

Welcome

Woody Widrow, RAISE Texas

Roy Lopez, Federal Reserve Bank of Dallas

Housekeeping

- FYI: Recording in progress
- Grab a pen, pencil, and pad so you can take notes on ideas and insights during the panels and the small group discussions.
- Be engaged! Networking is important and after each panel there is a breakout session to share your thoughts and ideas with others from around the state.

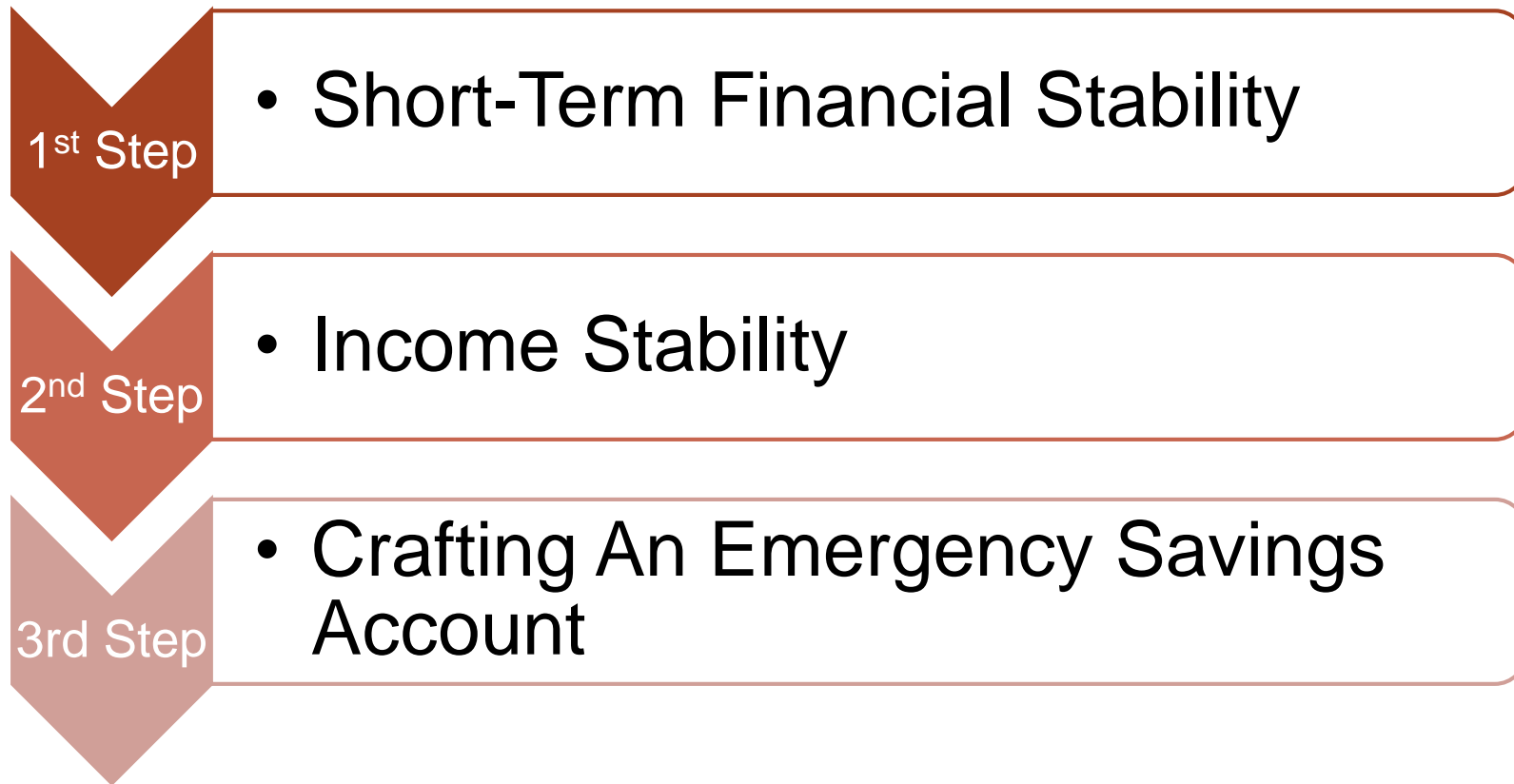
Who's Here?

- Rename yourself on Zoom: Name, organization, location
 - Example: “Woody Widrow, RAISE Texas, Austin, TX”
- How do I do that?
 - At the bottom of your screen, find the “Participants” icon and click on it
 - Find your name at the top of the list of participants that appears on the right side of your screen
 - Hover over your name, click “More >” and select the “Rename” option

Agenda: Day 1

- **Keynote Address:** J. Michael Collins, University of Wisconsin
- **Panel:** Short-Term Financial Capability Happening Now in Texas
- **Small Group Breakout Discussions**
- **Panel:** Workforce Development and Upskilling Needs Facing Clients Today
- **Small Group Breakout Discussions**
- **Adjourn**

