



# **Workforce Services Committee**

**December 5, 2018  
4:00 pm**

**Staples Career Center  
520 N. Staples Street  
Conference Room #1  
Corpus Christi, TX**

[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 SOLUTIONS of the Coastal Bend

**Workforce Services Committee Meeting**  
**Staples Career Center - 520 N. Staples Street - Conference Room #1**  
**Corpus Christi, Texas**  
**December 5, 2018 – 4:00 pm**

## AGENDA

	Page
I. Call to Order: <i>Velma Soliz-Garcia, 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 20, 2018 Workforce Services Committee Meeting.....	4-7
VI. Information Only:	
1. Local Labor Market Information	
a. Jobs & Employment Report: <i>Amy Villarreal</i> .....	8-11
2. Services to Business	
a. Hurricane Harvey Activities: <i>Alba Silvas</i> .....	12
3. Services to Workers	
a. Program Updates: <i>Alba Silvas</i> .....	13-15
b. Policy Review Schedule: <i>Alba Silvas</i> .....	16-18
4. Services to Youth	
a. YOU! Program Update: <i>Alba Silvas</i> .....	19
5. Performance Measure Update	
a. Board Contract Year 2018: <i>Andrea Byrd</i> .....	20-25
6. Facilities Update: <i>Amy Villarreal</i> .....	26
VII. 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

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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  
December 5, 2018**

\_\_\_\_\_ Velma Soliz-Garcia, Chair

\_\_\_\_\_ Gary Allsup, Vice-Chair

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

\_\_\_\_\_ Vince Goodwine

\_\_\_\_\_ Kari Kelley

\_\_\_\_\_ Manny Salazar

\_\_\_\_\_ Sandra Julia Bowen

\_\_\_\_\_ Ray De Los Santos Jr.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Printed Name

**MINUTES**  
**Workforce Solutions of the Coastal Bend – Workforce Services Committee**  
**Staples Career Center – 520 N. Staples Street, Conference Room #1**  
**Corpus Christi, Texas**  
**September 20, 2018 – 2:00 pm**

**Committee Members**

**Present**

Velma Soliz-Garcia, Chair  
Gary Allsup  
Randy Giesler  
Vince Goodwine  
Sandra Julia Bowen

**Other Board Members Present**

Victor M. Gonzalez, Jr.  
Gloria Perez

**Absent**

Kari Kelley  
Manny Salazar

**Others Present**

Ken Trevino, Workforce Solutions  
Amy Villarreal, Workforce Solutions  
Shileen Lee, Workforce Solutions  
Pam Ross, Workforce Solutions  
Heather Cleverley, Workforce Solutions  
Shelby Simms, Workforce Solutions  
Alba Silvas, Workforce Solutions  
Jennifer Ledford, Workforce Solutions  
Monika De La Garza, Workforce Solutions  
Larry Peterson, Workforce Solutions  
Manuel Ugues, SERCO of Texas, Inc.  
Rita Soto, SERCO of Texas, Inc.  
Jeff West, SERCO of Texas, Inc.  
Norma Ochoa, SERCO of Texas, Inc.

**I. Call to Order**

Ms. Soliz-Garcia called the meeting to order at 2:00 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**

There were no public comments.

**V. Discussion and Possible Action on Minutes of the May 3, 2018 Workforce Services Committee Meeting**

Mr. Goodwine moved to approve the minutes of the May 3, 2018 Workforce Services Committee meeting. The motion was seconded and passed.

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

1. Board Policies

- a. Policy #4.0.101.10 – Support Services
- b. Policy #4.0.120.02 – Limited English Proficiency (LEP)
- c. Policy #6.0.101.00 – Emergency Management & Business Recovery/Continuity of Operations Plan
- d. Policy #7.0.101.02 – Computer and Personally Identifiable Information Access and Security

Ms. Silvas and Ms. Villarreal presented information on recommended updates to Board policies (included on pages 6-23 of the September 20 agenda packet). The updates reflect separate line items for payment of Support Service items to HHRI recipients, added a requirement for service provider to conduct staff survey on a semi-annual basis (LEP), a new Board Policy for Emergency Management, and updates to the Computer and PII policy to reflect updates to the TWC WD-Letter 02-18.

Ms. Soliz-Garcia requested monetary caps be placed on the Support Service line item for tools, and to reword the verbiage for the payment methods on Policy #4.0.101.10 – Support Services.

Mr. Allsup recommended that the remaining board policies (listed as b., c., & d.) be recommended to the Board of Directors for approval. The motion was seconded and passed

**VII. Information Only:**

1. *Local Labor Market Information*

a. Jobs & Employment Report – July 2018

Ms. Villarreal presented local labor market information for July 2018 (included on pages 24-27 of the September 20 agenda packet).

2. *Services to Business*

a. Hurricane Harvey Relief Initiative (HHRI) Update August 2018

Mrs. Silvas provided an update on the HHRI Relief Initiative to include the results of the recent TWC Monitoring that took place the week of August 13<sup>th</sup> – 17<sup>th</sup>, WFSCB hosted the monitors for review of funds to include: eligibility, case management, procurement of services and fiscal. The audit resulted in zero findings.

b. Career Center Services:

393 – Intensive job search  
393 – Support Service Payments  
103 – Relief Employment Contracts

c. Deployment of Workforce Mobile Units:

The Mobile Unit from WFS Cameron was return to Cameron County in March 2018. The Mobile Unit from Borderplex is scheduled to be returned in September 2018. Currently WFSCB is working on a plan for service delivery points in impacted areas.

d. Continuous Marketing and Outreach Campaigns:

WFSCB is working with various outreach lists – FEMA, Disaster Unemployment and Current Unemployment Benefits.

e. Funding Opportunities related to HHRI:

Working Women Resource Agreement for Relief Efforts, \$100,000. Effective 02/28/18 – 09/31/19.

3. *Services to Workers*

1. Program Updates

a. Mrs. Silvas provided an update on the National Dislocated Worker (NDW) Oil and Gas Grant that will be ending on 12/31/2018 stating that 118 Participants were served.

b. Ms. Villarreal reported on the Choices and Snap E&T Corrective Action Plan (CAP) that was put into effect January 19, 2018. SERCO of Texas, Inc. remains on this CAP and will do so until sufficient progress to correct compliance issues have been made.

c. Ms. Villarreal reported on the WIOA-Adult, Dislocated and Youth Corrective Action Plan (CAP) that was put into effect August 13, 2018. SERCO of Texas, Inc. will remain on this CAP until sufficient progress is made to improve and correct problems with staff development, program service delivery and design, customer service and program compliance. Board Staff

are meeting with SERCO on a regular basis to receive updates on their actions to correct the deficiencies.

2. Policy Review Schedule

Mrs. Silvas presented the Policy Review Schedule (included on pages 30-32 of the September 20 agenda packet).

3. Women at Work – Hurricane Harvey Relief Initiative

Ms. Ross provided an overview of the \$100,000 Women at Work Grant that was designed to increase the stability in the living status for women that were affected by Hurricane Harvey. WFSCB has partnered up with The Purple Door, Salvation Army and Community Action Corporation of South Texas. Working with the media to get the message out to the women affected by Hurricane Harvey.

