

Solutions

Summer 2014

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Workforce Solutions
supports career expos
for students around the state

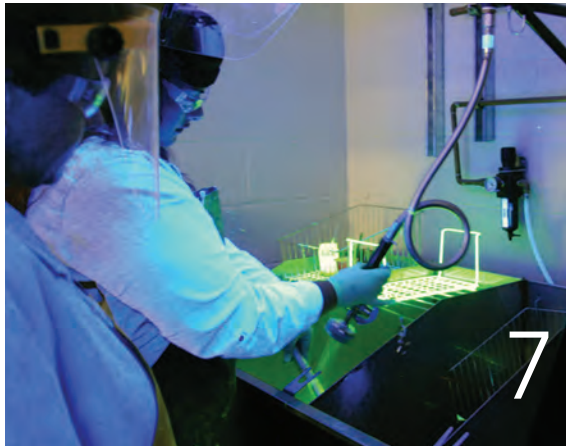


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Texas Workforce Commission

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On the Cover: Ryan Trauth, an airworthiness and certification engineer from L-3's Platform Integration Division talks to University High School Junior Yanelly Duarte and others about aircraft dynamics and vibration testing and demonstrates how L-3's engineers are able to measure it. Students at the 2014 YES! Expo were able to run a test themselves on a portable model test system. Photo courtesy of the Workforce Solutions for the Heart of Texas

Drought reminds us of the need to plan ahead

By Ronny Congleton



Texas remains the best place in the world to live. We have the hardest workers, friendliest people, most colorful characters, finest musicians, tastiest barbeque and best high school football anywhere (still some work to do on the college and pro side of things). What's more, we have the strongest economy in the nation. Simply continuing the long-term trend, we created more jobs in the last year than any other state. At 5.1 percent and falling, our unemployment rate is heading in the right direction, and we are seeing strong growth across the spectrum of industry sectors. We have every right to be proud of our accomplishments and optimistic about the future.

This is not to say that we do not face challenges. Drought has reminded us of the need to plan ahead and invest in water infrastructure. Those of us in the city may be inconvenienced, having to pay more and water less, but the effects on farmers, ranchers and agricultural workers have been far more devastating.

We still owe our veterans an unpaid debt. The current scandal at the U.S. Department of Veterans Affairs illustrates that it is far easier to give lip service to veterans than to truly assist them. In contrast, the Texas Workforce Commission continues to step up with tax credits, hiring preferences, College Credit for Heroes, the Texas Veterans Leadership Program, training and support, but more must be done by all of us.

Despite our low unemployment rate, some of our fellow citizens are enduring the pain and misery of long-term unemployment. For most of us, the

Great Recession is a bad memory. For those who have never made it back on their feet again, it is a daily nightmare, only made worse by the expiration of extended benefits.

We have a great need for training or retraining our workforce. While I do not believe the rhetoric that employers cannot find skilled workers in the state of Texas, I do recognize that we have paid too little attention to skills training in the past. Regardless of what certificate or degree a worker may have, employers will always be ultimately responsible for training their own workers, but we can assist and insist that our training dollars are spent on skills actually in demand.

And perhaps our greatest challenge of all is the education of our children. For far too long, our schools used a cookie-cutter approach to teaching our kids. In spite of all evidence to the contrary, the assumption underlying most curricula seemed to be that every student would go to college. Almost nothing was done for kids who would not.

So yes, Texas does indeed face challenges, but we have never been a people to shy away from a difficult task. We are progressing. The Texas Legislature came together almost unanimously to pass House Bill 5, and in so doing laid the groundwork not

only for public school accountability, but also for ensuring that every student has a career pathway, whether through attending one of our fine state universities or colleges, or learning a skill or trade. For those out of school and in the workforce, we continue to invest in skills development, adult education, and worker training. Long-term unemployment is a tough nut to crack, but TWC and our workforce boards are working on new approaches to reemployment to supplement the standard services always available at every Workforce Solutions office.

Veterans remain one of our top priorities, and we continue to both strengthen existing programs and create new ones to make sure we are about more than empty promises.

I wish I could say the Texas Workforce Commission had tackled the drought as well, but that is out of our bailiwick and above our pay grade. A prayer for rain is probably in order. But you don't just pray for rain, you build infrastructure to harvest it when it comes. The analogy fits the workforce as well. Just as the water rises and falls, so does the economy. Let's keep our lakes full, our dams in good order, and our workforce well-trained and ready for the flood of jobs I am confident we will soon see. ■

A handwritten signature in black ink that reads "Ronny Congleton". The signature is fluid and cursive, written in a professional style.

