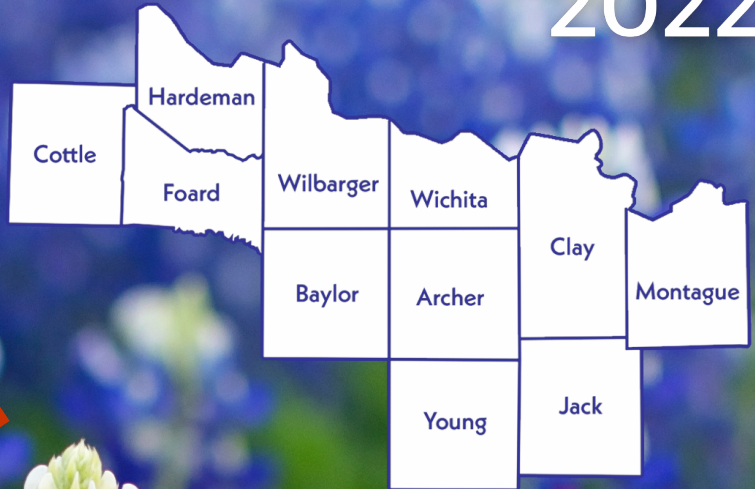


# ANNUAL REPORT

## 2022



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

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



# *About Us*

**Our mission is to place North Texans in jobs and equip workers with skills that foster economic growth.**

**Dedicated to helping North Texas employers and job seekers succeed, Workforce Solutions North Texas provides services to employers and job seekers in the counties of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young.**

**Through partnerships and frequent communication, the Board works to support regional economic growth and economic self-sufficiency. In addition to sharing information and working closely with independent school districts, Region 9 Education Services Center, Vernon College, North Central Texas College, Weatherford College, and Midwestern State University, the Board works to ensure that child care quality is nurtured beginning as early as possible to prepare an educated, self-sufficient workforce.**

**Workforce Solutions is led by a local board of 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 in their individual areas. These boards are non-profit and receive funding from the U.S. Department of Labor through the Texas Workforce Commission.**



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# As I reflect on 2022...

there were many accomplishments that I am very proud of for Workforce Solutions North Texas. Our Team remained steadfast in the continued recovery from the Covid-19 pandemic and played a major part in the job growth and economic recovery for our North Texas region.



Working day in and day out for the good of North Texans, our Wichita Falls Workforce Center was “under construction” for most of 2022 as we renovated and made room for our new team members to join us at the Galaxy Center. Texas Workforce Solutions Vocational Rehabilitation Services, moved into the Wichita Falls Workforce Center in November 2022. After five years of planning and realignment, critical services are now being offered within a true “one stop” location all under one roof. In addition, our Workforce Center is now located through a front entrance facing the street rather than a hard-to-find rear entrance. By moving to the front of the building, our center gained additional parking spaces and improved signage to help customers locate us more easily. The expansion into the front of the Galaxy Center building allows us to increase the capacity of our Resource Room and computer labs to accommodate more customers. Additionally, and most importantly, we gained much-needed space for additional classrooms, meeting rooms, and conference rooms, enabling us to host on-site job fairs, employer interviews, workshops, and trainings for job seekers, employers, and staff alike. Being able to share our space with community partners and offering a “one-stop” experience for our customers is the most rewarding part of it all.

While the renovation was taking place, our team members remained on the job, resilient, and doing what they do best—weathering the storm! I am humbled by the staff’s true servant attitudes. I know that some days it was very difficult to do their job due to the construction noises, smells, dirt, among other inconveniences, but they continued to serve our customers without missing a beat. That is quite the testimony of being a team player and loving what they do, and I couldn’t be prouder of them!

I look forward to the new partnerships and growth we will achieve in 2023 by expanding our building capacity for our Wichita Falls Workforce Center and many other rural initiatives across our North Texas region that are currently in the process. Thank you for allowing Workforce Solutions North Texas to be your choice in helping you with your employment needs.



**Lisa McDaniel**  
Executive Director



# BOARD OF DIRECTORS

## EXECUTIVE COMMITTEE

**Kristin Little**  
*Board Chair*

**Rhonda Schreiber**  
*Vice Chair*

**Glenda Ramsey**  
*Secretary / Treasurer*

**Lee Ritchie, Jr.**  
*Immediate Past Chair*

## BOARD MEMBERS

**Toni Alonzo**

**Steve M. Halloway**

**Debbie Powell**

**Marsha Anderson**

**Lee Harvey**

**Mileasha Rizan**

**Mary Aranda**

**Maria Jaimes**

**Crystal Sanders**

**Michael Blevins**

**Tracey Jennings**

**Jim Sjolander**

**Lauren Bush**

**Synthia Kirby**

**Dirk Welch**

**Billy Clark**

**Brandon Litteken**

**Linda Whitaker**

**Taylor Davis**

**Anthony Louis**

**Julie Young**

**Darren Francis**

**Kenny Miller**

**Keri Goins**

**Michelle Nelson**

# CHIEF ELECTED OFFICIALS

**Archer County**

*Randy Jackson*

**Baylor County**

*Rusty Stafford*

**Clay County**

*Mike Campbell*

**Cottle County**

*Karl Holloway*

**Foard County**

*Mark Christopher*

**Hardeman County**

*Ronald Ingram*

**Jack County**

*Keith Umphress*

**Montague County**

*Kevin Benton*

**Wichita County**

*Woody Gossom, ends 2022*  
*Jim Johnson, begins 2023*

**Wilbarger County**

*Greg Tyra*

**Young County**

*John C. Bullock, ends 2022*  
*Win Graham, begins 2023*

**Wichita Falls**

*Stephen Santellana, Mayor*



# Business Services

Job Fairs are one way that our Business Services team helps to place North Texans in jobs. By connecting employers with job seekers in-person in this way, they both get to preview the opportunities beyond the pages of an online application.

No hope in the LORD will renew strength. They will soar on wings like eagles, they will run and not grow weary, they will walk and not be faint. Isaiah 40:31



“ I've attended many job fairs in the DFW metroplex as well as in other states, and I'm proud to say that Wichita Falls put on an event that could rival all those big city venues! American National Bank & Trust was proud to be a partner in helping citizens find work! ”

VP Human Resources  
American National Bank & Trust

**589**  
Employers  
Served

**4,703**  
Services to Employers



“ We hired an instructor! This was HUGE for Vernon College. We are unable to track all of the students we reached at the job fairs, but I give Workforce a lot of the credit! ”

Chelsey Henry, Coordinator  
Career Services & Veteran Affairs  
Vernon College

**3,895**  
Job Orders  
Entered



“ I just wanted to let you know that I have signed more recruits in the last year from coming to your events through Workforce Solutions North Texas than I have by going to all the High Schools combined. I will always attend any event you guys have. ”

SSG Jacob Guajardo  
Texas Army National Guard

**4,431**  
Customer  
Job Referrals

# VETERAN SERVICES

We provide priority service to veterans.

