

Board Oversight Capacity—BCY 2022

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Central Texas 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

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.

Central Texas 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 of Central Texas (WSCT) is a publicly funded, not-for-profit organization that provides employment and training assistance for local businesses and job seekers. Funding for services is received as formula-based allocations passed through the Texas Workforce Commission from the U. S. Departments of Labor, Agriculture, and Health and Human Services. Workforce Solutions of Central Texas staff provide services that:

- Connect businesses with skilled employees, and
- Assist job seekers by ensuring they have the skills and abilities necessary to be competitive in the global job market.

WSCT provides services meet the workforce preparation and employment needs of local businesses, industries, job seekers, and workers in the Texas Counties of Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba. The service area spans over 6,500 square miles and includes one urban and six rural Counties. In addition to the seven Counties in the Central Texas Workforce Area, WSCT provides services for transitioning military, military families, civil service workers, veterans, and contractors associated with Fort Hood which is located within the Central Texas Workforce Area. WSCT is viewed as a valuable partner to Fort Hood and has provided workforce services to these targeted priority populations since 2003.

The Central Texas population estimate for 2021 is 523,732 with a total regional employment of 207,794. Population is projected to grow by 51,201 over the next 5 years. Jobs grew by 3,930 over the last five years with projected growth estimated to increase by 10,175. Average earning per job in 2021 was \$61.7 thousand annually; this amount is \$16.1 thousand below the national average. **KEY ECONOMIC FACTORS** influencing WSCT's service impact:

- As of 2021 the region's population increased by 9.0% since 2016, growing by 43,070. Population is expected to increase by 9.8% between 2021 and 2026, adding 51,201.
- From 2016 to 2021, jobs increased by 1.9% in the seven Texas Counties from 203,865 to 207,794. This change outpaced the national growth rate of 1.8% by 0.1%. As the number of jobs increased, the labor force participation rate decreased from 58.7% to 55.5% between 2016 and 2021.
- Concerning educational attainment, 15.4% of the selected regions' residents possess a bachelor's degree (4.9% below the national average), and 11.6% hold an associate degree (2.9% above the national average).
- The top three industries in 2021 are Federal Government, Military, Education and Hospitals (Local Government), and Restaurants and Other Eating Places.

To support or address these key factors, **WSCT RECEIVES FUNDING TO PROVIDE PROGRAM SPECIFIC SERVICES** and assist specific targeted populations in their efforts to build skills and gain employment. Programs/funding includes:

- Child Care Services
- Employment Services (Wagner Peyser)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF) Choices
- Trade Adjustment Act
- Veterans Employment Services
- Workforce Innovation and Opportunity Act: Adult, Youth, and Dislocated Worker Programs
- Workforce Commission Special Projects Grants, National Emergency Grants and Competitive Grant Funding (when available)

Services are provided onsite and virtually through the following **WORKFORCE CENTER LOCATIONS:**

Workforce Center in Killeen

300 Cheyenne
Killeen, TX 76542
Phone: (254) 200-2000

Workforce Center in Temple

Santa Fe Business Center
201 Santa Fe Way, Suites 101 and 201
Temple, TX 76501
Phone: (254) 742-4400

Workforce Center in Lampasas

523 E. 3rd St.
Lampasas, TX 76550
Phone: (512) 556-4055

Workforce Center in Rockdale

313 N. Main
Rockdale, TX 76567
Phone: (512) 446-6440

Workforce Office in Cameron

806 N. Crockett Ave.
Cameron, TX, 76520
254-697-7022, Ext. 7787
Hours: Tuesday,
8:00 a.m. – Noon 1:00 – 5:00 p.m.

Business Services

Killeen/Fort Hood/Copperas Cove:
254-200-2020
Temple/Belton: 254-742-4440
Outside Bell County:
888-433-6268

Internet Access

Workforce Solutions of Central Texas
website:
www.workforcesolutionsctx.com

Texas' Job Matching website:
www.workintexas.com

WSCT provides services for **THREE PRIMARY CUSTOMER GROUPS** – employers, job seekers, and students/educators. Each customer group has services that are specifically targeted to their training and employment needs.

Employer Services

- Labor Market Information
- Wage and Labor Law Information

- Recruitment / Referral of Quality Applicants
- Employee / Employer Job Matching
- Quality Testing / Prescreening
- Space for On-Site Interviewing
- Technological Access from Office/Home
 - Personalized / Customized Service

- Options
- Job Posting
 - On-Line Resume Search
 - New Business Start-up Assistance
 - Assistance to Expand Business Market, Access to Financial Assistance for Training Current Employees

Job Seeker Services

- Labor Market Information
 - Demand, Emerging and Target Occupations
 - Local Jobs and Salaries
 - Jobs in Demand
 - Financial Aid for Education and Training Information
 - Training Providers and Success Rate Information
- Preliminary Assessment / Prescreening
- Employment Information Including Registration with State Employment Service for Job Matching and Referrals
- Education and Training Assistance
- Customer-Driven Service Access
- Career and Self-Exploration Tools
- Career and Job Search Advice from Professionally Trained Career Specialists
- Internet Access
- Counseling Support to Eligible Students in Education or Training Programs
- Childcare and Transportation Assistance to Eligible Students in Education or Training Programs

Student/Educator Services

- Labor Market Information
 - Demand, Target, and Emerging Occupations
 - Career Assessment and Exploration
- Career guidance for middle and high school students
- Exposure to career development and career decision-making
- Enhanced student pathways through promotion of dual credit, industry-recognized certifications, internships, apprenticeships, and post-secondary education
- Classroom workshops in job readiness, job seeking, job keeping, and workplace readiness assessment
- Career Fairs
- Industry tours
- Virtual job shadowing
- Matching Students and/or Education Programs to Quality Employer Learning Environments
- Scholarship Matching/Financial Assistance

THROUGH THESE SERVICES, IN 2021, WSCT IMPACTED OUR COMMUNITIES IN THE FOLLOWING WAYS:

2,379 children supported in childcare

493 participants trained: up from 299 in 2020
1,213 veterans served: up from 1,032 in 2020
\$3,261.18 average cost per WIOA customer served: down from \$6,422.79
185 youth served: up from 95 in 2020
\$4,494.61 average youth earnings; up from \$3,151.47 in 2020

√ = Meets Standard

X = Below Standard

* = Board Attestation