



**WORKFORCE***Solutions*  
S O U T H P L A I N S



your  
**FUTURE**  
starts  
**TODAY!**



**2019**  
ANNUAL REPORT

# *our* **MISSION**

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The mission of the South Plains workforce system is to meet the needs of the region's employers for a highly skilled workforce by educating and preparing workers.



# *our* **VISION**

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Our workforce is educated, innovative, and highly skilled in areas that match the skill requirements of our employers, enabling businesses to become highly productive and compete successfully in local and global markets.



We at Workforce Solutions South Plains (WSSP) consider our last year's endeavors both successful and invaluable and we thank each community and its citizens in our 15-county service area for their support and utilization of our programs.

Over the past 12 months, Workforce Solutions South Plains successfully administered **\$19,355,080.31** in federal and state funds.

WSSP staff worked with **2,266** employers, served **2,494** children each day through our Child Care Services program, helped **10,632** people at our five workforce centers, worked with **10,279** job seekers and counseled **599** veterans.

WSSP coordinated our first ever Teacher Externship Program for teachers and businesses. Teachers were able to apply what they learned in the "real world" back to the classroom. In addition, high school students learned new skills when using new equipment worth more than **\$1.4 million** funded through the High Demand Job Training Grants the last 5 years.

We would like to take this opportunity to show our appreciation to our partners for their continued commitment including; the Lubbock Economic Development Alliance, Lubbock Chamber of Commerce, each rural Chamber of Commerce, Texas Tech University, South Plains College, the **49** school districts across the South Plains and other agencies and organizations that helped us fulfill our mission.

Our Chief Elected Officials and Board of Directors have contributed their guidance and counsel and we are grateful for their participation and encouragement.

We look forward to next year as we continue helping people! Your Future Starts Today!

Sincerely,  
Adrienne Cozart, WSSP Board Chair  
Martin Aguirre, WSSP CEO



Martin Aguirre presents outgoing Board Chair, Adrienne Cozart, with a framed photo of the 2019 Board of Directors for her years of service as the chair of Workforce Solutions South Plains.

## Texas Economic Development Council State Award

The Texas Economic Development Council (TEDC) presented the 2019 Workforce Excellence Award to WSSP for their partnership with the Lubbock Economic Development Alliance at the TEDC Mid-Year Conference. This award recognizes successful workforce initiatives in Texas.



Pictured (L to R) Robert Andrade, TWC, Christine Allen, LEDA, Erin Rea, WSSP, Laike Todd, TWC, Martin Aguirre, WSSP CEO, Commissioner Aaron Demerson, TWC, John Osborne, LEDA CEO and Dale Robertson, TWC





## AWARD WINNING Employers



Your workforce is your most valuable asset. The knowledge and skills they have represent the fuel that drives the engine of business.

### We Have Two State Winners!

Congratulations to Goodwill Industries of Northwest Texas (GINWT) who, nominated by Workforce Solutions South Plains (WSSP), was recently awarded Texas' 2019 Small Employer of the Year award by the Texas Workforce Commission (TWC) at the 23rd Annual Texas Workforce Conference in Dallas. In addition, the WSSP Student HireAbility program received a third-place trophy and a \$20,000 check in the TWC Texas HireAbility Award category.

GINWT was chosen from among three exemplary finalists, out of 21 others nominated by workforce boards from across the state. GINWT was recognized for their contributions to their community's workforce through innovation and collaboration with WSSP.



GINWT and WSSP representatives accept the 2019 Small Employer of the Year award at the Texas Workforce Commission State Conference.



Representatives from the Texas Workforce Commission present a \$20,000 check to Workforce Solutions South Plains Board members and staff at the TWC State Conference.



