.41%	-0.92%	-0.82%	0.84%	-0.21%
U.S.		0.45%	-1.03%	-4.13%	1.38%	1.84%	0.31%	-0.25%	-0.55%	0.61%	-0.36%	-0.28%

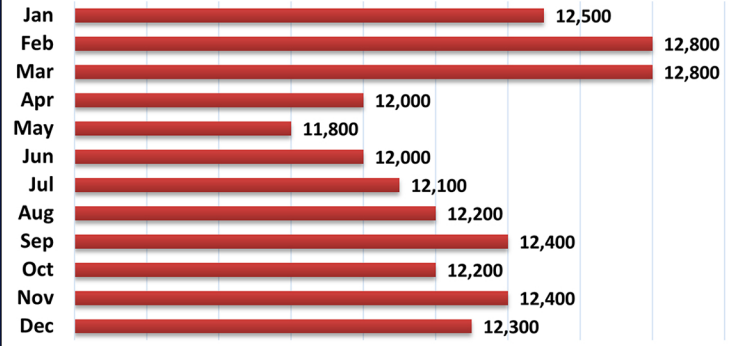
\* North Texas includes the counties of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young

Source: TexasLMI.com

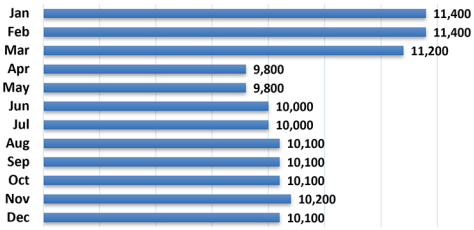
# 2020



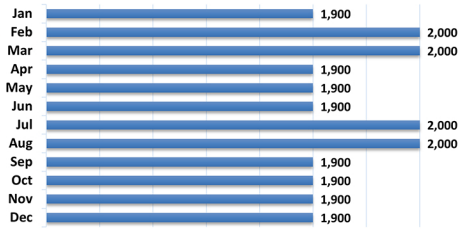
## Total Government Employment



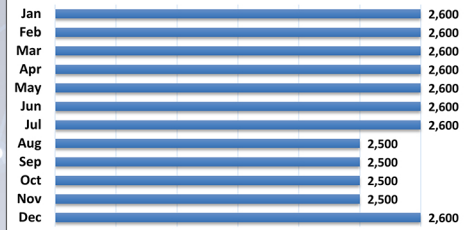
## Education and Health Services Industry



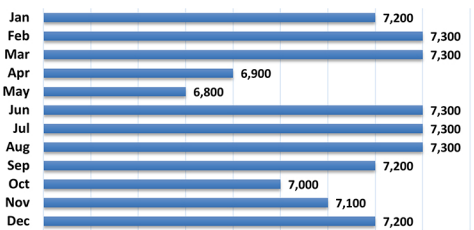
## Federal Government



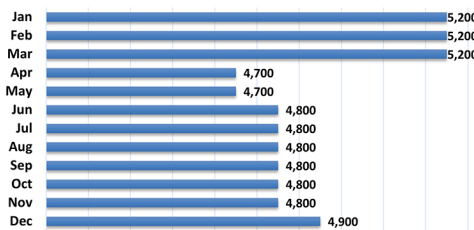
## Financial Activities Industry



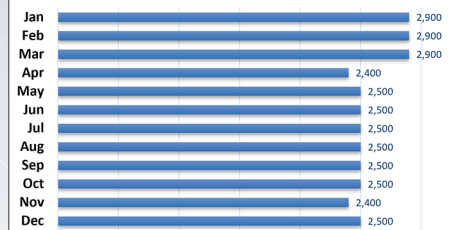
## Local Government



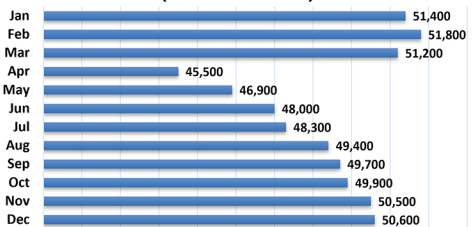
## Manufacturing



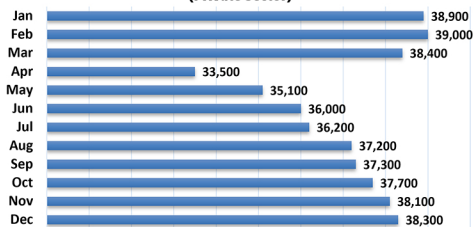
## Mining, Logging and Construction



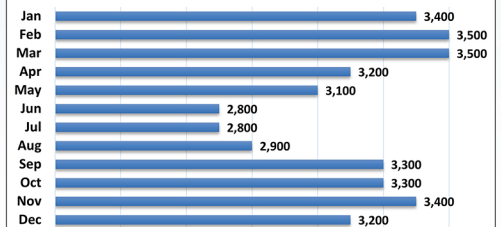
## Service-Providing Industry (All Sectors Combined)



