



WORKFORCE SOLUTIONS
of the Coastal Bend

Public Relations Committee Meeting

May 6, 2020
3:00 pm

Join Zoom Meeting

<https://us02web.zoom.us/j/81034644570?pwd=NIkxNHVkWU8vQ1BvNk1zYmJXeTVUZz09>

Toll-Free Call In

833 548 0282 US Toll-free

Meeting ID: 810 3464 4570

Password: 537540

www.workforcesolutionscb.org

Strategic Goals

- Establish and Strengthen Partnerships
- Effectively/Efficiently Target Rural Area Services
- Increase Workforce Awareness
- Expand Innovative Services to Business
- Explore New Revenue Opportunities
- Improve Internal Efficiencies
- Refine Board Culture

Mission Statement

At Workforce Solutions of the Coastal Bend, we invest in our regional economic success through access to jobs, training, and employer services.

Value Statement

Accountability – We address our customers and co-workers in a positive manner that elevates their spirit and creates a professional, supportive workplace for staff, job seekers, and employers.

Teamwork – We combine our individual talents for the benefit of the mission and common goals leveraging our unique abilities and contributions.

Trust – We consistently deliver on our commitments to our customers and co-workers to establish strong, sustainable relationships.

Integrity – We are honest, supportive, candid in addressing difficult issues, and willing to share success to demonstrate respect and consideration for our customers and co-workers.

Tenacity – We resist giving up when the going gets tough and support our customers and co-workers in seeing that issues are resolved and the job gets done.

Understanding – We are serious and passionate about delivering our services with compassion and empathy.

Dignity – We interact with customers and co-workers professionally regardless of their backgrounds, experience, and circumstances to reflect our commitment as public servants.

Enthusiasm – We recognize the importance and value of our work and know that every day we have the opportunity to help build the economic success of our regional economy.

Disclosure and Declaration of a Conflict of Interest

Conflicts of Interest and the appearance of Conflicts of Interest shall be reported according to Board Administrative Policies #1.0.101.00 - Standards of Conduct and Conflict of Interest; and #1.0.105.00 - Reporting Conflict of Interest, Fraud, and Abuse, which were adopted by the Board of Directors on April 26, 2007.

Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee is in a decision-making position and has a direct or indirect interest, particularly a financial interest, that influences the individual's ability to perform job duties and fulfill responsibilities.

Appearance of a Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee's action appears to be:

- influenced by considerations of one or more of the following: gain to the person, entity, or organization for which the person has an employment interest, substantial financial interest, or other interest, whether direct or indirect (other than those consistent with the terms of the contract), or;
- motivated by design to gain improper influence over the Commission, the Agency, the Board, or the Board's Chief Elected Officials.

Code of Ethics

The Workforce Solutions Code of Ethics is a guide for dealing with ethical matters in the workplace and in our relationship with our clients and members of the community.

- We believe in respect for the individual.
- We believe all persons are entitled to be treated with respect, compassion and dignity.
- We believe in openness and honesty in dealing with the general public, the people we serve, and our peers.
- We believe in striving for excellence.
- We believe in conducting ourselves in a way that will avoid even the appearance of favoritism, undue influence or impropriety, so as to preserve public confidence in our efforts.



Public Relations Committee Meeting

Join Zoom Meeting

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May 6, 2020 – 3:00 pm

AGENDA

	<i>Page</i>
I. Call to Order: <i>Jesse Gatewood, Chair</i>	
II. Roll Call	2
III. Announcement on Disclosure of Conflicts of Interest <i>Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting, and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time.</i>	
IV. Public Comments	
V. Discussion and Possible Action on Minutes of the February 5, 2020 Public Relations Committee Meeting	3-4
VI. Discussion and Possible Action of Committee Initiatives for BCY 2020 – Review of Public Relations Charter.....	5
VII. Discussion and Possible Action on Awareness/Outreach Plan to Broaden the Recognition of Workforce Solutions of the Coastal Bend (WFSCB) Services and Capabilities	6-7
• Jobs and Education for Texans (JET) Grant Check Presentations – Beeville Independent School District - \$248,079 and Sinton Independent School District - \$190,569	
• COVID-19 Strategic Outreach Plan (Redirect)	
• New Messaging and Collaboration with the Texas Workforce Commission Outreach Strategy	
• Signage/Posters/Flyers	
• Website C19 Resources Page	
• Social Media Action Plan	
• Integration of Communication Technology – Zoom, Go To Meetings, Microsoft Teams, Conference Calls, Facetime and Social Media	
• Media Partners	

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Equal Opportunity Employer/Program

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Public Relations Committee Agenda