A Framework for Financial Resilience



Building Systems to Support Financial Security in the Face of Financial Shocks

Financial Resilience Strategies

J. Michael Collins
2020

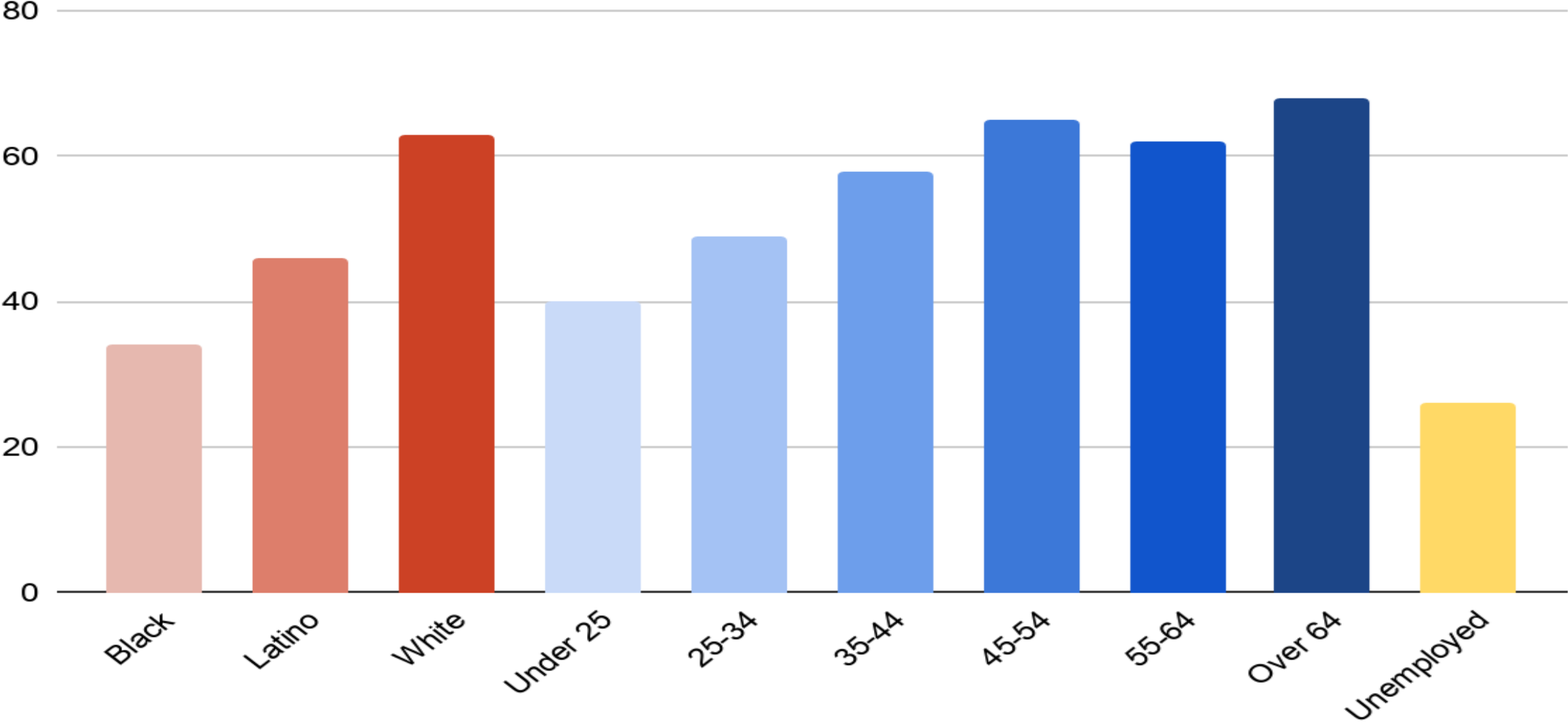
Financial Shocks

Drop in income ↓ Spike in expenses ↑

	Unpredictable	Predictable, but Uncertain
Community-wide	Natural Disaster Pandemic	Economic Recession Major Business Closure
Individual & Family	Disability Job Loss	Major Car Repair Out-of-pocket Medical Cost

(People understand predictability in hindsight, but in a crisis, feelings of regret and frustration dominate.)

Percent of Households Reporting Can Cover a \$2,000 Shortfall Within 30 days

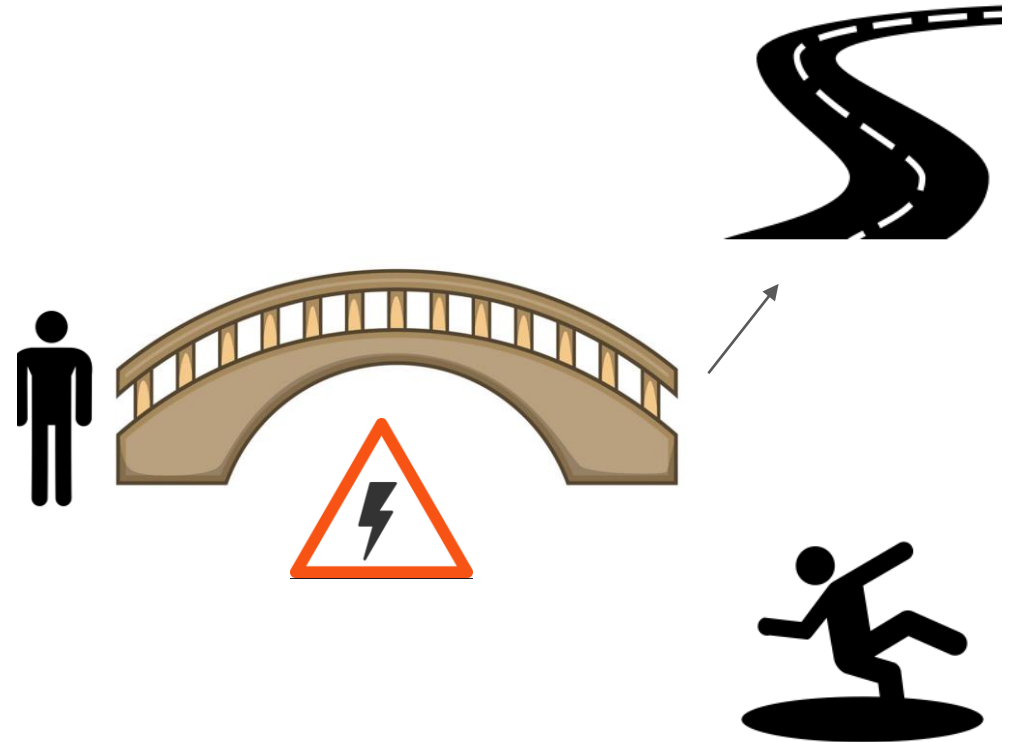


Source: Stavins (2019). 2017 Diary of Consumer Payment Choice

Stabilizing Strategies...