## Service-Providing Industry (Private Sector)

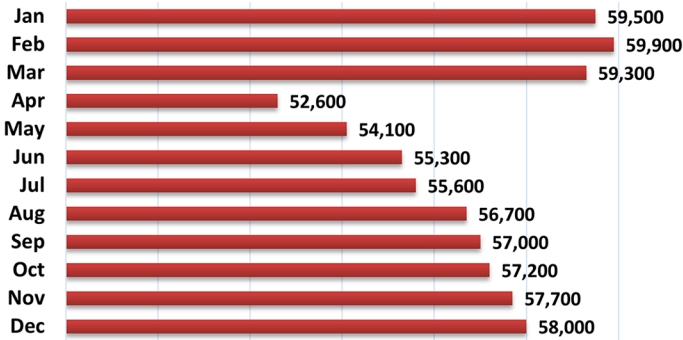


## State Government

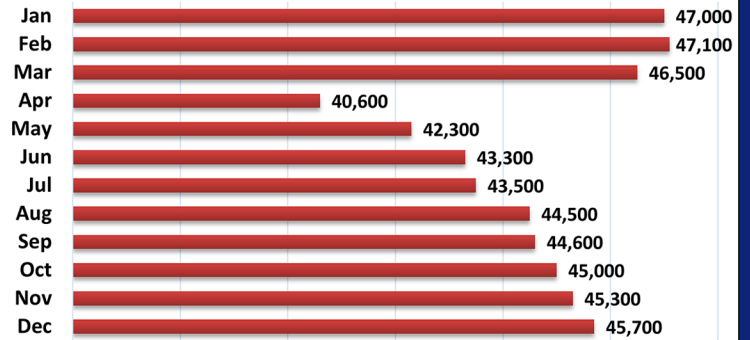


# WICHITA FALLS MSA (METROPOLITAN STATISTICAL AREA) EMPLOYMENT

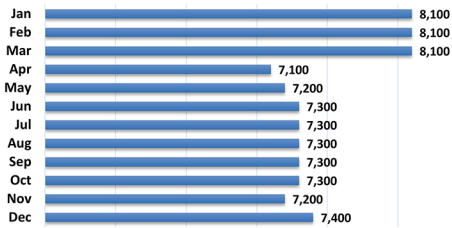
## Total Nonfarm Industries



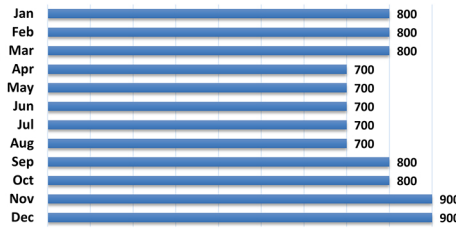
## Total Private Industries



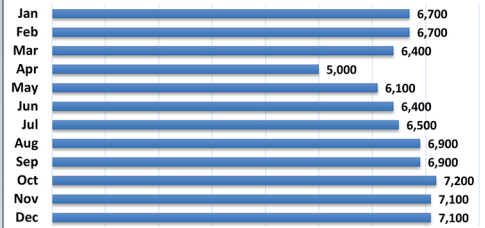
## Goods Producing Industry



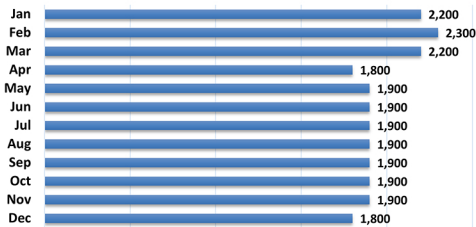
## Information Industry



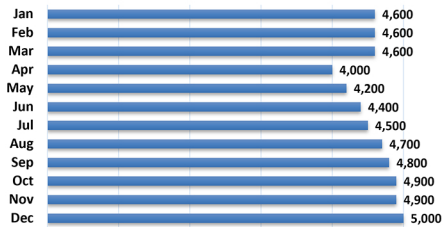
## Leisure and Hospitality



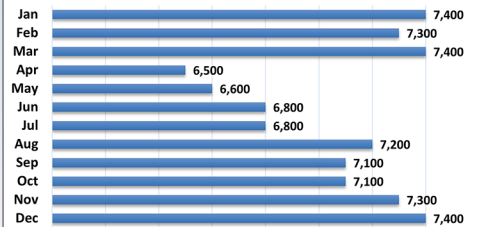
## Other Services Industry



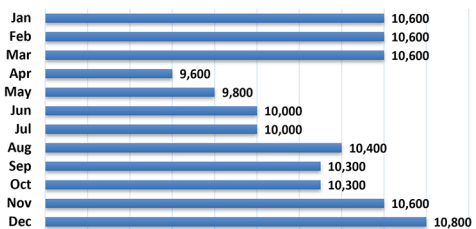
## Professional and Business Services



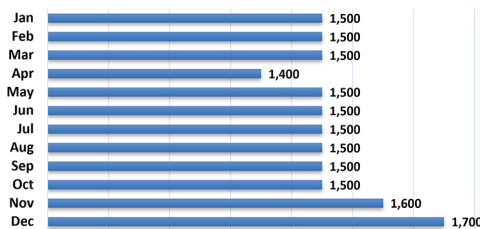
## Retail Trade



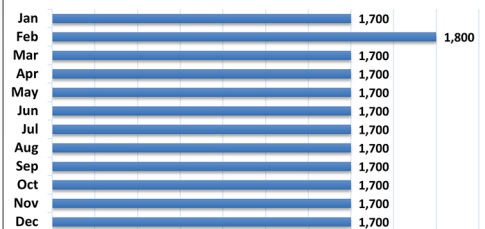
## Trade, Transportation and Utilities



## Transportation, Warehousing & Utilities



## Wholesale Trade



YOUR  
CAREER.  
YOUR  
STORY.

**JOBS**  
Y'ALL

# YOUTH EVENTS

In 2020, we held two virtual events to serve our youth customers, the **Youth Career Expo** and the **Transition Fair**. The Youth Career Expo was a virtual event for 8th graders that explored good-paying and meaningful careers in growing Texas industries. Sixteen in-demand careers were represented at this event.

The virtual Transition Fair 2020 was for high school juniors and seniors with a disability or 504 plan. During the event, colleges, employers, and service providers showcased options and support available after high school. We also offered an informative parenting session to provide parents with information about community resources to prepare students for adulthood.

**1140**

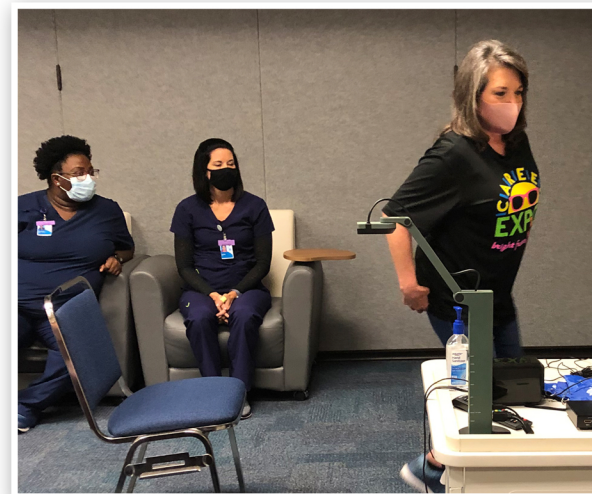
Participants in  
Youth Career  
Fair Events