May 6, 2020

Page 2

- The Workforce Insider Repurposed
- Women Empowered Summit – New Strategy
- Media/Social Media/Outreach Coverage – February – April 2020 (TV, Print, Radio & Social Media Platforms)

VIII. Information Only:

- Local Labor Market Information March 2020.....8-11

IX. Adjournment

Note: Except for expressly authorized closed sessions, meetings, discussions, and deliberations of the Board or Committees will be open to the public. Voting in all cases will be open to the public. Board members are advised that using personal communication devices to discuss Committee and Board business during the meeting may be a violation of the Texas Open Meetings Act. Such communications also may be subject to the Texas Public Information Act. **Closed Session Notice.** PUBLIC NOTICE is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code. In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

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**Public Relations Committee
Roll Call Roster
May 6, 2020**

_____ Jesse Gatewood, Chair

_____ Carlos Ramirez, Vice Chair

_____ Parrish Jones

_____ Michelle Unda

_____ Ofelia Hunter

_____ Arnaldo Cantu

_____ Tracy Florence

_____ Omar Lopez

Signed

Printed Name

MINUTES
Workforce Solutions of the Coastal Bend – Public Relations Committee
Staples Career Center, 520 N. Staples Street, Conference Room #1
Corpus Christi, Texas
February 5, 2020 – 3:00 pm

Committee Members

Present

Carlos Ramirez, Vice Chair
C. Michelle Unda
Ofelia Hunter
Tracy Florence

Absent

Jesse Gatewood, Chair
Parrish Jones
Arnoldo Cantu
Omar Lopez

Others Present

Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Alba Silvas, Workforce Solutions
Monika De La Garza, Workforce Solutions
Rufino Martinez, Workforce Solutions
Xena Mercado, Workforce Solutions
Christina Miller, Workforce Solutions
Heather Cleverley, Workforce Solutions
Janet Neely, Workforce Solutions
Shelly Key, C2GPS, LLC
Rita Soto, C2GPS, LLC
Omedi Arismendez, C2GPS, LLC

Other Board Members Present

Gloria Perez

- I. **Call to Order**
Mr. Ramirez called the meeting to order at 3:01 pm.
- II. **Roll Call**
The roll was called and a quorum was present.
- III. **Disclosure of Conflicts of Interest**
Attention was called to the Disclosure and Declaration of Conflict of Interest guidelines and disclosures were requested at this time. None were made.
- IV. **Public Comments**
Mr. Ramirez welcomed new board member Ofelia Hunter, Public Information Officer with Alice Independent School District. Mr. Ramirez mentioned Ms. Hunter previously worked with the Alice Newspaper as the Executive Editor.
- V. **Discussion and Possible Action on Minutes of the November 13, 2019 Public Relations Committee Meeting**
Ms. Florence moved to approve the minutes of the November 13, 2019 Public Relations Committee meeting. The motion was seconded and passed.
- VI. **Discussion and Possible Action of Committee Initiatives for BCY 2020 – Review of Public Relations Charter**
Mr. Ramirez provided information on the Committee Initiatives for BCY 2020 and Review of Public Relations Charter. Ms. Villarreal added additional information. No action taken due to Public Relations Committee requesting to update the language to encompass a more general statement.
- VII. **Discussion and Possible Action on Awareness/Outreach Plan to Broaden the Recognition of Workforce Solutions of the Coastal Bend (WFSCB) Services and Capabilities**
 1. *2019 Major Projects Review*
Ms. De La Garza presented information on 2019 major projects review. Ms. De La Garza stated that Ms. Mercado was added to the Public Relations team as the Design and Digital Content Specialist in January 2019. Ms. De La Garza recognized her team and mentioned she was excited for what the team has for 2020.

2. *2020 Major Projects Forecast*

Ms. De La Garza presented information on 2020 major projects forecast. Ms. De la Garza provided highlights on the following events:

- Texas Workforce Commission Awards Check Presentation
- March for Babies Walk for March of Dimes
- Three Rivers Job Fair
- Texas Career Signing Day
- Women's Empowered (WE) Summit – handout provided
- YOU (Youth Opportunities Unlimited) Choose! Career Expo & Ready for College and Career Conference – handout provided
- 9th Annual Hiring Red, White, & You! Hiring Fair
- Targeted Rural Outreach Strategy
- Increased Veterans and Foster Youth Priority of Service

3. *Quarterly Report and Workforce Insider*

Ms. De La Garza presented information on the Quarterly Report and Workforce Insider.

4. *2019 Annual Report E-Blast to Community Stakeholders. Discuss ideas for 2020 Annual Report*

Ms. De La Garza provided information on the 2019 Annual Report e-blast to community stakeholders. Discuss ideas for 2020 Annual Report.

