



08

WFS CAPITAL AREA

Who We Are Where We're Going

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3 BIG IMPACTS

Building the Talent Pipeline Responding to Employer Needs Helping Parents Return to Work

WHAT'S NEXT

ACKNOWLEDGEMENTS







Senator SARAH ECKHARDT STATE OF TEXAS

Workforce Solutions Capital Area is a critical part of the Central Texas employment ecosystem.

Back in 2017, I was proud to co-sign the Austin Metro Area Community Workforce Plan alongside Mayor Steve Adler to combat rising costs of living and ensure we have a ready workforce with the right skills. I look forward to seeing Workforce Solutions further our shared economic prosperity for Central Texas as they launch into the next phase of their plan.



ANDY
BROWN
TRAVIS COUNTY

Many Texans look at Austin as a strong example of a jobs creator and a model of how a community can come together to upskill workers, assist employers, and support working families. Employers of all sizes bring investments to our region. We must work to ensure that the new jobs created for residents will provide career opportunities for workers to live and thrive in Travis County. That's why...

Workforce Solutions' *Hire*Local Plan and the ideas and
strategies that come out of it
are so critical to our community.



Mayor
STEVE
ADLER
CITY OF AUSTIN

We are seeing job growth in all sectors, including health care, manufacturing, skilled trades, and high tech. Job growth means more opportunities. But most of these new jobs require skill levels often associated with higher education or specialized skills training. Austin can't let anyone slip behind while we're on this fast track.

Workforce Solutions is all about equipping workers with those skills that open doors for the higher-paying jobs.



Commissioner
JEFF
TRAVILLION
TRAVIS COUNTY

The most important thing for me is to remove barriers from opportunity and to organize underserved communities to take advantage of the tools that have been put in place for economic success.

Workforce Solutions is Austin-Travis County's go-to resource for connection to higher-paying opportunities, such as the many transit and construction jobs tied to Project Connect.





During the pandemic, healthcare needs changed in our region, as well as throughout the country. We need more skilled professionals to join the healthcare industry and to help care for patients. With a low unemployment rate and skilled workers in high demand, employers began investing in training that will enhance the future workforce with support from Workforce Solutions Capital Area. It's something that Baylor Scott & White deemed important long before the pandemic, but these factors highlighted the need for our continued efforts.

MARK SHERRY

BAYLOR SCOTT & WHITE HEALTH



Technology is a growing industry in the Austin area as more tech employers grow their presence and develop their workforce here. With tens of thousands of job openings in the next few years, tech is full of opportunities for residents to gain life-changing employment. Tech businesses and workers can rely on Workforce Solutions Capital Area to help build connections and opportunities to be more productive.

DAVID PARKS

ENCHOICE, INC.



Every day that the Austin Chamber is working on economic development, quality of life, or other community priorities, the thing that comes up over and over again is the talent that we have in our community. I'm grateful to work with Workforce Solutions Capital Area to address employers' critical hiring needs and skills gaps to create a steady and diverse pipeline of talent.

LAURA HUFFMAN

AUSTIN CHAMBER



The winter storm in 2021 highlighted a demand for plumbers and all skilled labor in the housing and commercial markets, occupations where too few residents and building representatives have the skills and credentials to do the work. To address the longstanding shortage of skilled trade workers, Workforce Solutions Capital Area joined the City of Austin and Travis County to provide no-cost, fast-track training for eligible residents to enter an in-demand career. Community efforts like these positively impact the Austin metro by providing good-paying jobs and keeping our community safe.

JOE COOPER

PLUMBERS & PIPEFITTERS LOCAL UNION 286



Manufacturing in central Texas is booming, led by semiconductors and electric vehicles. A highly skilled workforce is vital to their success. Workforce Solutions Capital Area has been an essential partner to grow and strengthen the talent pool. And as the demand for workers increases from 65,000 to 85,000 in the next two years, the effort to scale and expand workforce programs will play a critical role in preventing an acute shortage.