Goal: Get people over the shock

“Bridge” to stability and future goal attainment



Strategies for Bridging Financial Setbacks



“Buffer” Money earned in the past and stored as savings or assets

- e.g. Emergency savings

“Borrow” Money that will be earned in the future, but borrowed to use sooner

- e.g. Short-term loan

“Benefits” New resources provided as direct aid

- e.g. Cash assistance

“Backstop” Insurance that pays out based on shock

- e.g. Disability coverage

Past Obligation

Saving
Establish credit
Connect to networks
Pay premiums



Now

Spend savings
Borrow
Request benefit
Claim insurance



Future Obligation

Replenish savings
Repay debt
Abide by conditions
Manage terms



Resilience

noun

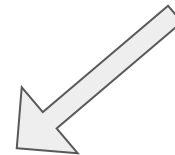
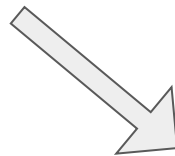
1. the capacity to recover quickly from difficulties;
2. the ability of a substance or object to spring back into shape.

Preparedness

- **Buffer:** Saving Money
- **Borrow:** Building Credit
- **Benefits:** Connecting to Networks
- **Backstops:** Enrolling in Insurance

Interventions

- **Buffer:** Savings Boosts
- **Borrow:** Emergency Loans
- **Benefits:** Cash Assistance
- **Backstops:** Claiming Insurance



Overcome Shortfall

Success Measures



Shorter-run

Avoid hardships

- Food insecurity or housing insecurity.

Back on track financially

- Make ends meet and pay bills on-time

Rebuild credit and savings

- Liquid accounts and manageable consumer debt

Longer-run

Focus on financial goals and plans

- Steady employment
- Positive credit record
- **Financial well-being**

Complex Problems



Shocks are often correlated

→ e.g. health crisis & job loss co-occur

Shocks may happen repeatedly

→ Finances may never stabilize

Risk pooling problem

→ Families and communities most at risk may have least capability to respond

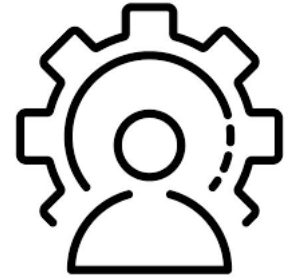
Need for hands-on supports

→ Coaching/Counseling/Navigators

Infrastructure

→ Finding clients, screening process, payment systems--need 'plumbing'

The Fifth “B”: *Breakthroughs*



Experiences of short-term shocks can drive innovations

Use insights collectively to strengthen baseline conditions for families

Buffer: Emergency Savings

Borrow: Short-term loans

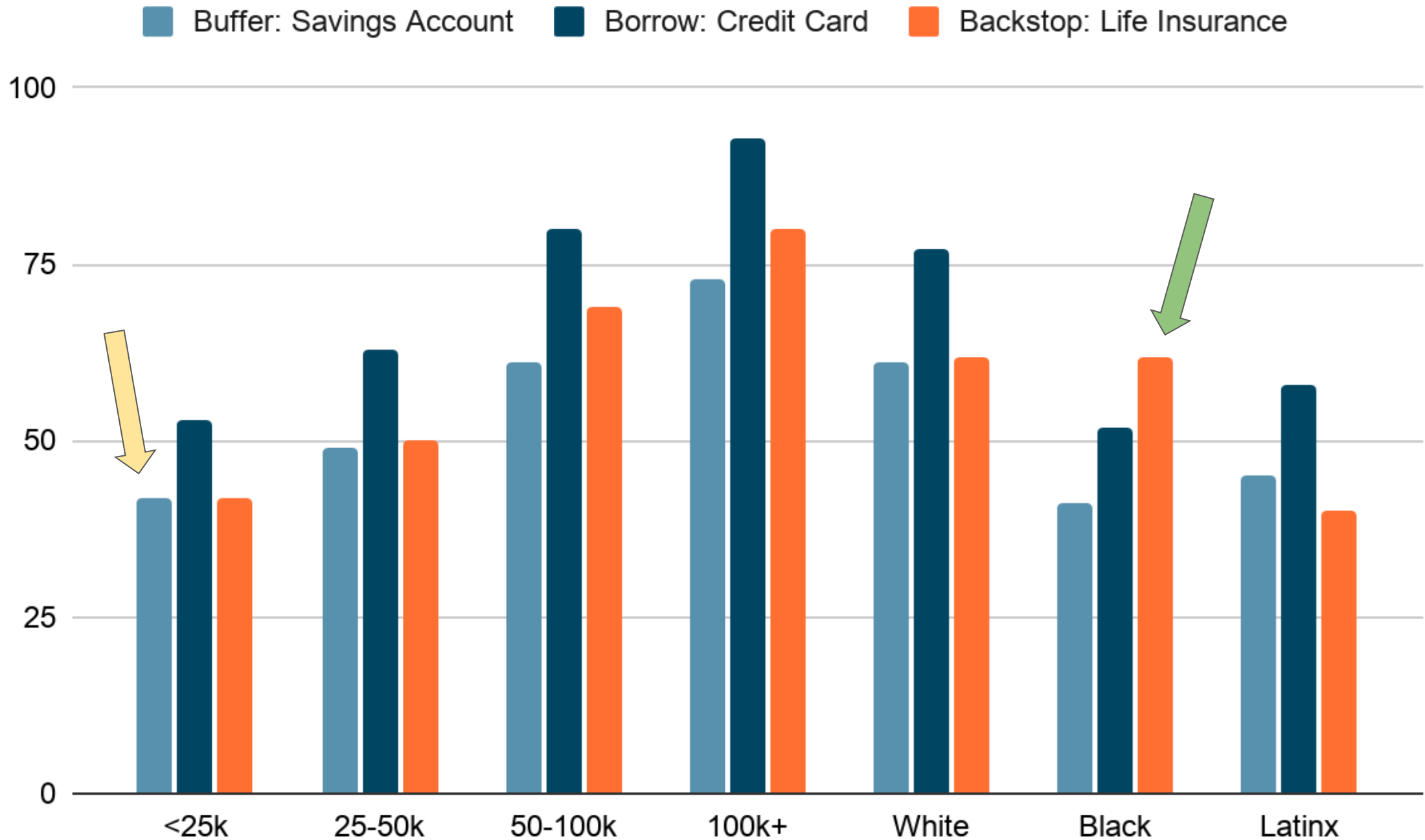
Benefits: Cash Assistance

Backstop: Insurance



Breakthroughs: Changing Systems and Policies

Short-run stabilizers are “**stop gap**” solutions, they are not a solution for poverty.





