



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee

November 10, 2021
10:00 am

Bayview Tower
400 Mann Street, Suite 800
Conference Room #1
Corpus Christi, TX

Join Zoom Meeting

<https://us02web.zoom.us/j/88688291801?pwd=SGxXUEI4N01vZG1pNkxxSi9JY0lzZz09>

Toll Free Dial-In

888 475 4499 US Toll-free

Meeting ID: 886 8829 1801

Passcode: 381644

www.workforcesolutionscb.org

Strategic Goals

- Establish and Strengthen Partnerships
- Effectively/Efficiently Target Rural Area Services
- Increase Workforce Awareness
- Expand Innovative Services to Business
- Explore New Revenue Opportunities
- Improve Internal Efficiencies
- Refine Board Culture

Mission Statement

At Workforce Solutions of the Coastal Bend, we invest in our regional economic success through access to jobs, training, and employer services.

Value Statement

Accountability – We address our customers and co-workers in a positive manner that elevates their spirit and creates a professional, supportive workplace for staff, job seekers, and employers.

Teamwork – We combine our individual talents for the benefit of the mission and common goals leveraging our unique abilities and contributions.

Trust – We consistently deliver on our commitments to our customers and co-workers to establish strong, sustainable relationships.

Integrity – We are honest, supportive, candid in addressing difficult issues, and willing to share success to demonstrate respect and consideration for our customers and co-workers.

Tenacity – We resist giving up when the going gets tough and support our customers and co-workers in seeing that issues are resolved and the job gets done.

Understanding – We are serious and passionate about delivering our services with compassion and empathy.

Dignity – We interact with customers and co-workers professionally regardless of their backgrounds, experience, and circumstances to reflect our commitment as public servants.

Enthusiasm – We recognize the importance and value of our work and know that every day we have the opportunity to help build the economic success of our regional economy.

Disclosure and Declaration of a Conflict of Interest

Conflicts of Interest and the appearance of Conflicts of Interest shall be reported according to Board Administrative Policies #1.0.101.00 - Standards of Conduct and Conflict of Interest; and #1.0.105.00 - Reporting Conflict of Interest, Fraud, and Abuse, which were adopted by the Board of Directors on April 26, 2007.

Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee is in a decision-making position and has a direct or indirect interest, particularly a financial interest, that influences the individual's ability to perform job duties and fulfill responsibilities.

Appearance of a Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee's action appears to be:

- influenced by considerations of one or more of the following: gain to the person, entity, or organization for which the person has an employment interest, substantial financial interest, or other interest, whether direct or indirect (other than those consistent with the terms of the contract), or;
- motivated by design to gain improper influence over the Commission, the Agency, the Board, or the Board's Chief Elected Officials.

Code of Ethics

The Workforce Solutions Code of Ethics is a guide for dealing with ethical matters in the workplace and in our relationship with our clients and members of the community.

- We believe in respect for the individual.
- We believe all persons are entitled to be treated with respect, compassion and dignity.
- We believe in openness and honesty in dealing with the general public, the people we serve, and our peers.
- We believe in striving for excellence.
- We believe in conducting ourselves in a way that will avoid even the appearance of favoritism, undue influence or impropriety, so as to preserve public confidence in our efforts.



WORKFORCE SOLUTIONS of the Coastal Bend

Workforce Services Committee Meeting
Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1
Corpus Christi, Texas

Join Zoom Meeting

<https://us02web.zoom.us/j/88688291801?pwd=SGxXUEI4N01vZG1pNkxxSi9JY0lzZz09>

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November 10, 2021 – 10:00 am

AGENDA

Page

| | |
|--|-------|
| I. Call to Order: <i>Ray De Los Santos, Jr., Chair</i> | |
| II. Roll Call..... | 3 |
| III. Announcement on Disclosure of Conflicts of Interest <i>Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting, and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time. Note: Information on open meetings is included at the end of this agenda.</i> | |
| IV. Public Comments | |
| V. Discussion and Possible Action on Minutes of the September 9, 2021, Workforce Services Committee Meeting..... | 4-6 |
| VI. Items for Discussion and Possible Action:..... | 7 |
| 1. Policy #4.5.100.08- Work Search Requirement: <i>Alba Silvas</i> | 8-10 |
| VII. Information Only: | |
| 1. Services to Workers | |
| a. Policy Review Schedule: <i>Alba Silvas</i> | 11-13 |
| b. Program Updates: <i>Alba Silvas</i> | 14 |
| c. Veterans Services: <i>Catherine Cole</i> | 15 |
| 2. Services to Youth | |
| a. YOU! Program Update: <i>Catherine Cole</i> | 16-17 |

A proud partner of the  American Job Center network

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

Deaf, hard-of-hearing or speech impaired customers may contact

Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988 or 7-1-1 (voice)

- 3. Services to Business
 - a. Business Solutions Report: *Norma Ochoa*.....18-19
- 4. Local Labor Market Information
 - a. Jobs and Employment Report: *Alba Silvas*.....20-23
- 5. *Performance Measure Update*
 - a. Board Contract Year 2021: *Alba Silvas*.....24-28
- 6. Facilities Update: *Amy Villarreal*.....29

VIII. Adjournment

Note: Except for expressly authorized closed sessions, meetings, discussions, and deliberations of the Board or Committees will be open to the public. Voting in all cases will be open to the public. Board members are advised that using personal communication devices to discuss Committee and Board business during the meeting may be a violation of the Texas Open Meetings Act. Such communications also may be subject to the Texas Public Information Act.

Closed Session Notice. PUBLIC NOTICE is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code. In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

**Workforce Services Committee
Roll Call Roster
November 10, 2021**

_____ Ray De Los Santos, Jr., Chair

_____ Michelle Flower, Vice-Chair

_____ Randy Giesler

_____ Travis Nelson

_____ Manny Salazar

_____ Susan Temple

_____ Iain Vasey

Signed

Printed Name

MINUTES
Workforce Solutions of the Coastal Bend – Workforce Services Committee
Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1
Corpus Christi, Texas

Join Zoom Meeting

<https://us02web.zoom.us/j/83545466088?pwd=WHVRZ2grbjM5WldERHllMFVRVmFiQT09>

Toll Free Dial-In
888 475 4499 US Toll-free

Meeting ID: 835 4546 6088
Passcode: 123729

September 9, 2021 – 3:00 pm

Committee Members

Present

Ray De Los Santos, Jr., Chair
Michelle Flower, Vice-Chair
Travis Nelson
Iain Vasey

Absent

Randy Giesler
Manny Salazar
Susan Temple

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Janet Neely, Workforce Solutions
Alba Silvas, Workforce Solutions
Catherine Cole, Workforce Solutions
Celina Leal, Workforce Solutions
Larry Peterson, Workforce Solutions
Imelda Trevino, Workforce Solutions
Rufino Martinez, Workforce Solutions
Luis Rodriguez, Workforce Solutions
Denise Woodson, Workforce Solutions
Christina Miller, Workforce Solutions
Valerie De La Cruz, Workforce Solutions
Allyson Riojas, Workforce Solutions
Isabel Gonzales, Workforce Solutions
Xena Mercado, Workforce Solutions
Chakib Chehadi, C2GPS, LLC
Ramsey Olivarez, C2GPS, LLC
Geri Escobar, C2GPS, LLC
Robert Reyna, C2GPS, LLC
Armando Martinez, C2GPS, LLC
Ricardo Munoz, C2GPS, LLC
Hope Rangel, C2GPS, LLC

Other Board Members Present

Gloria Perez

I. Call to Order

Mr. De Los Santos, Jr. called the meeting to order at 3:02 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Announcement on Disclosure of Conflicts of Interest

Attention was called to the Disclosure and Declaration of Conflict of Interest guidelines and disclosures were requested at this time. None were made.

IV. Public Comments

Mr. De Los Santos noted that for the sake of a meeting there is a laptop setup here at 400 Mann Street, Suite 800 and it is listed on the zoom call as Public. The laptop is available and open to the public. Mr. De Los Santos announced no one from the public was present.

V. Discussion and Possible Action on Minutes of the May 6, 2021 Workforce Services Committee Meeting

Mr. Vasey moved to approve the minutes of the May 6, 2021 Workforce Services Committee meeting. The motion was seconded by Ms. Flower and passed.

VI. Items for Discussion and Possible Action:

1. Policy #4.0.111.05 – Customer File Documentation

Mr. Peterson presented information on Policy #4.0.111.05 – Customer File Documentation (included on pages 8-10 of the September 9 agenda packet).

Mr. Vasey moved to recommend to the Board of Directors approval of Policy #4.0.111.05 – Customer File Documentation. The motion was seconded by Ms. Flower and passed.

2. Policy #4.1.104.06 – Individual Training Accounts (ITA)

Ms. Cole presented information on Policy #4.1.104.06 – Individual Training Accounts (ITA) (included on pages 11-20 of the September 9 agenda packet).

Mr. Vasey moved to recommend to the Board of Directors approval of Policy #4.1.104.06 – Individual Training Account (ITA). The motion was seconded by Mr. Nelson and passed.

