

# GULF COAST WORKFORCE BOARD

## 2017- 2020

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## LOCAL PLAN

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# TABLE OF CONTENTS

<b>I. Foreword</b> .....	<b>4</b>
<b>II. Part A: Strategic Elements</b> .....	<b>8</b>
<b>Board's Vision</b> .....	<b>9</b>
Gulf Coast Workforce Board Strategic Plan .....	9
Performance Targets .....	16
Core Programs .....	19
System Partners .....	19
Working with Education and Training Providers .....	23
2015 Workforce Report Card .....	24
Community Partnerships .....	27
<b>Economic and Workforce Analysis</b> .....	<b>31</b>
Economic Conditions of the Region .....	31
Workforce Needs of Businesses, Job Seekers, and Workers .....	32
In-Demand Industries (Targeted Industries List) .....	35
In-Demand Occupations (Where the Jobs Are List) .....	39
Target Occupations (High-Skill, High-Growth Occupations List) .....	46
Measuring Credentials of Middle-Skill Jobs .....	54
Regional Workforce Analysis .....	67
Workforce Development Activities .....	70
Education Industry Sector Activities .....	74
Industrial Crafts and Construction Industry Sector Activities .....	79

<b>III. Part B: Operational Elements .....</b>	<b>82</b>
Workforce Development System Description .....	83
WIOA Eligibility.....	88
Coenrollment and Pathways to Postsecondary Credentials .....	91
Targeted Service Populations .....	92
Employer Engagement.....	96
Economic Development.....	98
Workforce Investment.....	100
One-Stop Delivery System Description .....	101
Adult and Dislocated Worker Activities .....	106
Rapid Response Activities.....	108
Youth Workforce Investment Activities .....	108
Education Services .....	111
Transportation and Additional Support Services.....	111
Coordination with Wagner-Peyser Act Services .....	114
Adult, Education, and Literacy Services.....	117
The Workforce Solutions System: Contracts .....	125
Houston-Galveston Area Council.....	126
Procurement .....	127
Performance Targets.....	128
Board’s Vision and Actions .....	130
Individual Training Accounts (ITA’s).....	132
One-Stop Intake Technology and Case Management Information Systems .....	137
Financial Aid Criteria for Customers.....	140
ITA Limitations .....	142
Youth Program Design.....	144
Registered Apprenticeships .....	151
<b>IV. Part C. Public Comment.....</b>	<b>153</b>

## FOREWORD

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The Gulf Coast Workforce Board and its operating affiliate, Workforce Solutions are the public workforce system for the 13-county Houston-Galveston area in southeast Texas. We help employers meet their workforce needs and individuals build careers so both can compete in the global economy.

As a public entity, Workforce Solutions is most effective when we can rely on the participation of all stakeholders in the regional economy. This means that we work closely with schools, colleges, local city and county governments, non-profits, and social service providers, as well as the business community, to bring people together and focus on our shared economic needs. To represent these many groups, the Gulf Coast Workforce Board is made up of dedicated individuals from both the public and private sectors who volunteer their time and expertise to help set the direction for how Workforce Solutions carries out its mission.

Our volunteer Board members along with the hard-working professional staff of Workforce Solutions, are tasked with implementing a local, data-driven plan for developing our region's pool of human talent to meet local employment needs. To guarantee that we are fulfilling our area's obligations to the Texas Workforce Commission under the Workforce Innovation and Opportunity Act, this Local Plan examines our estimated economic needs through 2020.

Through its 2017-2020 Local Plan, the Board:

- Projects labor market conditions and identifies the needs for skilled workers
- Sets the strategic direction for Workforce Solutions and the Board's investments to meet the region's needs for an educated and skilled workforce
- Describes how Workforce Solutions is organized to deliver high-quality, valued service for the region's employers and people
- Ensures the public workforce system is open and accessible to its customers and accountable to funders, local elected officials and stakeholders

The full report draws on a wide variety of data points, metrics and programming, and we encourage you to read it for a fuller understanding of our efforts.

But first, it's important to begin with a few basic facts about how are our Board envisions the next 10 years for local employment and some of our plans for meeting the challenges and opportunities that we see developing for our 13-county area.

## **What does the future hold?**

By 2024, total population in the region will reach 7,674,819. The Houston-Galveston area will continue to become more and more diverse, with 35.4% Anglo, 37.6% Hispanic, 16.8% African American, and 7.5% Asian. Although the percentage of the workforce over the age of 55 will increase to 23.8%, the region will remain largely young with just over half of the population under the age of 35.

Total employment in the region will grow to 3,821,030 – an increase of 22.4% from 2014. Key industries in the region will continue to include oil and gas exploration and production, construction, manufacturing, health care, education, and business and technical services.

We estimate that even before 2024, 58.8% of all jobs in the region will require education or training beyond the high school level and that the majority of these will be “middle skill” jobs. In 2024, employers will need 1.3 million workers in middle skill positions – those that require some post-secondary education and/or on-the-job training. But make no mistake, these are the crucial positions that will need to be filled in order to make our workforce competitive in a global environment. Wages for these jobs currently average \$23.79 per hour – significantly above the region's median wage.

The region's employers will continue to need almost 925,000 individuals for highly skilled work. These are the jobs that require education at or beyond a bachelor's degree level and usually some level of work experience: physicians, nurses, pharmacists, engineers of all types, accountants and researchers for example. These are the highest paying jobs – with current average wages at \$47.66 per hour.

There will also be some 1.8 million lower-skilled jobs in 2024.

In its local plan, the Board targets the key regional industries and the high-skill and middle-skill jobs which will be most in need for those industries, while presenting information on the lower-skilled jobs as well.

## **How will the Board and Workforce Solutions respond to these challenges?**

The Board's mission is to help employers meet their human resource needs and individuals build careers, so both can compete in the global economy. To accomplish this goal, Workforce Solutions will focus on providing services to both employers and members of the workforce to fill our region's economic needs with highly trained individuals.

Our focus on employers is to help them find the right people for the right job, and expand their share of the regional economy by growing their workforce, capacity and productivity. For our area's workers, we provide assistance with training, education and professional development to help people find meaningful employment and make progress in their career. This commitment to service is how we intend to meet the needs of our dynamic economic future.

## **What does the report show?**

The Local Plan lays out the broad workforce and human resources needs for the region's future, and helps us make decisions about how we use our system and resources to meet those needs. These forecasts show us where our workforce development efforts should be focused and tell us what kinds of jobs and industries will be our region's key occupations and employers. This information is critical to educators, communities and businesses because it explains how we will need to evolve and adapt our workforce to changing economic demands.

What we see most clearly is the continued need for employees capable of filling skilled technical professions. These are the occupations that will come to dominate our employment needs and provide the manpower that businesses need to grow and succeed. Technical skill jobs are found across the chief industries of the Texas Gulf Coast region, but what they have in common are requirements for additional training and education beyond high school.

This means that Workforce Solutions will share pertinent information with educators, parents and students about career exploration and what steps young people need to be taking now so they are prepared for the jobs of tomorrow. Collectively, we need to focus our efforts on making sure that tomorrow's job candidates are equipped with the skills and knowledge they will need.

The impact of the decline in new oil and gas-related occupations is also significant. Our region has always had an energy sector that accounted for a large part of our workforce. Looking into the coming years, it appears that many of those employers will need fewer, but more skilled workers. It will also become increasingly important that we prepare our workforce with a set of transferable skills that can be applied across industries.

This will make our focus on transitional employment increasingly crucial. We also anticipate that some of the losses in oil and gas-related employment will be offset by other fields in industrial construction, transportation, and health care. It is also worth noting that even while oil and gas has declined, there has been a regional uptick in the petrochemical industry, as well as liquefied natural gas operations. However, moving between industries may necessitate learning new skills and re-applying old ones to new problems. This will be another avenue where Workforce Solutions will look to provide services.

The Gulf Coast Workforce Board and our Workforce Solutions team are dedicated to growing our region's economic footprint by helping businesses reach their full human resources potential. Even as economic challenges arise and are ultimately overcome, we pride ourselves on the work that we do, and we look forward to continuing to serve Gulf Coast businesses and their employees into the future.

# PART A: STRATEGIC ELEMENTS

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## PART A: STRATEGIC ELEMENTS

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1. **A description of the Board’s strategic vision to support regional economic growth and economic self-sufficiency. The description must include:**
  - a. goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment; and
  - b. goals relating to the performance accountability measures based on performance indicators described in WIOA §116(b)(2)(A).

### The Board’s Vision

The Gulf Coast Workforce Board is accountable for leading and governing the regional workforce system in the 13-county Gulf Coast region of Texas. It is the one and only workforce board in the region and one of its primary responsibilities is strategic planning.

The greatest challenge for us is setting the direction and focus for all workforce activities in the region, regardless of how they are funded, and to use our limited resources to leverage the larger system and achieve Board-established results. Moving the bigger system would be impossible without a strategic plan that clearly describes and precisely quantifies what results the Board expects the regional workforce system to achieve.

The Board has been engaged in a strategic planning process for several years. In 2003, we developed statements of our core values, mission and vision that explain what Board members value most, why it exists as a board, and where it wants to be at some point in the future. The Board developed results statements for the regional workforce system, both that which it directly controls and for the larger system. The Board’s strategic plan is a tool for managing the regional workforce system. Board members and staff use it to drive the regional workforce system toward the four results statements.

*The Gulf Coast workforce system is a regional network of business, education, labor, government, and community organizations serving the City of Houston and the 13-county Gulf Coast region of Texas.*

<p><b>Core Values</b></p> <p><b>(Our Strongly Held Beliefs)</b></p>	<p>Innovation – Productivity – Accountability – Results</p>
<p><b>Mission</b></p> <p><b>(The Reason We Exist)</b></p>	<p>The Gulf Coast workforce system helps employers meet their workforce needs and individuals build careers so both can compete in the global economy.</p>
<p><b>Vision</b></p> <p><b>(The Future We Aspire To)</b></p>	<p>The Gulf Coast of Texas ranks among the top ten economic regions in the world.</p> <ul style="list-style-type: none"> <li>• Employers have an adequate supply of well-educated and well-trained people, which enables them to compete in the world economy.</li> <li>• Individuals have the knowledge, skills, and aptitudes to work and earn incomes that make them self-sufficient.</li> <li>• The region is among the most attractive places in the country to live and work.</li> </ul> <p>A single, integrated workforce system helps employers meet their workforce needs and individuals build careers. Employers access the system and use its services without leaving their place of business.</p> <ul style="list-style-type: none"> <li>• Individuals are able to learn and work in their homes, in schools, and on the job to realize their greatest potential.</li> <li>• People throughout the region know about the system and can access the same high-quality information and labor market services regardless of where they live or how they come in contact with the system.</li> <li>• Strong commitments to innovation, productivity, accountability, and results keep the system flexible and responsive to employers’ and peoples’ ever-changing workforce needs.</li> <li>• Life-long learning and skills development are integral parts of the regional workforce system.</li> <li>• Long-standing relationships between employers and educators keep education and training opportunities one step ahead of the needs of the market.</li> </ul>

	<ul style="list-style-type: none"> <li>• The system partners with those industries and employers that drive the regional economy. It also works with chambers of commerce and economic development entities to identify and support emerging industries vital to the region’s continued growth and diversification.</li> <li>• Operating above reproach, the system is highly valued by employers and people alike.</li> </ul> <p>The Gulf Coast Workforce Board sets the regional workforce agenda. It is widely recognized for its excellence as a leadership and governing board and for its commitment to making a difference.</p> <p>Business, labor, and community leaders vie for board membership because they know it is:</p> <ul style="list-style-type: none"> <li>• well-educated, innovative, disciplined, and high-performing</li> <li>• nationally and locally recognized for its stewardship of public funds and its commitment to results; it makes funding decisions solely on the basis of performance, not politics</li> <li>• accountable to its owners (the taxpayers) and their representatives (the elected officials who appointed its members)</li> </ul>
<p><b>Results</b> <b>(The Difference We Will Make)</b></p>	<ol style="list-style-type: none"> <li>1. More Competitive Employers</li> <li>2. A Better-Educated Workforce</li> <li>3. More and Better Jobs</li> <li>4. Higher Incomes</li> </ol>
<p><b>Strategies</b> <b>(How We Will Achieve Results)</b></p>	<ol style="list-style-type: none"> <li>5. Continually improve the quality of customer service</li> <li>6. Provide high-quality labor market information</li> <li>7. Provide skilled workers for employers in critical industries</li> <li>8. Contribute to high-quality, life-long learning experiences</li> <li>9. Use our resources to move the larger system to achieve Board-established results</li> <li>10. Meet the requirements of our funding sources</li> <li>11. Find additional revenue to support Board results</li> </ol>

We worked out a framework for quantifying progress toward Board-established results – measures, baselines, annual and long-range targets for both the Board controlled activities and the larger system. Together, this framework established a policy structure governing the regional workforce system, and clearly laid out the expectations for the system. The Workforce Board Strategic Planning Committee and staff annually review performance on strategic metrics. More importantly, the Board and staff analyze gaps between performance and targets. Do strategies align with the goals? Where are the opportunities to improve operational efficiency? What factors are affecting performance? Based on this analysis, we may adjust strategies, change procedures, revise (or eliminate) metrics and reset targets.

In the table below, are the metrics and long-term goals for both the Board-controlled and the larger workforce system through 2018.

## Result #1 More Competitive Employers

### For Workforce Solutions

	2014	2015	2016	2017	2018
Number of the region’s employers who use Workforce Solutions	25,147	25,452	22,000	22,000	23,000
Percentage of the region’s employers using Workforce Solutions as repeat customers	58%	62%	60%	60%	60%

## Result #2 A Better-Educated Workforce

### For the Regional Workforce System

	2014	2015	2016	2017	2018
Percentage of the region's population (25 years and older) holding an education credential	80.0%	80.0%	81.0%	82.0%	82.0%

Percentage of the region's population (25 years and older) holding a post-secondary degree	35.0%	35.0%	37.0%	37.0%	38.0%
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Percentage of those pursuing an education credential who earn one	21.0%	21.0%	22.0%	22.0%	23.0%
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	2014	2015	2016	2017	2018
Percentage of students enrolled in the 9th through 12th grades earning a high school diploma	21.0%	21.0%	21.0%	21.0%	21.0%

Percentage of those enrolled in adult basic education who earn a GED	79%	79%	79%	79%	79%
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Percentage of students enrolled in post-secondary institutions earning a certificate or degree	18.0%	18.0%	19.0%	20.0%	21.0%
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Percentage of students earning post-secondary certificates or degrees who hold credentials in fields preparing them for jobs in high-skill, high-growth occupations targeted by the Gulf Coast Workforce Board	32.0%	32.5%	34.5%	35.0%	35.5%
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Total number of students earning a post-secondary degree or certificate up to and including Associate's degrees	31,382	31,925	34,467	37,222	40,210
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### For Workforce Solutions

	2014	2015	2016	2017	2018
Percentage of resident customers pursuing an education credential who earn one	73%	70%	72%	74%	74%

Percentage of resident customers enrolled in post-secondary education who earn certificate/degree	82%	83%	84%	84%	85%
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## Result # 3 More and Better Jobs – Job Creation

### For the Regional Workforce System

	2014	2015	2016	2017	2018
Total number of individuals employed	2.75M	2.81M	2.87M	2.93M	2.99M
Number of new jobs created as a direct result of Workforce Solutions' partnering with other business organizations	2,700	2,800	3,000	3,200	3,300
	2014	2015	2016	2017	2018
Percentage of new jobs created with employers in industries targeted by the Gulf Coast Workforce Board as a direct result of Workforce Solutions' partnerships	75%	75%	75%	75%	75%
Percentage of new jobs created in high-skill, high-growth occupations targeted by the Gulf Coast Workforce Board as a direct result of Workforce Solutions' partnerships with employers	45%	45%	45%	45%	45%

## Result # 3 More and Better Jobs – Employment

### For the Regional Workforce System

	2014	2015	2016	2017	2018
Percentage of those employed who are working for employers in industries targeted by the Gulf Coast Workforce Board	27.5%	27.7%	28.3%	28.4%	28.6%
Percentage of those employed who are working in high-skill, high-growth occupations targeted by the Gulf Coast Workforce Board	19.3%	19.4%	16.8%	16.9%	16.9%

### For Workforce Solutions

	2014	2015	2016	2017	2018
Percentage of resident customers employed after leaving Workforce Solutions	72%	73%	75%	76%	76%
Percent of resident customers unemployed at entry who are employed after leaving Workforce Solutions	70%	71%	73%	74%	74%
Percentage of resident customers employed after leaving Workforce Solutions, also employed in both consecutive quarters	81%	81%	82%	82%	83%
Percentage of resident customers employed in the quarter beginning services from Workforce Solutions	62%	62%	63%	64%	65%

## Result # 4 Higher Incomes

### For Workforce Solutions

	2014	2015	2016	2017	2018
Percentage of resident customers with earnings gains of at least 20 percent after leaving Workforce Solutions	35%	35%	36%	36%	37%
Percentage of resident customers employed with earnings gains after leaving Workforce Solutions	44%	44%	45%	45%	46%

For 2017, the Board adopted 13 measures and set performance targets for 2017:

<b>More Competitive Employers</b>	Market Share - (Oct. 2015 - Sept. 2016)	22,000
	Customer Loyalty - (Oct. 2015 - Sept. 2016)	60%
<b>Higher Incomes</b>	Exiters with Earnings Gains of at least 20% (April 2015 - March 2016)	36%
	Exiters employed in the 1st Qtr After Exit with Earnings Gains (April 2015 - March 2016)	45%
<b>More and Better Jobs</b>	New jobs created as a direct result of partnering with other business organizations (Oct. 2016 - Sept. 2017)	3,200
	New jobs created with employers in industries targeted by the Gulf Coast Workforce Board as a direct result of partnerships (Oct. 2016 - Sept. 2017)	75%
	New jobs created in high-skill occupations targeted by the Gulf Coast Workforce Board as a direct result of partnerships (Oct. 2016 - Sept. 2017)	45%
	Customers employed in the 1st Qtr After Exit (Oct. 2015 - Sept. 2016)	76%
	Customers, unemployed at entrance, employed in the 1st Qtr After Exit (Oct. 2015 - Sept. 2016)	74%
	Number of customers employed in 2nd and 3rd quarters after exit (April 2015 - March 2016)	82%
	Customers employed in the entrance quarter - (April 2016 - March 2017)	64%
<b>A Better Educated Workforce</b>	Customers pursuing Education Credential that achieve one by quarter after exit (July 2016 - June 2017)	74%
	Customers enrolled in post-secondary who earn certificate or degree by quarter after exit (July 2016 - June 2017)	84%
<b>More Competitive Employers</b>	Market Share - No LMI (Oct. 2015 - Sept. 2016)	22,000
	Customer Loyalty - No LMI (Oct. 2015 - Sept. 2016)	60%
<b>Higher Incomes</b>	Exiters with Earnings Gains of at least 20% (April 2015 - March 2016)	36%
	Exiters employed in the 1st Qtr After Exit with Earnings Gains (April 2015 - March 2016)	45%

<b>More and Better Jobs</b>	New jobs created as a direct result of partnering with other business organizations (Oct. 2016 - Sept. 2017)	3,200
	New jobs created with employers in industries targeted by the Gulf Coast Workforce Board as a direct result of partnerships (Oct. 2016 - Sept. 2017)	75%
	New jobs created in high-skill occupations targeted by the Gulf Coast Workforce Board as a direct result of partnerships (Oct. 2016 - Sept. 2017)	45%
	Customers employed in the 1st Qtr After Exit (Oct. 2015 - Sept. 2016)	76%
	Customers, unemployed at entrance, employed in the 1st Qtr After Exit (Oct. 2015 - Sept. 2016)	74%
	Number of customers employed in 2nd and 3rd quarters after exit (April 2015 - March 2016)	82%
	Customers employed in the entrance quarter - (April 2016 - March 2017)	64%
<b>A Better Educated Workforce</b>	Customers pursuing Education Credential that achieve one by quarter after exit (July 2016 - June 2017)	74%
	Customers enrolled in post-secondary who earn certificate or degree by quarter after exit (July 2016 - June 2017)	84%

In addition, there will be 19 measures Contracted by the State.

<b>Contracted with the State</b>	# of Employers Receiving Workforce Assistance	26,235
	Employed Q2 Post Exit - Adult	TBD
	Employed Q2 Post Exit - DW	TBD
	Employed Q2 Post Exit - Youth	TBD
	Employed Q4 Post Exit - Adult	TBD
	Employed Q4 Post Exit - DW	TBD
	Employed Q4 Post Exit - Youth	TBD
	Employed/Enrolled Q2 Post Exit - All Participants	TBD
	Employed/Enrolled Q2-Q4 Post Exit - All Participants	TBD
	Median Earnings Q2 Post Exit - Adult	TBD
	Median Earnings Q2 Post Exit - DW	TBD
	Median Earnings Q2 Post Exit - All Participants	TBD
	Credential Rate - Adult	TBD
	Credential Rate - DW	TBD
	Credential Rate - Youth	TBD
	Credential Rate - All Participants	TBD
	Claimant Reemployment w/in 10 Weeks	42.4%
	Average Kids Served Per Day - Discretionary At-Risk	21,465
	Choices Full Work Rate (Oct. 2016 - Sept. 2017)	50.0%

We also track the following measures:

<b>Tracked Measures</b>	Total Customers Served	26,235
	Average Monthly Traffic	22,000
	Job Openings Filled – Problems with State report prevents us from tracking this	TBD
	Job Postings Filled – Problems with State report prevents us from tracking this	TBD
	Customers Directly Placed	23,000

*\* TBD - Missing targets will be populated later this year when released by the Texas Workforce*

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**2. A description of the Board’s strategy to work with the entities carrying out the core programs and with the required partners to align resources available to the local area, to achieve the vision and goals.**

## **Programs**

The Gulf Coast Workforce Board proposes to align our administration of the below programs with the WIOA Texas Combined State Plan.

- The Adult, Dislocated Worker, and Youth programs
- The Wagner-Peyser Employment Service (ES) program, including the Agricultural Outreach Plan
- The Adult Education and Family Literacy Act program
- The Vocational Rehabilitation program
- The Senior Community Service Employment Program

Currently, the Texas Workforce Commission (TWC) has oversight authority for all of the aforementioned programs. The programs discussed in this plan reflect only a portion of the programs managed by the Gulf Coast Workforce Board. Through the integrated workforce system in Texas, the GCWB also manages several other programs administered by TWC:

- Choices [the employment program for recipients of Temporary Assistance for Needy Families (TANF)]
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Child Care and Development Block Grant Funds/Child Care Development Funds (CCDBG/CCDF)
- Trade Adjustment Assistance (TAA)

## **Partners**

The Gulf Coast region is rich in workforce development partners. We have ten community colleges systems, more than a dozen university campuses, numerous economic development and business organizations, a host of state and local agencies, and a wide variety of community and faith-based organizations. Together, these institutions represent a rich infrastructure for the Gulf Coast workforce system.

With our partners, we provide a wide range of service to employer and individual customers. On the resident side, community and faith based organizations provide mentoring, life skills training, adult basic education, English as a second language, child care, transportation, and other work support service. Some of these organizations are paid vendors for our system while many others work informally with Workforce Solutions jointly assisting customers.

Workforce Solutions has an excellent relationship with our community college partners. The colleges provide educational programs leading to degrees and technical certificates, adult education and English as second language instruction, and other training. They work with the Board in developing customized training for employers, and consult with us in developing proposals related to workforce training. The colleges in the area are valuable partners in developing industry-based initiatives to address workforce issues in the region.

The region's major universities have a role in the workforce system, and are likely to have a greater one in the future as the Board's industry-based work continues and expands. The universities help to contribute to the diversification of our economy in the Gulf Coast Region. In addition to the current major universities located in Houston, there are plans for a new University of Texas Campus, which will focus on providing Healthcare and Healthcare Technology education and training.

The region's 76 districts are key partners in addressing many of the long-term shortages of skilled workers in our region. The Board has an existing relationship with many school districts; many career offices work directly with middle and high schools in their communities. The career offices are charged with providing service to young people in their schools. In addition to serving individual youth, many of whom are out of school, the Board continues to work with schools broadly to provide good labor market information to schools, parents and young people. We continue to expand and improve our labor market information and career planning products which include the High Skill, High Growth Guide, Focus on Industry and Occupation profiles, When I Grow Up and Choices Planner. Our goal is to support schools in their efforts to reduce drop-out rates, target resources to prepare youth for the good jobs of the future, and provide both parents and students information they can use in selecting course work and career opportunities. The Board's Education Committee provides guidance and oversight, and is fully committed to assisting schools in producing more graduates with the skills employers want.

Economic development organizations are key partners in our region. In many cases, the Board is a member of these organizations. In other cases, such as our industry groups, the economic development organizations are key members of Board-sponsored projects. We work together in identifying opportunities for the region to grow good jobs, and to help develop solutions to barriers to growth, such as the need for improved

schools. The Board's strategic plan includes a measure of the degree to which we are involved in economic development efforts leading to new or retained jobs. In general, each partner we work with pays for the service and staff the organization normally provides. For example, we may have a memorandum of understanding to work with a community-based organization to coordinate providing service to customers. We agree to make cross-referrals for customers with each partner paying for service they deliver to each customer.

There are exceptions to this general policy. Some of our partners are either vendors for Workforce Solutions or the Board has procured the organization to provide specialized service. In these cases, we pay for the partner organization to provide service, either by individual referral or through cost-reimbursement contracts.

The Board enjoys excellent working relationships with its partners, especially core partners such as the colleges, the adult education community, and economic development entities.

### **Vocational Rehabilitation Services**

The Texas Workforce Commission's Vocational Rehabilitation Services (formerly the Department of Assistive Rehabilitation Services, or DARS) is the new State funded program that assists individuals with disabilities in obtaining employment. People with disabilities represent a growing market segment in the U.S., so counting individuals with disabilities among employees can help businesses better understand and meet the needs of this expanding customer base. In addition, hiring workers with disabilities could mean tax breaks.

On September 1, 2016, Vocational Rehabilitation Services were transferred from DARS to TWC, in accordance with Senate Bill (SB) 208, 84th Texas Legislature, Regular Session (2015). The GCWB is working with TWC to insure a smooth transition and integrate TWC's Vocational Rehabilitation Services into current Workforce Solutions' offices.

The Workforce Solutions' Navigator team and career offices work with Vocational Rehabilitation Counselors with Texas Workforce Solutions Vocational Rehabilitation Services to help connect those with disabilities with services offered through the local career office. Vocational Rehabilitation Counselors also arrange to meet customers in the local career offices.

## **Adult Education and Literacy**

In September 2014 the Gulf Coast Workforce Board began administering the public adult education and literacy funds in our 13-county region.

Adult education and literacy providers offer English language, mathematics, reading, and writing instruction to help students acquire the skills needed to earn a high school equivalency, enter college or career training and/ or succeed in the workforce.

While some classes may charge a small, nominal fee (less than \$20) most adult education and literacy services are free to adult learners. Service is also available to young people who have dropped out of high school and have not earned an equivalency diploma.

The Gulf Coast Adult Education Consortium served a total of 26,674 customers in ESL, Adult Basic and Secondary Education, Career Pathways and Transitions courses during the period beginning July 1, 2015 and ending June 30, 2016. Notably, 890 customers were enrolled in a Career Pathways course. Career Pathways courses are uniquely designed to meet the workforce needs of employers and to enable customers to secure industry relevant certification and obtain or retain employment in in-demand occupations. These courses may involve integrated education and training (IET), which is concurrent enrollment of customers in Adult Education and workforce training, workplace literacy, or work-based training in collaboration with employers.

## **Senior Community Services Employment Programs**

The Board participates as a host agency providing a work site for eligible SCSEP customers whenever possible. Workforce Solutions offices provide work experience opportunities including job-specific training to SCSEP customers placed at a host office of Workforce Solutions. (SCSEP contract staff work directly with Workforce Solutions office managers to establish work site agreements and job duties.)

## Sharing Information with Partners

Here are some examples of how The Board shares information with partners.

- **Customer relationships** – Our employer and resident service staff have ongoing relationships with both our partners and customers. On the employer service side, business consultants, industry liaisons, and administrative staff maintain relationships with employers, economic development organizations staff, and schools. On the resident side, career office staff, particularly our greeters, resource room specialists, personal service representatives, financial aid specialist and employment counselors, work with residents to ensure they have access to all the services they want and need.
- The Gulf Coast Workforce Board has a Regional Team made up of Navigators and Facilitators that go out in to the community to reach populations that might not be served in a local career office. The Regional Team works with our partners to conduct community-based job search seminars and workshops. These presentations are conducted outside the career office in schools, libraries, and a wide range of community based organizations.
- Staff work with our vendor network to provide information about our service and system. Grants management staff work with many of partners to ensure our system is working to maximize resources in the region and provide coordinated service to employers and individuals. Board staff provide support to partners in developing new projects and grant proposals. Staff work with partners to develop meaningful memoranda of understanding (MOU) by providing high quality labor market information and guiding partners in the development of programs that are the best fit for the Region.
- **Marketing** – The Board’s marketing plan is designed to share information about workforce service throughout the region. Our marketing plan includes the use of our website, [www.wrksolutions.com](http://www.wrksolutions.com), email blasts, targeted mailings, and special events.

## Working with Education and Training Providers

The Board has no difficulty in identifying organizations interested in providing education and training service to meet employer needs. The region’s ten community colleges, universities, and numerous private career schools are quite willing to work with us.

The Board uses the Workforce Commission’s online application and review process to maintain its list of approved vendors and educational programs. We provide information to organizations interested in becoming vendors at <http://www.wrksolutions.com/about/vendorapplications.html>. Workforce Solutions financial aid payment office assists organizations who want to become part of our network of providers. Staff answer provider questions and assist them in completing the process.

## Working to Improve Early Education

Through local match agreements, the Board coordinates with school districts and Head Start/Early Head Start providers to support and expand early education and care and to improve the quality and quantity of care available to working parents.

The Board will continue to support unique projects to enhance after school and year-around care. The projects include efforts to improve the quality of learning in a variety of early education situations through scholarships for quality training, pilot projects to increase teacher pay, and support of Texas Rising Star.

## 2015 Workforce Report Card

In February 2005, the Board produced the first Report Card as a tool to gauge the region's competitiveness in relation to similar metropolitan areas across the United States. Since then, the Board has produced four subsequent updates. The most recent Workforce Report Card, released in February 2016, also measures how the Houston-Galveston region fits into the larger global economy. To emphasize the continued importance of an educated and trained workforce, this Report Card featured a special focus section on education that discusses the full spectrum – from early education to post-secondary training and beyond. The report also includes recommendations for improvement in the regional education system as well as a full discussion of the regional comparison indicators.

The 2015 Workforce Report card can be found at: <http://www.wrksolutions.com/about-us/gulf-coast-workforce-board/report-card>.

## Report Card Regional Roundtable Discussions

In order to engage key stakeholders in communities across the region, the Gulf Coast Workforce Board hosted a series of local roundtable discussions designed to:

- Deepen relationships in each of the communities we serve
- Engage Workforce Board members in meaningful interactions with local leaders
- Create opportunities for both stakeholders and the people we serve to better understand key findings in the Report Card
- Illustrate the vital role of Workforce Solutions in the regional economy.

