

Board Meeting

December 11, 2019

Briefing Materials

Workforce Center of Williamson County 575 Round Rock West Drive Building H, Suite 220 Round Rock, Texas 78681



WORKFORCE SOLUTIONS RURAL CAPITAL AREA BOARD OF DIRECTORS REGULAR MEETING

Wednesday, December 11, 2019 Texas Workforce Center of Williamson County 575 Round Rock West Drive, Bldg H, Suite 220 Round Rock, Texas 78681

Agenda

Meeting Begins at 12:30 PM (Lunch at 11:45 AM)

- 1) Call to Order/Roll Call/Establish Quorum
- 2) Public Comment Period
- 3) *Audit Approval
 - Milo Martinez with Martinez, Rosario & Company to present the FY2018 Audit
- 4) *Consent Agenda
 - a. Adopt minutes of the October 16, 2019 Regular Meeting
 - b. Approve Board Financial Statements
 - c. Adopt Board Policy on Priority for Child Care Services
- 5) Executive Committee/Chair's Report Frank Leonardis, Chair
- 6) Business Education Services Committee Report Jeff Light, Chair
- 7) Community Awareness Committee Report Camille Clay, Chair
- 8) Governance Finance Committee Report Vacant, Chair & Rene Flores, Treasurer
- 9) Untapped Populations Committee Report Cassandra Moya, Chair
- 10) Chief Executive Officer's Report Paul Fletcher, Chief Executive Officer
- 11) Information Sharing Eugene Ratliff, Planning & Projects Specialist Summer Earn & Learn
- 12) Performance Reports
 - Child Care Sandy Anderson, Director of Child Care Services
 - Workforce Center Management– Mike Crane, Project Director
- 13) Workforce Board Announcements Board at Large (what's happening in your area) Submit your announcements to the Board Secretary prior to the meeting
- 14) New Business
- 15) Consider date, time, and location of next Regular or Special Board Meeting
- 16) Adjourn

*Denotes Action Item

NOTICE: Persons with disabilities who plan to attend this meeting and who may need auxiliary aids or services or persons who need assistance in having English translated into Spanish, should contact Gina Hyde, (512) 244-7966 (or Relay Texas 800-735-2989), at least two days before this meeting so that appropriate arrangements can be made.

The Texas Workforce Commission in partnership with 28 local workforce development boards forms Texas Workforce Solutions Workforce Solutions Rural Capital Area is an Equal Opportunity Employer/Program Auxiliary Aids and Services are available upon request to individuals with disabilities Relay TX: 711 or 1-800-735-2988 (Voice) or 1-800-735-2989 (TDD)



MEETING HELD ON OCTOBER 16, 2019 Workforce Center – Round Rock, Texas

Board Meeting Minutes

AGENDA ITEM #1

Call to Order – Frank Leonardis

Roll Call – Alfonso Sifuentes

Aguilar	Α	Dillett	Α	Hiemstra	Р	Munson	A
Belver	Р	Engebretson	Р	Leonardis	Р	Riggs	Р
Brenneman	Р	Flores	Р	Light	Р	Robison	Α
Burkhard	Р	Fohn Thomas	Р	Lindsey	Р	Sifuentes	Р
Clay	Р	Garlick	Р	McKeown	Α	Stallings	Р
Cruz, Adriana	Р	Goode	Р	Mitchell	Р	Zdeb	Р
Cruz, Marco	Р	Hapanowicz	A	Moya	Р		

21 members present at roll call. Quorum established.

AGENDA ITEM #2

Public Comment Period

Christopher Julian Limon with Limon LLC & Make It Rain Entertainment discussed providing jobs with a living wage.

AGENDA ITEM #3

Information Sharing – Rich Froeschle of RCFroeschle Consulting

Rich Froeschle gave a presentation on Upskilling and Career Progressions for the Rural Capital Area.

- Project designed to look at career progressions
- Career Lattice can move sideways before moving up
- Target Occupation list helps career progression
- Anchor occupation is the entry point, then progress upward to a better job and pay
- Sessential skills matter and must be willing to learn
- We Having a handful of critical skills is important

AGENDA ITEM #4

Consent Agenda – Frank Leonardis

Adopt Minutes from the August 21, 2019 regular Board of Directors' meeting

- \checkmark Motion to approve
- ✓ Seconded

✓ Motion approved

Approve Board Financial Statements

- ✓ Motion to approve
- ✓ Seconded
- ✓ Motion approved

Adopt WIOA Alternative Funding Plan

- ✓ Motion to approve
- ✓ Seconded
- ✓ Motion approved

Adopt Revised Target Occupations List to Add Multimedia Artists and Animators

- ✓ Motion to approve
- ✓ Seconded
- ✓ Motion approved

Adopt Board Policy on Board Member Attendance

- ✓ Motion to approve
- ✓ Seconded
- ✓ Motion approved

AGENDA ITEM #5

Executive Committee Chair's Report – Frank Leonardis

Paul Fletcher stated that the Board received some alternative WIOA funding in the amount of \$227,743. We chose to use about one half of the funds to expand our Teacher Externship Program and the other half to conduct a pilot program to work with justice involved population in the Williamson County in a pre-conviction status.

Frank Leonardis stated that the date for the December Board meeting should be moved up one week to December 11th because of the holidays. Our retreat has been scheduled for February 20-21, 2020 and the location is being procured.

AGENDA ITEM #6

Business Education Services Committee Report – Jeff Light

Jeff Light stated that the Business Education Services Committee met on September 10, 2019 and discussed the following:

The consultative selling approach will be used by the BSCs in the field to engage businesses. This tool will help start conversations and gather data. BSUs will be required to use the survey to do in-depth surveys with a minimum of 4 businesses in an identified industry sector, large business, or other business identified to be important to the growth of the community.

Eugene Ratliff gave us a brief update on the SHRM presentation. We're on target to give the presentation at the Hill Country chapter of the SHRM in November.

An opportunity appeared for Bastrop County to use a TIP grant towards the development of the film industry. The Art Institute will be opening in the City of Bastrop in June 2020 and both are expected to help establish an industry cluster in the county. New Republic Studios will be investing in equipment to support the development of this workforce. The TIP program would allow us to support this aspect of IT developing as an industry cluster in the county. To pursue a TIP grant, the Target Occupation List needed to incorporate *multimedia artists and animators*. In addition, it was added that we agree to review the Target Occupation List annually. At that time, we will consider what the implications have been and determine if *multimedia artists and animators* need to be removed from the list.

If we are not able to fund training, we can potentially support other aspects of the students' effort, such as with transportation and seek to provide multiple resources to support the goals of the student.

The next meeting should have an emphasis on discussion of a new target goal for the Business and Education Committee.

The next committee meeting will be scheduled in November.

AGENDA ITEM #7

Community Awareness Committee Report – Camille Clay

Camille Clay stated that the Community Awareness Committee met on September 18, 2019 and discussed the following:

Briley Mitchell shared insights on the Llano Chamber of Commerce operations and social media tactics used to promote community awareness of Llano, its businesses and events and how the chamber utilized labor market information provided by WSRCA.

Cara DiMattina-Ryan shared insights from the county workforce forums held across the region. The need for greater awareness among partnerships of resources WSRCA provides and more understanding of where these resources are needed most.

Bill Turner discussed the new Talent Impact Units being created at the career centers. The programs will be tested at the Round Rock career center before being rolled out across the region. The TIU model will form three teams of five representatives from different programs and services who will who will work together to create more value for customers.

Brian Hernandez stated that focus groups with customers and partners will be rolled into research for the upcoming Rural Capital Area Master Community Workforce Plan. Plans for upcoming events were reviewed. A new blog feature is being launched on the WSRCA website and updates were provided on Headlight, Career Pathways industry interviews and our support of the Greater San Marcos Partnership outreach campaign.