Administrative Burdens as a Barrier to Access

- Systematically exclude the most vulnerable, as well as Black, Latinx, indigenous and immigrant families

Delivering Emergency Financial Services Requires Infrastructure

- Delivery of services in a financial emergency, especially those who are not digitally connected

Need to Combine Approaches and Supportive Services

- Facilitate financial empowerment with financial coaching combined with access to savings, credit, benefits and insurance: prevent future shortfalls

Racial Equity and Inclusion

- Design features that open access for Black, Latinx, indigenous people and immigrants

Inform Systems Change

- Use lessons learned to educate leadership
- Emergency financial tools are not a long-run solution

Looking Ahead:

Financial coaching for financial resilience

Emergency savings and assistance platforms through employers or networks

Referral systems for short-term credit

Education and counseling on insurance options

Collective evidence to improve employer practices and public policies

Short-Term Financial Capability Happening Now in Texas

Moderator: **Becca Fritze**, United Way of Greater Houston

Zoraima Diaz, come dream, come build

Erika Leos, Foundation Communities

Workforce Development and Upskilling Needs Facing Clients Today

Moderator: **Greg Mangum**, United Way of Metropolitan Dallas

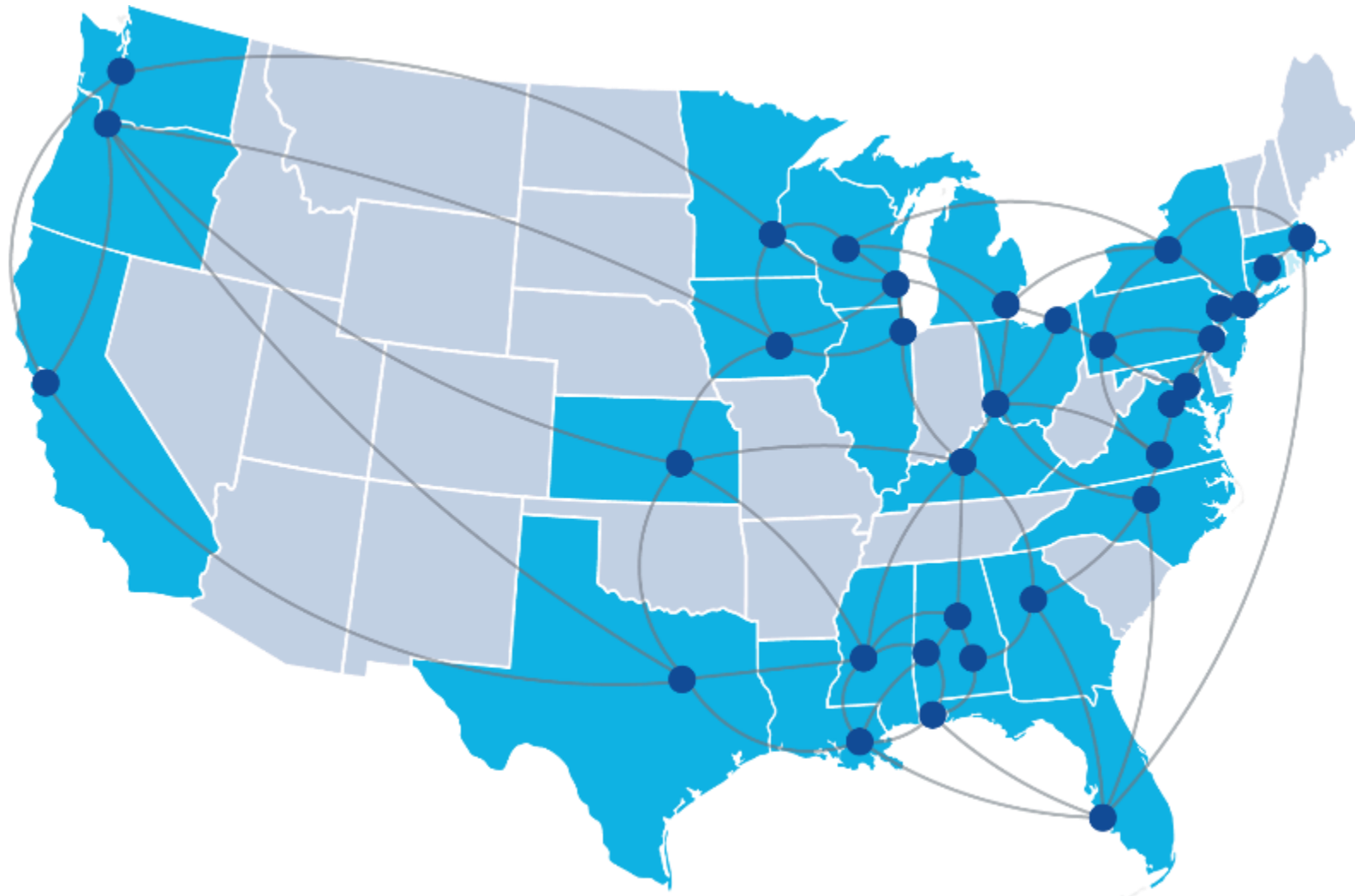
Tamara Atkinson, Workforce Solutions Capital Area