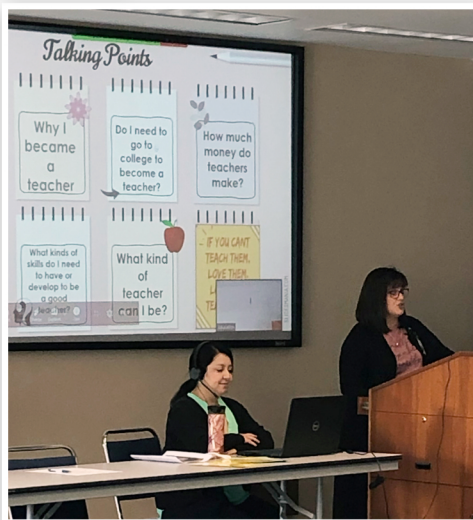
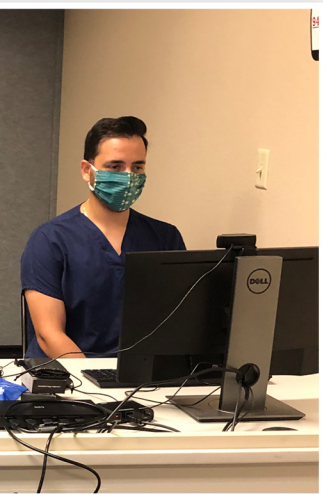
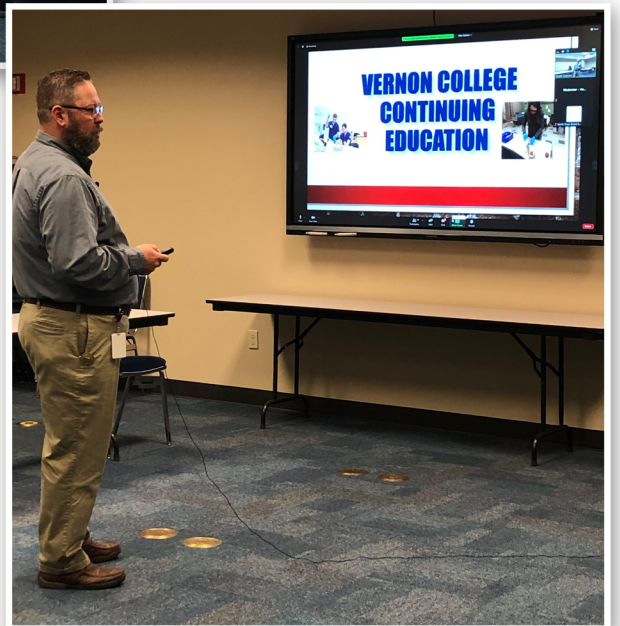
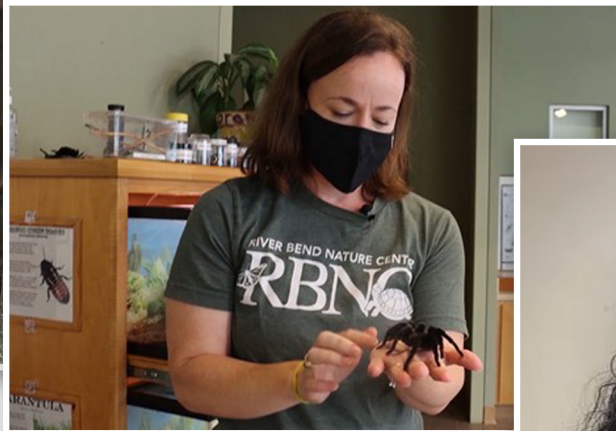
**157**

Attendees for  
Transition  
Fair

**35**

Businesses,  
Employers &  
Exhibitors  
Participating  
in Events







# TRAINING



The **Workforce Innovation and Opportunity Act (WIOA)** is designed to help job seekers secure the education, training and support necessary to succeed in the workforce while providing skilled workers to match local employer needs. We served a total of 94 participants in 9 out of our 11 counties.

**84** WIOA Adult/DW Served

**10** WIOA Youth Served



The **PATHS (Pursuit of Advanced Training in High-Demand Skills)** for Texas retail program stems from a grant totaling \$5.4 million by Walmart, to initiate and expand retail upskilling programs across Texas. Workforce Solutions North Texas joined with Greater Dallas and three other Workforce Development Boards across the state to expand the training opportunities for Texans working in the growing retail industry.



The **Skills Development Fund** is Texas' premier upskilling program. SDF grants provide site-specific, customized training opportunities for Texas businesses and their employees to increase skill levels and wages of the Texas workforce. In May 2020, we received \$287,500 in funding to assist businesses impacted by COVID-19 with retooling and upskilling to meet the demands of their industry or COVID-19 supply short falls.



# PROGRAMS



## JOSIAH'S WIOA SUCCESS

Josiah participated in our WIOA Adult program and obtained his CDL truck driving license from C1 Trucking in Fort Worth. He had many barriers to employment including an extensive criminal background. He was able to complete his courses and found work with Freymiller in August of 2020. "I've never felt like I could achieve this much, and I thank you so much for your help to get me here. I hope you realized how much of a difference you are making. Thank you so much."

## RE-ENTRY PROGRAM AT LINDSEY STATE JAIL

Workforce Solutions partnered with Weatherford College to provide logistics training to inmates of the Lindsey State Jail. Upon release, individuals can work in warehouses and distribution centers such as Walmart and Amazon. The entry hourly wage for positions with the Certified Logistics Associate (CLA) and Certified Logistics Technician Certificate (CLT) is \$13.12-\$22.97 per hour depending on the position and the company. The overall goal of this initiative is to reduce recidivism and help inmates obtain gainful employment upon their release. In 2020, 19 credentials were obtained and more have been enrolled and will be completing the program in 2021.



# BUSINESS SERVICES

Right out of the gate in January 2020, the Business Services Team hit the ground running with the Young County Job Fair in Graham. This very successful in-person event connected 38 businesses with 198 job seekers. Unfortunately, this event was somewhat of an anomaly for 2020 because soon after, when COVID-19 hit the United States, in-person events became a thing of the past. We knew that we had to rework our plan for monthly job fairs in our 11 counties and were able to come up with some great ideas to help connect businesses and job seekers throughout stay-at-home orders and while our staff was working from home throughout the rest of 2020. We were able to host virtual job fairs and even hosted some drive-thru job fairs throughout our region to add a little bit of in-person flair to our otherwise solitary day-to-day.

Our Business Services Team was hard at work throughout the year to make sure connections were made within the communities we serve and that those who were unemployed due to the pandemic had as many opportunities to find work as possible.

