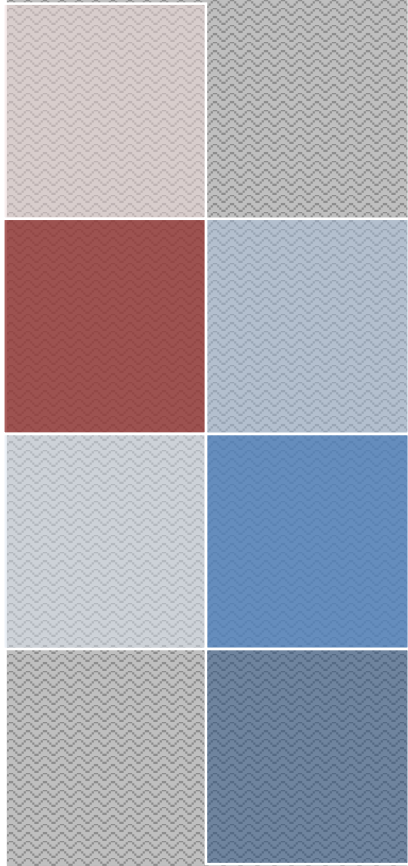


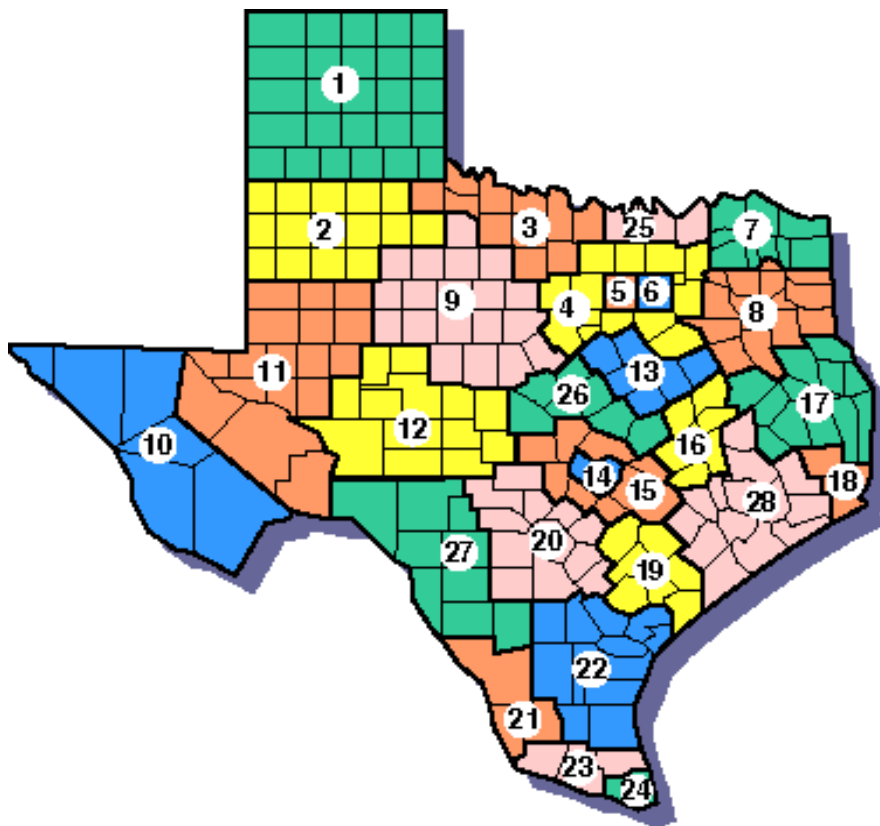


Workforce 101



Texas Workforce Development Boards (WDBs)

Texas Workforce Commission (TWC) is part of Texas Workforce Solutions, a local and statewide network comprised of the agency, 28 workforce development boards, and their contracted service providers and community partners. This network gives customers local access to workforce solutions and statewide services at numerous offices.



1. Panhandle
2. South Plains
3. North Texas
4. North Central
5. Tarrant County
6. Dallas
7. North East
8. East Texas
9. West Central
10. Upper Rio Grande
11. Permian Basin
12. Concho Valley
13. Heart of Texas
14. Capital Area
15. Rural Capital
16. Brazos Valley
17. Deep East Texas
18. South East Texas
19. Golden Crescent
20. Alamo
21. South Texas
22. Coastal Bend
23. Lower Rio Grande Valley
24. Cameron County
25. Texoma
26. Central Texas
27. Middle Rio Grande
28. Gulf Coast

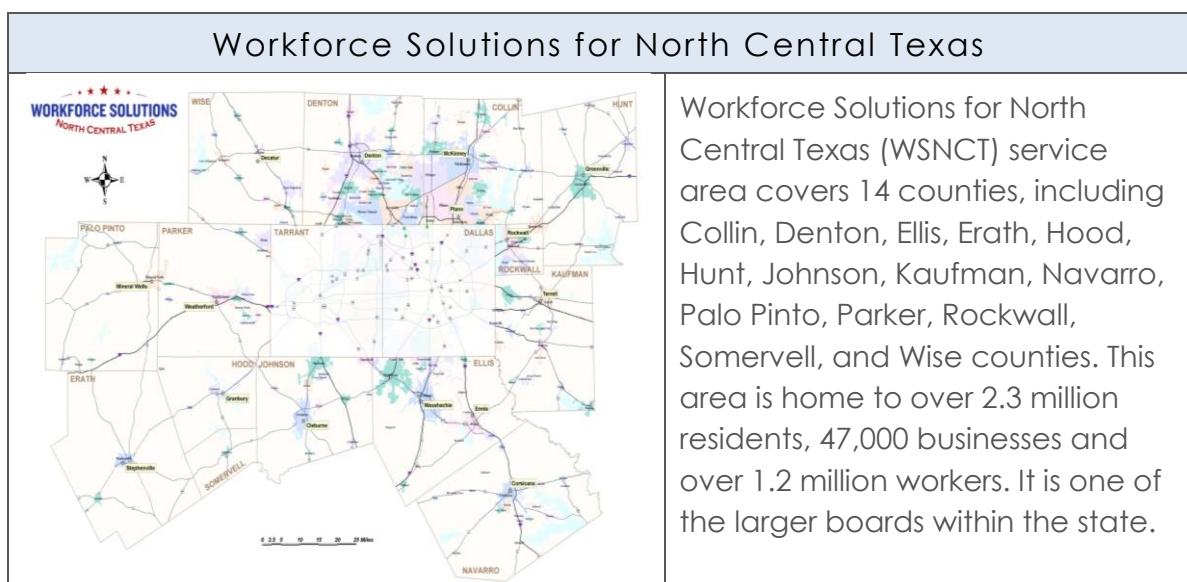
Boards are responsible for strategic planning of workforce services for employers and job seekers. The integrated workforce delivery system maximizes funding and productivity while eliminating duplicate efforts. Through performance-based contracts, TWC monitors and holds the Boards accountable for program performance and provides technical assistance.



