



WORKFORCE SOLUTIONS
of the Coastal Bend

Public Relations Committee Meeting

**September 11, 2019
3:00 pm**

**Staples Career Center
520 N. Staples Street
Conference Room #1
Corpus Christi, TX**

www.workforcesolutionscb.org

Strategic Goals

- Establish and Strengthen Partnerships
- Effectively/Efficiently Target Rural Area Services
- Increase Workforce Awareness
- Expand Innovative Services to Business
- Explore New Revenue Opportunities
- Improve Internal Efficiencies
- Refine Board Culture

Mission Statement

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

Value Statement

Accountability – We address our customers and co-workers in a positive manner that elevates their spirit and creates a professional, supportive workplace for staff, job seekers, and employers.

Teamwork – We combine our individual talents for the benefit of the mission and common goals leveraging our unique abilities and contributions.

Trust – We consistently deliver on our commitments to our customers and co-workers to establish strong, sustainable relationships.

Integrity – We are honest, supportive, candid in addressing difficult issues, and willing to share success to demonstrate respect and consideration for our customers and co-workers.

Tenacity – We resist giving up when the going gets tough and support our customers and co-workers in seeing that issues are resolved and the job gets done.

Understanding – We are serious and passionate about delivering our services with compassion and empathy.

Dignity – We interact with customers and co-workers professionally regardless of their backgrounds, experience, and circumstances to reflect our commitment as public servants.

Enthusiasm – We recognize the importance and value of our work and know that every day we have the opportunity to help build the economic success of our regional economy.

Disclosure and Declaration of a Conflict of Interest

Conflicts of Interest and the appearance of Conflicts of Interest shall be reported according to Board Administrative Policies #1.0.101.00 - Standards of Conduct and Conflict of Interest; and #1.0.105.00 - Reporting Conflict of Interest, Fraud, and Abuse, which were adopted by the Board of Directors on April 26, 2007.

Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee is in a decision-making position and has a direct or indirect interest, particularly a financial interest, that influences the individual's ability to perform job duties and fulfill responsibilities.

Appearance of a Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee's action appears to be:

- influenced by considerations of one or more of the following: gain to the person, entity, or organization for which the person has an employment interest, substantial financial interest, or other interest, whether direct or indirect (other than those consistent with the terms of the contract), or;
- motivated by design to gain improper influence over the Commission, the Agency, the Board, or the Board's Chief Elected Officials.

Code of Ethics

The Workforce Solutions Code of Ethics is a guide for dealing with ethical matters in the workplace and in our relationship with our clients and members of the community.

- We believe in respect for the individual.
- We believe all persons are entitled to be treated with respect, compassion and dignity.
- We believe in openness and honesty in dealing with the general public, the people we serve, and our peers.
- We believe in striving for excellence.
- We believe in conducting ourselves in a way that will avoid even the appearance of favoritism, undue influence or impropriety, so as to preserve public confidence in our efforts.



WORKFORCE SOLUTIONS of the Coastal Bend

**Public Relations Committee Meeting
Staples Career Center, 520 N. Staples Street, Conference Room #1
Corpus Christi, Texas
September 11, 2019 – 3:00 pm**

AGENDA

	Page
I. Call to Order: <i>Jesse Gatewood, Chair</i>	
II. Roll Call	2
III. Announcement on Disclosure of Conflicts of Interest <i>Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting, and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time.</i>	
IV. Public Comments	
V. Discussion and Possible Action on Minutes of the May 7, 2019 Public Relations Committee Meeting	3-4
VI. Discussion and Possible Action on Awareness/Outreach Plan to Broaden the Recognition of Workforce Solutions of the Coastal Bend (WFSCB) Services and Capabilities: <i>Monika De La Garza</i>	5-6
• 2019 Major Projects Review	
• 2019 Upcoming Events and Projects	
• Q3 Report Final – 3rd Quarterly Report (Apr – Jun 2019)	
• 2019 Annual Report	
• Media/Social/Outreach Coverage – May - August 2019	
VII. Information Only:	
• Local Labor Market Information July 2019: <i>Rufino Martinez</i>	7-9
VIII. Adjournment	

Note: Except for expressly authorized closed sessions, meetings, discussions, and deliberations of the Board or Committees will be open to the public. Voting in all cases will be open to the public. Board members are advised that using personal communication devices to discuss Committee and Board business during the meeting may be a violation of the Texas Open Meetings Act. Such communications also may be subject to the Texas Public Information Act. **Closed Session Notice.** PUBLIC NOTICE is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code. In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

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**Public Relations Committee
Roll Call Roster
September 11, 2019**

_____ Jesse Gatewood, Chair

_____ Parrish Jones

_____ Carlos Ramirez

_____ Michelle Unda

_____ Catrina Wilson

_____ Arnoldo Cantu

_____ Tracy Florence

_____ Omar Lopez

Signed

Printed Name

MINUTES
Workforce Solutions of the Coastal Bend – Public Relations Committee
Staples Career Center, 520 N. Staples Street, Conference Room #1
Corpus Christi, Texas
May 7, 2019 – 3:00 pm

