

**Lindsay Vanderbilt**  
Public Information Officer  
Phone: (903)984-8641 x218  
Cell: (903)931-1830  
Lindsay.Vanderbilt@etcog.org

Fax: (903)983-1440  
3800 Stone Road  
Kilgore, TX 75662  
www.etcog.org

**WORKFORCE SOLUTIONS  
EAST TEXAS**



# PRESS RELEASE

## East Texas Business Honored at Workforce Conference *N.E.W. Customer Service Companies Inc. of Tyler Receives Award*

**Tyler, TX, December 7, 2009:** Sterling, Va.-based N.E.W. Customer Service Companies Inc., which has a location in Tyler, received the Employer Award of Excellence for the Workforce Solutions East Texas area at the Texas Workforce Commission's (TWC) 13th Annual Texas Workforce Conference held December 2-4 in Grapevine. The Employer Award of Excellence honors employers that are actively involved with their local workforce board and have made a positive impact on employers, workers and the community.



(Pictured from left to right: TWC Chairman Tom Pauken, Board Chair Rusty Basham, Karen Rish N.E.W. Director- Work at Home, Andres Alcantar TWC Commissioner Representing the Public)

"Strong business partnerships between private employers and local workforce boards are crucial to addressing today's challenging economic environment," said TWC Chairman Tom Pauken. "I'd like to commend N.E.W. Customer Service Companies and Workforce Solutions East Texas for their exceptional collaboration and contributions to the region."

A leading provider of extended service plans, buyer protection services and product support, N.E.W. Customer Service Companies Inc. partnered with Workforce Solutions East Texas, the Tyler Economic Development Council, Tyler Junior College and the Office of the Governor Economic Development and Tourism Division to bring a new work-at-home call center to Tyler. The operation opened in less than six months as a result of the partnership, and employed more than 120 full-time workers. The new work-at-home call center troubleshoots problems for DIRECTV customers nationwide.

For more information, contact ETCOG's Director of Workforce, Wendell Holcombe, at 903.984.8641 x254.

### **About Workforce Solutions East Texas**

It is the mission of the Workforce Solutions East Texas Board to improve the quality of life in this area through economic development by providing a first-class workforce for present and future businesses. The Board works in partnership with chief elected officials of the region and is the primary source of local workforce policy. The Workforce Solutions East Texas Board is one of 28 local Workforce Solutions Boards located throughout the state. The board serves Henderson, Van Zandt, Rains, Wood, Upshur, Camp, Marion, Harrison, Panola, Gregg, Rusk, Cherokee, Anderson and Smith counties. The East Texas Council of Governments (ETCOG) serves as the administrating agency of the Workforce Solutions East Texas Board.

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