Ronny Congleton | Commissioner Representing Labor

South Plains College Surgical Technology Instructor Paul Landsman and Kristie Cole, part-time instructor, perform a mock surgery demonstration for area high schoolers during the South Plains Career Expo. Photo courtesy of Workforce Solutions of the South Plains



Workforce Solutions supports career expos for students around the state

By Debbie Pitts

Between academic demands, after-school activities, video games and social media exchanges, there is immense competition for the attention of today's youth.

Somewhere in the midst of these competing interests, Texas students must find time to contemplate their career options and prepare for the next phase of their lives. Several workforce system partners have taken the lead to assist middle and high school students by coordinating career expo events that offer them the opportunity to learn about employment options in their own backyards and to gain understanding of what it means to be career ready.

"I applaud the efforts of our workforce partners throughout the state to expose students to the multitude of high-demand careers available in Texas," said Texas Workforce Commission (TWC) Chairman Andres Alcantar. "Preparing students for a successful career after they complete high



school is vital to the future of our students, employers, and communities.”

More than 2,100 Central Texas high school juniors and seniors from 33 high schools explored career options at this year’s YES! Expo in Waco. YES! stands for Youth Employment Solutions and this is the seventh year that Workforce Solutions for the Heart of Texas has coordinated this event with local partners to teach students about employment opportunities, provide hands-on interactive exploration of careers, and to present information about dual credit and college options.

Abbott High School junior Brandon Urbanovsky not only attended the event, he was a YES! Expo student ambassador. He believes that students who attend these events can learn a lot about careers and college choices to which they might not otherwise be exposed.

“I learned that some career fields are becoming very technologically advanced, which is causing a big upswing in those careers,” Urbanovsky said.

“The importance of the YES! Expo is to help educate high school students regarding career and college options,” said Anthony Billings, executive director of Workforce Solutions for the Heart of Texas. “We want high school students to be better equipped to make good career choices that lead to employment, and

we want to expose them to the education that is needed for those careers.

At the same time, local

employers are able to connect with our future workforce. We want to help our employers meet their future workforce needs.”

These career expos are not job fairs, but rather career exploration events designed to get students engaged with employers so that they can determine what careers they want to pursue and how they can prepare for that employment path. The Texas Workforce Commission provides valuable labor market information at the events that helps students and parents evaluate the various career options available in each region. Many of the events also allow students to access on TWC tools like Texas Reality Check, which shows the potential wages for specific occupations and how that income will relate to estimated living expenses.

“More than anything, we want to let kids know that there are more options than college or fast food jobs,” said Laurie Glameyer, human resources director for Ellwood Texas Forge Navasota, who took part in the 2014 HYPE (Helping Youth Prepare for Employment) Career Expo in Bryan. “When they hit their high school years, students should begin to determine what they want to do and learn about welding or other trades so that they can find out that there are other high-paying jobs out there that don’t require a college degree.”

The 2014 HYPE Career Expo was attended by more than 600 students from 11 high schools in the Brazos Valley area.