2022

864 Veterans Served

## Military Family Support Program

Over 20 Military Families Served



Hazel Anderson  
Military Family Support Liaison

Hazel Anderson has a passion for helping active duty and veteran families easily transition to Sheppard Air Force Base and Wichita Falls. Not only does she have firsthand experience with transitioning after serving in the Nevada Army National Guard for 2 years, she is also a Wichita Falls native and knowledgeable resource for incoming military families. The Military Family Support Program offers a range of services including job search, job referrals, and resume building. This role also facilitates networking opportunities for transitioning spouses. Hazel works closely with our Business Services team to open doors for military family members through job fairs, hiring events, and networking.



# Hiring & You!

Red, White



## Statewide Job Fair



Thank you to all participating employers for helping make this event a success!

# IKEA H.O.M.E

Helping Offices Manage Electronically

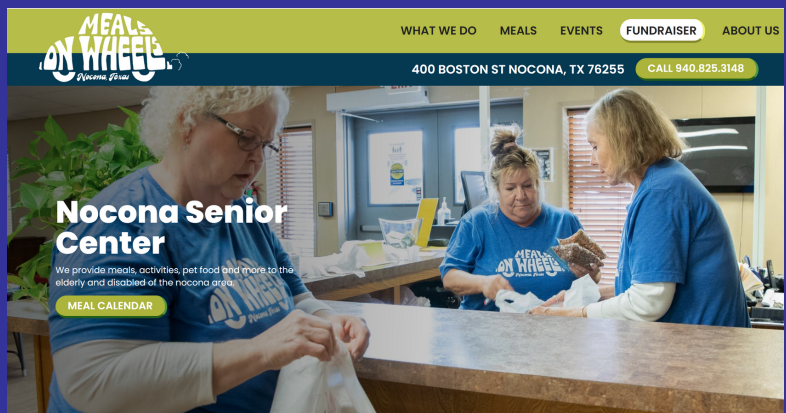
Website Development Project for Rural Retail and Service Providers

The Website Development Project was funded through a grant from the IKEA US Community Foundation. Workforce Solutions North Texas was awarded \$50,000 in grant funding. This project aims to provide technological solutions for Texas businesses as a direct response to COVID-19.

Through this project, we provided funding to rural retail and service-providing businesses in the North Texas area to build a web portal for purchases or service orders and the related maintenance for one year with the goal of job retention and growth. Retailers were able to expand their reach beyond their geographical restraints through online commerce. Service-providing businesses were able to improve health and safety measures by reducing face-to-face contact through technological advances such as online scheduling, preliminary diagnoses, and more.



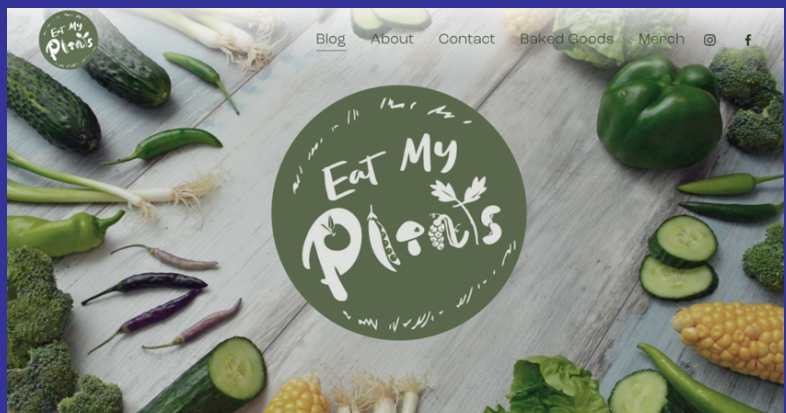
Dry Fork Veterinary Clinic - Henrietta, TX  
[www.dryforkveterinary.com](http://www.dryforkveterinary.com)



Nocona Senior Center - Nocona, TX  
[www.noconacenter.com](http://www.noconacenter.com)

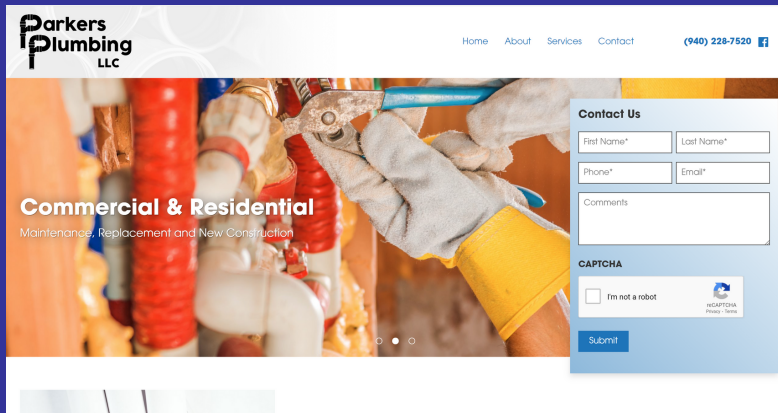


Petty Butane - Vernon, TX  
[www.pettybutane.com](http://www.pettybutane.com)

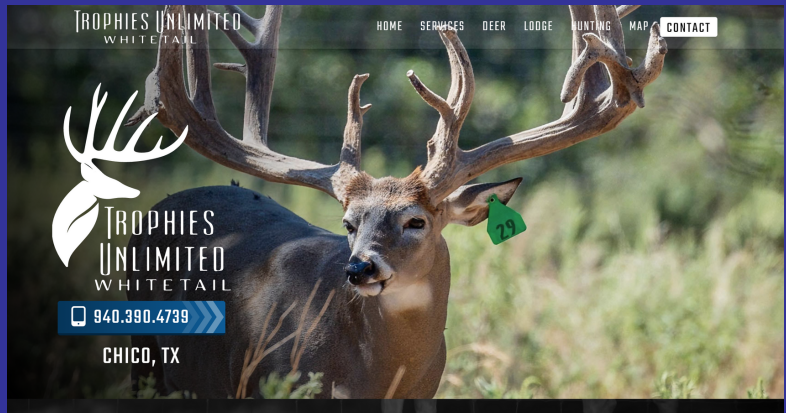


Eat My Plants - Graham, TX  
[www.eatmyplants.org](http://www.eatmyplants.org)