The Board's workforce partners include community colleges, adult basic education providers, local independent school districts, economic development groups, businesses and other state agencies. Collaboration and coordination among all partners play a critical role in their success. Additionally, the each Board actively cultivates emerging industries, supports existing businesses, and enhances the skills development of the workforce and takes advantage of strategic opportunities provided by swift economic change.

WDBs Service Area

The 28 WDBs are comprised of one or more counties. The available services are almost identical across the Workforce Development Areas (WDB), but administered independently by each local board. The delivery of these services may differ across the WDBs.



WDBs Budget Allocation

WDB	Workforce Development Board	Allocations FY 2014
1	Panhandle	\$11,449,866
2	South Plains	\$12,114,230
3	North Texas	\$5,834,669
4	North Central	\$53,595,718
5	Tarrant County	\$50,742,149
6	Dallas	\$78,894,278
7	North East	\$8,604,078
8	East Texas	\$22,201,923
9	West Central	\$9,213,445
10	Upper Rio Grande	\$32,072,744
11	Permian Basin	\$11,280,629
12	Concho Valley	\$4,246,433
13	Heart of Texas	\$10,562,635
14	Capital Area	\$28,076,631
15	Rural Capital	\$18,935,706
16	Brazos Valle	\$8,910,523
17	Deep East Texas	\$11,332,001
18	Southeast Texas	\$11,604,196
19	Golden Crescent	\$5,743,128
20	Alamo	\$59,965,110
21	South Texas	\$11,284,738
22	Coastal Bend	\$17,526,695
23	Lower Rio Grande	\$40,399,275
24	Cameron County	\$18,515,395
25	Texoma	\$5,288,043
26	Central Texas	\$14,513,686
27	Middle Rio Grande	\$7,492,117
28	Gulf Coast	\$168,138,953
TOTAL		\$738,538,994



WDBs Contractual/Governance Structure

Local Board Roles and Responsibilities

The primary functions of a local workforce development board are planning, oversight, and evaluation over all workforce development activities in the local workforce development area. A local workforce development board may hire staff to carry out these functions, or it may procure another entity to provide them.

Under H.B. 1863, a Board's staff must be employed separately and independently of any entity that provides workforce training, services, and education unless the Board arranges for independent evaluation of any other workforce services provided by the staffing organization and obtains a waiver. A Board is also prohibited from directly providing workforce training, services, and education unless a waiver is obtained.

Definitions

Local workforce boards, in partnership with local chief elected officials, shall designate a grant recipient/fiscal agent and administrative entity, which may be the same or separate entity.

- **Grant Recipient/Fiscal Agent** (interpreted to be one and the same) – The entity designated to receive and disburse workforce development funds under contract directly from the Texas Workforce Commission. It is responsible and accountable for the management of all workforce development funds made available to the local workforce development area. It may also procure, negotiate, and manage contracts. The grant recipient/fiscal agent may be the local workforce board, a unit of general local government in the local workforce development area, or an agency thereof, a non-profit private organization or corporation, or any other agreed upon entity.
- **Administrative Entity** – The entity designated to administer a local workforce plan. The administrative entity is generally responsible for the allocation of funds, performance measured against meeting the objectives of the programs, programmatic decision making, program compliance, ensuring workforce funds are spent in accordance with applicable law, and operation/management of career development centers. The administrative entity may be the local workforce board, a unit of general local government in the local workforce development area, or an agency thereof, a non-profit private organization or corporation, or any other agreed upon entity.
Note: While a local workforce board may be designated as an administrative entity, it is prohibited from directly providing workforce training



and services, unless a waiver is obtained. It is also possible to designate an entity, other than the Board, as the administrative entity. The designated administrative entity must competitively procure a provider(s) for all workforce training and services.

- **Provider of Workforce Training and Services** – The entity or entities selected through competitive procurement to operate and manage career development centers. Responsible for the direct provision of services which may include, but are not limited to outreach, intake, eligibility determination, counseling and case management, assessment, job search, job placement and referral to other services including occupational skills training. An entity which operates/manages a career development center is prohibited from providing developmental services, unless a waiver is obtained.

In all of the following examples, all workforce training and services must be competitively procured, unless a waiver is obtained. All procurement must be compliant with applicable federal and state laws and regulations. In accordance with existing Commission rules, workforce training and services include, among other things, determining the eligibility of participants enrolled in the local workforce development area's employment and training programs.

Sample Governance Models

Four sample governance models are provided below. While variations may be applied to the models, the principles of a separate and independent Board staff and competitive procurement of workforce training and services must be followed.

