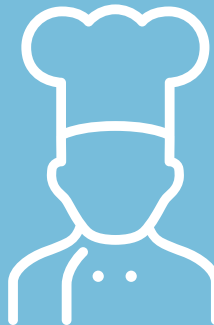


2020

IN HINDSIGHT

WSCT ANNUAL REPORT



WORKFORCE  
SOLUTIONS OF CENTRAL TEXAS

# 53,464 Customers Served with Career Services

 **2,843**  
Veterans served through support programs and/or training programs

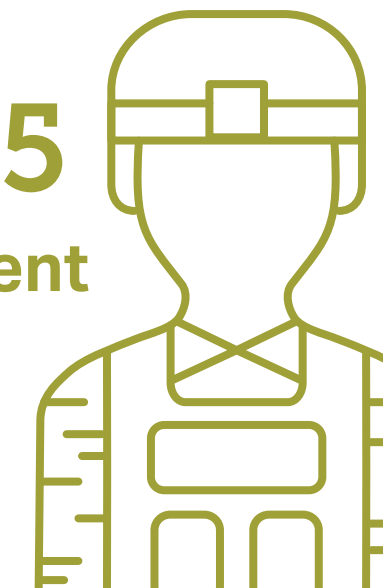
 **994** Ex-offenders who have received career services and/or training

## Workforce System Activities & Improvements

- ADA review & compliance
- Pilot for the Texas Workforce system's statewide cybersecurity review
- Killeen Workforce Center renovation supporting cross-program, team-based service model for customers that includes a better-coordinated job seeker/business services strategy
- Metrix skills training—702 individuals registered
- Developed the first Department of Labor recognized, competency-based Workforce professional apprenticeship model supported by online learning and an automated learning management system
- Strategic plan with focus on:
  - Short term training that leads to industry-recognized certificates
  - Apprenticeships
- Fort Hood Career Skills Program
  - Cohort-based training
  - Customer preference for assistance is work-related expenses
- COVID-hardest hit-service, women, youth, and non-essential workers
  - UI expansion – increased phone calls
  - Child care expansion and virtual job fairs\*more detail in the childcare section

# 46,495

## Employment Services Provided to Vets



## COVID Customer/Staff Protections & Support

- Developed a business continuity plan
- Purchased plexiglass partitions for all customer service areas in the Workforce centers
- Purchased PPE including face masks, hand sanitizers, & protective gowns
- Implemented new processes to ensure public access computers and resources are continuously cleaned/protected
- Posted and distributed COVID-related guidance
- Posted and distributed Workforce center access guidance using social network sites and print media
- Purchased electrostatic disinfecting systems to clean high-traffic & potentially exposed areas on a daily basis & to disinfect all areas weekly
- Moved to a paperless system to distribute paperwork between centers and the administrative office's accounts payable to reduce contact as well as the time needed to process payable requests
- Implemented a Survey Monkey-based check-in system to quickly identify staff who have been exposed or experiencing symptoms; developed an incident report for supervisors to support contact tracing
- Implemented virtual collaborative work environments supported by Microsoft Teams and Zoom



# 76,816

## Received Unemployment Insurance Assistance



# 823

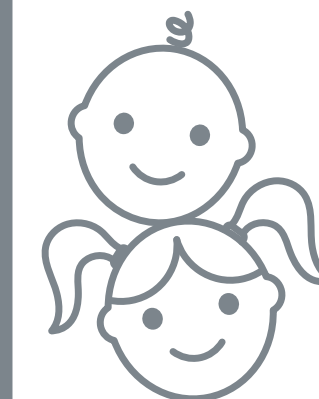
## Job Seekers Received Training and Education

(WIOA)

## Childcare

- Improved processes resulting in a decrease in childcare hearings from 56 to 2 hearings in one year
- Purchased and distributed hand sanitizer, gloves, masks, sanitizing hand wipes, and shoe coverings to help protect providers, parents, and children, and to keep centers open
- Provided information about/trained on: how to social distance, self-care and protection, process improvements such as not allowing parents into the centers
- Provided 25% funding supplement to support infrastructure costs & to help keep centers open while children care numbers fluctuated
- Purchased outdoor sinks, UV sanitizers, & infant room sanitizers for Rising Star/NAEYC centers
- Expanded care to essential workers who were not previously eligible

