



WORKFORCE SOLUTIONS
of the Coastal Bend

Public Relations Committee Meeting

February 9, 2022
2:00 pm

Bayview Tower
400 Mann Street, Suite 800
Conference Room #1
Corpus Christi, TX

Join Zoom Meeting

<https://us02web.zoom.us/j/82432464388?pwd=VnVIYzBkSUhiVE5LbGNQUm1KaFozQT09>

Toll-Free Call In

888 475 4499 US Toll-free

Meeting ID: 824 3246 4388

Passcode: 133256

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.



Public Relations Committee Meeting

Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1
Corpus Christi, Texas

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Wednesday, February 9, 2022 – 2:00 pm

AGENDA

	<i>Page</i>
I. Call to Order: <i>C. Michelle Unda, Chair</i>	
II. Roll Call.....	3
III. Announcement on Disclosure of Conflicts of Interest 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. Note: Information on open meetings is included at the end of this agenda.	
IV. Public Comments	
V. Discussion and Possible Action on Minutes of the November 10, 2021 Public Relations Committee Meeting	4
VI. Public Relations Committee Charter: Responsible for the expansion of the awareness and outreach plan to broaden public recognition of programs and services.....	5
VII. Discussion and Possible Action on Awareness/Outreach Plan:	6
a. Communications Department Updates and Completed Projects: <i>Xena Mercado</i>	
b. A look ahead for 2022, New Campaigns and Existing Campaign Updates: <i>Xena Mercado</i>	

(cont. page 2)

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- c. Social Media Updates and Insights: *Rufino Martinez*

VIII. **Information Only:**.....7-14

- a. Jobs and Employment Report: *Rufino Martinez*
- b. Employer and Partner Data Requests: *Rufino Martinez*

IX. **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.

Texas Open Meetings Act (TOMA). All public meetings are required to follow all parts of the Texas Open Meetings Act. Therefore, we will be holding this meeting both in-person at our administrative offices and on **ZOOM**. With this format, comes some changes to what is required of board members and the public.

- The presiding member (Chair or designee) must be in-person at the meeting location, 400 Mann St. Ste. 800, Corpus Christi, Texas.
- Board members must be visible on camera in order to count toward the quorum and in order to vote.
- The public and all presenters will need to be visible while presenting information.

This hybrid meeting format will allow us to meet TOMA rules, while still ensuring the safety of those who must attend.

**Public Relations Committee
Roll Call Roster
February 9, 2022
(5 = Quorum)**

_____ C. Michelle Unda, Chair

_____ Carlos Ramirez, Vice Chair

_____ Tracy Florence

_____ Arnoldo Cantu

_____ Omar Lopez

_____ Ofelia Hunter

_____ Rosie Collin

_____ Eric Evans

Signed

Printed Name

NOTES

**Workforce Solutions of the Coastal Bend – Public Relations Committee
Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1
Corpus Christi, Texas**

Join Zoom Meeting

<https://us02web.zoom.us/j/82797788380?pwd=YnBBZ0E0dzF3YlFhYkFkZWVMEFvQT09>

Toll-Free Call In

888 475 4499 US Toll-free

Meeting ID: 827 9778 8380

Passcode: 919725

November 10, 2021 – 3:00 pm

Committee Members

Present

Jesse Gatewood, Chair
Tracy Florence
Omar Lopez – via phone – no video
Rosie Collin – via phone – no video
Liza Wisner

Absent

Carlos Ramirez, Vice Chair
C. Michelle Unda
Arnoldo Cantu
Ofelia Hunter

Others Present

Ken Trevino, Workforce Solutions
Shileen Lee, Workforce Solutions
Janet Neely, Workforce Solutions
Xena Mercado, Workforce Solutions
Rufino Martinez, Workforce Solutions
Alba Silvas, Workforce Solutions
Catherine Cole, Workforce Solutions
Allyson Riojas, Workforce Solutions
Celina Leal, Workforce Solutions
Imelda Trevino, Workforce Solutions
Norma Ochoa, Workforce Solutions
Rosina Salas, Workforce Solutions
Geri Escobar, C2GPS, LLC
Kenia Dimas, BakerRipley

Other Board Members Present:

Gloria Perez

I. Call to Order

Due to the lack of a quorum the meeting could not be called to order. The following informational items were presented.