Amanda Cage, National Fund for Workforce Solutions

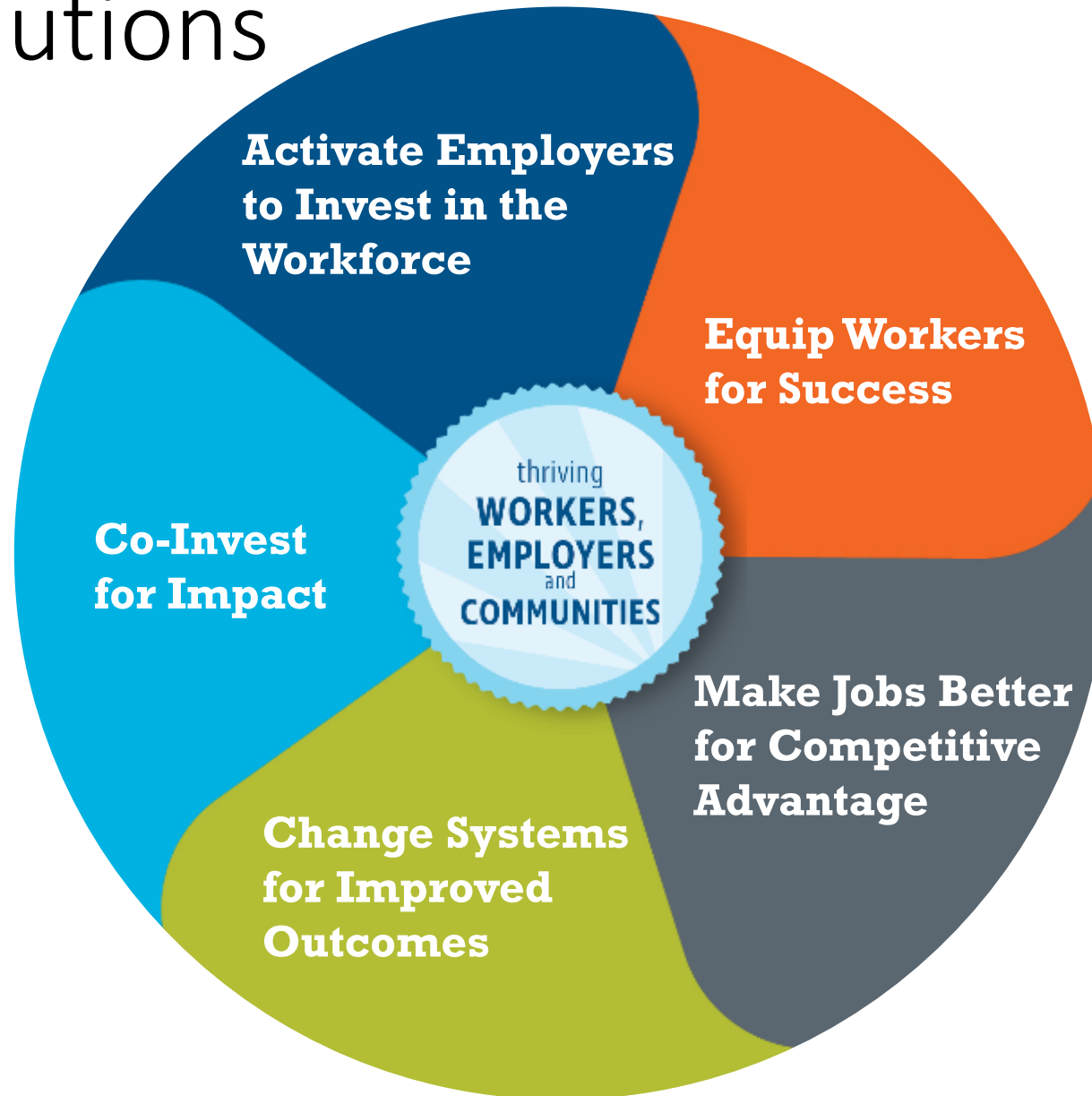
Mou Sarkar, SERJobs

National Network of Changemakers






Workforce Innovation and Implementation Network



Our Solutions



United by 5 Core Values

-  **The Power of the Network**
-  **Racial Equity and Inclusion**
-  **Collaboration and Partnership**
-  **Systems Thinking**
-  **Continuous Learning**

National Fund Job Design Framework



Foundational

Compensation

Wages & benefits

Financial incentives

Employee loans

Fundamentals

Safety

Fairness

Respect

Job security

Grievance procedure

Structure

Open communication

Stable hours & scheduling



Support

Training

■ Entry-level

■ Specialized

Internal Assistance

■ Supervisory training

■ Job coaching

■ Peer mentors

■ Team development

■ Financial counseling

External Linkages

■ Tax credits

■ Childcare

■ Transportation



Opportunity

Career Development

Cross training

Advancement

Educational benefits

Acknowledgment

Internal & external recognition

Leveling of perks

Engagement

Participation/Self-management

Representation

Pride

Ownership

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Mou Sarkar, SERJobs



WORKFORCE
SOLUTIONS Capital Area

Connecting People to Jobs

RAISE TEXAS SUMMIT

Tamara Atkinson, Chief Executive Officer

A proud partner of the **americanjobcenter**® network

Workforce Solutions Capital Area is an Equal Opportunity Employer/Program. Auxiliary aids and services are available, upon request, to persons with disabilities. Relay Texas: 1.800.735.2989 (TDD) / 711 (Voice)

