A division of Dallas County Community College District (DCCCD), Workforce and Economic Development strives to be the strategic driver of uncommon solutions that meet the needs of business, industry and community. We accomplish this mission through programs, services and partnerships that connect extraordinary people, tools and ideas. By facilitating advanced education and training opportunities, we are propelling the next generation of skilled workers to the forefront of their industries and creating a sustainable, qualified workforce for Dallas and beyond.

Throughout the 2016-2017 Fiscal Year, our team has worked to cultivate a collaborative environment in order to maximize the impact that DCCCD has on our community, our partners and our economy. Teamwork between programs and services in the Small Business Innovation Cultivator at the Bill J. Priest Institute, Chambers of Commerce, the DCCCD Labor Market Intelligence Center, and other network partners, has given us a vast amount of opportunity to have a strategic impact in the region. This report highlights some of our top accomplishments and gives insight to our plans for the upcoming year as we continue working to promote prosperity and eliminate economic disparity.

MARK HAYS
Vice Chancellor of Workforce & Economic Development
Dallas County Community College District

We focus relentlessly on the customer
We develop, advocate, and facilitate life-changing opportunities for the people of Dallas
We are efficient, effective, and compelling in our service
We embrace cross-cultural leadership
We are co-innovators
The Dallas County Community College District drives workforce and economic development through programs, services, and relationships that align with identified needs of business, industry, and community. We work to be the strategic driver of uncommon solutions and deliverables by utilizing the talents of extraordinary people, tools, and ideas. As a low-cost, high impact provider of education and training across our seven college network, we are on the front line of addressing both poverty and labor shortages in key industry sectors.

Throughout the 2016-2017 fiscal year, the Workforce and Economic Development team has helped workers to increase their wages and employers to find skilled workers. We launched the Minority Small Business Innovation Cultivator and began strategizing and planning for a revitalized Bill J. Priest Center for Economic Development. We contributed to the launch and growth of numerous small businesses. We helped an industry association establish a federal apprenticeship program. We provided valuable labor market intelligence to economic development organizations and industry. We helped veterans find meaningful new career opportunities and even welcomed foreign trade delegations in an effort to promote foreign direct investment.

This report highlights some of our top accomplishments and gives insight to our plans for the upcoming year as we continue working to promote prosperity and eliminate economic disparity.

Mark Hays

MARK HAYS
Vice Chancellor of Workforce & Economic Development
Dallas County Community College District
With a mission to help small businesses grow revenue, increase jobs and contribute to the economic growth of Dallas County, DCCCD’s Bill J. Priest Institute and the Small Business Innovation Cultivator (SBIC) brings together resources and assets that make it a ‘one-stop-shop’ for small business services, including:

- Accounting
- Advocacy
- Business Counseling
- Business Development
- Business Planning/Strategy
- Education
- Export Assistance
- Financial Counseling and Assistance
- Foreign Direct Investment Assistance
- Global Business Development Assistance
- Goal Setting
- Leadership Coaching
- Management
- Marketing
- Networking Events
- Procurement Opportunities
- Referrals
- Seminars/Speakers
- Skills Training
- Tax Compliance
- Technical Assistance
- Volunteer Opportunities
- Website Creation

Over the past year, the team that runs the Small Business Innovation Cultivator has devoted their time to establishing a framework for success and developing relationships with network and community partners. The center has been re-envisioned as an entrepreneurial hub in an important South Dallas location and is actively exploring opportunities for growth. Key connections with the Dallas Maker Space, the UTA FabLab and other organizations have opened the door to continuing internal and external discussions about future possibilities.
We have also started developing a schedule of program offerings with our in-house partners, specifically our chamber partners - the Greater Dallas Hispanic Chamber of Commerce, the Greater Dallas Asian American Chamber of Commerce, and the Dallas Black Chamber of Commerce. Jointly-hosting the Dallas City Manager Meet & Greet event in May was a major accomplishment. The event brought in 200 attendees from the business community, city government and non-profit organizations, and simultaneously showcased the programs and services that are housed at Bill J. Priest. Establishing this relationship with the chambers has contributed to the newly developed monthly bulletin, allowing us to co-market programs designed for members and small businesses alike.

