



CONCHO VALLEY  
**WORKFORCE SOLUTIONS**  
A proud partner of the AmericanJobCenter® network

Annual Report **2023**



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# Our Mission

The mission of the Concho Valley Workforce Development Board (CVWDB) is to promote the economic well-being of all residents through the delivery of employer-driven and customer-centered services. It is the intention of the board to ensure that every CVWDB resident has the opportunity to work in his or her chosen field at their highest desired capacity, and that each business's workforce is trained and ready as responsible employees. Concho Valley Workforce Solutions is dedicated to assisting the community in overcoming reemployment barriers. In collaboration with community partners, the CVWDB provides services to the counties of Sterling, Coke, Reagan, Irion, Tom Green, Concho, McCulloch, Crockett, Schleicher, Sutton, Menard, Kimble, and Mason.





# Board Members



**Board Chairman**  
Maribel Rios  
Shannon Medical Center



**Vice Chairman**  
Nolan Sosa  
Shannon Medical Center

A special thank you goes to the Concho Valley Workforce Development Board's Board of Directors, including: Mark Baird, Brandon Braden, Pam Callan, Diarmid Campbell, Ozzie Carrasco, Carla Cochran, Erin Corbell, Roxanne Fentress, Jill Fortenberry, Marilyn Golightly, Tim Grant, Adam Hallmark, Stephanie Hamby, Trey Holmes, Tina Howard Evans, Jen Jones, Walt Koenig, Cordelia Kothman, Cynthia Lackey, Orlando Lara, Monica Lozano, Seth Mayberry, Selena Newby, Maribel Rios, Freddy Sapien, Nolan Sosa, Sam Tambunga, Dason Tucker, and Yolanda Willis-Pickens.

We would also like to thank the county judges that continue to be an important part of workforce development in the Concho Valley: The Honorable Charles Bradley, Lane Carter, Brandon Corbin, Molly Criner, David Dillard, Sheree Hardin, Joseph Harris, Deborah Horwood, Jim O'Bryan, Hal Rose, Hal Spain, Frank Tambunga, and Frank Trull.



**Secretary-Treasurer**  
Adam Hallmark  
Chilton, Wilcox, & Fortenberry



**Economic Development  
Education Committee Chair**  
Walt Koenig  
Chamber of Commerce



# Executive Staff



Dear Concho Valley Workforce Development partners and friends, we are pleased to present our 2023 inaugural annual report.

The Concho Valley has experienced tremendous economic growth with little signs of slowing down. With a rapidly growing economy, the need for skilled labor force has intensified.

Partnerships formed a key strategy for the Concho Valley Workforce Development Board (CVWDB). The CVWDB's partnerships with innovative likeminded organizations and stakeholders such as the local community colleges, school districts, Chambers of Commerce, and the Small Business Development Center, ensure the Concho Valley continues to cultivate and keep home grown talent.

The CVWDB's focus on employer centered services, fosters collaborations with employers to help recruit, develop, and retain a qualified workforce.

The CVWDB also focused on developing our future job seekers and workforce, by successfully delivering the Summer Earn and Learn program which helped numerous area Youth earn wages while gaining valuable work experience.

In closing, the Board will continue to focus on leveraging partnerships and opportunities to empower local job seekers and employers to build an educated and diverse workforce. Thank you to all our local Board members, Board staff, Workforce Solutions staff, stakeholders, and community partners who daily help build the foundation of our vision, "to enhance the workforce with one person, one business, and one opportunity at a time."

*-Yolanda Sanchez, Executive Director  
Concho Valley Workforce Development Board*

In 2023, the Concho Valley Workforce Development Board proudly announced the appointment of Rynda Wortham as the Deputy Executive Director. Her impressive 15 years within the Workforce Family have equipped her with a deep understanding of the challenges faced by both job seekers and employers in the Concho Valley. Rynda's journey started as a dedicated case worker at the Workforce Solutions building. Through unwavering commitment and a passion for community service, Rynda rose through the ranks, embodying the organization's values. As she steps into this new role, Rynda brings a commitment to fostering collaboration, innovation, and inclusivity within the workforce development landscape. Her promotion to Deputy Executive Director marks a significant milestone, and we eagerly anticipate witnessing her continued success.