VII. Information Only:

1. *Services to Workers*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 21-23 of the September 9 agenda packet).

b. Program Updates

Ms. Silvas provided program updates (included on pages 24-25 of the September 9 agenda packet).

Ms. Escobar introduced Mr. Armando Martinez as the Deputy Director of Business Solutions.

Ms. Escobar mentioned Mr. Martinez, Mr. Robert Reyna who is the Deputy Director of Operations and herself will briefly discuss operations.

c. Veterans Services

Ms. Silvas provided information on the Veterans Services (included on pages 25-26 of the September 9 agenda packet). Ms. Silvas stated Hiring Red, White and You is set to be hybrid on Thursday, November 4th, 2021, with utilizing the American Bank Center and Premier Virtual 2.0 platform.

2. *Services to Youth*

a. YOU! Program Update

Ms. Cole provided YOU! Program updates (included on pages 27-29 of the September 9 agenda packet).

3. *Services to Business*

a. Business Solutions Report

Mr. Martinez provided an update on Business Solutions Report (included on pages 30-31 of the September 9 agenda packet).

Mr. Martinez thanked Ms. Silvas and everyone for the opportunity to work with Workforce Solutions of the Coastal Bend. Mr. Martinez mentioned his experience over the last 90 days has been outstanding and there is a lot of talent on both levels, at the administrative side of the board as well as see to management and leadership at the Center. Mr. Martinez thanked Mr. Trevino and administration staff for allowing us to come together in a strategic planning session that was held last week on September 1st. Mr. Reyna provided additional information.

4. *Local Labor Market Information*

a. Jobs & Employment Report

Ms. Silvas presented local labor market information for July 2021 (included on pages 32-35 of the September 9 agenda packet).

5. *Performance Measure Update*

a. Board Contract Year 2021

Ms. Villarreal presented the performance measure update for June 2021 (included on pages 36-43 of the September 9 agenda packet).

6. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 44 of the September 9 agenda packet).

Mr. De Los Santos recognized all members of the staff, members of the board staff as well, members of the committee and expressed his appreciation of all their hard work, time and energy.

Mr. De Los Santos thanked everyone for taking a little bit of time out of their day to get some of this important business done.

X. Adjournment

The meeting adjourned at 4:09 pm.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI. Board Policies

BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to each of the following Board Policy.

1. Policy #4.5.100.08- Work Search Requirements

Revisions include, increasing the weekly work search requirement for Unemployment Recipients in the Coastal Bend as follows; by county:

- Nueces, San Patricio, Aransas, Kleberg, Jim Wells, Bee- Five(5) Work Search Activities.
- Live Oak, Duval, Brooks, Refugio, Kenedy- Four(4) Work Search Activities.

RECOMMENDATION

Board Professionals recommend the approval of board policy as amended.



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY

| | | |
|------------------------|---|------------------------|
| CATEGORY: | Workforce Programs-Unemployment Insurance | No: 4.5.100.087 |
| TITLE: | Work Search Requirement | |
| SUPERSEDES: | 4.5.100.076 | |
| EFFECTIVE DATE: | May 22, 2020 <u>December 10, 2021</u> | |
| DATE APPROVED: | May 21, 2020 <u>December 9, 2021</u> | |
| DATE REVIEWED: | May 7, 2020 <u>November 10, 2021</u> | |

I. PURPOSE

To receive Unemployment Insurance (UI) benefits, claimants must have worked for employers who pay UI taxes, must be unemployed through no fault of their own, and must be physically able to work, available for work and actively seeking work. The work test is administered in two ways. Unless exempted by Texas Workforce Commission (TWC) policy, UI claimants must be registered for work, generally through the local career centers or WorkInTexas.com. Claimants must also make a personal work search log and keep a record of work search contacts they have made and work search activities which improve their chance for finding employment.

Workforce Boards are required to review their work search requirement annually. Texas maintains high expectations regarding the percent of claimants entering employment. The Board, through its service providers, has devoted considerable effort and resources to improving performance on claimant employment rates. Increasing the level of work search participation by UI claimants is expected to more fully engage both claimants and employers in the continuous improvements necessary to maintain and exceed State performance standards.

The intended benefit for claimants will be, a higher percent return to work sooner. Claimants will restore their earning power and enjoy the dignity associated with work. The intended benefit for employers will be potential savings on UI taxes, and having a more readily-available, skilled workforce.

II. DEFINITIONS

Work Search Contact/Work Search Activities- A contact by a UI claimant with an employer to ask for work, complete an application, or submit a resume. Examples of work search activities include registering for work, attending career center orientations, job readiness workshops, job search seminars, job club meetings, job fairs, resume preparation workshops, etc.

MSA- Metropolitan Statistical Area- This classification is intended to provide nationally consistent definitions for collecting, tabulating, and publishing Federal statistics for a set of geographic areas. The Corpus Christi MSA consists of Aransas, Nueces, and San Patricio counties.

POLICY TITLE: Work Search Requirements
~~2020~~
POLICY NUMBER: 4.5.100.087
~~2020.~~

DATE: ~~December 10, 2021~~ May 22,
REVISD: November 10, 2021 ~~May 7,~~

III. POLICY STATEMENT

TWC requires at a minimum, combination of three (3) work search contacts or work search activities during each claim week. No Board action is required for this level of UI work search requirement. ~~The Board adopts the State requirement of three (3) work search contacts or activities for the following counties: Brooks, Duval, Kenedy, Live Oak, Jim Wells, Refugio, Aransas, Bee, Kleberg, Nueces and San Patricio.~~

The Board of Directors has adopted the following UI policy. The effective date will be as soon as the programming changes can be implemented by TWC.

| County | Contacts/Activities Per Week | Explanation |
|---|------------------------------|--|
| Brooks, Duval, Kenedy, Live Oak, Jim Wells, and Refugio. | 3 <u>4</u> | Basic State requirement <u>Increase will encourage UI recipients to re-engage in job-search, visit career centers to receive in-person and/or virtual services.</u> |
| Aransas, Bee, Kleberg, Jim Wells. Nueces and San Patricio. | 3 <u>5</u> | Basic State requirement <u>Increase made to MSA Counties and those where a Workforce Career Center exists.</u> |

IV. PROCEDURES

Board staff will continue to review the UI work search requirement on at least an annual basis to see if adjustments in the work search requirement are necessary. Changes, if needed, will be recommended to the Board for approval. Board staff will notify TWC of changes in the local UI work search requirement.

TWC will program its automated claim filing system to give claimants the current UI work search requirement for the Board area. When claimants contact TWC by telephone or internet to file their UI claims, TWC will officially notify each claimant of their specific work search requirement. Field staff will notify TWC of availability issues detected during the work test. All eligibility issues on UI claims will be investigated by TWC. Final determinations on eligibility for UI benefits will be made by TWC.

V. RELATED POLICY INFORMATION

TWC Rule 40 TAC 815.28

[TWC Workforce Development Letter 01-12](#)

VI. RESPONSIBILITIES

The Career Center Service Provider Management shall ensure that all relevant staff and the Workforce Solutions Career Center service providers are informed of and comply with this policy. The Workforce Solutions Career Center service providers shall ensure that appropriate procedures are implemented and that relevant staff receives training regarding the requirements of this policy.

POLICY TITLE: Work Search Requirements
~~2020~~

POLICY NUMBER: 4.5.100.0~~87~~
~~2020~~.

DATE: ~~December 10, 2021~~ May 22,

REVISED: ~~November 10, 2021~~ May 7,

VII. FORMS AND INSTRUCTIONS
N/A

VIII. DISTRIBUTION

Board of Directors

Board Staff

Service Provider Staff

IX. SIGNATURES

Reviewed by EO Officer

Date

President/CEO

Date

INFORMATION ONLY

VII - 1a. Services to Workers – Policy Review Schedule

BACKGROUND INFORMATION

Board Staff will be presenting Policy Review Schedule; **Attached.**

Workforce Services Committee 11.10.2021: One(1) Policy
Year-to-Date: Nine(9) Policies for review and approval.

