



GULF COAST WORKFORCE BOARD

**TENTATIVE AGENDA
TUESDAY, AUGUST 10, 2021 AT 10:00 A.M.
BY VIRTUAL MEETING**

To register for this Zoom Webinar, please visit
https://zoom.us/webinar/register/WN_sslhTenFTTe_ExLxeHXI-A

- 1. Call Roll**
- 2. Protocols for Virtual Meeting**
- 3. Adopt Agenda**
- 4. Hear Public Comment**
- 5. Review June 2021 meeting minutes**
- 6. Declare Conflicts of Interest**
- 7. Consider Reports**
 - a. Chair's Remarks.
 - b. Audit/Monitoring. Briefing on committee's July meeting with annual review, trends, and recommendations for the Procurement Committee.
 - c. Communications. Briefing on committee's July meeting and progress on 2021 workplan.
 - d. Education. Briefing on committee's July meeting including increased resources for early education.

A decorative graphic on the left side of the page consisting of several blue hexagons of various sizes and orientations, some overlapping, creating a cluster-like pattern.

8. Take Action

- a. System Procurement. Consider recommendation from the Board's Procurement committee to authorize contracts for Workforce Solutions 2022 operations in amount not to exceed \$451,925,055.
- b. Workforce Compass. Consider recommendation from the Board's Procurement committee to participate with five additional workforce boards in the National Association of Workforce Boards Workforce Compass project in amount not to exceed \$75,000.
- c. Communications. Consider recommendations from the Board's Procurement committee to authorize second year contracts with Savage Design and Outreach Strategists in amount not to exceed \$900,000.

9. Receive Information

- a. Communications. A look at our communications and outreach activities.
- b. Performance and Production. Report on the system's performance and production.
- c. Expenditures. Report on the Board's budget and expenditures.

10. Look at the Economy. Report on current employment data and economic trends

11. Take Up Other Business.

12. Adjourn

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If you wish to make public comment you may do so by providing your comments in writing no later than

5:00 pm on **Friday, August 6, 2021** to Deborah Duke at deborah.duke@wrksolutions.net.

Meeting materials are available on our website at www.wrksolutions.com/about-us/meetings.

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Please contact us at 713.627.3200 at least 48 hours in advance to request accommodations.

Deaf, hard-of-hearing or speech-impaired customers contact: Relay Texas 1-800-735-2989 (TTY) or 1-800-735-2988 (Voice) or 711.

Equal opportunity is the law.

Gulf Coast Workforce Board-Workforce Solutions
3555 Timmons Lane, Suite 120, Houston, Texas 77027
P.O. Box 22777 Houston, Texas 77227-2777
713.627.3200
1.888.469.5627 toll-free
www.wrksolutions.com

**MINUTES OF
THE GULF COAST WORKFORCE BOARD
TUESDAY, JUNE 1, 2021**

MEMBERS PRESENT

Karlos Allen	Alan Heskamp	Paul Puente
Gerald Andrews	Guy Robert Jackson	Monica Riley
Peter Beard	Doug Karr	Danielle Scheiner
Mustafa Beydoun	Jeff LaBroski	Valerie Segovia
Sarah Bouse	Michael Love	Richard Shaw
Carl Bowles	Jonathan Lowe	Gil Staley
Mary Helen Cavazos	Rajen Mahagaokar	Michael Stewart
Cheryl Guido	Scott Marshall	Lizandra Vazquez
Mark Guthrie	Edward Melton	Carolyn Watson
Bobbie Allen Henderson	Adrian Ozuna	Michael Webster

H-GAC STAFF MEMBERS PRESENT

Ron Borski	Deborah Duke	Mike Temple
Michelle Castrow	Philip Garcia	
AJ Dean	Parker Harvey	

Mark Guthrie, Chair, called the meeting to order by video conference/webinar¹ at approximately 10:00 a.m., on Tuesday, June 1, 2021. Deborah Duke called roll to determine a list of members present on the call. Chair Guthrie determined a quorum was present.

Chair Guthrie recognized new Board Members Mustafa Beydoun, Michael Love and Jonathan Lowe. Each member provided a brief introduction and was warmly welcomed by the Board.

ADOPTION OF AGENDA

Chair Guthrie presented the agenda. A motion was made and seconded to adopt the agenda as presented. The motion carried and the agenda was adopted.

¹ Pursuant to Governor's March 16, 2020, Temporary Suspension of Certain Open Meetings Provisions.

PUBLIC COMMENT

No one signed up for public comment.

MINUTES FROM APRIL 6, 2021 MEETING

Chair Guthrie asked for any additions or corrections to the minutes of the April 6, 2021 Board meeting and if none, for approval of the minutes as presented. A motion was made and seconded to approve the minutes as presented. The motion carried.

DECLARE CONFLICTS OF INTEREST

Chair Guthrie asked for declarations of any conflicts of interest with items on the agenda. Helen Cavazos declared a conflict of interest related to any actions involving The Association for the Advancement of Mexican Americans. Chair Guthrie reminded the members that they were welcome to declare additional conflicts with items as they are considered.

CONSIDER REPORTS

a. Chair's Report.

Chair Guthrie reviewed the current COVID-19 situation and the vaccination status in the region. He encouraged members to stay vigilant in protecting themselves.

Chair Guthrie provided a brief update of the status in our region, including an increased pace of re-opening the economy, employers calling remote workers back to the office and a drop in the local unemployment rate. Unemployment is still running about 0.5% above the state unemployment rate and approximately 1 million of the jobs lost in March and April of last year have been recovered so far.

Chair Guthrie also commented that he expects we will see some changes in occupations and careers as we emerge from the pandemic along with increased demands for education and training required for new positions or new careers along with a growing need for upskilling. For us, this is likely to mean an increase in demand for our career office services even as we continue to maintain a high level of virtual presence and activity.

Chair Guthrie reported that the regular session of the State legislature has ended. One of the bills passed is supposed to remove the Texas Education Agency from the decision-making process of determining which industry-based certifications are recognized for CTE credit and puts that decision in the hands of an industry-based

advisory council which will advise the Texas Workforce Commission on the alignment of public high school CTE programs with current and future workforce needs in communities, regions and across the State.

Next, Chair Guthrie reported that the NAWB conference scheduled at the end of June is planned as a hybrid event. He plans to attend in person and will provide a report at the August meeting.

Chair Guthrie concluded his report and no action was taken.

b. Audit/Monitoring Committee.

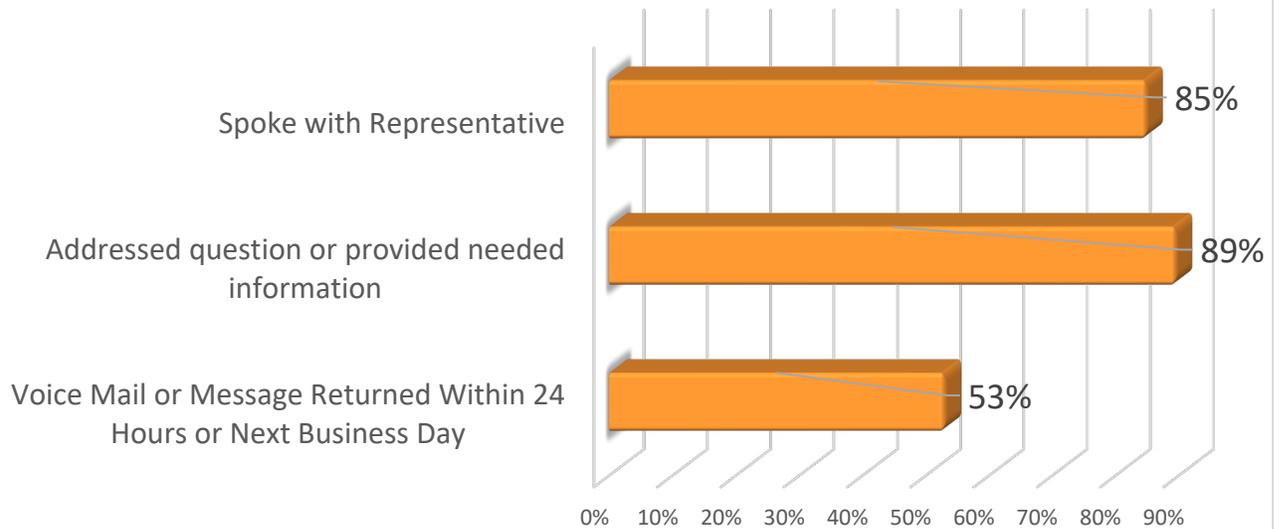
Audit/Monitoring Committee Chair Guy Robert Jackson provided the following report.

The Audit/Monitoring Committee met on Thursday, May 20, 2021, by video conference with members Karlos Allen, Sara Bouse, Carl Bowles, Cheryl Guido, Mark Guthrie, Doug Karr, and Scott Marshall attending.

- Staff reviewed results from the most recent compliance reviews of career office contractors.
 - **Equus** and **Interfaith of the Woodlands** both received a **Solid Performance** rating. Baker Ripley's report will be final before the next committee meeting in July.
- Staff issued the final monitoring report for the **Financial Aid Payment Office** with a **Solid Performance** rating. The **Financial Aid Support Center** operations are tested monthly and reviewed quarterly. The next quarterly report will be available before the next committee meeting in July.
- **Financial monitoring - BakerRipley Career Office** and **Adult Education** had no findings. **Harris County Department of Education** had minor findings to strengthen controls over inventory and retention of documentation. A reimbursement was requested from **Grant Associates** for \$3,601.54 of disallowed costs found in their 2019 financial review.
- **Response Testing** – The overall response times of our system contractors to voice mail remains unsatisfactory. Staff did see improvements in the response time to voice mail messages for some of the contractors. Staff are currently evaluating how to modify response testing as more staff return to the office.

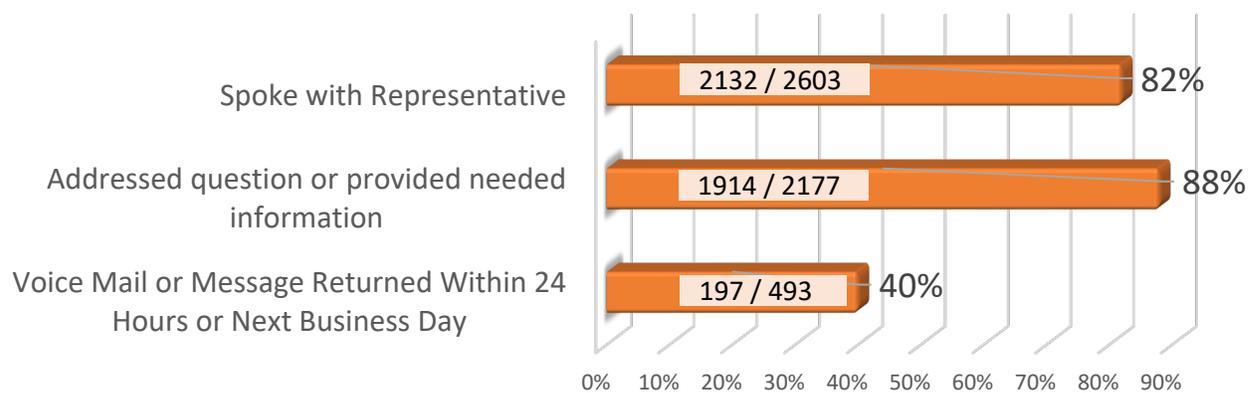
April 2021 Blitz Phone Response Testing

Combined - 492 phone calls



2021 Phone Response Testing Career Offices, FASC, FAPO

October 2020 to April 2021 (Combined - 2,603 phone calls)



2018 – 2021 Monitoring Report Ratings

Career Office & Support Service Contractor	2018 Rating	2019 Rating	2020 Rating	2021 Rating
ResCare \ Equus	Solid	Solid	Building	Solid
Interfaith Career Offices	Solid	Solid	Solid	Solid
BakerRipley Career Offices	Solid	Solid	Strong	Response pending
Financial Aid Support Center	Solid	Solid	Building	Final pending
Financial Aid Payment Office	Solid	Solid	Solid	Solid

Contractor	2018 Rating	2019 Rating	2020 Rating	2021 Rating
Collaborative for Children	Strong	Strong	Strong	May 2021
ETC	Strong	Solid	Strong	Testing
Grant Associates	Solid	Strong	Solid	Testing
LDI	Strong	Strong	Solid	May 2021
DESI	Solid	Solid	Strong	Jul 2021
SER	Solid	Solid	Solid	Jul 2021

Adult Education	2018 Rating	2019 Rating	2020 Rating	2021 Rating
Association for the Advancement of Mexican Americans	N/A	Status	Strong	Solid
Adult Education Center			2021	Solid
Alliance for Multicultural Community Services	Status	Solid	Solid	Solid
BakerRipley Adult Education	N/A	Solid	Solid	Response pending
Boys & Girls Club of Walker County	N/A	Status	Solid	Solid
Brazosport College	Strong	Strong	Strong	Strong
Chinese Community Center	Status	Solid	Strong	Strong
College of the Mainland	Solid	Solid	Solid	Response pending
Community Family Center	N/A	Status	Strong	Solid
Harris County Dept of Education	Strong	Solid	Solid	Solid
Houston Community College	Solid	Solid	Solid	Strong
Lone Star College	Solid	Solid	2021	Solid
Region 6	Solid	Solid	Strong	Response pending
San Jacinto College	Solid	Solid	2021	Strong
Wharton County Junior College	Strong	Strong	2021	Solid

Chair Jackson concluded his report and no action was taken.

c. Communications Committee.

Communications Committee Chair Doug Karr provided the following report.

The committee met on Thursday, May 20, 2021 at 10:30 am by virtual meeting with committee chair Doug Karr presiding. Mark Guthrie, Board Chair and members, Karlos Allen, Bobbie Henderson and Richard Shaw were in attendance.

The Committee members received an update on the progress of the Brand Audit and Website RFP. The Board's communications contractors Outreach Strategists and Savage provided information on directional recommendations for communications, our brand, and media outreach.

Some recommendations for our communications include:

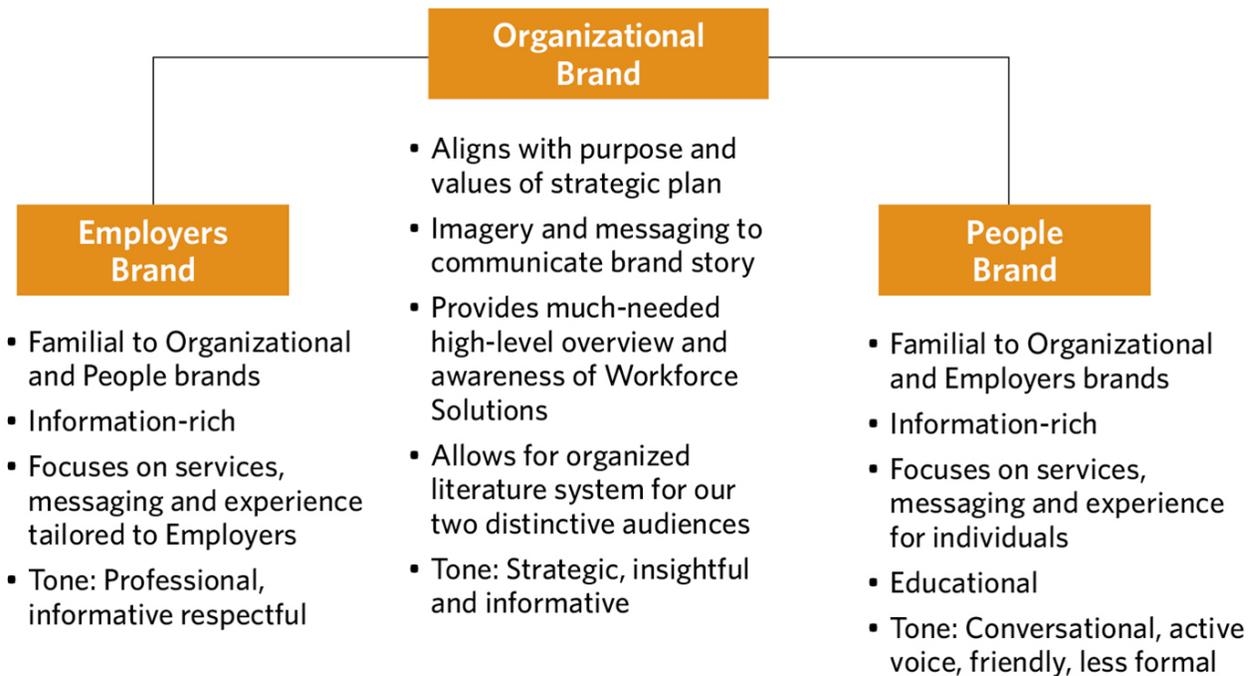
- Engage in meaningful dialogue with customers to understand what they need, where we deliver the greatest value and how we can better serve them so we can focus efforts in the areas of highest impact
- Simply and consistently share messaging around services to reinforce the primary value we offer
- Focus more attention on employers & other priority audiences
- Automate low-value/high-time activities to free Career Center staff to deliver more value for People
- Activate the Workforce Solutions team in living values and delivering on customer service vision

Directional recommendations for our brand focus on three areas: Organizational brand that flows into an Employer brand and a separate People brand as depicted in the attached chart.

Our media outreach in 2020-2021 includes 597 instances with an approximate earned advertising value of \$13.6M. Recommendations include:

- Targeting non-English language media
- Develop new and expand existing story themes
- Continue production of "Your Career Your Choice"
- Build on existing relationship with media outlets

The next committee meeting will take place in July.



Chair Karr concluded his report and no action was taken.

d. Government Relations Committee.

Government Relations Committee Chair Guy Robert Jackson provided a brief update on current legislation in the state House and Senate.

Chair Jackson concluded his report and no action was taken.

e. Education Committee.

Education Committee Chair Bobbie Henderson provided the following report.

The Education Committee met on Tuesday, May 25, 2021 at 2:30 p.m. with committee chair Bobbie Henderson, committee vice chair Doug Karr, Board chair Mark Guthrie, and members Alan Heskamp, Adrian Ozuna, Guy Robert Jackson, Karlos Allen, and Helen Cavazos in attendance.

The Graduate! Network

The Graduate! Network is a national non-profit that helps promote returns to higher education for individuals who, for one reason or another, have stopped-out of degree programs. Committee members discussed the network and how our participation would work and supported partnering with the network to enhance our system's ability to help "comebackers" complete their degree programs and go to work in good jobs.

A copy of The Graduate! Network's full presentation is available for download from the Board's online meeting page at <https://www.wrksolutions.com/about-us/meetings>.

Literacy Blueprint

The Barbara Bush Houston Foundation for Literacy has long been involved in fostering discussion and action on literacy issues. Recently the Foundation, along with Mayor Sylvester Turner's Office of Adult Literacy has commissioned a plan to help us achieve higher levels of literacy in our community. We are supporting the development of this "blueprint" for action on literacy both as the workforce board and as the leader for the region's publicly funded adult education and literacy consortium. Committee members discussed the blueprint and initial ideas on how Workforce Solutions can more fully support individuals with functional literacy needs.

A copy of the executive summary for the blueprint is available for download from the Board's online meeting page at <https://www.wrksolutions.com/about-us/meetings>.

The committee's next meeting will be scheduled for a date in July 2021.

Chair Henderson concluded her report and no action was taken.

ACTION ITEMS

a. Procurement.

Procurement Committee Chair Bobbie Henderson presented the following information to the Board:

The Procurement Committee met on Tuesday, May 25, 2021 at 2:00 pm with Bobbie Henderson, Doug Karr, Guy Robert Jackson, Adrian Ozuna, Alan Heskamp, Karlos Allen and Mark Guthrie in attendance.

The committee considered an action item to support the construction industry. With more than 206,000 jobs in residential, commercial, industrial, and heavy/civil construction, this industry continues to be a driver for our region. For more than 20 years, the industry has experienced a shortage of skilled craft professionals.

There are several issues surrounding this shortage, including the numbers of small and medium-sized businesses in the industry, pay and benefits, and safety. Smaller businesses in particular have had difficulty in acquiring talent, developing workers' skills and retaining them, and ensuring worksite safety.

After discussions with construction industry employers Board staff identified two projects that would support the industry in improving human resource functions, safety, and awareness.

Project 1 will assist small to medium-sized construction employers with developing their talent/HR systems and worksite safety programs. The highest scoring proposer, Construction Career Collaborative proposes to provide management and Human Resource professional training and workshops for NCCER Core, OSHA 10 and 30, along with talent management and sharing best practices for Human Resource professionals for over 200 companies during the next year.

Project 2 will assist small to medium-sized construction companies by developing talent through industry awareness workshops for high schools, community colleges, and trade schools. The highest scoring proposer, Construction Career Collaborative will provide multiple industry awareness workshops through a hybrid approach (in-person/online) to a minimum of eleven (11) school districts in our region.

The committee brings the following items to the Board today for consideration.

Action

Recommend Board authorize staff to execute a contract with Construction Career Collaborative for a total amount not to exceed \$199,891 for Project 1 and a total amount not to exceed \$164,620 for Project 2. The combined total not to exceed \$364,511 in the first year, with an option to renew the contract for up to an additional two years pending a review by the Board and fund availability. A motion was made and seconded to approve the recommendation. The motion was approved as presented.

Action

The Procurement Committee also considered the timeline scheduled for the upcoming procurement process. Because of the amount of work this process entails, and the work required for the review and announcing of awards, the Procurement Committee asks the Board to consider moving the next Board Meeting for August 2021 only to August 10th. A motion was made and seconded to approve the recommendation. The motion was approved as presented with one vote in opposition.

Chair Henderson concluded her report and no further action was taken.

RECEIVE INFORMATION

a. Communications

Board staff Michelle Castrow presented the following report on activity regarding recent outreach and communication:

For over a year, staff have operated in a remote environment in which media outreach was essential to communicating with stakeholders. When pandemic unemployment soared to 14% in April 2020, Workforce Solutions used social and broadcast media so that we could continue to elevate the economic and human potential of our community.

Since March 2020, the number of followers on Facebook and LinkedIn pages more than doubled, while Instagram tripled.

Followers	March 2020	May 2021	Increase
Instagram	663	2,387	260%
Twitter	1,460	1,619	11%
LinkedIn	1,473	4,007	172%
Facebook	3,531	8,633	144%

Currently, Facebook is our largest social media platform – both in terms of people and the built-in features that allow for engagements. Based on the information that can be seen on Facebook, other Board areas grew too, but at a much lesser rate.

Facebook “Likes”	June 2020	May 2021	Increase
Gulf Coast	3,073	8,633	181%
Heart of Texas	3,800	5,100	34%
Capital Area	1,300	1,600	23%

At the beginning of the pandemic, we collected over 752,000 views on Facebook with our weekly ABC 13 webcast. In December 2020, Gulf Coast became the first Workforce Board in the country to provide content on a Disney-owned station’s connected TV app. Through May 1, 2021, over 60,000 people have viewed the weekly webcast.

ABC 13 Digital Content	
CTV Minutes Watched	777,397
CTV On-Demand Views	45,924
CTV Live Views	21,119

We have experienced exponential growth with our broadcast media placements, as well. Prior to the pandemic Workforce Solutions averaged about one mention per month – usually in connection to the monthly jobs report. Today, there are weekly appearances on two TV stations – ABC 13 and Fox 26, both have been in place for more than a year now.

More importantly, we have transitioned away from addressing the problems with unemployment claims processing to having an entire week of success stories on ABC 13 celebrating our partnership.

Throughout the pandemic, Gulf Coast has helped our neighbors navigate the uncertainty of the pandemic. Below are some of the stories that demonstrate the impact of our service and help draw more people and employers to us.

- **Registered Apprenticeships**
Violeta Nunez learned about the Houston Gulf Coast Building and Construction Trade Council's pre-apprenticeship through the ABC 13 job fair. Now this military veteran and mother is a pipefitter apprentice and couldn't be happier with her decision. <https://abc13.co/3uj8bth>
- **Summer Jobs**
Dominic Taylor landed his first job thanks to the weekly ABC 13 job fair. The high school student is set to graduate this month and hopes the skills he learns will help him with a future career in Criminal Justice. <https://abc13.co/33xpGel>
- **Second Chance Opportunities**
Ten workers landed new jobs where they are now giving back to the community. Akene Harper describes the positive feeling of a job that allows him to demonstrate responsibility and provide for his family. <https://abc13.co/3ukXo1O>
- **Financial Aid for Child Care**
Childcare is an issue that every working parent faces. Thanks to financial aid from Workforce Solutions, Belinda Russell can focus on work and school knowing her son is cared for in a safe environment. <https://youtu.be/P4G7R0UqST8>
- **Work-based Learning**
Cole Cameron joined Tony's Tex-Mex in Katy three months ago, and it's changed his life. Cameron has autism, but that didn't stop him from landing a job. <https://abc13.co/3wzuyfA>

- Reskilling
A tanker truck shortage could lead to higher gas prices this summer. Ricky Luna is training to drive fuel tankers at Alvin Community College.
<https://abc13.co/3vnQEBN>
- Employers
Premier Worldwide is a Conroe-based commercial distributor. After partnering with Workforce Solutions, general manager Ricky Garcia received several viable candidates within hours of the television story.
<https://abc13.co/3fl9TpP>
- Dedicated Staff
Meet Terri Edmunds and Kapre McKinney, two of the many people behind the scenes at Workforce Solutions who are helping put people back to work.
<https://abc13.co/3uOkdw9>
- Partnership Success
In the six-month period of October 1 through March 14, employers report hiring 145 individuals from our weekly job fair with ABC 13.
<https://youtu.be/h303Jqzm6tk>

Media placements during the pandemic have an estimated publicity value of over 13-million dollars.

Ms. Castrow completed her report and no action was taken.

b. Performance and Production.

Board staff Philip Garcia presented Performance and Production measures October 2020 through April 2021.

The pandemic has and is impacting performance. We do not know how the current economy will ultimately affect performance, but staff will keep the Board updated as more is known.

The report provided indicates 12 measures that need additional focus. Four of these are new measures with targets that have not been previously reported. We are reviewing the 12 measures and identifying additional strategies for improvement. We will provide you with more information when it becomes available.

Mr. Garcia completed his report and no action was taken.

c. Expenditures

Board staff A.J. Dean reviewed the Financial Status Report representing expenses for the 4 months ending in April 2021. He reported that we are doing well overall. Our year to date revenue is just under \$98 million.

Mr. Dean completed his report and no action was taken.

LOOK AT THE ECONOMY

Board staff Ron Borski provided the Board with a report of employment data and economic trends within the region. April unemployment data indicates the local rate of unemployment in the region is 7.1% compared to state and national rates of 6.3% and 5.7% respectively.

Mr. Borski completed his report and no action was taken.

Next, Board staff Parker Harvey provided the Board with a report on potential post-pandemic job recovery timeline. He compared potential recovery rates with historic data and concluded that full recovery by December 2024 is within reach, recovery by December 2023 is extremely likely, recovery by December 2022 is possible, and recovery by December 2021 is unlikely but not impossible.

Mr. Harvey completed his report and no action was taken.

OTHER BUSINESS

Mike Temple informed the Board that a New Member Orientation will be scheduled soon for new Board Members.

Peter Beard informed the Board about an upcoming Greater Houston Partnership apprenticeship event.

There was no additional other business to be brought before the Board.

ADJOURN

Chair Guthrie adjourned the meeting at approximately 11:35 a.m.