IV. Public Comments

Mr. Trevino noted that due to the new TOMA rules we do have a laptop setup here at 400 Mann Street, Suite 800 and it is listed on the zoom call as Public. The laptop is available and open to the public, this is a slight adjustment from what we've been doing in the past and it is effective as of September 1, 2021.

VII. Information Only:

- Jobs and Employment Report
- Employer and Partner Data Requests

DISCUSSION AND POSSIBLE ACTION

VI. Committee Initiatives for BCY 2022 – Review of Public Relations Charter

BACKGROUND INFORMATION

Public Relations Committee Charter:

PUBLIC RELATIONS

Responsible for the expansion of an awareness/outreach plan to broaden public recognition of programs/services. Oversight of development of the Quarterly Performance Report and Annual Report to use as tools to report to the public the accomplishments of workforce programs/services.

RECOMMENDATION

The Public Relations Committee consider initiatives for 2022 and take any appropriate action on the information presented.

DISCUSSION AND POSSIBLE ACTION

VII – a, b & c. Awareness/Outreach Plan

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.

- a. Communications Department Updates and Completed Projects
- b. A look ahead for 2022, New Campaigns and Existing Campaign Updates
- c. Social Media Updates and Insights

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

VIII – a & b. Jobs and Employment Report & Employer and Partner Data Requests

BACKGROUND INFORMATION

Jobs and Employment Report

The December unemployment rate for the Corpus Christi Metropolitan Statistical Area (MSA) decreased to 5.8% with Nueces County at 5.5%. Ten of the eleven Coastal Bend counties experienced monthly decreases with the unemployment rate for the Coastal Bend region decreasing to 6.0% in December.

Over the year, the Corpus Christi MSA has increased by 8,200 workers with the *Leisure and Hospitality* and *Professional and Business Services* Super Sectors leading all industries at 8.6% and 8.1% job growth. These jobs include Office and Administrative Support along with Food Preparation and Service-related occupations.

The demand for workers in the Health Care industry remains high in the Coastal Bend region across all occupations. Job opportunities span from administrative to technical and direct patient care.

Employer and Partner Data Requests – 123 over the last 12 months

January 2021

- Economic Overview – Coastal Bend
- Coastal Bend Industry Snapshot – Health Care
- Nueces County Economic Impact Overview
- Nueces County Economic Impact Report – UI Weekly Claims
- Coastal Bend Occupation Snapshot 1
- Coastal Bend Occupation Snapshot 2
- Coastal Bend Occupation Snapshot 3
- Nueces County Economic Impact Report – UI Weekly Claims Update
- Coastal Bend Staffing Pattern
- Coastal Bend Industry Snapshot

February 2021

- Coastal Bend Industry Snapshot
- Coastal Bend Staffing Patterns Report
- Unemployment Claims Report
- Coastal Bend Industry Snapshot – Leisure and Hospitality
- Nueces County Claimant Report

- Top Posted Occupations Report A
- Top Posted Occupations Report B
- Occupational Report Table
- Occupational Report Location A
- Occupational Report Location B
- Occupational Report Location C
- Coastal Bend Economic Overview
- Industry Growth Table
- Top Industries Report
- Economic Overview Kleberg County
- Economic Overview Coastal Bend WDA
- San Patricio Employment
- San Patricio Employment by Industry

March 2021

- Industry Snapshot
- Industry Occupation Report
- All Industry Workers
- Economic Overview Coastal Bend
- Economic Overview Corpus Christi
- Economic Overview Bexar County
- Economic Overview Kendall County
- Job Posting Analytics March 2019
- Job Posting Analytics March 2020
- Unemployment Weekly Claims
- Industry Occupations Report - San Patricio
- Occupational Table Coastal Bend
- Occupation Snapshot Coastal Bend
- Industry Report #1
- Industry Report #2
- Industry Report #3
- Industry Report #4
- Industry Report #5
- Industry Report #6
- Industry Report #7
- Industry Report #8
- Economic Overview Coastal Bend
- Economic Overview Nueces County
- Occupation Snapshot Report
- Industry Snapshot
- Occupation Staffing Patterns
- Monthly Labor Market Information
- Coastal Bend Unemployment by Industry