# 2,506



## Average Number of Children WSCT Serves Daily



# 2,002

## Employers Receiving Workforce Services

# 138,015

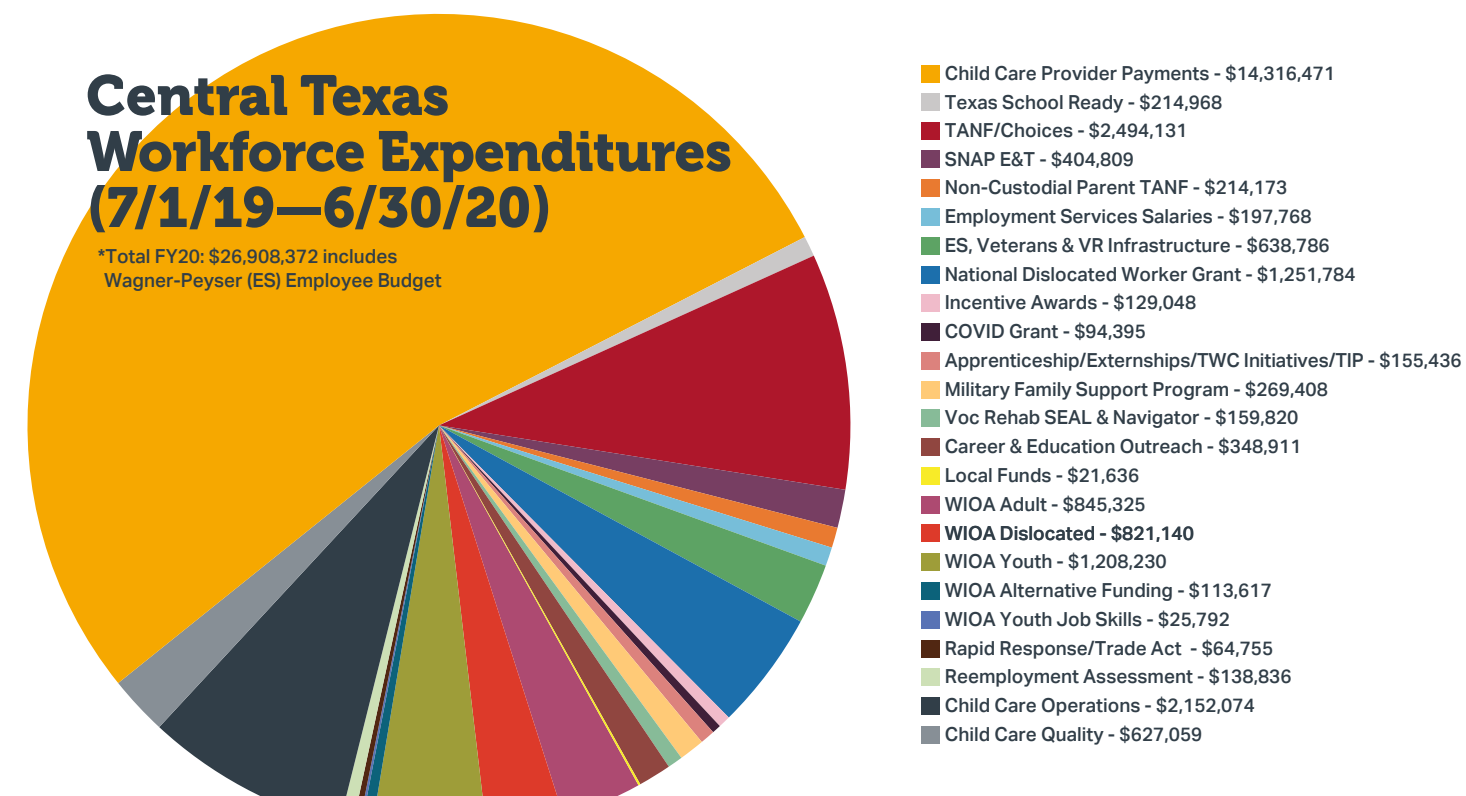
## Employment Services Provided to Job Seekers

