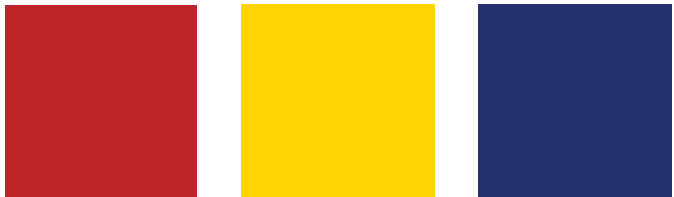


**Regional Workforce
Leadership Council**



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**Serving the Dallas/Fort
Worth Region for 20 Years**

20

Developing collaborative, sustainable, industry led workforce solutions that address Dallas-Fort Worth regional needs for 20 years.

2000

- DFW business, workforce and education leaders form concept of regional workforce partnership
- Semiconductor Sector formed
- NAWB awards with the Theodore E. Small Workforce Partnership Award for the DFW Airport Logistics Project

2002

- RWLC organizes and begins coordinating regional activities
- Healthcare Sector formed
- Semiconductor and Healthcare Sector's launch Advanced Summer Institutes
- Semiconductor establishes a Speakers Bureau
- Aerospace Sector formed

2004

- Logistics Sector formed
- Healthcare established Job Shadowing Program
- RWLC supports Hurricane Katrina victims with local job fairs
- Semiconductor completes 200+ TEKS math and science lesson plans
- Semiconductor creates Destination: GAMES
- Semiconductor launches Career Investigation Forum
- Aerospace creates Aerospace Worker Certificate Program
- Logistics creates www.TexasLCC.org

2006

- Semiconductor completes 400+ TEKS math and science lesson plans
- Semiconductor develops Get an Internship Program
- Semiconductor launches Destination: Engineering
- Healthcare hosts Community Healthcare Awareness Fair
- Aerospace promotes and supports Project Lead the Way
- Semiconductor starts annual Engineering Minds of Tomorrow Program
- Healthcare launches Discover Health Careers website
- Aerospace publishes Gotta Jet campaign
- Logistics creates CLA, a nationally validated skills standard
- NAWB recognizes Aerospace Gotta Jet Campaign

Abbreviation Legend

AMTP- Aerospace Manufacturing Training Program
CLA- Certified Logistics Associate
CLT- Certified Logistics Technician
DCCCD- Dallas County Community College District
EJC- Engineer Job Connect
MSSC- Manufacturing Skills Standards Council

NAWB- National Association of Workforce Boards
NCTOG- North Central Texas Council of Governments
PMS- Professional Science Master's
TEKS- Texas Essential Knowledge and Skills
TWC- Texas Workforce Commission
UNT- University of North Texas
UTA- University of Texas at Arlington



PROJECT LEAD THE WAY

PLTW

2008

- RWLC awarded NAWB Theodore E. Small Partnership Award
- RWLC honored by U.S. Department of Labor for building regionally focused workforce strategies
- Healthcare creates interactive workshop for health science technology
- Logistics creates Center of Excellence
- Logistics launches The Journey Starts Here website
- Healthcare partners with community college to provide medical coding training
- Healthcare launches Annual Healthcare Conference
- Aerospace completes State-wide AMTP
- Aerospace partners with UTA to establish mentoring program for at-risk engineering students
- Logistics creates CLT, a nationally validated skills standard

2010

- RWLC hosts DFW Workforce Summit
- Healthcare conducts Health Information Technology training
- Healthcare partners with UNT create PSM degree
- Aerospace forms Career Technology Education Directors' Advisory Committee
- Logistics launches a career exploration video
- Infrastructure Sector formed
- Semiconductor renamed Technology Sector
- Technology holds career information sessions
- Healthcare publishes Life Science and Health-Related Industries Directory
- Healthcare publishes the Healthcare Impact
- Healthcare launches the Life Science Connection Quarterly Review
- Logistics creates Logistics Academy
- Infrastructure develops and launches Heavy Equipment Operator Training Program
- Infrastructure member NorthGate Constructors, named 2011 TWC Employer of the Year

2012

- Healthcare launches www.Healthcare.DMagazine.com
- Aerospace launches EJC Program
- Aerospace creates Gotta Make IT campaign
- Infrastructure develops Iron and Rebar Training Programs
- Healthcare creates work plan for staffing needs
- Infrastructure provides construction and safety training





2014

- Technology hosts Junior FIRST Lego League
- Healthcare partners with DCCCD to create Certified Nurse Assistant Training
- Healthcare publishes the Healthcare Impact
- Healthcare partners with JPMorgan Chase Foundation on New Skills at Work report
- Aerospace partners with UTA and NCTCOG Aviation Department on gaming app
- Infrastructure sponsors National Infrastructure Week
- Infrastructure is awarded TWC Service to Business Award
- Retail Sector formed

2016

- Aerospace unveils FLYBY DFW gaming app and promotes www.nctaviationcareers.com
- RWLC supports Hurricane Harvey relief with job fairs
- Retail partners with Starbucks 100K Opportunities Initiative
- Emerging Sectors: Digital Technology and Hospitality /Tourism formed
- DCCCD launches Fast Track Retail Management Certificate



2018

- Lockheed Martin receives Large Employer of the Year and the NAWB W.O. Lawton Business Leadership Award
- Klein Tools receives Small Employer of the Year
- NAWB recognizes Workforce Solutions for Tarrant County with the Trailblazer Award
- TWC recognizes WFSDallas for Service to Business Award
- DCCCD partners with Amazon Web Services to create veteran apprenticeships
- Workforce Solutions for Tarrant County launches next Generation Aerospace Manufacturing Training Program (AMTP) at Tarrant County College
- Texas Live! opens in August 2018
- WFSDallas launches Retail Pays funded through Walmart.org

2020

- North Central Texas Council of Governments and Workforce Solutions for North Central Texas assemble the North Texas UAS Safety and Integration Task Force
- DCCCD is awarded \$12 million from the Department of Labor for healthcare apprenticeship to train 7,500 apprentices
- New Veteran apprenticeship with Lockheed
- NCTX Aerial Robotics Stem Initiative grant with FWISD
- WFSDallas launches PATHS for Texas funded through Walmart.org to upskill current workers statewide
- Workforce Solutions for North Central Texas and Hillwood Development create a Logistics Advisory Board
- Bell sponsors a drone competition for area high schools