GULF COAST WORKFORCE BOARD

Board Member	02/02/21	04/06/21	06/01/21	08/03/21	10/05/21	12/07/21
Alexander, Willie	✓	✓				
Allen, Karlos	✓		✓			
Andrews, Gerald	✓	✓	✓			
Beard, Peter	✓	✓	✓			
Beydoun, Mustapha			✓			
Bouse, Sara	✓	✓	✓			
Bowles, Carl	✓	✓	✓			
Cavazos, Mary Helen	✓	✓	✓			
Edwards, Todd						
Gay, Anthony						
Gonzales, Melissa						
Guido, Cheryl	✓	✓	✓			
Guthrie, Mark	✓	✓	✓			
Henderson, Bobbie Allen	✓	✓	✓			
Heskamp, Alan	✓	✓	✓			
Jackson, Guy Robert	✓	✓	✓			
Karr, Doug	✓	✓	✓			
LaBroski, Jeff	✓	✓	✓			
Larmond, Shareen						
Lewis, Ernest						
Love, Michael			✓			
Lowe, Jonathan			✓			
Mahagaokar, Rajen	✓	✓	✓			
McCleskey, Kendrick						
Melton, Edward	✓	✓	✓			
Nellons-Paige, Stephanie	✓					
Ozuna, Adrian	✓	✓	✓			
Perez, Mary Grace						
Puente, Paul	✓	✓	✓			
Riley, Monica	✓	✓	✓			
Scheiner, Danielle	✓		✓			
Schmidt, Keri						
Segovia, Valerie	✓	✓	✓			
Shaw, Richard	✓	✓	✓			
Shi, Isaac	✓	✓				
Staley, Gil	✓	✓	✓			
Stewart, Michael	✓		✓			
Vazquez, Lizandra	✓	✓	✓			
Watson, Carolyn	✓	✓	✓			
Webster, Michael	✓	✓	✓			

GULF COAST WORKFORCE BOARD

ALEXANDER, WILLIE

W J Alexander Associates P.C.
1770 St. James Place, Suite 407
Houston, TX 77056
(713) 802-0900, ext. 12
Fax: (713) 802-1188
Category: Business
County: City of Houston
walex@wjalexander.com
Term: January 1, 2021 thru December 31, 2022

ALLEN, KARLOS

PFM Financial Advisors LLC
1200 Smith Street, Suite 1600
Houston, TX 77002
(713) 353-4600
Category: Business
County: City of Houston
allenka@pfm.com
Term: January 1, 2020 thru December 31, 2022

ANDREWS, GERALD

Gallagher Victory Insurance
122 West Way, Suite 404
Lake Jackson, TX 77566
(979) 297-8604
Fax: (979) 297-7080
Category: Business
County: Brazoria
geraldandrews36@yahoo.com
Term: January 1, 2021 thru December 31, 2022

BEARD, PETER

Greater Houston Partnership
701 Avenida de las Americas, Suite 900
Houston, TX 77010
(713) 844-3602 – office
Fax: (713) 844-0200
Category: Business
County: City of Houston
pbeard@houston.org
Term: January 1, 2021 thru December 31, 2022

BEYDOUN, MUSTAPHA

Houston Advanced Research Center
8801 Gosling Road
The Woodlands, TX 77381
(713) 8443601
Category: Business
County: Harris
mbeydoun@harcresearch.org
Term: January 1, 2021 thru December 31, 2022

BOUSE, SARA

Alvin Community College
3110 Mustang Road
Alvin, TX 77511
(281) 732-8389 – cell
(281) 756-3568 – office
Category: Education
County: Brazoria
sbouse@alvincollege.edu
Term: January 1, 2021 thru December 31, 2022

BOWLES, CARL

Bowles, Womack & Company, P.C.
24 Greenway Plaza, Suite 970
Houston, TX 77046
(713) 621-0050
Fax: (713) 621-0046
Category: Business
County: Waller
carl@bowleswomack.com
Term: January 1, 2021 thru December 31, 2022

CAVAZOS, MARY HELEN

M.H. Cavazos & Associates
1124 W. Clay Street
Houston, TX 77019
(713) 807-1115
Category: Business
County: Harris
mhcavazos@aol.com
Term: January 1, 2021 thru December 31, 2022

GAY, ANTHONY

Quick Tube Systems, Inc.
24501 Hufsmith Kohrville Rd, Suite 300
Tomball, TX 77375
(713) 478-8504

Category: Business

County: Harris

anthonymg@gmail.com

Term: January 1, 2021 thru December 31, 2022

GONZALEZ, MELISSA

Lone Star College
20000 Kingwood Drive
Kingwood, TX 77339
(281) 312-1644

Category: Education

County: Harris

melissa.gonzalez@lonestar.edu

Term: January 1, 2021 thru December 31, 2022

GUIDO, CHERYL

Texas Workforce Solutions- Vocational
Rehabilitation Services
4424 North Freeway, Suite A
Houston, TX 77022
(713) 692-7755 ext. 2129

Fax: (713) 697-0485

Category: State Agency

cheryl.guido@twc.state.tx.us

Term: January 1, 2021 thru December 31, 2022

GUTHRIE, MARK

Winstead PC
600 Travis Street, Suite 5200
Houston, TX 77002
(713) 650-2730

Fax: (713) 650-2400

Category: Business

County: City of Houston

mguthrie@winstead.com

Term: January 1, 2021 thru December 31, 2022

HENDERSON, BOBBIE ALLEN

Texas Southern University
4203 Charleston Street
Houston, TX 77021-1415
(713) 313-7588/(713) 748-6508(h)

Fax: (713) 741-6196

Category: Education

County: City of Houston

bobbie.henderson@att.net

Term: January 1, 2021 thru December 31, 2022

HESKAMP, ALAN

Heskamp & Associates LLC
311 Hoskins Broadway
El Campo, TX 77437
(979) 758-4521

Category: Business

County: Wharton

aheskamp@sbcglobal.net

Term: January 1, 2021 thru December 31, 2022

JACKSON, GUY ROBERT

Chambers County Abstract Co. Inc.
P.O. Box 640
Anahuac, TX 77514

(409) 267-6262, ext. 35

Fax: (409) 267-6355

Category: Business

County: Chambers

grj@ccac.net

Term: January 1, 2021 thru December 31, 2022

KARR, DOUG

Pro Staff/Atterro
27 Canoe Birch Place
The Woodlands, TX 77382
832-967-7684

Category: Business

County: Montgomery

raiderkarr@aol.com

Term: January 1, 2021 thru December 31, 2022

LaBROSKI, JEFFREY

Plumbers Local Union No. 68
502 Link Road
P.O. Box 8746
Houston, TX 77249
(713) 869-3592
Fax: (713) 869-3671
Category: Labor
County: City of Houston
ski@plu68.com
Term: January 1, 2021 thru December 31, 2022

LARMOND, SHAREEN

West Gulf Maritime Association
1717 Turning Basin Drive, Suite 200
Houston, TX 77029
Category: Business
County: Harris
shareen@wgma.org
Term: January 1, 2021 thru December 31, 2022

LEWIS, ERNEST

Adult Education Center
2246 N Washington Ave
Pearland, TX 77581
(281) 485-1000
Category: Literacy
County: Brazoria
ernest.lewis@adulthoodeducationcentertexas.org
Term: January 1, 2021 thru December 31, 2022

LOVE, MICHAEL

Houston Independent School District
4400 West 18th Street
Houston, TX 77092
(713) 556-6715
Category: Education
County: Harris
mlove@houstonisd.org
Term: January 1, 2021 thru December 31, 2022

LOWE, JONATHAN

International Alliance of Theatrical
Stage Employees
3030 North Freeway
Houston, TX 77009
(713) 697-3999
Category: Labor
County: City of Houston
jlowe@iatse51.org
Term: January 1, 2021 thru December 31, 2022

MAHAGAOKAR, RAJEN

Riverstone Holdings LLC
1000 Louisiana St, 1450
Houston, TX 77002
(713) 844-3600
Category: Business
County: Harris
rmahagaikar@riverstonellc.com
Term: January 1, 2021 thru December 31, 2022

McCLESKEY, KENDRICK

PricewaterhouseCoopers-
1903 Crockett St.
Houston, TX 77007
(281) 788-6046
Category: Business
County: City of Houston
klmccleskey@gmail.com
Term: January 1, 2021 thru December 31, 2022

MELTON, EDWARD

Texas Library Association
5749 South Loop East
Houston, TX 77033
(713) 274-6600
Category: Literacy
County: Harris County
edward.melton@hcpl.net
Term: January 1, 2021 thru December 31, 2022

NELLONS-PAIGE, STEPHANIE

Nellons Paige Group, Inc.
14022 Hampton Cove Drive
Houston, TX 77077
(443) 610-3487

Category: Business

County: Houston

nellonspaige@gmail.com

Term: January 1, 2021 thru December 31, 2022

OZUNA, ADRIAN

Prosperity Bank
80 Sugar Creek Center Blvd
Sugar Land, TX 77478
(832) 259-7692

Category: Business

County: Harris

adrian.ozuna@prosperitybankusa.com

Term: January 1, 2021 thru December 31, 2022

PEREZ, MARY GRACE

HHSC – Access Eligibility Services
5425 Polk Street, Suite 230
Houston, TX 77023
(713) 767-2205

Category: Public Assistance

County: Public Assistance

paul@hgcbctc.org

Term: January 1, 2021 thru December 31, 2022

PUENTE, PAUL J.

Houston Gulf Coast Building and
Construction
Trades Council
1301 West 13th St, Suite D
Deer Park, TX 77536
(713) 926-4433
Fax: (713) 926-4918

Category: Labor

County: City of Houston

paul@hgcbctc.org

Term: January 1, 2021 thru December 31, 2022

RILEY, MONICA

The Community Gatekeepers
P.O. Box 2082
Missouri City, TX 77459
(281) 235-3933

Category: CBO

County: Fort Bend County

monicariley7@gmail.com

Term: January 1, 2021 thru December 31, 2022

SCHEINER, DANIELLE

Conroe Economic Development Council
300 W Davis Street
Conroe, TX 77301
(936) 522-3529

Category: Economic Development

County: Montgomery

scheiner@conroeedc.org

Term: January 1, 2021 thru December 31, 2022

SCHMIDT, KERI

Fort Bend Chamber of Commerce
445 Commerce Green Boulevard
Sugar Land, TX 77478
(281) 491-0216

Fax: (281) 491-0112

Category: Business

County: Fort Bend

keri@firtbendcc.org

Term: January 1, 2021 thru December 31, 2022

SEGOVIA, VALERIE GARCIA

Director of Outreach and Development
Nuclear Power Institute
101 Gateway Blvd, Suite A
College Station, TX 77845
979-240-5005

Category: Education

County: Matagorda

vsegovia@tamu.edu

valeriegsegovia@gmail.com

Term: January 1, 2021 thru December 31, 2022

SHAW, RICHARD

Harris County Labor Assembly,
AFL-CIO Council
1707 Prism Lane
Houston, TX 77043-3344
(713) 240-2472

Category: Labor

County: City of Houston

shawtrek@aol.com

Term: January 1, 2021 thru December 31, 2022

SHI, ISAAC

Golden Section Technology
808 Travis St, Suite 1406
Houston, TX 77002
(713) 806-3020

Category: Business

County: City of Houston

isaac@gstdev.com

Term: January 1, 2021 thru December 31, 2022

STALEY, GIL

The Woodlands Area Economic
Development Partnership
9320 Lakeside Blvd., Bldg. 2, Suite 200
The Woodlands, TX 77381
(281) 363-8130

Fax: (281) 298-6874

Category: Business

County: Montgomery

gil.staley@edpartnership.net

Term: January 1, 2021 thru December 31, 2022

STEWART, MICHAEL

United Way of Greater Houston
50 Waugh Drive
Houston, TX 77007
(713) 685-2401

Fax: (844) 768-0346

Category: CBO

County: City of Houston

mstewart@unitedwayhouston.org

Term: January 1, 2021 thru December 31, 2022

VAZQUEZ, LIZANDRA

Texas Workforce Commission
3555 Timmons Lane, Suite 120
Houston, TX 77027
(713) 688-6890

Category: State Agency

lizandra.vazquez@wrksolutions.com

Term: January 1, 2021 thru December 31, 2022

WATSON, CAROLYN

JPMorgan Chase
712 Main, 4th Floor
Houston, TX 77002
(713) 216-5008

Category: Business

County: City of Houston

carolyn17968@gmail.com

Term: January 1, 2021 thru December 31, 2022

WEBSTER, MICHAEL

Houston Community College
3100 Main Street
Houston, TX 77002
(713) 718-8030

Fax: (713) 718-5018

Category: Education

County: City of Houston

michael.webster@hccs.edu

Term: January 1, 2021 thru December 31, 2022

WORKFORCE BOARD KEY STAFF:

Mike Temple, Director
Brenda Williams, Senior Manager
Michelle Castrow, Program Manager
Susan Dixon, Employer Service Manager
Jenny Johnson, Quality Assurance Manager
Deborah Duke, Administrative Coordinator
Trudy Ray, Grants Management

Houston-Galveston Area Council
3555 Timmons Lane, Suite 120
P.O. Box 22777
Houston, TX 77227-2777
(713) 627-3200
Fax: (713) 993-4578
<http://www.wrksolutions.org>

GULF COAST WORKFORCE DEVELOPMENT

BOARD COMMITTEES

Audit/Monitoring

- Guy Robert Jackson – Chair
- – Vice Chair
- Karlos Allen
- Carl Bowles
- Sara Bouse
- Helen Cavazos
- Cheryl Guido
- Doug Karr
- Ernest Lewis
- Kendrick McCleskey
- Stephanie Nellons-Paige

Budget

- Willie Alexander – Chair
- Gerald Andrews – Vice Chair
- Karlos Allen
- Bobbie Henderson
- Guy Robert Jackson
- Doug Karr
- Mike Stewart

By-Laws

Appointed by Board Chair as needed

Nominating

- Guy Robert Jackson – Chair
- Jeff LaBroski – Vice Chair
- Alan Heskamp

Oversight Committee

- Gerald Andrews
- Bobbie Henderson

Education

- Bobbie Henderson – Chair
- Doug Karr – Vice Chair
- Karlos Allen
- Sara Bouse
- Helen Cavazos
- Cheryl Guido
- Alan Heskamp
- Jeff LaBroski
- Edward Melton
- Stephanie Nellons-Paige
- Paul Puente
- Valerie Segovia
- Richard Shaw
- Carolyn Watson

Career Office

- Karlos Allen – Chair
- – Vice Chair
- Cheryl Guido

Employer Services

- Gerald Andrews – Chair
- Jeff LaBroski – Vice Chair
- Sara Bouse
- Helen Cavazos
- Cheryl Guido
- Alan Heskamp
- Guy Robert Jackson
- Danielle Scheiner
- Richard Shaw
- Gil Staley

Procurement

- Bobbie Henderson – Chair
- Doug Karr – Vice Chair
- Willie Alexander
- Karlos Allen
- Sara Bouse
- Helen Cavazos
- Cheryl Guido
- Alan Heskamp
- Jeff LaBroski
- Stephanie Nellons-Paige
- Adrian Ozuna
- Richard Shaw
- Gil Staley

Report Card

Appointed by Board Chair as needed

Strategic Planning

- – Chair
- – Vice Chair
- Peter Beard
- Doug Karr
- Kendrick McCleskey
- Dexter McCoy
- Stephanie Nellons-Paige
- Adrian Ozuna
- Paul Puente
- Richard Shaw
- Isaac Shi

Communications

- Doug Karr – Chair
- – Vice Chair
- Willie Alexander
- Karlos Allen
- Gerald Andrews
- Bobbie Henderson
- Guy Robert Jackson
- Rajen Mahagaokar
- Stephanie Nellons-Paige
- Richard Shaw
- Mike Webster

Government Relations

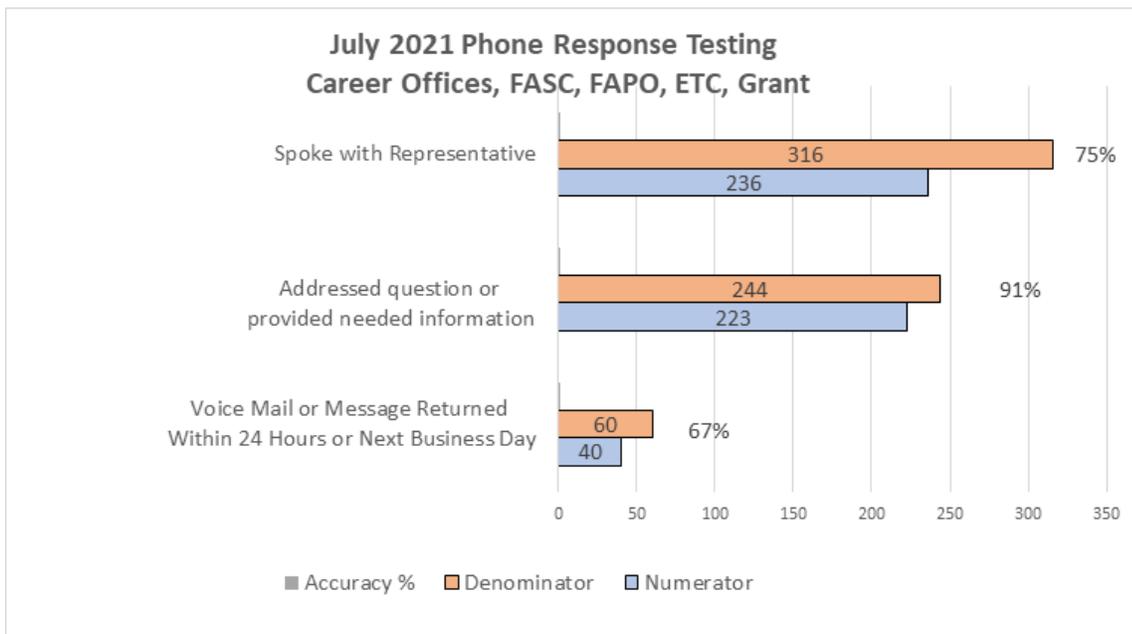
- Guy Robert Jackson – Chair
- – Vice Chair
- Gerald Andrews
- Richard Shaw

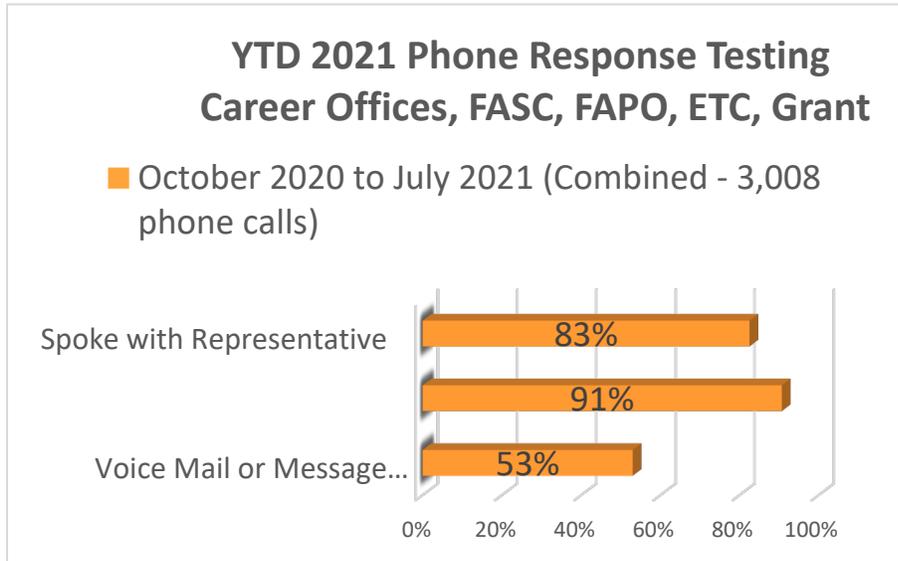
Audit and Monitoring Committee Update for July 2021

The Audit and Monitoring Committee met on July 22, 2021 at 10 am in attendance was the committee chair, Guy Robert Jackson, board chair, Mark Guthrie and members Willie Alexander, Sara Bouse, Helen Cavazos, Cheryl Guido, and Bobbie Henderson.

The Committee reviewed the information regarding the current contractor's performance, programmatic and financial monitoring, responsiveness to customers' request for service and formulated a recommendation.

Response Testing – Employer Service and Career Office contractors have improved overall response rates. In July, we spoke to staff on the first call 75% of the time. The Financial Aid Payment Office and Financial Aid Support Center use IVR phone systems. We have seen improvement in the response time with the Financial Aid Payment Office. The Financial Aid Support Center has remained below 50% response rate to voice mail messages returned within 24 hours.





2020 Summary and Trends

- We saw all parts of the system transform quickly to deliver service virtually to employers and job seekers.
- We found more instances where staff worked with customers to help them move toward self-sufficiency.
- We saw improvement in accountability and staff advocating for customers. We did not find consistent service communicating that we care passionately for our customers.
- The Financial Aid Support Office can strengthen internal controls and develop new processes to improve customer responsiveness and manage work volume and required reporting.
- Our system can develop and implement new strategies to outreach and serve youth.
- The Financial Aid Payment Office can improve by strengthening the investigation and recoupment process.

2018 – 2021 Monitoring Report Ratings

Career Office & Support Service Contractor	2018 Rating	2019 Rating	2020 Rating	2021 Rating
ResCare \ Equus	Solid	Solid	Building	Solid
Interfaith Career Offices	Solid	Solid	Solid	Solid
BakerRipley Career Offices	Solid	Solid	Strong	Strong

- Equus showed improvement in multiple areas moving from Building to a Solid Performance rating. In 2019, the financial monitors identified critical issues in the controls over supporting documentation for non-personnel costs and financial reporting, procurement of various services and office space. All issues were resolved.
- Interfaith of the Woodlands remains a solid performer without any critical issues from monitoring reviews.
- BakerRipley manages special projects and consistently performs at Solid or Strong performance.

Career Office & Support Service Contractor	2018 Rating	2019 Rating	2020 Rating	2021 Rating
Financial Aid Support Center	Solid	Solid	Building	*
Financial Aid Payment Office	Solid	Solid	Solid	Solid

- In the 2021 first quarter Financial Aid Support Center monitoring review, we saw some improvements; however, we continue to see a backlog of applications waiting for eligibility determination. The support center remains on corrective action for not meeting performance as outlined in the scope of work, and the year-to-date response rate for voice mail messages returned within 24 hours is 24%. *Quarterly reports will produce an annual report and rating in October.
- The Financial Aid Payment Office continues to operate with Solid Performance. We saw improvement in the payment office response time over the past two years. Additional work is needed to document counselor notes and consistently recoup funds when necessary.

Contractor	2018 Rating	2019 Rating	2020 Rating	2021 Rating
ETC	Strong	Solid	Strong	Response pending
Grant Associates	Solid	Strong	Solid	Response pending

- Performance suffered for both Employer Service contractors during the past year due to the extra challenges associated with employment during the pandemic.
- Employment & Training Centers showed improvement in On the Job training case management in the past year. Their strength lies in the development and management of employer relationships.
- Grant Associates has continued to pursue new employer engagement during the past year. As in prior years, they continue to underperform in new jobs created within targeted industries and high-skill occupations. In 2019 the financial monitors found cost allocation and documentation issues requiring a reimbursement of \$3,828.59. All issues were resolved.

Contractor	2018 Rating	2019 Rating	2020 Rating	2021 Rating
Dynamic Educational Systems, Inc	Solid	Solid	Strong	Aug 2021
SERJobs	Solid	Solid	Solid	Response pending

- SERJobs recruits young adults and connects them to the workforce system. Enrollment numbers are below target since 2018. Deficiencies in case management and meeting documentation remain findings in annual reviews.
- Dynamic Educational Systems, Inc. has not met enrollment goals for several years preceding the pandemic. Once enrolled DESI works with participants to complete educational goals and has exceeded employment goals.

Learning Designs, Inc.	Strong	Strong	Solid	Sept 2021
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- Learning Designs, Inc. is the staff training provider for the workforce system. They provide technical assistance and instruction. The 2019

financial monitoring review identified net loss during the year ended December 31, 2018 and total liabilities exceeded assets.

Collaborative for Children	Strong	Strong	Strong	July 2021
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- Collaborative for Children has consistently met performance targets for several years. The prior two financial monitoring reviews noted issues with outdated and incomplete financial policies and procedures, and the most recent review, conducted through May 2020, identified concerns with the policies and procedures, internal controls, and procurements. Questioned costs from the initial review were \$9,500. Our financial monitor has returned to Collaborative to conduct additional review. Collaborative has experienced a significant turnover in staff (including the finance/accounting staff) over the past year.

Recommendations to Procurement Committee

Employer Service

- Consider moving some combination of Employer Service to Board staff out of a concern for controlling the customer experience as much as prudent and possible.
- Increase review and support of contractors who are employer facing.
- Issue a one-year contract for Employer Service and reprocure.

Early Education

- Review internal controls on expenditures and allocation of funding.
- Issue a one-year contract for the early education contractor and include a quarterly review for both programmatic and financial monitoring, and controls on procurements and expenditures.

Support Center

- Continued review of the contractor and progress on improving via the corrective action plan by Board staff.
- Issue a one-year contract for the support center and reprocure.

Staff Development

- Review internal controls on expenditures to ensure funds are spent appropriately and financial stability is maintained.
- Issue a one-year contract for the staff professional development provider and reprocure.

Leading Performance - Performance consistently exceeds expectations in all areas reviewed, and the quality of work overall is exceptional.

Strong Performance - Performance consistently meets or exceeds expectations in all areas reviewed, and the quality of work overall is very good.

Solid Performance - Performance consistently meets expectations in most areas reviewed, and the quality of work overall is good.

Building Performance - Performance does not consistently meet expectations in most areas reviewed, and the overall quality of work is not acceptable.

Communications Committee

Update

Background

The committee met on Thursday, July 15, 2021, at 10:30 am by virtual meeting with committee chair Doug Karr presiding. Mark Guthrie, Board Chair and members Bobbie Henderson, Guy Jackson, Mike Webster, and Richard Shaw.

2021 Workplan Results

The Committee heard presentations from communications contractors Outreach Strategists and Savage on results of the brand audit and website/online presence work, a proposal for a long-term employer engagement strategy, and an update on Workforce TV.

- The brand audit results include draft recommendations for internal and external communications plans that augment the Board's existing comprehensive communications strategy. The website/online presence work has produced initial standards and design requirements for redoing our online presence and incorporating tools for better interacting with customers and elevating the customer experience.
- The committee heard a proposal and staff recommendation to engage in an on-going employer engagement strategy that builds on relationships with area economic development organizations and chambers of commerce to demonstrate the Board's and Workforce Solutions' value for area employers.
- And finally, the committee heard an update on Workforce TV. In partnership with KHOU 11, we will develop 13 episodes of a 30-minute show called "Your Career – Your Choice" that will air on Quest Texas TV Channel 55. The show will be produced and filmed in KHOU studios, although the timeline for filming has been affected by the pandemic.

The committee will meet again September 16 at 10:30 a.m. and Board members are invited to attend.

Attached is a summary of material presented at the committee meeting.



July 15, 2021

Workforce Solutions

Brand Audit &
Website RFP
Overview

A solid orange circle containing the word "purpose" in a white, lowercase, sans-serif font. The circle is positioned over the lower-left portion of the background image, which shows a hand holding a pen over a document.

purpose

What We Have Completed

Brand Audit Deliverables

- Detailed Discovery Findings
- Digital Audit
- Communications Material Audit
- Public Media/Government Relations/External Public Engagement Audit
- Brand Story
- Customer Experience Vision
- Discovery Synthesis & Directional Recommendations
- Brand Awareness & Marketing Communications Plan (Initial Drafts)
 - Internal Communication and Activation Plan
 - Employer Service Brand Awareness and Marketing Plan
 - Resident Brand Awareness and Marketing Plan
 - General Public Brand Awareness and Marketing Plan

Website RFP

- Detailed Discovery Findings
- Key Audience Interviews & Synthesis
- Functional and Technical Requirements Findings & Recommendations

What We Have Next

Brand Audit Deliverables

- Revised Brand Awareness & Marketing Communications Plan
- Content Calendar
- Service Stories
- Audience Messaging
- PR/Media Relations Plan (Outreach Strategists)
- Social Media Posting/Responsibilities/Guidance
- Brand Implementation Plan
- Survey Design/Development

Website RFP

- Functional and Technical Requirements Documentation
- Written Specifications Document for Website RFP
- Full Specifications Document for Website RFP
 - Business Requirements
 - Template for Resource Costs Details & Total Project Cost (for comparison purposes)

Website/Online Presence



Outreach Strategists
Media & Public Affairs

SUMMARY OF FINDINGS

- **Career offices**

- Interaction with greeters is extremely valuable
- Customers prefer Zoom over Teams
- Virtual TANF/SNAP orientations have received positive feedback

- **ESD & Employers**

- Employers are generally not aware of wrksolutions.com
- Streamlining submission of paystubs, OJT evaluations, & other documents would be helpful

- **Financial Aid Office**

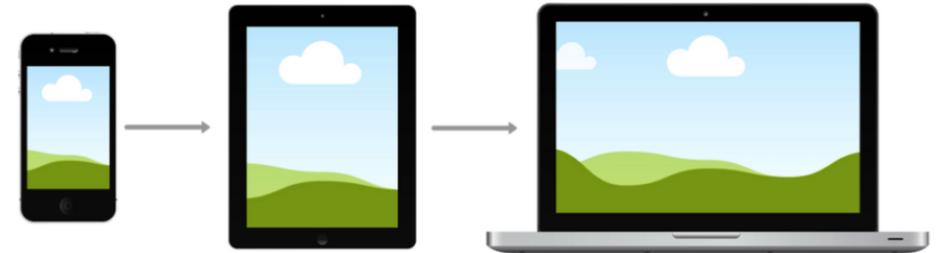
- Easier means of communication with customers would be helpful
- Streamlining approval processes could help clear back log

GOAL

Develop a robust, user-friendly 'mobile first' customer portal that mimics – as closely as possible – the in-office experience.