## Common Themes:

Although each event was unique and each community had its particular concerns, we noted the following common themes:

- Emphasize early childhood education. Opinions varied on specific issues, but there was consensus about the benefits of putting more emphasis on and investing more resources in early childhood education.
- Change perceptions about technical certifications and degrees. Participants noted a need to change the perception that pursuing technical careers requiring either a professional certificate or associate's degree is less valuable than obtaining a four-year bachelor's degree. Concerns were raised that there is not enough emphasis or importance put on the value of obtaining the education and training necessary for technical careers.
- Build and expand connections between industry and education. There was widespread agreement about the need to better connect employers and educators, particularly in the areas of curriculum development and experiential learning opportunities. Educators, employers and others stressed the long-term value of apprenticeships, mentorships and other efforts that expose students to real-life workplace opportunities.
- Provide better career counseling for students. This included students in middle and high schools, with an emphasis on quality career exploration particularly in middle school.
- Teach essential skills. A number of concerns were raised that students coming out of high school are not equipped with the basic, essential skills necessary to obtain and keep jobs -- including communication, teamwork and critical thinking.
- Encourage parents' involvement. Round-table participants talked about how to encourage more parental involvement in their children's education, recognizing the obstacles that some working parents face.

We will continue to work with our community partners to address the concerns raised in the Report Card Round Table events and stand firm in our commitments presented in the 2015 Report Card.

## Commitments:

The Gulf Coast Workforce Board is committed to helping build a trained and educated workforce.

- For 2016, the Board has allocated over \$4 million to support early education and care through our contracts with Collaborative for Children and the Texas Association for the Education of Young Children.
- Through Workforce Solutions, we will provide support to nearly 23,000 low-income working families to help with their early education expenses.
- Workforce Solutions will continue to provide quality local labor market information in the form of our career planning resources for student, parents and educators available at [www.wrksolutions.com/careerplanning](http://www.wrksolutions.com/careerplanning).
- We will target outreach efforts to middle schools to increase awareness of the When I Grow Up career exploration curriculum for grades six through eight [www.wrksolutions.com/wigu](http://www.wrksolutions.com/wigu).
- We will continue to integrate adult education and literacy into the Workforce Solutions system and leverage over \$14 million in funding to help customers continue to post-secondary training or directly into a new or better job.
- We will work to increase awareness among employers on the benefits and opportunities to use apprenticeships to develop a highly skilled workforce.

## Community Partnerships

In addition to working with our core partners, the GCWB outreaches to local community partners to seek their input and collaboration on special projects in order to enhance our administration of the core programs. Over the past year the GCWB has seen success across a broad range of community based projects.

### **THRIVE – Workforce Connector Project**

Through United Way THRIVE, families achieve financial stability by focusing on three key strategies: increasing income, building savings and acquiring assets.

As part of the THRIVE initiative, the Workforce Connector project blends the financial literacy resources of United Way THRIVE agencies with Workforce Solutions to provide a seamless service experience to customers by helping them access training, find employment and build financial stability.

In 2015, THRIVE agencies provided job readiness service to over 600 customers with nearly 300 finding employment and approximately 200 completing financial education classes.

In 2016, the model expanded to incorporate three additional partnerships, bringing the total to six career offices and six United Way agencies.

The GCWB also partnered with S&B Engineers and Constructors, the United Way, the Greater Houston Partnership, Harris County Department of Education and other community-based organizations to introduce women to craft construction occupations. 16 women started careers with S&B as they participated in four months of paid on-the-job training, to include hands-on skills development, classroom training, adult basic education, financial literacy, and preparation for NCCER construction core credential attainment.

### **Income Now**

The GCWB partnered with the Coalition for the Homeless and other homeless service providers to help individuals experiencing homelessness find employment.

Homeless provider employment counselors are stationed at the Workforce Solutions offices that have a higher volume of customers who experience homelessness. Similarly, Workforce Solutions employment counselors are also working at homeless shelter locations and provider sites

The GCWB expects the integration of the workforce and homeless service systems to lead to an improved service experience for people experiencing homelessness. By learning from our partner agencies, Workforce

Solutions staff will be better prepared to provide employment assistance to those experiencing homelessness and partner agencies will better understand Workforce Solutions services and resources.

From the implementation date in 2015 to November 2016 the integrated approach has served over 700 customers experiencing homelessness with more than 200 finding employment.

### **Jobs Plus – Cuney Homes**

Jobs Plus is a pilot project among the Houston Housing Authority, Workforce Solutions and a number of various community partners to bring employment resources and support services onsite to housing communities. The initial pilot will take place at the Houston Housing Authority's Cuney Homes development, located in Houston's Third Ward.

Jobs Plus seeks to develop locally-based, job-driven approaches to increase earnings and advance employment outcomes for residents of public housing through work readiness, employer linkages, job placement, educational advancement, technology skills, and financial literacy.

Cuney Homes has converted an entire complex of apartment units into community space, which will house an onsite Workforce Solutions itinerant office, adult education classes, food pantry, clothes closet, mental health counseling, onsite childcare services and more. The idea is to utilize a place-based approach to not only make access to service convenient, but to also bring a diverse set of services, resources and community partners into one location to quickly overcome job readiness challenges and help people find employment.

Through the Jobs Plus project, Workforce Solutions has provided employment service to over 300 customers with more than 50 securing employment.

### **Houston Food Bank**

Many customers in our region are unemployed and face significant hurdles, such as food insecurity, when looking for work or training for a career. As a result, we have partnered with the Houston Food Bank to build awareness about Food Bank services and pantry locations as well as provide food support to eligible customers.

Food Bank staff began visiting career offices in Harris, Montgomery and Fort Bend counties to attend office huddles and meetings to provide Workforce Solutions staff information about Food Bank services, pantry locations, and special opportunities and initiatives.

Additionally, established the Houston Food Bank as a paid work experience site, where customers can develop skills in a variety of occupational areas to include, transportation and logistics, information technology, customer service, and food service.

We paired the Food Bank with the Income Now initiative and have provided work experience opportunities to over 60 individuals experiencing homelessness. Five of these customers secured full-time work at the Food Bank while others obtained work at other businesses utilizing the skills acquired during their work experience assignments at the Food Bank. We also connected nearly 20 young adult customers to paid work experience assignments at the Houston Food Bank.

The Houston Food Bank also administers its Food for Change program, which allows select agencies to provide high-dollar food scholarships to their eligible customers. These food scholarships typically equate to 60 pounds of food every two weeks. Customers who enroll in an education and training service with Workforce Solutions are eligible to receive the food scholarship. Many of our customers begin a training program, but are unable to complete it due to having to work to pay bills or provide food support for their family. By helping to address one of these critical issues, we believe that more customers will have an opportunity to successfully complete their training programs.

Workforce Solutions facilitators are also working with the Food Bank to develop onsite seminars, where staff will visit the Houston Food Bank periodically to offer Workforce 101 classes to Food Bank staff. These classes are designed to help outside organizations become more familiar with Workforce Solutions service to do a better job of connecting their customers to our system's resources and opportunities. Similarly, facilitators will also conduct onsite job readiness seminars for customers and Food Bank volunteers to help them find a job, keep a job or get a better job.

## **The Professional Academy for Career Exploration (PACE)**

The Professional Academy is an innovative year-round work experience and college and career readiness program. For the 2016 school year Workforce Solutions partnered with the City of Houston and Worthing High School to provide seniors at Worthing High School enrolled in a “Career Prep Co-op” class, rotating paid internships at the City of Houston in the professional fields of Public Administration, Finance, IT, and Healthcare. Over the course of the 2016-2017 school year and the following summer, these students are participating in year-round activities including skills training, work experience, on the job training, job shadowing and mentoring, career readiness and exploration, financial literacy training, and post-secondary preparation.

The goals of the PACE project are (1) to expose students to a variety of professional career pathways; (2) encourage them to complete high school and pursue post-secondary opportunities; and (3) make informed decisions regarding major selections and career options.

## **The Greater Houston Workforce Development Group**

The Greater Houston Workforce Development Workgroup is a regional collaborative led by Greater Houston Partnership – UpSkill Houston, Gulf Coast Workforce Board and United Way of Greater Houston. The Greater Houston Workforce Development Workgroup aligns and improves workforce services in nonprofits by investing in meaningful partnerships with industry, education, and workforce organizations. They seek to meet the current and emerging needs of our businesses and local communities so all can thrive in our growing economy.

Throughout 2015 and 2016 multiple agencies across the Houston-Galveston Region worked together to develop a comprehensive Workforce Development Professional’s Guide with the goal of improving and standardizing workforce development procedures across the region.

A copy of the Workforce Development Professional’s Guide can be found at:

<https://www.unitedwayhouston.org/thrive/resources/workforce-development-workgroup>.

# ECONOMIC AND WORKFORCE ANALYSIS

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### 3. A regional analysis of the following:

- a. The economic conditions, including existing and emerging in-demand industry sectors and occupations, as well as targeted occupations
- b. The employment needs of employers in existing and emerging in-demand industry sectors and occupations

As appropriate, a local workforce development area (workforce area) may use an existing analysis, provided that it is recent and provides a current and accurate description of the regional economy.

## Economic Conditions of the Region

The Gross Domestic Product (GDP) of the Houston-Sugar Land-Baytown MSA rose from 515.2 billion in 2013 to 525.4 billion in 2014, the fourth largest economy in the United States. If it were a country it would be the 31st largest economy by Gross Domestic Product, larger than Norway, Austria, Thailand, Columbia, and Venezuela. The economy remains dominated by oil and gas exploration and production and it continues to become increasingly diversified in areas of manufacturing and health services.

Low oil prices and its effect on related business will challenge the region's economic growth through 2017. Growth in the chemical and health industries will not be strong enough to pick up the slack.

- West Texas Intermediate (WTI) oil prices are forecast to average \$40.32 per barrel in 2016 and \$50.65 per barrel in 2017 according to the U.S. Energy Administration but states there is high uncertainty in the price outlook. Any substantial recovery requires WTI around \$65 per barrel.
- Net cash flows in the upstream industry are expected to remain negative until mid-2017.
- Uncertainties surround the ability to ramp up drilling due to parts availability, lost workforce, and inability to acquire loans due to new regulations.
- Major chemical plant construction projects are expected to begin to wind down in mid-2017.
- The impact of low oil prices is expected to spread into other industry sectors as discretionary spending declines.
- The strong dollar, weak oil prices and global economic growth have driven the value of trade passing through Houston/Galveston Customs District down 26.5 percent in first quarter 2016 compared to one year earlier.

The Gulf Coast region has always been known for its strength in energy. Energy and the associated businesses make up a large portion of employment. The recent shale boom had a profound impact on the region over the last several years until the more recent crash in oil prices. The energy industry in the Gulf Coast region is currently undergoing what is the largest oil bust in history with drilling activity falling to an all-time low according to available data. The job toll peaked in May 2016 at 78,600 jobs.

In addition to energy, the region features other important industries. Its centrally southern location with easy access to the Port of Houston makes it an ideal distribution point for numerous maritime, railroad, airline, and motor freight companies.

The shale gas boom and the resulting easy access to natural gas are having a major impact on the region's petrochemical complex with numerous expansions underway helping soften the blow of the current oil bust. Most of the resulting job growth, however, has been in the construction industry consisting of temporary jobs that are expected to begin their decline in the second half of 2017. The region is currently under preparations to train additional workforce not only to operate and maintain the newly constructed plants but to replace a rapidly aging workforce.

Other industries such as education, trade, and healthcare that benefit from a population growth rate that more than doubles that of the nation experienced healthy job gains throughout 2014 and 2015. Only recently have these industries begun to show a slight slowing trend which will intensify over the next year as consumers are forced to reduce discretionary spending.

## **Workforce Needs of Businesses, Job Seekers, and Workers**

In developing its strategic plan, the Board takes into account the regional economy, employers' current and projected human resource needs, and the current and future workforce. All of this information plays a part in shaping how we target investments to meet the needs of the labor market and its industries, employers and individuals.

The resources the Board controls are small in contrast to those in the larger workforce system. Our efforts are underwritten by a short list of revenue streams - Child Care Development Block Grant, Temporary Assistance to Needy Families, Supplemental Nutrition Assistance Program Employment and Training, Workforce Innovation and Opportunity Act, Wagner-Peyser, and Trade Act Assistance. Leveraging our role as an influencer becomes more critical as the pool of Board-controlled resources shrinks. For example, the public education system in the Gulf Coast region includes 76 school districts and 10 community college systems. The Board must leverage its relationship with the educational systems to ensure all young people receive an education that prepares them for the world of work, and adults have access to basic and job-

specific educational programs that prepare them for the high-skill, high-wage jobs in our region.

The Gulf Coast Workforce Board has worked to identify the workforce needs of businesses, job candidates, and workers in the workforce region using a combination of labor market intelligence and active participation of various partners and stakeholders. These needs are identified in three lists: 1) Targeted Industries, 2) Where the Jobs Are, and 3) High-Skill, High-Growth Occupations.

The three lists are used to guide not only the Board's strategic investments, but also to help our residents build careers in industries and occupations with good prospects and higher wages. We use the High-Skill, High-Growth Occupations list to decide which occupations we will support with our education scholarship dollars.

The Employer Service Committee reviewed and recommended the initial lists for the target industries and in-demand occupations to the Board. We noted then that we would bring periodic updates to these lists to the Committee and the Board as circumstances warranted.

The Gulf Coast Workforce Board, through its operating affiliate Workforce Solutions, is committed to providing basic labor market information and service to all employers and individuals across the 13-county region. The bulk of the resources available for employer service, however, are targeted to employers in those industries that are likely to contribute the most to the region's economic future. We call this short list of industries the *Gulf Coast Workforce Board Targeted Industries List*.

The *Targeted Industries List*, equivalent to the Commission's in-demand industry list, is simply those industries in which the Board makes major investments. To build the list of targeted industries, we looked at the 2014 through 2024 employment projections data and kept those industries that met specific criteria for total employment, growth and average earnings for workers. Several industries "fell out" because growth is not expected to keep pace with other industries. We added back a few of these industries that will nevertheless remain large and an integral part of the region's economy, even if their growth will be relatively slow in the next decade. Simply put, these industries are too important to the region's economic well-being to not focus on their needs.

While employers in the targeted industries are likely to have needs spanning the entire spectrum of occupations that make up their workforces, those with chronic labor shortages in high-skill occupations have top priority for service financed by Workforce Solutions or one of its partners in the regional workforce system. We believe helping these employers solve their workforce problems will benefit employers and residents of the region alike, and ultimately yield the best return on the taxpayer's investment.

The *Where the Jobs Are List* is the equivalent to the Commission's in-demand occupations list, and more of a consumer tool used by people looking for work. It is primarily a list of occupations that are expected to provide at least 170 openings every year without regard to earnings potential and skill level. The list is rank-ordered by annual job openings.

Lastly, the *High-Skill, High-Growth Occupations List* is the equivalent to the Commission's targeted occupations list, and represents the "good jobs" in the region. To build this list, we looked at earnings, the number of jobs expected to be available, the number that are new jobs, and what employers are posting ads for. We looked at educational requirements as a proxy for skill level, and chose higher-skill occupations, i.e. those requiring at least a post-secondary credential or significant work experience. We also considered what businesses are saying they need. Counselors in our offices use this list when talking to customers - "Here are the good jobs; now let me help you figure out how to get one." We use the list in working with the public education system. For example, the Board is helping align academic and career/technology courses to the High-Skill, High-Growth Occupations, and then to the 16 education career clusters. The Board has developed career cluster maps – career planning tools – for school teachers, counselors and administrators to use when helping students choose courses that prepare them for good jobs.

Each of the lists is initially derived from the best statistical labor market information available. They are then tempered by the latest regional labor market intelligence (information not reflected in the statistical information) to produce final lists which are subsequently adopted by the Board. This "tempering" process serves as an important validation step, involving small to large local employers, and is conducted in several forums – Workforce Board meetings, the Board Employer Service Committee meetings, and through the Board's Industry Liaisons' contacts and committee participation.

#### 4. A list of the in-demand industry sectors and occupations

##### In-Demand Industries

We began, as always, with labor market data. We used NAICS-level employment and wage data and projections for the 10-year period from 2014 to 2024 and looked for industries that fit the following criteria:

1. Industries with a projected employment growth rate equal to or greater than the 80% of the average growth rate for all industries in the region for the period 2014 to 2024 (>17.9%)
2. Industries having a projected employment growth of at least 4,000 new jobs from 2014 to 2024 (an average of 400 jobs per year)
3. Industries with an average weekly wage of at least \$700 per week.

Additional industries were included in our targeted list due to their overall importance and contribution to the region's economy and gross regional product.

2111	Oil & Gas Extraction
2131	Support Activities for Mining
3241	Petroleum & Coal Products Manufacturing
3331	Agriculture, Construction, & Mining Machinery Mfg
3329	Other Fabricated Metal Product Manufacturing

There has been significant interest from many employers in these industry sectors requesting the Board's assistance for current and projected skills shortages. We have been working with a number of these employers for several years with a variety of workforce needs.

In addition to the criteria and steps listed above, the selection process was reinforced by the use of additional tools provided by the Texas Workforce Commission:

- Texas Industry Profiles
- Wanted Analytics
- Tracer

Ten out of thirty-three industries, as a result of the analysis, are directly related to the governor’s clusters including:

NAICS Code and Title	Related Governor Clusters
2111 Oil and Gas Extraction	Energy
2371 Utility System Construction	Energy
3241 Petroleum & Coal Products Manufacturing	Petroleum Refining and Chemical Products
3251 Basic Chemical Manufacturing	Advanced Technologies and Manufacturing, Biotechnology and Life Sciences, Petroleum Refining and Chemical Products
3331 Agriculture, Construction, and Mining Machinery Manufacturing	Advanced Technologies and Manufacturing, Petroleum Refining and Chemical Products
5413 Architectural & Engineering Services	Advanced Technologies and Manufacturing, Biotechnology and Life Sciences
5415 Computer Systems Design & Related Services	Advanced Technologies and Manufacturing, Information and Computer Technology
5416 Management, Scientific, and Technical Consulting Services	Biotechnology and Life Sciences, Energy
5419 Other Professional & Technical Services	Biotechnology and Life Sciences
6113 Colleges, Universities, and Professional Schools	Information and Computer Technology

## GULF COAST WORKFORCE REGION

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### Industries Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>

NAICS	Industry Title	Employment Growth				1st Qtr 2016 Avg. Weekly Wages
		Annual Averages 2014	2024	Absolute Change	Percent Change	
	<b>Mining<sup>4</sup></b>	<b>107,030</b>	<b>91,590</b>	<b>-15,440</b>	<b>-14.4%</b>	<b>-</b>
2111	Oil & Gas Extraction <sup>4</sup>	54,140	48,610	-5,530	-10.2%	\$5,341
2131	Support Activities for Mining <sup>4</sup>	52,890	42,980	-9,910	-18.7%	\$2,793
	<b>Construction</b>	<b>174,600</b>	<b>229,720</b>	<b>55,120</b>	<b>31.6%</b>	
2362	Nonresidential Building Construction	43,120	54,870	11,750	27.2%	\$1,830
2371	Utility System Construction	29,600	38,680	9,080	30.7%	\$1,498
2382	Building Equipment Contractors	44,170	60,750	16,580	37.5%	\$1,157
2381	Building Foundation & Exterior Contractors	20,920	28,260	7,340	35.1%	\$1,101
2389	Other Specialty Trade Contractors	18,800	23,850	5,050	26.9%	\$1,025
2383	Building Finishing Contractors	17,990	23,310	5,320	29.6%	\$881
	<b>Manufacturing<sup>4</sup></b>	<b>92,210</b>	<b>86,830</b>	<b>-5,380</b>	<b>-5.8%</b>	<b>-</b>
3241	Petroleum & Coal Products Manufacturing	10,050	11,730	1,680	16.7%	\$3,738
3251	Basic Chemical Manufacturing	21,890	26,270	4,380	20.0%	\$2,940
3331	Agriculture, Construction, & Mining Machinery Manufacturing <sup>4</sup>	42,680	33,860	-8,820	-20.7%	\$2,365
3329	Other Fabricated Metal Product Manufacturing <sup>4</sup>	17,590	14,970	-2,620	-14.9%	\$1,402
	<b>Trade, Transportation &amp; Utilities</b>	<b>100,840</b>	<b>128,510</b>	<b>27,670</b>	<b>27.4%</b>	<b>-</b>
4251	Wholesale Electronic Markets & Agents & Brokers	21,880	29,960	8,080	36.9%	\$2,560
4238	Machinery & Supply Merchant Wholesalers	35,440	44,970	9,530	26.9%	\$1,600
4411	Automobile Dealers	25,760	31,410	5,650	21.9%	\$1,187
4811	Scheduled Air Transportation	17,760	22,170	4,410	24.8%	\$2,124
	<b>Finance and Insurance</b>	<b>18,170</b>	<b>22,940</b>	<b>4,770</b>	<b>26.3%</b>	<b>-</b>
5242	Insurance Agencies & Brokerages	18,170	22,940	4,770	26.3%	\$1,566
	<b>Professional and Business Services</b>	<b>298,520</b>	<b>377,480</b>	<b>78,960</b>	<b>26.5%</b>	<b>-</b>
5411	Legal Services	24,060	28,860	4,800	20.0%	\$2,045
5412	Accounting & Bookkeeping Services	22,260	27,080	4,820	21.7%	\$1,294
5413	Architectural & Engineering Services	73,470	93,740	20,270	27.6%	\$2,007
5415	Computer Systems Design & Related Services	30,230	38,870	8,640	28.6%	\$2,073
5416	Management & Technical Consulting Services	34,220	43,420	9,200	26.9%	\$2,173
5419	Other Professional & Technical Services	15,300	19,920	4,620	30.2%	\$1,190
5611	Office Administrative Services	22,220	28,190	5,970	26.9%	\$2,462
5613	Employment Services	76,760	97,400	20,640	26.9%	\$937
	<b>Education and Health Services</b>	<b>418,760</b>	<b>538,090</b>	<b>119,330</b>	<b>28.5%</b>	<b>-</b>
6111	Elementary & Secondary Schools, Public & Private <sup>3</sup>	187,470	236,120	48,650	26.0%	\$1,090
6113	Colleges & Universities, Public & Private <sup>3</sup>	53,270	64,800	11,530	21.6%	\$1,749
6211	Offices of Physicians	48,210	69,460	21,250	44.1%	\$1,522
6214	Outpatient Care Centers	10,030	14,940	4,910	49.0%	\$1,216
6221	General Medical & Surgical Hospitals, Public & Private	81,370	103,250	21,880	26.9%	\$1,201
6223	Specialty Hospitals, Public & Private	22,220	28,980	6,760	30.4%	\$1,029
6212	Offices of Dentists	16,190	20,540	4,350	26.9%	\$903
	<b>Other Services</b>	<b>18,560</b>	<b>24,170</b>	<b>5,610</b>	<b>30.2%</b>	<b>-</b>
8111	Automotive Repair & Maintenance	18,560	24,170	5,610	30.2%	\$716

## **GULF COAST WORKFORCE REGION**

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### **Industries Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>**

#### Notes

1. Criteria used to identify the targeted industries:

Industries with a projected employment growth of at least 4,000 new jobs from 2014-2024 (an average of 400 jobs per year)

Industries with projected employment growth rate greater than or equal to 80% of the average growth rate for all industries in the region for the period 2014 to 2024. (17.9%)

Industries with an average weekly wage of at least \$700 per week.

2. Absolute changes do not represent total demand for labor because they do not reflect demand due to replacements, attrition, turnover, etc.

3. Employment and average weekly wage information is from the first quarter 2012 ES-202 data based on employers' employment and wage reports to Texas Workforce Commission. Average weekly wages for NAICS 6111 and 6113 are based on a 9 month year.

4. Industries included on the previous Targeted Industries List that are projected to decline over 2014 to 2024, but are retained for periodic review by the Board due to their continued importance to the regional economy.

Authorized for use by the Gulf Coast Workforce Board [INSERT DATE APPROVED HERE]

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## **In-Demand Occupations**

We use the “Where the Jobs Are” list to identify those occupations that are growing. We don’t use wage or other kinds of criteria to refine the list; it consists entirely of those jobs in which we expect to see openings over the next 10 years. Occupations on this list are those with projected annual average job openings equal to or greater than 170 per year.

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# GULF COAST WORKFORCE REGION

Where The Jobs Are

Page 1 of 6

SOC	Occupational Title	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Annual Openings due to Growth	Annual Openings due to Replacements	Total Annual Average Openings <sup>3</sup>	Typical Education Needed for Entry into Occupation	Work Experience in a related Occupation	Typical on-the-job training	PCT 50 Median Wage 2015
<b>11-0000</b>	<b>Management Occupations</b>	<b>166,700</b>	<b>198,120</b>	<b>31,420</b>	<b>18.8%</b>	<b>3,140</b>	<b>3,690</b>	<b>6,830</b>				<b>\$55.25</b>
11-1021	General & Operations Managers	47,300	57,500	10,200	21.6%	1,020	1,195	2,215	Bachelor's	5 years or more	None	\$58.53
11-1022	Sales Managers	6,690	8,040	1,350	20.2%	135	160	295	Bachelor's	Less than 5 years	None	\$62.97
11-3011	Administrative Services Managers	5,530	6,800	1,270	23.0%	125	105	230	Bachelor's	Less than 5 years	None	\$48.02
11-3021	Computer & Information Systems Managers	5,680	7,050	1,370	24.1%	135	65	200	Bachelor's	5 years or more	None	\$68.74
11-3031	Financial Managers	8,770	10,280	1,510	17.2%	150	210	360	Bachelor's	5 years or more	None	\$67.00
11-9013	Farmers, Ranchers, & Other Agricultural Managers	20,920	22,030	1,110	5.3%	110	355	465	High school	5 years or more	None	\$14.51
11-9021	Construction Managers	13,440	16,010	2,570	19.1%	255	190	445	Bachelor's	None	Moderate	\$41.22
11-9032	Education Administrators, Elementary/Secondary School	5,370	6,840	1,470	27.4%	145	155	300	Master's	5 years or more	None	-
11-9041	Architectural & Engineering Managers	4,720	5,460	740	15.7%	75	145	220	Bachelor's	5 years or more	None	\$81.11
11-9051	Food Service Managers	4,310	5,630	1,320	30.6%	130	85	215	High school	Less than 5 years	None	\$25.73
11-9111	Medical & Health Services Managers	4,840	6,390	1,550	32.0%	155	120	275	Bachelor's	Less than 5 years	None	\$48.46
11-9141	Property, Real Estate, & Community Association Managers	5,930	6,940	1,010	17.0%	100	105	205	High school	Less than 5 years	None	\$30.59
11-9199	Managers, All Other	9,490	11,130	1,640	17.3%	165	210	375	Bachelor's	Less than 5 years	None	\$59.68
<b>13-0000</b>	<b>Business &amp; Financial Operations Occupations</b>	<b>154,100</b>	<b>185,700</b>	<b>31,600</b>	<b>20.5%</b>	<b>3,160</b>	<b>3,295</b>	<b>6,455</b>				<b>\$35.09</b>
13-2011	Accountants & Auditors	39,640	48,220	8,580	21.6%	860	1,060	1,920	Bachelor's	None	None	\$36.89
13-1071	Human Resources Specialists	12,250	14,450	2,200	18.0%	220	300	520	Bachelor's	None	None	\$29.24
13-1199	Business Operations Specialists, All Other	16,290	19,130	2,840	17.4%	285	195	480	Bachelor's	None	None	\$38.59
13-1111	Management Analysts	12,000	14,680	2,680	22.3%	265	165	430	Bachelor's	Less than 5 years	None	\$46.15
13-1023	Purchasing Agents, Ex. Wholesale, Retail, & Farm Products	8,920	9,930	1,010	11.3%	100	245	345	Bachelor's	None	Long-term	\$32.92
13-1161	Market Research Analysts & Marketing Specialists	7,050	9,310	2,260	32.1%	225	85	310	Bachelor's	None	None	\$29.57
13-1151	Training & Development Specialists	6,280	7,600	1,320	21.0%	135	155	290	Bachelor's	Less than 5 years	None	\$33.22
13-1051	Cost Estimators	4,940	6,180	1,240	25.1%	125	140	265	Bachelor's	None	None	\$32.05
13-2051	Financial Analysts	6,630	7,850	1,220	18.4%	120	135	255	Bachelor's	None	None	\$40.68
13-2052	Personal Financial Advisors	4,190	5,650	1,460	34.8%	145	105	250	Bachelor's	None	Long-term	\$34.43
<b>15-0000</b>	<b>Computer &amp; Mathematical Occupations</b>	<b>81,750</b>	<b>100,060</b>	<b>18,310</b>	<b>22.4%</b>	<b>1,830</b>	<b>1,170</b>	<b>3,000</b>				<b>\$41.01</b>
15-1121	Computer Systems Analysts	18,010	22,990	4,980	27.7%	500	230	730	Bachelor's	None	None	\$44.67
15-1151	Computer User Support Specialists	13,430	16,380	2,950	22.0%	295	175	470	Some college	None	None	\$25.73
15-1132	Software Developers, Applications	11,590	14,280	2,690	23.2%	270	165	435	Bachelor's	None	None	\$48.54
15-1133	Software Developers, Systems Software	8,470	10,090	1,620	19.1%	160	120	280	Bachelor's	None	None	\$50.54
15-1142	Network & Computer Systems Administrators	8,660	10,150	1,490	17.2%	150	110	260	Bachelor's	None	None	\$42.52
<b>17-0000</b>	<b>Architecture &amp; Engineering Occupations</b>	<b>92,380</b>	<b>107,360</b>	<b>14,980</b>	<b>16.2%</b>	<b>1,505</b>	<b>2,275</b>	<b>3,780</b>				<b>\$43.94</b>
17-2051	Civil Engineers	11,070	14,000	2,930	26.5%	295	325	620	Bachelor's	None	None	\$49.41
17-2141	Mechanical Engineers	8,670	10,140	1,470	17.0%	145	275	420	Bachelor's	None	None	\$46.68
17-2171	Petroleum Engineers	10,700	11,400	700	6.5%	70	290	360	Bachelor's	None	None	\$74.24
17-3023	Electrical & Electronics Engineering Technicians	5,400	6,200	800	14.8%	80	130	210	Associate's	None	None	\$28.89
17-2041	Chemical Engineers	4,270	5,130	860	20.1%	85	115	200	Bachelor's	None	None	\$55.85
17-2112	Industrial Engineers	4,990	5,470	480	9.6%	50	145	195	Bachelor's	None	None	\$47.50
17-2071	Electrical Engineers	4,470	5,380	910	20.4%	90	100	190	Bachelor's	None	None	\$49.90