4. *Services to Youth*

a. YOU Earn & Learn! 2018 Summer Earn and Learn (2<sup>nd</sup> Annual)

Mrs. Silvas gave an update on the YOU Earn & Learn, this year's goal was to serve 65 students raising it from the 48 students that participated last year, WFSCB served 66 students this year beating the goal by 1.

b. YOU Learn! 2018 Educator Externship (4<sup>th</sup> Annual)

SERCO of Texas and Citizens for Educational Excellence CEE, worked together again this year to recruit and deliver externship opportunities for the Teachers from around the Coastal Bend. Last year 68 educators participated, this year we increased that number to 77. Educators participated in externship programs with area employers to learn more about local in demand jobs, they then are required to create lesson plans so that they can take what they learned back to the classroom.

c. YOU Choose! Career Expo. (2<sup>nd</sup> Annual)

In coordination with Ready for College and Careers and Texas Industries week for September 2018. This event was held on September 19, 2018 at the American Bank Center.

Employers and Training Institutions = 73

Students in attendance = 1500 + representing 20 area ISDs

Training Institutions: Coastal Bend College, Craft Training Center, Del Mar College, Texas A&M University Corpus Christi and Kingsville

d. Student Hireability Navigator Initiative

Ms. Jennifer Ledford – TWC Orientation August 13-14, 2018. The goal of the Navigator is to increase the provision of quality pre-employment transition services to students with disabilities through the Coastal Bend Area. WFSCB will create a three (3) year plan to outline services. The grant serves students 14-22 years of age.

e. WIOA Youth as of June 30, 2018

Services to Foster care:

Hunting for Success – In coordination with Baptist Child & Family Services held a Youth Conference on July 20<sup>th</sup> at the Sunrise Career Center to assist current youth participants and to recruit new participants for YOU! TWC is hosted the “All Together Now” Conference for Boards and Foster Care Providers on September 10<sup>th</sup> & 11<sup>th</sup> to help with the initiative. Program goal enrollment 350 current enrollment is at 289 (as of June 30, 2018).



5. *Performance Measure Update*

Ms. Villarreal reviewed the Performance update located on pages 37-42 of September 20 Workforce Services agenda packet.

6. *Facilities Update*

Ms. Villarreal provided an update on facilities: Sunrise Career Center, Beeville Career Center Renovations, Relocation of the Falfurrias Office, and the Mobile Unit.

**VIII. Adjournment**

The meeting adjourned at 3:04 pm.

## INFORMATION ONLY

### VI-1. Local Labor Market Information

## BACKGROUND INFORMATION

### Labor Market Intelligence Update

#### **Lowest Unemployment Rate In 10 Years**

The unemployment rate for the month of October decreased to 4.3% in the Coastal Bend region. This is the lowest unemployment rate since May of 2008. All 11 Coastal Bend counties experienced decreases over the month with Kenedy County increasing slightly over the year.

The Coastal Bend regional economy continues to outperform last year's employment numbers with 4,100 more workers in the *Professional and Business Services Industry Sector*, growing by 9.2% over the year.

However with over 4,500 jobs in WorkInTexas.com (WIT) there is still room for economic growth.

*Production and Industrial Construction Occupations* continue to post more jobs than other occupations in WIT. *Pipe Fitters and Production Workers* remain in high demand and are currently for hire in WorkInTexas.com.

With the holiday season upon us, seasonal hiring has begun to ramp up with occupations such as Cashiers, Retail Sales and Food Preparation Workers at the forefront of jobs needing to be filled in the coming weeks.

The Corpus Christi Metropolitan Statistical Area (MSA) added 4,100 workers with the *Mining, Logging and Construction Industry Sector* adding 1,800 workers over the year and the *Leisure and Hospitality Industry Sector* contributing 900 jobs as well.

# Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data October 2018						Previous Monthly Data September 2018				Year Ago October 2017			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	162,637,000	156,562,000	6,075,000	3.7	0.0	-0.4	161,926,000	155,962,000	5,964,000	3.7	160,371,000	153,846,000	6,524,000	4.1
Texas	State	13,833,511	13,316,780	516,731	3.7	-0.1	-0.2	13,816,273	13,290,804	525,469	3.8	13,592,091	13,057,389	534,702	3.9
Corpus Christi	MSA	207,372	198,524	8,848	4.3	-0.5	-1.2	205,634	195,751	9,883	4.8	205,665	194,331	11,334	5.5
Coastal Bend	WDA	263,400	252,033	11,367	4.3	-0.5	-1.2	261,032	248,408	12,624	4.8	261,157	246,773	14,384	5.5
Aransas	County	10,225	9,749	476	4.7	-0.5	-4.0	10,157	9,632	525	5.2	10,468	9,561	907	8.7
Bee	County	9,804	9,346	458	4.7	-0.2	-1.1	9,744	9,267	477	4.9	9,752	9,188	564	5.8
Brooks	County	2,435	2,300	135	5.5	-0.5	-0.8	2,463	2,314	149	6.0	2,384	2,234	150	6.3
Duval	County	4,904	4,664	240	4.9	-0.8	-0.9	4,902	4,625	277	5.7	4,763	4,486	277	5.8
Jim Wells	County	16,616	15,829	787	4.7	-0.6	-1.3	16,318	15,458	860	5.3	16,552	15,561	991	6.0
Kenedy	County	258	250	8	3.1	-0.1	0.8	277	268	9	3.2	259	253	6	2.3
Kleberg	County	13,381	12,783	598	4.5	-0.4	-0.3	13,129	12,482	647	4.9	13,314	12,674	640	4.8
Live Oak	County	5,527	5,358	169	3.1	-0.4	-1.0	5,458	5,269	189	3.5	5,424	5,201	223	4.1
Nueces	County	166,980	160,173	6,807	4.1	-0.5	-0.9	165,481	157,908	7,573	4.6	164,930	156,757	8,173	5.0
Refugio	County	3,103	2,979	124	4.0	-0.3	-2.5	3,107	2,974	133	4.3	3,044	2,845	199	6.5
San Patricio	County	30,167	28,602	1,565	5.2	-0.8	-2.2	29,996	28,211	1,785	6.0	30,267	28,013	2,254	7.4

(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):

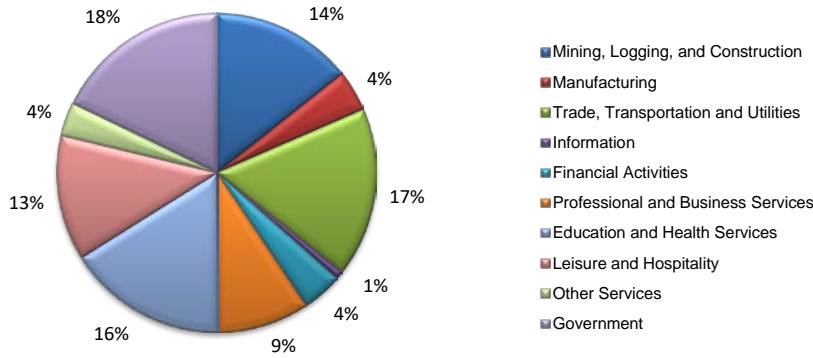
<b>Less than 9<sup>th</sup> grade</b>	<b>8.7%</b>	<b>12<sup>th</sup> grade &amp; GED</b>	<b>27.7%</b>	<b>Associates degree</b>	<b>7.0%</b>	<b>Graduate or Professional degrees</b>	<b>8.4%</b>
<b>9<sup>th</sup> thru 11<sup>th</sup> grade</b>	<b>9.3%</b>	<b>Some College</b>	<b>25.1%</b>	<b>Bachelors degree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