5. *Media/Social Media/Outreach Coverage (December 2019 – February 4, 2020)*

Ms. De La Garza provided information on media, social media and outreach coverage.

VIII. **Information Only:**

Local Labor Market Information December 2019

Ms. Villarreal presented the December 2019 local Labor Market Information (included on pages 8-12 of the February 5 agenda packet).

IX. **Adjournment**

The meeting adjourned at 4:41 pm.

DISCUSSION AND POSSIBLE ACTION

VI. Committee Initiatives for 2020 and Review of Charter

BACKGROUND INFORMATION

Public Relations Committee Charter:

The Public Relations Committee discussed updating the language of the Public Relations Charter to make it more general as it applies to programs/services.

PUBLIC RELATIONS

Responsible for the expansion of an awareness/outreach plan to broaden public recognition of programs/services. Oversight of the development of WFSCB's Annual Report and other tools used to report the progress of programs/services.

RECOMMENDATION

The Public Relations Committee consider initiatives for 2020 and take any appropriate action on the information presented.

DISCUSSION AND POSSIBLE ACTION

VII. Discussion and Possible Action on Awareness/Outreach Plan to Broaden the Recognition of Workforce Solutions Services and Capabilities

BACKGROUND INFORMATION

The Public Relations Committee continues to meet to review ideas and expand discussion on how to increase the awareness and outreach efforts of services that Workforce Solutions offers to both employers and job seekers.

- Jobs and Education for Texans (JET) Grant Check Presentations – Beeville Independent School District - \$248,079, and Sinton Independent School District - \$190,569 – Texas Workforce Commissioner Representing Labor, Julian Alvarez, was the keynote speaker at two JET Grant Check presentations at Beeville and Sinton High Schools on February 26, 2020. Both events were well attended and received. A brief highlight will be presented to the Committee.
- COVID-19 Strategic Outreach Plan (Redirect) – WFSCB launched its COVID-19 Strategic Outreach and Social Media Plan on March 2, 2020 when the intensity of the situation was growing and the need to get information out as quickly as possible to inform the public, staff, community partners and anyone else utilizing WFSCB services. An overview of the strategy and the steps taken will be presented to the committee.
 - New Messaging and Collaboration with the Texas Workforce Commission Outreach Strategy
 - Signage/Posters/Flyers
 - Website C19 Resources Page
 - Social Media Action Plan
 - Integration of Communication Technology – Zoom, Go To Meetings, Microsoft Teams, Conference Calls, Facetime and Social Media
 - Media Partners
 - Workforce Solutions for Employers Virtual Town Hall
- The Workforce Insider Repurposed – With the COVID-19 pandemic, WFSCB felt it was important to repurpose the monthly Workforce Insider to maintain a balance between historic data and current information that is relevant and important to the community. The Committee will discuss the new direction and ideas.
- Women Empowered (WE) Summit 2020 New Strategy – WFSCB had to change up the strategy for many upcoming events that included large gatherings of people. The new plan will include a Virtual WE Summit over a few days and focus on COVID-19 Resources for entrepreneurs. Keynote speaker and guest is Texas Secretary of State Ruth R. Hughs. Plans are underway and will be highlighted.
- Virtual Events Update – WFSCB has enhanced its communication technology by working with video platforms such as Zoom, Go To Meetings, Microsoft Teams, Facetime and conference calls. The Committee will get a briefing on future events.
- Media/Social/Outreach Coverage – February – April 2020 (TV, Print, Radio & Social Media Platforms)

RECOMMENDATION

The Public Relations Committee discuss and take appropriate action on the information presented to broaden the awareness of services provided by Workforce Solutions of the Coastal Bend. Discussions under this section may result in additional actions or recommendations to staff.

INFORMATION ONLY

VIII. Local Labor Market Information

Labor Market Intelligence Update

The historical unemployment rate for March 2020 increased to 5.9%, up 1.4% over the month and 1.5% over the year for the Coastal Bend region. This increase is a direct result of COVID-19 that is currently affecting the nation and specifically, the Coastal Bend region. Additionally, the Corpus Christi Metropolitan Statistical Area (MSA) experienced a loss of some 4,400 jobs and more than 1,700 workers left the MSA between the two months.

Based on preliminary data from the Texas Workforce Commission, mid-March 2020 began to show the initial impacts of COVID-19 with higher than normal unemployment. Approximately 1,667 job seekers in the Coastal Bend region were out of work in March 2019 through the first week in April 2019. An estimated 15,196 workers were unemployed during that same five-week period (3/1/2020 - 4/4/2020) in 2020. This is an increase of 811% year-over-year.