Priorities include:

- An update on the focus group audience segments and interview process that will be conducted by a vendor
- Options for workforce related awareness events that align with the Board's mission so that we can enhance visibility of our services
- Explore options to create video testimonials of customers for a communications campaign

The next committee meeting was scheduled for Wednesday, November 13, 2019 at noon at the Board office in Cedar Park.

AGENDA ITEM #8

Governance Finance Committee Report – Mark Hiemstra

Mark Hiemstra stated that the Governance Finance Committee met on September18th and discussed the following:

PY 19-20 Budget

- The Board travel expenses, while much higher than past years, are fine but it's a line item the committee needs to keep an eye on because the committee may want to cap the Board travel expenditures in the future. Board travel shouldn't be an open line item but a structured target the committee is committed to meeting. The committee must be diligent on how and when travel funds are expended.
- The increased expenditures under staff meetings which include community outreach, and partnership meetings is also a line item the committee should monitor and like travel should not be an open line item.

Balance Sheet, Revenues and Expense Reports

- These reports provide a summary of where we stand financially at the end of June 2019. Some of these numbers are a little larger than past years but accounts payable is fine at 45 days, accounts receivable is about two weeks, and cash on hand is fine. The variances are becoming smaller, but the committee needs to be aware of the amount of money committed to childcare.
- Financial data in these reports are significantly cleaner than past reports and the reports will be even cleaner by the October 16th Board meeting.

Audit Update

- FY 17-18 Audit should be completed by the end of October 2019.
- FY 18-19 Audit focus is on reconciling accounts and clearing up about \$315K from both audits.

WIOA Alternative Funding (\$227,743)

The Board plans to compete for a \$200K Teacher Externship Grant again this year. In addition to those Teacher Externship Grant funds, the mandatory programs the Board choses to support with the WIOA Alternative Funds is a continuation and extension of the Teacher Internship Program and a High Demand Job Training Grant this is currently being reviewed by TWC staff.

Board Membership

Jenna Fohn Thomas, Mark Hiemstra and Alfonso Sifuentes have all been re-nominated to serve on the Board and their paperwork has been submitted to TWC.

The next committee meeting is scheduled for Monday, November 18th, 2019 from 1:00 p.m. to 2:30 p.m. in the Board's Large Conference Room (Cedar Park) and via Zoom.

AGENDA ITEM #9

Untapped Populations Committee Report – Cassandra Moya

Cassandra Moya stated that the Untapped Populations Committee met on September 9, 2019 and discussed the following:

Reviewed Current Projects Designed to Support Untapped Populations

- Reviewed SEAL program outcomes
- 152 students got job experience
- Reviewed the program outcomes and success stories from the Production Tech training at Lockhart Jail

Reviewed County Demographic Data Provided Thus Far

- Reviewed the spreadsheet of county demographic date for several population groups the committee is targeting
- Identified additional steps/data needed

Recent Promising Practices

Discussion of the New York Times interview with WSRCA and the Greater San Marcos Partnership, highlighting the work we are doing with employers to promote hiring underutilized populations.

Developing Awareness in the Business Community

- Discussion of upcoming events, such as the Hiring Red, White and You community job fair.
- Potential summer expansion of SEAL, Youth work experience and other paid work experience programs designed to promote employment for underutilized populations using the additional WAF (Workforce Alternative Funding) dollars.

The next committee meeting has been scheduled for November 4, 2019 at 2:30pm at the Board office in Cedar Park or via Zoom video conference.

AGENDA ITEM #10

Chief Executive Officer's Report – Paul Fletcher

Paul Fletcher thanked everyone for their attendance and stated that in addition to the new Commissioners we have a new Executive Director at TWC named Ed Serna.

We have a full slate of Board members which has grown to 27 members.

Contracts for our two main contractors are almost complete and they will go out this week.

We have continued to work on the by county workforce plans. An RFP is going out this week and selection soon thereafter with work to begin December or January. Plans to be final by July 2020 for implementation by October 1, 2020.

Diane Tackett has really done well transitioning to the COO role.

Meeting with staff from Senator Cruz's office on Friday October 18th in Round Rock.

I am speaking at the State of Healthcare and Workforce in San Marcos on Thursday, October 17th and at the Community Action Network summit in San Marcos on Friday October 25th along with Tamara Atkinson from Capital Area.

The San Marcos facility had a slight delay but is on track for our move in December.

VR move in Round Rock went very well and we had a great ribbon cutting here on September 30th. Over 120 people attended that event as well as all three commissioners.

AGENDA ITEM #11

Performance Reports

Child Care Status Report - Sandy Anderson, Baker Ripley

- Children in care by fund type equals 3,278
- Total funds expended by all counties is \$13,990,909
- Total CCS Providers equals 400 with 108 being Texas Rising Star Providers
- Total number of children on the waitlist for all counties is 1,886
- Performance Measure FY 2019 has a target of 2,577 and is at 99%

Workforce Center Management – Mike Crane, ResCare

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target (Year-to-Date Performance Periods)

FINAL RELEASE As Originally Published 9/4/2019 JULY 2019 REPORT

Green = +P	White = MP	Yellow = MP but At Risk Red = -P

	Reemployment and Employer		Partic	ipation	-				_		WIOA OI	utcome N	leasures			_	_				Tot	
		gement			-	C&T Participants		Adult		DW			Youth		Measures							
	Cimnt	Emplyrs	Full Work		Empl/	Empl/	Median		1.5000	-	Median	100	-	100	Median		Empl	Empl	1.1.1		1	%
	ReEmpl	Rovg	Rate-All	Svd Per	Enrolled	Enrolled	Earnings	A DOM: NO	Employ-	Employ-	Earnings	24.40	Employ-	Employ-	Earnings	1.11	Enrolled	Enrolled	1		- 10	M
	within 10	Wkfc	Family	Day-Comb	Q2	Q2-Q4	Q2	Credential	ed Q2	ed Q4	Q2	Credential	ed Q2	ed Q4	Q2	Credential	Q2	Q4	Credential			8
Board	Weeks	Assist	Total	(Discr. Ma)	Post-Exit	Post-Exit	Post-Exit	Rate	Post-Exit	Post-Exit	Post-Exit	Rate	Post-Exit	Post-Exit	Post-Exit	Rate	Post-Exit	Post-Exit	Rate	+P J	MP -I	P +P
ural Capital	108.19%	96.20%	102.42%	89.76%	105.26%	105.49%	114.02%	123.13%	102.97%	109.21%	n/a	85.81%	104.67%	107.89%	n/a	111.11%	98.80%	103.98%	126.63%	7	8 2	2 88

AGENDA ITEM #12

Workforce Board Announcements

AGENDA ITEM #13

New Business

No new business to report.

AGENDA ITEM #14

Consider Date, Time and Location of Next Regular or Special Board Meeting

The next regular meeting is scheduled for December 11, 2019 at our Workforce Center in Round Rock.

AGENDA ITEM #15

Adjourn

- ✓ Motion to adjourn
- ✓ Seconded
- ✓ Motion approved



Background

The Texas Workforce Commission establishes priorities for providing childcare services among three priority groups. The first two groups are identified by TWC and must be applied. The first priority group is assured childcare services, regardless of number of children currently in care or other families on the waitlist. The second priority group, third priority group and waitlist families are served subject to the availability of funds; however, TWC rule **§809.43 Priority for Child Care Services** determines that the second priority group must be served before the third priority group is served, and then families from the waitlist may be served.

Additionally, TWC allows Boards flexibility to identify as priority group 3 other groups, approved by the Board, to be served before waitlist families are served.

Current Board policy identifies four groups to be served under Priority Group 3:

- Parents who need full year care,
- Siblings of children currently in care,
- Workforce Innovation and Opportunity Act participants' children, and
- Children receiving care through Early Head Start Child Care Partnership grants.