Policy Review Schedule-2021

| <u>Category</u> | <u>Policy Number</u> | <u>Policy Title</u> |
|-----------------------------|----------------------|--|
| Board Administration | | |
| | 1.0.100.01 | Responsibilities of the Local Workforce System |
| | 1.0.101.01 | Standards of Conduct and Conflict of Interest |
| | 1.0.102.01 | Policy Development |
| | 1.0.103.02 | Open Meetings Policy |
| | 1.0.104.02 | Public Information Policy |
| | 1.0.105.01 | Reporting Conflict of Interest, Fraud and Abuse |
| | 1.0.106.02 | New Board Member Orientation and Training |
| | 1.0.107.03 | Communication Process |
| | 1.0.108.00 | Restrictions on Lobbying Activities and Expenditures |
| | 1.0.109.00 | Businesses Employing Undocumented Workers |
| | 1.0.110.03 | Equal Employment Opportunity |
| | 1.0.111.00 | Fraud, Waste, theft, and Program Abuse |
| | 1.0.112.02 | Discrimination Complaint Procedure |
| | 1.0.113.00 | Approval Process for Contracts, Contract Renewals, and Contract Amendments |
| | 1.0.114.02 | Storage and Use of Disability-Related and Medical Information |
| | 1.0.115.01 | Anonymous Complaints and Communications |
| | 1.0.116.01 | Approval Process for Micro-Purchases |
| | 1.0.117.00 | Firearms and Weapons Restrictions of WFSCB Premises |
| Workforce Programs | | |
| | 4.0.100.06 | Incentives/Stipends |
| | 4.0.101.13 | Support Services |
| 02.11.2021 | 4.0.102.02 | Basic Skills Deficiencies |
| 02.11.2021 | 4.0.103.04 | Case Management |
| | 4.0.104.02 | Workforce Professional Development and Continuous Improvement |
| 02.11.2021 | 4.0.106.02 | Reasonable Distance |
| | 4.0.107.03 (Annual) | Determination of Self-Sufficiency |
| | 4.0.109.02 | Credentials |
| | 4.0.110.02 | Integrated Complaints, Hearings, and Appeals |
| 09.09.2021 | 4.0.111.05 | Customer File Documentation |
| | 4.0.113.05 | OJT, Subsidized Employment, and Customized Training |
| 02.11.2021 | 4.0.115.07 | Program Non-Compliance |
| | 4.0.117.03 | Priority of Service and Data Collection |
| | 4.0.118.02 | Accessibility |
| | 4.0.120.04 | Limited English Proficiency (LEP) |
| | 4.0.121.03 | Reasonable Accommodations |
| | 4.0.122.02 | Outreach |
| 02.11.2021 | 4.0.123.00 | Common Exit |

Policy Review Schedule-2021

| <u>Category</u> | <u>Policy Number</u> | <u>Policy Title</u> |
|---|------------------------|--|
| WIOA | | |
| | 4.0.124.00 | Documentation and Verification of Work Activities: Choices/SNAP E&T |
| | 4.1.101.02 | Follow-Up Services for WIOA Adults & Dislocated Workers |
| | 4.1.103.01 | Youth Eligibility Criteria |
| 09.09.2021 | 4.1.104.06 | Individual Training Accounts (ITAs) |
| | 4.1.105.01 | Apprenticeship Programs |
| 05.06.2021 | 4.1.106.00 | National Dislocated Worker Grants |
| Choices | | |
| | 4.2.100.02 | Service Strategies |
| Child Care | | |
| | 4.3.100.06 | Child Care Eligibility |
| | 4.3.102.04 | Assessing and Collecting Parent Share of Cost |
| | 4.3.103.00 | Attendance Requirements for Child Care Services |
| | 4.3.104.00 | Reapplication for Child Care Provider Agreement |
| | 4.3.105.01 | Child Care Related Funds Recovery |
| | 4.3.106.01 | Termination of Child Care |
| | 4.3.107.00 | Children of Military Parents on Deployment |
| | 4.3.108.03 | Child Care Provider Reimbursement Rate |
| | 4.3.109.01 | Eligible Child Care Providers |
| | 4.3.111.00 | American Recovery and Reinvestment Act (ARRA) |
| Unemployment Insurance | | |
| 11.10.2021 | 4.5.100.08 (Annual) | Work Search Requirement |
| Quality Assurance & Monitoring | | |
| | 5.0.100.02 | Oversight and Monitoring |
| | 5.0.101.03 | Data Integrity |
| | 5.0.102.03 | Equal Opportunity - Accessibility Monitoring |
| Property & Facilities | | |
| | 6.0.100.00 | Smoking in Workforce Solutions of the Coastal Bend Facilities |
| | 6.0.101.01 | Emergency Management & Business Recovery/Continuity of Operations Plan |
| | 6.0.102.01 | Accessibility for Persons with Disabilities |
| Information Technology & Data Management | | |
| | 7.0.100.03 | Use of Electronic Media and Services |
| | 7.0.101.02 | Computer and Personally Identifiable Information Systems Access and Security |
| Public Relations | | |
| | 8.0.100.02 | Strategic Marketing Standards and Guidelines |
| | | |

INFORMATION ONLY

VII – 1b & 1c. Services to Workers – Program Updates & Veterans Services

BACKGROUND INFORMATION

Board staff will provide updates on programs/grants, operation of career centers, and Veterans Services.

1. Updates as of September 30, 2021.

| PROGRAM/GRANT | UPDATES | FUNDING |
|---|---|--|
| 1. CHOICES. 2. WIOA- Adult, Dislocated, Youth 3. SNAP Employment & Training 4. Non-Custodial Parent(NCP) 5. Re-Employment Services(RESEA) | All are active. Full Outreach and Enrollment. | New Program Year Funding, Beginning October 1, 2021. Master Contract- Executed with C2GPS. Effective October 1, 2021- September 30, 2022. |
| SUMMER PROJECTS | | |
| 1. Educator Externship(EDEX) 2. Summer Earn & Learn (SEAL) 3. YOU CHOOSE! Career Expo. | 1. 103 Served. 2. 47 Placements/39 Completions. 3. On-Demand! ON24. | 1. \$200K, Closing out Grant. 2. Expecting Funding for SEAL 2022. 3. Received \$35K for Expo 2022. |
| OPPORTUNITIES/ NEW FUNDING | | |
| 1. Texas Internship Initiative-2022 2. Texas Apprenticeship Expansion 3. Educator Externship | Submitted Application(s) | 1. \$100K, to serve 40. 2. \$100K to serve 50. 3. \$200K to serve 80. |

2. Operation of Career Centers: Update to be provided by C2GPS Management regarding:

- Career Center Operations and Staffing:
 - Youth Program Manager, Data Analyst.
 - Customer Service Training.
- Services to Workforce Career Center Customers, Job Seekers. Work-in-Texas Services Report(July-Sept.2021).
 - Unique Customers Served(WIT)-9525
 - Total Services Provided(WIT)-63,272
 - New User Registrations(WIT) -2,472
 - VOS Greeter- 8,102 Customers, 10,087 Visit Reasons.
- UI Claimants Assistance. Work-in-Texas Report(July-Sept.2021)
 - UI Contact Request Submissions- 110.

3. Veterans Services:

- Bi-weekly Employment and Resources Committee meetings hosted by Texas Veteran Leadership Program (TVLP)- Veteran programs throughout the Coastal Bend continue to provide services to veterans and collaborate on services to serve veterans and their families.
- Texas Veterans Commission (TVC)- TVC has been safely operating remotely while still actively participating in resource meetings and serving veterans in the Coastal Bend.
 - August: Held a Federal Resume Class, open to transitioning service members, veterans, spouses of veterans, and their dependents.
 - September: Held two Employer Showcases for Nueces Electric Cooperative and UFP Industries. Hosted two joint prep-workshops with TVLP for preparedness for the American Legion Career Fair, Hosted four Veteran Workshops to inform and assist veterans navigate through Premier Virtual Platform, prepare for career fair, resumes & attire, and virtual interview, and follow-up
- Texas Veteran Network (TVN)- TVN served 84 clients along with two new organizations joining the Unite Us network during Q4.
- Military Family Support Program (MFSP) contract for 2021. Three military spouses were enrolled into the WIOA DW program and are being assisted by our Military Family Employment Advocate. Throughout 2021, 15 military spouses have been served. This program ends December 31, 2021.
- Upcoming Veteran Events occurring in the Coastal Bend:
 - **Hiring Red, White and You** November 4th, American Bank Center and on Premier Virtual 2.0 digital platform.
 - **Veteran Resource Fair** November 6th, hosted by VFW Post 2932 and TVN at the VFW Post 2932: 420 W. Wheeler Ave, Aransas Pass, TX.
 - **First Annual “Coastal Bend Field of Honor”** November 11th, hosted by Military VIP INC and Nueces County at the Richard Borchard Fairgrounds.
 - **Wreaths Across America** December 18th, Coastal Bend State Veterans Cemetery.

INFORMATION ONLY

VII – 2a. Services to YOUTH – Youth Opportunities Unlimited (YOU) Program & Activities

BACKGROUND INFORMATION

Board staff will provide information regarding all youth related activities, information provided is for scope July-September 2021.

1. WIOA YOUTH Program:

- Participants enrolled during Q4: 28
- Participants served in Program Year: 152
- Participants served in Subsidized Work Experience: 89

2. Foster Youth Services: Referred 2, Enrolled 0

- BCFS has hired a new full-time advocate who will be working with our dedicated Youth Staff member to Foster Care Youth, Milca Guajardo.
- BCFS and WFSCB will have a meeting within the first quarter of the program year to introduce the new Youth Manager and plan programs year.