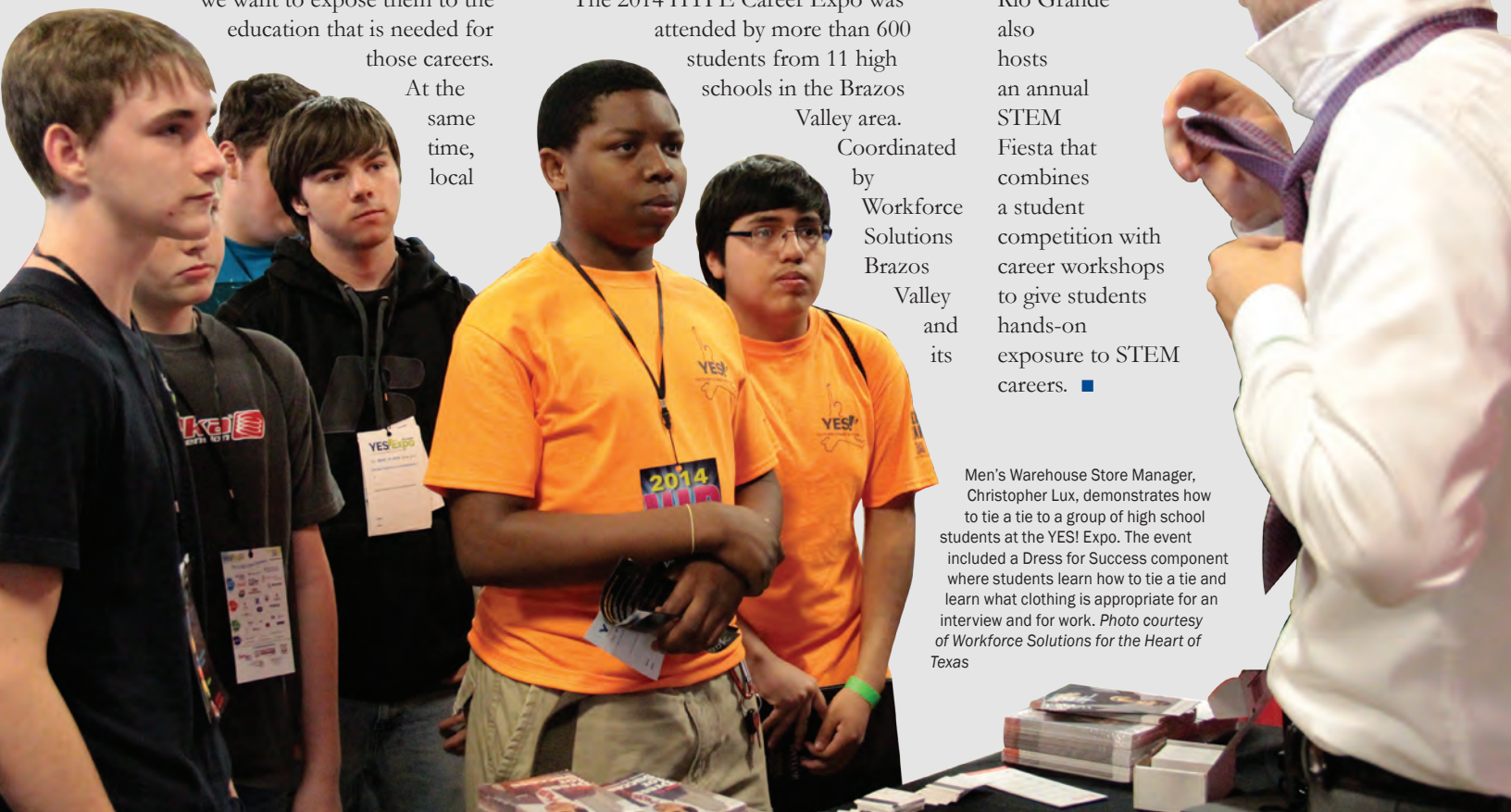
Coordinated by Workforce Solutions Brazos Valley and its

partners, the expo featured sessions on “How to Be Successful at Work” and “Job Searching is a JOB!” More than 50 employers participated.

In an effort to encourage students to stay and work in their hometown community, Workforce Solutions Permian Basin, in partnership with a local school district, put together its Career Exploration Fair for high school students, which provided an opportunity for employers, career professionals and educators to create job awareness and direction on how to develop the appropriate skill sets for employment goals. The event is one way that Permian Basin provides information about targeted occupations and projected growth in certain fields to help direct students into the new career path endorsements offered by House Bill 5.

Other career fairs organized by local workforce development boards include: Workforce Solutions Concho Valley’s Concho Valley Youth Fair 2014, Workforce Solutions of West Central Texas’ Career Pathways Initiative career day events and Workforce Solutions South Plains’ South Plains Career Expo. Workforce Solutions Upper Rio Grande also hosts an annual STEM Fiesta that combines a student competition with career workshops to give students hands-on exposure to STEM careers. ■

Men’s Warehouse Store Manager, Christopher Lux, demonstrates how to tie a tie to a group of high school students at the YES! Expo. The event included a Dress for Success component where students learn how to tie a tie and learn what clothing is appropriate for an interview and for work. Photo courtesy of Workforce Solutions for the Heart of Texas



Tarrant County helps long-term unemployed find strengths, employment

By Macy D. Hurwitz

Workforce Solutions for Tarrant County (Tarrant County) has several innovative programs for job seekers with barriers to employment. So when Tarrant County staffers saw how hard it was for job seekers who had been unemployed for more than 26 weeks, they thought some of the same tactics that had proven successful for other job seekers facing multiple barriers to finding employment might work for the long-term unemployed.

“There are some specific barriers to employment that we’ve seen come up in these populations,” said Debby Kratky, director of capacity building and training for Tarrant County. “It starts with understanding your own strengths and being able to articulate those strengths to an employer.”

Kratky said many customers facing long-

term employment are more than 45 years of age, and while they often have many skills, sometimes they need to be updated or expressed differently on a résumé or in an interview.