Model A

- Board employs its own staff directly.
- Board serves as the designated grant recipient/fiscal agent and receives funds under contract directly from TWC. The Board must be accountable for the management and disbursement of all workforce development funds.
- Board serves as the designated administrative entity, but must contract out all workforce training and services to another entity, unless a waiver is obtained.

Model B

- Board employs its own staff directly.
- Board serves as the designated grant recipient/fiscal agent and receives funds under contract directly from TWC. The Board must be accountable for the management and disbursement of all workforce development funds.
- Board designates another organization as the administrative entity.



Model C

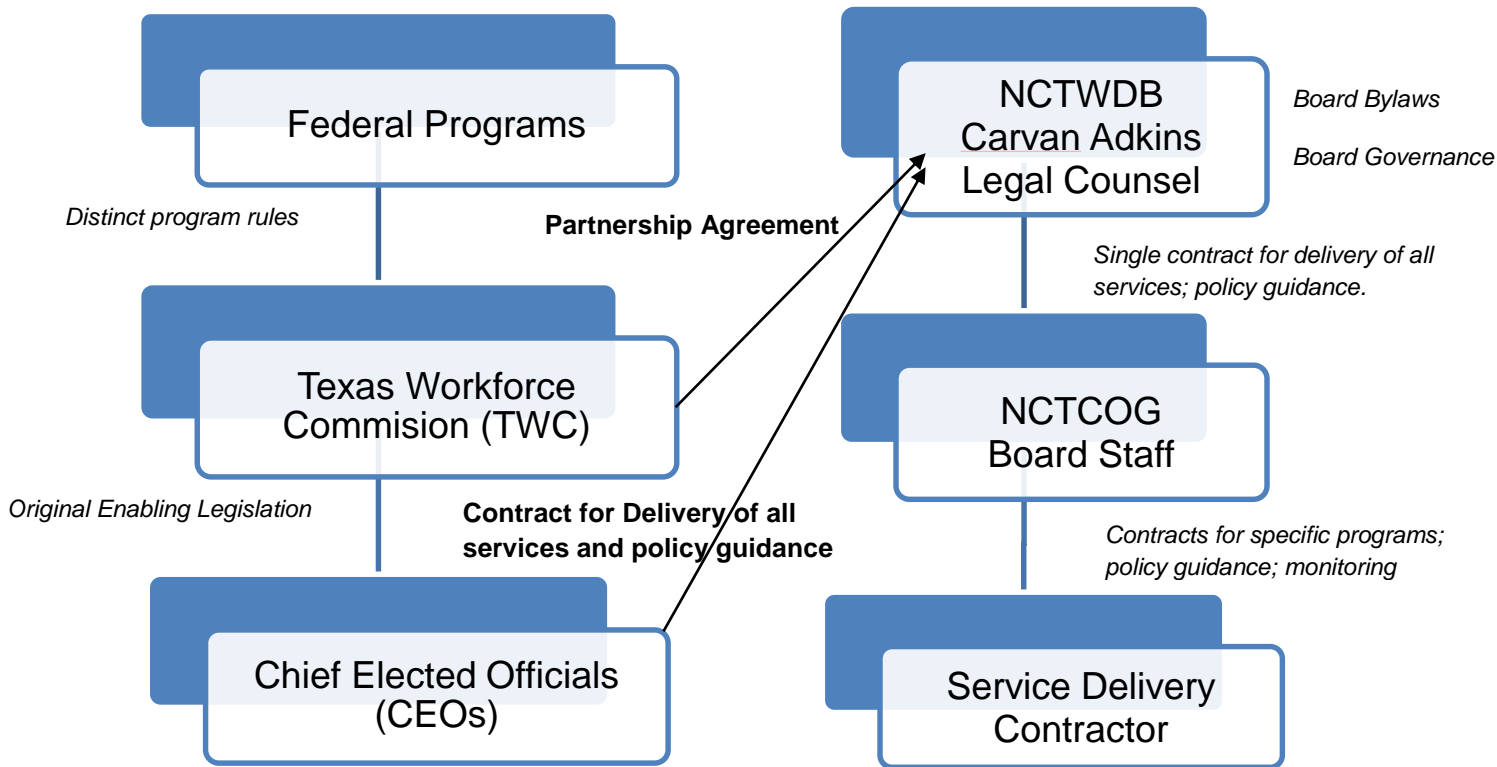
- Board designates a separate organization as both the grant recipient/fiscal agent and administrative entity.
- Staffing of the Board is provided by the organization designated grant recipient/fiscal agent and administrative entity.
- As grant recipient/fiscal agent, the organization receives funds under contract directly from TWC. It is accountable for the management and disbursement of all workforce development funds.
- As administrative entity, the organization must contract out for all workforce training and services, unless a waiver is obtained. Procurement for all workforce training and services is required because: 1) the administrative entity also provides staffing to the Board; and 2) while the designated administrative entity for JTPA may provide services under that program without competitive procurement, H.B. 1863 requires all other workforce development programs be procured.

Model D

- Board designates a separate organization as the grant recipient/fiscal agent. This organization receives funds under contract directly from TWC. It is accountable for the management and disbursement of all workforce development funds.
- The designated grant recipient/fiscal agent provides staffing to the Board.
- Board designates a third organization as the administrative entity.
- The administrative entity must contract out all workforce training and services. While the designated administrative entity for JTPA may provide services under that program without procurement, H.B. 1863 requires that all other workforce development programs be procured.

In the case of Workforce Solutions for North Central Texas (WSNCT), the North Central Texas Council of Governments (NCTCOG) serves as its administrative entity responsible for program implementation. As grant recipient and fiscal agent, the NCTCOG is responsible for an annual workforce development budget in excess of \$60 million.





