

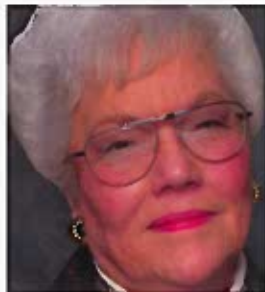
16/17

WORKFORCE SOLUTIONS  
RURAL CAPITAL AREA  
**ANNUAL REPORT**



## MESSAGES FROM THE CHAIRMAN and THE DIRECTOR

MARGARET LINDSEY



Dear shareholders:

2017 was an extremely productive year for Workforce Solutions of the Rural Capital Area. We focused on many key issues such as integration of our partners from Adult Education and Vocational Rehabilitation into the Workforce Solutions One Stop System. This is a continuing effort to provide seamless services to all the job seekers and employers in our workforce area by placing those resources in a connected system so that none of our customers ever feel like they entered the wrong door. We have continued to strengthen our relationships with our other educational partners to bring more job training opportunities to more people and places to ensure we have the workforce with the skill sets our employers need for their businesses. As we move forward into the next year, I am proud of what Workforce Solutions Rural Capital Area has accomplished in 2017 and excited for the future. I would like to thank our board members, board staff, and many valued partners for their ongoing contributions and support throughout the year. Our community is leading the country in growth and with our partners we want to continue to lead to provide the vibrant workforce our area needs to fuel that growth.

Board Chair

Margaret Lindsey

PAUL FLETCHER



It has been the goal and the role of the workforce board to be the convener of partners to ensure the nine county region's employers and employees can access the tools and resources they need to either find the employees for their businesses or obtain self-sustaining employment. We focus on identifying the skills gaps that exist between jobs our employers need to fill and the skill sets held by the job seekers in the area. We utilize resources such as occupational skills training & on-the-job training to bridge the skills gaps that exist and where possible we bring those training opportunities to the area in which they are needed. We utilize labor market tools to analyze the labor environment and provide that information to aid in business growth throughout the area. We offer many other resources such as child care assistance to assist job seekers and employers. We realize the heart of business growth and development is in the strength of our local workforce. We are extremely proud of the connections we have developed and maintained over the years with our partners to ensure the maximum provision of services by focusing on each partner's strengths and leveraging those resources. It has been a great year and we are eagerly anticipating the next!

Executive Director

Paul Fletcher

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## OPERATIONAL STATISTICS

### Local Match Partners

For FY17, match partners certified \$1,635,594 in eligible expenditures allowing WSRCA to draw down an additional \$2,522,598 in federal funds to serve children in the Rural Capital Area.



**ROUND ROCK**  
INDEPENDENT SCHOOL DISTRICT



### Customers Served:

**Employers** 3,294

**New Employers Enrolled in Work-In-Texas** 450

**Staff-Assisted Job Postings in Work-In-Texas** 1,318

**Job Developments** 455

**Job Fairs / Hiring Events** 899

**Job Seekers** 37,284

**Veterans** 4,568

**Unemployment Insurance Claimants** 17,753

**At-Risk Customers** 9,300

**New Job Seekers in Work-In-Texas** 4,308

**WIOA Adult/Dislocated Workers** 408

**WIOA Youth** 88

**Workshops Provided** 850

**Customers Trained** 182

**Hires Recorded** 1,317

**Went to Work** 4,213

**TANF/Choices** 783

**Non-Custodial Parent** 78

**SNAP E&T** 674

**National Dislocated Worker Grant** 19

## OPERATIONAL STATISTICS

### Number of Parents and Children Served in the Child Care Program FY2017 in Rural Capital Area

The majority of the parents receiving tuition assistance are at the beginning of their careers - reflected by age and income.

| Ages of Parents | Number       |
|-----------------|--------------|
| 13-18           | 44           |
| 19-26           | 539          |
| 27-45           | 1,699        |
| 46-59           | 268          |
| 60-64           | 47           |
| 65-74           | 24           |
| 75 - 84         | 4            |
| 85 or over      | 0            |
| <b>Total</b>    | <b>2,625</b> |



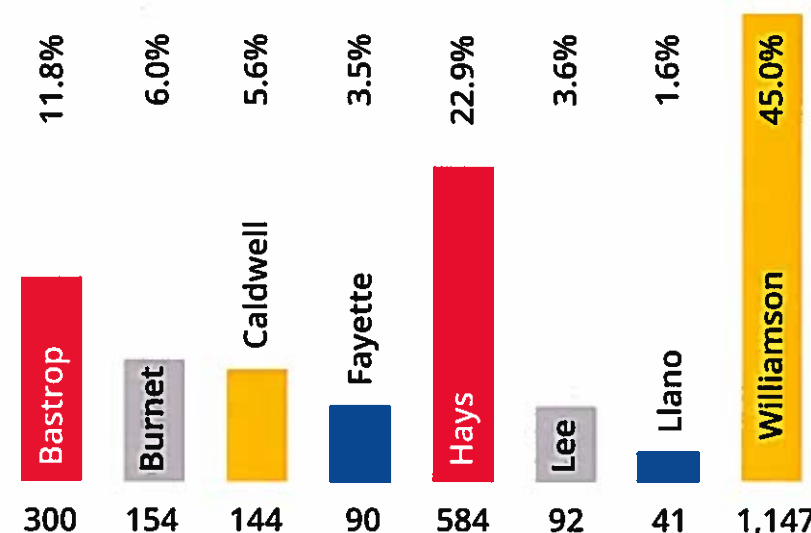
| Household Income            | Number       |
|-----------------------------|--------------|
| Under \$5,000 including \$0 | 1185         |
| \$5,000 to \$10,000         | 25           |
| \$10,001 to \$25,000        | 440          |
| \$25,001 to \$50,000        | 911          |
| Over \$50,000               | 64           |
| <b>Total</b>                | <b>2,625</b> |

| Ages of Children Served | Number       |
|-------------------------|--------------|
| 0-3                     | 1,835        |
| 4 - 6                   | 1,444        |
| 7 - 12                  | 1,147        |
| 13 - 18                 | 12           |
| <b>Total</b>            | <b>4,438</b> |