Bruce Falcon has more than 20 years of experience in pharmaceutical project management. He relocated to Fort Worth from Minnesota in early 2011 with a pharmaceutical employer, but when it was acquired by another company, he found himself looking for another job.

“My management level presents a challenge in trying to cross into another industry,” said Falcon. “While I have the project management skill set, knowing the product and industry presents challenges.”

When the Texas Workforce Commission communicated with the 28 local workforce development boards and asked which boards would be interested in the National

Emergency Grant (NEG grant), Kratky said Tarrant County saw it as an opportunity to expand their Next Step program—which helps job seekers with multiple barriers to employment—to the long-term unemployed. The grant covers customer outreach, case management, in-depth assessment that includes a strengths finder, accelerated Learning Literacy Remediation, credentialed training and customized job development and placement, and ongoing individual assistance after placement.

Tarrant County is helping these job seekers complete a strengths assessment and putting them through a boot camp—10 highly structured days offering tips on résumé building, targeted job searches and more. Boot camp participants receive individualized counseling after completing the activities.

Tarrant County has been quite successful with this model. Richard Baston attended the NEG Boot Camp in April. Initially, he was interested in obtaining training in the engineering and oil and gas industries while working part-time at a temporary assignment. His career counselor provided him with several job leads that matched his WorkInTexas.com application, most of which were in the oil and gas and engineering-related fields. Following the boot camp, Baston continued searching using the new techniques he learned and the results of his strengths finder report. He secured employment on May 14 with the Semeq Company as a field technician.

Tarrant County staffers continue to work on behalf of their clients to use the resources from the NEG grant to help others who have been unemployed for more than 26 weeks.

“If all goes as planned, the NEG funds will help me in acquiring a certification to accompany my Project Management Professional (PMP) certification,” Falcon said. “This will strengthen my marketability.” ■



Terri Smith of Workforce Solutions Tarrant County works with job seekers at a boot camp for individuals facing long-term unemployment. Photo courtesy of Workforce Solutions for Tarrant County



J.J. Johnston, director of administration at TPCO America Corp., talks about his company's partnership with Workforce Solutions of the Coastal Bend and Del Mar College during the Texas Workforce Commission Workforce Forum in April. Photo by Amy Kincheloe

By Amy Kincheloe

Efforts to lure a Chinese-owned seamless pipe manufacturer to the Coastal Bend area are paying off in the form of a \$1 billion investment in the region, as well as the promise of creating 600 to 800 jobs.

During the recent Texas Workforce Commission (TWC) Workforce Forum in April, representatives from TPCO America Corp. (TPCO), Workforce Solutions of the Coastal Bend (Coastal Bend) and Del Mar College (Del Mar) delighted in sharing the benefits of workforce, economic and community partnership in Coastal Bend area.

In 2007, TPCO, a subsidiary of Tianjin Pipe Group of China, sent out a nationwide request seeking cities interested in housing a 1.6-million-sq.-ft. steel pipe manufacturing facility in their area. The Corpus Christi Regional Economic Development Corp. (CCREDC) recognized the tremendous economic benefit a plant like that could provide the region, so it threw its hat in the ring. According to J. J. Johnston, then-executive vice president of the CCREDC, it met with Coastal Bend and Del Mar to find out about the area's labor force availabilities and what types of industry training

were available.

By January 2008, CCREDC started receiving visits from TPCO senior officials and hundreds of meetings soon followed. Coastal Bend and Del Mar became a part of the presentations as well.

"It has been very exciting to be involved in the community-wide effort to bring TPCO to our area," said Workforce Solutions of the Coastal Bend President/CEO Ken Treviño. "The Workforce Solutions offices can get marginalized in these instances, but we were very much a part of it on the front end. We were able to explain what we bring to the table, now, and in the future."

By August 2008, the town of Gregory, about 12 miles northeast of Corpus Christi, was selected as the site of the new facility that will manufacture seamless steel pipes crucial in oil exploration. This type of pipe helps avoid the potential for any defect in the corrosion resistance of the weld area — just in time and in the perfect place to benefit from the increased oil exploration and drilling in the Eagle Ford Shale play.

"Eagle Ford Shale wasn't even a pipe dream — no pun intended — when we started

trying to get TPCO to build here," said Johnston, now the director of administration at TPCO. "Eagle Ford Shale makes us a very important company to this region — buying pipe from us directly keeps business in Texas."