**GULF COAST WORKFORCE REGION**

Where The Jobs Are <sup>1,2,3</sup>

SOC	Occupational Title	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Annual Openings due to Growth	Annual Openings due to Replacements	Total Annual Average Openings <sup>3</sup>	Typical Education Needed for Entry into Occupation	Work Experience in a related Occupation	Typical on-the-job training	PCT 30 Median Wage 2015
<b>19-0000</b>	<b>Life, Physical, &amp; Social Science Occupations</b>	<b>33,060</b>	<b>38,460</b>	<b>5,400</b>	<b>16.3%</b>	<b>555</b>	<b>1,015</b>	<b>1,570</b>				<b>\$31.35</b>
19-4099	Life, Physical, & Social Science Technicians, All Other	3,720	4,700	980	26.3%	100	155	255	Associate's	None	None	\$18.49
19-2042	Geoscientists, Ex. Hydrologists & Geographers	6,150	6,740	590	9.6%	60	190	250	Bachelor's	None	None	\$66.66
<b>21-0000</b>	<b>Community &amp; Social Services Occupations</b>	<b>41,860</b>	<b>50,850</b>	<b>8,990</b>	<b>21.5%</b>	<b>900</b>	<b>905</b>	<b>1,805</b>				<b>\$22.78</b>
21-2011	Clergy	12,960	14,800	1,840	14.2%	185	280	465	Bachelor's	None	Moderate	\$24.95
21-1012	Educational, Guidance, School, & Vocational Counselors	4,690	5,950	1,260	26.9%	125	100	225	Master's	None	None	\$28.33
<b>23-0000</b>	<b>Legal Occupations</b>	<b>27,530</b>	<b>33,150</b>	<b>5,620</b>	<b>20.4%</b>	<b>560</b>	<b>480</b>	<b>1,040</b>				<b>\$41.44</b>
23-1011	Lawyers	15,710	19,230	3,520	22.4%	350	230	580	Doctoral or prof.	None	None	\$69.50
23-2011	Paralegals & Legal Assistants	5,700	7,260	1,560	27.4%	155	125	280	Associate's	None	None	\$25.87
<b>25-0000</b>	<b>Education, Training, &amp; Library Occupations</b>	<b>169,180</b>	<b>212,850</b>	<b>43,670</b>	<b>25.8%</b>	<b>4,365</b>	<b>3,650</b>	<b>8,015</b>				<b>\$24.78</b>
25-2021	Elementary School Teachers, Ex. Special Education <sup>4</sup>	33,980	43,150	9,170	27.0%	915	750	1,665	Bachelor's	None	Internship/residency	\$36.71
25-2031	Secondary School Teachers, Ex. Special/Career/Technical Ed <sup>4</sup>	22,550	28,640	6,090	27.0%	610	535	1,145	Bachelor's	None	Internship/residency	\$36.75
25-9041	Teacher Assistants	17,090	21,690	4,600	26.9%	460	410	870	Some college	None	None	\$14.03
25-2022	Middle School Teachers, Ex. Special/Career/Technical Ed <sup>4</sup>	16,470	20,940	4,470	27.1%	445	365	810	Bachelor's	None	Internship/residency	\$36.43
25-3098	Substitute Teachers	17,070	21,540	4,470	26.2%	445	320	765	Bachelor's	None	Internship/residency	\$11.92
25-2011	Preschool Teachers, Ex. Special Education	8,470	10,470	2,000	23.6%	200	250	450	Associate's	None	None	\$11.50
25-3021	Self-Enrichment Education Teachers	5,780	7,420	1,640	28.4%	165	110	275	High school	Less than 5 years	None	\$17.84
25-2012	Kindergarten Teachers, Ex. Special Education <sup>4</sup>	4,120	5,200	1,080	26.2%	110	120	230	Bachelor's	None	Internship/residency	\$34.01
<b>27-0000</b>	<b>Arts, Design, Entertainment, Sports, &amp; Media Occupations</b>	<b>36,910</b>	<b>44,660</b>	<b>7,750</b>	<b>21.0%</b>	<b>780</b>	<b>850</b>	<b>1,630</b>				<b>\$21.35</b>
27-2022	Coaches & Scouts	3,450	4,230	780	22.6%	80	115	195	Bachelor's	None	None	-
27-1026	Merchandise Displayers & Window Trimmers	3,880	4,810	930	24.0%	95	90	185	High school	None	Moderate	\$11.69
27-3031	Public Relations Specialists	5,160	6,280	1,120	21.7%	110	60	170	Bachelor's	None	None	\$25.89
<b>29-0000</b>	<b>Healthcare Practitioners &amp; Technical Occupations</b>	<b>146,970</b>	<b>193,450</b>	<b>46,480</b>	<b>31.6%</b>	<b>4,650</b>	<b>3,215</b>	<b>7,865</b>				<b>\$32.24</b>
29-1141	Registered Nurses	46,340	61,920	15,580	33.6%	1,560	1,095	2,655	Bachelor's	None	None	\$36.73
29-2061	Licensed Practical & Licensed Vocational Nurses	13,280	17,620	4,340	32.7%	435	380	815	Postsecondary non-degree	None	None	\$22.63
29-1069	Physicians & Surgeons, All Other	5,950	8,230	2,280	38.3%	230	160	390	Doctoral or prof.	None	Internship/residency	\$84.78
29-2052	Pharmacy Technicians	8,380	10,630	2,250	26.8%	225	85	310	High school	None	Moderate	\$16.43
29-1051	Pharmacists	5,400	6,550	1,150	21.3%	115	125	240	Doctoral or prof.	None	None	\$56.80
29-2071	Medical Records & Health Information Technicians	3,960	5,220	1,260	31.8%	125	90	215	Postsecondary non-degree	None	None	\$18.47
29-2041	Emergency Medical Technicians & Paramedics	4,050	5,420	1,370	33.8%	135	65	200	Postsecondary non-degree	None	None	\$15.30
29-2034	Radiologic Technologists	3,850	4,890	1,040	27.0%	105	75	180	Associate's	None	None	\$27.54
29-2011	Medical & Clinical Laboratory Technologists	3,240	4,250	1,010	31.2%	100	75	175	Bachelor's	None	None	\$29.30

**GULF COAST WORKFORCE REGION**

Where The Jobs Are <sup>1,2,3</sup>

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<b>31-0000</b>	<b>Healthcare Support Occupations</b>	<b>63,910</b>	<b>87,030</b>	<b>23,120</b>	<b>36.2%</b>	<b>2,310</b>	<b>1,390</b>	<b>3,700</b>				<b>\$12.56</b>
31-1014	Nursing Assistants	18,740	25,250	6,510	34.7%	650	425	1,075	Postsecondary non-degree	None	None	\$11.72
31-9092	Medical Assistants	14,090	19,580	5,490	39.0%	550	295	845	Postsecondary non-degree	None	None	\$13.66
31-1011	Home Health Aides	10,430	15,550	5,120	49.1%	510	235	745	No formal credential	None	Short-term	\$8.75
31-9091	Dental Assistants	6,580	8,400	1,820	27.7%	180	165	345	Postsecondary non-degree	None	None	\$16.99
<b>33-0000</b>	<b>Protective Service Occupations</b>	<b>74,290</b>	<b>88,900</b>	<b>14,610</b>	<b>19.7%</b>	<b>1,460</b>	<b>1,690</b>	<b>3,150</b>				<b>\$17.88</b>
33-9032	Security Guards	27,790	35,170	7,380	26.6%	740	390	1,130	High school	None	Short-term	\$11.38
33-3051	Police & Sheriff's Patrol Officers	16,080	18,410	2,330	14.5%	235	530	765	High school	None	Moderate	\$29.85
33-3012	Correctional Officers & Jailers	10,920	12,300	1,380	12.6%	140	300	440	High school	None	Moderate	\$18.83
33-2011	Firefighters	6,480	7,570	1,090	16.8%	110	190	300	Postsecondary non-degree	None	Long-term	\$22.13
<b>35-0000</b>	<b>Food Preparation &amp; Serving Related Occupations</b>	<b>258,540</b>	<b>354,120</b>	<b>95,580</b>	<b>37.0%</b>	<b>9,560</b>	<b>9,980</b>	<b>19,540</b>				<b>\$9.14</b>
35-3021	Food Preparation & Serving Workers, Incl. Fast Food	61,010	87,330	26,320	43.1%	2,635	1,970	4,605	No formal credential	None	Short-term	\$8.87
35-3031	Waiters & Waitresses	53,290	71,350	18,060	33.9%	1,805	2,565	4,370	No formal credential	None	Short-term	\$8.95
35-3022	Counter Attendants; Cafeteria/Food Concession/Coffee Shop	17,760	24,700	6,940	39.1%	695	1,070	1,765	No formal credential	None	Short-term	\$8.63
35-2014	Cooks, Restaurant	20,600	31,070	10,470	50.8%	1,045	545	1,590	No formal credential	Less than 5 years	Moderate	\$10.54
35-1012	First-Line Supervisors of Food Preparation & Serving Workers	19,160	27,300	8,140	42.5%	815	570	1,385	High school	Less than 5 years	None	\$16.76
35-9031	Hosts & Hostesses, Restaurant, Lounge, & Coffee Shop	10,700	14,740	4,040	37.8%	405	760	1,165	No formal credential	None	None	\$8.78
35-2021	Food Preparation Workers	15,970	21,450	5,480	34.3%	550	445	995	No formal credential	None	Short-term	\$10.13
35-9011	Dining Room & Cafeteria Attendants & Bartender Helpers	9,490	12,910	3,420	36.0%	340	475	815	No formal credential	None	Short-term	\$8.78
35-3011	Bartenders	8,900	12,640	3,740	42.0%	375	335	710	No formal credential	None	Short-term	\$8.96
35-9021	Dishwashers	8,510	10,410	1,900	22.3%	190	370	560	No formal credential	None	Short-term	\$9.16
35-2011	Cooks, Fast Food	11,580	12,960	1,380	11.9%	140	305	445	No formal credential	None	Short-term	\$8.84
35-2012	Cooks, Institution & Cafeteria	6,420	7,810	1,390	21.7%	140	170	310	No formal credential	None	Short-term	\$11.41
35-2015	Cooks, Short Order	5,470	6,580	1,110	20.3%	110	145	255	No formal credential	None	Short-term	\$9.22
35-3041	Food Servers, Nonrestaurant	4,240	5,500	1,260	29.7%	125	105	230	No formal credential	None	Short-term	\$9.02
<b>37-0000</b>	<b>Building &amp; Grounds Cleaning &amp; Maintenance Occupations</b>	<b>98,740</b>	<b>126,430</b>	<b>27,690</b>	<b>28.0%</b>	<b>2,770</b>	<b>1,990</b>	<b>4,760</b>				<b>\$10.10</b>
37-2011	Janitors & Cleaners, Ex. Maids & Housekeeping Cleaners	47,980	61,830	13,850	28.9%	1,385	955	2,340	No formal credential	None	Short-term	\$9.72
37-2012	Maids & Housekeeping Cleaners	21,540	27,330	5,790	26.9%	580	515	1,095	No formal credential	None	Short-term	\$9.13
37-3011	Landscaping & Groundskeeping Workers	19,900	25,460	5,560	27.9%	555	360	915	No formal credential	None	Short-term	\$11.05
<b>39-0000</b>	<b>Personal Care &amp; Service Occupations</b>	<b>104,610</b>	<b>137,940</b>	<b>33,330</b>	<b>31.9%</b>	<b>3,335</b>	<b>2,035</b>	<b>5,370</b>				<b>\$9.07</b>
39-9021	Personal Care Aides	39,210	57,430	18,220	46.5%	1,820	315	2,135	No formal credential	None	Short-term	\$8.67
39-9011	Childcare Workers	22,580	27,250	4,670	20.7%	465	665	1,130	High school	None	Short-term	\$9.15
39-5012	Hairdressers, Hairstylists, & Cosmetologists	10,790	13,460	2,670	24.7%	270	280	550	Postsecondary non-degree	None	None	\$10.43
39-3091	Amusement & Recreation Attendants	3,750	4,730	980	26.1%	100	155	255	No formal credential	None	Short-term	\$8.64
39-2021	Nonfarm Animal Caretakers	4,470	5,710	1,240	27.7%	125	90	215	High school	None	Short-term	\$9.04
39-9032	Recreation Workers	4,370	5,450	1,080	24.7%	110	80	190	High school	None	Short-term	\$11.05
39-1021	First-Line Supervisors of Personal Service Workers	4,240	5,200	960	22.6%	95	80	175	High school	Less than 5 years	None	\$16.26
39-9031	Fitness Trainers & Aerobics Instructors	4,190	5,170	980	23.4%	100	75	175	High school	None	Short-term	\$20.76

**GULF COAST WORKFORCE REGION**

Where The Jobs Are <sup>1,2,3</sup>

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<b>41-0000</b>	<b>Sales &amp; Related Occupations</b>	<b>323,480</b>	<b>392,980</b>	<b>69,500</b>	<b>21.5%</b>	<b>6,950</b>	<b>9,225</b>	<b>16,175</b>				<b>\$13.53</b>
41-2031	Retail Salespersons	91,830	113,230	21,400	23.3%	2,140	3,185	5,325	No formal credential	None	Short-term	\$10.59
41-2011	Cashiers	61,450	74,290	12,840	20.9%	1,285	2,615	3,900	No formal credential	None	Short-term	\$9.26
41-4012	Sales Reprs, Wholesale/Mfg, Exc Tech/Scientific Products	35,540	43,410	7,870	22.1%	790	730	1,520	High school	None	Moderate	\$29.66
41-1011	First-Line Supervisors of Retail Sales Workers	29,150	35,070	5,920	20.3%	590	650	1,240	High school	Less than 5 years	None	\$20.51
41-3099	Sales Representatives, Services, All Other	26,860	32,810	5,950	22.2%	595	570	1,165	High school	None	Moderate	\$26.11
41-2021	Counter & Rental Clerks	12,430	14,870	2,440	19.6%	245	310	555	No formal credential	None	Short-term	\$11.86
41-3021	Insurance Sales Agents	9,130	11,490	2,360	25.8%	235	240	475	High school	None	Moderate	\$21.89
41-3031	Securities, Commodities, & Financial Services Sales Agents	9,460	11,220	1,760	18.6%	175	165	340	Bachelor's	None	Moderate	\$27.48
41-1012	First-Line Supervisors of Non-Retail Sales Workers	11,120	13,190	2,070	18.6%	205	130	335	High school	Less than 5 years	None	\$38.24
41-4011	Sales Reprs, Wholesale/Mfg, Technical/Scientific Products	7,040	8,420	1,380	19.6%	140	145	285	Bachelor's	None	Moderate	\$41.01
41-9022	Real Estate Sales Agents	9,940	11,730	1,790	18.0%	180	70	250	High school	None	Moderate	\$30.24
<b>43-0000</b>	<b>Office &amp; Administrative Support Occupations</b>	<b>470,970</b>	<b>550,660</b>	<b>79,690</b>	<b>16.9%</b>	<b>8,050</b>	<b>9,585</b>	<b>17,635</b>				<b>\$16.36</b>
43-9061	Office Clerks, General	83,470	97,510	14,040	16.8%	1,405	1,800	3,205	High school	None	Short-term	\$15.88
43-4051	Customer Service Representatives	55,940	69,430	13,490	24.1%	1,350	1,380	2,730	High school	None	Short-term	\$14.94
43-5081	Stock Clerks & Order Fillers	37,970	46,190	8,220	21.6%	820	1,205	2,025	No formal credential	None	Short-term	\$11.76
43-6014	Secretaries & Admin Assistants, Ex. Legal/Medical/Executive	46,070	53,270	7,200	16.6%	765	485	1,250	High school	None	Short-term	\$16.31
43-1011	First-Line Supervisors of Office & Admin Support Workers	28,340	34,300	5,960	21.0%	595	430	1,025	High school	Less than 5 years	None	\$28.05
43-6013	Medical Secretaries	22,280	30,100	7,820	35.1%	780	235	1,015	High school	None	Moderate	\$15.27
43-5071	Shipping, Receiving, & Traffic Clerks	18,600	20,870	2,270	12.2%	225	405	630	High school	None	Short-term	\$14.45
43-4171	Receptionists & Information Clerks	13,970	16,370	2,400	17.2%	240	375	615	High school	None	Short-term	\$12.97
43-3021	Billing & Posting Clerks	11,200	14,270	3,070	27.4%	305	235	540	High school	None	Moderate	\$17.85
43-3031	Bookkeeping, Accounting, & Auditing Clerks	32,510	33,680	1,170	3.6%	115	320	435	Some college	None	Moderate	\$18.74
43-3071	Tellers	10,780	10,940	160	1.5%	15	420	435	High school	None	Short-term	\$11.99
43-5061	Production, Planning, & Expediting Clerks	9,200	10,590	1,390	15.1%	140	250	390	High school	None	Moderate	\$22.18
43-4081	Hotel, Motel, & Resort Desk Clerks	3,320	4,270	950	28.6%	95	170	265	High school	None	Short-term	\$9.23
43-5032	Dispatchers, Ex. Police, Fire, & Ambulance	5,340	6,620	1,280	24.0%	130	135	265	High school	None	Moderate	\$17.77
43-9041	Insurance Claims & Policy Processing Clerks	4,950	6,220	1,270	25.7%	130	125	255	High school	None	Moderate	\$18.60
43-3011	Bill & Account Collectors	6,780	7,180	400	5.9%	40	165	205	High school	None	Moderate	\$16.01
43-5052	Postal Service Mail Carriers	5,510	6,420	910	16.5%	90	105	195	High school	None	Short-term	\$28.50
43-4151	Order Clerks	5,060	5,570	510	10.1%	50	135	185	High school	None	Short-term	\$18.53
43-6011	Executive Secretaries & Executive Administrative Assistants	12,420	12,910	490	3.9%	50	130	180	High school	Less than 5 years	None	\$26.90
<b>45-0000</b>	<b>Farming, Fishing, &amp; Forestry Occupations</b>	<b>15,440</b>	<b>16,060</b>	<b>620</b>	<b>4.0%</b>	<b>60</b>	<b>405</b>	<b>465</b>				<b>\$10.29</b>
45-2092	Farmworkers & Laborers; Crop, Nursery, & Greenhouse	8,440	8,600	160	1.9%	15	225	240	No formal credential	None	Short-term	\$8.88
45-2093	Farmworkers; Farm, Ranch, & Aquacultural Animals	5,520	5,830	310	5.6%	30	145	175	No formal credential	None	Short-term	\$11.17

**GULF COAST WORKFORCE REGION**

**Where The Jobs Are** <sup>1,2,3</sup>

SOC	Occupational Title	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Annual Openings due to Growth	Annual Openings due to Replacements	Total Annual Average Openings <sup>3</sup>	Typical Education Needed for Entry into Occupation	Work Experience in a related Occupation	Typical on-the-job training	PCT 50 Median Wage 2015
47-0000	<b>Construction &amp; Extraction Occupations</b>	<b>206,690</b>	<b>250,260</b>	<b>43,570</b>	<b>21.1%</b>	<b>4,775</b>	<b>3,485</b>	<b>8,260</b>				<b>\$18.37</b>
47-2061	Construction Laborers	41,780	53,510	11,730	28.1%	1,175	835	2,010	No formal credential	None	Short-term	\$13.69
47-2111	Electricians	18,450	24,130	5,680	30.8%	570	280	850	High school	None	Apprenticeship	\$22.13
47-1011	First-Line Supervisors: Construction Trades/Extraction Wkrs	22,970	27,480	4,510	19.6%	450	180	630	High school	5 years or more	None	\$31.31
47-2152	Plumbers, Pipefitters, & Steamfitters	13,570	17,390	3,820	28.2%	380	180	560	High school	None	Apprenticeship	\$23.60
47-2031	Carpenters	14,810	18,310	3,500	23.6%	350	170	520	High school	None	Apprenticeship	\$16.92
47-2141	Painters, Construction & Maintenance	11,050	13,220	2,170	24.2%	265	175	440	No formal credential	None	Moderate	\$16.88
47-2073	Operating Engineers & Other Construction Equip Operators	10,380	12,740	2,360	22.7%	235	175	410	High school	None	Moderate	\$18.57
47-5013	Service Unit Operators, Oil, Gas, & Mining	7,860	6,540	-1,320	-16.8%	0	270	270	No formal credential	None	Moderate	\$21.48
47-2051	Cement Masons & Concrete Finishers	5,010	6,550	1,540	30.7%	155	60	215	No formal credential	None	Moderate	\$14.39
49-0000	<b>Installation, Maintenance, &amp; Repair Occupations</b>	<b>132,420</b>	<b>163,410</b>	<b>30,990</b>	<b>23.4%</b>	<b>3,115</b>	<b>3,100</b>	<b>6,215</b>				<b>\$20.58</b>
49-9071	Maintenance & Repair Workers, General	28,050	33,870	5,820	20.7%	580	735	1,315	High school	None	Long-term	\$16.95
49-9023	Auto Service Technicians & Mechanics	12,840	15,490	2,650	20.6%	265	345	610	Postsecondary non-degree	None	Short-term	\$19.57
49-9041	Industrial Machinery Mechanics	11,270	14,370	3,100	27.5%	310	290	600	High school	None	Long-term	\$24.66
49-1011	First-Line Supervisors of Mechanics, Installers, & Repairers	10,730	12,880	2,150	20.0%	215	215	430	High school	Less than 5 years	None	\$31.79
49-3031	Bus & Truck Mechanics & Diesel Engine Specialists	6,780	8,720	1,940	28.6%	195	115	310	High school	None	Long-term	\$21.96
49-2021	Heating, AC, & Refrigeration Mechanics & Installers	5,750	7,670	1,920	33.4%	195	90	285	Postsecondary non-degree	None	Long-term	\$21.46
49-9098	Helpers--Installation, Maintenance, & Repair Workers	4,880	6,090	1,210	24.8%	120	160	280	High school	None	Short-term	\$12.71
49-3042	Mobile Heavy Equipment Mechanics, Ex. Engines	4,680	5,720	1,040	22.2%	105	110	215	High school	None	Long-term	\$24.48
49-9051	Electrical Power-Line Installers & Repairers	2,800	3,670	870	31.1%	85	110	195	High school	None	Long-term	\$27.79
51-0000	<b>Production Occupations</b>	<b>206,560</b>	<b>224,070</b>	<b>17,510</b>	<b>8.5%</b>	<b>2,210</b>	<b>4,980</b>	<b>7,190</b>				<b>\$17.17</b>
51-4121	Welders, Cutters, Solderers, & Brazers	18,800	21,630	2,830	15.1%	285	540	825	High school	None	Moderate	\$20.91
51-9061	Inspectors, Testers, Sorters, Samplers, & Weighers	17,800	19,250	1,450	8.1%	145	450	595	High school	None	Moderate	\$20.64
51-9198	Helpers--Production Workers	13,290	14,470	1,180	8.9%	120	435	555	No formal credential	None	Short-term	\$12.58
51-4041	Machinists	13,620	13,720	100	0.7%	10	395	405	High school	None	Long-term	\$19.81
51-1011	First-Line Supervisors of Production & Operating Workers	15,200	16,730	1,530	10.1%	155	240	395	High school	Less than 5 years	None	\$32.77
51-9011	Chemical Equipment Operators & Tenders	7,390	8,640	1,250	16.9%	125	235	360	High school	None	Moderate	\$31.87
51-2092	Team Assemblers	11,040	12,090	1,050	9.5%	105	235	340	High school	None	Moderate	\$14.16
51-9111	Packaging & Filling Machine Operators & Tenders	4,740	5,430	690	14.6%	70	170	240	High school	None	Moderate	\$11.57
51-8093	Petroleum Pump System Operators/Refinery Operators/Gauger	4,310	4,850	540	12.5%	55	165	220	High school	None	Long-term	\$32.85
51-4011	Computer-Controlled Machine Tool Operators, Metal/Plastic	5,240	5,710	470	9.0%	45	160	205	High school	None	Moderate	\$19.25
51-8091	Chemical Plant & System Operators	3,370	4,000	630	18.7%	60	125	185	High school	None	Long-term	\$33.14

**Where The Jobs Are** <sup>1,2,3</sup>

SOC	Occupational Title	Annual Average Employment 2014	Annual Average Employment 2024	Number Change 2014-2024	Percent Growth 2014-2024	Annual Openings due to Growth	Annual Openings due to Replacements	Total Annual Average Openings <sup>3</sup>	Typical Education Needed for Entry into Occupation	Work Experience in a related Occupation	Typical on-the-job training	PCT 50 Median Wage 2015
53-0000	Transportation & Material Moving Occupations	215,610	264,510	48,900	22.7%	4,900	5,375	10,275				\$15.40
53-7062	Laborers & Freight, Stock, & Material Movers, Hand	45,050	55,160	10,110	22.4%	1,010	1,340	2,350	No formal credential	None	Short-term	\$11.80
53-3032	Heavy & Tractor-Trailer Truck Drivers	42,360	52,100	9,740	23.0%	975	720	1,695	Postsecondary non-degree	None	Short-term	\$18.47
53-7051	Industrial Truck & Tractor Operators	15,340	18,550	3,210	20.9%	320	380	700	No formal credential	None	Short-term	\$15.11
53-3033	Light Truck or Delivery Services Drivers	15,300	18,960	3,660	23.9%	365	260	625	High school	None	Short-term	\$14.29
53-3031	Driver/Sales Workers	11,840	15,360	3,520	29.7%	350	200	550	High school	None	Short-term	\$11.32
53-7061	Cleaners of Vehicles & Equipment	8,260	10,480	2,220	26.9%	225	290	515	No formal credential	None	Short-term	\$9.89
53-7064	Packers & Packers, Hand	10,760	12,820	2,060	19.1%	205	285	490	No formal credential	None	Short-term	\$9.57
53-2031	Flight Attendants	6,360	8,110	1,750	27.5%	175	115	290	High school	Less than 5 years	Moderate	-
53-3022	Bus Drivers, School or Special Client	8,250	10,050	1,800	21.8%	180	110	290	High school	None	Short-term	\$15.20
53-6021	Parking Lot Attendants	3,370	4,120	750	22.3%	75	190	265	No formal credential	None	Short-term	\$9.32
53-1031	First-Line Supervisors: Trans./Material-Moving Mach/Veh Oprs	4,690	5,670	980	20.9%	100	150	250	High school	Less than 5 years	None	\$29.38
53-1021	First-Line Supervisors: Helprs/Labors/Material Movrs, Hand	3,290	3,910	620	18.8%	65	105	170	High school	Less than 5 years	None	\$22.63

1. Where The Jobs Are represents those occupations projected to offer the largest number of employment opportunities for Gulf Coast residents now and in the immediate future.

2. Occupations on this list are those with projected annual average job openings equal to or greater than 170 per year.

3. Occupations are ranked by total number of annual average job openings.

4. Average hourly wages provided, median wage not available.

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## 5. A list of the target occupations

### High-Skill, High-Growth Occupations

The high-skill, high-growth list is made up of larger, high-skill, well-paying occupations critical to the Gulf Coast region's economic future. They offer the best job opportunities to area residents now and will likely continue doing so over the next ten plus years. These occupations are found in many industries in the region, not just in those on the in-demand industries list.