- **Mobile first**

- Users should be able to access (most) website functions on their mobile device
- Adaptable to different devices



- **In-office experience**

- User-friendly layout and design
- Easy access to information & assistance
- Secure communication with staff
- User privacy



FUNCTIONAL RECOMMENDATIONS

Customer Portal

UPGRADES	User Dashboard	Enhanced Security	Enhanced communications	GPS-based maps	Learning Mgmt System
	Customizable for all user classes (i.e.: people, employers, staff)	Encrypted database protecting sensitive account information	Integrated email, chat, notifications, SMS, & video conferencing	Displays office locations, community services, resources, etc.	Present seminars & orientations; tracks and reports customer completion
INTEGRATE EXISTING	Meeting scheduler	Event calendar	Document submission	Online forms	Video player
	Integrate Appointy into dashboard for ease of scheduling	System-wide event listings tied to user class	Expanded to include additional user classes and scenarios	Expanded use of online forms	YouTube integration for promotional videos

Employer Engagement



Outreach Strategists
Media & Public Affairs

2021 Workforce Trends

- Automation and AI
- Skills Gap
- Great Resignation

A series of six tailored meetings to be convened early fall laying out the coming challenges and makes the case for investing in upskilling the post-pandemic workforce



Partnering with local EDCs

- Earned Media valued at \$17.5 million in exposure, but EDC partnerships will add value & enhance audience engagement efforts with employers and the public
- Meetings would be co-branded with EDC partner
- Presenter: Parker Harvey, Workforce Solutions board staff, and/or SHRM Member
- Venue: Partner EDC office or a Workforce Solutions location in each of the identified geographic regions
- Live-Stream to Social Media & Virtual Attendees as well
- Projected Outcome: Create ongoing partnerships with EDCs
 - EDCs receive monthly social media and email newsletter content which they can share with their membership universe

EDC Social Media

- Workforce Solutions' Houston-Galveston region Facebook page has 8,149 likes, 1,634 followers on Twitter, and 4,070 followers on LinkedIn
- The EDCs combined have double the number of Facebook likes and Twitter followers, and 1,000 more LinkedIn followers
- Ability to reach out to an employer-rich audience twice the size



Your Career Your Choice

Production Update



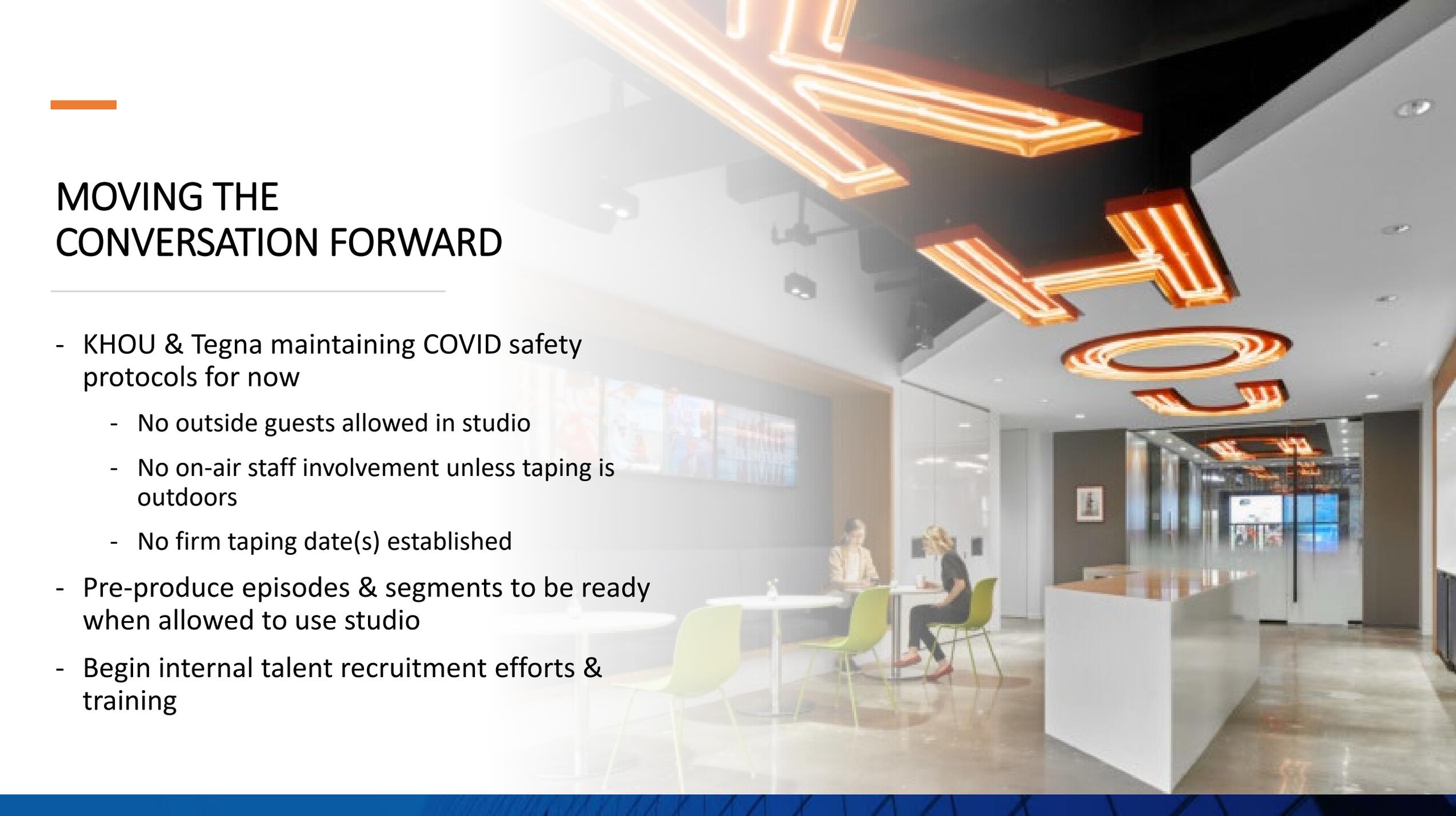
Outreach Strategists
Media & Public Affairs



MOVING THE CONVERSATION FORWARD

Michelle + Tim met with KHOU's Dale Lockett on July 1 to review pilot episode & July 12 to plan net steps

- Positive feedback on overall content and cadence of "proof of concept" pilot
- Will air on "Quest Texas" (Channel 55)
- Offered "Great Day" studio for taping & KHOU on-air staff as host
- Workforce Solutions retains right to broadcast on municipal access, online, and non-English outlets



MOVING THE CONVERSATION FORWARD

- KHOU & Tegna maintaining COVID safety protocols for now
 - No outside guests allowed in studio
 - No on-air staff involvement unless taping is outdoors
 - No firm taping date(s) established
- Pre-produce episodes & segments to be ready when allowed to use studio
- Begin internal talent recruitment efforts & training

Education Committee

Building an Educated Workforce

Background

The Education Committee met on Tuesday, July 27, 2021, at 3:00 p.m. with committee chair Bobbie Henderson, committee vice chair Doug Karr, Board chair Mark Guthrie, and members Alan Heskamp, Helen Cavazos, Cheryl Guido, Edward Melton, Paul Puente, Valerie Segovia, Richard Shaw, and Carolyn Watson in attendance. Committee members discussed increased funding for our early education & care and early education quality activities and a proposed joint venture with other workforce boards to develop and implement an online platform to assist customers (and staff) with access to e-learning and online learning opportunities.

Early Education & Care

Early education and childcare issues have always been important to families, however since the pandemic began these issues have moved into the forefront of public awareness and debate. More public dollars are being allocated to help families with the costs of early education and childcare, including the recent American Rescue Plan child credit sent directly to families as well as increases in the Child Care and Development Block Grant funds that we use for financial assistance to low-income working families.

- For 2022, we are planning for an overall increase of 68% in our early education & care dollars – from \$207.5 million to \$347.7 million. The extra dollars include an increase in our base revenue plus additional funds directed to families whose parents work in one of three industries (arts, entertainment, and recreation; food and accommodation; and retail trade) and additional dollars to support Texas Rising Star providers.
- For Workforce Solutions to deliver a quality service for this large number of families, we expect to:
 - Ensure we have the resources in our Financial Aid Support Center and Financial Aid Payment Office to meet increased demand and service levels and improve the customer experience.
 - Ensure our provider network has enough licensed centers and homes available for parents to choose.

- Plan and deliver enhanced incentives and support for Texas Rising Star providers and recruit additional providers for certification.
- Increase our monitoring and scrutiny of contractors, system operations, providers, and payments.

We are preparing plans for each of these activities for the Committee's review at its next meeting.

Workforce Compass

The Board – along with five other workforce boards from across the nation – will work through our national association, the National Association of Workforce Boards, to develop and implement an online platform that helps customers with planning and entering career skilling, upskilling, and reskilling programs that are available through Workforce Solutions.

This platform – dubbed “Workforce Compass” – will allow customers to explore their skills and abilities and link those along with customers’ wants to career paths and available e-learning, online programs, and other skill training options available through Workforce Solutions. Additional information is available in the Procurement Committee item for Workforce Compass in this Board package.

Updates

Following the Board's approval in June 2021, The Graduate Network! has begun its work to implement assistance to our system in serving “comebackers” – those individuals who have dropped out of degree programs and are interested in returning and completing associates and bachelor's degrees.

The Houston's Adult Literacy Blueprint – a joint project of the Barbara Bush Houston Literacy Foundation and Mayor Sylvester Turner's Office of Adult Literacy – is complete. Members can access the document [here](#). The Board and Workforce Solutions will be part of the efforts to ensure that all adults in Houston will have ready, equitable access to high-quality education to gain the literacy skills and knowledge they need for their roles in work, life, and the community.

The committee's next meeting will be scheduled for a date in September 2021.

Procurement Committee

The Workforce Solutions System 2022 Contracts

The Procurement Committee met on Wednesday, July 28th at 10:00 am with Bobbie Henderson, Committee Chair, Mark Guthrie, Board Chair, Alan Heskamp, Gerald Andrews, Gil Staley, Jeff LaBroski, M. Helen Cavazos, Richard Shaw and Sara Bouse.

The committee considered an action item for our system procurement. Workforce Solutions periodically procures contractors to operate Workforce Solutions, to ensure through franchise requirements contractors work together to elevate the economic and human potential of the region by fulfilling the diverse needs of the employers and people throughout the region.

For 2022, Workforce Solutions has again engaged in a major procurement to identify contractors to operate Workforce Solutions, soliciting organizations to run our Employer Service, local offices, financial aid payment office, financial aid support center, youth projects, early education quality improvement, and staff professional development units.

Regional Situation

The region's unemployment rate was down from its historic high in April 2020 to 7.4% in June 2021 – representing 251,339 people who are counted as unemployed and looking for a job.

The economic situation continues to affect performance. Although many open jobs are posted, many unemployed individuals remain.

- The average number of monthly job postings through June 2021 is **32,610**. In 2020, the average number of monthly job postings was **20,805**.
- From October to June 2021, 366,667 individuals have registered in WorkInTexas.com. For all of 2020, registrations were at 710,114.

- For Workforce Solutions as a whole, some level of service has been provided to 490,943 people and slightly more than 21,000 businesses the last nine months.

Local offices are open and customers schedule appointments to visit in the office, online, or over the telephone. We accommodate customers who arrive at office locations without an appointment.

The system continues to work to achieve the Board’s performance standards and meet production requirements for our funders. We do anticipate continuing to be behind as the region’s economy struggles to recover.

2022 Revenue

Staff expects a 46% increase in revenue available to fund 2022 contracts and a total of \$471.3 million to invest.

- Our general revenue comes from multiple federal sources – all of which are allocated to us using the various formulas that bring those dollars to the state.
- 2022 general revenue allocations are higher than 2021 – the largest increase comes in money for childcare financial aid with \$130 million in new childcare dollars.

2022 Investments

With available dollars, we’re recommending the following maximum investments in system activities:

		2021		2022
Employers	\$	17,799,004	\$	19,500,000
Employer Service		10,799,004		12,500,000
Early Education		7,000,000		7,000,000
People		305,122,838		450,898,055
Local Offices		46,727,838		49,000,000
Youth Projects		1,550,000		6,698,055
Financial Aid		238,933,000		375,800,000
Adult Education		17,912,000		19,400,000
System Support		979,668		927,000
Totals	\$	323,901,510	\$	471,325,055

2022 Workforce Solutions Contracts

Board staff reviewed and ranked the proposals received for all seven parts of the system. Funding recommendations include the recommendations made by the Audit/Monitoring Committee.

- Staff recommended funding for proposers based on their evaluation scores and in the order in which they ranked.
- For four of our requests – **the financial aid payment office, financial aid support center, early education quality improvement, and staff professional development** – only one proposal was received.

Because only one proposal was received, and due to performance concerns with the financial aid support center and early education quality contractors, **we recommend one-year contracts for these four proposers**. We will identify additional potential bidders for these units and reprocure in early calendar 2022.

- We also recommend a **one-year contract** for Employer Service. Board staff's involvement with employers will increase as improvements to franchise requirements for Employer Service operations are implemented. **We propose two contractors for Employer Service**. As with the four units above, these contracts will be reprocured in early calendar 2022.
- We propose **continuing Career Office operations with our current three contractors**.
- We are pleased to **recommend five proposers for our revamped youth projects**, including four organizations new to Workforce Solutions.
- As usual we are recommending minimum and maximum contract amounts for contracts. Board staff will negotiate all contracts and work to reduce overhead and non-direct costs to ensure as many dollars as possible are available for direct customer service.
- Additional dollars are included for the local office contracts on the maximum recommendation in anticipation of using local offices to support the increasing number of customers expected for childcare financial aid.

- We have included in the chart below the adult education contracts which the Board approved in April 2021 and which began in July.

	Current	Minimum Proposed	Maximum Proposed
Employer Service			
Employment and Training Centers	\$ 7,450,000	\$ 7,500,000	\$ 9,000,000
Adaptive Construction Solutions		3,000,000	3,500,000
Grant Associates	3,349,004		
Career Offices			
BakerRipley	24,427,838	22,600,000	24,500,000
Interfaith of the Woodlands	16,300,000	17,000,000	18,000,000
Equus	6,000,000	6,000,000	6,500,000
CareerTeam			
NextGen Youth			
Alliance of Community Assistance Ministries			2,500,000
SERJobs	1,200,000		2,300,000
Career Team			1,500,000
Juma Ventures			130,000
America Youth Works			268,055
Bee Busy			
Harris County Department of Education			
BridgeYear			
Adams and Associates			
Dynamic Education System, Inc.	350,000		
Center for Urban Transformation			
Connections to Success			
Knowledge-First			
Payment Office			
BakerRipley	3,333,000	3,600,000	3,600,000
Financial Aid	230,000,000	360,000,000	366,000,000
Support Center			
Interfaith of the Woodlands	5,600,000	6,100,000	6,200,000
Professional Development			
Learning Designs	979,668	927,000	927,000
Early Education			
Collaborative for Children	7,000,000	5,500,000	7,000,000
Subtotal, Contracts for Award	305,989,510	432,227,000	451,925,055
Adult Education Consortium	17,912,000	17,912,000	19,400,000
Total, Workforce Solutions	323,901,510	450,139,000	471,325,055

Results

With these recommendations we expect to:

- Serve at least 30,500 employers and 525,000 individuals
- Ensure 64% of our employers return for service
- Assist in creating 3,400 new jobs
- Spend at least \$18 million on scholarships, apprenticeships, and upskilling for more than 5,000 individuals
- Help about 35,000 families and 50,000 children with early education expenses
- Help more than 262,000 individuals go to work
- Raise the incomes of 110,000 by at least 20%
- Help 86% of individuals pursuing a post-secondary education attain a credential (certificate or degree)

Action

Authorize Board staff to negotiate 2021 Workforce Solutions system contracts as described above in total amount not to exceed \$451,925,055.

Attachments

- 1: Customer Traffic
- 2: Performance & Production
- 3: System Description

**WORKFORCE SOLUTIONS 2021
CUSTOMER ACTIVITY**

Contractor	Office	WorkInTexas Registrations			Financial Aid			Expanded Service			Total Service		
		2021*	2020*	2019	2021	2020	2019	2021	2020	2019	2021*	2020*	2019
		Oct - June	Annual	Annual	Oct - June	Annual	Annual	Oct - June	Annual	Annual	Oct - June	Annual	Annual
System Totals		366,667	710,114	168,305	36,192	120,431	109,736	25,929	27,630	41,051	490,943	933,247	432,819
Employer Service	DB Grant	20,278	21,978	21,321							21,707	24,252	23,562
	ETC				369	1,018	1,396	1,060	1,256	845			
	CFC				2,731	62,359	41,631						
	Total	20,278	21,978	21,321	3,100	63,377	43,027	1,060	1,256	845	24,438	86,611	65,193
Workforce Solution Offices	Acres Home	5,890	13,759	2,477	120	347	270	445	358	582	6,455	14,464	3,329
	Astrodome	21,126	44,345	10,577	333	1,329	3,144	881	908	1,750	22,340	46,582	15,471
	Bay City	1,086	2,599	1,160	45	162	329	185	162	290	1,316	2,923	1,779
	Baytown	6,177	16,690	4,850	69	359	776	374	381	673	6,620	17,430	6,299
	Clear Lake	8,257	20,554	1,901	17	50	86	203	174	165	8,477	20,778	2,152
	Columbus	599	1,227	399	5	1	1	62	38	73	666	1,266	473
	Conroe	16,166	41,697	8,268	77	300	635	1,129	1,178	1,881	17,372	43,175	10,784
	Cypress Station	29,702	69,082	14,860	55	538	1,257	1,218	1,556	3,163	30,975	71,176	19,280
	East End	6,775	15,016	3,883	158	841	1,668	498	304	424	7,431	16,161	5,975
	Humble	11,158	30,504	6,638	63	328	608	718	942	1,584	11,939	31,774	8,830
	Huntsville	2,012	4,155	1,581	33	246	408	159	148	251	2,204	4,549	2,240
	Katy	22,722	56,432	7,638	96	338	401	571	748	1,380	23,389	57,518	9,419
	Lake Jackson	4,515	10,257	3,730	42	272	403	194	186	342	4,751	10,715	4,475
	Liberty	2,873	6,559	1,969	23	90	174	178	193	484	3,074	6,842	2,627
	Missouri City	58,630			16			233			58,879		
	Northeast	4,329	9,645	2,730	79	452	607	338	365	576	4,746	10,462	3,913
	Northline	15,231	28,565	8,338	258	1,304	3,186	695	537	860	16,184	30,406	12,384
	Northshore	9,229	21,922	5,358	93	420	871	431	458	741	9,753	22,800	6,970
	Pearland	11,654	25,182	5,138	27	130	144	253	290	541	11,934	25,602	5,823
	Rosenberg	12,099	54,502	10,030	18	54	104	354	385	818	12,471	54,941	10,952
	Sealy	1,407	3,054	894	9	19	34	70	51	146	1,486	3,124	1,074
	Southwest	17,694	40,966	10,297	186	572	1,269	1,113	1,652	2,045	18,993	43,190	13,611
	Southwest	26,247	57,167	9,520	101	726	1,505	639	931	1,457	26,987	58,824	12,482
	Texas City	7,900	21,122	6,499	81	929	1,881	550	432	668	8,531	22,483	9,048
	Waller	7,532	17,028	3,218	26	84	111	178	154	550	7,736	17,266	3,879
	Westheimer	19,603	40,690	7,796	45	501	1,259	954	1,008	1,838	20,602	42,199	10,893
	Wharton	1,286	2,709	846	36	38	92	111	134	267	1,433	2,881	1,205
Willowbrook	14,490	32,708	6,389	59	338	592	624	899	1,836	15,173	33,945	8,817	
	Total	346,389	688,136	146,984	2,170	10,768	21,815	13,358	14,572	25,385	361,917	713,476	194,184
	Interfaith	169,663	267,754	53,860	543	2,482	4,642	5,436	6,203	11,905	175,642	276,439	70,407
	BakerRipley	139,579	340,751	77,713	1,435	7,308	15,500	6,270	6,713	10,519	147,284	354,772	103,732
	ResCare	37,147	79,631	15,411	192	978	1,673	1,652	1,656	2,961	38,991	82,265	20,045
Youth	DESI							30	40	78	30	40	78
	SER				170	198	147	18	39	104	188	237	251
Adult Education					12,087	18,771	20,921				12,087	18,771	20,921
WorkInTexas Only											62,155	75,072	113,727
Families Receiving Child Care Financial Navigator and Facilitators					18,665	27,317	23,826				18,665	27,317	23,826
LDI	Staff Training							739	706	820	739	706	820

* Total WorkInTexas.com registration has increased due to Unemployment Insurance profiles

A Description of the System

Workforce Solutions’ design reflects our principal customers: employers and people.

The system includes several related, interlocking parts that work together to keep our region the best place to do business, work and live.

The Board cannot directly deliver service; we plan, oversee, and hold the system accountable. We procure contractors to operate Workforce Solutions, ensuring through our franchise requirements that the contractors working together will elevate the economic and human potential of the region by fulfilling the diverse needs of the employers and people we serve.

Following is a description of the major parts of Workforce Solutions, showing the 2021 current contractors associated with each function.

For Employers	<p>Employer Service is dedicated to getting employers what they want and need in the way of skilled workers and HR support. Employer Service is the sales and marketing arm of Workforce Solutions – with 118 staff located in a central Houston location and at offices throughout the region.</p> <p><u>Contractors:</u> Employment and Training Centers, Inc.; Grant Associates, Inc.</p> <p>Early Education Provider Quality is our effort to improve the quality of early education and care by directly working with providers. There are 62 staff based in Houston offering assessment, mentoring, technical assistance, and support to providers interested in achieving a Texas Rising Star designation for quality; and providing technical assistance and support to improve the quality of care with providers in our network through scholarships for staff training and equipment grants.</p> <p><u>Contractor:</u> Collaborative for Children.</p>
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<p>For People</p>	<p>Our local office network includes our local career offices, the support center and payment office, and our youth projects. It daily carries out the biggest share of the system’s work, helping individuals get a job, keep a job, or get a better job. This network also authorizes, provides, and supports our multimillion-dollar financial aid system.</p> <ul style="list-style-type: none"> • We currently have 28 full-time local offices and 11 part-time locations operated for us by three contractors. We will be adding a Palm Center/South Union office in 2022. <p><u>Contractors:</u> BakerRipley, Interfaith of the Woodlands, ResCare</p> <ul style="list-style-type: none"> • The Support Center authorizes financial aid for customers and the Payment Office tracks, manages, and pays out financial aid to vendors on behalf of our customers. <ul style="list-style-type: none"> ○ The Support Center processes about 3,200 applications for financial aid and responds to 15,000 telephone calls every month. ○ The Payment Office works with about 2,000 different vendors, paying those vendors on behalf of customers for scholarships, early education expenses, and other education, work, and work-based learning expenses. <p><u>Contractors:</u> Interfaith of the Woodlands (Support Center), BakerRipley (Payment Office)</p> <ul style="list-style-type: none"> • Youth projects deliver service for young people between the ages of 16 and 24 that include basic education, skills training, and work-based learning. <p><u>Contractors:</u> SER-Jobs and DESI</p> <p>There are 700+ staff, including 125+ vocational rehabilitation services staff. Integration of staff is in place at our Acres Homes, Bay City, Baytown, Cypress Station,</p>
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	<p>East End, Humble, Katy, Liberty, Northline, Southwest, Texas City and at 3555 Timmons. In addition, our region has approximately 100 vocational rehabilitation services staff in separate office locations.</p>
<p>For People</p>	<p>The adult education consortium now includes 15 contractors. Although not formally recognized as Workforce Solutions, the consortium connects to and supports the other parts of the region’s workforce system. The providers and staff in the consortium are vitally important in ensuring our region has an educated workforce to meet employers’ need for talent. Consortium providers deliver literacy instruction, English language and civics classes, adult basic and adult secondary education, preparation for the high school equivalency exam, integrated basic and occupational skills classes, and transition into post-secondary skills training across the region. There are 350 staff engaged in this activity.</p> <p><u>Contractors:</u> Adult Education Center, Alliance for Multicultural Community Services, Association for the Advancement of Mexican Americans, BakerRipley, Boys and Girls Club of Walker County, Brazosport College, Chinese Community Center, College of the Mainland, Community Family Center, Harris County Department of Education, Houston Community College, Lone Star College, San Jacinto College, Wharton County Junior College, and Region 6 Education Service Center</p>
<p>For the System</p>	<p>Staff training and development is available primarily in support of Employer Service and the local office network. Our training and development system provides on-going classes to develop the skills of system staff, technical assistance to various units on procedures and best practices, and support for the system’s continuous improvement activities. There are seven staff engaged in this activity.</p> <p><u>Contractor:</u> Learning Designs, Inc.</p>

Procurement Committee

Workforce Compass

Background

The Procurement Committee met on Wednesday, July 28, 2021, at 10:00 am with Bobbie Henderson, Committee Chair, Mark Guthrie, Board Chair, Alan Heskamp, Gerald Andrews, Gil Staley, Jeff LaBroski, M. Helen Cavazos, Richard Shaw and Sara Bouse.

The committee considered an action item that provides an opportunity to leverage funds in expanding the reach and impact of the region's workforce system. Our cost to participate in this pilot would be \$75,000 for the first year.

Current Situation

The National Association of Workforce Boards, which represents over 500 Workforce Development Boards across the country, is partnering with FutureFit AI to create a new platform exclusively for workforce boards called Workforce Compass. Workforce Compass will enable workforce development boards to expand and strengthen their services for job seekers, aggregate national and local learning options on one simplified platform, and access real-time progression and outcomes data.

The platform will use advanced labor market data and algorithms to help customers by identifying their skills, providing them with personalized career path recommendations in their local community, and identifying specific local and national learning programs to address any skills gaps. Workforce Solutions staff will work with customers to use the platform, help customers obtain the skill training they want and need, and find jobs after training.

We will be participating in this project with five other workforce boards from across the country. We have the opportunity to inform development of the platform to ensure Workforce Compass maximizes its impact for our customers.

Action

Recommend the Board enter a project with the National Association of Workforce Boards for the Workforce Compass pilot, total Board investment not to exceed \$75,000 for the first year.



Workforce Development Boards – Opportunity Overview

Workforce Compass empowers workforce development boards and the job seekers they support with an innovative platform to successfully navigate the future of work

About Workforce Compass

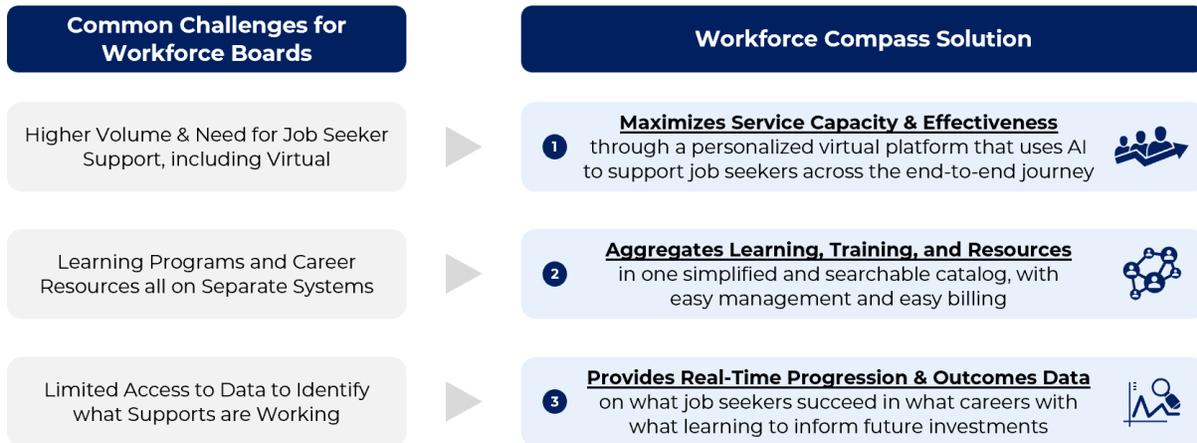
The National Association of Workforce Boards is excited to launch Workforce Compass in partnership with technology provider FutureFit AI to create a groundbreaking **AI-powered career navigation and learning platform** that helps workforce development boards (WDB's) maximize service capacity and effectiveness as they support job seekers in a rapidly changing economy.

The platform will use advanced labor market data and algorithms to profile a job seeker by identifying their skills, provide them with personalized career path recommendations in their local community, identify specific local and national learning programs to address any skills gaps, and connect them to real-time job postings.

Opportunity for Workforce Development Boards

Workforce Compass is excited to offer access to the platform to WDB's across the country. The platform was designed to specifically address common challenges for WDB's:

How Workforce Compass Addresses WDB's Challenges



Impact for Workforce Development Boards

The Workforce Compass platform will empower WDB's to expand and strengthen their services for job seekers, including aggregating local and national learning options on one simplified and comprehensive platform. Workforce Compass will also allow WDB's to gain access to unique and valuable job seeker insights that can inform decision-making and streamline data capture and reporting efforts.

For more information, contact Melanie Anderson at andersonm@nawb.org

Procurement Committee

Public Outreach and Communications

The Procurement Committee met on Wednesday, July 28th at 10:00 am with Bobbie Henderson, Committee Chair, Mark Guthrie, Board Chair, Alan Heskamp, Gerald Andrews, Gil Staley, Jeff LaBroski, M. Helen Cavazos, Richard Shaw and Sara Bouse.

The committee considered an action item to renew contracts with Outreach Strategists and Savage Design, the Board's Public Outreach team. During the first year of a four-year renewable contract, the team worked to develop and complete a brand audit and lay the framework for exploring website re-development for the entire workforce system.

The firms also helped Workforce Solutions generate over \$20 million in free media coverage via multiple media streams, including ABC 13 Live Stream, Fox 26 News, and introducing Workforce TV hosted by KHOU.

For the second year of the contracts, we are asking the firms to continue working on plans outlined in the comprehensive communications tool. The work includes:

1. Working with board staff and the HGAC Communications team to roll out internal and external communications plans for the region,
2. Working on long-term employer engagements strategies, which include increasing community work by powering up local events,
3. Rolling out KHOU's Workforce TV – Your Career: Your Choice, airing later this fall. We're excited to announce the development of 13 episodes featuring Workforce Solutions staff,
4. Growing Workforce Solution's media presence in other venues, and
5. Providing technical assistance to develop an RFQ for the website re-design.

Action

Recommend the Board authorize staff to negotiate contracts with Outreach Strategists and Savage Design in total for both contacts not to exceed \$900,000.

Outreach and Communications

August 2021 Update

Our media outreach activities continue to generate awareness and recognition for Workforce Solutions. Our social media audience now has more than 17,000 followers.

Followers	March 2020	July 2021	Growth
Facebook	3,531	8,937	153%
Instagram	663	2,449	269%
Twitter	1,460	1,642	12%
LinkedIn	1,473	4,095	178%

In June, a team of Workforce Solutions staff presented a workshop on leveraging media partnerships at the National Association of Workforce Board's Annual Forum in Washington, D.C. We are grateful to reporter Nick Natario who joined the panel via Zoom to help us encourage workforce boards across the country to engage media as allies and share the human stories that show how we elevate economic and human potential.

In early July, KHOU-TV accepted our proof-of-concept for *Your Career, Your Choice* powered by Workforce Solutions. The 13-episode series will run on Quest Texas channel 55 as a 30-minute show beginning this Fall. We are in the process of identifying talent from across our Workforce Solutions staff for roles in front of and behind the camera. KHOU will provide the host and the set. We will begin production when pandemic protocols permit outside access to the KHOU studios.

Our media relations efforts remain fruitful with a value now approaching \$20 million. A year after our initial crisis response, we are in a better position to leverage coverage and influence the narrative direction. On the next page are story highlights from the most recent two months.