April 2021

- Economic Overview – Coastal Bend WDA
- Industry Snapshot
- Occupation Overview
- Workforce Availability Report
- Occupational data – Upskill Coastal Bend
- Occupational Snapshot

May 2021

- Career Center Traffic report
- Occupations by Ethnicity
- Occupational Report - Post Secondary
- Occupational Report - Municipality
- Employer Report by County

June 2021

- Occupational Report
- Occupation Overview – Health Care
- Industry Projections
- Occupation Analysis – Municipality

July

- Industry Snapshot – A
- Industry Snapshot – B
- Industry Snapshot – C
- Industry Snapshot – D

August

- Growing Industries – Region A
- Growing Industries – Region B
- Growing Industries – Region C
- Growing Industries – Region D
- Declining Industries – Region A
- Declining Industries – Region B
- Declining Industries – Region C
- Declining Industries – Region D
- Top Companies Posting/Openings

September

- Industry Overview – Manufacturing
- Industry Overview – Manufacturing v2
- Industry Overview – Parts Manufacturing
- Occupational Overview – Parts Manufacturing
- All Businesses – Bee County
- Occupational Analysis Bee County
- Occupational Overview Bee County

October

- Wage Analysis - City of Falfurrias
- Industry Snapshot Maritime
- Occupational Table – Maritime
- Wage Survey
- Staffing Pattern - Law Offices
- Industry Snapshot – Law Offices
- Manufacturing Wage Analysis – 3 county region

November

- Economic Overview – San Patricio
- Wage Analysis – Janitorial Services

December

- Highest Ranking Occupations – Kleberg County
- Highest Ranking Occupations – Jim Wells
- Highest Ranking Occupations – Duval County
- Highest Ranking Occupations – 3 County region
- Highest Ranking Occupations – Coastal Bend region
- Staffing Patterns – Industry X
- Industry Snapshot – X

January 2022

- Economic Overview – Coastal Bend region
- Economic questionnaire responses
- Industry Overview – Industry X
- Staffing Pattern Availability
- Industry Overview Manufacturing – County X
- Occupation Analysis – Nursing
- Industry Overview – Bee County
- Industry Overview – Live Oak County

- Industry Overview – Karnes County
- Industry Overview – San Patricio County
- Industry Overview – Jim Wells County

BACKGROUND

Local Labor Market information for December 2021 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 December 2021						Previous Monthly Data November 2021				Year Ago December 2020			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	162,294,000	155,975,000	6,319,000	3.9	-0.3	-2.8	162,052,000	155,175,000	6,877,000	4.2	160,567,000	149,830,000	10,736,000	6.7
Texas	State	14,299,174	13,586,346	712,828	5.0	-0.2	-1.9	14,253,815	13,511,597	742,218	5.2	14,133,518	13,162,510	971,008	6.9
Corpus Christi	MSA	204,703	192,895	11,808	5.8	-0.2	-2.6	205,227	192,976	12,251	6.0	201,207	184,227	16,980	8.4
Coastal Bend	WDA	255,547	240,254	15,293	6.0	-0.2	-3.1	256,504	240,571	15,933	6.2	255,880	233,323	22,557	9.1
Aransas	County	9,260	8,715	545	5.9	-0.2	-2.3	9,287	8,718	569	6.1	9,049	8,307	742	8.2
Bee	County	8,778	8,143	635	7.2	-0.4	-2.9	8,829	8,161	668	7.6	9,813	8,861	952	10.1
Brooks	County	2,311	2,136	175	7.6	-0.5	-3.6	2,328	2,139	189	8.1	2,537	2,263	274	11.2
Duval	County	4,992	4,651	341	6.8	-0.3	-6.2	5,073	4,714	359	7.1	4,780	4,186	594	13.0
Jim Wells	County	14,549	13,358	1,191	8.2	-0.3	-5.8	14,632	13,395	1,237	8.5	15,603	13,564	2,039	14.0
Kenedy	County	147	137	10	6.8	-0.6	-0.5	148	137	11	7.4	165	155	10	7.3
Kleberg	County	12,512	11,793	719	5.7	-0.4	-2.3	12,658	11,886	772	6.1	13,587	12,552	1,035	8.0
Live Oak	County	4,690	4,435	255	5.4	-0.4	-3.1	4,728	4,456	272	5.8	5,110	4,692	418	8.5
Nueces	County	165,812	156,765	9,047	5.5	-0.2	-2.9	166,290	156,830	9,460	5.7	162,984	149,655	13,329	8.4
Refugio	County	2,865	2,706	159	5.5	-0.5	-2.7	2,881	2,707	174	6.0	3,078	2,823	255	8.2
San Patricio	County	29,631	27,415	2,216	7.5	0	-2.4	29,650	27,428	2,222	7.5	29,174	26,265	2,909	9.9