TPCO broke ground on the first phase of the project — an end-finishing lab and a non-destructive testing facility — in 2011. Claudia Jackson, executive director of strategic communications and government relations at Del Mar, said this was when weekly meetings started with TPCO and Coastal Bend about obtaining a Skills Development Fund grant to help provide training for new, existing and future employees.

By 2012, TPCO, Coastal Bend and Del Mar joined forces again to put on a job fair to take applications for machine and crane operators, engineers, lab technicians, quality assurance and information technology.

"I was personally at the event helping to take applications," Jackson said. "We were also there providing information to applicants on how to better their skill sets through various programs offered at Del Mar."

By November 2013, TPCO partnered with Del Mar to provide job training using a \$117,223 Skills Development Fund grant from TWC. The grant is being used to custom train 74 new workers in pipe manufacturing and will enable them to acquire the specific skills needed for plant operations. Upon completion of training, the workers will earn an average hourly wage of \$20.70.

"Of the first 10 employees TPCO hired, five are Del Mar grads that were all helped by the Skills grant," Jackson said.

"This grant helps us train our employees and helps our company become a better, stronger business," Johnston said. "I applaud the work of Workforce Solutions of the

Coastal Bend and Del Mar for training and recruiting our workforce because that's very important to our company."

Phase one, consisting of two buildings totaling 200,000 square feet, has now been fully operational since mid-June 2014 and TPCO currently has 26 employees. Johnston said phase two, consisting of a 100,000 square foot steel-making shop will begin later this year and expects to have 70 employees by the end of 2014.

By 2018, Johnston expects the plant to have 600 to 800 employees.

"They are still recruiting," Treviño said. "All screening and interviews have been done at our workforce offices. All of their employees have come through WorkInTexas.com and all future hires will too. And they're not just recruiting from the Coastal Bend area, but from all over the state."

Johnston also noted that with the continued employment growth, they will apply for another Skills grant for the second phase of development.

"This has been a phenomenal partnership with the Coastal Bend and Del Mar," Johnston raved. "We're just getting started!"

TWC Commissioner Representing Employers Hope Andrade, who worked to bring TPCO to Texas when she was the Texas Secretary of State, echoed Johnston's sentiment.

"When I visited with TPCO leadership in Tianjin back in 2010, we delivered the message that the State of Texas was committed to being their long-term partner," Commissioner Andrade said. "Four years later, I am proud to see that this partnership is as strong as ever. I commend the community of Corpus Christi, Del Mar College, and Workforce Solutions of the Coastal Bend for their strong collaboration and commitment to supporting TPCO." ■



From left: Texas Workforce Commission Chairman Andres Alcantar, Educate Texas Executive Director John Fitzpatrick, Texas Higher Education Coordinating Board Commissioner Dr. Raymund Paredes, and Texas Education Agency Commissioner Michael Williams listen to Tod Bruning, Rackspace University manager of learning and development at Rackspace, discuss collaborative methods for preparing Texas students for high-demand careers. Photo by Macy D. Hurwitz

Employers, educators and agency heads collaborate on future of Texas workforce

By Macy D. Hurwitz

Collaborative methods for preparing Texas students for high-demand careers were the focus at six regional meetings throughout the state this spring and summer. Workforce professionals, employers, Texas Education Agency Commissioner Michael Williams, Texas Higher Education Coordinating Board Commissioner Dr. Raymund Paredes and Texas Workforce Commission Chairman Andres Alcantar gathered at Rackspace Headquarters in San Antonio on May 5 for one of the meetings to discuss regional economic priorities, employer workforce needs, and the implementation of House Bill 5 (HB5) and other legislation.

Passed by the 83rd Texas Legislature, HB5 made changes to graduation and testing requirements for Texas students and directed schools to help students identify a career endorsement upon entering ninth grade. The bill allows students to choose a graduation plan that prepares them for transition from high school to a community college, technical or vocational school, university or the world of work.

“To stay competitive in the global marketplace, we need to continue to work closely with businesses, school districts and higher education partners to strengthen

the education-to-workforce pipeline,” said Alcantar. “We want to ensure that implementation goes as smoothly as possible and that we use this opportunity to engage with all of the parties to learn about best practices from the programs our partners have already implemented.”

Business owners from several sectors, as well as higher education and public school system representatives, participated in a roundtable discussion hosted by the Greater San Antonio Chamber of Commerce with Chairman Alcantar, Commissioner Williams and Commissioner Paredes. The event placed employers and educators in the same room with state agency representatives to find ways to prepare students and employers in Texas for continued success. Agency representatives posed questions that would help determine the best ways to achieve this goal.

