



Contract Year 2022 Program Update



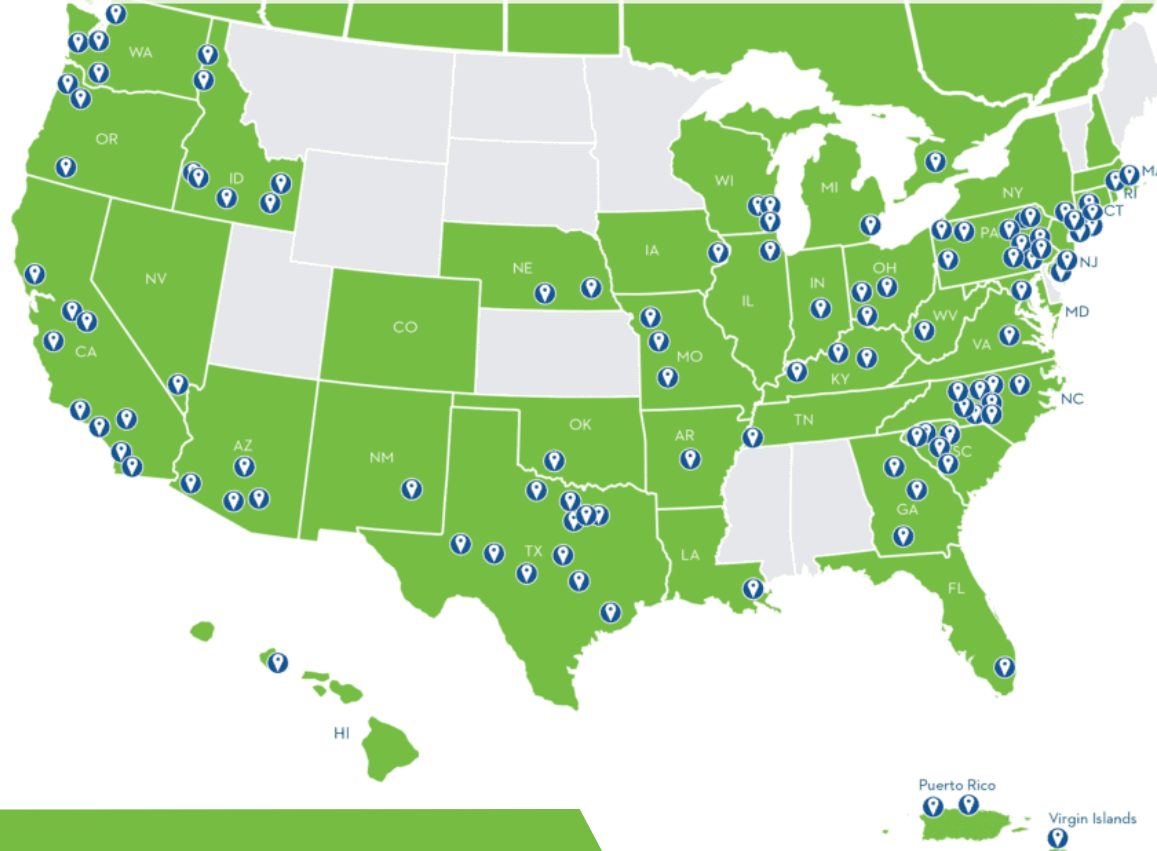
September 21, 2022

Creating Opportunities. Changing Lives.