## COVID-Related Customer Service Technology-Supported Changes

- Implemented virtual job fairs that allow businesses to meet/interview available job seekers remotely
- Expanded server & hardware technology capacity to increase capacity for remote computer & telephone access capabilities to all staff
- Purchased technologies and implemented strategies to support staff efforts to provide workshops and orientations remotely or in a mixed Zoom/in-person environment that accommodated social distancing as well as remote service demands
- Transitioned from a face-to-face system for distributing supportive service payments using Walmart gift cards to a remote service system that distributed the payments using refillable bank cards
- Developed chatbot technology capabilities for the Workforce website
- Implemented phone system changes to create a seamless connection to staff for customers calling centers—including a coordinated messaging system to ensure increased call volumes were accommodated within 24 hours
- Purchased job search/job preparation interactive training videos for access from the workforce website
- Developed, procured, and led the design of a web-based customer service portal to support remote program application, eligibility, and documentation sharing
- Established a Workforce YouTube channel for on-demand workshop access in English and Spanish

## Central Texas Workforce Expenditures (7/1/19—6/30/20)

\*Total FY20: \$26,908,372 includes Wagner-Peyser (ES) Employee Budget



# WSCT Board of Directors

## Service Year July 2019–June 2020

<b>Kenneth Alessi</b> Materials Transportation Co.	<b>Cynthia Hernandez</b> Belton Economic Development Corp.	<b>Dr. Christina Ponce</b> Temple College
<b>Larry Anglin</b> Anglin Analytics, Inc.	<b>Sammie Hodges</b> McLane Advanced Technology	<b>Victor Quiñones</b> Just 4 Tots
<b>Mike Atkinson</b> Clear Creek Construction & Atkinson Electric, Inc.	<b>Eyal Kaczur, CHA</b> Baylor Scott & White Health	<b>Kevin Roberts</b> AdventHealth Central Texas
<b>Judy Bowen</b> Literacy Council	<b>Mary Kliewer</b> Patriot Buick GMC	<b>Dr. Austin Ruiz</b> Killeen Vision Source
<b>Barbara Bozon, CPA</b> Central Texas Housing Consortium	<b>Mary Knight</b> Peabody's Restaurant	<b>Tama Shaw</b> Hill Country Community Action Agency
<b>Camea Dukes</b> Texas Workforce Commission	<b>Karen Martinka</b> Reynolds Consumer Products	<b>Patrick Swindle</b> Seton Medical Center
<b>Cheryl Eliano</b> American Federation Of Govt. Employees (AFGE) District 10	<b>Carla Manning</b> Manning Squared, LLC	<b>Martha Tyroch</b> United Way
<b>Horace Grace</b> Assn. of the United States Army	<b>Dr. Marc Nigliazzo</b> Texas A&M Univ.–Central Texas	<b>Ginger Watkins</b> Cameron Industrial Foundation
<b>Sonja Havens</b> First National Bank Texas	<b>Dr. Bobby Ott</b> Temple ISD	<b>Jim Yeonopolus</b> Central Texas College

## Off-Seat Members

<b>David Blackburn,</b> Chief Elected Official Bell County Judge	<b>Jose Segarra</b> Mayor of Killeen	<b>Keith Gogas</b> Deputy Garrison Commander, III Corps & Fort Hood
<b>Mark Tynes</b> Hamilton County Judge	<b>Randy Hoyer</b> Lampasas County Judge	<b>Steve Young</b> Milam County Judge
<b>Roger Miller</b> Coryell County Judge	<b>Ed Smith</b> Mills County Judge	<b>Byron Theodosis</b> San Saba County Judge
<b>Tim Davis</b> Mayor of Temple	<b>Col. Jason Wesbrock</b> Garrison Commander, U.S. Army Fort Hood	



## LOCATIONS

### **Workforce Center in Killeen**

300 Cheyenne  
254-200-2000

### **Workforce Center in Lampasas**

523 E. 3rd Street  
512-556-4055

### **Workforce Center in Rockdale**

313 N. Main St.  
512-446-6440

### **Workforce Center in Temple**

201 Santa Fe Way  
254-742-4400

[www.workforcesolutionsctx.com](http://www.workforcesolutionsctx.com)

Workforce Solutions of Central Texas is an equal opportunity & affirmative action employer & is funded wholly or in part through federal grants. Auxiliary aids & services are available upon request to individuals with disabilities.

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