(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)

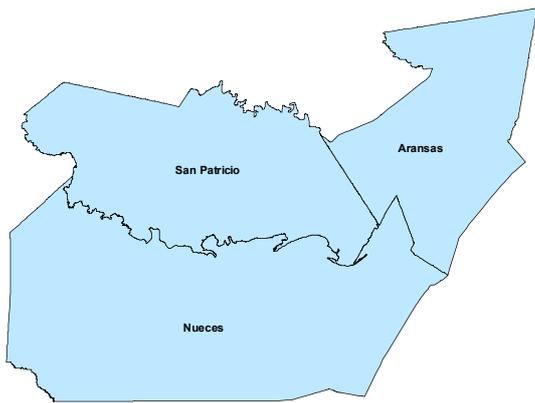
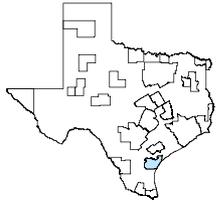
Less than High School	\$15,437	Some College or Associates	\$28,739	Graduate or Professional	\$56,681
High School & GED	\$26,818	Bachelor's	\$44,078		

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Corpus Christi MSA

December 2021



MSA Labor Force Statistics

	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	204,703	205,227	201,207	3,496
Employed	192,895	192,976	184,227	8,668
Unemployed	11,808	12,251	16,980	-5,172
Unemployment Rate	5.8%	6.0%	8.4%	-2.6%