As we move into the upcoming year, we will begin developing a governance and hospitality guide. The objectives of these guides aim to establish policies and key functions at the Bill J. Priest Institute for managing and delivering a wide range of services to the business community through the SBIC’s in-house partners. This includes the facilities and marketing personnel’s continued group effort to achieve common goals related to building operations, event promotions, and technology needs. Cultivating our relationships with the tri-ethnic chambers and other network partners through outreach opportunities, quarterly and annual event programming will help us serve this growing group of entrepreneurs and businesses.
As part of DCCCD's Business Intelligence Community (BIC), The Labor Market Intelligence Center (LMIC) aspires to be the leading source of regional workforce information and insight for the Dallas County Community College Network.

**TOP ACCOMPLISHMENTS | 2016-2017**

The LMIC works with Systemic Reporting and Analytics, our colleges, regional partners and industry to identify opportunities and trends in high growth, emerging and economically critical industries and occupations; estimate the gap between labor market demand, available training, and existing or future workers; and help the DCCCD Network respond to workforce needs by providing quality information for decision making. Between June 2016 - April 2017, our office processed over 135 data requests for both internal and external consituents, and received an overwhelmingly positive response about the benefit and usefulness of our services.

**USING LMI FOR INFORMED DECISION MAKING**

- Company relocations to DFW
- Program and industry partnerships
- Grant applications
- Scholarship offerings
- Marketing and community outreach strategy
- New and current program reviews
- DISD Collegiate Academies
To keep Dallas County competitive in the global marketplace, it is critical that colleges understand the economic drivers of the region and how these drivers affect workforce development. Our products and services, specifically our industry sector reports, provide insight into market trends in a given industry sector that give the DCCCD Network a competitive advantage in creating new and relevant programs and curriculum; revising or retiring programs; pursuing grants that lead to funding; and accessing workforce data that may be unavailable through other sources. The development of our Living Wage website has been a major success in our ability to challenge existing and future students to choose a program of study based on a living wage calculator and labor market demand. Catch a glimpse of this tool at [www.dcccd.edu/LivingWage](http://www.dcccd.edu/LivingWage).

- **LMI PRESENTATIONS THIS YEAR**
  - Capital One Grant Cohort
    - Sharing LMI best practices with Community Colleges around the country
  - Sustainability Summit
    - Sustainable Communities Institute
  - STEM Educators Summit
    - STEM Degree Accelerator Program
  - Dallas/North Texas STEM Degree Accelerator Conference
  - Dallas Regional Chamber
    - Project Golden Chariot
    - Project Scout
    - Project Ivy
  - DCCCD Conference Day 2017
    - LMIC, Brookhaven & TWC
  - Industry Advisory Council
    - Richland international business program

- **COMMUNITY + INDUSTRY PARTNERS**

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Living Wage Website  
Healthcare Industry Sector Report

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The LMIC will continue to work to keep DCCCD aligned with the labor market to meet the demands of employers and the community. We will continue to focus on our responsibility to educate and inform the DCCCD Network, which will be in part executed with an expansion of our industry report series. The industry report expansion includes more first-hand feedback from employers and collaboration with key leadership in the district. Most importantly, the reports will also be more widely distributed and promoted. The LMIC has built strong relationships with the colleges, employers and economic development organizations and is fostering projects that will drive economic development in underserved areas. The main goal remains to help grow the talent pipeline in areas of high demand, not only to support regional growth but to create opportunities for our students.
Our collective passion is a competitive advantage in the marketplace.
— Howard Schultz
Goldman Sachs 10,000 Small Businesses (10KSB) is a program for small businesses that links learning to action. Through the program, participants will gain practical skills in topics such as negotiation, money and metrics, marketing, being bankable and employee management that can immediately be put into action. In addition, they will receive the tools and professional support they need to develop a strategic and customized business growth plan that will take their company to the next level.