Action

Recent co-location of Vocational Rehabilitation services, collaboration with Adult Education programs for Integrated Education and Training opportunities, and the identification of additional workforce development partners in the nine county region that offer intensive workforce development and casemanagement assistance has identified additional families who are in need of child care services. The support these partners provide to families through intensive case-management is similar to services provided through the Workforce Innovation and Opportunity Act and build on the WSRCA's mission and vision of building the workforce and serving employers.

These community partners have expressed concern that lack of access to affordable childcare has interrupted families' opportunities to become self-sufficient and advance in their career.

Recommendation

Board staff recommend revising Priority Group 3 (the Board identified priority groups) to expand the third bullet to allow parents who are participating in a case-managed employment or education program with the goal to obtain self-sufficiency be included as part of the priority group, and not specify just families participating in Workforce Innovation and Opportunity Act.

Examples of case-managed programs include: Vocational Rehabilitation, Adult Education programs, Capital IDEA, Family Self-Sufficiency programs through the public housing authorities, programs through Goodwill Industries of Central Texas, and programs through Easter SEALS. These examples are not



intended to be exclusive or exhaustive, and by revising the policy as recommended, it allows the WSRCA to evaluate and meet the needs of new partners in the future.

Although families are placed in the priority group for enrollment, the minimum eligibility requirements related to income and participation in work / training activities would still apply.



Current Board Policy

G. 809.13(c)(9), 809.43(a), Board Priorities

The Board has established the following priorities:

- 1. Children of families eligible for the following programs are ensured services:
- Choices,
- Transitional,
- Temporary Assistance for Needy Families (TANF) applicants, and
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

2. Second Priority (if funding is available)

- Children who need to receive protective services childcare as referenced in TAC § 809.49,
- Children of a qualified veteran or spouse of a veteran,
- Children of a foster youth,
- Children experiencing homelessness as defined in TAC § 809.2 and described in TAC § 809.52,
- Children of parents on military deployment whose parents are unable to enroll in military-funded childcare assistance,
- Children of teen parents, and
- Children with disabilities.

The CCS Operator works within the local community to determine the availability of militaryfunded childcare programs and ensures military parents provide documentation of the unavailability of space for the military program.

- 3. Third Priority (if funding is available)
 - Parents who need full year care,
 - Siblings of children currently in care,
 - Workforce Innovation and Opportunity Act participants' children, and
 - Children receiving care through Early Head Start Child Care Partnership grants.

Parents requesting part year care are given last priority after county enrollment.



Recommended Board Policy

G. 809.13(c)(9), 809.43(a), Board Priorities

The Board has established the following priorities:

- 1. Children of families eligible for the following programs are ensured services:
- Choices,
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The CCS Operator works within the local community to determine the availability of militaryfunded childcare programs and ensures military parents provide documentation of the unavailability of space for the military program.

- 3. Third Priority (if funding is available)
 - Parents who need full year care,
 - Siblings of children currently in care,
 - <u>Parents who are participating in a case-managed employment or education program with</u> the goal to obtain self-sufficiency Workforce Innovation and Opportunity Act participants' children, and
 - Children receiving care through Early Head Start Child Care Partnership grants.

Parents requesting part year care are given last priority after county enrollment.



WORKFORCE SOLUTIONS RURAL CAPITAL AREA EXECUTIVE COMMITTEE MEETING (WEBINAR SIMULCAST PROVIDED)

Wednesday, October 16, 2019 at 11:00AM 575 Round Rock West Drive Bldg H, Suite 220 Round Rock, Texas 78681

MINUTES

Welcome: Executive Committee Chair—Frank Leonardis

Call the meeting to order/roll call:

In Attendance: Frank Leonardis - Alfonso Sifuentes - Rene Flores - Mark Hiemstra -Cassandra Moya - Camille Clay - Margaret Lindsey

Recommendations from Governance Finance Committee

- Approve Board Attendance Policy
 - ✓ Motion to approve
 - ✓ Seconded
 - ✓ Motion approved
- Set December Board Meeting Date to December 11, 2019
 - ✓ Motion to approve
 - ✓ Seconded
 - ✓ Motion approved
- Schedule date/time for next committee meeting The next Executive Committee meeting will be held on December 11, 2019 at 11:00 am at the Round Rock Center before the Board meeting
- Adjourn

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Jeff Light brought the meeting to order and did introductions.

Jeff added that before the phone call was over that we talk about the effects of some of the decisions made at previous meetings, specifically adding multimedia artists and animators to the target occupation list to support Bastrop's film industry and the presentation given at the Society for Human Resource Managers.

Jeff introduced Diane to discuss priority groups for childcare and specifically suggested changes to priority group 3. The recommendation being brought to the committee is to broaden the language for one of the groups being served, "Workforce Innovation and Opportunity Act participants' children" would be changed to "parents who are participating in a case-managed employment or education program with the goal to obtain self-sufficiency". Diane explained that it reflects the organizational changes that incorporates vocational rehab and other services into our office.

Jeff asked if there are any unexpected consequences of this change. How overall will all the people that qualify under priority group 3 be added to the list to be served?

Diane explained that everyone will be added by date when they apply. This initiative may increase the length of time people are on the wait list. However, because these individuals are receiving other supportive services. The hope is that they will move off this service at a reasonable rate to self-sufficiency because of the supportive services that they are receiving.

Everyone was comfortable with the explanation and agreed that it was an opportunity that could serve the people coming into our offices well. A vote was held to move this recommendation to the Board meeting. The vote was unanimously in favor of the recommendation.

Cara discussed the addition of the animators and multimedia artists to the target occupation list to support Bastrop's film industry. The board has supported New Republic Studios in applying for a Texas

Industry Partner grant to support the development of the Art Institute in Bastrop. The addition of the item to the target occupation list has not changed any other aspect of the services to the community significantly. We will examine its impact again in a few months.

At the Society for Human Resource Management presentation in San Marcos. We had a great meeting and discussion. The target audience was not exactly what we had hoped for. However, we learned more about the value of the organization associated to our own. We will be joining the San Marcos organization. Our plan is to schedule a time to present at the Williamson County Society of Human Resource Managers. The audience may or may not be differently made up, but connecting with the organization is definitely of high value.

Jeff was happy to hear that we went through the experience, learned some lessons, and are strategically moving forward.

Jeff brought up the next item to discuss how we wanted to rewrite some of our targets for the upcoming year.

Hector brought up the Target Occupation List. He wanted to know how we were strategically using the list as a workforce board to connect with the community colleges and support our customers into getting into training programs. Hector brought up a few occupations that were on the current target occupation list to see how a person could receive support and if we had a plan in place to evaluate the occupations on the list in terms of adding and removing.

Jeff mentioned that the committee had discussed looking at specific occupations at least annually, including the animators and multimedia artists and carpenters. Frank agreed and let everyone know we had a history of evaluating the list with the data regarding how many people went to training and what training options are available in the region every 1 to 2 years to support the item on the target occupation list.

Cara brought up the idea of a tuition reimbursement job fair to support adults and our youth who do not move on to postsecondary education. The details would need to be worked out along with recruitment and identifying companies. It was agreed that in January we would work together to see how we could implement and schedule this opportunity for the region strategically.

Hector brought up the need for the business and education committee to learn more about the community colleges that support the rural capital area. He suggested having an event to let the community colleges educate the committee about how they support the development of the workforce. Jeff really liked the idea of getting that higher level knowledge of how the community colleges serve us. Frank jumped in and noted that it was important that the committee direct the higher level guidance of priorities, but not to get too into the weeds with how it works. Cara noted that we work with 7 community colleges throughout the region. We could request that they give us an overview of their work within about a 30 minute timeframe. Cara will schedule a time with each of the community colleges to give the presentation at future meetings.

