

## PANHANDLE BOARD OVERSIGHT CAPACITY RATINGS

**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.**

### **(1) 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 provider, for all funding sources it administers?
- ✓ Have single audits been free of Material Weaknesses?

### **(2) 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 contractor?

### **(3) 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 contractor?
- ✓ The Board has no disallowed costs exceeding 1% of allocation (non-self-reported).
- ✓ The Board has no disallowed costs exceeding 1% which resulted in repaying funds.

### **(4) Oversee and improve the operations of Workforce Solutions Offices in the Board's service area**

Meets

- ✓ Does the Board have certified Workforce Solutions Office(s)?
- ✓ \* 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?

### **(5) Manage the contractors' performance across multiple Board programs**

Meets

- ✓ Did the Board meet target on at least 80% of its contracted performance measures?
- ✓ Is the Board within 35% 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?

### **(6) 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.

## 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.**

### 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.

### Workforce Development

Last year, staff helped more than 12,321 job seekers in their search for employment utilizing WorkInTexas.com and assisted more than 1,256 employers find qualified workers and assisted 8,090 job seekers enter employment. To facilitate both the employers and the job seekers, staff hosted eleven Job Fairs in BCY18 throughout the region, serving 250 employers and 3,300 job seekers. Special workforce initiatives this past year included hosting a Youth Career Fair, which assisted 325 students and 34 employers. Veterans received special assistance at a "Hiring Red White and You" Veteran Job Fair, featuring 41 employers meeting with 125 veteran job seekers.

Staff provided job search assistance and supportive services to more than 500 program customers. More than 300 of these program customers were successful in finding and retaining employment. Case-management staff provided Job Search assistance to more than 400 program customers through one-on-one guidance with the WorkInTexas.com website; by providing workshops in résumé writing, completing applications and interviewing; and by connecting with local employers, staff-developed work experience opportunities.

The Summer Earn and Learn Program placed 47 students with disabilities with 35 employers for a summer job work experience. Thirty-four rural, low-income students were placed with 10 employers for a summer job work experience as part of the Youth Summer Employment Project.

Former Zachary Engineering employees, who did not want to move when the company announced its relocation to San Antonio, were assisted in finding employment with large employers in Amarillo. Pantex hired approximately 30 professionals. Excel and Asarco also hired several former Zachary employees.

For this year's Careers in Texas Industries, the PWDB developed a "Hometown Success" video project. The services of two videographers were procured to professionally produce occupational videos of individuals who are employed in occupations that are "In-Demand" in our area. Individuals were selected who are working in the community where they have grown up and still reside. The goal is to spread the message that staying local and working in your hometown is "Success". The series features employers such as the Amarillo Police Department, BSA Hospital, Bell Helicopter, Bruckner's Trucking, Excel Energy, Midwest Machine, Phillips 66, State Farm Insurance, Vision Computer and Western Builders, and more than 20 occupations from the Panhandle's Target Occupations list. These videos are being utilized in a partnership with No Limits No Excuses for the purpose of educating Amarillo Independent School District (AISD) students on occupations in demand in the local job market. The videos and associated labor market information are promoted through social media, the WSP website and a new website entitled [www.HometownSuccess.net](http://www.HometownSuccess.net).

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### Training

The PWDB provided financial assistance to approximately 200 eligible individuals pursuing post-secondary training. These trainings focused on occupations in demand by local employers. Approximately 45% of these individuals were from the rural counties in the Panhandle.

One of the region's post-secondary institutions, Frank Phillips College, has been awarded two High-Demand Job Training grants for the purchase of equipment for both their Borger and Dalhart campuses in the areas of welding, industrial machinery mechanics, instrumentation and electrical, pump and engine, process technology and nursing. Staff is working closely with the College, and the Borger and Dalhart Economic Development Corporations to utilize the local sales tax dollars and the matching TWC funds for these projects.

### Child Care

The PWDB continued its emphasis on quality child care initiatives during the past year. On average, 1,883 children received subsidized child care per day. Ninety-five scholarships were provided to child care provider staff and directors to lead them towards Certifications and Associate degrees in child development. Increased staff education was particularly relevant for Texas Rising Star providers, because higher staff education means increased points in scoring.

All caregivers are required by Child Care Licensing to obtain a specific amount of child care and business training. Providing a variety and quality of training assists caregivers and directors in meeting CCL requirements and delivering quality child care services. Twenty-four trainings were provided to 1,084 Child Care Provider caregivers and administrators, totaling approximately 144 clock hours of training.

Strengthening caregiver staff knowledge and skills in delivery of child care services through one-on-one coaching and mentoring is one of the best ways to support young children's development. In BCY18, mentoring and coaching was provided to 474 child care directors, teachers, and caregivers.

Through the purchase of a quality Child Care Curriculum, Texas Rising Star (TRS) providers are able to achieve a higher star level. Purchasing, training, coaching, and mentoring TRS provider staff in the implementation of the Creative Curriculum has assisted 11 of the 22 providers to move up at least one-star level.

### Mobile Unit

The PWDB continues to utilize a Freightliner RV as a mobile computer lab and workforce center. This unit enables staff to outreach employers and customers throughout the 26-county Panhandle region while helping to address the issue of providing services in such a large area without incurring the costs associated with supporting permanent office facilities in the large number of communities that comprise the PWDA.

- ✓ = Meets Standards
- ✗ = Below Standards
- \* = Board Attestation