Workforce Development Board Members

Members of the Workforce Development Boards are leaders within their communities and are appointed by the chief elected official of the county in which they reside or operate their business. Because businesses are the driving force within the economy, the Board is comprised of largely of private business leaders. However, the Board includes representatives from the other key partners within the workforce system: economic development entities, chambers of commerce, labor, education, and community organizations.

The North Central Texas workforce development board is comprised of the following community leaders:

Chair	Mickey Hillock Navarro County	
Vice Chair	Roger Harris Collin County	
Secretary	David Bristol Collin County	
Treasurer	Catherine Tietjen Parker County	
Executive Director	David K. Setzer	
Meera Ananthaswamy Collin County	Larry Barnett Ellis County	Edward Grand-Lienard Rockwall County
Rolanda Greer Collin County	James Henderson At-Large	Robert Hill Collin County
Mike Hinojosa Denton County	Lisa Huffaker Palo Pinto County	Steve Johnson Denton County
Brenda Kihl Collin County	Emily Klement Denton County	Roselyn Lane Hunt County
Ada Lawniczak Denton County	Charlie Martinez Parker County	Scott McCune At-Large
Tim Stainback Hunt County	James Stegall Wise County	Jennifer Suguitan Collin County
Marty Thompson Denton County	Carlton Tidwell Kaufman County	Debra Wakeland Ellis County
Kenny Weldon II Erath County	D Earl Woolbright At-Large	Mark York At-Large
Elaine Zweig At-Large		



Workforce Development Services & Resources

Employer-Oriented Services	
<ul style="list-style-type: none"> • Personal attention from one of the account managers • Recruiting assistance/placement • Work In Texas <ul style="list-style-type: none"> ○ Internet-based job posting and matching system ○ Search Resumes ○ Check Labor Availability ○ Access Recruitment Tools ○ Three Service Levels • Job Development • Job fairs – on location or in one of the workforce centers 	<ul style="list-style-type: none"> • Fee-based customized training to meet employers needs • Current Labor Market Information • Outplacement services for companies who are restricting, downsizing or closing operations • Conference Room and Meeting Facilities
WSNCT's Workforce Development Mobile Unit	
<p>In March 2011, Workforce Solutions for North Central Texas received our Mobile Workforce Unit. A 38-foot vehicle outfitted with 13 computer stations and a professional presentation system. With a satellite internet system, clients can search for jobs, improve their resumes and receive training wherever needed.</p> <p>The Mobile Workforce Unit will allow services to be provided on-site to employers and communities throughout the region. In addition, the vehicle is equipped with a diesel exhaust fluid system to providing a greener solution on the road. The Mobile Workforce Unit is a moving extension of the 15 Workforce Centers, bringing services directly to customers in need.</p> <p>The Mobile Workforce Unit may be scheduled for job fair or event through the Workforce Facilities Coordinator.</p>	<p>The mobile unit includes:</p> <ul style="list-style-type: none"> • 13 Dell computer workstations • 1 meter TracStar Satellite dish (1,000 kbps download, 256 kbps upload) • Laser printer • Visual Presentation system <ul style="list-style-type: none"> ○ NEC 46" LCD Touch Screen (rear interior) ○ Jensen26" LCD Screen (front interior) ○ Samsung 40" LED Screen (exterior) • Audio Presentation System: <ul style="list-style-type: none"> ○ 6 speaker (4 interior, 2 exterior) ○ 2 Samson Servo Amplifiers ○ Peavey Mixing Board ○ Shure Wireless Microphone



Job- Seeker Services	
Basic Core Services	Expanded/Intensive Services
<p>Basic services are available to all job seekers and focus on job readiness, job placement and job retention.</p> <p>These Services include:</p> <ul style="list-style-type: none"> • Determination of eligibility to receive potential services • Initial registration and orientation to available information and services • Initial assessment of skill level, aptitude, abilities and supportive service needs • Job search and placement assistance and career counseling (as appropriate) • Job search workshops and seminars • Resource room services – access to telephone, fax, copier, resource library, computer, internet, and resume assistance • Employment and Labor Market information • Job listings via Work In Texas and other on-line employment resources • Job referrals • Demand occupations – required skills and earning in those occupations • Eligible Training Provider and training program information • Performance statistics of our local area • Supportive Service information (e.g. child care, transportation) • “How to” information and filing unemployment claims • Assistance in establishing eligibility for non-WIA-funded training and education programs • Follow-up services (as appropriate) 	<p>Customized solution to job seekers who are enrolled in specific workforce programs: Workforce Investment Act, Trade Adjustment Assistance, Choices, Supplemental Nutrition Assistance Program Employment & Training, or Ticket To Work.</p> <p>These Services include:</p> <ul style="list-style-type: none"> • In-depth individual assessment Skill level, service needs, aptitude, identification of employment barriers, employment goals • Development of an Individual Employment Plan Employment goals, achievement objectives, appropriate services needed to achieve goals • Counseling Individual and/or group counseling as well as career planning • Short-term prevocational services Development of learning, communication and interviewing skills, punctuality, personal maintenance skills and professional conduct <p>These services may be available to the following customers :</p> <ul style="list-style-type: none"> • Unemployed and unable to obtain employment through core services • Determined by staff to need of those services in order to obtain employment • Under-employed, and determined by staff to need in order to obtain or retain employment that allows for self-sufficiency