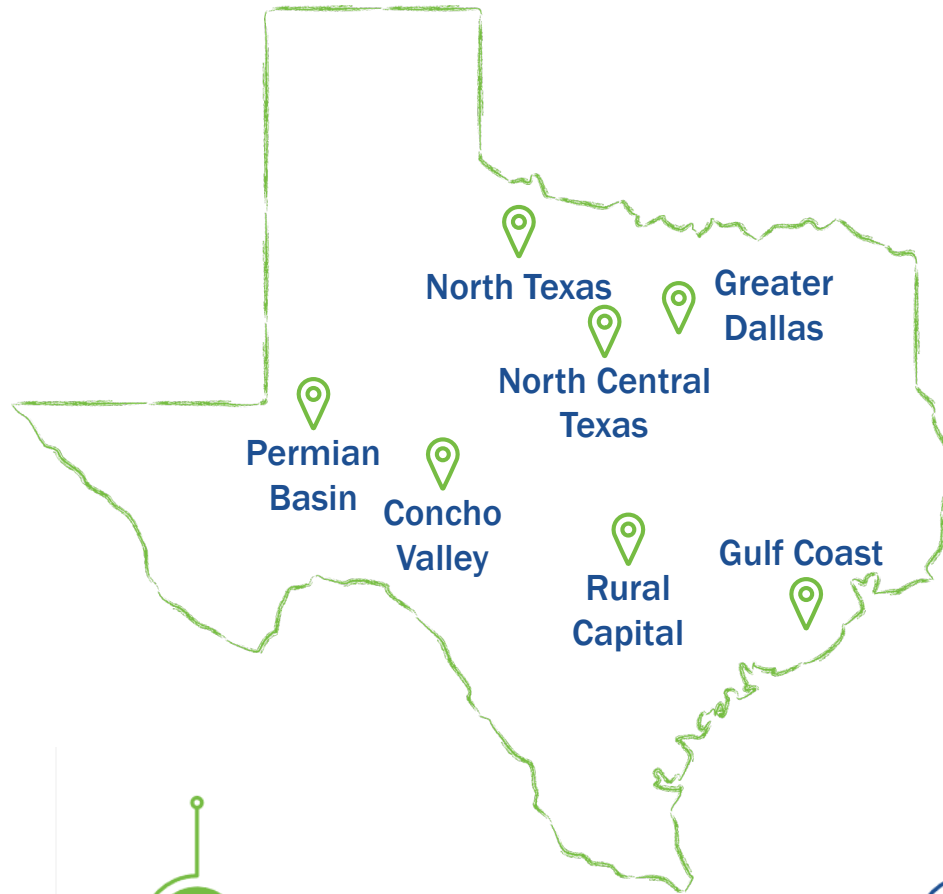
Leading Provider of Community Focused Workforce Services in 37 States,
Canada, Puerto Rico and the U.S. Virgin Islands

800,000+ people served annually

3,000 employees and 370+ locations across North America



Partnership in Texas



1996

Began operating integrated workforce development systems in Texas

2022

Support to 7 workforce areas in Texas

Dallas Leadership



Our team is committed to providing exemplary workforce services, assistance, and support to individuals and families in the communities that we serve, making an impact that changes lives for the better.



