

# Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

## Panhandle 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.**

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### **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.

## Panhandle 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.**

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### Oversight

The Panhandle Workforce Development Board (PWDB) continued its oversight of the Workforce Solutions Panhandle (WSP) system with its focus on assisting job seekers in finding self-sustaining, stable employment, as well as helping employers in finding qualified workers and services. According to the August 2021 Board Summary Report – Contracted Measures, Year-to-Date Performance, the Panhandle exceeded the performance Targets on ten (10) measures, met the Targets on five (5) measures, and only missed the Target on one (1) measure.

### COVID-19 Pandemic

During the time that the PWDB's Service Delivery Contractor was restricted in the number of staff allowed in the facility at the height of the Pandemic, WSP's ShoreTel Internet Protocol (IP) telephone system made the transition to teleworking very convenient, together with using laptop computers from its computer lab and micro desktop computers to equip staff in connecting back to the office network through VPN's and virtual desktop software. All of the software and hardware was already in place and worked as planned. The procurement of a new website and secure customer portal, just prior to the shutdown, were very timely acquisitions and helped tremendously in serving customers virtually, allowing for sharing of confidential information with customers in a more secure fashion. In spite of the challenges faced through the Pandemic on the Panhandle residents, staff continued its work to help people find employment. In June of 2020, the entire Workforce and Child Care staff returned to the office and resumed full in-person services.

### New Amarillo WSP Facility

In March of 2021, the keys to the State-owned building on Southwest 7th Street in Amarillo, where customers had been accessing Texas Workforce Commission (TWC) Workforce and Child Care Services for several decades, and the staff of WSP had been serving customers of the Panhandle, were handed off to TWC, and the newly-remodeled facility at 3120 Eddy Street became the new home of WSP, including the recently integrated staff of the Texas Workforce Solutions Vocational Rehabilitation Services. The 31,342 square foot facility, formerly utilized by AT&T, is now, post-pandemic, serving in-person customers, while continuing to serve customers virtually, when needed.

### Last Year "By-the-Numbers" –

#### Workforce Development Business and Employer Services

- Virtual Job Fairs/Hiring Events/Career Fairs = 9
- In-Person Hiring Events = 60
- Job Orders Placed = 5,036
- Number of Jobs Offered at Hiring Events = 4,225

## Workforce Development Job Seeker Services

- Customers Served with Career Services = 11,642
- Number of Positions Open = 10,263
- Workshop Attendees = 540
- WorkInTexas.com Registrations = 11,963
- Went to Work = 1,128

## Workforce Innovation and Opportunity Act

- Total Enrolled in Training = 246
- Placed in Disaster Relief Subsidized Employment = 19
- Total Went to Work = 108 out of 144 Customers or 75%

## Metrix Learning in the Texas Panhandle

WSP launched this free virtual training program to help jobseekers anywhere in the Texas Panhandle upgrade their skills and train for certifications. TWC partnered with Metrix Learning to offer individuals a no-cost opportunity to acquire new skills, enhance existing skills, or prepare for certification training through a web-based learning management system. The Metrix Learning platform offers Texas Panhandle residents more than 5,000 online Skillsoft courses, which are widely used by Fortune 500 companies, in a variety of high-demand industry sectors, including, but not limited to, information technology, business analysis, customer service, project management, and digital literacy. Available courses span from basic work readiness skills for new workers to tailored training for high-level professionals and management, with topics such as Customer Service, Microsoft Office, Adobe, Quick Books, Analytical Skills, Data Management/Reporting, Time Management, Leadership Skills, Health & Safety, and First Aid, among many others. In addition, the platform offers training tracks leading to more than 100 industry certifications.

## WSP's Hometown Success

Eight (8) New Hometown Success Videos were produced over the last year including Automotive Glass Installer, Insurance Agent, Veterinary Technician, and Public Works Maintenance Supervisor. The Hometown Success series highlights people in the Texas Panhandle that have found success in industries like health care, construction, tech, and more, and can be viewed at <https://wspanhandle.com/career-explorer/#results>.

## New Skills Now

Through its "New Skills Now" program, WSP offered training opportunities and assistance to area businesses and unemployed workers in the Texas Panhandle, by providing up to \$2,000 per trainee in assistance. The training offered included online and in-person short-term training courses from both local community colleges and training providers all over the United States. New Skills Now will provide training at no cost to businesses, in areas such as Supervisor 101; QuickBooks Online Series; Accounting Fundamentals; Introduction to, Intermediate, and Advanced Microsoft Excel; and Forklift Operator Certification.