# https://www



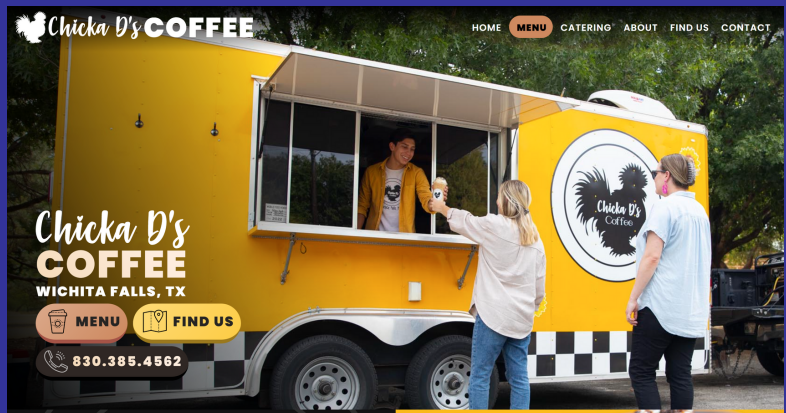
Parker's Plumbing LLC - Wichita Falls, TX  
[www.parkersplumbingwf.com](http://www.parkersplumbingwf.com)



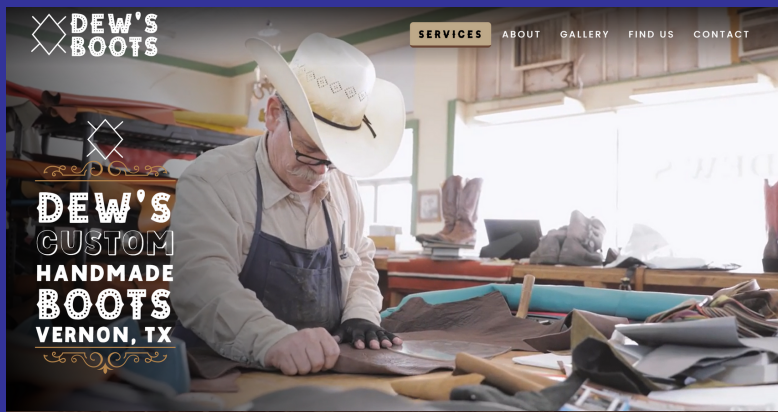
Trophies Unlimited Whitetail - Chico, TX  
[www.tuwtx.com](http://www.tuwtx.com)



The Bumble B - Vernon, TX  
[www.bumblebstore.com](http://www.bumblebstore.com)



Chicka D's Coffee - Wichita Falls, TX  
[www.chickadscoffee.com](http://www.chickadscoffee.com)



Dew's Boots - Vernon, TX  
[www.dewsboots.com](http://www.dewsboots.com)



Texas Fossil Hunter - Graham, TX  
[www.txfossilhunter.com](http://www.txfossilhunter.com)



The Pursuit of Advanced Training in High-Demand Skills (PATHS) for Texas program stems from a grant totaling \$5.4 million from the Walmart Foundation. This statewide initiative leverages Texas' existing workforce development strengths and partnerships to expand training opportunities for Texans working in retail. This initiative is accomplished through industry and nationally recognized training and upskilling opportunities to aid employee retention, support, career advancement, and promote success for workers and job seekers in customer-facing industries.

To date, Workforce Solutions North Texas has upskilled over 40 workers in insurance, IT, and CDL driving. This funding opportunity extends through May 2024.



Mere days from beginning Cafe con Leche's Road to College summer program, the organization's director found out that they were denied use of an ISD's Chromebooks. They had partnered with the ISD during the prior four summers, so this was a devastating blow to the program at the last minute. Workforce Solutions North Texas heard that the program was at risk of not having the tools they needed to support this valuable program, and we were able to purchase 90 Chromebooks for the students enrolled for the summer so that the Road to College program would succeed in helping the 90 first-generation college-bound students on their Road to College!



*PICTURED TOP LEFT: Workforce and Cafe staff unload Chromebooks the day before class begins.  
 TOP RIGHT: Staff member preps Chromebooks before delivery.  
 BOTTOM RIGHT: Staff members were invited to attend the Cafe con Leche graduation and awards banquet as honored guests.*

# Partnering for Workforce Growth



A proud partner of the **americanjobcenter** network



SEYMOUR  
TEXAS

## SHARED WORKSPACE



In an effort to solve the lag in upgrades to rural high speed internet infrastructure and the increased need for remote work, Workforce Solutions North Texas is partnering with the City of Seymour to establish a "Shared Workspace" facility at which citizens of Baylor County and the surrounding area can rent an office space from the City of Seymour at the minimal cost of utilities and upkeep, and they would be provided upgraded computer equipment and a high speed internet connection. The project is underway in the city-owned building pictured above and will be completed in 2023!

## NURSING APPRENTICESHIPS

In 2021, the Texas Center for Nursing Workforce Studies predicted that Texas will have a deficit of 57,012 registered nurses in 2032. Local colleges have seen a decline in enrollment into nursing programs which is contributing to the deficit. This is a nationwide trend, and partners across the state including the Texas Workforce Commission, Workforce Solutions, U.S. Department of Labor, Texas Board of Nursing, and the Texas Higher Education Coordinating Board began a series of convenings in March 2022 to address the growing problem. Locally, we have partnered with Vernon College and United Regional to develop an apprenticeship program model which will be implemented in 2023.