3. Texas Internship Initiative Grant (TII): Enrollment Target: 30 Served.

- 34 Emerging Professionals completed professional development training and essential skills on July 15th at Del Mar College.
- Of the 34 Emerging Professionals, 30 passed their dual-credit course. Students were required to pass the dual-credit course with a minimum grade of 70 to be placed in an internship.
- All 30 Emerging Professionals were offered an internship position and began their internship between August 9th and September 9th.
- Out of the 20 Employer Partners, four Partners hosted more than one Emerging Professional from the program which were the City of Corpus Christi, City of Aransas Pass, City of Alice, and Association of General Contractors.
- Recruiting for a second cohort of 10 interns is underway and their essential skills training will begin on October 8th.

4. YOU CHOOSE Digital Career Expo! September 22, 2021, Event Outcomes

- YOU CHOOSE Digital Career Expo! Was our first digital event to utilize our newest virtual platform, ON24. 217 registered with the event. This On Demand event will be available throughout the school year and will be promoted before holiday breaks.
- 16 employers provided their organization stories to be featured in a 33-minute career exploration video. Employers were able to share information about their business, employee highlights, videos of their everyday work life, social media pages, and shared messages and advice to the Coastal Bend youth.
- Eight professionals spoke about their high school experience and their journey into their business industry and profession. Industries and speakers included:

- **Business-** Xena Mercado, WFSCB; Matt Garcia, Texas Oil & Gas Association, Director of Community Relations.
- **Health Care-** Lt. Robert Guidangen, US Navy, Physician; Wendy Greer, Halo Flight, EMS Outreach Educator.
- **Professional Skills & Trades-** Justin De La Rosa, HDR, Professional Engineer; Horacio Balli, Blue Diamond Welding LLC, Welder and Business Owner.
- **Public Service-** LCDR Mitchell Cole, US Navy & Delta Force Air Lines, Pilot.

5. YOU Navigate! Student HireAbility Navigator Update:

- Direct Service Workforce Taskforce - Workforce Solutions of the Coastal Bend has been invited to join the Direct Service Workforce Development Taskforce created by Health and Human Services (HHSC). The purpose of the taskforce is to explore long-term recruitment and retention strategies within the community attendant, personal care attendant and direct service workforce.
- Corpus Christi City Committee for Persons with Disabilities (CFPWD) - Workforce Solutions of the Coastal Bend in partnership with the Corpus Christi City Committee for Persons with Disabilities (CFPWD) is coordinating support for patients of Driscoll Children's Hospital (DCH) through the donation of items listed on their Toy Wish list throughout the month of August. Over 500 items were donated by WFSCB Staff.
- C.A.S.T for Kids Foundation – August 21 – Celebrating Children with Special Needs through the sport of fishing. WFSCB helped spread the positive message that kids with disabilities can accomplish anything despite their limitations.
- October 2021 – WFSCB in collaboration with the City of Corpus Christi declared a proclamation Recognizing and Commemorating the 76th Anniversary of National Disability Awareness Month. The proclamation was presented by Mayor Paulette Guajardo.
- 4th Annual YOU Lunch and Learn! October 1 – Workforce Solutions of the Coastal Bend held its 4th annual Youth Opportunities Unlimited (YOU) Lunch and Learn! commemorating National Disabilities Employment Awareness Month (NDEAM). A total of 85 attendees joined WFSCB's presentation which included our Vocational Rehabilitation partners discussing VR sensitivity training, SEAL participant and employer recognition and information to increase employers' understanding of the benefits and abilities of hiring students with disabilities.
- Upcoming Events:
 - West Oso Student Seminar – October 7 – WFSCB was invited to attend the West Oso Student Seminar to discuss WF and VR services
 - White Cane Presentation – October 15 -WFSCB will attend virtually to acknowledge the abilities of people who are blind and to promote equal opportunities as any other American.
 - Assistive technology upgrades in centers coming soon!
 - All Staff Sensitivity Training – WFSCB and VR staff are collaborating to create a sensitivity training for all staff (Board, VR and C2) to bring awareness and understanding.

INFORMATION ONLY

VII – 3a. Services to Business – Business Solutions Report

BACKGROUND INFORMATION

Board and C2GPS Management Staff will provide information regarding services provided to our Business Community & Partners. Scope of information July-September 2021.

1. Key Efforts and Plan of Work Include:

- Enhanced two-way communication for effective coordination between Career Center Staff and BSU with focus on better outcomes for employer partners
- Enhanced communication with regional employer partners for an improved quality over quantity approach to job fairs and hiring events, to achieve better positive outcomes
- Promotion of a service delivery plan based on relationship building and strengthening to offer customized employer experience, responsive solutions to circumstances, and consistent effective engagement throughout the program year in partnership with the Business and Education Department WFSCB board

2. Q4- July 2021 to September 2021:

- 8 Virtual Events
 - 34 Employers
 - 1063 Job Openings
 - 18 Job Seekers
- 73 New Employer Accounts created in Work in Texas (WIT)
- 1,026 New Job Postings with 2,611 total openings created in WIT by Staff

3. Employer Engagement:

- Targeted Restaurant and Food Industry Job Fair in person at the Omni Hotel – 38 employers, 300 job opening, 38 job seekers
- TT Electronics- Rapid Response- job seekers are continuously being served at our centers for job search assistance as the layoff took effect August 30th (total of 75 employees affected)
- Educator Externship Initiative - the program concluded with 38 employers and speakers engaged for all 3 cohorts in STEM, Public Service, Business, and Industry physical site employers 20 and 14 virtual
- SEAL- 46 employers engaged to host SEAL participants during the summer initiative resulting in 78 referrals
- YOU Choose Career Expo- Virtual - BSU recruited 27 employers for this event
- Worley - continued assistance with their Work Ready Program and provided 22 total referrals
- Digital Business Solutions Grant (HOME Grant) – 7 grants awarded totaling \$14,500; 22 applications being processed; grant ends April 30, 2022

Success Video - Innovaum

4. Education Engagement:

- Career and Education Outreach Program
 - Two Outreach Program Specialists started on June 14, 2021; program developed over four months; rollout occurred on Friday, October 22, 2021 by presenting at Education Service Center Region 2 to 30 superintendents in person and 17 virtually; 7 school districts signed up
- Virtual Reality Goggle Program – TWC earmarked additional funding for virtual reality technology to support career exploration, short-term training for parents of children in TWC’s child care program, outreach efforts, training and certifications in advanced trades/manufacturing, expanding the adult early learning math call center, and providing remedial math assistance for applicants in the registered apprenticeship program. Furthermore, the agency will leverage new and existing programs to optimize participation of foster youth and people with disabilities.
- South Texas Career Connection (STCC) – Intermediary work continues with programs of study for 2020-2021 Perkins Reserve Grant which was extended through August 31, 2022. Perkins Reserve Grant 2021-2022 was recently awarded. WFSCB will continue to serve as Intermediary. Education Outreach Program will be incorporated into the Work-Based Learning element of the grant work. (See Continuing and Future Efforts – Kiewit Offshore Services Invitation; all three STCC school districts will have CTE Instructors attending event.)
- Rural Schools Innovation Zone (RSIZ) – Meeting was held with RSIZ Director; all three academies were toured. Out of school youth opportunity for work experience uncovered. Education Outreach Program will be introduced as a component of the Work-Based Learning element of their program work. (See Continuing and Future Efforts – Kiewit Offshore Services Invitation; all school districts invited.)

5. Continuing and Future Efforts:

- Workforce Solutions Coastal Bend Sector Base Realignment is active and engaged as an employer driven initiative with focus on economic development of the service region.
- Red White and You Job Fair is scheduled for November 4, 2021. The event is an in Person and Virtual Job Fair. Currently, the BSU continues to outreach employers for participation and has signed up 103 employers to date 10/26/2021.
- Sector Base Professional Skills and Trade Job Fair is scheduled for November 18, 2021, at Staples Center with 14 employers providing job opportunities in several Professional Skills and Trade occupations.
- Sector Base Health Care Job Fair is scheduled for December 8, 2021, at Staples Center with Health Care employers providing job opportunities in several health care related occupations.
- Kiewit Offshore Services – hosting a Trades and Construction Invitational for up to 50 CTE Instructors at all school districts across the region. To be held November 10, 2021.
- CAEL – Coordinating three (3) Emerging Industry Sector Roundtables (two for Healthcare on December 2, 2021, and one for Business on December 7, 2021)

INFORMATION ONLY

VII – 4a. Local Labor Market Information - Jobs & Employment Report

BACKGROUND INFORMATION

Jobs and Employment Report

The September unemployment rate for the Corpus Christi Metropolitan Statistical Area (MSA) decreased to 6.4% with Nueces County at 6.1%. All eleven Coastal Bend counties experienced monthly and annual decreases. The unemployment rate for the Coastal Bend region decreased to 6.6% with over 1,500 more people employed in September.

Over the year, the Leisure and Hospitality Super Sector industry has grown by 10.3% in the Corpus Christi MSA with 24,700 workers in this industry. There is still room for growth with 1,200 job openings currently available in this sector. Occupations range from Hotel Management to Restaurant Hosts and Chefs.

BACKGROUND

Local labor market information for September 2021 is included on the following pages.

