



**WORKFORCE SOLUTIONS**  
of the Coastal Bend

# Workforce Services Committee Meeting

**February 10, 2022**  
**2:00 pm**

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

**Join Zoom Meeting**

<https://us02web.zoom.us/j/82559489286?pwd=ckFSM0h0UFp5aXJFQitWTWxNcTZjZz09>

**Toll Free Dial-In**

888 475 4499 US Toll-free

Meeting ID: 825 5948 9286

Passcode: 509570

[www.workforcesolutionscb.org](http://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

**A**ccountability – 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.

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

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

**I**ntegrity – 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.

**T**enacity – 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.

**U**nderstanding – We are serious and passionate about delivering our services with compassion and empathy.

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

**E**nthusiasm – 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 Services Committee Meeting**

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

Join Zoom Meeting

<https://us02web.zoom.us/j/82559489286?pwd=ckFSM0h0UFp5aXJFQitWTWxNcTZiZz09>

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**Thursday, February 10, 2022 – 2:00 pm**

**AGENDA**

	<i>Page</i>
I. Call to Order: <i>Manny Salazar, Chair</i>	
II. Roll Call.....	3
III. <b>Announcement on Disclosure of Conflicts of Interest</b> 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.	
IV. <b>Public Comments</b>	
V. <b>Discussion and Possible Action on Minutes of the November 10, 2021 Workforce Services Committee Meeting</b> .....	4-6
VI. <b>Items for Discussion and Possible Action:</b>	
1. Discussion and Possible Action on Committee Initiatives for BCY 2022 and Review of Charter: <i>Alba Silvas</i> .....	7
2. 2022-2023 Target Occupation List (TOL): <i>Amy Villarreal</i> .....	8-10
VII. <b>Information Only:</b>	
1. Services to Workers	
a. Policy Review Schedule: <i>Alba Silvas</i> .....	11-13

(cont. page 2)

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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)

b. Program Updates: <i>Alba Silvas</i> .....	14-15
2. Services to Youth	
a. Ad Hoc Youth Topics: <i>Alba Silvas</i> .....	16
3. Services to Business	
a. Business Solutions Report: <i>Norma Ochoa</i> .....	17-18
4. Local Labor Market Information	
a. Jobs and Employment Report: <i>Alba Silvas</i> .....	19-22
5. Performance Measure Update	
a. Board Contract Year 2022: <i>Alba Silvas</i> .....	23-25
6. Facilities Update: <i>Amy Villarreal</i> .....	26

## 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.

**Texas Open Meetings Act (TOMA).** All public meetings are required to follow all parts of the Texas Open Meetings Act. Therefore, we will be holding this meeting both in-person at our administrative offices and on **ZOOM**. With this format, comes some changes to what is required of board members and the public.

- The presiding member (Chair or designee) must be in-person at the meeting location, 400 Mann St. Ste. 800, Corpus Christi, Texas.
- Board members must be visible on camera in order to count toward the quorum and in order to vote.
- The public and all presenters will need to be visible while presenting information.

This hybrid meeting format will allow us to meet TOMA rules, while still ensuring the safety of those who must attend.

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**Workforce Services Committee**  
**Roll Call Roster**  
**February 10, 2022**  
**(4 = Quorum)**

\_\_\_\_\_ Manny Salazar, Chair

\_\_\_\_\_ Iain Vasey, Vice-Chair

\_\_\_\_\_ Randy Giesler

\_\_\_\_\_ Travis Nelson

\_\_\_\_\_ Susan Temple

\_\_\_\_\_ Michelle Lozano

\_\_\_\_\_  
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/88688291801?pwd=SGxXUEI4N01vZG1pNkxxSi9JY0lzZz09>

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

**Meeting ID: 886 8829 1801**  
**Passcode: 381644**

**November 10, 2021 – 10:00 am**

**Committee Members**

**Present**

Ray De Los Santos, Jr., Chair  
Michelle Flower, Vice Chair  
Travis Nelson  
Manny Salazar

Manny Salazar

**Other Board Members Present**

Gloria Perez  
Kiwana Denson  
Alma Barrera

**Absent**

Randy Giesler  
Susan Temple  
Iain Vasey

**Others Present**

Ken Trevino, Workforce Solutions  
Shileen Lee, Workforce Solutions  
Janet Neely, Workforce Solutions  
Alba Silvas, Workforce Solutions  
Catherine Cole, Workforce Solutions  
Allyson Riojas, Workforce Solutions  
Celina Leal, Workforce Solutions  
Imelda Trevino, Workforce Solutions  
Norma Ochoa, Workforce Solutions  
Rosina Salas, Workforce Solutions  
Denise Woodson, Workforce Solutions  
Christina Miller, Workforce Solutions  
Vicki Stonum, 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  
Deborah Varner, C2GPS, LLC

**I. Call to Order**

Mr. De Los Santos II called the meeting to order at 10:00 am.

**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. Trevino noted that due to the new TOMA rules we do have 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.

**V. Discussion and Possible Action on Minutes of the September 9, 2021 Workforce Services Committee Meeting**

Ms. Flower moved to approve the minutes of the September 9, 2021 Workforce Services Committee meeting. The motion was seconded by Mr. Salazar and passed.

**VI. Items for Discussion and Possible Action:**

1. Policy#4.5.100.08 – Work Search Requirement

Ms. Silvas presented information on recommended updates to Board policy (included on pages 7-10 of the November 10 agenda packet).

Mr. Salazar moved to recommend approval of the revised policy as presented. The motion was seconded by Ms. Flower and passed.

**VII. Information Only:**

1. *Services to Workers*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 11-13 of the November 10 agenda packet).

b. Program Updates

Ms. Silvas provided program updates (included on page 14 of the November 10 agenda packet).

Ms. Escobar provided an update on Operation of Career Centers.

Mr. Reyna provided additional information.

c. Veteran Services

Ms. Cole provided information on Veteran Services (included on page 15 of the November 10 agenda packet).

2. *Services to Youth*

a. YOU! Program Update

Ms. Cole provided YOU! Program updates (included on pages 16-17 of the November 10 agenda packet).

Ms. Silvas recognized Ms. Trevino on doing a good job in her new role as the Student HireAbility Navigator.

3. *Services to Business*

a. Business Solutions Report

Ms. Ochoa provided an update on Business Solutions Report (included on pages 18-19 of the November 10 agenda packet).

Ms. Ochoa apologized for not being able to attend her first quarterly meeting in September. Ms. Ochoa thanked Mr. Martinez for presenting on her behalf.

Mr. Martinez thanked everyone for the opportunity to continue the relationship, working together, to collaborate and build for the Business Solutions opportunities for the Workforce environment that we serve. Mr. Martinez provided additional information on the Business Solutions Report.

Ms. Ochoa presented a success video of recipient of the Helping Offices Manage Electronically (HOME) grant Mr. Alan Morgan President/CEO of Innovaum.

Workforce Solutions of the Coastal Bend is Helping Offices Manage Electronically (HOME) with funding provided by the Texas Workforce Commission. Businesses may qualify for up to \$3,000, giving them the opportunity to upgrade their service delivery and provide contactless and virtual services to their customers.

Mr. De Los Santos II acknowledged what a great video of the success story of Mr. Morgan.

Mr. De Los Santos II expressed his appreciation for all the hard work from the service provider staff and board staff.

4. *Local Labor Market Information*

a. Jobs and Employment Report

Ms. Silvas provided local labor market information for September 2021 (included on pages 20-23 of the November 10 agenda packet).

5. *Performance Measure Update*

a. Board Contract Year 2021

Ms. Silvas presented a performance measure update for the Board Contract Year 2021 (included on pages 24-28 of the November 10 agenda packet).

6. *Facilities Update*

Ms. Lee provided a facilities update (included on page 29 of the November 10 agenda packet).

**VIII. Adjournment**

The meeting adjourned at 10:50 am.

## ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI – 1. Committee Initiatives for BCY 2022 and Review of Charter

### BACKGROUND INFORMATION

Workforce Services Committee Charter:

#### **WORKFORCE SERVICES**

Responsible for monitoring all activities associated with the delivery of programs through the business and career centers and the quality of those services, including Services to Workers, Services to Youth(via Ad Hoc effective January 2022)\*, Services to Business, Local Labor Market Information, Performance Measures and Facilities Updates. Review activities associated with all workforce programs and make recommendations to the Board of Directors via board policy revisions and information items listed on Workforce Services Committee Agenda. Responsible for planning of facilities and physical locations of the centers, mobile unit, and board offices. Responsible for reviewing all activities associated with coordinating secondary and post-secondary education programs with the workforce training programs. Review issues associated with alternative learning programs and review the quality issues of all these programs.

\*Board Staff will provide preview of Service to Youth- Ad Hoc purpose and goals.

### RECOMMENDATION

The Workforce Services Committee consider initiatives for 2022 and take any appropriate action on the information presented.

## ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI – 2. 2022-2023 Target Occupation List (TOL)

## BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to 2022-2023 Target Occupation List (TOL). Updates and how data is collected and analyzed for revisions will be presented.

**2022-2023 TOL- Attached.**

## RECOMMENDATION

Board Professionals recommend the approval TOL as amended.

**WIOA Target Occupations List**

Board Name:	<b>Coastal Bend</b>	Date Submitted or Updated:	<b>1/31/2022</b>
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Standard Occupational Classification (SOC)	Target Occupation Job Title (Name)	Annual Average Employment 2020	Annual Average Employment 2030	Number Change 2020–2030	Percent Change 2020–2030	Annual Change in Employment (Growth)	Hourly Rate (Entry Wage)	Hourly Rate (Experience d Wage)	Typical Education Needed for Entry into Occupation	Are there Eligible Training Providers (ETPs) offering training for this occupation?	How many individuals will ETPs train and/or certify to fill current openings?	Additional Rationale, Local Wisdom, and Comments	Is this a Career Pathway Occupation? (yes or no)
13-2011	Accountants and Auditors	1,545	1,589	43	3%	1.44	\$ 23.98	\$ 40.38	Bachelor's degree	Yes	12		no
49-3011	Aircraft Mechanics and Service Technicians	1,058	887	(171)	(16%)	-0.02	\$ 27.01	\$ 34.77	Postsecondary nondegree award	Yes	5		No
17-3011	Architectural and Civil Drafters	152	147	(5)	(3%)	2.57	\$ 21.24	\$ 31.40	Associate's degree	Yes	2	Major projects suc	no
49-3021	Automotive Body and Related Repairers	286	318	31	11%	0.91	\$ 14.99	\$ 25.13	High school diploma or equivalent	Yes	54		No
49-3023	Automotive Service Technicians and Mechanics	1,268	1,236	(32)	(3%)	0.29	\$ 12.92	\$ 25.97	Postsecondary nondegree award	Yes	3		No
43-3031	Bookkeeping, Accounting, and Auditing Clerks	2,550	2,402	(147)	(6%)	0.74	\$ 13.12	\$ 22.29	Some college, no degree	Yes	7		No
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	510	520	10	2%	1.28	\$ 15.62	\$ 26.90	High school diploma or equivalent	Yes	4		No
53-3052	Bus Drivers, Transit and Intercity	331	359	27	8%	0.57	\$ 11.84	\$ 18.37	High school diploma or equivalent	Yes	10	The demand for cl	No
53-5021	Captains, Mates, and Pilots of Water Vessels	164	195	30	18%	1.63	\$ 17.27	\$ 32.76	Postsecondary nondegree award	Yes	0	Growing operation	No
47-2031	Carpenters	1,786	1,743	(44)	(2%)	2.34	\$ 16.24	\$ 21.57	High school diploma or equivalent	Yes	15		No
35-1011	Chefs and Head Cooks	100	139	40	40%	3.04	\$ 14.23	\$ 26.98	Postsecondary nondegree award	Yes	10	Local employers a	Yes
51-8091	Chemical Plant and System Operators	337	325	(12)	(3%)	-	\$ 35.30	\$ 45.23	High school diploma or equivalent	Yes	3		No
29-2018	Clinical Laboratory Technologists and Technicians	516	534	17	3%	-	\$ 12.56	\$ 24.26	Bachelor's degree	Yes	8		no
15-1211	Computer Systems Analysts	302	338	36	12%	1.94	\$ 30.50	\$ 55.51	Bachelor's degree	Yes	5	Growing new busin	Yes
15-1232	Computer User Support Specialists	548	569	22	4%	1.46	\$ 15.33	\$ 23.24	Some college, no degree	Yes	10		no
47-2061	Construction Laborers	4,947	4,603	(345)	(7%)	2	\$ 12.85	\$ 17.61	Postsecondary nondegree award	Yes	15	Scaffolding specifi	No
33-3012	Correctional Officers and Jailers	1,188	1,082	(106)	(9%)	-0.04	\$ 16.49	\$ 20.94	High school diploma or equivalent	Yes	2		No
53-7021	Crane and Tower Operators	414	388	(27)	(6%)	3.50	\$ 27.93	\$ 35.20	Postsecondary nondegree award	Yes	4	Major projects suc	No
31-9091	Dental Assistants	451	453	2	0%	0.69	\$ 13.53	\$ 18.88	Postsecondary nondegree award	Yes	10	Health Care is a la	Yes
17-3023	Electrical and Electronic Engineering Technologists and Technicians	169	165	(4)	(2%)	0.97	\$ 25.76	\$ 41.43	Associate's degree	Yes	5		no
47-2111	Electricians	1,342	1,269	(73)	(5%)	1.89	\$ 17.72	\$ 29.40	Postsecondary nondegree award	Yes	12		No
25-2021	Elementary School Teachers, Except Special Education	2,366	2,353	(13)	(1%)	0.37	\$ 19.97	\$ 29.86	Bachelor's degree	Yes	5		No
29-2041	Emergency Medical Technicians and Paramedics	465	539	74	16%	0.51	\$ 10.87	\$ 20.84	Postsecondary nondegree award	Yes	4		no
43-6011	Executive Secretaries and Executive Administrative Assistants	472	392	(80)	(17%)	-1.45	\$ 18.91	\$ 28.09	High school diploma or equivalent	Yes	2	This is an occupat	No
33-2011	Firefighters	565	618	53	9%	0.19	\$ 18.90	\$ 24.48	Postsecondary nondegree award	Yes	2		No
11-1021	General and Operations Managers	4,481	4,566	85	2%	1.62	\$ 19.81	\$ 56.89	Bachelor's degree	Yes	10	50	no
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	759	764	5	1%	1.23	\$ 17.37	\$ 27.20	Postsecondary nondegree award	Yes	16		No
53-3032	Heavy and Tractor-Trailer Truck Drivers	3,871	3,537	(333)	(9%)	1.33	\$ 16.25	\$ 23.73	Postsecondary nondegree award	Yes	20		No
49-9041	Industrial Machinery Mechanics	892	880	(12)	(1%)	1.76	\$ 17.46	\$ 31.16	High school diploma or equivalent	Yes	3		No
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	678	563	(115)	(17%)	-0.66	\$ 14.39	\$ 30.89	High school diploma or equivalent	Yes	4		No
29-2061	Licensed Practical and Licensed Vocational Nurses	1,668	1,855	188	11%	-0.13	\$ 18.50	\$ 24.84	Postsecondary nondegree award	Yes	4	Although negative	no
51-4041	Machinists	487	461	(26)	(5%)	0.15	\$ 16.28	\$ 29.87	Postsecondary nondegree award	Yes	5		No
31-9092	Medical Assistants	1,530	1,841	311	20%	1.62	\$ 11.78	\$ 15.45	Postsecondary nondegree award	Yes	8	The need to meet	Yes
29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians	548	590	42	8%	-	\$ 12.76	\$ 19.96	Postsecondary nondegree award	Yes	4		no
43-6013	Medical Secretaries and Administrative Assistants	1,680	1,803	123	7%	1.17	\$ 12.47	\$ 17.80	High school diploma or equivalent	Yes	2		No
25-2022	Middle School Teachers, Except Special and Career/Technical Education	1,200	1,187	(13)	(1%)	0.37	\$ 20.16	\$ 29.29	Bachelor's degree	Yes	5		No
15-1244	Network and Computer Systems Administrators	461	460	(2)	(0%)	1.57	\$ 19.65	\$ 33.01	Bachelor's degree	Yes	5		no

