

Board Oversight Capacity—BCY 2024

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

- ** 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.

√ = Meets Standard

X = Below Standard

* = Board Attestation

** = Due to performance data tracking updates made during this Board Oversight Capacity review cycle, these criteria will not be rated for BCY 2024.

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 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 strategic goals, WSB ensures that all TWC metrics are met and/or implements 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 biweekly 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 Assurance Specialists Team (QAS) 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 staff 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 at least biweekly 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 widely distributes a monthly Labor Market Report that includes timely information including employment trends, changes, wage impacts, and other factors related to the entire board service area.

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 continues to identify possible power partners to increase access to services. Locations are determined based on geographic need and accessibility to clients.

WSB is actively creating digital assets for our website and social media, targeting audiences across various platforms in addition to producing a series of Public Service Announcements (PSAs). Our key objectives with these releases are to broaden awareness of our mission, showcase success stories, educate the public on workforce trends and available services, and drive engagement with our programs. By delivering personal, accessible content, we aim to inspire and motivate our audience to utilize our services and get involved, ultimately 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. In addition to these quarterly meetings with ETPS providers, TWC has been invited as a guest speaker to discuss updates on navigating the new Ed Vera system launched earlier this spring.

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 60x30TX 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, driven by rapid technological advancements and changing infrastructure demands, highlights the critical role of workforce development in fostering sustainable employment for individuals and addressing skill gaps for employers. WSB remains dedicated to understanding and responding to local labor market needs. We align resources and design programs and initiatives that promote skill development for both individuals and employers – essential components for economic growth. We develop innovative strategies to tackle our most pressing challenges, particularly those that traditional formula funds may not address due to regulations or limited funding. WSB actively pursues funding opportunities beyond conventional sources to expand training possibilities in the Borderplex region. Examples of non-formula grants awarded to WSB in FY 2024 include:

- DOL Emergency DW Grant - \$3,129.54, with the potential to draw down an additional \$1,564,527.
- TWC – Texas Industry Partnership and Education at Work - \$200,000
- TWC Middle Skills Grant - \$28,237

- TWC Statewide Upskilling - \$102,902
- Microsoft -LinkedIn Learning - \$30,000
- Bank of America - \$70,000
- El Paso County ARPA - Digital Skilling, Childcare Provider Support, and Incumbent Worker - \$2,048,550
- ICMA- After Hours Care Study - \$30,000
- City of El Paso - EPA Climate Grant - \$543,000
- City of El Paso ARPA - Incumbent Worker and Employer Workshops - \$850,000
- TWC, (DOJ and DOL) PROWD - \$1,000,000
- TWC Teacher Externship - \$200,000
- MCA Clinical Research Coordinators Apprentices - \$53,645