

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Borderplex Score Card

The Texas Workforce Commission's annual evaluation of each Board's oversight capacity. Boards are assigned a rating of Meets Standards or Below Standards for each of the following six categories.

Develop, maintain, and upgrade comprehensive fiscal management systems

Meets

- √ Does the Board have fiscal management systems in place that include appropriate fiscal controls?
- √ * Does the Board, during its regularly scheduled meetings, include a quarterly review of the financial status of the Board and its service providers for all funding sources it administers?
- √ Have single audits been free of material weaknesses?

Hire, train, and retain qualified staff to carry out the Board's oversight activities

Meets

- √ Has the Board been certified?
- √ * Has the Board hired or retained qualified staff (Executive Director, Chief Financial Officer, Program Director, Contract Management Staff, Monitoring staff) to oversee contractors?

Select and oversee local contractors to improve the delivery of workforce services

Meets

- √ Does the Board have an effective formal procurement process, and has the Board been following this process?
- √ Does the Board have a certified monitoring function in place to oversee contractors?
- √ The Board has no disallowed costs exceeding one percent of allocation (non-self-reported).
- √ The Board has no disallowed costs exceeding one percent which resulted in repaying funds.

Oversee and improve the operations of Workforce Solutions Offices in the Board's service area

Meets

- √ Does the Board have certified Workforce Solutions Offices?
- √ * Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with a local contractor?
- √ * Has the Board applied its service improvement policy when necessary?

Manage the contractors' performance across multiple Board programs

Meets

- √ Did the Board meet target on at least 80 percent of its contracted performance measures?
- √ Is the Board within 35 percent of target on all contracted performance measures?
- √ * Does the Board hold performance oversight meetings, do performance reviews, or, during its regularly scheduled meetings, include a review of its status on contracted performance measures at least four times throughout the year?

Identify and resolve long-standing or severe Board oversight problems and workforce service provider performance issues

Meets

- √ The Board did not miss target on the same performance measure two years in a row.
- √ The Board does not have any unresolved material weaknesses discovered through a single audit.
- √ The Board has not been placed on an Intent to Sanction or a Sanction.

BORDERPLEX COMMUNITY IMPACT STATEMENT

A written statement from each Board summarizing its impact on and relationship with the local community and economy. Specify how the Board's efforts demonstrate and contribute to an effective workforce system by engaging employers, helping workers find jobs, and ensuring good fiscal stewardship.

Workforce Solutions Borderplex Board of Directors has adopted a strategic plan that has two-year targeted goals with local measures. These are focused on improving business and community awareness of our services and how we can assist in fulfilling talent needs; collaborating with other economic development partners to help increase economic prosperity and understanding the talent needs and skills gaps so that we can deploy effective strategies. We measure our impact by tracking the number of businesses served, the number of job seekers securing employment, impact of industry round tables and industry-focused hiring fairs, as well as talent pipeline initiatives to prepare the next generation for the workplace.

In addition to these local goals, WSB ensures that all TWC metrics are met and/or deploy corrective strategies to address deficiencies. WSB is committed to continue to analyze and strategize activities, processes, and best practices to ensure effective outcomes and provide sustainable and continuous successful performance measures. WSB conducts monthly meetings with all of our contractors to review and discuss budget, activities, performance measures and any other areas that may be requested by the Board or Contractor. This helps build and strengthen the relationships among our contractors and gives

the opportunity to immediately address any areas of concern. The Board's monitoring team works closely with the contractors Quality Performance and Improvement Team (QPT) to provide Technical Assistance when needed as a result of their reviews or upon request. Additionally, WSB regularly provides trainings via Technical Assistance, scheduled trainings, and reviews. We discuss performance, regulation changes and strategies to maximize program outcomes. The Board's program staff also work closely with contractor' management team and assist in strategizing as well as connecting them to our partners.

WSB continues to build and strengthen our relationships with all of our contractors and partners in our community. Our CEO reports out weekly in the "CEO Weekly Brief" highlighting various topics for the week. Examples include, unemployment rate, the labor market report, job fairs, job opportunities in WorkInTexas.com, etc. WSB relies on a "Street Team" made of up staff that is mobile and agile and able to provide employment services, program enrollment, and partner linkages on-site at locations requested by partners, education institutions and employers.

WSB continues to utilize YouTube videos called Workforce Wednesdays which is a weekly highlights reel of ongoing progress within WSB regarding programs, initiatives, events, and workforce research. The video is posted on WSB's Facebook page objectives for the weekly video publication include expanding exposure of the organization's mission and success stories while educating the public about workforce trends and available services.

WSB will continue to conduct regular meetings with regional training providers to discuss annual target occupation list, current employer needs, industry recognized certifications, and other industry trends in an effort to better align educational curriculum and establish educational pipelines that are meeting the current and projected needs of employers.

WSB also in a part of the El Paso Collaborative for Academic Excellence initiative. We share data that align employment, education, and community strategies.

WSB continues to seek fund opportunities outside traditional formula funds as an effort to expand training opportunities for the WSB Borderplex region. WSB took advantage of new funding opportunities, mostly all related to the urgent response needed for the COVID-19 recovery. Over \$5M in new funds allowed us to develop innovative programs for workforce training, small business support, and modifications to our job centers, making them safe for our customers.

- Department of Labor \$2M
- Microsoft \$300K
- TWC Skills Development Fund \$500K
- TWC Texas Industry Partnership \$200K
- El Paso Community Foundation & CREEED \$350K
- City of El Paso \$275K
- El Paso County \$1.2M
- TechQuest Apprenticeship Grant \$30K
- Texas Mutual Insurance \$25K
- Bank of America Community Champion Award \$50K

With the additional support and passionate commitment from our entire staff, we converted the new funding into innovative programming, including: Digital Solutions program to help businesses convert into a virtual operation that would support their brick and mortar business A partnership with Texas Tech Health Sciences Centers to administer vaccines for frontline workers while giving students an

incredible opportunity for milestone work experience Conversion of large, industry job fairs into a successful virtual platform that allowed access from anywhere with a WIFI connection.

√ = Meets Standard

X = Below Standard

* = Board Attestation