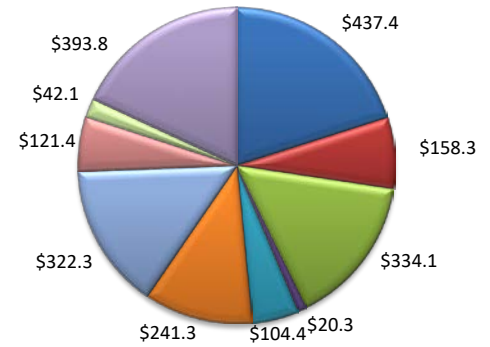
<b>Less than High School</b>	<b>\$15,437</b>	<b>Some College or Associates</b>	<b>\$28,739</b>	<b>Graduate or Professional</b>	<b>\$56,681</b>
<b>High School &amp; GED</b>	<b>\$26,818</b>	<b>Bachelor's</b>	<b>\$44,078</b>		

(Aransas, Nueces, San Patricio)

Industry Composition



Wages by Industry (in millions)  
2nd Quarter 2018



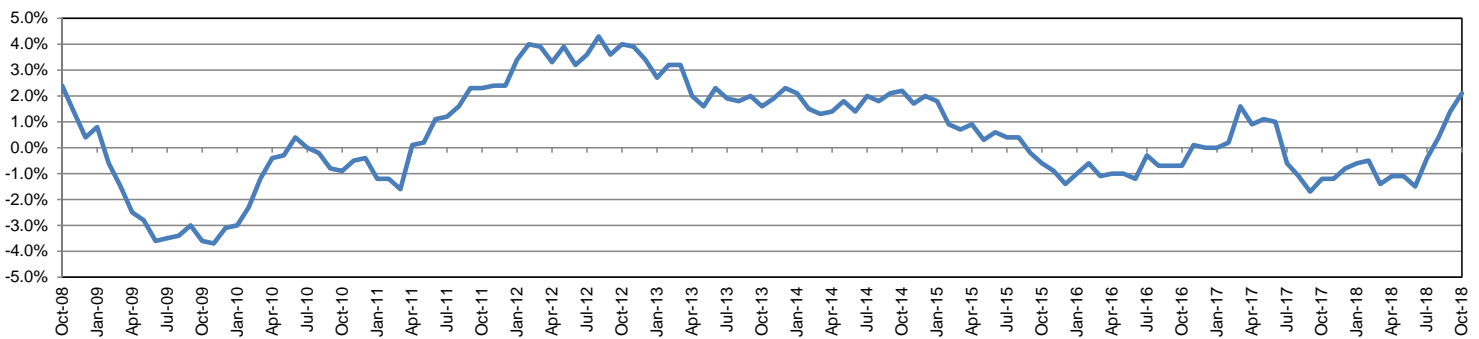
Employment by Industry

				Monthly Change		Annual Change	
	Oct-18	Sep-18	Oct-17	Actual	%	Actual	%
<b>Total Nonfarm</b>	<b>194,900</b>	<b>192,000</b>	<b>190,800</b>	<b>2,900</b>	<b>1.5%</b>	<b>4,100</b>	<b>2.1%</b>
Mining, Logging and Construction	28,000	27,300	26,200	700	2.6%	1,800	6.9%
Manufacturing	8,100	8,100	8,300	0	0.0%	-200	-2.4%
Trade, Transportation, and Utilities	33,300	33,100	33,100	200	0.6%	200	0.6%
Information	1,700	1,700	1,800	0	0.0%	-100	-5.6%
Financial Activities	8,000	7,900	7,700	100	1.3%	300	3.9%
Professional and Business Services	18,100	17,400	17,500	700	4.0%	600	3.4%
Education and Health Services	31,600	31,500	31,000	100	0.3%	600	1.9%
Leisure and Hospitality	24,700	24,800	23,800	-100	-0.4%	900	3.8%
Other Services	6,600	6,600	6,500	0	0.0%	100	1.5%
Government	34,800	33,600	34,900	1,200	3.6%	-100	-0.3%

Industry Size Class

Size Class	Employees per firm	Number of Firms	June 2018	
			Employment in Size Class	% Total Employment
9	1000+	21	48,255	25.5%
8	500-999	21	13,639	7.2%
7	250-499	52	17,828	9.4%
6	100-249	218	32,198	17.0%
5	50-99	282	19,533	10.3%
4	20-49	844	25,831	13.7%
3	10-19	1,084	14,787	7.8%
2	5-9	1,489	9,867	5.2%
1	1-4	3,529	7,263	3.8%
0	0	703	0	0.0%
<b>Total</b>		<b>8,243</b>	<b>189,201</b>	<b>100.0%</b>

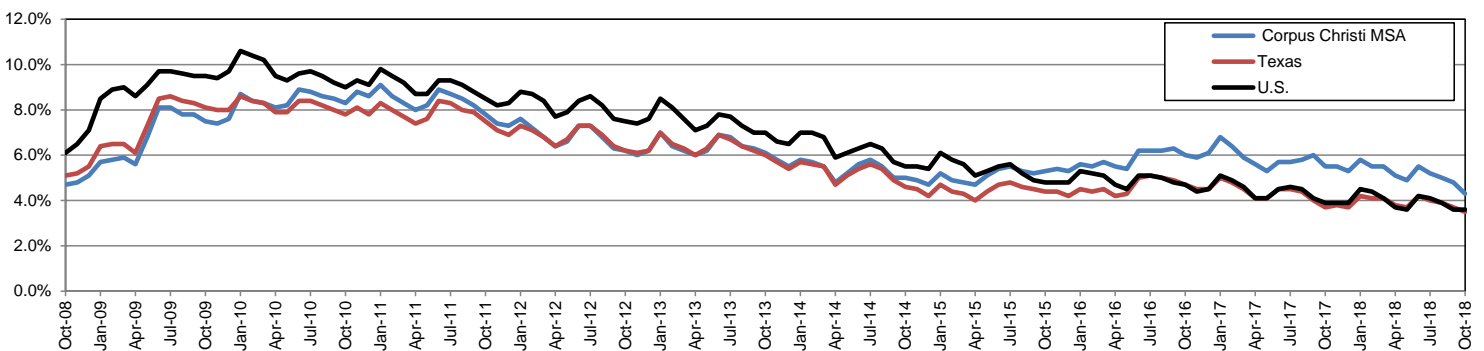
Annual Growth Rate for Total Nonagricultural Employment



Unemployment Information (all estimates in thousands)