www.wfscapitalarea.com

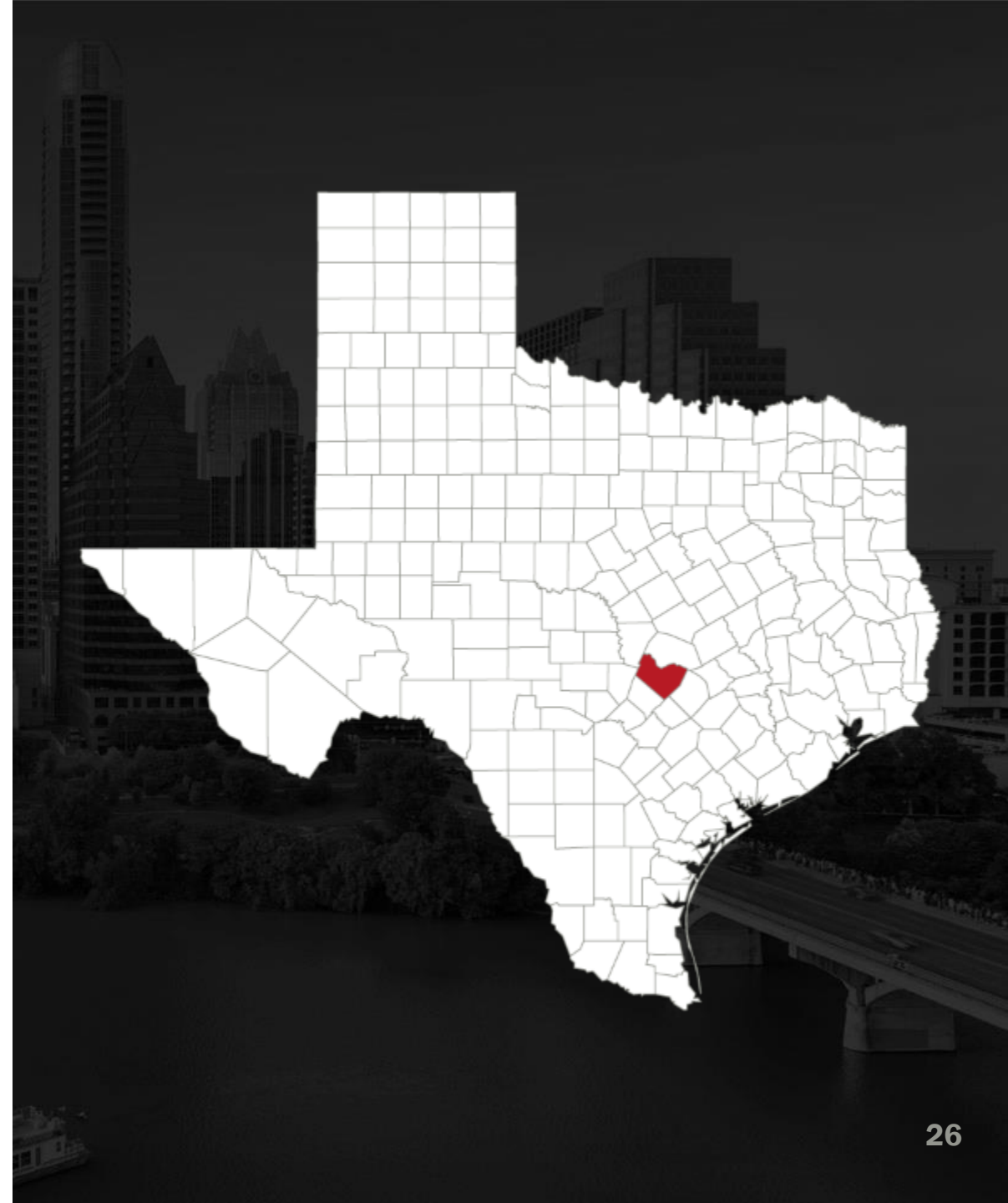


What is Workforce Solutions?

We are the **first responders for employment** in Austin/Travis County

Workforce Solutions Capital Area is a regional governmental entity responsible for **oversight of its workforce system**