Jeff asked if there were any other items that needed to be covered.

Cara agreed to send a doodle poll to schedule the next meeting.

Jeff brought the meeting to a close.



Workforce Solutions Rural Capital Area Community Awareness Committee

Meeting Minutes

Meeting Date/Time: November 13, 2019 | 12 p.m.

Meeting Location: Workforce Solutions Rural Capital Area Board Office 701 E Whitestone Blvd, Suite 200 Cedar Park, Texas 78613

Committee Members in Attendance: Hector Aguilar, Carole Belver, Camille Clay, Margaret Lindsey Committee Members Absent: Andy Hapanowicz, Briley Mitchell, John Robison

Workforce Solutions Rural Capital Area (WSRCA) Board Staff Attendees: Brian Hernandez

- Community Awareness Committee Chair Camille Clay Called the meeting to order.
- Roll Call Camille Clay: We had a quorum with 4 committee members and 1 Board staff member attending
- Public Comments Camille Clay: No comments were made.
- Information Sharing Camille Clay introduced guest speaker Sandy Anderson, Director of Workforce Solutions Rural Capital Area Child Care Services, who shared insights on:
 - Child Care Services Initiatives, Operations and Programs
 - The current number of families on waitlists to take part in Child Care Services across the region, which is at 2,000
 - Special holidays and observations for the committee to add to its editorial calendar and target in 2020 that relate to Child Care Services, including Week of the Young Child, April 13-17
 - The importance of consistent naming conventions for services between partnerships. Examples include Early Childhood Education Development Program instead Child Care or Day Care, and Early Childhood Education Tuition Scholarships instead of Child Care Assistance.
- Consent Agenda Camille Clay: Consider adopting the September 18, 2019 Community Awareness Committee Meeting Minutes:
 - $\checkmark \quad \text{Motion to approve}$
 - ✓ Seconded
 - $\checkmark \quad Motion approved$
- Discussion Items Camille Clay: The Committee reviewed new action plans for the following activities that will be voted on at the January meeting:

- Develop and implement a communications campaign to boost awareness of Board activities and services.
- Develop a menu of services for targeted customers (i.e. employers, unemployed, employed, those seeking training), and implement the communications menu as part of workforce center protocols.
- Develop and implement a transition coordination process with enhanced focused on customer service, to ensure each customer gets something of value on their first visit to a workforce center, along with a sense of hope and encouragement.
- Communications Report Camille Clay: The Committee Secretary/WSRCA Communications Director Brian Hernandez discussed the following items:
 - o Board member updates:
 - a) Gov. Greg Abbott has appointed Adriana Cruz as the Executive Director of the Economic Development and Tourism division within the Office of the Governor
 - b) Mark Hiemstra is moving to Ohio to serve Goodwill Industries in the Cincinnati area
 - A Request for Proposal was released for the development of a strategic plan for each county in the Rural Capital Area, which requires the use of focus groups to evaluate community workforce needs
 - Workforce-related awareness events, special weeks and months in 2020 (Nurses Week, Careers in Construction Month, National Disability Employment Awareness Month, etc.) that align with the Board's mission, that the Committee can target for a focused awareness campaign that enhances visibility of services
 - Reviewed plans to create video testimonials of customers (from all programs) that can be shared at future Board meetings and as part of the communications campaign
 - The strategy to promote the Walmart advance positive awareness of Rural Capital Area opportunities for retail businesses to train their incoming and current workforce to meet industry demands
 - Evaluated the success of the communication strategy to promote the Hiring Red, White & You! Veterans Hiring Fairs in Williamson and Hays Counties
- New Business Camille Clay: The Committee discussed whether the Board's outreach efforts should include messaging to create value for those who are homeless and connect them with services
- Priorities for Board Staff Camille Clay: The Committee instructed Brian Hernandez to review options to expand the Board's communication outreach efforts to include messaging for those who are homeless
- Priorities for Board Staff Camille Clay: The Committee instructed Brian Hernandez to review if action plans approved by the Committee need to go to the larger Board for approval
- Priorities for Board Staff Camille Clay: The Committee instructed Brian Hernandez to present a copy of the new menu of services that are being introduced at each career center
- Priorities for Board Staff Camille Clay: The Committee instructed Brian Hernandez to follow-up with Mike Crane and our career center contract staff, for an update on the roll-out of the Talent Impact Units and the implementation of the new customer transition coordination process
- Priorities for Board Staff Camille Clay: The Committee instructed Brian Hernandez to continue the process of evaluating video production companies to procure services to support the communications campaign
- Next Committee Meeting Camille Clay: The next committee meeting is scheduled for Wednesday, January 15, from 12-2 p.m., at the San Marcos Are Chamber of Commerce. Jason Mock, President and CEO of the Chamber, will be the guest speaker during the information session.
- Meeting Adjourned Camille Clay

Untapped Populations | MINUTES

Meeting date | time 11/4/19 | 2:30 pm | Meeting location WSRCA office in Cedar Park and via Zoom

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Meeting called by	Cassandra Moya	Attendees: Cassandra Moya, Sandra Dillett, Kimberly Goode, Hector
Type of meeting	Committee Meeting	Aguilar, Mike McKeown, Ben
Facilitator	Diane Tackett	Brenneman, Marco Cruz
Note taker	Diane Tackett	WSRCA staff attendees: Paul Fletcher,
Timekeeper	Diane Tackett	Diane Tackett

AGENDA TOPICS

1. Updates on outstanding tasks from previous meeting

- Sandra to try for a deeper dive into the public assistance data
- Contractor to work on a summary spreadsheet of number of services received and outcomes. VR is only beginning to track outcome data for training outcomes and employment retention.
- Revise multi-agency referral mechanism for interagency referrals and data tracking purposes.

2. Accomplishments

- RWS to develop points of contact in each office to assist untapped populations.
- RWS received SEAL feedback and recommendations and will put into 2020 plan.

3. Ongoing projects

- Develop a presentation for all agencies to use recommendation to try to make this a video and professional quality editing. Determination to be made of costs and translation fees (English to Spanish)
- Spearhead a non-profit resource fair in each area
- Develop a digital or electronic display for businesses who would like to identify their culture of inclusivity (put in email signature lines, etc.)
- Create a data report for employers to show "potential employee" pool in their area. This is important to the business community, and in line with certain initiatives that will be ramping up over the next year (PATHS for Texas, etc.)
 - o Cassandra to reach out to VR counselor in Burnet / Llano county
- Develop a training for businesses on the benefits of hiring individuals with barriers.
- Work with BSC and VR to have a VR representative present at each job fair to discuss accommodation with employers and job seekers

4. Developing Awareness in the Business Community

• October was National Disability Employment Awareness Month and several workshops were scheduled with area employers to learn about accommodation and different strategies and benefits of hiring individuals with disabilities.

5. Next Meeting:

Monday, January 27, 2020 at 2:30 pm. Location: Cedar Park Board office – 701 E. Board Meeting Hand, Suite 200 or via Zoom video conference.