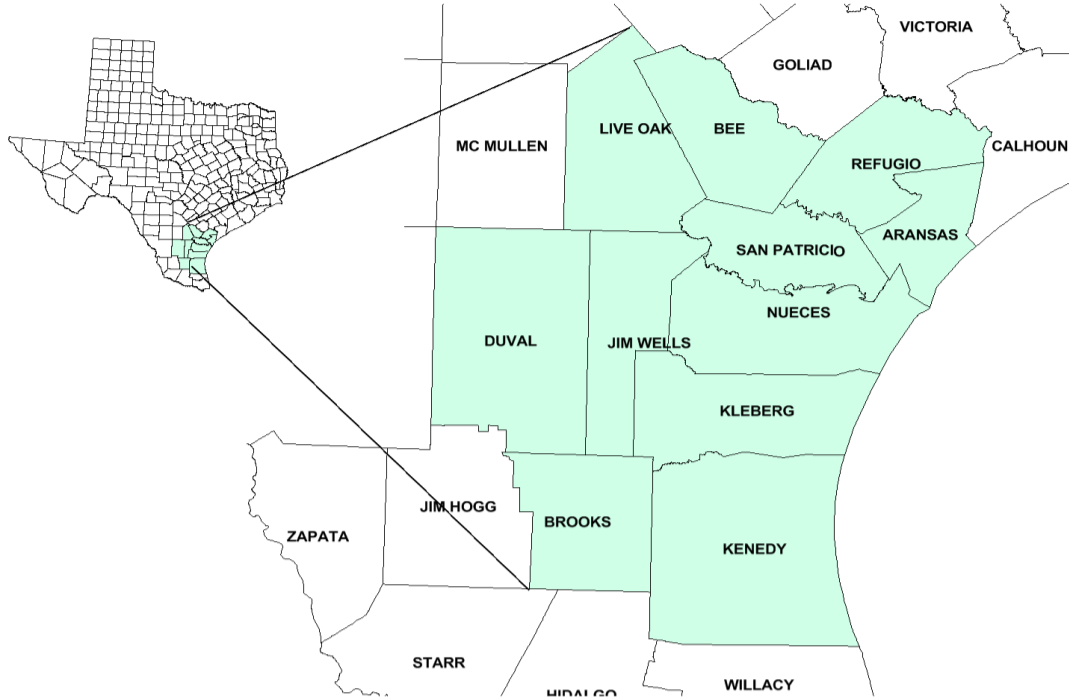
	Corpus Christi MSA				Texas (Actual)				United States (Actual)			
	C.L.F.	Emp.	Unemp.	Rate	C.L.F.	Emp.	Unemp.	Rate	C.L.F.	Emp.	Unemp.	Rate
Oct-18	207.4	198.5	8.8	4.3	13,869.5	13,390.6	478.9	3.5	162,723.0	165,952.0	5,711.0	3.5
Sep-18	205.6	195.8	9.9	4.8	13,802.1	13,285.1	517.0	3.7	161,958.0	156,191.0	5,766.0	3.6
Oct-17	205.7	194.3	11.3	5.5	13,536.2	13,034.6	501.6	3.7	160,465.0	154,223.0	6,242.0	3.9

Historical Unemployment Rates



# Coastal Bend Workforce Development Area

## October 2018



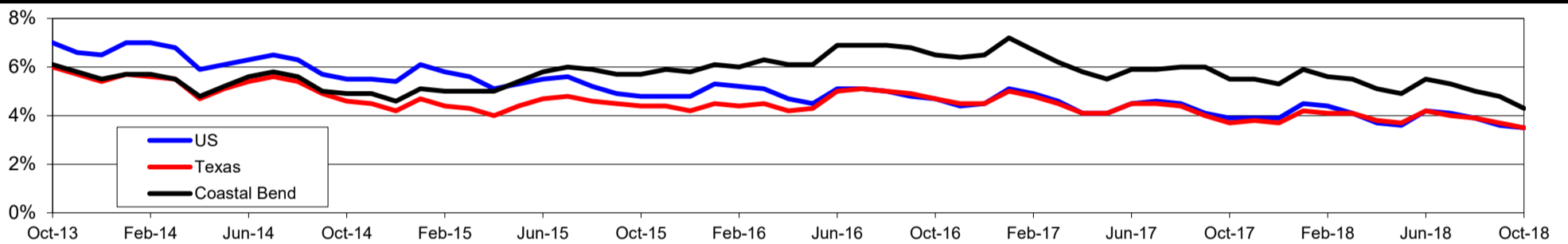
WDA Labor Force Statistics				
	Oct-18	Sep-18	Oct-17	OTY
CLF	263,400	261,032	261,157	2,243
Employed	252,033	248,408	246,773	5,260
Unemployed	11,367	12,624	14,384	-3,017
Rate	4.3%	4.8%	5.5%	-1.2%

Texas Labor Force Statistics				
	Oct-18	Sep-18	Oct-17	OTY
CLF	13,869,529	13,802,138	13,536,215	333,314
Employed	13,390,620	13,285,102	13,034,581	356,039
Unemployed	478,909	517,036	501,634	-22,725
Rate	3.5%	3.7%	3.7%	-0.2%

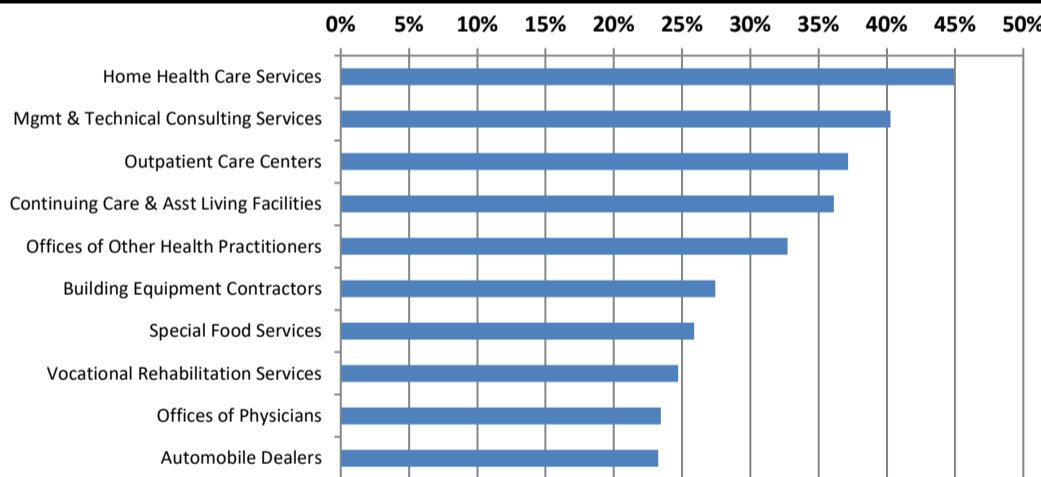
US Labor Force Statistics				
	Oct-18	Sep-18	Oct-17	OTY
CLF	162,723,000	161,958,000	160,465,000	2,258,000
Employed	156,952,000	156,191,000	154,223,000	2,729,000
Unemployed	5,771,000	5,766,000	6,242,000	-471,000
Rate	3.5%	3.6%	3.9%	-0.4%

Continued Claims for the Week of the 12th				
	Oct-18	Sep-18	Oct-17	OTY
WDA	1,786	2,096	3,914	-2,128
Texas	79,605	85,803	105,966	-26,361

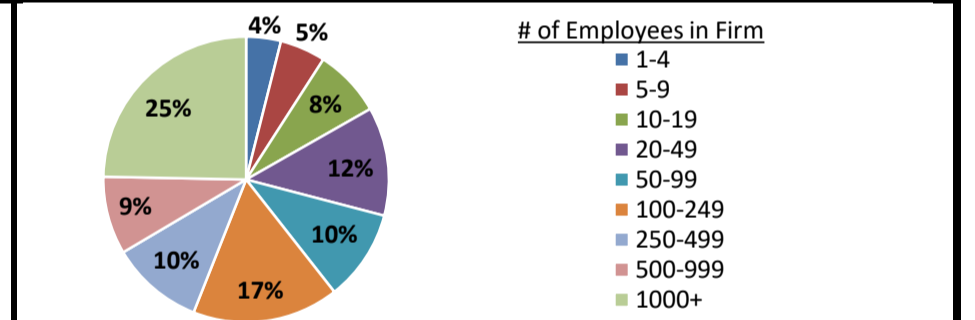
### Historical Unemployment Rates



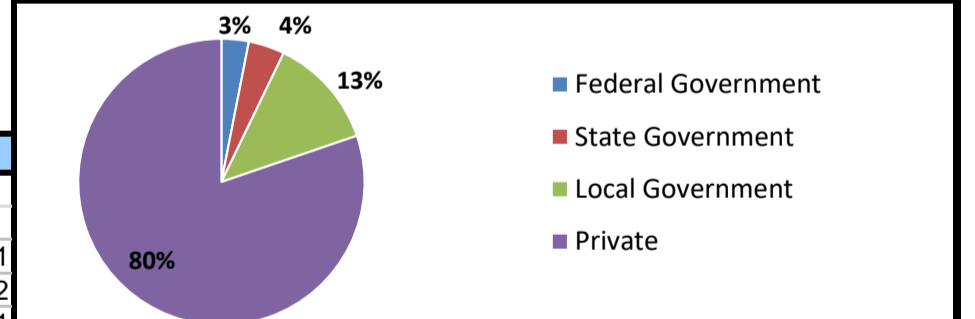
### Projected Fastest Growing Industries in WDA (% growth 2014-2024)