Date	Outlet	Story	Link
June 8, 2021	ABC 13	Jobs in Galveston	https://abc13.co/3rQroms
June 23, 2021	ABC 13	Homelessness	https://abc13.co/3zOEZ0m
June 24, 2021	KPRC Ch. 2	Hiring Bonuses	https://bit.ly/2TO4xLR
June 25, 2021	Fox 26	Benefits Ending	https://bit.ly/3IC3udJ
July 9, 2021	Fox 26	Roadtrip Nation	https://youtu.be/h-bArK1aho4
July 15, 2021	Fox 26	Childcare Financial Aid	https://youtu.be/erA5CpE_huO
July 15, 2021	ABC 13	Apprenticeship	https://abc13.co/3zLpvKF
July 16, 2021	Houston Chronicle	June Jobs Report	https://bit.ly/3ijbjTx

As a reminder, you can find the weekly webcast with ABC 13 live on Thursdays at 11:30 online or via the ABC 13 Houston connected TV app. These three webcasts were on location:

Date	Location	Link
June 10, 2021	Pleasure Pier	https://abc13.co/36m1ayg
June 24, 2021	The Forum by NAWB	https://abc13.co/3lvFXuy
July 8, 2021	Apache Industrial Training Site	https://abc13.co/2UZYuV1

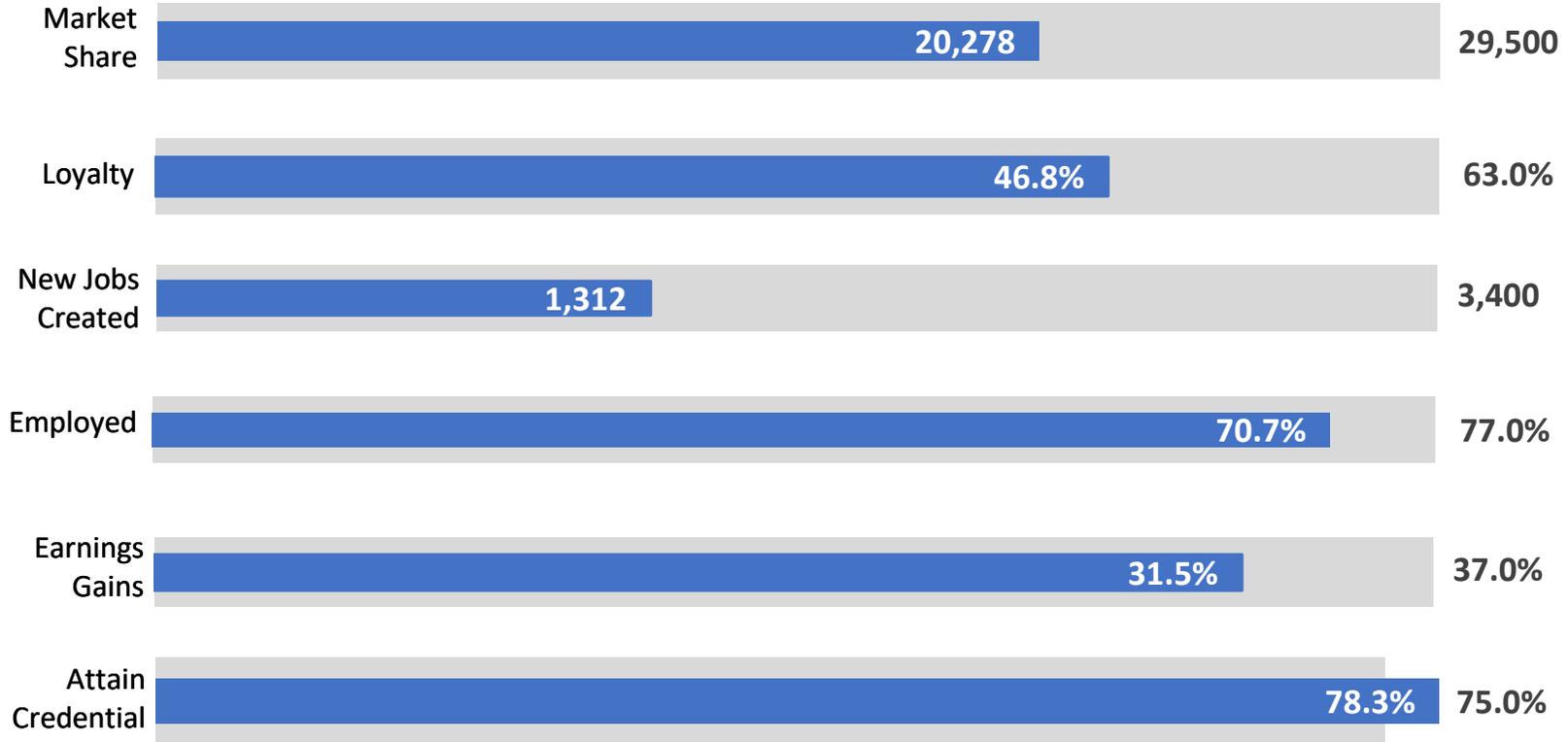
We still have our standing weekly segment with Fox 26 to provide job leads and job search advice every Friday morning at 6:15 am.

Gulf Coast Workforce Board

System Performance

Performance Measures

October 2020 to June 2021



Gulf Coast Workforce Board

System Performance

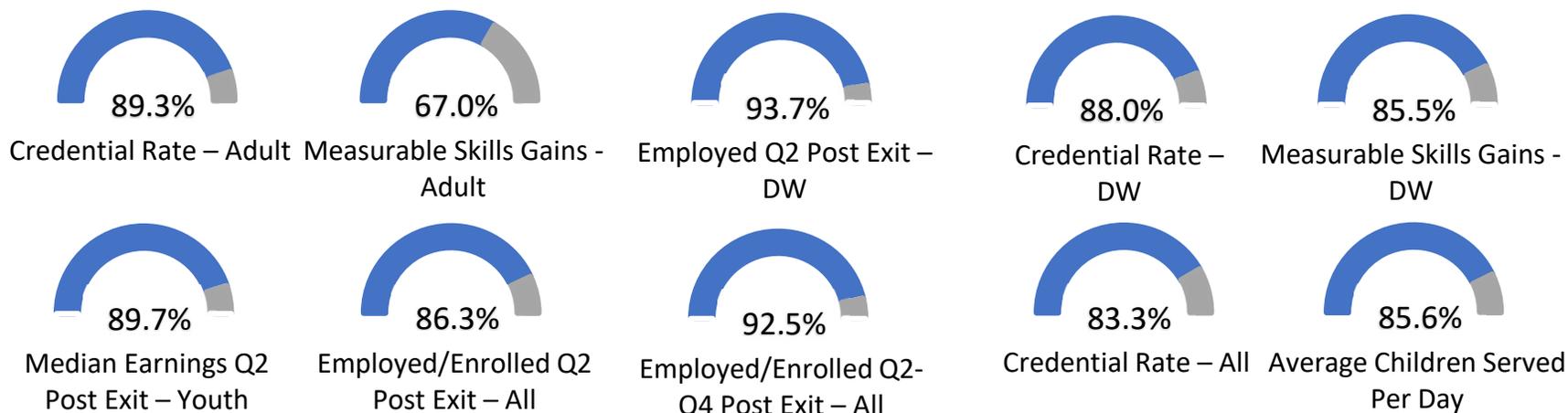
Production Measures



Number of measures meeting or exceeding

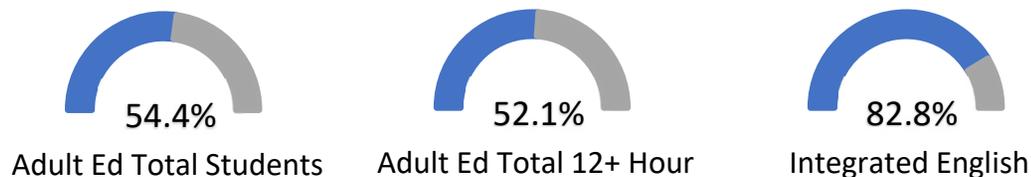
Measures that require additional focus

October 2020 to June 2021



Adult Education

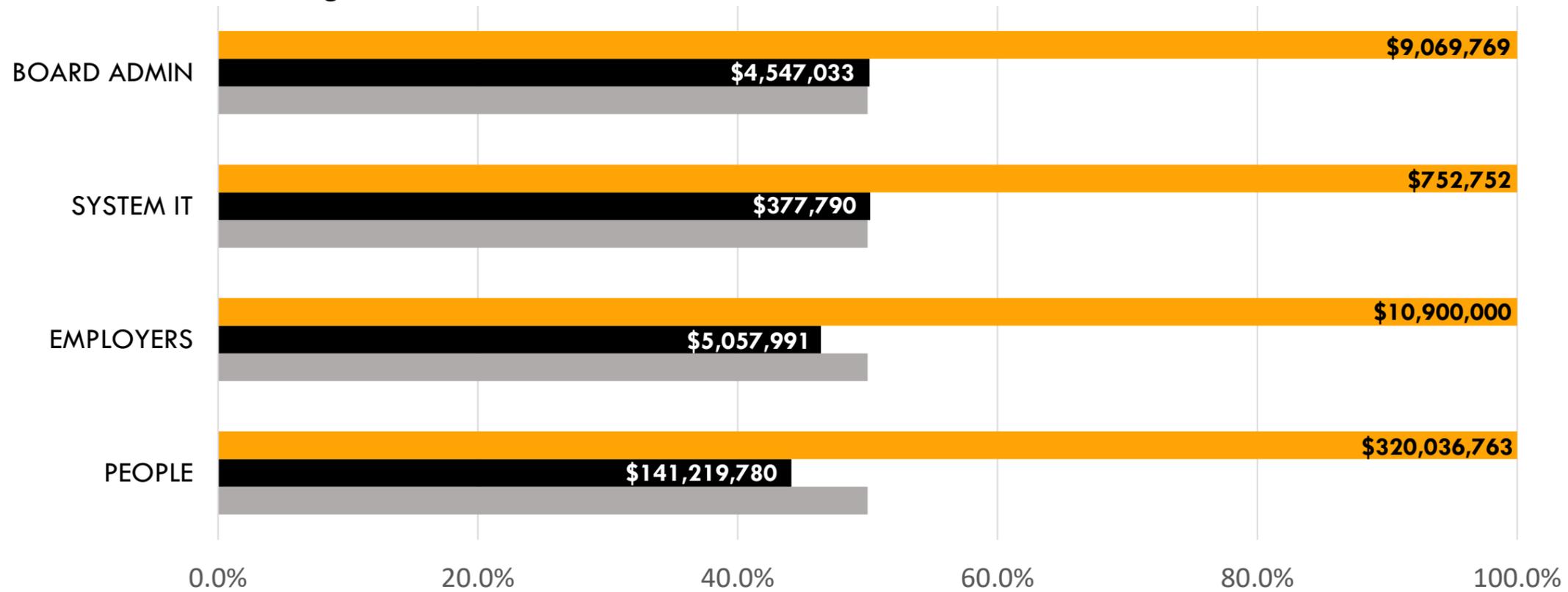
July 2018 to June 2021



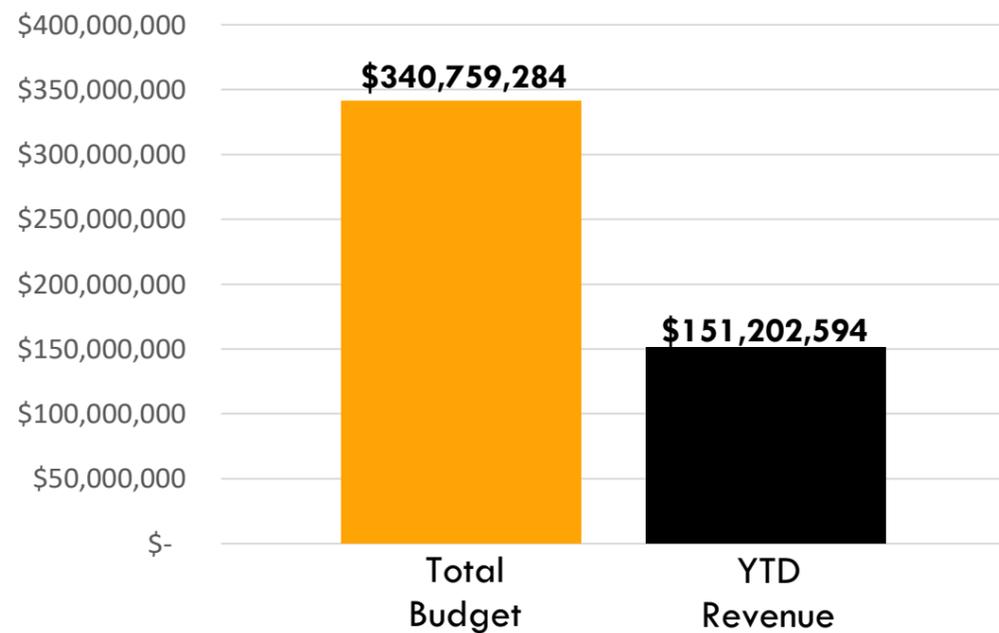
Gulf Coast Workforce Financial Status Report

For the 6 months ending June 30, 2021

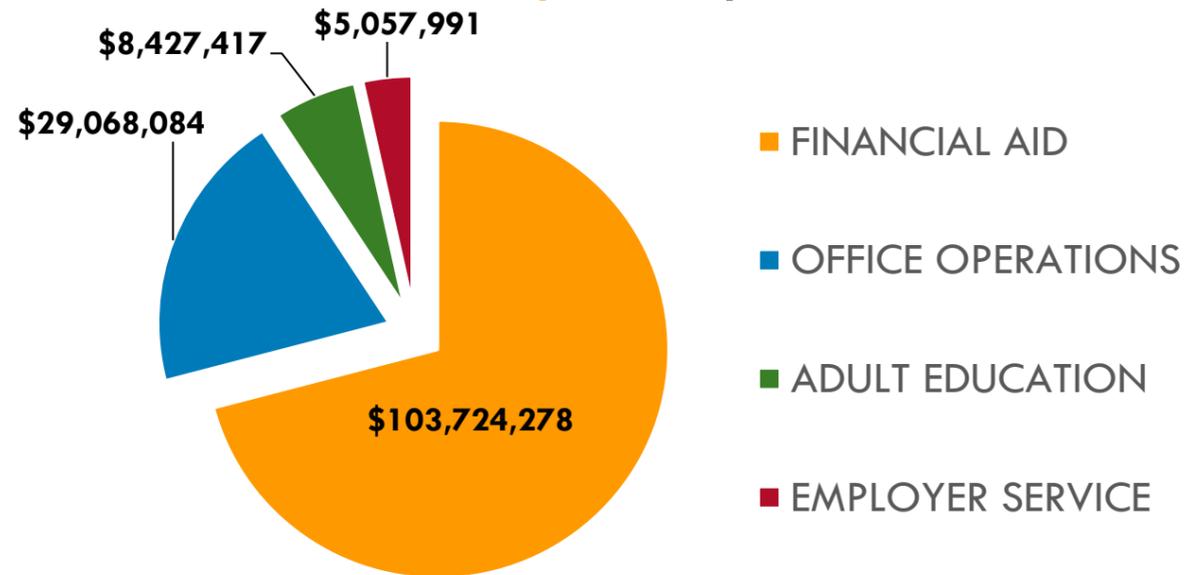
■ Budget ■ Expenses ■ Target



Workforce Revenue



System Expenses



HOUSTON-THE WOODLANDS-SUGAR LAND METROPOLITAN STATISTICAL AREA Visit our website at www.wrksolutions.com

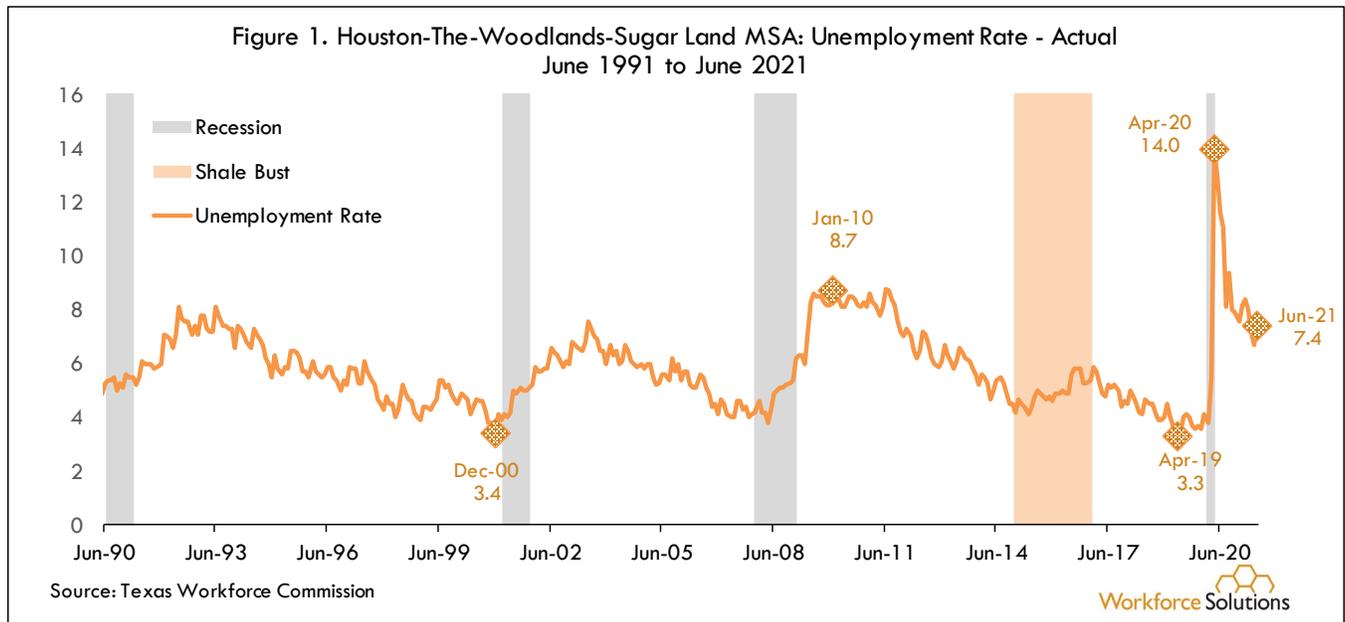
Labor Market Information
June 2021 Employment Data

Unemployment Rates

The rate of unemployment in The Houston-The Woodlands-Sugar Land MSA rose seven-tenths of a percentage point to 7.4 percent in June, see figure 1. An increase in the month of June occurs during most years as educational institutions complete the school year and individuals enter the labor force. The rate of unemployment at the state and national level were both at 6.6 percent after an increase of seven-tenths of a percentage point.

Unemployment Rate (Actual)

	JUN 2021	MAY 2021	JUN 2020
Civilian Labor Force	3,414,417	3,407,118	3,452,936
Total Employed	3,163,078	3,180,213	3,452,936
Unemployed	251,339	226,905	400,092
Unemployment Rate	7.4%	6.7%	11.6%
Texas	6.6%	5.9%	10.3%
U.S.	6.6%	5.9%	10.3%



June employment data is scheduled to be released by the Texas Workforce Commission July 16, 2021.

Pandemic Job Recovery Update

The pandemic took a huge toll to labor markets around the world with payrolls in the Houston-The Woodlands-Sugar Land MSA experiencing an unprecedented loss of 361,400 jobs during March and April of 2020, down 11.32 percent. By June 2021 the H-W-S MSA has recovered some 213,500 jobs or 59.1 percent of the total number of jobs lost. Local recovery lags national recovery where 78.5 percent of jobs lost have been recovered.

Recovery has been uneven across the various industry sectors. Transportation, Warehousing, and Utilities was the only industry sector to recover all 4,300 jobs lost in March and April plus an additional 16,400 jobs. Hiring in Transportation, Warehousing, and Utilities has been on the rise in recent years due to increased online shopping overall and the pandemic created extra demand driving employment to full recovery and beyond. Industry sectors providing products and services directly to the public, such as Retail Trade, Leisure and Hospitality, and Other Services, have also made healthy progress with seven to nine of every ten jobs lost being recovered. Construction has experienced losses in four of six months reported so far in 2021 and is currently reporting the largest loss of jobs since the pandemic began, down 33,400 jobs.

Businesses with ties to the energy sector, whether affiliated with upstream, downstream, or any of its related products, continue to feel the negative impacts from the pandemic despite higher prices and a steady rise in drilling activity.

Houston-The Woodlands-Sugar Land MSA

Ranked by Percent Recovered

Industry Sector	March and April Increase (Decrease)	May 2020 through June 2021 Increase (Decrease)	Jobs Left to Recover	Percent Recovered
Total	-361,400	213,500	147,900	59.1%
Transportation, Warehousing, and Utilities	-4,300	16,400	-12,100	100.0%
Leisure and Hospitality	-127,900	119,900	8,000	93.7%
Retail Trade	-40,000	34,600	5,400	86.5%
Education and Health Services	-45,700	33,500	12,200	73.3%
Other Services	-30,200	22,000	8,200	72.8%
Professional and Business Services	-41,400	20,800	20,600	50.2%
Financial Activities	-7,800	2,800	5,000	35.9%
Wholesale Trade	-8,900	2,700	6,200	30.3%
Information	-4,500	600	3,900	13.3%
Mining and Logging	-6,100	-5,500	11,600	0.0%
Construction	-24,000	-9,400	33,400	0.0%
Government	-9,100	-10,100	19,200	0.0%
Manufacturing	-11,500	-14,800	26,300	0.0%

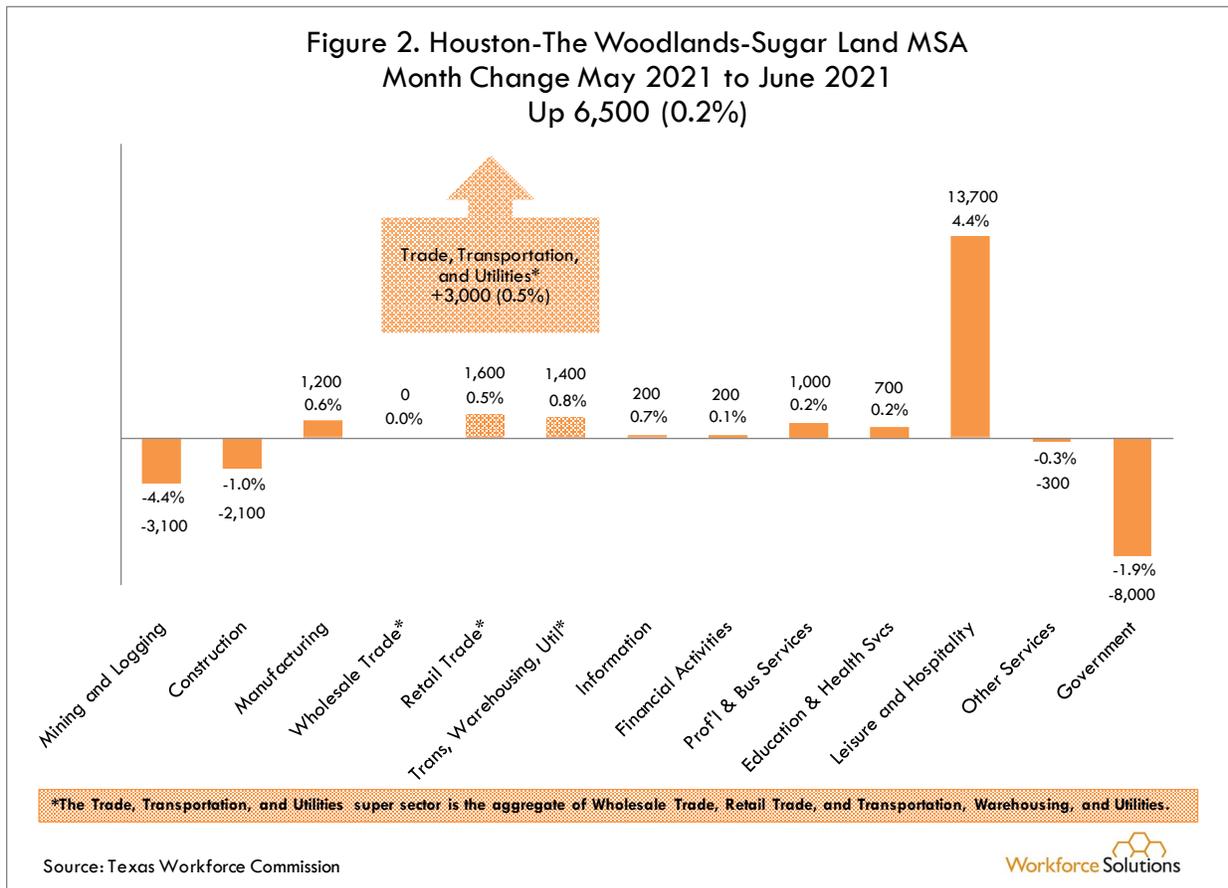
United States

Industry Sector	March and April Increase (Decrease)	May 2020 through June 2021 Increase	Jobs Left to Recover	Percent Recovered
Total	-20,717,000	16,266,000	4,451,000	78.5%

Nonagricultural Employment - Actual

Over the Month

After three consecutive months of strong increases, the H-W-S MSA had a weak jobs report in June with Total Nonfarm Employment increasing at less than half the rate of most years, up 6,500 jobs or 0.2 percent. Several areas were reporting weakness with Mining down 3,100 jobs or 4.1 percent, Construction, down 2,100 jobs or 1.0 percent, Other Services, down 300 jobs or 0.3 percent, and Professional Business Services with growth that was only a fourth of what it normally is, up 1,000 jobs or 0.2 percent. Government was also reporting an expected seasonal decline of 8,000 jobs as educational institutions reduce staffing for the summer. Leisure and Hospitality helped save the month reporting a strong increase of 13,700 jobs or 4.4 percent, more than twice the average June increase of 1.8 percent.



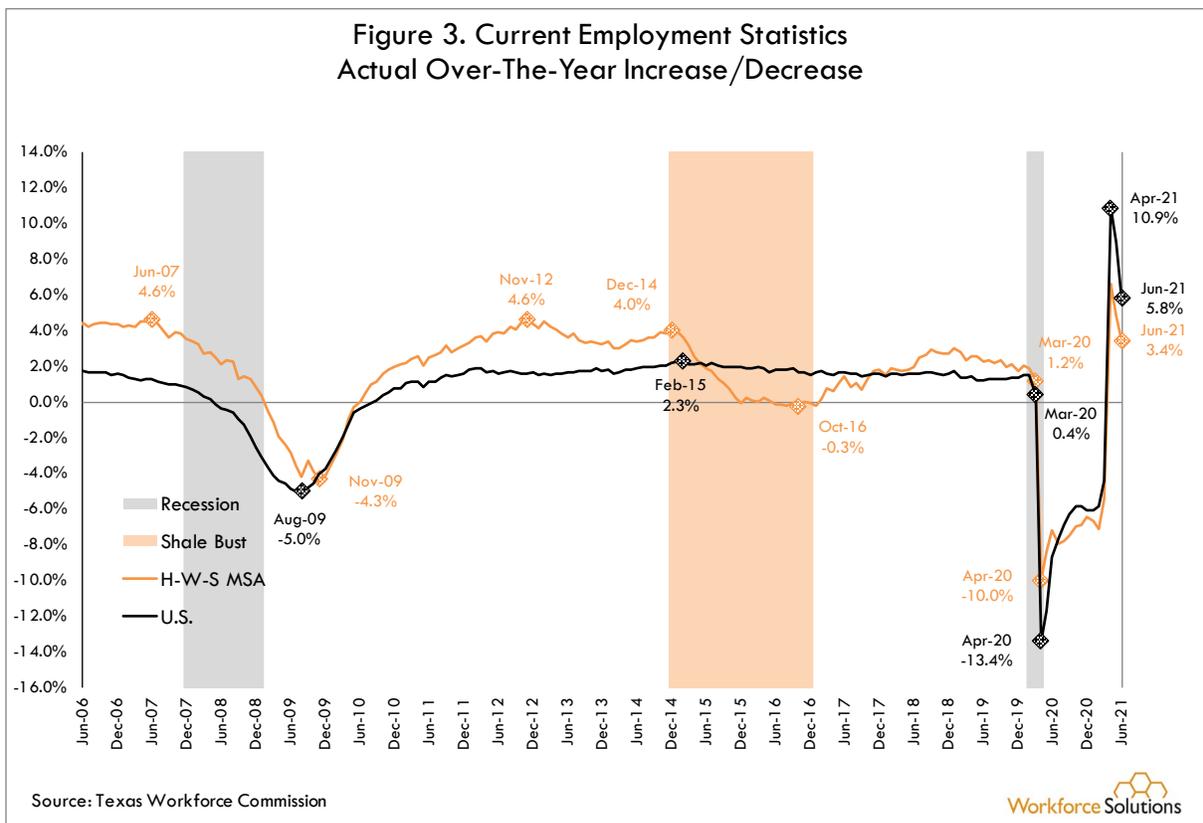
Over the Year

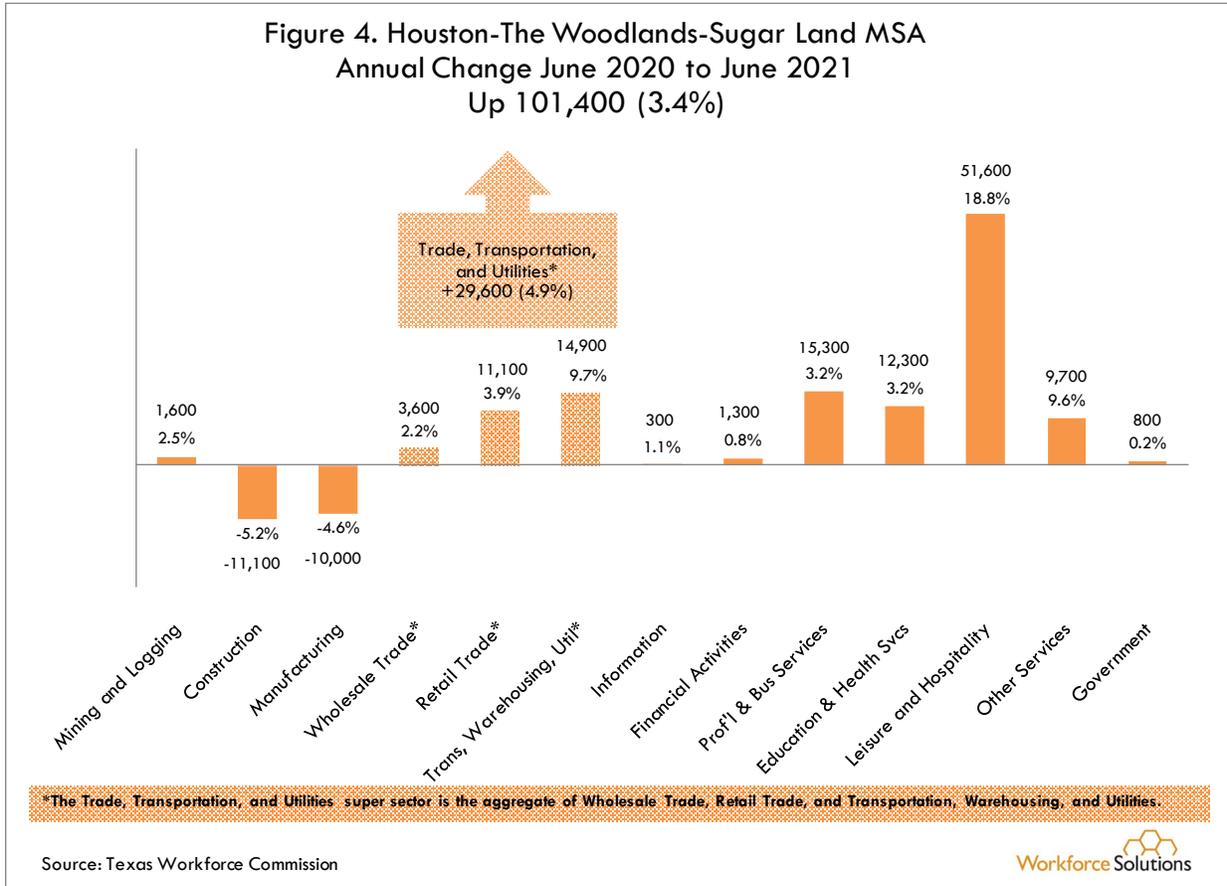
Total Nonfarm Employment in the H-W-S MSA was up 101,400 jobs or 3.4 percent over the year in June, see figure 3. Local job growth lags the nation where payrolls were up 5.8 percent over the year.