We support and connect local people to local jobs

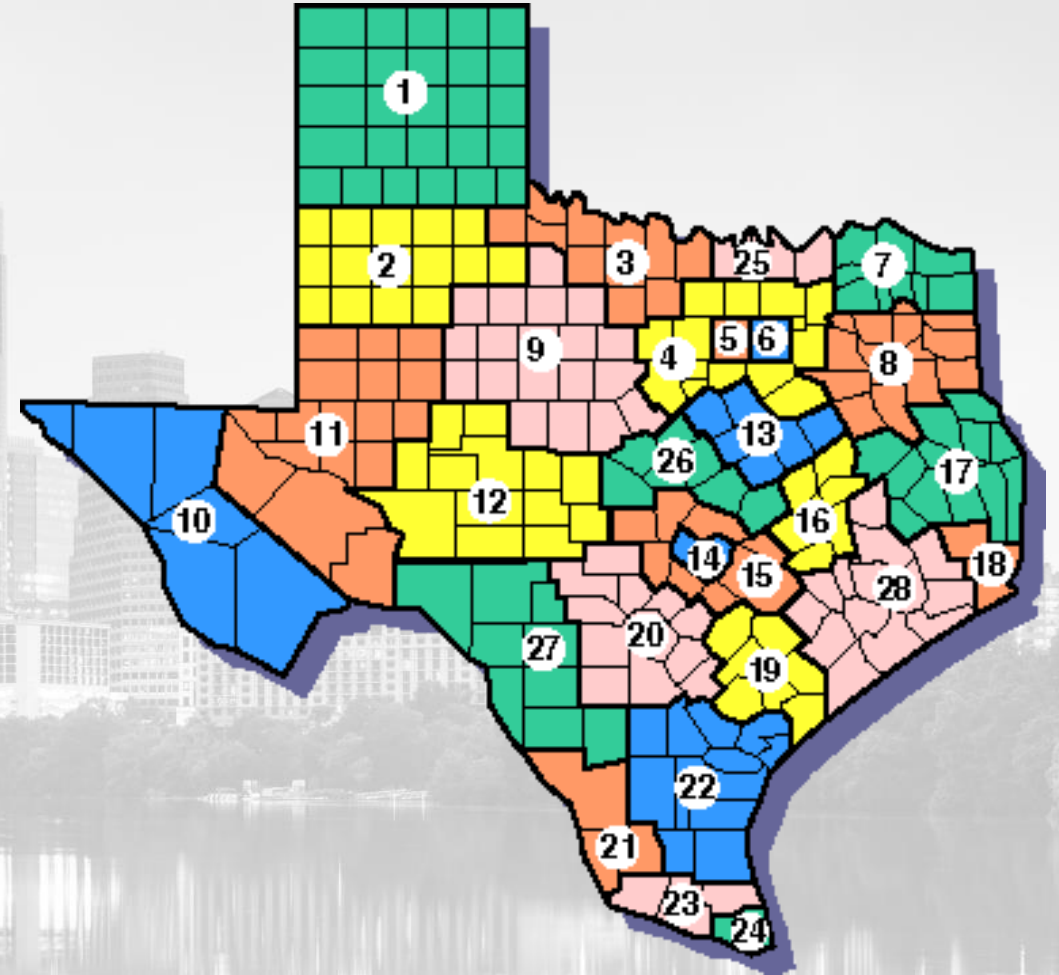




TEXAS WORKFORCE SOLUTIONS

Texas Workforce Development Boards

- | | |
|------------------------|-----------------------------|
| 1. Panhandle | 15. Rural Capital Area |
| 2. South Plains | 16. Brazos Valley |
| 3. North Texas | 17. Deep East Texas |
| 4. North Central Texas | 18. Southeast Texas |
| 5. Tarrant County | 19. Golden Crescent |
| 6. Greater Dallas | 20. Alamo |
| 7. Northeast Texas | 21. South Texas |
| 8. East Texas | 22. Coastal Bend |
| 9. West Central Texas | 23. Lower Rio Grande Valley |
| 10. Borderplex | 24. Cameron |
| 11. Permian Basin | 25. Texoma |
| 12. Concho Valley | 26. Central Texas |
| 13. Heart of Texas | 27. Middle Rio Grande |
| 14. Capital Area | 28. Gulf Coast |



Community Workforce Plan

10,000 local residents living at or below 200% of poverty will secure middle-wage jobs by 2021



AWARENESS & ENROLLMENT: Cultivate interest in high-demand, middle-skill careers

30,000 enroll in middle-skill training

TRAINING: Equip workers with the skills they need to succeed

12,000 earn middle-skill credentials

PLACEMENT: Connect employers with local talent to fill career pathway jobs

ADVANCEMENT: Assist frontline workers in acquiring skills to advance in their careers

8,000 Placed



2,000 Upskilled

'This program will change my life'

Highlight: Skilled Trades & Manufacturing

“



I needed to find a **career path** that would earn me a respectable, **livable income** without taking out massive student loans...

Skilled trades may currently be a male-dominated industry, but it doesn't have to be. Women make wonderful tradespeople and have so much to offer to this industry.”

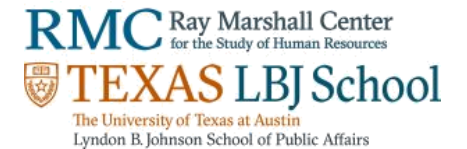
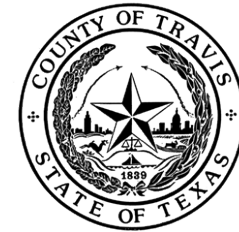
ABIGAIL LEIGHTON

Multi-Craft Core Curriculum graduate (July 2020)

6 ways to partner with your local workforce board

- 1. Join partnerships**
to understand the local workforce needs
- 2. Hear from industry leaders**
and adapt to form better solutions
- 3. Request Labor Market Information**
to inform your workforce development planning
- 4. Leverage and braid funding**
to train your future and existing workforce
- 5. Create a referral network**
to better connect clients to job training and placement resources
- 6. Understand each other's services**
to create a stronger employment ecosystem

WFSCA STRATEGIC PARTNERSHIPS





WORKFORCE
SOLUTIONS Capital
Area

Connecting People to Jobs

Thank you!

Questions?

tamara.atkinson@wfscapitalarea.com

Workforce Development and Upskilling Needs Facing Clients Today

Moderator: **Greg Mangum**, United Way of Metropolitan Dallas

Tamara Atkinson, Workforce Solutions Capital Area

Amanda Cage, National Fund for Workforce Solutions

Mou Sarkar, SERJobs

OUR STORY

SER – Jobs for Progress of the Texas Gulf Coast, Inc. (SERJobs) was founded in 1965 through the combined efforts of the League of United Latin American Citizens (LULAC), the G.I. Forum, and the Department of the Navy. It began as a volunteer job bank for Hispanic Veterans and is now a nationwide network of 42 affiliates operating in over 200 offices.

Counties Served: Harris, Austin, Brazoria, Chambers, Fort Bend, Galveston, Liberty, Matagorda, Waller, and Wharton

Headquarters: 1710 Telephone Road, Houston TX 77023 (opened July 2018)

Staff Leadership:

- Sheroo Mukhtiar– Executive Director & CEO
- Joanie Wentz – Chief Development Officer
- Olga Rodriguez – Chief Program Officer
- Gerald Eaton – Chief Financial Officer
- Alma Silva – Director of Administrative Services



