

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Capital Area 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 the 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.

Capital Area 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.

- One of the few—if not only—Boards in the state that receives considerable amounts of funding for workforce and child care services from the City and County
- Evaluate impact outside of contracted measures to measure impacts
 - Training Effectiveness Matrix
 - Community Workforce Plan
 - Training voucher cost caps
- One of two Boards that sought additional funding as a result of COVID-19 to increase services to laid off individuals
- One of eight Boards that received a pilot grant from TWC in 2019 to launch a career and education outreach specialist program. Since 2019, WFSCA's outreach team has connected with middle and high school students from five school districts more than 33,000 times through class presentations, industry speakers, career fairs, internships, and more.

WFSCA's COVID -19 Response to Support Austin's Workforce:

- WFSCA has remained open during the pandemic, pivoted to serve Austin virtually
- Continue to reach out to jobless residents via WorkInTexas.com, the state's job searching website
- Continue to reach out to jobless residents via phone
- Created the Jobs Now job board on our website
- Continue to list jobs with employers who are hiring immediately across Austin
- Moved our job fairs to a virtual platform
- Converted all career awareness resources to a virtual format and created the climbtheladderctx.com microsite that houses resources for student and adult career seekers.
- Outreach specialist team connects with WIOA Youth contractors and Youth Employment Partners to help high school seniors transition to short-term middle-skill training and employment opportunities.

Child Care

Our supports positively impact our parents and providers. WFSCA Child Care Highlights (FY20)

- 5,846 Children Across Travis County in our care

- 387 Child Care providers contracted
- 157 Providers are Quality Rated (as of August 31, 2021)
- +50 providers achieved a Quality Rating through WFSCA during pandemic (as of August 31, 2021)
- 1,284 Providers and teachers trained and mentored through 93 trainings hosted
- 297 Children enrolled in Continuity of Care Program funded by City of Austin/Travis County to bridge any gaps in eligibility for local parents

Program/System 5-Year Impacts

Austinites are better off after receiving our services since 2016:

- 16,292 Travis County residents directly supported by WFSCA, indirectly impacting 41,297 family members and 17,988 children
- 93% Employment rate for laid-off workers
- 92% Employment retention for families participating in our child care program
- \$317 million total post-program wages earned by our customers
- \$103 million total post-program wage increase compared to pre-program earnings
- \$9,807 Average post-program wage increase per customer

Training Effectiveness (FY16-19)

WFSCA evaluates training effectiveness and individuals obtaining employment in their field of training:

- 2.9X ROI for every \$1 invested in our community
- 779 Clients trained
- \$5,059 Average cost of training
- 85% Earned a credential
- 76% Entered training-related employment

Average wage increase—Lower-Skill Training

- Before training \$11,567 after training \$30,246 = \$41,813

Average wage increase—Middle-Skill Training

- Before Training \$27, 825 after training \$21,111 = \$48,936
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√ = Meets Standard

X = Below Standard

* = Board Attestation