#### Qualifying Criteria:

Occupations meet the following criteria to be included on the high-skill, high-growth occupations list. They must have:

- projected employment for 2024 equal to or greater than the average for all occupations in the region (5,633)
- a projected employment growth rate equal to or greater than the average growth rate for all industries in the region (22.4 %)
- minimum education requirements of a post-secondary certificate or degree, moderate on-the-job training, long-term on-the-job training, or work experience in a related occupation
- median hourly wages equal to or greater than the median for all occupations in the region (\$18.06 per hour)

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**GULF COAST WORKFORCE REGION**  
**High-Skill, High-Growth Jobs Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>**

SOC	Occupational Title	Employment Growth		Percent Change	Annual Average Job Openings		Typical Education Needed	Work Experience in Related Occ	Typical On-the-job Training	Median Hourly Wage 2015
		Annual Averages 2014	2024		Absolute Change	Change				
<b>13-1000</b>	<b>Business Operations Specialists</b>	<b>88,590</b>	<b>106,210</b>	<b>17,620</b>	<b>19.9%</b>	<b>1,760</b>	<b>1,675</b>	<b>3,435</b>	-	-
13-1161	Market Research Analysts & Marketing Specialists	7,050	9,310	2,260	32.1%	225	85	310	None	\$29.57
13-1051	Cost Estimators	4,940	6,180	1,240	25.1%	125	140	265	None	\$32.05
<b>13-2000</b>	<b>Financial Specialists</b>	<b>65,510</b>	<b>79,490</b>	<b>13,980</b>	<b>21.3%</b>	<b>1,400</b>	<b>1,620</b>	<b>3,020</b>	-	-
13-2052	Personal Financial Advisors	4,190	5,650	1,460	34.8%	145	105	250	None	\$34.43
13-2011	Accountants & Auditors <sup>2</sup>	39,640	48,220	8,580	21.6%	860	1,060	1,920	None	\$36.89
<b>15-1100</b>	<b>Computer Occupations</b>	<b>79,430</b>	<b>96,820</b>	<b>17,390</b>	<b>21.9%</b>	<b>1,740</b>	<b>1,125</b>	<b>2,865</b>	-	-
15-1121	Computer Systems Analysts	18,010	22,990	4,980	27.7%	500	230	730	None	\$44.67
15-1132	Software Developers, Applications	11,590	14,280	2,690	23.2%	270	165	435	None	\$48.54
15-1133	Software Developers, Systems Software <sup>2</sup>	8,470	10,090	1,620	19.1%	160	120	280	None	\$50.54
15-1142	Network and Computer Systems Administrators <sup>2</sup>	8,660	10,150	1,490	17.2%	150	110	260	None	\$42.52
<b>17-2000</b>	<b>Engineers</b>	<b>59,050</b>	<b>69,070</b>	<b>9,970</b>	<b>16.9%</b>	<b>1,005</b>	<b>1,630</b>	<b>2,635</b>	-	-
17-2031	Biomedical Engineers <sup>3</sup>	280	380	100	35.7%	10	5	15	None	\$37.80
17-2081	Environmental Engineers <sup>2</sup>	910	1,170	260	28.6%	25	25	50	None	\$39.58
17-2051	Civil Engineers	11,070	14,000	2,930	26.5%	295	325	620	None	\$49.41
17-2072	Electronics Engineers, Ex. Computer <sup>2</sup>	3,050	3,740	690	22.6%	70	65	135	None	\$50.91
17-2071	Electrical Engineers <sup>3</sup>	4,470	5,380	910	20.4%	90	100	190	None	\$49.90
17-2041	Chemical Engineers <sup>3</sup>	4,270	5,130	860	20.1%	85	115	200	None	\$55.85
17-2121	Marine Engineers & Naval Architects <sup>3</sup>	1,380	1,640	260	18.8%	25	35	60	None	\$52.94
17-2111	Health & Safety Engineers, Ex. Mining Safety Engineers & Inspectors <sup>3</sup>	1,500	1,780	280	18.7%	25	45	70	None	\$49.65
17-2199	Engineers, All Other <sup>3</sup>	2,880	3,380	500	17.4%	50	60	110	None	\$57.71
17-2141	Mechanical Engineers <sup>2</sup>	8,670	10,140	1,470	17.0%	145	275	420	None	\$46.68
17-2131	Materials Engineers <sup>3</sup>	660	770	110	16.7%	10	25	35	None	\$50.78
17-2011	Aerospace Engineers <sup>3</sup>	2,450	2,850	400	16.3%	40	70	110	None	\$55.79
17-2112	Industrial Engineers <sup>3</sup>	4,990	5,470	480	9.6%	50	145	195	None	\$47.50
17-2171	Petroleum Engineers <sup>2</sup>	10,700	11,400	700	6.5%	70	290	360	None	\$74.24
17-2151	Mining & Geological Engineers, Inc. Mining Safety Engineers <sup>5</sup>	700	630	-70	-10.0%	0	20	20	None	\$85.67

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**GULF COAST WORKFORCE REGION  
High-Skill, High-Growth Jobs Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>**

SOC	Occupational Title	Annual Averages		Employment Growth		Annual Average Job Openings		Typical Education Needed	Work Experience in Related Occ	Typical On-the-job Training	Median Hourly Wage 2015
		2014	2024	Absolute Change	Percent Change	Growth	Replacement				
17-3000	<b>Drafters, Engineering Technicians, &amp; Mapping Technicians</b>	27,360	31,020	3,660	13.4%	365	515	880	-	-	-
17-3023	Electrical and Electronics Engineering Technicians <sup>2</sup>	5,400	6,200	800	14.8%	80	130	210	None	None	\$28.89
19-2000	<b>Physical Scientists</b>	12,360	14,010	1,650	13.3%	170	340	510	-	-	-
19-2042	Geoscientists, Ex. Hydrologists & Geographers <sup>2</sup>	6,150	6,740	590	9.6%	60	190	250	None	None	\$66.66
19-4000	<b>Life, Physical, &amp; Social Science Technicians</b>	13,910	16,260	2,350	16.9%	245	510	755	-	-	-
19-4041	Geological & Petroleum Technicians <sup>5</sup>	3,380	3,280	-100	-3.0%	0	125	125	None	Moderate	\$33.66
23-1000	<b>Lawyers, Judges, &amp; Related Workers</b>	16,760	20,390	3,630	21.7%	365	245	610	-	-	-
23-1011	Lawyers	15,710	19,230	3,520	22.4%	350	230	580	None	None	\$69.50
23-2000	<b>Legal Support Workers</b>	10,770	12,760	1,990	18.5%	200	235	435	-	-	-
23-2011	Paralegals & Legal Assistants	5,700	7,260	1,560	27.4%	155	125	280	None	None	\$25.87
21-1000	<b>Counselors/Social Workers/Other Social Service Specialists</b>	24,660	30,980	6,320	25.6%	630	530	1,160	-	-	-
21-1012	Educational, Guidance, School, & Vocational Counselors	4,690	5,950	1,260	26.9%	125	100	225	None	None	\$28.33
25-2000	<b>Preschool, Primary, Secondary, &amp; Special Ed School Teachers<sup>4</sup></b>	93,140	117,840	24,700	26.5%	2,470	2,170	4,640	-	-	-
25-2022	Middle School Teachers, Ex. Special/Career/Technical Ed	16,470	20,940	4,470	27.1%	445	365	810	None	Internship/residency	\$36.43
25-2053	Special Education Teachers, Middle School <sup>2</sup>	1,290	1,640	350	27.1%	35	25	60	None	Internship/residency	\$38.30
25-2054	Special Education Teachers, Secondary School <sup>2</sup>	1,960	2,490	530	27.0%	50	35	85	None	Internship/residency	\$38.21
25-2031	Secondary School Teachers, Ex. Special/Career/Technical Ed	22,550	28,640	6,090	27.0%	610	535	1,145	None	Internship/residency	\$36.75
25-2021	Elementary School Teachers, Ex. Special Education	33,980	43,150	9,170	27.0%	915	750	1,665	None	Internship/residency	\$36.71
25-2052	Special Education Teachers, Kindergarten & Elementary School <sup>2</sup>	2,080	2,640	560	26.9%	55	40	95	None	Internship/residency	\$38.11
25-2051	Special Education Teachers, Preschool <sup>3</sup>	300	380	80	26.7%	5	5	10	None	Internship/residency	\$38.99
25-2012	Kindergarten Teachers, Ex. Special Education <sup>2</sup>	4,120	5,200	1,080	26.2%	110	120	230	None	Internship/residency	\$34.01
25-2011	Preschool Teachers, Ex. Special Education <sup>3</sup>	8,470	10,470	2,000	23.6%	200	250	450	None	None	\$11.50
25-2032	Career/Technical Education Teachers, Secondary School <sup>3</sup>	1,550	1,870	320	20.6%	30	35	65	Less than 5 years	Internship/residency	\$38.99

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**GULF COAST WORKFORCE REGION**  
**High-Skill, High-Growth Jobs Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>**

SOC	Occupational Title	Employment Growth		Percent Change	Annual Average Job Openings		Typical Education Needed	Work Experience in Related Occ	Typical On-the-job Training	Median Hourly Wage 2015
		Annual Averages 2014	2024		Absolute Change	Change				
<b>29-1000</b>	<b>Health Diagnosing &amp; Treating Practitioners</b>	<b>85,460</b>	<b>113,500</b>	<b>28,040</b>	<b>32.8%</b>	<b>2,805</b>	<b>2,030</b>	<b>4,835</b>	-	-
29-1001	Anesthesiologists <sup>2</sup>	1,290	1,830	540	41.9%	55	35	90	None	\$130.42
29-1009	Physicians & Surgeons, All Other	5,950	8,230	2,280	38.3%	230	160	390	None	\$84.78
29-1064	Obstetricians & Gynecologists <sup>3</sup>	470	650	180	38.3%	20	15	35	None	\$24.08
29-1067	Surgeons <sup>2</sup>	500	690	190	38.0%	20	15	35	None	\$106.63
29-1127	Speech-Language Pathologists <sup>3</sup>	2,690	3,610	920	34.2%	90	70	160	None	\$35.95
29-1122	Occupational Therapists <sup>3</sup>	1,590	2,130	540	34.0%	55	30	85	None	\$40.45
29-1141	Registered Nurses	46,340	61,920	15,580	33.6%	1,560	1,095	2,655	None	\$36.73
29-1123	Physical Therapists <sup>2</sup>	2,390	3,190	800	33.5%	80	65	145	None	\$42.77
29-1126	Respiratory Therapists <sup>2</sup>	2,330	3,070	740	31.8%	75	55	130	None	\$27.64
29-1063	Internists, General <sup>2</sup>	950	1,230	280	29.5%	30	25	55	None	\$71.62
29-1062	Family & General Practitioners <sup>2</sup>	2,260	2,920	660	29.2%	65	60	125	None	\$96.75
29-1066	Psychiatrists <sup>3</sup>	220	280	60	27.3%	5	5	10	None	\$72.87
29-1021	Dentists, General <sup>2</sup>	1,890	2,370	480	25.4%	50	40	90	None	\$70.85
29-1065	Pediatricians, General <sup>2</sup>	830	1,030	200	24.1%	20	20	40	None	\$85.87
29-1041	Optommetrists <sup>3</sup>	830	1,020	190	22.9%	20	30	50	None	\$30.16
29-1011	Chiropractors <sup>3</sup>	720	810	90	12.5%	10	15	25	None	\$11.72
29-1081	Podiatrists <sup>3</sup>	90	100	10	11.1%	0	0	0	None	\$74.70
<b>29-2000</b>	<b>Health Technologists &amp; Technicians</b>	<b>55,130</b>	<b>72,370</b>	<b>17,240</b>	<b>31.3%</b>	<b>1,725</b>	<b>1,060</b>	<b>2,785</b>	-	-
29-2011	Medical & Clinical Laboratory Technologists <sup>2</sup>	3,240	4,250	1,010	31.2%	100	75	175	None	\$29.30
29-2061	Licensed Practical & Licensed Vocational Nurses	13,280	17,620	4,340	32.7%	435	380	815	None	\$22.63
29-2071	Medical Records & Health Information Technicians <sup>2</sup>	3,960	5,220	1,260	31.8%	125	90	215	None	\$18.47
29-2034	Radiologic Technologists & Technicians <sup>2</sup>	3,850	4,890	1,040	27.0%	105	75	180	None	\$27.54
<b>41-3000</b>	<b>Sales Representatives, Services</b>	<b>48,520</b>	<b>58,950</b>	<b>10,430</b>	<b>21.5%</b>	<b>1,045</b>	<b>1,050</b>	<b>2,095</b>	-	-
41-3021	Insurance Sales Agents	9,130	11,490	2,360	25.8%	235	240	475	None	\$21.89
<b>43-9000</b>	<b>Other Office &amp; Administrative Support Workers</b>	<b>99,250</b>	<b>114,900</b>	<b>15,650</b>	<b>15.8%</b>	<b>1,590</b>	<b>2,105</b>	<b>3,695</b>	-	-
43-9041	Insurance Claims & Policy Processing Clerks	4,950	6,220	1,270	25.7%	130	125	255	None	\$18.60
<b>47-2000</b>	<b>Construction Trades Workers</b>	<b>139,100</b>	<b>177,290</b>	<b>38,190</b>	<b>27.5%</b>	<b>3,820</b>	<b>2,265</b>	<b>6,085</b>	-	-
47-2111	Electricians	18,450	24,130	5,680	30.8%	570	280	850	None	\$22.13
47-2152	Plumbers, Pipefitters, & Steamfitters	13,570	17,390	3,820	28.2%	380	180	560	Apprenticeship	\$23.60
47-2073	Operating Engineers & Other Construction Equipment Operators	10,380	12,740	2,360	22.7%	235	175	410	None	\$18.57

**DRAFT**

**GULF COAST WORKFORCE REGION  
High-Skill, High-Growth Jobs Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>**

SOC	Occupational Title	Employment Growth			Percent Change	Annual Average Job Openings			Typical Education Needed	Work Experience in Related Occ	Typical On-the-job Training	Median Htly Wage 2015
		Annual Averages 2014	2024	Absolute Change		Growth	Replacement	Total				
47-5000	Extraction Workers <sup>3</sup>	27,460	23,320	-4,140	-15.1%	5	750	755	-	-	-	-
47-5013	Service Unit Operators, Oil, Gas, & Mining <sup>5</sup>	7,860	6,540	-1,320	-16.8%	0	270	270	No formal credential	None	Moderate	\$21.48
49-3000	Vehicle & Mobile Equip Mechanics, Installers, & Repairers	36,250	44,700	8,450	23.3%	845	875	1,720	-	-	-	-
49-3031	Bus & Truck Mechanics & Diesel Engine Specialists	6,780	8,720	1,940	28.6%	195	115	310	High school	None	Long-term	\$21.96
49-3042	Mobile Heavy Equipment Mechanics, Except Engines <sup>3</sup>	4,680	5,720	1,040	22.2%	105	110	215	High school	None	Long-term	\$24.48
49-9000	Other Installation, Maintenance, & Repair Occupations	70,820	88,100	17,280	24.4%	1,730	1,775	3,505	-	-	-	-
49-9021	Heating, AC, & Refrigeration Mechanics & Installers	5,750	7,670	1,920	33.4%	195	90	285	Postsecondary non-degree	None	Long-term	\$21.46
49-9041	Industrial Machinery Mechanics	11,270	14,370	3,100	27.5%	310	290	600	High school	None	Long-term	\$24.66
51-4000	Metal Workers & Plastic Workers <sup>3</sup>	62,320	61,310	-1,010	-1.6%	350	1,610	1,960	-	-	-	-
51-4121	Welders, Cutters, Solderers, and Brazers <sup>3</sup>	18,800	21,630	2,830	15.1%	285	540	825	High school	None	Moderate	\$20.91
51-4041	Machinists <sup>3</sup>	13,620	13,720	100	0.7%	10	395	405	High school	None	Long-term	\$19.81
51-8000	Plant & System Operators	11,900	13,840	1,940	16.3%	195	420	615	-	-	-	-
51-8091	Chemical Plant and System Operators <sup>3</sup>	3,370	4,000	630	18.7%	60	125	185	High school	None	Long-term	\$33.14
51-8093	Petroleum Pump System Operators, Refinery Operators, & Gaugers <sup>3</sup>	4,310	4,850	540	12.5%	55	165	220	High school	None	Long-term	\$32.85
53-2000	Air Transportation Workers	12,680	15,930	3,250	25.6%	325	275	600	-	-	-	-
53-2031	Flight Attendants	6,360	8,110	1,750	27.5%	175	115	290	High school	Less than 5 years	Moderate	\$24.73
53-3000	Motor Vehicle Operators	84,790	105,080	20,290	23.9%	2,030	1,415	3,445	-	-	-	-
53-3032	Heavy & Tractor-Trailer Truck Drivers	42,360	52,100	9,740	23.0%	975	720	1,695	Postsecondary non-degree	None	Short-term	\$18.47

**GULF COAST WORKFORCE REGION**  
**High-Skill, High-Growth Jobs Targeted by the Gulf Coast Workforce Board<sup>1,2</sup>**  
**DRAFT**

**Notes**

1. High-skill jobs targeted by the Gulf Coast Workforce Board are those that offer the best employment opportunities for Gulf Coast residents now and in the immediate future. Criteria used to identify these occupations are:
  - | Projected employment for 2024 equal to or greater than the average for all occupations in the region. ( $\geq 5,633$ )
  - | Projected growth rate equal to or greater than the average of all occupations in the region. ( $\geq 22.4\%$ )
  - | Minimum education requirements of a postsecondary degree or certificate, moderate on-the-job training, long-term on-the-job training, or work experience in a related occupation.
  - | Median hourly wages equal to or greater than the median for all occupations in the region. ( $\geq \$18.06$ )
2. Occupations from the prior year list meeting three of the four qualifying criteria and projected to have at least 50 percent of their 2024 employment in those industries targeted by the Gulf Coast Workforce Board have been
3. Other occupations meeting some but not all of the above criteria have also been included based on the best regional labor market intelligence available. Employers can petition to have other occupations added or deleted as
4. Wages are based on a 9 month year.
5. Occupations included on the previous High-Skill High-Growth List that are projected to decline over 2014 to 2024, but are retained for periodic review by the Board due to their continued importance to the regional economy.

Authorized for use by the Gulf Coast Workforce Board on December 6, 2016

## Scholarship Occupations List

The Scholarship Occupations list is a subset of the High-Skill, High-Growth list. We've focused this list - the one we will use in our career offices to help guide staff in putting our dollars into scholarships - on those occupations for which we can provide about two years of support for a successful outcome. All of the Scholarship Occupations come from the High-Skill, High-Growth list and are those currently in demand in our target industries and range of others.

**Modifying the List:** An employer or group of employers with a demand for skilled workers can ask us at any time to modify our list. We will discuss with employers their shortage occupations, expected numbers of hires, wages and training requirements.

We also use our employer service sales and marketing staff and any updates to published labor market data to check on new or emerging shortage occupations that might be added to our list.

**Current Status:** The Gulf Coast Workforce Board is in the process of revising our Scholarship Occupations list. We will provide TWC with an updated list as soon as that is available.

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## 6. An analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand sectors and occupations

### Demand-Driven Workforce System

Since its inception, the Gulf Coast Workforce Board has been committed to building a demand-driven workforce system. We have consistently demonstrated this commitment through policies and actions that include:

- Defining a demand-driven workforce system, identifying employers as the primary but not exclusive customers of the system
- Recognizing the 13-county area as an economically integrated region competing with other such regions in the international economy
- Setting strategic performance metrics that measure economic results rather than social welfare outcomes for employers and residents
- Creating an Employer Service Committee of the Board to keep attention focused on helping employers solve their workforce problems, especially their labor shortages in skill occupations
- Designing the regional workforce delivery system from a labor market perspective by recognizing that chronic imbalances in labor markets (i.e., too few or too many workers in an industry or occupation) justify some sort of outside intervention
- Creating separate employer services as the lead component in the regional workforce delivery system, one that actively markets and “sells” workforce solutions to employers
- Starting the problem identification/service delivery process for employers and individuals on the demand side of the labor market equation and offering service that help both compete in the international economy
- Providing basic information and labor market service to all employers but reserving the bulk of available resources to help employers with labor shortages in high-skill occupations in industries that are likely to contribute the most to the region’s economic future
- Using the best available statistical labor market information and local labor market intelligence to target these key industries and high-skill occupations for special attention

The Board developed overarching strategies that further guide the activities of the system. They include:

- Continually improve the quality of customer service
- Provide high-quality labor market information
- Provide skilled workers for employers in critical industries
- Contribute to high-quality, life-long learning experiences
- Use our resources to move the larger regional workforce system to achieve Board-established results
- Meet the requirements of our funding sources
- Improve the work environment in organizations in the regional workforce system including those funded by the Gulf Coast Workforce Board

## Measuring Education Credentials of Middle-Skill Jobs

### Background

The ability to fill the workforce needs of local employers in the Gulf Coast Region has always been a high priority. Workforce demands are constantly undergoing transformations and occupations are increasingly using sophisticated technology driving the necessity for a better educated and skilled workforce. Over the last several years there has been an increasing number of studies on the demand and importance of middle-skilled jobs. The rising numbers of individuals approaching retirement age has only heightened awareness of the region's need to meet workforce demands both now and in the future.

Studies on middle-skill credentials have generally been limited largely due to a lack of ability to track the numerous sources of information, in particular when it comes to privately issued certifications. In recognition of this, the state is attempting to improve data collection and reporting of postsecondary credentials and licenses. This analysis provides a review of occupations by skill level followed by some insight on tracking postsecondary credentials.

## Middle-Skill Jobs

Most studies generally define middle-skill jobs as those requiring some education and training beyond a high school diploma but less than a four-year baccalaureate degree. This postsecondary learning may include college coursework, two-year associate's degrees, certificates, on-the-job training, or apprenticeships. The Bureau of Labor Statistic's typical education, experience, and training requirements by occupation were used to estimate workforce demands in the Gulf Coast Region by skill level. We divided occupations into three categories—low-skill, middle-skill, and high-skill—and examined their respective changes in shares of total employment and shares of projected job openings for three periods: 2000 to 2010, 2010 to 2020, and 2014 to 2024.

- **Low-skill occupations** – those with requirements up to and including a high school diploma and short-term on-the-job training
- **Middle-skill occupations** – those with requirements of an associate's degree or high school diploma and one of the following
  - » Moderate-term on-the-job training
  - » Long-term on-the-job training
  - » Apprenticeship
  - » One year or more experience in a related occupation
  - » Some college, no degree
  - » Postsecondary non-degree award
- **High-skill occupations** – those with requirements of a bachelor's degree or higher

## The Future and Occupations by Skill Level

As of 2014, there were roughly 1,080,000 middle-skill jobs in the Gulf Coast Region with employers needing to fill some 44,000 openings annually to meet growth and replacement demand.

- By 2024, 58.8 percent of all jobs will require some kind of postsecondary education and training.
- By 2024 the number of middle-skill jobs in the Gulf Coast Region is projected to rise to 1,293,730 representing a 19.8% growth rate over ten years.
- Through 2024, approximately 54.4 percent of all job openings, due to growth and replacement, will require education or training beyond high school of which 56.8 percent will be middle-skill jobs.
  - » Low-skills jobs will represent 45.7 percent of job openings, 65,135 annual openings
  - » Middle-skills jobs will represent 30.9 percent of job openings, 44,040 annual openings
  - » High-skills jobs will represent 23.5 percent of job openings, 33,480 annual openings
- By 2024, approximately 58.8 percent of all jobs in the Gulf Coast Region will require education or training beyond high school of which 58.3 percent will be middle-skill jobs.
  - » Low-skills jobs will represent 41.1 percent of all jobs or 1,550,000
  - » Middle-skills jobs will represent 34.3 percent of all jobs or 1,293,730
  - » High-skills jobs will represent 24.5 percent of all jobs or 925,070
- Middle-skill jobs paid an average 82.4 percent higher than low skill jobs in 2015.
  - » Hourly mean wage for low-skill jobs was \$13.04
  - » Hourly mean wage for middle-skill jobs was \$23.79
  - » Hourly mean wage for high-skill jobs was \$47.66

**Gulf Coast Region  
Occupations by Skill Level**

Category	2000 to 2010 Projections				Percent of 2000 Employment	Percent of 2010 Employment	Percent of 10 Year Growth	Annual Openings			Percent of Annual Openings
	2000	2010	Number Growth	Percent Growth				Growth	Repl.	Total	
Low Skill Occupations	1,034,240	1,216,650	182,410	17.6%	40.9%	40.5%	38.4%	18,920	29,935	48,855	45.1%
Middle Skill Occupations	905,290	1,060,610	155,320	17.2%	35.8%	35.3%	32.7%	15,700	18,510	34,210	31.6%
High Skill Occupations	592,080	729,830	137,750	23.3%	23.4%	24.3%	29.0%	13,935	11,260	25,195	23.3%
<b>Total</b>	<b>2,531,610</b>	<b>3,007,090</b>	<b>475,480</b>	<b>18.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>48,555</b>	<b>59,705</b>	<b>108,260</b>	<b>100.0%</b>

Category	2010 to 2020 Projections				Percent of 2010 Employment	Percent of 2020 Employment	Percent of 10 Year Growth	Annual Openings			Percent of Annual Openings
	2010	2020	Number Growth	Percent Growth				Growth	Repl.	Total	
Low Skill Occupations	1,183,110	1,446,610	263,500	22.3%	41.7%	41.5%	40.9%	26,635	31,125	57,760	44.1%
Middle Skill Occupations	1,065,780	1,285,660	219,880	20.6%	37.5%	36.9%	34.1%	22,070	22,360	44,430	33.9%
High Skill Occupations	589,590	750,610	161,020	27.3%	20.8%	21.6%	25.0%	16,080	12,745	28,825	22.0%
<b>Total</b>	<b>2,838,480</b>	<b>3,482,880</b>	<b>644,400</b>	<b>22.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>64,785</b>	<b>66,230</b>	<b>131,015</b>	<b>100.0%</b>

Category	2014 to 2024 Projections				Percent of 2014 Employment	Percent of 2024 Employment	Percent of 10 Year Growth	Annual Openings			Percent of Annual Openings
	2014	2024	Number Growth	Percent Growth				Growth	Repl.	Total	
Low Skill Occupations	1,244,400	1,550,000	305,600	24.6%	40.4%	41.1%	44.3%	31,020	34,115	65,135	45.7%
Middle Skill Occupations	1,080,280	1,293,730	213,450	19.8%	35.1%	34.3%	30.9%	21,850	22,190	44,040	30.9%
High Skill Occupations	753,860	925,070	171,210	22.7%	24.5%	24.5%	24.8%	17,080	16,400	33,480	23.5%
<b>Total</b>	<b>3,078,540</b>	<b>3,768,800</b>	<b>690,260</b>	<b>22.4%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>69,950</b>	<b>72,705</b>	<b>142,655</b>	<b>100.0%</b>

Category	2002 OES Wages			2011 OES Wages			2002 to 2011 Percent Increase in Mean	2015 OES Wages			2002 to 2015 Percent Increase in Mean
	Mean Wage	Entry Wage	Experienced Wage	Mean Wage	Entry Wage	Experienced Wage		Mean Wage	Entry Wage	Experienced Wage	
Low Skill Occupations	\$ 9.97	NA	NA	\$ 12.42	\$ 9.10	\$ 14.08	24.6%	\$ 13.04	\$ 9.32	\$ 14.90	30.8%
Middle Skill Occupations	\$ 17.25	NA	NA	\$ 23.03	\$ 14.84	\$ 27.13	33.5%	\$ 23.79	\$ 14.72	\$ 28.32	37.9%
High Skill Occupations	\$ 30.64	NA	NA	\$ 45.66	\$ 26.24	\$ 55.37	49.0%	\$ 47.66	\$ 27.59	\$ 57.69	55.5%

Note: Source TWC LMCI Dept. Some wage data not available.

*Data source Texas Workforce Commission LMCI Dept.*

The Gulf Coast Region includes the following 13 Texas counties: Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller and Wharton.

## Measuring Workforce Credentials – Middle-Skill Occupations

### Data Sources and Limitations

#### National Center for Education Statistics (NCES)

The NCES operates several databases that gather and report on educational statistics. One report that we currently use to track certificate and award completions is the Integrated Postsecondary Education Data System (IPEDS), which gathers data from every postsecondary educational, technical, and vocational institution in the nation that participates in any federal student aid program. This data set is the most inclusive available however, since it does not track privately issued credentials aggregates derived represent a very conservative estimate of middle skill credentials issued in the Gulf Coast Region during any given time-frame.

#### Texas Higher Education Coordinating Board (THECB)

The THECB also tracks certificate and award completions. The data is the same as provided by IPEDS and can be found at their website as part of the Perkins Core Indicator Data set. The limitations to data from THECB are:

- Lacks the ability to make a distinction between each type of credential earned
- Does not provide data from the many private educational, technical, and vocational institutions that is available when using IPEDS
- Only available in pdf format

The THECB also provides licensure testing results for approved technical associate degree and certificate programs leading to professions requiring licensure or certification at community and technical colleges across the state. Data is available from 2008 to 2014. Limitations are:

- Many state agencies do not track licensure examination results by college
- Does not provide results for four-year universities
- Licenses obtained outside of community colleges are not tracked

## Texas Education Agency (TEA)

The Texas Education Agency collects data on certifications awarded to senior high school students. Data collection on certifications awarded to high school students is at an early stage. Growth in the number awarded have increased exponentially in recent years as districts have focused more on making these opportunities available due to federal Perkins accountability on technical skill attainment.

## Degrees, Certifications, and Award Completions – Results

According to available data from the National Center for Educational Statistics, during the 2013 to 2014 academic year, there were 31,925 middle-skill degrees and certifications awarded in the Gulf Coast Region. While the number of middle-skill degrees and certifications awarded during the 2013 to 2014 academic year was slightly lower than a peak of 32,334 during the 2010 to 2011 academic year, it represented a 26.6 percent increase from 25,216 awarded during the 2008 to 2009 academic year.

- The number of associate degrees experienced the largest and fastest growth from the 2008 to 2009 academic year to the 2013 to 2014 academic year, up 6,137 or 59.4 percent.
  - » The number of associate degrees awarded was also the only category to experience positive growth throughout then entire time-period reviewed but the rate of growth declined during years of economic expansion.
- The number of certifications awarded for at least 1 but less than 2 academic years experienced the second largest growth from the 2008 to 2009 academic year to the 2013 to 2014 academic year, up 2,539 or 41.5 percent.
  - » Most of the expansion was during the 2010 to 2011 academic year, during the tail end of the Great Recession, when the number of certifications awarded for at least 1 but less than 2 academic years experienced a 49.4 percent increase, up 3,440.
  - » Over a three-year period, the number of certifications awarded for at least 1 but less than 2 academic years was negatively impacted during rapid economic growth experiencing a 16.8 percent decline, down 1,742.
- The number of certifications awarded for less than one academic year was negatively impacted during rapid economic growth declining by 1,967 from the 2008 to 2009 academic year to the 2013 to 2014 academic year, down 22.5 percent.
  - » Over a three-year period, the number of certifications awarded for less than one academic year experienced a 34.5 percent decline, down 3,516.

## Results – Key Finding

The number of certifications issued below the level of an associate degree declines during economic expansion and rises during economic contraction in the region depending on the availability of easy access jobs. As a result, the number of middle-skill awards and certifications awarded as a percentage of all levels of awards and certifications declines during economic expansion and rises during economic contraction.