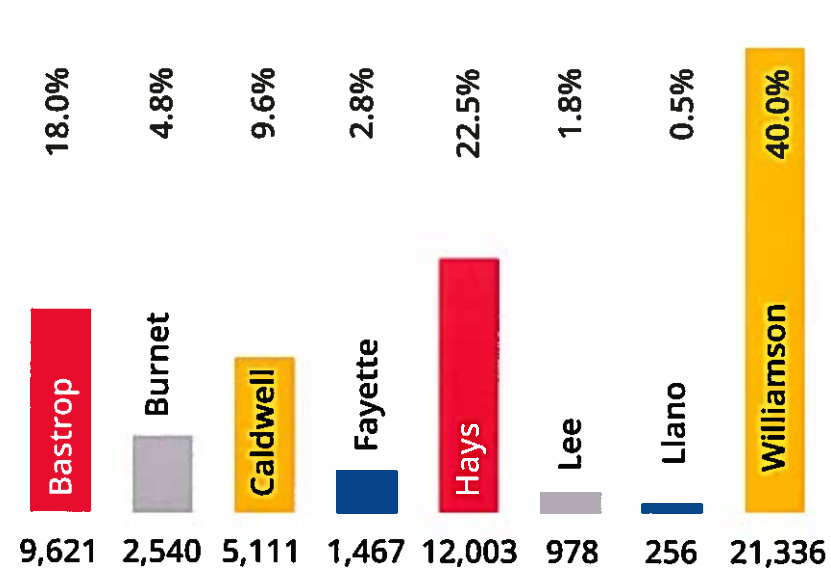
# OPERATIONAL STATISTICS

## All Programmatic Customers Served



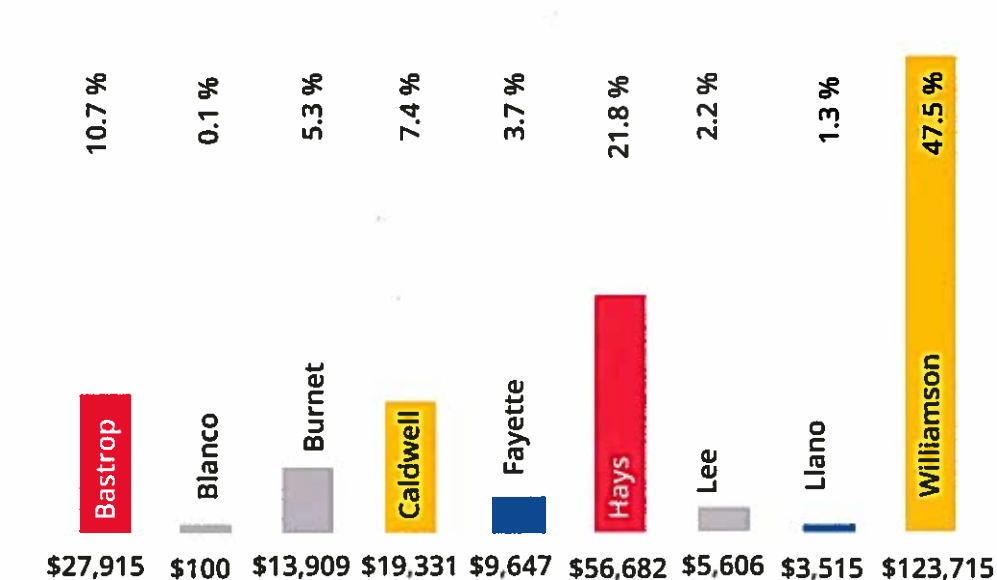
Blanco served out of Burnet and Hays Counties

## Workforce Customer Visits

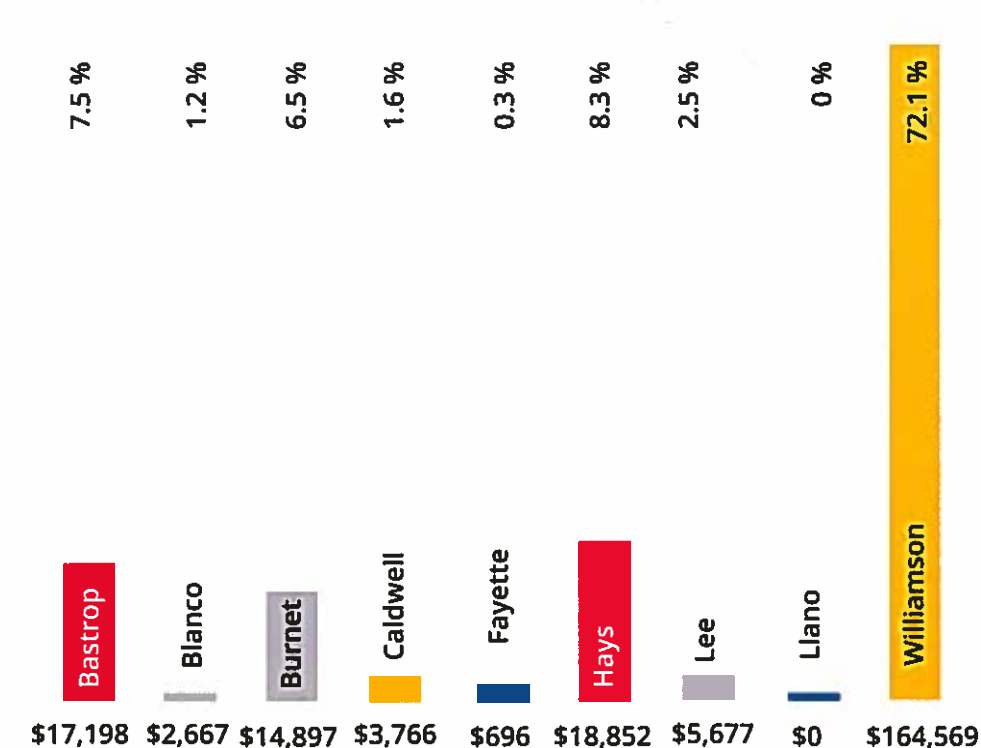


# OPERATIONAL STATISTICS

## Participant Service Expenditures



## Total Training Expenditures



## CHILD CARE QUALITY

Workforce Solutions Rural Capital Area is committed to high quality early care and education. A total of \$422,530 was invested in Child Care Services providers in FY17 and three of our main initiatives are highlighted here.



Rural Capital Provider's Early Education professionals attending Frog Street curriculum training.

WSRCA promotes early care and education through a 120 hour Child Development Associate (CDA) Certification professional development training. Child care teachers with a CDA credential provide an enhanced level of care and education to our children. Eighteen teachers completed the training and earned their CDA credential. WSRCA invested \$43,854.53 in FY2017 in CDA training for providers.



Quality levels must not only be attained, but maintained, and improved. These early care educational professionals demonstrate working to improve quality in their classrooms by attending CDA classes for nine Saturdays after working all week. Congratulations!



Frog Street's SPLASH Conference is a unique professional learning experience and joyful celebration in honor of all heroes in early childhood education! Internationally recognized keynote speakers, professional consultants, expert classroom teachers.

WSRCA invests in our child care providers and the early childhood curriculum FrogStreet. The FrogStreet curriculum is a multiage-dual language curriculum for children ages 0 to 5 years. It is a recognized curriculum for Texas School Ready – prekindergarten. One hundred and seventy one teachers from 38 Texas Rising Star programs received curriculum kits and professional development training on implementing the curriculum into the classroom. To further promote the understanding and usage of the curriculum, 30 teachers were sponsored to attend the annual SPLASH FrogStreet conference. WSRCA invested \$125,305.00 in the FrogStreet curriculum for providers.



**Thank you for this amazing training opportunity. It's changing lives in Bastrop, Texas -- adults, children, families, everybody!**

WSRCA continues its commitment to the early education curriculum FrogStreet through the professional development training of Conscious Discipline. Conscious Discipline is the classroom management and the social education program integrated daily in the curriculum. One hundred and ninety three teachers received resources and materials and professional development training in Conscious Discipline. WSRCA invested \$72,545 in our child care service providers through the addition of Conscious Discipline.



Safe Place Center for Children to calm and regain positive behavior.

## Summer Earn and Learn Program (SEAL)

Summer Earn & Learn was a new statewide vocational rehabilitation initiative designed to provide employability skills training and paid work experience for students with disabilities. Even though it was the first year the program was offered we had tremendous support from the employer community. We provided subsidized training for 57 youth with 50 youth completing the entire five week experience. At one of our 28 work sites, five of the youth were hired full-time at the end the SEAL program. The youth worked 20 hours a week for five weeks and earned \$8.50 per hour.

### Meet Dylan! He is just one of our SEAL success stories.

When you are out here in this heat, tired and weary, do you wonder if you really are making an impact? This week a young man named Dylan arrived at Open My World (OMW) to gain some work experience. What we didn't realize is that Dylan used to be a client at OMW. What an awesome treat for us to see this young man and his success. So, we asked him to tell you his story.