Abbreviation Legend

AMTP- Aerospace Manufacturing Training Program
 CLA- Certified Logistics Associate
 CLT- Certified Logistics Technician
 DCCCD- Dallas County Community College District
 EJC- Engineer Job Connect
 MSSC- Manufacturing Skills Standards Council

NAWB- National Association of Workforce Boards
 NCTOG- North Central Texas Council of Governments
 PMS- Professional Science Master's
 TEKS- Texas Essential Knowledge and Skills
 TWC- Texas Workforce Commission
 UNT- University of North Texas
 UTA- University of Texas at Arlington

The Dallas-Fort Worth Regional Workforce Leadership Council (RWLC) is the driving force for a collaborative approach to providing workforce solutions across the Dallas-Fort Worth region. Beginning in 2000, Workforce Leadership and businesses in the DFW area created a partnership to assist with the Dallas-Fort Worth airport and formed the first regional industry sector around semiconductors. The RWLC was founded in 2002 on the premise that employers and job seekers viewed the Dallas-Fort Worth region as one regional labor market, not separate cities, counties and special purpose districts that make up North Texas. Employers and job seekers want the local workforce system to be borderless, seamless and accessible. To address this need, the RWLC brings together local leaders from business, workforce boards, chambers of commerce and educational institutions to share information and collaboratively design workforce solutions. The RWLC focuses its effort on industry sectors within the region, following the directives of the Texas Governor's Industry Cluster Initiative and using the industry cluster concept popularized by Michael Porter.

The RWLC currently works with eight established industry sectors: advanced manufacturing, aerospace, healthcare, hospitality, infrastructure, logistics, retail and technology and three emerging industry sectors, digital technology, Love Field aviation and unmanned aerial systems.



LEADERSHIP

Carey O'Connor, Chair

MEMBERS

Brandom Gengelbach
Fort Worth Chamber
of Commerce

Dan Naegeli
University of North Texas

David Setzer
Workforce Solutions for
North Central Texas

Drexell Owusu
Dallas Regional Chamber

Jon Gustafson
Lockheed Martin Corporation

Judy McDonald
Workforce Solutions
for Tarrant County

Laurie Bouillion Larrea
Workforce Solutions
Greater Dallas

Michael Jacobson
Arlington Chamber
of Commerce

Tony Felker
Frisco Chamber of Commerce



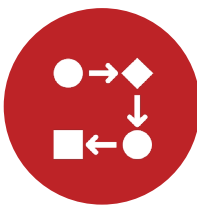
ADVANCED MANUFACTURING

**From
Partnerships
to Pipelines**

In many parts of the US, Manufacturing is in decline, but that is not the case in Dallas County. Manufacturing employment has increased 4.5% when comparing 2nd Quarter 2018 to 2nd Quarter 2019. This increase is the highest in the State for workforce development areas and one of the reasons for the large increase is the focus Dallas area manufacturers have placed on cutting edge innovations and efficiencies, as well as partnerships to develop talent pipelines.

For this reason, Workforce Solutions Greater Dallas has chosen Advanced Manufacturing as a target sector.

- Texas Workforce Commission (TWC) projects a steady 5% Growth in Manufacturing over a 10-year period.
- Supply and Demand reports indicate 7,000 job openings in manufacturing.



Workforce Solutions Greater Dallas and Dallas County Manufacturers' Association (DCMA) partners for the Dallas County Manufacturing Careers (DCMC) Initiative.

4 KEY AREAS of FOCUS

- **Talent Production** ensures a sufficient supply of skilled talent and creates partnerships to build the talent pipeline including secondary education, post-secondary education, industry, economic development and workforce development.
- **Talent Development** aims to impact the skills shortage in manufacturing by addressing the skill sets within each organization and creating clear career paths for current and future employees.
- **Talent Recruitment** evaluates current recruitment strategies and considers all available resources identified as practical sources for talent outreaching traditional and non-traditional labor pools.
- **Industry Awareness and Attraction** informs communities of the realities of Advanced Manufacturing in order to improve the perception of the manufacturing industry as a viable, stable, safe and attractive career to students and parents.



UP NEXT

Workforce Solutions Greater Dallas partners with Toyota, DCMA, and Dallas County Community College District (DCCCD) to help establish the first Dallas FAME Chapter for the Federation for Advanced Manufacturing Education (FAME) to train Advanced Manufacturing Technicians. Classes to begin in Fall 2020.

INDUSTRY MEMBERS

- Andersen Windows
- Bimbo Baking Company
- Brill/CSM Bakery
- Carroll Clean
- Dal-Tile
- Interceramic
- Kraft Heinz
- Packaging Corp of America
- Pepsi Bottling Company
- Plastipak
- Sherwin Williams



HIGHLIGHTS

Workforce Solutions Greater Dallas secures a \$100K grant to provide internships to high school and college students in manufacturing.

PARTNER MEMBERS

- City of Mesquite
- Dallas County Manufacturers' Association
- Garland Chamber of Commerce & ISD
- Richland College Dallas County Community College District
- The Town of Sunnyvale Economic Development
- Sunnyvale Chamber of Commerce
- Mesquite Chamber of Commerce
- Toyota Foundation
- FAME Dallas Chapter
- Workforce Solutions Greater Dallas



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AEROSPACE



Aerospace and aviation are critical industries in the North Texas region. They employ more than 83,313 individuals in over 489 companies. The industry generated \$15.9 billion of exported sales in 2018. The DFW Regional Aerospace Consortium was formed in 2003 as a result of both a targeted analysis of industry trends and an employer driven collaboration to address the aging workforce and lack of youth migrating to science and math careers.

DFW is home to several of the largest aerospace and aviation companies including Lockheed Martin, Bell, Triumph Aerostructures, American Airlines, and Southwest Airlines.



32,467

The aerospace industry employed 32,467 in North Texas in 2018. Nearly 7 in 10 jobs in the aerospace sector, statewide, are in North Texas.