### Top Accomplishments | 2016-2017

- **300 Small Businesses Assisted in DFW**
- **99% Program Completion Rate**
- **85% Do Business Together**

Since its Dallas-Fort Worth launch, the Goldman Sachs 10,000 Small Businesses program has helped more than 300 local businesses expand and improve their bottom lines. Over 250 small businesses completed the program at Dallas County Community College District, and over 50 loans totaling $5 million dollars have been made to small business owners through local capital partners, PeopleFund and LiftFund. In DFW and across the U.S., 10,000 Small Businesses graduates are increasing their revenues and creating new jobs in their communities.

### Average % Revenue Growth Among 10,000 Small Business Alumni

- **at 6 months**: 46.9%
- **at 18 months**: 89.6%
- **at 30 months**: 106.1%

### Average % Job Growth Among 10,000 Small Business Alumni

- **at 6 months**: 21.5%
- **at 18 months**: 47.1%
- **at 30 months**: 114.8%
DCCCD’s 10KSB team continues to innovate and set the pace in leadership of the *10,000 Small Businesses* program by introducing the first “Celebration of Success and Small Business Expo” for alumni cohorts 1 – 3. The out-of-the-box event celebrated the accomplishments and success of past alumni with four awards: the 10KSB Small Business of the Year award; the Highest Job Growth award; the Rising Star award; and the Community Engagement award.

DCCCD’s investment in marketing and communications to raise awareness and the alumni voice of the *10,000 Small Businesses* program continues to reap multiple benefits with increases in the number of small businesses in our pipeline and applications. The program and its alumni continue to raise their voices by serving as brand ambassadors and experts on workshop panels; positioning themselves as experts in featured articles on Dallas Innovates, digital advertising and social media; and through the continuous promotion and recognition of alumni achievements, awards and media.
As the 10KSB program moves forward, we will continue our quest to be the leading resource for small businesses interested in making a difference to their local economy. As the development of the Bill J. Priest Institute progresses, we plan to contribute innovative resources that will address small business concerns such as access to capital, technology, regulations and hiring a skilled workforce. We will incorporate resources to support small businesses in not only learning how to position themselves for access to capital, but in understanding and seeking other innovative avenues for raising their own capital with crowdfunding. We will look at connecting businesses to already available resources in the District as well as connect with partners to provide assistance that speaks to a particular small business need.

The 10KSB program works closely with over 40 different community organizations and chambers through the North Texas area. Throughout the next year we will work to deepen those relationships by collaborating on initiatives that assist in raising awareness for the partner, its small business members our program and alumni.
The North Texas Small Business Development Centers (SBDCs) Network consists of centers located throughout 49 counties in North Texas that provide management and technical assistance to more than 10,000 local small businesses and aspiring entrepreneurs each year. Small business owners and aspiring entrepreneurs can seek counseling and assistance from us for no fee. Business consulting services are provided in person and cover areas such as business plan development, capital acquisition, marketing, government contracting, global trade, and more. With centers in the DCCCD Bill J. Priest Institute, we are able to serve and collaborate with many other programs that are a part of the Workforce & Economic Development group. We provide:

- Targeted industry and market data to the entrepreneur related to starting and expanding a small business.
- No-cost, in-depth business advising, quality assistance to small businesses in all areas that promote, growth, expansion, innovation, increased productivity and management involvement.
- Resources of federal, state and local governments with those of colleges, universities and the private sector to meet the needs of the small business community.
- Contributions to the economic growth of the community through a broad-based delivery system.