“What are the barriers in state law and state policy that prevent you from finding the employees you need or to give your students the education they need?” asked Williams.

John Dewey, economic development council manufacturing representative for the Greater San Antonio Chamber

of Commerce, said the challenges that manufacturers are facing in finding qualified workers are not unique to San Antonio. He said he thinks it is important to get the word out that manufacturing isn’t a “dirty” job anymore, and had high praise for San Antonio-area employers, education, economic development organizations and workforce development groups.

“I have never been in an organization or area that has the level of cooperation that we have here,” said Dewey.

Representatives from all levels of education said they heard the concerns of employers and were eager to build more partnerships to meet the needs of the Texas workforce. Overall, the message from employers was clear: We have diverse demands that require a wide variety of occupational skills that education can help provide.

“HB5 has created the opportunity for us to transform the conversation,” said Dr. Brian Woods of Northside Independent School District. “Thanks to HB5, a bright teenager has the opportunity to do other things that would provide high-paying employment, at least in the short term, that would then perhaps help pay for a four-year degree.” ■

Robotics opens engineering doors for students

By Amy Kincheloe

Shane Kelly knew his future would be in engineering, but participating in robotics competitions really sealed the deal.

“I’ve always had engineering on my mind, but robotics has made me 100 percent sure that’s what I want to go into,” said Kelly, a Cedar Park High School senior who will be attending Olin College of Engineering in Needham, Mass. in the fall.

Chances are Kelly will be able to put that engineering drive to good use, as analysts in the Labor Market and Career Information department of the Texas Workforce Commission project that the need for workers with science, technology, engineering and mathematics (STEM) skills will increase.

Kelly and his teammate Gabriel Haro, who will attend Stanford University in the fall, became interested in robotics during an engineering class they took their sophomore year.

“In our first competition (in 2012), we came in second to last,” Kelly chuckled, “but we really buckled in and worked hard over the summer and went to the 2013 VEX Robotics Championship where we placed fifth in qualifications.”

Thanks to a \$760,000 grant awarded to the Robotics Education & Competition Foundation (REC) by TWC, 5,000 Texas high school

students representing 500 teams were able to compete in the VEX robotics competitions. Kelly and Haro, made it to the 2014 VEX Robotics World Championship in Anaheim, Ca., in April along with five other Texas teams. Kelly and Haro finished fourth in the technology division and received a Build Award for the build quality and design of their robot.

“It was a huge surprise—it was awesome,” Kelly said. “It was nice because we worked really hard on the originality of the design.”

The partnership between TWC and REC was created to support the growth and development of hundreds of new and existing VEX Robotics Competition high school teams. This was the first year TWC funded REC, while continuing to lend support to the Foundation for the Inspiration and Recognition of Science and Technology (FIRST) in Texas with a \$740,000 grant. TWC’s investment in after-school robotics programs from June 2013 to June 2014 totaled \$1.5 million.

“The REC Foundation is grateful to the Texas Workforce Commission for providing students in Texas access to an affordable, sustainable, and curriculum-based robotics engineering

program in the VEX Robotics Competition,” said Jason Morrella, President, REC Foundation. “We share TWC’s interest in providing more students access to high quality science, technology, engineering and mathematics programs that will impact their future college and career aspirations, encouraging them to pursue these fields.”

Other Texas teams who made it to the VEX Championship were from Pasadena, Galveston, Quinlan and Houston.

“As a returning team, we got right around \$600, which helped us purchase a Toss Up Game Kit and pay our registration fee,” Kelly said. “That grant was very helpful to us. We wouldn’t have been able to go without it. TWC has been awesome in its support – it definitely makes a difference.”

TWC Chairman Andres Alcantar was excited to hear about the Texas students that went