Committee Members

Present

Jesse Gatewood, Chair
Joan McKaughan, Vice Chair
Carlos Ramirez
Catrina Wilson
Tracy Florence

Absent

Parrish Jones
C. Michelle Unda
Arnoldo Cantu
Omar Lopez

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Monika De La Garza, Workforce Solutions
Rufino Martinez, Workforce Solutions
Xena Mercado, Workforce Solutions
Shelby Simms, Workforce Solutions
Heather Cleverley, Workforce Solutions
Janet Neely, Workforce Solutions
Manuel Ugues, SERCO of Texas, Inc.

Other Board Members Present

Victor M. Gonzalez, Jr.
Gloria Perez

I. Call to Order

Mr. Gatewood called the meeting to order at 3:00 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Disclosure of Conflicts of Interest

Attention was called to the Disclosure and Declaration of Conflict of Interest guidelines and disclosures were requested at this time. None were made.

IV. Public Comments

There were no public comments.

V. Discussion and Possible Action on Minutes of the February 6, 2019 Committee Meeting

Ms. McKaughan moved to approve the minutes of the February 6, 2019 Public Relations Committee meeting. The motion was seconded and passed.

VI. Discussion and Possible Action on Awareness/Outreach Plan to Broaden the Recognition of Workforce Solutions of the Coastal Bend (WFSCB) Services and Capabilities

1. Women Empowered Summit Overview

Ms. De La Garza provided information on Women Empowered Summit Overview.

2. March of Dimes 2019

Ms. De La Garza provided information on March of Dimes 2019.

Mr. Trevino stated the fundraiser for March of Dimes connects with our community. Mr. Trevino announced Workforce Solutions of the Coastal Bend staff raised \$5,000.00 for the March of Dimes. Mr. Trevino mentioned we were the only group to date that held a press event with KIII for the fundraiser for March of Dimes. Mr. Trevino recognized SERCO, BakerRipley and Board staff for participating in the fundraiser.

Mr. Trevino recognized and thanked the team for participating and attending the event of the Buccaneer Parade. He also thanked the team for the fellowship and culture created by bringing their families. Mr. Trevino recognized Ms. Lee and Ms. Villarreal for coverage, security and keeping everything in place. Mr. Trevino stated having the Mobile Career Center in the Buccaneer Parade is great for branding and our team. Ms. McKaughan added she loved the culture work created by the team from the Buccaneer Parade event.

3. *Q2 Report Final – 2nd Quarterly Report (Jan – Mar 2019)*

Ms. De La Garza provided copies of the Q2 Report.

4. *Texas Workforce Commission (TWC) Jobs and Education for Texans (JET) Grant Presentations*

Ms. De La Garza provided information on the Texas Workforce Commission (TWC) Jobs and Education for Texans (JET) Grant Presentations.

5. *YOU! Choose Career Expo*

Ms. De La Garza provided information on the YOU! Choose Career Expo.

6. *Events, Outreach and Job/Career/Hiring Fairs*

Ms. De La Garza provided handouts on Youth Opportunities Unlimited and information on events, outreach and job/career/hiring fairs.

7. *Media/Social/Outreach Coverage – February – April 2019*

Ms. De La Garza provided information on media, social and outreach coverage – February – April 2019.

VII. **Information Only:**

Local Labor Market Information March 2019

Ms. Villarreal presented the March 2019 local Labor Market Information (included on pages 6-9 of the May 7 agenda packet).

VIII. **Adjournment**

The meeting adjourned at 3:49 pm.

DISCUSSION AND POSSIBLE ACTION

VI. Discussion and Possible Action on Awareness/Outreach Plan to Broaden the Recognition of Workforce Solutions Services and Capabilities

BACKGROUND INFORMATION

The Public Relations Committee continues to meet to review ideas and expand discussion on how to increase the awareness and outreach efforts of services that Workforce Solutions offers to both employers and job seekers.

- 2019 Major Projects Review – An overview of some of the major projects that WFSCB has participated in and promoted will be presented.
 - March of Dimes 2019 – A recap of Team Workforce’s check presentation during an Employee Recognition Presentation.
 - Quality Assurance Network ▪ May 8-10, 2019 – WFSCB hosted the semi-annual event to share best practices and to discuss the latest issues facing today’s workforce.
 - Craft Training Center Career Signing Day ▪ May 9, 2019 – A brief overview of the high school students who signed *Letters of Intent*” to enter the workforce will be provided.
 - Summer Youth Job Fair ▪ May 22, 2019 – Highlights from the second annual youth job fair will be featured.
 - Child Care Services Events – Highlights from the Home Providers Symposium, Child Care Directors Symposium and the “Back To School” Teachers Fair will be featured along with new outreach collateral.
 - Texas Workforce Commission (TWC) Jobs and Education for Texans (JET) Grant Presentation - TWC representative presented a check to Robstown Independent School District – A brief overview from the press event will be presented.
 - Corpus Christi Army Depot (CCAD) Hiring Event – An overview of this first-time successful event will be presented.

