

Board Oversight Capacity—BCY 2023

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Workforce Solutions Capital Area Score Card

The Texas Workforce Commission's annual evaluation of each Board's oversight capacity. Boards are assigned a rating of Meets Standards or Below Standards for each of the following six categories.

Develop, maintain, and upgrade comprehensive fiscal management systems

Meets

- √ Does the Board have fiscal management systems in place that include appropriate fiscal controls?
- √ * Does the Board, during its regularly scheduled meetings, include a quarterly review of the financial status of the Board and its service providers for all funding sources it administers?
- √ Have single audits been free of material weaknesses?

Hire, train, and retain qualified staff to carry out the Board's oversight activities

Meets

- √ Has the Board been certified?
- √ * Has the Board hired or retained qualified staff (Executive Director, Chief Financial Officer, Program Director, Contract Management Staff, Monitoring staff) to oversee contractors?

Select and oversee local contractors to improve the delivery of workforce services

Meets

- √ Does the Board have an effective formal procurement process, and has the Board been following this process?
- √ Does the Board have a certified monitoring function in place to oversee contractors?
- √ The Board has no disallowed costs exceeding one percent of allocation (non-self-reported).
- √ The Board has no disallowed costs exceeding one percent which resulted in repaying funds.

Oversee and improve the operations of Workforce Solutions Offices in the Board's service area

Meets

- √ Does the Board have certified Workforce Solutions Offices?
- √ * Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with the local contractor?

- √ * Has the Board applied its service improvement policy when necessary?

Manage the contractors' performance across multiple Board programs

Meets

- √ Did the Board meet target on at least 80 percent of its contracted performance measures?
- √ Is the Board within 35 percent of target on all contracted performance measures?
- √ * Does the Board hold performance oversight meetings, do performance reviews, or, during its regularly scheduled meetings, include a review of its status on contracted performance measures at least four times throughout the year?

Identify and resolve long-standing or severe Board oversight problems and workforce service provider performance issues

Below

- X The Board did not miss target on the same performance measure two years in a row.
- √ The Board does not have any unresolved material weaknesses discovered through a single audit.
- √ The Board has not been placed on an Intent to Sanction or a Sanction.

Capital Area Community Impact Statement

A written statement from each Board summarizing its impact on and relationship with the local community and economy. Specify how the Board's efforts demonstrate and contribute to an effective workforce system by engaging employers, helping workers find jobs, and ensuring good fiscal stewardship.

- One of the few — if not only — Boards in the state that receives considerable amounts of funding for workforce and childcare services from the City and County.
- Evaluate impact outside of contracted measures to measure impacts.
- Training Effectiveness Matrix-Annually, WFSCA analyzes the impact of training dollars by looking at the number/percentage of individuals who enter employment related to training. We also look at the average pre and post wages and return on investment to the community. For FY22, the average ROI was \$5.61 per dollar invested in training.
- One of eight workforce boards that received a pilot grant from TWC in 2019 to launch a career and education outreach specialist program. Since 2019, WFSCA's outreach team has connected with middle and high school students from five school districts through class presentations, industry speakers, career fairs, internships and more. The pilot grant from TWC has ended and we continue to fund this program using our TANF funds and TEA grant. For FY24, WFSCA has added another education and outreach specialist to the team for a total of 4 staff working in the K-12 space.
- WFS Capital area is providing around 4,000 services per month, to approximately 1,700 walk-in job seekers.

Hire Local Plan

- In 2017, Workforce Solutions Capital Area helped set a strong foundation for regional workforce development with Austin metro's first-of-its-kind workforce plan to combat rising costs of living threatening affordability.
- What we saw as we built this Plan — and still today — is that we have as many good, high-paying jobs in our highest-growth industries here as we have local workers. But they don't always match up.
- The first Community Workforce Plan has been a shining example of a community rallying its resources across all sectors in a time of challenge and opportunity.
 - Hire Local and these training opportunities will create an affordability index by tracking wage and employment outcomes of those who complete training so that over time we can call out what it takes to live and work in Austin.
 - Grow payrolls for local businesses.
 - By better preparing local workers for in-demand jobs, companies can fill their roles at a lower cost and the community can see economic benefits as a result.

American Rescue Plan Act (ARPA)

- WFSCA was funded by the City and County through American Recovery Act funding to implement RE: WorkNOW (RWN).
- The RWN program provides short-term training in high demand occupations, coupled with career advising and support services, including weekly stipends while attending training.

- WFSCA has placed staff in community-based organizations, including Austin Community College, which provides many avenues for individuals to access services.
- RWN also provides subsidized employment opportunities for those needing work experience or those that complete training and need experience before entering the workforce.
- WFSCA is able to braid RWN funding with other funding streams to provide a full suite of services to eligible job seekers.
- In FY203, the RWN program funded occupational training for 390 City of Austin/Travis County residents. 337 successfully completed training (86%) and 260 (77%) were placed into employment. 17 individuals were enrolled in subsidized employment, with 13 (76%) successfully completing.
- WFSCA is currently in the second phase of RWN and anticipates a third round of funding in FY24 to continue the program.

Industry Sectors

- Added mobility/infrastructure as a target industry sector due to the expected growth in the industry as a result of several transportation projects.
 - We conducted a labor/demand forecast for the Mobility and Infrastructure space to (1) understand the future skills needed to build and operate our transformational mobility investment, (2) Evaluate our construction and mobility training programs to understand capacity, approach, pipeline, and resources needed to scale, (3) identify the obstacles preventing job seekers from seeking these jobs and participating in training, and (4) develop an action plan to build a robust mobility and infrastructure workforce for the future.
 - The Mobility and Infrastructure (M + I) Sector Partnership is comprised of over 140 job creators, talent providers, community groups and project sponsors. The Partnership leads in the development of a diverse M + I workforce, united in its commitment to align and collaborate on leveraging resources for the benefit of the whole community.
 - Expanded apprenticeship programs in healthcare and manufacturing.
 - In 2022, we supported 120 people enrolled in healthcare apprenticeships.
 - Supported the growth of upskilling with Incumbent Worker Training grants. Over 4 years, we've awarded over \$500K across 15 companies to train over 300 employees to advance in their careers.
 - Helped to increase the number nursing graduates by 64% over the past 3 years with the Central Texas Healthcare Partnership (CTHP).
 - 340 student interviews conducted over three hospital system interview events organized by CTHP.
 - Child Care
 - 3,584 Children Across Travis County in our care
 - 346 Child Care providers contracted
 - 159 Providers are Quality Rated (as of September 30, 2023)
 - 24 new early learning programs achieved Texas Rising Star status
 - 238 Children enrolled in Continuity of Care Program funded by City of Austin/Travis County to bridge any gaps in eligibility for local parents.
 - 260 children of Essential Workers funded by City of Austin to continue support of families working in industries critical to our community's infrastructure.
 - A monthly average of 415 providers and teachers attended trainings hosted by WFS.
 - 209 parents attending trainings hosted by WFS.
 - Awarded \$831,025 in wage stipends and premium pay bonuses to 444 staff to help high quality early learning programs retain staff.
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√ = Meets Standard

X = Below Standard

*= Board Attestation