50,846

The air transportation (aviation) industry employed 50,846 in North Texas in 2018. North Texas continues to have nearly 6 in 10 Texas air transportation jobs.

3.5%

Demand for air travel is expected to increase at 3.5% compound annual growth rate for the industry globally. The International Air Transportation Association forecasts that the number of passengers transported by airlines will reach 8.2 billion in 2037, up from 7.8 billion in 2036, but this could slow due to protectionism and reversals in globalization.

Serving the DFW Aerospace industry as the center of influence connecting business leaders with government and education and meeting workforce needs.

HIGHLIGHTS

- **Launched the Next Generation Aerospace Manufacturing Training Program (AMTP)** at Tarrant County College Opportunity Center (TCC) late 2017
- **Aerospace Manufacturing Training Program (AMTP):**
 - 66 graduates to date
 - 30 of Amazon Career Choice employee graduates
 - 33 of graduates hired
 - 30 of WIOA candidates in the program
- **Published the North Texas Aerospace and Aviation Talent Pipeline Study**, an analysis of workforce supply and demand in the Aerospace and Aviation Industry
- **Hosted DFW Regional Aerospace Consortium meetings** at Bell, Elbit Systems of America and C&S Propeller
- **Shared the FLYBY DFW app** with over 30,000 students, parents, teachers and the community since its launch in 2017
- **Placed three Crowley ISD teacher externs within local Aerospace companies** during Summer 2018 for a week of mentoring at Bell, Elbit Systems of America and Safran. This experience allowed teachers to create lesson plans from the industry information they gained.



UP NEXT

An Industry Speaks Manufacturing event will take place with a panel highlighting Aerospace Advanced Manufacturing challenges and trends in 2020. This event will target educators, training providers and local business.

TOP 5 AEROSPACE OCCUPATIONS EMPLOYED IN 2018

Aerospace Engineers:

1,846 jobs with an average hourly wage of \$59.67

Aircraft Structure, Surfaces, Rigging and Systems Assemblers:

1,798 jobs with an average hourly wage of \$29.05

Inspectors, Testers, Sorters, Samplers and Weighers:

1,861 jobs with an average hourly wage of \$20.69

Aircraft Mechanics and Service Technicians:

1,360 jobs with an average hourly wage of \$33.19

Industrial Engineers:

1,568 jobs with an average hourly wage of \$48.94

INDUSTRY MEMBERS

- Airbus Helicopters
- Alliance Air/ Aviation Services- A Hillwood Company
- Bell
- Co-Operative Industries Aerospace
- C&S Propeller
- Elbit Systems of America
- GDC Technics
- GE Manufacturing Solutions
- HM Dunn
- Interconnect Wiring
- Lockheed Martin Corporation
- Sagem Avionics
- Sikorsky, A Lockheed Martin Company
- Triumph Aerostructures-Vought Aircraft Division
- Turbomeca, USA
- Wesco Air

PARTNER MEMBERS

- Arlington and Fort Worth Chambers of Commerce
- Community Learning Center (CLC)
- CTE Directors' Advisory Committee
- North Central Texas Council of Governments
- Tarrant County College District
- Texas Manufacturing Assistance Center
- University of Texas at Arlington
- Workforce Solutions for Tarrant County

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Bryan Daniel, Chairman and Commissioner Representing the Public for Texas Workforce Commission, learning about one of the Aerospace Industry displays at the 3rd Annual Industry Discovery Expo.

HEALTHCARE



Healthcare touches the lives of nearly everyone in the Dallas-Fort Worth region and impacts our regional economy. The overall value of the Healthcare Industry in the DFW region is over \$5.9 billion in wages per year. In addition, Healthcare represents 12% of all employment in the DFW area. This percentage is the largest sector of employment compared to all other industries. The healthcare industry in DFW is more than services, however, it also encompasses manufacturing, research, and goods distribution. The activities often cluster around each other, creating a synergy within the healthcare community.

Source: TWC LMCI 2019 1st Quarter.



Apprenticeship Grant

The Dallas County Community College District was awarded a \$12 million healthcare apprenticeship grant from the U.S. Department of Labor that will promote successful work-based training and serve as a model for programs to strengthen the local workforce with trained, credentialed workers. The grant will support training for 7,500 apprentices in approximately 50 critical health care occupations for health care providers, locally and nationally. Of the 7,500 apprentices, it is projected nearly 3,700 will be women, more than 2,500 people of color, and over 1,100 transitioning service members, military spouses, and veterans. Among the new or expanded apprenticeships are nurses, cardiovascular technicians, flight medics, radiology technicians and behavioral health technicians.



The healthcare industry plays an essential role in the regional economy and is the largest economic sector in the region.

**\$490.7
BILLION
GRP**

The Gross Regional Product (GRP) of the healthcare industry was \$490.7B in 2018. The GRP includes earnings, property income and taxes. Even though many of the entities in the delivery of healthcare services operate as non-profits, indirect taxes in the form of property taxes, sales tax and fees are included.



The existing healthcare industry directly supports almost 426,018 jobs in the region. Healthcare services, including hospitals, offices of physicians, dentists etc. In addition, there are over 22,500 employers in the healthcare industry.