**WIOA Target  
Occupations  
List**

Board Name:	<b>Coastal Bend</b>	Date Submitted or Updated:	<b>1/31/2022</b>
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Standard Occupational Classification (SOC)	Target Occupation Job Title (Name)	Annual Average Employment 2020	Annual Average Employment 2030	Number Change 2020–2030	Percent Change 2020–2030	Annual Change in Employment (Growth)	Hourly Rate (Entry Wage)	Hourly Rate (Experienced Wage)	Typical Education Needed for Entry into Occupation	Are there Eligible Training Providers (ETPs) offering training for this occupation?	How many individuals will ETPs train and/or certify to fill current openings?	Additional Rationale, Local Wisdom, and Comments	Is this a Career Pathway Occupation? (yes or no)
31-1131	Nursing Assistants	2,106	2,268	163	8%	-0.77	\$ 11.73	\$ 14.91	Postsecondary nondegree award	Yes	15	Although negative	Yes
19-5011	Occupational Health and Safety Specialists	459	407	(6)	(11%)	2.00	\$ 23.59	\$ 41.24	Bachelor's degree	Yes	5		no
47-2073	Operating Engineers and Other Construction Equipment Operators	1,653	1,604	(49)	(3%)	2.12	\$ 15.33	\$ 24.29	High school diploma or equivalent	Yes	2		No
23-2011	Paralegals and Legal Assistants	573	690	117	20%	0.85	\$ 15.90	\$ 25.89	Associate's degree	Yes	3		no
51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	991	879	(112)	(11%)	-0.37	\$ 30.59	\$ 41.84	High school diploma or equivalent	Yes	3		No
59-2052	Pharmacy Technicians	680	649	(31)	(5%)	1.43	\$ 13.47	\$ 18.62	Postsecondary nondegree award	Yes		The onset of COVID	Yes
31-9097	Phlebotomists	156	171	16	10%	2.01	\$ 14.31	\$ 17.83	Postsecondary nondegree award	Yes	12		No
31-2021	Physical Therapist Assistants	142	194	52	37%	1.87	\$ 22.43	\$ 35.31	Associate's degree	Yes	7		no
47-2152	Plumbers, Pipefitters, and Steamfitters	1,066	999	(67)	(6%)	2.46	\$ 15.72	\$ 28.95	Postsecondary nondegree award	Yes	12		No
33-3051	Police and Sheriffs Patrol Officers	1,480	1,563	83	6%	0.29	\$ 16.60	\$ 31.62	High school diploma or equivalent	Yes	5		No
29-2034	Radiologic Technologists and Technicians	515	527	12	2%	0.48	\$ 21.18	\$ 40.57	Associate's degree	Yes	6		no
29-1141	Registered Nurses	4,502	4,807	305	7%	0.61	\$ 22.69	\$ 37.37	Bachelor's degree	Yes	50		no
47-5012	Rotary Drill Operators, Oil and Gas	227	160	(67)	(30%)	-	\$ 18.56	\$ 34.08	No formal educational credential	Yes	2		No
53-5011	Sailors and Marine Oilers	220	239	19	9%	1.75	\$ 12.05	\$ 20.54	No formal educational credential	Yes	0	Growing operation	No
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	1,846	1,838	(8)	(0%)	0.38	\$ 20.02	\$ 28.85	Bachelor's degree	Yes	4		No

## INFORMATION ONLY

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

## BACKGROUND INFORMATION

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

Workforce Services Committee 02.10.22- No policies for review/update.

Year-to-Date: 0

# Policy Review Schedule-2022

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b>Board Administration</b>		
	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
<b>Workforce Programs</b>		
	4.0.100.06	Incentives/Stipends
	4.0.101.13	Support Services
	4.0.102.02	Basic Skills Deficiencies
	4.0.103.04	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
	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
	4.0.111.05	Customer File Documentation
	4.0.113.05	OJT, Subsidized Employment, and Customized Training
	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
	4.0.123.00	Common Exit

## Policy Review Schedule-2022

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b><u>WIOA</u></b>		
	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
	4.1.104.06	Individual Training Accounts (ITAs)
	4.1.105.01	Apprenticeship Programs
	4.1.106.00	National Dislocated Worker Grants
<b><u>Choices</u></b>		
	4.2.100.02	Service Strategies
<b><u>Child Care</u></b>		
	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)
<b><u>Unemployment Insurance</u></b>		
	4.5.100.08 (Annual)	Work Search Requirement
<b><u>Quality Assurance &amp; Monitoring</u></b>		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
<b><u>Property &amp; Facilities</u></b>		
	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
<b><u>Information Technology &amp; Data Management</u></b>		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
<b><u>Public Relations</u></b>		
	8.0.100.02	Strategic Marketing Standards and Guidelines

## INFORMATION ONLY

### VII – 1b. 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 December 31, 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. Caseloads provided in performance updates.	New Program Year Funding, Beginning October 1, 2021.
OPPORTUNITIES/ NEW FUNDING		
1. Texas Internship Initiative 2. Texas Apprenticeship Expansion 3. Educator Externship 4. WCI-Red, White & You! Veteran Job Fair. 5. WCI- You Choose Career Expo! 6. SEAL- Summer Earn & Learn	Received Funding	1. \$100K, to serve 40. 2. \$100K to serve 50. 3. \$200K to serve 80. 4. \$10K 5. \$35K 6. Pay for each deliverable.

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

- Career Center Operations and Staffing: Deputy Director of Fiscal Operations.
- Services to Workforce Career Center Customers, Job Seekers. Work-in-Texas Services Report(Oct-Dec 2021)  
 Unique Customers Served: 7,356, Total Services Provided: 46,345, New User Registrations: 1,615.
- UI Claimants Assistance. Work-in-Texas Report(Oct-Dec.2021)  
 288 Unemployment Claimants received services, profiled. 417 UI Claim assistance. 2024 claimants assisted in-person or virtually with job search and workforce services.
- VOS Greeter: 6,858 Unique Customers entered into our Customer Tracking System & provided 8,349 services.

#### 3. Veterans Services:

- Bi-weekly Employment and Resources Committee meetings hosted by Texas Veteran Leadership Program (TVLP)- Veteran programs throughout the Coastal Bend. December 2021- Managed & promoted the VFW Career & Resource Fair; held in January 2022.

- Texas Veterans Commission (TVC)- operating remotely while still actively participating in resource meetings and serving veterans in the Coastal Bend. October 2021- Two Virtual Federal resume workshops.
- Texas Veteran Network (TVN)- TVN 45 requests for assistance; 13 clients. Transportation and food assistance were two of the largest requests.
- WFSCB Participated in Veterans Resource Fair hosted by VFW Post 2932 and TVN; in November.
- Military Family Support Program (MFSP) For 2021, 17 military spouses were served, 10 new enrollments.
- Upcoming Veterans Events: VFW Career & resource Fair: January 20<sup>th</sup>, Omni Hotel. Hosted by VFW and in partnership with WFSCB, TVLP, and TVC.

## **INFORMATION ONLY**

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

## **BACKGROUND INFORMATION**

Board staff will provide information regarding the creation and purpose of Youth Ad Hoc. A preview of Ad Hoc Meeting topics and updates as of Q1 (Oct-Dec 2021) will include:

1. WIOA YOUTH Program. Goals, enrollments, expenditures.
2. Foster Youth Services. Collaboration with partners.
3. Texas Internship Initiative Grant (TII). Current Grant.
4. YOU CHOOSE Digital Career Expo 2022! . We have a date!!
5. YOU Navigate! Student HireAbility Navigator Update. Planning for SEAL 2022.
6. Education Outreach Program. Updates, Events and welcoming Ms. Samantha Smolik!
7. South Texas Career Connection(STCC). The collaboration continues.