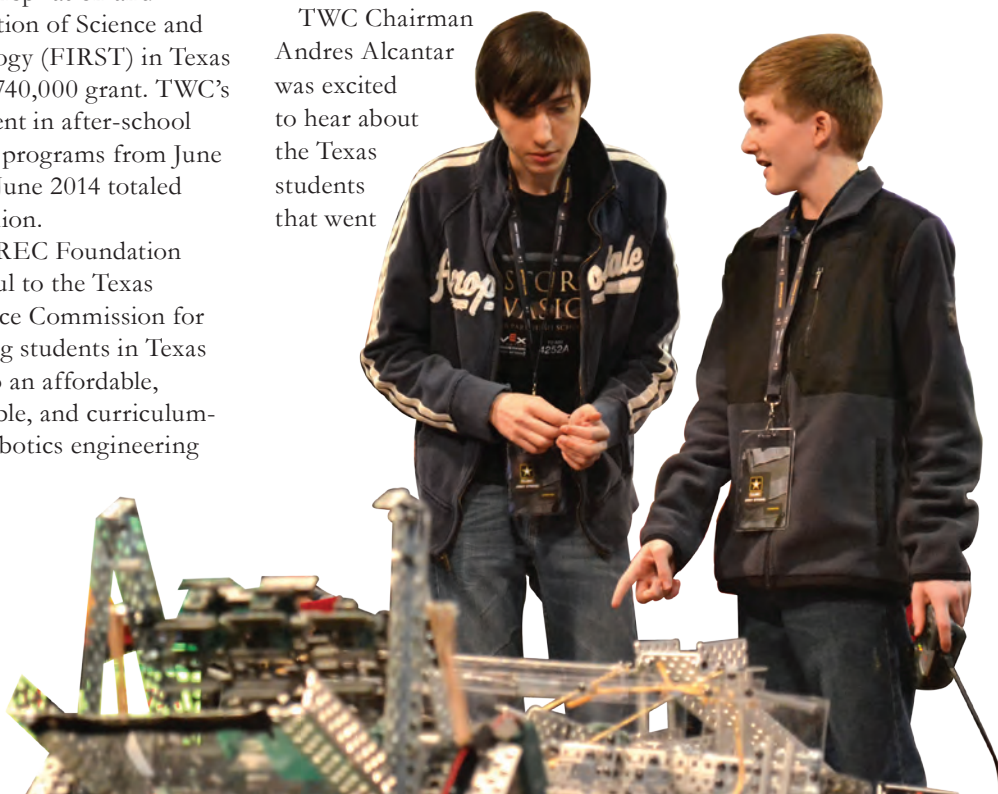
to the world championship, and stressed why TWC should continue to partner with robotics organizations like REC and FIRST in Texas.

“It is important to inspire the future workforce to become innovators in science and technology,” Alcantar said. “This competition encourages students to pursue science, technology, engineering and math endeavors that help them acquire skills for high-demand occupations.”

Kelly agreed with Alcantar and added that students learn more from participating in robotics in addition to engineering.

“Time management is one of the biggest things I’ve gotten out of this,” Kelly said. “As well as teamwork and learning how to collaborate with someone to produce results.” ■

Gabriel Haro and Shane Kelly, of Cedar Park High School in Cedar Park, participate in a preliminary round at the U.S. Army All-American Bowl VEX Robotics Competition in 2013. Haro and Kelly benefited from a grant TWC awarded to the Robotics Education & Competition Foundation. Photo courtesy of the Department of Defense





TWC Commissioner Representing Employers Hope Andrade speaks to educators and administrators from local public schools and the Alamo Colleges at the inaugural Industry Day, which took place at Palo Alto College in San Antonio on April 16, 2014. Photo by Amy Kincheloe

TWC Commissioner Hope Andrade addresses educators, school officials at Industry Day at the Alamo Colleges

Alamo Colleges' Vice Chancellor of Economic and Workforce Development Dr. Frederico Zaragoza and Vice Chancellor for Student Success Dr. Adelina S. Silva, along with Texas Workforce Commission (TWC) Commissioner Representing Employers Hope Andrade hosted Industry Day on April 16 at the Palo Alto College campus in San Antonio. The event provided an opportunity for the more than 250 educators and administrators from local public schools and the Alamo Colleges to learn about current labor market information that will help them advise students on making career choices.

"We should continue to strengthen the conversation with our teachers, our counselors, our parents, and our students so that they can have all the information they need to make informed education and career choices," Commissioner Andrade said. "Our students need to know about the great jobs that our region's employers offer and what it takes to get those jobs."

Members of the education community and regional employers attended the event to learn about how to help prepare students for in-demand careers. Industry Day is designed to provide the latest supply-and-demand information from workforce experts and industry leaders, including Toyota Motor Manufacturing Texas, University Health System, HOLT CAT, Rackspace Hosting, H-E-B and TASC Inc.

"Community colleges across the state are partnering with businesses to train and upgrade the skills of our workforce – and they are also partnering with our school districts as they provide skill and technical training for our students, tomorrow's workforce," Andrade said.

TWC Commissioner Congleton receives President's Award from MAFO

Texas Workforce Commission Commissioner Representing Labor Ronny Congleton was awarded the 2014 President's Award during the MAFO National Farmworker Conference and Convention, in McAllen March 30 – April 1. Formerly the acronym for Midwest Association of Farmworker Organization, MAFO is now a national partnership of farmworker and rural organizations.