- 2019 Upcoming Events and Projects – Plans for some exciting upcoming events will be highlighted.
 - WorkInTexas.com ▪ September 2019 – The marketing launch of the new and improved website will be highlighted.
 - YOU Choose! Career Expo ▪ September 25, 2019 - Plans are underway for the third annual youth-focused event including the partnership with the Ready for College and Career Conference in coordination with the Texas Workforce Commission’s (TWC) Career in Texas Industries. An update of the strategic media action plan will be provided.
 - Coastal Bend Workforce, Education and Industry Forum ▪ October 7, 2019 - The Texas Education Agency, Texas Higher Education Coordinating Board, and the

Texas Workforce Commission will be participating in a regional meeting to assess local economic activity, examine education and workforce opportunities, and consider innovative approaches to meet the workforce goals of this state.

- 8th Annual Hiring Red, White & You Statewide Veterans Hiring Fair ▪ November 7, 2019 - Plans are underway and will be highlighted.

- Q3 Report Final – 3rd Quarterly Report (April – June 2019) - The purpose of this report is to provide interim and annual updates to the public regarding workforce employment, training, child care, youth, business services and veterans. The committee will see the Q3 Report that will be distributed at the September 26th Board of Directors meeting.

- 2019 Annual Report – The committee will discuss ideas for this year’s report.

- Media/Social/Outreach Coverage – May - August 2019 (TV, Print, Radio & Social Media Platforms)

RECOMMENDATION

The Public Relations Committee discuss and take appropriate action on the information presented to broaden the awareness of services provided by Workforce Solutions of the Coastal Bend. Discussions under this section may result in additional actions or recommendations to staff.