The Youth Ad Hoc Meeting will also provide a segment to Celebrate Success; recognizing program participant(s) and sharing success stories.

## INFORMATION ONLY

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

## BACKGROUND INFORMATION

### **Business Solutions Report 1<sup>st</sup> Quarter 2022 Workforce Services Committee Meeting**

#### **Key Efforts and Plan of Work**

- Enhanced two-way communication for effective coordination between Career Center Staff and BSU with continued focus on better outcomes for employer partners
- Enhanced communication 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 Business and Education Department WFSCB board

#### **Employer Accounts and Job Postings**

- 321 New Employer Accounts created in Work in Texas (WIT)
- 2,238 New Job Postings with 503 total openings created in WIT by Staff

#### **Employer Engagement**

Date	Event	Employers	Job Orders	Openings	Job Seekers	Hires
October 2021	Coastal Bend Virtual Job Fair	4	18	121	1	0
November 2021	Hiring Red, White & You 2021	85	597	3,318	265 85 - Veterans	25
	Professional Skills & Trades Job Fair	11	267	463	82 5 – Veterans	11
	Amazon Pre-Scheduled Interviews	1	1	100	150	80
December 2021	Health Care Job Fair	9	35	52	13	9

- Work Experience Employer Worksite Agreements – 100 developed and entered the Knack System ready for recruitment and placements.
- Employer Insight Training for Staff – Corpus Christi, 10am-11am - 12/13/21
  - Skills & Trade Panel - JL Specialty Welding & RTA
  - Staff in Attendance- 15
- Employer Insight Training for Staff – Kingsville 10am-11am - 12/15/21
  - Public Service Industry-Kleberg County Sheriffs Dept.

- Staff attendance- 13
- Employer Insight Training for Staff-Corpus Christi - 12/28/21
  - Business & Healthcare Industry- American Income Life & Coastal Plains Community Center
- Emerging Industry Roundtables – in partnership with CAEL/Upskill Coastal Bend/E2E Partners
  - 11 Healthcare Employers (2 Roundtables) – 12/2/21
  - 5 Professional Services Employers (1 Roundtable) – 12/7/21
- Digital Business Solutions Grant (HOME Grant)
  - 13 Applicants - 50% of \$75,000 spent @ 12/31/21 = \$39,105.76
  - \$22,438.22 currently obligated (purchases in process)
  - 2 applications pending documentation for Purchase Order Processing
  - 11 applications in queue to process to expend the remaining \$12,500

### **Continuing and Future Efforts**

- Meeting with NAAFCO in Beeville to discuss the positions opening for recruitment 1/27/22
- BOMY LLC - Assisting with their recruitment for Amazon drivers
- VFW Job Fair recruiting 1/20/22
- Employer Insight Training for Center Staff Beeville 1/21/22
- SWBC Virtual Job Fair - Assisting in recruiting for remote work positions 1/25/22
- Recruiting for Coastal Bend Virtual Job Fair 1/26/22
- Workforce Development Presentation at San Patricio EDC Luncheon 1/27/22
- San Patricio Skills & Trade Job Fair 2/24/22
- South Texas Career Connection (STCC) – 3 Rural School Districts Collaborative - Career Expo inviting 25 rural and urban employers aligned with CTE Programs to share insight into opportunities in their industries 2/23/22
- Apprenticeship Education Session – 2/3/22

## INFORMATION ONLY

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

## BACKGROUND INFORMATION

### Jobs and Employment Report

The December unemployment rate for the Corpus Christi Metropolitan Statistical Area (MSA) decreased to 5.8% with Nueces County at 5.5%. Ten of the eleven Coastal Bend counties experienced monthly decreases with the unemployment rate for the Coastal Bend region decreasing to 6.0% in December.

Over the year, the Corpus Christi MSA has increased by 8,200 workers with the *Leisure and Hospitality* and *Professional and Business Services* Super Sectors leading all industries at 8.6% and 8.1% job growth. These jobs include Office and Administrative Support along with Food Preparation and Service-related occupations.

The demand for workers in the Health Care industry remains high in the Coastal Bend region across all occupations. Job opportunities span from administrative to technical and direct patient care.

## BACKGROUND

Local Labor Market information for December 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 December 2021						Previous Monthly Data November 2021				Year Ago December 2020			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	162,294,000	155,975,000	6,319,000	3.9	-0.3	-2.8	162,052,000	155,175,000	6,877,000	4.2	160,567,000	149,830,000	10,736,000	6.7
Texas	State	14,299,174	13,586,346	712,828	5.0	-0.2	-1.9	14,253,815	13,511,597	742,218	5.2	14,133,518	13,162,510	971,008	6.9
Corpus Christi	MSA	204,703	192,895	11,808	5.8	-0.2	-2.6	205,227	192,976	12,251	6.0	201,207	184,227	16,980	8.4
Coastal Bend	WDA	255,547	240,254	15,293	6.0	-0.2	-3.1	256,504	240,571	15,933	6.2	255,880	233,323	22,557	9.1
Aransas	County	9,260	8,715	545	5.9	-0.2	-2.3	9,287	8,718	569	6.1	9,049	8,307	742	8.2
Bee	County	8,778	8,143	635	7.2	-0.4	-2.9	8,829	8,161	668	7.6	9,813	8,861	952	10.1
Brooks	County	2,311	2,136	175	7.6	-0.5	-3.6	2,328	2,139	189	8.1	2,537	2,263	274	11.2
Duval	County	4,992	4,651	341	6.8	-0.3	-6.2	5,073	4,714	359	7.1	4,780	4,186	594	13.0
Jim Wells	County	14,549	13,358	1,191	8.2	-0.3	-5.8	14,632	13,395	1,237	8.5	15,603	13,564	2,039	14.0
Kenedy	County	147	137	10	6.8	-0.6	-0.5	148	137	11	7.4	165	155	10	7.3
Kleberg	County	12,512	11,793	719	5.7	-0.4	-2.3	12,658	11,886	772	6.1	13,587	12,552	1,035	8.0
Live Oak	County	4,690	4,435	255	5.4	-0.4	-3.1	4,728	4,456	272	5.8	5,110	4,692	418	8.5
Nueces	County	165,812	156,765	9,047	5.5	-0.2	-2.9	166,290	156,830	9,460	5.7	162,984	149,655	13,329	8.4
Refugio	County	2,865	2,706	159	5.5	-0.5	-2.7	2,881	2,707	174	6.0	3,078	2,823	255	8.2
San Patricio	County	29,631	27,415	2,216	7.5	0	-2.4	29,650	27,428	2,222	7.5	29,174	26,265	2,909	9.9

(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):

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

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

<b>Less than 9<sup>th</sup> grade</b>	<b>8.7%</b>	<b>12<sup>th</sup> grade &amp; GED</b>	<b>27.7%</b>	<b>Associates degree</b>	<b>7.0%</b>	<b>Graduate or Professional degrees</b>	<b>8.4%</b>
<b>9<sup>th</sup> thru 11<sup>th</sup> grade</b>	<b>9.3%</b>	<b>Some College</b>	<b>25.1%</b>	<b>Bachelors degree</b>	<b>13.8%</b>		