Impact Area



UNIQUE NEEDS
BY CENTER



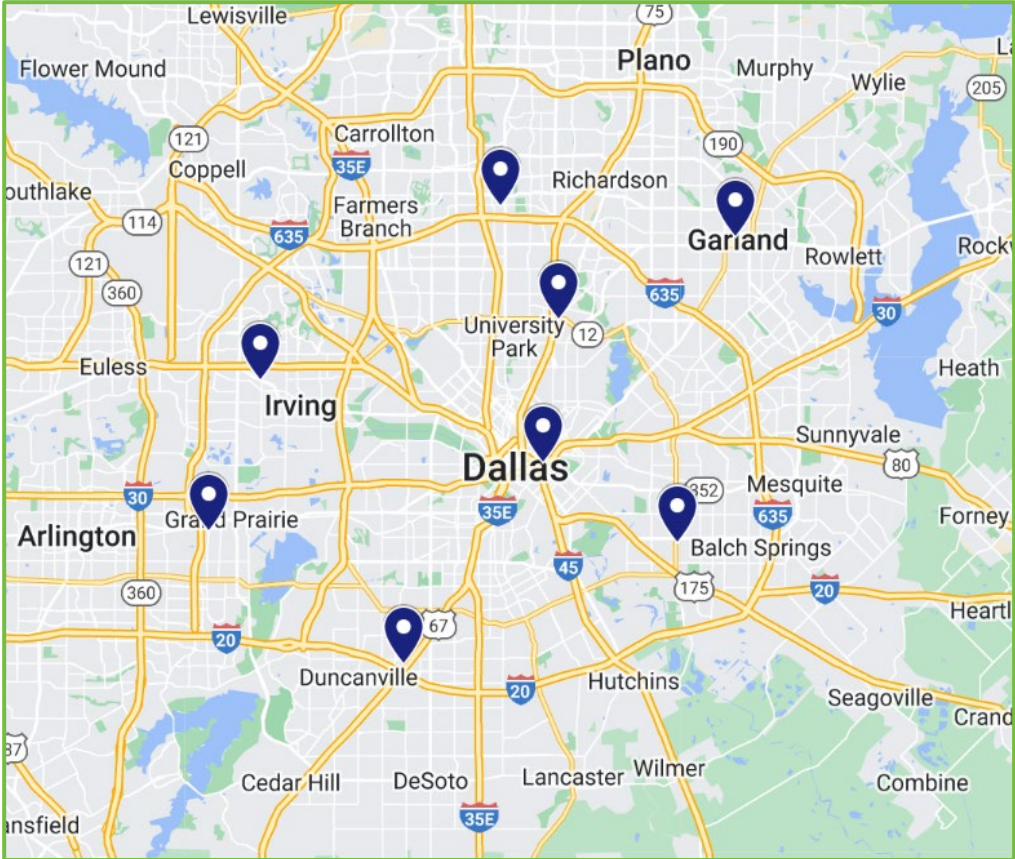
EFFECTIVE
COORDINATION
WITH PARTNERS



TEAM MAKEUP
TO MEET
COMMUNITY
NEEDS



VIRTUAL &
IN-PERSON
SERVICES



Job Seeker & Employer Impact

Data through August 2022



31547 Job Seekers Served

11,837 
People Re-employed Within 10 Weeks After Being Laid Off

 **9,396**
Employers Served

Youth & Young Adult Impact

Data through August 2022



822

Youth
Served



287

Scholarships Awarded



147

Work Experience

Choices Impact



Ranked #1 in Choices among large board areas

Currently +P 108.22% of target

Choices Work Rate BCY22 Dallas vs Texas Comparison

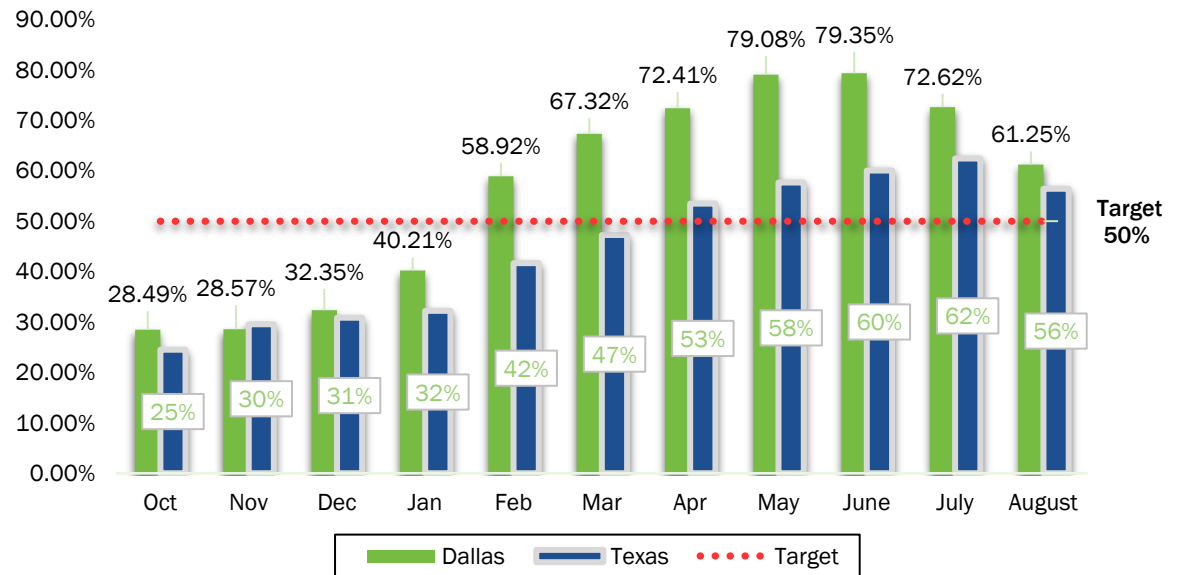


Chart reflects monthly data. As of August, year-to-date performance = 56.45%

Changed Landscape

- Competition for talent
- Worker priorities
- Demand for “good jobs”

Service Delivery Re-Imagined

- Equus hosted a two-day strategy session in June that included Center Directors, Program Managers and center staff
- Three priority areas emerged:
 - **Outreach and Engagement**
 - **Increase Enrollments**
 - **Relevant Services**
- We questioned: what's working, opportunities for improvement and impact on desired outcomes
- Action steps developed for each priority area



Outreach

Increasing access to those who need our services most through:

- Expanded community outreach and community-based service delivery
- Use of data to target areas for those in most need of services
- Addition of a Community Outreach Navigator role

Enrollment

Ensuring barrier free on-ramps and rapid access to services by:

- Evaluation of the eligibility process for efficiencies and opportunities to use technology to support enrollment
- Expanding center hours and virtual availability of staff during non-traditional hours
- Centralizing the intake function

Relevant Services

Adapting services by:

- Recognizing the diverse job seeker profiles that we serve and customizing service paths
- Expanding use of online training tools (LinkedIn Learning) and VR technology
- Providing innovative recruitment strategies to employers that use digital technology
- Assisting employers with talent retention through worker learning opportunities and upskilling

Thank You!

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