



WORKFORCE SOLUTIONS of the Coastal Bend

Skills. Jobs. Dreams.

Alice

601 East Main
3rd Floor
Wells Fargo Building
361.668.0167
800.388.5813

Beeville

202 North St. Mary's
361.358-8941
800.666.0479

Falfurrias

1200 East Hwy 285
State Office Building
361.325.9095

Kingsville

1417 East Corral Ave.
361.592.1006
800.864.3520

Refugio

414 B N. Alamo St.
361.526.9211

Corpus Christi

520 North Staples
361.882.7491
888.860.5627

Rockport

619 North Live Oak
Room A4
Old Rockport
Elementary School
361.727.2684

Sinton

1113 East Sinton
Pirate Plaza
361.364.3284
800.727.4356

5858 SPID Suite 1
Sunrise Mall
361.882.7491
800.860.5627

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon
request to individuals with disabilities.
Relay Texas: 1.800.735.2989 (TDD)
1.800.735.2988 or 7-1-1 (Voice)



www.workforcesolutionscb.org



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2011 ANNUAL REPORT

CHIEF ELECTED OFFICIALS

JIM WELLS COUNTY

Chair - Judge L. Arnoldo Saenz

ARANSAS COUNTY

Judge C. H. "Burt" Mills, Jr.

BEE COUNTY

Judge David Silva

BROOKS COUNTY

Judge Raul M. Ramirez

CITY OF CORPUS CHRISTI

Mayor Joe Adame

DUVAL COUNTY

Judge Abel Aragon

KENEDY COUNTY

Judge Louis E. Turcotte, III

KLEBERG COUNTY

Judge Juan M. Escobar

LIVE OAK COUNTY

Judge Jim Huff

MCMULLEN COUNTY

Judge James E. Teal

NUECES COUNTY

Judge Loyd Neal

REFUGIO COUNTY

Judge Rene Mascorro

SAN PATRICIO COUNTY

Judge Terry Simpson



LEADERSHIP

SERVICE

We help Job Seekers build skills, access information and research job opportunities. Through training, coaching, and on line job banks, we focus on connecting our Job Seekers with our Employers. For our Employers, we are an extension of their "human resources" departments providing recruitment, screening, and referrals. Our Workforce Solutions Professionals are focused on meeting the needs throughout our 12-County area, working pro-actively to support our regional economy.

COASTAL BEND WORKFORCE BY THE NUMBERS

EMPLOYER SERVICES

- Served **4,074** Employers
- Provided **11,592** Services to Employers
- Hired **8,092** through WorkinTexas.com

TEXAS BACK TO WORK - SINCE FEBRUARY 2010

- **200** Employers
- **285** Placements
- **98** Completions
- **\$311,800** Total Dollars Spent

JOB SEEKERS

- **46,643** Job Seekers Served
- **5,484** Veteran Priority Services
- **\$775,907** Financial Assistance for Training

YOUTH PARTICIPANTS

- **331** Job Training and Conferences

UNEMPLOYMENT INSURANCE

- **22,223** Claimants Served - 11% Decrease from 2010
- **6,800** Back to Work within 10 Weeks of Filing

PERSONS WITH DISABILITIES

- **37%** Increase in Job Seekers with Disabilities Registering in WorkinTexas.com since 2010



