

Board Oversight Capacity—BCY 2021

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Texoma 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 the 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 4 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.

Texoma 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 Texoma strives to ensure excellent community relations with organizations and both business and job seeker customers. We have responded to business customer needs by organizing and participating in the Texoma Regional Consortium which exists to create a pipeline of middle skill workers in the manufacturing and healthcare sectors. The Consortium was recognized in 2017 by the Texas Economic Development Council for Workforce Excellence. Our Advanced Manufacturing Committee (AMP) meets quarterly to address hiring needs in the manufacturing industry with over 30 manufacturers, economic development and community college representatives participating. The AMP committee has helped to raise over \$6 million dollars to fund equipment for Grayson College's Technology Center as well as to provide full scholarships to high school students participating in advanced manufacturing training in five participating schools.

Manufacturing company in-person and virtual tours as well as participation in Careers in Texas Industries events in the Fall of 2021 were provided for students in our tri-county area to assist in career pathway development. We have also built and maintain a website, www.madeintexoma.com, which highlights local manufacturing opportunities through videos, contains resources for students and teachers and has a link to TWC's Career Check website. We are also working with our Healthcare Committee to develop a plan to address hiring needs and shortages. Participants include Texoma, the Southern Oklahoma Workforce Board, community colleges, area hospitals, nursing homes, and economic development partners.

We established a Business Education for Teachers program in 2002 to strengthen the connection between schools and industries. In 2021, we placed 20 teachers with 20 industry partners through this program.

We have implemented several projects to strengthen the quality of childcare services in Texoma. In 2021, projects such as Write-On, Create-A Book, and Financial Literacy were implemented to bring quality activities to centers for youth beginning at age 3. The goals of these programs were to discover how fun learning, reading, writing, and saving can be.

In addition, multiple child care trainings for child workers and directors have been performed to enhance the staffing, infrastructure, and business quality of our child care centers. Child care services was expanded to include care for Essential Workers and specifically for service industry workers in response to needs identified due to the COVID-19 pandemic. Inclusion and Health and Safety Quality grants were given to childcare centers throughout the pandemic period to assist staff in mitigating the spread of the disease for both staff, children, and families.

In response to employer customer need, we have organized and participated in multiple job fairs in the Texoma region, including our annual Career Connections and the statewide Hiring Red, White and You! Veterans Job Fairs as well as multiple in-person and virtual job fairs offered throughout 2021. We

support both colleges and local employers by assisting with Skills Grant applications as needed. In addition to using the Commission's labor market and career development tools, we also use Chmura Economics & Analytics to provide an additional resource for developing labor market information resource materials to support the needs of our local economic development corporations and employers. Multiple customized labor market reports have been provided to our local Economic Development Corporations and employers in our area to support both existing and potential employers seeking information prior to moving into our area. We support our local school students and faculty in numerous ways including the support given to students with disabilities from our Student HireAbility Navigator. We have established a page on our website specifically targeting this population titled Youth Resources: <https://www.workforcesolutionstexoma.com/youth-resources>. In addition, this past summer, we have hired two staff in the positions of Workforce Career and Education Outreach Specialists to work directly in our school districts to promote career development and the state's suite of labor market information tools to middle and high school students. We continue to provide services to job seekers through our local workforce centers, posting list of all hiring events on our Website, <https://www.workforcesolutionstexoma.com/hiring-events> and social media platforms. Through our chat feature housed on our website, staff have responded to 1,052 chat requests and provided 369 follow-up e-mails to customers this past year with a 95% positivity rating from customers.

In the area of fiscal stewardship, we continue to have clean independent audits each year and annual TWC Sub-recipient Monitoring (SRM) reviews reflect that controls exist to support proper administration of fiscal and program operating systems. Texoma continues to strive to provide quality programs and services to our customers while providing oversight of obligations and expenditures through local programmatic and fiscal reviews, opportunities for our Board members to review the Board budget at each Board meeting, and monthly internal budget meetings with key Board and Contractor staff. We continue to work closely with TWC's Vocational Rehabilitation (VR), Texas Veterans Commission, Adult Education and Literacy partners, and other partners located in and outside our workforce centers with opportunities to serve our joint customers.

While 2021 continued to be a challenging year due to the continued effects of the Novel Coronavirus COVID-19 Pandemic, we were also able to work closely with TWC's Unemployment Division staff to ensure claimant needs were met. We are working closely with area employers to assist in their hiring needs. With our current unemployment rate continuing to decrease (5.7% average in 2020 to 4.3% in August of 2021), we continue to see a need for skilled workers for our employers.

√ = Meets Standard

X = Below Standard

* = Board Attestation