

Board Oversight Capacity—BCY 2023

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Workforce Solutions Northeast 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 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

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.

Northeast 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.

The mission statement of Workforce Solutions Northeast is “To be a driving force in Northeast Texas to provide employers with workforce support for the economic benefit of the communities we serve.” The Board fulfills its mission through dedication to continuous process improvement and by leveraging the strong relationships developed with our community partners.

During FY23, 9,900 job seekers were served and 5,744 services were provided to employers. During this same period, \$361,864 was expended in training for 146 customers and 156 new employers were listed in WorkInTexas.

The Board utilizes its Workforce and Economic Development Advisory Group, comprised of all of the economic development entities in the nine-county region, which is scheduled to meet at least quarterly to leverage the collective intelligence and influence of committee members in crafting comprehensive regional economic and workforce development plans to strengthen economic opportunity and provide positive results for the employers and job seekers of the region. Additionally, the Board's Workforce and Education Advisory Group, comprised of representatives from the education and business communities, which meets quarterly is responsible for establishing goals, objectives, and recommending work plans related to education in workforce development and promoting an overall annual increase in educational attainment in the region.

To ensure fiscal stewardship the Board employs public return on investment (ROI) in all decisions regarding expenditure of contract funding. This process involves analyzing the return considering the outcome goals; the impact on stakeholders and employers; and the public value in terms of trust, integrity and legitimacy. It should be noted the Board has a multi-year history of internal and external audits with no findings.

√ = Meets Standard

X = Below Standard

* = Board Attestation