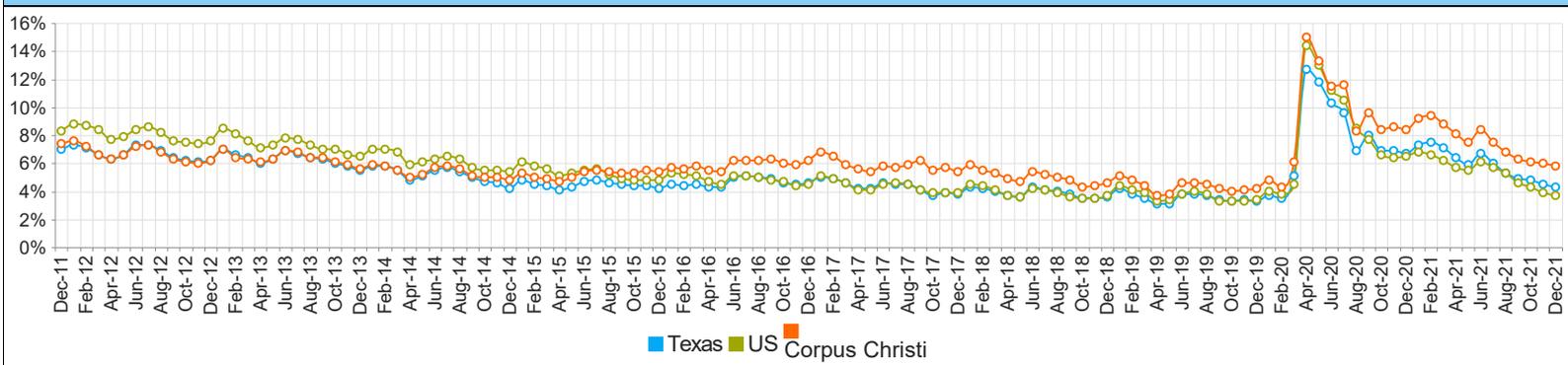
Texas Labor Force Statistics

	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	14,398,693	14,429,974	14,139,874	258,819
Employed	13,785,955	13,775,211	13,191,324	594,631
Unemployed	612,738	654,763	948,550	-335,812
Unemployment Rate	4.3%	4.5%	6.7%	-2.4%

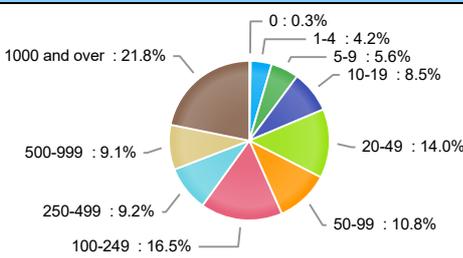
US Labor Force Statistics

	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	161,696,000	162,099,000	160,017,000	1,679,000
Employed	155,732,000	155,797,000	149,613,000	6,119,000
Unemployed	5,964,000	6,302,000	10,404,000	-4,440,000
Unemployment Rate	3.7%	3.9%	6.5%	-2.8%

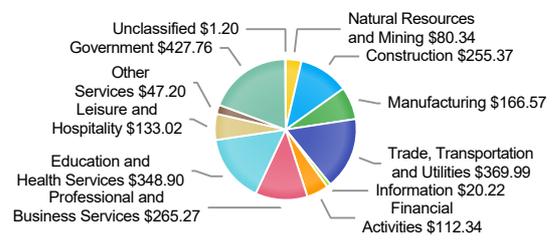
Historical Unemployment Rates



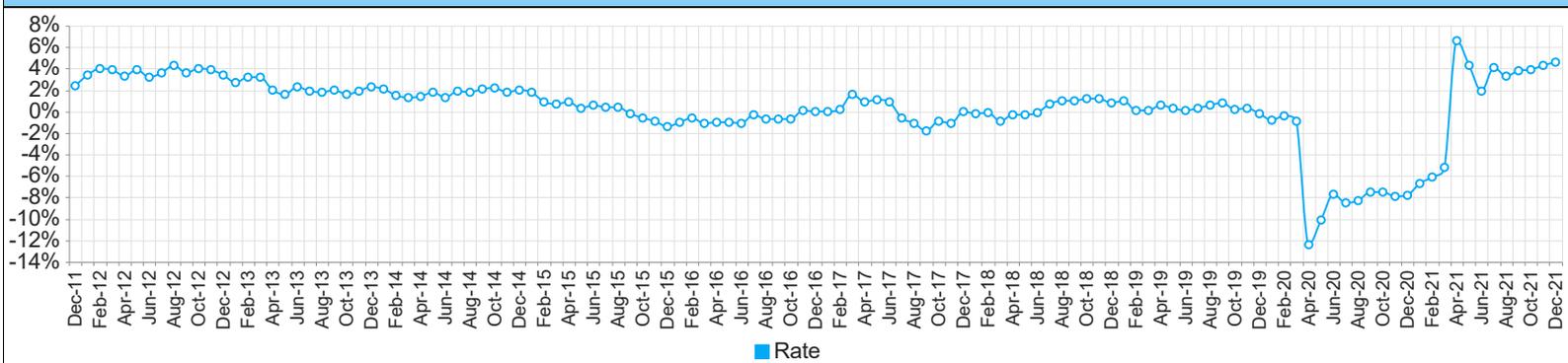
Employment by Size Class (2nd Quarter 2021)



Wages by Industry (in millions) (2nd Quarter 2021)