Job growth in most industry super sectors was positive, see figure 4. The top three contributors to the increase were Leisure and Hospitality, up 51,600 jobs or 18.8 percent, Trade, Transportation, and Utilities, up 29,600 jobs or 4.9 percent, and Professional and Business Services, up 15,300 jobs or 3.2 percent. The only declines were found in Manufacturing, down 10,000 jobs or 4.6 percent, and Construction, down 11,100 jobs or 5.2 percent.

For a complete list of current, month-ago, and year-ago employment estimates see pages 28 & 29.

Additional comments by industry super sector can be found beginning on page 7.





Total Nonfarm Employment – Seasonally Adjusted

Seasonally adjusted estimates for the H-W-S MSA and U.S. seen in figure 5 and 6 provide an additional view of growth trends removing the erratic month-to-month seasonal patterns. On a seasonally adjusted basis, Total Nonfarm Employment reported its weakest over-the-month increase since July 2020, up 2,200 jobs or 0.1 percent in June, with payrolls up 99,600 jobs or 3.4 percent over the year. Total Nonfarm Employment at the national level reported a much stronger June increase, up 850,000 jobs or 0.6 percent, with payrolls up 7,919,000 jobs or 5.7 percent over the year.

Long-term job growth in the H-W-S MSA continues to outpace that of the nation. Payrolls in the H-W-S MSA are currently up 13.9 percent above their peak prior to The Great Recession while payrolls at the national level are only up 5.3 percent.

Figure 5. Current Employment Statistics
Seasonally Adjusted Over-The-Year Increase/Decrease

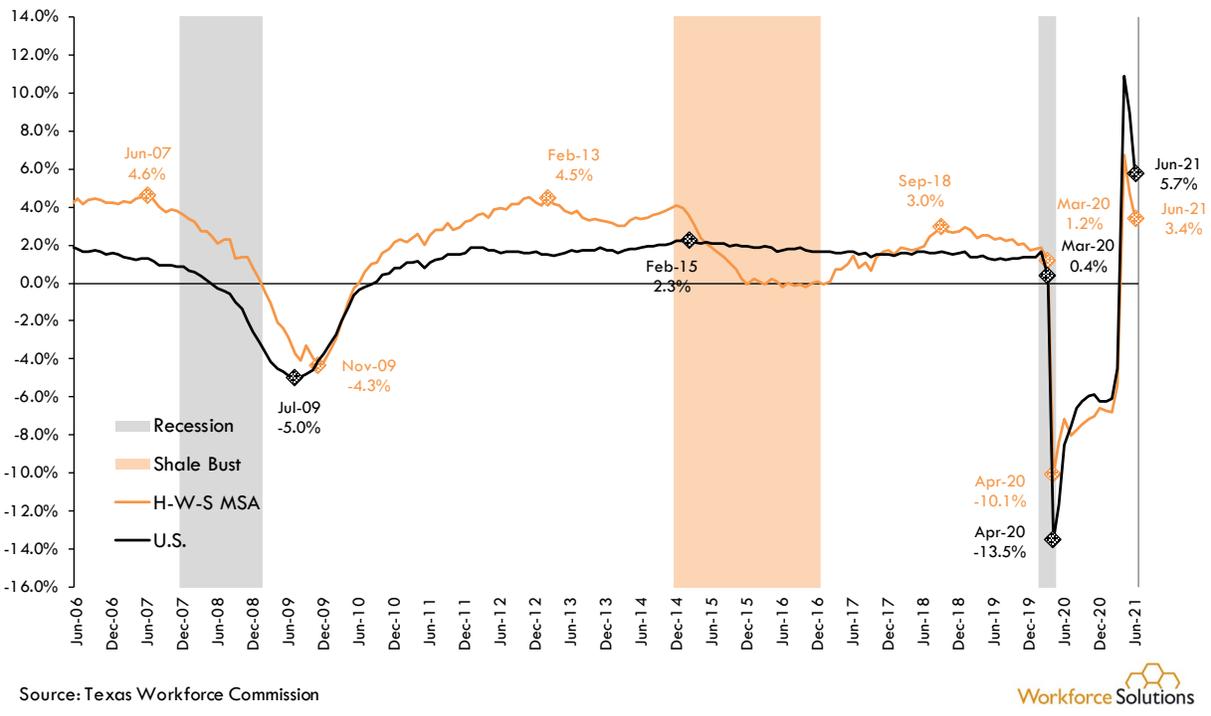
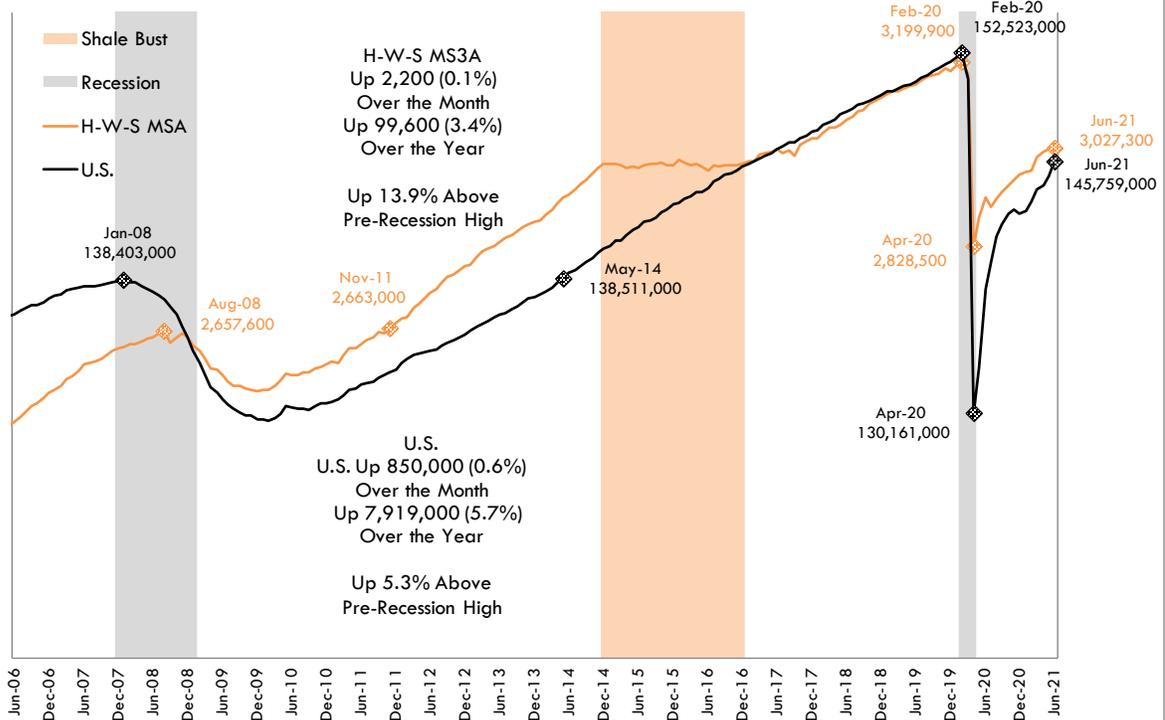


Figure 6. Total Non-farm Employment-Seasonally Adjusted

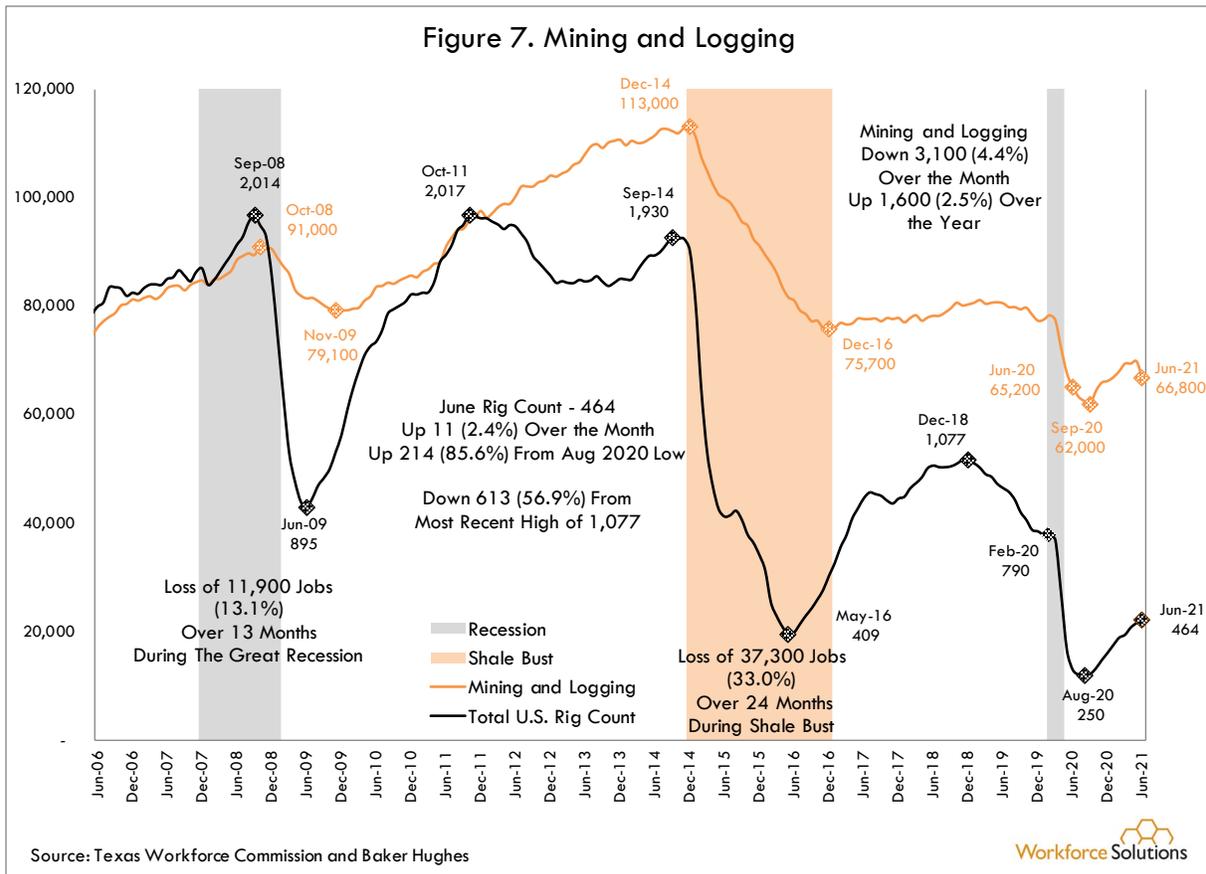


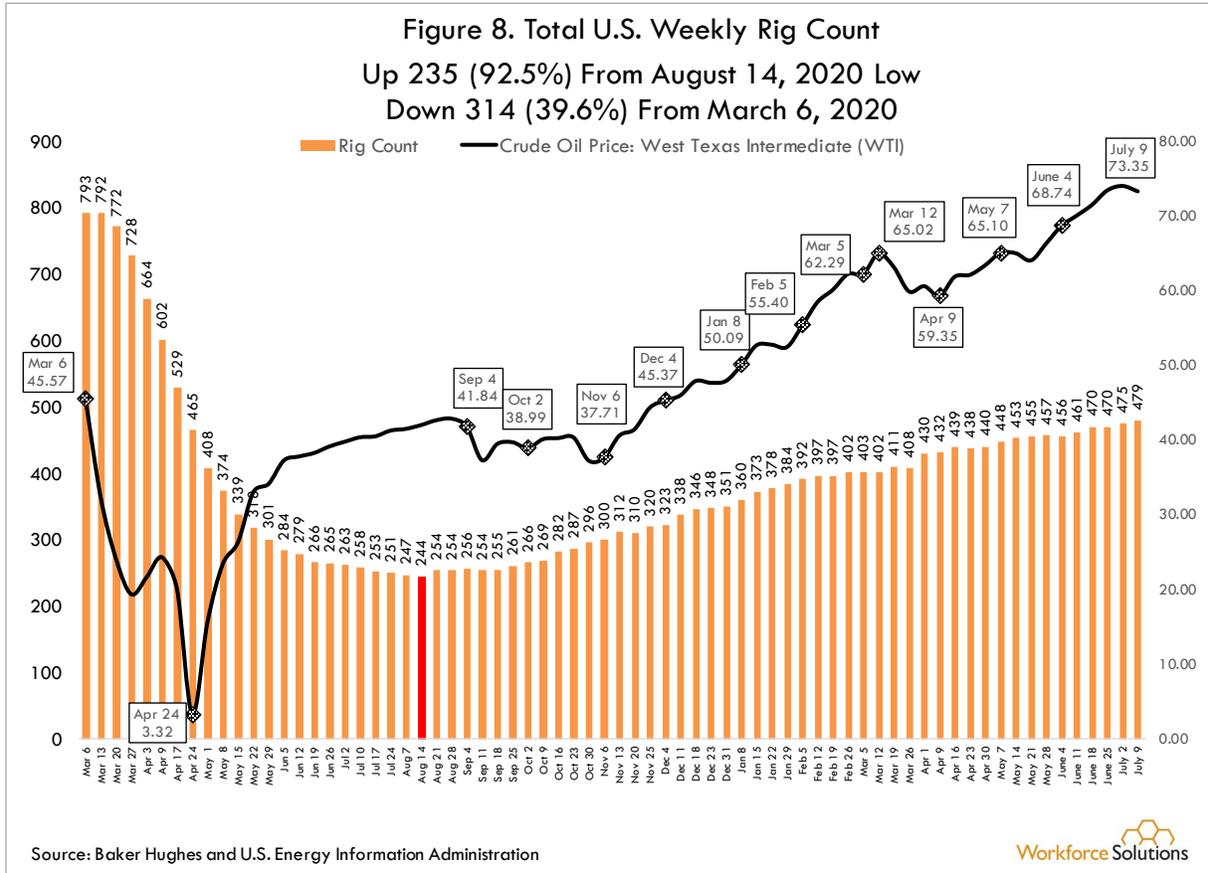
Details by Industry Sector

Mining and Logging was the second largest declining industry sector in June reporting a loss of 3,100 jobs. The 4.4 percent decline was the largest since early in the pandemic in May 2020. The driving factor of the decline is unclear considering drilling activity has been steadily rising for the last ten consecutive months. The loss was shared by Oil and Gas Extraction, down 1,500 jobs or 4.3 percent, and Support Activities for Mining, up 1,600 jobs or 4.2 percent.

Mining and Logging continued to report an over-the-year increase, up 1,600 jobs or 2.5 percent. Support Activities for Mining was responsible for most of the increase, up 2,200 jobs or 7.4 percent. The remainder of the increase, some 500 jobs, were in undefined areas of Mining and Logging. Oil and Gas Extraction reported a loss offsetting overall gains, down 1,100 jobs or 3.2 percent. Mining and Logging payrolls are up 7,800 jobs from a low of 62,000 in September 2020, see figure 7.

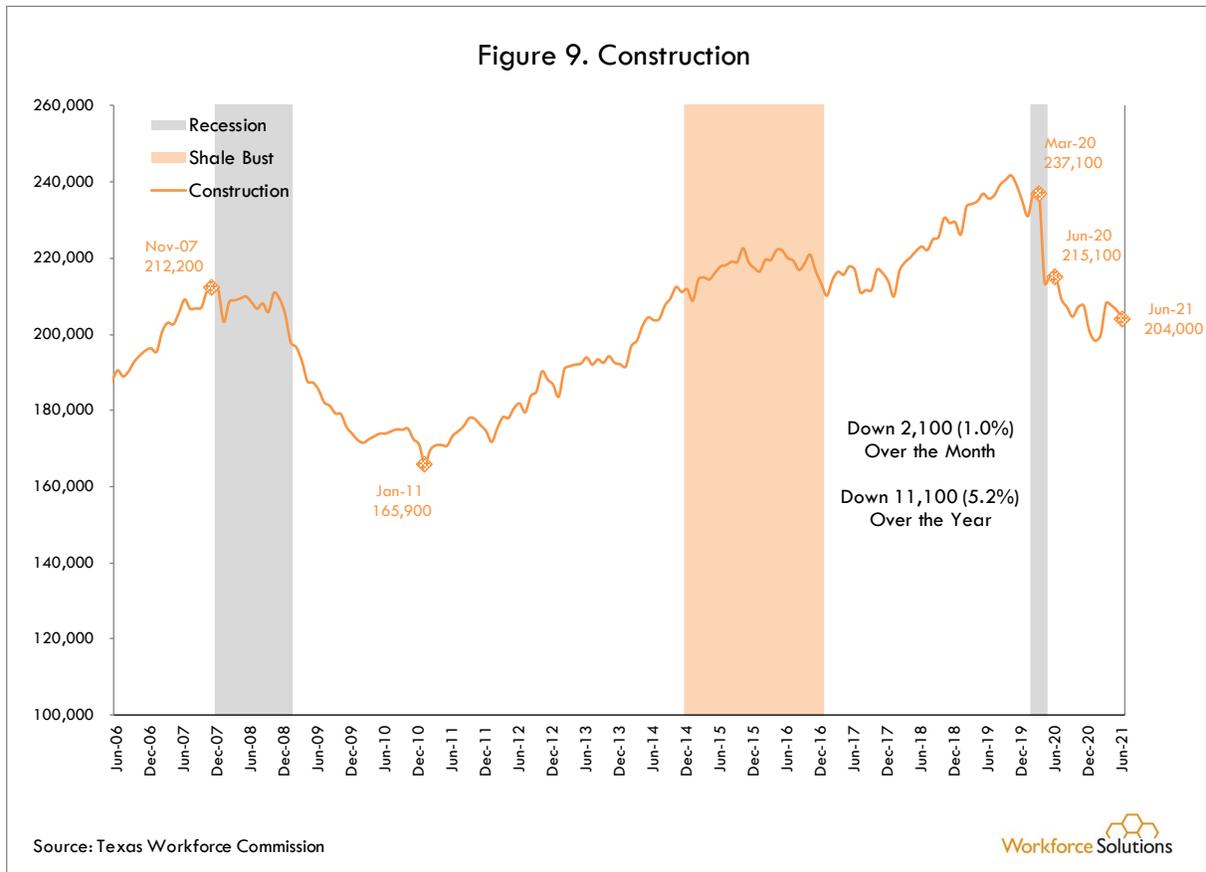
The average U.S. rig count rose for the tenth consecutive month in June, up by 11 to 464. The monthly rig count was down 613 (56.9%) from the most recent high of 1,077 in December 2018. Looking at rig counts on a weekly basis, there has been a 92.5 percent increase in drilling activity since hitting a bottom during the week of August 14th, see figure 8.





Construction reported a loss for the third consecutive month in June, down 2,100 jobs or 1.0 percent. Heavy and Civil Engineering Construction was the largest contributor to the decline, down 2,200 jobs or 4.1 percent, with additional declines found in Specialty Trade Contractors, down 700 jobs or 0.7 percent. Construction of Buildings reported an increase of 800 jobs over the month, up 1.7 percent.

Construction was the largest declining industry sector in June, down 11,100 jobs or 5.2 percent over the year. Declines were found across all sub-sectors, but Heavy and Civil Engineering Construction was responsible for the largest portion, down 6,900 jobs or 11.9 percent. The remainder of the losses were in Specialty Trade Contractors, down 3,300 jobs or 3.3 percent, and Construction of Buildings, down 900 jobs or 1.9 percent. Construction companies have been struggling to deal with supply chain challenges and rising materials pricing to complete projects underway with the added uncertainties from the pandemic causing many construction projects to be postponed.

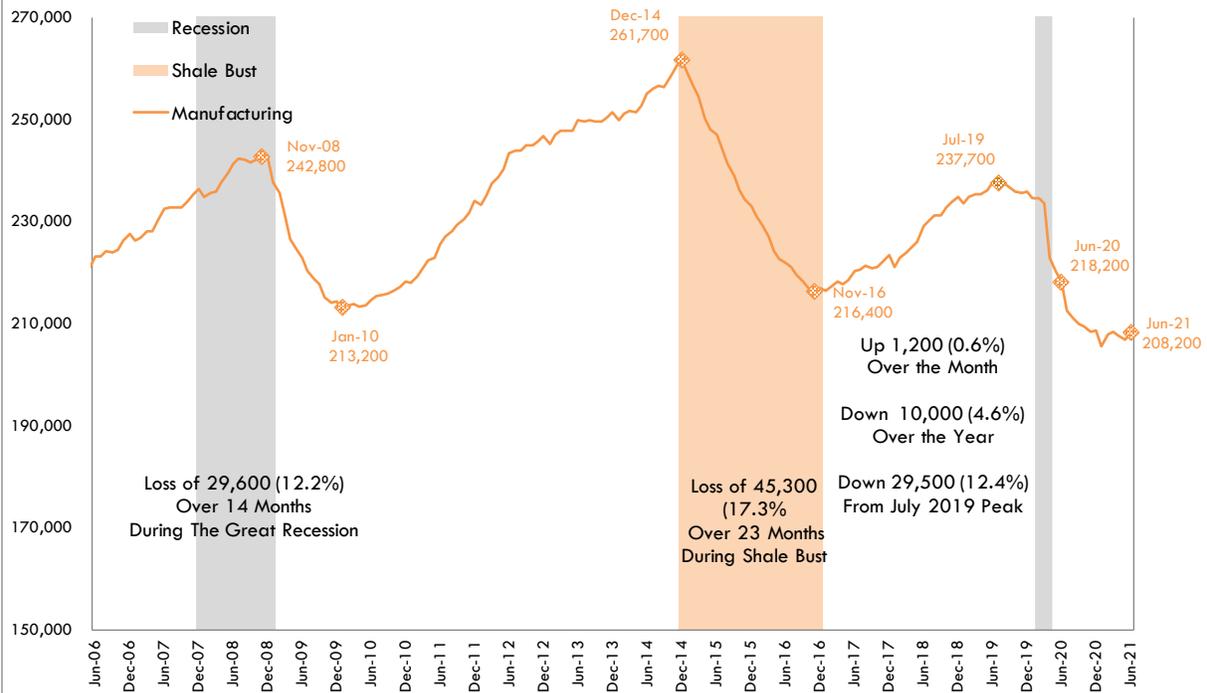


Manufacturing added 1,200 jobs over the month, up 0.6 percent. An increase of 1,100 jobs in Durable Goods Manufacturing was responsible for most of the increase, up 0.9 percent. Non-durable Goods Manufacturing was reporting a slight increase of 100 jobs or 0.1 percent.

Manufacturing was the second largest declining industry super sector in June, down 10,000 jobs or 4.6 percent over the year, see figure 10. Most of the decline was in Durable Goods Manufacturing with much of the loss tied to the energy sector, down 9,200 jobs or 6.7 percent, see figure 10.1. Within Durable Goods Manufacturing, Fabricated Metal Product Manufacturing was responsible for most of the loss with payrolls down 7,200 jobs or 15.2 percent, followed by Agriculture, Construction, and Mining Machinery Manufacturing, down 3,300 jobs or 14.3 percent. Non-durable Goods Manufacturing accounted for the remainder of loss in Manufacturing, down 800 jobs or 1.0 percent over the year, see figure 10.2. Manufacturing's decline began prior to the pandemic back in August 2019, not long after the active rig count began to decline. Payrolls in Manufacturing hit a low in January 2021 and have since been struggling to see consistent growth, see figure 10.

The Houston Purchasing Managers Index indicates overall economic activity in Houston continued to expand in June rising 2.5 points over the month to 56.7. The Houston PMI provides a measure of current economic activity in the greater Houston area and a forecast of likely shifts in activity over the next several months. Readings over 50 generally indicate goods producing industry expansion over the near term, while readings below 50 show coming contraction. Readings above 45 correlates with expansion of the Houston-The Woodlands-Sugar Land Business Cycle Index.

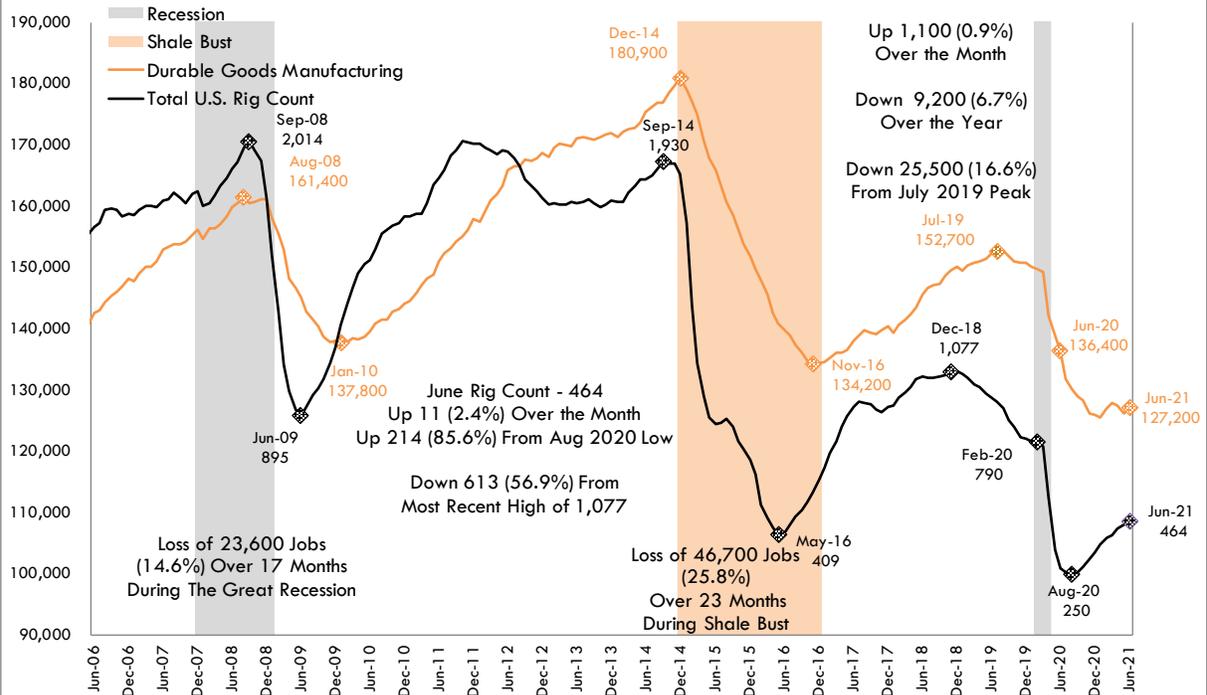
Figure 10. Manufacturing



Source: Texas Workforce Commission

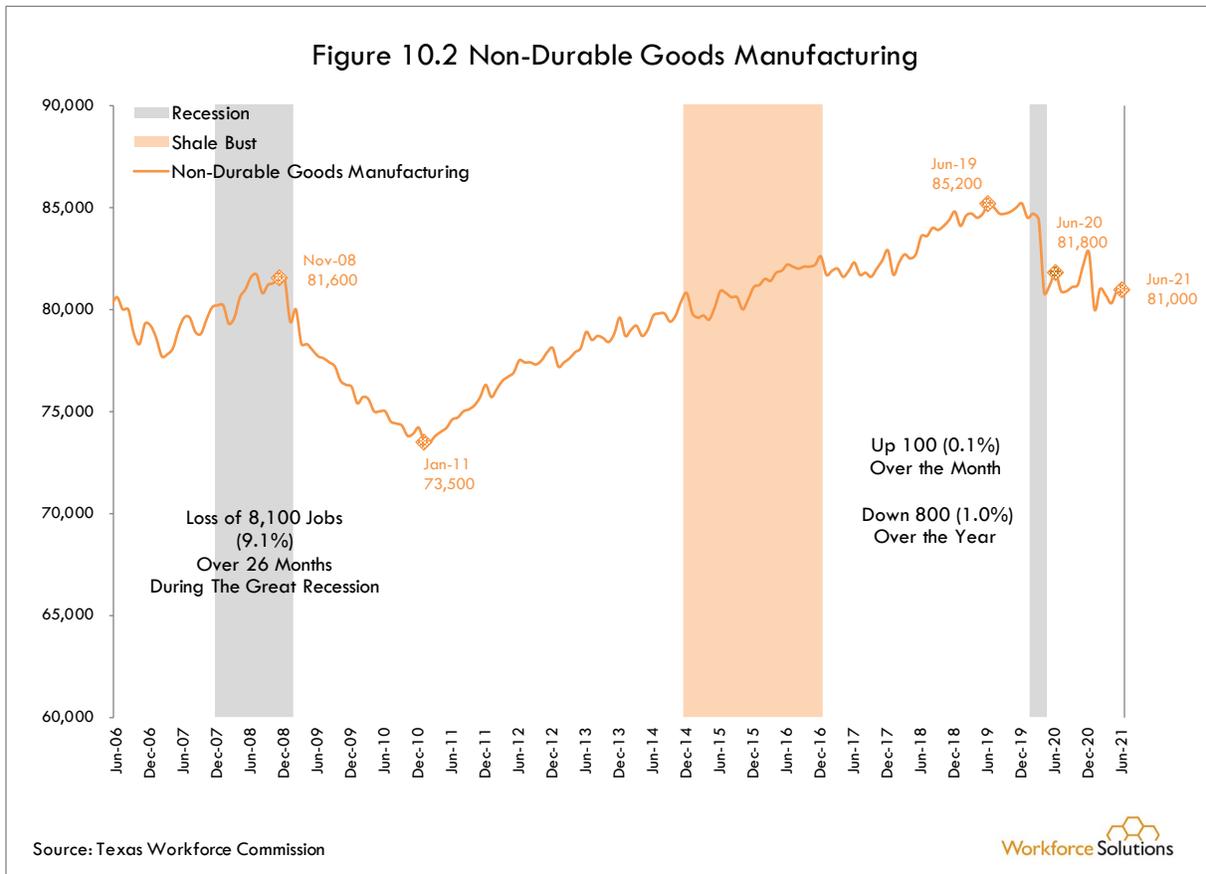


Figure 10.1 Durable Goods Manufacturing



Source: Texas Workforce Commission

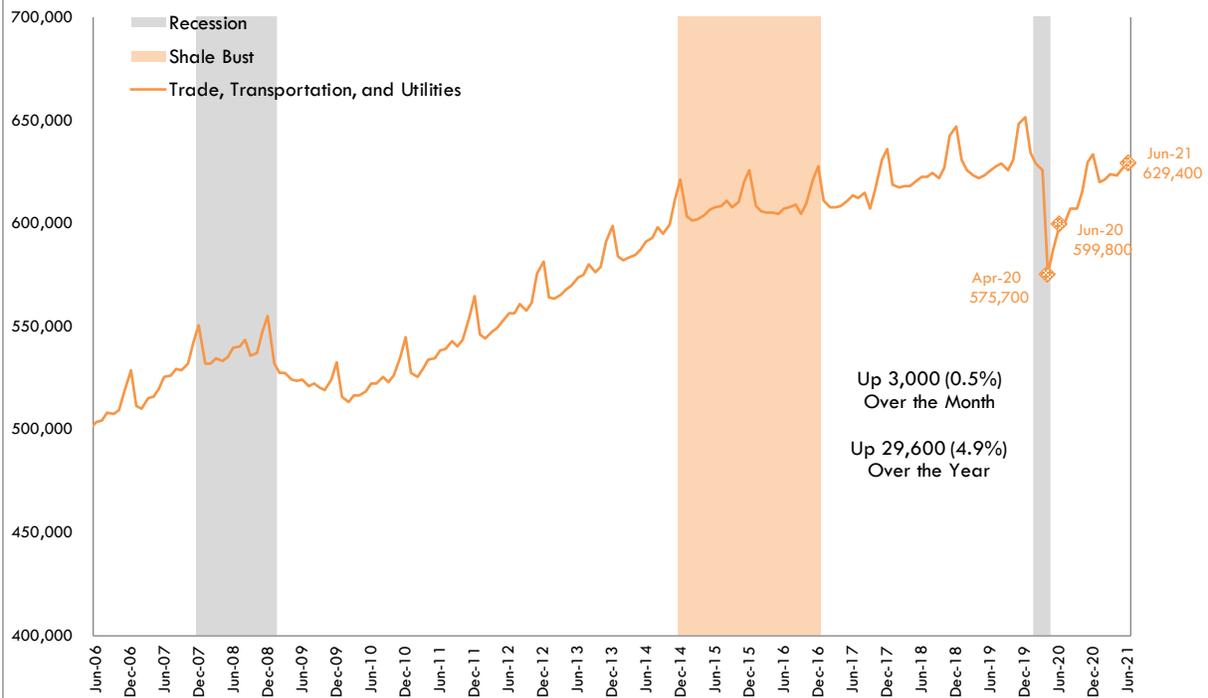




Trade, Transportation, Warehousing & Utilities was the second largest gaining industry super sector in June adding 3,000 jobs, up 0.5 percent. Retail Trade was up 1,600 jobs or 0.5 percent with more than half of the increase due to seasonal hiring at Clothing and Clothing Accessories Stores, up 900 jobs or 3.8 percent. The remainder of the increase was in Transportation, Warehousing, and Utilities, up 1,400 jobs or 0.8 percent. Wholesale Trade employment was unchanged in June.