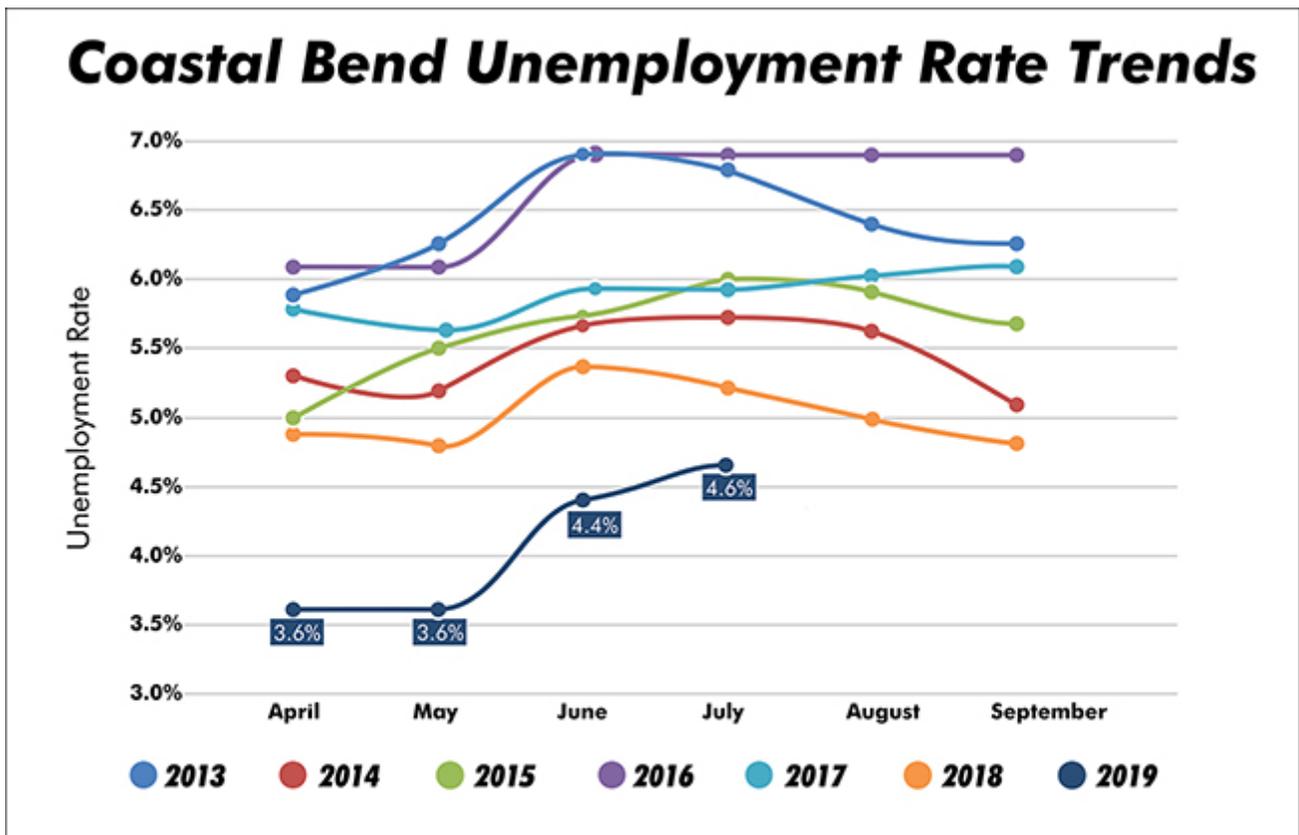
INFORMATION ONLY

VII. Local Labor Market Information

Labor Market Intelligence Update

The July 2019 unemployment rate for the Coastal Bend region increased to 4.6% over the month from 4.4% in June 2019. This is a new all-time low for the month of July in the Coastal Bend region.

Summer employment normally fluctuates as it relates to the *Government and Education Industries* in our region. This includes numerous occupations within the independent school districts, colleges and universities. The months of August and September gradually level off as seen in the graph below.



After September, the unemployment rate adjusts to normal levels as workers in the Government and Education Industries return to the labor force.

The Corpus Christi Metropolitan Statistical Area (MSA) increased as well to 4.6% unemployment rate while also decreasing 0.2% from this time last year.

Due to the cyclical pattern of Education occupations in the Coastal Bend region, all 11 counties experienced increases in their unemployment rates over the month. Additionally, the 11 Coastal

Bend counties decreased from July 2018.

The opportunity to find quality employment has never been better with seasonal jobs in *Retail Sales* and the *Food Service* industry. Numerous skilled occupations such as welders, pipefitters, CDL drivers and nurses are still in-demand as well.

BACKGROUND

Local labor market information for July 2019 is included on the following pages.

Coastal Bend Workforce Area

(Not Seasonally Adjusted Unemployment Rates by WDA, MSA, & County)

Area	Area Type	Latest Monthly Data July 2019						Previous Monthly Data June 2019				Year Ago July 2018			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	163,351,000	157,288,000	6,063,000	3.7	0.0	-0.2	162,981,000	157,005,000	5,975,000	3.7	162,209,000	155,964,000	6,245,000	3.9
Texas	State	14,019,218	13,543,410	475,808	3.4	0.0	-0.4	14,014,743	13,532,128	482,615	3.4	13,838,916	13,315,696	523,220	3.8
Corpus Christi	MSA	206,536	197,207	9,329	4.5	0.1	-0.2	207,658	198,597	9,061	4.4	209,449	199,832	9,759	4.7
Coastal Bend	WDA	263,044	251,054	11,990	4.6	0.2	-0.6	264,340	252,748	11,592	4.4	265,322	251,443	13,879	5.2
Aransas	County	10,097	9,653	444	4.4	0.2	-1.1	10,149	9,720	429	4.2	10,265	9,702	563	5.5
Bee	County	9,730	9,276	454	4.7	0.4	-0.5	9,805	9,380	425	4.3	9,917	9,400	517	5.2
Brooks	County	2,549	2,379	170	6.7	0.9	-1.0	2,515	2,369	146	5.8	2,473	2,283	190	7.7
Duval	County	5,179	4,943	236	4.6	0.3	-1.3	5,189	4,964	225	4.3	5,088	4,790	298	5.9
Jim Wells	County	17,812	16,967	845	4.7	0.1	-1.0	17,846	17,027	819	4.6	17,133	16,151	982	5.7
Kenedy	County	249	240	9	3.6	1.2	-0.5	249	243	6	2.4	243	233	10	4.1
Kleberg	County	13,011	12,374	637	4.9	0.3	-0.5	13,087	12,480	607	4.6	13,120	12,406	714	5.4
Live Oak	County	4,883	4,698	185	3.8	0.1	-0.2	4,901	4,720	181	3.7	5,196	4,989	207	4.0
Nueces	County	166,463	159,282	7,181	4.3	0.1	-0.6	167,381	160,401	6,980	4.2	168,381	160,095	8,286	4.9
Refugio	County	3,095	2,970	125	4.0	0.1	-0.9	3,090	2,968	122	3.9	3,165	3,009	156	4.9
San Patricio	County	29,976	28,272	1,704	5.7	0.2	-0.7	30,128	28,476	1,652	5.5	30,341	28,385	1,956	6.4

(M+-) Change in unemployment rate from last month (Increase) (Decrease)

(Y+-) Change in unemployment rate from last year (Increase) (Decrease)

- Earnings for all occupations Coastal Bend, expressed as hourly rate (TWC):

Coastal Bend	All Occupations-	Average \$18.35/hr.	Entry level \$8.58/hr.	Experienced workers \$23.24/hr.	Top 10% \$33.56/hr.
Texas	All Occupations-	Average \$20.97/hr.	Entry level \$8.88/hr.	Experienced workers \$ 27.02/hr.	Top 10% \$39.64/hr.