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

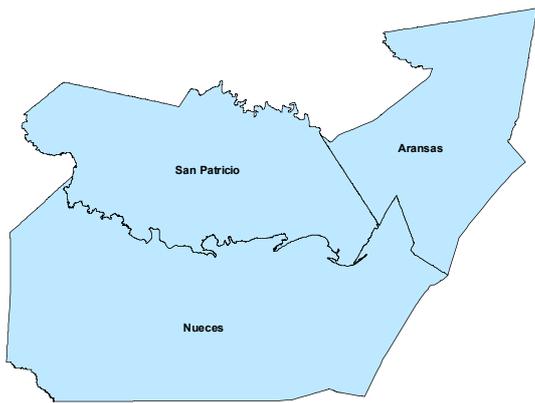
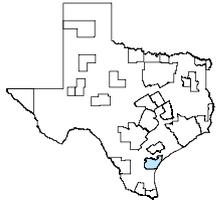
<b>Less than High School</b>	<b>\$15,437</b>	<b>Some College or Associates</b>	<b>\$28,739</b>	<b>Graduate or Professional</b>	<b>\$56,681</b>
<b>High School &amp; GED</b>	<b>\$26,818</b>	<b>Bachelor's</b>	<b>\$44,078</b>		

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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

December 2021



### MSA Labor Force Statistics

	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	204,703	205,227	201,207	3,496
Employed	192,895	192,976	184,227	8,668
Unemployed	11,808	12,251	16,980	-5,172
Unemployment Rate	5.8%	6.0%	8.4%	-2.6%

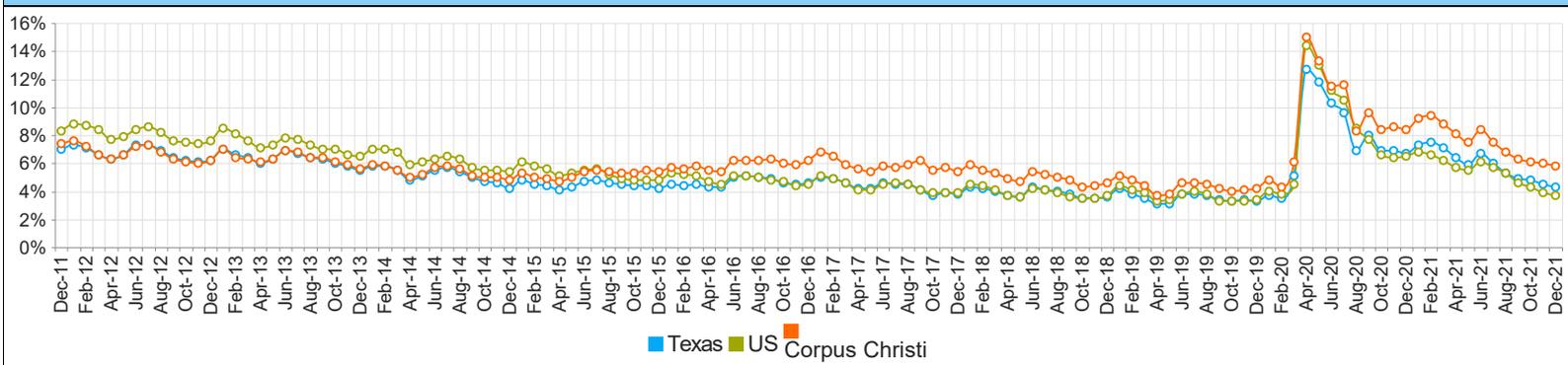
### Texas Labor Force Statistics

	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	14,398,693	14,429,974	14,139,874	258,819
Employed	13,785,955	13,775,211	13,191,324	594,631
Unemployed	612,738	654,763	948,550	-335,812
Unemployment Rate	4.3%	4.5%	6.7%	-2.4%

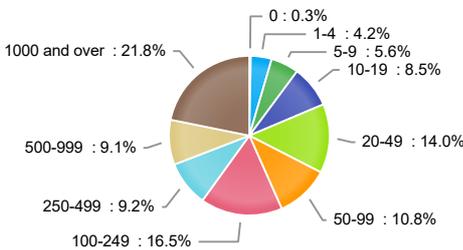
### US Labor Force Statistics

	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	161,696,000	162,099,000	160,017,000	1,679,000
Employed	155,732,000	155,797,000	149,613,000	6,119,000
Unemployed	5,964,000	6,302,000	10,404,000	-4,440,000
Unemployment Rate	3.7%	3.9%	6.5%	-2.8%

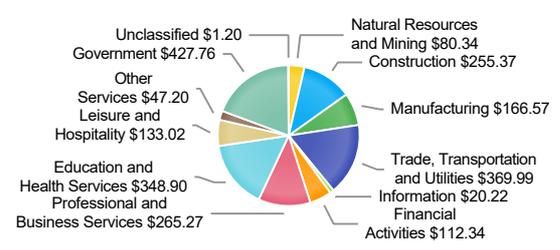
### Historical Unemployment Rates



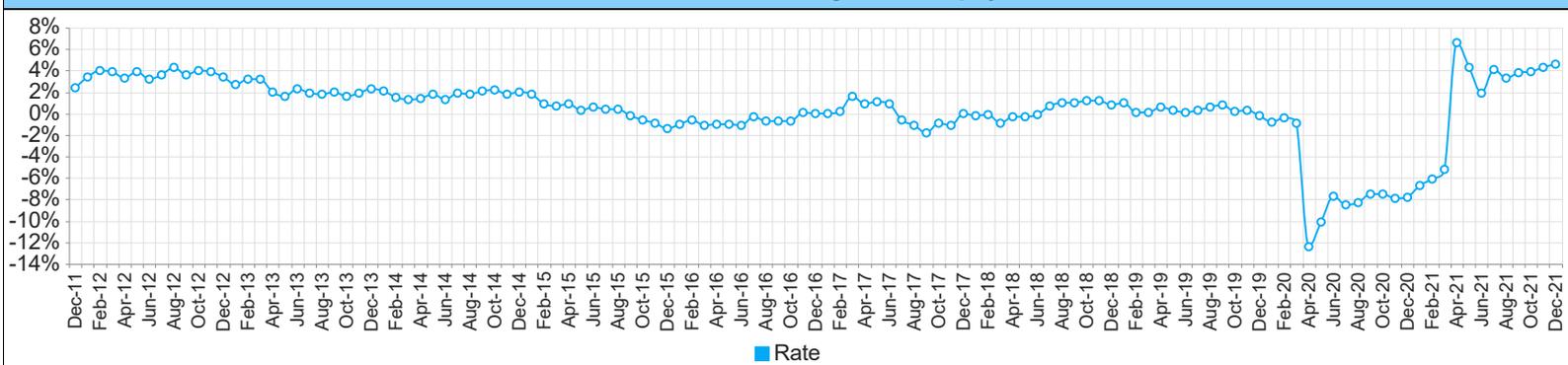
### Employment by Size Class (2nd Quarter 2021)



### Wages by Industry (in millions) (2nd Quarter 2021)



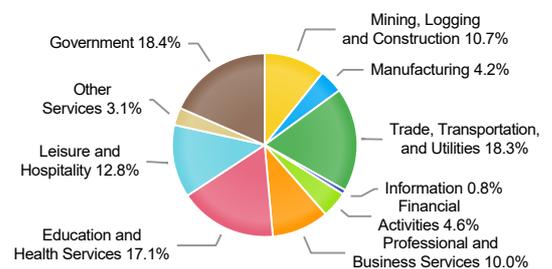
### Annual Growth Rate Total Non-agricultural employment



### Employment by Industry (December 2021)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	187,800	0.2%	4.6%
Mining, Logging and Construction	20,100	0.0%	5.2%
Manufacturing	7,900	1.3%	0.0%
Trade, Transportation, and Utilities	34,300	0.0%	5.5%
Information	1,500	0.0%	7.1%
Financial Activities	8,600	1.2%	4.9%
Professional and Business Services	18,700	0.0%	9.4%
Education and Health Services	32,200	0.0%	2.5%
Leisure and Hospitality	24,100	-0.4%	8.6%
Other Services	5,900	0.0%	7.3%
Government	34,500	0.6%	0.6%

### Employment by Industry (December 2021)



## Coastal Bend Workforce Development Area

## December 2021



WDA Labor Force Statistics				
	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	255,547	256,504	255,880	-333
Employed	240,254	240,571	233,323	6,931
Unemployed	15,293	15,933	22,557	-7,264
Unemployment Rate	6.0%	6.2%	8.8%	-2.8%