Financial Assistance/Training Services	Youth Initiatives (14-21)
<p>Financial Assistance Services are available to assist a job seeker who wants or needs information regarding financial assistance including but not limited to supportive services, work related expenses, education and training. We provide eligible job seekers with financial aid for these services in order to help them obtain or retain employment.</p> <p>Training Services include:</p> <ul style="list-style-type: none"> • Occupational skills training • On-the-job training • Programs combining workplace training with related instruction (e.g. cooperative education) • Private sector training programs • Skill upgrading and retraining • Entrepreneurial training • Job readiness • Adult education and literacy • Customized training conducted with commitment from employer to hire upon completion <p><i>Governed by Well-Defined Guidelines</i></p> <ul style="list-style-type: none"> • Available to individuals who are: <ul style="list-style-type: none"> ○ Receiving intensive services and unable to obtain or retain employment ○ Determined by staff to be in need • Selecting training programs that directly link to an employment opportunity in the local area • Training programs provided by pre-selected eligible training providers of designated 'demand' occupations • Funding for training only available after individual has exhausted other grant assistance (Federal PELL Grants, HOPE scholarships) 	<p>Youth-oriented services are available to those individuals of ages 14-21 and their objectives are critical to the development of our future workforce:</p> <ul style="list-style-type: none"> • Assess academic level, skill level and service needs of each youth • Develop a service strategy that identifies an employment goal, achievement objectives and appropriate services required to accomplish goals • Provide postsecondary educational opportunities • Provide linkages between academic and occupational learning • Provide preparation for unsubsidized employment opportunities • Provide job search and job placement assistance <p>These services include:</p> <ul style="list-style-type: none"> • Tutoring, study skills training for secondary school • Summer internships directly linked to academic and occupational learning • Paid and unpaid work experience including job shadowing • Leadership development opportunities (e.g. community service, after school activities) • Supportive services • Adult mentoring • Comprehensive guidance and counseling, including drug and alcohol abuse counseling



<ul style="list-style-type: none"> • Training is managed through the development of an Individual Training Account (ITA) agreement 	
Supportive Services	Other Targeted Workforce Resources
<p>Supportive services are services that are necessary to enable an individual to participate in the required Workforce Program activities in order to achieve their employment goals.</p> <p>These services vary based on the program activities and may include:</p> <ul style="list-style-type: none"> • Transportation Services (i.e. mileage reimbursement for allowable activities) • Child Care Services • Health Care Services • Emergency Support (i.e. one-time payment for housing assistance) • Tools, Uniforms and Reference Materials • Auto Maintenance and Repair • Relocation Services 	<p><i>Job Corps</i></p> <ul style="list-style-type: none"> • Federally funded job training and employment program for at-risk, economically disadvantaged youths ages 16 to 24 • Serves 70,000 students each year at 118 locations <p><i>Veterans Employment Services</i></p> <ul style="list-style-type: none"> • These services are implemented in partnership with the Texas Veterans Commission that has staff co-located within our Workforce Centers. <p><i>Unsubsidized employment</i></p> <ul style="list-style-type: none"> • Employer has complete control of the pay, hours, schedule, assignment worked by the employee. This is 'regular employment.' <p><i>Subsidized employment</i></p> <ul style="list-style-type: none"> • Participant is placed at a worksite for 13 weeks to gain skills to enhance their resume. They are required to work 30hrs/wk and it is considered to be 'in-training.' <p><i>On-the-job training</i></p> <ul style="list-style-type: none"> • Employer enters an agreement to hire and train an individual from our Specialized Programs. The employer provides training for a specific amount time with the intent to hire the participant and is reimbursed up to 50% for the training costs. <p><i>Work experience</i></p> <ul style="list-style-type: none"> • Unpaid work assignment to train a participant for a specific skill. The goal is not to replace a



	current employee, but to align the participant to shadow a current employee and gain skills to enhance their resume. This helps the participant becoming employable.
--	--

New Legislation:
Workforce Innovation and Opportunity Act (WIOA)

WIA Reauthorization 2014	
WIA	WOIA
<ul style="list-style-type: none"> • Primary federal program that supports workforce development <ul style="list-style-type: none"> ○ Title I – Authorizes programs that provide job training and related services ○ Title II – Authorizes education services to assist adults in improving literacy ○ Title III – Integrated job search and matching assistance into One-Stop ○ Title IV – Provided for employment related services to individuals with disabilities 	<ul style="list-style-type: none"> • Maintains structure of WIA • Maintains funding structure (no block grant) • Eliminates 15 existing programs including incentive grants, pilots, demonstration grants, Migrant and Seasonal Farmworkers, Community Based Job Training Grants, WIA Incentive Grants, TAA Health Care Gap Coverage.
Title I – System Alignment and Innovation	
WIA	WOIA
<ul style="list-style-type: none"> • Authorized the establishment of One-Stop delivery system • Required coordination of state formula grant programs, Job Corps and several national programs 	<ul style="list-style-type: none"> • Requires colocation of ES with One-Stop • Adds TANF program to One-Stop Partners
State Workforce Investment Boards	
WIA	WOIA
<ul style="list-style-type: none"> • Establishes WIBs • Requires State WIBs to include certain members • Requires majority of WIB to be business representatives 	<ul style="list-style-type: none"> • Changes WIBs to Workforce Development Boards (WDBs) • Maintains business majority • Adds requirement that members represent businesses that provide employment opportunities



<ul style="list-style-type: none"> Requires development of state plan 	<ul style="list-style-type: none"> Increases labor representation to 20% Requires "State Unified Plan" to include strategic and operational plans
Local Workforce Investment Areas	
WIA	WOIA
<ul style="list-style-type: none"> Provides governor authority to designate LWIAs after consultation with the state and chief elected officials Requires automatic designation of LWIAs for areas of 500,000 population Allows states to require regional planning by local WIBs 	<ul style="list-style-type: none"> Changes LWIA to LWDA During first two years, provides for automatic designation of LWDA's that were in existence under WIA and "performed successfully" and "sustained fiscal integrity" Requires states to identify regions within a state consisting of one or more local areas to require regional planning for service delivery
Local Workforce Investment Boards	
WIA	WOIA
<ul style="list-style-type: none"> Defines criteria for board membership Requires appointment by local CEOs Member minimum 25 	<ul style="list-style-type: none"> Maintains business majority but requires representatives to provide employment opportunities that include high quality work-relevant training and development for in-demand sectors or occupations Requires 20% labor representatives Requires three representatives administering education and training activities including adult education, higher education, and community colleges Requires three members to represent economic and community development entities (including ES and Voc Rehab) Requires Boards to engage employers, develop and expand career pathways programs, promote proven and promising practices Requires three standing committees, One-Stop Services, Youth Services and Disability Services Member minimum 17