**1,043**  
Employers  
Served

**3,984**  
Job  
Orders

**10,004**  
Job  
Referrals



ONLINE INTERVIEWS & APPLICATIONS

# VIRTUAL JOB FAIR

NORTH TEXAS STATE HOSPITAL

Thursday, April 30 • 9am - 1pm

Website: [NorthTexasStateHospital.com/careers](http://NorthTexasStateHospital.com/careers)

Contact: [mentalservices2@ntxworksolutions.org](mailto:mentalservices2@ntxworksolutions.org) or 940.322.1801 press 2

GRAHAM Where Texas Comes Home ECONOMIC DEVELOPMENT

# JOB FAIR

NEW YEAR, NEW YOU

UPSkill | UPGrade | FUTURE

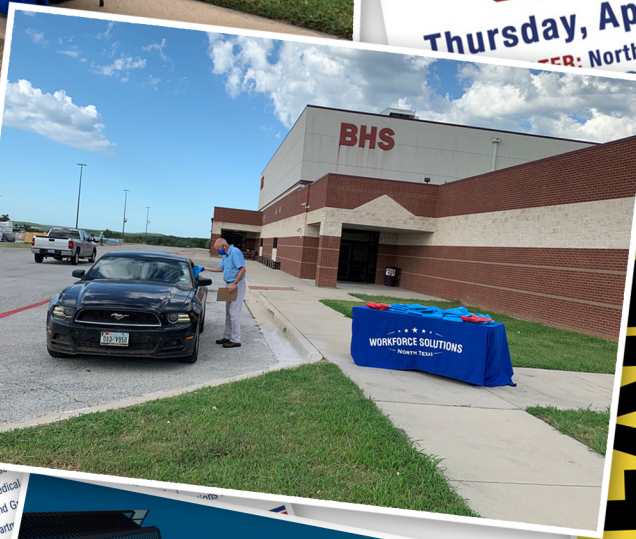
WEDNESDAY, JANUARY 22

4PM - 7PM | GARDNER CENTER

YOUNG COUNTY AREA

Air Tractor, Inc. | Brazos Communications | Countrywide Veterinary Services  
 Clear Path Home Care | Countrywide Staffing | Ferguson  
 Elmcrest Senior Living | Elwood Staffing | Graham Regional Medical  
 Graham Eye Care | Graham ISD | Graham Regional Medical  
 Python Pressure Pumping | Rockin S Bar and Grill  
 Texas Department of Criminal Justice | Texas Department of Transportation  
 Kingdom State Park | Tower Extrusions | Walmart  
 Virginia's House | Visiting Angels | Workforce Solutions

FOR MORE INFO VISIT [www.grahamtx.com](http://www.grahamtx.com)



# JOB FAIR

DRIVE THRU

Tuesday, July 14, 2020, 9am-11am

Henrietta Elementary School Drive  
1600 East Crafton, Henrietta, TX 76365

WORKFORCE SOLUTIONS NORTH TEXAS

QUESTIONS? CALL 940.322.1801  
JOB SEEKERS OPTION 2  
EMPLOYERS OPTION 3

WORKFORCE SOLUTIONS NORTH TEXAS

## Hiring Red, White & You!

Statewide Virtual Hiring Fair

November 5, 2020 11:00 AM to 2:00 PM Central Standard Time (CST)



North Texas Virtual JOB FAIR

New possibilities • New beginnings

Thursday, May 21  
9am to 1pm

For more details & registration go to [www.workforce.com/virtual](https://www.workforce.com/virtual)

Registration opens May 20, 8am

WORKFORCE SOLUTIONS NORTH TEXAS

Offices in: Bowie 940.872.2424 • Graham 940.549.6363 • Vernon 940.552.9381

Wichita Falls 940.322.1801 (job seekers press 2 employers press 3)

Texas: (800) 250-9899 (TDD) or (800) 750-2168 (voice) or 711

Auxiliary jobs and services are available upon request to individuals with disabilities. Relay Texas is available at 877-888-0800 or 711.



# VETERAN SERVICES

At Workforce Solutions North Texas, it is our privilege to serve the veterans and their spouses in our service area. If you have served in the U.S. Armed Forces or are an eligible spouse, we are honored to assist you in your job search and training needs. We offer veteran priority service that is catered to individual needs with the help of our partnerships with the Texas Veterans Commission and local employers and organizations.



**384**

Veterans Served  
in the  
North Texas Area



# Hiring Red, White & You!

## VIRTUAL HIRING FAIR

**30**

North Texas  
Employers

**82**

North Texas  
Job Seekers

Workforce Solutions North Texas hosted the ninth annual statewide Hiring Red, White and You! Hiring Fair (HRWY) on November 5, 2020. This year was the first time it was held virtually in our service area. In partnership with 27 Texas workforce development boards, The Texas Workforce Commission, the Texas Veterans Commission, and the Texas Medical Center, HRWY connects Texas veterans and their spouses with Texas employers that value the experience, discipline, and other exceptional qualities inherent in a military background.

It is estimated that there are 1.7 million total veterans in Texas, of which 967,000 are working or actively seeking work. By holding HRWY job fairs across Texas, employers can more easily connect to this highly qualified group of servicemen and servicewomen across the state.



The Child Care Services program provides financial assistance to eligible families to promote long-term self-sufficiency by enabling parents to work, attend school, or participate in job training programs. Selecting child care services is one of the most important decisions working parents and caregivers make. The experiences and interactions children have in their early years help to build a foundation for future learning.

Quality early learning environments and the people who work in them play an important role in child development. Research shows both short- and long-term benefits for the child. Long-term benefits include children that grow up to be more likely to be employed and less likely to be dependent on government assistance.



Workforce Solutions North Texas participates in the **Texas Rising Star** (TRS) program which is an accreditation process for improving the quality of child care services provided in Texas. Child care centers with a TRS accreditation indicates that the provider has voluntarily met requirements that exceed the state's minimum licensing standards. At the end of 2020, WSNT had 75 providers, 31 of which were TRS providers. Our goal was to have at least 31.99% TRS providers. We reached 41%, exceeding our goal for 2020 by 10%!