#### Dylan's story...

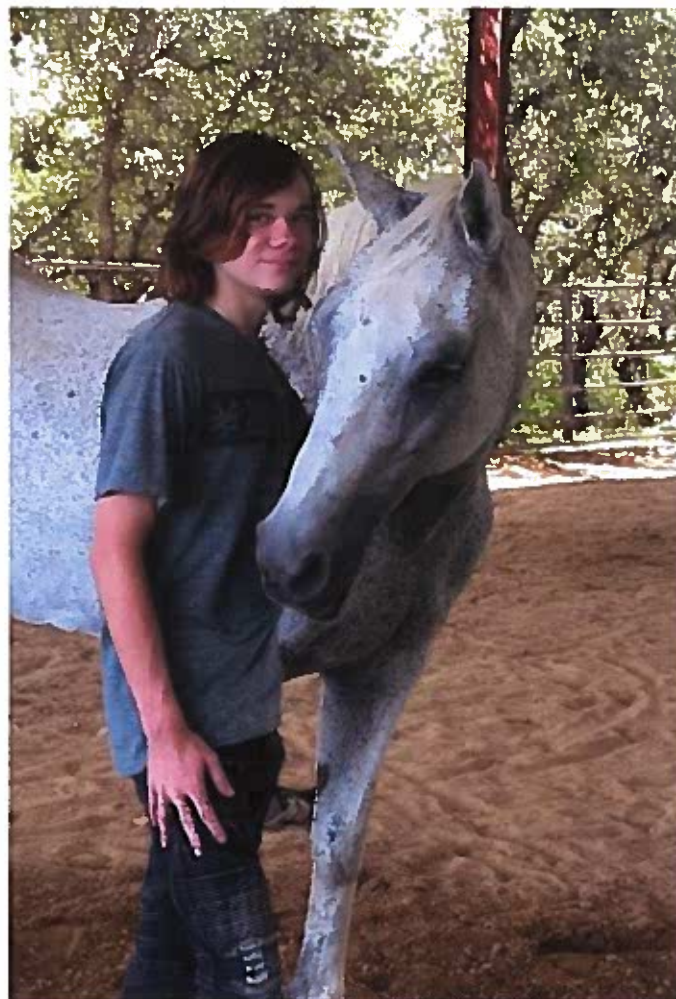
My name is Dylan and this is my story. I was diagnosed with a neural processing disorder as a child, which effects the neural communication within the brain and body. This included symptoms I wasn't ready to cope with at such a young age. Seeking out help, we found equine therapy and chose to give Open My World a try.

Horses are very therapeutic creatures to be around, they are emotional and can sense how you feel. Being around horses always brightened my day, no matter how bad it was. I loved coming out to Open My World as a child. I very quickly showed physical improvement in posture, balance, and not only my physical but mental capabilities. This helped me in being more confident in whom I am and greatly impacted my life.

Many years go by, I've grown and matured. Looking for job experience I once again return to Open My World to not only help out but impact the lives of children. Even today volunteering, I find the work I do therapeutic.

Open My World is excited to have Dylan join our team. If you get a chance to visit with Dylan, he will bless your day.

Let's go ride and change some lives!



## Employer Comments about their SEAL experience:

**Note from Pamela Holmes, Manager of the Heidi Group —**

*Gabi was a joy to work with. She has great listening and attention to detail skills. She has a beautiful smile.*

**Notes from Melissa Corliss, Director of Open My World —** Overall, this experience gave these individuals a feeling of self-worth that you cannot put a price tag on.

*Dylan has been great! He has jumped up and completed whatever we have asked from office, construction, horse care, client sessions, etc. He takes the initiative to raise the bar on processes, ideas, etc. I am challenged to try to find areas of improvements for him. We wish Dylan could be permanent at OMW.*

*We have been providing Sofia a check list of tasks to do this week. We did challenge her to take the initiative to complete her normal tasks without a list. She was very uncomfortable but pushed through. Sofia does an excellent job with her task. She has grown and come a long way. We are proud of her!*

**Notes from Tom Hansen, Owner of Café 2300 —**

*Melissa is a pleasure to work with. She is always pleasant and hard working. We are happy to have her.*

*Melissa was just fantastic! We loved her work ethic and attitude.*

**Notes from Danielle Houk, Williamson County Museum —**

*Sydney is a great asset to the museum. She is very quick to learn new skills and is very dedicated to finishing her projects.*

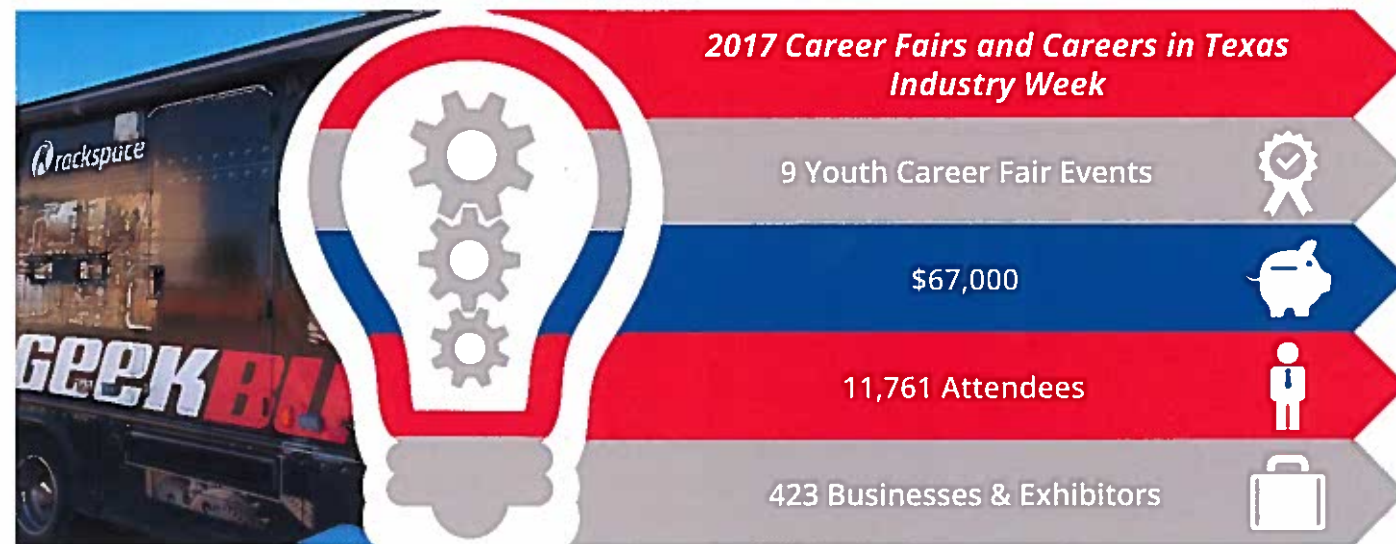
*Sydney has done an excellent job. She has planned her own museum programming. Sydney has completed every project in a timely manner and with confidence.*

**Note from Hutto Library —**

*Victoria has done an amazing job working with others and on individual projects in a timely manner.*