Coastal Bend Workforce Area

(Not Seasonally Adjusted Unemployment Rates by WDA, MSA, & County)

| Area | Area Type | Latest Monthly Data September 2021 | | | | | | Previous Monthly Data August 2021 | | | | Year Ago September 2020 | | | |
|----------------|-----------|---------------------------------------|-------------|--------------|------|------|------|--------------------------------------|-------------|--------------|------|----------------------------|-------------|--------------|------|
| | | Labor Force | Employment | Unemployment | Rate | M+- | Y+- | Labor Force | Employment | Unemployment | Rate | Labor Force | Employment | Unemployment | Rate |
| United States | Nation | 161,354,000 | 153,680,000 | 7,674,000 | 4.8 | -0.4 | -3.0 | 161,537,000 | 153,154,000 | 8,384,000 | 5.2 | 160,078,000 | 147,543,000 | 12,535,000 | 7.8 |
| Texas | State | 14,166,005 | 13,369,025 | 796,980 | 5.6 | -0.3 | -2.3 | 14,128,367 | 13,292,505 | 835,862 | 5.9 | 13,978,180 | 12,872,257 | 1,105,923 | 7.9 |
| Corpus Christi | MSA | 204,324 | 191,345 | 12,979 | 6.4 | -0.4 | -3.4 | 203,725 | 189,845 | 13,880 | 6.8 | 203,040 | 183,111 | 19,929 | 9.8 |
| Coastal Bend | WDA | 255,907 | 238,932 | 16,975 | 6.6 | -0.5 | -3.5 | 255,541 | 237,354 | 18,187 | 7.1 | 256,792 | 230,979 | 25,813 | 10.1 |
| Aransas | County | 9,298 | 8,686 | 612 | 6.6 | -0.4 | -2.2 | 9,287 | 8,634 | 653 | 7.0 | 9,052 | 8,251 | 801 | 8.8 |
| Bee | County | 9,010 | 8,290 | 720 | 8.0 | -0.5 | -3.2 | 9,098 | 8,324 | 774 | 8.5 | 9,914 | 8,801 | 1,113 | 11.2 |
| Brooks | County | 2,323 | 2,112 | 211 | 9.1 | -0.2 | -2.7 | 2,333 | 2,115 | 218 | 9.3 | 2,509 | 2,213 | 296 | 11.8 |
| Duval | County | 5,095 | 4,712 | 383 | 7.5 | -0.7 | -6.7 | 5,147 | 4,726 | 421 | 8.2 | 4,861 | 4,173 | 688 | 14.2 |
| Jim Wells | County | 14,806 | 13,452 | 1,354 | 9.1 | -0.8 | -6.2 | 14,879 | 13,401 | 1,478 | 9.9 | 15,877 | 13,446 | 2,431 | 15.3 |
| Kenedy | County | 157 | 146 | 11 | 7.0 | -0.5 | 0.9 | 159 | 147 | 12 | 7.5 | 165 | 155 | 10 | 6.1 |
| Kleberg | County | 12,519 | 11,674 | 845 | 6.7 | -0.5 | -2.3 | 12,496 | 11,593 | 903 | 7.2 | 13,334 | 12,129 | 1,205 | 9.0 |
| Live Oak | County | 4,736 | 4,447 | 289 | 6.1 | -0.5 | -2.8 | 4,774 | 4,461 | 313 | 6.6 | 5,067 | 4,618 | 449 | 8.9 |
| Nueces | County | 165,518 | 155,427 | 10,091 | 6.1 | -0.4 | -3.3 | 164,974 | 154,196 | 10,778 | 6.5 | 163,780 | 148,366 | 15,414 | 9.4 |
| Refugio | County | 2,937 | 2,754 | 183 | 6.2 | -0.2 | -3.0 | 2,930 | 2,742 | 188 | 6.4 | 3,066 | 2,785 | 281 | 9.2 |
| San Patricio | County | 29,508 | 27,232 | 2,276 | 7.7 | -0.6 | -3.0 | 29,464 | 27,015 | 2,449 | 8.3 | 29,167 | 26,042 | 3,125 | 10.7 |

(M+-) Change in unemployment rate from last month (Increase) (Decrease)

(Y+-) Change in unemployment rate from last year (Increase) (Decrease)

- Earnings for all occupations Coastal Bend, expressed as hourly rate (TWC):

| | | | | | |
|---------------------|-------------------------|----------------------------|-------------------------------|---|----------------------------|
| Coastal Bend | All Occupations- | Average \$18.35/hr. | Entry level \$8.58/hr. | Experienced workers \$23.24/hr. | Top 10% \$33.56/hr. |
| Texas | All Occupations- | Average \$20.97/hr. | Entry level \$8.88/hr. | Experienced workers \$ 27.02/hr. | Top 10% \$39.64/hr. |

- Educational Attainment for population 25 years of age and older - Corpus Christi (Census American Fact Finder/American Community Survey):

| | | | | | | | |
|--|-------------|--|--------------|--------------------------|--------------|---|-------------|
| Less than 9th grade | 8.7% | 12th grade & GED | 27.7% | Associates degree | 7.0% | Graduate or Professional degrees | 8.4% |
| 9th thru 11th grade | 9.3% | Some College | 25.1% | Bachelors degree | 13.8% | | |

- Median earnings Corpus Christi by education for persons 25 years of age & up (Census AFF/ACS): **\$27,211** (\$36,380 male/ \$22,328 female)

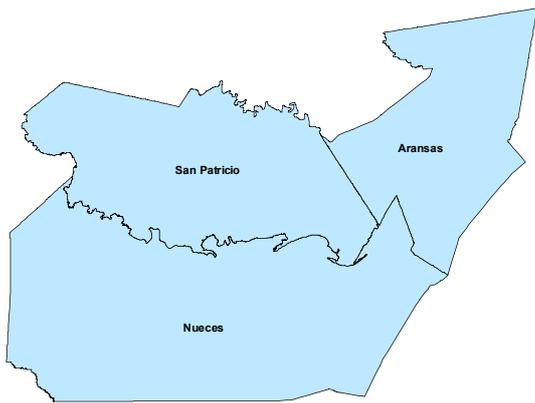
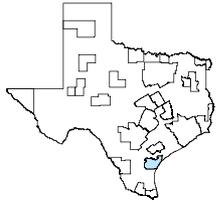
| | | | | | |
|------------------------------|-----------------|-----------------------------------|-----------------|---------------------------------|-----------------|
| Less than High School | \$15,437 | Some College or Associates | \$28,739 | Graduate or Professional | \$56,681 |
| High School & GED | \$26,818 | Bachelor's | \$44,078 | | |

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Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.
Deaf, hard-of-hearing or speech impaired customers may contact Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988 or 7-1-1 (Voice)

Corpus Christi MSA

September 2021



MSA Labor Force Statistics

| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
|----------------------|---------|---------|---------|---------------|
| Civilian Labor Force | 204,324 | 203,421 | 201,999 | 2,325 |
| Employed | 191,345 | 189,576 | 182,659 | 8,686 |
| Unemployed | 12,979 | 13,845 | 19,340 | -6,361 |
| Unemployment Rate | 6.4% | 6.8% | 9.6% | -3.2% |

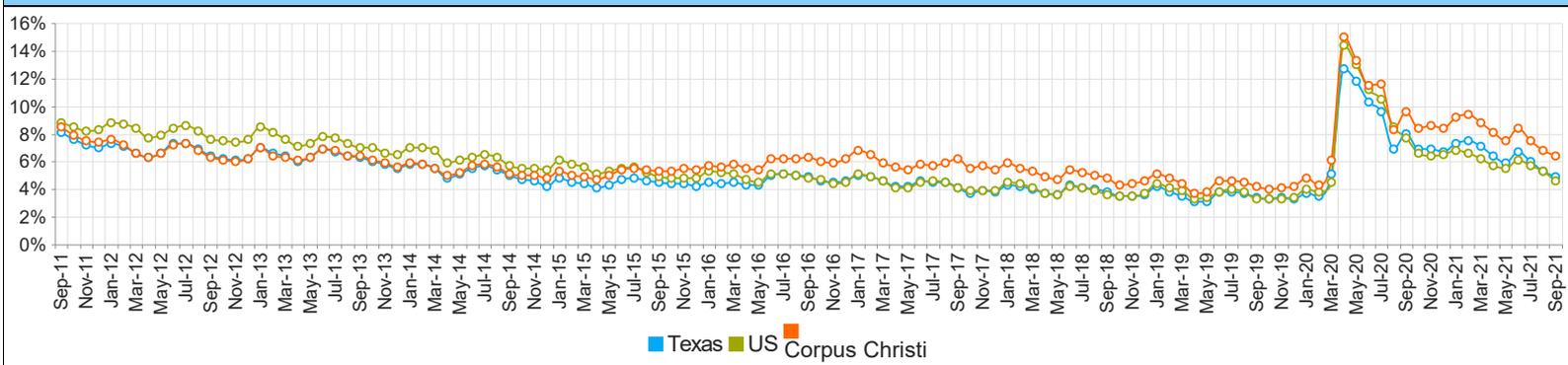
Texas Labor Force Statistics

| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
|----------------------|------------|------------|------------|---------------|
| Civilian Labor Force | 14,254,432 | 14,191,262 | 13,993,842 | 260,590 |
| Employed | 13,549,183 | 13,432,920 | 12,877,405 | 671,778 |
| Unemployed | 705,249 | 758,342 | 1,116,437 | -411,188 |
| Unemployment Rate | 4.9% | 5.3% | 8.0% | -3.1% |