Workforce Solutions Board Retreat

Thursday, February 20, 2020 – Friday, February 21, 2020

Day 1

Event to start at 3:00 pm on Thursday, February 20th

Dinner at 7:00 pm

Day 2

Breakfast 7:30 am to 8:30 am

Morning – 2 Breakout Rooms (15 each)

Lunch at noon

Afternoon meeting space for 30

Adjourn at 5:00 pm

Sheraton Hotel & Conference Center 1101 Woodlawn Avenue

Georgetown, Texas 78628





Child Care

Workforce Solutions Rural Capital Area Workforce Development Board Meeting December 11, 2019

Children in Care FY 2020

Fund Type	November 2019	<u>%</u>
CPS Clients	428	13
Mandatory (Choices, Former CPS, TAN	NF) 339	11
Income Eligible	2,490	76
Totals	3,257	100

Child Care Funds Expended by County

thru October 2019

	County	Amount – CCF and CCM	% Paid	% of children under the age of 13 and households <85% SMI of working parents
Bastrop		156,858.35	11.00	12.00
Blanco		7,300.41	1.00	1.00
Burnet		71,448.63	6.00	7.00
Caldwell		54,016.46	4.00	7.00
Fayette		15,702.00	1.00	2.00
Hays		242,995.90	19.00	23.00
Lee		17,461.74	2.00	2.00
Llano		13,280.53	1.00	2.00
Williamsc	n	705,187.42	55.00	43.00
Board Mee	Total ting Briefing Materials	1,284,251.44	100.00	100.00

Child Care Providers

County	Providers	TRSP	Relative
Bastrop	26	7	2
Blanco	3	1	1
Burnet	13	5	0
Caldwell	9	4	0
Fayette	4	2	0
Hays	52	19	2
Lee	6	1	0
Llano	3	1	0
Williamson	168	26	2
Total RCA	284	66	7
Outside Nine County	110	46	0
Total Board Meeting Briefing Materials	s 39 4	112	7

Children on Waitlist as of 12/03/2019

County	Children
Bastrop	202
Blanco	17
Burnet	100
Caldwell	84
Fayette	27
Hays	411
Lee	43
Llano	50
Williamson	849
Board Meeting Briefing Materials	1,783

Child Care State Performance Measure

• FY2020 Target of 2,665

October 2019 anticipated meeting at 98.4%

Board Meeting Briefing Materials

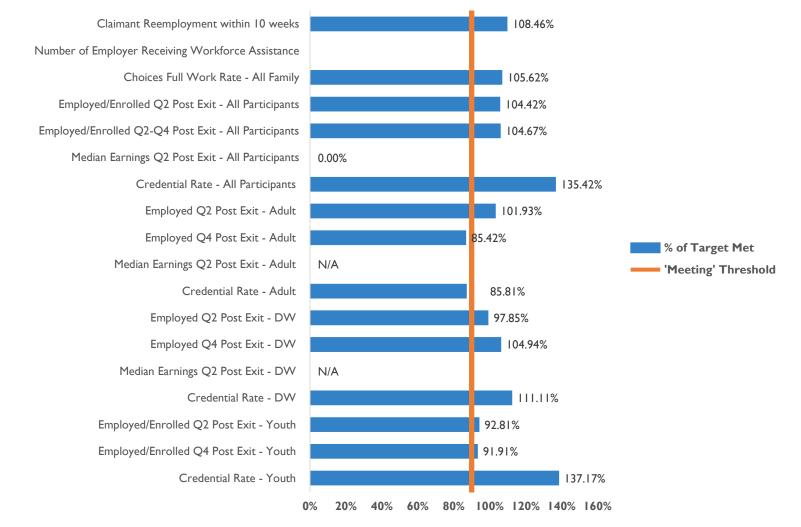
Workforce Solutions Rural Capital Area Workforce Performance

By ResCare Workforce Services December 18, 2019 Board Contract Year 20

Board Meeting Briefing Materials

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Workforce Solutions Rural Capital Area Workforce Performance Overview



Board Meeting Briefing Materials

Source: September 2019 TWC MPR Final Release

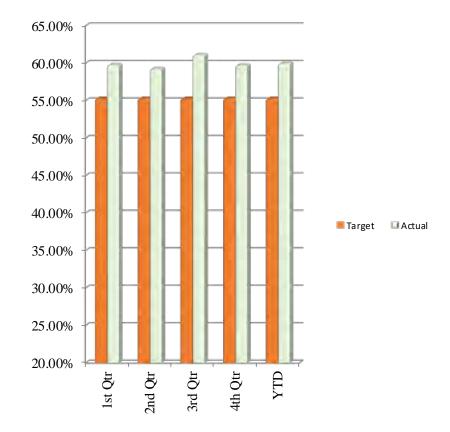
Claimant Reemployment within 10 Weeks

This performance measure consists of everyone in the Rural Capital Area that has applied for Unemployment and was able to find employment within 10 weeks from the date they applied for Unemployment. The timeframe is for customers that applied for Unemployment from July 1 through June 30.

Reemployment of Registered Claimants within 10 weeks as of September 2019

The current target for Rural Capital Area is 55.31% of all claimants being employed within 10 weeks.

Currently we are at 108.46% of that target. 5,964 UI Claimants reemployed YTD.



of Employers Receiving Workforce Assistance

This performance measure consists of the number of Employers that received a "countable" service from RCA Staff. The countable services are:

- Taking job postings;
- Providing specialized testing to job seekers on behalf of an employer;
- Performing employer site recruitment;
- Job Fairs;
- Providing employer meeting or interview space;
- Providing customized or incumbent worker training;
- Entering into a subsidized/unpaid employer agreement;
- Providing Rapid Response;
- Job Development (if recorded with a valid UI Tax ID);
- Work Opportunity Tax Credit; or
- Other services provided to employers for a fee.

The time frame is from October through September.

Employer Workforce Assistance as of September 2019

In August 2019,TWC implemented a replacement for its WorkInTexas.com online labor exchange system. Unfortunately,TWC is currently unable to connect and unduplicate data across the old and new systems, which prevents us from accurately reporting performance for any period that involves August 2019 or later at this time.



Employed/Enrolled Q2 Post Exit All Participants

This performance measure consists of the number of customers that were employed, according to TWC Tax Wages or supplemental wages (or in Post Secondary Education for Youth), in the 2nd calendar quarter after they exited from the any program.

The time frame is for customers exited from July through June. Employed/Enrolled Q4 Post Exit All Participants

This performance measure consists of the number of customers that were employed, according to TWC Tax Wages or supplemental wages (or in Post Secondary Education for Youth), in the 4th calendar quarter after they exited from any program

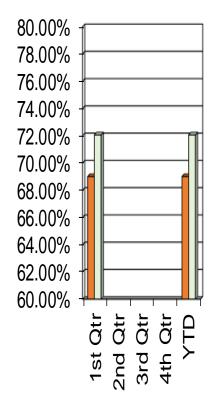
The time frame is for customers exited from January through December. Median Earnings QS Post Exit All Participants

This performance measure consists of the number of customers that were employed, according to TWC Tax Wages or supplemental wages in the 2nd calendar quarter after they exited from the all programs and what their median wages were.

The time frame is for customers exited from July through June.

Employed/Enrolled Q2 Post Exit All **Participants**

The Measure for All Participants is 69.00%



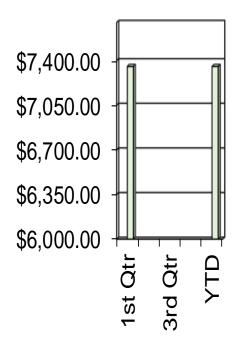
Participants The Measure for All Participants is 84.00% 90.00% 88.00% 86.00% 84.00% 82.00% 80.00% 78.00% 76.00% 74.00% 72.00% 70.00% Qtr Qtr Qtr 1st Qtr 3rd 2nd 4th

Employed/Enrolled

Q4 Post Exit All

Median Earnings Q2 Post Exit All **Participants**

> Targets will be negotiated late in BCY19



Currently at 104.42% of the measure with 3,707 Board Meeting Briefing Materials employment

Currently at 104.67% of the measure with 3,480 customers placed in employment

Measure not yet established

Employed/Enrolled Q2 Post Exit WIOA Adult, DW, Youth

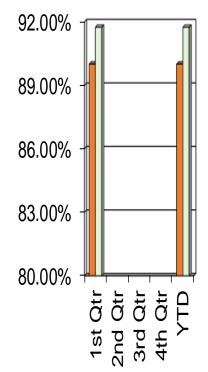
This performance measure consists of the number of customers that were employed, according to TWC Tax Wages or supplemental wages (or in Post Secondary Education for Youth), in the 2nd calendar quarter after they exited from the WIOA Program.