## CAREER EXPLORATION

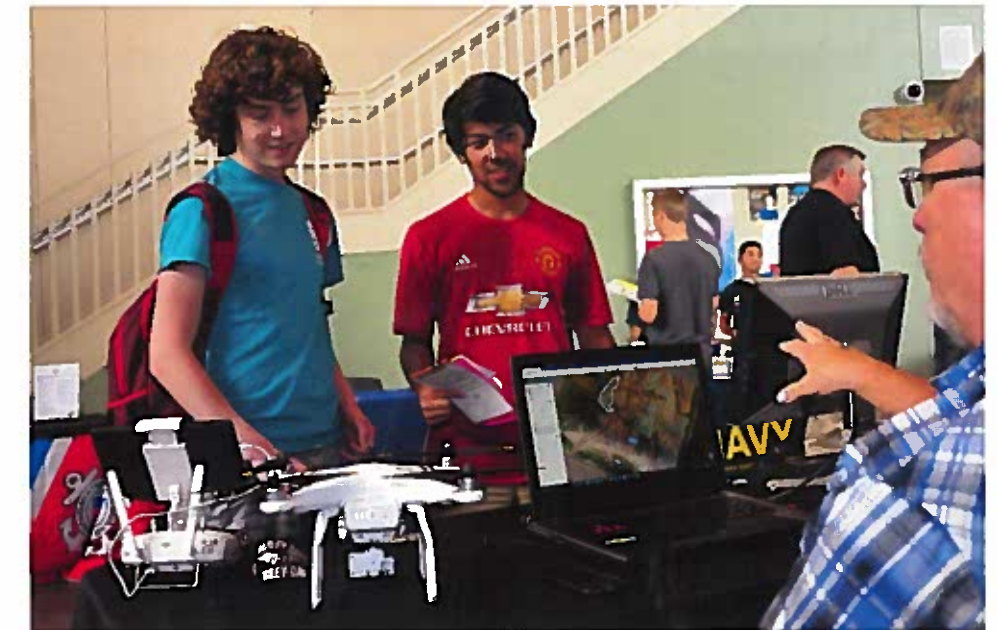


**careers**  
In Texas Industries Week  
September 25-30, 2017  
#TXCareers

Workforce Solutions Rural Capital Area works in partnership with Independent School Districts, Chambers of Commerce, Economic Development Corporations, and Community Colleges to host career events for youth in the Rural Capital Area. The funds assist community partners in the planning and delivery of the events.



## CAREER EXPLORATION



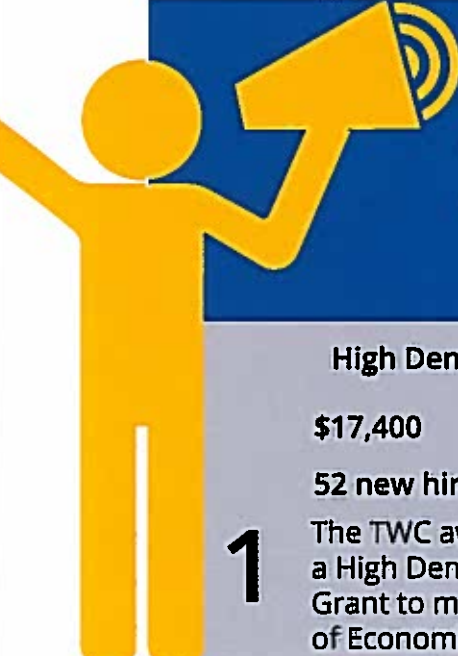
Bastrop EDC  
Georgetown Chamber of Commerce  
Hays CISD  
Round Rock ISD  
San Marcos CISD

Smithville Chamber of Commerce  
Austin Community College



## SPECIALITY GRANTS and EXTERNSHIPS

### 2017 Grant Awards



|                                                                                                                                                                                                                                                      | Skills Development Grants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                |                                  |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3</b>                                                                                                                                                                                                                                             | <p><b>\$709,238</b></p> <p>83 new hires and 485 incumbents</p> <p>The TWC awards skills development grants for customized training of new hire and incumbent workers. These training funds ensure workers have the skills needed to keep our businesses competitive.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                |                                  |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                        |
| <b>1</b>                                                                                                                                                                                                                                             | <table border="1"> <thead> <tr> <th>High Demand Job Training Grant</th> <th>Texas Industry Partnership Grant</th> </tr> </thead> <tbody> <tr> <td> <p><b>\$17,400</b></p> <p>52 new hires</p> <p>The TWC awarded the Board a High Demand Job Training Grant to match an equal amount of Economic Development Corporation (EDCs) training funds that were used to provide occupational job training.</p> </td> <td> <p><b>\$95,000</b></p> <p>Equipment and instructor training for a new apprenticeship program</p> <p>The TWC awarded the Board a Texas Industry Partnership Grant to provide matching funds to a private Industry employer to establish a new apprenticeship program for occupational job training.</p> </td> </tr> </tbody> </table> | High Demand Job Training Grant | Texas Industry Partnership Grant | <p><b>\$17,400</b></p> <p>52 new hires</p> <p>The TWC awarded the Board a High Demand Job Training Grant to match an equal amount of Economic Development Corporation (EDCs) training funds that were used to provide occupational job training.</p> | <p><b>\$95,000</b></p> <p>Equipment and instructor training for a new apprenticeship program</p> <p>The TWC awarded the Board a Texas Industry Partnership Grant to provide matching funds to a private Industry employer to establish a new apprenticeship program for occupational job training.</p> |
| High Demand Job Training Grant                                                                                                                                                                                                                       | Texas Industry Partnership Grant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |                                  |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                        |
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### 2017 Teacher Externships

In partnership with four ISDs and four Chambers of Commerce, the WSRCA was awarded a \$74,734 grant for a Teacher Externship Program from the Texas Workforce Commission. The funds paid 100% of the teacher stipends (\$500 per teacher), transportation assistance (\$50 per teacher), supplies, and meeting expenses.

The Externship Program provided teachers with "real world" experiences from local business, as well as soft skills needed in the work place such as communication skills, social skills, and work ethic. Teachers incorporated these "real world" examples and problems into lesson plans for their students. The externship experience connected classroom content to the real world and workplace for the teachers to share in the fall with students.

The following ISDs partnered with their Chamber to sponsor teachers:

- Dripping Springs
- Georgetown
- Round Rock
- San Marcos

#### Funding

- \$74,734 from Grant
- \$20,051 in Leveraged Funds from Partners (exceeded 25% required)

## EMPLOYER SERVICES

### Hiring Red, White and You!

Workforce Solutions Rural Capital Area hosted the 5th annual Hiring Red White and You! hiring fair at the Wingate Hotel & Conference Center in Round Rock, Texas. The Hiring Red, White and You! hiring fair connects Texas veterans and their spouses with Texas employers who value the experience, discipline and other exceptional qualities inherent with a military background. In partnership with the Texas Workforce Commission, Workforce Solutions Rural Capital Area, and the other 27 workforce boards across the state of Texas, hosted events on November 10, 2016. The event saw Veteran job seekers, spouses of Veterans, and even non-Veteran job seekers lining up to discuss careers advancement with local businesses and organizations. Employers such as Home Depot, Bass Pro Shop, the Texas Department of Family & Protective Services, Western States Fire Protection, Williamson County and United Parcel Service participated in the event.

### Hiring Red, White & You! Statewide Hiring Fair



**THURSDAY  
NOV 10  
2016  
9AM-12PM**

Join the Texas Workforce Commission and Workforce Solutions Rural Capital in partnership with Texas Medical Center for the 5th annual Hiring Red, White & You! Statewide Hiring Fair to connect veterans, service members and their spouses to Texas employers. No cost to veterans, participants or employers.

