



**Gulf Coast Workforce Board**  
3555 Timmons Lane, Suite 120, Houston, Texas 77027  
PO Box 22777 Houston, Texas 77227-2777  
**MAIN:** 713.627.3200 **FAX:** 713.993.4578  
[www.wrksolutions.com](http://www.wrksolutions.com)

**To:** Gulf Coast Workforce Board members

**From:** Mike Temple  
Brenda Williams  
Deborah Duke

**Date:** July 28, 2020

**Subject:** Meeting Materials for Tuesday, August 4, 2020

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Please join us on **Tuesday, August 4, 2020 at 10:00 a.m.** for the next virtual meeting of the Gulf Coast Workforce Board.

We will be using the Zoom platform for our meeting, and we'll be providing you each an individual invitation with links and instructions through email. Please call us if you have any questions or difficulty accessing Zoom.

As we have in our recent meetings, we will have to observe several different protocols because we are meeting virtually:

- The Chair will set out the procedures for the meeting as we begin, including how public comment will work.
- The Chair will also describe how he will take questions from members and how any votes will be conducted.
- We will ask that you mute yourself if you are not speaking.

Highlights for our meeting include:

- The Procurement Committee will ask your consideration to renew Workforce Solutions system contracts for a fourth and final year. Total amount for our 2021 system contracts is \$306,340,000.
- The Procurement Committee will also ask your consideration to contract with two firms for public outreach and communications assistance.



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- Updates on Workforce Solutions operations and a look at how we've been in the news lately.
- An update on the economy, jobs, and unemployment, including some data on the large number of claimants in our region.

We also have updates for you on our production and performance and our expenditures against budget.

Please let us know if you need anything. You can reach us as usual by phone or email.

We look forward to seeing you on August 4!



# GULF COAST WORKFORCE BOARD

**TENTATIVE AGENDA  
TUESDAY, AUGUST 4, 2020 AT 10:00 A.M.  
BY VIRTUAL MEETING**

To register for this Zoom Webinar, please visit  
[https://zoom.us/webinar/register/WN\\_o3BTHXarRY6ViOUzk3op8w](https://zoom.us/webinar/register/WN_o3BTHXarRY6ViOUzk3op8w)

- 1. Call Roll**
- 2. Protocols for Virtual Meeting**
- 3. Adopt Agenda**
- 4. Hear Public Comment**
- 5. Review June 2020 meeting minutes**
- 6. Declare Conflicts of Interest**
- 7. Consider Reports**
  - a. Chair's Remarks.
  - b. Audit/Monitoring. Briefing on committee's July meeting.
- 8. Take Action**
  - a. Procurement. Consider Workforce Solutions system contract renewals for 2021 in total of \$306,340,000.

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- A decorative graphic on the left side of the page consisting of several blue hexagons of various sizes and orientations, some overlapping, arranged in a vertical column.
- b. Procurement. Consider outreach and communications contracts in total of \$900,000.
  - c. Consider rules relating to the pandemic recovery temporary jobs project and early education & care providers.

## 9. **Receive Information**

- a. Update on operations. Update on current system operations.
- b. Communications. A look at our communications and outreach activities.
- c. Performance and Production. Report on the system's performance and production.
- d. 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**

If you wish to make public comment you may do so by providing your comments in writing no later than 5:00 pm on Monday, June 1, 2020 to Deborah Duke at [deborah.duke@wrksolutions.net](mailto:deborah.duke@wrksolutions.net).

Meeting materials are available on our website at [www.wrksolutions.com/about-us/meetings](http://www.wrksolutions.com/about-us/meetings).



