



# 2019

# ANNUAL REPORT



## WHERE BUSINESS AND CAREERS MEET

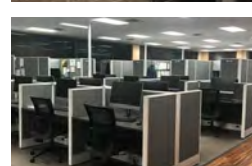
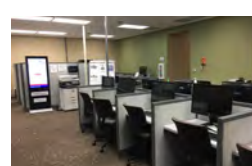
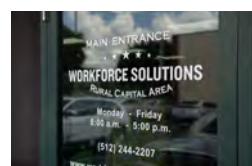
— ★ ★ ★ ★ ★ —  
**WORKFORCE SOLUTIONS**  
*RURAL CAPITAL AREA*

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



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# WHO WE ARE

## Workforce Solutions Rural Capital Area is the Facilitator of Workforce Resources Throughout the Rural Capital Area of Central Texas

This region includes the following nine counties:



Rural Capital Area’s mission, vision and values communicate and guide our efforts toward regional economic growth and family self-sufficiency. We are a community partnership committed to planning and working collaboratively with all of our program partners, economic development corporations, chambers of commerce, independent school districts, regional universities and community colleges, training providers, employers and job seekers. We greatly value every partner’s contribution.

### MISSION

To preserve our integrated, employer-driven workforce system by actively involving employers in workforce decisions that allows them to: identify labor and economic trends, define skills and training standards and hire high skilled workers, while simultaneously providing job seekers with information, advice, job search assistance, support services, and training in the employer identified industries and occupations so they will attain cutting edge skills that will lead to self-sufficient employment.

.....

### VISION

Our employers will have a highly skilled and educated workforce and our residents will have the competencies, skills and education to become self-sufficient and live a quality life.

.....

### VALUES

- **Commitment:** We embrace our mission, vision and values.
- **Professionalism:** We welcome diversity and treat everyone with respect, dignity and courtesy.
- **Quality:** We have a passion for our customers and partners. We are self-critical, questioning and committed to providing accessible, accurate, complete and timely services.
- **Integrity:** We are accountable, honest and trustworthy.
- **Leadership:** We have the courage to lead change and shape the future.
- **Teamwork:** We work better together. We share our ideas and talents to find the best solutions. We support and rely on each other. We value clear and open communication. We make everyone better.

## Message from the Board Chairman:



## FRANK LEONARDIS

As the new Chairman for the Workforce Solutions Rural Capital Area Board of Directors, I'm honored to continue the amazing work of our prior Chair, Margaret Lindsey, and our all-volunteer board, which is now fully staffed.

We've been fortunate to welcome some enthusiastic and talented new board members from throughout the nine-county region, who share our passion for empowering our communities, by connecting the employers and workforce of our region to opportunities that help them thrive.

We're proud of what we've accomplished as a board in 2019. We began with the reorganization of our board staff, which has enhanced our ability to deliver world-class services for Texans. We've also relaunched our board's website, to boost mobile usability on every device, and to provide workforce and childcare resources 24/7. 2019 was also a year of integration, as our teams worked to update our Workforce Solutions of Williamson County offices into a co-located workforce center, featuring Texas Workforce Solutions-Vocational Rehabilitation Services staff, as well as wonderful teams from our other state and community partners.

We've also worked very hard as a board to strengthen our workforce partnerships with federal, state, regional and community stakeholders, and to generate more awareness of our services. A key objective this year was to host workforce forums with partners in each of the nine Rural Capital Area counties. These listening forums allowed us to better understand their unique workforce and training challenges, and is guiding our team in the development of new strategic workforce plans for each county, as well as the region.

This has been a busy year for the Rural Capital Area, but with new teams, new tools, strong partnerships, and a collective mission to help our businesses and communities compete at a global level, we're even more excited about the year ahead. Thank you for all of your support.

## Message from the Board Chief Executive Officer:



## PAUL FLETCHER

It has been a fantastic year for Workforce Solutions Rural Capital Area. We were able to utilize the planning work from the past year to implement some very useful workforce tools, such as the Skills-Based Career Progression Lattice, to help both job seekers and employers make connections.

The population number for our nine-county area is just over 1,000,000, and for most of this year we experienced around a 2.8% unemployment rate. That means most of our work age eligible population is employed. That does not mean they are employed in work that meets their ultimate goals, but they are employed. It is our role to help up-skill where needed to allow entry level workers to advance and fill the higher skill roles the businesses need to make their operations grow and succeed. We are working to be the Talent Supply Chain for businesses by understanding their workforce needs and helping to guide the emerging workforce and up-skill the existing workforce to meet the talent needs for our nine-county area.

We are blessed to have some tremendous workforce partners in our system, such as the Texas Veterans Commission staff, the Texas Workforce Solutions-Vocational Rehabilitation Services staff, and the Adult Education and Literacy staff that all work in our workforce centers. These teams work hand in hand with our workforce contractor, ResCare, and state Wagner Peyser staff, to provide the services our businesses and job seekers need. Our Child Care Services contractor, Baker Ripley, also provides an essential service to parents by helping them find and subsidize good quality child care and education. This allows those parents the time to work and helps ensure the children are better prepared for school.

In addition to our regular WIOA, TANF, SNAP, and Child Care Services funding, the board received additional funding for some special projects, such as the Teacher Externship Program, where 207 area teachers had the opportunity to work in a business over the summer to see firsthand how the material they teach is used in the real-world. That valuable experience comes back to the classroom to be shared with the students. We also participated in the Summer Earn and Learn program in conjunction with our Vocational Rehabilitation Services partner, to provide a work experience over the summer to 185 youth. These students earned over \$92,000 in wages during this program. None of the work we have been able to accomplish could have been achieved without the guidance and direction we receive from our volunteer board members.





# BOARD OF DIRECTORS

Workforce Solutions Rural Capital Area is led by a volunteer Board of Directors comprised of recognized community leaders across many areas of expertise including, business; community-based organizations; economic development; education; government; literacy; labor; and vocational rehabilitation. The Board of Directors contribute significant amounts of time, talent, and energy to further our organizational mission of empowering the workforce of the Rural Capital Area.