Texas Labor Force Statistics				
	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	14,398,693	14,429,974	14,139,874	258,819
Employed	13,785,955	13,775,211	13,191,324	594,631
Unemployed	612,738	654,763	948,550	-335,812
Unemployment Rate	4.3%	4.5%	6.7%	-2.4%

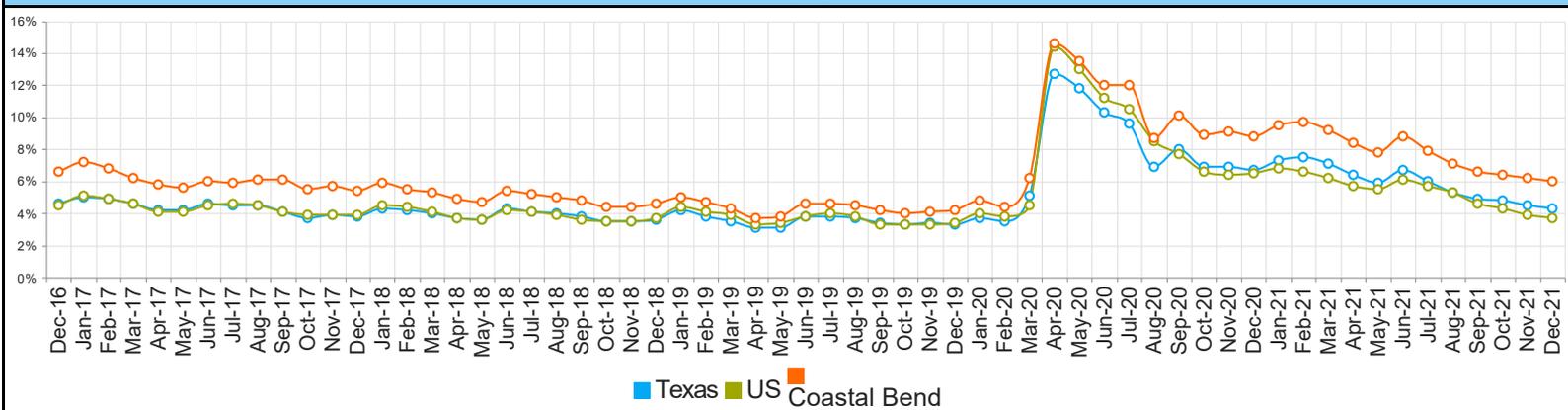
  

US Labor Force Statistics				
	Dec-21	Nov-21	Dec-20	Yearly Change
Civilian Labor Force	161,696,000	162,099,000	160,017,000	1,679,000
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Unemployment Rate	3.7%	3.9%	6.5%	-2.8%

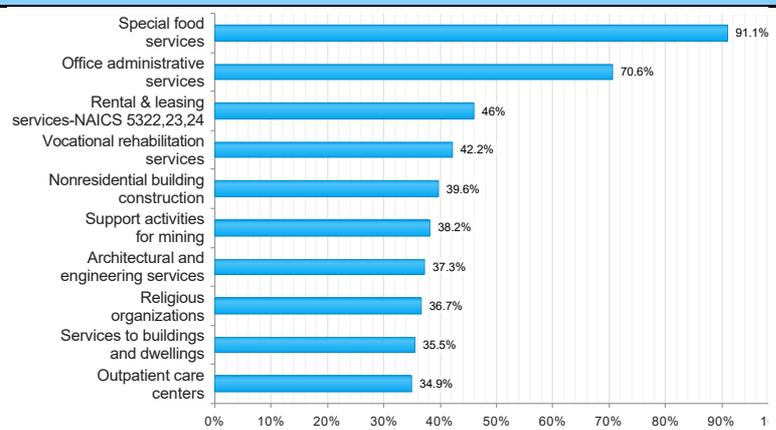
  

Continued Claims for the Week of the 12th				
	Dec-21	Nov-21	Dec-20	Yearly Change
WDA	2,286	2,221	5,992	-3,706
Texas	80,731	84,722	244,808	-164,077

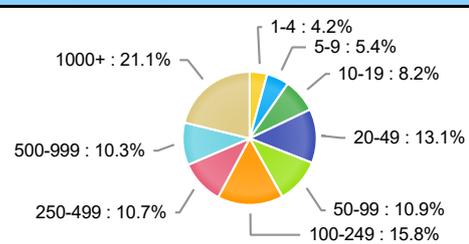
## Historical Unemployment Rates



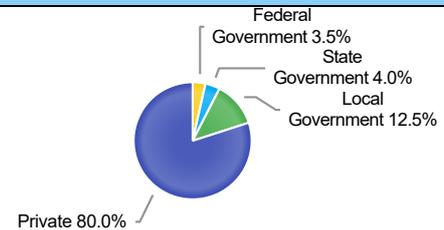
## Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



## Employment by Size Class (2nd Quarter 2021)



## Employment by Ownership (2nd Quarter 2021)



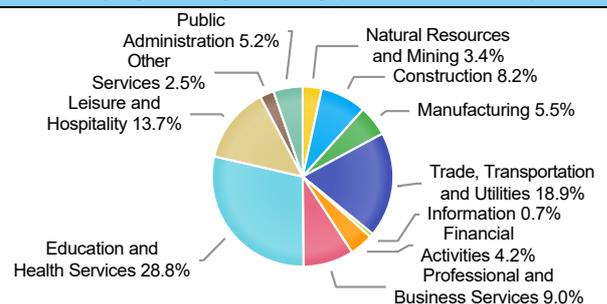
## Average Weekly Wage (2nd Quarter 2021)

	Q2 2021	Q1 2021	Q2 2020	Quarterly Change	Yearly Change
WDA	\$945	\$940	\$919	\$5	\$26
Texas	\$1,210	\$1,259	\$1,156	-\$49	\$54
US	\$1,241	\$1,288	\$1,188	-\$47	\$53

## Employment by Industry (2nd Quarter 2021, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	7,564	3.4%	5.1%	0.7%
Construction	18,229	8.2%	-1.2%	-2.2%
Manufacturing	12,293	5.5%	0.2%	0.4%
Trade, Transportation and Utilities	42,279	18.9%	1.1%	4.0%
Information	1,643	0.7%	0.7%	1.2%
Financial Activities	9,399	4.2%	1.2%	-0.4%
Professional and Business Services	20,004	9.0%	1.4%	4.8%
Education and Health Services	64,456	28.8%	0.1%	1.0%
Leisure and Hospitality	30,577	13.7%	6.7%	20.0%
Other Services	5,531	2.5%	2.6%	3.6%
Public Administration	11,511	5.2%	0.3%	-3.9%