- Educational Attainment for population 25 years of age and older - Corpus Christi (Census American Fact Finder/American Community Survey):

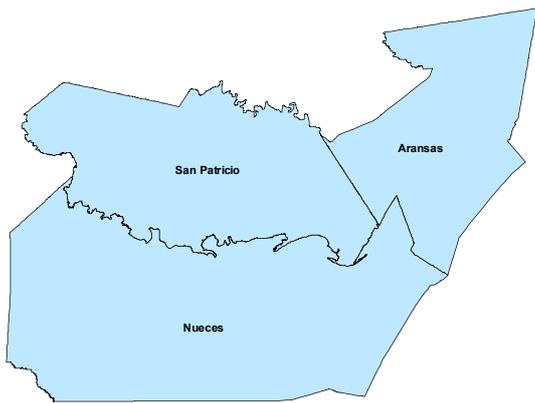
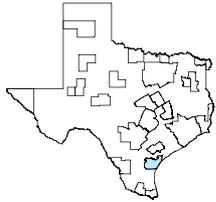
Less than 9th grade	8.7%	12th grade & GED	27.7%	Associates degree	7.0%	Graduate or Professional degrees	8.4%
9th thru 11th grade	9.3%	Some College	25.1%	Bachelors degree	13.8%		

- Median earnings Corpus Christi by education for persons 25 years of age & up (Census AFF/ACS): **\$27,211** (\$36,380 male/ \$22,328 female)

Less than High School	\$15,437	Some College or Associates	\$28,739	Graduate or Professional	\$56,681
High School & GED	\$26,818	Bachelor's	\$44,078		

Corpus Christi MSA

July 2019



MSA Labor Force Statistics

	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	206,536	207,658	208,987	-2,451
Employed	197,207	198,597	198,182	-975
Unemployed	9,329	9,061	10,805	-1,476
Unemployment Rate	4.5%	4.4%	5.2%	-0.7%

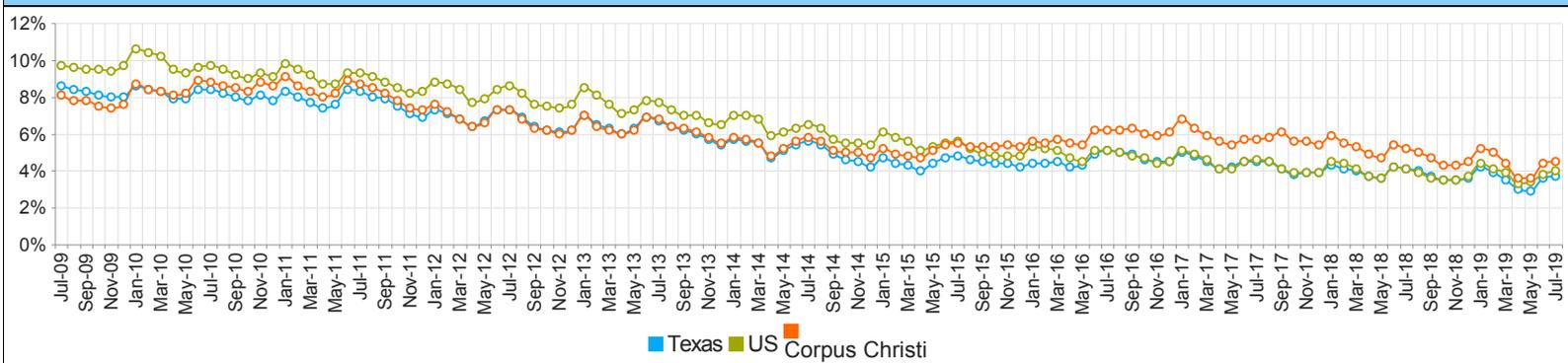
Texas Labor Force Statistics

	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	14,066,138	14,041,604	13,887,986	178,152
Employed	13,542,200	13,540,702	13,320,601	221,599
Unemployed	523,938	500,902	567,385	-43,447
Unemployment Rate	3.7%	3.6%	4.1%	-0.4%

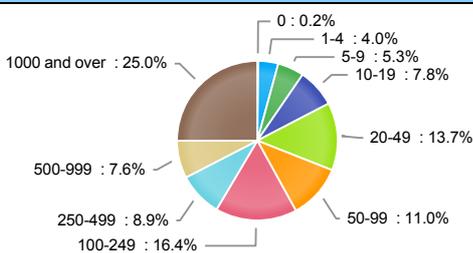
US Labor Force Statistics

	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	164,941,000	164,120,000	163,734,000	1,207,000
Employed	158,385,000	157,828,000	157,004,000	1,381,000
Unemployed	6,556,000	6,292,000	6,730,000	-174,000
Unemployment Rate	4.0%	3.8%	4.1%	-0.1%