ED LATSON

ARMA - AUSTIN REGIONAL MANUFACTURERS ASSOCIATION



Building a stronger, safer Texas is our goal at Texas Mutual Insurance Company. By partnering with Workforce Solutions Capital Area, we're also making Texas more skilled. We're pleased to have supported training and awareness initiatives to inspire young and older workers in Austin-Travis County to learn new skills and take on a new occupation in growing industries like the skilled trades and manufacturing.

JACKIE SEKIGUCHI

TEXAS MUTUAL INSURANCE

Workforce Solutions Capital Area supervisor Christine Carson, right, and career counselor Victoria Mathews help Whitney Haston, left, with her résumé writing. Jay Janner / Austin American-Statesman

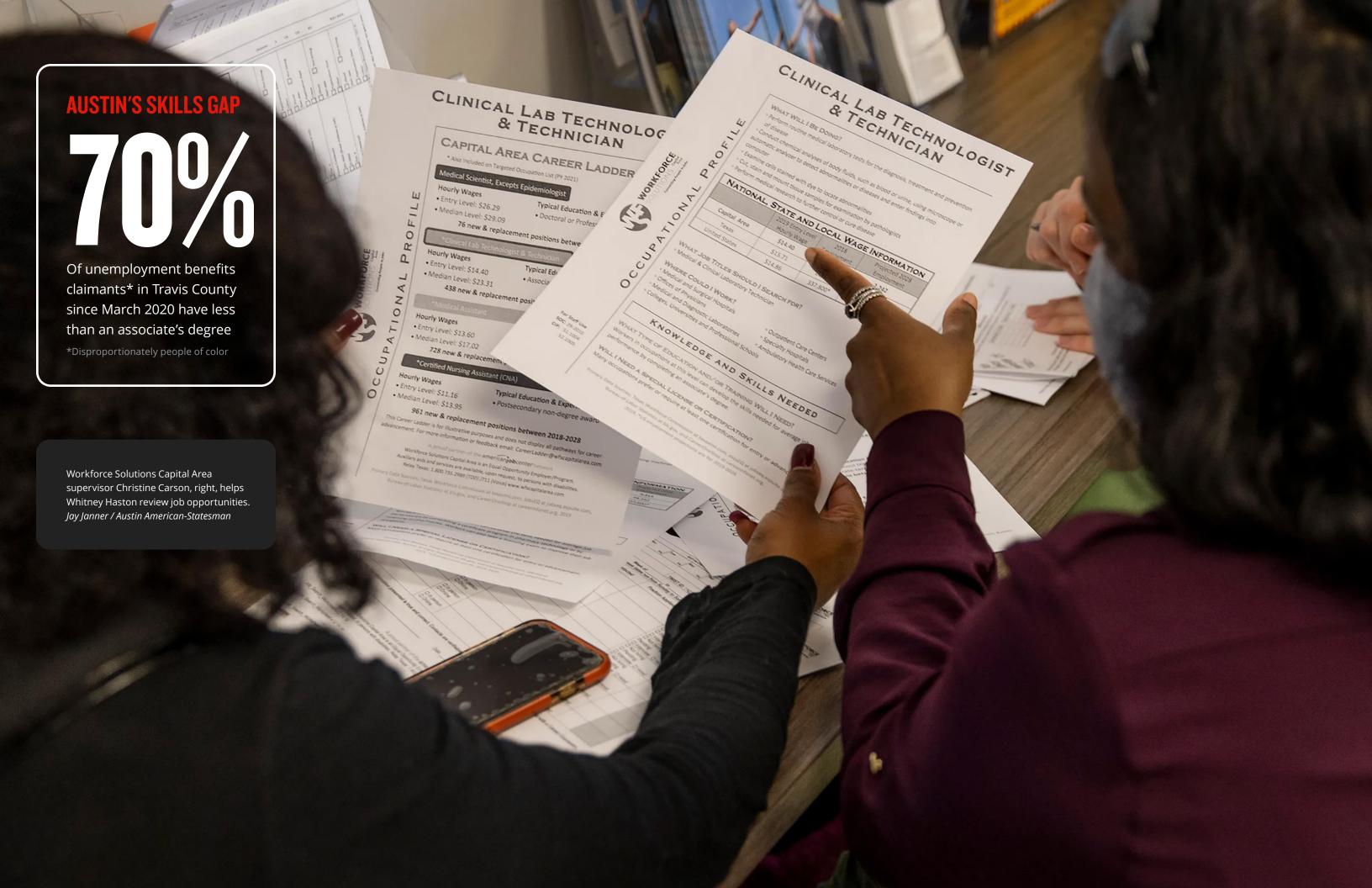
WHO WE ARE

Through strong partnerships and strategic collaborations, Workforce Solutions Capital Area is leading Austin-Travis County in the development of a world-class workforce. We are responsible for the planning, oversight, and evaluation of workforce development activities in one of the country's most booming job landscapes.

We also have boots on the ground, working in the community at our dedicated career centers or satellite locations to connect local people to local jobs. Our services include:

- Meeting job seekers where they are with personalized job search and career training scholarships. We also help young people complete their education and find and keep employment.
- Helping businesses hire, train, and retain skilled workers.
- Helping parents pay for child care so they can work or go to school. We also work with child care providers to achieve greater measures of quality and help prep children for success in kindergarten.

With our community, state, and federal partners, we are enabling people and businesses to be competitive in a global market.



FROM OUR CEO

Two long years after the pandemic first struck our region, it looks like we're finally coming out on the other side. Today, the local economy is booming and many employers are hiring. Still, not everyone is benefiting from the growth and opportunity that has blessed our great city. Equity and skills gaps have become even more exacerbated.

Our community has a growing affordability crisis and yet there are more good, high-paying jobs available than skilled workers. But there is a bright spot: individuals who complete training through Workforce Solutions Capital Area increase their annual wages by an average of \$30,000.

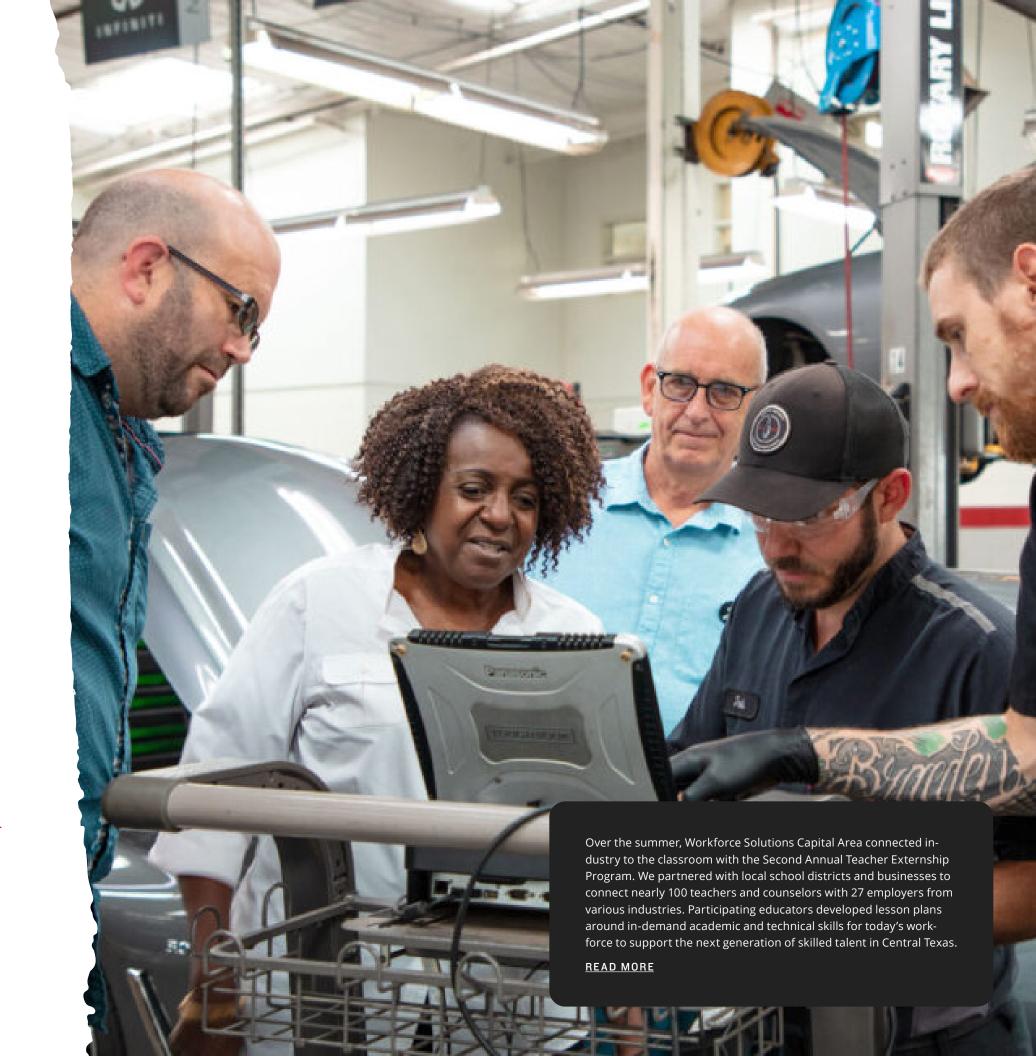
In many cases, scholarship funds are available for workers who want to obtain training that can increase their earning potential and help them compete in the current and future job market.