Connecting Texas Veterans and their Spouses with area employers looking for qualified candidates for a variety of positions.

#### Workforce Solutions Rural Capital

Wingate Hotel & Conference Ctr. ■ 1209 I-35 Frontage Road  
Round Rock, TX 78664

For more information: 512-244-2207 x1049 | [www.ruralcapital.net](http://www.ruralcapital.net)

#### PRESENTED BY:



TMC | TEXAS MEDICAL CENTER



TEXAS  
WORKFORCE SOLUTIONS  
RURAL CAPITAL AREA

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas 800.735.5747 (TDD) and 711 (Voice).

### Texas Veterans Leadership Program

The Texas Veterans Leadership Program is a Texas Workforce Commission resource and referral network connecting returning veterans of Iraq, Afghanistan, Syria, and recently separated Veterans with the resources and tools they need to lead productive lives and enjoy the full benefits of the society they have willingly served.

#### Veterans Resource and Referral Specialists

are assigned to each of the 28 workforce development areas, to work closely with Workforce Solutions office staff and Texas Veterans Commission staff who are co-located in Workforce Solutions offices. All 18 Veterans Resource and Referral Specialists are veterans of Iraq and/or Afghanistan. This network of returning veterans plays an integral role in addressing the needs of other returning veterans, including employment, training, medical, educational, and other needs.

