

Board Oversight Capacity—BCY 2024

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

South Plains 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.

South Plains 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.

The Workforce Solutions South Plains Regional Workforce Board, encompassing a 15-county area, is dedicated to delivering comprehensive employment and training services to both employers and job seekers. The board engages in strategic partnerships with educational institutions, chambers of commerce, economic development agencies, and industrial foundations throughout the region.

As a member of the Community Workforce Partnership, the board is committed to enhancing opportunities and elevating the skill levels of workers in the region. In collaboration with the local community college, Independent School Districts, and training providers, the board actively pursues grant opportunities to support workforce training initiatives.

The board leads the Labor Market Information Advisory Workgroup, which is tasked with developing and maintaining the list of targeted industries and occupations for the region. This workgroup, along with the Board's Youth and Education Committee meet regularly throughout the year to assess and incorporate changes, updates, forecasts, and emerging LMI trends. By doing so, they ensure that the region's workforce development strategies remain aligned with current and future market demands.

The board has consistently served as a key regional partner, engaging proactively with new employers relocating to the area to thoroughly understand and address their workforce requirements. It has forged strategic collaborations with Economic Development Corporations across the region, particularly on High Demand Job Training Grant Projects. These initiatives have significantly benefited local high schools and various specialized fields, including nursing, respiratory therapy, culinary arts, veterinary assistance, and welding.

The Board focuses on investing in our regional economic success through access to jobs, training, and employer services. We partner with local employers to find the right employees. Our Business Services Unit works with these employers to conduct personalized Hiring Events, planned with a focus on the company and the specific postings they need to fill and host the event in our Workforce Center. Our team consistently assists businesses in the South Plains region with our no-cost solutions through every stage of their workforce needs. During 2023 our Workforce Centers hosted 56 hiring events for employers, provided over 27,000 services to said employers, created 6,888 job orders, and provided approximately 31,000 referrals to job seekers.

The Board serves as a diligent steward of federal and state funding, ensuring comprehensive oversight through rigorous program and fiscal monitoring. It collaborates with community partners to organize two major regional job fairs annually, which this past year attracted approximately 1,000 job seekers and over 100 businesses. In 2023, the Board further invested in a virtual job fair platform to support job seekers facing transportation challenges or those unable to attend in person. This strategic initiative has proven successful, with a total of 1,656 job seekers and 255 employers participating throughout the year in this virtual event.

The South Plains Career Expo – Jobs Y'all event, led by the Board, achieved significant success in 2023. In September, the Board organized three Jobs Y'all events, attracting approximately 900 students and 50 businesses and training providers. This momentum continued into October with the South Plains Career Expo, which saw participation from over 3,000 students and 98 businesses and training

providers. Exhibitors included top employers from every major sector, including health care, technology, engineering, advanced manufacturing, construction, government, and creative industries. Additionally, representation from Texas Tech University, South Plains College, Wayland Baptist, and Lubbock Christian College are invited to attend to provide information on the education needed to pursue those careers. Exhibitors offered students a variety of options and resources to help them achieve their future career goals.

In February 2023, the Board successfully partnered with TWC Vocational Rehabilitation for the annual 'United We Work' Job Shadow Day. The event is specifically designed for students with disabilities to explore career opportunities and experience day-to-day operations in these occupations. The event saw the participation of 150 students across 25 different worksites. During the event, students had the opportunity to ask questions at their respective worksites, engage in mock job interviews, and listen to a guest speaker while enjoying a sponsored lunch provided by our partners.

The Board's Mobile Career Center is a strategic initiative aimed at extending workforce system services to counties within the Workforce Development Area (WDA) that lack a physical office. This mobile unit operates on a published schedule, specifically targeting rural towns to ensure equitable access to our services. Equipped with state-of-the-art technology, the Mobile Career Center offers complimentary access to computers and high-speed internet connectivity, enabling individuals in underserved areas to utilize digital resources that might otherwise be inaccessible. Beyond digital access, the Mobile Career Center provides valuable information about various career and training programs, as well as details about childcare services. This initiative caters to the needs of adults, dislocated workers, and youth, underscoring our commitment to fostering career growth and enhancing the quality of life for all community members.

The Board actively participates in the annual Red, White, and You Job Fairs for Veterans. This event is prominently supported by business and community partners who deeply value the contributions of veterans. During 2023 Red, White, and You we had approximately 160 job seekers and 47 businesses that participated in the event. The job fair underscores our unwavering commitment to providing priority services to this esteemed population, ensuring they receive the recognition and opportunities they deserve. By participating in this event each year, we reaffirm our dedication to supporting veterans in their career endeavors and integrating them into the workforce.

In 2023, the Workforce Solutions Child Care Services (CCS) team continued its efforts to address economic challenges. CCS provided child care scholarships to eligible parents and extended financial assistance to CCS providers. A significant change was implemented in 2022 that allowed parents actively seeking employment to receive up to 3-months of child care support to facilitate their job search. To qualify for job search child care, parents were required to register in the WorkinTexas.com system as mandated by the Texas Workforce Commission (TWC). During 2023, the success of this approach was evident, with over 65% of parents/guardians enrolled in child care with job seeker requirements securing employment and continuing to benefit from child care services. By the end of 2023 Workforce Solutions Child Care Services was serving an average of 2,490 children per day, had provided 79 college subsidies to eligible child care workers, 448 caregivers had received training, and we had 60 Texas Rising Star providers in the WDA. During 2023 we continued the focus on elevating the quality of child care providers. Efforts were made for child care providers to achieve Texas Rising Star Certification, aligning with the 2022 TWC mandate. This certification, categorized into Two-Star, Three-Star, and Four-Star levels, serves as a quality rating and improvement system for programs participating in TWC's Child Care Services. Additionally, in October 2023, with the introduction of the attendance tracking system through Kinder Systems, known as the Texas Child Care Connection (TX3C), Workforce Solutions South Plains worked diligently to ensure providers and parents alike were utilizing the system. It's noteworthy that 100% of Workforce Solutions South Plains child care providers

have seamlessly adopted the TX3C Attendance Tracking system even while we await full implementation.

Board staff and the CEO consistently provide comprehensive updates and critical information to the Board of Directors. This ongoing communication ensures that the Board is well-informed and able to offer strategic guidance on how best to serve their communities. By actively seeking the Board's insights and recommendations, the staff and CEO foster a collaborative environment that prioritizes the needs and well-being of the community.