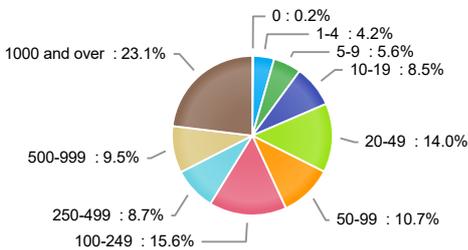
US Labor Force Statistics

| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
|----------------------|-------------|-------------|-------------|---------------|
| Civilian Labor Force | 161,392,000 | 161,788,000 | 160,073,000 | 1,319,000 |
| Employed | 154,026,000 | 153,232,000 | 147,796,000 | 6,230,000 |
| Unemployed | 7,366,000 | 8,556,000 | 12,277,000 | -4,911,000 |
| Unemployment Rate | 4.6% | 5.3% | 7.7% | -3.1% |

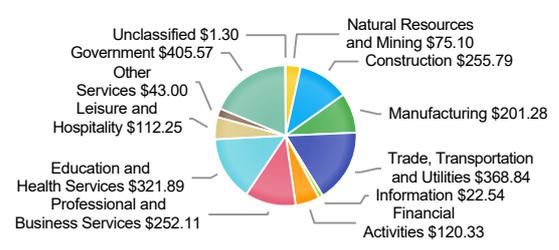
Historical Unemployment Rates



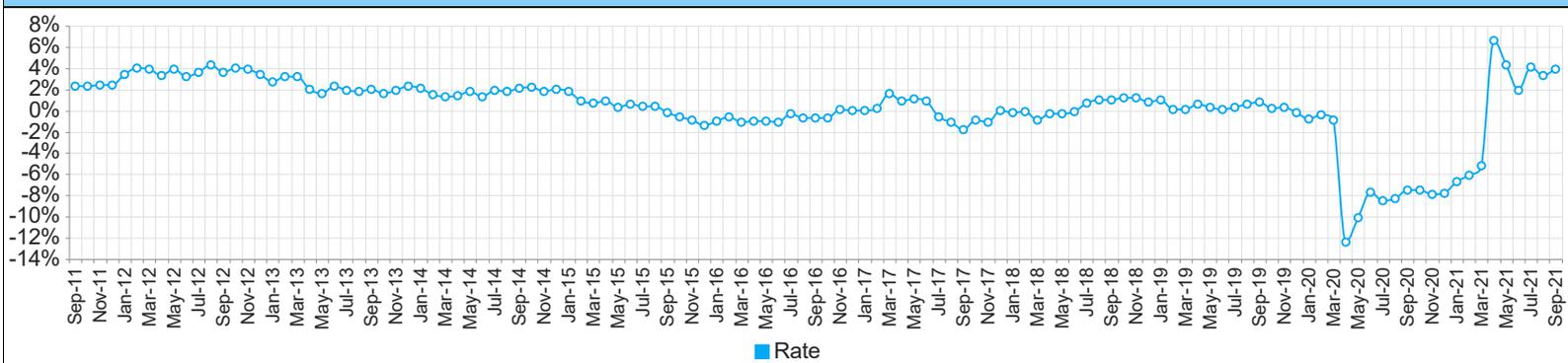
Employment by Size Class (1st Quarter 2021)



Wages by Industry (in millions) (1st Quarter 2021)



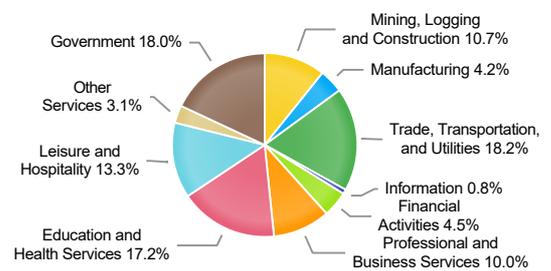
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (September 2021)

| Industry | Current Month Employment | % Monthly Change | % Yearly Change |
|--------------------------------------|--------------------------|------------------|-----------------|
| Total Nonfarm | 185,200 | 0.8% | 3.9% |
| Mining, Logging and Construction | 19,800 | 2.1% | 3.1% |
| Manufacturing | 7,800 | 0.0% | 0.0% |
| Trade, Transportation, and Utilities | 33,700 | 1.2% | 5.0% |
| Information | 1,400 | 0.0% | 0.0% |
| Financial Activities | 8,300 | -1.2% | 2.5% |
| Professional and Business Services | 18,600 | 3.3% | 7.5% |
| Education and Health Services | 31,800 | 0.0% | 2.6% |
| Leisure and Hospitality | 24,700 | -0.4% | 10.3% |
| Other Services | 5,800 | -1.7% | 5.5% |
| Government | 33,300 | 0.9% | -0.6% |

Employment by Industry (September 2021)



Coastal Bend Workforce Development Area

September 2021



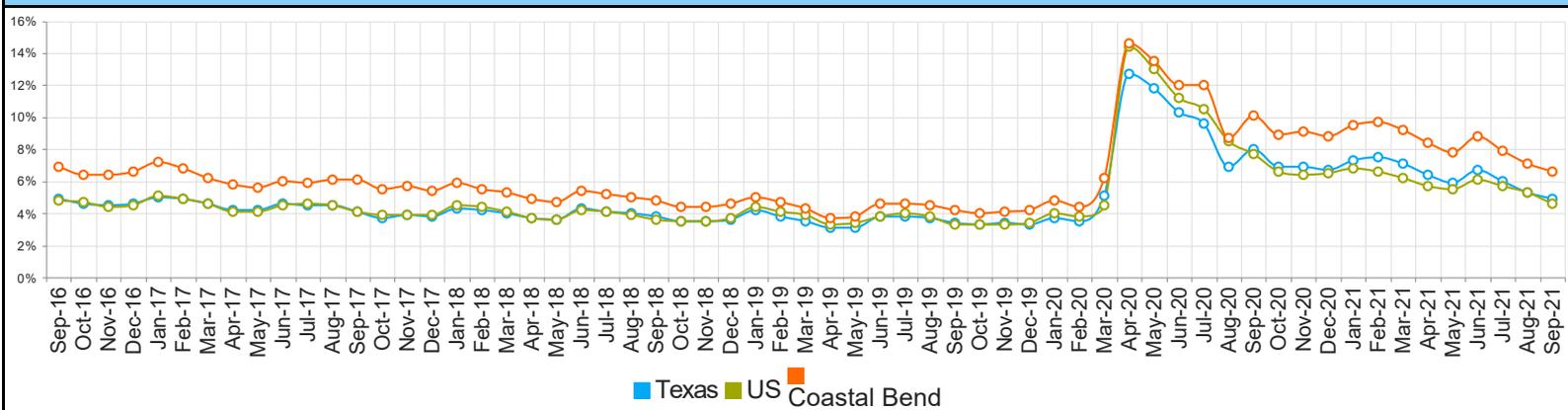
| WDA Labor Force Statistics | | | | |
|----------------------------|---------|---------|---------|---------------|
| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
| Civilian Labor Force | 255,907 | 255,241 | 256,792 | -885 |
| Employed | 238,932 | 237,088 | 230,979 | 7,953 |
| Unemployed | 16,975 | 18,153 | 25,813 | -8,838 |
| Unemployment Rate | 6.6% | 7.1% | 10.1% | -3.5% |

| Texas Labor Force Statistics | | | | |
|------------------------------|------------|------------|------------|---------------|
| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
| Civilian Labor Force | 14,254,432 | 14,191,262 | 13,993,842 | 260,590 |
| Employed | 13,549,183 | 13,432,920 | 12,877,405 | 671,778 |
| Unemployed | 705,249 | 758,342 | 1,116,437 | -411,188 |
| Unemployment Rate | 4.9% | 5.3% | 8.0% | -3.1% |

