

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

South Plains 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.

South Plains 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.

Workforce Solutions South Plains Board provides employment and training services to employers and jobseekers in the 15-county region it serves. The Board is directly involved with Education and Training Partners, Chambers of Commerce, Economic Development Agencies, and Industrial Foundations in the region. The Board is a member of the Community Workforce Partnership which is made up of organizations with a goal of increasing opportunities and the skill levels of workers in the region. The Board works with the local Community College to seek Skills Development Fund grants to train workers. The Board leads an LMI Advisory Workgroup to develop the list of Targeted Occupations in the region. The Group meets throughout the year to discuss the list. The Board has been and continues to be a partner in the region and meets with new employers locating to the area to discuss their employment needs. The Board partnered with Economic Development Corporations in the region on a High Demand Job Training Grant Project benefitting area high school career and technical education programs. The Board partners with Adult Education and Literacy and provides resources for labs in seven rural locations in the Board area. The Board operates as a good steward of federal and state funding and provides the oversight required through program and fiscal monitoring. The Board works with community partners to conduct two, large regional job fairs per year, one for youth and the Red, White and You Job Fair for veterans. The Board also holds multiple hiring events for individual employers in its Career Centers, including several events for the new Lubbock Amazon distribution warehouse. In 2020 the Board invested in a virtual job fair platform. This has allowed the Board to hold a virtual job fair every month since June 2020 that have been attended by over 600 job seekers. The Board leads the South Plains Career Expo and Careers in Texas event which was held virtually in 2021. The event had 10 exhibits each containing multiple resources, a feature presentation by Coach Carter, and has been attended by 676 students in 16 schools so far this year. The virtual event is open for attendance throughout the end of 2021. This year the Board held a virtual Youth Career Fair attended by 20 employers and 37 students. In 2021 the Board received an IKEA Home Grant and IKEA Retail grant. The IKEA Home grant was \$75,000 distributed to 6 South Plains' businesses to help them invest in items that support transforming business environments to virtual enabling them to retain customers and employees during the pandemic. The IKEA Retail funding paid for a mobile phone analysis study for 5 South Plains' businesses enabling them to determine how consumer habits have changed during the pandemic and to better understand the trade of each area. The studies aided the businesses in understanding when they should be open and who and where they should be focusing their marketing. The Board's Mobile Career Center provides access to workforce system services for counties in the WDA not served by an office. A mobile unit also provides access to quality childcare materials to Child Care Services providers in the region. After being grounded for much of 2020 due to COVID-19 concerns the mobile unit began operating again in 2021. The Board regularly reviews its outreach methods to determine how best to inform businesses of the services available. The Board reviews performance measures at the Committee and Board level several times per year. Board staff and CEO regular provides information to the Board of Directors and seeks their guidance on how best to serve their communities.

√ = Meets Standard

X = Below Standard

* = Board Attestation