

PRESS RELEASE

Operating Hours to Change for Six Workforce Solutions Centers in East Texas

Changes Effective January 4th

East Texas, December 30, 2015: Workforce Solutions East Texas announces a reduction in the days of operation at six local Workforce centers. Effective on January 4th, the following Workforce Solutions centers will go from a five day a week schedule, to a split schedule, sharing staff at the centers which are close in proximity:

Emory

Thursday – 8:00 AM to 5:00 PM
Friday – 8:00 AM to 5:00 PM

Pittsburg

Thursday – 8:00 AM to 5:00 PM
Friday – 8:00 AM to 5:00 PM

Carthage

Thursday – 8:00 AM to 5:00 PM
Friday – 8:00 AM to 5:00 PM

Canton

Monday – 8:00 AM to 5:00 PM
Tuesday – 8:00 AM to 5:00 PM
Wednesday – 8:00 AM to 5:00 PM

Gilmer

Monday – 8:00 AM to 5:00 PM
Tuesday – 8:00 AM to 5:00 PM
Wednesday – 8:00 AM to 5:00 PM

Henderson

Monday – 8:00 AM to 5:00 PM
Tuesday – 8:00 AM to 5:00 PM
Wednesday – 8:00 AM to 5:00 PM

The Workforce Solutions East Texas Board approved these operational changes at its meeting on December 10th in order to balance the budget due to rising facility costs. This realignment of services will allow Workforce Solutions East Texas to maintain a presence in all 14 counties.

“Throughout Texas, we are one of the few remaining service regions that has a Workforce Solutions center in each of the counties we serve,” said ETCOG’s Director of Workforce & Economic Development, Doug Shryock. “With facility costs on the rise, we have had to designate a large part of our budget to keeping the doors open at each of our 14 centers. These changes will allow more of our funding to be dedicated to serving our customers while maintaining a physical facility presence in each county as long as possible. As we have just completed our third year in a row of meeting 10 out of 10 performance benchmarks with the Texas Workforce Commission, high quality service to our customers remains our number one priority. The Board has initiated several technological changes coming soon which will give our customers more convenient ways to seek out assistance rather than always having to visit a center for help.”

The reduction in site hours will be offset by the addition of a second mobile workforce unit which will rotate its location throughout the region. The Board will also be launching a new website in the next few months which will allow customers to receive more online services, and it is making plans for a new call center. These preparations will allow participants to continue to receive complete and high quality services, in their preferred mode.

For more information, you may contact ETCOG's Director of Workforce & Economic Development, Doug Shryock, at (903) 218-6425, or the Deputy Director of our Workforce Centers, Rhonda McGrath, at (903) 758-1783. Media are also welcome to contact the Area Managers of the affected centers:

Angelia Snow – Canton/Emory

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About Workforce Solutions East Texas

It is the mission of the Workforce Solutions East Texas Board to improve the quality of life through economic development by providing a first-class workforce for present and future businesses. It is the vision that Workforce Solutions East Texas has active economic development with a premier workforce attracting and supporting growth of business and industry. 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.