### Employment by Size Class (1st Quarter 2018)



### Employment by Ownership (1st Quarter 2018)



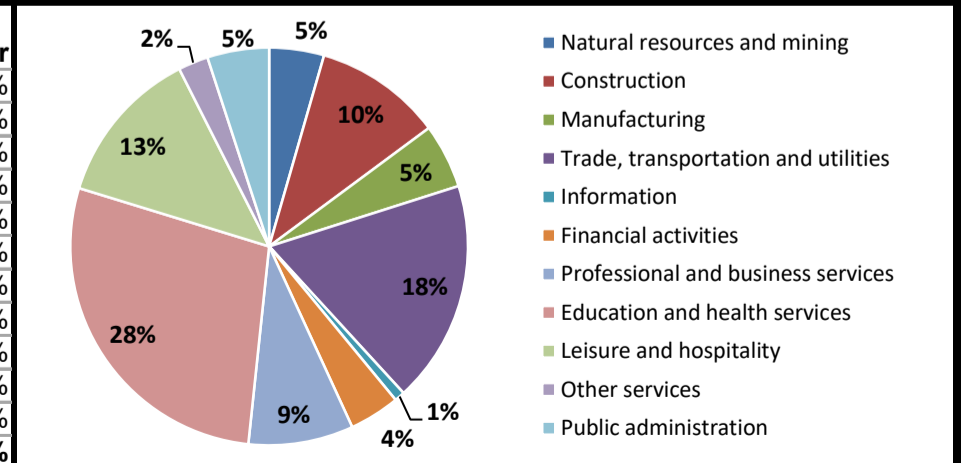
### Average Weekly Wage (1st Quarter 2018)

	Q1 2018	Q4 2017	Q1 2017	Change	
				Quarter	Year
WDA	\$900	\$908	\$879	-\$7	\$21
Texas	\$1,167	\$1,109	\$1,124	\$58	\$42
US	\$1,152	\$1,109	\$1,111	\$43	\$41

### Employment by Industry (1st Quarter 2018, Percent Change)

Industry	Employment	% of total	% Change	
			Quarter	Year
Natural resources and mining	10,499	4.5%	-4.6%	7.2%
Construction	24,452	10.4%	-1.7%	-0.9%
Manufacturing	12,332	5.2%	0.0%	-1.5%
Trade, transportation and utilities	42,589	18.1%	-2.4%	-0.5%
Information	1,976	0.8%	-5.6%	-7.6%
Financial activities	9,672	4.1%	2.4%	4.5%
Professional and business services	20,097	8.5%	3.1%	9.2%
Education and health services	66,040	28.1%	1.0%	-1.0%
Leisure and hospitality	30,126	12.8%	0.6%	-1.8%
Other services	5,749	2.4%	-0.1%	-4.3%
Public administration	11,819	5.0%	-0.7%	-1.6%
<b>Total</b>	<b>235,351</b>	<b>100.0%</b>	<b>-0.2%</b>	<b>0.2%</b>

### Employment by Industry (1st Quarter 2018)



## INFORMATION ONLY

VI-2. Services to Business

## BACKGROUND INFORMATION

### **Hurricane Harvey Relief Initiative (HHRI) Update September 2018.**

#### **Career Center Services:**

427- Intensive job search, assessment and training.

**\$105,674.00**- Issued in Support Services.

110- Relief Employment Contracts- **\$1,202,534.00** for Employment relief wages.

- Occupations: Case Managers, Groundkeeper Maintenance and Debris for parks and beaches, Carpenters, Truck Drivers, Librarian, Utility Technicians.
- Worksite Entities: created an entity list and outreached to State, City, and County, ISDs, Housing and non-profits.
- Extension of employment contracts from 2080 hrs. to 4160 hrs. Working with contractors to updated agreements effective 11.01.18

#### **Workforce Mobile Units:**

Update on purchase of mobile unit to be provided during Facilities Update Agenda Item.

#### **Best Practices:**

WFSCB presented at TWC's Spring Forum, along with other Boards impacted by Hurricane Harvey.

## INFORMATION ONLY

### VI-3a. Services to Workers – Program Updates

## BACKGROUND INFORMATION

### Choices and SNAP E&T Corrective Action Plan (CAP)

**Background:** Information was reported at the September 2018 Workforce Services Committee of the Choices and SNAP E&T CAP effective January 19, 2018. This was as a result of high case file error rates reflected in both TWC and Board monitoring reviews.

**Board Technical assistance:** Board staff initially implemented prescribed management deliverables to address the deficiencies in TWC compliance and met with all contractor management on a monthly basis. The plan focused on accountability and oversight of management with specific deliverables assigned according to their roles and responsibilities. Meetings were held to provide management guidance and discuss progress based on required reporting from each management position. After several months of the initial prescribed plan, required meetings and reports to Board staff continued with more personal responsibility given to the contractor to determine improvement efforts needed such as monthly case review schedules based on risk assessment, staffing changes in both management and staff, and identification and delivery of needed management and staff trainings.

**Current Status:** To validate that contractor efforts are improving case file error rates, formal reviews are completed by both Contractor and Board monitor. The overall error rate (OER) below is based on the monitor's combined April and October review rates. *A 5% or less error rate is expected.*

Choices	OER April – 20.12%	OER October –10.28%
SNAP E&T	OER April – 5.3%	OER October – 8.48%

**Observations:** Choices OER has improved but additional efforts are needed to meet the 5% error rate. SNAP E&T error rates increased due to errors in TWIST data entry, case notes and failure to send required notifications to HHSC. Per contractor, new management has implemented best practices, staffing has been improved and are more motivated, along with needed trainings are being provided more effectively for both management and staff.

**Next Steps:** Contractor will focus on correcting the most identified case file errors as well as maintaining improvement and continued training to management and staff. The initial management deliverables implemented by Board staff will be reviewed and updated by the contractor to reflect additional deliverables that have been assigned through the process and ensure continued accountability is held for management roles and responsibilities.

Texas Workforce Commission (TWC) Technical Assistance staff will be visiting our Board the first week of December and reviewing case files along with service delivery of both Choices and SNAP E&T. Both contractor and Board monitor will complete another review by early February. At that time, based on outcome, the Board will evaluate next steps needed if error rate is not met after a one year CAP.

**Workforce Innovation and Opportunity Act-Corrective Action Plan (WIOA CAP)**

**Background:** Information was reported at the September 2018 Workforce Services Committee on the WIOA CAP effective August 13, 2018. This was as a result of identified issues with compliance and critical service delivery concerns by TWC Technical Assistance (TA), SERCO’s internal action plan (February 2018-July 2018), slant reviews and Board QA monitoring reports.