## Service to Community, Local Employer of Excellence and Small Employer of the Year GOODWILL INDUSTRIES OF NORTHWEST TEXAS



(L to R) Drew Smith, Goodwill Past President, Adrienne Cozart, WSSP Chair, Robin Raney, Goodwill Executive Director and Lucio Castro, Goodwill President

## Service to Workers MET, (MOTIVATION, EDUCATION & TRAINING) INC. - PLAINVIEW



(L to R) Adrienne Cozart, WSSP Board Chair, and MET representatives, Gloria Zapata, Rachel Salazar and Micaela Rodriguez

## Industry Sector Award and Local Winner HALLIBURTON, INC. - LUBBOCK



(L to R) Adrienne Cozart, WSSP Board Chair, and Halliburton representatives AnnMarie Murtaugh and Courtney Crooks

## Service to Business and Large Employer of the Year THE UNITED FAMILY



(Back Row L to R) United Family employees, Ethan Didway, Lucio Castro, Noel Garcia, Tim McCullar, Rusty Carter (Front Row L to R) Brandi Pena, Karen Harden, Kandee Strube, Jessica Rodriguez, Kami Golightly, Adrienne Cozart, WSSP Board Chair, and Nancy Sharp

Each year Workforce Solutions South Plains recognizes the outstanding work of many employers in our area and it is always an honor to do so.

Martin Aguirre, CEO



## Newcomer Award CONTINENTAL DAIRY FACILITIES - LITTLEFIELD



(L to R) Continental representatives Robert Watson, Logan Smith, Adrienne Cozart, WSSP Board Chair, Jeremy Sims, Haley Welch, Lawrence Sosa and Greg Douglas

## Service to Community HOMETOWN PHARMACY- PLAINVIEW



(L to R) Willis McCutcheon, WSSP Board Member, Michelle Subealdea, WSSP Plainview Office Manager, Hometown Pharmacy representatives Alisa Peters, Megan Tyler, Caryl Owens and Martin Aguirre, WSSP Chief Executive Officer

## Exemplary Child Care Provider KID'S KINGDOM - LUBBOCK



(L to R) Adrienne Cozart, WSSP Board Chair and Kid's Kingdom representatives Dana Haigood and Jacqueline Dodge

## Service to Business PIPELINE PLASTICS - LEVELLAND



(L to R) Adrienne Cozart, WSSP Board Chair, and Pipeline Plastics representatives Curtis Vanhoozer and David Schryer

## Service to Workers TRIPLE NICKLE, INC. - MULESHOE



(L to R) Martin Aguirre, WSSP CEO, Ray An Doshier, Triple Nickle, Inc. Office Manager and Chuck Smith, WSSP Board Vice Chair



# SOUTH PLAINS TEACHER EXTERNSHIP PROGRAM

In summer 2019 a partnership between Workforce Solutions South Plains (WSSP), the Lubbock Economic Development Alliance (LEDA), Region 17 Education Service Center and **23** independent school districts from across the South Plains created the South Plains Teacher Externship Program with funding from the Texas Workforce Commission and LEDA. The externship program expanded on a 2018 pilot project with LEDA and Frenship ISD. The South Plains Teacher Externship Program provided **119** high school and middle school teachers from **23** ISDs working three days onsite with local businesses in May – July. The teachers who participated had the opportunity to engage in in-demand industries, learn how classroom content is applied in the real world, and learn the skill sets required for a given industry so that they can better inform, educate, and guide students to industries that match the student’s skill sets. The South Plains Teacher Externship Program also helped create partnerships among educators and various industries to develop an



Frenship ISD automotive technology teacher Dana Vinson (above left) was placed at Alderson Mercedes dealership for his externship.

effective workforce system by making the connection between academic skills and the workplace. **Eighty-three** businesses participated in the program.

Connecting classroom content to the real world and workplace helps students understand and develop the skills they need to enter the workforce...



Two of the exemplary business that partnered with the Externship program were City Bank and Parkhill, Smith and Cooper. These organizations were thanked and given an award at the WSSP annual meeting. They are pictured below with company representatives.



## CITY BANK

(L to R) Adrienne Cozart, WSSP Chair, and City Bank representatives, Kendra Lane, Paul Ehlers, and Mikella Newsom



## PARKHILL, SMITH AND COOPER

(L to R) Parkhill, Smith and Cooper representatives Joe Rapier, Britni Wilkens, Ryan Wilkens, Adrienne Cozart, WSSP Board Chair, Jennifer Williams, Ashlee Horsley, Courtney Russell, Alanna Watts, Derrick Caudill, Wade Barnes and Sean Ackerman



## EMPLOYER /Job Seeker Services

Workforce Solutions South Plains supports an employer-driven, integrated system that consolidates employment, job training and work-related services. The focus is on investing in regional economic success through access to jobs, training, and employer services.