FOCUSED

ACHIEVEMENT

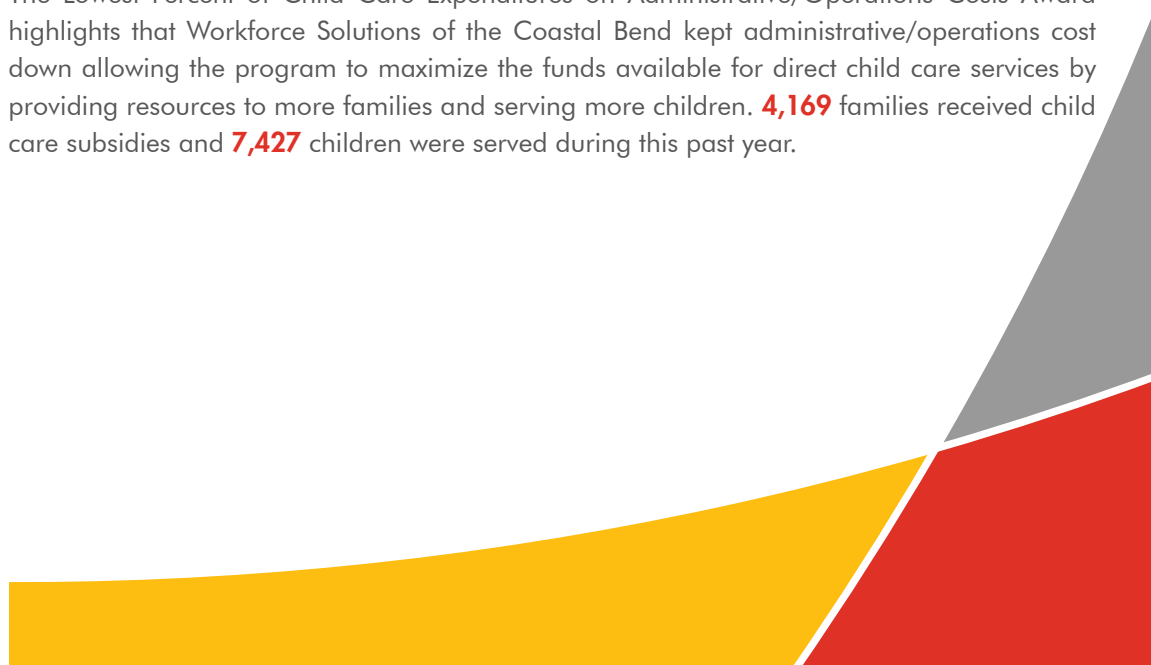
STATEWIDE RECOGNITION BY THE TEXAS WORKFORCE COMMISSION

OUTSTANDING CHOICES AWARD - \$50,000

CHOICES is a “work first” program purposed to end dependence on public assistance. The outstanding performance award recognizes that families in the Coastal Bend on public assistance are exceeding the state requirements to participate in work activities that lead to self-sufficiency. Workforce Solutions of the Coastal Bend is committed in its efforts to assist families in ending their dependence on public assistance resulting in a better quality of life and better role models for their children.

LOWEST PERCENT OF CHILD CARE EXPENDITURES ON ADMINISTRATIVE/OPERATIONS COSTS - \$25,000

The Lowest Percent of Child Care Expenditures on Administrative/Operations Costs Award highlights that Workforce Solutions of the Coastal Bend kept administrative/operations cost down allowing the program to maximize the funds available for direct child care services by providing resources to more families and serving more children. **4,169** families received child care subsidies and **7,427** children were served during this past year.



LEADERSHIP

ELECTED OFFICERS:

CHAIR - VICTOR M. GONZALEZ, JR.

VICE CHAIR - GLORIA PEREZ

SECRETARY - DICK MESSBARGER

TREASURER - JOE GUZMAN

IMMEDIATE PAST CHAIR - GARY L. CUNNINGHAM

BOARD OF DIRECTORS:

James Bounds, Aransas County

Annie Broadwater, Brooks County

Mike Carranco, Nueces County

Gary L. Cunningham, San Patricio County

Nathan Diaz, City of Corpus Christi

Rudy D. Garza, City of Corpus Christi

Sara P. Garza, TWC/City of Corpus Christi

Randy Giesler, Live Oak County

Mary V. Gleason, City of Corpus Christi

Victor M. Gonzalez, Jr., City of Corpus Christi

Joe Guzman, City of Corpus Christi

Geraldine Johnson, City of Corpus Christi

Zachary Kay, San Patricio County

Marcia Keener, San Patricio County

Joe A. Martinez, City of Corpus Christi

Dick Messbarger, Kleberg County

Joe B. Montez, Bee County

Gloria Perez, City of Corpus Christi

Gloria Ramos, Jim Wells County

Lillian Riojas, City of Corpus Christi

Mary J. Saenz, City of Corpus Christi

Edward Sample, City of Corpus Christi

John P. Silvas, Nueces County

Velma Soliz-Garcia, San Patricio County

Catrina Wilson, City of Corpus Christi



EMPLOYMENT • TRAINING • BUSINESS SERVICES

We recognize that getting the right employees hired quickly is critical for employers. Through general recruitment, job fairs, direct hire events, applicant pre-screening, interviewing space and skills assessments, we help expedite the hiring process. This local access helps both the employer and the job seeker.

Our Solutions 2 Business approach builds relationships with employers so we can understand both their business needs and their company culture. Working together, we identify solutions for employer training needs and allocate the needed resources to the available workforce.