Local Plans	
WIA	WIOA
<ul style="list-style-type: none"> • Requires five-year strategic plan • Requires information on labor market • Requires MOUs for One-Stop partners • Requires description of employment and training activities 	<ul style="list-style-type: none"> • Changes planning period from five to four years with review every two years by CEOs • Must align with State Unified Plan • Must include description of economic conditions of region • Requires strategy for regionally aligning core programs and coordinating with non-core programs
Performance Accountability for Adults and Dislocated workers	
WIA	WIOA
<ul style="list-style-type: none"> • Requires four "General Core Indicators of Performance" <ul style="list-style-type: none"> • Entry into employment • Retention in employment • Earnings • Attainment of credential 	<ul style="list-style-type: none"> • Creates six common measures that are "primary indicators of performance" for Adults and Dislocated workers <ul style="list-style-type: none"> • Entry into employment • Retention in employment • Earnings • Attainment of a postsecondary credential or secondary school diploma or equivalent • Participation in and measureable skill gains toward education or training programs that lead to a recognized credential or employment • Metric for program effectiveness in serving employers
Performance Accountability for Youth	
WIA	WIOA
<ul style="list-style-type: none"> • Three "Core Indicators for Eligible Youth" ages 14-18 <ul style="list-style-type: none"> • Attainment of basic skills • Attainment of secondary school diploma • Placement in postsecondary education or employment 	<ul style="list-style-type: none"> • Six common measures that are "primary indicators of performance for eligible youth" <ul style="list-style-type: none"> • Entry into education, training, or employment • Retention in education, training or employment • Earnings for employed youth • Attainment of a postsecondary credential



	<p>or secondary school diploma or equivalent.</p> <ul style="list-style-type: none"> • Participation in and measureable skill gains toward education or training programs that lead to a recognized credential or employment. • Program effectiveness in serving employers
Employment and Training Activities - Youth	
WIA	WOIA
<ul style="list-style-type: none"> • Requires range of employment and training services, including job search assistance, career counseling, occupational training, and on-the-job training. • Minimum percentage of funding spent on out-of-school youth 30% 	<ul style="list-style-type: none"> • Youth Activities, splits the age eligibility into two groups: in-school youth must be 14-21 years old and out-of-school youth must be 16-24 years old. • Minimum percentage of funding spent on out-of-school youth changed to 75%. • Includes free or reduced lunch and/or residence in high poverty area as part of eligibility for low income • Requires 20% of funds support paid and unpaid work experience, internships, apprenticeships and work-based learning with an academic component.
Employment and Training Activities - Adult	
WIA	WOIA
<ul style="list-style-type: none"> • Requires range of employment and training services, including job search assistance, career counseling, occupational training, and on-the-job training. 	<ul style="list-style-type: none"> • For Adult and Dislocated Worker Activities, adds allowable activities including , developing and implementing industry sector strategies, career pathway programs, microenterprise programs, and business intermediary strategies. • Defines Adult as at least 22 and not older than 72 • Allows local areas to transfer 100% of funds between adult and dislocated worker



Employment and Training Activities	
WIA	WOIA
<ul style="list-style-type: none"> • Allowable OJT wage reimbursement rate 50% • Incumbent worker training limited to layoff aversion • No provision for transitional jobs 	<ul style="list-style-type: none"> • Requires local areas to designate a dedicated business liaison to develop relationships and networks with local employers. • Allows 20% of funds to be used for incumbent worker training and transitional jobs • Allowable OJT wage reimbursement rate 75%. • Adds a series of allowable local activities related to coordinating with non-WIA programs, developing and expanding sector strategies, collaborating with multiple employers to address skill gaps
Sequence of Services	
WIA	WOIA
<ul style="list-style-type: none"> • Requires individuals to follow a sequence of services, starting with “core” (e.g., job search), followed by “intensive” (e.g., career planning), and concluding in training 	<ul style="list-style-type: none"> • Eliminates sequences of services requirement and permits individuals to receive training without core or intensive services if a One-Stop operator determines the individual is ready and would benefit from training



Texas Workforce Development Business Services Unit Contact Information

For more information, contact the Business Services Unit at your local Workforce Development Board:

Name/Title	Mailing Address	Phone Number	Fax Number	Email Address
Alamo WDB				
Michelle Cantu Business Services Liaison	115 E. Travis Ste. 220 San Antonio, TX 78205	210-581-1063	210-272-3290	mcantu@wsalamo.org
Gail L. Hathaway Executive Director	115 E. Travis Ste. 220 San Antonio, TX 78205	210-272-3250	210-272-3290	ghathaway@wsalamo.org
Brazos Valley WDB				
Patricia "Trish" Buck Program Manager	P. O. Box 4128 Bryan, TX 77805	979-595-2800	979-595-2810	pbuck@bvco.org
Cameron County WDB				
Juan Garcia Deputy Director	851 Old Alice Rd. Brownsville, TX 78520	956-548-6700	956-548-6717	juan.garcia@camwksinc.org
Dee Saenz BSU Supervisor	601 E. Harrison Harlingen, TX 78550	956-423-9266	956-412-2201	dsaenz@rgvonestop.org
Capital Area WDB				
Tiffany Daniels Manager Business Government and Community Relations	6505 Airport Blvd., Ste. 101E Austin, TX 78752	512-597-7129	512-719-4710	tiffany.daniels@wfscapitalarea.com
Leslie Puckett Planner/Business Relations Specialist	6505 Airport Blvd., Ste. 101E Austin, TX 78752	512-597-7104	512-719-4706	leslie.puckett@wfscapitalarea.com
Central Texas WDB				
Kimberly Patterson Business Services Manager	300 Cheyenne Killeen, TX 76542	254-200-2031	254-200-2082	kimberlyp@workforcelink.com
Coastal Bend WDB				
Larry Demieville Deputy Director	P.O. Box 2568 Corpus Christi, TX 78403	361-885-3001	361-885-3025	larry.demieville@workforcesolutionscb.org
Ken Trevino President / CEO	P.O. Box 2568 Corpus Christi, TX 78403	361-885-3000	361-885-3025	ken.trevino@workforcesolutionscb.org
Lenny Anzaldua Business Services Director	5558 SPID, Suite 1 Corpus Christi, TX 78142	361-882-7491		lenny.anzaldua@workforcesolutionscb.org
Concho Valley WDB				