### Board Facilitated Actives during 2019

- The number of customers served at the five centers in the 15-county service area was **10,632**.
- Occupational/vocational training was provided for **141** jobseekers to prepare them for employment in the Board's targeted occupations.
- Services were provided for **10,279** job seekers from July 2018 to June 2019.
- The total number of employers served last year were **2,266**.
- Unemployment Insurance (UI) was provided for **3,544** claimants.



Workforce Solutions South Plains' Mobile Career Center



### JOB FAIRS

**193** employers participated in three Job Fairs allowing hundreds of job seekers to communicate with human resources representatives about employment openings in Lubbock



### COMPUTERS FOR LIBRARIES

**25** computers were placed in rural community libraries to allow individuals access to WSSP services and expand outreach efforts to rural communities



### MOBILE CAREER CENTER

**7** computer stations are set up in the mobile career center to allow rural customers an opportunity access WSSP services





## New WorkInTexas.com booth visits Lubbock

Lubbock was chosen as one of the first cities in Texas to showcase the launch of the Texas Workforce Commission's (TWC) updated WorkInTexas.com with an interactive booth. The booth was displayed during the October 2, 2019 Texas Tech University Business Career Fair in Lubbock. Participants provided information to active job seekers and introduced them to the new website and workforce services.



Ed Serna, TWC's Executive Director (left), visits with a Texas Tech University business student about the opportunities available on the new WorkInTexas.com website.

## Targeted Occupations for the South Plains prepares individuals to work in occupations that are critical to the growth and competitiveness of targeted industries in the South Plains.

The following occupations are selected as targeted occupations for the South Plains based upon entry-level wages, the number of jobs added between 2016 and 2026, the occupations' growth rates between 2016 and 2026 and the need for formal training to enter the occupations.



TARGET OCCUPATION	GROWTH RATE	WAGES
Information Security Analysts	43.7%	\$77,700
Software Developers	34.6%	\$85,600
Medical Secretaries	30.5%	\$29,353
Medical & Clinical Laboratory Technicians	28.6%	\$34,188
Dental Assistants	26.3%	\$37,100
Registered Nurses	25.9%	\$64,423
Respiratory Therapists	23.8%	\$51,054
First-Line Supervisors: Food Prep & Service Workers	23.6%	\$33,405
Electricians	22.5%	\$39,495
Industrial Machinery Mechanics	22.2%	\$49,913
Pharmacy Technicians	21.6%	\$30,292
Emergency Medical Technicians & Paramedics	21.3%	\$35,201
Plumbers, Pipefitters & Steamfitters	20.3%	\$40,866
Radiologic Technologists	18.9%	\$50,638
Heavy & Tractor-Trailer Truck Drivers	14.5%	\$40,470
Farm Equipment Mechanics & Service Technicians	13.6%	\$39,211
Machinists	12.5%	\$35,584
Auto Service Technicians & Mechanics	12.4%	\$38,698
First-Line Supervisors: Construction Trades/ Extraction Workers	5.6%	\$64,815
Welders, Cutters, Solderers & Brazers	3.4%	\$36,838



## YOUTH Services

### WIOA Program

The Workforce Solutions South Plains Youth Program offers a variety of services to eligible youth between the ages of 14 and 24. A total of **93** youth participated in the Workforce Innovation and Opportunity Act (WIOA) Youth Program. Examples of services provided to youth are leadership development, tutoring/ study skills instruction, and financial literacy services. WIOA focuses on Work Experience activities which are planned, structured and paid learning experiences that take place in a workplace for a limited period of time. In 2019 there were **141** youth which participated in the subsidized work experience component. In addition, numerous career and job fairs were organized for students to be able to visit college representatives and working professionals regarding various careers.