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Auxiliary aids and services are available upon request to  
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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](http://www.wrksolutions.com)



**MINUTES OF  
THE GULF COAST WORKFORCE BOARD  
TUESDAY, JUNE 2, 2020**

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**MEMBERS PRESENT**

Willie Alexander	Guy Robert Jackson	Danielle Scheiner
Gerald Andrews	Sarah Janes	Valerie Segovia
Peter Beard	Doug Karr	Isaac Shi
Carl Bowles	Edward Melton	Gil Staley
Mary Helen Cavazos	Stephanie Nellons-Paige	Evelyn Timmins
Cheryl Guido	Jerry Nevlud	Lizandra Vazquez
Mark Guthrie	Adrian Ozuna	Carolyn Watson
Bobbie Allen Henderson	Paul Puente	
Alan Heskamp	Monica Riley	

**H-GAC STAFF MEMBERS PRESENT**

Ron Borski	Parker Harvey
AJ Dean	Mike Temple
Deborah Duke	Brenda Williams
Philip Garcia	

Mark Guthrie, Chair, called the meeting to order by video webinar<sup>1</sup> at approximately 10:50 a.m., on Tuesday, June 2, 2020. Deborah Duke called roll to determine a list of members present on the call. Chair Guthrie determined a quorum was present.

**ADOPTION OF AGENDA**

Chair Guthrie presented the agenda. A motion was made and seconded to adopt the agenda with flexibility as to order of presentation. The motion carried and the agenda was adopted.

**PUBLIC COMMENT**

No one signed up for public comment.

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

## **MINUTES FROM APRIL 7, 2020 MEETING**

Chair Guthrie asked for any additions or corrections to the minutes for the April 7, 2020 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. No conflicts of interest were declared. Chair Guthrie reminded the members that they were welcome to declare conflicts with items as they are considered.

## **CONSIDER REPORTS**

### *a. Chair's Report.*

Chair Guthrie commended Board Staff and contractors for continuing to be innovative with working remotely. As an example, he encouraged members to watch Facebook Live hiring events hosted by local Channel 13 and coordinated by Michelle Castrow.

Chair Guthrie offered comments on current local, state-wide and national unemployment rates. He also commented on losses in sales tax revenues and job losses in various industries and the effects on business and the economy within our region due to the COVID-19 pandemic. He quoted economist, Dr. Ray Perryman, who noted that employment probably will not return to 2019 levels until 2022 and that he expects economic recovery to be relatively rapid once the virus is abated. Chair Guthrie expressed that this 2 to 3-year timeframe offers us opportunities for upskilling and retraining.

Nationally, Chair Guthrie also stated that not much in-person business is expected to occur in the U.S. House of Representatives until at least late June due to a recess. He noted that a number of additional COVID-19 relief bills are currently under discussion in various House and Senate committees.

Chair Guthrie reported that the National Association of Workforce Boards' Annual Forum that was originally scheduled for March and then rescheduled to late June has now been converted to a virtual event.

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 21, 2020 by video conference with Chair Guy Jackson and members Willie Alexander, Gerald Andrews, Sara Bouse, Carl Bowles, Cheryl Guido, Mark Guthrie, Bobbie Henderson, and Evelyn Timmins attending.

- The Committee reviewed results from five compliance and quality engagements staff monitoring audits of The Alliance, BakerRipley, Harris County Department of Education, Houston Community College, and Interfaith of the Woodlands.
  - Staff rated The Alliance and BakerRipley as Solid Performance; ratings are pending for HCDE and HCC. Staff continues to advise adult education providers that all eligibility information and documentation must be collected from students at enrollment and kept on file.
  - Staff rates Interfaith's career office operations as Solid Performance. Interfaith manages 12 of our career offices. As they usually do, staff commented on opportunities to improve customer records and documentation. Staff also recommended that Interfaith focus on better identifying and helping Interfaith staff who need professional and skill development.
  - The Committee found no significant problems in these reviews.
- The Committee reviewed three final financial monitoring reports. They have not had any reports of fraud, waste, or abuse out of our financial monitoring reviews. It has been unusual for our financial monitors to question costs from their reviews of contractors. However, lately they are seeing an increased focus from the monitors and a resulting increasing amount of questioned and, ultimately disallowed, costs.
  - **Boys and Girls Club of Walker County** is one of our smaller, community-based providers, and it has struggled to meet all financial system requirements. This year's review has resulted in disallowed cost which were caused by a misallocation of some expenses to the wrong cost categories and a failure to meet benchmark targets. The Club repaid \$19,859 in disallowed costs and all responses were accepted.
  - **Grant Associates** is a large, national firm with activities in several states. Even with its size and experience, however, our financial monitors noted issues with cost allocation, hiring practices, personnel bonus/commission payments, procurement, and

expenditure reporting. Grant repaid \$69,100 in disallowed costs and responses to all the findings were accepted.