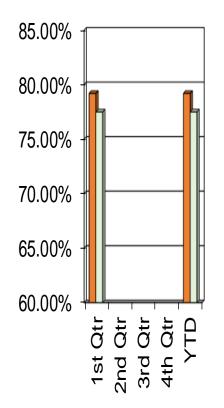
The time frame is for customers exited from July through June.



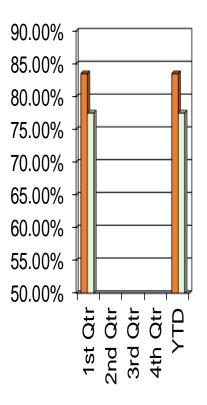
Employed/Enrolled Q2 Post Exit WIOA Adult, DW, Youth

The Measure for WIOA Adults is 90.00% The Measure for WIOA DW is 79.20%





The Measure for WIOA Youth is 83.50%



Currently at 101.93% of the measure with 100 customers placed in employment Currently at 97.85% of the measure with 31 customers placed in employment

Currently at 92.81% of the measure with 12 customers placed in employment

Employed/Enrolled Q4 Post Exit WIOA Adult, DW, Youth

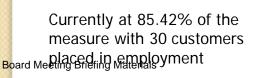
This performance measure consists of the number of customers that were employed, according to TWC Tax Wages or supplemental wages (or in Post Secondary Education for Youth), in the 4th calendar quarter after they exited from the WIOA Program.

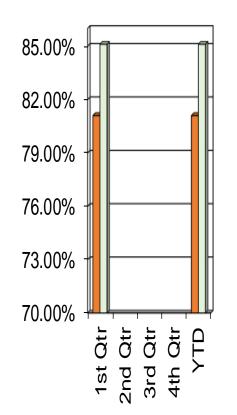
The time frame is for customers exited from January through December.

Employed/Enrolled Q4 Post Exit WIOA Adult, DW, Youth The Measure for The Measure for The Measure for

WIOA Adults is 87.80% The Measure for WIOA DW is 81.10%

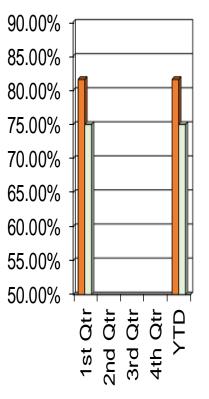
85.00% 82.00% 79.00% 76.00% 73.00% 70.00% Qt Qtr Qtr 1st Qtr Ρ 3rd 4th 2nd





Currently at 104.94% of the measure with 40 customers placed in employment

The Measure for WIOA Youth is 81.60%



Currently at 91.91% of the measure with 12 customers placed in employment

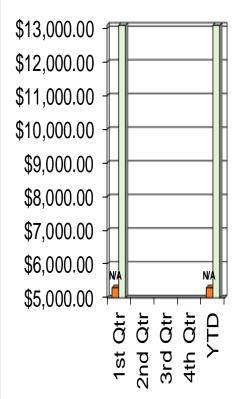
Median Earnings QS Post Exit WIOA Adult and DW

This performance measure consists of the number of customers that were employed, according to TWC Tax Wages or supplemental wages in the 2nd calendar quarter after they exited from the WIOA Program and what their median wages were.

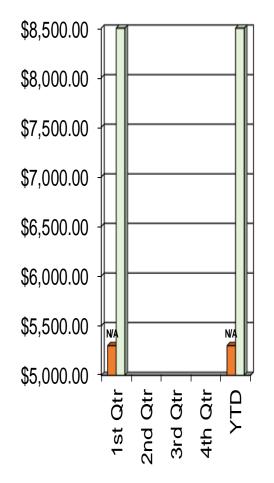
The time frame is for customers exited from July through June.

Median Earning Q2 Post Exit WIOA Adult and DW

The Measure for WIOA Adult is N/A



The Measure for WIOA DW is N/A



Credential Rate WIOA Adult, DW, Youth

This performance measure consists of the number of customers that were provided a training service in WIOA that would lead to a recognized credential within on year after exit.

The time frame is for customers exited from January through December.

Credential Rate WIOA Adult, DW, Youth

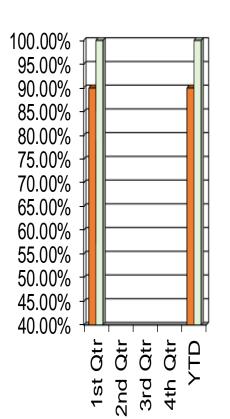
The Measure for

WIOA DW is

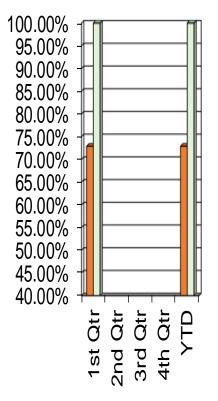
90.00%

The Measure for WIOA Adults is N/A

100.00% 95.00% 90.00% 85.00% 80.00% 75.00% 70.00% 65.00% 60.00% 55.00% 50.00% 45.00% 40.00% 35.00% Qtr Qtr Qtr 1st Qtr 2nd 4th 3rd



The Measure for WIOA Youth is 72.90%



Current performance is N/A

Currently at 111.11% of the measure with 5 customers receiving a credential

Currently at 137.17% of the measure with 1 customer receiving a credential

Board Meeting Briefing Materials

Choices Full Work Rate – All Family Total

This performance measure consists of TANF recipients who are mandatory to participate in the Choices program (ie: search for and take permanent employment). The time frame for this is from October through September. In order to be considered as a meeting the full work rate, the customer must be participating their required minimal hours (depending on their status.... 20 or 30 hours per week) in one of the following activities:

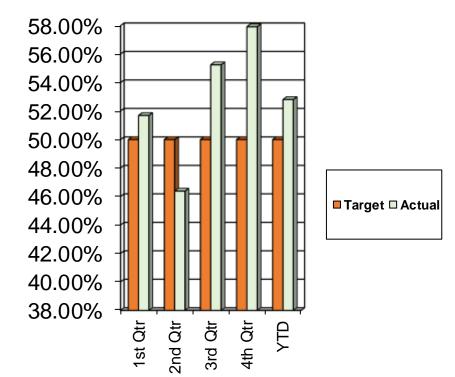
Paid Employment (including unsubsidized/subsidized employment and on-the-job training), or High School/GED (only for teens without a High School Diploma or GED).

Board Meeting Briefing Materials

Choices Full Work Rate All Family September 2019

The current measure for Rural Capital Area is to ensure 50.00% of all TANF Customers are in a work activity each month.

We are currently at 105.62% of the target. 30 Families are in this measure YTD.



BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: RURAL CAPITAL

FINAL RELEASE As Originally Published 11/15/2019

QTR 3

QTR 2

SEPTEMBER 2019 REPORT

QTR 4 From To

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	Status Summary	and the second second	n Positive mance (+P):	Meet Performan		With Negati Performance	% +P 8	MP		
	Contracted Measures		5	9		1	 93.33	1%		
Source Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	or Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1

Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	+P	108.46%	55.31%	55.31%	59.99%	59.72%	58.21%	5,964	59.79%	59.27%	61,12%	59.74%	7/18	6/19
			1. K. H.			1.000000			9,941		10000	1214-3421			
TWC	# of Employers Receiving Workforce Assistance	n/a	n/a	n/a	3,706	n/a	n/a	n/a		n/a	n/a	n/a	n/a	10/18	9/19
1		11/L	(in a	10.64	0,100	Tir a	in/a	Jiva		Tiva	10.4	n/a	TU GA	10/10	0/10

1. In August 2019, TWC implemented a replacement for its WorkInTexas.com online labor exchange system. Unfortunately, TWC is currently unable to connect and unduplicate data across the old and new systems, which prevents us from accurately reporting performance for any period that involves August 2019 or later at this time. We will publish data when the issue is resolved.