LEADING THROUGH PARTNERSHIPS

We meet our mission by collaborating with industry, education, economic development and labor to develop a comprehensive regional workforce strategic plan; develop a trainable and available workforce; and provide workforce-relevant educational and training opportunities for youth.

Workforce Solutions is dedicated to meeting community needs by providing up to date information on in-demand occupations in our region's workforce. Educational institutions such as Del Mar College, Coastal Bend College, Craft Training Center and Texas A&M University in both Corpus Christi and Kingsville are critical partners in helping us meet our workforce needs. Our connections with these institutions provide an opportunity to train our available workforce with the necessary skills needed for in-demand occupations.

RECOGNITION

EMPLOYER AWARDS

VALERO BILL GREEHEY REFINERY - 2011 EMPLOYER OF THE YEAR

Workforce Solutions of the Coastal Bend and Valero work closely to bring together petrochemical employers, educators, and training providers to discuss how they can collectively identify employment opportunities for job seekers interested in the well-paying petrochemical industry. Over 50 job opportunities were made available through Valero ranging from engineers and chemists to corporate administration with average high wages, great benefits, and skills development.



STRIPES, LLC - 2011 EMPLOYER OF EXCELLENCE

Stripes has been a leading partner in utilizing the services at Workforce Solutions of the Coastal Bend and is one of the Coastal Bend's most active employers. The company participated in the Texas Back to Work Program and has provided employment opportunities to more than 30 qualified job seekers in the last 12 months. Stripes also filled many positions through WorkInTexas.com, the largest online job database in the State of Texas. These new jobs provide individuals with a career path into management positions throughout Stripes' numerous Coastal Bend area stores.



"Local workforce boards are at their best when they support and facilitate the efforts of private employers," said TWC Chairman Tom Pauken. "I wish to commend Valero Bill Greehey Refinery, Stripes Convenience Stores and Workforce Solutions of the Coastal Bend for their commitment to develop creative solutions in their region. Their partnership has benefitted the local community, employers, and job seekers."

Texas Workforce Commission - Chairman, Tom Pauken



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ACCESSIBILITY

PERSONS WITH DISABILITIES

MOBILITY OPTIONS PROJECT

Provides accessible and affordable transportation options for people with disabilities seeking employment and employment related activities through our innovative and ground-breaking partnership with the Coastal Bend Center For Independent Living.

M2 SUMMIT

"DEFINING MOBILITY MANAGEMENT IN THE COASTAL BEND" – SEPTEMBER 2011

"Working with Texas Department of Transportation and the Coastal Bend Center for Independent Living, the M2 Summit attracted nationally recognized speakers to establish the foundation to implement change and take concrete steps to assure sustainable, affordable and accessible mobility options gaining recognition as a best practice by the Easter Seals Project Action.



MISSION

At Workforce Solutions of the Coastal Bend, we invest in the regional economic success through access to jobs, training and employer services.

OPPORTUNITY FOR A STRONGER COMMUNITY

We provide comprehensive human resource services for businesses and residents of the Coastal Bend 12-county region. Our network of partners and providers offers a wide range of no-cost and low-cost opportunities for employers and job seekers. We offer recruitment services, job search assistance, training, child care support, educational initiatives, and much more. We have developed innovative opportunities that bring together economic development, education and employment. This results in a high-quality workforce system that ensures economic viability for the Coastal Bend community.



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GOALS

STRATEGIC BUSINESS PLAN

We have established a Business and Strategic Plan to further refine overall goals and strategies for continuous improvement of service to the communities we serve. This strategic plan involves the coordination of resources to best implement Workforce Investment Act (WIA) employment and training services. As an organization, we need to continue to elevate our mission as a place that not only lifts up our customers with training, jobs and support services, but can also serve a regional business community with significant resources readily available.

STRATEGIC GOALS 2010-2012

- Establish & Strengthen Partnerships
- Enhance Rural Support
- Increase Awareness of Workforce Solutions Programs & Services
- Enhance Soft Skills Training
- Explore New Revenue Opportunities
- Improve Internal Efficiencies
- Redefine Board Culture

EMPLOYMENT ALLIANCE FOR PEOPLE WITH DISABILITIES

In partnership with the Department of Assistive and Rehabilitative Services and a cross section of organizations, the Alliance linked business, nonprofit, local government and community partners to increase employment opportunities for people with disabilities and educate employers on how to recruit, hire and retain employees with disabilities. The Alliance held its first Job Fair targeted to People with Disabilities and open to the public in October 2011.