- **Region 6 Education Service Center** is a state agency. As a result of our most recent review, Region 6 has agreed to strengthen its policies and procedures related to accounting data backup, procurement, timely payment of invoices, and submission of approved and allowable expenses for our contract. Region 6 reimbursed us \$350 for an unallowable expense and all responses to findings were accepted.
- The Committee received the most recent Texas Workforce Commission monitoring report and is working on resolving the findings from that report.
  - Ensure all lease procurements contain the proper support documentation (This applies principally to the career office contractors).
  - Ensure fraud recoupments are remitted to TWC (This is largely a childcare payments issue).
  - Strengthen internal controls on support services expenditures (This involves documentation for financial aid we provide for education, work, and work search support).

The Committee heard results of the staff's continuous checking on the responsiveness of the system to telephone calls and email. Because we are all working remotely, we want to make sure that throughout our system we are (1) answering phone calls promptly and professionally, (2) responding promptly and professionally to email requests, and (3) providing the information or service that customers ask us for in those telephone and email connections.

There are opportunities for us to improve our responsiveness to telephone and email requests. We continue to check and report results to our contractors for action.

Chair Jackson concluded his report and no action was taken.

## **TAKE ACTION**

### *a. Budget.*

Budget Committee Chair Willie Alexander presented the following report and information to the Board:

The Budget Committee met on Wednesday, May 20, 2020 with Committee Chair Willie Alexander, board members Sarah Janes, Michael Stewart, and Doug Karr attending. Significant revenue additions for COVID-19 response have affected the dollars available for direct service. The Budget Committee is proposing a revision

to the 2020 Board budget to account for the late-breaking supplemental dollars to the system.

#### Current Situation

The proposed revision to the 2020 budget places total available revenue just over \$377 million, which results in a 20% increase from the original budget.

The additional revenue is largely financial aid dollars – direct assistance to customers – and includes

- Additional revenue to support early education / childcare for essential workers;
- Extra dollars for temporary jobs assisting health departments; and
- Funding to assist the large number of unemployment claimants.

The Committee proposed adjusting the system budget to incorporate additional resources and meet added demand for our service during the coming months of the year, as follows:

- Increase the Financial Aid pool to provide early education for children of essential workers;
- Add to the Career Office network budget to purchase the necessary personal protective wear, cleaning supplies, and screening tools to keep both our customers and staff safe;
- Increase the Employer Service budget to hire temporary staff connecting jobs seekers with employers during the coming months; and
- Increase System IT budget for digital tools to better virtually serve our customers.

The Committee proposes increasing the Board administrative operations budget by 3.8%. Board operations represent 2.3% of the total budget.

- The personnel line item reflects Board's staffing at 52 positions. The Committee proposes the addition of a project manager and planner position to assist with ex-offender reentry and apprenticeship expansion opportunities.
- The Committee proposes increasing the amount reserved for financial monitoring under contracted services. Financial reviews of our system operators are essential especially with the added resources we are receiving.
- In early 2020 H-GAC procured a partner to enhance professional development opportunities available for staff. Courses include subjects such as project management, business communication, technical writing, time management, and Microsoft Office. This benefit for staff represents the increase in other costs.
- The Committee proposes a decreased to our travel budget to account for reductions in staff travel.

## Results

The Committee does not propose modifying our performance and production targets as we continue to monitor the economic impact of COVID-19 in our region. We may adjust these targets as more data becomes available. With the proposed modified budget, we plan to achieve the following:

- Serve at least 28,500 employers and 425,000 individuals
- Ensure 17,670 of our employers return for service
- Assist in creating 3,300 new jobs
- Spend at least \$15 million on scholarships for more than 5,000 individuals in high-skill, high-growth occupational training
- Support about 24,000 families and 44,000 children with early education
- Help more than 230,000 individuals go to work
- Raise the incomes of 105,000 individuals by at least 20%
- Help 85% of individuals pursuing a post-secondary education attain a credential (certificate or degree)

## Action

Approve the revised 2020 Board budget in amount of \$377,392,558 as presented. A motion was made and seconded to approve the Budget Committee's recommendations as presented. The motion was approved as presented.