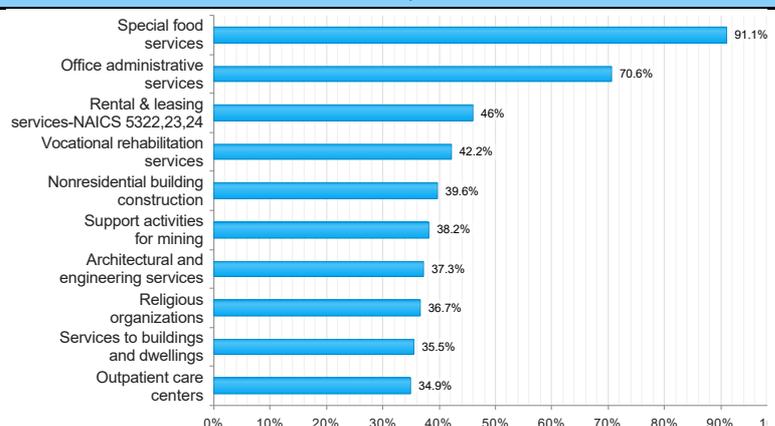
| US Labor Force Statistics | | | | |
|---------------------------|-------------|-------------|-------------|---------------|
| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
| Civilian Labor Force | 161,392,000 | 161,788,000 | 160,073,000 | 1,319,000 |
| Employed | 154,026,000 | 153,232,000 | 147,796,000 | 6,230,000 |
| Unemployed | 7,366,000 | 8,556,000 | 12,277,000 | -4,911,000 |
| Unemployment Rate | 4.6% | 5.3% | 7.7% | -3.1% |

| Continued Claims for the Week of the 12th | | | | |
|---|--------|---------|---------|---------------|
| | Sep-21 | Aug-21 | Sep-20 | Yearly Change |
| WDA | 2,345 | 2,976 | 15,274 | -12,929 |
| Texas | 92,894 | 123,285 | 634,196 | -541,302 |

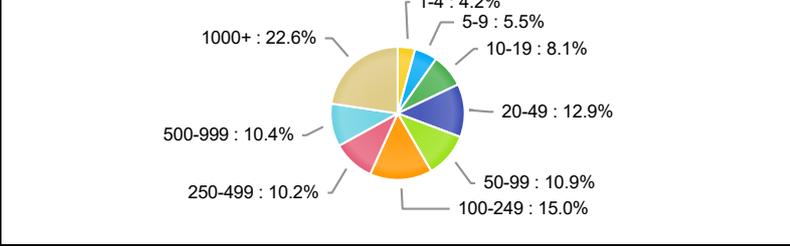
Historical Unemployment Rates



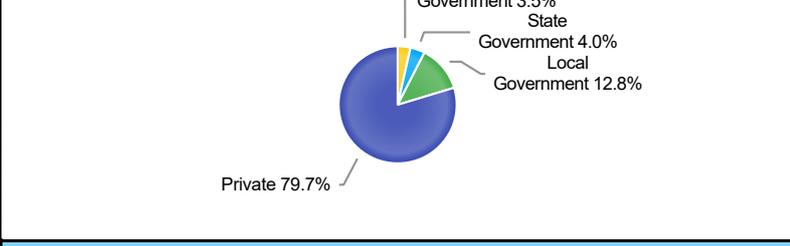
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



Employment by Size Class (1st Quarter 2021)



Employment by Ownership (1st Quarter 2021)



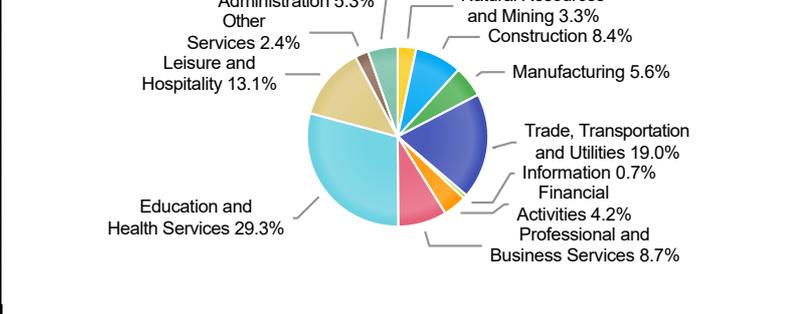
Average Weekly Wage (1st Quarter 2021)

| | Q1 2021 | Q4 2020 | Q1 2020 | Quarterly Change | Yearly Change |
|-------|---------|---------|---------|------------------|---------------|
| WDA | \$942 | \$1,009 | \$934 | -\$67 | \$8 |
| Texas | \$1,261 | \$1,294 | \$1,231 | -\$33 | \$30 |
| US | \$1,289 | \$1,339 | \$1,221 | -\$50 | \$68 |

Employment by Industry (1st Quarter 2021, Percent Change)

| Industry | Employment | % of Total | % Quarterly Change | % Yearly Change |
|-------------------------------------|------------|------------|--------------------|-----------------|
| Natural Resources and Mining | 7,139 | 3.3% | -2.1% | -27.3% |
| Construction | 18,440 | 8.4% | -0.8% | -13.5% |
| Manufacturing | 12,282 | 5.6% | 0.4% | -4.6% |
| Trade, Transportation and Utilities | 41,600 | 19.0% | -1.5% | -2.7% |
| Information | 1,630 | 0.7% | 0.2% | -13.6% |
| Financial Activities | 9,324 | 4.2% | 0.0% | -4.3% |
| Professional and Business Services | 19,131 | 8.7% | -1.2% | -6.2% |
| Education and Health Services | 64,387 | 29.3% | -0.4% | -5.7% |
| Leisure and Hospitality | 28,660 | 13.1% | 0.3% | -7.2% |
| Other Services | 5,365 | 2.4% | -2.0% | -8.8% |
| Public Administration | 11,550 | 5.3% | -3.0% | -4.7% |

Employment by Industry (1st Quarter 2021)



INFORMATION ONLY

VII – 5a. Performance Measure Update

BACKGROUND INFORMATION

Performance Update (August 2021 Final Release)

Performance Synopsis

Board Contract Year: 2021

BCY 2021 Timeframe: October 1, 2020 – September 30, 2021

| Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | Jul | Aug | Sept |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|--------|------|
| +P (3) | +P (3) | +P (3) | +P (3) | +P (4) | +P (4) | +P (3) | +P (6) | +P (6) | +P(4) | +P(6) | |
| MP (4) | MP (4) | MP (5) | MP (5) | MP (7) | MP(8) | MP(9) | MP (7) | MP(9) | MP(9) | MP(7) | |
| -P (4) | -P (4) | -P (4) | -P (4) | -P (9) | -P(8) | -P(8) | -P (8) | -P (6) | -P(5) | -P(5) | |

New Contracted Performance Measures for BCY 2021

- Adult (WOA) – Measurable Skills Gain
- Dislocated Worker (WOD) – Measurable Skills Gain
- Youth (WOY) – Measurable Skills Gain and
- Youth Median Earning Q2 Post Exit

Background

Listed below are the TWC Performance Measures definitions and an indication of whether the individual measures are attained or not, Target % and Current %. The percentages of target attained are represented by the following:

| Non-WIOA Measures | WIOA Measures |
|---|---|
| +P - Meeting performance - Greater than 105% | +P - Meeting performance - Greater than 110% |
| MP - Meeting performance - Greater than 97.5% and Equal to or Less than 105% | MP - Meeting performance - Greater than 95% and Equal to or Less than 110% |
| MP - Meeting at Risk - Equal to or Greater than 95% and Equal to or Less than 97.5% | MP - Meeting at Risk - Equal to or Greater than 90% and Equal to or Less than 95% |
| -P - Not meeting performance - Less than 95% | -P - Not meeting performance - Less than 90% |

Explanation of Measures in Negative Performance for August 2021

| Performance Measure | Current Num/Den | Current % of Target |
|---|------------------------|----------------------------|
| 1. Employed Q2 Post Exit-Adult * | 228/353 | 88.86% |
| 2. Employed Q4 Post Exit-DW * | 124/188 | 85.60% |
| 3. Credential Rate - DW | 34/56 | 86.71% |
| 4. Employed/Enrolled Q2 Post Exit – C&T | 7154/12,655 | 86.17% |
| 5. Credential Rate – C&T Participants | 121/242 | 72.05% |

Board Actions: Performance Improvement

Performance/Reporting Meeting with C2 will continue to take place, with the next meeting scheduled for November 9th. The first quarterly Performance Meeting is scheduled for January 2022. The agenda topics will focus on performance attainment, improvement, data integrity, new hire training in TWIST and WIT systems.

*These two performance measures, have been in meeting/exceeding status. In September Board Staff begin the technical assistance request to TWC regarding these measures. To date, the TA from TWC continues to take place and information received points to reporting mechanisms being reviewed. The reporting systems on how performance is being captured and then reported is changing; The systems OKTA and Tableau are replacing TWIST Web Reports. Board Staff has also received preliminary information regarding relief to Boards on Employed Q2 and Median Earned Wage measures. Board Staff will continue to work with C2 to ensure access and understanding of new systems is taking place.

C2GPS(C2) Actions: Performance Improvement

1. C2's new Data Analyst has incorporated new performance reports on a daily, weekly and/or bi-monthly basis. These reports are being provided to staff, Center Managers, and the Leadership Team to improve information flow and to give the team all of the data that they need to identify areas of improvements and to be able to track trends. Previous reports have gone through various revisions to improve the usability of the content, and to automate some of the data collection/analysis, so that the reports can be delivered faster
2. The Continuous Improvement team completed the initial development of a tracking tool that is used for data validation on Exited Cases. Following up on the implementation of the Exit Checklist, the team has been able to use the information to track and report credentials, MSGs, employment outcomes, wages, and other performance drivers for each exited case. These elements are collected and analyzed across programs and quarters to project our regional performance for Contracted Performance Measures.
3. The Continuous Improvement Team provided a 2 ½ day boot camp to all Center Managers, Supervisors and Leads on all the Contracted Performance Measures in September. The training offered an in-depth and hands on look at the measure definitions, data entry requirements, best practices, strategies, tools, and resources that must be used every day to stay on top of performance.
The Performance Boot Camp Training will be provided to all Center Staff in November.