The Food Service industry has been most impacted by COVID-19 business layoffs throughout the state. Over 173,000 workers in Food Service filed for unemployment beginning March 1st through April 4th. A total of 1.3 million workers have filed for unemployment across all industry sectors through April 4, 2020. Additionally, \$500 million dollars have been paid out so far in unemployment insurance benefits to 260,000 workers.

The continued economic impact of COVID-19 in the Coastal Bend should reflect in the April 2020 unemployment numbers which will be released on May 22, 2020.

BACKGROUND

Local labor market information for March 2020 is included on the following pages.

Coastal Bend Workforce Area

(Not Seasonally Adjusted Unemployment Rates by WDA, MSA, & County)

Area	Area Type	Latest Monthly Data March 2020						Previous Monthly Data February 2020				Year Ago March 2019			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	162,913,000	155,772,000	7,140,000	4.4	1.9	0.6	164,546,000	158,759,000	5,787,000	3.5	162,935,000	156,741,000	6,194,000	3.8
Texas	State	14,019,339	13,354,570	664,769	4.7	1.2	1.2	14,199,564	13,707,110	492,454	3.5	13,939,677	13,447,760	491,917	3.5
Corpus Christi	MSA	206,032	194,210	11,822	5.7	1.4	1.3	207,745	198,642	9,103	4.3	206,895	197,795	9,100	4.4
Coastal Bend	WDA	263,118	247,661	15,457	5.9	1.4	1.5	264,916	253,116	11,800	4.5	264,198	252,646	11,552	4.4
Aransas	County	9,415	8,859	556	5.9	1.4	1.5	9,479	9,065	414	4.4	9,461	9,041	420	4.4
Bee	County	9,934	9,312	622	6.3	1.5	2.0	9,936	9,456	480	4.8	9,983	9,556	427	4.3
Brooks	County	2,714	2,499	215	7.9	2.5	2.5	2,686	2,540	146	5.4	2,637	2,494	143	5.4
Duval	County	4,924	4,591	333	6.8	1.6	2.3	4,934	4,677	257	5.2	5,013	4,785	228	4.5
Jim Wells	County	16,796	15,561	1,235	7.4	2.2	1.7	16,871	15,987	884	5.2	17,006	16,214	792	4.7
Kenedy	County	209	199	10	4.8	1.4	1.6	204	197	7	3.4	249	241	8	3.2
Kleberg	County	13,702	12,884	818	6	1.5	1.7	13,679	13,060	619	4.5	13,717	13,148	569	4.1
Live Oak	County	5,661	5,415	246	4.3	1.0	1.2	5,705	5,519	186	3.3	5,531	5,359	172	3.1
Nueces	County	166,694	157,571	9,123	5.5	1.3	1.3	168,231	161,198	7,033	4.2	167,527	160,477	7,050	4.2
Refugio	County	3,146	2,990	156	5	1.3	1.4	3,156	3,038	118	3.7	3,167	3,054	113	3.6
San Patricio	County	29,923	27,780	2,143	7.2	1.7	1.7	30,035	28,379	1,656	5.5	29,907	28,277	1,630	5.5

(M+-) Change in unemployment rate from last month (Increase) (Decrease)

(Y+-) Change in unemployment rate from last year (Increase) (Decrease)

- Earnings for all occupations Coastal Bend, expressed as hourly rate (TWC):

Coastal Bend	All Occupations-	Average \$18.35/hr.	Entry level \$8.58/hr.	Experienced workers \$23.24/hr.	Top 10% \$33.56/hr.
Texas	All Occupations-	Average \$20.97/hr.	Entry level \$8.88/hr.	Experienced workers \$ 27.02/hr.	Top 10% \$39.64/hr.

- Educational Attainment for population 25 years of age and older - Corpus Christi (Census American Fact Finder/American Community Survey):

Less than 9th grade	8.7%	12th grade & GED	27.7%	Associates degree	7.0%	Graduate or Professional degrees	8.4%
9th thru 11th grade	9.3%	Some College	25.1%	Bachelors degree	13.8%		

- Median earnings Corpus Christi by education for persons 25 years of age & up (Census AFF/ACS): **\$27,211** (\$36,380 male/ \$22,328 female)

