

# Board Oversight Capacity—BCY 2023

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

## Workforce Solutions 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.

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### **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**

**Below**

- √ 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.
- X 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.

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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 to deploy effective strategies. We measure our impact by tracking the number of businesses served, the number of job seekers securing employment, the impact of industry round tables and industry focused hiring fairs, and 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 deploys corrective strategies to address deficiencies. WSB is committed to continuing to analyze and strategize activities, processes, and best practices to ensure effective outcomes and provide sustainable and continuous successful performance measures. WSB maintains weekly meetings with all contractors, facilitating comprehensive reviews encompassing budget, activities, performance metrics, and any topics requested by the Board. These meetings foster contractor relationships while providing a platform for prompt issue resolution. 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 the Board's reviews or upon request. Additionally, WSB provides Technical Assistance upon request, which includes training. We discuss performance, regulation changes, and strategies to maximize program outcomes during our reviews and training. The Board's operations team fosters a collaborative relationship with the contractor's management, actively engaging in strategic planning and facilitating vital connections with our network of partners. WSB continues to build and strengthen our relationships with all our contractors and community partners. Our CEO reports weekly in the "CEO Weekly Brief," highlighting various topics for the week. Examples include the unemployment rate, the labor market report, job fairs, job opportunities in Work In Texas, etc.

WSB continues to expand its reach to parents in our community, focusing on supporting the parents by meeting them at a convenient location to assist and support them during their renewal of eligibility for continuation of childcare services. We have begun to work with parents in connecting them to workforce services to assist the parents in skill-up activities and finding employment. We are attending events where parents will be present to provide on-site resources so families in need of care can enter the workforce, attend school, and/or continue their employment. WSB continues to be a resource for childcare providers by connecting them with grants and funding that can support their businesses and employees. We are conducting information sessions in the community on becoming a contracted childcare provider with WSB to expand the accessibility of childcare for parents. WSB is working with childcare providers to enhance their services and become a Texas Rising Star certified quality early childcare provider. WSB enhances service delivery through strategic partnerships by co-locating with community-based organizations and non-profits. This one-stop hub offers comprehensive services, benefiting clients with streamlined access to support. Businesses also gain access to qualified employees and specialized services, fostering economic growth and innovation. Co-location enables shared resources, reducing costs and maximizing efficiency for more significant community outcomes. WSB's power partnerships create a dynamic ecosystem, empowering individuals, and businesses, fostering resilience, and contributing to the community's greater good.

WSB is diligently working on producing a series of Public Service Announcements (PSAs). The overarching objectives behind our video releases encompass broadening the visibility of our organizational mission, success stories, educating the public on current workforce trends and available services, and, critically, stimulating engagement with our services and amplifying participation in our programs. These concerted efforts are designed to inspire and motivate, offering personal and easily digestible information to our audience. We aspire to encourage heightened usage of our services and foster increased involvement in our programs, all with the goal of making a positive and lasting impact. WSB will continue to conduct regular meetings with regional training providers to discuss the annual target occupation list, current employer needs, industry-recognized certifications,

and other industry trends to align educational curriculum better and establish educational pipelines that meet employers' current and projected needs.

WSB remains an active participant in the Education Service Center – Region 19 CTE Committee, collaborating to synchronize employment, education, and community strategies in accordance with TX60x30 and under the Tri-Agency umbrella. WSB is deeply committed to supporting opportunity youth in El Paso by collaborating with various partners. WSB recognizes the importance of providing educational and career opportunities for young individuals who may face barriers to traditional pathways. By working closely with local organizations, educational institutions, and community leaders in El Paso, WSB aims to create programs and initiatives that empower opportunity youth, helping them develop the skills and knowledge necessary for a successful future. This collaboration extends beyond financial support; it involves a holistic approach that combines resources, mentorship, and tailored guidance to help these young individuals thrive and reach their full potential. WSB's commitment to opportunity youth in El Paso reflects its dedication to building a stronger, more inclusive community and ensuring no one is left behind in pursuing their dreams.

The evolving work landscape, shaped by the rapid post-COVID technological and infrastructure changes and demands, underscores the importance of workforce development in accelerating sustainable employment for individuals and bridging skill gaps for employers. WSB remains committed to understanding, supporting, and impacting our local labor market demands. We align resources and design programs and initiatives that foster skill development for both individuals and employers—essential elements for economic growth. We develop innovative strategies to address our most pressing challenges that often formula funds cannot provide because of regulations or limited funding. As such, WSB actively seeks funding opportunities beyond traditional formula funds to expand training possibilities in the Borderplex region. Examples of non-formula grants include:

- DOL Emergency DW Grant \$1,564,527; with potential to draw down \$4,693,580.
- TWC – Texas Industry Partnership and Education at Work - \$200,000
- TWC IT Apprenticeship Grant - \$200,000
- TWC Pre-Apprenticeship Pilot \$100,000
- Microsoft -LinkedIn Learning \$30,000
- Bank of America- \$60,000
- El Paso County ARPA- Digital Skilling, Childcare Provider support, and Incumbent Worker- \$2,048,550
- City of El Paso ARPA-Incumbent Worker and Employer Workshops-\$850,000
- Statewide TWC -PROWD – TBD
- Statewide TWC Teacher Externship- \$200,000
- Statewide TWC Middle Skills -\$60,000

√ = Meets Standard

X = Below Standard

\*= Board Attestation