526

Essential Workers  
Children in Care

2,161

Children in  
Care

41%

Texas Rising Star  
Accredited Centers

# CHILD CARE PROVIDERS

County	Licensed Child Care Centers		Licensed Child Care Homes		Registered Child Care Homes		Totals
	TRS	Non-TRS	TRS	Non-TRS	TRS	Non-TRS	
Archer		1	1	1			3
Baylor		2					2
Clay		1		1		1	3
Cottle	1						1
Foard	1						1
Hardeman	1						1
Jack	1	2					3
Montague		3					3
Wichita	21	16	2	7		2	48
Wilbarger		4	1	1			6
Young	2	2					4
<b>TOTALS</b>	<b>27</b>	<b>31</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>3</b>	<b>75</b>

36 Rural Providers	
Archer Co.	Country Campus Kristi's Day Care Play Alley
Baylor Co.	Busy Bee Panther Tots
Clay Co.	First Baptist Church Jamie Lambeth Tippy Toes
Cottle Co.	Paducah CDC
Foard Co.	Crowell CDC
Hardeman Co.	Turner CDC
Jack Co.	Jacksboro ISD Learn & Play Lewis Learning Center
Montague Co.	Cherished Dreams Machelle's Day Care Nocona Day Care Center
Wichita Co. <i>Outside Wichita Falls City Limits</i>	Abundant Life Imagination Station Itty Bitty Itty Bitty 2 Kidz Zone KNA Day Care Little World Ms. Tammie's Teresa Love
Wilbarger Co.	Discovery Days Jen's Day Care Lynn's Play Station McBride's Day Care St Paul Lutheran Tot City
Young Co.	Bethel CDC Kiddie Kottage Olney CDC Olney ISD

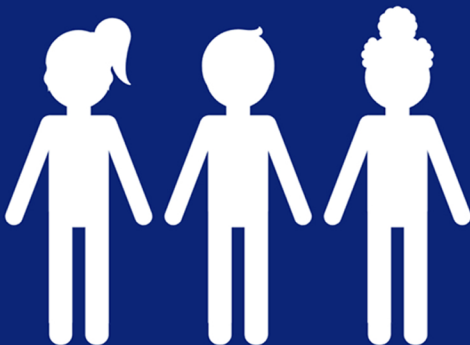


# CHILD CARE HIGHLIGHTS

Workforce Solutions North Texas has partnered with 17 child care providers to install playground equipment and shade structures for infants and toddlers. This project spans our 11-county region. Through this program, 11 child care centers received new infant/toddler playground equipment and six child care centers had shade structures installed over their outdoor infant/toddler play area.



Jacksboro ISD Child Care Center is one of our 3-star Texas Rising Star child care centers. Pictured above is Dwain Milam, Jacksboro ISD Superintendent, and Emilee Easter, Jacksboro ISD Child Development Director. They spoke with Workforce Solutions North Texas board members regarding their appreciation for Workforce Solutions Child Care. They were one of the 17 recipients who received a shade structure over their infant and toddler outdoor play area (pictured opposite). We were also able to provide \$5,000 worth of Frog Street Curriculum for Jacksboro ISD's early childhood classrooms.



*Before*



*After*



## COVID-19 INITIATIVES

In 2020, we provided temporary child care services for essential workers. This additional funding allowed for essential workers to apply for our services online, with elevated income limits, limited eligibility criteria, and an abbreviated application process. Essential worker applications were processed within 24 hours and clients were able to utilize child care services immediately. Child care staff placed 514 children in less than 30 days, and 526 children of essential workers overall between April-July 2020.

Workforce Solutions also offered financial relief for child care clients and child care providers for the months of April and May 2020 by paying all parent share of costs. Child care providers received weekly bonus funds during this time period as well. The total expenditures for the COVID-19 initiatives were **\$1,426,342.65** (April-September 2020).

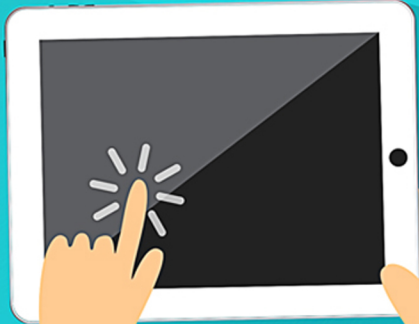
# Investments: DIGITAL SOLUTIONS

When the COVID-19 pandemic began spreading throughout the United States in March 2020, it became apparent that we needed to act fast to protect our staff and customers from potential exposure to this elusive-to-contain and pervasively infectious disease. We also knew, however, that we could not abandon the members of our community who were facing job loss, income loss, and an overarching fear for their family's ability to scrape by. With imminent stay-at-home orders and a worldwide shortage of personal protective equipment (PPE), we quickly realized the need for alternate ways to safely and effectively serve our customers. We invested in technology to enable our staff to work from home and our customers to continue receiving high quality services from our team while the nation was in lockdown. Some of our new software includes Adobe Creative Suite, Brazen virtual job platform, Zoom, and more!





**Website Upgrades**



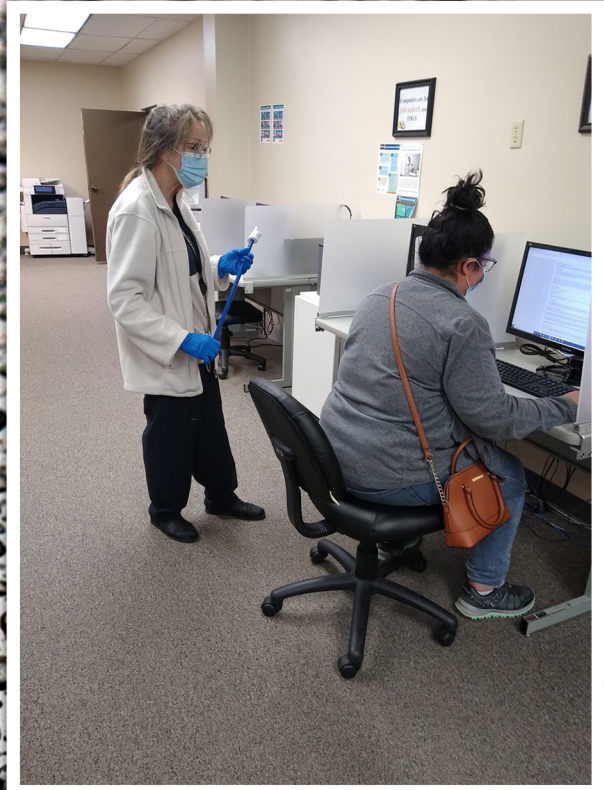
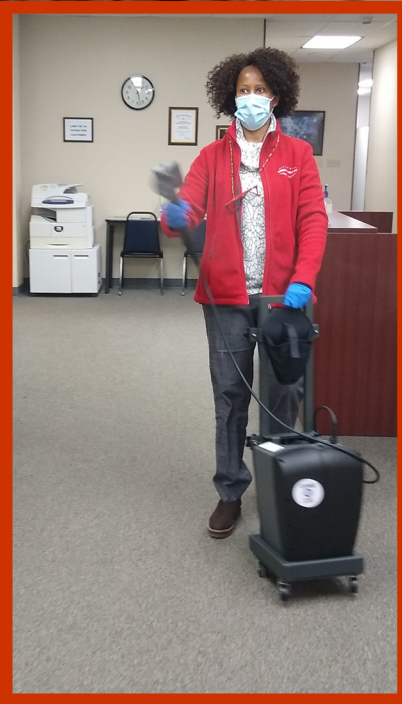
**Virtual Job Fair Platform**