**TOP ACCOMPLISHMENTS | 2016-2017**

- $183.7 MILLION IN NEW SALES
- $112 MILLION IN STARTUP AND EXPANSION CAPITAL + $108 MILLION IN NEW GOVERNMENT CONTRACTS
- 1,942 JOBS CREATED

The North Texas SBDC conducts market research, counsels, and trains business people in managing, financing and operating small businesses, providing comprehensive information services and access to experts in a variety of fields. We encourage unique local efforts to meet small business needs in its area, while developing and maintaining partnerships with community organizations and agencies (local, state and federal) to provide a focal point for broad networks of public and private resources at the community level. Our partnership programs and activities have contributed significantly to economic growth in North Texas.
The SBA Emerging Leaders Initiative specifically focuses on business executives poised for growth. The North Texas SBDC Network has been a supporter of the Emerging Leaders program since its inception in 2009. The initiative provides the executives with the organizational framework, resource network, and the motivation required to build sustainable businesses and promote the economic development within communities. SBDCs are a partnership which includes the U.S. Small Business Administration, Congress, the private sector, as well as colleges, universities, and state governments. The Government Contracting SBDC provides assistance to small, woman-owned, minority-owned, and veteran-owned firms interested in supplying goods and services to federal, state and local government agencies, as well as other participating commercial firms. Services also include business advising and market research to win government prime contracts and sub-contract awards.
“We are what we repeatedly do. Excellence, then, is not an act, but a habit.”

— ARISTOTLE
Each year, our colleges welcome over 100,000 students of every age, race, creed, and culture. Some arrive underprepared and sometimes stunned by sudden layoffs. They are gifted, motivated, discouraged, confused, juggling multiple responsibilities, and sometimes, looking for a lifeline out of poverty for themselves and their families. They see the writing on the wall as their situations change, and they look to us for a second chance or a new beginning. **WorkReadyU is their solution.**

**TOP ACCOMPLISHMENTS | 2016-2017**

- **15-FOLD ENROLLMENT INCREASE**
- **CAREER PATHWAY EXPANSION + COMMUNITY & EMPLOYER PARTNERSHIP DEVELOPMENT**
- **ADVERTISING + OUTREACH**

The DCCCD WorkReadyU team works to increase job opportunities by providing literacy, language & workforce skills with basic educational development, align education & training with local employment opportunities, and maintain economic competitiveness by promoting community development in Dallas County. As we have worked to identify challenges in improving basic education, we have begun implementing a pipeline that bridges the gap, advances program participants to college-level readiness, and promotes student success.

**HOW WE BRIDGE THE SKILLS GAP**

- **High School Equivalency + ESL**
- **College Transitions**
- **Adult Basic Education + Soft Skills Development**
- **Career Pathway Opportunities + Stackable Credentials**
- **Certificates + Associate Degrees**

We have made great strides over the past year in all aspects of programming, continually meeting and surpassing performance targets, implementing a network model approach at all DCCCD colleges, and developing additional career pathway opportunities with over 50 of our community & employer partners.
Partnerships with our AEL consortium members, Workforce Solutions Greater Dallas, DART, The Barbara Bush Foundation Adult Literacy XPRIZE, and more are allowing us to be more heavily involved in our target communities and scale the program across Dallas County. A recent collaboration with the Greater Dallas Hispanic Chamber of Commerce and the MEED Center has given us the ability to offer entrepreneurship training, hotel & tourism and Business Office Support Systems training to small businesses. We’ve grown to having around 20 career pathway opportunities available across the DCCCD colleges, and our ability to customize new pathway options for business and community partners continues to expand.

With a defined direction after year 1 and an expansion in our program offerings, total enrollment has jumped more than 15-fold, from less than 450 participants to 6,752 participants. The number of students meeting the 12+ hour benchmark has also dramatically increased from just over 300 students to over 6,000. Our continued upward trajectory resulted in a 67% increase in funding, from $2.6 million in years 1-2 to $3.9 million for year 3. We have also received other grants, in addition to the AEL grant, like 60x30TX, that is allowing us to reach even more students to move adult education forward.

Our marketing and outreach efforts have also taken off over the past year, particularly with our major advertising campaign with DART. This, along with newly developed print and promotional materials that have been utilized at over 60 outreach events by our staff and members of the district outreach team over the past year, has driven website traffic upwards of 40,000 views to the WorkReadyU website since it’s development. The visibility of the program is as high as it’s ever been, and will continue to grow as we explore new opportunities for marketing, outreach and partnership development.
As we move into the new grant and fiscal year, WorkReadyU will be working to standardize adult basic education curriculum across the colleges to bridge student entry into developmental and college-level readiness classes. Increasing workforce technical training through contextualized training and basic skills development will help us reach the 10% increase in Level 1 certificate achievements and licensed credentials earned that we are aiming for. Standardized curriculum will promote student success of certificate completion, workforce training into higher education credit pathways and earning of associate degrees.

