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**WORKFORCE SOLUTIONS BORDERPLEX ANNOUNCES NEW ERA OF WORKFORCE SERVICE DELIVERY**

*Modernized contractor model designed to strengthen customer experience, innovation, and regional workforce outcomes across the Borderplex.*

El Paso, Texas- May 18, 2026- Workforce Solutions Borderplex (WSB) is launching a new era of workforce service delivery with the approval of a modernized contractor model designed around the evolving needs of the Borderplex community.

Following a competitive procurement process required under federal and state law, WSB's Board of Directors approved a new service delivery structure that introduces specialized workforce partners while maintaining unified oversight, coordinated customer support, and continuity of services throughout the region.

The newly awarded contractors joining this next chapter of workforce services include Career Team, Dynamic Workforce Solutions, and Project ARRIBA.

The transition reflects WSB's long-term strategy to modernize and personalize the workforce experience while positioning the Borderplex region for future economic growth, workforce innovation, and changing customer expectations.

"This is not about changing our mission. It is about strengthening how we deliver it," said CEO, Leila Melendez, Workforce Solutions Borderplex. "The workforce landscape has evolved dramatically over the last several years. Customers today expect services that are more responsive, accessible, specialized, and human-centered. Our community deserves a workforce system that meets people where they are, treats them with dignity, and helps connect them to real opportunities that can create lasting impact for individuals and families."

WSB leaders say the updated model was shaped by listening to community needs, workforce trends, employer feedback, and the realities many families face while navigating career transitions, training opportunities, childcare needs, and economic uncertainty.

The organization emphasized that while service delivery is evolving, WSB's leadership, mission, oversight responsibilities, and commitment to the community remain unchanged.

Key elements staying the same include:

- Existing Job Center locations
- Continued support for employers and job seekers
- Local hiring expectations for contractors
- WSB oversight and accountability
- Commitment to uninterrupted customer support
- Focus on dignity, respect, excellence, and customer experience

The updated structure also reflects broader shifts taking place across workforce systems nationally, including:

- Increased specialization in workforce programming
- Expanded virtual and remote service capabilities
- More streamlined customer experiences
- Greater operational flexibility and innovation
- Stronger alignment between customer needs and service expertise

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WSB says the goal is not simply to modernize workforce services, but to continue to redefine how government-connected workforce systems engage with the public.

“For too long, many people have viewed workforce systems through the lens of bureaucracy or barriers,” said Melendez. “We are intentionally breaking away from those stereotypes. This model is designed to feel more personal, more connected, and more trusted. We want people to know there is a team here ready to support them, guide them, and help them build stronger futures for themselves and their families.”

Leaders added that the transition is ultimately about creating generational and economic impact across the Borderplex by helping more residents connect to careers, training, economic mobility, and long-term stability.

The transition process will continue throughout the summer as contractors coordinate staffing, onboarding, training, and operational planning. New contracts are scheduled to officially take effect October 1, 2026.

WSB confirmed that customers should expect no interruption in workforce services during the transition period.

## CONTRACTOR STATEMENTS

### Career Team

“Career Team is honored to partner with Workforce Solutions Borderplex in advancing a bold new vision for workforce service delivery across the region,” said Anthony Terlizzi, President of Career Team. “We believe the future of workforce development is built around innovation, responsiveness, and a deeply personalized customer experience. Together with Workforce Solutions Borderplex and our fellow partners, we look forward to helping connect individuals, families, and employers to meaningful opportunities that strengthen the Borderplex community for years to come.”

### Dynamic Workforce Solutions

“Dynamic Workforce Solutions is honored to join as a partner in Workforce Solutions Borderplex’s new service delivery model,” said Terri Leisten, President of Dynamic Workforce Solutions. “This model reflects a shared commitment to an exceptional customer experience, ongoing innovation and a more human-centered workforce system. Together, our partner organizations bring complementary strengths that allow us to meet customers where they are, deliver specialized expertise, and create meaningful pathways to opportunity for individuals, families, and employers across the Borderplex region.”

### Project ARRIBA

“Project ARRIBA is honored to partner with Workforce Solutions Borderplex in this important work that directly supports the people and families of our community. We are grateful for the opportunity to serve alongside partners who are deeply committed to helping individuals overcome barriers and access meaningful career opportunities. Together, we look forward to strengthening pathways that uplift our residents, empower families, and contribute to a stronger, more resilient Borderplex region,” said Olivia Valdez, interim CEO of Project ARRIBA.