- **40 Private Employers**
- **350+ Attendees, Majority with Disabilities**
- **On-Site Interviews and On-the-Spot Hires**
- **30+ Hires (Preliminary Data)**

TICKET TO WORK PROGRAM - SOCIAL SECURITY ADMINISTRATION

Highlighted as a "Best Practice" and recognized in the top 10 most productive Workforce Employment Networks (by dollars earned), helped to increase economic self-sufficiency for people with disabilities through work opportunities and employment support.



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SKILLS

TRAINING HIGHLIGHTS

CAREER READY WORKFORCE CERTIFICATION

In a recent survey, employers expressed basic employability skills or "soft skills" as one of the most desirable, but missing characteristics in employees. In response, we developed the Career Ready Workforce Certification Program. Launched in March of 2011, this unique skill-building experience has been incorporated as part of the Workforce Solutions of the Coastal Bend Strategic Business Plan and earned a major endorsement by the Mayor of Corpus Christi, Joe Adame.

Facilitated by dynamic, high energy leaders, this four-day, 22-hour program provides basic employability skills to both skilled and unskilled workers. The curriculum is accredited by Del Mar College and graduates earn 2.2 Continuing Education Units (CEUs) to certify their participation.

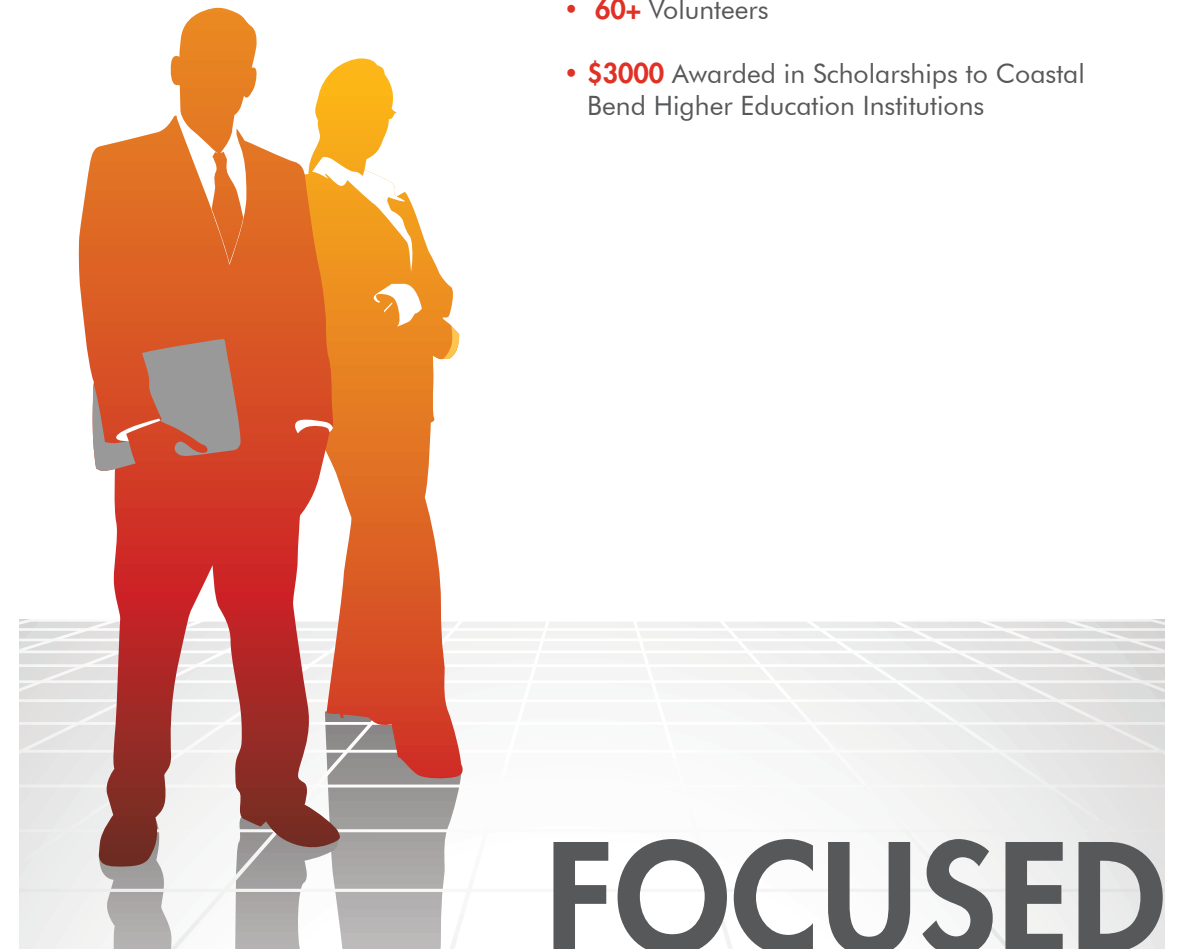
Curriculum design was funded by Workforce Investment Act (WIA) Statewide Alternative Funds and is the property of Workforce Solutions. The program is customized to meet the specific needs of employers, Independent School Districts, and workforce partners such as the Department of Assistive and Rehabilitative Services (DARS).