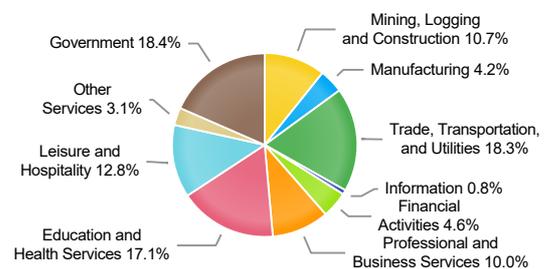
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (December 2021)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	187,800	0.2%	4.6%
Mining, Logging and Construction	20,100	0.0%	5.2%
Manufacturing	7,900	1.3%	0.0%
Trade, Transportation, and Utilities	34,300	0.0%	5.5%
Information	1,500	0.0%	7.1%
Financial Activities	8,600	1.2%	4.9%
Professional and Business Services	18,700	0.0%	9.4%
Education and Health Services	32,200	0.0%	2.5%
Leisure and Hospitality	24,100	-0.4%	8.6%
Other Services	5,900	0.0%	7.3%
Government	34,500	0.6%	0.6%

Employment by Industry (December 2021)



Coastal Bend Workforce Development Area

December 2021



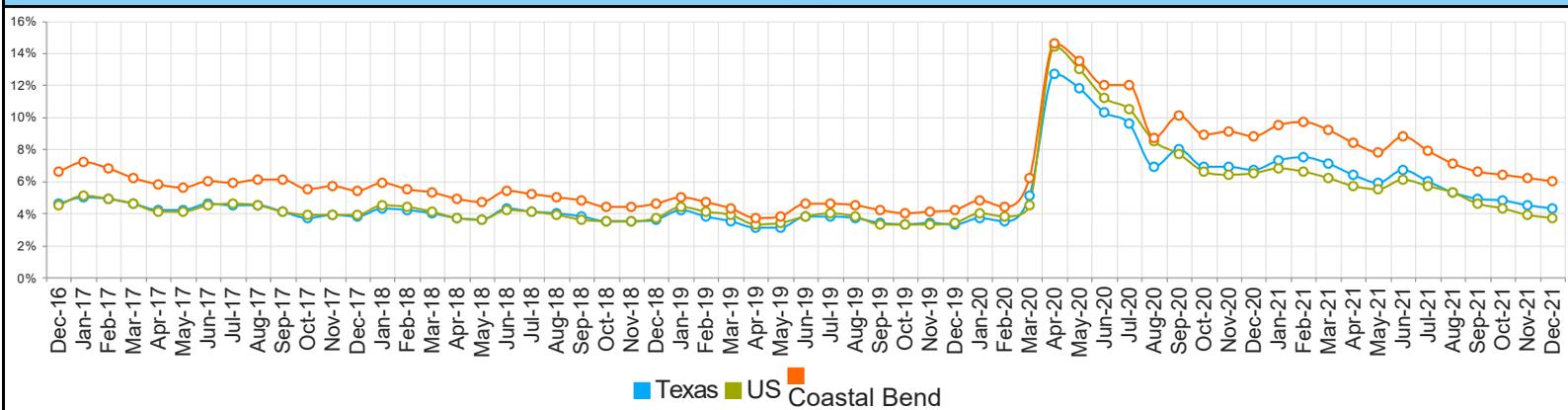
WDA Labor Force Statistics				
	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	255,547	256,504	255,880	-333
Employed	240,254	240,571	233,323	6,931
Unemployed	15,293	15,933	22,557	-7,264
Unemployment Rate	6.0%	6.2%	8.8%	-2.8%

Texas Labor Force Statistics				
	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	14,398,693	14,429,974	14,139,874	258,819
Employed	13,785,955	13,775,211	13,191,324	594,631
Unemployed	612,738	654,763	948,550	-335,812
Unemployment Rate	4.3%	4.5%	6.7%	-2.4%