## Board Officers



**Frank Leonardis**  
Board Chairman  
Hays County



**Alfonso Sifuentes**  
Board Vice Chairman  
Caldwell County



**Rene Flores**  
Board Treasurer  
Williamson County

## Board Members



**Hector Aguilar**  
Williamson County



**Sandra Dillett**  
Williamson County



**Mark Hiemstra**  
Williamson County



**Felix Munson**  
Williamson County



**Carole Belver**  
Hays County



**Elwood "Woody" Engebretson**  
Williamson County



**Tracy Jackson**  
Williamson County



**Edna Rehbein**  
Hays County



**Ben Brenneman**  
Williamson County



**Jenna Fohn-Thomas**  
Bastrop County



**Jeff Light**  
Hays County



**Eben Riggs**  
Williamson County



**Debbie Burkhard**  
Blanco County



**Becky Garlick**  
Fayette County



**Margaret Lindsey**  
Hays County



**John Robison**  
Bastrop County



**Camille Clay**  
Williamson County



**Kimberly Goode**  
Williamson County



**Mike McKeown**  
Burnet County



**Nikki Stallings**  
Williamson County



**Adriana Cruz**  
Hays County



**Andy Hapanowicz**  
Williamson County



**Briley Mitchell**  
Llano County



**Timothy Wauson**  
Hays County



**Marco Cruz**  
Williamson County



**Cassandra Moya**  
Hays County



**Elva Zdeb**  
Hays County



# WORKFORCE SNAPSHOT

**1,043,000**

**Rural Capital Area  
Population**

**551,673**

**Labor Force**

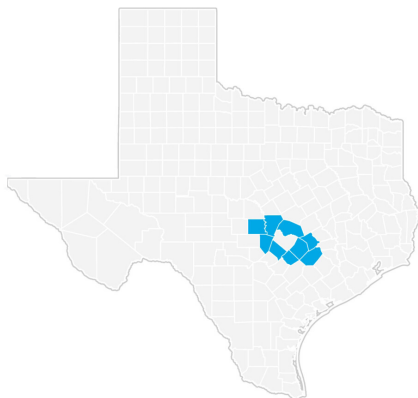
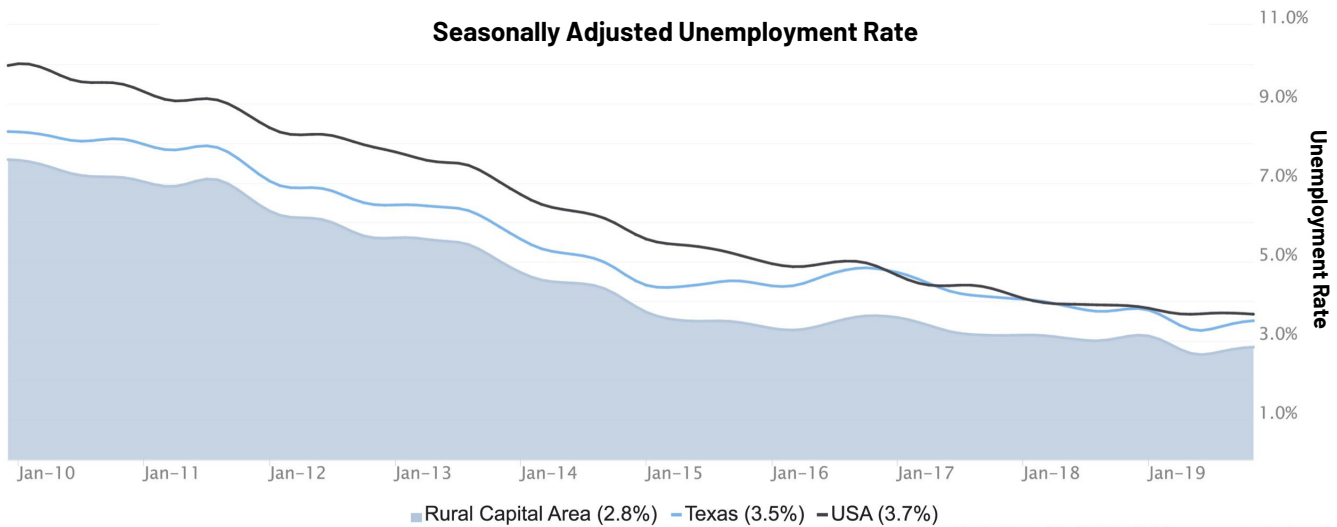
**537,425**

**Employed**

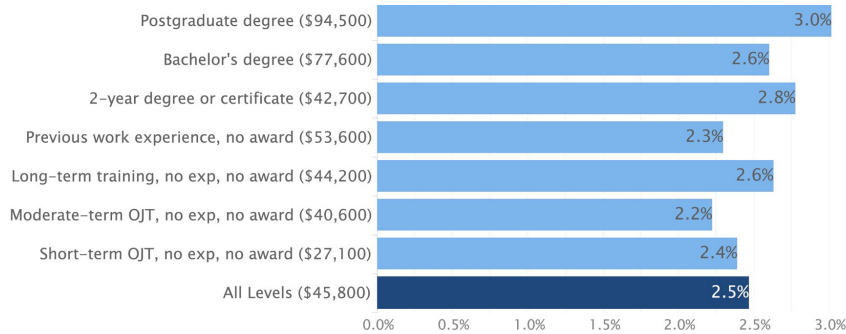
**2.8%**

**Unemployment  
Rate**

**Seasonally Adjusted Unemployment Rate**



**Annual Average Projected Job Growth by Training**





## Rural Capital Area Occupation Subcluster Employment Trends

### Top 20 Highest % Growth Subclusters

Trend 2013 - 2018



### Top 20 Subclusters Creating Most New Jobs

Trend 2013 - 2018



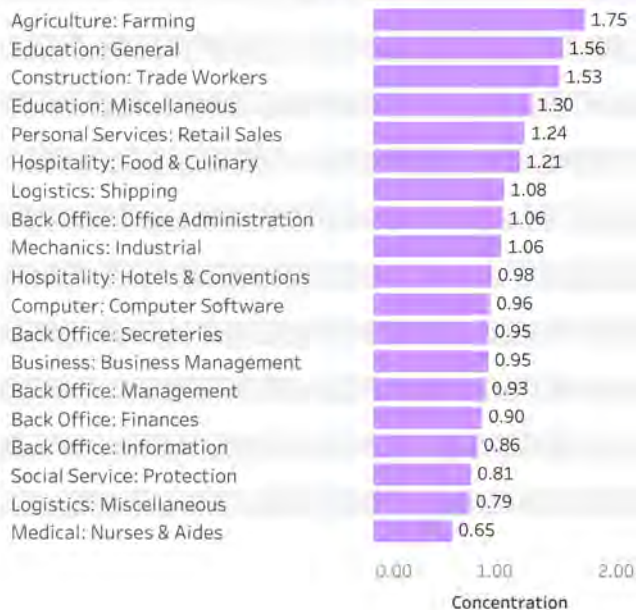
### Top 20 Largest Subclusters

2018



### Top 20 Largest Concentration Subclusters

2018



Source: Headlight cluster calculations on data from JobsEQ by Chmura.

Note: 1. Employment estimates include all Wage & Salary jobs plus non-covered jobs such as Self-Employment.

2. Charts show subclusters with a minimum of 1.5% of the total jobs in the year 2018.



# BUSINESS SERVICES SPOTLIGHT



"Thank you for educating our team on programs and benefits Workforce Solutions Rural Capital Area offers. WorkinTexas.com is a powerful resource for both the employer and employee. Our company participated in a recent Hiring Red, White and You event—a valuable experience, with high quality candidates. We appreciate our relationship with Workforce Solutions."

**Michele Schoppe**  
KEI Medical Imaging Services

"We at Gattitown participated in the work program over the summer. It was a great experience not only for those involved but for our business as well and we look forward to participating in the program next year."

**Allen Drewe**  
Gattitown General Manager



"Workforce Solutions Rural Capital Area organized a very good job fair for us. We ended up with ten new candidates that applied at our stores; six for San Marcos, two for the New Braunfels location, and two for my location here in Kyle. This was a great job fair with a great turn out. We look forward to working with WSRCA again on our next job fair."

**Barry Fedler**  
Ross Dress For Less Store Manager



"We had a fantastic turnout at the job fair hosted by Workforce Solutions Rural Capital Area. We spoke to nearly twenty or so job fair participants who were looking for employment within our niche market. The highlight of the job fair from our standpoint was that we were allowed the opportunity to visit with our neighbors from the Gary Job Corps, enabling us to highlight those special skill-sets we look for within candidates seeking employment throughout our industry. Again, we want to thank WSRCA very much. We look forward to the next Rural Capital Area job fair."

**Susanne Garza-Ramirez**  
Senior Human Resources Specialist/Recruiter  
Berry Aviation, Inc.



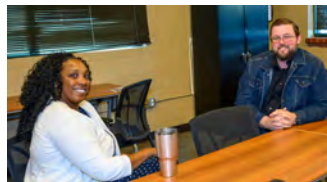
PHOTOS COURTESY OF: KEI MEDICAL, Gatti-Town, Ross Dress for Less, & Berry Aviation

# BUSINESS SERVICES

We understand that the success of our Rural Capital Area businesses is largely dependent on their ability to find qualified candidates to fill staffing needs. Yet, the task of finding and maintaining employees with the right skills, training and education can be daunting. That's where we come in.