Here's the bottom line: We haven't stopped pushing forward our mission to connect local people to local jobs, and we're only scaling up. I'm thankful for the 37 WFS team members and many community partners — both new and longstanding — working with us to respond to the needs of now.



Tamana Altin8m

TAMARA ATKINSON



We have more training scholarships available than ever in the history of our agency.

WHERE WE'RE GOING

For many years, our efforts to match talent to business hiring has shown great returns with local city and county investments. *This is why...*

We're proud that the City of Austin and Travis County have joined to grant a combined \$12.3M through American Rescue Plan Act (ARPA) funding for the continuation of RE:WorkNOW, a rapid response workforce development program administered by Workforce Solutions Capital Area.

Here's what this means: We have more training scholarships available than ever in the history of our agency, with additional support services available, including child care and transportation.

By better preparing local workers for in-demand jobs, companies can fill their roles at a lower cost and the community can see economic benefits as a result.

Austinites are higherskilled and earning more after receiving our services.

LAST FIVE YEARS

2016-2020



TOTAL INCREASED EARNINGS FOR OUR CUSTOMERS POST-PROGRAM EXIT

45456M

TOTAL EARNED
BY OUR CUSTOMERS POST-PROGRAM EXIT



3 BIG IMPACTS 3 BIG IMPACTS

1. BUILDING THE TALENT PIPELINE

Austin has seemingly recovered quickly from the pandemic. But this recovery was uneven, particularly in the hardest hit fields like the service industry. We continue to support our region's diverse workforce by connecting local people to local jobs. We do this with a variety of services, from assisting job seekers of all backgrounds in finding immediate employment to no-cost training for a higherskilled occupation with long-term earning potential.



TOTAL ADULTS SERVED

UI claimant

Foster youth

18

Ex-offender

With disability

I made choices that changed my life, and it takes time to climb out. The beauty and the miracle in that climb is to now be in a position to use that experience to help someone else who will undoubtedly experience many of the same barriers that I faced.