Workforce Solutions  
South Plains helps  
youth prepare  
for success in the  
classroom and  
on the job.



### 8th Grade Career Exploration Fairs – Jobs Y'all – Careers in Texas Industries (CIT)

Workforce Solutions South Plains, in conjunction with TWC, Tri-Agency initiative partners, the Governor's Office of Economic Development & Tourism, and industry associations, hosted **6** Careers in Texas Industries events one each in Crosbyton, Muleshoe, Levelland, Plainview and two in Lubbock. There were **1,587** students from **23** area schools that participated, and each received the opportunity to explore careers in growing Texas Industry Clusters. There were **205** businesses supporting these career fairs by displaying information and equipment for the students.



### Student Scholarship Recipient

Daniel Rodriguez (center), a 2019 graduate from Plainview High School, received a **\$1,000** scholarship from WSSP to pursue his education at South Plains College to become a certified welder. Also pictured are Adrienne Cozart, WSSP Board Chair, (left) and Martin Aguirre, WSSP CEO, (right)

# 19TH ANNUAL SOUTH PLAINS CAREER EXPO

Since 2000, the first year that the South Plains Career Expo (SPCE) was organized, more than **70,000** high school students, from within the WSSP 15-county area, have had an opportunity to explore career options at West Texas' largest high school career fair. The SPCE is hosted by Workforce Solutions South Plains, South Plains College, LEDA, Lubbock Chamber of Commerce, Texas Tech University and Lubbock ISD. Last year, **3,300** high school students from **81** schools attended and explored **108** exhibits.



Congratulations to the Lubbock Heart Hospital for winning "Best of Show" booth with their CPR mannequins that students were able to learn on.



South Plains College Surgical Technology department displayed pig organs for students to touch and examine.



Many students visited with firefighters from Lubbock Fire Rescue about careers in the Law and Public Safety career cluster.



## The South Plains High Demand Job Training Project

The South Plains High Demand Job Training Project, a partnership between Workforce Solutions South Plains (WSSP) and the Lubbock Economic Development Alliance (LEDA), purchases equipment such as welders, automotive lifts, plasma cutters and healthcare simulators for high school Career and Technical Education programs in the **49** independent school districts located within the 15-county area that makes up the South Plains Workforce Development Area. Between July 2018 and June 2019 funding from the Texas Workforce Commission and LEDA provided **\$794,518** in CTE equipment to **22** high schools in counties across the South Plains. As a result, **2,238** high school students received training to prepare them for high demand occupations including auto service technicians and mechanics, software developers, registered nurses, welders, electricians and farm equipment mechanics and service technicians.



Morton High School's welding program received welders that enabled students to construct a trailer for the program.



Roosevelt High School students in the Construction Technology class prepare for careers in the construction industry.



## IMPACT SINCE 2015:



**\$1,474,628**

in CTE equipment



**27**

high schools



**4,074**

students trained



## Student HireAbility – United We Work Day



Students display the posters they made for the style show during United We Work Day.

It was a day of mock job interviews, job shadowing professionals at their workplace and a style show in February 2019 which was designed to help students with disabilities feel more comfortable when seeking employment. The annual United We Work Day saw **90** students from **7** ISD's and **17** employers participate. The event allowed students to explore their interest in pursuing various careers.

Sponsored by Workforce Solutions South Plains Student HireAbility Navigator program, the Lubbock Independent School District Special Education Department, Amerigroup, Inc. and TWC – Vocational Rehabilitation Services, these community partners worked in tandem to increase career exploration for students with disabilities on the South Plains.

## Summer Earn and Learn



Workforce Solutions South Plains (WSSP) conducted the 3rd Annual Summer Earn and Learn (SEAL) project which is a statewide initiative with Texas Workforce Commission Vocational Rehabilitation (VR) Services.

SEAL provides students with disabilities workplace readiness training, 5 weeks of work experience and transferable skill learning opportunities while they earn compensation for time worked on the job site. Through the program in 2019 **100** students were placed in Paid Work Experience programs with **26** different employers.