At Workforce Solutions Rural Capital Area, we assist businesses at every stage of their workforce needs:

- On-Site Recruiting
- Interviewing and Hiring
- Job Fairs
- Internet-Based Job Postings
- Assistance with Customized Skills Training
- DOL Registered Apprenticeship
- Wage and Labor Market Information
- Employee Layoff Assistance



## 3,674

Employers Served

## 390

Customized Training  
Sessions for  
Employers

## 401

Customized Job  
Fairs Hosted for  
Employers



# JOB SEEKER SERVICES SPOTLIGHT

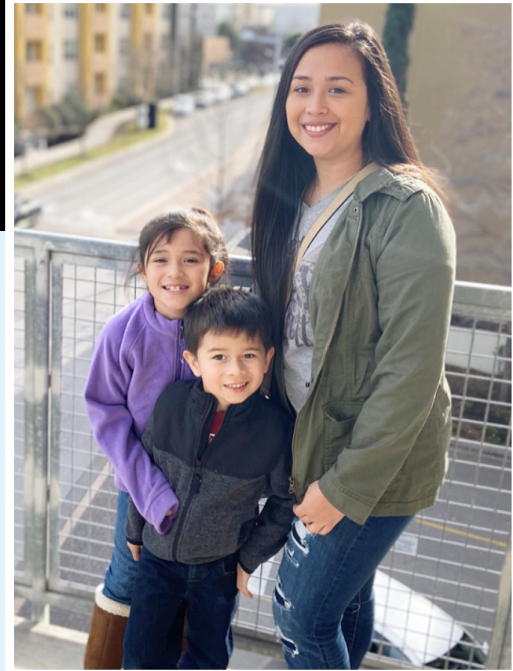
## Briana Mireles' Workforce Journey:

"After I began my training as a Licensed Vocational Nurse (LVN) at Temple College in Taylor, I visited the Workforce Solutions Rural Capital Area Career Center and spoke with Talent Development Specialist Patsy Shirocky, who then advised me of the assistance Workforce Solutions could provide me for my education.

This assistance through the WIOA program helped me and my family greatly. I completed the LVN program and was then selected for the Registered Nurse (RN) program—graduating from the RN program at Temple College with honors.

I am now employed as the Assistant Director of Nursing at SPJST Senior Living Communities in Taylor, Texas. I am so grateful for the help I received from the Workforce Solutions team, especially Patsy."

**Briana Mireles**  
Registered Nurse



## Devereaux Mathers' Workforce Journey:

"Workforce Solutions Rural Capital Area was there when I needed help, and they continue to be a resource. I went from living in a shelter as a single mother, to starting a new career, and now owning my own home.

When my family and I found ourselves living at a family crisis center, I started visiting the Workforce Solutions office to look for jobs in the resource room, because I didn't have access to a computer. That's when I met with the team there to explore what options were available for us.

The Workforce Solutions team went above and beyond for me. They guided me in my job search, the team helped me enroll my daughter in child care, and with their help, I was able to apply for benefits to support my family as I trained to become a dental assistant. They even helped me apply for assistance to buy a house. Now as a Dental Assistant, I'm exploring training paths to continue to advance my career.

If I had one thing to share with someone who may be struggling, it's that it's OK to ask for help, because there's people at Workforce Solutions Rural Capital Area who want to help."

**Devereaux Mathers**  
Dental Assistant







# JOB SEEKER SERVICES

When Rural Capital Area residents are searching for a job or seeking a career change, employment success can be the difference between making the right connections and going at it alone. At Workforce Solutions Rural Capital Area, we offer an array of services and programs that are designed to help job and career seekers at different stages of their search.

Preparing job seekers for successful employment is part of Workforce Solutions' mission of providing a well-trained workforce for Texas. We take pride in empowering job seekers to find and retain employment, and in supporting them as they successfully transition into the Rural Capital Area workforce.

## \$28,523,990

Invested in  
Rural Capital Area  
Workforce Funding



— In Texas —  
For Qualified Service  
Placements and  
Retention Beyond  
Basic Assistance

Employed/Enrolled Q2-Q4 Post Exit  
Among All 28 Workforce Development Boards



— In Texas —  
For Efficient  
Utilization of Funding  
in Support of WIOA  
Participants

Average Cost Per Dislocated Workers Served  
Among All 28 Workforce Development Boards

### 18,906

Job Seekers  
Served

### 13,792

Unemployment  
Insurance  
Claimants Served

### 781

TANF/Choices  
Customers  
Served

### 172

Ex-Offenders

### 330

Job Seekers  
Sponsored in  
Training

### 243

Dislocated  
Workers  
Served



# VETERANS SERVICES SPOTLIGHT



"As a job seeker, I would come to the Workforce Solutions Rural Capital Area Career Center every day to conduct my job search while on unemployment. I applied for a Talent Acquisition Specialist position with Allied Universal Security Services and was contacted by the company about the role. I received an initial phone screening from a regional recruiter in Dallas. I did well and was advanced to a phone interview with the company's Vice President for the Western Region. I also did well on that call and was asked if I could come in and take part in an in-person interview.

The interview was to include a panel of four people from the company and I needed to devise a 20-minute presentation on what my first 30 days as a recruiter would be like, as well as a 10-minute question and answer session. That's when I came back to the Workforce Solutions Rural Capital Area team, to seek help in getting this information organized.

I was able to meet with one of the Veterans Services representatives at the career center—I am a Navy Veteran—for tips, in addition to another team member. They helped me with my PowerPoint presentation, I took part in the group interview, and I was able to get the job. I was hired as a Talent Acquisition Specialist, and within nine months, I was promoted to a Regional Recruiter—my current role.

Now as an employer, I try to pay it forward and schedule some of my hiring events at the Workforce Solutions Rural Capital Area Career Centers, and share my story with those who were in the same situation I once found myself in—searching for employment.

I am always looking to hire veterans or those who are dedicated and looking for a career with a stable company with over 230,000 employees worldwide with a good track record for retaining top talent."

**Derrick Jackson**  
U.S. Navy Veteran  
Allied Universal Security Services Regional Recruiter





## VETERANS SERVICES



### Hiring Red, White & You! Statewide Veterans Hiring Fair 2019

**93**  
Employers

**250**  
Job Seekers

**163**  
Veterans

Attendees Served at Round Rock and San Marcos Events

Workforce Solutions Rural Capital Area hosted the seventh annual statewide Hiring Red, White and You! Hiring Fair (HRWY) on November 7, 2019, in both Williamson and Hays counties. In partnership with 27 fellow local workforce development boards, The Texas Workforce Commission, the Texas Veterans Commission, the Texas Medical Center, and Governor Greg Abbott, HRWY connected Texas veterans and their spouses with Texas employers that value the experience, discipline, and other exceptional qualities inherent in a military background.

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

**1,937**  
Veterans Served  
Throughout the  
Rural Capital  
Area

**435**  
Veterans of Operation  
Enduring Freedom  
(OEF) and Operation  
Iraqi Freedom (OIF)



# CHILD CARE SERVICES PROVIDER SPOTLIGHT

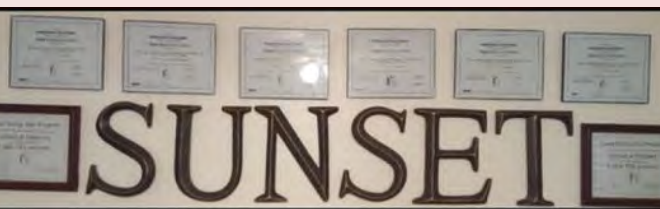
The Workforce Solutions Rural Capital Area Child Care Services team works with early childhood education providers throughout the nine-county region to take part in the Reaching for the Stars program in order to become Texas Rising Star Providers. In 2019, Bright Start Learning Center went through their initial assessment and came out as a Three-Star Provider.



**Bright Start Learning Center  
Three-Star Texas Rising  
Star Provider**

"We recently decided to start applying to Texas Rising Stars because we would like to instill the same core values of quality care at our child care center. We also admire the amount of parent involvement and caregiver interactions that TRS promotes. What being accredited by TRS means to us is that we get to have our additional training, self-improvement, and care with our parents and children. We plan to use our new rates at Bright Start to make improvements to our child care center to self-improve our care, day-to-day. We also plan on using the additional training for our teachers to ensure maximum knowledge to put towards our children. We thank you so much for working with us on accrediting our facility and we are so excited to work with you all."