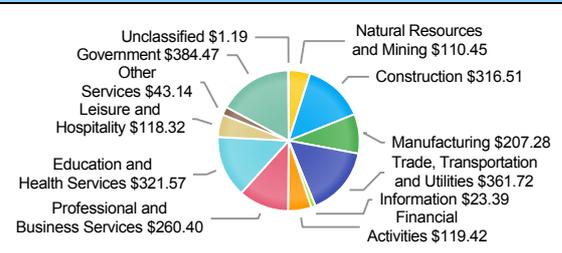
Historical Unemployment Rates



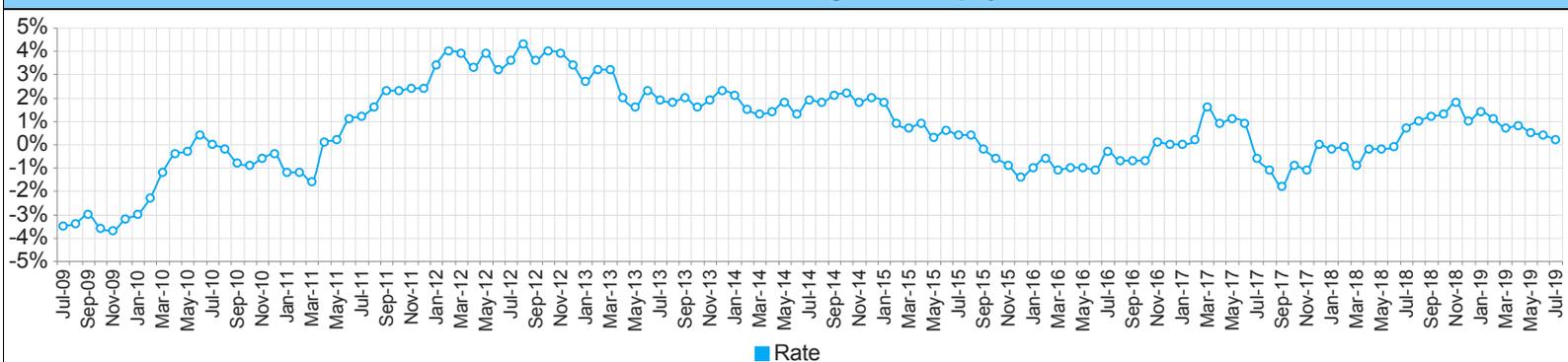
Employment by Size Class (1st Quarter 2019)



Wages by Industry (in millions) (1st Quarter 2019)



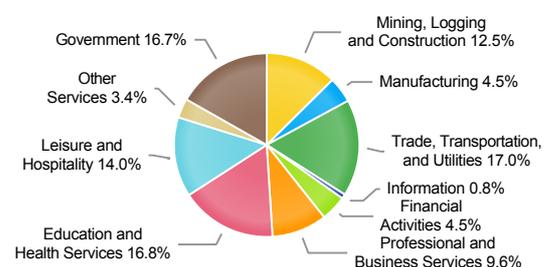
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (July 2019)

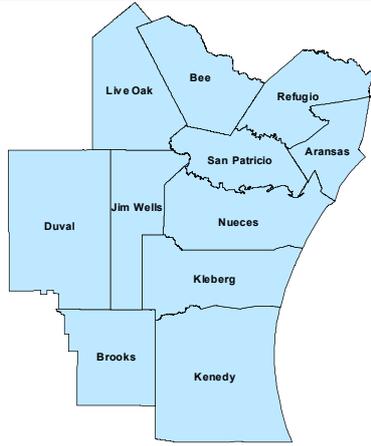
Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	193,000	-1.3%	0.2%
Mining, Logging and Construction	24,200	-0.8%	-0.4%
Manufacturing	8,600	-1.1%	3.6%
Trade, Transportation, and Utilities	32,900	-0.3%	-1.2%
Information	1,600	0.0%	0.0%
Financial Activities	8,600	1.2%	2.4%
Professional and Business Services	18,600	-0.5%	1.1%
Education and Health Services	32,500	0.0%	2.2%
Leisure and Hospitality	27,100	0.4%	-0.7%
Other Services	6,600	-1.5%	1.5%
Government	32,300	-6.4%	-1.5%

Employment by Industry (July 2019)



Coastal Bend Workforce Development Area

July 2019



WDA Labor Force Statistics

	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	263,044	264,340	265,322	-2,278
Employed	251,054	252,748	251,443	-389
Unemployed	11,990	11,592	13,879	-1,889
Unemployment Rate	4.6%	4.4%	5.2%	-0.6%