## CHILD CARE Services

### The Texas Rising Star Program

Access to dependable, quality child care is vital to families' self-sufficiency and a thriving workforce. Workforce Solutions South Plains' Child Care Services (CCS) program provides access to affordable, quality childcare for working parents. CCS provides subsidies to income-eligible families that need help paying for child care so they can work or participate in job training and educational programs.

The Texas Rising Star (TRS) program is a quality rating and improvement system for Texas early childhood programs. Child care providers that participate in TRS meet higher quality standards than many other child care programs.



Numerous research studies have shown that children who attend higher quality child care programs are more prepared for school entry than children who do not attend quality child care programs.

## CHILD CARE PROVIDER DATA

July 1, 2018 – June 30, 2019







## Quality Day of Play

On Saturday, April 13, 2019 Child Care Services (CCS) held its 1st Annual Quality Day of Play event that was an overwhelming success with more than **300** families in attendance. The goal was to encourage parent and community involvement while focusing on quality child care.

### Results of the Event

- ◊ Each of the **14** TRS providers set up interactive booths with equipment and supplies to encourage quality play and learning.
- ◊ More than **100** community partners were involved each showcasing their services and aligning with quality childcare.
- ◊ The event created a fun, quality environment for children and families.
- ◊ Parents learned that quality play with children matters.





# VETERANS Services

## Hiring Red, White & You!™

Workforce Solutions South Plains (WSSP) is committed to those who are dedicated to service to our country. Armed Forces veterans and their spouses are afforded priority services in the Career Centers. WSSP is honored to provide services such as career counseling, short-term training and on-the-job training. While in training, services like transportation, housing, childcare, job search or relocation assistance are provided.

In November 2019, while celebrating Veteran’s Day, **62** businesses and organizations participated as exhibitors in the annual Hiring Red, White & You! Job Fair. The job fair was held in partnership with the Texas Workforce Commission.

Last year, **599** veterans and their spouses received WSSP services from the career center.



Representatives from Armstrong Plumbing and Electric visit with a veteran about what their organization offers to employees.



Texas Tech University is always a veteran-friendly employer.



A representative from Texas Boys Ranch visits with an attendee about employment opportunities at the ranch.



Mario Ybarra, WSSP Business Services Representative, explains the services available at Workforce Solutions South Plains.



**BY THE NUMBERS**

 **599** Veterans Served

 **2,494** Average Number of Children Served Each Day

 **3,544** Unemployment Insurance (UI) Served


 **10,632** Customers Served

 **2,266** Employers Served

 **10,279** Job Seekers

 **282** Workforce Innovation & Opportunity Act (WIOA) Adult/Dislocated Workers Served

 **141** Customers Trained

 **86** Youth Served





# PROGRAM Expenditures

July 1, 2018 to June 30, 2019

Child Care	73%	14,167,632.68
Choices Temporary Assistance To Needy Families	7%	1,391,928.66
Workforce Innovation Opportunity Act (WIOA)– Adult	4%	786,428.20
WIOA – Youth	4%	810,106.17
WIOA – Dislocated Workers	3%	673,029.91
Vocational Rehabilitation	2%	440,806.81
High Demand/TX Industry	2%	296,749.89
SNAP & E&T	2%	291,172.95
Other	2%	407,390.46
National Emergency Grant	.5%	32,164.07
Trade	.5%	57,670.51
<b>Total</b>	<b>100%</b>	<b>19,355,080.31</b>

# WORKFORCE SOLUTIONS SOUTH PLAINS BOARD OF DIRECTORS



Standing Left to Right, Dela Esqueda, Adele Youngren, Julie Laughlin, Sharla Wells, Gilbert Salazar, Adrienne Cozart, Eddie McBride. Seated Left to Right, Tom Vermillion, Gabe Vitela, Rob Blair, David Quintanilla and Martin Aguirre