**Brier Mead**  
Bright Start Learning Center Director



**Sunset Afterschool Program  
Four-Star Texas Rising  
Star Provider**



Marty Nelson and her staff at Sunset Afterschool Program in San Marcos, host seven programs and began participating in Texas Rising Star in 2016.

"We are thrilled that we have the opportunity to let others know how valuable being a Texas Rising Star is to your organization and business. It is a WIN/WIN/WIN situation for all players: parents, children and caregivers/teachers. TRS validates all the hard work you put into your center. The staff are very proud of their achievement, especially this year when two of our schools were re-certified at a four-star level. Our next goal is to bring our remaining five schools up from three stars to four stars when they are re-certified. The support you receive from Reaching for the Stars and Texas Rising Star is very helpful, constructive and comprehensive. TRS mentors and assessors are here to help you succeed."

**Marty Nelson**  
Sunset Afterschool Program Director



[www.texasrisingstar.org](http://www.texasrisingstar.org)



# CHILD CARE SERVICES

The Child Care Services program provides financial aid to eligible families to support long-term self-sufficiency by enabling parents to work or attend school or job training programs. Additionally, through the investment into quality, through Texas' quality rating and improvement system known as the Texas Rising Star program, we are able to support school readiness for children by promoting professional development opportunities for our early care and education providers, advance the curriculum used in early care classrooms and support learning of positive social and emotional skills at an early age, which are predictors of long-term success.

Child Care Services Customers Served

Age Group	Total	Parents	Children
0-3	2,329	0	2,329
4-6	1,709	0	1,709
7-12	1,268	0	1,268
13-18	60	46	14
19-26	670	670	0
27-45	2,100	2,100	0
46-59	277	277	0
60-64	50	50	0
65-74	22	22	0
75-84	2	2	0
85 or over	0	0	0
Data Not Collectible*	0	0	0
<b>Total</b>	<b>8,487</b>	<b>3,167</b>	<b>5,320</b>

**5,139**

**Children  
Sponsored in  
Child Care**

**3,068**

**Child Care  
Parents Served**

**299**

**Child Care  
Providers  
Served**

**68**

**Texas Rising Star  
Providers  
Served**

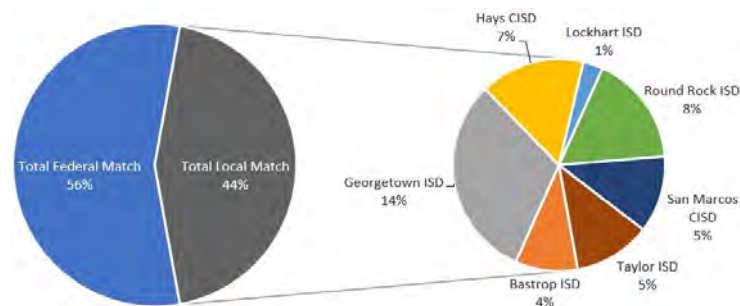
Household Income	Total	Parents	Children
Under \$5,000	716	280	436
\$5,001 to \$10,000	75	28	47
\$10,001 to \$25,000	1,372	502	870
\$25,001 to \$50,000	3,304	1,233	2,071
Over \$50,000	459	161	298
Data Not Collectible*	2,281	864	1,417
<b>Total</b>	<b>8,207</b>	<b>3,068</b>	<b>5,139</b>

Source: BakerRipley CY2019 Child Care Program Demographics;  
Data Timeframe January 1 – December 31, 2019

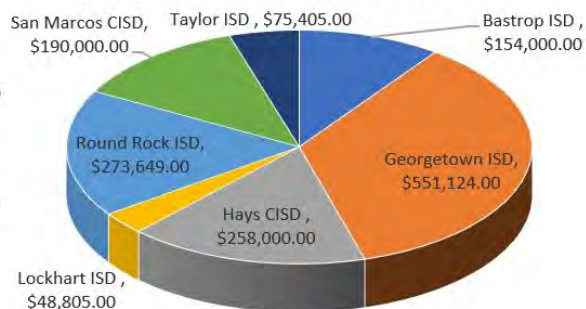
## Education Partners Meet the Local Match Requirement

Bastrop ISD, Georgetown ISD, Hays ISD, Lockhart ISD, Round Rock ISD, San Marcos CISD and Taylor ISD

Child Care Match 2019



Total Local Match Pledged: \$1,550,983



Source: Child Care Match 2019 Allocations Table, Board Office

# YOUTH CAREER EXPLORATION SPOTLIGHT

## Michelle Cooke's Workforce Journey:

Michelle was adopted out of foster care and was a recent high school graduate when she came to Workforce Solutions Rural Capital Area, because she was interested in pursuing dental assisting as a career.

Michelle enrolled in the Dental Assisting School of Kyle and successfully completed her training. The Workforce Innovation & Opportunity Act (WIOA) Youth Program assisted Michelle with the cost of her tuition and training materials. After completing her training, Michelle applied to the Texas State Board of Dental Examiners to become a Registered Dental Assistant (RDA).

Michelle, with assistance from the Workforce Solutions Rural Capital Area WIOA Youth Program Team, completed all the steps necessary for her application, and became licensed as a Registered Dental Assistant by the Texas State Board of Dental Examiners as of April 2019.

Since obtaining her license, Michelle has secured a role with an oral surgeon who travels throughout the Interstate 35 corridor performing oral surgery at various dentist locations. Her goal is to become self-sufficient, so that she can find a place of her own and support herself.



"Workforce Solutions Rural Capital Area has great opportunities. They've been a stepping stone in my success. I am very grateful for everything they did to help me get to where I want to be."

**Michelle Cooke**  
Registered Dental Assistant



PHOTO COURTESY OF: Alligator Dental

"At Alligator Dental, we love that we can help out our community by taking part in the amazing Youth Career Explorations Internship Program with Workforce Solutions Rural Capital Area.

We've been able to train dental assistants and offer them jobs when we have openings, or prepare them for other opportunities in the dental field to utilize their skills.

So far, we have been able to hire two out of six members within the first six months of being with the program."

**Valerie Burns**  
Alligator Dental Office Manager





# YOUTH CAREER EXPLORATION

Workforce Solutions Rural Capital Area works in partnership with Independent School Districts, Chambers of Commerce, Economic Development Corporations, and Community Colleges to host career events for youth throughout the nine-county Rural Capital Area. The funds assist community partners in the planning and delivery of the events.

**189**

Youth Customers  
Served

**51**

Youth Career &  
Community Hiring  
Events

**6,050**

Students  
Participating in  
Career Fair  
Events

**250**

Businesses,  
Employers &  
Exhibitors  
Participating  
in Events



Through the Jobs Y'all career exploration campaign, we are able to raise awareness about the opportunities and benefits of Texas industries, to inspire and attract young Texans to explore careers, and understand the education and training needed to best position themselves for where the jobs will be when they enter the workforce.



[www.jobsyall.com](http://www.jobsyall.com)



# SUMMER EARN & LEARN SPOTLIGHT



**"The Summer Earn and Learn Program was a huge benefit for us. We were able to meet Candie and get to know her. She fit in with our girls and was a welcome sight each day. Candie has a great personality and is eager to work and learn. We would not have gotten to know Candie if it hadn't been for the program.**

**The 20 hours a week she worked enabled us to get a clear picture of her work ethic before we offered her a job. Candie continues to be a part of our staff while finishing her senior year of high school.**

**We look forward to having her full time in the summer and will see what the Fall brings for her."**

**Elaine McDaniel**

**Alphabet Alley Learning Center Assistant Director**

**Montserrat Muro said she enrolled in the Summer Earn & Learn program because she has a goal of one day becoming a professional artist, and wanted to work with an employer to start gaining professional experience.**

**"I love to draw and I want to be an artist featured on YouTube and Instagram in the future," Montserrat shared.**

**Montserrat worked at a CVS Store for four weeks during the summer program, and her employer shared that she was an excellent addition to their team.**

**Her mother, Elva Rios, said the program helped Montserrat move closer to her goals.**

**"She learned a lot in the program and had a very positive work experience, which is great for her. When she is ready to begin working full-time, Montse will now have the professional skills and experience to communicate with people, and build a career she can be proud of," said Rios.**



**Montserrat Muro & Her Mother, Elva Rios  
Workforce Solutions Rural Capital Area  
Summer Earn & Learn Participant**





# SUMMER EARN & LEARN

Summer Earn & Learn (SEAL) is a statewide initiative to offer students with disabilities, aged 14-22, work readiness training and paid work experience.