# Child Care Services

The Child Care Services program enhances child care quality and improves the availability and affordability for low-to-moderate income parents. CCS promotes long-term self-sufficiency by enabling parents to work, seek employment, or attend workforce training or education activities. It also educates parents about the availability of quality child care, which improves children's early learning.

Eligible families of children under 13 may receive a child care scholarship so that parents can work, seek employment, attend school, or participate in training. Parents also pay a share of cost based on family income, family size and the number of children in care. Eligible families may choose from licensed child care centers, licensed or registered child care homes, or relative providers.

CCS also assists parents that are receiving services through other Workforce programs such as Choices, SNAP E&T, and WIOA. The program also works in partnership with the Department of Family and Protective Services (DFPS) to enroll children in child care as necessary.

**944**  
**Children Served**  
(Based on Monthly Average)

**\$4,168,045**  
**Scholarships**



**57**

**Child Care  
Providers**

**\$215,984**

**Provider Support**

In addition to offering child care scholarships, Child Care Services partners with regulated child care providers to improve the quality of child care through the TEXAS RISING STAR (TRS) program. TRS Mentors work with child care providers to become certified TRS providers at either a 2-Star, 3-Star, or 4-Star level (4-Star being the highest level). In the Concho Valley, we have 8 TRS providers.

Along with the mentoring services, CCS provides training/professional development opportunities and items such as comprehensive curriculum and training on how to use this curriculum. CCS also helps provide indoor or outdoor equipment that will assist the provider and improve the quality of care at their child care center or home. CCS is committed to facilitating the process of obtaining and maintaining TRS certifications for regulated child care providers who have an agreement with CCS to enroll eligible children.



# WIOA Programs

## Workforce Innovation & Opportunity Act

### ADULT & DISLOCATED WORKER

The WIOA Adult and Dislocated Worker Program assists individuals with securing employment, education, training, and support services necessary to succeed in the workforce while matching employers with the skilled workers they need. WIOA customers can earn certifications, licenses, college credit, and work experience as well as find assistance with resume writing and tailored job searches. Our program exists to help people in the Concho Valley to provide for themselves and their families.



**\$27,928** Spent on adult training  
**\$12,140** Spent on dislocated worker training

**\$7,884**  
Spent on youth training

**Y** The WIOA Youth Program serves a variety of eligible job seekers, including 14-21 year-olds who are in school and 16-24 year-olds who are out of school. This program allows us to provide job skills for our future job seekers through paid work experience, work readiness courses, and tuition assistance for school. These initiatives focus on those with barriers to employment.

### Career Exploration

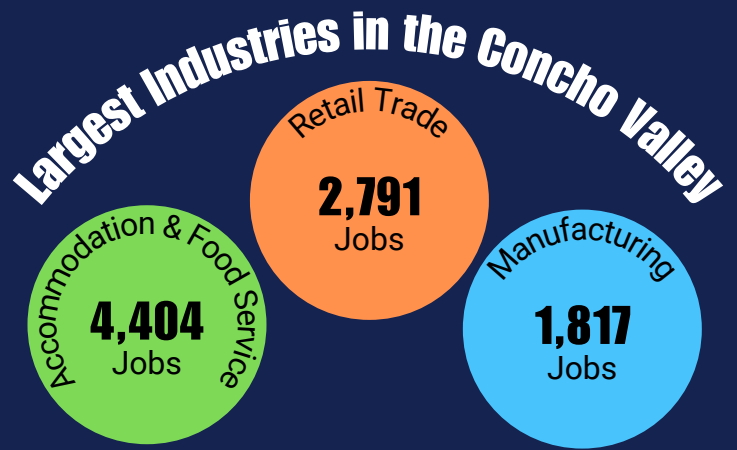
The primary goal of the Career Exploration Program is to educate students on their career options and the potential paths to achieve their career goals. This year, we've expanded our education tools and began utilizing virtual reality, allowing students to gain first-hand insight into the physical requirements of the industries they're interested in.