**\$5.9
BILLION**

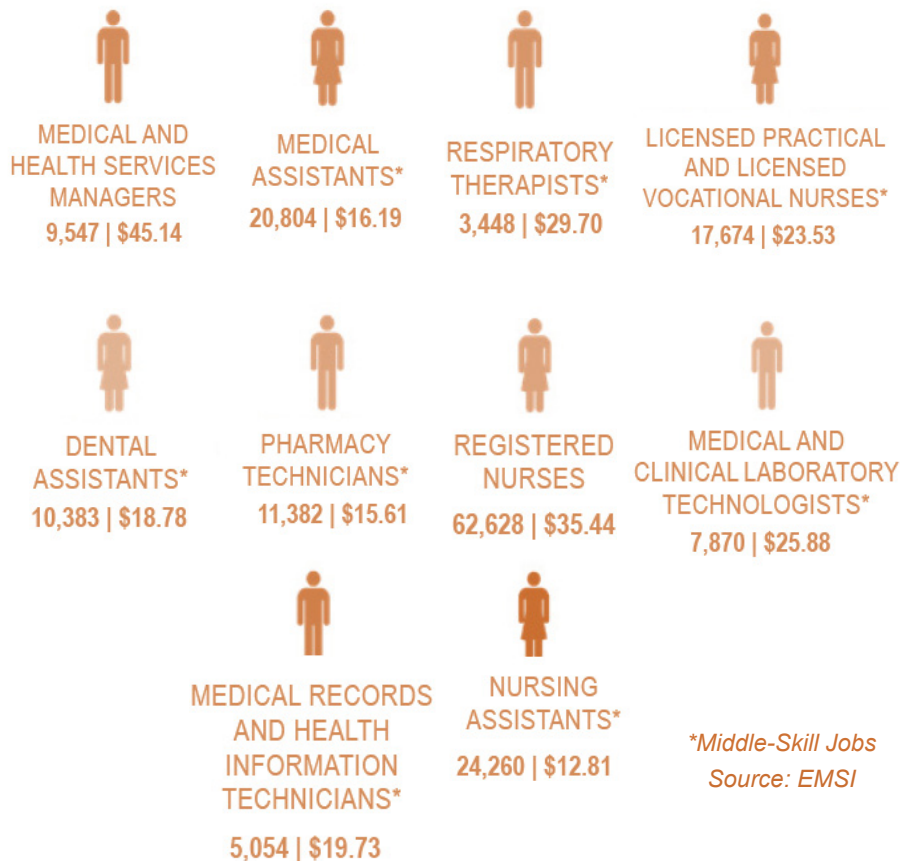
The healthcare industries total wages are \$5.9 billion in annual salaries, wages and benefits.



HIGHLIGHTS

- **The Serve West Dallas (SWD) “Step Forward” Program** is a middle-skill career pathways initiative that provides meaningful work-to-school option for opportunity youth (18-24 year olds) to healthcare jobs such as PCT, EKG, Phlebotomy, and Lab Tech. SWD provides curriculum for the job training, soft-skills training, exposure to the hospital environment, and additional case management for social issues.
- **Hospital representatives from across the region formed a group of workforce focused leaders** to address the rising middle-skills gap in the healthcare field. With support from the DFW Hospital Council and the United Way of Metropolitan Dallas’ Pathways to Work program, healthcare systems have been meeting quarterly to create sustainable pathways for Patient Care Technicians.
- **Workforce Solutions Greater Dallas has invested in training over 200 individuals** through WIOA funds over a two-year period. This industry-led focus brought various stakeholders together to address healthcare workforce needs.

Top 10 Healthcare Jobs/ Median Hourly Wage



UP NEXT

The DFW region plans to convene leaders in healthcare workforce development in the region to create shared objectives, leverage existing partnerships, and develop new areas for growth. With increased activity and funding in the region for healthcare workers, the need for a unified front to support industry and students grows.

INDUSTRY MEMBERS

- Baylor Scott & White Health
 - Children’s Medical Center
 - VA North Texas Health Care System
 - DFW Hospital Council Foundation
 - Health Careers Resource Center
 - Medical City Hospital
- Methodist Health System
 - Parkland Hospital
- Tenet Healthcare Corporation
 - Texas Health Resources
 - Texas Scottish Rite Hospital for Children
 - University of Texas at Arlington
 - University of Texas at Dallas
- University Medical Center, Inc.
 - UT Southwestern Medical Center

PARTNER MEMBERS

- Dallas Regional Chamber
- Dallas County Community College District
- Workforce Solutions Greater Dallas

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HOSPITALITY



Hospitality Consortium is a group formed by local Hospitality Industry Leaders to jointly address the workforce needs of this growing industry.

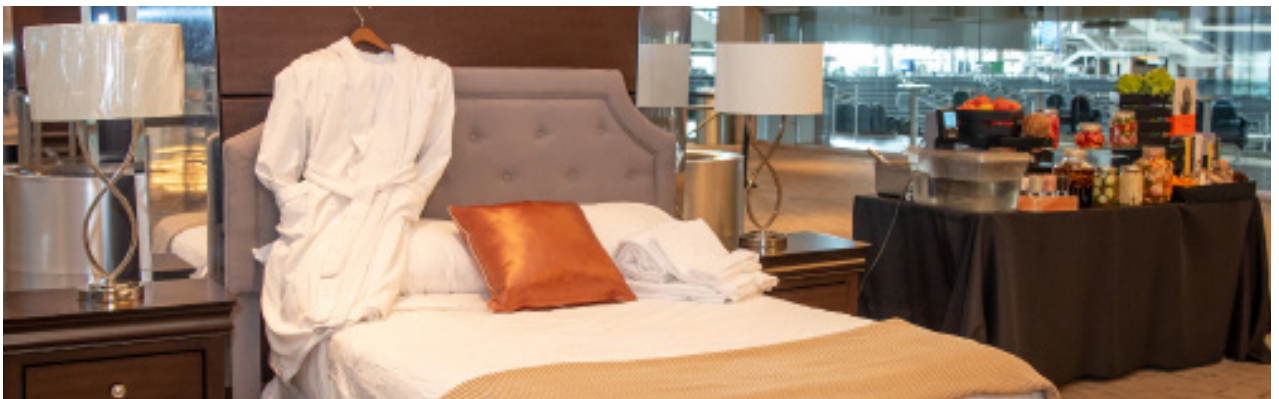
HIGHLIGHTS

The Hospitality Consortium partnered with The Hotel Association for Tarrant County to showcase their career opportunities at Workforce Solutions for Tarrant County's 3rd Annual Industry Discovery Expo at the AT&T stadium. Students were provided a hands-on activity day to learn about career pathways within a variety of regional industries. Additional partners for the Discovery Expo event included, Texas Workforce Commission, the Governor's Office of Economic Development, Tri-Agency partners, employers, colleges and community resources.

What does the JOB MARKET look like?

In an average month:

- 2,672 General and Operations Manager jobs posted, 3,509 are hired.
- 73 Lodging Manager jobs posted, 66 are hired.
- 209 Meeting Convention and Event Planner jobs posted, 213 are hired.