**185**  
Summer  
Registered  
Participants

**66**  
Employers  
Participated

**4.77**  
Average  
Number of  
Weeks

**152**  
Participants  
Placed at  
Worksites

**71.84**  
Average  
Number of  
Total Hours

Throughout the SEAL program, students received work readiness training and connected with local employers where they had the opportunity to do hands-on work for five weeks or more.

The students learned about the employer's industry and developed skills and work experience that will prepare them for successful transitions to post-secondary education and employment. Upon completion of the program, some students were presented with the opportunity to become employed full time.

The SEAL program is a partnership between the Texas Workforce Commission, Texas Workforce Solutions and Texas Workforce Solutions-Vocational Rehabilitation Services.

**98**  
Youths that  
Worked at Least  
5 Weeks

**\$92,824**  
Total Wages

**7**  
Participants  
Hired as Permanent  
Employees



# SUMMER TEACHER EXTERNSHIP SPOTLIGHT

**"This externship at The Contemporary Austin - Laguna Gloria, was an amazing tool to use to guide my instruction in my classroom. The experience surpassed the goals I had set. I learned more than I thought I would. I planned to shared the information I learned with my students, but wasn't sure how much would be useable. But it was all amazing. My students are going to benefit immeasurably from this experience.**

**I think my experience was perfect because the place where I externed was perfect to fulfill my goals and needs."**

**Kelli Tilton**  
**Round Rock High School Art Teacher**



PHOTO COURTESY OF: The Contemporary Austin - Laguna Gloria



**Chisholm Trail**  
FINANCIAL GROUP

**"I had a great experience in the externship I had with Chisholm Trail Financial Group. I learned a lot about finance and different types of investments. I can definitely take those to my classroom and implement some in my lessons.**

**I would love to do the externship again to learn something else useful for my class in the future. The most positive part of the experience is to connect the classroom teaching to real life examples. I got to see how math is being used in the finance world and then bring more meaning out of it to my students.**

**Thanks to everyone who helped to make this program happen. I am so lucky to be a part of it."**

**Alice Yang Williams**  
**Ridgeview Middle School Math Teacher**



PHOTO COURTESY OF: Chisholm Trail Financial Group





# SUMMER TEACHER EXTERNSHIP

Workforce Solutions Rural Capital Area is proud to help offer unique professional learning opportunities for educators, in collaboration with workforce partners in business and industry, to enrich the classroom to career connections made for students.

Educators spend time with employers in various industries, to learn through direct experiences about how classroom content and learning strategies are applied in the workplace, to bring relevance to student learning. The teachers gain insights into both the technical and essential skills required in the workplace and integrate these insights into their teaching plans and classroom management to better prepare students for future careers.

**153**  
Employers  
Participated

**207**  
Teachers  
Successfully  
Completed the  
Program

**31,050**  
Number of  
Students Impacted  
in 2019

**99.52%**  
Teacher  
Completion  
Rate

**50+**  
Academic  
Subject Areas

**75,000**  
Number of  
Students Impacted  
Over Last 4 Years  
of Program

In 2019 we collaborated with seven Independent School Districts (ISD) and seven Chambers of Commerce to create externship experiences for teachers to shadow area businesses:

- Dripping Springs ISD/Dripping Springs Chamber of Commerce
- Georgetown ISD/Georgetown Chamber of Commerce
- Hays Consolidated ISD/ Kyle Chamber of Commerce
- Hutto ISD/Hutto Chamber of Commerce
- Leander ISD/Leander Chamber of Commerce
- Round Rock ISD/Round Rock Chamber
- San Marcos Consolidated ISD/San Marcos Area Chamber of Commerce





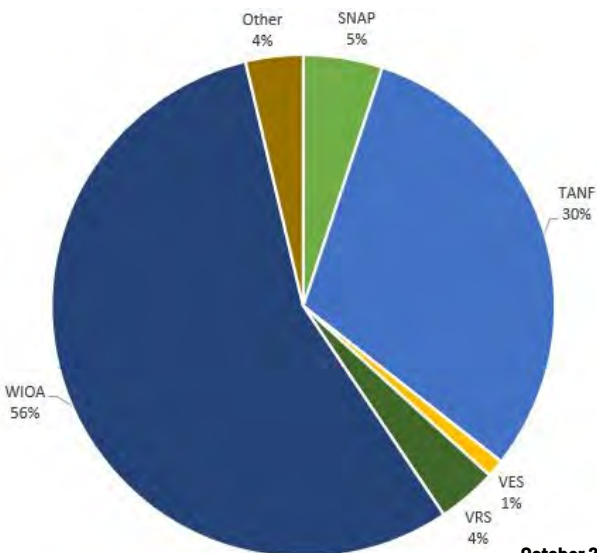
# FINANCIAL DATA

## Workforce Solutions Rural Capital Area Expenditures:

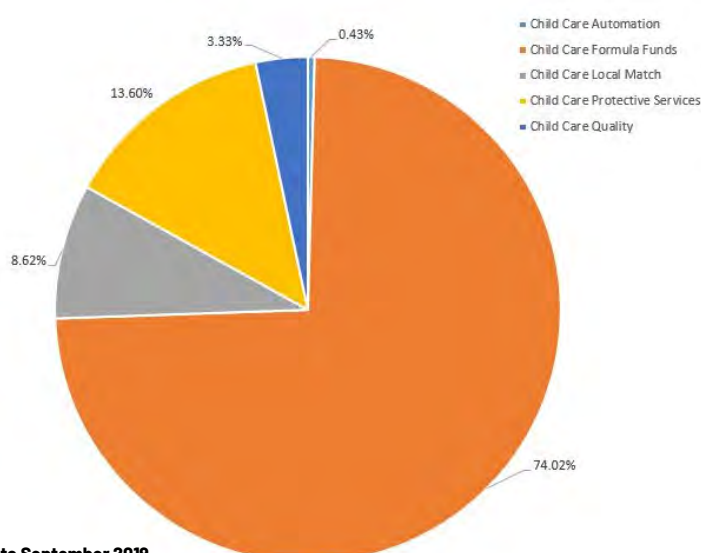
<b>Child Care Services (CCS)</b> .....	<b>\$21,557,168</b>
<b>Other</b> .....	<b>\$257,067</b>
<b>Supplemental Nutrition Assistance Program (SNAP)</b> .....	<b>\$354,759</b>
<b>Temporary Assistance for Needy Families (TANF)</b> .....	<b>\$2,126,201</b>
<b>Veterans Services (VES)</b> .....	<b>\$79,573*</b>
<b>Vocational Rehabilitation Services (VRS)</b> .....	<b>\$266,473*</b>
<b>Workforce Innovation and Opportunity Act (WIOA)</b> .....	<b>\$3,882,749</b>
<b>Grand Total</b> .....	<b>\$28,523,990</b>

\*Total Investment by Community Partners is Not Reflected

**Workforce Services Program Expenditures**



**Child Care Services Program Expenditures**



October 2018 to September 2019



# INNOVATION SPOTLIGHT

## Workforce Solutions Rural Capital Area Skill-Based Career Progression Lattices: Navigating Your Way to Success

Workforce Solutions Rural Capital Area is committed to empowering employers and job seekers by identifying best practices in workforce development and delivering programs and tools to leverage the existing knowledge and skills of workforce customers to set them on a pathway to career success.