## ECONOMIC OVERVIEW

### Unemployment Snapshot: Rural Capital Area

3.1%

Unemployment  
Rate

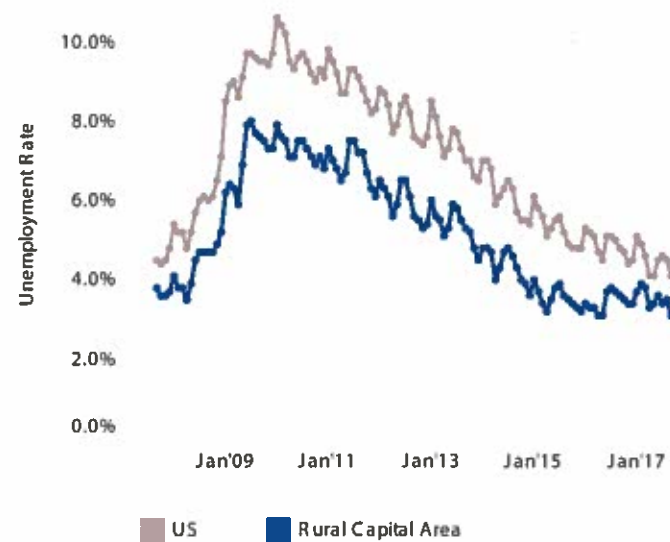
487,800

Employed  
Workers

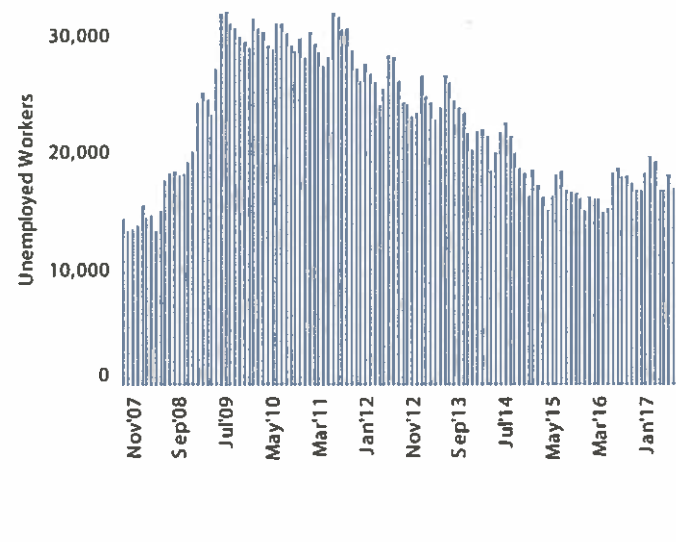
15,400

Unemployed  
Workers

Unemployment Rate, Sep 2007 - Sep 2017  
Rural Capital Area vs. US

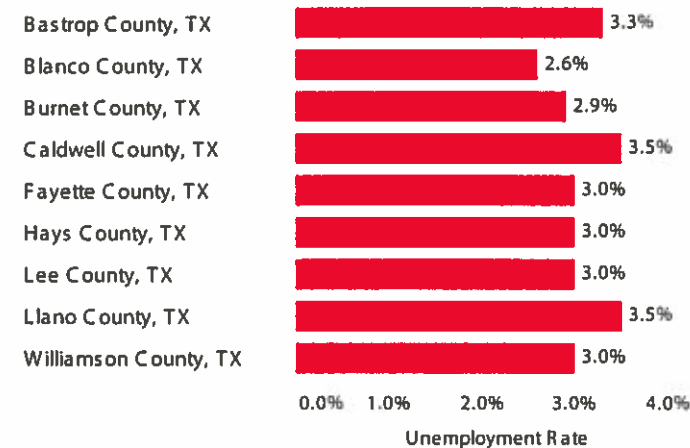


Unemployed Workers, Sep 2007 - Sep 2017  
Rural Capital Area

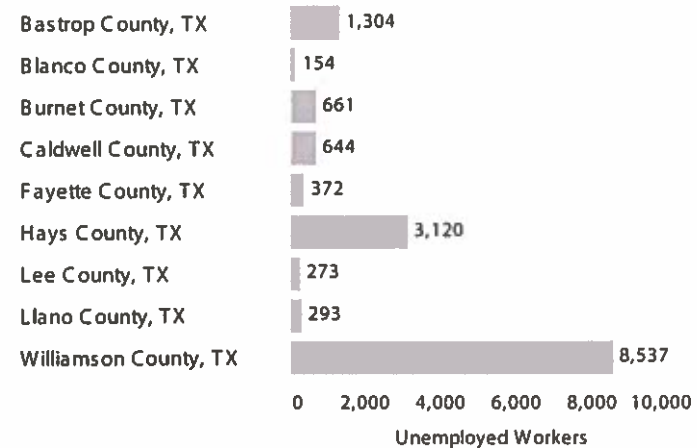


### Regional Comparison: Rural Capital Area

Unemployment Rate, Sep 2017  
Rural Capital Area Counties



Unemployed Workers, Sep 2017  
Rural Capital Area Counties



## ECONOMIC OVERVIEW

### Per Capita Income Snapshot: Rural Capital Area

\$42,100

Per Capita Income  
2016

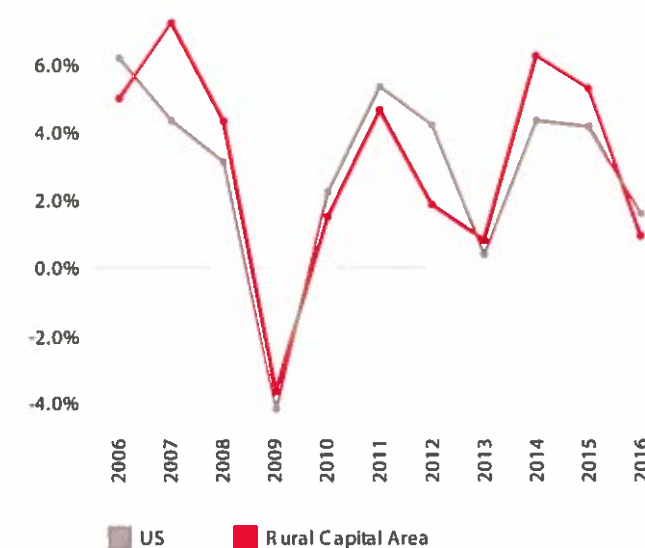
+16.3%

% Growth  
2011 - 2016

85%

% of US Average  
2016

% Growth, Per Capita Income, 2006 - 2016  
Rural Capital Area vs. US

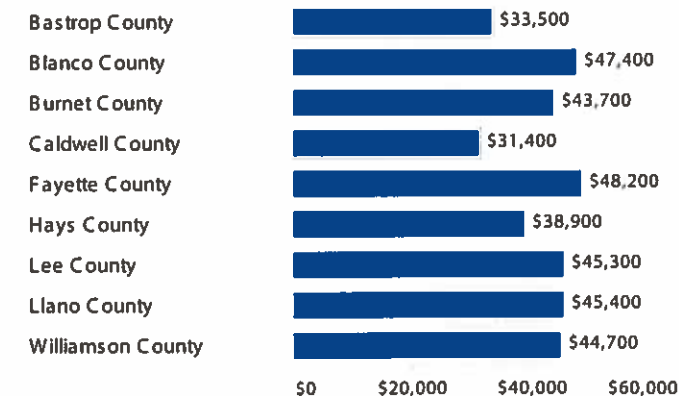


Per Capita Income, 2006 - 2016  
Rural Capital Area

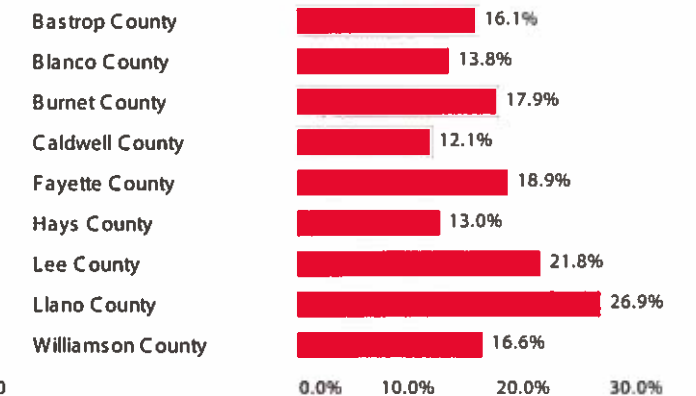


### Regional Comparison

Per Capita Income, 2016  
Rural Capital Area



% Growth, 5-Year, Per Capita Income, 2011 - 2016  
Rural Capital Area



ECONOMIC OVERVIEW

Mechanics and Construction Hold the Hottest Careers in Trades Occupations for the Rural Capital Area

The Mechanics and Construction sectors dominate the Top 15 list for Trades, Installers, and Repair Technicians with 14 of the Top 15 occupations. The hottest careers in Trades, based on the number of job openings, are Maintenance & Repair Workers, Automotive Techs, and Equipment Operators. These three occupations will each have more than 350 job openings and 15% growth or higher over the next five years. The highest paying Trade occupations in the Top 15 are Power-Line Installers (\$26 per hour) and Industrial Machinery Mechanics (\$25 per hour), with Power-Line Installers also the fastest growing at 26%. Most Trades occupations require only a High School Diploma or Post-Secondary Certificate, which makes them great occupations for those looking to be in high demand without spending a lot of time or money in a classroom setting.



Top 15 Hot Careers in the Rural Capital Area  
Trade Occupations with the Highest Forecasted Openings

| Occupation                                              | '17-'22 %<br>Growth | '17-'22<br>Openings | '16 Avg.<br>Hourly Wage | Education Level<br>Required |
|---------------------------------------------------------|---------------------|---------------------|-------------------------|-----------------------------|
| 1. Maintenance & Repair Workers, General                | 15%                 | 689                 | \$15.75                 | High School Diploma         |
| 2. Automotive Service Technicians & Mechanics           | 15%                 | 448                 | \$18.87                 | Post-Secondary Cert.        |
| 3. Operating Engineers & Other Cons. Equip. Operators   | 19%                 | 383                 | \$18.41                 | High School Diploma         |
| 4. Carpenters                                           | 24%                 | 318                 | \$16.73                 | High School Diploma         |
| 5. Cement Masons & Concrete Finishers                   | 22%                 | 318                 | \$15.65                 | Less than High School       |
| 6. Electricians                                         | 18%                 | 312                 | \$21.90                 | High School Diploma         |
| 7. Plumbers, Pipefitters, & Steamfitters                | 20%                 | 263                 | \$19.70                 | High School Diploma         |
| 8. Heating, A/C, & Refrigeration Mechanics & Installers | 18%                 | 211                 | \$17.77                 | Post-Secondary Cert.        |
| 9. Industrial Machinery Mechanics                       | 22%                 | 191                 | \$25.68                 | High School Diploma         |
| 10. Electrical Power-Line Installers & Repairers        | 26%                 | 159                 | \$26.79                 | High School Diploma         |
| 11. Bus and Truck Mechanics & Diesel Engine Specialists | 22%                 | 127                 | \$20.98                 | High School Diploma         |
| 12. Drywall and Ceiling Tile Installers                 | 15%                 | 113                 | \$16.40                 | Less than High School       |
| 13. Painters, Construction & Maintenance                | 17%                 | 100                 | \$13.85                 | Less than High School       |
| 14. Automotive Body & Related Repairers                 | 20%                 | 94                  | \$20.12                 | High School Diploma         |
| 15. Cabinetmakers and Bench Carpenters                  | 15%                 | 89                  | \$13.95                 | High School Diploma         |

Source: Workforce Solutions Rural Capital Area using data from EMSI.  
Note: With occupations with ≥15% growth and openings ≥15 jobs.