Performance Measure Definitions

Reemployment and Employer Engagement Measures

Claimant Reemployment Within 10 Weeks

The percent of monetarily eligible, registered initial claimants subject to work search reemployed within 10 weeks.

of Employers Receiving Workforce Assistance

The number of employer reporting units served.

Program Participation Measures

Average Number Children Served Per Day - Combined

The Average Number of Units of Low Income, Transitional, Homelessness, Choices, TANF Applicant, SNAP E&T, and Former DFPS Child Care paid for or subsidized by CCDF or Title XX funds during the performance period.

Special Note: TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas. Some of these actions resulted in a increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up but has not yet reached the level of enrollment expected because it takes several months to accomplish this.

WIOA Performance Measure Definitions

Employed/Enrolled Q2 Post Exit – All Participants

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training IN the 2nd Calendar Quarter after Exit

Employed/Enrolled Q2-Q4 Post Exit – All Participants

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training IN the 2nd Quarter after Exit who are ALSO Employed or Enrolled in Education/Training IN BOTH the 3rd and 4th Calendar Quarters after Exit.

Median Earnings Q2 Post Exit – All Participants

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

Credential Rate – All Participants

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

Employed Q2 Post Exit – Adult

The percent of Exiting Program Participants (Exiters) Employed IN the 2nd Calendar Quarter after Exit

Employed Q4 Post Exit – Adult

The percent of Exiting Program Participants (Exiters) Employed IN the 4th Calendar Quarter after Exit

Median Earnings Q2 Post Exit – Adult

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

Credential Rate – Adult

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

Employed Q2 Post Exit – DW

The percent of Exiting Program Participants (Exiters) Employed IN the 2nd Calendar Quarter after Exit

Employed Q4 Post Exit – DW

The percent of Exiting Program Participants (Exiters) Employed IN the 4th Calendar Quarter after Exit

Median Earnings Q2 Post Exit – DW

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

Credential Rate – DW

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

Employed/Enrolled Q2 Post Exit – Youth

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training IN the 2nd Calendar Quarter after Exit

Employed/Enrolled Q4 Post Exit – Youth

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training IN the 4th Calendar Quarter after Exit

Credential Rate – Youth

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

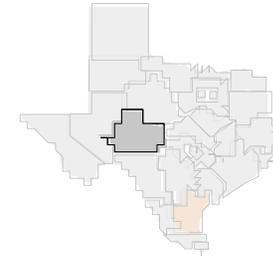
Board Name
Coastal Bend

Publication
August 2021

Year Type
Rolling



**INFORMATION
INNOVATION
& INSIGHT**



Status Totals

| Status Plus | # at Status | % at Status |
|-------------|-------------|-------------|
| P+ | 6 | 28.57% |
| MP | 3 | 14.29% |
| MP (Lower) | 4 | 19.05% |
| P- | 5 | 23.81% |
| N/A | 3 | 14.29% |

Performance Overview Dashboard
Rolling Board Summary Report

Coastal Bend
August 2021

of P+ or MP Measures

13

Status Legend

■ P+ ■ MP ■ MP (Lower) ■ P- ■ N/A

% Current Target for Board Contracted Measures

| Measure Name | Numerator | Denominator | Rate | OTY Change | |
|---|-----------|-------------|---------|------------|--------------------|
| Employed Q2 Post Exit – Adult (DOL) | 228 | 353 | 64.60% | -14.44% | P- at P-: 1 88.86% |
| Employed Q4 Post Exit – Adult (DOL) | 224 | 363 | 61.70% | -8.05% | MP 90.34% |
| Median Earnings Q2 Post Exit – Adult (DOL) | N/A | 228 | \$6,028 | 8.78% | P+ 120.55% |
| Credential Rate – Adult (DOL) | 67 | 110 | 60.90% | 18.25% | MP 93.12% |
| Measurable Skills Gains - Adult (DOL) | 17 | 97 | 17.50% | 19.86% | 0.00% N/A |
| Employed Q2 Post Exit – DW (DOL) | 103 | 142 | 72.50% | -1.63% | MP 98.64% |
| Employed Q4 Post Exit – DW (DOL) | 124 | 188 | 66.00% | -6.52% | P- at P-: 1 85.60% |
| Median Earnings Q2 Post Exit – DW (DOL) | N/A | 103 | \$8,523 | 9.69% | P+ 118.38% |
| Credential Rate – DW (DOL) | 34 | 56 | 60.70% | 0.00% | P- at P-: 3 86.71% |
| Measurable Skills Gains - DW (DOL) | 11 | 70 | 15.70% | -5.99% | 0.00% N/A |
| Employed/Enrolled Q2 Post Exit – Youth (DOL) | 138 | 177 | 78.00% | -2.98% | P+ 113.87% |
| Employed/Enrolled Q4 Post Exit – Youth (DOL) | 182 | 245 | 74.30% | -1.85% | P+ 117.38% |
| Median Earnings Q2 Post Exit – Youth (DOL) | N/A | 108 | \$3,033 | -9.51% | MP 97.84% |
| Credential Rate – Youth (DOL) | 25 | 82 | 30.50% | 5.17% | MP 107.02% |
| Measurable Skills Gains - Youth (DOL) | 8 | 83 | 9.60% | -42.51% | 0.00% N/A |
| Employed/Enrolled Q2 Post Exit – C&T Participants | 7,154 | 12,655 | 56.53% | -20.36% | P- at P-: 2 86.17% |
| Employed/Enrolled Q2-Q4 Post Exit – C&T Participa.. | 6,752 | 8,624 | 78.29% | -7.88% | MP 95.83% |
| Credential Rate – C&T Participants | 121 | 242 | 50.00% | 3.33% | P- at P-: 6 72.05% |
| Claimant Reemployment within 10 Weeks | 4,903 | 8,195 | 59.83% | -1.24% | P+ 110.88% |
| # of Employers Receiving Workforce Assistance | 2,990 | 1 | 2,990 | 13.21% | P+ 114.12% |
| Avg # Children Served Per Day - Combined | 660,890 | 261 | 2,532 | -15.77% | MP 97.20% |

0.00% 20.00% 40.00% 60.00% 80.00% 100.00% 120.00%

Filters keep the values: Coastal Bend, August 2021, and Rolling for % Current Target for Board Contracted Measures.
Columns include: Measure Name, Numerator, Denominator, Rate, OTY Change, % Current Target and indicators for Status and Number of months at negative performance.

Job Seekers Served
September 2020-August 2021
14,589

Employers Receiving Workforce Assistance
September 2020-August 2021
2,990

Average Children Served Per Day
September 2020-August 2021
2,532

INFORMATION ONLY

VII – 6. Facilities Updates

BACKGROUND INFORMATION

Board Professionals will provide update on:

- Facilities
- New Program Year

Glossary of Terms

| Program Title | Program Characteristics |
|--|--|
| Child Care | Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities. |
| Non-Custodial Parent (NCP) Choices | Targets low-income, unemployed, or underemployed NCPs who are behind on child support payments and whose children are current or former recipients of public assistance. Involves working in tandem with the Office of the Attorney General (OAG) and the local court system to help NCPs with substantial barriers to employment and career advancement, become economically self-sufficient while also making consistent child support payments. |
| Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) | Designed to assist SNAP recipients in obtaining employment through participation in allowable job search, training, education, or workforce activities that promote long-term self-sufficiency. SNAP recipients are referred by the Texas Health and Human Services Commission (HHSC). |
| Temporary Assistance for Needy Families (TANF)/Choices | The goal of Choices services is to end the dependence of needy parents on public assistance by promoting job preparation, employment, and job retention with a “Work First” service delivery design. TANF recipients are referred by the Texas Health and Human Services Commission (HHSC). |
| Trade Act Services | Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible. |
| The Workforce Information System of Texas (TWIST) | TWIST is a centralized point of reporting intake, case management, and service delivery for customers. Intake information is submitted just once for multiple employment and training programs, and can be retrieved statewide. TWIST also allows staff to query and retrieve information from the legacy systems - Employment Services (ES), Unemployment Insurance (UI), SNAP E&T, Temporary Assistance to Needy Families (TANF), SSI (Supplemental Security Income), and the Texas Department of Criminal Justice (TDCJ). |
| Veterans Employment Services | Employers have quick access to the talents and expertise of veterans and eligible persons, e.g., spouses of deceased/disabled/MIA veterans, to fill job openings. |
| Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services | Acts as liaison between employers and job seekers to ensure employers have access to qualified workers. Provides job matching and recruitment services to employers and job seekers. |
| Workforce Innovation and Opportunity Act (WIOA) | WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market; and matches employers with the skilled workers they need to compete in the global economy. |