### Gulf Coast Region

#### Total Middle-Skill Degrees/Certificates

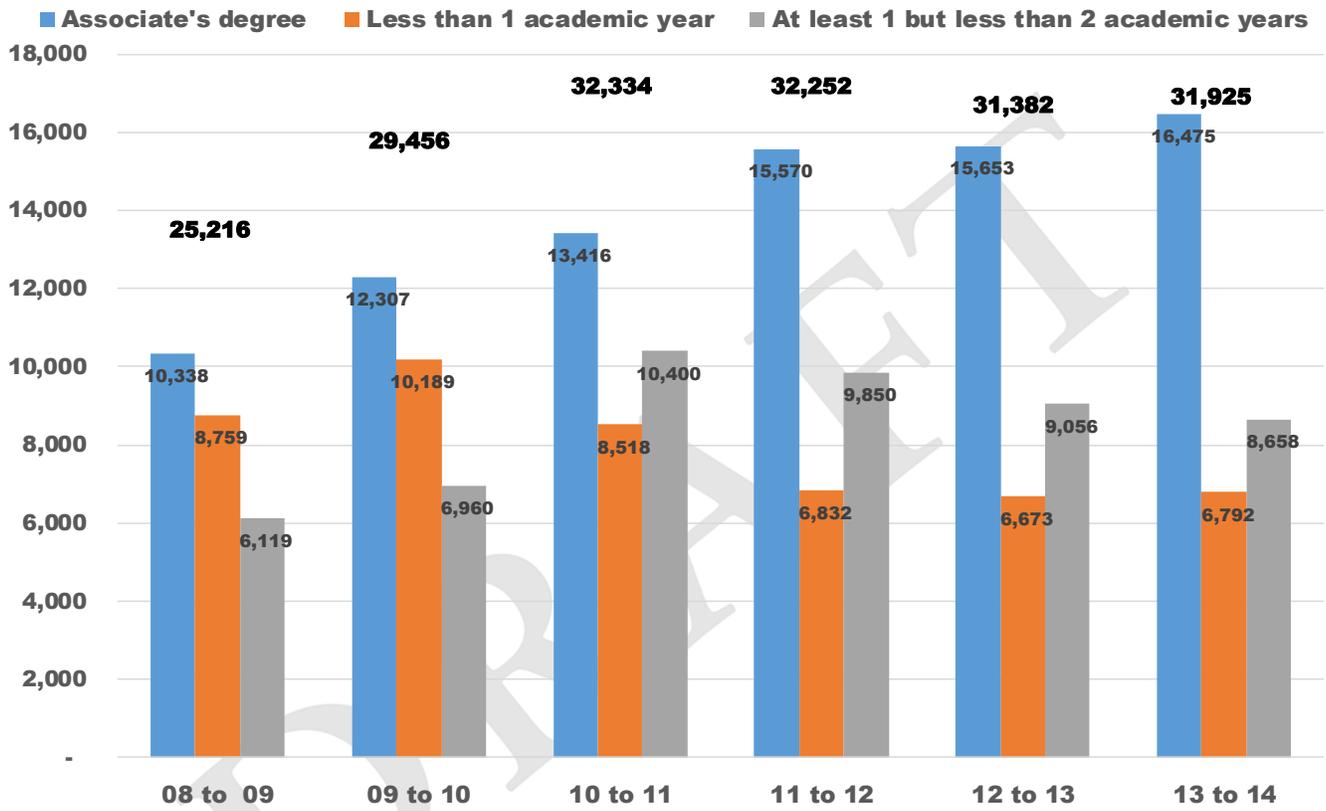
	08 to 09	09 to 10	10 to 11	11 to 12	12 to 13	13 to 14	Number Increase 08 - 09 to 13 - 14	Percent Increase 08- 09 to 13 - 14
Associate's degree	10,338	12,307	13,416	15,570	15,653	16,475	6,137	59.4%
Less than 1 academic year	8,759	10,189	8,518	6,832	6,673	6,792	(1,967)	-22.5%
At least 1 but less than 2 academic year	6,119	6,960	10,400	9,850	9,056	8,658	2,539	41.5%
<b>Total middle-skill degrees/certificates</b>	<b>25,216</b>	<b>29,456</b>	<b>32,334</b>	<b>32,252</b>	<b>31,382</b>	<b>31,925</b>	<b>6,709</b>	<b>26.6%</b>
Grand Total	52,357	56,299	60,427	61,249	59,898	63,348	10,991	21.0%
Percentage of Total Degrees/Certificates	48.2%	52.3%	53.5%	52.7%	52.4%	50.4%		

#### Growth (Decline) From Previous Academic Year

	09 to 10	10 to 11	11 to 12	12 to 13	13 to 14
Associate's degree	1,969	1,109	2,154	83	822
Less than 1 academic year	1,430	(1,671)	(1,686)	(159)	119
At least 1 but less than 2 academic year	841	3,440	(550)	(794)	(398)
<b>Total middle-skill degrees/certificates</b>	<b>4,240</b>	<b>2,878</b>	<b>(82)</b>	<b>(870)</b>	<b>543</b>
Grand Total	3,942	4,128	822	(1,351)	3,450

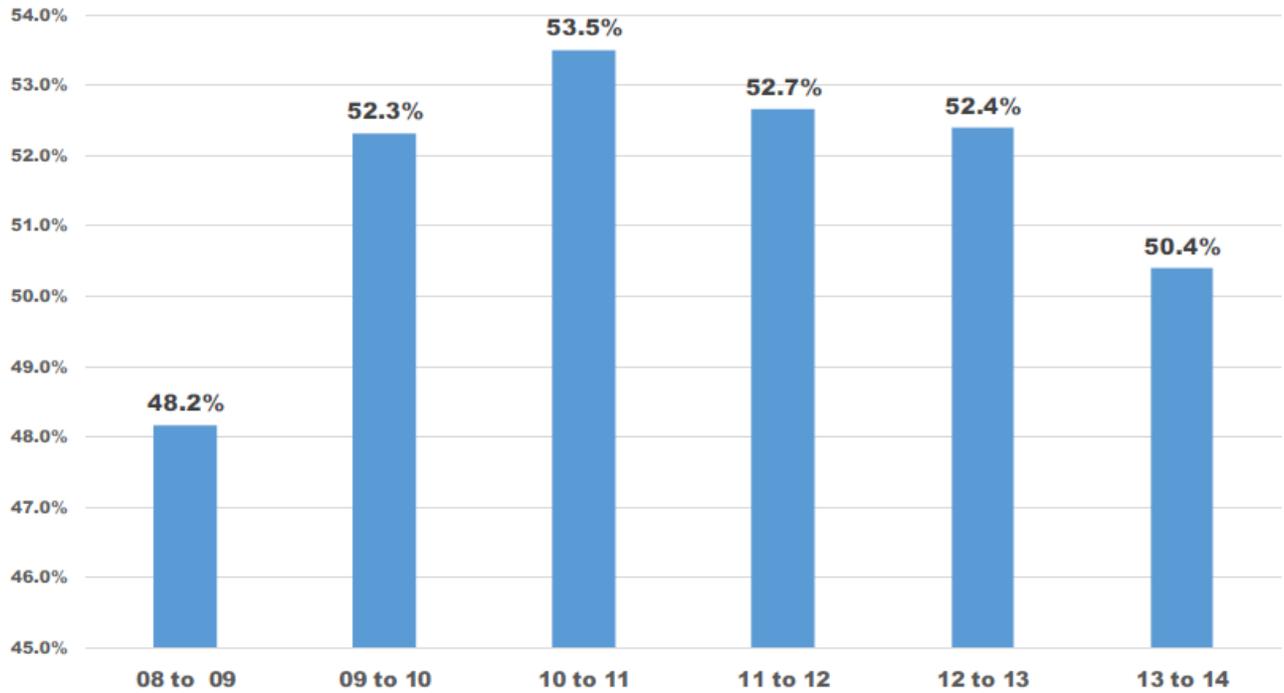
Source: NCES (IPEDS)

### Gulf Coast Region Middle-Skill Degrees/Certificates



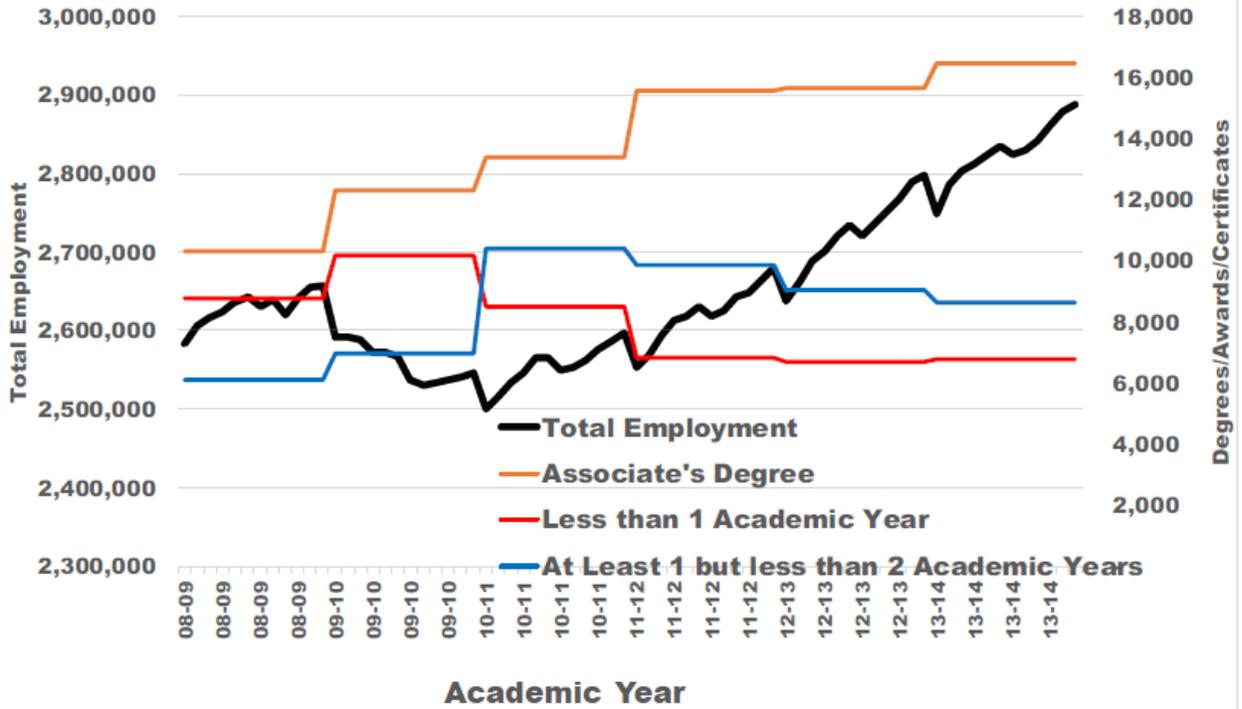
Source: NCES (IPEDS)

**Gulf Coast Region  
Middle-Skill Degrees/Certificates  
Percentage of Total Degrees/Certificates  
By Academic Year**



**Source: NCES (IPEDS)**

### Gulf Coast Region Degrees/Awards/Certifications by Academic School Year



Source: Texas Workforce Commission LMCI and NCES (IPEDS)

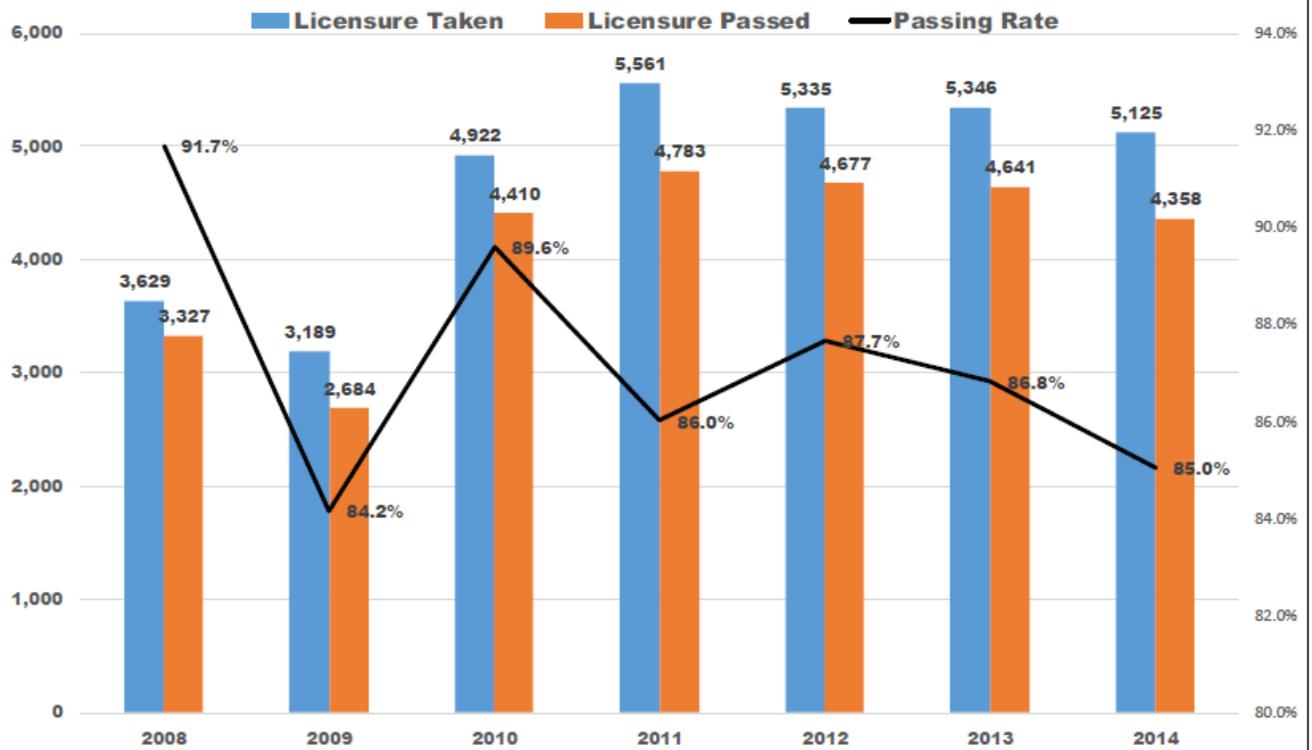
## Licensure Testing Results

Data from the Texas Higher Education Coordinating Board was extracted for each year from 2008 to 2014. Validity of the data has been difficult to confirm. The data provided primarily represents licensures taken and passed at community colleges, not all institutions or licensing agencies participate in the report.

Additional notes on the data:

- The total number of licensures passed peaked in 2012 as the Gulf Coast Region entered a period of rapid expansion. The total number of licensures passed fell 6.8 percent by 2014.
- Passing rates were at their highest during the first sampling year at 91.7 percent and have since declined an average 1.12 percent each year to 85.0 percent in 2014.
- Fifteen of the top twenty licensures were in the health care field.
- Numerous community colleges provided limited or in some cases no data for 2008 and 2009 affecting numerous categories. Strong declines were found across most licensure categories as a result for 2009, particularly in the area of registered nursing, licensed practical nursing, and pharmacy technicians.
  - » While data from 2010 forward appears to be fairly consistent, the ability to analyze or identify definitive trends is not possible across licensure categories.
- Results from several categories represent a very small portion of the actual numbers licensed each year, for example:
  - Medical assistants
  - Dental hygienists
  - Dental assistants
  - Phlebotomy technician

### Annual Licensure Reporting Results Community Colleges in Gulf Coast Region



\*Data was limited and in some cases missing for 2008 and 2009.

**Source: Texas Higher Education Coordinating Board**

Gulf Coast Region

2014 Top 20 Annual Licensures at Community Colleges

Major	2008*	2009*	2010	2011	2012	2013	2014
Registered Nursing/Registered Nurse	816	557	999	1,027	1,115	1,075	882
Emergency Medical Technology/Technician (EMT Paramedic)	259	396	751	864	866	702	858
Licensed Practical/Vocational Nurse Training	489	198	309	426	385	428	415
Cosmetology/Cosmetologist, General	470	411	379	478	426	430	372
Fire Science/Firefighting	202	224	389	337	310	317	246
Criminal Justice/Police Science	270	208	476	488	287	344	237
Radiologic Technology/Science - Radiographer	127	143	158	126	143	164	174
Pharmacy Technician/Assistant	102	36	83	192	196	195	133
Respiratory Care Therapy/Therapist	97	37	72	82	90	96	129
Physical Therapist Technician/Assistant	80	34	67	84	90	87	98
Surgical Technology/Technologist	38	44	60	61	80	64	76
Medical/Clinical Assistant	25	13	23	18	36	42	71
Graphic Communications, General	na	na	na	na	na	na	56
Occupational Therapist Assistant	41	11	53	48	47	48	53
Dental Hygiene/Hygienist	33	20	35	35	42	62	49
Dental Assisting/Assistant	11	12	14	21	16	25	48
Medical Radiologic Technology/Science - Radiation Therapist	40		36	48	50	51	46
Diagnostic Medical Sonography/Sonographer and Ultrasound Technician	23	24	35	41	64	64	46
Facial Treatment Specialist/Facialist	26	4	28	80	41	49	39
Phlebotomy Technician/Phlebotomist	na	na	na	na	na	na	38
<b>Total ALL Licensures</b>	<b>3,327</b>	<b>2,684</b>	<b>4,410</b>	<b>4,783</b>	<b>4,677</b>	<b>4,641</b>	<b>4,358</b>

\*Data was limited and in some cases missing for 2008 and 2009.

**Source: Texas Higher Education Coordinating Board**



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## **7. An analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment**

### **Employment**

As of September 2016, the Houston metropolitan statistical area, which comprises the majority of the Gulf Coast WDA, was quickly approaching the conclusion of a second year weak job growth related to the fall in oil prices that began in late 2014. According to the Current Employment Statistics (CES) survey of non-farm payroll counts, year-over-year job growth now stands at 20,100 compared to 104,800 in September 2014. Three energy-related sectors: Professional and Business Services, Mining and Logging, and Manufacturing have experienced the largest job losses since their most recent peak in late 2014 and collectively have shed roughly 68,000 jobs. Offsetting these declines have been strong gains in sectors related to population growth including Educational and Health Services, Leisure and Hospitality, and Government, the latter of which is primarily composed of public school systems.

### **Unemployment**

The Houston MSA (not-seasonally-adjusted) unemployment rate stood at 5.7 percent in September 2016, up from 4.8 percent a year ago. This places the local unemployment rate above the statewide rate of 4.9 percent and the national rate of 4.8 percent. There were 190,365 individuals unemployed in Houston in September, which marks an increase of 35,411 from 154,954 in September 2015. The net number of unemployed individuals in Houston has risen by 58,413 since the most recent low of 131,952 in December 2014. Including September 2016, the Houston area unemployment rate has exceeded that of the state for 17 consecutive months and that of the nation for six months.

### **Educational Attainment**

Based on the most current 2015 1-year American Community Survey (ACS) estimates, educational attainment among Houston area residents age 25 and over was as follows: 18 percent possess less than a high school diploma, 23 percent possess a high school diploma or equivalent, 21 percent have completed some college without obtaining a degree, 7 percent possess an associate's degree, while 32 percent possess a bachelor's degree or higher.

## Populations with Barriers to Employment

### Disabilities

In the Houston area among all individuals in the labor force age 18 to 64, 5.6 percent were unemployed according to 2015 1-year estimates from the American Community Survey. However, among the subset of the labor force with a disability, 11.4 percent were unemployed for a rate more than double that of the population at-large. In terms of labor force participation, 77 percent of individuals across the entire civilian noninstitutionalized population of the region were either in possession of paid work or actively seeking work while unemployed. The participation rate among individuals with disabilities was significantly lower at 46 percent. (Note that the above figures will differ from the official measures of unemployment and labor force participation as those measures typically include all individuals age 16 and over).

### Poverty

Among the 6.5 million residents in the Houston area for whom poverty status could be determined, nearly 960,000, or 15 percent, were classified as living below the poverty line according to the 2015 1-year estimates from the American Community Survey. The poverty rate among females stood at 16 percent compared to 13 percent among males. Children under five years of age had the highest poverty rate 23 percent among the age groups for which data were available. Poverty rates by race and/or ethnicity ranged from 9 percent among those identifying as Asian alone, to 13 percent among Whites Alone, to 14 percent among those of Two or More Races, to 16 percent among American Indians and Alaska Natives Alone, to 19 percent among Blacks or African Americans Alone. Poverty rates among individuals identifying as Some Other Race Alone and those of Hispanic or Latino Origin of any race were 20 percent and 21 percent respectively.

### Households Receiving Food Stamps/SNAP

Partially related to measures of poverty is the share of households receiving food stamps also known as Supplemental Nutrition Assistance Program (SNAP). According to the 2015 1-year estimates from the American Community Survey, 11 percent of the approximately 2.3 million households in the Houston area were beneficiaries of this program. When considering household types, only 7 percent married-couple families were SNAP recipients while the rate increased to 17 percent among male householders with no wife present and 32 percent among female householders with no husband present. Among households below the poverty line, 39 percent were SNAP recipients while the remaining 61 percent of households below the poverty line did not receive SNAP benefits. Participation in the food stamp program by race and/or ethnicity were as follows: Asian Alone (7 percent), White Alone (8 percent), Two or More Races (12 percent), Some Other Race Alone (15 percent), Hispanic or Latino Origin of Any Race (16 percent), Black or African American Alone (20 percent), and American Indian and Alaska Native Alone (22 percent).

## Language

As a reflection of Houston's diversity, the 2015 1-year estimates from the American Community Survey indicate that 39 percent of the population age five and over speak another language at home other than English. Of those that speak another language, 55 percent reported that they speak English "very well" while the remainder indicated that they speak English less than "very well." The most common languages spoken by individuals that indicated that they speak English less than "very well" were Spanish (79 percent) followed by Vietnamese (6 percent) and Chinese (4 percent). These were also the most common languages spoken besides English regardless of reported proficiency in English-speaking ability.

## Veterans

Of the 4.8 million Houston area residents belonging to the civilian population age 18 and over, roughly 275,000 or 6 percent were veterans according to the 2015 1-year estimates from the American Community Survey. The largest group of veterans by period of service were those that served during the Vietnam War (33 percent) while the largest age group were those 35 to 54 years (27 percent). Educational attainment among veterans 25 and older proved relatively high with 71 percent in possession of some college or higher compared to 58 percent for non-veterans. These statistics were mirrored in the employment status of veterans age 18 to 64 as indicated by a slightly lower unemployment rate compared to non-veterans (5.2 percent vs. 5.6 percent) and a higher participation rate (80 percent vs. 76 percent). Accordingly, poverty rates for veterans were also lower than for non-veterans age 18 and over with 7 percent of veterans falling below the poverty line compared to 12 percent of non-veterans. Lastly, rates of disability were higher among veterans than non-veterans with 27 percent reporting a disability compared 11 percent for those who did not serve in the armed forces.

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## **8. An analysis of workforce development activities in the region, including education and training.**

Note: This analysis must include the strengths and weaknesses of workforce development activities and an evaluation of the effectiveness of programs and services. It must evaluate the Board's capacity to provide workforce development activities to address the identified education and skills needs of the workforce. The analysis must include individuals with barriers to employment. The analysis also must address the employment needs of employers.

### **Building Stronger Community Partnerships**

The Gulf Coast region is big and a good deal of money flows into the region supporting a solid foundation of resources and services. There are 76 school districts, 10 community colleges and several well-known universities in the region. Our community colleges provide a significant number of workforce training programs, and continue to be awarded Skills Development Fund contracts.

The Board's strategy is to become better connected to other stakeholders in the region. Better connections mean stronger partnerships, and stronger partnerships help all parties to "divide and conquer." For the Workforce Board, this means its funds will go farther, and move the system closer to achieving its goals.

### **Support for Key Industries**

A fundamental strategy of the Board is to support the region's key industries by making significant investments to targeted industries. The Board employs full time staff as Education, Construction/Crafts and Advanced Manufacturing /Supply Logistics Industry Liaisons. Their goal is to partner with specific employers in high growth, high skill Gulf Coast industry sectors. The Liaisons work to meet employers' current and future workforce needs by coordinating regional agency services, training, and education to fulfill skill needs. Industry Liaisons work to support changes in structures and policies to more closely align and integrate workforce, education, and economic development programs to better serve Gulf Coast employers. They provide Board representation and expertise to economic development and industry-led workforce initiatives.

We recognize that the Energy Industry Cluster is a key industry to our region as well as to the state; however, with the current oil and gas downturn, most of the Board's efforts in this industry cluster has revolved around helping employers and individuals laid off from these industries weather the current crisis.

When the price of oil plunged below \$30 per barrel, our region's workforce felt the effects. Thousands of highly-trained individuals have been laid off and are struggling to find employment as more and more companies announce workforce reductions. The Gulf Coast Workforce Board launched Gulf Coast Oil & Gas Initiative aimed specifically at those individuals. The goal of the program is to find employers in other industries that are looking for highly-trained individuals to meet their needs and match them with job-seekers from the state's database, WorkInTexas.com.

The Gulf Coast Oil & Gas Initiative will assist 500 job seekers displaced from the oil and gas industry through a virtual office. The services offered include resume critique, transitional occupation analysis, tools and seminars designed to help with their search, as well as specialized training and OJT opportunities.

Workforce Solutions will find employers in other industries that are looking for highly-trained individuals to meet their needs and match them with job-seekers from the state's database, WorkinTexas.com. In addition to having access to the largest database of job seekers, this initiative will also assist companies with recruitment, pre-screening applicants, hiring events and specialized training. The team provides matches to those businesses with the appropriate Oil and Gas customers based on their previous experience. They also work with WIT and attend job fairs.

As the Oil and Gas Initiative continues to expand its connection to displaced oil and gas workers and introduce Workforce Solutions services to them, we see two areas that need attention for the unit to increase its success helping workers transition to new industries;

- Employer outreach and education about the talent available to them from the displaced oil and gas worker pools
- Add recruiting services specializing in transitioning displaced oil and gas workers to new industries, similar to what we did at the Aerospace Transition Unit and the Sealy Transition Center

## **Support for Target Occupations**

Perhaps the most critical step in supporting the Board's High-Skill, High-Growth Occupations is through the targeting process itself. The right occupations need to be on the list, those for which there is a shortage of workers, and that is accomplished through a thorough targeting process.

The Board continues to build a robust network of approved vendors and educational programs. We have developed clear policies and procedures for Workforce Solutions staff to use when awarding scholarships to help customers pay for school that prepares them for a career in an occupation we support through scholarships. Through this vendor network, we can award scholarships to customers, who might not otherwise be able to go to school. These Scholarships prepare them for meaningful careers in occupations that are in high-demand in the region's key industries.

## **Getting People Back to Work**

Several years ago, the Board developed a Placement Team that consists of 12 employment counselors working out of a central location. Daily, the team pulls an Unemployment Insurance claimant list, and contacts new claimants. Working by phone and email, the team helps customers clean up WorkInTexas.com applications, develop good resumes and find solid job leads.

Staff contacts all customers in the Rapid Reemployment Service database (profiled pool) by sending letters of introduction asking them to contact Workforce Solutions by phone, email or in person. The Board has on staff an outplacement specialist who is often a first responder working with employers to assess needs, and coordinate service for affected workers. Workforce Solutions usually provides job search workshops with modules on resume preparation, interviewing and using WorkInTexas.com.

We maintain a Regional Team that provides Workforce Solutions seminars and workshops at community locations such as public libraries. The Regional Team made up of Navigators and Facilitators that go out in to the community to reach populations that might not be served in a local career office. The Regional Team works with our partners to conduct community-based job search seminars and workshops. These presentations are conducted outside the career office in schools, libraries, and a wide range of community based organizations.

Good employment counselors help customers identify knowledge and skills that can be applied to different jobs and similar jobs in different industries. Our training contractor, Learning Designs, Inc. (LDI), delivers training that teaches employment counselors to move beyond computer-generated matches from WorkInTexas.com to analyzing those matches to pick the best people possible for each job. Staff are taught how to help customers identify their transferable skills, develop resumes and complete job applications highlighting those skills, and look for jobs that demand those skills. The analytical skills developed through this process can be applied to helping customers identify their unique, marketable, and transferable skills. We now provide at least one class a month of Working with Job Ready Customers that trains staff in precisely this function - helping customers find good jobs that match their skills.

The Board also asked LDI to develop and deliver a series of industry-specific training courses for staff. The training talks about the industry, jobs, skill sets, and transferable skills. There is a basic labor market intelligence course that provides staff with a foundational knowledge of the labor market and resources to learn more about it. There are industry-specific courses for health services, educational services, and industrial crafts.

The Board’s philosophy is that workforce development is a component of economic development, and all of our activities reflect this philosophy. We measure our ability to help create jobs and help employer customers become more competitive. Our work with economic development organizations includes partnering on industry-based work groups, sharing planning and evaluation information, coordinating grant proposals, and assisting in bringing new businesses to the region and retraining and supporting existing businesses. The Board works closely with economic development partners to identify long-range issues such as the changing demographics of the region’s workforce and a trend to lower educational achievement; and shorter-range issues such as finding transportation solutions across the region so employers can get the workers they need.

Below is a list of economic development organizations that work with the Board.

Central Fort Bend Chamber Alliance	Sealy Chamber of Commerce
Brazosport Area Chamber of Commerce	Greater Houston Women's Chamber of Commerce
Asian Chamber of Commerce	Houston Northwest Chamber of Commerce
Galveston Chamber of Commerce	Greater Houston Black Chamber of Commerce
The Woodlands Area Chamber of Commerce	Clear Lake Area Chamber of Commerce
Baytown Chamber of Commerce	Greater Conroe/Lake Conroe Area Chamber of Commerce
Greater Houston Partnership	Houston East End Chamber of Commerce
Katy Area Chamber of Commerce	Economic Development Alliance for Brazoria County
Bay City Chamber of Commerce	Bay Area Houston Economic Partnership
Houston Intercontinental Chamber of Commerce	Pearland Economic Development Corporation
Wharton Chamber of Commerce	Greater Tomball Area Chamber of Commerce
Palacios Chamber of Commerce	The Woodlands Area Economic Development Council
Pearland Chamber of Commerce	Columbus Chamber of Commerce
Economic Alliance Houston Port Region	

## Education Sector

Below is a brief discussion of some of the projects the Board is involved with in the Education Industry Sector:

### Teacher Externships 2015 and 2016

The first year (2015) the GCWB hosted 20 teachers and counselors from Pasadena ISD, Deer Park ISD, and AAMA Charter Schools across 6 worksites focusing on the Logistics industry. Teachers and counselors spent half and full day sessions at each worksite job shadowing, helping to create and ship/move products, and learning about the cycles of manufacturing and distribution and how they intersect in the Logistics field. The session started with a half-day overview of the industry and regional labor markets by Sr. Regional Economist, Parker Harvey. The ten-day session ended with the educators providing demonstration lessons to the group inspired by the jobs they learned about and as relevant to their specific teaching or counseling area(s).

The second year (2016), the same model was carried forward with 30 teachers and counselors focusing this time on the Healthcare industry. Cypress Fairbanks, Spring Branch, Katy, Alief, and Houston ISDs as well as KIPP Charter Schools provided participants. The worksite experiences occurred at private practice physician offices and throughout the Harris Health System. Part of the 2016 externship included a school-year evening and weekend iteration of the project to pilot a different pacing and timing for implementation.

### J.P. Morgan Chase College and Career Institutes 2015 and 2016

Project GRAD's College and Career Institutes, with the funding and support of JP Morgan Chase, Workforce Solutions, and local community colleges, provided rising juniors and seniors with the opportunity to explore what college is like and what training and education is necessary for various careers.

In 2016 more than 40 volunteers from small, medium and large businesses in the region participated in the CCI project. Nine institutes were held at Lone Star College (North Harris, Cy Fair, and University Park), Houston Community College (Southeast, Stafford, Northeast and Coleman), San Jacinto College (South and Central), and Lee College (Liberty) serving 800 students entering grades 9-12 from 18 school districts and 6 charter or private schools.

Each student received at least 4 hours of college preparation instruction from Project GRAD and 8 hours of Workforce Preparation and Labor Market instruction from Workforce Solutions including identification of skills, interests, and values, job search skills such as interviewing, resume writing, networking, and application completion, and the utilization of current and relevant LMI in college and career decision making and life planning. Students were given at least 8 hours of instruction in at least 3 of the following industry/occupation tracks:

- |                          |                            |                          |
|--------------------------|----------------------------|--------------------------|
| Robotics                 | Machining                  | Pipefitting              |
| Welding                  | Drilling Simulation        | Maritime Logistics       |
| 3D Modeling              | HVAC Technology            | Fluid Mechanics          |
| Lean Manufacturing       | Logistics and Supply Chain | Manufacturing Technology |
| AutoCAD                  | Design Engineering         | Construction Technology  |
| Petroleum Field Services | Electrical Technology      |                          |

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The participating employers were a necessary component of the institutes also. They provided in-depth knowledge about specific careers and a perspective that students would not otherwise receive throughout their career decision-making process.

More than 140 volunteers participated from more than 40 small, medium, and large businesses in the region:

Barri Financial Group	NBA Referees Association
Breakthrough Consulting	Northwest Assistance Ministries
Brickman Group	Occupational Safety Council of America -
Carmax	Pasadena Police Department
CenterPoint Energy	Patterson-UTI Drilling
City of Houston, Public Works and Engineering	PepsiCo
Comcast	PFS Investments
CVS	Port of Houston Authority
Cypress Fairbanks ISD	Primerica
Energy Future Holdings	R.R. Donnelly
Federal Bureau of Investigation	RECON
Green Mountain Energy	Schlumberger
Harris County Toll Road Authority	Shell
Heath Consultants	Southwest Shipyard
Houston Police Department	Tellepsen
Hudson Group	The Law Offices of Pierre-Louis
Igloo Corporation	Thermon
Industrial Information Resources	TXU Retail Services
International Union of Oper. Eng. (IUOE) Local 450	United Machine Works
JP Morgan Chase	Wells Fargo
KRBE (Radio Station)	YMCA
MRC Global	

## **Young Aspiring Professionals Project – Department of Labor Demonstration Grant Serving Disconnected Youth**

The Young Aspiring Professional Project (YAP) models the Workforce Innovation Opportunity Act’s job-driven priorities for out-of-school youth through a sustainable, multi-dimensional worksite-based platform – designed to reengage at least 100 disconnected youth with both education and workforce opportunities that lead to improved income and employability. We work with an eligible population of out-of-school youth, between the ages of 18 and 29, who reside in the Settegast and Denver Harbor neighborhoods or who come from Houston ISD’s Wheatley, Scarborough, and Kashmere High Schools feeder patterns. Priority is given to homeless, truant, court-involved, transient and foster youth. Relying on an aggressive community-based outreach and ongoing engagement system, individuals are recruited in cohorts from a number of organizations that provide mentorship and social assistance.

The project combines work-based learning, career pathways education, and existing sector initiatives to achieve its anticipated results. Targeted industries for this project include manufacturing, construction, and logistics with the special emphasis on occupations with clearly defined career pathways that include multiple skill certifications and tiered advancement opportunities.

## **Young Aspiring Professionals Project – Department of Labor Demonstration Grant Serving Disconnected Youth:**

- Immediate employment in subsidized Paid Work Experience (PWE) and On the Job Training (OJT)
- On-site Adult Education and Literacy (AEL) and contextualized skills training
- 24/7 cohort-based mentor engagement
- Credit-to-completion and credential attainment

The goal is to enroll at least 100 participants within the first 18 months of service. 80% of enrolled participants are anticipated to complete PWE and entry to AEL. 80% of PWE completers are anticipated to enter employment through the OJT experience or begin postsecondary education. Consequently, we expect at least half of the participants who begin programming to achieve continued employment and/or postsecondary education. As of December 2016, 53 participants have been enrolled and placed into subsidized employment.