**Video Editing Software**

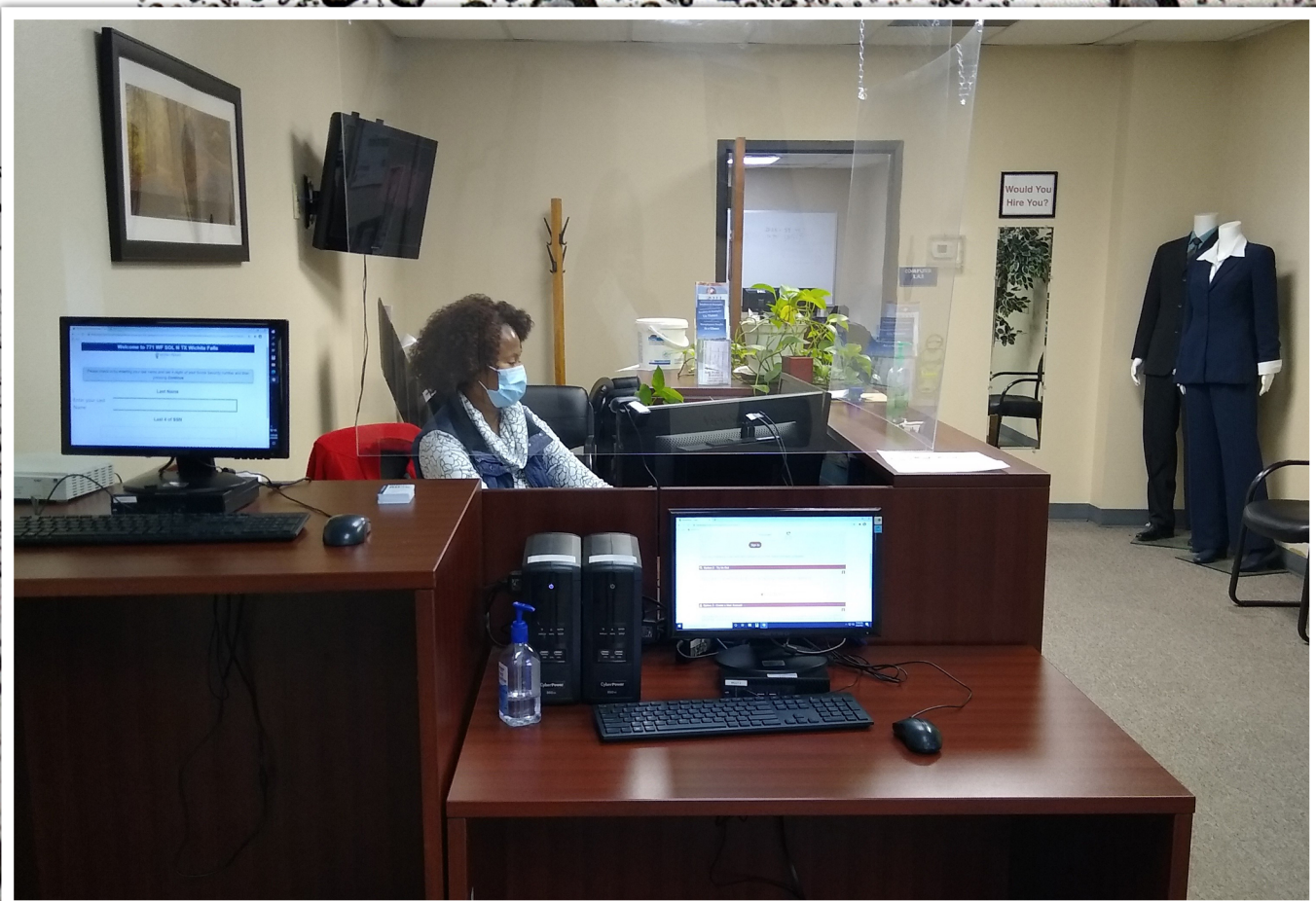


**Webinars**

# Investments: **SAFETY & SANITIZATION**

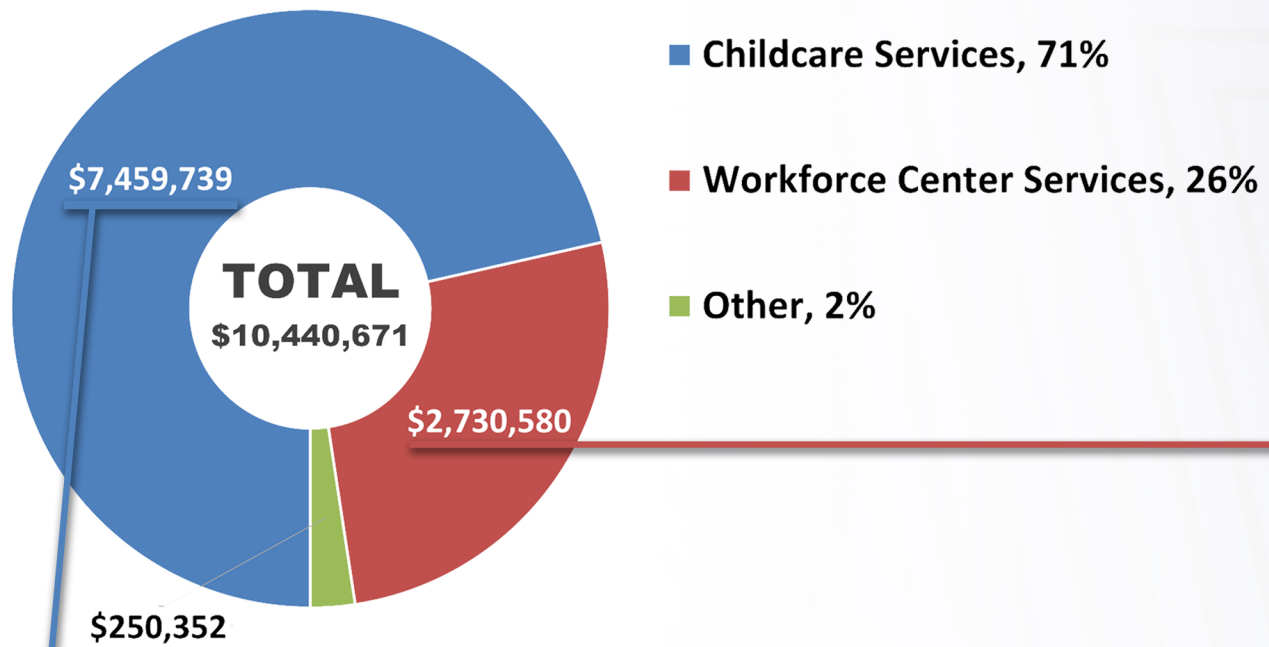


As the number of COVID-19 infections in our community started to decline, we began transitioning back into the office to serve customers face-to-face by appointment. Keeping our staff and customers safe was our #1 priority. To ensure that we continued to keep our staff and customers safe from potential exposure to the disease, we provided multiple levels of sanitization including offering disposable masks and hands-free temperature readings upon entry, plexiglass shields for reception staff, hand sanitizer stations throughout all four of our Workforce Centers, and electrostatic disinfectant spraying of the entire Workforce Center at several intervals throughout the day.