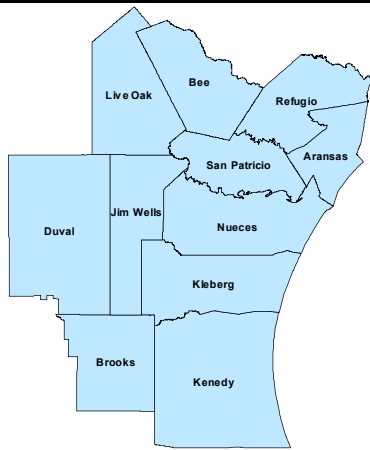
Less than High School	\$15,437	Some College or Associates	\$28,739	Graduate or Professional	\$56,681
High School & GED	\$26,818	Bachelor's	\$44,078		

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Coastal Bend Workforce Development Area

March 2020



WDA Labor Force Statistics

	Mar-20	Feb-20	Mar-19	Yearly Change
Civilian Labor Force	263,118	264,916	264,198	-1,080
Employed	247,661	253,116	252,646	-4,985
Unemployed	15,457	11,800	11,552	3,905
Unemployment Rate	5.9%	4.5%	4.4%	1.5%

Texas Labor Force Statistics

	Mar-20	Feb-20	Mar-19	Yearly Change
Civilian Labor Force	14,075,576	14,283,348	13,976,212	99,364
Employed	13,409,275	13,775,210	13,486,329	-77,054
Unemployed	666,301	508,138	489,883	176,418
Unemployment Rate	4.7%	3.6%	3.5%	1.2%

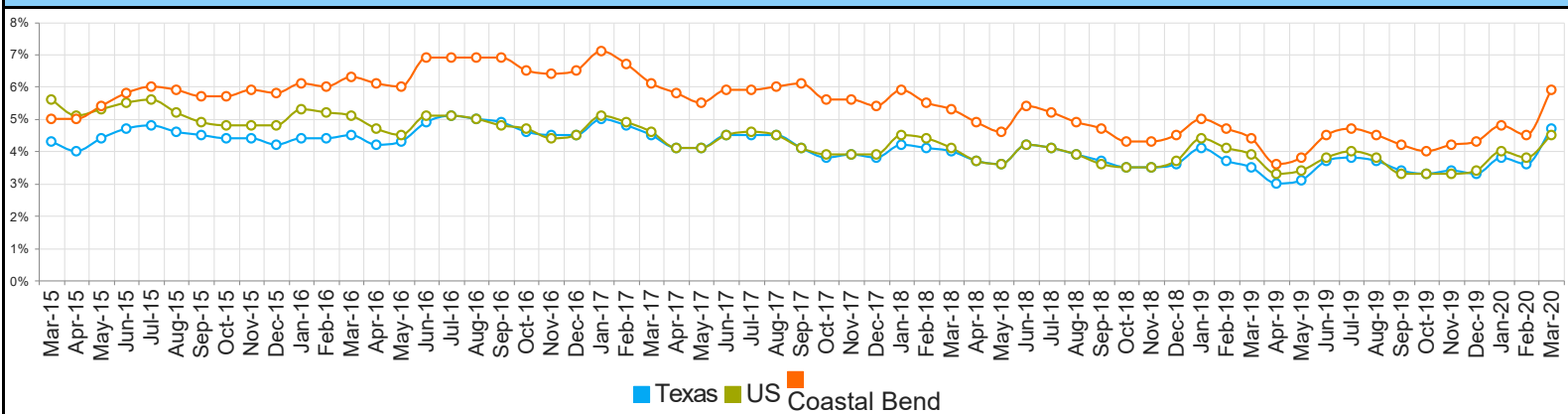
US Labor Force Statistics

	Mar-20	Feb-20	Mar-19	Yearly Change
Civilian Labor Force	162,537,000	164,235,000	162,823,000	-286,000
Employed	155,167,000	158,017,000	156,441,000	-1,274,000
Unemployed	7,370,000	6,218,000	6,382,000	988,000
Unemployment Rate	4.5%	3.8%	3.9%	0.6%

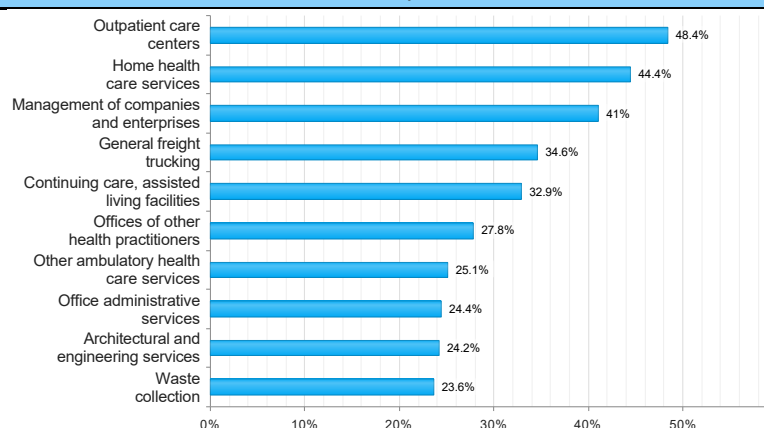
Continued Claims for the Week of the 12th