Program Participation Measures

TWC	Choices Full Work Rate - All Family Total	+P	105.62%	50.00%	50.00%	52.81%	55.89%	59.07%	30	51.69%	46.38%	55.25%	57.92%	10/18	Q/1Q
		au.	100.0278	00.0070	50.00 %	02.0170	55.5578	55.07 /0	57	01.0070	40.0070	00.2070	57.5270	10/10	5115
TWC 2	Avg # Children Served Per Day - Combined (Discrete Month)	MP	96.82%	2,577	2,577	2,495	n/a	n/a	52,389 21	n/a	n/a	n/a	n/a	9/19	9/19
TWC 2	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	n/a	2,583	1,931	1,817	674,237 261	2,382	2,755	2,730	2,474	10/18	9/19

TWC modified child care measure status methodology effective with the February MPR to be more consistent with the historic methodology. Generally, <95% of Target is -P, >=105% of Target is +P (unless service level is unsustainable), or else MP. This methodology is applied to the monthly Ramp-up Target if the Board has not yet hit their Combined Target or against the Combined Target itself once the Board has fully ramped up.

WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	104.42%	69.00%	69.00%	72.05%	72.69%	72.21%	3,707 5,145	72.05%	7/18	9/18
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	104.67%	84.00%	84.00%	87.92%	88.65%	86.81%	3,480 3,958	87.92%	1/18	3/18
TWC	Median Earnings Q2 Post Exit – C&T Participants	n/a	n/a	n/a	\$6,979.00	\$7,354.45	\$7,640.87	\$7,182.40	n/a 3,546	\$7,354.45	7/18	9/18
LBB-K	Credential Rate – C&T Participants	+P	135.42%	60.00%	60.00%	81.25%	73.88%	45.15%	13 16	81.25%	1/18	3/18
DOL-C	Employed Q2 Post Exit – Adult	MP	101.93%	90.00%	90.00%	91.74%	92.67%	93.41%	100 109	91.74%	7/18	9/18
DOL-C	Employed Q4 Post Exit – Adult	-P	85.42%	87.80%	87.80%	75.00%	95.89%	90.85%	30 40	75.00%	1/18	3/18
DOL-C 3	Median Earnings Q2 Post Exit – Adult	(سند)		-		\$13,404.87	\$12,150.21	\$12,369.75	n/a 100	\$13,404.87	7/18	9/18
DOL-C	Credential Rate – Adult	n/a	n/a	n/a	89.40%	n/a	75.00%	80.70%	n/a n/a	n/a	1/18	3/18
DOL-C	Employed Q2 Post Exit – DW	MP	97.85%	79.20%	79.20%	77.50%	80.28%	80.68%	31 40	77.50%	7/18	9/18
DOL-C	Employed Q4 Post Exit – DW	MP	104.94%	81.10%	81.10%	85.11%	87.50%	81.07%	40 47	85.11%	1/18	3/18

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 Meeting Briefing Materials Operational Insight - MPR 4.0

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: RURAL CAPITAL

FINAL RELEASE As Originally Published 11/15/2019

SEPTEMBER 2019 REPORT

Source Notes	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	То
WIOA C	Outcome Measures														
DOL-C 3	Median Earnings Q2 Post Exit – DW	-		-		\$9,288.44	\$8,279.01	\$8,017.88	n/a 31	\$9,288.44		J mit		7/18	9/18
DOL-C	Credential Rate – DW	+P	111.11%	90.00%	90.00%	100.00%	100.00%	88.64%	5 5	100.00%	100.00	1100		1/18	3/18
DOL-C	Employed/Enrolled Q2 Post Exit – Youth	MP	92.81%	83.50%	83.50%	77.50%	82.50%	85.45%	31 40	77.50%		7125		7/18	9/18
DOL-C	Employed/Enrolled Q4 Post Exit – Youth	MP	91.91%	81.60%	81.60%	75.00%	84.85%	82.72%	12 16	75.00%	1			1/18	3/18
DOL-C	Credential Rate – Youth	+P	137.17%	72.90%	72.90%	100.00%	92.31%	77.50%	1	100.00%				1/18	3/18

3. Targets will be negotiated late in BCY19 when casemix data is available.

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target (Year-to-Date Performance Periods)

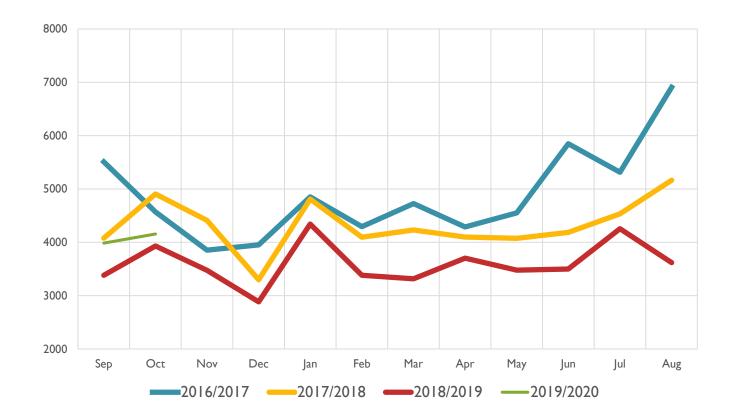
Green = +P White = MP Yellow = MP but At Risk Red = -P