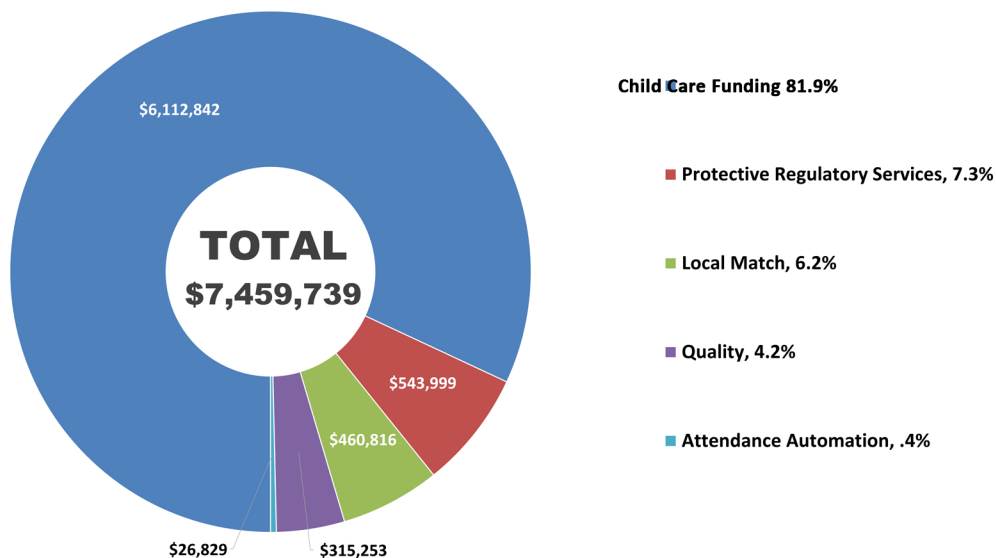


# FINANCIALS

## All Services

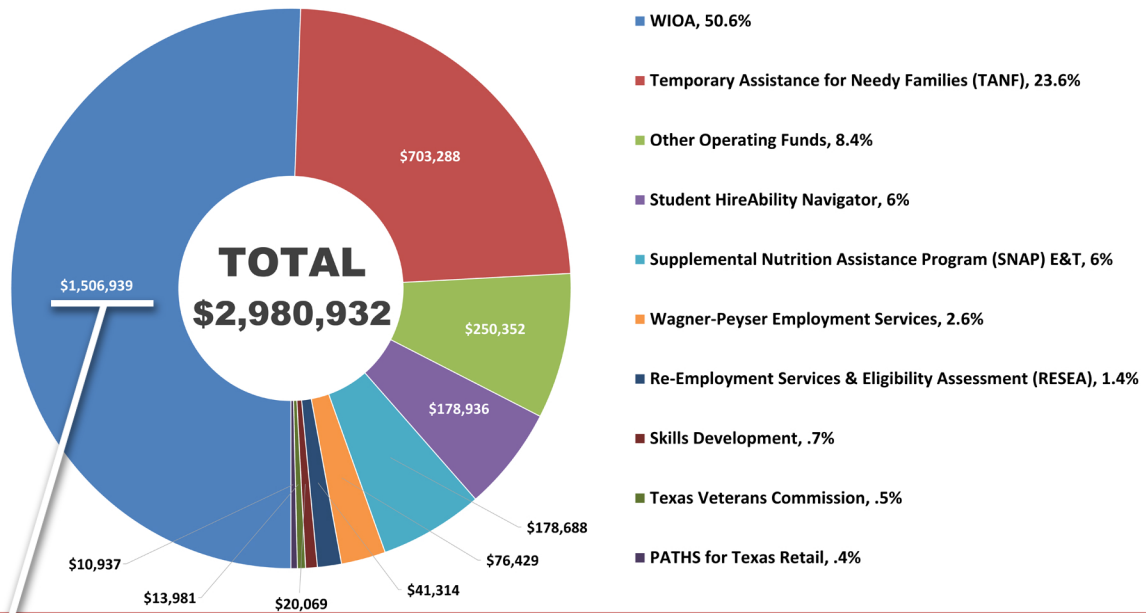


## Child Care Expenditures

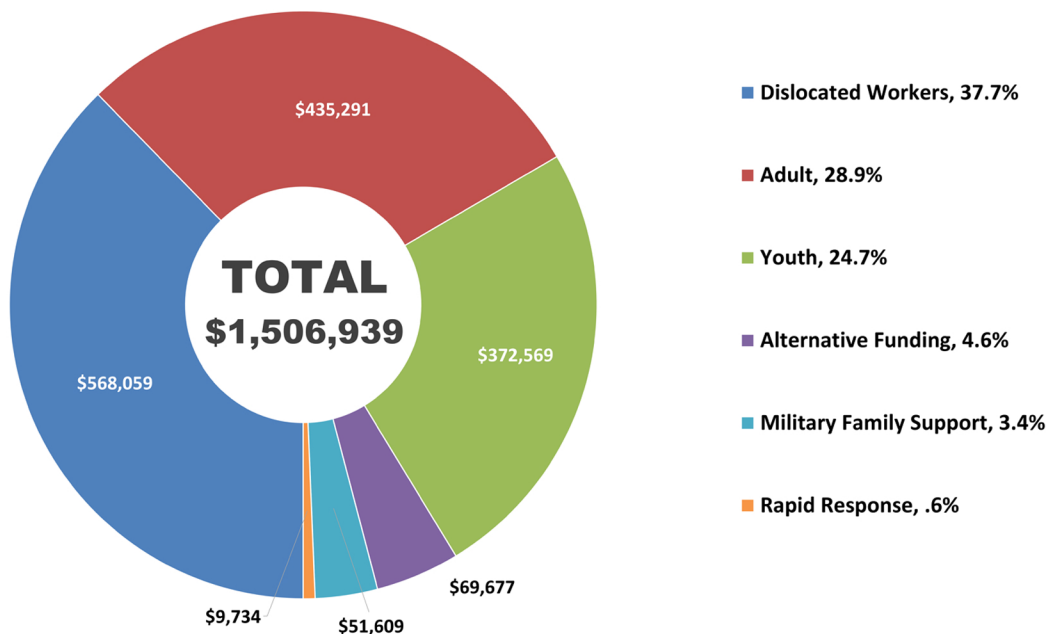


# For expenditures occurring between October 1, 2019 - September 30, 2020

## Workforce Programs Expenditures



## Workforce Innovation and Opportunity Act (WIOA) Expenditures



# AWARDS & RECOGNITION



Workforce Solutions North Texas was the proud recipient of the **2020 Performance Incentive Award** for our **WIOA Career Pathways** program (left).

We selected **Management & Training Corporation** for the **Local Employer of Excellence Award** for their partnership in developing the training initiative at the Lindsey State Jail (highlighted below).



## LOCAL EMPLOYER OF EXCELLENCE

Workforce Solutions North Texas (WSNT) partnered with Weatherford College and Management & Training Corporation (MTC) at Lindsey State Jail to build a reentry program for individuals who are within 90 days of release. These individuals attend six weeks of logistics training. Upon completion, students have two certifications: Logistics Associate (CLA) and Logistics Technician (CLT). WSNT conducted 27 assessments and 19 credentials were obtained. This program provides both training to individuals needing to find and keep good jobs and skilled workers to a high-demand field.

In addition, WSNT has built a close working relationship with the recruiting team at MTC to support their hiring needs. We have partnered on multiple hiring events at our Graham, TX Workforce Center location and other WSNT job fairs with much success. The MTC team is very professional, courteous and always willing to answer questions. They have been eager to support us in any collaborative projects with input, assistance, and enthusiasm.

# DEFINITION



Workforce Solutions North Texas presented **Cannedy Security** in Wichita Falls with a Certificate of Nomination for the **American Legion Awards**. Cannedy Security was nominated for the Employer of Veterans category.

Presenting the certificate is Casey Parkhurst (middle), Business Services Consultant, to Leesa Holloway (left) and Joe Viavattene (right).