Our team will work to increase community partnerships that help us identify resources, address barriers to entry and completion, increase the quality of the workforce and get people jobs with prevailing wages. We will also grow our employer partnerships to expand opportunities for securing gainful employment for job-seekers, in addition to training incumbent workers to provide growth opportunities within their company. Working with the Workforce Solutions business developers and making our programming flexible for companies will help us grow our ever-expanding network of relationships with community and business leaders. Over time, we anticipate that employers will seek their skilled workers specifically from our program.

Targeted outreach and implementing a network approach to our program marketing will be key to refining and standardizing our WorkReadyU brand. Our coordinated efforts with outreach teams across the district will help us disseminate our messaging and opportunities to distinct, targeted audiences. Each of our college program directors will be charged with participating in relevant opportunities that occur in their radius to recruit, attract and retain program participants. We will also be developing a more targeted marketing strategy from a district level that can work in collaboration with the college marketing departments, including program success story publication, web/social media, promotional materials and printed collateral.
With a vision to provide industry standard training using leading edge technology for entry-level and advanced employees, the Dallas County Community College District is working in collaboration with multiple industry partners, education consortia, and coalitions to meet the manufacturing industry’s demand in our region.

Nearly 30% of statewide manufacturing employment is in Dallas, beating out all other metro areas including Houston, Austin and San Antonio.

Economic impact: recent graduate average wage = $53,000

Source: Dallas Regional Chamber and Texas Coordinating Board

Creating a stream of communication and partnering with the Texas Center for Advanced Manufacturing (TCAM) contributed to the receipt of a sizeable equipment donation to DCCCD Advanced Manufacturing Technology. Over the past year, a transition in our program leadership has paved the way for strategic plan implementation, including the exploration and development of our Cybersecurity program. Thanks to the Community College Cyber Summit (3CS), we connected with top talent and resources that have assisted us in streamlining our program curriculum and continuing to foster collaborative local and regional industry relationships.
Another aspect of the transition in leadership includes the new relationship with Cedar Valley College. With this, we have begun expanding our training opportunities with companies and individuals in the Advanced Manufacturing program, and will continue utilizing our connections with the National Coalition of Advanced Technology Centers and FMA.

The Advanced Manufacturing Technology group will continue to expand on our already growing list of industry partners and connections - locally, regionally and nationally. We anticipate these growing relationships with local manufacturers and TCAM partners (Southern Methodist University, the University of North Texas, the University of Texas-Dallas, and the University of Texas-Arlington) to contribute to more material and equipment donations, significantly reducing our spending in those areas. We look forward to developing apprenticeship programming in conjunction with amplifying contract and skills training efforts. Working collaboratively with the colleges and district programs, like WorkReadyU, opens the door for more targeted outreach and recruitment opportunities, as well as more customized skills development and job preparation training that aligns with industry needs. Utilizing this collaboration, as well as Labor Market Intelligence Center data, will also result in the formation of an industry advisory committee that will help lead our future programming direction and continue to make DCCCD a recognizable and highly-respected provider of advanced manufacturing training and certifications.
The role of the Global Economic Development Office is to strategically position the District as a valuable and proven resource to promote and support global business development in the Dallas Metroplex. The office’s focus includes local and global workforce development, attracting direct foreign investment, and providing trade and export assistance. Additionally, leadership is provided to facilitate and develop global competence throughout the DCCCD colleges and communities they serve.