	Mar-20	Feb-20	Mar-19	Yearly Change
WDA	2,804	2,702	2,574	230
Texas	108,000	104,801	95,617	12,383

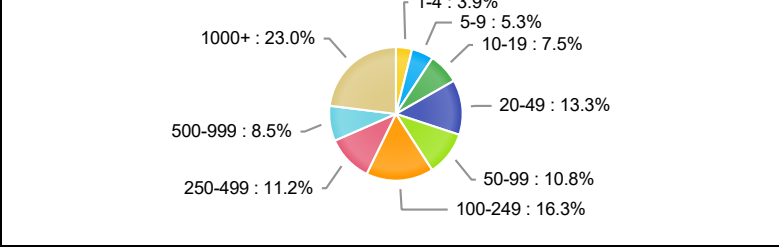
Historical Unemployment Rates



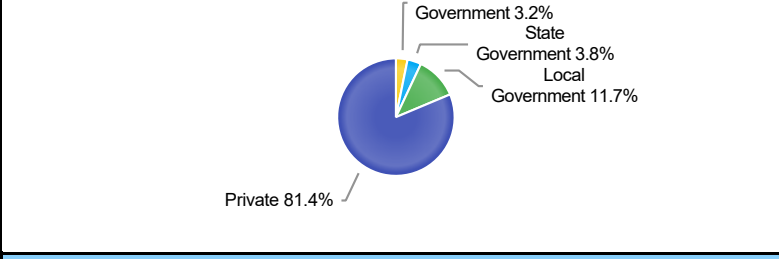
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2016-2026)



Employment by Size Class (3rd Quarter 2019)



Employment by Ownership (3rd Quarter 2019)



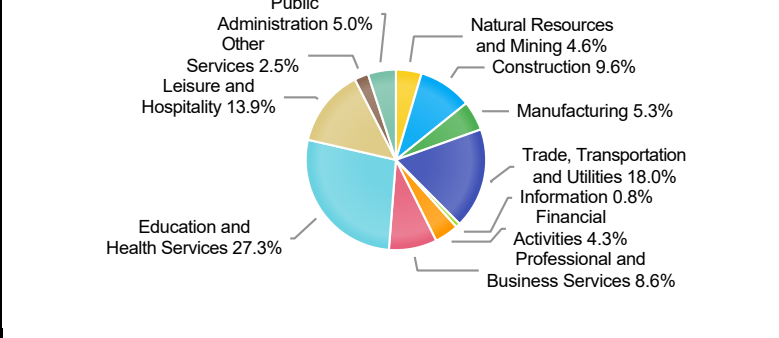
Average Weekly Wage (3rd Quarter 2019)

	Q3 2019	Q2 2019	Q3 2018	Quarterly Change	Yearly Change
WDA	\$916	\$901	\$886	\$15	\$30
Texas	\$1,109	\$1,101	\$1,065	\$8	\$44
US	\$1,093	\$1,095	\$1,055	\$-2	\$38

Employment by Industry (3rd Quarter 2019, Percent Change)

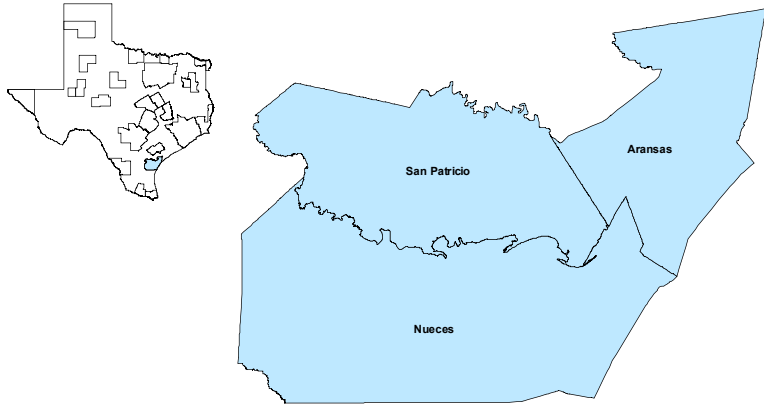
Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	11,046	4.6%	-0.2%	-2.8%
Construction	22,921	9.6%	-3.8%	0.3%
Manufacturing	12,704	5.3%	0.8%	1.3%
Trade, Transportation and Utilities	42,917	18.0%	0.4%	0.1%
Information	1,829	0.8%	-4.6%	-4.0%
Financial Activities	10,131	4.3%	0.9%	1.2%
Professional and Business Services	20,470	8.6%	0.1%	0.0%
Education and Health Services	65,100	27.3%	-2.8%	0.7%
Leisure and Hospitality	33,209	13.9%	0.6%	2.7%
Other Services	5,923	2.5%	0.3%	-0.2%
Public Administration	11,985	5.0%	1.1%	0.6%