3rd annual Industry Discovery Expo hospitality booth with virtual reality, trivia, chefs and a room display was created by the Hotel Association for Tarrant County and Hospitality Consortium members.





HIGHLIGHTS

Texas Live! Workforce Solutions for Tarrant County has assisted the Texas Live! district in hiring over 3,000 employees since opening in August 2018 through: recruiting efforts, representing Texas Live! and Live! by Loews at hiring fairs, community outreach, providing supportive services to new hires, internal job retention and posting jobs on WorkInTexas.com.

Partnership Highlight The Hospitality Council hosted a joint meeting with the Career Education and Technology consortium to collaborate on creating internship opportunities for high school students and externships for high school teachers.

Operation Enduring Opportunity Workforce Solutions for Tarrant County and community partners are committed to supporting veterans entering the workforce which also assists Marriott Corporation in hiring 10,000 veterans by 2020.

UP NEXT

Hospitality On Parade The Hotel Association of Tarrant County is proud to present Hospitality on Parade! These one-day events throughout the year, will introduce high school students to the many career opportunities within the hospitality industry and provide students a chance to meet and learn from top professionals in the field. Partners of this initiative are The Hospitality Consortium members and the Career Technology and Education Consortium members.

Pilot Program Marriott Corporation is partnering with Arlington Independent School District to optimize student career pathways. To grow a future workforce, they are developing a curriculum with a skill-based approach and building transferrable skills for Hospitality Industry credentials. This is a pilot program that other states will eventually implement.

INDUSTRY MEMBERS

- Dallas Fort Worth Marriott Hotel and Golf Club at Champions Circle
- Deloitte University
 - Gaylord Texan
 - Hilton Arlington
- Hilton DFW Lakes
 - Hyatt DFW
 - Loews Hotel
- Omni Fort Worth

PARTNER MEMBERS

- CTE Director's Advisory Committee
- Hotel Association of Tarrant County
- Texas Live!
- Workforce Solutions for Tarrant County

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INFRASTRUCTURE



Infrastructure is the fundamental facilities and systems serving a country, city, or other area, including the services and facilities necessary for its economy to function.

As the DFW economy expands, the requirements necessary to build, support and improve those fundamental facilities also grow. In the past two decades the percentage of the DFW workforce dedicated to construction has increased from 4.1% to 5.6%, bucking the trend of some other sectors, the two-decade increase shows a sustained increase in demand for workers in the infrastructure/ construction sector. While the demand for workers increases, resources dedicated to meeting that demand have lagged. Workforce Solutions Greater Dallas is actively working on multiple fronts to engage employer partners in our community, seek resolutions that offer long-term sustainable employer-led solutions, introduce infrastructure employment opportunities to program participants and a new generation of workers.

HIGHLIGHTS

- Over 300 Job Seekers
- 111 Contingent Offers
- 53 Direct Hires



Connecting Employers & Job Seekers

Workforce Solutions Greater Dallas held our second annual Infrastructure Job Fair during Infrastructure Week 2019. Combined with our 100,000 Opportunities Youth event, the coordinated effort helped draw over 300 job seekers and exposed a new, younger generation to careers in infrastructure. The effort to include Opportunity Youth proved a powerful addition in our effort by engaging younger job seekers to consider infrastructure related fields. Our 3rd Annual Infrastructure Week event will occur in May again this year.





Photo Courtesy of Texas Central Partners

Texas Central's High Speed Train named top global infrastructure project ~CG/LA

UP NEXT

Developing Training Options

The shortage of construction workers across the region and state continues to hamper new and emerging infrastructure projects. One effort put forward through a partnership including Workforce Solutions Greater Dallas, the Regional Black Contractors Association and the Dallas County Community College District included the development of an entry-level construction training and certification program designed to reach underserved populations in Dallas County placing those newly trained and certified individuals into construction jobs and career opportunities. The training initiative was designed to be quick, serve a small group of up to 20 people and be easily replicated for expansion to additional locations.

- Five cohorts trained
- 80% achieved employment
- 63 participants served

Highway Construction Workforce Partnership

In 2017, Dallas was named one of 10 national Highway Construction Pilot Projects by the U.S. Department of Labor and the Federal Highway Administration (FHWA). That project has now transitioned into the Highway Construction Workforce Partnership (HCWP) with its purpose being to support those regions/states building workforce training initiatives. FHWA supports industry-led projects that deliver trained and certified talent directly to the employers involved in the construction of major infrastructure projects.

INDUSTRY MEMBERS

- Altus Traffic Services
- Austin Bridge & Road
 - Beck Group
 - City of Dallas
 - DART
- Fluor Heavy Civil
 - Fuquay, Inc.
 - Hill & Wilkinson
 - MICA
- Texas Central Partners

PARTNER MEMBERS

- Dallas County Community College District
- Dallas Regional Chamber
- Federal Highway Administration
- Regional Black Contractors Association
- Regional Hispanic Contractors Association
- Texas Department of Transportation
- TEXO
- Workforce Solutions Greater Dallas