Trade, Transportation, and Utilities was the second largest gaining industry super sector in June, up 29,600 jobs or 4.9 percent over the year, see figure 11. Half of the increase was in Transportation, Warehousing, and Utilities where payrolls were up 14,900 jobs or 9.7 percent, see figure 11.3. Overall increases in Transportation, Warehousing and Utilities were held back by losses in Air Transportation, down 1,000 jobs or 5.2 percent, and Pipeline Transportation, down 900 jobs or 7.3 percent. Retail Trade was up 11,100 jobs or 3.9 percent over the year, see figure 11.2. Clothing and Clothing Accessories Stores, the hardest hit retail sector during the initial phases of the pandemic, was the largest contributor with payrolls up 4,300 jobs or 21.0 percent. Wholesale Trade was up 3,600 jobs or 2.2 percent over the year, see figure 11.1.

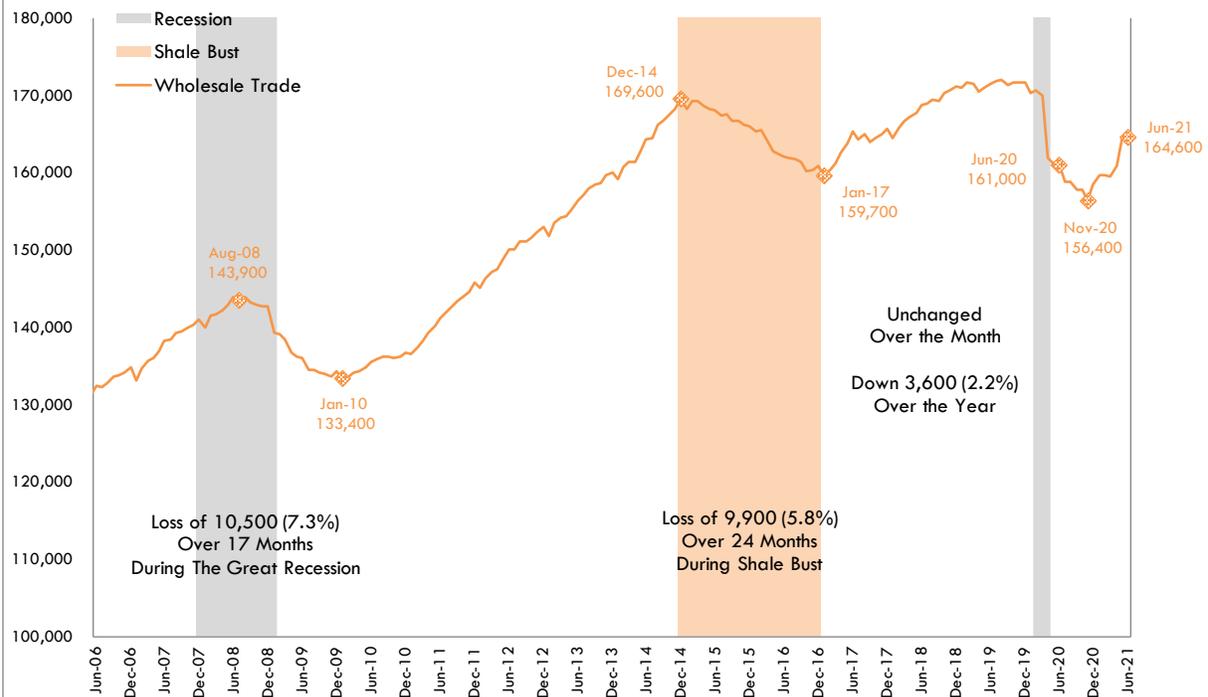
Figure 11. Trade, Transportation, and Utilities



Source: Texas Workforce Commission



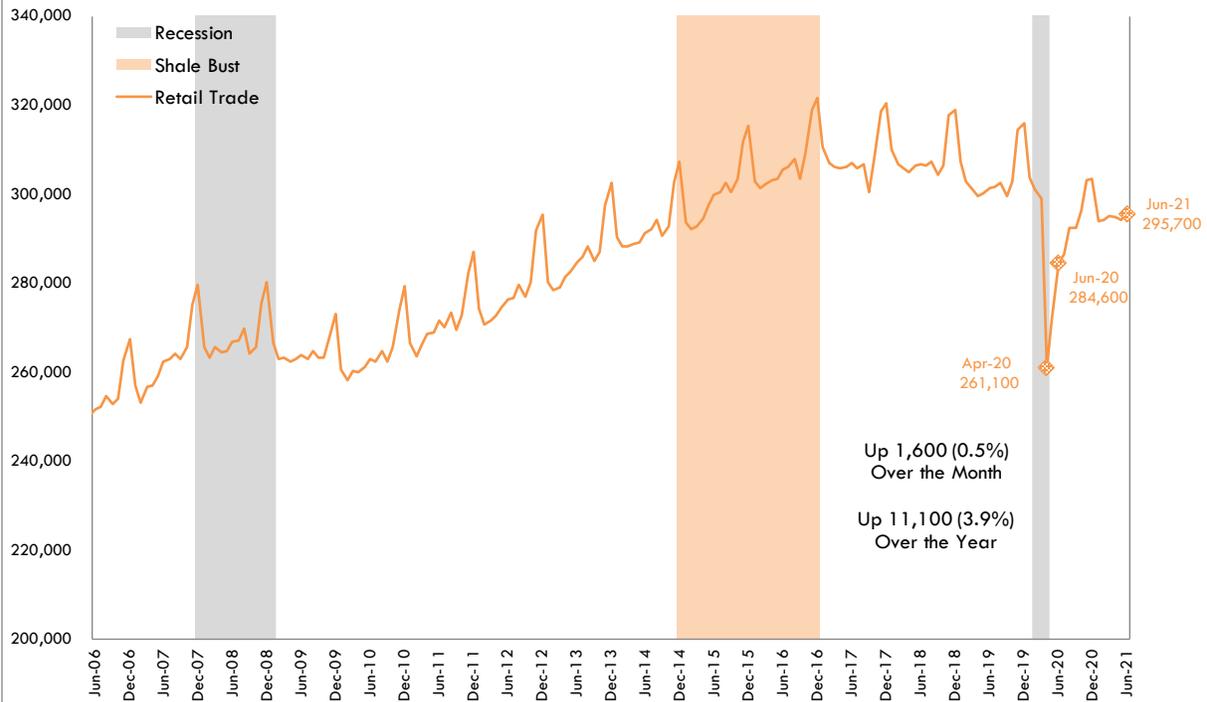
Figure 11.1 Wholesale Trade



Source: Texas Workforce Commission



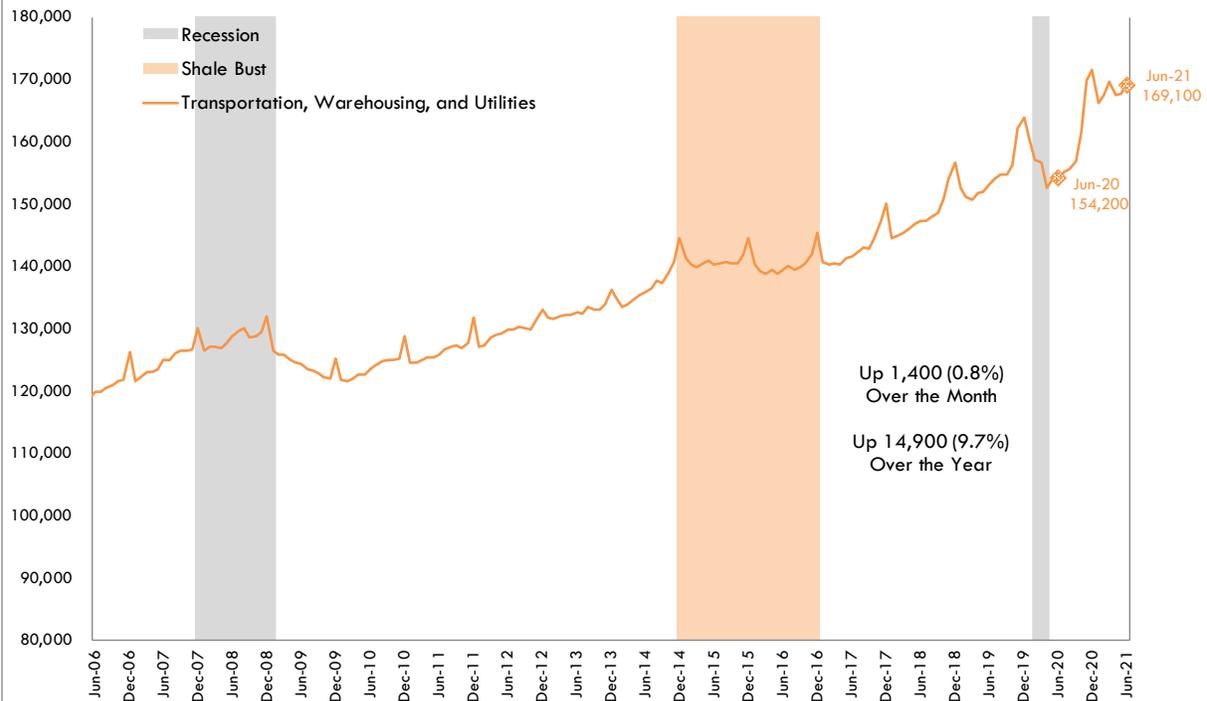
Figure 11.2 Retail Trade



Source: Texas Workforce Commission



Figure 11.3 Transportation, Warehousing, and Utilities



Source: Texas Workforce Commission



Information reported an increase of 200 jobs in June, up 0.7 percent, with payrolls up 300 jobs or 1.1 percent over the year. The Telecommunications sub-sector was reporting a loss of 400 jobs holding back overall gains, down 3.1 percent over the year.

Financial Activities reported a slight increase of 200 jobs or 0.1 percent in June driven by gains in Financial Investments and Related Activities, up 300 jobs, and Real Estate and Rental and Leasing, up 100 jobs or 0.2 percent.

Financial Activities was up 1,300 jobs or 1.1 percent over the year, see figure 12. Most of the increase was found within Finance and Insurance where payrolls were up 1,300 jobs or 0.8 percent, see figure 12.1. More specifically, Insurance Carriers and Related Activities accounted for most of the increase with payrolls up 1,400 jobs or 3.5 percent. Overall Gains in Finance and Insurance were held back by losses in Depository Credit Intermediation, down 1,200 jobs or 4.1 percent. Real Estate and Rental and Leasing was reporting a slight increase of 100 jobs over the year, see figure 12.2

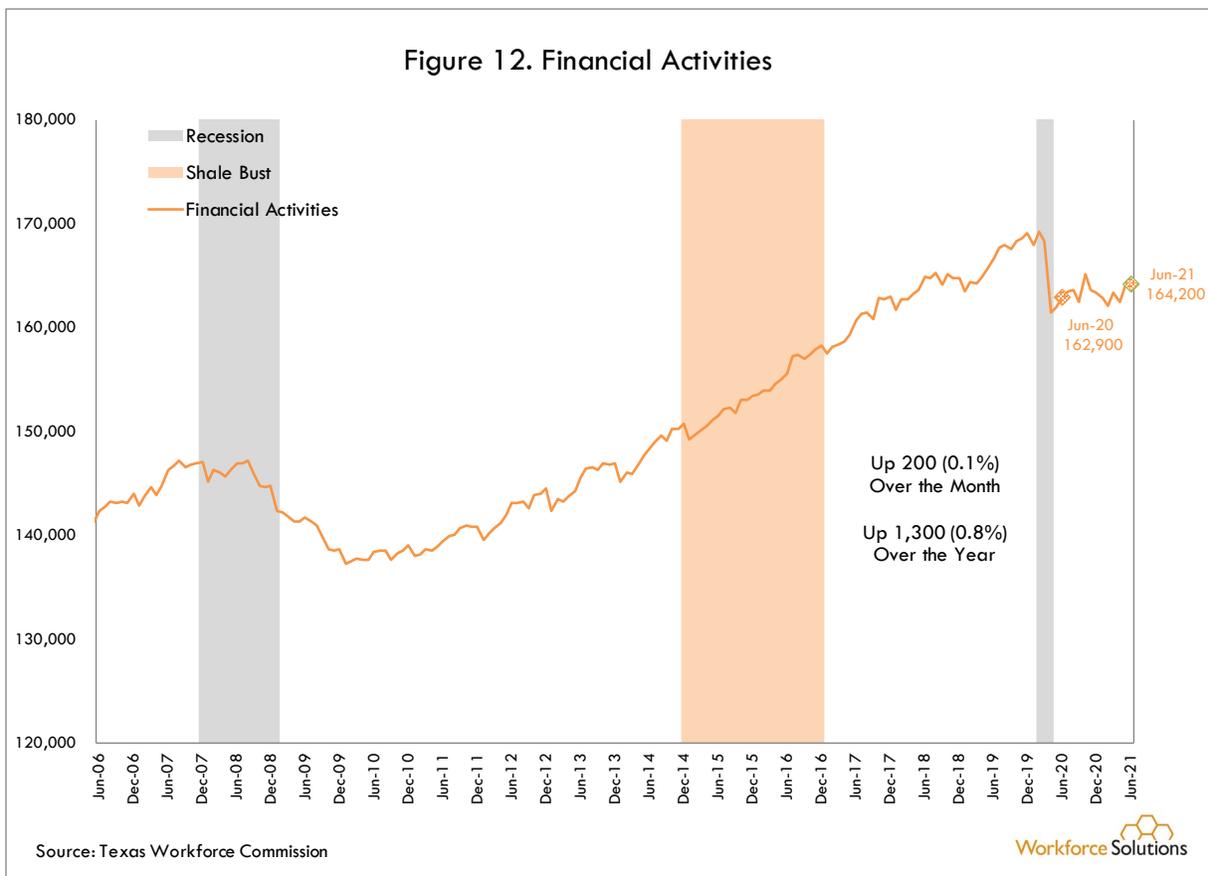
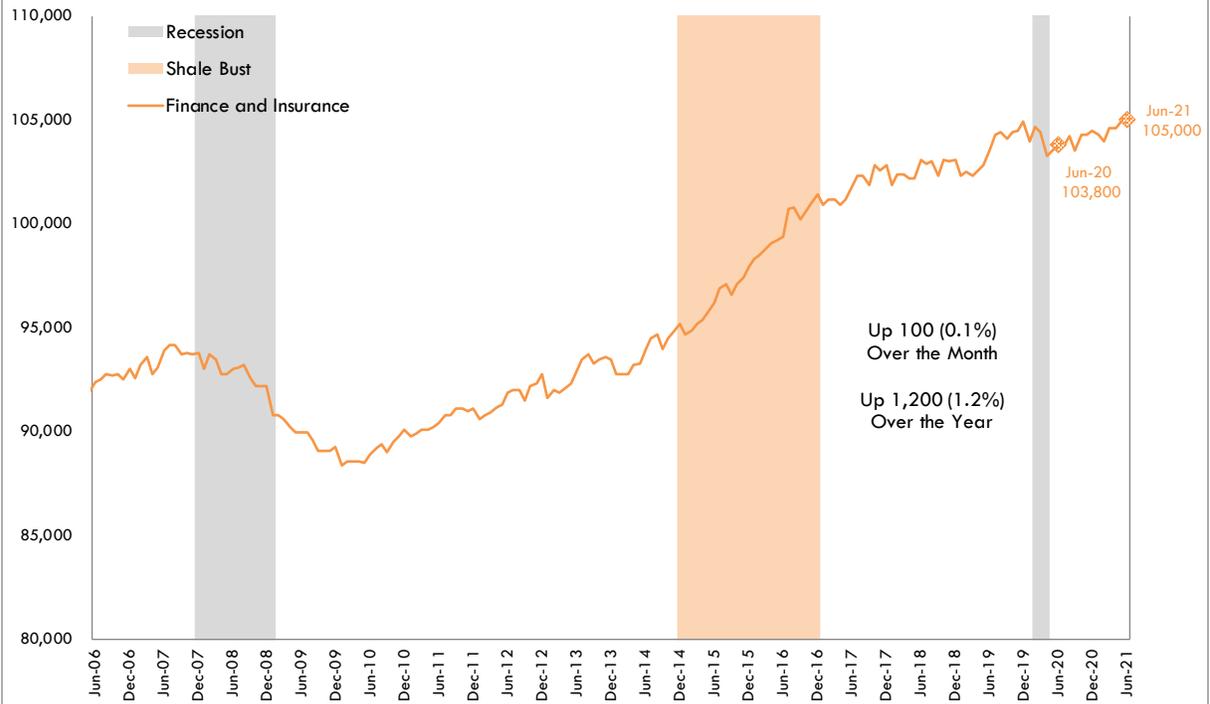


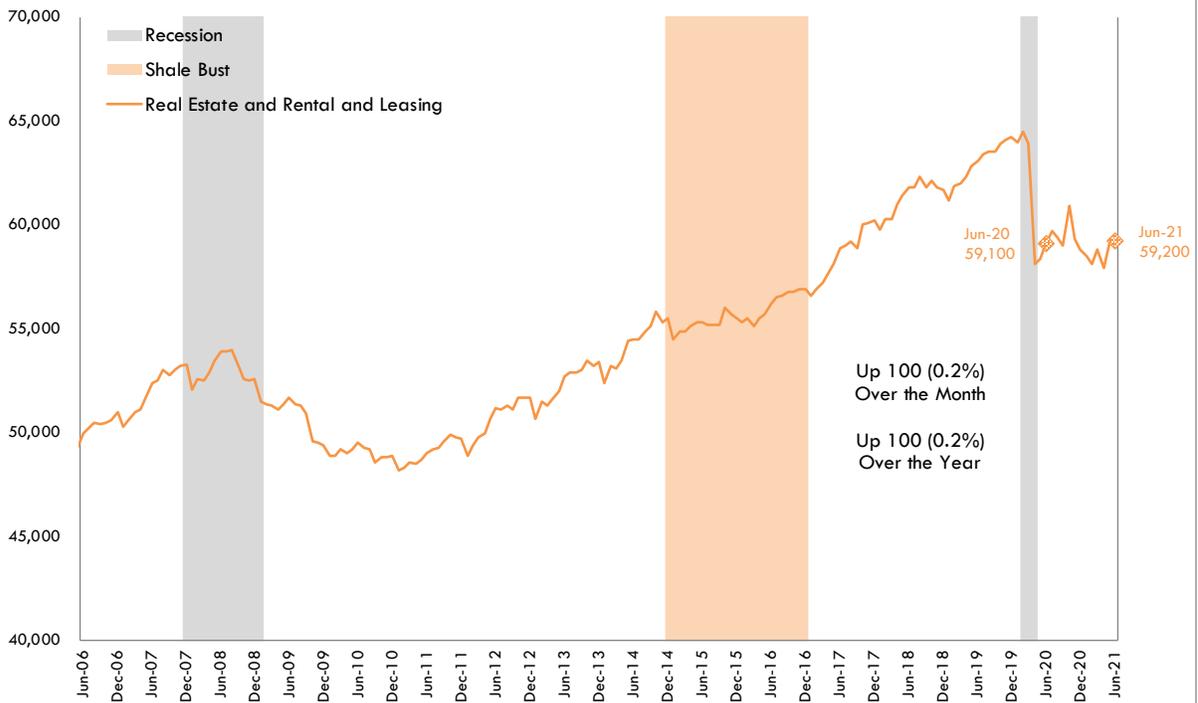
Figure 12.1 Finance and Insurance



Source: Texas Workforce Commission



Figure 12.2 Real Estate and Rental and Leasing



Source: Texas Workforce Commission



Professional and Business Services reported an of 1,000 jobs in June, up 0.2 percent. The increase was much weaker than the historical average June increase of 1.1 percent. Most of the increase was in the Professional, Scientific, and Technical Services sub-sector, up 1,900 jobs or 0.8 percent, with gains also found in Management of Companies and Enterprises, up 500 jobs or 1.1 percent. Administrative and Support and Waste Management and Remediation Services was reporting a loss of 1,400 jobs, down 0.7 percent.

Professional and Business Services was the third largest gaining industry super sector with payrolls up 15,300 jobs or 3.2 percent over the year, see figure 13. Professional, Scientific, and Technical Services was the largest contributor to the increase, up 7,600 jobs or 3.3 percent. Computer Systems Design and Relate Services was reporting the strongest growth, up 2,900 jobs or 8.8 percent, see figure 13.2. While most Professional, Scientific, and Technical Services sub-sectors were reporting increases they were offset by a substantial loss of 1,600 jobs in Architectural, Engineering, and Related Services, down 2.3 percent, see figure 13.1. Administrative and Support and Waste Management and Remediation Services was the second largest contributor to the increase, up 7,100 jobs or 3.5 percent. Most of the increase in Administrative and Support and Waste Management and Remediation Services was in two sub-sectors: Employment Services, up 6,400 jobs or 9.6 percent, and Services to Buildings and Dwellings, up 3,600 jobs or 6.9 percent. Lastly, Management of Companies reported an increase of 600 jobs, up 1.3 percent.

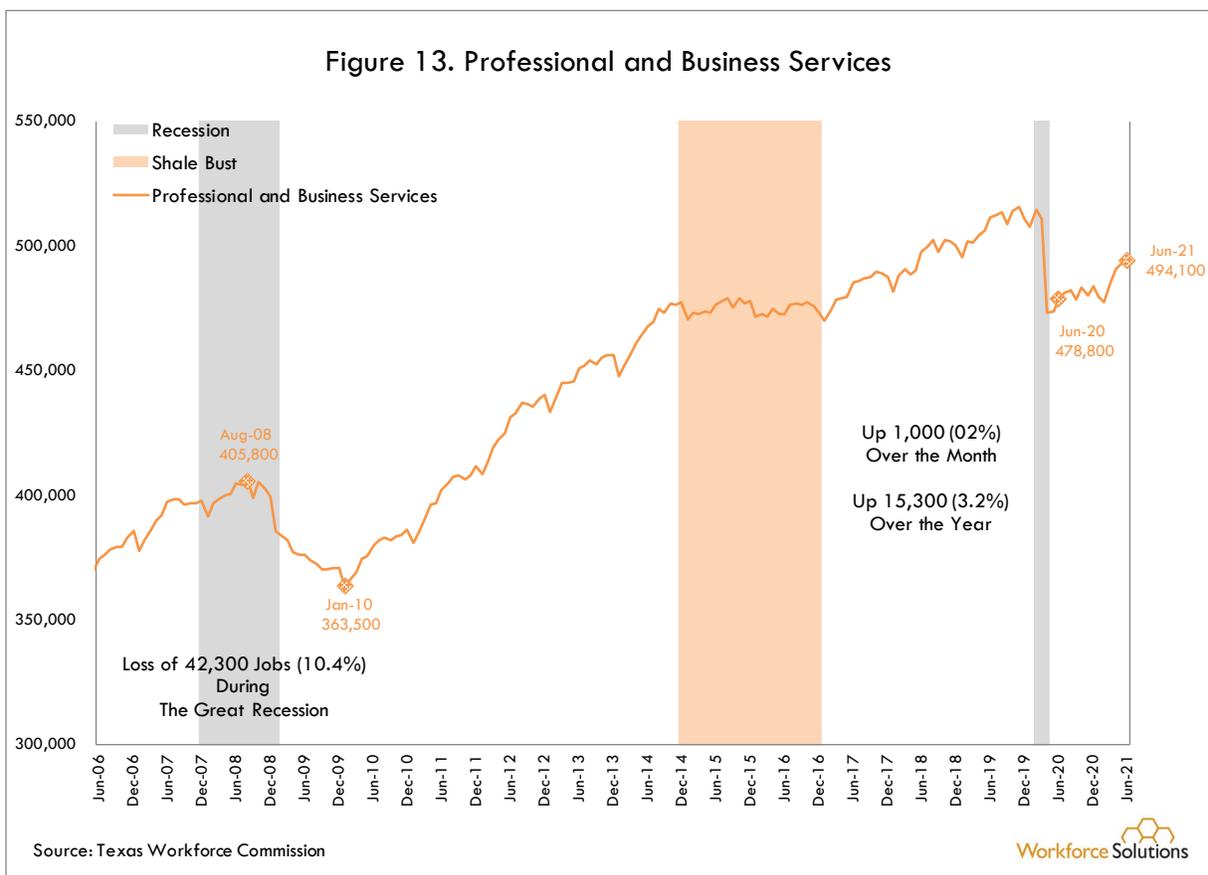
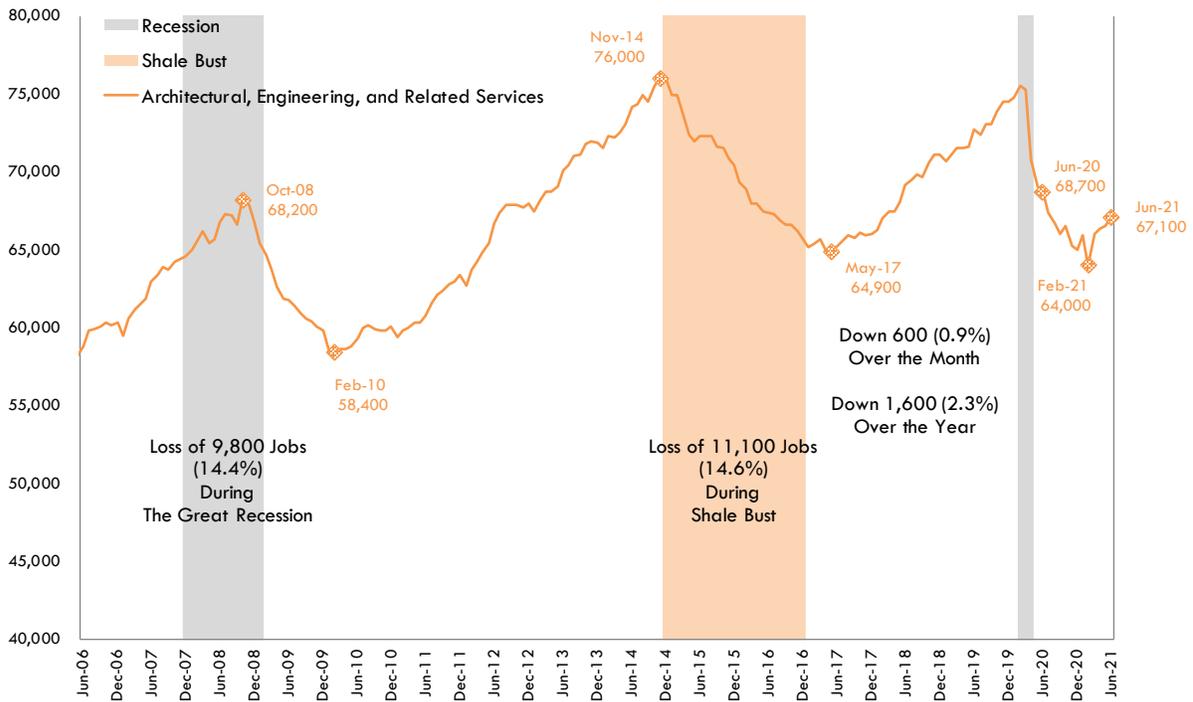