In 2023, we attended successful events targeted toward students looking to explore their career options. These include the Career Signing Day, hosted by San Angelo ISD and the San Angelo Chamber of Commerce, and the Y-Texas Summit in Arlington, which attracted hundreds of students from across the state.

# Client Success

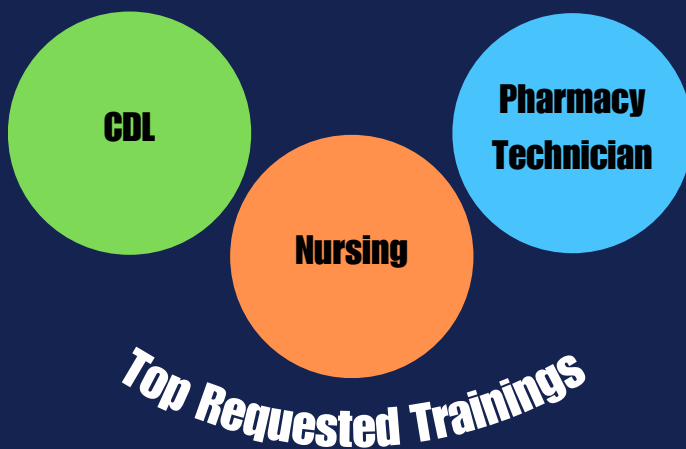
## WIOA Adult

This client applied for the WIOA Adult Program in hopes of obtaining his Class A CDL License and gaining full-time employment as a heavy tractor-trailer truck driver. During his time in the program, he remained focused on achieving his goals. Before enrolling in the WIOA Adult Program, he had been in prison and was determined to never be in that situation again, which is why he was so earnest in changing his life. Not only was he in the WIOA Adult Program through Workforce Solutions of the Concho Valley, but he also began participating in a program through a non-profit organization called the Concho Valley Turning Point (CVTP). The CVTP is dedicated to helping formerly incarcerated individuals recover from their past and move forward in their life. His hard work and dedication led him to be a success in the WIOA Adult Program as he obtained his Class A CDL License and is now employed full-time with Original Services, Inc. where he has the potential to earn up to \$450.00 per day.



## WIOA Youth

When this young man came to Workforce Solutions of the Concho Valley, he was unsure if he would be able to gain the skills needed to be self-sufficient after high school. He enrolled in the WIOA Youth program which provided him with mentoring and training that allowed him to build both confidence and skills. He was nothing less than driven to achieve his goals throughout his time with the WIOA Youth Program and was an exemplary participant from the moment he began. His determination to be successful is what led the program to place him in a work experience with Big Rig Mechanic Shop, where he was trained in heavy equipment operation. During his work experience, he received perfect evaluations from his supervisor, and as a result of his tenacity, he gained full-time employment with Big Rig Machine Shop. He is now well on his way to being self-sufficient.

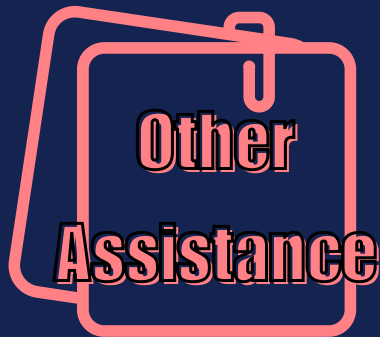




# Choices Programs

Temporary Assistance for Needy Families

Supplemental Nutrition Assistance Program Employment & Training



The Choices department consists of two programs that work hand-in-hand to financially assist job seekers while they transition from welfare programs to work. Our SNAP program strives to meet our clients where they are. Our Talent Development Specialists make strong bonds with clients while they identify skills, interests, and barriers. It is our goal to not only provide job matches and support services, but to help our customers be self-sufficient through gainful employment. Similarly, the TANF program assists recipients, non-recipient parents, and former recipients of TANF cash assistance through participation in work-related activities including job search and job readiness classes, basic skills training, education, vocational training, and support services.