### **Alternative Certification/Educational Provider Forum 2014, 2015, 2016**

The GCWB hosts an annual discussion forum that focuses on a salient issue related to teacher quality and the preparation of new (first-time) K-12 teachers. In 2014, the idea was formative and the discussion focused on identifying salient issues. In 2015, the focus was on managing non-pedagogy related administration. In 2016, the focus was on Social Media management and its effect on the total educator presentation to the public. K-12 leadership, teacher preparation program representation, and other individuals invested in public education are invited to the forum. From its inception, attendance has grown from 14 individuals in 2014 to 52 in 2016. The goal of each forum is to connect the preparation providers (supply) to the schools (demand) asking for constantly improving quality in the teacher pipeline. Each year, actionable goals are established to keep connections thriving.

### **Rebuilding Adult Curriculum & Building AEL Curriculum for Job Readiness**

The GCWB is in the process of revising our job readiness curriculum for all audiences so that the delivery and content fit the needs of our diverse customer base. As part of this, the general curriculum offered to adults is being revised to be modular and adaptable to many audiences, including the Adult Education audience and the audience of individuals with disabilities. Accommodations, modifications, and suggested delivery methods are included with each lesson within each thematic module to better serve each customer's needs.

### **Alternative Teacher Certification Program**

In Fall of 2015, the GCWB recruited from a database of about 1000 individuals who held four-year degrees within a targeted geography nearest training providers with Alternative Teacher Certification Programs, namely Houston Community College (Central), Lone Star College, and Region IV Education Service Center. 56 individuals were interested, eligible and selected to begin training toward teacher certification in Secondary STEM, Bilingual, Special, or Career & Technical Education fields. To date, 13 individuals have begun their first year of paid work as a certified probationary teacher, which is the first step toward becoming fully certified in their content area after successfully passing the required examinations. Most of the individuals attended training through Lone Star College which had the most flexibility in course offerings available at the time. The goal of the project was to serve an increasing need for more and better qualified teachers throughout the Gulf Coast region. Projected through 2020, the Gulf Coast region will need more than 83,000 certified teachers, which presents a shortfall of nearly 20,000 job openings versus the currently and projected available labor pipelines.

## Education Workgroup

The Gulf Coast Workforce Board sponsors an Education Workgroup of 19 participating school districts. The group meets regularly to discuss the needs of the participating school districts and topics of importance to the group as well as the Board.

## Industrial Crafts and Construction Industry Sector

Below is a brief discussion of some of the projects the Board is involved with in the Industrial Crafts and Construction Industry Sector:

### Jacobs, Inc. 2015-2016

Local employer, Jacobs, Inc. came to the Gulf Coast Workforce Board with a huge workforce need. They were in the middle of constructing a multi-billion cracker petroleum plant in Baytown, Texas and needed to hire more employees while at the same time, train their current workforce to obtain more national portable credentials. What ensued was a project that encompassed not only hiring new local talent but also provided incumbent workers a career pathway to attain additional skills as they earn while they learn.

Working in collaboration with the Gulf Coast Workforce Board, Workforce Solutions, and other non-profit support agencies, prospective employees are identified and pre-screened for participation in the program. The prospect could be an unemployed or underemployed worker seeking better opportunities through the local workforce development agency, or a U.S military veteran looking for a career that would provide opportunities in a high-wage, high-skill industry. JumpStart benefits the client by providing a safe, skilled workforce from the community local to the project. For trainees, JumpStart provides an opportunity to acquire skills needed to enter the industrial construction industry, and sets the stage for continued development through training. This program allows participants to train for 45-hours, at no cost to the participant other than their time, in preparation to enter the world of industrial construction.

The project officially launched in Fall 2015 and ended in Summer 2016. The results included 307 incumbent workers and 19 JumpStart candidates, for a total of 326 individuals who successfully received a national portable credential for the construction industry; a 30% increase over the grant goal.

### S&B 2015-2016

Similar to the Jacobs project, The Gulf Coast Workforce Board worked with a local employer, S&B Engineers and Constructors, Ltd, on targeted recruiting, screening, and selection campaign to incentivize women to enter the construction industry, "Women in Construction". The program consisted of several partners including the Gulf Coast Workforce Board, United Way THRIVE, Workforce Solutions

Astrodome Career Office, Family Houston, and Harris County Dept. of Education. Over 4,000 women were originally emailed and invited to a phone screening phase. During the phone screening, the candidates were asked a pre-qualifying questionnaire and invited to a face-to-face event. At the event, the human resource managers of S&B Engineers and Constructors along with Workforce Solutions and United Way presented and offered them a way to get trained that would result in an industry-recognized certification and direct employment.

Over 80 women attended a face-to-face event at our Astrodome Workforce Career Office on December 19, 2015. The event was very successful and 69 women decided to move forward with the program and elected to take a TABE screening. Of which, 24 women passed all three modules with scores above 80%. S&B Engineers and Constructors selected 19 women as direct hires and started a training program on January 18, 2016. The training ended on April 15, 2016. We had a completion rate of 84% with 16 graduates from the 19 women who originally started with the program. Of the 3 women who didn't complete the training, one moved to Florida to care for family, one resigned due to her spouse's illness, and the last woman was let go due to poor attendance rate. All of the graduates earned NCCER CORE credentials and full-time employment with S&B, Inc.

Last but not least, the women were given supportive services which included financial literacy so that they could learn how to budget, pay down or eliminate debt, and save for the future.

### **Upskill Construction Committee**

The Upskill Construction Committee was formed from the Greater Houston Partnership's Upskill Houston Collaborative. The Upskill program is industry-led workforce development program to fill middle skills jobs and build careers.

### **Kinsey Generation Project 2016**

The Kinsey Generation training platform is a collaborative effort of employer leadership, community based supportive services, the Gulf Coast Workforce Board, and the Greater Houston Partnership's UpSkill Houston to attract, train and place new craft professionals into the construction sector with the key mindsets that employers have identified as crucial for success. This industry-led effort aims to improve safety, performance, and ultimately lower costs. The first training class of 20 students graduated in November 2016 and is interviewing with industry sponsors.

## CDL project 2016

Seven local transportation companies came to the Workforce Board with a desire to collectively hire 400 new drivers within the next two years for local and over-the-road routes. With stricter national and state regulations, an aging population, and low interest in this career, the transportation employers needed assistance to attract and train new talent. We recruited and screen potential candidates based on the employers' hiring criteria. The employers interviewed and selected the candidates. The selected candidates had the option of selecting one of four training providers based on what geographic locations and course schedules. Of the candidates interviewed, 101 were approved for vouchers and enrolled in training. Currently 3 have graduated, 96 are still in training, and 2 left the program. Training programs should be complete by December 31st, 2016.

The program included the following partners:

<b>Partners</b>	
Gulf Coast Workforce Board	
Employers	Comcar, Grocers Supply, Mai True Transport, LTS, Schneider, Averitt, US Xpress
Career Offices	Astrodome, Cypress Station, Northline, Southeast
Training Providers	Alvin, Houston, San Jacinto, Lone Star Colleges
Operational Units	Call Center, Eligibility, Financial Payment, Track and Monitor

The project started in August 2016 and is slated to end in December 2016. Preliminary results indicate we will end the project on time, within budget, and will fulfill all grant milestones.

# PART B: OPERATIONAL ELEMENTS

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## PART B: OPERATIONAL ELEMENTS

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The Operational Elements of the Guidelines are as follows:

1. **A description of the workforce development system in the local area that identifies:**
  - a. the programs that are included in the system; and
  - b. how the Board will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006, that support the strategy identified in the State Plan under WIOA §102(b)(1)E).

### **Workforce Development System Description**

The Gulf Coast Workforce Board (GCWB) and its contractors and service providers, forms Workforce Solutions, a workforce development system available to employers, workers, job seekers, and youth in the 13-county Houston-Galveston region. Workforce Solutions provides vital workforce development tools that help workers find and keep good jobs, and help employers hire the skilled workers they need to grow their businesses. Through one-stop centers (i.e., Workforce Solutions offices) across the region, and in collaboration with workforce partners, including community colleges, adult basic education providers, local independent school districts, economic development groups, and other state agencies, Workforce Solutions provides innovative services to support employers and workers. Collaboration and coordination across these agencies and local entities play a critical role in the success of the Gulf Coast workforce system.

## Employer Service Division

Customized services help employers find qualified applicants for specific jobs. We assist with recruiting, screening, referring and testing of job applicants to help simplify the hiring process.

Workforce Solutions will also help employers strengthen their current workforce as well as get advice on human resource issues and concerns. Workforce Solutions partners with businesses, educational institutions, civic organizations and community leaders to find solutions to labor needs of industries vital to the region and its economy.

We believe that helping employers find skilled workers results in the region's economic development and benefits individual workers. We will help more than 26,000 Gulf Coast employers identify qualified candidates for job openings. Business Service Representatives visit employers to offer services and learn firsthand a business's specific need.

As part of the statewide Texas Workforce Solutions network, we partner with the Texas Workforce Commission and other workforce boards in the largest job-matching database in the state - WorkInTexas.com.

## Career Offices

Offering placement, career counseling and financial aid services, Workforce Solutions operates 24 community-based career offices to help residents find employment or advance their careers.

Our entire system works to provide individuals, students, parents, teachers, and counselors with current information on labor market data - focusing on high-skill, high-growth jobs that provide opportunities for growth, good wages and a more successful career.

## Programs

The Gulf Coast Workforce Board proposes to align our administration of the below programs with the Texas Combined State Plan.

- The Adult, Dislocated Worker, and Youth programs
- The Wagner-Peyser Employment Service (ES) program, including the Agricultural Outreach Plan
- The Adult Education and Family Literacy Act program
- The Vocational Rehabilitation program
- The Senior Community Service Employment Program

Currently, the Texas Workforce Commission (TWC) has oversight authority for all of the aforementioned programs. However, the programs discussed in this plan reflect only a portion of the programs administered by the Gulf Coast Workforce Board. Through the integrated workforce system in Texas, the GCWB also manages several other programs administered by TWC:

- Choices [the employment program for recipients of Temporary Assistance for Needy Families (TANF)]
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Child Care and Development Block Grant Funds/Child Care Development Funds (CCDBG/CCDF)
- Trade Adjustment Assistance (TAA)

Through this highly integrated system, the GCWB intends to implement enhancements that continue to strengthen the region's workforce development system to put more people to work. The plan describes a four-year strategy that spurs skill and credential attainment, employment, retention, and earnings of participants, including those with barriers to employment, resulting in a higher quality workforce, reduced welfare dependency, and increased productivity and competitiveness in the state.

The plan complies with WIOA by aligning its core programs and two optional programs to the state's workforce investment, education, and economic development systems, as discussed in the unified strategic planning requirements, common performance accountability measures, and requirements governing the one-stop delivery system. As WIOA intended, the plan serves as a map to develop, align, and integrate the entire system across federal education, employment, and training programs. The plan enumerates the region's vision and strategic and operational goals for providing workforce services and continuously improving the quality and performance of its system.

## Alignment with State Strategy

The region's workforce system is complex, comprising numerous programs, services, and initiatives administered by the Board, TWC, TWIC, independent school districts, community and technical colleges, and local adult education providers. System partners are responsible for the delivery of a wide range of workforce education and training programs and related services, as well as education programs that support career preparation and advancement.

The system is interrelated because the programs and agencies serve either a common customer or are charged with achieving similar employment and education outcomes for their targeted customer groups. Therefore, the strategic plan is designed to identify and focus on systemic issues that affect multiple parts of the system – either programs or agencies – and that address broad, big-picture workforce issues.

The GCWB is aware of the region's changing demographics and skills gaps, and continues to design programs to meet increasingly complex workforce needs. Through the Workforce Solutions network, the GCWB connects job seekers and other populations with barriers to employment to numerous career and training resources to prepare them to enter or reenter the workforce of high-growth industry sectors. Although the service is targeted, its delivery is uniformly applied.

Leveraging an integrated workforce system, the GCWB also strives to create a seamless approach that attracts and retains in-demand employers. The agency understands that an employer may not care which funding source or program is covering the service it is receiving. By creating a specific Business Service Unit (BSU), the workforce system rallies a group of dedicated individuals to meet employer needs and present employers with services in ways that are beneficial and easy to understand. The BSU is our frontline business advocate, having strong ties to the local business communities. Because our Board is composed of many local business leaders, the GCWB taps a continuous flow of current and relevant information from employers. Board members are able to shape local policies and procedures to best fit the local marketplace.

The GCWB will work with our partners carrying out core programs and other workforce development programs in the region to continue to support the strategy identified in the State Plan. The Gulf Coast region is rich in potential partners for workforce. We have ten community colleges systems, more than a dozen university campuses, numerous economic development and business organizations, a host of state and local agencies, and a wide variety of community and faith-based organizations. Together, these institutions represent a rich infrastructure for the Gulf Coast workforce system.

With our partners, we provide a wide range of service to employer and individual customers. On the resident side, community and faith based organizations provide mentoring, life skills training, adult basic education, English as a second language, child care, transportation, and other work support service. Some of these organizations are paid vendors for our system while many others work informally with Workforce Solutions jointly assisting customers.

Workforce Solutions has an excellent relationship with our community college partners. The colleges provide educational programs leading to degrees and technical certificates, adult education and English as second language instruction, and other training. They work with the Board in developing customized training for employers, and consult with us in developing proposals related to workforce training. The colleges in the area are valuable partners in developing industry-based initiatives to address workforce issues in the region.

The region's major universities have a role in the workforce system, and are likely to have a greater one in the future as the Board's industry-based work continues and expands.

The region's 76 school districts are key partners in addressing many of the long-term shortages of skilled workers in our region. The Board has an existing relationship with many school districts, many career offices work directly with middle and high schools in their communities. The career offices are charged with providing service to young people in their schools.

In addition to serving individual youth, many of whom are out of school, the Board continues to work with schools broadly to provide good labor market information to schools, parents and young people. We continue to expand and improve our labor market information and career planning products which include the High Skill, High Growth Guide, Focus on Industry and Occupation profiles, When I Grow Up and Choices Planner. Our goal is to support schools in their efforts to reduce drop-out rates, target resources to prepare youth for the good jobs of the future, and provide both parents and students information they can use in selecting course work and career opportunities. The Board's Education Committee provides guidance and oversight, and is fully committed to assisting schools in producing more graduates with the skills employers want.

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**2. A description of how the Board will work with entities carrying out core programs to:**

- a.** expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;
- b.** facilitate the development of career pathways and coenrollment, as appropriate, in core programs; and
- c.** improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

## **Workforce Innovation and Opportunity Act (WIOA) Eligibility**

### **WIOA Adult**

First Priority includes customers who qualify as low-income<sup>1</sup> or basic skills deficient<sup>2</sup> with preference to customers who are a qualified veteran<sup>4</sup> or qualified spouse<sup>5</sup>.

Second Priority - Customer must be at or below self-sufficiency<sup>3</sup> income levels with preference to customers who are a qualified veteran or qualified spouse.

We established a Registry of customers who applied for financial assistance with work support, work experience, or training services and who were determined eligible for WIOA Adult funds and suitable for the assistance requested. We first fund customers from the Registry who meet the priority criteria described above (low-income). When there are no low-income customers on the Registry, we allow financial aid for customers on the Registry who are not low-income but are at or below the self-sufficiency income level as funds are available on a first-come, first-served basis.

Exception: We project Workforce Solutions is able to provide short-term financial assistance to anyone requesting the assistance who qualifies. There is not a priority process for customers requesting short-term financial assistance.

## WIOA Dislocated Worker

Priority includes customers who are a qualified veteran or qualified spouse

We fund all customers determined eligible for WIOA Dislocated Worker funds with a preference given to customers who are qualified veterans or qualified spouses.

Exception: We project Workforce Solutions is able to provide short-term financial assistance to anyone requesting the assistance who qualifies. There is not a priority process for customers requesting short-term financial assistance.

### <sup>1</sup> Low-Income

An individual who meets any one of the following criteria satisfies the low-income requirement for WIOA adult services.

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through SNAP, TANF, or the Supplemental Security Income (SSI) program, or state or local income-based public assistance;
- Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the current Workforce Solutions Income Guidelines for Adults;
- Is a homeless individual as defined in §41403(6) of the Violence Against Women Act of 1994, or a homeless child or youth as defined in §725(2) of the McKinney-Vento Homeless Assistance Act;
- Receives or is eligible to receive a free or reduced-price lunch under the National School Lunch Act (this only applies to the individual receiving the free or reduced-price lunch);
- Is a foster youth, as defined in Texas Family Code §264.101(a-1) and §264.101(d), on behalf of whom state or local government payments are made; or
- Is an individual with a disability whose own income meets:
  - » Workforce Solutions Income Guidelines for Adults, even if the individual's family income does not meet the income requirements; or
  - » income eligibility criteria for payments under any federal, state, or local public assistance program.

## **<sup>2</sup> Basic Skills Deficient**

An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society satisfies the basic skills deficient requirement for WIOA adult services.

## **<sup>3</sup> Self-Sufficiency**

Workforce Solutions defines self-sufficiency at 200% of the Federal Poverty Guidelines. Self-sufficiency for a family of four is about \$48,500.

## **<sup>4</sup> Eligible Veteran**

A person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable as specified at 38 U.S.C. 101(2). Active services include full-time duty in the National Guard or a Reserve component, other than full-time for training purposes.

## **<sup>5</sup> Qualified Spouse**

The spouse of:

- (1) any veteran who died of a service-connected disability or any member of the armed forces who died while serving on active military, naval, or air service.
- (2) any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - (i) missing in action;
  - (ii) captured in line of duty by a hostile force; or
  - (iii) forcibly detained or interned in line of duty by a foreign government or power;
- (3) any veteran who has a total disability resulting from a service-connected disability, as evaluated by the U.S. Department of Veterans Affairs;
- (4) any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.

Note: the spouse of a living veteran or service member (definitions 2 or 3 above) will lose his or her eligibility if the veteran or service member loses the status that is the basis for eligibility. For example, the spouse of a veteran with a total service-connected disability will not be eligible if the veteran's disability is revised to a lower level. Similarly, a spouse whose eligibility is derived from a living veteran or service member will lose his or her eligibility upon divorce from the veteran or service member.

## **Coenrollment and Pathways to Postsecondary Credentials**

The Gulf Coast Workforce Board is one of three boards in the state to serve as the grant recipient and administrator of the Adult Education and Literacy grant. Since being awarded the grant, the Board has worked to ensure that adult education and literacy services are wholly integrated into the other core services provided through the workforce system. Moving forward, the Board remains committed to working closely with employers, Adult Education providers, and community partners to develop robust, customized training curriculum and courses that are aligned with high-demand industries and occupations, meet the specific needs of employers, and lead to nationally- and/or industry-recognized credentials.

The Board is also committed to connecting customers to wrap-around support services and resources, provided either directly through the workforce system or through strategic partnerships with community-based organizations, to eliminate as many barriers as possible that may keep customers from successfully completing their course and transitioning into employment and/or postsecondary education.

### 3. A description of the strategies for coordinating programs and services for target populations.

## Targeted Service Populations

### Employers

Texas' strong economic foundation is largely a credit to the diversity and stability of its private-sector businesses. The Gulf Coast Region boasts an estimated 125,000 total employers representing hundreds of public and private industries. The overwhelming majority of Gulf Coast employers are small businesses employing 100 or fewer workers. However, the largest percentages of private-sector jobs are with those companies that employ more than 100 workers. It is vital that the GCWB and its workforce partners collaborate with local economic development entities to equip Texas employers, both large and small, with a highly skilled workforce that will keep jobs in Texas and keep companies competitive in the global marketplace.

The GCWB provides more personalized services. Our recruiters who try to fill job postings offer a higher level of service. We screen applicants and refer them specifically to employer. Although initial result may be fewer employers receiving a service the overall level of employer satisfaction should increase and the number of employers returning to receive our services should improve over time.

Our Employer Service unit will focus on Market Penetration in five industries: 5413 - Architectural, Engineering, and Related Services, 5415 - Computer Systems Design & Related Services, 5416 - Management, Scientific, & Technical Consulting, 6211 – Offices of Physicians, and 2382 – Building Equipment Contractors. We plan to personally contact 2,200 of these employers with 49 or fewer employees and provide services for 1,200 of them. We plan to personally contact 310 of these employers with 50 to 99 employees and provide services for 175 of them.

### Communities

The Gulf Coast Workforce Board is comprised of a cross section of local officials and businesspeople that form partnerships with local entities to deliver integrated services that address each community's unique needs. This workforce system now supports the delivery of Adult Education and Literacy (AEL) services within local communities to assist those individuals who need education and training in order to obtain the basic skills that will enable them to obtain sustainable employment and become self-sufficient.

## **Job Seekers**

Providing employment services and developing innovative strategies to help individuals find employment opportunities in high-growth, high-wage industries are central to the Board's mission. Workforce Solutions and its workforce partners offer services that lead to thousands of job seekers entering employment each year. Services include job-search assistance, labor market and career planning information, training and education opportunities, and unemployment benefits to those who lose their jobs through no fault of their own.

## **Workers**

Workforce Solutions seeks to help customers achieve and succeed in a quality work environment. Workforce Solutions provides workforce development and training, apprenticeship programs, and employment support services for members of its labor force. The agency promotes long-term self-sufficiency by enabling parents to work or attend education and training to launch a career pathway, while their children receive quality child care.

## **Unemployment Insurance Claimants**

UI claimants and employers are priority customers at our Workforce Solutions Offices. Staff must promptly assist claimants and employers wishing to use Workforce Solutions Office resources to transmit materials to TWC for claims and appeals adjudication purposes. Customers are given access to space and telecommunications equipment necessary to participate in UI hearings. Additionally, staff supports customers with dedicated resources – computers, telephones, and printed materials about claim filing and UI rights and responsibilities.

## **Veterans**

Veterans are a priority population for the Gulf Coast Workforce Board. The Gulf Coast Workforce Board promotes the hiring of veterans by others through a number of initiatives, including services and programs for U.S. armed service members returning from Iraq and Afghanistan.

The Gulf Coast Workforce Board has begun integrating staff of the Texas Veterans Commission into the Workforce Solutions career offices. This allows veterans efficient and seamless access to employment services, one-on-one job coaching as well as resource and referral services.

To support the efforts of TVC staff, we have placed large, stand-up posters in the front of our offices that ask customers to tell us if they are a veteran and promote the additional resources offered to vets. In addition, we have a special section on our website about veteran services – Our service begins when your

service ends – found at <http://wrksolutions.com/jobs/veteranservices.html>. The site includes links to and information about re-employment rights, veterans' benefits for school, buying a home, health care and counseling.

In addition, the GWFB continues to support TWC's Initiative Hiring Red, White & You! which connects Texas veterans and their families with Texas employers who value the experience, discipline and other exceptional qualities inherent with a military background.

There are thousands of veterans in Texas who are eligible for work. The U.S. Bureau of Labor Statistics reports that the national unemployment rate for all veterans is 6.3 percent. In contrast, for those veterans who served in the military post 9/11, the unemployment rate is 10.0 percent.

The GWB's most recent Hiring, Red, White and You! job fair, held on November 10, 2016 connected over 4,000 customers to 152 employers and 21 veterans service and training organizations.

### **Individuals with Disabilities**

The Gulf Coast Workforce Board upholds the highest standard of equal opportunity and access to service for all its customers. To meet the needs of employers, Workforce Solutions provides opportunity for everyone to be actively involved in the potential labor pool by ensuring staff focus on abilities, not disabilities.

### **Foster Youth**

Another priority population for Workforce Solutions is foster youth. We provide access to education, employment training and services, life skills classes, and appropriate support services to customers identified as foster youth.

### **Students and Their Parents**

Providing today's youth with education, training, and workplace opportunities is essential to the state's future growth and success. In an effort to ensure that young people have the skills to meet future workforce needs, Texas must support programs that steer students toward in-demand careers from an early age. TWC supports programs that identify educational and career paths for students and their parents, including vocational and technical training, as well as those that require two-year, four-year, and higher education levels.

Educational materials and online tools that help parents, educators, and students identify career pathways are developed and distributed by Workforce Solutions. In addition to serving individual youth, many of whom are out of school, the Board continues to work with schools broadly to provide good labor market information to schools, parents and young people. We continue to expand and improve our labor market information and career planning products which include the High Skill, High Growth Guide, Focus on Industry and Occupation profiles, When I Grow Up and Choices Planner. Our goal is to support schools in their efforts to reduce drop-out rates, target resources to prepare youth for the good jobs of the future, and provide both parents and students information they can use in selecting course work and career opportunities. The Board's Education Committee provides guidance and oversight, and is fully committed to assisting schools in producing more graduates with the skills employers want.

Since its inception, the Gulf Coast Workforce Board has been committed to building a demand driven workforce system with employers as the primary but not exclusive customers of the system. Having designed the regional workforce delivery system from a labor market perspective, we recognize that chronic imbalances in labor markets are most effectively addressed when everyone, including special populations is part of the workforce.

#### 4. A description of the strategies and services that will be used in the local area:

- a. To facilitate engagement of employers in the workforce development programs, including small employers and employers in in-demand industry sectors and occupations.
- b. To support a local workforce development system that meets the needs of businesses in the local area.
- c. To better coordinate workforce development programs and economic development
- d. To strengthen linkages between the one-stop delivery system and unemployment insurance programs

Note: This may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, use of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support the strategy described above.

### Employer Engagement

The Workforce Board would like Workforce Solutions to be the first choice of employers when they need assistance with workforce issues. Most employers use our core products - help with recruiting and screening for job openings. We would like to provide a deeper level of service to our employer customers, becoming partners with them to solve workforce-related business problems. To this end, we have disbanded our in-house outreach unit and transitioned these staff to be in the field making face to face contact with employers. It is our belief we will provide a better quality service to our employer customers and employer customers will have a higher level of satisfaction with our services.

The Board is continuing to take steps to improve the quality of our screening and referral process for employers. We plan to continue these efforts by improving our system's ability to obtain and communicate accurate information on what employers need and want in employees. ESD staff review new job orders submitted electronically by employers, and edit them to provide better matches with job candidates.

Employment Counselors help individuals get jobs that best fit their skills, interests, and experience. We employ staffing specialists who “work” the job orders, looking for candidates in our system and outside. We continue to develop this function to include contacting college and university placement offices, community-based organizations, and other sources to find the best workers for the jobs we are trying to fill.

The Board will continue to track the results of its efforts to improve employer satisfaction through an annual survey. The current survey measures how well employers believe our business consultants follow through on promises, understand their needs, are responsive to those needs, offer solutions to problems, and are professional.

### **Meeting the Needs of Local Businesses**

The Board's Employer Services Division provides service to employers. We believe that helping employers find skilled workers results in the region's economic development and benefits individual workers. We will help more than 26,000 Gulf Coast employers identify qualified candidates for job openings. Business Service Representatives visit employers to offer services and learn firsthand a business's specific need. They offer the full system resources to help businesses by:

- Recruiting, screening, referring and testing applicants for jobs
- Providing information about state and federal labor laws
- Providing economic and labor market information including occupation-specific wage and salary data
- Outplacement services for employees who have been laid off due to a plant closure, downsizing or a reduction-in-force
- Subsidizing a portion of a qualified employee's wage for a short time while the employer provides on the job training.

Employers can use the Workforce Solutions website to list jobs with WorkInTexas.com, find labor market information, and access information about employment laws.

The Board's Employer Service Division provides staff to committees with members from the same industry willing to work together to address the industry's immediate and long-term workforce needs.

- These industry committees help the Workforce Board by adding real time advice to statistical data about the workforce needs of companies in the industry.
- These committee recommendations allow the Board to direct our resources to train people for the jobs in demand now and later

Employer Service Division staff also work with the committees to identify outside resources to meet the needs identified by the industry committee.

## Economic Development

The Board’s philosophy is that workforce development is a component of economic development, and all of our activities reflect this philosophy. We measure our ability to help create jobs and help employer customers become more competitive. Our work with economic development organizations includes partnering on industry-based work groups, sharing planning and evaluation information, coordinating grant proposals, and assisting in bringing new businesses to the region and retraining and supporting existing businesses.

The Board works closely with economic development partners to identify long-range issues such as the changing demographics of the region’s workforce and a trend to lower educational achievement; and shorter-range issues such as funding transportation solutions in Colorado County so employers can get the workers they need. Below is a list of economic development organizations that our Employer Services Division currently maintains membership status. However, we work collaboratively with many additional economic development organizations, not on this list.

Central Fort Bend Chamber Alliance	Sealy Chamber of Commerce
Brazosport Area Chamber of Commerce	Greater Houston Women's Chamber of Commerce
Asian Chamber of Commerce	Houston Northwest Chamber of Commerce
Galveston Chamber of Commerce	Greater Houston Black Chamber of Commerce
The Woodlands Area Chamber of Commerce	Clear Lake Area Chamber of Commerce
Baytown Chamber of Commerce	Greater Conroe/Lake Conroe Area Chamber of Commerce
Greater Houston Partnership	Houston East End Chamber of Commerce
Katy Area Chamber of Commerce	Economic Development Alliance for Brazoria County
Bay City Chamber of Commerce	Bay Area Houston Economic Partnership
Houston Intercontinental Chamber of Commerce	Pearland Economic Development Corporation
Wharton Chamber of Commerce	Greater Tomball Area Chamber of Commerce
Palacios Chamber of Commerce	The Woodlands Area Economic Development Council
Pearland Chamber of Commerce	Columbus Chamber of Commerce
Economic Alliance Houston Port Region	

## Unemployment in the Region

While the price of oil plunged below \$30 per barrel, our region's workforce has certainly felt the effects. Thousands of highly-trained individuals have been laid off and are struggling to find employment as more and more companies announce workforce reductions.

Gulf Coast Workforce Solutions announced the launch of the Gulf Coast Oil & Gas Initiative aimed specifically at those individuals. The goal of the program is to find employers in other industries that are looking for highly-trained individuals to meet their needs and match them with job-seekers from the state's database, WorkInTexas.com.

The Gulf Coast Oil & Gas Initiative will assist 500 jobseekers displaced from the oil and gas industry through a virtual office. The services offered include resume critique, transitional occupation analysis, tools and seminars designed to help with their search, as well as specialized training and OJT opportunities.

Workforce Solutions will find employers in other industries that are looking for highly-trained individuals to meet their needs and match them with job-seekers from the state's database, WorkInTexas.com. In addition to having access to the largest database of job seekers, this initiative will also assist companies with recruitment, pre-screening applicants, hiring events and specialized training. The team provides matches to those businesses with the appropriate Oil and Gas customers based on their previous experience. They also work with WIT and attend job fairs.