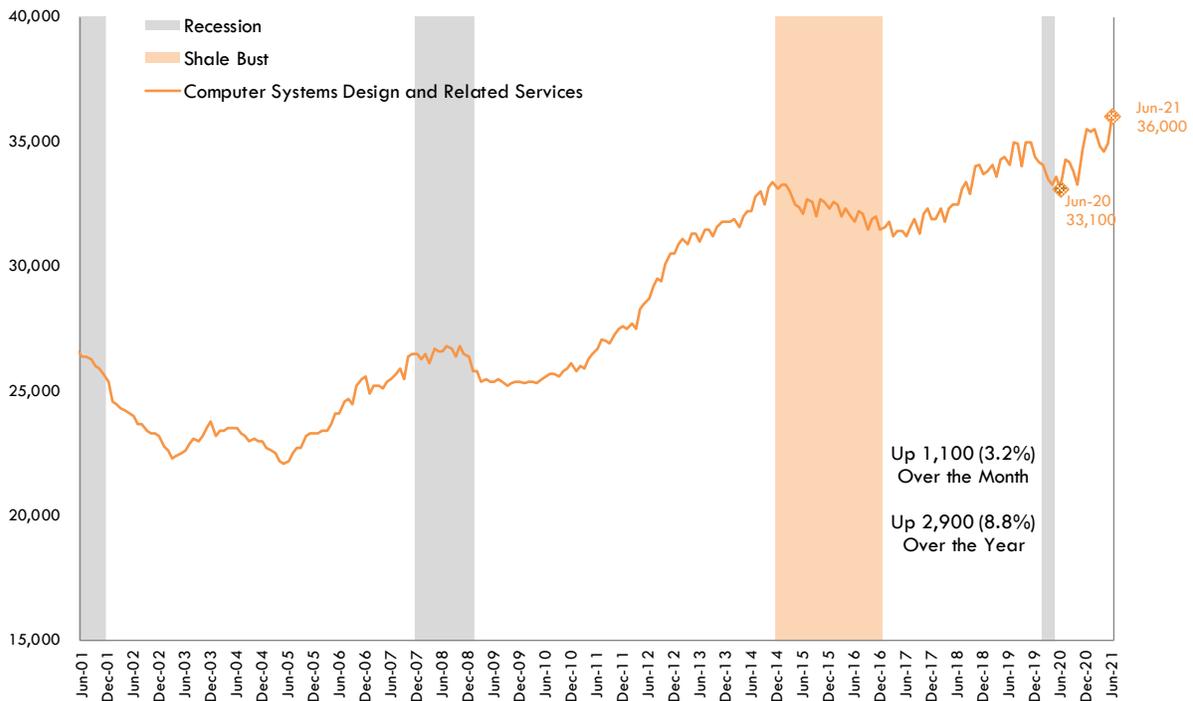
Figure 13.1 Architectural, Engineering, and Related Services



Source: Texas Workforce Commission

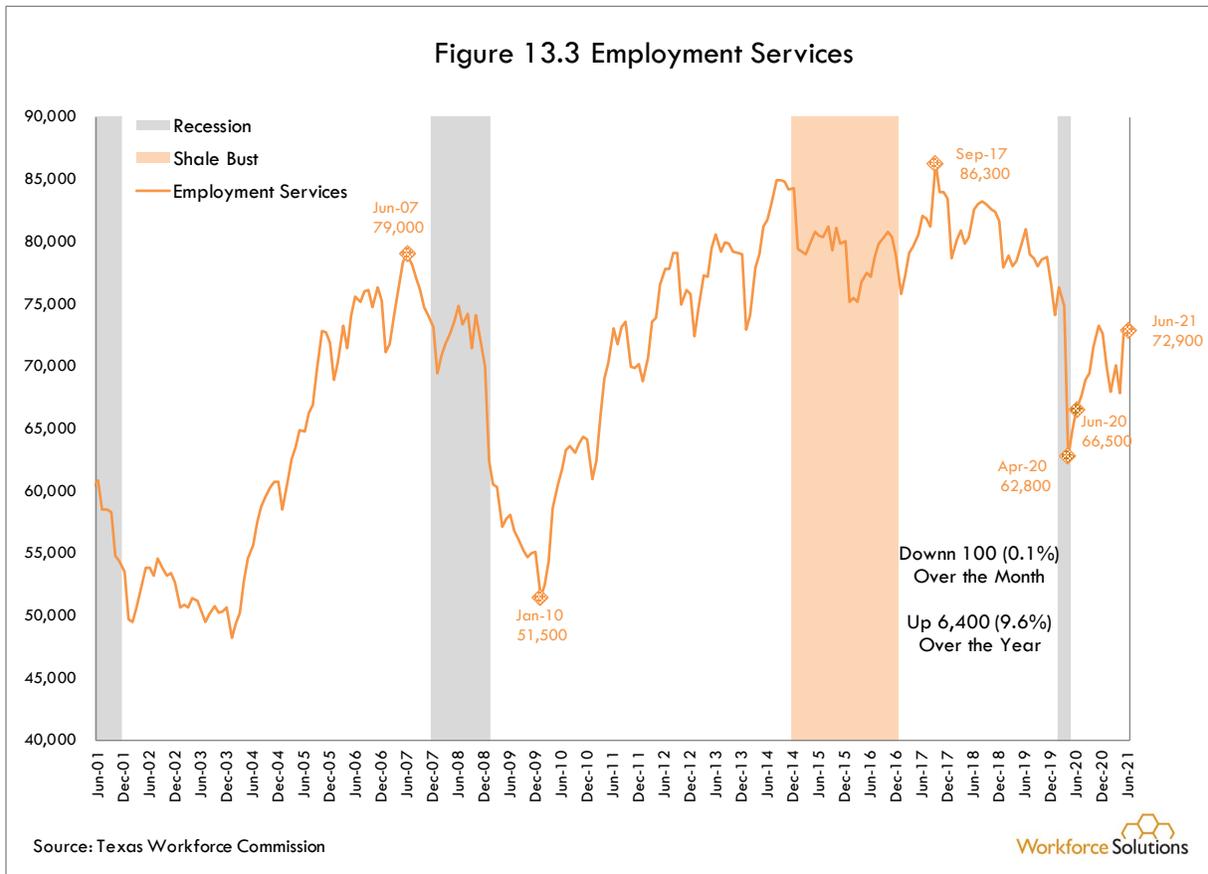


Figure 13.2 Computer System Design and Related Services



Source: Texas Workforce Commission

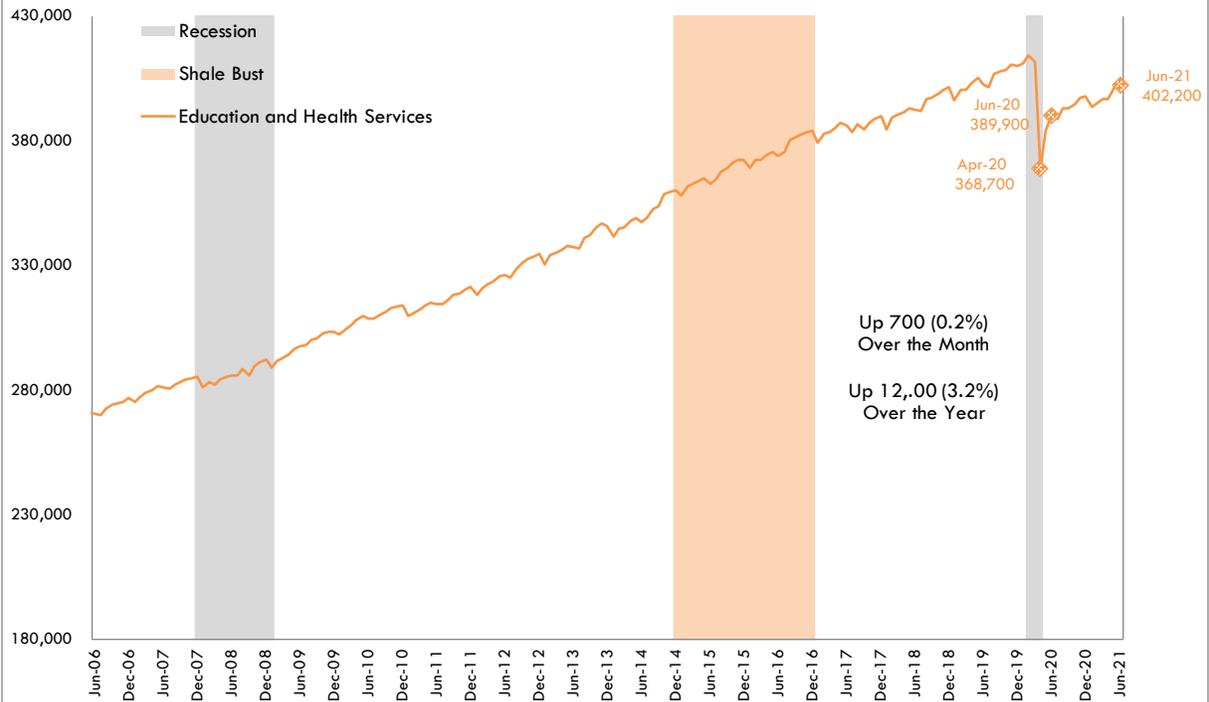




Education and Health Services managed an increase of 700 jobs in June, up 0.2 percent. Health Care and Social Assistance was up 2,800 jobs or 0.8 percent making the increase possible driven by an addition of 2,900 jobs in Ambulatory Health Care Services, up 1.7 percent. Educational Services reported a seasonal loss of 2,100 jobs following the completion of the 2020 to 2021 school year, down 3.3 percent.

Education and Health Services was up 12,300 jobs or 3.2 percent over the year, see figure 14. Most of the increase was in Health Care and Social Assistance, up 9,400 jobs or 2.8 percent, see figure 14.2. Job gains within Health Care and Social Assistance were primarily within the Ambulatory Health Care Services subsector, up 8,400 jobs or 5.2 percent, with Hospitals also managing an increase of 1,200 jobs, up 1.4 percent. Educational Services was also reporting an increase of 2,900 jobs, up 4.9 percent, see figure 14.1.

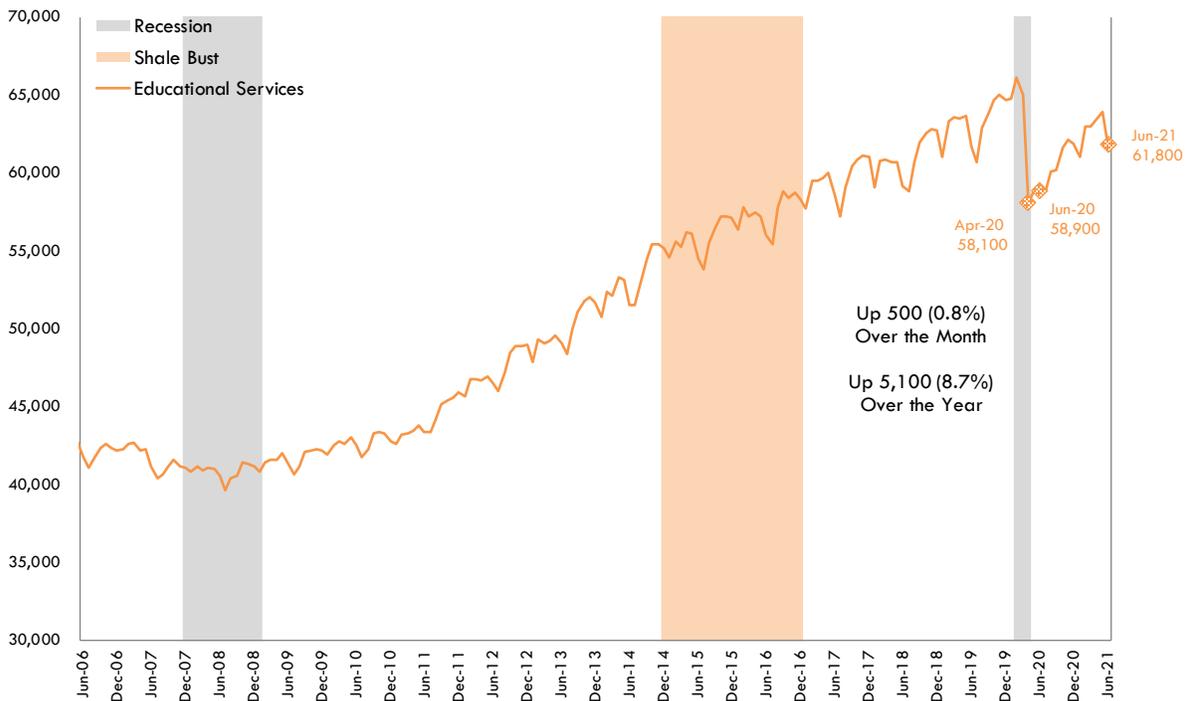
Figure 14. Education and Health Services



Source: Texas Workforce Commission



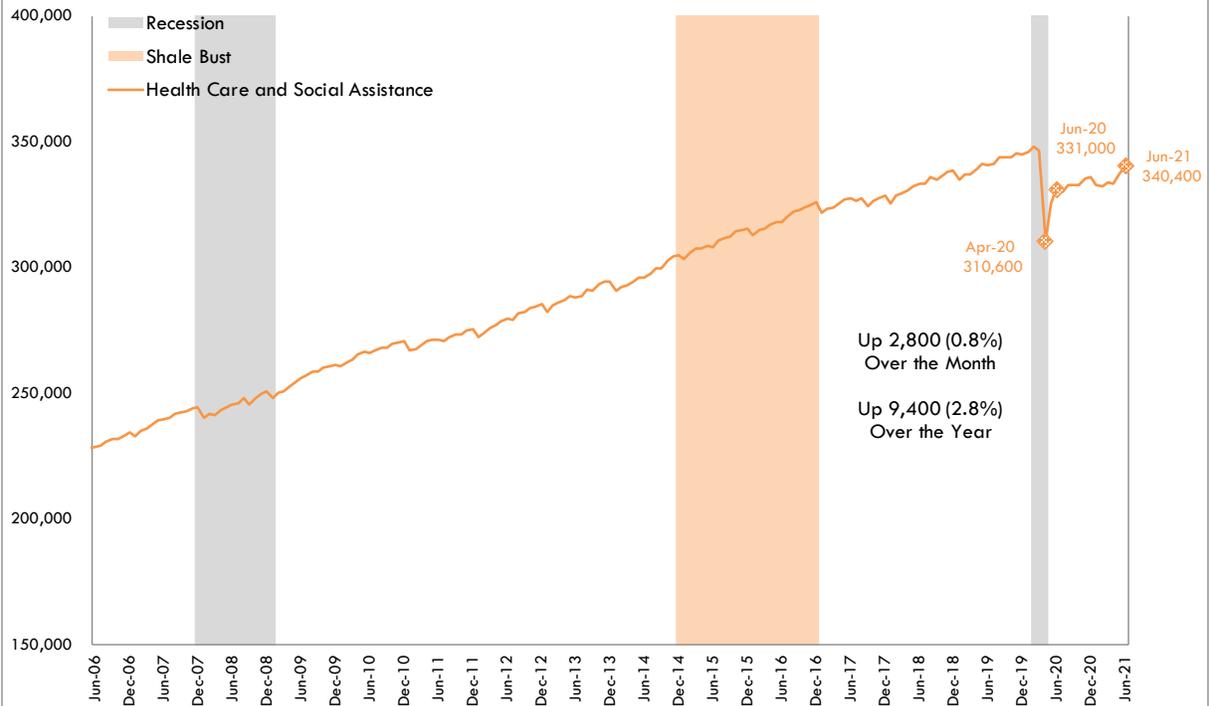
Figure 14.1 Educational Services



Source: Texas Workforce Commission



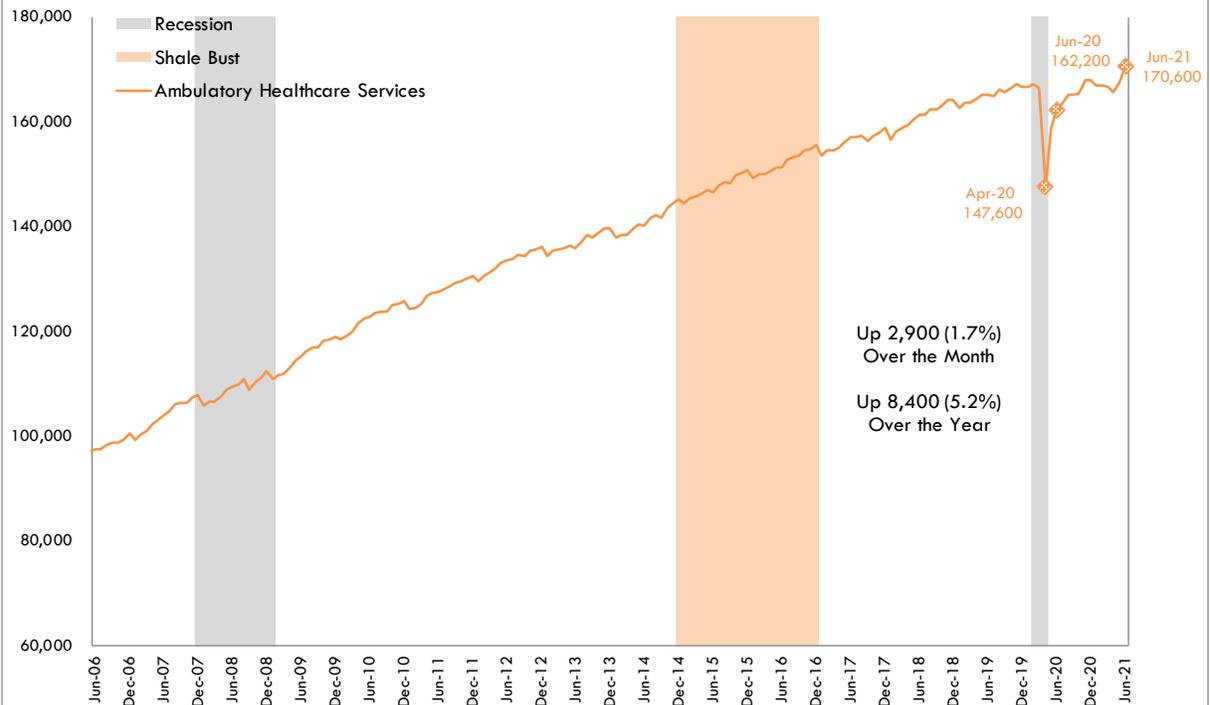
Figure 14.2 Health Care and Social Assistance



Source: Texas Workforce Commission



Figure 14.2.1 Ambulatory Healthcare Services



Source: Texas Workforce Commission



Leisure and Hospitality was the largest gaining industry super sector in June, up 13,700 jobs. The 4.4 percent increase was more than twice the historical average of 1.8 percent. This was the fourth consecutive month Leisure and Hospitality reported a strong increase as businesses continue their path to normal operations. Food Services and Drinking Places accounted for nearly seventy percent of the increase, up 9,200 jobs or 3.5 percent. Arts, Entertainment, and Recreation also reported a strong increase of 3,500 jobs as many entertainment venues increased operating capacity, up 11.2 percent.

Leisure and Hospitality suffered the largest job losses of any industry super sector in the initial phases of the pandemic. Having more jobs to recover, Leisure and Hospitality was the largest and fastest gaining industry super sector over the year, up 51,600 jobs or 18.8 percent, see figure 15. Arts, Entertainment, and Recreation reported the strongest increase, up 6,100 jobs or 21.3 percent, see figure 15.1. Accommodation also reported a strong increase of 3,700 jobs or 19.1 percent over the year, see figure 15.2. Food Services and Drinking Places accounted for most of the increase with payrolls up 41,800 jobs or 18.4 percent, see figure 15.3.

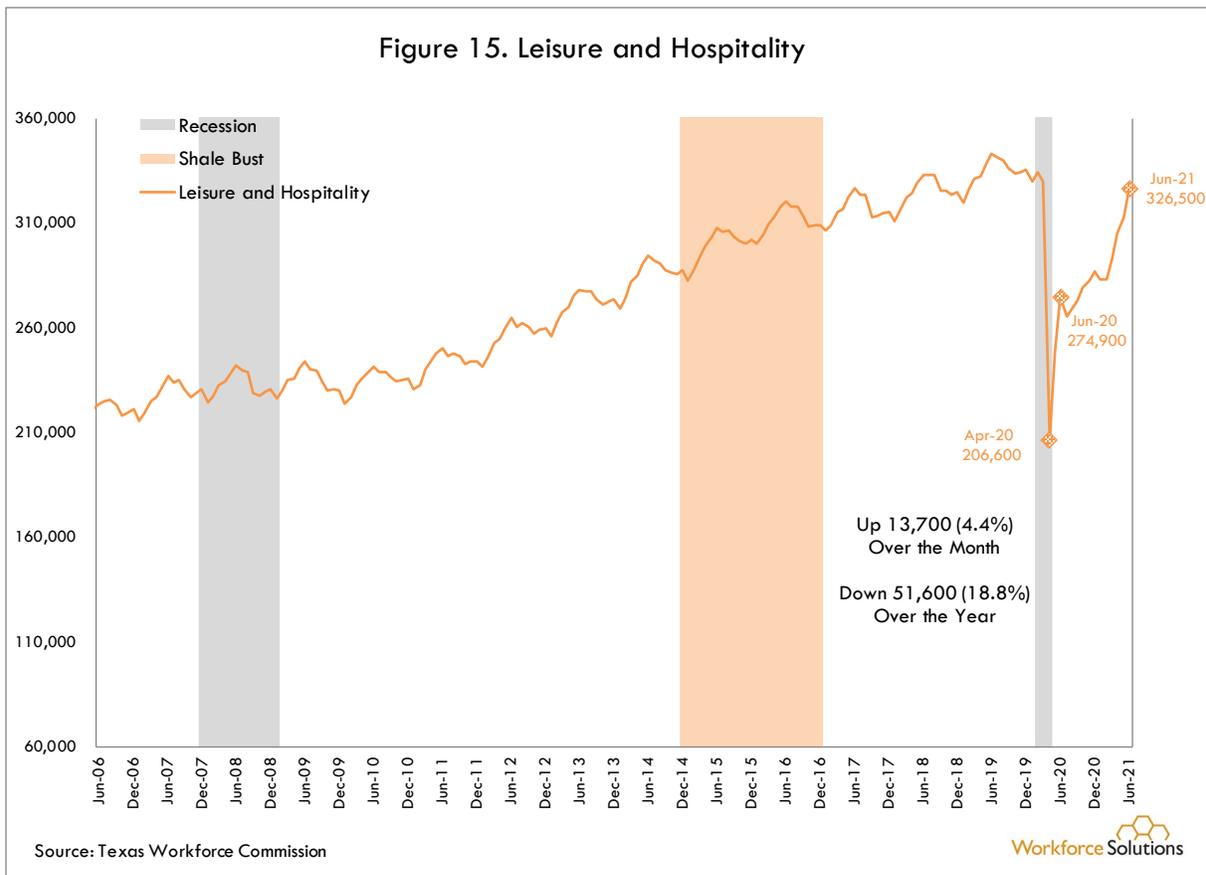
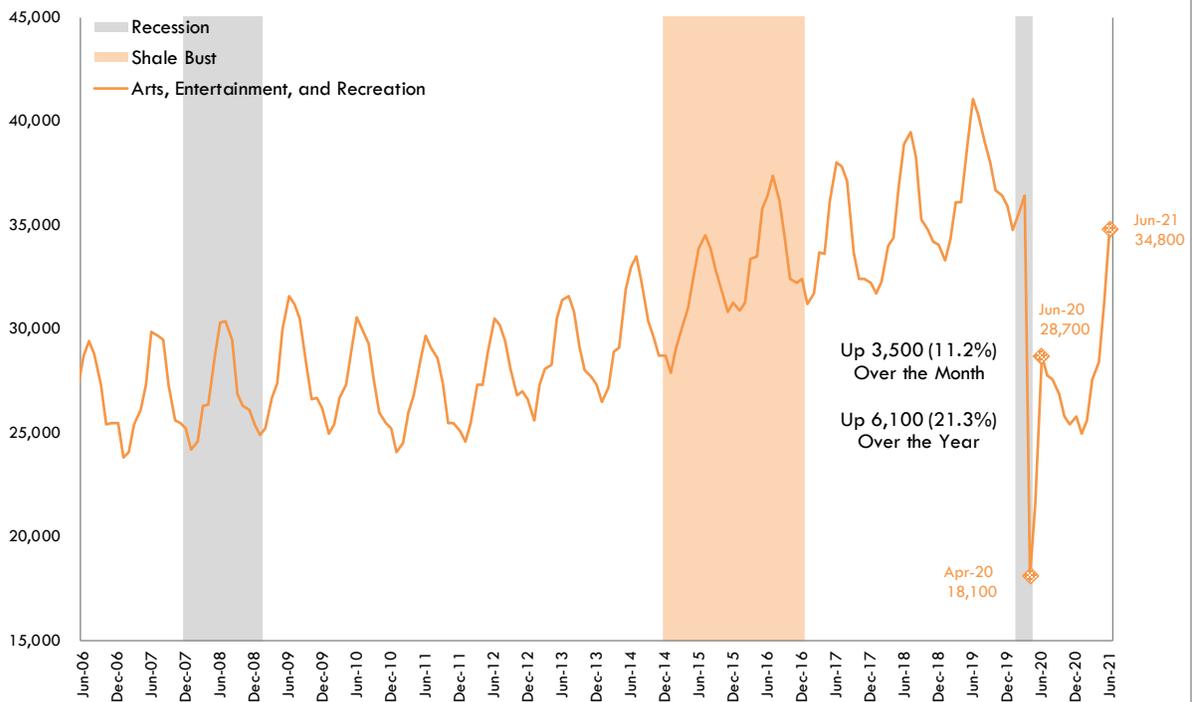


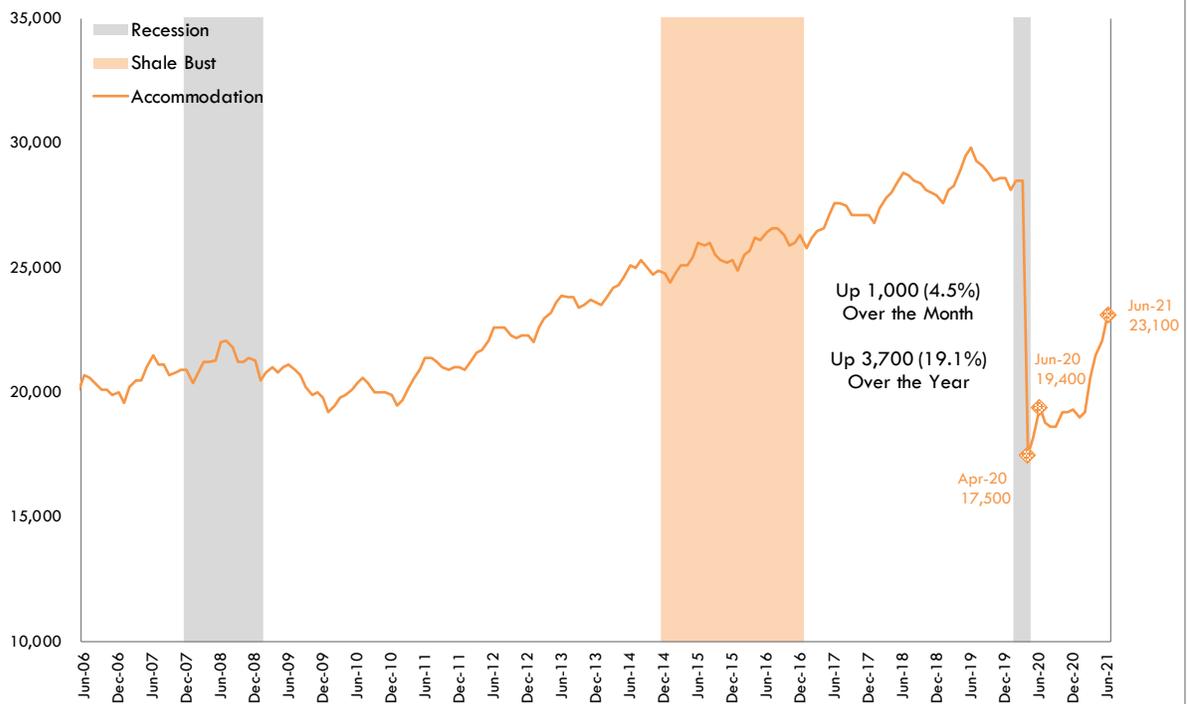
Figure 15.1 Arts, Entertainment, and Recreation