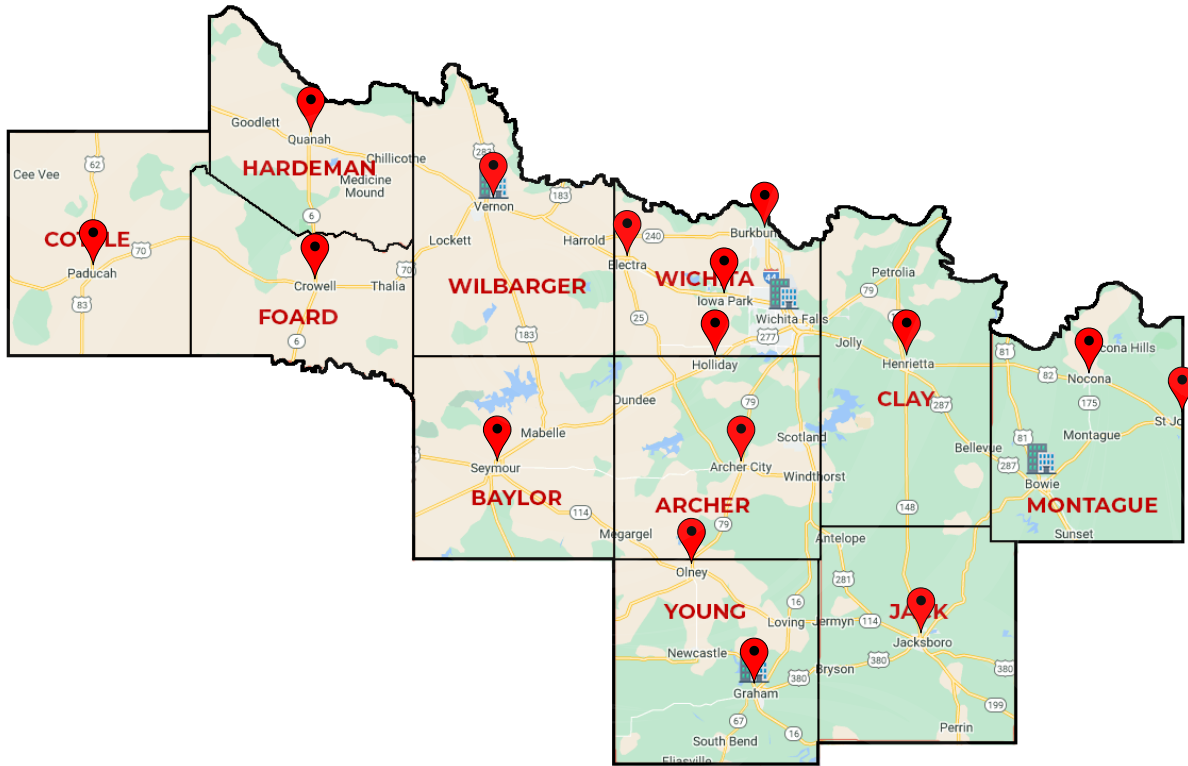


A proud partner of the **americanjobcenter** network





# Rural Library Project Career Stations



## → Why Libraries?

WSNT identified libraries as a resource available in most rural communities that have established internet connections and are easily accessible.

## → Beneficiaries

In total, 16 public libraries within our 11-county footprint have welcomed this partnership.

## → Mutual Partnership

WSNT provides the technology needed for career services while libraries provide the physical location, a partnership that is mutually beneficial.





**Workforce Solutions North Texas is the one-stop shop to help job seekers through various stages of their search. We provide Tools and Guidance to ensure success in the North Texas job market.**

**Our no cost services and programs are designed to help individuals at different stages of their career. Services include:**

- ✦ Job fairs and hiring events
- ✦ How-to workshops
- ✦ Education and training opportunities
- ✦ Financial assistance for education and supplies
- ✦ Financial assistance for child care
- ✦ Transportation assistance
- ✦ Interview preparation and resume support
- ✦ Career Counseling and exploration
- ✦ Labor market and wage information
- ✦ Fidelity Bonding
- ✦ On-the-job training
- ✦ Computer and internet access

**We provide priority services to veterans and foster youth**

**"Janet Leigh is very professional. She provides thorough information and stays connected. She lets me know she is willing to assist in my job search any way she can! Best case worker I have ever experienced!"**  
*Customer Survey, April 2022*



**"Tracy Barrett was exceptionally well-informed, helpful, and was able to provide me with exactly every single element necessary for me to process my paperwork. Her knowledge and ability to walk me through options, customer responsiveness, and outstanding attitude are exemplary!"**  
*Customer Survey, July 2022*

# Employment Services



**9,944 Distinct  
Individuals Served**



**674 Job Seekers  
Entered Employment  
(Staff-assisted)**



**196  
SNAP E&T  
Customers Served**

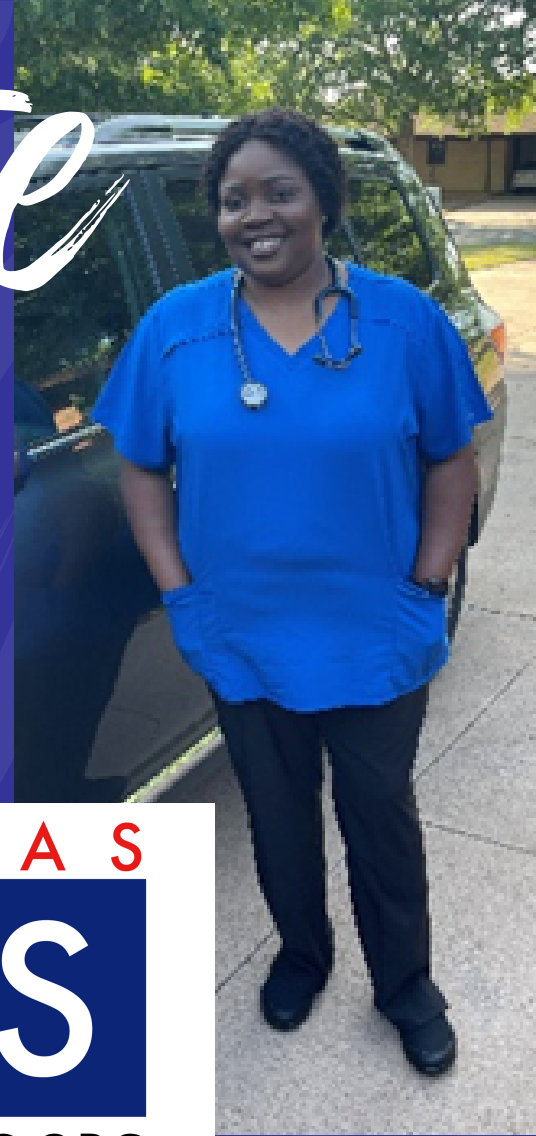


**96  
TANF/Choices  
Customers Served**

# Celebrate

Henrietta Uyigue came to North Texas Works seeking help in obtaining her RN license. She migrated to the United States from Africa and quickly learned that nursing was her passion.

Through training at Vernon College, Henrietta earned her Registered Nurse license in June 2022. She started working at Texhoma Christian Care Center in August 2022 making \$36 per hour!