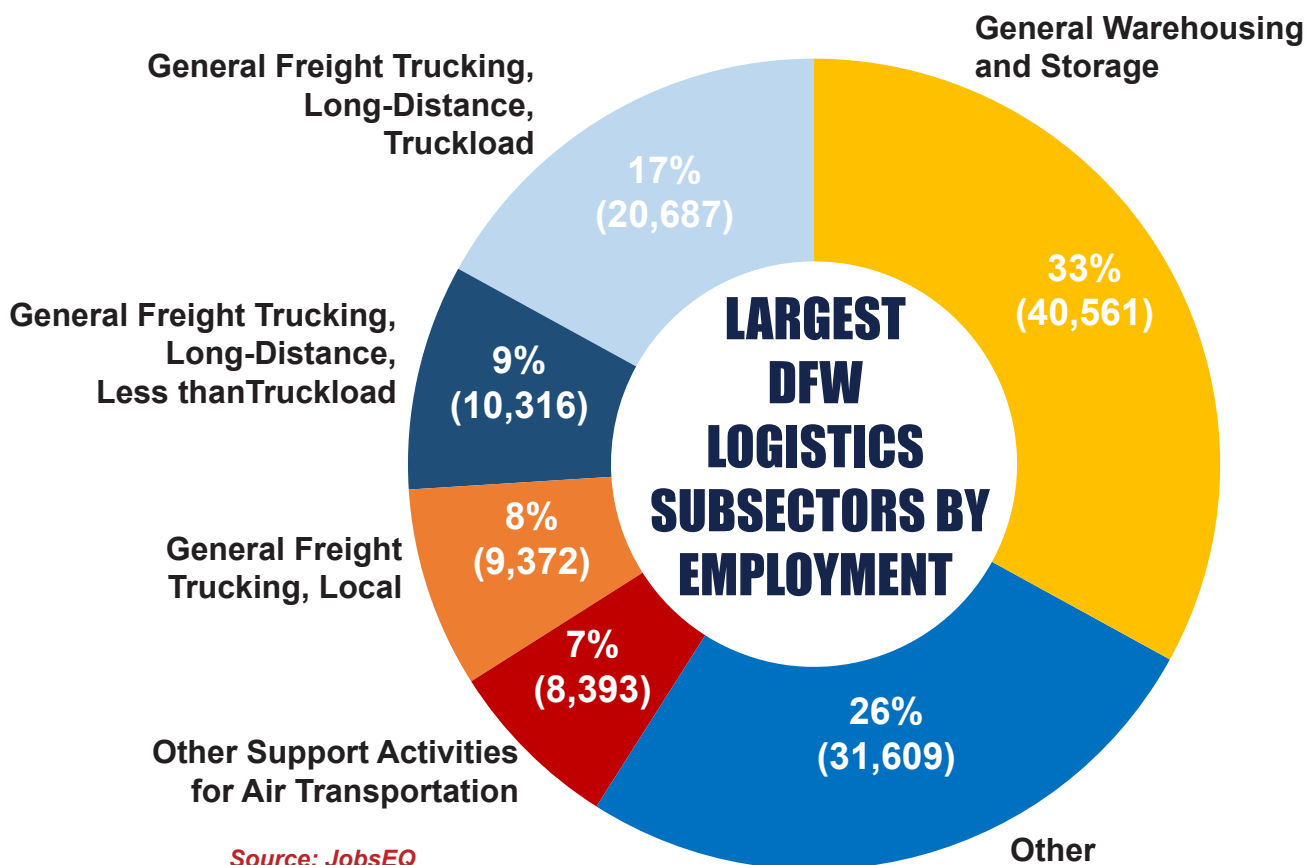
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LOGISTICS



The Logistics Industry sector in Dallas-Fort Worth continues to expand due to the area's centralized location, major airports, Inland Port at BNSF Railway in Alliance, and its proximity to the Port of Houston. The Alliance corridor has become known as a hub for logistics companies, convincing many employers to relocate to the DFW area from other states. The number of logistics jobs in the 16-county DFW region has increased by 61% between 2009 and 2019.



HIGHLIGHTS

Our educational partners are working with us to build a skilled workforce for this sector. The University of North Texas offers undergraduate and graduate degrees in Logistics and Supply Chain Management. Collin College and North Central Texas College are both Manufacturing Skill Standards Council (MSSC)-certified and are providing Certified Logistics Associate and Certified Logistics Training classes to employers in their respective regions. Both colleges are utilizing Skills Development Fund grants to pay for the training.

UP NEXT

Workforce Solutions for North Central Texas and Hillwood Development, a major partner in the Alliance area, are creating a Logistics Advisory Board to identify current industry challenges and develop possible solutions. The Board will include logistics industry leaders, economic development and educational partners, and local Workforce Boards.



Logistics includes the following industries:

- General Freight Trucking, Long-Distance, Truckload
- Specialized Freight (except Used Goods) Trucking, Long-Distance
- Freight Transportation Arrangement
- Process, Physical Distribution, and Logistics Consulting Services
- Packing and Crating
- All Other Support Activities for Transportation

3,811
DFW LOGISTICS
INDUSTRY
ESTABLISHMENTS

Source: EMSI



DFW LOGISTICS
EMPLOYMENT
111,725 JOBS (2018)
42% ABOVE
NATIONAL AVERAGE
13.8% CHANGE (2018-2021)

Source: EMSI

INDUSTRY MEMBERS

- Animal Health International
 - DHL
- GDC Technics
 - GE
- Martin-Brower
- Patterson Logistics
 - Sam's Club
- Samsung HVAC
- Stanley Black & Decker
 - XPO Logistics

PARTNER MEMBERS

- Collin College
- Community Learning Center, Inc. (CLC)
- Manufacturing Skill Standards Council (MSSC)
- North American Strategy for Competitiveness (NASCO)
- North Central Texas College
- Tarrant County College District
- Texas Manufacturing Assistance Center (TMAC)
- Workforce Solutions for North Central Texas

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RETAIL



DFW is Home to 6 Fortune 500 Retail Companies. Helping entry-level employees become eligible for supervisory positions is an important step in creating career pathways in the Retail Industry.

The Retail Industry Renaissance has begun! Traditional brick and mortar stores and associate roles are evolving due to changes in customer preference for online shopping, in-store pick up and home delivery.

Retail Sector Snapshot

Current Supply
(Jobs)

159,043

15% below
National average

Avg. Earnings
Per Job

\$42,609

Nation: \$37,626

Projected Growth
Rate (2018-2020)

5.0%

Nation: 2.5%

Source: BLS, EMSI 2019.2

**UP
NEXT**

- In 2020, at least 500 additional learners will have upskilling opportunities through Retail Pays
- Governor Abbott attended the "PATHS for Texas" statewide upskilling initiative launch on November 12, 2019. Starting in 2020, four workforce areas including Coastal Bend, Gulf Coast, North Texas and Rural Capital Area will provide 1,200 learners with access to online learning.