Texas Labor Force Statistics

	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	14,066,138	14,041,604	13,887,986	178,152
Employed	13,542,200	13,540,702	13,320,601	221,599
Unemployed	523,938	500,902	567,385	-43,447
Unemployment Rate	3.7%	3.6%	4.1%	-0.4%

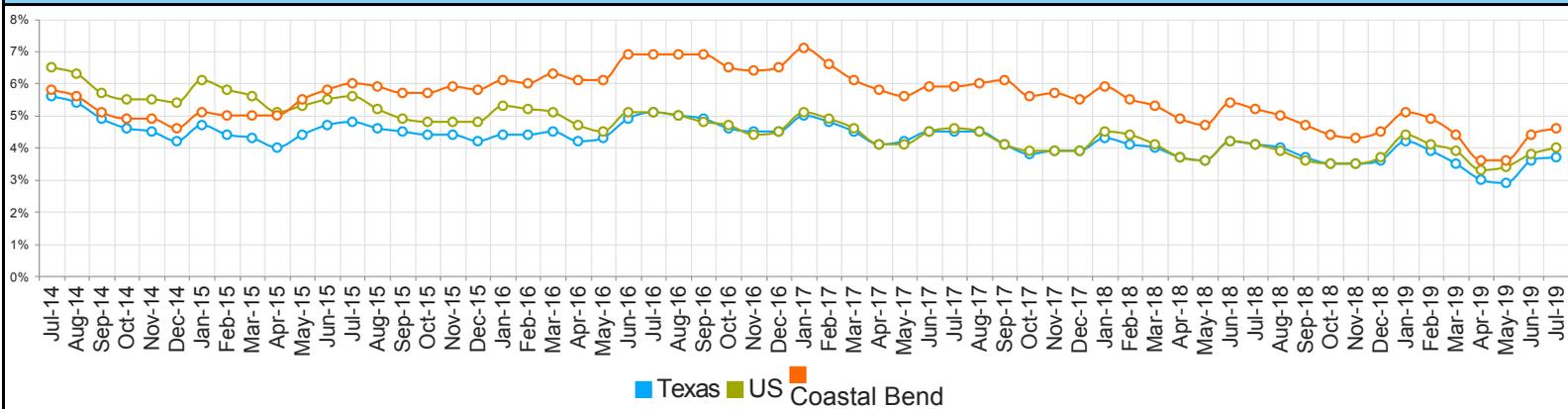
US Labor Force Statistics

	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	164,941,000	164,120,000	163,734,000	1,207,000
Employed	158,385,000	157,828,000	157,004,000	1,381,000
Unemployed	6,556,000	6,292,000	6,730,000	-174,000
Unemployment Rate	4.0%	3.8%	4.1%	-0.1%

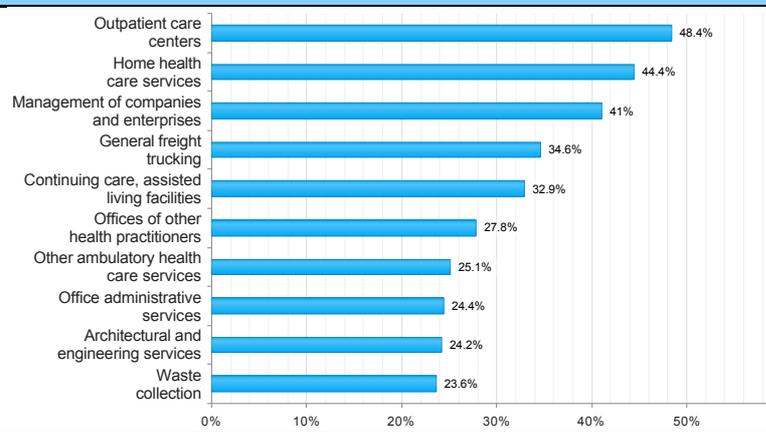
Continued Claims for the Week of the 12th

	Jul-19	Jun-19	Jul-18	Yearly Change
WDA	2,540	2,581	2,512	28
Texas	103,612	101,617	103,675	-63

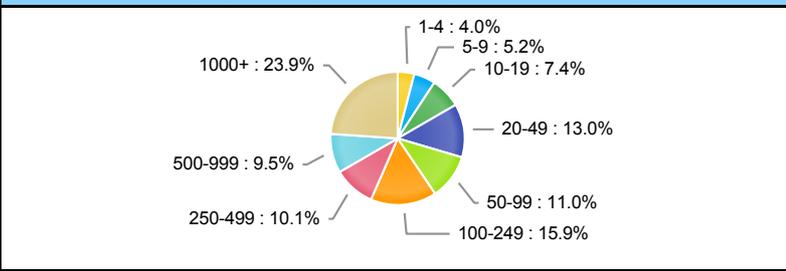
Historical Unemployment Rates



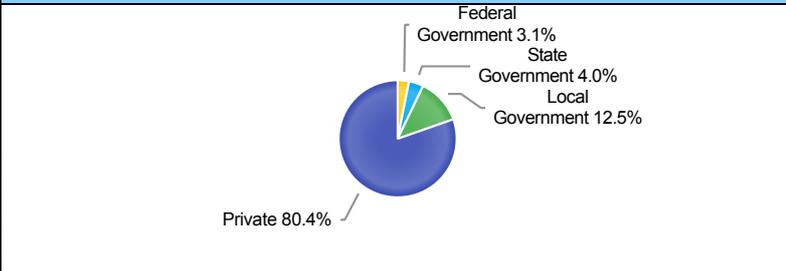
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2016-2026)