FINAL RELEASE As Originally Published 11/15/2019 S

S	E	P	TE	IM	B	ER	20	19	F	RE	P	0	R	Т	

	Reempl		Partic	ipation							WIOA OI	Itcome N	leasures								Total Measures			
	and Err Engag	ement	Choices	Avg #		C&T Par	ticipants			Ac	lult			D	W			Youth			weas	sure	es	
Board	Clmnt ReEmpl within 10 Weeks	Emplyrs Rcvg Wkfc Assist	Full Work Rate-All Family Total	Children Svd Per Day-Comb (Discr. Mo)	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credential Rate	+P	MP	-P	% MP & +P	
Alamo			1.000			a face of the face of				and the second			1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1				1	12150000		6	100		1	
OLOGARY - L	113.51%	n/a	125.94%	108.78%	1	102.90%	n/a	131.72%		85.95%	n/a		93.02%	95.04%	n/a	111.06%	89.93%	Contraction of the	110.43%	6	7	2	87%	
Borderplex	109.82%	n/a	110.84%	95.45%	98.51%	100.40%	n/a	119.05%	93.02%		n/a	1.6.6	109.43%		n/a	92.02%	92.05%		116.76%			0	100%	
Brazos Valley	116.01%	n/a	80.16%	1000000000	103.01%		n/a	92.60%	94.74%	90.76%	n/a		114.68%		n/a	131.58%		64.88%	55.55%	4	5	6	60%	
Cameron	112.97%	n/a	97.30%		111.49%		n/a	138.88%		105.62%	n/a	102.91%		55.56%	n/a	111.11%	88.71%		76.14%	5	6	4	73%	
Capital Area	110.92%	n/a	98.64%	0.1100.110	106.22%		n/a	117.48%		85.34%	n/a	104.16%	A CONTRACTOR OF		n/a	95.73%		108.04%	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	5	7	3	80%	
Central Texas	111.77%	n/a	119.46%	97.95%	92.67%	99.70%	n/a	76.92%		113.90%	n/a	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	111.62%	and a second second	n/a	103.51%		64.50%	0.00%	5	5	5	67%	
Coastal Bend	118.81%	n/a	118.46%	93.82%	11111111111	100.27%	n/a	92.60%		85.51%	n/a		94.13%	and the second second	n/a	112.61%	91.72%	91.60%	87.91%	4	7	4	73%	
Concho Valley		n/a	89.72%		105.48%		n/a	129.63%	92.02%		n/a	State of the second	108.22%		n/a	1 - activity	117.09%	The second second second	n/a	6	4	4	71%	
Dallas	106.22%	n/a		113.85%		101.13%	n/a	134.98%	89.53%	Company of the second	n/a	104.88%		95.27%	n/a	103.07%	96.95%	96.83%	123.75%	3	1.7	2	87%	
Deep East	115.61%	n/a	105.40%	Country of the	101.93%	and a subsystem	n/a	142.37%	Service Score of the	101.24%	n/a	42.30%	and the second second	97.48%	n/a	116.11%	81.38%	89.26%	0.00%	4	5	6	60%	
East Texas	111.89%	n/a	94.26%		and the second second	100.50%	n/a	136.05%		98.12%	n/a	94.65%	and the second second		n/a	111.34%		114.76%		6	8	1	93%	
Golden Cresce		n/a	134.08%	88.54%	Contraction of the second	104.33%	n/a	92.60%	Contraction of the state of	120.34%	n/a		110.48%	the second s	n/a	71.78%	n/a	and the second second	152.44%	6	4	4	71%	
Gulf Coast	110.77%	n/a	98.72%	98.28%	100000000000000000000000000000000000000	99.39%	n/a	107.02%	95.66%	A SCHOOL STOP	n/a	92.62%	and the second second	79.41%	n/a	75.50%	86.15%	99.92%	143.34%	3	8	4	73%	
Heart of Texas		n/a			103.70%		n/a	66.67%		125.63%		111.86%			n/a	111.11%		89.13%	0.00%	7	5	3	80%	
Lower Rio	117.02%	n/a	116.90%		10 00 00 00 00 00	0.000 2.000	n/a	130.00%	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	92.06%	n/a	102.32%			n/a	95.23%	0.012.010	98.06%	0.00%	4	10	1	93%	
Middle Rio	107.94%	n/a			100.55%	1 2 2 0 2 3 V A	n/a	159.08%	(113.90%	n/a		118.06%		n/a	111.11%		Constant of the	143.47%	7	7	1	93%	
North Central	103.20%	n/a	A N GROOM A	87.39%	96.88%	103.63%	n/a	114.75%		85.69%	n/a			100.86%	n/a	101.24%	1.2 0.0 0. 2 0.00	106.50%		3	9	3	80%	
North East	111.07%	n/a			100.15%	101.62%	n/a	109.38%		115.34%	n/a	117.79%			n/a	55.56%	101.34%	91.91%	108.77%	7	6	2	87%	
North Texas	113.40%	n/a	100.40%	95.53%	101.20%	101.12%	n/a	125.00%	95.23%	119.19%	n/a	126.10%	125.00%	n/a	n/a	n/a	119.76%	90.46%	n/a	6	6	0	100%	
Panhandle	124.28%	n/a	131.42%	92.52%	104.35%	101.98%	n/a	135.42%	113.17%	97.47%	n/a	103.63%	103.31%	96.62%	n/a	120.05%	86.72%	112.20%	63.45%	6	6	3	80%	
Permian Basin	123.40%	n/a	99.90%	90.28%	106.20%	100.43%	n/a	145.83%	78.34%	88.59%	n/a	105.68%	120.63%	111.11%	n/a	111.11%	119.76%	n/a	n/a	7	3	3	77%	
Rural Capital	108.46%	n/a	105.62%	96.82%	104.42%	104.67%	n/a	135.42%	101.93%	85.42%	n/a	n/a	97.85%	104.94%	n/a	111.11%	92.81%	91.91%	137.17%	5	8	1	93%	
South Plains	116.95%	n/a	104.40%	89.69%	102.99%	100.51%	n/a	117.65%	101.67%	96.99%	n/a	81.35%	118.37%	111.11%	n/a	111.11%	119.76%	140.25%	162.07%	8	5	2	87%	
South Texas	111.13%	n/a	112.00%	92.74%	97.07%	99.33%	n/a	155.55%	111.11%	91.12%	n/a	111.86%	114.42%	111.73%	n/a	n/a	123.84%	140.25%	138.70%	10	3	1	93%	
Southeast	119.12%	n/a	94.48%	99.35%	107.01%	99.27%	n/a	128.78%	78.35%	107.11%	n/a	115.10%	93.40%	98.16%	n/a	131.23%	101.19%	102.37%	76.34%	5	7	3	80%	
Tarrant	105.52%	n/a	98.08%	93.40%	100.68%	102.39%	n/a	125.00%	94.53%	92.43%	n/a	89.59%	87.76%	103.33%	n/a	76.72%	87.75%	82.35%	141.04%	3	6	6	60%	
Texoma	112.80%	n/a	110.70%	98.82%	106.20%	100.87%	n/a	145.83%	96.62%	113.90%	n/a	120.63%	n/a	111.11%	n/a	120.00%	119.76%	81.70%	97.91%	9	4	1	93%	
West Central	119.17%	n/a	98.06%	98.76%	97.91%	98.62%	n/a	55.55%	92.24%	119.62%	n/a	118.48%	121.65%	53.91%	n/a	n/a	105.08%	97.10%	0.00%	4	7	3	79%	
+P	27	0	12	2	8	0	0	22	5	9	0	8	11	8	0	15	9	4	12		1	52		
MP	1	0	12	14	19	27	0	0	17	13	0	13	13	13	0	6	12	16	3		1	79		
-P	0	0	4	12	1	1	0	6	6	6	0	6	3	6	0	4	6	7	10		7	78		
% MP & +P	100%	N/A	86%	57%	96%	96%	N/A	79%	79%	79%	N/A	78%	89%	78%	N/A	84%	78%	74%	60%		81	1%	6	
From	7/18		10/18	9/19	7/18	1/18	7/18	1/18	7/18	1/18	1	1/18	7/18	1/18		1/18	7/18	1/18	1/18		Fr	om		
То	6/19		9/19	9/19	9/18	3/18	9/18	3/18	9/18	3/18		3/18	9/18	3/18		3/18	9/18	3/18	3/18		Т	Го		

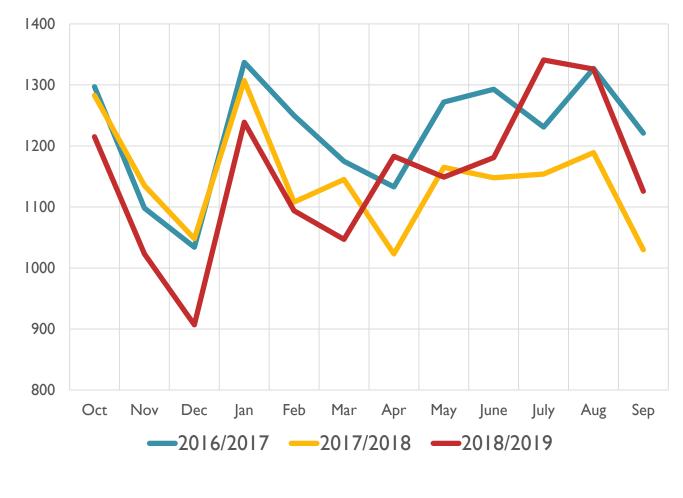
Customers Visiting Centers Area Wide



12 month YTD total 2016/2017 = 51,753 12 month YTD total 2017/2018 = 46,727 12 month YTD total 2018/2019 = 39,646 2 month YTD total 2019/2020 = 8,142

Board Meeting Briefing Materials

Customers Applying for Unemployment



12 month YTD total 2016/2017 = 14,668 12 month YTD total 2017/2018 = 13,735 12 month YTD total 2018/2019 = 13,831