N O R T H T E X A S



WWW.NTXWORKSOLUTIONS.ORG



"Thank you to every member of the WIOA team. It would have been very difficult for me financially. I would recommend this program for anyone needing financial assistance with school."

~Henrietta Uyigue



# Success

Ashley Smith came to North Texas Works seeking help in obtaining her RN license. She was attending Midwestern State University and ran out of financial aid.

As a single mom of three kids, she needed reliable employment and a way to support her family.

Through North Texas Works, she finished her BSN and earned her RN license. She immediately began working at United Regional Health Care System in June 2022 making \$27.50 per hour!

"[This program] gave me one of the biggest blessings of my life and paid for not only my tuition, but all the supplies and gas that I needed to successfully complete the program. They never gave up on me and I will be forever grateful to the services of the WIOA program that helped me to successfully complete my journey of obtaining my Bachelor of Science in Nursing."

~ Ashley Smith

# 114

**Adult and  
Dislocated Worker  
Program Participants**

# 15

**Youth Program  
Participants**

# 46%

**Increase in  
Average Quartile  
Earnings Post Program**

The North Texas Works program, funded through the Workforce Investment and Opportunities Act (WIOA), is designed to provide job seekers with employment opportunities, education, and training ensure success in the workforce.

# YOUTH CAREER EXPO



**978**  
Students

**17**  
Schools

**15**  
Career Sessions



# TRANSITION FAIR



We hosted the 15th Annual Jobs Y'all Transition Fair and Disability Mentoring Day for high school juniors and seniors with disabilities within our region. This event focused on equipping students with tools for advanced planning for postsecondary goals to ensure better access to the support and services necessary to reach their desired outcomes. Our keynote speaker was ...

Agencies, employers, vendors, local businesses, and community service providers participated in the event. The virtual fair had two pavilions: 18 Career Exploration and 24 Community Resource booths. This event was open to students, parents and teachers. Approximately 80 people attended.



## Thank you to our event committee!

- Amerigroup
- The Arc of Wichita County
- Disability Mentoring Day
- Midwestern State University
- Region 9 Education Service Center
- Texas Workforce Commission - Vocational Rehabilitation Services
- The Arc of Wichita County

# START MY VR

## Online Self-Referral Tool for Vocational Rehabilitation Services



Vocational  
Rehabilitation  
Puts Your  
Abilities To  
Work



Start My VR

WORKFORCE SOLUTIONS  
NORTH TEXAS

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"Start My VR" is an online self-referral portal for prospective vocational rehabilitation customers, providing a convenient way for individuals with disabilities who are seeking employment to inquire about Vocational Rehabilitation (VR) Services and/or be connected to a VR staff member.

The Start My VR online tool has proven successful in reaching more individuals with disabilities to ensure they are aware of how VR services can benefit them, and to ensure that Texas employers benefit from the many talented individuals with disabilities who can join the workforce.

# WE HIRE ABILITY

The "We Hire Ability" recognition program celebrates and highlights Texas employers for their commitment to hiring individuals with disabilities and recognizing their important role in helping to ensure a diverse and inclusive Texas workforce.

A "We Hire Ability" designation for an employer shows that they are committed to employing people with disabilities in an integrated workplace setting, and with at least 10% of their Texas-based workforce comprised of people with disabilities.



# Vocational Rehabilitation Services



# 1016

Individuals with Disabilities Served in the North Texas Workforce Area in Program Year 2022

Texas Workforce Solutions - Vocational Rehabilitation Services (TWS-VRS) is a core partner within the Texas Workforce System which supports job seekers with disabilities as they prepare for, obtain, or maintain competitive integrated employment. Vocational Rehabilitation (VR) services are available to eligible individuals with disabilities at Workforce Solutions offices across Texas.

While the goal of VR services is employment, the VR process is a customized approach, ensuring that a person with a disability is equipped with the right supports, skills, and training needed for a successful employment outcome. VR Staff collaborate with local Workforce Solutions staff to support job seekers with disabilities and deliver career-focused education, training, and apprenticeships, job development, and paid work experience, among other employment supports.

# Summer Earn



"I like working with the dogs."

~Tristan D.

Young County Humane Society

*NOTE: Tristan tried to encourage the photographer to adopt the pictured puppy "Luera" during this worksite visit.*

"The people here are so nice."

~Ciera D.

Royal Estates

*Ciera has participated in SEAL several years and she states that she would like to continue working at Royal Estates.*



"I like working at Beacon and love my trainer."

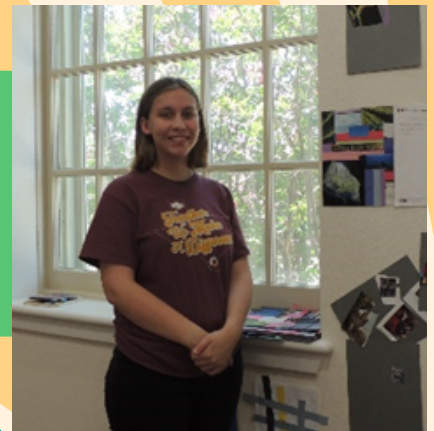
~Ryan P.

Beacon Lighthouse for the Blind

"I love the women's exhibit at the arts center."

~Emma B

Kemp Center for the Arts



"I love my job here. I love working with the babies."

~Adyson B.

KNA Daycare

# and Learn



**23**  
**Students**  
Completed  
Work Readiness  
Training

Summer Earn and Learn (SEAL) is a statewide strategy that includes employability skills training and paid work experience for students with disabilities. Local VR staff partnered with Workforce Solutions staff to identify students to participate in the program, conduct outreach and recruitment, identify worksites, and provide additional services to students as necessary.



This initiative has expanded the existing relationship between our local VR program and the workforce center. It has increased the availability, effectiveness, and awareness of services to Texas students with disabilities, and prepares them for a successful transition into postsecondary education and careers.

**20**  
**Employers**  
Hosted SEAL  
Participants for  
on-site Work  
Experience

"I love getting to talk to people and hear about how their day is going."  
~Dane D.  
United Market Street



"I love it here. I like it where I am working because I have all these people here to work with."  
~Kylie B.

~Angelina S.,  
Wichita Falls  
Symphony  
Orchestra



# CLIENT SERVICES

Quality early learning environments and the people who work in them play an important role in child development. Numerous research studies have shown that children who attend higher-quality early learning programs are more prepared for school entry than children who do not attend high-quality programs.

