

# **-Board Oversight Capacity—BCY 2023**

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

## **Workforce Solutions for Tarrant County 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.**

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### **Develop, maintain, and upgrade comprehensive fiscal management systems** **Meets**

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

### **Hire, train, and retain qualified staff to carry out the Board’s oversight activities** **Meets**

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

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

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

### **Oversee and improve the operations of Workforce Solutions Offices in the Board’s service area** **Meets**

- √ Does the Board have certified Workforce Solutions Offices?

- √ \* Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with a local contractor?
- √ \* Has the Board applied its service improvement policy when necessary?

**Manage the contractors' performance across multiple Board programs**

**Below**

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

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

**Meets**

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

# Tarrant County 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.**

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## Year to Date Data

### Target Populations

Employment (source: July MPR)

- 593 Veterans found employment.
- 157 Justice involved individuals placed in jobs.
- 524 TANF and SNAP participants employed.
- 671 WIOA Adult and Dislocated workers employed.
- 10,458 Unemployment Insurance Claimants re-employed within 10 weeks.
- 2,869 RISK\* participants employed/enrolled.

Workforce Services: (source: July MPR)

- 2,107 Participants Served (career and training services)\*.
- 9,542 children in care.
- 3,687 Employer Partnerships in the Workforce System.
- 3,674 AEL students served (7-1-22 to 6-30-23).

Note: Unlike previously reported served totals, under the new methodology fewer service types are included. As a result, total will be less than prior years.

RISK\*- Subset of LBB All where participant was MSFW, Homeless, disabled, basic skills deficient, less than HS educated, UI exhaustee, pregnant or runaway or foster youth, an ex-offender, displaced homemaker, or in Choices, FSE&T or Self Sufficiency.

From 2021 to 2023, the Board implemented a redesign of the internal structure of our Workforce Centers. This redesign puts customer services in the forefront of our centers and moves compliance and processing functions to the back of the house. It also provides for expanded virtual options and more efficient in-person assistance.

## Timeline for Implementation



## Workforce Center Design

- Full Service and Express Centers
- Program Compliance Units
- Immediate Triage
- Staff Specializations
- Eliminate Self-Serve Resource Rooms
- Upgrade Facilities
- Standardize Processes
- Measure Real-Time Outcomes
- Quality Feedback Loops
- Enhancements through Technology

## Virtualization of Services

- Interactive Website
- On-demand Workshops
- Live Chat
- Career Coach Tool
- Virtual Training
- Referral Tracking for Partners
- Virtual Job Fairs
- WorkinTexas
- Paperless Documentation
- Virtual Enrollments
- Live On-line Video Counseling
- Appointment Scheduling

During 2023, we have begun the next initiative to bring our services to our most “in need” communities through a Neighborhood Strategy that goes beyond providing on-site services in the community as an extension of a workforce center. This new strategy will incorporate the following elements:

- Regular and consistent presence in the neighborhood at a community-based location.
- Inclusion of Adult Education and Literacy (including Digital Literacy)
- Intensive engagement of businesses/employers in and around the neighborhood
- Use of career progression tools and promotion of skills-based resumes and job postings

To determine our initial two pilot sites staff analyzed the following criteria:

- Tarrant County zip codes with individual poverty levels of 20% or higher.
- Employment availability within the zip code or easily accessed.
- Accessible educational and training opportunities.
- Partnerships in progress or opportunities in which we are an “enhancement” to what they community already has in progress.

Workforce Center Zip Codes			
•	Resource Connection (Full Service, TANF, SNAP)	76119	
•	Central (Full Service, Young Adult, SNAP)	76111	
•	Mid Cities (Express, Dislocated Workers)	76053	
•	Arlington (Full Service)	76010	

  

Tarrant County Highest Poverty Zip Codes			
Zip Code	≥20% Poverty	Status	WIOA Enrolled (10/21-8/23)
76104	31.8	Stop Six Pilot	95
76010	27.8	Arlington Workforce Center	112
76115	23.7	Next to 76119 Resource Connection WFC	52
76105	22.8	Stop Six Pilot	139
76102	22.5	Downtown	72
76164	21.8	Northside Pilot	20
76110	21.3	Next to 76119 Resource Connection WFC	58
76116	21.3	Not close but getting to a center (Central)	172
76106	20.5	Northside Pilot	81
76103	20.1	Next to 76111 Central WFC	47
76112	19.2	Stop Six Pilot	188

### Pilot Demographics

Demographic	Ft Worth	Southeast Pilot			Northside Pilot	
		76104	76105	76112	76164	76106
Population	935,508	18,956	24,277	42,404	14,081	37,437
Median Age	33	32.9	27.6	34.1	35.1	30
HS Degree Only	24.5%	18.7%	17.9%	18.2%	18.3%	18.5%
Less than HS	16.5%	18.6%	23.4%	10.7%	34.1%	26.1%
Median Household Income	\$67,927	\$41,863	\$40,680	\$50,435	\$50,410	\$48,905
Unemployed	25,965	505	949	1,706	440	1,306
Families below Poverty	21,578	1,105	1,278	1,409	540	1,535

Full implementation for this initiative is April 1, 2024.

√ = Meets Standard

X = Below Standard

\* = Board Attestation