

Board Oversight Capacity—BCY 2023

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Workforce Solutions East Texas 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 1 percent of allocation (non-self-reported).
- √ The Board has no disallowed costs exceeding 1 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

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

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.

East Texas 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.

Current and future employers in the region are the Workforce Solutions East Texas Board's (WSETB's) customers. Economic Development occurs through support to business leaders and entrepreneurs. In turn, these employers hire workers trained and certified through academic and training organizations. While academics require an extended lead time to establish sufficient education and training curriculum, employers need qualified workers now. WSETB's role is to provide resources to patch gaps in this supply & demand process.

In the post-COVID workforce environment, employers are in fierce competition for their ideal employees. Well-qualified workers can choose between employers and are looking for their own "best fit." Businesses, as much as the job candidates, are auditioning for today's workforce. Opportunities to learn about a new field or expand their career prospects include on-the-job training, credentialing and certifications after hire, flexible working conditions, and available child care may make the difference between landing the prospect and losing out to the employers competitors. Workforce Solutions East Texas is positioned to meet our employers and participants with resources available at their fingertips; apprenticeships, intern- and externships, OJT training, web-based services, an expanded-hours call center, community partnerships, and mobile units provide cost-effective, streamlined, pervasive and an "always on" framework for our employers and participants. Providing a world-class workforce for our communities while maintaining fiscal discipline is paramount to WSETB.

√ = Meets Standard

X = Below Standard

* = Board Attestation