The Skill-Based Career Progression Lattices available on [www.workforcesolutionsrca.com](http://www.workforcesolutionsrca.com), are designed to address this objective by visibly highlighting the dynamics of strategic career mobility and the importance of a skilled workforce.

The lattices flow from an anchor or entry-level occupation and encompass all 39 of the approved Target Occupations identified as most in demand in the region, that also pay a self-sufficient wage of at least \$18.00 per hour. The upward movement on a lattice is a function of a worker's employment experience, plus any additional skills they can acquire through either formal or informal means.

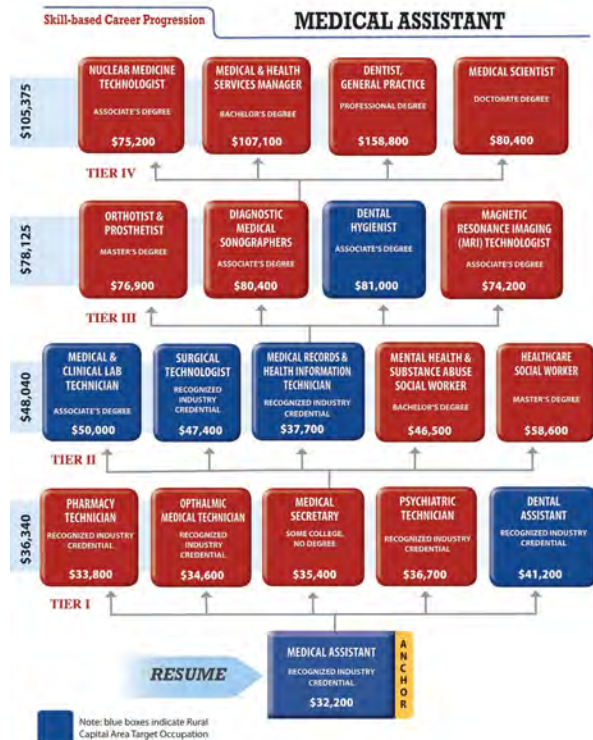
While there is no such thing as a skill that has no value, some skills have much higher remunerative value than others. More importantly, many of them are just as easily acquired in an affordable central Texas community college or technical college training program, as at a four-year university.

Navigating your way to career success requires a roadmap and guidance that starts with a career objective or earnings goal, and offers a strategy for where time, effort and financial resources are to be invested to achieve those higher professional aspirations. Useful labor market information, including a career progression lattice, and good career decision-making, can make the journey easier.

Regional economic health rises as workers increase their skill portfolios, and earnings capacity. Career progression lattices reinforce upward mobility possibility and jump start that journey to higher skill, higher wage jobs.

The need to increase earnings is a major driver for most career changers, especially in the face of changes in family composition. Individuals with families working in entry-level jobs are most in need of embarking on a career progression that will allow them to support their family situation. A career progression lattice can help an individual highlight education and skill gaps and provides a concrete vision around which to discuss how to address these gaps and move forward in one's career.

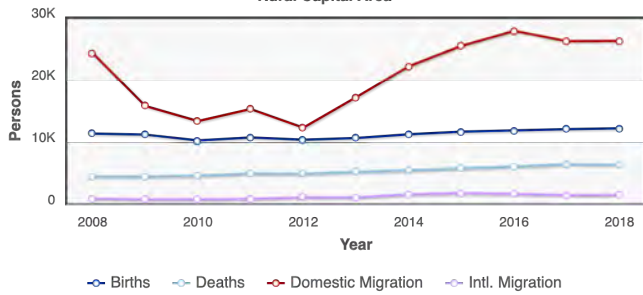
Simply put, a career lattice lets you see where you are now, what opportunities lay before you, and what it takes to get there.



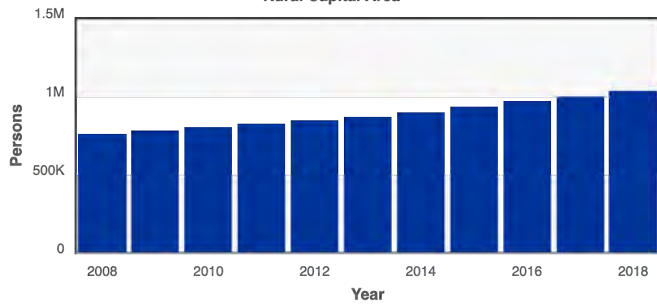


# ECONOMIC OVERVIEW

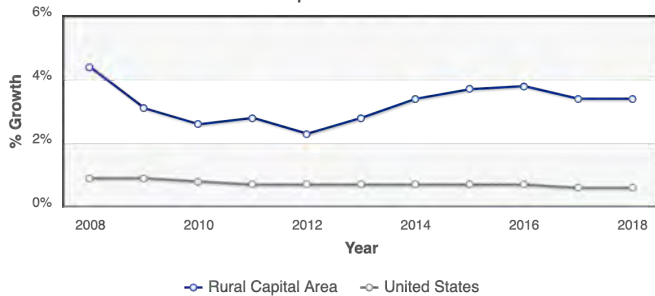
**Population Change Components, 2008-2018**  
Rural Capital Area



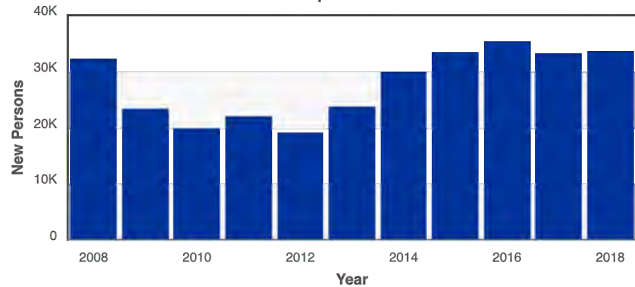
**Population, 2008-2018**  
Rural Capital Area



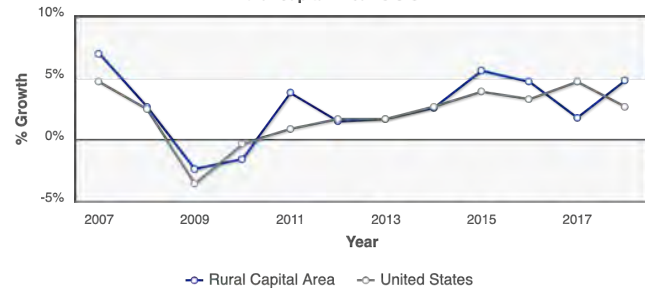
**Population Growth, 2008-2018**  
Rural Capital Area vs. U.S.



**New Persons Per Year, 2008-2018**  
Rural Capital Area



**Median Household Income Growth, 2007-2018**  
Rural Capital Area vs. U.S.



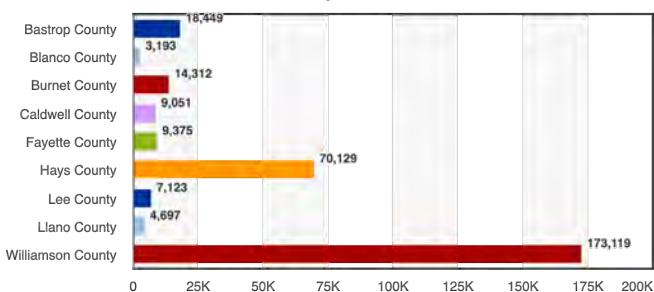
**Median Household Income, 2007-2018**  
Rural Capital Area vs. U.S.