SHELLEY LEFEBVRE

WFS CAPITAL AREA CLIENT · READ MORE

Experiencing homelessness 622

Veterans

Customers who are of color

Comparitively, **51%** of the Austin-Travis County workforce are of color.*

*Source: U.S. Census Bureau, 2015 - 2019 American Community Survey 5-Year Estimates

82%

Completed training / earned credentials*

*Evaluation period Oct 2019 – Sept 2020 for most complete ROI and employment outcomes

700 OF ADULT CLIENTS FOUND EMPLOYMENT IN THEIR FIELD OF TRAINING*

ROI for every dollar invested in training*

The City of Austin and Travis County are granting \$12.3M in new resources to WFS Capital Area through ARPA for the continuation of RE:WorkNOW. Phase II will continue its mission of connecting local residents to quality training and job placement in high demand industries such as IT, healthcare, skilled trades, and manufacturing.

SEE ANNOUNCEMENT

Enrolled in RE:WorkNOW Phase I

Launched Fall 2020 in response to economic downturn brought on by the pandemic, thanks to a \$3.1M joint Phase I investment from the City of Austin and Travis County through CARES Act funding. Enrollment outcomes surpassed the program goal to provide short-term, safe, no cost job training to **260** City of Austin-Travis County residents.

TOTAL STUDENTS SERVED

ISDs (Austin, Elgin, Del Valle, Manor, Pflugerville)

Campuses supported



We need to inspire a whole new generation that there is a way to make good money, earn a skill and build a career in a short time after they leave high school... If they have the will, we will show them how to make it.

ISAAC TORRES

MAKE IT MOVEMENT · READ MORE

2. RESPONDING TO EMPLOYER NEEDS

Growing a world-class competitive workforce is our business, and the importance of connecting workers and employers is ever more apparent in today's talent shortage. We help to build a higher-skilled workforce for local companies, whether connecting them directly to talent (as we do through hiring events the state's premiere job board, WorkinTexas.com) or providing the training and skills that workers need to better provide for their families.



TOTAL EMPLOYERS SERVED

Workforce Solutions has been extremely supportive in this journey... They understand that PPC is a small and growing business and we don't have as many resources as other companies. They have been adaptive to our needs and we are so grateful!

SHANNON UNG

PATIENT'S PREMIER CHOICE · READ MORE

\$1,184,348

Registered Apprenticeship Programs launched in healthcare

Existing + new employeres trained for critical career skills at **26** companies through the COVID-19 Skills Development Fund

Pandemic-response organizations supported by offsetting staff payroll costs

Companies recognized as 2021 Upskilling HEROES

Working towards advancing the

skills of **3,429** employees

economic opportunity for the families in a time of national crisis. PHYLLIS EVERETTE

SAFFRON TRUST · READ MORE

Our partnership with Workforce

Solutions allowed us to boost

13,267

Job seekers attended

Employers attended

We engaged with quality candidates, and the support was top notch. We look forward to partnering on future recruitment opportunities with Workforce Solutions Capital Area.

WILLIAM WALSH CRITERIA LABS · READ MORE



\$593,245 UNEMPLOYMENT DOLLARS SAVED THROUGH LAYOFF AVERSION FUNDING

Companies supported

Jobs saved

ROI for every dollar invested

3. HELPING PARENTS RETURN TO WORK

Workforce Solutions Capital Area Child Care Services strengthens families in Austin-Travis County by offering child care tuition scholarships to assist low-income parents in paying for child care so they can work or attend educational programs. In response to the pandemic, we also supported the families of Austin's essential workers, and our child care providers, through quality activities and additional CARES Act and American Rescue Plan Act Funding payments.

5053
TOTAL CHILDREN RECEIVED CHILD CARE SCHOLARSHIPS

3,371

Low-income

223

Experiencing homelessness

452

Continuity of Care

Funded by City of Austin and Travis County to bridge their care during eligibility lapses