High-quality child care keeps children safe and healthy. The experiences and interactions children have in their early years help to build a foundation for future learning.





# 45%

Children Enrolled at a  
Texas Rising Star (TRS)  
Accredited Center



# 2,037

Children in Care



# PROVIDER SERVICES

Quality early learning environments and the people who work in them play a key role in child development. Numerous research studies have shown that children who attend higher-quality early learning programs are more prepared for school than children who do not attend high-quality programs.

High-quality child care keeps children safe and healthy. The experiences and interactions children have in their early years help to build a foundation for future learning.

## Contracted Centers

78

78 out of 136 child care facilities in our 11 counties contract with WSNT Child Care



36

36 out of 78 contracted child care facilities are Texas Rising Star (TRS) accredited.





# Texas Rising Star



Workforce Solutions North Texas administers the Texas Rising Star (TRS) Program, which is a quality rating and improvement system for child care programs participating in the Texas Workforce Commission's Child Care Services program. Texas Rising Star certification is available to licensed centers and licensed and registered child care home facilities meeting the certification criteria.

By October 2024, all Workforce Solutions North Texas contracted Child Care facilities will be Texas Rising Star Certified!

## 4-star Facilities

### Texas Rising Star

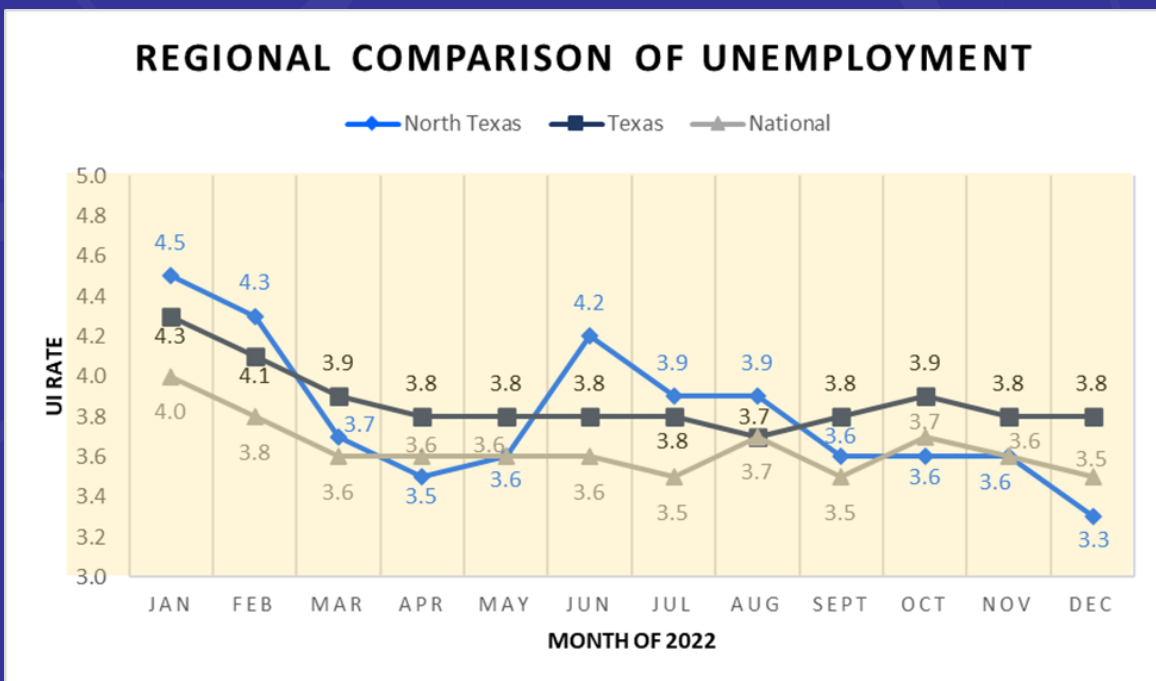
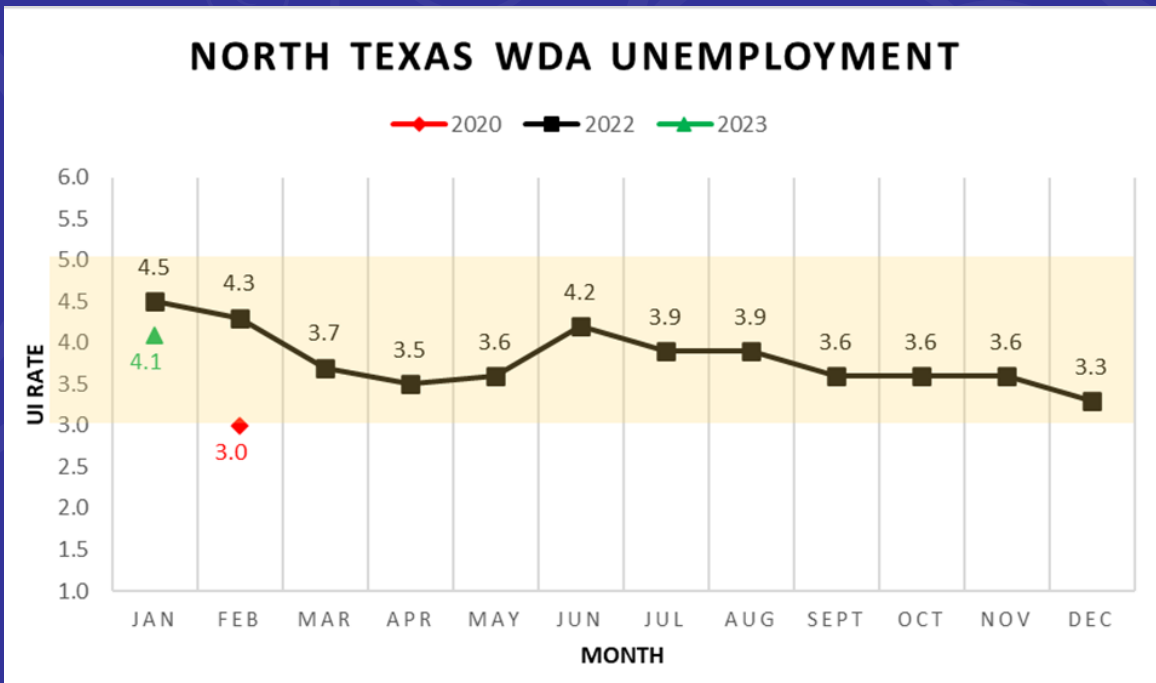