Name/Title	Mailing Address	Phone Number	Fax Number	Email Address
Cathy Ballard Director of Planning	36 East Twohig Suite 805 San Angelo, TX 76903	325-655-2005	325-482-8900	cballard@cvworkforce.org
Dallas WDB				
Laurie Bouillion Larrea President	Ross Tower 500 N Akard St Suite 3030 Dallas, TX 75202	214-290-1000	214-745-1110	lblarrea@wfsdallas.com
Linda Davis Vice President, External Relations	Ross Tower 500 N Akard St Suite 3030 Dallas, TX 75202	214-290-1045	214-745-1110	ldavis@wfsdallas.com
Deep East WDB				
Sarah Milligan Workforce Services Coordinator	539 S. Chestnut St. Suite 300 Lufkin, TX 75901	936-639-8898	936-633-7491	smilligan@detwork.org
Marilyn Hartsook Executive Director	539 S. Chestnut St. Suite 300 Lufkin, TX 75901	936-639-8898	936-633-7491	mhartsook@detwork.org
East Texas WDB				
Gary Allen Workforce & Economic Development Team Leader	3800 Stone Road Kilgore, TX 75662	903-281-6429	903-983-1440	gary.allen@etcog.org
Douglas G. Shryock Workforce & Economic Development Team Director	3800 Stone Road Kilgore, TX 75662	903-281-6425	903-983-1440	Doug.shryock@etcog.org
Golden Crescent WDB				
Henry Guajardo Executive Director	P.O. Box 1936 Victoria, TX 77902	361-576-5872	361-573-0225	henryguajardo@gcworkforce.org
Michael Milson Director of Business Services	P.O. Box 1936 Victoria, TX 77902	361-576-5872	361-573-0225	mikemilson@gcworkforce.org
Gay Bruns Business Service Supervisor	120 S. Main Suite 110 Victoria, TX 77902	361-578-0341	361-576-9000	gay.bruns@twc.state.tx.us
Gulf Coast WDB				
Cally Graves Employer Services Coordinator Industry Liaison	P.O. Box 22777 Houston, TX 77227- 2777	713-499-6673	713-993-4578	cally.graves@wrksolutions.com
Daniel Zendejas Education Industry Liaison	P.O. Box 22777 Houston, TX 77227- 2777	832-681-2572	713-993-4578	daniel.zendejas@wrksolutions.com
Susan Dixon Employer Service Account Executive	P.O. Box 22777 Houston, TX 77227- 2777	713-627-3200	713-993-4578	susan.dixon@wrksolutions.com
Heart of Texas WDB				
Rene Clayton Manager of Business & Industry Initiatives	801 Washington Ave. Ste. 700 Waco, TX 76701	254-296-5388	254-753-3173	rene.clayton@hotworkforce.com



Name/Title	Mailing Address	Phone Number	Fax Number	Email Address
Jose Palacios Manager of Business Services	1416 South New Rd Waco, TX 76711	254-296-5302	254-753-3173	jose.palacios@hotworkforce.com
Lower Rio Grande WDB				
Mike Willis Director of Business Partnerships	3101 W. Bus 83 McAllen, TX 78501	956-928-5000	956-664-8987	mikew@wfsolutions.org
John Hershey Planning and Community Partnerships Manager	3101 W. Bus 83 McAllen, TX 78501	956-928-5000	956-664-8987	johnh@wfsolutions.org
Francisco Almaraz Chief Executive Officer	3101 W. Bus 83 McAllen, TX 78501	956-928-5000	956-664-8987	francisco@wfsolutions.org
Middle Rio Grande WDB				
Tina Diaz Business Services Coordinator	P.O. Box 1199 307 W. Nopal St. Carrizo Springs, TX 78834	830-876-1294	830-876-9415	tina.diaz@mrgdc.org
Ronnie Rivera Director of Operations	P.O. Box 1199 307 W. Nopal St. Carrizo Springs, TX 78834	830-876-1262	830-876-9415	ronnie.rivera@mrgdc.org
North Central Texas WDB				
Kent Andersen Business Development Manager	616 Six Flags Drive P.O. Box 5888 Arlington, TX 76005-5888	817-695-9289	817-640-6480	kandersen@dfwjobs.com
David Setzer Director of Workforce Development	616 Six Flags Drive P.O. Box 5888 Arlington, TX 76005-5888	817-695-9187	817-640-6480	dsetzer@dfwjobs.com
North East Texas WDB				
Randy Reed Executive Director	911 N. Bishop, Bldg. A, Suite 100 Wake Village, TX 75501	903-794-9490 Ext. 508	903-223-0449	randy.reed@networks.org
Bart Spivey Business Development Project Manager	911 N. Bishop, Bldg. A, Suite 100 Wake Village, TX 75501	903-794-9490 ext. 513	903-223-0449	bart.spivey@networks.org
North Texas WDB				
Mona Williams Statser Executive Director	901 Indiana Suite 180 Wichita Falls, TX 76301	940-767-1432	940-322-2683	mona.statser@ntxworksolutions.org
Rita Gauthier	4309 Jacksboro Hwy., Suite 300 Wichita Falls, TX 76302	940-322-1801 ext. 124	940-322-8411	rita.gauthier@twc.state.tx.us



