

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Lower Rio 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.

Lower Rio 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.

The Board of Directors' Strategic Partnership Committee is dedicated towards ensuring Workforce Solutions (WFS) leads as a premier partner within the community in fostering an educated and skilled workforce enriching the Lower Rio Grande Valley's economic prosperity. For BCY 2021/2022 the Committee's Key Strategic Imperatives continues to focus on: 1) Preparing a job ready workforce by fostering external partnerships, and; 2) Building strategic partnerships to leverage resources for our customers, holding board staff accountable for maintaining the key relationships needed to provide quality workforce services to both the job seeking customers and employers.

A team of full-time staff assigned to the WFS Board's Community Engagement Department is dedicated to developing and maintaining partnerships with local community service providers as well as with employers and economic development entities. WFS Board staff works in collaboration with regional workforce partners to analyze and interpret labor market information, employer occupational skill and training needs for the development of programs that align and prepare local job seekers to meet employer's skills expectation resulting in employment.

Specify how the Board's efforts demonstrate and contribute to an effective workforce system:

The WFS workforce system is designed to increase access to, and opportunities for, employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment including target populations. The primary goal of the WFS Board is to respond to the needs of local employers and workers while supporting economic growth and economic self-sufficiency through locally designed, demand driven workforce development initiatives.

The COVID-19 pandemic disrupted lives worldwide and caused economic havoc as numerous businesses closed and stay at home orders were issued nationally, statewide, and locally. WFS, deemed as an essential service organization, continued to serve customers to help meet employer needs for workers. WFS Board worked to quickly adapt to creating the infrastructure to continue providing services to both job seekers and employers. Due to COVID-19 pandemic workforce services were made available virtually via telephone, internet chat, and through website and Facebook pages. Services were also made available to walk-in customers at the WFS Workforce Career Centers, in particular but not limited to those individuals who may not have access to virtual services.

The following represents examples of Board strategies implemented that contribute to an effective workforce system.

- Conduct assessment of the Information Technology (IT) industry to identify employer needs and better understand the developing IT industry in the Rio Grande Valley region that includes Cameron, Hidalgo, Starr, and Willacy counties. The assessment is an important tool that is shared with local stakeholders that can be used to expand IT efforts, build a skilled talent pipeline, and attract new IT employers.
- Partner with K-12 educational institutes to provide career exploration and Labor Market and Career Information (LMCI) to school administrators, Career Technical Education (CTE) staff, counselors, educators, parents, and students.
- Convene meetings with community partners to develop and align workforce local plans to maximize services for area youth and people with disabilities. Focus and identify resource and service development opportunities with area youth providers, that include foster youth agencies, school district dropout recovery programs, and youth offender programs.
- Develop strategic partnerships with regional community alliances to identify possible sources to leverage funding and align service delivery.
- Develop strategic partnerships with agencies such as Adult Education Literacy, Texas Workforce Solutions Vocational Rehabilitation Services, and independent school districts (ISDs) to provide cross training of staff.
- Provide training to WFS Business Services Team to provide employers with information on the advantages of employing youth and individuals with disabilities.

Ensuring good fiscal stewardship:

WFS maximizes services to both job seekers and employers by ensuring that a significant amount of available funding is used for direct services, inclusive of investments in technological infrastructure to facilitate the delivery of services while maintaining the security of customer data. Expenses are compared to budget on a monthly basis and reviewed by executive management to ensure funds are spent as planned.

√ = Meets Standard

X = Below Standard

* = Board Attestation