**TOP ACCOMPLISHMENTS | 2016-2017**

**BUILDING THE INFRASTRUCTURE**

The Office of Global Economic Development (GED) is a relatively new focus area for the District and in the past year, time has been spent developing an infrastructure that helps define and determine its roles and areas of focus. Our staff initiated discussions and gave presentations across the district’s service area and beyond to key leadership, councils, committees, and other constituent groups. These efforts served as a tool to gain insight, create dialogue, and communicate the strategic vision for the GED office and its role in the proliferation of globalization principles across the DCCCD. The GED office has successfully and actively engaged with multiple, globally-focused local boards and organizations. Furthermore, research was conducted early on to determine the most relevant and active approaches to determine mutually beneficial means of collaboration to effectively serve our constituencies. An extensive effort was made to build collaborations with Chambers, city officials, Consulates, economic development organizations, international/globally focused organizations, employers, NGO’s, trade associations and others that focus on building a stronger infrastructure to attract and support global economic development. We have had conversations with trade delegations and various other groups in an effort to promote the Metroplex for business. Professional development and opportunities for international engagement have been organized and promoted for the District’s colleges and their students with the goal of increasing global business and cultural understanding.
As the Dallas County Community College District continues to evolve toward more value-added education and services reflective of and tailored to local constituencies, it is evident that globalization is a key element. Educational institutions are uniquely situated to play the most critical role in positively impacting and facilitating globalization and cultural sensitivity throughout local communities. DCCCD’s emphasis on global economic development positions the district as a recognized leader and innovator in a rapidly changing multicultural and global community. As we become a more integral resource for global companies and strategic FDI recruiting efforts, institutional culture across the district must also transform more rapidly to reflect a greater sense of understanding and responsiveness to the needs of the global business community. The emphasis is on an alignment of globalization efforts of the colleges with current and projected needs of global business employers. These initiatives have the potential to drive significant change that better prepares and empowers students for the future workforce. Our goals for the upcoming year are intended to drive a more strategic and visionary understanding of global opportunities for the district. As this involves continued efforts to build a stronger infrastructure for consistency and continuity, a significant focus will be placed on increasing our reach, our value and taking advantage of new opportunities.

GLOBAL CONNECTIONS + RELATIONSHIPS WITH THE GLOBAL ECONOMIC DEVELOPMENT OFFICE

INTERNATIONAL TRAINING AND DEVELOPMENT

SOUTH AFRICA
- In collaboration with WAC, hosted a luncheon and meeting with the South Africa Ambassador involving DCCCD leadership, faculty and students

ARGENTINA
- Hosted a delegation of university leaders studying US higher education
- Seminar on US Community College System

MEXICO
- Ongoing collaboration with Mexico Consul General Office, hosting of various delegations and visitors
- Seminar on workforce development models

CANADA
- Collaborating with Canadian technical colleges on workforce development skills standard project

AUSTRALIA
- Hosted meeting to evaluate potential international recruitment collaboration project

PHILIPPINES
- Collaborated with Asia Chamber to host delegation and associated events involving Indonesian visitors on trade and export opportunities

SOUTH KOREA
- Working with Richland on delegation for training
- ESL and America Culture Program at Brookhaven and Richland

VIETNAM
- Hosted Vietnam Association of Community Colleges executive director with colleges
- Collaborated on successful Fulbright proposal through Richland
- Seminar on Joint Program Development
- Seminar on Academic Writing for Publication
- Seminar on Teaching English Comp.

CHINA
- Collaboration with Asia Chamber to host
- Chinese business delegation, worked with Eastfield on hosting Chinese automotive delegation for training
- Worked with Richland on delegation of ESL instructor training

INDIA
- MOU signed with college in India, hosted two delegations, planning underway for collaboration next steps

INDONESIA
- Collaborated with Asia Chamber to host delegation and associated events involving Indonesian visitors on trade and export opportunities

HONG KONG
- Hosted the US Hong Kong Commissioner and Delegation

FRANCE
- Education leadership delegation to France, work with local Chambers to target France for FDI and local company expansion

RUSSIA
- Engaged in Fulbright experience in Russia; hosted library delegation with contacts made

UK AND SCOTLAND
- In collaboration with the UK Consul General, hosted Scotland’s Secretary of State for meetings at Richland College