Employment by Size Class (1st Quarter 2019)



Employment by Ownership (1st Quarter 2019)



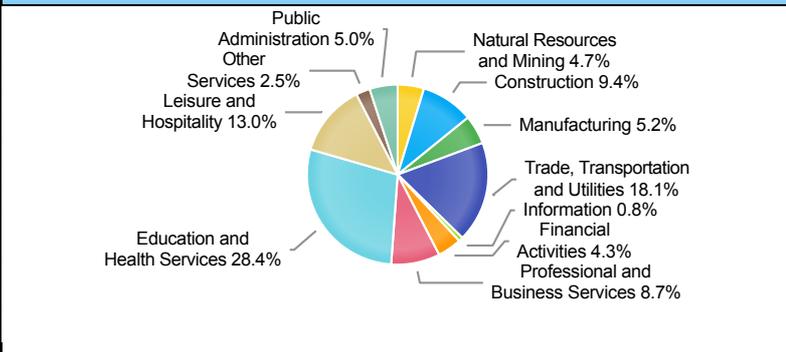
Average Weekly Wage (1st Quarter 2019)

	Q1 2019	Q4 2018	Q1 2018	Quarterly Change	Yearly Change
WDA	\$924	\$933	\$899	\$-9	\$25
Texas	\$1,204	\$1,148	\$1,168	\$56	\$36
US	N/A	\$1,144	\$1,152	N/A	N/A

Employment by Industry (1st Quarter 2019, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	11,075	4.7%	-2.2%	5.5%
Construction	22,308	9.4%	-5.7%	-8.9%
Manufacturing	12,175	5.2%	-2.9%	-1.3%
Trade, Transportation and Utilities	42,677	18.1%	-1.9%	0.1%
Information	1,904	0.8%	-1.1%	-3.4%
Financial Activities	10,081	4.3%	0.7%	4.2%
Professional and Business Services	20,674	8.7%	-2.6%	2.8%
Education and Health Services	67,036	28.4%	0.0%	1.6%
Leisure and Hospitality	30,820	13.0%	0.5%	1.8%
Other Services	5,834	2.5%	-1.0%	1.4%
Public Administration	11,746	5.0%	-1.6%	-0.6%

Employment by Industry (1st Quarter 2019)



*The average weekly wage for U.S. for the latest quarter is not available. It will be updated shortly.

Glossary of Terms

Program Title	Program Characteristics
Child Care	Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities.
Non-Custodial Parent (NCP) Choices	Targets low-income, unemployed, or underemployed NCPs who are behind on child support payments and whose children are current or former recipients of public assistance. Involves working in tandem with the Office of the Attorney General (OAG) and the local court system to help NCPs with substantial barriers to employment and career advancement, become economically self-sufficient while also making consistent child support payments.
Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)	Designed to assist SNAP recipients in obtaining employment through participation in allowable job search, training, education, or workforce activities that promote long-term self-sufficiency. SNAP recipients are referred by the Texas Health and Human Services Commission (HHSC).
Temporary Assistance for Needy Families (TANF)/Choices	The goal of Choices services is to end the dependence of needy parents on public assistance by promoting job preparation, employment, and job retention with a “Work First” service delivery design. TANF recipients are referred by the Texas Health and Human Services Commission (HHSC).
Trade Act Services	Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible.
The Workforce Information System of Texas (TWIST)	TWIST is a centralized point of reporting intake, case management, and service delivery for customers. Intake information is submitted just once for multiple employment and training programs, and can be retrieved statewide. TWIST also allows staff to query and retrieve information from the legacy systems - Employment Services (ES), Unemployment Insurance (UI), SNAP E&T, Temporary Assistance to Needy Families (TANF), SSI (Supplemental Security Income), and the Texas Department of Criminal Justice (TDCJ).
Veterans Employment Services	Employers have quick access to the talents and expertise of veterans and eligible persons, e.g., spouses of deceased/disabled/MIA veterans, to fill job openings.
Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services	Acts as liaison between employers and job seekers to ensure employers have access to qualified workers. Provides job matching and recruitment services to employers and job seekers.
Workforce Innovation and Opportunity Act (WIOA)	WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market; and matches employers with the skilled workers they need to compete in the global economy.