427

TOTAL CHILD CARE PROVIDERS CONTRACTED

218

Early education teachers mentored

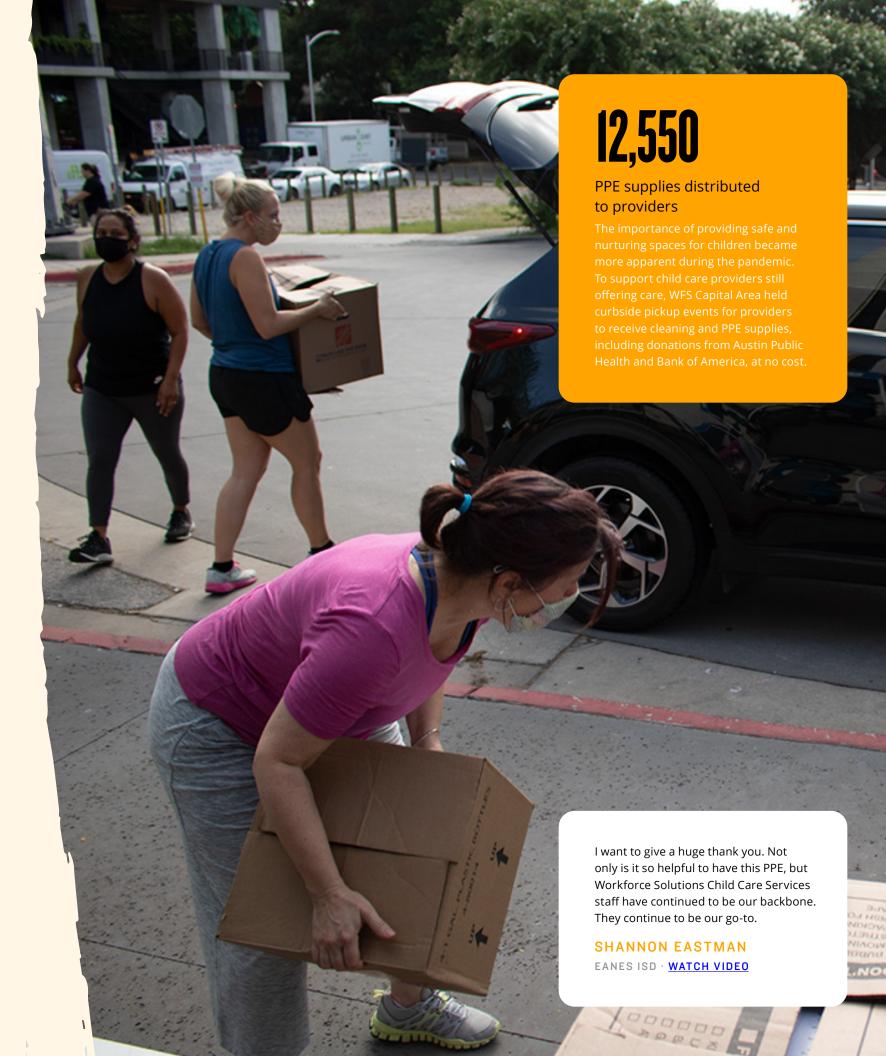
40

Additional providers raised to a higher Texas Rising Star quality rating

72

Jeanette Watson Wage Supplement recipients

Helps early childhood professionals continue to work in a field where wages are not commensurate with other skilled positions



FROM OUR BOARD CHAIR WHAT'S NEXT

I was raised right here in Austin. I went to school here, and have worked in Austin my entire career. I love this community and am committed to seeing that all of our neighbors have the same opportunities that I had — and more!

With that said, I'm excited to launch the next phase of our work together this year to address Austin area unaffordability and skills gaps exacerbated by the pandemic. The next community workforce plan is **Austin's Hire Local Plan**. Here's the manifesto I'm following to set the course for this organization's future:

- We believe in **higher opportunities** for everyone.
- **Higher returns** on local educational and workforce investments.
- Higher earning potential for those living in our community.
- **Higher rewards** for those who have invested their lives and trust in the Capital Area and want to stay and contribute here.
- And higher confidence for employers who need ready and qualified workers to meet their needs for future growth.

I'd like to thank the Austin community for being part of the journey with us. From Austin Community College to Local 286, and at all places of employment in between, we know that training and upskilling continued through the pandemic and is roaring strong now. This workforce plan is facilitated by Workforce Solutions, but it's a true community-wide effort.