The CAP consists of 2(two) 90-day periods. The goal of the first 90-day period was to establish processes, train staff, implement systems of accountability, and demonstrate program improvement. The second 90-day period would then measure sustainability of implementation and continued accountability.

**Board Technical assistance:** Board staff initially implemented prescribed improvement strategies to address program oversight, staff development, service delivery design and implementation, and measure outcomes and expectations. The plan also provided timelines to submit information related to the strategies and/or demonstrate marked progress. Board staff and contractor held meetings to discuss progress, review submittals, and discuss strategies.

Meetings were held on following dates: Meeting #1- August 15; Meeting #2- September 14; Meeting #3- September 26; Meeting #4- October 10; Meeting #5- October 23; Meeting #6- November 11; Meeting #7- November 13.

**Current Status (End of first 90-day period):** To validate that contractor efforts are improving service delivery and case file error rates; slant reviews and reporting is being completed by both Contractor and Board monitor. *A 5% or less error rate is expected.*

Overall error rate (OER) below for Board Quality Assurance WIOA Program Review

WIOA Adult/DW	OER July 2018-August 2018. 11% <ul style="list-style-type: none"> <li>Review included Intake, assessment, job search, support services, case documentation and TWIST.</li> </ul>
WIOA YOUTH	OER June 2018-July 2018. 17% <ul style="list-style-type: none"> <li>Review included Intake, assessment, program elements, TWIST, follow-up.</li> </ul>

The overall error rate (OER) below is based on the slant-review conducted by Contractor Management Team and Compliance Officers on basic case management components such as case notes, case assessments and intensive job-search services provided to participants.



WIOA Adult/DW/Youth	OER August 2018-September 2018. 45% <ul style="list-style-type: none"> <li>• Case Notes- 60.24%</li> <li>• Case Assessment-40.96%</li> <li>• Job Search-32.86%</li> </ul>
------------------------	---

**Observations:**

Contractor has shown improvement in the following areas:

1. Caseload inventory- ability to maintain a reporting mechanism to know the caseload size per region, center, and individual staff. Current average caseload is 35 per staff.
2. Staffing levels- have filled vacant positions and allocated adequate number of staff for service delivery, compliance and oversight.
3. Updated Standard Operation Procedures (SOP) - for content, accommodate various learning styles and presentation purposes. SOPs are user friendly and clear on direction and resources.
4. Updated training journals- to reflect real time data on training sessions and staff's proficiency and knowledge.
5. Timeliness of data entry- Data integrity requests have decreased significantly; 42 in August, 16 in September and 7 in October.
6. Engagement of staff, at all levels, towards enhancement of service delivery.

Areas for improvement:

1. Finalize a staff development plan to include all areas of program compliance and service delivery, tentatively to be completed by November 30, 2018.
2. Standardize training materials- Agendas, Pre/Post-tests, curriculum, structure. Provide training outcomes to board.
3. Implement a system to account for comprehension of Service Delivery Plan.
4. Provide a plan for management and staff accountability. Contractor management received training on disciplinary actions and how to establish a performance improvement plan in October 2018.
5. Sustain a slant review and technical assistance schedule. Initial schedule submitted by contractor indicated a total of 24 activities to be completed by October 18, 2018, however only 10 were completed, 41% completion rate. On October 19, 2018 a revised schedule was submitted.

**Next Steps:** Contractor is scheduled to begin a WIOA Program review on November 15, 2018 and provide results to board. Board will assess the progress made in all areas of CAP and ensure continued accountability is held for management roles and responsibilities. Outcomes will determine the next step if the expected error rate of 5% is not achieved.

## **INFORMATION ONLY**

VI-3b. Services to Workers - Policy Review Schedule

## **BACKGROUND INFORMATION**

### **Policy Review Schedule**

Board Staff will be presenting the current Policy Review Schedule 2018-Year at-a-glance: 7 Policies for review and approval for calendar year.

**Attachment: Policy Review Schedule**

# Policy Review Schedule-2018

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b><u>Board Administration</u></b>		
	1.0.100.00	Responsibilities of the Local Workforce System
	1.0.101.00	Standards of Conduct and Conflict of Interest
	1.0.102.00	Policy Development
	1.0.103.01	Open Meetings Policy
	1.0.104.01	Public Information Policy
	1.0.105.00	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
	1.0.110.01	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
	1.0.112.00	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
	1.0.114.00	Storage and Use of Disability-Related and Medical Information
	1.0.115.00	Anonymous Complaints and Communications
	1.0.116.00	Approval Process for Micro-Purchases
<b><u>Workforce Programs</u></b>		
	4.0.100.04	Incentives/Stipends
02.22.18, 09.27.18	4.0.101.10	Support Services
	4.0.102.01	Basic Skills Deficiencies
05.24.18	4.0.103.03	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
	4.0.106.01	Reasonable Distance
	4.0.107.01 (Annual)	Determination of Self-Sufficiency
	4.0.109.02	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.02	Customer File Documentation
	4.0.113.03	OJT, Subsidized Employment, and Customized Training
	4.0.115.03	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
	4.0.118.01	Accessibility
09.27.18	4.0.120.02	Limited English Proficiency (LEP)
	4.0.121.01	Reasonable Accommodations
	4.0.122.01	Outreach
<b><u>WIOA</u></b>		
05.24.18	4.1.101.02	Follow-Up Services for WIOA Adults & Dislocated Workers

## Policy Review Schedule-2018

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
	4.1.103.01	Youth Eligibility Criteria
	4.1.104.01	Individual Training Accounts (ITAs)
	4.1.105.00	Apprenticeship Programs
<b><u>Choices</u></b>		
	4.2.100.00	Service Strategies
<b><u>Child Care</u></b>		
	4.3.100.04	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
	4.3.105.00	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.02	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>		
	4.5.100.04 (Annual)	Work Search Requirement
<b><u>Quality Assurance &amp; Monitoring</u></b>		
05.24.18	5.0.100.02	Oversight and Monitoring
	5.0.101.01	Data Integrity
	5.0.102.02	Equal Opportunity - Accessibility Monitoring
<b><u>Property &amp; Facilities</u></b>		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
09.27.18	6.0.101.00	Emergency Management & Business Recovery/Continuity of Operations Plan
	6.0.102.00	Accessibility for Persons with Disabilities
<b><u>Information Technology &amp; Data Management</u></b>		
	7.0.100.02	Use of Electronic Media and Services
09.27.18	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
<b><u>Public Relations</u></b>		
	8.0.100.01	Strategic Marketing Standards and Guidelines

## INFORMATION ONLY

VI-4a. Services to Youth

## BACKGROUND INFORMATION

### **1. Student HireAbility Navigator- 1<sup>st</sup> Annual YOU Navigate! Lunch and Learn**

WFSCB launched the Youth Opportunities Unlimited (YOU) NAVIGATE! Program on October 24<sup>th</sup> at the Staples Career Center. This convening provided and opportunity for Student HireAbility Navigator, Ms. Jennifer Ledford, to provide an overview of roles and responsibilities of the navigator position and debuted the YOU Navigate! Flyer.

Honored Guests: Ms. Martha Cabrera of Coastal Bend Food Bank and SEAL Employer, Ms. Lorissa Luna, Regional Business Coordinator, Texas Workforce Solutions- Vocational Rehabilitation Services (TWS-VRS) was the keynote speaker and presented on how to effectively communicate with individuals with disabilities and creating more inclusive work environments. The Luncheon concluded with the planning the YOU NAVIGATE! Committee/Advisory Council. The committee will start holding monthly meetings going forward.

