

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

North Texas 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

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

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.

North Texas Community Impact Statement

A written statement from each Board summarizing their 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.

Over the past year of 2020 and into the year of 2021, Workforce Solutions North Texas service delivery has changed due to the COVID-19 pandemic. All offices closed to the public for on-site services and began serving customers virtually in March of 2020. In March of 2021, both Board staff and center management staff slowly began to return to the office. Customers continued to be seen by appointment only and social distancing guidelines were followed by staff as they returned. On June 1, 2021, all centers returned to seeing customers on a walk-in basis with no appointments necessary. We continue to offer our virtual platforms to serve job seekers and employers as well as the continuation of holding drive-thru events for job fairs and childcare enrollment to continue to have a “personal” touch but with the safety and health of both our customers and staff at the forefront. We have also had in-person small events at local food banks, local housing authorities and school districts in our 11-county region. We have wanted to ensure that when the extended Unemployment benefits exhausted, we would be ready to be able and serve the anticipated in-flux of customers with in-person services.

In addition, we have partnered with employers to provide on-site job fairs for their hiring needs to assist in filling vacancies both in the health care and criminal justice field, as well as local restaurants who continue to experience staffing shortages due to the pandemic.

Workforce Solutions North Texas Board provides planning and oversight for employment and training programs in the North Texas Workforce Development Area that includes the counties of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger & Young. The Board has procured a contractor, Equus, Inc., to operate the Workforce Centers and Rolling Plains Management Corporation to operate the Childcare program. Services and programs are accessible through the workforce centers located in Bowie, Graham, Vernon & Wichita Falls. In our rural communities where we do not have an office, we have mobile services available on a weekly or bi-weekly basis provided by our Mobile Unit that is staffed by a Case Manager. These programs provide access to occupational skills training, job search assistance, counseling, and career development to the region's job seekers. The centers also provide services to employers to assist them with job postings, referral of qualified applicants, interview facilities, labor law information, labor market information, and assistance with employment expansion, lay-off aversions, and layoff rapid response services. The workforce centers serve annually an average of over 12,000 job seekers and provide over 6,600 services to employers and that number stayed consistent over the course of the pandemic with the virtual services that were provided. The average number of children served annually in our childcare programs in a normal year

prior to the pandemic were around 1500. For BCY20 we served 1,010 but also served 512 essential worker children, so again, consistent to pre-pandemic numbers. We provide intensive services to anyone seeking employment and these groups also include a population of TANF and SNAP recipients, individuals seeking employment training options through WIOA, and individuals applying for or receiving unemployment assistance. We offer a variety of specialized workshops that focus on job readiness skills such as resume writing, interviewing, and job networking classes. Many collaborative partnerships have been developed with local agencies to deliver intensive services in our North Texas area. During the pandemic these classes were still offered, but virtually until June of 2021.

In addition, North Texas is home to Sheppard Air Force Base (SAFB), which is the area's largest employer. SAFB hosts the Euro-NATO Joint Jet Pilot Training (ENJJPT) program, which presents a unique opportunity as many pilot trainees come to Wichita Falls from throughout the world, including The Netherlands, Canada, England, Belgium, Germany, Saudi Arabia, Italy, and others, which enriches the culture of the area with a variety of spoken languages and shared customs. Many retired veterans choose to remain in the area or return to the community to retire. SAFB is one of three military installations within 100 miles along with Fort Sill Army Base in Lawton, Oklahoma and Altus Air Force Base in Altus, Oklahoma. Workforce Solutions North Texas works with active-duty military spouses to obtain employment by assisting with enhanced assessment of skills, interview and resume preparation, and job search. We have on-going access to SAFB and available office space at the Airmen and Family Readiness Center.

Our workforce center also houses staff from the Texas Veterans Commission on-site to assist Veterans with significant barriers to employment who are looking for work. We also house staff on a bi-monthly basis from Texas Veterans Leadership Program with the Texas Workforce Commission to assist veterans from the 9/11 era to current.

√ = Meets Standard

X = Below Standard

* = Board Attestation