

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Gulf Coast 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

Below

- X 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

Below

- X 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

Below

- X 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.
- X The Board has not been placed on an Intent to Sanction or a Sanction.

Gulf Coast 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.

Our region is more than just a point on a map. It is the home of millions of people and the location of thousands of businesses. And the relationship between those two groups is what keeps our region bustling with activity and rich in promise. Our 13-county area must be a hub for interdependent relationships that lift people and businesses up to their highest heights; and promote them in their goals for success.

That can't happen if we lag behind the times or miss opportunities as they arise. That can't happen if ties are broken between employers and employees, or if we don't identify opportunities to grow skills and capacity. If our region fails in its ability to support thriving businesses and industrious individuals, it becomes irrelevant to the global marketplace, and we all languish as a result. We face the consequences of a faltering economy, which cannot support a rich and meaningful community that draws people in and inspires them to stay.

At Workforce Solutions, we exist to keep our region a place where people want to do business, to work and live. When we identify and pursue every opportunity to bring vibrancy to the labor market, we generate more promise and hope. Our region becomes a magnet for amazing businesses and amazing talent. People flock here for jobs and businesses rush for the opportunities to grow. We become a place where people and businesses want to plant their roots, because they see a future here, and that future is bright. Abundance follows, and as a result, we become an important player in the global economy and all in our region thrive.

The Gulf Coast Workforce Board sets the strategic direction and focus for the public workforce system in our region. It directs the use of – and leverages where possible – public funds to help employers meet their human resource needs and individuals build careers. We exist to keep our region a great place to do business, work and live. We elevate the economic and human potential of the Gulf Coast region by fulfilling the diverse needs of the businesses and individuals we serve.

We aspire to be a region that attracts and retains the best employers, affords everyone the dignity of a job, remains vitally important to the global economy – and all within it are thriving. To make a difference for our community and our customers, the Board has set out results it intends to reach and measures to judge progress toward those results. This enables the Board to effectively engage employers, help workers find jobs, and maximize our funding. The Board uses its funds and directs the system it oversees to ensure:

1. Competitive Employers
2. An Educated Workforce
3. More and Better Jobs
4. Higher Incomes

Through its operating affiliate Workforce Solutions, the Board has a service delivery system that delivers skilled workers for employers. With a region-wide Employer Service; 28 local career offices; multiple adult education providers; and a network of training, support service, and early education providers, Workforce Solutions offers a full range of workforce and career service for its customers.

During the most recent year, the Board and Workforce Solutions:

- Helped about 24,600 employers;
- Served more than 425,000 individuals
- Provided basic education for more than 12,087 adults;
- Support for about 21,700 families and 41,800 children with early education;
- Used \$212 million in financial aid for education/training scholarships, work-based learning, work search and work entry support services, and assistance with early education/childcare expenses; and
- Helped approximately 70,000 people go to work.

In addition, the Board has engaged in multiple partnerships – with industry associations, economic development organizations such as the Greater Houston Partnership, the United Way and its member agencies, the Homeless Coalition for Houston/Harris County, the Houston Food Bank, the Houston Housing Authority, and local governments – to leverage the resources available through Workforce Solutions for as many employers and individuals as possible.

√ = Meets Standard

X = Below Standard

* = Board Attestation