Panhandle WDB				
Steve Cross Business Services Coordinator	P.O. Box 1682 Amarillo, TX 79105- 1682	806-350-1621	806-371-3121	scross@wspanhandle.com
Marin Rivas Workforce Development Director	P.O. Box 9257 Amarillo, TX 79105- 9257	806-372-3381	806-373-3268	mrivas@theprpc.org
Trent Morris One-Stop Director	P.O. Box 1682 Amarillo, TX 79105- 1682	806-350-1632	806-371-9519	tmorris@wspanhandle.com
Permian Basin WDB				
Gail Dickenson Chief Operating Officer	P.O. Box 61947 Midland, TX 79711- 1947	432-563-5239	432-561-8785	gail.dickenson@workforcepb.org
Willie Taylor Executive Director	P.O. Box 61947 Midland, TX 79711- 1947	432-563-5239	432-561-8785	willie.taylor@workforcepb.org
Rural Capital WDB				
Mike Crane Business Services Manager	1001 W Buchanan Drive, Suite 1 Burnet, TX 78611	512-756-6769 ext. 1122	855-326-3056	Mike.crane@ruralcapital.net
Al Lopez Planner	P.O. Box 5279 Round Rock, TX 78683	512-244-7966	855-326-3055	al.lopez@ruralcapital.net
James Satterwhite Executive Director	P.O. Box 5279 Round Rock, TX 78683	512-244-7966	855-326-3055	james.satterwhite@ruralcapital.net
South East Texas WDB				
Pamela Wise Workforce Solutions Specialist	304 Pearl Street Suite 300 Beaumont, TX 77701	409-719-4752	409-727-6431	pamela.wise@setworks.org
Ira McNeil Business Solutions Consultant	304 Pearl Street Suite 300 Beaumont, TX 77701	409-719-4788		ira.mcneil@setworks.org
South Plains WDB				
Danny Soliz Director of Business Development	1301 Broadway Suite 201 Lubbock, TX 79401	806-744-1987	806-744-5378	danny.soliz@spworkforce.org
Rocky Brown Chief Operating Officer	1301 Broadway Suite 201 Lubbock, TX 79401	806-744-1987	806-744-5378	rocky.brown@spworkforce.org
Nate Bratcher Business Services Coordinator	1301 Broadway Suite 202 Lubbock, TX 79401	806-687-5627	806-687-5632	nate.bratcher@spworkforce.org
South Texas WDB				
Rogelio Trevino Executive Director	1701 E. Hillside Rd. P.O. Box 1757 Laredo, TX 78044	956-722-3973		rogelio.trevino@southtexasworkforce.org
Sandra R. Barrera Deputy Director	1701 E. Hillside Rd. P.O. Box 1757 Laredo, TX 78044	956-772-3973 ext. 230		Sandra.barrera@southtexasworkforce.org



Andrea De La Garza Workforce Center Manager	2389 E. Saunders Laredo, TX 78041	956-794-6480		andreadelagarza@southtexasworkforce.org
Tarrant County WDB				
Sal Adamski Workforce Improvement Director	1320 S. University, Suite 600 Ft. Worth, TX 76107	817-413-4403		sal.adamski@workforcesolutions.net
Amber Gosser Business Development Unit Director	1320 S. University, Suite 600 Ft. Worth, TX 76107	817-804-4255		amber.gosser@workforcesolutions.net
Jill Navarrete Assistant Director	1320 S. University, Suite 600 Ft. Worth, TX 76107	817-413-4459		jill.navarrete@workforcesolutions.net
Texoma WDB				
Janie Bates Executive Director	5904 Texoma Sherman, TX 75090	903-957-7408	903-957-7413	janie.bates@wfstexoma.org
Bob Rhoden Director of External Relations	5904 Texoma Sherman, TX 75090	903-957-7408	903-957-7413	bob.rhoden@wfstexoma.org
Upper Rio Grande WDB				
Joyce Wilson Chief Executive Officer	300 N. Main Suite 800 El Paso, TX 79901	915-887-2200	915-351-2790	joyce.wilson@urgjobs.org
Janet Bono Program Administrator Workforce Services	300 N. Main Suite 800 El Paso, TX 79901	915-772-2268	915-351-2790	janet.bono@urgjobs.org
Oscar Licon Business Services Manager	300 N. Main Suite 800 El Paso, TX 79901	915-887-2008	915-553-1041	oscar.licon@urgjobs.org
Cassandra Brown Program Coordinator	300 N. Main Suite 800 El Paso, TX 79901	915-887-2556	915-553-1041	cassandra.brown@urgjobs.org
West Central Texas WDB				
Robert Puls Business Development Consultant	500 Chesnut Suite 1200 Abilene, TX 79602	325-795-4302	325-795-4300	robert.puls@workforcesystem.org
Steve Collins Business Resource Consultant	500 Chesnut Suite 1200 Abilene, TX 79602	325-795-4304	325-795-4300	steve.collins@workforcesystem.org
Garolyn Jergins Career Consultant	500 Chesnut Suite 1200 Abilene, TX 79602	325-795-4327	325-795-4300	garolyn.jergins@workforcesystem.org
Brice Hail Business Solutions Manager	500 Chesnut Suite 1200 Abilene, TX 79602	325-795-4301	325-795-4300	brice.hail@workforcesystem.org