**Chuck Smith, Chair**  
Bailey County  
*Bailey County Electric Cooperative*

**David Quintanilla, Vice-Chair**  
Lubbock County  
*Plains Capital Bank*

**Kimberly Harrel, Secretary**  
Yoakum County  
*Newtex Mortgage Company*

**Adrienne Cozart, Past Chair**  
Lubbock County  
*University Medical Center*

**Wes Anderson**  
Floyd County  
*Ace Hardware*

**Jeff Baum**  
Lubbock County  
*Lubbock Independent School District*

**Rob Blair**  
Hockley County  
*South Plains College*

**Denver Bruner**  
Hockley County  
*Sodexo*

**Chris Carpenter**  
Lubbock County  
*Armstrong Mechanical*

**Chris Chambers**  
Lubbock County  
*Chambers Engineering, LLC*

**Kandace Decker**  
Lubbock County  
*Vocational Rehabilitative Services*

**Dela Esqueda**  
Lubbock County  
*Guadalupe Parkway  
Neighborhood Center*

**Angela Evins**  
Lamb County  
*Lowe's Pay & Save*

**Kenneth Hill**  
Cochran County  
*City Bank, Morton*

**Julie Laughlin**  
Lubbock County  
*Literacy Lubbock*

**Jeff Malpiede**  
Lubbock County  
*South Plains Rural Health  
Services, Inc.*

**Scott Martin**  
Dickens County  
*DC Auto Parts*

**Eddie McBride**  
Lubbock County  
*Lubbock Chamber of Commerce*

**Mark McCormick**  
Crosby County  
*Agriculture Precision Supply*

**Willis McCutcheon**  
Hale County  
*Happy State Bank*

## Chief Elected Officials – County Judges

Bailey County, *Sherri Harrison*; Cochran County, *Pat Henry*; Crosby County, *Rusty Forbes*; Dickens County, *Kevin Brendle*; Floyd County, *Marty Lucke*; Garza County, *Lee Norman*; Hale County, *David B. Mull*; Hockley County, *Sharla Baldrige*; King County, *Duane Daniel*; Lamb County, *Mike DeLoach*; Lubbock County, *Curtis Parrish*; Lynn County, *Mike Braddock*; Motley County, *Jim Meador*; Terry County, *Jackie D. Wagner*; Yoakum County, *Jim Barron*; City of Lubbock, *Mayor Dan Pope*

**Beth Miller**  
Lubbock County  
*Health & Human Services  
Commission*

**John Osborne**  
Lubbock County  
*Lubbock Economic  
Development Alliance*

**Esther Pena**  
Lubbock County  
*Amerigroup*

**Barry Pittman**  
Lynn County  
*Lyntegar Electric*

**Gilbert Salazar**  
Lubbock County  
*Lubbock Central Labor Council*

**Leonard Valderaz**  
Lubbock County  
*StarCare Specialty Health System*

**Tom Vermillion**  
Lubbock County  
*Lubbock Boys and Girls Club*

**Gabe Vitela**  
Lubbock County  
*One Guy from Italy Family Restaurant*

**Dr. Kyle Wargo**  
Lubbock County  
*Region 17 Education Service Center*

**Sharla Wells**  
Garza County  
*Child Welfare Board of Garza County*

**Adele Youngren**  
Lubbock County  
*Texas Workforce Commission*



### **LUBBOCK**

2002 West Loop 289, Ste 117  
(inside Wayland Plaza)  
Lubbock, TX 79407  
806.765.5038  
Toll Free 1.866.747.7638

### **MULESHOE**

203 Main Street  
Muleshoe, TX 79347  
806.272.7540  
Toll Free 1.866.765.5038

### **LEVELLAND**

1102 Austin Street  
Levelland, TX 79336  
806.894.5005



### **LUBBOCK - CHILD CARE SERVICES**

2002 West Loop 289, Ste 117  
(inside Wayland Plaza)  
Lubbock, TX 79407  
806.744.3572  
Toll Free 1.800.658.6284

### **BROWNFIELD**

1321 B Tahoka Road  
Brownfield, TX 79316  
806.637.1223

### **PLAINVIEW**

400 South Garland  
Plainview, TX 79072  
806.293.8566



**WORKFORCE***Solutions*  
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[workforcesolutionsouthplains.org](http://workforcesolutionsouthplains.org)

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