HIGHLIGHTS

- Community partnerships with The Dallas Police Department, Café Momentum and City Square TRAC (Transition Resource Action Center) provide opportunity youth with industry recognized credentials, e-tablets and the chance to earn their High School Diploma.
- Retail Pays has been recognized as an innovative current worker upskilling initiative by many local, state and national organizations including: Texas Economic Development Council, Dallas County, City of Dallas, Department of Labor, US Conference of Mayors, Texas Workforce Commission, The State of Texas, and National Association of Workforce Boards.



Retail Pay\$

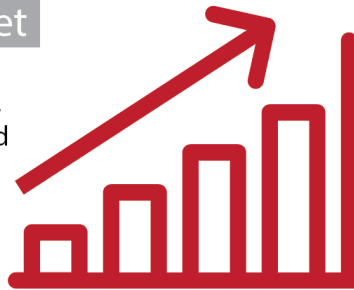
Sponsored By **Walmart**

- In September 2018, the first Cohorts started at DCCCD & the Online Skills Academy launched! In 2019, we scheduled weekly Retail Pays information sessions in workforce centers to increase registration.
- Learning options are 100% online and include Supervisory, Retail Management and Customer Service Certifications that count toward a Management Associate Degree, Career Basics Boot camp (Spanish and English), NRF Rise UP Certificate, Retail Associate Credential, Retail Supervisor Diploma and a High School Diploma.
- As of November 15, 2019 Retail pays has 2,237 Registrations and 375 Certifications completed.
- Most popular courses are NRF Rise UP Retail Industry Fundamentals, Supervisor and Retail Management Certifications.
- 75% of registrants are unemployed with over 3 years of experience, earning \$15 or less per hour.
- WFSDallas is promoting digital inclusion and equity by providing tablets to access online learning.
- The Retail Pays Facebook group launched in September 2019 as a meeting place and resource for learners.

Retail Job Market

Demand in the retail sector continues to grow. In May, Dallas County had

14,401 unique jobs postings; up from **10,999** retail job postings in May 2018.



Sources: BLS, EMSI 2019.2

- Partnering with NRF Foundation to provide interviews and job opportunities to those who receive a Retail Industry Fundamentals Rise UP certificate
- Cohosting quarterly Retail Industry Updates Webinars with the Dallas Regional Chamber where we discuss trends, labor market information, hiring and talent development needs and solutions.
- Eleven employers are upskilling their associates through Retail Pays!

Walmart  **org**

INDUSTRY MEMBERS

- Albertsons/ Tom Thumb
 - Café Momentum
 - CitySquare TRAC
 - CVS Health
- Dallas Area Rapid Transit
 - Kroger
 - Sprouts
- United Supermarkets
 - VCS Patriot Store
 - Walmart
- Western Association of Food Chains
 - WinCo Foods

PARTNER MEMBERS

- Dallas County Community College District
- Dallas Regional Chamber
- National Retail Federation
- Penn Foster
- Walmart.org
- Western Association of Food Chains
- Workforce Solutions Greater Dallas

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TECHNOLOGY



DFW is the Nation's 6th Largest Market for Tech Job Growth with Over 10% Expected in the Next 5 Years.

Occupation	2018 Jobs	Projected Growth*	Median Wage
Software Developers, Applications	30,229	18%	\$52.70
Software Developers, Systems Software	9,879	11%	\$51.87
Computer Programmers	8,422	2%	\$39.20
Web Developers	3,891	12%	\$29.11
Network & Computer Systems Administrators	12,136	8%	\$43.47
Computer Network Architects	5,466	8%	\$56.49
Computer Network Support Specialists	7,204	7%	\$38.31
Information Security Analysts	3,585	19%	\$44.16

*Projected Growth by 2023
Source: EMSI 2019, Q2

DFW GRADUATE PIPELINE

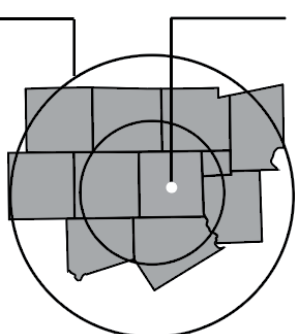
(Key Occupations 2014-2017)

Bachelor's Degrees

Or Above
11,874

Associate's

Degrees
1,616



Demand for Tech Talent exceeds supply especially if you rely on degreed individuals to fill the gap. While the demand for IT workers is expected to grow, over half of the local job postings specify an education requirement of at least a bachelor's degree and 3-5 years of experience.

UP NEXT

Innovative ideas are moving the industry in the right direction and prove employers are the key to success in building Tech Talent. Opportunities include:

- Engage in skills-based hiring
- Change job requirements to match the skills needed to succeed
- Develop talent pipelines through non-traditional channels
- Upskill current workers from different departments or other industries that are experiencing a downturn (finance, retail, call center)
- Support and provide input into training programs



HIGHLIGHTS

- Health Management Systems (HMS) received a Skills Development Grant for \$541,112 to train 266 employees in Cloud-based computing, Big Data, and Machine Learning.
- Since 2018, Dallas has been the sole location for the Veteran Amazon Web Services (AWS) certification apprenticeship program. Workforce Solutions Greater Dallas has funded 11 Veterans who gained technical expertise in cloud computing through Dallas County Community College District – Richland College in preparation for the AWS certification exam.
- Over the past two years, Workforce Solutions Greater Dallas has provided technical training for 250 individuals through WIOA funds.



- Workforce Solutions Greater Dallas hosted two research projects to uncover the current hiring and training practices of Tech Talent Consumers. During a Tech Employer roundtable, 11 representatives from 7 companies stated they require a degree and primarily recruit from colleges and universities. This theme was echoed the following year when over 100 Tech Talent Consumers were surveyed. Respondents said the most important hiring factor is a college degree and the biggest challenge is finding individuals with specialized skills and certifications.

- Google, Amazon, Cognizant, and Chase are creating curriculum and funding training in high demand areas such as AWS, Cloud, and Java to attract new talent to the industry. WFSDallas is convening employers with similar hiring needs to provide additional job opportunities.



- DCCCD is partnering with WFSDallas and industry leaders like Hunt Consolidated, Inc. through a non-credit mNiTERN program that provides real-life STEM-related problem solving scenarios that build in-demand skills like teamwork, problem solving, and communication for community college students.