As the Oil and Gas Initiative continues to expand its connection to displaced oil and gas workers and introduce Workforce Solutions services to them, we see two areas that need attention for the unit to increase its success helping workers transition to new industries;

- Employer outreach and education about the talent available to them from the displaced oil and gas worker pools
- Add recruiting services specializing in transitioning displaced oil and gas workers to new industries, similar to what we did at the Aerospace Transition Unit and the Sealy Transition Center

- 5. An explanation of how the Board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the Board will promote entrepreneurial-skills training and microenterprise services.**

## **Workforce Investment**

A fundamental strategy of the Board is to support the region's key industries by making significant investments to targeted industries. The Board employs full time staff as Education, Construction/Crafts and Advanced Manufacturing /Supply Logistics Industry Liaisons. Their goal is to partner with specific employers in high growth, high skill Gulf Coast industry sectors. The Liaisons work to meet employers' current and future workforce needs by coordinating regional agency services, training and education to fulfill skill needs. Industry Liaisons work to support changes in structures and policies to more closely align and integrate workforce, education and economic development programs to better serve Gulf Coast employers. They provide Board representation and expertise to economic development and industry-led workforce initiatives.

Where appropriate, the Board supports customers who are interested in becoming entrepreneurs and/or creating micro businesses through referrals to entities that have better expertise in that area. Small business development centers, for example, are a rich source of training, and the Board supports several successful grant proposals for funds such as the U.S. Health and Human Services' Job Opportunities for Low Income (JOLI) program.

**6. A description of the one-stop delivery system in the local area, including explanations of the following:**

- a. How the Board will ensure the continuous improvement of eligible providers and how providers will meet the employment needs of local employers, workers, and job seekers;
- b. How the Board will facilitate access to services provided through the one-stop delivery system, including to remote areas, through the use of technology and other means;
- c. How entities within the one-stop delivery system, including the one-stop operators and the one-stop partners, will comply with WIOA §188, if applicable, and with applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals who have disabilities; and
- d. The roles and resource contributions of the one-stop partners.

## **One-Stop Delivery System Description**

The Gulf Coast Workforce Board and its operating affiliate Workforce Solutions are the public workforce system in the 13-county Houston-Galveston region. We help employers meet their human resource needs and individuals build careers, so both can compete in the global economy.

- The Workforce Board is business-led and community focused, with members representing private sector business, education, organized labor, and community-based organizations.
- With participation from the region's chief local elected officials, the Workforce Board sets the strategic direction for the regional workforce system and guides the area's workforce agenda focusing on four key results:
  - » competitive employers,
  - » an educated workforce,
  - » more and better jobs, and
  - » higher incomes.
- The Board contracts for the operations of its affiliate Workforce Solutions, which directly delivers service to employers and individuals.

## What we do:

- During 2015, our Employer Service helped more than 26,000 employers
  - » find candidates to fill about 200,000 openings;
  - » outplace more than 4,000 workers; and
  - » get advice on human resources issues and concerns
- Our 24 local offices and seven adult education providers touched more than 380,000 individuals helping
  - » about 237,000 go to work;
  - » More than 22,000 improve their basic education skills; and
  - » more than 31,000 use \$134 million in financial aid to get a job, keep a job or get a better job
- Our entire system worked to provide individuals, students, parents, teachers and counselors with up-to-date and useful information on the good jobs of the future – focusing on the high-skill, high-growth jobs that provide opportunities for growth and good wages.

## Meeting the needs of local employers, workers, and job seekers:

Two key performance metrics are employer market share and employer customer loyalty which measures are intended on gauging our success at increasing employer use and satisfaction with our service. The Board sets annual and long-range targets, regularly reviews performance, and adjusts operating strategies as needed. The Board offers these metrics and performance as evidence of the effectiveness of strategies it has implemented to improve services to employers.

**Employer Loyalty** – Last year's performance indicated 61.5% of our customers value our services and returned for additional services. Our current annual target is 60%.

Two key performance metrics are customers employed after exiting from services and higher earnings gains.

**Customers Employed** – Last year's performance indicated 78.1% of our customers were employed in the quarter after exiting from services. Our current annual target is 76%.

**Higher Real Incomes** – Last year's performance indicated 33.8% of customers who exited had earnings gains of at least 20%. Our current annual target is 36%.

## Facilitating Services

Over the last few years, the Board's revenue continues to shrink and we have to do more with less. The good news is that we are meeting this challenge, in part, by leveraging available technology and developing cost efficient outreach strategies.

Blogforce (<http://blogforce.wrksolutions.com/>) provides customers with timely, helpful, and usually humorous, advice on getting and keeping jobs, and career planning. Bloggers are Workforce Solutions office and Board staff.

In addition to the 24 career offices managed by the Board in the Region, there are 4 additional itinerant sites located at the Chambers County Courthouse Annex, Houston Central Library, Metropolitan Multi-Service Center, and Ring Neighborhood Library. These sites provide basic job search services to those customers unable to reach a full services career office, as well as allows them to make appointments with office staff members who maintain a part time presence at the sites.

The Gulf Coast Workforce Board has a Regional Team made up of Navigators and Facilitators that go out in to the community to reach populations that might not be served in a local career office. The Regional Team works with our partners to conduct community-based job search seminars and workshops. These presentations are conducted outside the career office in schools, libraries, and a wide range of community based organizations.

Our adult education customers are able to access adult education sites and classes located throughout the region, often near a customer's residence or place of employment. Many providers offer distance learning options for customers who experience transportation issues or merely prefer the convenience of taking classes remotely. A few of our offices have adult education sites in the career office.

## Equal Opportunity and Access to Service

The Gulf Coast Workforce Board upholds the highest standard of equal opportunity and access to service for all its customers. To meet the needs of employers, Workforce Solutions provides opportunity for everyone to be actively involved in the potential labor pool by ensuring staff focus on abilities, not disabilities.

To make certain staff are focused on customer abilities, all career office staff participate in professional development trainings which include:

- Courses through the National Workforce Institute where staff learn to provide customer service from a strength-based approach; identifying customers' skills and abilities and then matching them to available jobs.
- Diversity Awareness training from Texas Workforce Solutions Vocational Rehabilitation Services.
- Computer based trainings from Texas Workforce Commission on Diversity, EEO, and Discrimination Prevention as well as the Discrimination Complaint Process.
- An overview of Equal Opportunity Standards and Guidelines including providing accommodations and the discrimination complaint process.
- Usage of assistive technology in the career offices.
- Various disability awareness topics.

To further ensure equal opportunity and access to service for all its customers, the Gulf Coast Workforce Board has a team of three system-wide Navigators whose primary role is to ensure that customers with disabilities are able to “navigate” the realm of finding employment on a level playing field with those who do not have disabilities. To do this the Navigators:

- Provide staff training on various disability related topics including the use of auxiliary aids and assistive technologies.
- Work along side career office staff to ensure needs of individuals with disabilities are being met.
- Coordinate with Texas Workforce Solutions Vocational Rehabilitation Services and other community organizations to promote awareness of disability related topics, attend disability related events, and assist individuals with reaching their employment goals.
- Host employer education events to provide information on hiring and providing accommodations for job seekers with disabilities.
- Recruit and prepare individuals with disabilities for special hiring initiatives.

Physical accessibility of each career office location is assessed by the EO Officer on an annual basis. In addition to being physically accessible, each career office has at least one of each of the following assistive technologies and auxiliary aids:

- Accessible work station equipped with assistive technologies such as JAWS, MAGic, headphones or speakers, large print keyboard, and trackball mouse;
- TTY phone;
- Video Relay Service (VRS) phone;
- Hearing Aid Compatible phone with volume control;
- Pocket Talker voice amplifier;
- Adjustable height table and chair; and
- Professional interpreter services from a qualified source.

In general, Workforce Solutions Career Office staff, Employer Service staff, the Navigator Team, and EO Officer work together to provide employers with information about the Work Opportunity Tax Credit, the American with Disabilities Act, and providing accommodations to encourage employers to give serious consideration to hiring qualified candidates with disabilities.

## 7. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

### Adult and Dislocated Worker Activities

We offer professional advice and individually-tailored service to assist our customers in entering the workforce, going back to work, continuing to work, or advancing in a career. Eligible adult and dislocated workers may receive two levels of service:

Career services are available to any customer who wants or needs these services. They may be provided electronically or by staff. Career services are designed to help customers get a job, keep a job, or get a better job. Career Services include the following:

- Job openings/listings
- Placement services
- Employment counseling and career planning
- Outreach, intake (including worker profiling), and orientation to information and other services available through Workforce Solutions;
- Assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Support services
- Computer access
  - » Internet job search
  - » Computerized job search software tutorials
  - » E-mail
  - » Resume preparation
- Job search assistance (referral to job openings, FAX, Telephone)
- Labor Market Information
- Information on support services for working families including information on available and affordable child care
- Job Search Seminars
  - » Resume tips

- » Interviewing tips
- » Networking
- » Landing that First Job
- » Rebranding Your Skills
- Financial literacy
- Internships and work experience opportunities
- Follow-up services

Training services are available to support individuals' education, training or re-training in high-skill, high-growth occupations. Training services includes:

- Financial Aid – scholarships for education and occupational skills training for individuals deemed in need of training in order to become employed or retain employment and for education and work support such as child care, transportation, and work-related expenses when needed by the individual to work or participate in education or training.
- Career advancement training
- Adult Education and Literacy (AEL) activities including activities of English language acquisition and integrated education and training programs, in combination with training
- On-the-job training (OJT), including registered apprenticeships
- Customized training

- 8. A description of how the Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities described in WIOA §134(a)(2)(A).**

## **Rapid Response Activities**

Our Rapid Response team works with employers that are faced with workforce challenges that include reducing their workforce. Once layoffs are announced the Rapid Response team begins working with the employer to bring outplacement services onsite and provide them with immediate response to the needs of each employee. These services include information on where and how to look for work, training and filing unemployment insurance claims. We provide the workers with tools like labor market information, job listings, career exploration and planning. Additionally, we provide information on how to get registered for work in Texas and work with them until they are employed.

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- 9. A description and assessment of the type and availability of workforce investment activities for youth in the local area, including activities for youth who have disabilities. This description must include an identification of successful models of such activities.**

## **Youth Workforce Investment Activities**

The Board provides year-round employment and training services for economically disadvantaged youth (ages 14-21). Eligible customers receive an objective assessment, including a review of academic and occupational skill levels and service needs; an individual service strategy with an age-appropriate career goal with steps to help the customer stay in school, return to school or go to work. Individuals may receive referrals to education and training to prepare them for postsecondary educational opportunities and/or to prepare them for jobs. The Board also provides schools with informational guides to show linkages between academic and occupational learning.

The Gulf Coast Workforce Board has a Regional Team made up of Navigators and Facilitators that go out in to the community to reach populations that might not be served in a local career office. One population they reach is young adults with disabilities.

Each year this team partners with multiple school districts to conduct Employability Skills sessions that help hundreds of young adults with disabilities prepare for an annual Transition Fair that takes place in the Houston area each Spring.

The Navigators and career offices work with Vocational Rehabilitation Counselors with Texas Workforce Solutions Vocational Rehabilitation Services to help connect young adults with disabilities with services offered through the local career office. Vocational Rehabilitation Counselors also arrange to meet with young adults in the local career offices.

The Board is currently involved in several projects that support the education industry as well as workforce invest for youth in the local area including those listed below:

### **Professional Academy for Career Exploration**

The Professional Academy is an innovative year-round work experience and college and career readiness program. For the 2016 school year Workforce Solutions has partnered with the City of Houston and Worthing High School to provide seniors at Worthing High School enrolled in a “Career Prep Co-op” class, rotating paid internships at the City of Houston in the professional fields of Public Administration, Finance, IT, and Healthcare. Over the course of the 2016-2017 school year and the following summer, these students are participating in year-round activities including skills training, work experience, on the job training, job shadowing and mentoring, career readiness and exploration, financial literacy training, and post-secondary preparation. Currently we have 12 students enrolled in the program.

### **Young Aspiring Professionals**

The Young Aspiring Professional Project (YAP) models the Workforce Innovation Opportunity Act’s job-driven priorities for out-of-school youth through a sustainable, multi-dimensional worksite-based platform – designed to reengage at least 100 disconnected youth with both education and workforce opportunities that lead to improved income and employability. We work with an eligible population of out-of-school youth, between the ages of 18 and 29, who reside in the Settegast and Denver Harbor neighborhoods or who come from Houston ISD’s Wheatley, Scarborough, and Kashmere High Schools feeder patterns. Priority is given to homeless, truant, court-involved, transient and foster youth. Relying on an aggressive community-based outreach and ongoing engagement system, individuals are recruited in cohorts from a number of organizations that provide mentorship and social assistance.

The project combines work-based learning, career pathways education, and existing sector initiatives to achieve its anticipated results. Targeted industries for this project include manufacturing, construction, and logistics with the special emphasis on occupations with clearly defined career pathways that include multiple skill certifications and tiered advancement opportunities.

### **J.P. Morgan Chase College and Career Institutes 2015 and 2016**

Project GRAD's College and Career Institutes, with the funding and support of JP Morgan Chase, Workforce Solutions, and local community colleges, provided rising juniors and seniors with the opportunity to explore what college is like and what training and education is necessary for various careers.

In 2016 more than 40 volunteers from small, medium and large businesses in the region participated in the CCI project. Nine institutes were held at Lone Star College (North Harris, Cy Fair, and University Park), Houston Community College (Southeast, Stafford, Northeast and Coleman), San Jacinto College (South and Central), and Lee College (Liberty) serving 800 students entering grades 9-12 from 18 school districts and 6 charter or private schools.

Each student received at least 4 hours of college preparation instruction from Project GRAD and 8 hours of Workforce Preparation and Labor Market instruction from Workforce Solutions including identification of skills, interests, and values, job search skills such as interviewing, resume writing, networking, and application completion, and the utilization of current and relevant LMI in college and career decision making and life planning. Students were given at least 8 hours of instruction in at least 3 of the following industry/occupation tracks:

Robotics	Machining	Pipefitting
Welding	Drilling Simulation	Maritime Logistics
3D Modeling	HVAC Technology	Fluid Mechanics
Lean Manufacturing	Logistics and Supply Chain	Manufacturing Technology
AutoCAD	Design Engineering	Construction Technology
Petroleum Field Services	Electrical Technology	

- 10. A description of how the Board will coordinate relevant secondary- and postsecondary-education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.**

## **Education Services**

The Board continues to build a robust network of approved vendors and educational programs. We have developed clear policies and procedures for Workforce Solutions staff to use when awarding scholarships to help customers pay for school that prepares them for a career in an occupation we support through scholarships. Through this vendor network, we can award scholarships to customers, who might not otherwise be able to go to school, prepare them for meaningful careers in occupations that are in high-demand in the region's key industries.

The Board will work with adult education and literacy providers, particularly Institutions of Higher Education (IHE), to develop strategies that will leverage financial aid from the workforce system and the IHE and that will support customers through completion of their initial course and provide a seamless transition into postsecondary education. These strategies will involve sources such as the Federal Pell Grant, Ability to Benefit, and workforce training funds.

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- 11. A description of how the Board will provide transportation, including public transportation, and other appropriate support services in the local area in coordination with WIOA Title I workforce investment activities.**

## **Transportation and Additional Support Services**

Workforce Solutions offer support service when we believe it will help a customer go to work quickly, to keep an existing job, or to advance in a career. Types of support service we provide includes:

- **Work Support** – assistance to help customers accept a job offer or keep a job.
- **Work Search Support** – assistance to help customers look for work.
- **Education Support** – assistance to help customers obtain education or training to meet the expectations of employers in our region.

Categories of assistance includes:

- Transportation
  - » Personal Expenses
- Gas, bus fare/passes, other
  - » Vehicular Expenses
- Car repair/maintenance, Consumables, Vehicle safety inspection
- Car insurance, Vehicle registration
  
- Health Care or Health-Related
  - » Immunizations
  - » Physical Exams
  - » Vision/corrective lenses
  - » Prescription safety glasses
  - » Drug tests
  
- Clothing
  - » Work clothes, uniforms for work or training
  - » Interview clothes
  - » Shoes, boots, safety boots
  
- Tools and Equipment

- Licenses
  - » Application or renewal fees
  - » Testing
  - » Certification
  - » Immigration document renewal fees
  - » Background checks
  - » TWIC
  
- Documents
  - » Fees to obtain documents for job search, education or work requirements
- Birth Certificates
- School records
- Passports

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**12. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the one-stop delivery system.**

## **Coordination with Wagner-Peyser Act Services**

### **Employment Service Professional Staff Development**

Wagner-Peyser–funded ES staff receives professional development training at new employee orientation and yearly continuing education classes and on an as needed basis, to ensure staff is prepared and able to provide high-quality services to both job seekers and employers. Performance is monitored closely; as needs arise, Gulf Coast may respond with staff development activities, such as classroom instruction, webinars and one-on-one training.

Gulf Coast participates in the “Texas Model” for the delivery of ES services, which restructured the oversight and responsibility for ES state merit staff. Under the Texas Model, Gulf Coast has full responsibility for day-to-day guidance of state ES staff. TWC still maintains administrative responsibility, but Workforce Solutions Office managers share responsibility for directing daily work assignments, assigning individual performance goals, coordinating hiring, initiating disciplinary action, and evaluating staff performance.

Placing responsibility for ES staff with Workforce Solutions Offices supports an integrated workforce system. Many of the services provided by ES and WIOA are similar; the Texas Model gives Boards and their contractors the opportunity and flexibility to design integrated services, regardless of the program from which they are funded. All direction and guidance given to ES employees must be consistent with the provisions of state and federal laws, rules, and regulations governing the administration and delivery of the ES program. TWC provides technical support and quality assurance to Boards and contracted service providers through local Integrated Service Area Managers (ISAMs). ISAMs serve as the TWC supervisors for Texas Model staff. ISAMs coordinate all Texas Model staff-related actions with Boards and their contractors.

ES staff receives mandatory professional development training at new employee orientation and biannually and annually, and on an as needed basis, to ensure staff is prepared to provide high quality services to both job seekers and employers. ES staff receives training on how to conduct a job search, customer service, and how to use WorkInTexas.com. Performance is monitored closely; as needs arise, Boards may respond with staff development activities, such as classroom instruction, webinars, and one-on-one training.

## Meaningful Assistance in Filing for UI

UI claimants and employers are priority customers at our Workforce Solutions Offices. Staff must promptly assist claimants and employers wishing to use Workforce Solutions Office resources to transmit materials to TWC for claims and appeals adjudication purposes. Customers are given access to space and telecommunications equipment necessary to participate in UI hearings. Additionally, staff supports customers with dedicated resources – computers, telephones, and printed materials about claim filing and UI rights and responsibilities.

## Reemployment Assistance to UI Claimants

Wagner-Peyser–funded ES staff located in the Workforce Solutions Offices serves all customers. However, UI claimants are a priority population and staff is charged with improving claimant reemployment by connecting claimants with an array of relevant services and programs.

Among them, the Rapid Reemployment Services (RRES) program, known nationally as the Worker Profiling and Reemployment Services program, is a DOLETA-approved statistical model that uses claimant characteristics, as well as Board-level economic indicators, to assess the likelihood of a claimant exhausting UI benefits. On a weekly basis, TWC provides Gulf Coast with the likely-to-exhaust score of every individual who has received a first payment of UI benefits. We then determine the UI claimants to outreach for services and the type of reemployment services to provide. At a minimum, claimants called in under the RRES program must receive an orientation and an employment plan.

## Use of Wagner-Peyser Funds to Support UI Claimants

Gulf Coast benefits from the joint-administration of the UI program and workforce services by TWC, which allows efficient coordination between programs. Computer linkages coordinate and provide services between WorkInTexas.com and the UI automation system. These links ensure that UI claimants who are required to register have done so, and that UI claimants comply with their work search requirements.

Gulf Coast strives to assist and place individuals in jobs before they reach long-term unemployment. Gulf Coast has a performance measure that tracks success in placing job seekers in employment within 10 weeks of their initial monetary eligibility. We achieve this measure by providing quality job posting and job development activities coupled with increased outreach to participants to ensure better applications and quality referrals.

Gulf Coast uses the RRES program to help claimants find new employment as quickly as possible. As mentioned above, all claimants who are outreached are required to attend an orientation and receive staff assistance in developing an individualized employment plan. Claimants are offered other staff-assisted services, too, including job referrals and job development activities to help in the work search.

13. A description of how the Board will coordinate WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the Board will carry out the review of local applications submitted under Title II consistent with WIOA §§107(d)(11)(A) and (B)(i) and WIOA §232.

## Adult, Education, and Literacy Services

In September 2014 the Gulf Coast Workforce Board began administering the public adult education and literacy funds in our 13-county region. Through a consortium of eight contractors, we have helped more than 25,000 customers using about \$14 million.

Adult education and literacy providers offer English language, mathematics, reading, and writing instruction to help students acquire the skills needed to earn a high school equivalency, enter college or career training and/ or succeed in the workforce. While some classes may charge a small, nominal fee (less than \$20) most adult education and literacy services are free to adult learners. Service is also available to young people who have dropped out of high school and have not earned an equivalency diploma.

## Service Categories

Adult education and literacy providers typically offer a wide variety of adult education courses. Most of these courses are components of four major service categories:

- **High School Equivalency Preparation** – Academic preparation toward readiness for the high school equivalency examination.
- **Combined GED & Skills Training** – Traditional GED preparation offered with concurrent skills training. You may also hear this referred to as “contextualized learning”.
- **English as a Second Language** – ESL courses teach English literacy to individuals with languages other than English as their primary language.
- **EL/Civics** – Civics courses inform individuals on United States history, culture, and practice in preparation for U.S. citizenship. EL/Civics courses are frequently offered in conjunction with ESL courses.

## The Consortium

The consortium includes a managing partner, Region 6 Education Service Center, and seven providers. Region 6 offers programming support for the system. The seven providers offer direct service through their own facilities as well as through sites at hundreds of community based organizations, such as churches, libraries, non-profits, schools.

Name of Organization	Counties Served	Role	Responsibilities
Region 6 Education Service Center	All 13 Counties	Lead Organization	Provide technical and programmatic support
Brazosport College	Brazoria	Service Provider	Adult education and literacy
College of the Mainland	Chambers and Galveston	Service Provider	Adult education and literacy
Harris County Department of Education	Harris and Liberty	Service Provider	Adult education and literacy
Houston Community College	Fort Bend and Harris	Service Provider	Adult education and literacy
Lone Star College	Harris, Montgomery and Walker	Service Provider	Adult education and literacy
San Jacinto College	Harris	Service Provider	Adult education and literacy
Wharton County Junior College	Austin, Colorado, Fort Bend, Matagorda, Waller and Wharton	Service Provider	Adult education and literacy

## Referring Customers

At the present time, staff must refer a customer to an adult education provider; they cannot make an eligibility determination or place a customer in a class.

- Using the Workforce Solutions referral tool, available online at [www.wrksolutions.com/ael-services](http://www.wrksolutions.com/ael-services), Staff members select the county in which the customer wants to attend class and complete the Contact Us form. The appropriate adult education provider will contact the customer to arrange intake and placement.
- Customers may use the tool themselves, as may any partner organizations or the general public.

## Things to Know

1. There are multiple adult education sites and classes located throughout the region, often near a customer's residence or place of employment. Classes or sites sometimes change locations, so at this time, staff members refer the customer to the adult education provider for exact placement.
2. Many providers offer distance learning options for customers who experience transportation issues or merely prefer the convenience of taking classes remotely.
3. A few of our offices have adult education sites in the career office.
4. Employers interested in improving their employees' basic skills can host adult education classes on-site.

## Coming Soon

As the Board works to make better connections with adult education providers, we will:

- Expand and improve the referral tool to offer real-time and more detailed information for staff and customers on the location of individual classes
- Assist in helping staff from the offices, Employer Service, Financial Aid Payment Office, and Financial Aid Call Center connect with adult education staff.
- Work with the Bridging the Gaps workgroup to find better ways to integrate all service for customers

## Action

- Make sure managers, supervisors, and staff members are familiar with how to access the referral tool and make referrals for customers, as well as the basics about the consortium's adult education and literacy service
- Ensure that staff members first consider adult education options and providers from within our consortium prior to authorizing financial aid for other providers.

The Board procures adult education and literacy services under WIOA Title II through a competitive RFP process. Proposals will be initially screened for required elements. Those that meet all requirements will be scored by a team of evaluators, and subsequently ranked by their total score. Proposals with the highest scores will enter into negotiation.

14. Provide copies of executed cooperative agreements that explain how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA §107(d)(11)) between the Board or other local entities described in §101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit that administers programs that are carried out under Title I of the Rehabilitation Act (29 U.S.C. 720 et seq.) (other than §112 or part C of that title (29 U.S.C. 732, 741) and are subject to §121(f) in accordance with §101(a)(11) of the Rehabilitation Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals who have disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts.

## The Workforce Solutions System

Our operating system includes several related, interlocking parts that work together to help employers meet their human resource needs and individuals build careers:

- **The Employer Service group** – Dedicated to getting employers what they need in the way of skilled workers and HR support, Employer Service is the sales and marketing arm of Workforce Solutions.
- **The Career Office network** – This network includes our local offices, the call center and payment office, and our special youth projects. It daily carries out the biggest share of the system’s work, helping individuals get a job, keep a job, or get a better job. This network also authorizes, provides and supports our \$130 million plus financial aid system.
- **Staff Training and Development** – Primarily in support of Employer Service and the Career Office network, our training and development system provides on-going classes to develop the skills of system staff, technical assistance to various units on procedures and best practices, and support for the system’s continuous improvement activities.
- **Early Education Quality** – The Board has, from its inception, been concerned with improving the quality of early education in the region and supporting the upskilling of workers in the industry.

- **Adult Education** – Although not formally recognized as Workforce Solutions, the adult education consortium is connected to, supported by, and supportive of the other parts of the region’s workforce system. The providers and staff in the consortium are vitally important in ensuring our region has an educated workforce to meet employers’ need for talent.

## Employer Service

Employment and Training Centers, Inc. operates Workforce Solutions’ Employer Service which markets and provides a range of services to business. ETC employs 88 staff members which are located in career offices and in a central unit in Houston.

As of June 30, 2016, ETC has worked with 19,636 employers.

## Career Office Network

**Career Offices.** Two contractors operate 24 offices and 10 information centers.

Neighborhood Centers manages 304 staff and operates 11 offices:

Astrodome, Baytown, East End, Lake Jackson, Northeast, Northline, Northshore, Rosenberg, Southeast, Southwest, and Texas City

Information Centers: Houston Public Library- Downtown, City of Houston Metropolitan Multi-Service Center, Winnie, Cuney Homes, Salvation Army, Star of Hope Men’s Shelter, Star of Hope Women’s Shelter, Covenant House

Interfaith of the Woodlands manages 214 staff and operates 13 offices:

Bay City, Columbus, Conroe, Cypress Station, Humble, Huntsville, Katy Mills, Liberty, Sealy, Waller, Westheimer, Wharton and Willowbrook

Information Centers: Houston Public Library – Ring Branch, Palacios HUB

By the end of September 2016, we expect the offices to have seen 2.6 million visits and recorded service for 256,713 individuals. The offices work with a full range of people, including youth, adults, and dislocated workers; unemployed and employed individuals; and anyone looking to get a job, keep a job, or get a better

job. The Cuney Homes information center is part of our project with the Houston Housing Authority, and the Salvation Army, Star of Hope, and Covenant House locations are connected to our work with the Coalition for the Homeless.

**Call Center.** Interfaith of The Woodlands operates the Financial Aid Call Center, employing 96 staff. The Call Center receives applications for financial aid from Workforce Solutions customers, determines the eligibility for financial aid and communicates with our customers regarding the status of their applications.

Each month, the Call Center receives about 28,000 phone calls and processes about 3,200 new financial aid applications.

**Payment Office.** Neighborhood Centers, Inc. employs 35 staff to operate our payment office and manage Workforce Solutions' vendor networks. This unit tracks, manages, and pays out financial aid to vendors on behalf of our customers.

For 2016, we expect the Payment Office to process more than \$127 million in financial aid payments for customers including scholarships; child care and transportation costs; and other types of education, work and work search expenses. The Payment Office works with about 2,200 vendors throughout the year.

**Youth.** SER Jobs for Progress (SER), Dynamic Educational Systems, Inc. (DESI) and Gulf Coast Trades Center together employ 13 staff who provide specialized service for opportunity youth, including: education and training, career coaching and guidance, and work experience.

SER works in Brazoria, Chambers, Fort Bend, Galveston, Harris and Liberty counties.

Dynamic Educational Systems works in Austin, Colorado, Matagorda, Montgomery, Walker, Waller and Wharton counties.

Gulf Coast Trades Center works with young people referred from county Juvenile Probation Departments across the region.

By the end of the year, we expect these contractors to have helped 221 youth.

## Staff Training and Development

We contract with Learning Designs, Inc. to provide training and support to staff working within our system. LDI provides critical support to the system and frequently helps address ways to improve services to our customers.

With eight staff, LDI has developed and delivered 214 instructor-led classes, ranging from one-half day to five days in length. These classes include a multi-week supervisor training series and a week-long onboarding academy for new system staff. LDI has also provided structure technical assistance to system units, local offices, and individual groups of staff.

## Early Education Quality

Collaborative for Children, Inc. employs 35 staff to provide quality resources to early education providers. The Collaborative offers assessment, mentoring, technical assistance and support to providers interested in achieving a Texas Rising Star designation for quality. The Collaborative also provides technical assistance and support to improve the quality of care with providers in our network through scholarships and equipment grants, education for parents, and help in securing matching resources for our system to fully draw federal funds for early education.

This year, the Collaborative has helped increase the number of providers with a Texas Rising Star quality certification to a record 201 and secured more than \$9.3 million in matching resources from contributors across the region.

Texas Association for the Education of Young Children employs three staff who provide scholarships to child care teachers working to obtain Associate Degrees in Child Development or Child Development Associate credentials.

TAEYC has provided scholarships to 45 teachers this year.

## Adult Education

The adult education consortium includes seven providers and one managing partner that deliver literacy instruction, English language and civics classes, adult basic and adult secondary education, preparation for the high school equivalency exam, integrated basic and occupational skills classes, and transition into post-secondary skills training across the region.

Brazosport College, College of the Mainland, Harris County Department of Education, Houston

Community College, Lone Star College, San Jacinto College, Wharton County Junior College, and Region 6 Education Service Center together employ 280 staff.

This year the seven direct instruction providers will have had 26,502 students in class.

## Adult Education Consortium

There are seven contractors which deliver adult education and literacy throughout our service area. The Region 6 Education Service Center acts as the lead agency to provide coordination services for the regional consortium.

Provider	Service Area	Staff
Brazosport College	Brazoria County	55
College of the Mainland	Chambers and Galveston counties	81
Harris County Department of Education	Harris and Liberty counties	283
Houston Community College System	Fort Bend and Harris counties	269
Lone Star College System	Harris, Montgomery, and Walker counties	65
San Jacinto College	Harris and Galveston counties	33
Wharton County Junior College	Austin, Colorado, Fort Bend, Matagorda, Waller, and Wharton counties	41
Region 6 Education Service Center	All 13 counties	6
System		833

Providers deliver service through 175+ different sites throughout the region, including their own campuses and locations, community organizations, and some Workforce Solutions offices. Staff includes instructors, a majority of whom are part-time, as well as administrative personnel.