## Employment by Industry (2nd Quarter 2021)



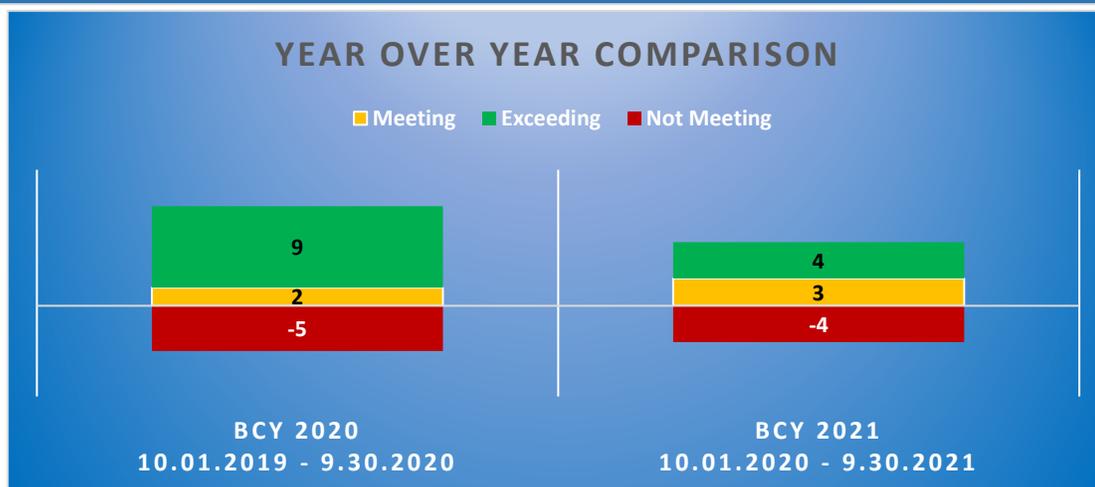
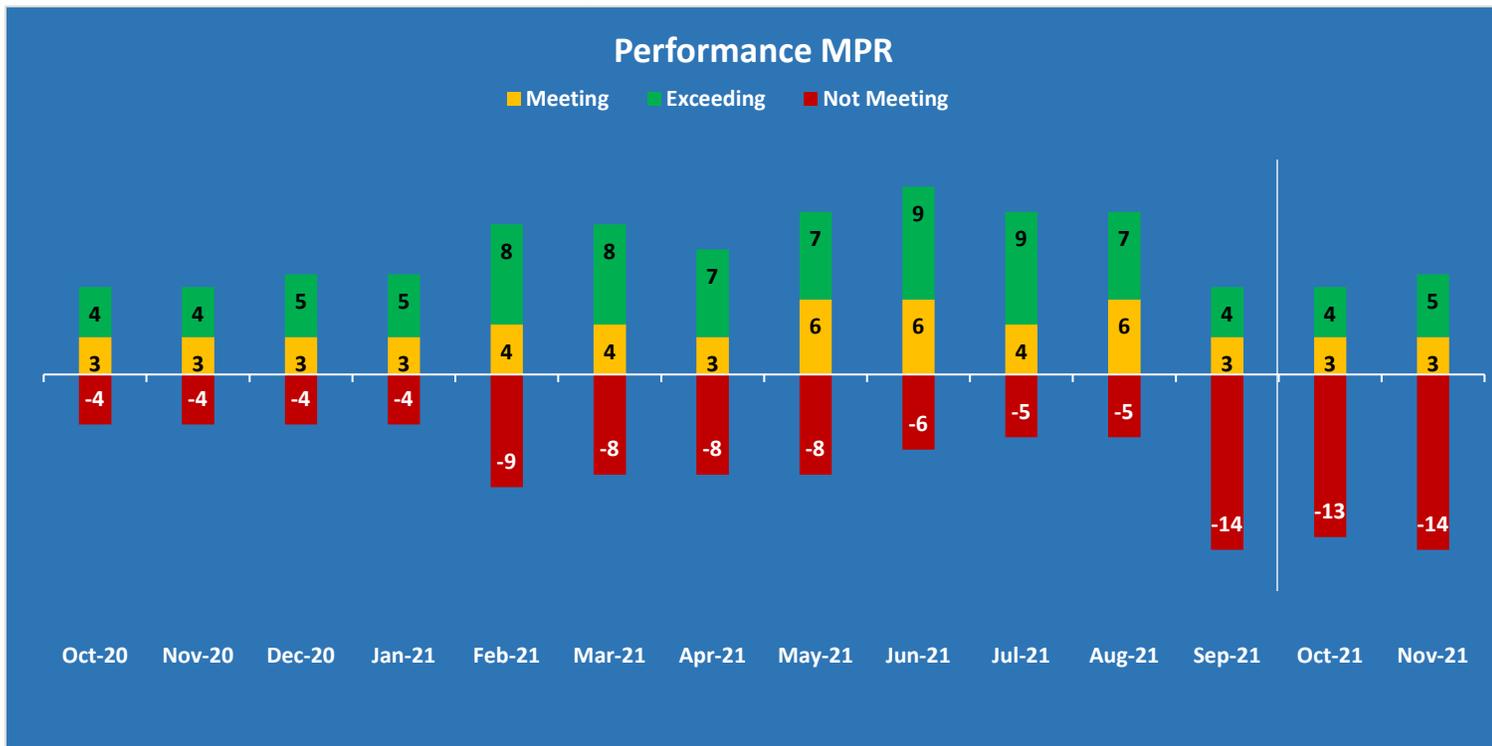
**INFORMATION ONLY**

VII – 5a. Performance Measure Update BCY 2021 - 2022

**BACKGROUND INFORMATION**

**Performance Measure Update (October 2021 Final Release)  
Performance Synopsis  
Board Contract Year: 2022**

**BCY 2022 Timeframe:** October 1, 2021 – September 30, 2022



**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
<b>+P</b> (Exceeding) – Meeting performance – Greater than 105%	<b>+P</b> (Exceeding) – Meeting performance – Greater than 110%
<b>MP</b> – Meeting performance – Greater than 97.5% and Equal to or Less than 105%	<b>MP</b> – Meeting performance – Greater than 95% and Equal to or Less than 110%
<b>MP</b> – Meeting at Risk – Equal to or Greater than 95% and Equal to or Less than 97%	<b>MP</b> – Meeting at Risk – Equal to or Greater than 90% and Equal to or Less than 95%
<b>-P</b> – Not meeting performance – Less than 95%	<b>-P</b> – Not meeting performance – Less than 90%

Explanation of Measures **in Negative Performance** for November 2021

Performance Measure	Current		Current % of Target
	Numerator	Denominator	
1. Employed Q2 Post Exit – Adult	28	43	89.57%
2. Employed Q4 Post Exit – Adult	42	75	81.99%
3. Median Earnings Q2 Post Exit – Adult	-	26	86.16%
4. Credential Rate – Adult	5	12	63.76%
5. Measurable Skills Gains – Adult	21	107	37.48%
6. Employed Q4 Post Exit – DW	20	20	89.46%
7. Median Earnings Q2 Post Exit – DW	-	15	84.08%
8. *Credential Rate – DW	4	7	81.57%
9. Measurable Skills Gains – DW	25	73	61.25%
10. Median Earnings Q2 Post Exit – Youth	-	15	70.87%
11. Measurable Skills Gains – Youth	5	56	39.04%
12. *Employed/Enrolled Q2 Post Exit – C&T Participants	1,481	2,567	91.14%
13. *Credential Rate – C&T Participants	13	31	59.83%
14. Choices Full Engagement Rate – All Family Total	8	58	25.44%

**Board Actions: Performance Improvement**

January 6, 2022 - First Performance/Reporting Meeting for BCY with C2GPS (C2);

January 21, 2022 - C2 submitted to Board Staff a Self-Imposed Improvement Plan to address concerns with contracted Performance Measures.

January 24, 2022 - Board Staff received a communication from TWC, informing us of a Performance Improvement Action process to work on strategies, policies & procedures for performance improvement. This process will elevate our coordinating activities with C2 Management.

February 1, 2022 - Board Staff met with C2 Management to discuss in detail the parameters of a Performance Improvement Plan imposed by WFSCB. It was agreed for weekly meetings to begin effective the week of February 9<sup>th</sup>.

The focus of all meetings has and will continue to be performance improvement, attainment, and sustainability; Data integrity, new hire training in TWIST and WIT Systems.

**C2GPS (C2) Actions: Performance Improvement**

1. Provided staff training on Performance measures and definitions on December 7<sup>th</sup> and 9<sup>th</sup> 2021. Continue to have bi-weekly calls with program staff to discuss topics related to performance outcomes and to assure appropriate services are provided to customers to attain their training/employment goals.

Measurable Skills Gain will show an increase in performance as the December data is updated. As semester grades were submitted for fall semester training and high school customers, an increase of 40 Adult, 14 Dislocated Worker, and 30 Youth Gains have been entered into the System. With these numbers all 3 measures should be in a meeting or exceeding status as MPR data is updated.

Through the reviews of training customers, attainment of credentials has been identified and have been submitted. The credentials entered into the system will increase our overall performance by 5 Adults and 4 Youth. Projections indicate that the Adult measure will be meeting when 2<sup>nd</sup> quarter data is updated on the MPR and Youth will continue to show positive performance for credentials.