- **26** Classes
- **500** Graduates

1ST ANNUAL READY FOR COLLEGE & CAREER CONFERENCE

Hosted by the P-16 Council and Sponsored by Workforce Solutions of the Coastal Bend, the conference recruited undecided high school seniors from all the school districts throughout the 12-county area to guide them in choosing a career pathway and inform them about the steps they will need to follow in order to achieve their goals. Texas A&M Corpus Christi, Texas A&M Kingsville, Del Mar College, the Craft Training Center, and Workforce Solutions all provided workshops for the youth.

- **150** High School Students
- **16** School Districts
- **60+** Volunteers
- **\$3000** Awarded in Scholarships to Coastal Bend Higher Education Institutions



YOUTH

RISE UP! BREAKING BARRIERS

THE 5TH ANNUAL TEXAS FOSTER YOUTH & LEADERSHIP CONFERENCE

Helping youth access resources and gain valuable leadership skills to achieve self-sufficiency was the overall goal of the conference. World-class speakers motivated the audience with their dynamic delivery in a resounding message of hope and overcoming obstacles to succeed in life. Former foster youth and country music singer, Jimmy Wayne, was the keynote speaker who moved people to tears with his inspiring story of teen homelessness and his perseverance to succeed. The participants rated the conference highly and appreciated all of the workshops and opportunities, including access to 19 agencies providing information about their programs and services.

- **325** Youth, Chaperones & Speakers Attended
- **\$30,000** Raised in Leadership Sponsorships

EMPLOYER

TEXAS BACK TO WORK PROGRAM

Workforce Solutions of the Coastal Bend has been awarded second year funding for the Texas Back to Work Program. This program is a wage subsidy of up to \$2,000 for employers who hire certain Unemployment Insurance (UI) claimants. This program is well received by employers and by the community. UI claimants benefit by getting a job that can use their skills and restore their income and participating employers benefit from the wage subsidy. Texas employers in general benefit by reduced pressure on the Unemployment Insurance trust fund.

Since the program started last year we have placed 285 UI claimants with employers through this program. The program will continue locally through September 2012 or until the current allocation of Texas Back To Work funds are exhausted.



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OUTREACH

PARTNERSHIPS & HIRING EVENTS

Becon Job Fair
Second Chance Job Fair
Del Mar College Truck Driving Job Fair
Baker Hughes Hiring Events (4)
BBB Consumer Protection Breakfast
Mobility Options Project Press Junket
Skills USA Championship Event
CCHRMA Career Fair
1st Convenient Bank Job Fair (2)
Meet the Aviation Community Job Fair – Del Mar College
5th Annual Texas Foster Youth & Leadership Conference
Governor’s Small Business Summit
Heldenfels Hiring Event
Employment Alliance for People with Disabilities Job Fair
Veterans Summit
M2 Summit - “Defining Mobility Management in the Coastal Bend”
Ready To Work Conference
Youth Leadership Conference
Ballunar Youth Event at NASA
Schneider Hiring Event
Calallen ISD Career Ready Workforce Certification Program
Decision House Youth Event
Del Mar College Transportation Training Services Event
Girls Stepping Out Youth Event
Eagle Ford Symposium
Live Oak Career Fair
1st Annual Ready for College & Career Conference
U.S. conference of Mayors, Workforce Development Council
Mayor’s Business Council

PROGRAM

THE NON-CUSTODIAL PARENT CHOICES EMPLOYMENT PROGRAM

Workforce Solutions of the Coastal Bend continues to grow this employment program that targets low-income, unemployed or underemployed non-custodial parents who are behind on their child support payments and whose children are current or former recipients of public assistance.

- **191** Participants Served
- **\$630,860.90** Collected in Child Support Payments (May 2009 to date)



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