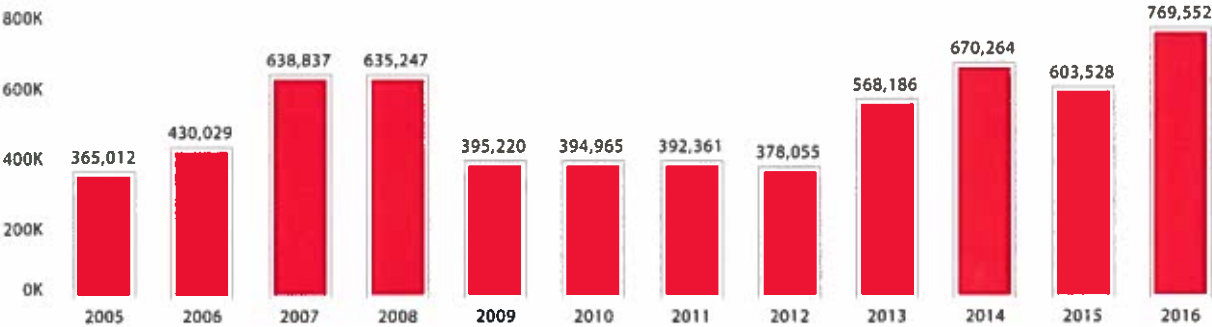
ECONOMIC OVERVIEW

769,600  
Net Migration of  
Gross Income (\$000), 2016

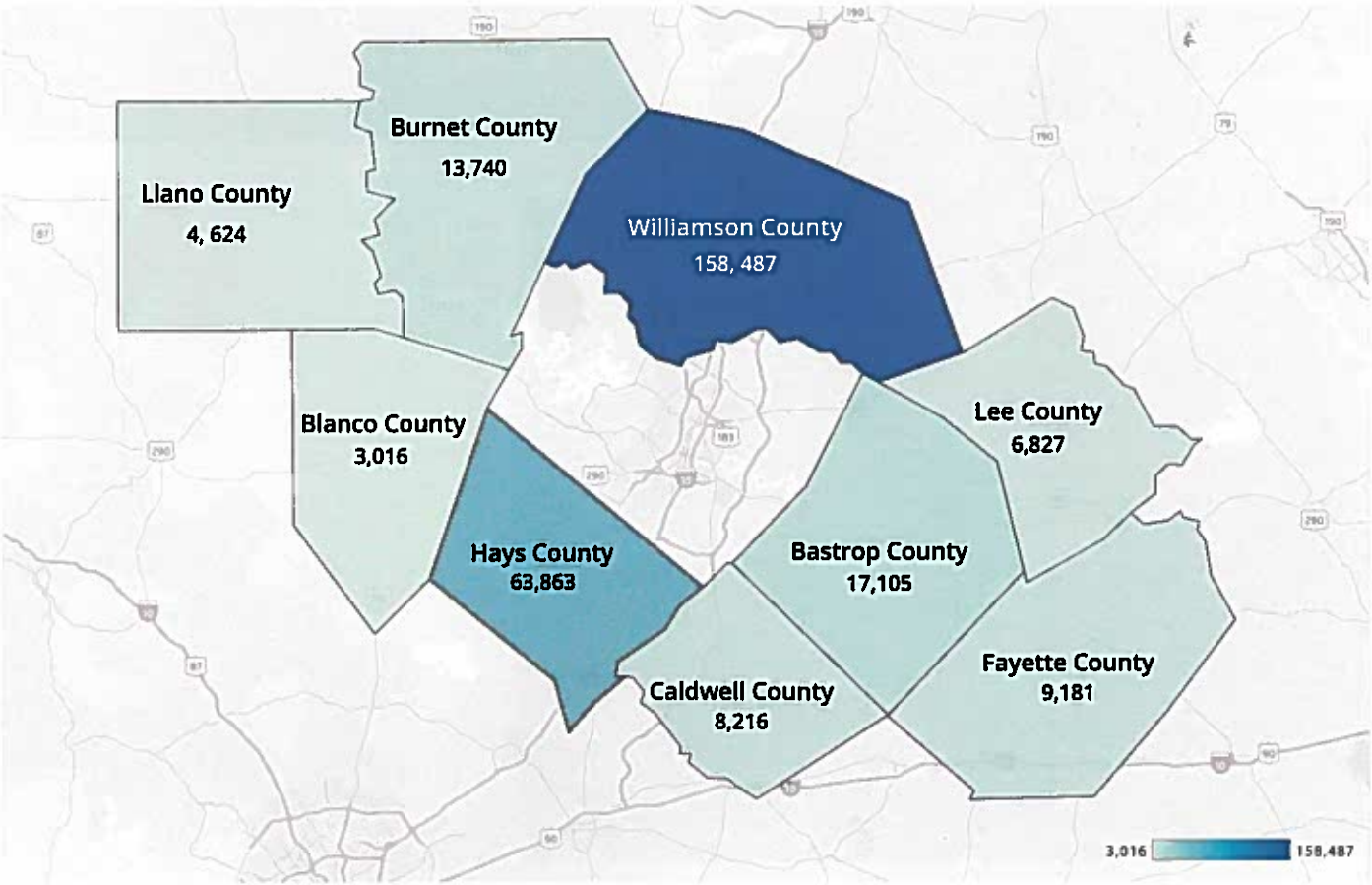
2,677,600  
Gross Income (\$000)  
Moving In, 2016

1,908,000  
Gross Income (\$000)  
Moving Out, 2016

Net Migration Trend, Gross Income (\$000)  
Rural Capital Area, 2005 - 2016



2016 Total Employment, All Industries



## 2017 Integration

In 2017, WSRCA continued implementation of the 2016 Integration Plan for Workforce, Adult Education & Literacy, and Vocational Rehabilitation. Staff from all three partners continue to refine a cohesive process for identification, referral, and service delivery for all customers. Activities include enhancement of the integrated referral form, expansion of integrated education and training classes in outlying counties, and operation of the Summer Earn and Learn Program.



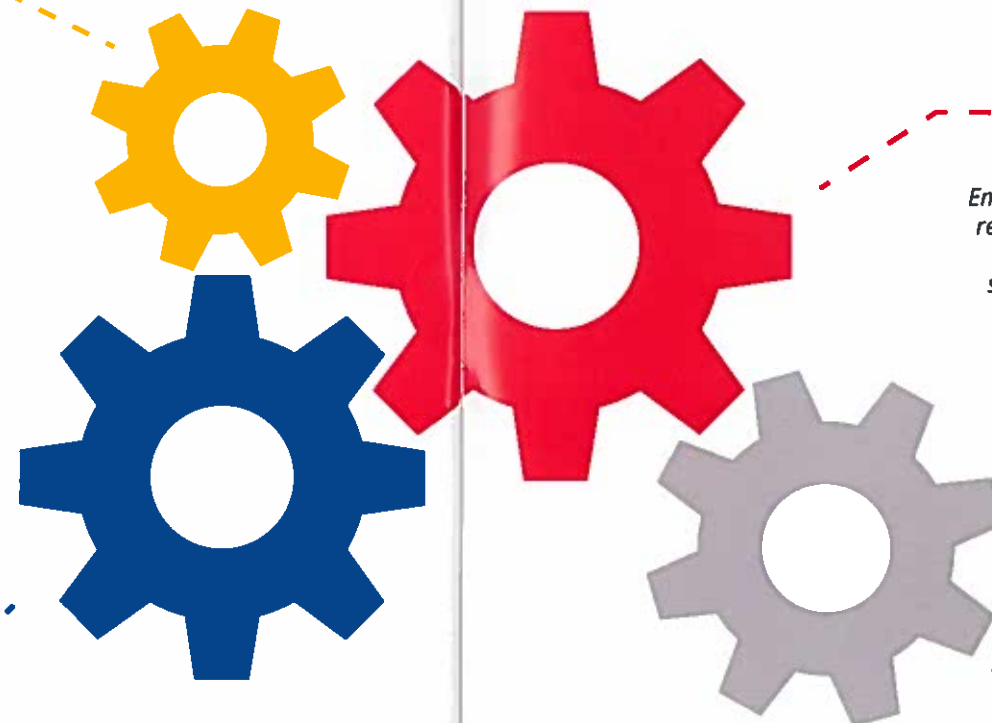
Classroom training



Portable Training Modules Allow Trades Faculty to Teach Classes almost anywhere!



HVAC class outside on a picnic table



## Portable Training Modules

Austin Community College in-house designed and manufactured Portable Training Modules allow its continuing education faculty to teach trades classes almost anywhere! The training modules give students a hands on opportunity to learn and demonstrate basic trades' concepts as well as advanced troubleshooting and servicing techniques. Eleven out of 12 members of the first HVAC class passed the EPA 608 test on their first try. After a week of ESL classes the remaining student passed the test. All 12 students are currently working for HVAC companies earning wages from \$19 to \$35 an hour. Community and workforce program partners, Adult Education, Workforce Innovation and Opportunity Act, Veteran's, and Independent School Districts jointly purchase the classes then assign job seekers and youth to the class seats. Many of the students receive support services. And, employers are active participants in developing the customizable curriculum, preparing advanced troubleshooting and services scenarios and ultimately hiring the graduates. Often we have more employers than graduates and employers actively recruit their favorite graduate.



