

Board Oversight Capacity—BCY 2022

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Borderplex 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.

BORDERPLEX 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 Borderplex Board of Directors has adopted a strategic plan that has two-year targeted goals with local measures. These are focused on improving business and community awareness of our services and how we can assist in fulfilling talent needs; collaborating with other economic development partners to help increase economic prosperity and understanding the talent needs and skills gaps so that we can deploy effective strategies. We measure our impact by tracking the number of businesses served, the number of job seekers securing employment, impact of industry round tables and industry-focused hiring fairs, as well as talent pipeline initiatives to prepare the next generation for the workplace.

In addition to these local goals, WSB ensures that all TWC metrics are met and/or deploy corrective strategies to address deficiencies. WSB is committed to continue to analyze and strategize activities, processes, and best practices to ensure effective outcomes and provide sustainable and continuous successful performance measures. WSB conducts monthly meetings with all of our contractors to review and discuss budget, activities, performance measures and any other areas that may be requested by the Board or Contractor. This helps build and strengthen the relationships among our contractors and gives the opportunity to immediately address any areas of concern. The Board's monitoring team works closely with the contractors Quality Performance and Improvement Team (QPT) to provide Technical Assistance when needed as a result of their reviews or upon request. Additionally, WSB regularly provides trainings via Technical Assistance, scheduled trainings and reviews. We discuss performance, regulation changes and strategies to maximize program outcomes. The

Board's operations staff also work closely with contractor' management team and assist in strategizing as well as connecting them to our partners.

WSB continues to build and strengthen our relationships with all of our contractors and partners in our community. Our CEO reports out weekly in the "CEO Weekly Brief" highlighting various topics for the week. Examples include, unemployment rate, the labor market report, job fairs, job opportunities in Work-In-Texas, etc. WSB relies on a "Street Team", made up of staff that is mobile and agile and able to provide information on all the services we are able provide to our community. We also have partner linkages on-site at locations requested by partners, education institutions, and employers.

WSB continues to expand its outreach to parents in our community by attending events where parents will be present to provide on-site eligibility to childcare resources so families in need of childcare can enter the workforce, attend school, and/or continue their employment. WSB continues to be a resource for childcare providers in our community by conducting information sessions and connecting them with grants and funding that can support their business and employees.

WSB continues to utilize YouTube videos called Workforce Wednesdays, which is a weekly highlights reel of ongoing progress within WSB regarding programs, initiatives, events, and workforce research. The video is posted on WSB's social media channels and shared with partners, clients, and staff. Objectives for the weekly video publication include expanding exposure of the organization's mission and success stories while educating the public about workforce trends and available services. Additionally, the stories aim to encourage use of services and increase program participation through inspiration, motivation, and digestible information.

WSB will continue to conduct regular meetings with regional training providers to discuss annual target occupation list, current employer needs, industry recognized certifications, and other industry trends in an effort to better align educational curriculum and establish educational pipelines that are meeting the current and projected needs of employers.

WSB continues to be involved with the Education Service Center –Region 19 CTE Committee. We share data that align employment, education, and community strategies aligned with TX60x30 and the Tr-Agency umbrella.

WSB continues to seek fund opportunities outside traditional formula funds as an effort to expand training opportunities for the WSB Borderplex region. Although there continues to be workforce related challenges due to COVID-19, WSB has developed some very innovative strategies to address some of our most pressing challenges, some examples include:

- DOL Emergency DW Grant- \$2,073,149
- Skills Dev Funding- \$50,000
- TIP- US Teacher Prep- \$100,000
- TechQuest Apprenticeship Grant- \$65,000
- CREEED and EPCF- \$100,000
- TWC IT Apprenticeship Grant- \$200,000
- TWC Pre-Apprenticeship Pilot- \$100,000
- BBB Phase 1- \$60,000
- MasterCard- \$100,000
- Bank of America- \$60,000

√ = Meets Standard

X = Below Standard

* = Board Attestation