WHO WE SERVE

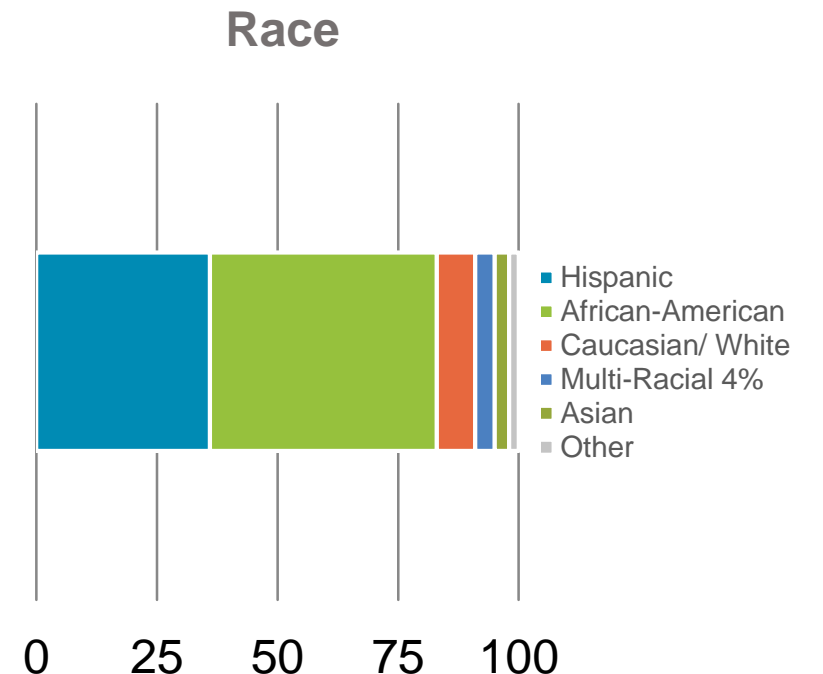
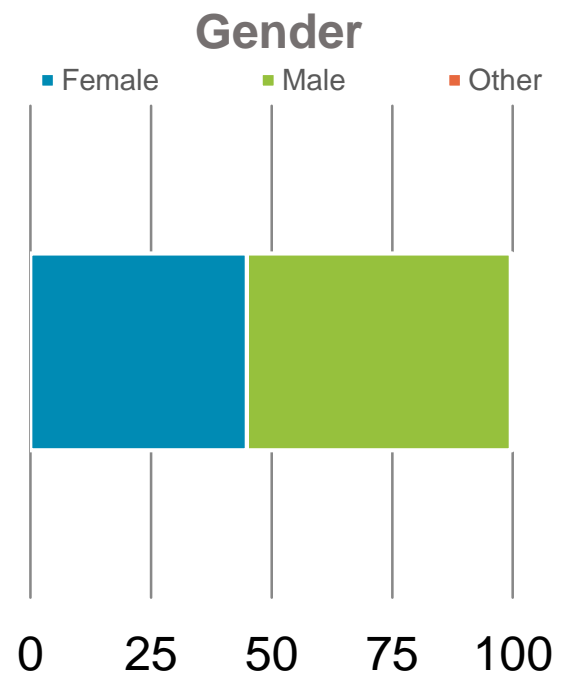
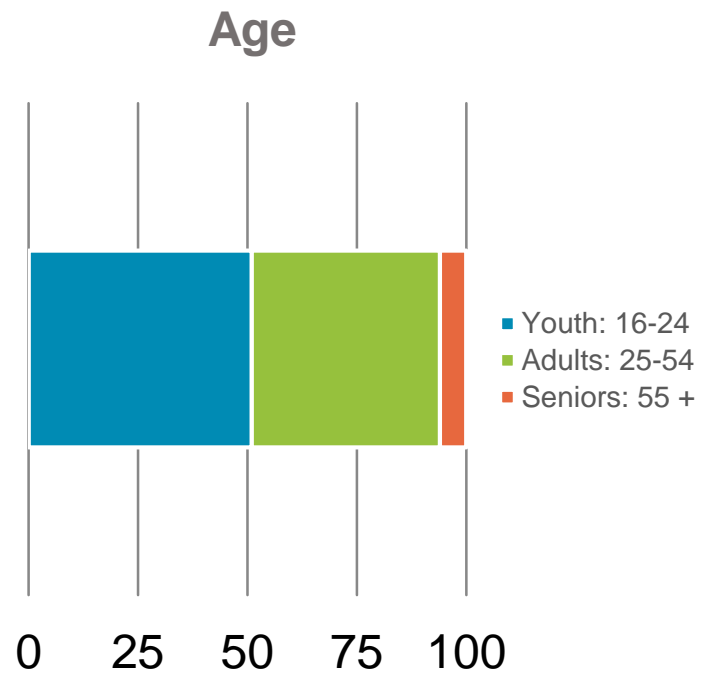


*SER is the Spanish verb “to be.”
So that is exactly what we impart on the people we serve -
that they can be whatever they want “to be”*

WHO WE SERVE

- *Low-to-moderate income individuals with challenges to employment (all ages)*
- *Youth & young adults ages 16-24*
- *Individuals who have had involvement with the criminal justice system*
- *Veterans returning to the civilian workforce*
- *Individuals working toward financial stability for themselves and their families*

WHO WE SERVE | BREAKDOWN



*Data from calendar year 2019



2,888 YOUTH

(16-24) received internships, job readiness, and employment services

1,187 RE-ENTRY

clients (juvenile & adult ex-offenders) found a second chance to contribute positively to their community

341 SENIORS

(55+) secured opportunities to update their skills

334 HOMELESS

clients received employment, occupational training, and job readiness services

298 YOUTH HIRED

For paid internships around the city

71% EMPLOYED

Placed in various industries around the city



EMPOWERMENT

- SER equips participants with the knowledge, skills, and resources needed to earn a living wage, build assets, and work toward long-term financial stability.



Career Coaching



Education & Training



Employment



Financial Literacy &
Financial Coaching



CAPITAL CAMPAIGN | INVESTING IN THE FUTURE

In order to address the needs of our community, both now and in the future, **SER has launched its Investing in the Future Capital Campaign.**

The Workforce Training Center (WTC) will provide a direct pipeline of specialized trainings to over 800 low-to-moderate income individuals annually. SERJobs will continue to be a training hub for a variety of industries: construction, manufacturing, transportation, and infrastructure.

- SER's proposed Workforce Training Center (WTC) will provide critical space for hands-on training and economic mobility for our neighbors in need of opportunity.
- 2.17 acres located approximately 1,000 feet behind SERJobs' current facility.
- Warehouse training building equipped with the necessary training equipment needed to provide hands on experience.
- \$11 million effort

CAPITAL CAMPAIGN | INVESTING IN THE FUTURE



SER's future Workforce Training Center

CONTACT

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Sheroo.Mukhtiar@serhouston.org

Mou Sarkar

Training and Development manager

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Mou.Sarkar@serhouston.org



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See you tomorrow!

- Join us tomorrow at 9:00am CST as we continue our discussion on “The Roadmap to Financial Resilience” with Stage 3 on emergency savings