## Client Success

This client came to Workforce Solutions of the Concho Valley because he was on public assistance, and as a condition of receiving these State benefits, he had to participate in the Choices Program. He was very forthcoming regarding his past and current situation. He had recently been released from prison and was wearing an ankle monitor. Obtaining employment posed a significant challenge for him due to his criminal record. His main concern was that potential employers might be hesitant to offer him a second chance. His case manager ensured him that Workforce Solutions of the Concho Valley was here to help him gain employment. The case manager explained he may be eligible for fidelity bonding, which may make employers feel more comfortable hiring him. Fidelity bonding is a free insurance policy that protects businesses from losses due to

employee dishonesty. This insurance allows employers to hire applicants that could be considered “at risk” due to their background. He was also provided our second chance employers list, a list of local employers that hire candidates that other companies may not consider. He began job searching and, through career planning and assessments, discovered he was interested in continuing his education. He was referred to the WIOA program to explore his education opportunities.

Together the two programs worked with the client to obtain all the information needed to begin classes at Howard College to become a certified maintenance technician. Through job search efforts he was hired by the City of San Angelo. He now balances his time between the Streets and Bridges Department and his studies.

**56**

**TANF customers  
served**

**123**

**SNAP E&T  
customers served**



# Business Services



**693**  
**Job Seekers registered**  
**in Work In Texas**







The Business Services team is dedicated to our local employers and their needs. We visit a variety of employers across the 13 counties we serve to clearly understand their employment needs. The assistance we provide through resume screenings and job postings is invaluable to businesses because it ensures they are being connected with qualified applicants. Our rapid response initiative helps employees line up employment when a business closes and refers them to our other programs, setting them up for future success. The most visible service offered is our job fairs, which provide a way for job seekers to meet with employers and build a connection, AND allows employers to connect with job seekers that are enthusiastic about working.

**47**  
**Events**



**1,713**  
**Employers**



**AmeriCorps**  
**VISTA**







Pictured: Donated business attire for the “last look” station, donated raffle prizes , a free haircut provided by Texas College of Cosmetology, the robotic dog operated by Spirit Technology.



## Hiring Red, White, and YOU!

Hiring Red, White, and You is an annual state-wide job fair and, for the Concho Valley, the largest of the year. In 2023, we expanded on last year’s “last look” station by partnering with Texas College of Cosmetology to provide free haircuts to job seekers. Combined with the racks of men and women’s business attire and lint rollers, we ensured that each job seeker had the opportunity to look their very best when meeting employers. We also had all our veterans and military spouses enter a raffle for door prizes donated by local businesses.

We'd like to thank all of our donors: Steel Coffin Designs, MHMR, YMCA, Core Civic, Drive Products, Spirit Technology,

DeCoty, Nacho's, and DAV for their generosity and support in our mission to assist our local job seekers and employers in fulfilling their workforce needs. We'd also like to thank our speakers: TWC Executive Director Ed Serna, Colonel Angela Maguiness from Goodfellow AFB, and TVC Employment Director Anna Baker for their kind words. Our continued partnerships with these businesses and agencies are what make events like Hiring Red, White, and You successful. Without them we would not have been able to provide over 150 job seekers with workforce opportunities, many of whom attracted interest from multiple employers.



**Employers**



**Job Seekers**



**Veterans**



**Job Opportunities**



# Texas Veterans Commission

## 235

### Veterans Served



Texas Veteran Commission is an agency partner with Workforce Solutions and is dedicated to assisting local veterans with their employment needs. This team of veterans works to educate local businesses on the benefits of hiring vets, assist vets in their job searches and refer them to agencies that

can further their career success. In Texas, 3.2% of veterans are unemployed as of June 2023 (Texas Workforce Commission, Labor Market Information Department). The TVC team works to lower that number and serve our vets with the same dedication and loyalty as the men and women serving the nation. With Concho Valley Workforce Solutions and the Texas Veteran Commission, 235 veterans in the Concho Valley were able to receive assistance in their job search in 2023.

Texas Workforce Commission, Labor Market Information Department. (2023). Texas Workforce Report 2022 to 2023. Texas Workforce Commission.