Source: Texas Workforce Commission

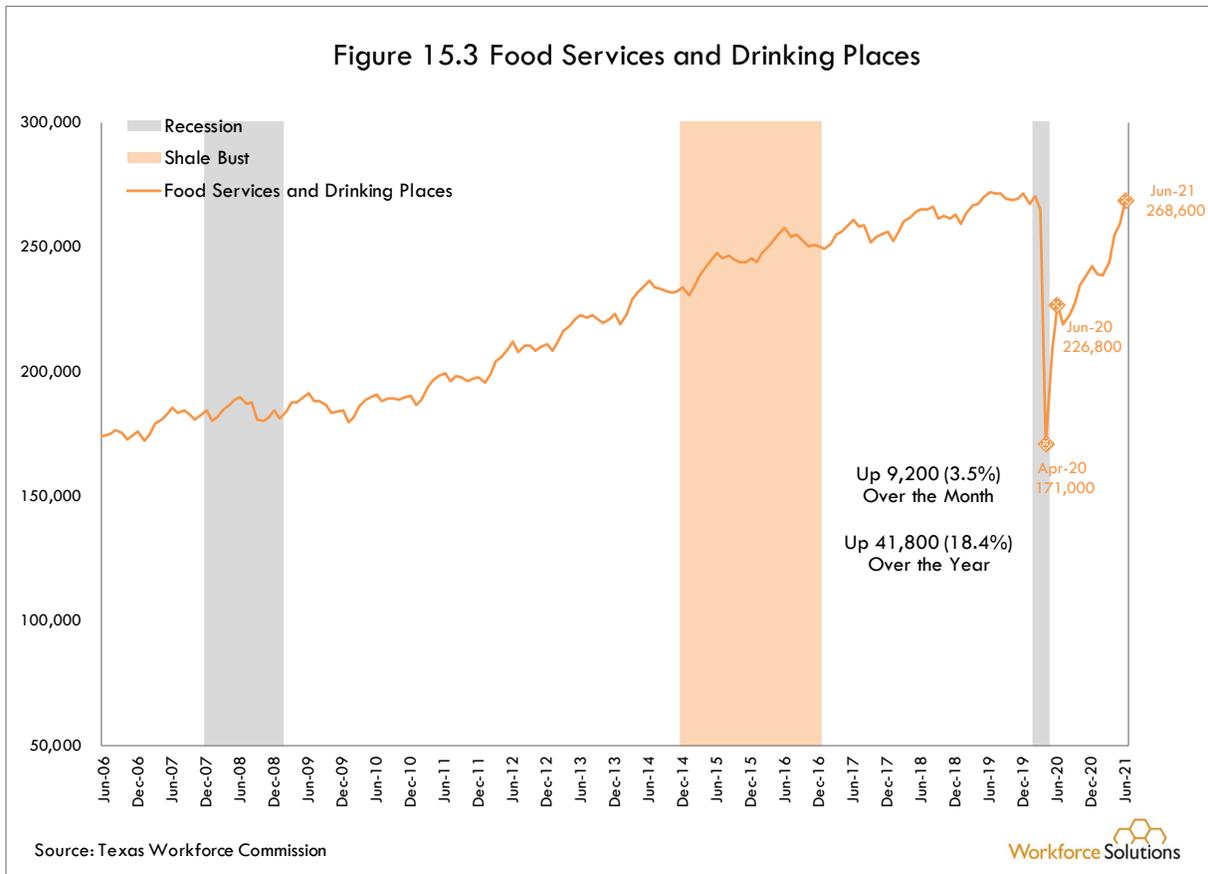


Figure 15.2 Accommodation



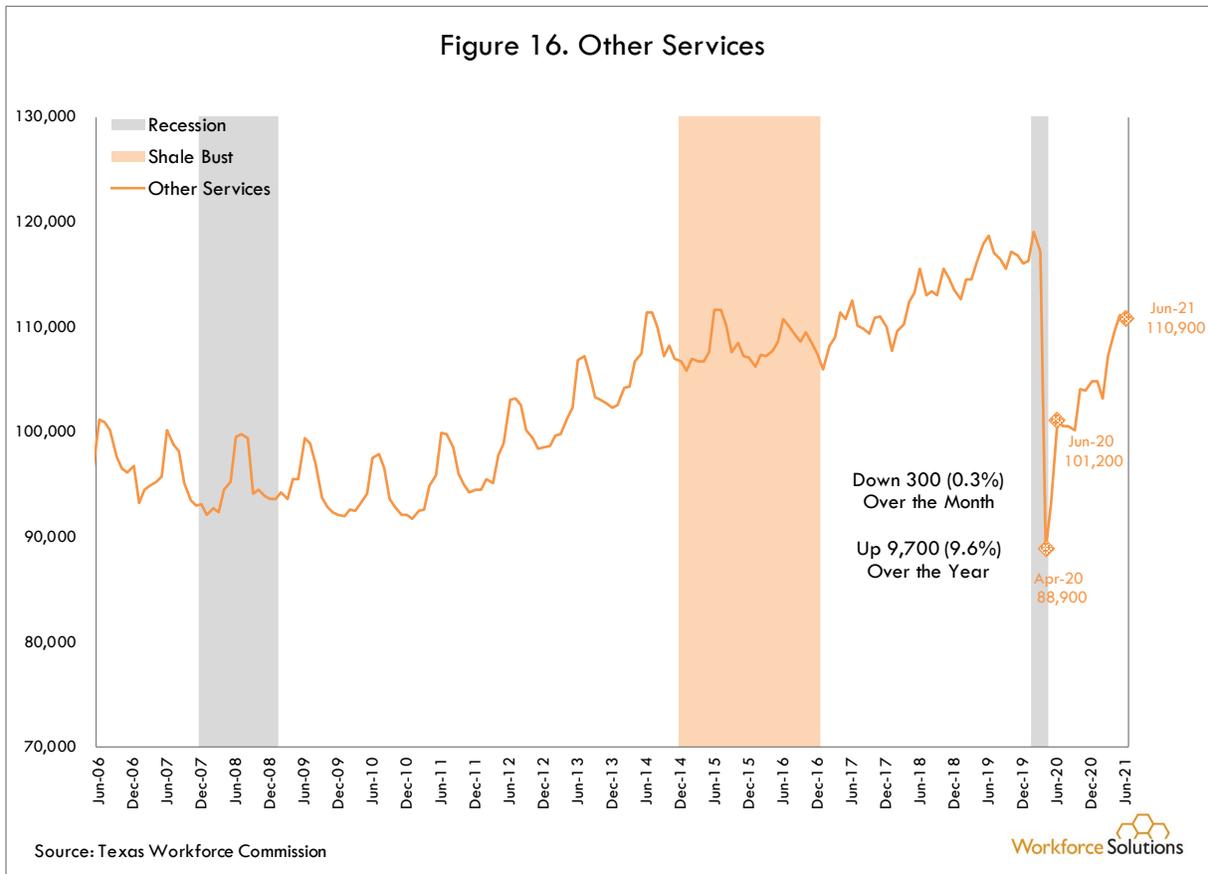
Source: Texas Workforce Commission





Other Services had a weak month in June with payrolls down 300 jobs or 0.3 percent. The industry super sector typically sees payrolls increase by 4.1 percent in June.

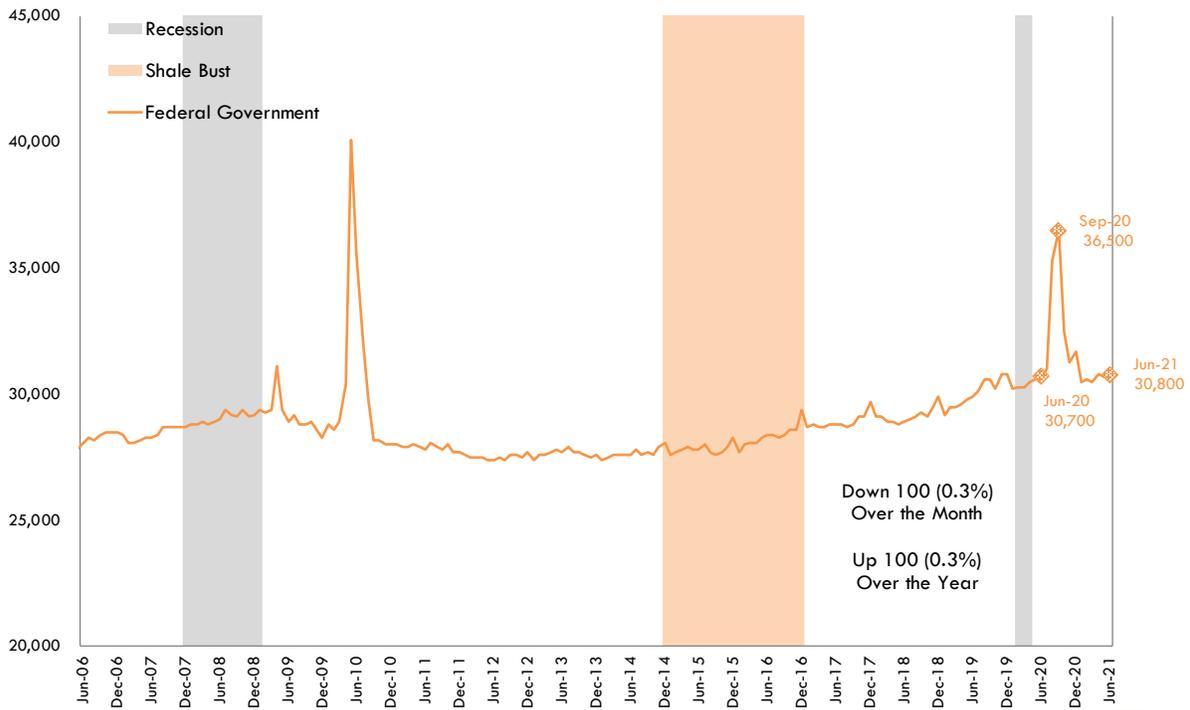
Other Services was the second fastest gaining industry super sector in June, up 9,700 jobs or 9.6 percent over the year, see figure 16. Other Services is comprised of personal care services, dry cleaning and laundry services, various repair service companies (industrial equipment, mining machinery and equipment), as well as religious and social advocacy organizations and others.



Government reported a seasonal loss of 8,000 jobs in June as educational institutions reduce staff for the summer, down 1.9 percent. Most of the decline was in Local Government Educational Services, down 6,200 jobs or 3.1 percent.

Government was up 800 jobs or 0.2 percent over the year in June. Virtually all the increase was in Local Government, up 1,400 jobs or 0.5 percent. Overall gains in Local Government were offset by a loss of 1,700 jobs in Local Government Educational Services, down 0.9 percent.

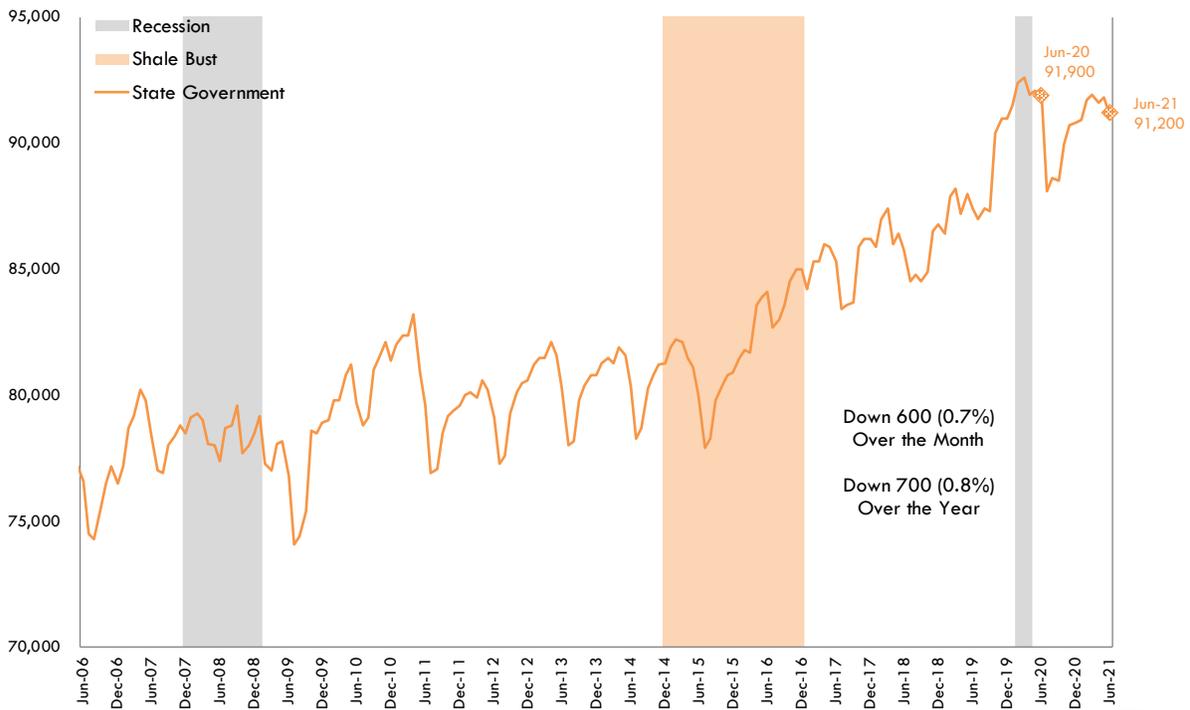
Figure 17. Federal Government



Source: Texas Workforce Commission



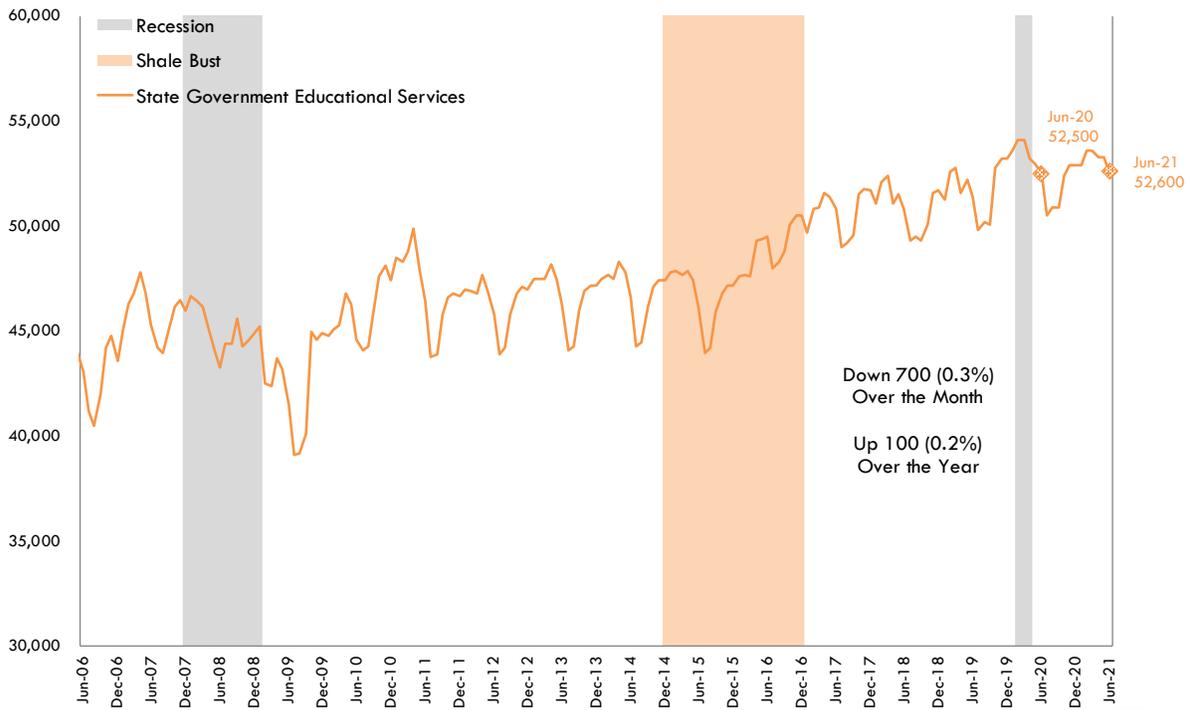
Figure 18. State Government



Source: Texas Workforce Commission



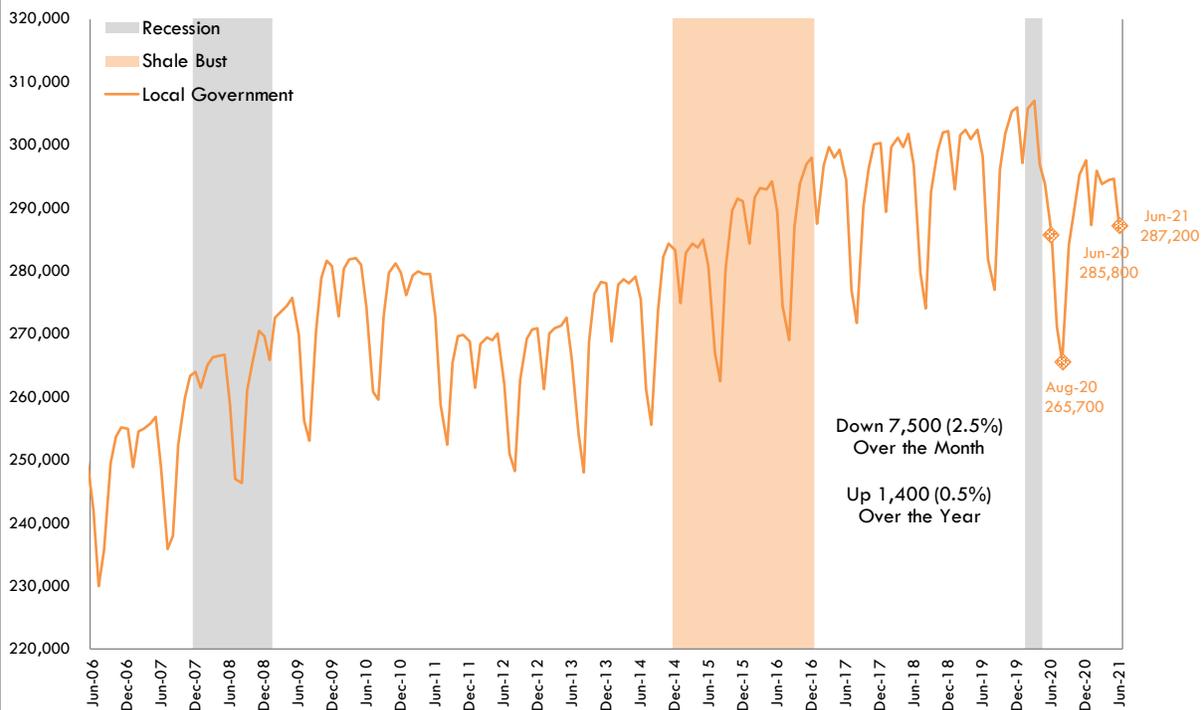
Figure 18.1 State Government Educational Services



Source: Texas Workforce Commission



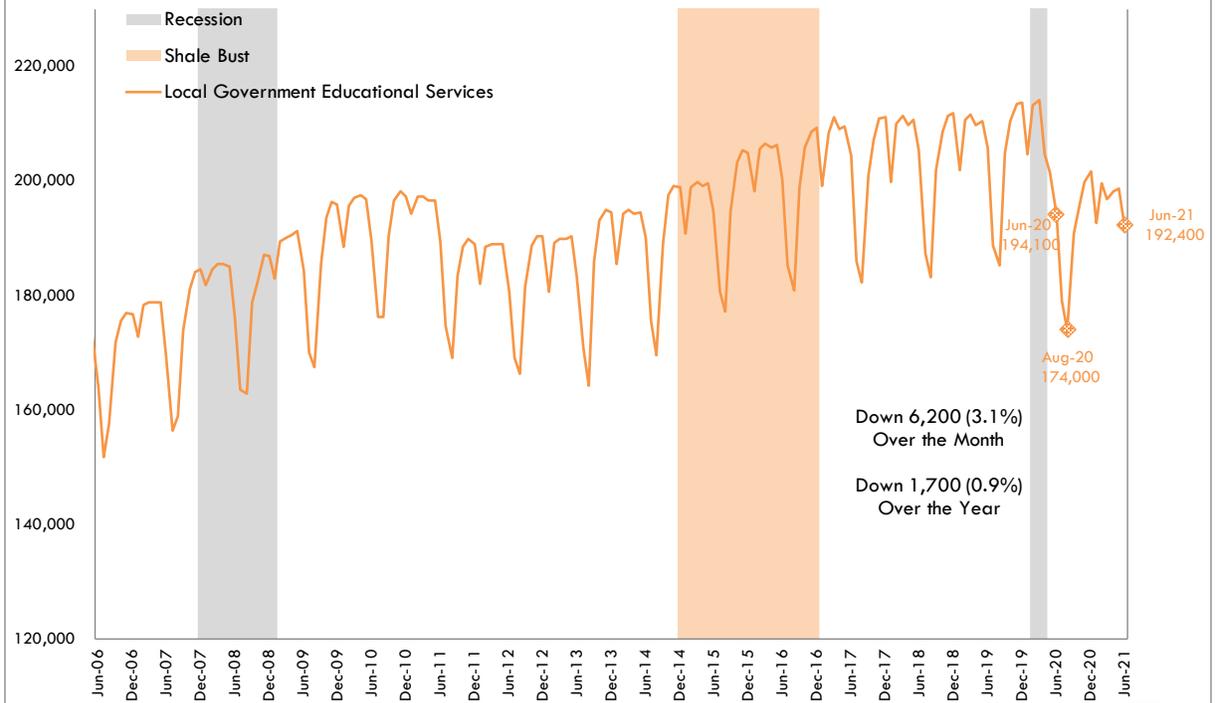
Figure 19. Local Government



Source: Texas Workforce Commission



Figure 19.1 Local Government Educational Services



Source: Texas Workforce Commission



NONAGRICULTURAL EMPLOYMENT				Month Change		Year Change	
Houston-The Woodlands-Sugar Land MSA	JUN 2021	MAY 2021	JUN 2020	Net	Percent	Net	Percent
Total Nonfarm	3,044,300	3,037,800	2,942,900	6,500	0.2%	101,400	3.4%
.Total Private	2,635,100	2,620,600	2,534,500	14,500	0.6%	100,600	4.0%
.Goods Producing	479,000	483,000	498,500	-4,000	-0.8%	-19,500	-3.9%
..Mining, Logging and Construction	270,800	276,000	280,300	-5,200	-1.9%	-9,500	-3.4%
...Mining and Logging	66,800	69,900	65,200	-3,100	-4.4%	1,600	2.5%
....Oil and Gas Extraction	33,100	34,600	34,200	-1,500	-4.3%	-1,100	-3.2%
....Support Activities for Mining	31,800	33,400	29,600	-1,600	-4.8%	2,200	7.4%
...Construction	204,000	206,100	215,100	-2,100	-1.0%	-11,100	-5.2%
....Construction of Buildings	46,600	45,800	47,500	800	1.7%	-900	-1.9%
....Heavy and Civil Engineering Construction	51,100	53,300	58,000	-2,200	-4.1%	-6,900	-11.9%
....Specialty Trade Contractors	106,300	107,000	109,600	-700	-0.7%	-3,300	-3.0%
..Manufacturing	208,200	207,000	218,200	1,200	0.6%	-10,000	-4.6%
...Durable Goods	127,200	126,100	136,400	1,100	0.9%	-9,200	-6.7%
....Fabricated Metal Product Manufacturing	40,200	40,200	47,400	0	0.0%	-7,200	-15.2%
....Machinery Manufacturing	38,200	38,300	41,300	-100	-0.3%	-3,100	-7.5%
....Agriculture, Construction, and Mining Machinery Manufacturing	19,800	19,800	23,100	0	0.0%	-3,300	-14.3%
....Computer and Electronic Product Manufacturing	12,800	12,800	13,400	0	0.0%	-600	-4.5%
...Non-Durable Goods	81,000	80,900	81,800	100	0.1%	-800	-1.0%
....Petroleum and Coal Products Manufacturing	8,700	8,700	8,500	0	0.0%	200	2.4%
....Chemical Manufacturing	38,900	38,700	39,700	200	0.5%	-800	-2.0%
.Service-Providing	2,565,300	2,554,800	2,444,400	10,500	0.4%	120,900	4.9%
.Private Service Providing	2,156,100	2,137,600	2,036,000	18,500	0.9%	120,100	5.9%
..Trade, Transportation, and Utilities	629,400	626,400	599,800	3,000	0.5%	29,600	4.9%
...Wholesale Trade	164,600	164,600	161,000	0	0.0%	3,600	2.2%
....Merchant Wholesalers, Durable Goods	101,000	101,100	99,500	-100	-0.1%	1,500	1.5%
....Professional and Commercial Equipment and Supplies Merchant Wholesalers	16,800	16,700	17,500	100	0.6%	-700	-4.0%
....Merchant Wholesalers, Nondurable Goods	52,300	51,900	50,700	400	0.8%	1,600	3.2%
...Retail Trade	295,700	294,100	284,600	1,600	0.5%	11,100	3.9%
....Motor Vehicle and Parts Dealers	41,400	41,300	39,300	100	0.2%	2,100	5.3%
....Building Material and Garden Equipment and Supplies Dealers	24,700	24,700	24,200	0	0.0%	500	2.1%
....Food and Beverage Stores	70,200	69,900	69,400	300	0.4%	800	1.2%
....Health and Personal Care Stores	18,500	18,600	17,400	-100	-0.5%	1,100	6.3%
....Clothing and Clothing Accessories Stores	24,800	23,900	20,500	900	3.8%	4,300	21.0%
....General Merchandise Stores	56,700	56,400	54,200	300	0.5%	2,500	4.6%
....Department Stores	16,200	15,900	14,400	300	1.9%	1,800	12.5%
....General Merchandise Stores, including Warehouse Clubs and Supercenters	40,500	40,500	39,800	0	0.0%	700	1.8%
...Transportation, Warehousing, and Utilities	169,100	167,700	154,200	1,400	0.8%	14,900	9.7%
....Utilities	17,300	17,200	17,000	100	0.6%	300	1.8%
....Air Transportation	18,400	18,500	19,400	-100	-0.5%	-1,000	-5.2%
....Truck Transportation	27,000	26,900	26,200	100	0.4%	800	3.1%
....Pipeline Transportation	11,400	11,400	12,300	0	0.0%	-900	-7.3%
..Information	28,800	28,600	28,500	200	0.7%	300	1.1%
....Telecommunications	12,500	12,600	12,900	-100	-0.8%	-400	-3.1%
..Financial Activities	164,200	164,000	162,900	200	0.1%	1,300	0.8%
...Finance and Insurance	105,000	104,900	103,800	100	0.1%	1,200	1.2%
....Credit Intermediation and Related Activities including Monetary Authorities - Central Bank	43,100	43,200	43,700	-100	-0.2%	-600	-1.4%
....Depository Credit Intermediation including Monetary Authorities - Central Bank	28,400	28,500	29,600	-100	-0.4%	-1,200	-4.1%
....Financial Investments and Related Activities including Financial Vehicles	20,900	20,600	20,500	300	1.5%	400	2.0%
....Insurance Carriers and Related Activities	41,000	41,100	39,600	-100	-0.2%	1,400	3.5%
...Real Estate and Rental and Leasing	59,200	59,100	59,100	100	0.2%	100	0.2%

NONAGRICULTURAL EMPLOYMENT				Month Change		Year Change	
Houston-The Woodlands-Sugar Land MSA	JUN 2021	MAY 2021	JUN 2020	Net	Percent	Net	Percent
..Professional and Business Services	494,100	493,100	478,800	1,000	0.2%	15,300	3.2%
...Professional, Scientific, and Technical Services	240,500	238,600	232,900	1,900	0.8%	7,600	3.3%
.....Legal Services	28,600	28,100	28,000	500	1.8%	600	2.1%
.....Accounting, Tax Preparation, Bookkeeping, and Payroll Services	23,900	23,900	24,100	0	0.0%	-200	-0.8%
.....Architectural, Engineering, and Related Services	67,100	66,500	68,700	600	0.9%	-1,600	-2.3%
.....Computer Systems Design and Related Services	36,000	34,900	33,100	1,100	3.2%	2,900	8.8%
...Management of Companies and Enterprises	45,500	45,000	44,900	500	1.1%	600	1.3%
...Administrative and Support and Waste Management and Remediation Services	208,100	209,500	201,000	-1,400	-0.7%	7,100	3.5%
....Administrative and Support Services	195,000	196,400	189,400	-1,400	-0.7%	5,600	3.0%
.....Employment Services	72,900	73,000	66,500	-100	-0.1%	6,400	9.6%
.....Services to Buildings and Dwellings	55,500	53,800	51,900	1,700	3.2%	3,600	6.9%
..Education and Health Services	402,200	401,500	389,900	700	0.2%	12,300	3.2%
...Educational Services	61,800	63,900	58,900	-2,100	-3.3%	2,900	4.9%
...Health Care and Social Assistance	340,400	337,600	331,000	2,800	0.8%	9,400	2.8%
....Ambulatory Health Care Services	170,600	167,700	162,200	2,900	1.7%	8,400	5.2%
....Hospitals	88,600	88,300	87,400	300	0.3%	1,200	1.4%
..Leisure and Hospitality	326,500	312,800	274,900	13,700	4.4%	51,600	18.8%
...Arts, Entertainment, and Recreation	34,800	31,300	28,700	3,500	11.2%	6,100	21.3%
...Accommodation and Food Services	291,700	281,500	246,200	10,200	3.6%	45,500	18.5%
....Accommodation	23,100	22,100	19,400	1,000	4.5%	3,700	19.1%
....Food Services and Drinking Places	268,600	259,400	226,800	9,200	3.5%	41,800	18.4%
..Other Services	110,900	111,200	101,200	-300	-0.3%	9,700	9.6%
..Government	409,200	417,200	408,400	-8,000	-1.9%	800	0.2%
...Federal Government	30,800	30,700	30,700	100	0.3%	100	0.3%
...State Government	91,200	91,800	91,900	-600	-0.7%	-700	-0.8%
....State Government Educational Services	52,600	53,300	52,500	-700	-1.3%	100	0.2%
...Local Government	287,200	294,700	285,800	-7,500	-2.5%	1,400	0.5%
....Local Government Educational Services	192,400	198,600	194,100	-6,200	-3.1%	-1,700	-0.9%
UNEMPLOYMENT RATE	JUN 2021	MAY 2021	JUN 2020				
H-W-S MSA	7.4	6.7	11.6				
Texas (Actual)	6.6	5.9	10.3				
United States (Actual)	6.6	5.9	10.3				

Houston-The Woodlands-Sugar Land MSA: Includes Austin, Brazoria, Chambers, Ft. Bend, Galveston, Harris, Liberty, Montgomery, and Waller Counties. All Data is Subject to Revision.

Sources: U.S. Department of Labor, BLS, Texas Workforce Commission, Institute for Supply Management, Baker Hughes, and The Federal Reserve Bank of Dallas.