Key Partners in attendance: Texas Workforce Solutions- Vocational Rehabilitation Services (TWS-VRS), Education Service Center Region 2, Coastal Bend College, Coastal Bend Food Bank, Committee for Persons with Disabilities of Corpus Christi, City of Corpus Christi, and Citizens for Educational Excellence (CEE), and Coastal Compass.

### **2. WIOA Youth as of September 30, 2018.**

#### **Program Year Enrollment Goal: 330.**

- New Enrollments Q1-Q4 (October 1, 2017–September 30, 2018)- **330- PY Goal Met**
- Main area of WIOA Youth- Year-Round Work Experience Placements. Participating youth have gained invaluable work experience skills and knowledge to enhance their resumes as they explore career pathways.
- Staff participated in several area Health Fairs to help get students with the health resources needed as they returned school.
- Staff participated in Corpus Christi Independent School District and Texas A&M University-Corpus Christi's College Night providing LMI for the Coastal Bend area in helping youth plan for their future career paths and the colleges/universities with the best programs in their field of interest.
- New PY- Introducing, Are YOU Ready! Tailored for Youth, workshops throughout the region.

#### **Participant Expenditures:**

**Out of School Youth (OSY):** Budget \$244,786.41. Expenditures- \$223,778.84(98%)

**In School Youth (ISY):** Budget \$80,393.44. Expenditures- \$78,591.84(91%)

## Performance Update (August 2018 Final Release)

### Summary

August 2018 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding fourteen (14) measures, meeting five (5).

Board Contract Year 2018, nineteen (19) of the nineteen (19) measures are meeting or exceeding on a Year-to-Date Performance Period.

The measure criteria for BCY18 incentives have been published. **Quartile 3**

Category 1: Claimant Reemployment	Category 2: WIOA – Adult/DW	Category 3: Foster Youth	Category 4: Choices
<b>Overall Rank</b>	<b>Rank</b>	<b>Overall Rank</b>	<b>Rank</b>
2	n/a	2	4

### 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:

**+P** - Meeting performance at 105% or better.

**MP** - Meeting performance at 97.5% of target or better

**MP** - Meeting performance but at risk by TWC on the TWC Board Summary Report-Contracted Measures” - 95% to less than 97.5% of target.

**-P** - Not meeting performance. Less than 95% of target.

## Reemployment and Employer Engagement Measures

### **+P** Claimant Reemployment Within 10 Weeks

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

### **+P** # of Employers Receiving Workforce Assistance

The number of employer reporting units served.

## Program Participation Measures

### **+P** Choices Full Work Rate

The % of Employment Expected Choices Families that meet their Participation Goal exclusively thru paid employment (or school for teens) supplemented by Employment Preferred Families and those in the 2 month Ramp Up phase who meet participation exclusively thru paid employment (or school for teens)

### **MP** Average Number Children Served Per Day - Combined

The number of customers receiving qualifying services during the performance period.

## WIOA Outcome Measures

### **+P** 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

**+P 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.

**+P 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

**+P 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

**+P Employed Q2 Post Exit – Adult**

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

**MP Employed Q4 Post Exit – Adult**

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

**MP 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

**MP 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

**+P Employed Q2 Post Exit – DW**

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

**+P Employed Q4 Post Exit – DW**

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

**+P 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

**+P 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

**+P 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

**+P 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

**MP 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 SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods\*

BOARD NAME: **COASTAL BEND**

**FINAL RELEASE**  
As Originally Published 10/3/2018  
**AUGUST 2018 REPORT**

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		14	5	0	100.00%											
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes																

## Reemployment and Employer Engagement Measures

TWC 1	Claimant Reemployment within 10 Weeks	+P	116.86%	54.63%	54.63%	63.84%	57.28%	51.79%	6,042	9,465	69.86%	61.08%	60.65%	60.47%	7/17	5/18
TWC 2	# of Employers Receiving Workforce Assistance	+P	112.18%	3,004	3,156	3,370	3,305	2,988	----	----	1,899	1,756	1,853	1,693	10/17	8/18

1. It does not appear that Hurricane Harvey negatively impacted performance.
2. Comparing current performance to recent trends and data from the same period last year suggests little to no negative impact on performance for this period from Hurricane Harvey.

## Program Participation Measures

TWC 3,4	Choices Full Work Rate - All Family Total	+P	106.92%	50.00%	50.00%	53.46%	52.28%	54.08%	80	150	47.94%	54.89%	55.26%	56.88%	10/17	8/18
TWC 5	Avg # Children Served Per Day - Combined (Discrete Month)	MP	95.57%	2,413	2,541	2,306	n/a	n/a	53,043	23	n/a	n/a	n/a	n/a	8/18	8/18
TWC 5	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	n/a	2,292	2,076	2,089	549,990	240	2,203	2,274	2,390	2,302	10/17	8/18

3. TWC determined that Deep East, Southeast, and Gulf Coast's performance was so impacted by Hurricane Harvey that the agency adjusted their targets for the early part of BCY18 to eliminate this impact. BCY18 performance will be measured against the standard 50% target for the remainder of the year.
4. Performance appears to have been negatively impacted by Hurricane Harvey.
5. Because of the significant increase in CCDF funding requires a significant ramp-up in kids served per day, CC performance accountability has been shifted to focus on discrete monthly performance levels that compares performance for the month with each Board's ramp-up plan and BCY19 initial targets. A Bd is considered to be at -P if the Discrete Monthly performance is less than 95% of the Discrete Monthly Ramp-Up Target or greater than 102% of the Initial Total BCY 2019 Target.

## WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit - C&T Participants	+P	107.02%	64.00%	64.00%	68.49%	68.16%	70.67%	14,277	20,844	68.19%	68.22%	69.09%	68.56%	7/16	6/17
LBB-K	Employed/Enrolled Q2-Q4 Post Exit - C&T Participants	+P	105.44%	80.00%	80.00%	84.35%	82.57%	83.54%	12,886	15,277	83.43%	85.14%	84.73%	84.04%	1/16	12/16
TWC	Median Earnings Q2 Post Exit - C&T Participants	+P	111.35%	\$4,952.00	\$4,952.00	\$5,514.25	\$5,218.13	\$5,346.87	n/a	13,297	\$5,311.82	\$5,796.97	\$5,414.65	\$5,620.24	7/16	6/17
LBB-K	Credential Rate - C&T Participants	+P	114.21%	48.00%	48.00%	54.82%	58.44%	64.86%	216	394	58.54%	44.75%	70.51%	60.38%	1/16	12/16
DOL-C	Employed Q2 Post Exit - Adult	+P	108.23%	74.40%	74.40%	80.52%	79.15%	82.83%	248	308	83.04%	83.61%	79.59%	75.58%	7/16	6/17
DOL-C	Employed Q4 Post Exit - Adult	MP	101.70%	81.80%	81.80%	83.19%	80.63%	81.77%	297	357	74.19%	82.79%	87.50%	85.25%	1/16	12/16
DOL-C	Median Earnings Q2 Post Exit - Adult	MP	103.69%	\$7,600.00	\$7,600.00	\$7,880.54	\$7,591.57	\$5,314.85	n/a	245	\$11,593.94	\$5,163.75	\$8,441.28	\$5,966.50	7/16	6/17
DOL-C	Credential Rate - Adult	MP	97.01%	45.10%	45.10%	43.75%	55.77%	63.86%	84	192	69.70%	19.59%	74.19%	61.29%	1/16	12/16
DOL-C	Employed Q2 Post Exit - DW	+P	112.09%	73.30%	73.30%	82.16%	75.51%	77.13%	152	185	87.23%	82.05%	85.45%	72.73%	7/16	6/17