<https://tinyurl.com/wkym7k7c>

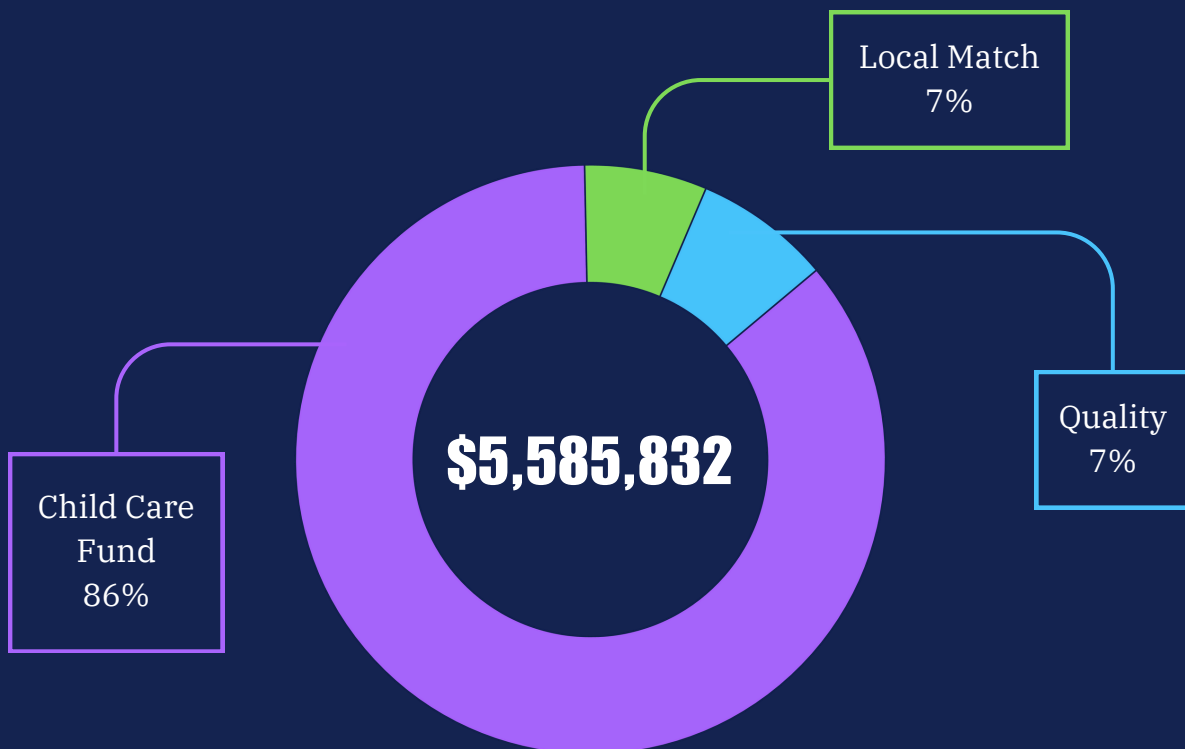


# Financial Data

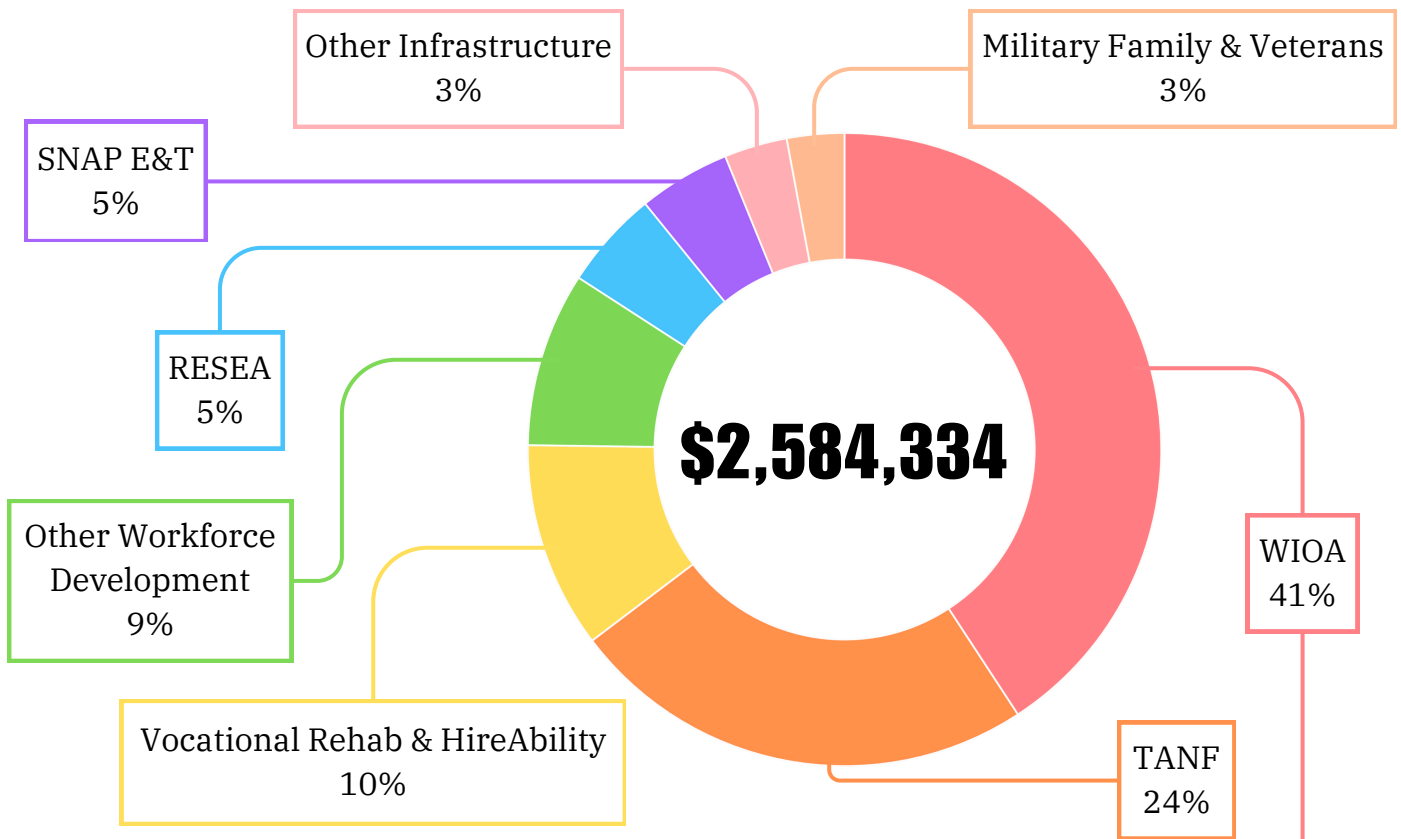
Expenditures for Oct. 2022-Sept. 2023

Child Care.....	\$5,585,832
WIOA.....	\$1,053,951
TANF.....	\$617,689
Vocational Rehab and HireAbility.....	\$272,303
Other Workforce Development.....	\$230,305
RESEA.....	\$129,860
SNAP E&T.....	\$121,313
Other Infrastructure.....	\$81,133
Military Family and Veterans.....	\$75,783
<b>Total.....</b>	<b>\$8,170,170</b>