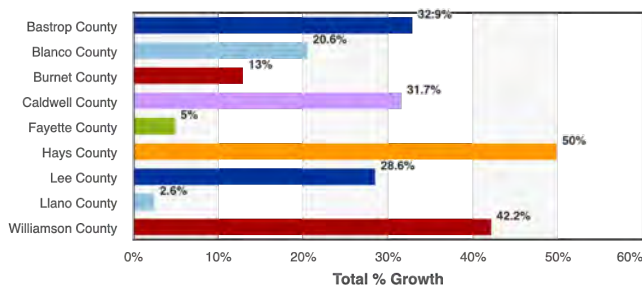


# ECONOMIC OVERVIEW

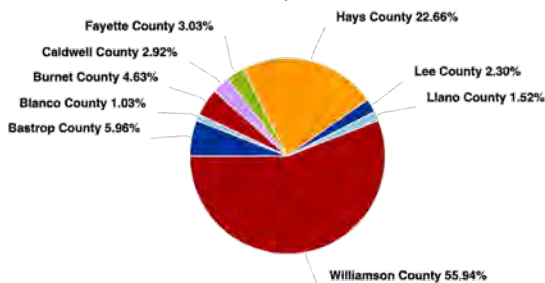
Employment by County, 2018 Employment  
Rural Capital Area



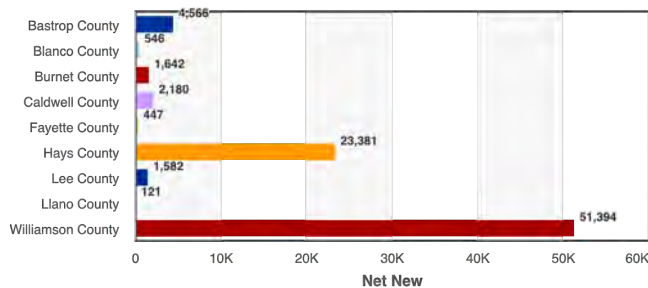
Employment by County, Total % Growth, 2008-2018 Employment  
Rural Capital Area



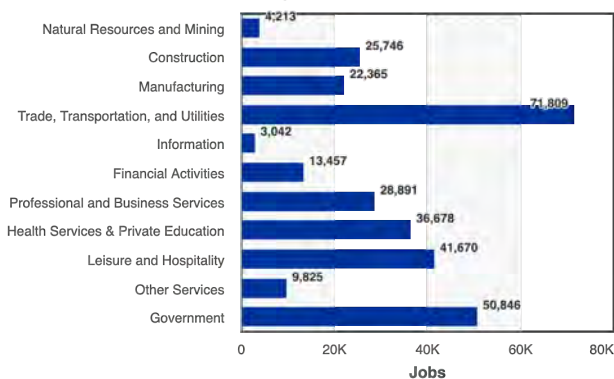
Employment by County, 2018 Employment  
Rural Capital Area



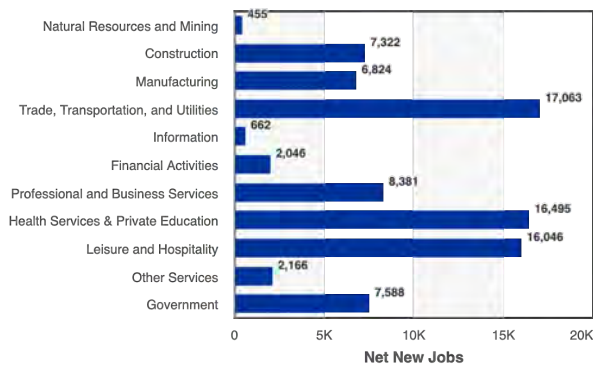
Employment by County, Net New 2008-2018 Employment  
Rural Capital Area



Employment by Industry, 2018  
Rural Capital Area



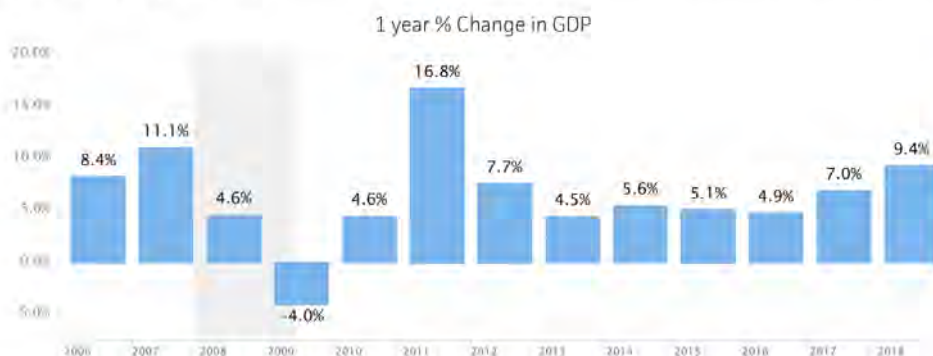
New Jobs, 2008-2018  
Rural Capital Area





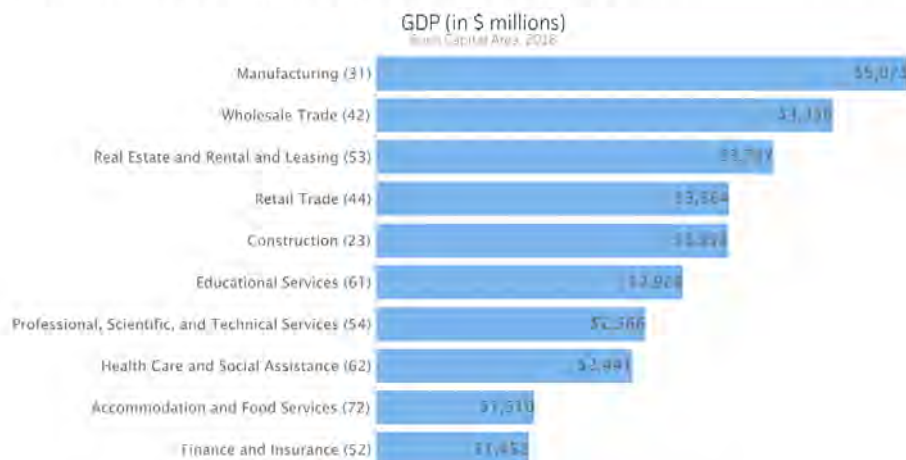
# ECONOMIC OVERVIEW

Gross Domestic Product (GDP) is the total value of goods and services produced by a region. In 2018, nominal GDP in the Rural Capital Area expanded 9.4%. This follows growth of 7.0% in 2017. As of 2018, total GDP in the Rural Capital Area was \$38,043,980,000.



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2018.

Of the sectors in the Rural Capital Area, Manufacturing contributed the largest portion of GDP in 2018, \$5,073,303,000. The next-largest contributions came from Wholesale Trade (\$4,355,827,000); Real Estate and Rental and Leasing (\$3,786,789,000); and Retail Trade (\$3,363,600,000).



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2018.



# EVENT SPOTLIGHT

## Workforce Solutions Rural Capital Area Team Joins with Community Partners, for Grand Opening of New Workforce Solutions of Caldwell County Career Center





## Workforce Solutions Rural Capital Area Team Joins with Community Partners, for Workforce Forums Held in Each of the 9 Counties within the Rural Capital Area





**Workforce Solutions Rural Capital Area Team Joins with Community Partners, to Connect Students with Employers at Bastrop Youth Career Day**





## Workforce Solutions Rural Capital Area and Marble Falls, Burnet, and Llano Economic Development Corporations, Partner to Target High Demand Job Training with \$52,500 Grant





**Workforce Solutions Rural Capital Area Team Welcomes Attendees of Texas Business Conference at Horseshoe Bay**



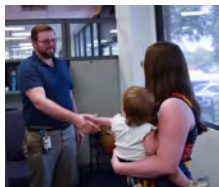


## Workforce Solutions Rural Capital Area Team Welcomes U.S. Rep. Roger Williams, 25th District of Texas, to Workforce Solutions of Williamson County





**Workforce Solutions Rural Capital Area Team Welcomes State Rep. Erin Zwiener, Texas House District 45, to Workforce Solutions of Hays County**





## Workforce Solutions Rural Capital Area Child Care Services Team Hosts Early Childhood Development Directors and Teachers Conference

