

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Tarrant County 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.

Tarrant County 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 for Tarrant County was open through the pandemic by appointment. The Center's went to no appointment necessary, which allows walk-ins, as of October 4, 2021. The hybrid plan we used for our centers from November 2020 through September 2021, was effective as our customer participation was strong. This plan allowed for assisting those most in need during that time period, while allowing other customers to access us virtually if preferred. Our website reflects these options which can be seen at www.workforcesolutions.net. Following our numbers for 2021, is a recap of the services and initiatives that were rolled out to the community, were well received, and have remained as part of our service strategy.

In 2021 we served:

Our Solutions:

- 6,688 - Unemployment Insurance Claimants Re-employed within 10 weeks
- 13,832 - Job Seekers Served
- 5,374 - Employer Partnerships in the Workforce System
- 10,746 - Job Seekers found employment with our assistance

Target Populations:

- 804 - Veterans found employment
- 1,795 - Ex-Offenders placed in jobs
- 377 - Homeless placed in jobs
- 6,389 - Children Served A Day thorough childcare assistance
- 3,212- Students received AEL Services

Major Accomplishments:

Virtual Services

- The Board's redesigned organization's website which continues with these features:
 - Career Coach – this tool gives Tarrant County residents the ability to research local careers and training programs like never before.
 - Career Edge- An on-line case management system. Customers can connect with on-line modules for job readiness and interview skills training. It allows our counselors can track progress and provide assistance as necessary in WIOA and CHOICES programs.
 - Enhanced Training Assistance Forms - to better connect staff to residents with training needs
 - Live website chat with workforce professionals - representatives from all of our workforce centers assist, working extended hours to respond to inquiries.

- Developing new online Welcome and Information Session video
 - On-Demand Content – this includes our Welcome and Information and other helpful How To's and Workshops.
 - Providing two popular workshops: our MAPS Series (with Employment related topics) and Microsoft Series (with skills enhancing topics) on-line.
 - Created an all-in-one job seeker services booklet
 - Posting Unemployment Data for our County.
- Other Virtual Services launched during the pandemic and continuing are the following:
- Continuing our use of a virtual platform to host job fairs and hiring events which, which has resulted in positive feedback from employers and job seekers and increased attendance:
 - For our 2021 Events:
 - 16 employment events
 - 725 employers
 - 4,799 job seekers attended (to date)
 - 21,766 job opportunities offered at the 2021 events
 - DocuSign which provides staff the means to provide virtual eligibility and enrollments into our programs.

Services to Employers:

- 5,397 employer services
- 350 companies in a Customer Relationship Management: (CRM) tool with Salesforce
- In partnership with **North Texas Automobile Dealers, Workforce Solutions for Tarrant County** created a Pre-Apprenticeship program for graduating High School seniors in the Automotive technical programs at local ISD's. The pre-apprenticeship program is a work-based learning model that provides the setting for students to learn manufacturer standards and service protocols directly from the service team at local dealerships. Pre-apprentices work alongside dealership staff, giving them the opportunity to forge relationships in the workplace and grow their skillsets in the automotive industry. Workforce Solutions for Tarrant pays the pre-apprentices wages through our Young Adult program and offers other services to ensure success, such as work supplies and transportation assistance.

Child Care service system:

- Met 118.04 % of Target for Child Care Performance: Average Number of Children Served. Child Care ended the year serving an average of 5995 children per day.
- \$47,590,303 in 2021 Child Care Relief Funds made available to Tarrant County providers in the efforts to stabilize the child care industry. A total of 688 providers were awarded funds .
- Placed focus to address the child care workforce wage disparity. Up to 2 million in quality funding dedicated to wage supplements for quality providers.

Adult Education and Literacy services:

- Our AEL program converted to virtual, including classes and an electronic enrollment and intake process.
- The program successfully completed enrollments for and are serving 1,779 students as of October 29.
- Working with the employers to provide onsite Literacy classes along with training through incumbent worker that will assist with providing employees a pathway to promotion to harder to fill positions. Additionally, this opens up an opportunity to backfill with entry level positions.
- The Healthcare Academy has expanded to include Patient Care Technician to assist Healthcare employers in filling open positions with a quality workforce.
- About 5% of our classes are in-person as we found that some students were not doing well virtually.

Our Call Center. Our call center averages over 4,100 call per month

Social Media Presence:

- Period of January 1, 2021 to October 29, 2021– across four platforms we posted over 1,782 times

Re-Entry Population:

Workforce Solutions for Tarrant County is starting a **new grant-funded program for ex-offenders** in November 2021 with staff training taking place now. This new program will feature a virtual training platform.

Parents and Non-Custodial Parents with special emphasis on Fathers:

The Fatherhood Coalition of Tarrant County, spearheaded and supported by Workforce Solutions for over 20 years, has continued to thrive and expand its membership over the past year. Coalition members have remained active, participating virtually in monthly meetings. In addition, the extensive sharing of information by Coalition members has resulted in the development this year of an e-newsletter--“Community News Around Tarrant County.” Disseminated via Constant Contact, the newsletter is expanding our outreach and capacity to share valuable Workforce information and other community resources with Tarrant County residents.

√ = Meets Standard

X = Below Standard

* = Board Attestation