Four out of four star certification

- Building Blocks CDC
- CCP - Ben Donnell
- CCP - Herschel Zale
- CCP - Huey
- CCP - Martin Luther King
- Children Come 1st
- Crowell CDC
- Kid Central Too
- Kids First Learning Center
- Kinder Kids
- Kristi's Daycare
- Learning Essentials
- Lynn's Play Station
- Olney CDC
- Paducah CDC
- Perfected Praise CDC
- Rose's Learning Garden
- SAFB CDC
- SAFB School Age
- SAFB Youth Center
- Seymour Road Day School
- School For Little People
- St. Paul Lutheran School
- Turner CDC
- YMCA Dillard Early Learning

# UNEMPLOYMENT

An unemployed person is defined as, "All persons who had no employment during the reference week, were available for work, except for temporary illness, and had made specific efforts to find employment sometime during the 4-week period ending with the reference week. Persons who were waiting to be recalled to a job from which they had been laid off need not have been looking for work to be classified as unemployed."

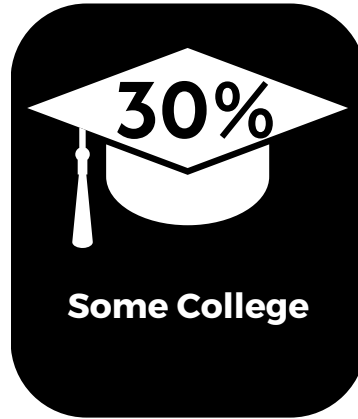
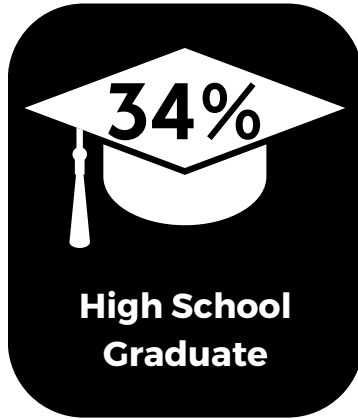


Source: TexasLMI.com

# DEMOGRAPHIC


*Profile*


## EDUCATION



## EMPLOYMENT

**White Collar**  
54.9% 

**Blue Collar**  
27.3% 

**Services**  
17.8% 

## INCOME

Median Household Income  
**\$56,873**

Per Capita Income  
**\$30,397**

Median Net Worth  
**\$116,810**



## KEY FACTS

**214,899**  
Population

**83,341**  
Households

**38.9**  
Median Age

**\$49,919**  
Median Disposable Income

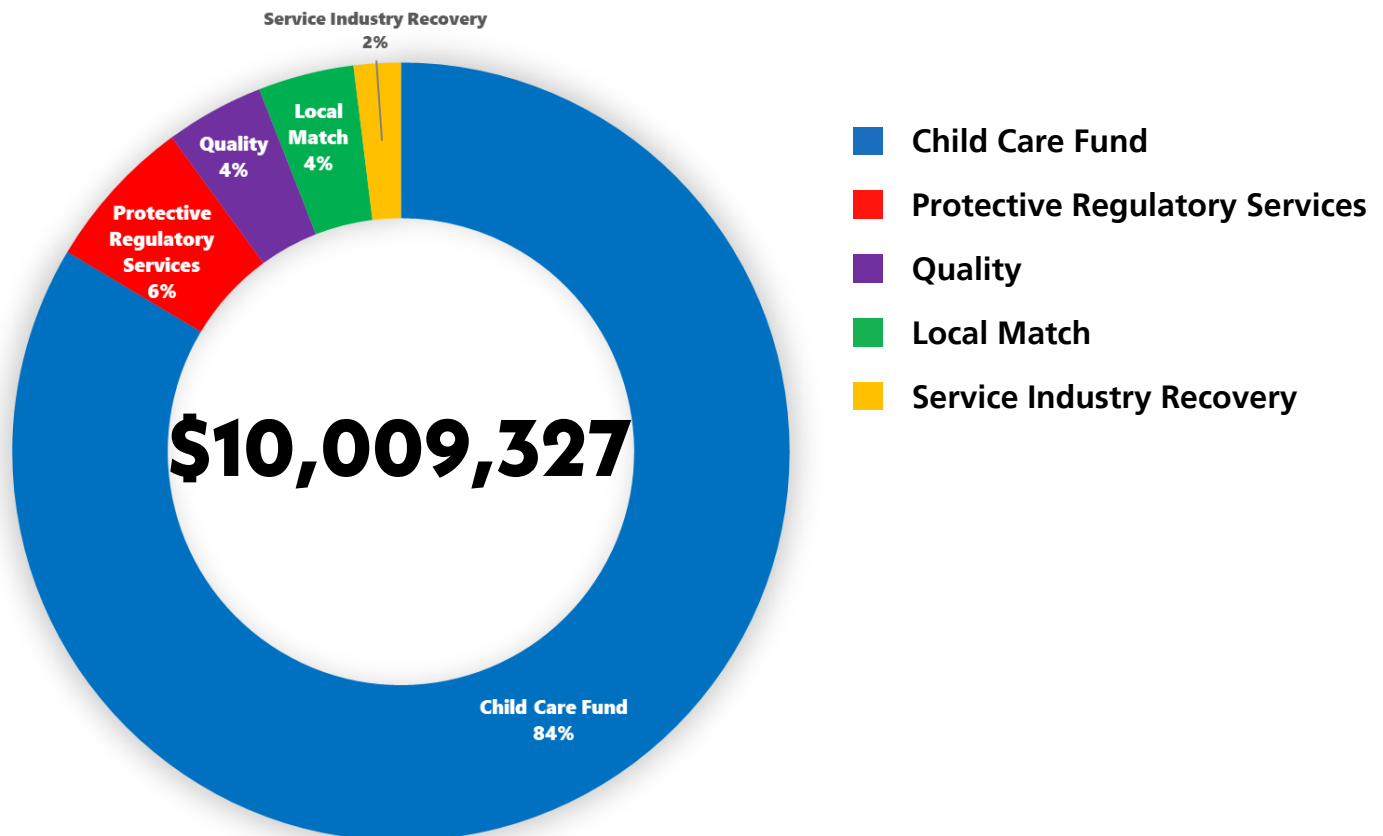
# FINANCIALS

Financials reflect expenditures occurring between October 1, 2021 - September 30, 2022