## Child Care Expenditures



# Workforce Development Expenditures



## Program Key

### SNAP E&T

Supplemental Nutrition Assistance Program Employment & Training

### RESEA

Re-employment Services and Eligibility Assessment

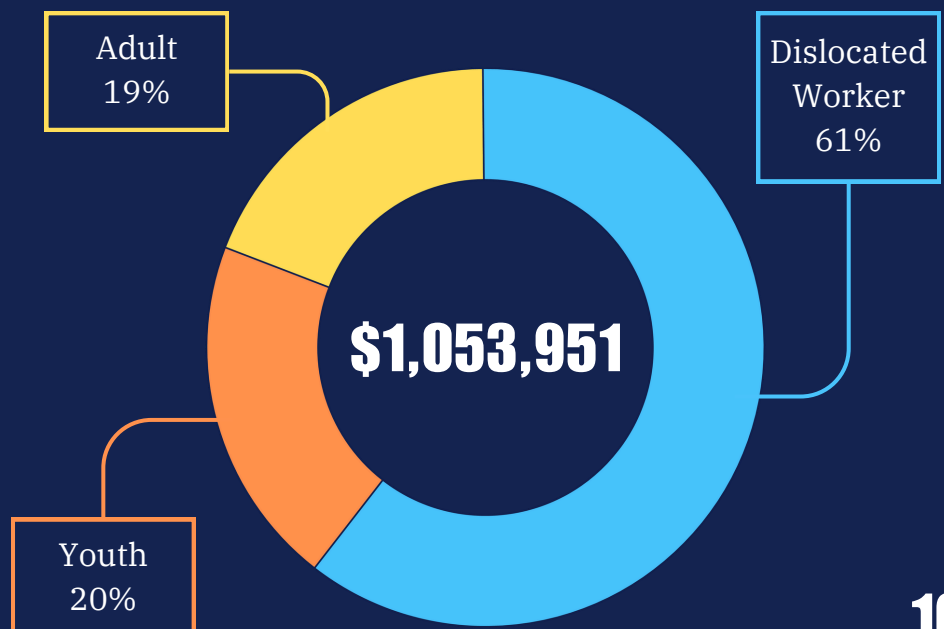
### TANF

Temporary Assistance For Needy Families

### WIOA

Workforce Innovation Opportunity Act

## WIOA Expenditures





# Local Employers



Without the local businesses that attend events and provide job opportunities and assistance to job seekers in the Concho Valley, Workforce Solutions would not be able to operate. We want to extend a very special thank you to all of these local businesses.

Every year, Workforce Solutions nominates a local Concho Valley business to receive the TWC Employer of the Year Award. In 2023, we nominated First Community Federal Credit Union for their contributions to the community, which include volunteering to lead financial literacy classes, participating in rural community events, and partnering with some of our programs to educate students on some potential career paths.

- 1st Community Federal Credit Union
- AAA Loans
- Accent Care
- Action Career Training
- AFLAC
- Alcohol and Drug Awareness Center for the Concho Valley
- AmeriCorps
- Angelo State University
- Asplundh Tree Expert
- Auto Zone
- Baptist Retirement Community
- Black Plumbing
- Border Patrol
- Business Excellence Professionals Consulting Inc
- Caprock Home Health
- Central Texas Nursing and Rehabilitation
- Chick-Fil-A
- Children's Advocacy Center
- City of San Angelo
- Coldwell Banker
- Concho Valley Corrections



- Concho Valley Council of Governments
- Core Civic
- County Veteran Service Officer
- Cricket Wireless
- Dragon Products
- Equipment Share
- Family Shelter
- H&R Block
- Housley Communications
- Howard College
- Humana
- International Brotherhood of Electrical Workers
- JL Bar, Rach, Resort, and Spa
- Legal Aid of Northwest Texas
- Long Industries
- Military Veteran Peer Network
- Nacho's Restaurant and Grill
- NAF/CPO
- Reece Albert
- Relief Enterprise of Texas
- Rosenberger
- San Angelo Nursing & Rehab
- San Angelo Police Department
- Shannon Medical Center
- Spherion
- Spirit
- Texas College of Cosmetology
- Texas Department of Criminal Justice
- Texas Health and Human Services
- Texas Juvenile Justice Dept.
- Texas MHMR
- Texas Veterans Leadership Program
- The Gold Beacon, PLLC
- Transportation Security Administration
- U.S. Airforce
- U.S. Army
- U.S. Dept. of Agriculture
- U.S. Marine Corps
- U.S. Navy
- Veterans Land Board
- Veterans of Foreign Wars
- Visiting Angels
- West Texas VA Health Care System
- Work Services Corporation
- WTGG
- And SO MANY MORE!



**Proudly serving the counties of Sterling, Coke, Reagan, Irion,  
Tom Green, Concho, McCulloch, Crockett, Schleicher, Sutton,  
Menard, Kimble, and Mason**



**Follow us!**



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@cvworkforce



[www.cvworkforce.org](http://www.cvworkforce.org)

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud

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