## Contracts

Included within all Board contracts are the following clauses, which explain how all local service providers, including additional providers, carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system:

### Workforce Solutions Nondiscrimination and Equal Opportunity Provisions

Contractors must ensure that any recruitment brochures and other materials that are ordinarily distributed or communicated in written and/or oral form, electronically and/or on paper, to staff, clients, or the public at large, to describe services or activities funded by Workforce Solutions will (1) indicate that the program or activity in question is an “equal opportunity employer/program”; (2) indicate that auxiliary aids and services are available upon request to individuals with disabilities; and (3) state the telephone number of the TDD/TTY [Telecommunications Device for the Deaf/Teletypewriter] or relay service by including the Workforce Solutions approved EO Statement.

Contractors that H-GAC authorizes to publish or broadcast information about funded activities or services in the news media must:

1. Ensure that such publications and broadcasts state that the activity or service in question is governed by equal opportunity provisions (or otherwise indicate that discrimination is prohibited by Federal law), and
2. Indicate that auxiliary aids and services are available upon request to individuals with disabilities.

Contractors must not communicate any information that suggests, by text or illustration, that the persons are treated differently on any prohibited grounds, except as such treatment is otherwise permitted under Federal law or regulation.

Contractors should be aware that WIOA nondiscrimination and equal opportunity provisions at 29 C.F.R. §32.14:

1. Contractors must perform an annual job qualification and job description review of employees to ensure they do not “tend to exclude handicapped individuals because of their handicap, they are related to the performance of the job and are consistent with business necessity and safe performance” per 29 CFR 32.14(a). A distinction must be drawn between the review of job descriptions (i.e., position elements, duties, tasks, responsibilities) performed by HR, the Executive Director, management, and/or staff

during performance reviews or for personnel action purposes (recruitment, hiring, promotion/demotion, etc.) and the review of job qualifications (i.e., skills, knowledge, abilities, education, etc.) performed by HR staff for equal opportunity

(EO)/nondiscrimination purposes. Results of this review must be submitted to the Gulf Coast Workforce Board Equal Opportunity Officer by December 20 each year.

2. The Financial Aid Payment Office (FAPO) is responsible for conducting the job qualification and job description review for scholarship occupations we provide to our customers by December 20 each year.

Contractors should be aware that WIOA nondiscrimination and equal opportunity provisions at 29 C.F.R. §37.34:

1. Do not require nondiscrimination and equal opportunity information to be displayed on promotional items;
2. Do cover recruitment brochures and other materials ordinarily distributed or communicated to staff, clients, or the public at large, regardless of whether such information is provided orally or in writing, and electronically or on paper; and
3. Do cover program information published or broadcast in the news media.

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**15. An identification of the entity responsible for the disbursement of grant funds described in WIOA §107(d)(12)(B)(i)(III), as determined by the CEOs or the governor under WIOA §107(d)(12)(B)(i).**

### **Houston-Galveston Area Council**

The Houston-Galveston Area Council is the staff for the Gulf Coast Workforce Board and the entity authorized by the Workforce Board and the chief elected officials to act as the grant recipient in the Gulf Coast Workforce Development Area.

**16. A description of the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.**

**Procurement**

The Gulf Coast Workforce Board solicited contracts for its Workforce Solutions operating affiliate in 2013. This will be the fourth and final year of this procurement cycle for system contracts. Workforce Innovation and Opportunity Act limits the procurement cycle to four years.

We plan to re-procure Workforce Solutions operations and adult education in early 2017.

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17. A description of the local levels of performance negotiated with TWC and the CEOs consistent with WIOA §116(c), to be used to measure the performance of the local area and to be used by the Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I subtitle B, and the one-stop delivery system in the local area.

## Performance Targets

The Board adopted 13 measures and set performance targets for 2017

More Competitive Employers	Market Share - No LMI (Oct. 2015 - Sept. 2016)	22,000
	Customer Loyalty - No LMI (Oct. 2015 - Sept. 2016)	60%
Higher Incomes	Exiters with Earnings Gains of at least 20% (April 2015 - March 2016)	36%
	Exiters employed in the 1st Qtr After Exit with Earnings Gains (April 2015 - March 2016)	45%
More and Better Jobs	New jobs created as a direct result of partnering with other business organizations (Oct. 2016 - Sept. 2017)	3,200
	New jobs created with employers in industries targeted by the Gulf Coast Workforce Board as a direct result of partnerships (Oct. 2016 - Sept. 2017)	75%
	New jobs created in high-skill occupations targeted by the Gulf Coast Workforce Board as a direct result of partnerships (Oct. 2016 - Sept. 2017)	45%
	Customers employed in the 1st Qtr After Exit (Oct. 2015 - Sept. 2016)	76%
	Customers, unemployed at entrance, employed in the 1st Qtr After Exit (Oct. 2015 - Sept. 2016)	74%
	Number of customers employed in 2nd and 3rd quarters after exit (April 2015 - March 2016)	82%
	Customers employed in the entrance quarter - (April 2016 - March 2017)	64%
A Better Educated Workforce	Customers pursuing Education Credential that achieve one by quarter after exit (July 2016 - June 2017)	74%
	Customers enrolled in post-secondary who earn certificate or degree by quarter after exit (July 2016 - June 2017)	84%

In addition, there will be 19 measures Contracted by the State.

Contracted with the State	# of Employers Receiving Workforce Assistance	26,235
	Employed Q2 Post Exit - Adult	TBD
	Employed Q2 Post Exit - DW	TBD
	Employed Q2 Post Exit - Youth	TBD
	Employed Q4 Post Exit - Adult	TBD
	Employed Q4 Post Exit - DW	TBD
	Employed Q4 Post Exit - Youth	TBD
	Employed/Enrolled Q2 Post Exit - All Participants	TBD
	Employed/Enrolled Q2-Q4 Post Exit - All Participants	TBD
	Median Earnings Q2 Post Exit - Adult	TBD
	Median Earnings Q2 Post Exit - DW	TBD
	Median Earnings Q2 Post Exit - All Participants	TBD
	Credential Rate - Adult	TBD
	Credential Rate - DW	TBD
	Credential Rate - Youth	TBD
	Credential Rate - All Participants	TBD
	Claimant Reemployment w/in 10 Weeks	42.4%
	Average Kids Served Per Day - Discretionary At-Risk	21,465
	Choices Full Work Rate (Oct. 2016 - Sept. 2017)	50.0%

We also track the following measures:

Tracked Measures	Total Customers Served	26,235
	Average Monthly Traffic	22,000
	Job Openings Filled – Problems with State report prevents us from tracking this	TBD
	Job Postings Filled – Problems with State report prevents us from tracking this	TBD
	Customers Directly Placed	23,000

Missing targets will be populated later this year.

## 18. A description of the actions the Board will take toward becoming or remaining a high-performing Board.

### Board's Vision and Actions

In order to remain a high-performing Board, the Gulf Coast Workforce Board regularly reassesses its visions and goals to set continually higher standards for the workforce system performance. More than 13 years ago the Gulf Coast Workforce Board adopted a strategic plan that described and quantified results the Board expected the regional workforce system to achieve. It includes values, mission and vision statements that explain what its members value most, why they exist as a board, and where they want the regional workforce system to be in the future. The plan continues to guide our efforts to help employers meet their human resource needs and individuals build careers. In keeping with its key values innovation, productivity, performance and results the Board identified four results statements that describe the difference it intends to make in the Gulf Coast region.

- More competitive employers
- A better educated workforce
- More and better jobs
- Higher incomes

The Board's measures, developed from these statements, help determine progress towards achieving the results both for the region and for Workforce Solutions, our operating affiliate. 2015 was the second year of the five-year strategic planning period, 2014 – 2018. We used 10 strategic metrics to assess performance and progress towards annual targets and longer-term goals.

For the Regional Workforce System, we focused on total employment - a gauge of how well we create and keep jobs in the region - and education credentials of working-age residents - a gauge of the skill level of the region's workforce. For the part of the system we directly control, Workforce Solutions, we focus on outcomes for individuals - employment, education and earnings. We also looked at our contribution to employers' job creation, market share and customer loyalty.

For the part of the system we directly control, Workforce Solutions, we focus on outcomes for individuals - employment, education and earnings. We also looked at our contribution to employers' job creation, market share and customer loyalty.

1. Continually improve the quality of customer service
2. Provide high-quality labor market information
3. Provide skilled workers for employers in critical industries
4. Contribute to high-quality, life-long learning experiences
5. Use our resources to move the larger system to achieve Board-established results
6. Meet the requirements of our funding sources
7. Find additional revenue to support Board results

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**19. A description of how training services outlined in WIOA §134 will be provided through the use of Individual Training Accounts (ITAs), including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of ITAs under that chapter, and how the Board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.**

## **Individual Training Accounts (ITAs)**

### **How We Decide What Financial Aid to Offer:**

**Customer Request.** Often customers ask us for financial aid. We evaluate a customer's request based on our understanding of her need to get a job, keep a job, or get a better job and our guidelines for providing financial aid. This evaluation is automatically included in requests for child care expenses.

**Staff Suggestion.** Based on our assessment of the customer and her needs, we may suggest financial aid to a customer to support completion of his or her employment plan.

Workforce Solutions helps employers meet their human resource needs and individuals build careers, so both can compete in the global economy.

To ensure that our region has an educated workforce, Workforce Solutions offers scholarships to help an individual get the basic or occupational skills and credentials he or she needs to get a job, keep a job or get a better job.

Workforce Solutions has a network of education and training vendors authorized to use our scholarship dollars for basic skills, upgrade or occupational skills training. Customers who are eligible for our scholarship assistance choose from our network providers to obtain the training they want and need.

These standards and guidelines describe the rules and process we use to build and maintain the Education and Training Vendor Network.

## I. Categories

We have three categories of education and training vendors:

- » **Basic Skills** – Providers of adult education/literacy or GED preparation, high school diplomas, English as a Second Language, and developmental classes that prepare individuals to enter occupational skills training
- » **Occupational Skills** – Providers of certificates, associate degrees, and bachelor degrees that prepare an individual to enter employment in one of the Board’s High-Skill, High-Growth Occupations Supported by Scholarships.
- » **Upgrade** – Providers of certificate, seminar or course-based training related to one of the Board’s High-Skill, High-Growth Occupations. Short-duration workshops, seminars, or courses equip customers with industry-recognized certifications and/or build on existing skills. Upgrade training may include testing/assessment to demonstrate competency and may also include training to allow an individual to transition existing skills from one occupation or industry to another.

## II. Building the Education & Training Vendor Network

There are two principal ways in which vendors join the Workforce Solutions network.

### A. Soliciting Vendors to Fill Gaps

We solicit education and training vendors in order to fill specific gaps in our current training offerings – that is, new or specifically targeted occupations or skill needs – identified as a part of our work with the region’s employers.

At least once every year, we look at the vendors on our list and assess the availability of training in our three categories to ensure we have sufficient choices for customers.

We promote the addition of vendors to our network through the following methods:

- » Publicizing education and training vendor opportunities on our website  
<http://wrksolutions.com>
- » Soliciting vendors for specific needs related to a particular industry, occupation, or geographic location

## **B. Open Application**

We accept applications from vendors at any time for

- » Basic skills training
- » Occupational skills training for our High-Skill, High-Growth Occupations supported by Workforce Solutions scholarships
- » Upgrade training related to our High-Skill, High-Growth Occupations

## **III. Applying to be a Vendor**

### **A. Selecting the Appropriate Application**

We have two different applications for education and training vendors. Those who apply to offer basic skills training use our Basic Skills Training Application. Vendors who want to offer occupational skills or upgrade training apply using the Texas Workforce Commission's Eligible Training Provider System (ETPS).

Vendors must have been providing education and training services for at least one year, and we may ask for proof, including performance information. We will not approve start-up organizations.

Workforce Solutions' Financial Aid Payment Office staff will offer technical assistance to vendors wishing to apply to be part of the network.

### **B. Application Review and Approval**

- » Workforce Solutions' Financial Aid Payment Office processes and approves vendor applications.
- » The application review and approval process for basic skills training may take up to 60 days to complete.
- » The application review and approval process for occupational skills or upgrade training may take up to 120 days.
- » All approved education and training vendor programs are listed on our Education & Training Vendor Network to provide easy access for our customers to approved programs and providers.
- » If we deny an application, we will provide the applicant vendor with a written description of the denial and explain why.

- » Once we approve an application, the Financial Aid Payment Office will contact the vendor to sign a vendor agreement, if one does not already exist.
- » Approving a vendor's application to place basic skills, occupational skills or upgrade training for one or more programs on our network does not mean we guarantee that any of our customers will choose that vendor or program. When we approve a vendor's application, we make that vendor available to our customers, should any of them choose that vendor and its program for training.
- » Occupational skills training vendor program(s) (i.e. curriculum, credential, etc) must prepare students for employment within an occupation on our High-Skill, High-Growth Occupations Supported by Scholarship list.
- » Similarly, upgrade training must help students gain additional skills or credentials related to our High-Skill, High-Growth Occupations list.

### C. Renewal

1. Vendors must renew programs on the Education & Training Vendor Network annually.
2. We process renewals for the basic skills in the same way we process new applications.
3. Currently, occupational skills and upgrade training programs are certified through 2017. We will provide information before the end date for these programs about how vendors may recertify. We may request updated information from the vendor before renewing the application.

## IV. Evaluating Performance

**A. Occupational Skills and Upgrade.** We evaluate the effectiveness of a vendor's occupational skills and upgrade training programs by compiling performance information in the following critical areas:

- » Attained Credential Rate (at least 60% of students attain a credential)
- » Entered Employment Rate (at least 60% of students get a job after training)
- » Average Hourly Wage at Placement (student earnings must be at least 80% of the statewide average entry-level hourly wage for the occupation as displayed in the performance area of the application on ETPS)

- B. Basic Skills.** For basic skills training programs, we gather performance information regarding attained credential and completion rate (at least 60% of students attain a credential or complete training).
- C. Customer Satisfaction.** Occasionally, we may survey our customers who have used basic skills, occupational skills or upgrade training vendors and ask for feedback on the vendors and their programs. We may use the results in evaluating vendors.
- D. Report Card.** We will publish performance results for all Education & Training Vendor Network members and programs at least annually in our Training Provider Report Card. We may also publish results of customer satisfaction surveys.
- E. Monitoring.** We visit vendors periodically to monitor performance, payment arrangements, and training delivery.

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**20. A description of how one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by one-stop partners.**

## **One-Stop Intake Technology and Case Management Information Systems**

The Gulf Coast Workforce Board recognizes the importance of using data to drive decision-making and has made availability and evaluation of data a key part of its strategic development and oversight processes and consumer education efforts.

The Gulf Coast Workforce Board has access to a number of state provided Labor Market Information and Career Exploration Services such as:

- **Texas Rapid Access to Career and Economic Resources (TRACER)** website provides employment statistics to assist job seekers and employers in making informed decisions
- **Wage Information Network (WIN)** allows users to examine wage data for an area – or within an industry in an area – and to compare that wage with other areas of the state.
- **Standard Occupational Components for Research and Analysis of Trends in Employment System (SOCRATES)** at <http://socrates.cdr.state.tx.us> and other robust tools made available by LMCI were designed to assist local planners in gaining insight into their labor market structure, characteristics, and patterns
- **Reality Check** – TexasRealityCheck.com (<http://www.texasrealitycheck.com>) is one of the more frequently used resources in the LMCI tool box and also features a widely used iPhone application. The website allows students to make lifestyle choices, create a budget, and then view the occupations and preferred education levels that support those choices.
- **Texas Career Alternatives Resource Evaluation System (Texas CARES)** – Texas CARES at [www.texascaresonline.com](http://www.texascaresonline.com) is a multimedia career information system designed for individuals to explore different careers and related educational opportunities in Texas and around the world.
- **Texas Consumer Resource on Education and Workforce Statistics (Texas CREWS)** – TexasCREWS at <http://www.txcrews.org> is a dashboard tool that provides information about Texas' public two-year and four-year postsecondary institutions; evaluates 30 programs/institutions on the basis of resulting wages and student loan levels; and enables parents and students to make informed decisions about college and thereby obtain the best return on their educational investment.
- The Board also has access to State provided Participant Eligibility, Service Tracking, and Case Management Systems:

- **WorkInTexas.com** – WorkInTexas.com is Texas’ Labor Exchange System, as mandated by the Wagner-Peyser Act, and operated in cooperative effort with JobCentral, the National Labor Exchange system. WorkInTexas.com is a comprehensive online job search resource and job matching system developed and maintained by TWC, and provides:
  - » extensive job matching options based on skills and experience;
  - » links to labor market and career development information; and
  - » free, 24-hour-a-day access.

Employers can post jobs, search résumés, recruit candidates, get labor market information, and receive a variety of other services available through a network of statewide Workforce Solutions Offices. Individuals seeking a new job, different job, or an additional job can post their résumé, search job listings (including Texas state agency jobs), obtain employer contact information to apply for jobs, get information about the job market, and receive a variety of other services also available through Workforce Solutions Offices.

- **The Workforce Information System of Texas (TWIST)** – TWIST is the integrated intake, eligibility, case management, and reporting system for employment and training services. It was designed as a central repository for customer information. TWIST ultimately decreases duplication within and across the Texas workforce system while streamlining the provision of services to customers. It enables Workforce Solutions Office staff to enter intake information for customers only once for multiple employment and training programs and to retrieve it statewide. TWIST also includes interfaces with other automated systems – WorkInTexas.com, the UI benefits system, and the Texas Health and Human Services Commission’s system
- **Child Care Attendance Automation** – Child Care Attendance Automation (CCAA) allows parents to record attendance using a swipe card at a point-of-service device located at the authorized child care facility. Parents also can use an interactive voice response system using the authorized child care provider’s phone. Attendance recorded through CCAA is transferred to TWIST on a weekly basis, and TWIST is used to process payments to providers based on the CCAA attendance records.
- **Texas Educating Adults Management System (TEAMS)** – TEAMS is Texas’ state-of-the-art, web-enabled system that maintains student-level data, including demographic, assessment, and outcome data, as well as class, site, program, and provider information. TEAMS users can analyze class, site, or program information through the use of standard reports generated at the user level. TEAMS provides a wide range of information about adult education, including snapshots of student and program performance, personnel qualifications, and staff development activities.

- **Cash Draw and Expenditure Reporting** – TWC’s online Cash Draw and Expenditure Reporting (CDER) system is a web application used by Boards to draw funds from their program allocations. All financial transactions are handled through this online system, and Boards are no longer required to submit paper documents or Excel spreadsheets. CDER has significantly decreased manual processing and greatly improved the reporting of data to all parties.
- **Quarterly Wage Records** – TWC makes extensive use of quarterly wage records, both for required and ad hoc reporting. TWC uses Texas wage records and those obtained from other states through the Wage Record Interchange System (WRIS) for required WIOA, Wagner-Peyser, and Trade Adjustment Assistance (TAA) reporting. A fuller discussion of the use of quarterly wage records is contained in the Program Data section of this plan.

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- 21. The Board policy to ensure that priority for adult individualized career services and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, consistent with WIOA §134(c)(3)(E) and §680.600 of the Final Regulations.**

## Financial Aid Criteria for Customers

Workforce Solutions dollars for financial aid are limited. Sometimes we have more eligible customers requesting financial aid than we have funds at the moment. When that happens, we place eligible customers on a wait list, or registry.

- As funds become available for customers on our wait list, we offer financial aid to customers using priority criteria and the date of application to determine who we offer assistance to first.
- When we do not have a wait list, the priority criteria do not apply, and we offer financial aid to eligible customers on a first-come, first-served basis.

### Applying Priority Criteria

We apply priority criteria only when we have a wait list for substantial financial aid. We offer financial aid to eligible customers in order of priority, using our registries.

1. Workforce Opportunity and Innovation Act Adult. We fund financial aid applications from eligible WIOA Adult First Priority customers in the order noted above. Then we fund the applications from eligible WIOA Adult Second Priority customers the in order noted above.

When there are no remaining First or Second Priority customers on the registry, we offer funding to eligible WIOA Adults on the registry in the order of their application dates.

- First Priority includes eligible WIOA Adult customers, in this order:
  - » Qualified veterans or qualified spouses who are low-income or basic skills deficient
  - » All other eligible individuals who are low-income or basic skills deficient

- Second Priority includes eligible WIOA Adult customers, in this order:
  - » Qualified veterans or qualified spouses who are at or below the Workforce Solutions self-sufficiency income level
  - » All other eligible individuals who are at or below the Workforce Solutions self-sufficiency income level
- 2. Workforce Opportunity and Innovation Act Dislocated Worker. We fund financial aid applications for eligible WIOA Dislocated Worker First Priority customers and then we offer funding to eligible WIOA Dislocated Workers on the registry in the order of their application dates.
- First Priority includes eligible WIOA Dislocated Worker customers who are:
  - » Qualified veterans or qualified spouses of veterans

Applications from eligible customers in priority groups always go to the top of a wait list.

When we do not have a wait list (i.e., there are no customers on a registry) the priority criteria do not apply. We offer financial aid to eligible customers on a first-come, first-served basis.

We offer short-term financial aid to any eligible customer requesting the assistance.

The Financial Aid Call Center determines eligibility, establishes and maintains the financial aid registries identifies customers with priority, and offers financial aid to customers using the priority criteria.

**22. Boards may impose limits on the duration and amount of ITAs. If the state or Board chooses to do so, the limitations must be described in the Local Plan, but must not be implemented in a manner that undermines WIOA's requirement that training services are to be provided in a manner that maximizes customer choice in the selection of an Eligible Training Provider. Exceptions to ITA limitations may be provided for individual cases and must be described in Board policies.**

## ITA Limitations

The Board help customers who request financial assistance for training to help them get a job, keep a job, or get a better job. We advise the customer as to how we can help them achieve their goals and provide relevant information about award limits and support services. We also help identify sources of assistance in addition to WFS financial aid.

If a customer request financial assistance for training, we:

- Discuss the types of occupations and training programs in which they're interested.
- Review the High Skill/High Growth occupations list, especially those we support with scholarships\*.
- Determine suitability by checking for their understanding of the nature of the occupation they choose, their readiness to enter and complete the training, their ability to meet scholastic and financial obligations during training, and any barriers that may prevent them from being successful in that field.
- Review the approved vendors/schools.
- Review the training provider report card.
- Discuss and/or provide FAFSA website <https://fafsa.ed.gov> to get information and to submit a free application for federal student aid.
- Help identify additional sources of financial aid assistance.
- Schedule or arrange assessments as necessary.
- Begin developing the employment plan (to the extent you can based on your discussion); include steps both you and the customer will take before your next meeting, such as career exploration, assessment appointments, wage/demand research, gathering documents, creating a budget, finding a part-time job, locating other resources, etc...

Award limits apply to a 12-month period. The costs of these services are included in the total available for a Workforce Solutions scholarship. Other limits do not apply.

- Up to \$3,000 for basic skills training
- Up to \$6,000 for occupational skills training
- Up to \$6,000 for upgrade skills training

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**23. A description of the design framework for youth programs in the local area, and how the 14 program elements required in §681.460 of the Final Regulations are to be made available within that framework.**

## **Youth Program Design**

The Board intends to follow the youth design framework set forth by the Texas Workforce Commission which places an increased emphasis on individual participant needs by adding new components to the objective assessment and individual service strategy. The incorporation of career pathways as part of both the objective assessment and development of the individual service strategy will aid in the development of a successful plan for the customer. Through the expanded use of work experience and on-the-job training, the program design will meet the requirements to include effective connections to employers, including small employers, in in-demand industry sectors and occupations.

### **Youth Program Design**

The design framework of Board's local youth programs will include:

- Provisions for an objective assessment of each youth participant, including a review of the academic and occupational skill levels and service needs, for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy. The objective assessment will include a review of:
  - » basic skills;
  - » occupational skills;
  - » work experience;
  - » employability;
  - » interests;
  - » aptitudes;
  - » support service needs; and
  - » developmental needs.

- Development and modification of individual service strategy for each youth participant that:
  - » is directly linked to one or more youth performance indicators;
  - » identifies appropriate career pathways that include education and employment goals;
  - » considers career planning and the results of the objective assessment; and
  - » prescribes achievement objectives and services for the participant; and
- Provide case management of youth participants, including follow-up services. The Board will ensure that Workforce Solutions Office staff:
- provide youth participants with information regarding the full array of services available through the Board or other providers or partners; and
- refer youth participants to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.

In order to meet the basic skills and training needs of applicants who do not meet the eligibility requirements of a particular program or who cannot be served by the program, the Board will ensure that youth are referred for further assessment, as necessary, or referred to appropriate programs to meet the skills and training needs of the youth.

### Youth Program Elements

The Board will ensure that the following 14 services are available to youth participants:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
  - » Summer employment opportunities and other employment opportunities available throughout the school year;
  - » Pre-apprenticeship programs—a program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship programs;

- » Internships and job shadowing;
- » OJT opportunities

Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate, and may take place in the private for-profit sector, the nonprofit sector, or the public sector. Labor standards apply in any work experience in which an employee/employer relationship, as defined by FLSA or applicable state law, exists.

4. Occupational skills training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the workforce area involved, if the Board determines that the programs meet the quality criteria described in WIOA §123.

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

Boards must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the workforce area. Such training must:

- » be outcome oriented and focused on an occupational goal specified in the individual service strategy;
- » be of sufficient duration to impart the skills needed to meet the occupational goal; and
- » result in attainment of a recognized postsecondary credential

5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors

Leadership development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors, such as:

- » exposure to postsecondary educational possibilities;
- » community and service learning projects;
- » peer-centered activities, including peer mentoring and tutoring;
- » organizational and teamwork training, including team leadership training;
- » training in decision making, including determining priorities and problem solving;
- » citizenship training, including life skills training such as parenting and work behavior training;

- » civic engagement activities that promote the quality of life in a community; and
- » other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.

Positive social and civic behaviors are outcomes of leadership opportunities that are incorporated by Boards as part of their menu of services and that focus on areas that may include the following:

- » Positive attitude development;
- » Self-esteem building;
- » Openness to work with individuals from diverse backgrounds;
- » Maintaining healthy lifestyles, including being alcohol and drug free;
- » Maintaining positive social relationships with responsible adults and peers and contributing to the well-being of one's community, including voting;
- » Maintaining a commitment to learning and academic success;
- » Avoiding delinquency;
- » Postponing parenting;
- » Responsible parenting, including child support education;
- » Positive job attitudes and work skills; and
- » Keeping informed in community affairs and current events.

7. Support services, as defined in WIOA §3(59), which enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

- » Linkages to community services;
- » Assistance with transportation;
- » Assistance with child care and dependent care;
- » Assistance with housing;
- » Needs-related payments;
- » Assistance with educational testing;
- » Reasonable accommodations for youth with disabilities;
- » Referrals to health care; and
- » Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

8. Adult mentoring for a duration of at least 12 months that may occur both during and after program participation

Adult mentoring for youth must:

- » be a formal relationship between a youth participant and an adult mentor that includes structured activities in which the mentor offers guidance, support, and encouragement to develop the competence and character of the youth;
- » include a mentor who is an adult other than the assigned youth case manager; and
- » at a minimum, match the youth with an individual mentor with whom the youth interacts on a face-to-face basis. Group mentoring activities and mentoring through electronic means are allowable as part of mentoring activities.

9. Follow-up services for not fewer than 12 months after the completion of participation

Follow-up services for youth may include:

- » leadership development opportunities and support services;
- » regular contact with a youth participant's employer, including assistance in addressing work-related problems;
- » assistance in securing better-paying jobs, career pathway development, and further education or training;
- » work-related peer support groups;
- » adult mentoring; and
- » services necessary to ensure the success of youth participants in employment and/or postsecondary education.

All youth participants must receive some form of follow-up services for a minimum duration of 12 months. Follow-up services may be provided beyond 12 months at the Board's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual, and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth

## 11. Financial literacy education

The financial literacy education program element includes activities that:

- » support the ability of participants to create budgets, initiate checking and savings accounts, and make informed financial decisions;
- » support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- » teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit;
- » support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- » educate participants about identity theft, ways to protect themselves from identify theft, and how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity and financial data;
- » support activities that address the particular financial literacy needs of non-English- speaking participants, including providing support through the development and distribution of multilingual financial literacy and education materials;
- » provide financial education that is age appropriate and timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and
- » implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age appropriate, and relevant strategies and channels, including, when possible, timely and customized information, guidance, tools, and instruction.

## 12. Entrepreneurial skills training

Entrepreneurial skills training provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship, including, but not limited to, the ability to:

- » take initiative;
- » creatively seek out and identify business opportunities;
- » develop budgets and forecast resource needs;
- » understand various options for acquiring capital and the trade-offs associated with each option; and
- » communicate effectively and market oneself and one's ideas.

Approaches to teaching youth entrepreneurial skills include, but are not limited to, the following:

- » Entrepreneurship education that provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and may also include simulations of business start-up and operation.
- » Enterprise development, which provides support and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants needed to begin business operation and by providing more individualized attention to the development of viable business ideas.
- » Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young people participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the workforce area, such as career awareness, career counseling, and career exploration services

14. Activities that help youth prepare for and transition to postsecondary education and training

**24. A description of how the Board will encourage Registered Apprenticeship programs in its area to register with the eligible training provider system in order to receive WIOA funding.**

## **Registered Apprenticeship**

The registered apprenticeship system provides opportunities for workers seeking high-skilled, high paying jobs and for employers seeking to build a qualified workforce. It is a unique, flexible training system that combines job-related technical instruction with structured on-the-job learning experiences. Over time, the registered apprenticeship system has evolved to address advancing technologies and to meet new training and human resource development needs.

As a Board, we work to achieve this goal by offering the following solutions to our local employers and job seekers:

- Connecting with businesses in diverse fields and advanced industry sectors to inform them of the Apprenticeship opportunity
- Consulting with employers to assist them with listing their Registered Apprenticeship programs in the Eligible Training Provider System
- Creating a solution for employers to achieve supply and demand of needed workers by tapping into our database of jobseekers

**25. A description of the Board’s strategy and commitment to support ApprenticeshipTexas efforts across the state, as applicable.**

### **ApprenticeshipTexas**

Once Registered Apprenticeship programs are registered in the Eligible Training Provider System, the Gulf Coast Board continues to support them in the following ways:

- Providing OJT to qualified candidates
- Providing supportive services during the registered apprenticeship
- Providing AEL services as needed
- Providing access to community-based partners and their services as needed

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## PART C: PUBLIC COMMENT

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**26. A description of the process used by the Board, consistent with WIOA §108(d), to provide a 30-day public comment period before submission of the plan, including an opportunity to have input into the development of the Local Plan, particularly for representatives of businesses, education, and labor organizations. Comments submitted during the public comment period that represent disagreement with the plan must be submitted with the Local Plan.**

The Local Plan is available to the public for review at [www.wrksolutions.com/LocalPlan](http://www.wrksolutions.com/LocalPlan).

On December 21, 2016, the Gulf Coast Workforce Board announced publication of the plan via email to more than 900 individuals representing business, education and labor organizations. The email included a web link to the plan and an invitation to provide comment.

Interested individuals may submit comments by using the online response form or via email to [comments@wrksolutions.com](mailto:comments@wrksolutions.com).

The Gulf Coast Workforce Board will also host a public meeting on January 5, 2017, 9-11 a.m. at Workforce Solutions – Southeast (12148-B Gulf Freeway, Houston, Texas 77034).

Comments received through January 19, 2017 will be submitted to the Texas Workforce Commission with the Local Plan.