Electrical Panels



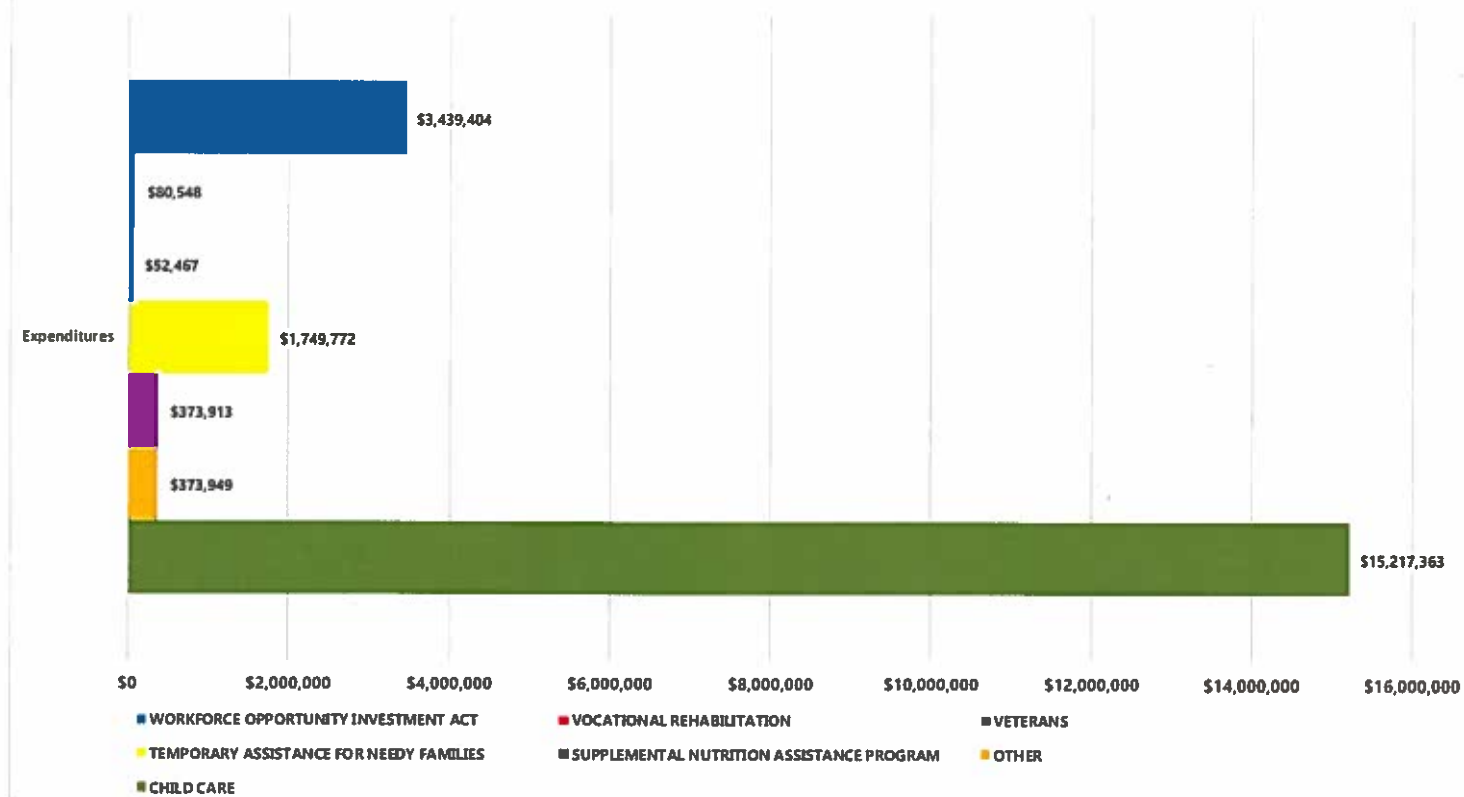
HVAC equipment in a general meeting room

Employers recruiting HVAC students

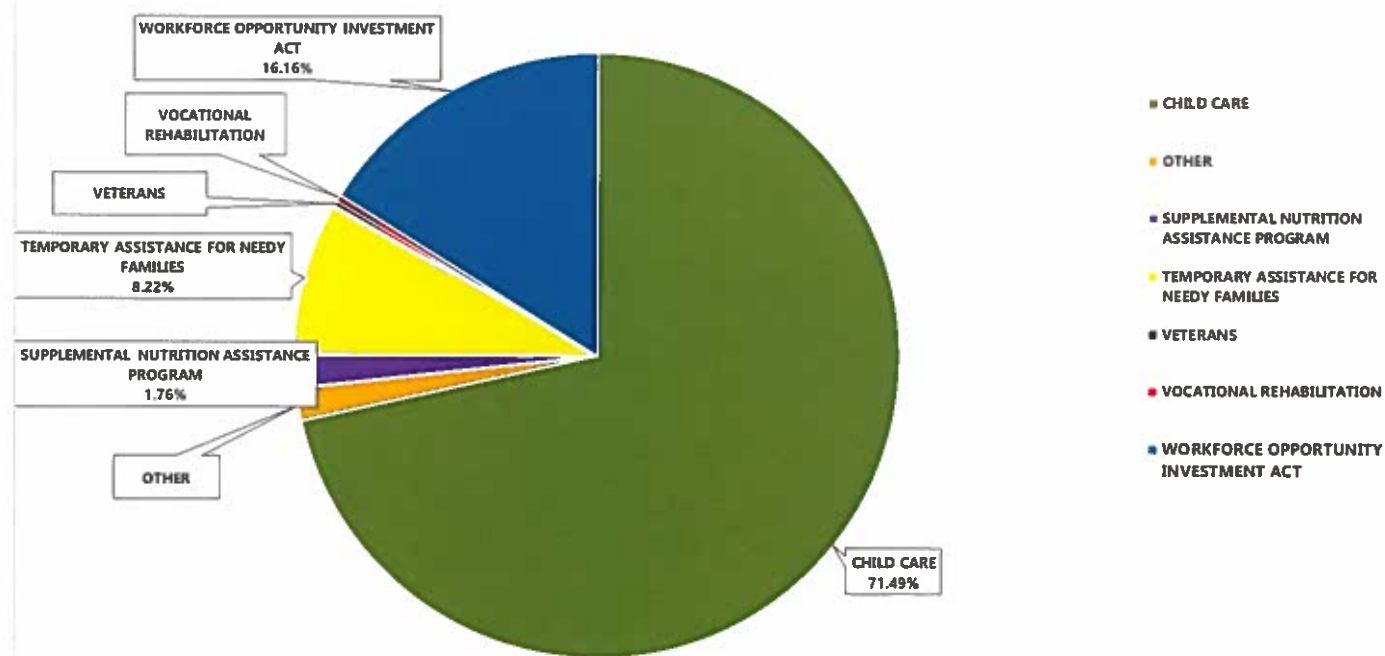


FINANCIALS

JULY 1, 2016 TO JUNE 20, 2017



Total Expenditures



AWARDS

\$30,000 Award for Choices Employment

The Rural Capital Board was awarded a check for \$30,000 at the 2017 Texas Workforce Commission Annual Conference that was held in Dallas, Texas.

This was awarded for having the best performance for the Choices program which is a program whose focus is helping citizens on Temporary Assistance for Needy Families (TANF) find and obtain self-sustaining employment.



Check Presentation and Employer Award