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods\*

BOARD NAME: **COASTAL BEND**

*FINAL RELEASE*  
As Originally Published 10/3/2018  
**AUGUST 2018 REPORT**

Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes															

**WIOA Outcome Measures**

DOL-C	Employed Q4 Post Exit – DW	+P	123.87%	67.20%	67.20%	83.24%	67.11%	76.96%	144 173	73.68%	89.80%	87.23%	79.49%	1/16	12/16
DOL-C	Median Earnings Q2 Post Exit – DW	+P	134.79%	\$6,220.00	\$6,220.00	\$8,383.75	\$6,360.08	\$6,351.79	n/a 151	\$7,119.70	\$8,615.77	\$10,197.70	\$9,029.18	7/16	6/17
DOL-C	Credential Rate – DW	+P	111.95%	66.10%	66.10%	74.00%	73.68%	70.69%	37 50	84.62%	61.54%	75.00%	75.00%	1/16	12/16
DOL-C	Employed/Enrolled Q2 Post Exit – Youth	+P	119.61%	57.00%	57.00%	68.18%	68.64%	71.63%	120 176	74.58%	59.52%	70.00%	67.27%	7/16	6/17
DOL-C	Employed/Enrolled Q4 Post Exit – Youth	+P	107.51%	61.50%	61.50%	66.12%	72.85%	72.81%	162 245	58.90%	69.01%	71.19%	66.67%	1/16	12/16
DOL-C	Credential Rate – Youth	MP	96.04%	54.60%	54.60%	52.44%	64.44%	73.03%	43 82	33.33%	71.43%	50.00%	14.29%	1/16	12/16

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

Measure	Category 1: Claimant Reemployment						Category 2: WIOA Adult/DW		Category 3: Foster Youth							Category 4: Choices			
	Reemployment within 10 Weeks (% Target)		Reemployment within 10 Wks Wage Replacement		Avg Rank	Overall Rank*	% EE Related to Training	% of Youth Participants Who Are Foster Youth		% Change in Youth Participants Who Are Foster Youth				Choices Full Work Rate - All Family					
	Measure Weight	55%	45%					100%	45%	55%				100%					
Board	Current % Target.	Rank	Current Perf.	Rank			Current Perf.	Rank	Current Perf.	Rank	Foster Youth Served		Percent Change	Rank	Avg Rank	Overall Rank*	Current Perf.	Rank	
											Current	Prior Year							
<b>Quartile 1</b>																			
Brazos Valley	115.98%	3	82.81%	5	3.9	5			1.39%	6	1	1	0.00%	4	4.9	6	51.35%	6	
Concho Valley	118.17%	2	86.92%	2	2	1			5.88%	2	4	3	33.33%	3	2.55	2	56.98%	3	
Golden Crescent	128.79%	1	83.16%	4	2.35	2			10.00%	1	1	1	0.00%	4	2.65	3	67.21%	2	
Middle Rio	105.82%	5	100.66%	1	3.2	3			2.13%	5	1	0	(Infinity)	1	2.8	4	50.56%	7	
North East	102.70%	7	80.89%	7	7	7			2.56%	4	1	1	0.00%	4	4	5	52.69%	5	
North Texas	113.59%	4	83.49%	3	3.55	4			0.00%	7	0	2	0.00%	4	5.35	7	55.33%	4	
Texoma	104.49%	6	82.06%	6	6	6			4.65%	3	2	1	100.00%	2	2.45	1	70.92%	1	
<b>Quartile 2</b>																			
Deep East	116.57%	5	83.24%	4	4.55	5			7.02%	3	4	4	0.00%	2	2.45	2	40.89%	7	
Heart of Texas	106.55%	7	82.41%	5	6.1	7			0.00%	5	0	1	0.00%	2	3.35	4	43.61%	6	
Panhandle	121.67%	3	78.06%	7	4.8	6			9.57%	2	9	7	28.57%	1	1.45	1	59.85%	1	
Permian Basin	123.34%	2	95.37%	1	1.55	1			0.00%	5	0	0	0.00%	2	3.35	4	50.26%	4	
South Texas	108.85%	6	91.83%	2	4.2	4			0.00%	5	0	0	0.00%	2	3.35	4	56.64%	2	
Southeast	133.54%	1	81.98%	6	3.25	2			1.79%	4	2	2	0.00%	2	2.9	3	51.78%	3	
West Central	117.93%	4	84.59%	3	3.55	3			10.00%	1	5	8	-37.50%	7	4.3	7	49.26%	5	
<b>Quartile 3</b>																			
Cameron	110.04%	3	91.96%	1	2.1	1			4.46%	2	5	1	400.00%	2	2	1	48.06%	7	
Capital Area	108.00%	4	90.23%	2	3.1	4			2.07%	5	4	6	-33.33%	5	5	4	55.48%	3	
Central Texas	107.70%	5	86.72%	5	5	5			2.04%	6	2	4	-50.00%	6	6	7	60.10%	1	
Coastal Bend	116.86%	1	87.05%	4	2.35	2			7.18%	1	13	10	30.00%	3	2.1	2	53.46%	4	
East Texas	106.63%	7	86.24%	6	6.55	7			3.68%	3	6	15	-60.00%	7	5.2	5	50.16%	5	
Rural Capital	107.47%	6	84.96%	7	6.45	6			2.88%	4	3	0	(Infinity)	1	2.35	3	55.51%	2	
South Plains	113.36%	2	88.12%	3	2.45	3			0.00%	7	0	3	0.00%	4	5.35	6	48.88%	6	
<b>Quartile 4</b>																			
Alamo	113.16%	3	85.24%	6	4.35	5			3.39%	4	19	29	-34.48%	4	4	4	64.24%	1	
Borderplex	103.14%	6	90.72%	2	4.2	3			2.46%	5	3	4	-25.00%	2	3.35	2	56.29%	3	
Dallas	103.80%	4	88.57%	3	3.55	2			2.41%	6	11	21	-47.62%	7	6.55	7	44.35%	7	
Gulf Coast	115.69%	2	83.13%	7	4.25	4			4.58%	3	25	47	-46.81%	6	4.65	6	45.59%	6	
Lower Rio	121.10%	1	95.11%	1	1	1			0.90%	7	3	4	-25.00%	2	4.25	5	61.53%	2	
North Central	101.48%	7	85.45%	5	6.1	7			5.05%	2	11	17	-35.29%	5	3.65	3	55.97%	4	
Tarrant County	103.39%	5	87.76%	4	4.55	6			6.70%	1	15	18	-16.67%	1	1	1	51.15%	5	
From	7/1/17		7/1/16				10/1/16		10/1/17				10/1/17				10/1/17		
To	5/31/18		3/31/17				9/30/17		8/31/18				8/31/18				8/31/18		

\*(Based on Average Rank)

\*\* Wage Replacement data is not available until the final release of the second month of each quarter. Until it is available, data from the prior quarter will continue to be used for scoring purposes.

## **INFORMATION ONLY**

VI-6 – Facilities Update

## **BACKGROUND INFORMATION**

Board Professionals will provide update on facilities: Staples, Relocation of Falfurrias Office, Vocational Rehabilitation Services (VRS), and Mobile Unit.

## 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.