Melanie Flowers

MELANIE FLOWERS



Chairman BRYAN DANIEL

TEXAS WORKFORCE COMMISSION (TWC)

It is exciting to see the board and staff at Workforce Solutions Capital Area pushing the envelope...

and finding new ways to innovate service delivery to build a world-class workforce. Texas is a leader in economic development because of local efforts to enhance the Texas workforce ensuring employers have the workforce their businesses need to succeed.



Commissioner
JULIAN
ALVAREZ
TWC

Training the current and future skilled workforce locally is where Workforce Solutions Capital Area excels.

Just in the past year, the board and staff launched several registered apprenticeship programs in healthcare occupations growing in demand with employers. Training new apprentices helps local healthcare employers to provide quality care and helps these new members of the healthcare workforce to better provide for their families.



Commissioner
AARON
DEMERSON

When we help someone increase or gain new skills, opportunities are higher all around. Upskilled workers gain higher earning power and a greater chance of career advancement, and Texas employers are better able to fill critical hiring needs and skill gaps.

I sincerely appreciate the efforts of Workforce Solutions Capital Area to identify and implement upskilling strategies for local and national firms moving to Texas.



BOARD OF DIRECTORS

Workforce Solutions Capital Area is led by a board of directors comprised of volunteer community leaders representing business, education, labor, economic development, community-based organizations, and government.

OFFICERS

Chair **MELANIE FLOWERS**

NEPRIS

Vice Chair **MARK SHERRY**

BAYLOR SCOTT & WHITE HEALTH

Secretary/Treasurer DAVID PARKS

ENCHOICE INC.

MEMBERS

Leonard Aguilar Southwest Pipe Trades Assoc.

Robert Alexander* Texas Workforce Commission (TWC) / HHS

Veronica Briseno* City of Austin

Steven Brockman-Weber

Ascension Seton

Susana Carbajal City of Austin

Eddie Chien Luminex Corp.

Joe Cooper Plumbers & Pipefitters Local Union 286

Susan Dawson E3 Alliance

Veronda Durden Any Baby Can

Sheila Fata* St. David's HealthCare

Walter Gonzalez Tesla

CHIEF ELECTED OFFICIALS

Judge Andy Brown Travis County

Mayor Steve Adler City of Austin

AVANCE

Joene Grissom Grissom & Associates

> **Garrett Groves Austin Community** College District

Teresa Granillo

Julie Hajek **HCA** Healthcare (St. David's HealthCare)

Bill Imhoff Intertech Flooring

Shirley Jones

* Former active member

Cesiah Kessler*

Wayne Knox

Brian Lauer*

Literacy Coalition

Lawrence Lyman

Travis County HHS

Michael Marler

Thomas Miranda

John Newman Athena Manufacturing

Carmela Pinzone

Sparkovation Advisors

TWC

of Central Texas

Huston-Tillotson Univ.

Experis

Sabari Raja* Nepris

Veronica Ramirez

Yesenia Plascencia*

Pflugerville Community Development Corp.

Kwee Lan Teo Austin Chamber

Annette Tielle

Del Valle ISD

Janet Torres Literacy Coalition of Central Texas

Phil Walker Career Partners Int.



SANDY DOCHEN DISTINGUISHED SERVICE AWARD

The Sandy Dochen Distinguished
Service Award is an honor bestowed
upon individuals nominated by our
Board of Directors every year. This
award is named for Sandy Dochen
(above, center), our longest serving and
exemplar board member.

Individuals who receive this award have exhibited sustained and extraordinary service to education, workforce development, employment, and our community through participation with Workforce Solutions. This year's awards went to board members Nancy Fairchild (left) and Michelle Friesenhahn (right). We're honored to celebrate their valuable contributions to workforce development in Central Texas!



We partner with over 3,000 local businesses to invest in workforce development efforts.