"You could say that farming and the labor movement started together," Congleton said. "Much of recorded history has to do with struggles over the land and the rights of the people who work it. In this country, we have a long history of cooperation between the labor movement, small farmers and those who work the land."

The award was presented to Congleton for his continued hard work in helping to be a voice for those in the workforce, especially farmworkers.



TWC Commissioner Representing Labor Ronny Congleton is congratulated on his 2014 President's Award by TWC Agricultural Services Monitor Advocate Francisco Cerda and Chief Executive Officer of MAFO Heladio Zavala. Photo courtesy of MAFO

Spring 2014 Texas Star Award Winners

The Texas Star Award recognizes TWC employees who perform above and beyond at promoting agency systems and solutions and provide outstanding customer service and support. The following distinguished professionals received the Star Award in the Spring of 2014.



Photo by Mark Lavergne

**Group Winner –
TWC Headquarter Services**

Ricardo Conde, Sam Culliver,
John Paul Hernandez,
Jeff Hutchison, Cleo Johnson,
Mike Kachoris, Robert Martinez,
Randy Price, Armando Rivera,
Kevin Turnbow, Cynthia Washington,
Wayne Weber, Leroy Wittenburg

**Group Winner –
TWC General Counsel**
Gavra Flood and Madeleine Pena

TWC Human Resources
Human Resources Counselor
Norma J. Norman

TWC Call Center Operations
Network Operations Manager
Eric N. Holen

**TWC UI Division's North Texas
Tele-Center**
Customer Service Representative
Andrea L. Noack

**TWC Benefit Payment Control
Investigations**
Training Specialist
Maria M. Mejias

The Sunset Review of the Texas Workforce Commission

The mission and performance of the Texas Workforce Commission are under review by the Legislature as required under the Texas Sunset Act. The Act provides that the Sunset Commission, composed of legislators and public members, periodically evaluate a state agency to determine if the agency is still needed and to explore ways to ensure that the agency's funds are well spent. Based on the recommendations of the Sunset Commission, the Texas Legislature ultimately decides whether an agency continues to operate into the future.

The Sunset review involves three steps. First, Sunset Commission staff will evaluate the Texas Workforce Commission and issue a report in November 2014 recommending

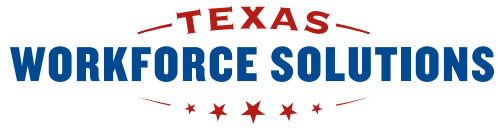
solutions to problems found. A month or so later, the Sunset Commission will meet to hear public testimony on the agency and the recommendations of the Sunset staff. Based on public input and the Sunset staff report, the Sunset Commission will adopt recommendations for the full Legislature to consider when it convenes in January 2015. Please refer to the Sunset Commission website or call the office for updated information on specific dates for these meetings.

Through the Sunset review, every Texan has the opportunity to suggest ways in which the mission and operations of the Texas Workforce Commission can be strengthened. If you would like to share your ideas about the Commission, please use the

comment form on the Sunset Commission website, send an email to the address below, or contact Faye Rencher of the Sunset staff. Suggestions are preferred by August 1, 2014, so they can be fully considered by the Commission staff.

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Information about the Sunset process, Sunset Commission meetings, and how to receive Sunset Commission updates by email and social media is available at: www.sunsettexas.gov.



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East Texas
903-984-8641
www.easttexasworkforce.org

North East Texas
903-794-9490
www.netxworkforce.org

Tarrant County
817-413-4400
www.workforcesolutions.net

Capital Area
512-597-7100
www.wfscapitalarea.com

Golden Crescent
361-576-5872
www.gcworkforce.org

North Texas
940-767-1432
www.ntxworksolutions.org

Texoma
903-957-7408
www.workforcesolutionstexoma.com

Central Texas
254-939-3771
www.workforcelink.com

Gulf Coast
713-627-3200
888-469-5627
www.wrksolutions.com

Panhandle
806-372-3381
www.wspanhandle.com

Upper Rio Grande
915-887-2600
www.urgjobs.com

Coastal Bend
361-885-3016
www.workforcesolutionscb.org

Heart of Texas
254-296-5300
www.hotworkforce.com

Permian Basin
432-563-5239
www.workforcepb.org

West Central
325-795-4200
800-457-5633
www.workforcesystem.org

Rural Capital Area
512-244-7966
www.workforcesolutionsrca.com

The Texas Workforce Commission, in partnership with 28 local workforce development boards, forms Texas Workforce Solutions.



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