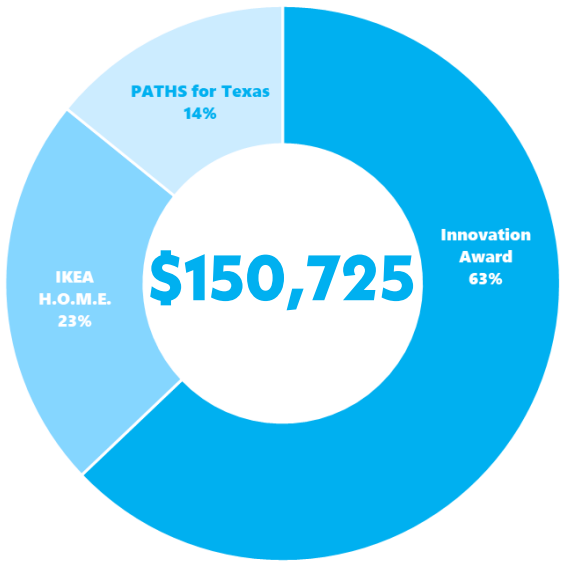
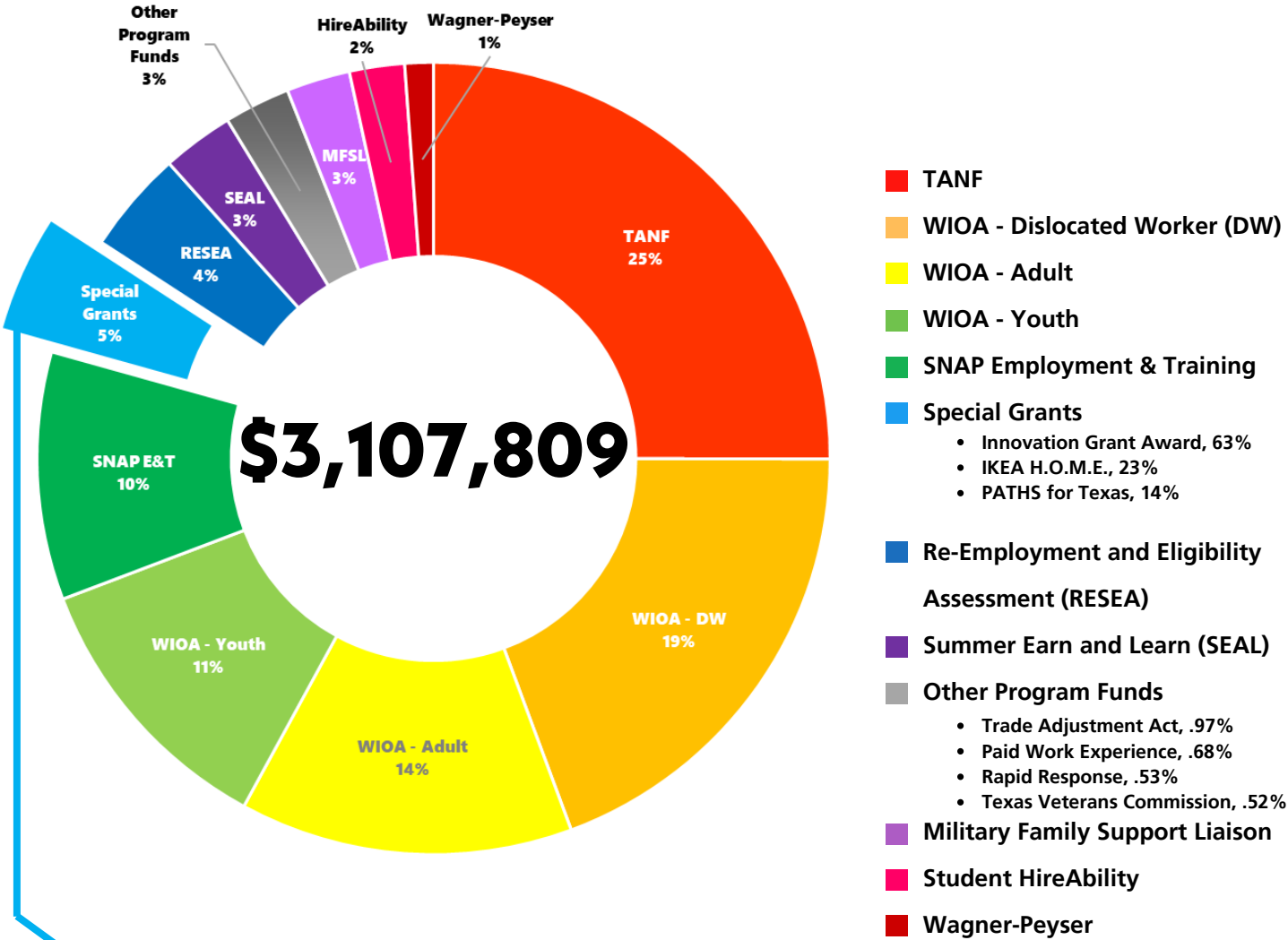
## BOARD PROGRAM EXPENDITURES

Child Care.....	\$10,009,327.24
WIOA.....	\$1,373,869.37
TANF.....	\$777,530.73
Other Workforce Development Funding.....	\$956,408.84
<u>Other Infrastructure.....</u>	<u>\$237,123.41</u>
<b><u>Total</u></b>	<b><u>\$13,354,259.59</u></b>

## CHILD CARE EXPENDITURES



# WORKFORCE DEVELOPMENT EXPENDITURES



# Board Awards



**\$75,000**

**Vocational Rehabilitation  
Integration Award**



**\$50,000**

**Child Care Employment and Training  
Connections Award**



**Local Employer of Excellence  
United Supermarkets**



**Honorable Mention  
Region 9 ESC**

One of our community partners won 3rd place  
in the AEL Co-enrollment category

# Board Staff



**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



**Sharon Hulcy**  
Contract Manager



**Brenda Roland**  
Student HireAbility Navigator



**Robin Read**  
IT System Support Specialist



**Lyka Walton**  
Community Engagement Specialist



**Kayla Crowley**  
Community Engagement Specialist  
Child Care Division



**Dakota Mize**  
Community Engagement Specialist

## Workforce Center Leadership

**Crystal Ojeda**  
Workforce Project Director

## Child Care Leadership

**Donna Adams**  
Child Care Project Director

★ ★ ★ ★ ★  
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Fax: 940.322.8411

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Vernon, TX 76385

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Fax: 940.552.2997

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Graham, TX 76450

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