For building a higher-skilled workforce and a more competitive economy, we awarded six Austin area businesses as the 2021 Upskilling HEROES of Central Texas.

Between these six companies, a total of **3,429** employees were upskilled, helping them upgrade their skill sets, earn higher wages while employed at the company, and remain competitive in the local workforce.

2021 WINNERS

- Greystar Real Estate Partners
- Recover Or Sacrifice Everything (ROSE) Counseling Center
- Samsung Austin Semiconductor
- Seedlings Gardening
- Total Care Provider
- Wells Solar & Electrical Services

Building a world-class skilled workforce in Central Texas can't be done alone. We appreciate the support, resources and guidance we receive from our many partners.

Accenture

American Constructors

American Federation of Labor and Congress of Industrial Organizations (AFL-CIO)

American YouthWorks
Applied Materials
ARA Diagnostic Imaging

Ascension Seton Aspen Institute

Athena

Athena Manufacturing Austin Area Urban League

Austin Carpenters Local Union 1266 Austin Chapter Associated General

Contractors of America

Austin Community College District Austin Hotel & Lodging Association

Austin Infiniti
Austin ISD

Austin LGBT Chamber of Commerce

Austin PBS

Austin Public Health Austin Regional Clinic

Austin Regional Manufacturers Association

Austin Supported Living Center Austin Technology Council Austin Texas Musicians

Austin Urban Technology Movement Austin Young Chamber of Commerce

Baker Ripley Balance Staffing Bank of America

Baylor Scott & White Health

C2 GPS

Capital Area Council of Governments (CAPCOG)

Capital Area Technology Workforce Coalition (CATWC)

Capital IDEA

Central Texas Allied Health Institute

Central Texas Food Bank

Central Texas Healthcare Partnership

(formerly Healthcare Workforce Alliance of

Central Texas) City of Austin

Communities Foundation of Texas

Communities in Schools

CommUnity Care Crucible Texas Cypress Industries Del Valle ISD E3 Alliance Educate Texas Electronic Arts (EA)

Elgin ISD enChoice Inc. Essensium Formaspace

Foundation Communities

Genuine Article Bookkeeping & Consulting Goodwill Industries of Central Texas

Grant Associates

Greater Austin Asian Chamber of Commerce Greater Austin Black Chamber of Commerce Greater Austin Chamber of Commerce Greater Austin Hispanic Chamber of

Commerce

Greystar Real Estate Partners Huston Tillotson University IBEW Local Union 520

IBM

Innovative Workforce Projects (IWP)

Insulators Local Union 87

Ironworkers Local 482

JPMorgan Chase

KVUE LifeWorks

Literacy Coalition of Central Texas

Lone Star Construction Trades Training

Manor ISD

Michael and Susan Dell Foundation

Mission Capital

Nepris

New Apprenticeship

NXP

Outreach Health Services

Pflugerville Community Development

Corporation Pflugerville ISD

Plumbers & Pipefitters Local Union 286

PSI Urethane Radiant Plumbing

Randstad

Ray Marshall Center, University of Texas at

Austir

Recover Or Sacrifice Everything (ROSE)

Counseling Center

Region 13 Education Service Center

Rosendin Electric Saffron Trust

Samsung Austin Semiconductor

Seedlings Gardening Senox Corporation

Sheet Metal Workers Local Union 67

Skillpoint Alliance

Southwest Research Institute (SwRI) Texas Manufacturing Assistance Center (TMAC)

Sprinkler Fitters Local Union 669

St. David's HealthCare TCS Mechanical

Tech Talent South
TECO – Westinghouse

Tesla

Texas Assisted Living Association

Texas Film Commission
Texas Mutual Insurance
Texas Workforce Commission

Toppan Photomasks Total Care Provider

Travis Country Sherrif's Office (TSCO)

Travis County Trellis Foundation

U.S. Chamber of Commerce Foundation

United Way for Greater Austin Wells Solar & Electrical Services

Workforce Solutions Rural Capital Area

Young & Pratt

Zynga



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