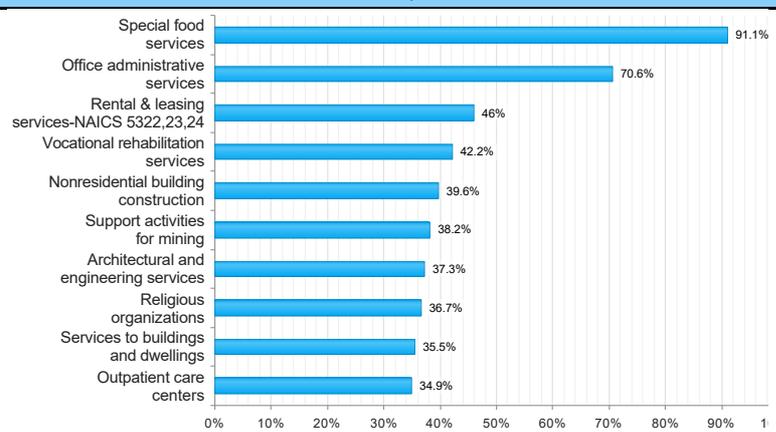
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Employed	155,732,000	155,797,000	149,613,000	6,119,000
Unemployed	5,964,000	6,302,000	10,404,000	-4,440,000
Unemployment Rate	3.7%	3.9%	6.5%	-2.8%

Continued Claims for the Week of the 12th				
	Dec-21	Nov-21	Dec-20	Yearly Change
WDA	2,286	2,221	5,992	-3,706
Texas	80,731	84,722	244,808	-164,077

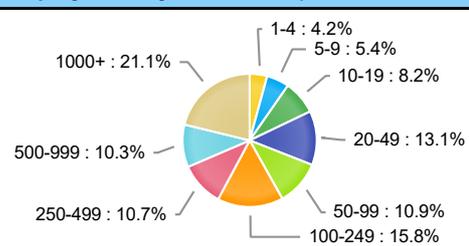
Historical Unemployment Rates



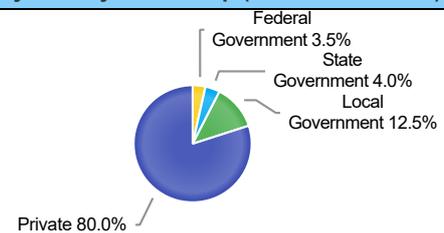
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



Employment by Size Class (2nd Quarter 2021)



Employment by Ownership (2nd Quarter 2021)



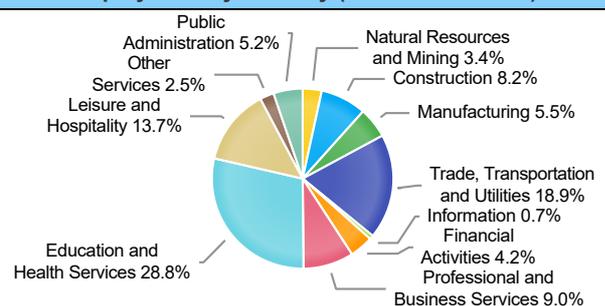
Average Weekly Wage (2nd Quarter 2021)

	Q2 2021	Q1 2021	Q2 2020	Quarterly Change	Yearly Change
WDA	\$945	\$940	\$919	\$5	\$26
Texas	\$1,210	\$1,259	\$1,156	-\$49	\$54
US	\$1,241	\$1,288	\$1,188	-\$47	\$53

Employment by Industry (2nd Quarter 2021, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	7,564	3.4%	5.1%	0.7%
Construction	18,229	8.2%	-1.2%	-2.2%
Manufacturing	12,293	5.5%	0.2%	0.4%
Trade, Transportation and Utilities	42,279	18.9%	1.1%	4.0%
Information	1,643	0.7%	0.7%	1.2%
Financial Activities	9,399	4.2%	1.2%	-0.4%
Professional and Business Services	20,004	9.0%	1.4%	4.8%
Education and Health Services	64,456	28.8%	0.1%	1.0%
Leisure and Hospitality	30,577	13.7%	6.7%	20.0%
Other Services	5,531	2.5%	2.6%	3.6%
Public Administration	11,511	5.2%	0.3%	-3.9%

Employment by Industry (2nd Quarter 2021)



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.