Workforce Solutions North Texas presented **Joy's Downtown Flowers** in Graham with a Certificate of Nomination for the **American Legion Awards**. Joy's was nominated for the Employer of Older Workers category.

Pictured from left to right with the certificate is Devin Barrington (owner), Raley Kerr, Pam Ellard, Xan Holub, and Mandi Kinney.



# Board Staff and Locations



**Lisa McDaniel**  
*Executive Director*



**Kendra Ball**  
*Business and Outreach Manager*



**Ebonie Batts**  
*Administrative Specialist  
& EO Officer*



**Karen Fite**  
*Technology Manager*



**Josie Gonzalez**  
*Child Care Contract Manager*



**Patti Hamilton**  
*Administrative Specialist  
Retired January 2021*



**Sharon Hulcy**  
*Contract Manager*



**Brenda Roland**  
*Student HireAbility Navigator*



**Jill Brown**  
*Ex-Officio  
Executive Director*



**Lyka Walton**  
*Community Engagement Specialist*

*“I am so happy with the case manager who always contacts me and solves my needs. I appreciate the team’s hard work.”*

*“I appreciate what you guys are doing. The case manager is helpful and understanding of my situation. I am grateful to have this help at this time. It makes my burden lighter and manageable which allowed me to focus on my education.”*

*“The center is filled with professionals that go the extra mile to assist with establishing employment.”*

### **Wichita Falls Center**

4309 Old Jacksboro Highway  
Suite 300  
Wichita Falls, TX 76302

*Local: 940.322.1801  
Toll free: 800.333.8209  
Fax: 940.322.8411*

### **Child Care Services**

4309 Old Jacksboro Highway  
Suite 230  
Wichita Falls, TX 76302

*Local: 940.723.8774  
Toll free: 800.232.8359  
Fax: 940.723.1818*

### **Bowie Center**

800 Highway 59 North  
Suite A  
Bowie, TX 76230

*Local: 940.872.2424  
Toll free: 800.972.2424  
Fax: 940.872.2990*

### **Vernon Center**

Wilbarger County Courthouse  
1700 Wilbarger Street, #B7  
Vernon, TX 76385

*Local: 940.552.5211  
Toll free: 800.888.5079  
Fax: 940.552.2997*

### **Graham Center**

924 Cherry Street  
Graham, TX 76450

*Local: 940.549.6363  
Toll free: 866.549.6363  
Fax: 940.549.9821*

### **Workforce Solutions North Texas Board Office**

1501 Midwestern Parkway  
Suite 101  
Wichita Falls, TX 76302

*Local: 940.767.1432  
Fax: 940.322.2683  
TDD: 800.735.2989*



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