- Small employers like MNK Infotech and large companies like Amazon, Microsoft, and IBM are looking to WFSDallas to identify and screen potential new hires in IT Support, Azure/ Cloud Data Center and Platforms and apprentices in Network Administration and AWS.



INDUSTRY MEMBERS

- Amazon
- Cognizant
- Healthcare Management System (HMS)
- Hunt Consolidated, Inc.
- IBM
- Microsoft
- MNK Infotech, Inc.

PARTNER MEMBERS

- AWS Educate
- Dallas County Community College District Brookhaven College & Richland College
- Dallas Regional Chamber
- Per Scholas
- Workforce Solutions Greater Dallas

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EMERGING SECTORS

LOVE FIELD AVIATION

The Love Field Employer group organized to discuss long-term talent shortcomings faced by employers in and around Dallas' Love Field airport. Directly related to the end of Wright Amendment restrictions, the expanded service has led to increased business activity which in turn has created a more dynamic business environment. Most employment gains have been created by businesses serving the Aviation needs at the airport but retail, restaurants and hotels have also seen employment gains as the area has become more active. These employment gains have created opportunities for job seekers while straining the resources available to employers.

Workforce Solutions Greater Dallas convened the Love Field Employer Group twice in 2019 and conducted tours of employer operations for the express purpose of discovery and feedback on employer related employment and training issues. The outcomes of those employer based meetings and tours have proven the desire of employers to have a seat at the table providing advice and guidance creating education/training programs or curriculum. Encouraged by previous projects that connected employers with education, all participants prefer being engaged this way. Employers also want to see more female and minority representation in the workforce. When it comes to hiring new employees, employers would go local, preferring to rely on local talent as opposed to hiring from outside our region.

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PARTNER MEMBERS

- Aerotek
- Aviation Institute of Maintenance
- Bombardier Aviation
- Business Jet Access
- City of Dallas
- Southwest Airlines



48%
Increase in Air
Service between 2007
and 2017

\$19.60
Average starting
wage of A&P
Mechanic



2.4%
of Aviation
Mechanics are
Women



Photos courtesy of Bombardier Aviation

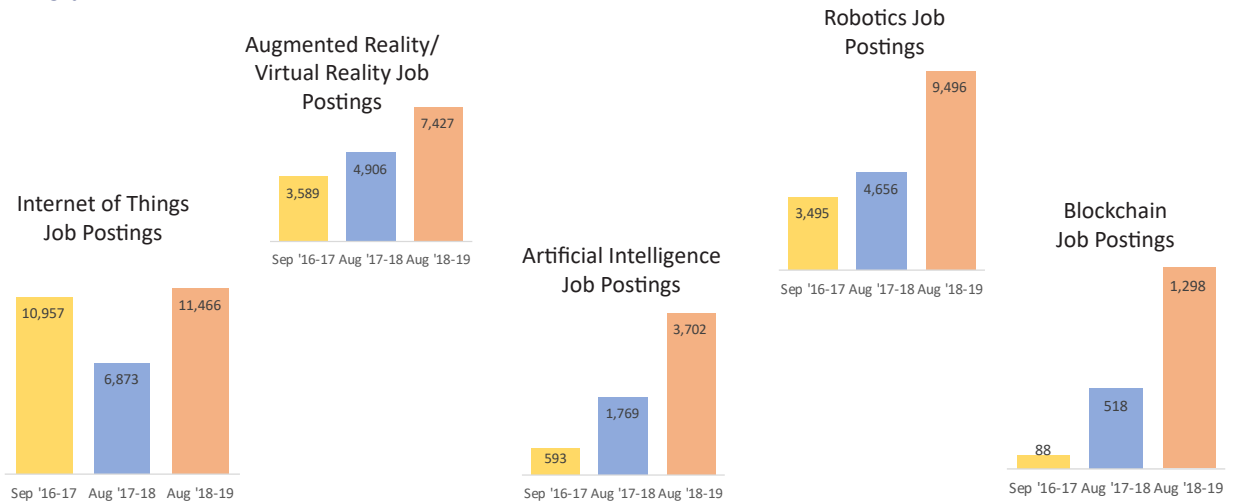
DIGITAL TECHNOLOGY



Digital Technology continues to emerge as a growing industry sector in the North Texas region. There are several emerging fields in this sector, including artificial intelligence, robotics, block chain and virtual/augmented reality. Each field has experienced significant growth in the DFW region during the past three years.

Workforce Solutions for North Central Texas continues to develop relationships with employers in our region, primarily in the Collin and Denton County areas, to further grasp the needs and projections for this sector. Initial planning meetings with the Frisco Economic Development Corporation have taken place, with an intent to form a digital technology sector strategy in the coming year.

EMPLOYERS ARE INCREASINGLY SEEKING TALENT WITH SKILLS IN EMERGING FIELDS



Source: EMSI

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UNMANNED AERIAL SYSTEMS

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The use of Unmanned Aerial Systems (UAS), also known as drones, is on the rise. According to Goldman Sachs, the global market opportunity for drone technology in military, civil government, commercial and consumer markets is expected to reach \$100 billion in 2020. Drone spending in 2021 is expected to top \$17 billion in the U.S. alone, with businesses and civil governments being the fastest-growing segments.

In March 2019, the North Central Texas Council of Governments and Workforce Solutions for North Central Texas assembled the North Texas UAS Safety and Integration Task Force to serve as an information clearinghouse for academia, public- and private-sector entities, and the general public. The task force formed working groups focused on education and public awareness, legislation, training and integration. NASA, in collaboration with task force partners, is testing drone technology in the region in order to provide commercial operators a better understanding of the issues associated with unmanned flights in urban areas.

The demand for certified commercial UAS operators in DFW is expected to grow in many sectors, including logistics, real estate, construction, agriculture and public safety. In anticipation of the expected increase in drone-related job opportunities, Tarrant County College now offers a Remote Pilot Certification Test Preparation course to help individuals get ready for the FAA's UAS Airman Knowledge Exam. After passing the exam, one can apply for a Remote Pilot Certificate, which is required for commercial operation of drones.



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