## Youth and Student Services

The Panhandle's Summer Work Experience program served youth from rural communities in the Texas Panhandle. Most of these youth worked for the local school districts where they live and were given work assignments that provided them an opportunity to learn skills and work habits that will benefit them throughout their working careers. Students qualify for this summer program based on family income. The communities chosen to participate typically offer limited opportunities for summer jobs for youth.

Temporary Assistance to Needy Families (TANF) Youth Placed in Summer Jobs =

- 25 in 2020 (Communities of Booker, Hereford, Memphis, Perryton, Tulia, Pampa and Dimmitt)
- 34 in 2021 (in Booker, Dimmitt, Hereford, Lazbuddie, Perryton, Stinnett, Fritch, Tulia, and Turkey)

Summer Earn and Learn (SEAL) =

- 37 in Amarillo, Canyon, Dalhart, Fritch, Hereford, Lazbuddie, Muleshoe, Pampa, and Stinnett

The 2021 Virtual EPIC Success Career Fair was held March 8 and 9 on the Zoom video platform with:

- 40 Total Registered Employers (15 Topic Presenters & 25 Employer Booths)
- 991 Total Registered Students from 12 Texas Panhandle School Districts

This career fair is designed to expose, educate, and engage 9th-12th grade students from rural communities with employers, organizations, and post-secondary schools in the region. The event also featured various speakers, career and education-based breakout sessions, and employer booths where students could ask questions and hear directly from employers throughout the Texas Panhandle area.

Subsidized Child Care Services

WSP is currently assisting 1,963 families and providing services for 2,338 children. PRPC has agreements with 108 Child Care Providers to provide services to WSP customers throughout the Panhandle of which 36% are Texas Rising Star (TRS) Certified. This means that 57% of the children served through WSP are enrolled in a TRS program.

With the "Coronavirus Aid, Relief, and Economic Security Act" (CARES) funding, the Panhandle was able to facilitate a total of \$1,142,375 directly to Child Care Providers in the form of Enhanced Reimbursement Rate (ERR) payments of 25% of their direct care payment each month. The additional funds helped Panhandle providers to keep their doors open, in order to continue to provide care for the region's families. Ms. Joella Morgan, owner/operator for Imagination Station Child Development Center, offering dedicated child care services in Amarillo, and a TRS Provider, stated, regarding this funding: "TWC's Enhanced Reimbursement Rate was an integral part of Imagination Station financially surviving the pandemic. These funds allowed us to meet our budget needs without having to compromise the quality of care. We were able to hire additional staff to help with the increased guidelines implemented during the Covid-19 pandemic. These funds also helped to cover unexpected price increases, as some of our normal supplies increased upwards of 300%. Finally, the Enhanced Reimbursement Rate allowed us to make business decisions based on the longevity of the program with confidence. It created hope and helped us see a future for our facility and the children for whom we provide care".

The PWDB was also awarded \$7,078,026 in funding for Service Industry Recovery (SIR) Child Care Services, for families who meet the eligibility criteria established by TWC, aimed at assisting low-wage workers in the TWC-specified service industries of:

- Arts, Entertainment, and Recreation: NAICS 71
- Accommodation and Food Services: NAICS 72
- Retail Trade: NAICS 44-45

These workers generally operate in close quarters with their customers, and the jobs are not able to be accomplished remotely. WSP was able to assist these workers' families by enrolling 197 children in the program in the first three weeks of this initiative, during the month of October 2021.

### Special Initiatives and Training Projects

High-Demand Job Training (HDJT) programs utilize Economic Development Corporations' regional tax dollars to bring matching federal grants to the region through TWC. The combined funding is then used to purchase equipment for eligible educational institutions for the purpose of developing career and technical education courses and may include courses offering dual-credit and technical education programs. Once again for the Fiscal Years of 2020-2022, PRPC has partnered with the Economic Development Corporations in Amarillo, Borger, Dalhart, and Shamrock; Clarendon College and Frank Phillips College; and the Independent School Districts (ISDs) of Amarillo, Bushland, Canyon, Highland Park, and River Road. These projects have invested more than \$400,000 in students – the future workforce of the Panhandle.

Disaster Recovery Dislocated Worker Grant – COVID-19 brought an additional \$1,372,000 in Workforce Innovation and Opportunity Act (WIOA) National Dislocated Worker Disaster Grant funds to the Panhandle to serve individuals impacted by the pandemic, including not only temporary disaster relief employment, but also other employment and training activities normally available through WSP. A portion of this funding was promptly utilized in a specially designed project with the City of Amarillo (COA) to employ 14 individuals to assist the COA staff in the areas of Contact Tracing and Covid-19 Testing; and for a Covid-19 Sanitation Technician currently working with an ISD in the region. The remaining funds from this grant are assisting WSP customers with training in the Panhandle's Target Occupations.

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√ = Meets Standard

X = Below Standard

\* = Board Attestation