Employment by Industry (3rd Quarter 2019)



Corpus Christi MSA

March 2020

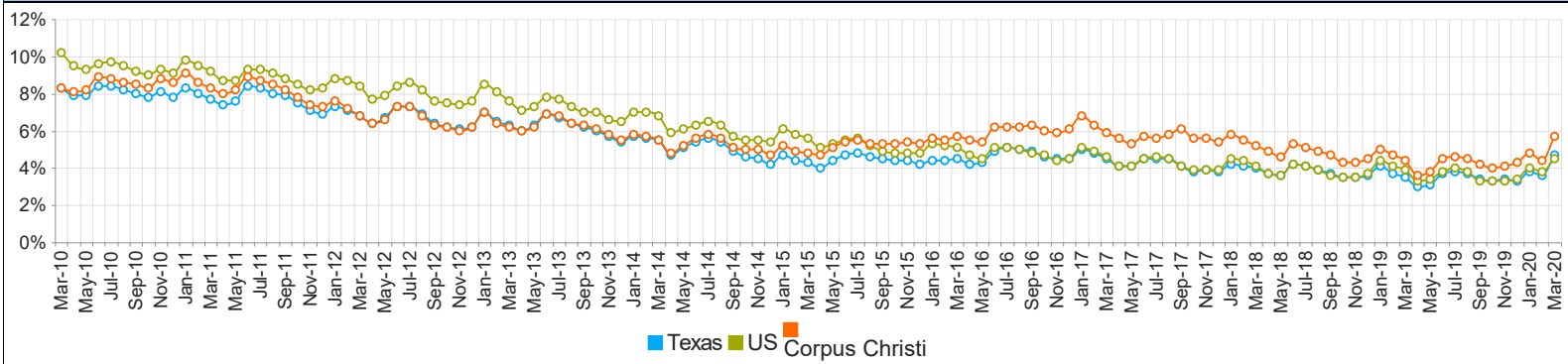


MSA Labor Force Statistics				
	Mar-20	Feb-20	Mar-19	Yearly Change
Civilian Labor Force	206,032	207,745	206,895	-863
Employed	194,210	198,642	197,795	-3,585
Unemployed	11,822	9,103	9,100	2,722
Unemployment Rate	5.7%	4.4%	4.4%	1.3%

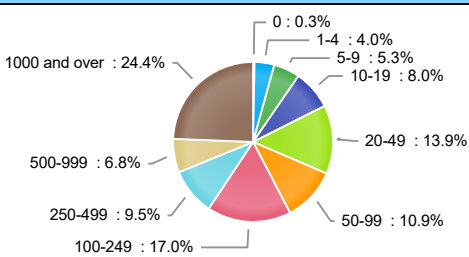
Texas Labor Force Statistics				
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Unemployed	666,301	508,138	489,883	176,418
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US Labor Force Statistics				
	Mar-20	Feb-20	Mar-19	Yearly Change
Civilian Labor Force	162,537,000	164,235,000	162,823,000	-286,000
Employed	155,167,000	158,017,000	156,441,000	-1,274,000
Unemployed	7,370,000	6,218,000	6,382,000	988,000
Unemployment Rate	4.5%	3.8%	3.9%	0.6%