# Planting the Seeds of Change

BUILDING RESILIENT CHILDREN AND SCHOOLS

Presented by

WORKFORCE SOLUTIONS  
RURAL CAPITAL AREA

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### 2019 Directors' and Teachers' Conference

JUNE 28-29, 2019 • WINGATE BY WYNDHAM CONFERENCE CENTER  
1209 N IH 35, Round Rock, TX 78664





## Workforce Solutions Rural Capital Area Team Joins with Austin Community College Continuing Education, to Host Ceremony for Women Inmates at Lockhart Correctional Facility, Graduating from a Certified Production Technician Training Cohort Funded by Workforce Solutions Rural Capital Area





## Workforce Solutions Rural Capital Area CEO Paul Fletcher, Delivers Keynote at San Marcos Area Chamber's State of Health & Workforce Luncheon





## Workforce Solutions Rural Capital Area Joins Bastrop Community Partners, to Welcome Attendees of Governor's Small Business Workshop





## Workforce Solutions Rural Capital Area Team Joins with Community Partners, for Grand Re-Opening of Updated Workforce Solutions of Williamson County Co-Located Career Center, Featuring Texas Workforce Solutions-Vocational Rehabilitation Services Staff





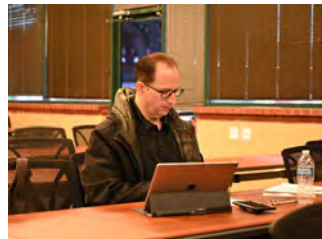
## Workforce Solutions Rural Capital Area Team Joins With Community Partners, to Recognize October as Manufacturing Month in the Rural Capital Area, and Host Manufacturing Day Youth Exploration Events with Local Employers



**MFG  
DAY**  
October 4, 2019



## Workforce Solutions Rural Capital Area Team Joins with Partners at Texas Workforce Solutions-Vocational Rehabilitation Services, to Host Series of National Disability Employment Awareness Month Employer Seminars Throughout November





## Workforce Solutions Rural Capital Area CEO Paul Fletcher, Serves as Keynote at Community Advancement Network's Central Texas Regional Summit: Expanding Workforce Opportunities



## Workforce Solutions Rural Capital Area Team Joins with Community Partners in Burnet and Round Rock, to Recognize National Apprenticeship Week in the Rural Capital Area, and Celebrate Employers Creating Workforce Pipelines Through Apprenticeships





## Workforce Solutions Rural Capital Area Team Joins With Texas State University and Community Partners, to Host Women's Entrepreneurship Boot Camp, to Help Make Entrepreneurship and Small Business More Accessible in the Rural Capital Area





## TEAM AWARDS & RECOGNITION



**Workforce Solutions of Williamson County was Recognized as the Outstanding Employment Service Office of the Year by the American Legion - Department of Texas**



**The Texas Veterans Commission recognized Workforce Solutions Rural Capital Area Talent Development Specialist, Rachel White, & Business Services Consultant, Jesus Guerra, for their dedication to empower veterans throughout Central Texas**



**Workforce Solutions Rural Capital Area Contractor, ResCare, was Recognized by the Texas Workforce Commission and the Texas Veterans Commission as a "We Hire Vets" Employer, for Maintaining a Workforce Comprised of more than 10% Military Veterans**





**Workforce Solutions Rural Capital Area was Recognized by the San Marcos Area Chamber of Commerce as their 2019 Education Partner of the Year**



**Workforce Solutions of Hays County was Recognized as a Runner Up by the Readers of the San Marcos Daily Record's Best of Hays County, for Outstanding Employment Services Agency**



**Workforce Solutions Rural Capital Area was Recognized by Austin Community College Continuing Education for its Partnership and Dedication to Creating Workforce Opportunities for the Women Inmates of the Lockhart Correctional Facility**





## EMPLOYER AWARD

### **Dell Technologies Recognized with the Employer Award of Excellence for the Workforce Solutions Rural Capital Area**

Dell Technologies was recognized with the Employer Award of Excellence for the Workforce Solutions Rural Capital Area at the Texas Workforce Commission's 23rd Annual Texas Workforce Conference held in Dallas. The award honors private sector employers that are actively involved with Texas Workforce Solutions and have made a positive impact on employers, workers and the community.

Dell Technologies has been a strong advocate for diversity and inclusion in the Rural Capital Area, posting thousands of positions on WorkInTexas.com, and innovating veterans transition programs. Dell is now trailblazing recruitment efforts by expanding its Autism Hiring Program to its Round Rock headquarters. The program offers specialized training and internships for adults with autism spectrum disorder (ASD), in partnership with The Arc of the Capital Area's Autism Assets @ Work initiative, and Neurodiversity in the Workplace, to prepare individuals on the autism spectrum for job placement in the information technology industry. Despite ASD candidates often having skills for success in the workforce, many remain unemployed.

Dell's commitment to recruiting under-tapped talent pools, bolsters opportunities for workers of all abilities, and inspires other employers to embrace neurodiversity as a competitive advantage.



# Workforce Solutions Rural Capital Area Board Staff



**Paul Fletcher**  
Chief Executive Officer



**Diane Tackett**  
Chief Operating Officer



**Jenna Akridge**  
Chief Contracts Officer



**Cara DiMattina-Ryan**  
Chief Strategy Officer



**Eugene Ratliff**  
Planning & Projects Specialist



**Janie Kohl**  
Chief Financial Officer



**Nellie Reyes**  
Contracts Specialist



**Angie Stout**  
Accountant



**Eric Stanfield**  
Chief Information Officer



**Carla Gonzales**  
Accounting Specialist



**Michael Sartain**  
System Administrator



**Gina Hyde**  
Executive Office Manager



**Brian Hernandez**  
Communications Director

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# Workforce Center & Child Care Services Leadership Team



**Mike Crane**  
Project Director



**Sandy Anderson**  
Director of  
Child Care Services



**Sean Jevning**  
Texas Veterans  
Commission  
Central Texas District  
Supervisor Veterans  
Employment Services



**Bill Turner**  
Deputy Project Director



**Julie Rivera**  
Operations Manager for  
Child Care Services



**Carl Braun**  
Business Servies Manager



**Robert Alexander**  
Texas Workforce  
Solutions-Vocational  
Rehabilitation Services  
Manager



**Casey Wade**  
Texas Veterans  
Leadership Program  
Veterans Resource  
Coordinator



## Workforce Solutions Rural Capital Area Career Centers:

**Workforce Solutions of Bastrop County**  
53 Loop 150 West  
Bastrop, TX 78602  
(512) 303-3916

**Workforce Solutions of Caldwell County**  
1711 South Colorado Street  
Unit G  
Lockhart, TX 78644  
(512) 398-3491

**Workforce Solutions of Lee County**  
234 West Austin Street  
Giddings, TX 78942  
(979) 542-1740

**Workforce Solutions of Blanco County**  
206 South Highway 281  
Johnson City, TX 78636  
(830) 868-0208

**Workforce Solutions of Fayette County**  
811 East Travis  
LaGrange, TX 78945  
(979) 968-8553

**Workforce Solutions of Llano County**  
100 Legend Hills Boulevard  
Llano, TX 78643  
(325) 248-0275

**Workforce Solutions of Burnet County**  
1001 West Buchanan Drive  
Suite 1  
Burnet, TX 78611  
(512) 756-6769

**Workforce Solutions of Hays County**  
4794 Transportation Way  
Building 5, Suite 500  
San Marcos, 78666  
(512) 392-1291

**Workforce Solutions of Williamson County**  
575 Round Rock West Drive  
Building H, Suite 240  
Round Rock, TX 78681  
(512) 244-2207

**Board Office**  
701 East Whitestone Boulevard  
Suite 200  
Cedar Park, TX 78613  
(512) 244-7966

**Child Care Services  
Administration Office**  
1101 Arrow Point Drive  
Suite 401  
Cedar Park, TX 78613  
(512) 260-1937

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Relay TX: 711 or 1-800-735-2988 (voice) or 1-800-735-2989 (TDD)