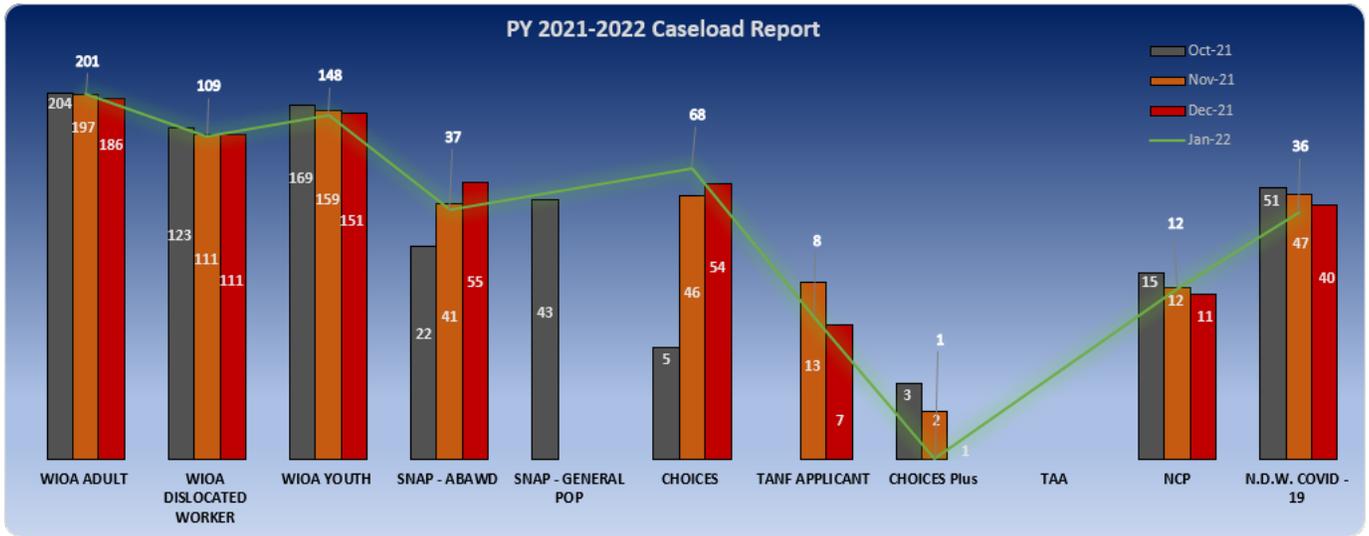
2. RESEA Program Performance and Technical Assistance  
 During the 4<sup>th</sup> Quarter of 2021, WFSCB was coordinating with TWC Workforce Board Service Strategies Department to implement process improvements in the Reemployment Service and Eligibility Assessment Program. It was noted that Coastal Bend's completion of all required services for each customer during the Service Delivery Timeline was slipping and required action to improve. WSFCB RESEA staff and leadership team met with Workforce Board Service Strategies team to discuss process improvements, best practices, and reporting. Through the implementation of enhanced tracking and reporting, WFSCB increased its timely service delivery percentage from 65% in October to 80% in November, and then increased again to 87% in December. WFSCB is on track to achieve the 95% target set by the State in January 2022.

**INFORMATION ONLY**

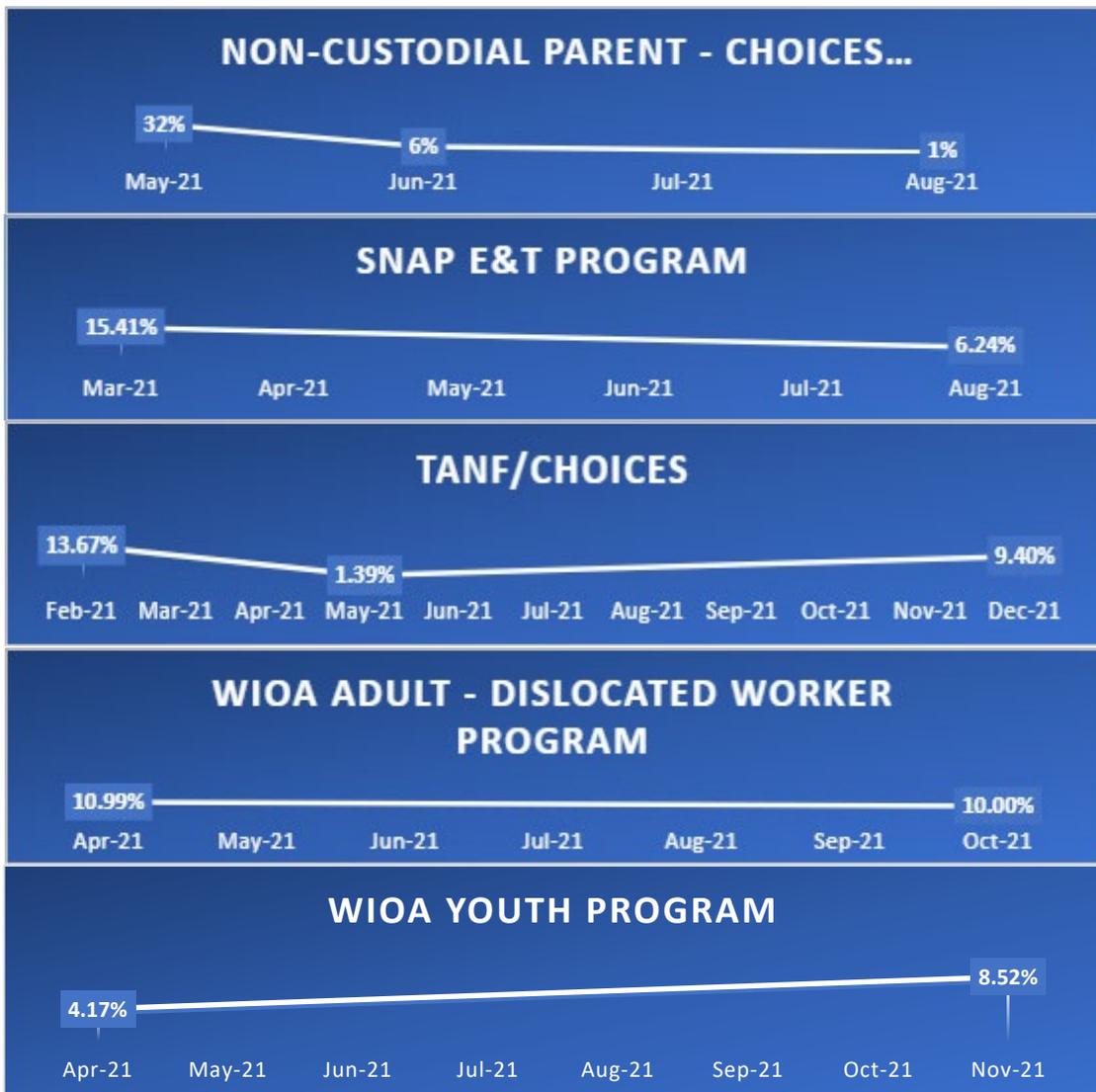
VII – 5b. Case Load Report Update BCY 2021 - 2022

**BACKGROUND INFORMATION**

**Caseload Report Update**



**Quality Assurance Update**



## **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
<b>Child Care</b>	Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities.
<b>Non-Custodial Parent (NCP) Choices</b>	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.
<b>Supplemental Nutrition Assistance Program Employment and Training (SNAP E&amp;T)</b>	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).
<b>Temporary Assistance for Needy Families (TANF)/Choices</b>	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).
<b>Trade Act Services</b>	Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible.
<b>The Workforce Information System of Texas (TWIST)</b>	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).
<b>Veterans Employment Services</b>	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.
<b>Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services</b>	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.
<b>Workforce Innovation and Opportunity Act (WIOA)</b>	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.