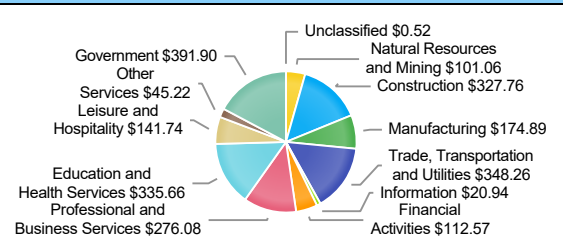
Historical Unemployment Rates



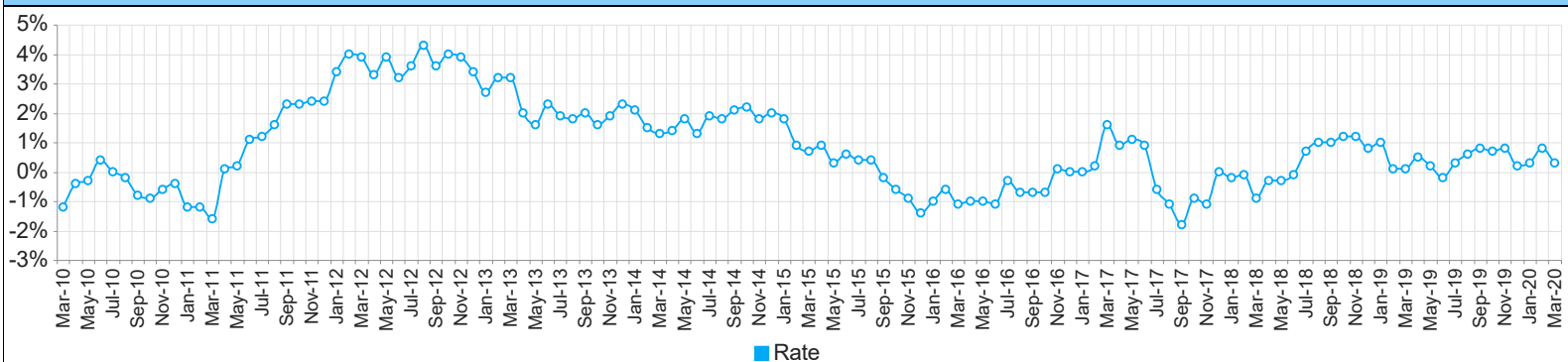
Employment by Size Class (3rd Quarter 2019)



Wages by Industry (in millions) (3rd Quarter 2019)



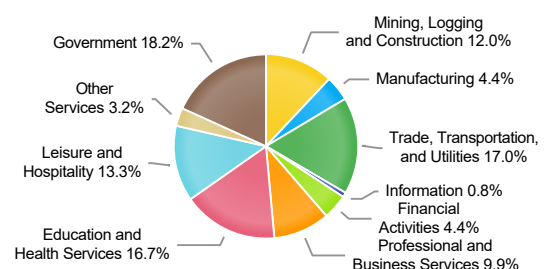
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (March 2020)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	194,000	0.1%	0.3%
Mining, Logging and Construction	23,300	-0.4%	-4.9%
Manufacturing	8,500	0.0%	2.4%
Trade, Transportation, and Utilities	33,000	-0.3%	0.6%
Information	1,600	0.0%	0.0%
Financial Activities	8,500	1.2%	1.2%
Professional and Business Services	19,200	0.0%	1.6%
Education and Health Services	32,400	-0.3%	0.0%
Leisure and Hospitality	25,800	0.8%	0.4%
Other Services	6,300	0.0%	3.3%
Government	35,400	0.3%	1.7%

Employment by Industry (March 2020)



Glossary of Terms

Program Title	Program Characteristics
Child Care	Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities.
Non-Custodial Parent (NCP) Choices	Targets low-income, unemployed, or underemployed NCPs who are behind on child support payments and whose children are current or former recipients of public assistance. Involves working in tandem with the Office of the Attorney General (OAG) and the local court system to help NCPs with substantial barriers to employment and career advancement, become economically self-sufficient while also making consistent child support payments.
Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)	Designed to assist SNAP recipients in obtaining employment through participation in allowable job search, training, education, or workforce activities that promote long-term self-sufficiency. SNAP recipients are referred by the Texas Health and Human Services Commission (HHSC).
Temporary Assistance for Needy Families (TANF)/Choices	The goal of Choices services is to end the dependence of needy parents on public assistance by promoting job preparation, employment, and job retention with a “Work First” service delivery design. TANF recipients are referred by the Texas Health and Human Services Commission (HHSC).
Trade Act Services	Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible.
The Workforce Information System of Texas (TWIST)	TWIST is a centralized point of reporting intake, case management, and service delivery for customers. Intake information is submitted just once for multiple employment and training programs, and can be retrieved statewide. TWIST also allows staff to query and retrieve information from the legacy systems - Employment Services (ES), Unemployment Insurance (UI), SNAP E&T, Temporary Assistance to Needy Families (TANF), SSI (Supplemental Security Income), and the Texas Department of Criminal Justice (TDCJ).
Veterans Employment Services	Employers have quick access to the talents and expertise of veterans and eligible persons, e.g., spouses of deceased/disabled/MIA veterans, to fill job openings.
Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services	Acts as liaison between employers and job seekers to ensure employers have access to qualified workers. Provides job matching and recruitment services to employers and job seekers.
Workforce Innovation and Opportunity Act (WIOA)	WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market; and matches employers with the skilled workers they need to compete in the global economy.