BURMA
- Seminar on develop articulation partnership
- Articulation development

COSTA RICA
- Spanish language program evaluation
The Dallas County Community College District continues to evolve toward more value-added education. The services we offer are reflective of and tailored to local constituencies, and it is evident that globalization is a key element. Educational institutions are uniquely situated to play a critical role in positively impacting and facilitating globalization and cultural sensitivity throughout local communities. DCCCD’s emphasis on global economic development positions the district as a recognized leader and innovator in a rapidly changing multicultural and global community. As we become a more integral resource for global companies and strategic FDI recruiting efforts, institutional culture across the district must also transform more rapidly to reflect a greater sense of understanding and responsiveness to the needs of the global business community. The emphasis is on an alignment of globalization efforts of the colleges with current and projected needs of global business employers. These initiatives have the potential to drive significant change that better prepares and empowers students for the future workforce. Our goals for the upcoming year are intended to drive a more strategic and visionary understanding of global opportunities for the district. Our continued efforts to build a stronger infrastructure for consistency and continuity places focus on increasing our reach and value, and taking advantage of new opportunities.
The DCCCD Solutions Development Office works to serve companies in Dallas County and meet their training needs for incumbent workers. We advance this purpose through assessing our business partners’ unique needs and developing customized training with flexible fee structures. We are dedicated to helping our partners build a highly skilled workforce, attract new talent, and contribute to a stronger economy.

Over the past year, we have been actively helping qualifying business partners by using grants administered through the Texas Workforce Commission (TWC). Through Skills Development funds and Skills for Small Business funds, we have helped our business partners:

- Build and sustain a more skilled and professional workforce
- Provide critical resources to help retain valuable talent
- Provide leadership assessments and coaching
- Customize training to fit our business partners’ specific needs
- Provide industry-specific technical training at all skill levels
- Build a more efficient and safe work environment
- Improve quality
- Improve operational efficiency
- Meet strategic business goals

### TOP ACCOMPLISHMENTS | 2016-2017

**AWARDED OVER $2 MILLION IN TRAINING FUNDS THROUGH TWC GRANT PARTNERSHIPS**

**OVER 15,000 TRAINEES SERVED THROUGH CORPORATE PARTNERSHIPS**

**DCCCD NETWORK EXPANSION**

Over the past year, we have been actively helping qualifying business partners by using grants administered through the Texas Workforce Commission (TWC). Through Skills Development funds and Skills for Small Business funds, we have helped our business partners:

- **$1,073,625** total unduplicated trainees: 849
  - AT&T SDF III - Business Partners: AT&T Services, Inc.

- **$765,883** total unduplicated trainees: 465

- **$111,000** total unduplicated trainees: 173

- **$126,000** awarded on 6/19/17
  - Allstate Self Sufficiency - Business Partners: AT&T Services, Inc.
For the past ten years, Solutions Development has partnered with TFP Group, Inc. to provide professional contract training for businesses. Over the course of 2016-2017, we have served the training needs for over 15,000 trainees.

As part of our effort to help build a stronger economy, our team has begun networking with the seven colleges in the district in order to create partnerships that expand the opportunities for training in the community. Since the spring of 2016, we have been partnering with Cedar Valley College on a pilot sponsorship program, resulting in a major increase in contact hours. Solutions Development will use this pilot sponsorship program as a model for networking with the other colleges in DCCCD on future partnerships.

As we move into the upcoming year, we will continue to provide training that results in increased wages, job placement, and increased opportunities by widening the trainees’ skillset to make them more valuable to their employer. We will work to maintain and grow our grant consortium model funding, increase cash/direct pay (revenue) business, increase contact hours as well as the number of trainees. Focus will be given to developing new and appropriate marketing materials while integrating business performance improvement into the Bill J. Priest and DCCCD strategic plans. Examining and re-aligning our organizational structure will result in a more efficient and productive work environment. Department staff will attend trainings and professional development opportunities that coordinate with their individual growth plans and result in higher employee satisfaction.
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