Chair Alexander concluded his report and no further action was taken.

### b. Procurement.

#### i. Board Officer Actions

Procurement Committee Chair Evelyn Timmins requested that Mike Temple present the following information to the Board:

#### Background

At the April 2020 meeting, Board members authorized the Board's officers to take emergency actions related to procurements and contracts that might be necessary in light of the pandemic. On May 11, the Board officers met and agreed to the following contract amendments which are subject to the Board's ratification.

The Procurement Committee met by virtual meeting on Wednesday, May 27, 2020 with Committee Chair Evelyn Timmins presiding, Committee Vice Chair Bobbie Henderson, Board Chair Mark Guthrie, Board Vice Chairs Gerald Andrews and Willie Alexander, and members Richard Shaw, Karlos Allen, and Doug Karr in attendance.

### Current Situation

The Board has received approximately \$60 million in additional funds related to COVID-19. The Board officers approved the staff recommendation to amend existing contracts as follows:

Employer Service				
Employment and Training Centers	727,000	7,500,000	8,227,000	Temporary staffing to support employer requests during reopening
Financial Aid				
BakerRipley Financial Aid Payment Office	57,586,385	225,281,500	282,867,885	Childcare payments on behalf of essential workers
Career Offices				
BakerRipley Interfaith of the Woodlands ResCare	650,000	45,720,000	46,128,092	Purchase of PPE, cleaning supplies, technology, and other items for reopening offices

The Committee proposed to the Board officers that \$408,092 be distributed as necessary among the three office contractors to fund the purchase of supplies and technology for reopening offices. Since May 11, we have received additional dollars for this activity and are now recommending a total of \$650,000.

The Committee is presenting two additional actions taken by Board officers on May 11 in separate items.

Mr. Temple concluded his report and turned the matter back over to the Board for further action.

### Action

Recommend Board ratify contract amendments approved by the Board officers as shown above.

A motion was made and seconded to approve the contract provisions as presented. The motion was approved as presented. Chair Guthrie declared a conflict of interest and abstained from the vote.

- ii. Payrolling/Employer of Record

Procurement Committee Chair Evelyn Timmins presented the following information to the Board:

### Background

Workforce Solutions staff find work-based learning opportunities for our customers – including temporary jobs, summer jobs, and work experience that are all paid from our funds.

Currently the staff either procure or serve as the employer of record for the duration of each customer's work-based learning opportunity.

We have faced challenges across the region with this largely decentralized system and are recommending a regionwide, single employer of record for Workforce Solutions subsidized temporary jobs, summer jobs, and work experience.

### Current Situation

We issued a request for proposals in January 2020 to secure a payrolling provider/employer of record that would be able to serve customers throughout the region with a consistent service.

Proposals were received and scored from G&A Partners, Employment and Training Centers, ExecuTeam Staffing, Innovative Business Services, JETS – JobWorks, Education and Training Systems, MSC - Mitchell Service Company, and ProSource Solutions Inc. G&A Partners and Mitchell Service Company received the highest scores in review.

- The Committee recommends contracting with G&A Partners. G&A is local to Houston and has the capacity to support our entire system.

Staff initially considered the payrolling/employer of record service as necessary for subsidized summer jobs, work experience, and other short-term work-based learning.

After staff began the review of proposals for this function, pandemic public health crisis arose. Staff and the Committee believe having this contract in place will also help us quickly implement the COVID-19 disaster funds temporary jobs

- The Committee recommends a first-year contract of \$2,200,000 which would begin in mid-June and extend through May 2021 and include the funds for disaster temporary jobs.
- We expect to serve at least 1,100 individuals in the first year.

#### Action

The Committee recommends that Board authorize staff to negotiate a contract with G&A Partners for payroll/employer of record service for Workforce Solutions subsidized work-based learning jobs, in amount not to exceed \$2,200,000.

A motion was made and seconded to approve the recommendation as presented. Following a brief discussion, the motion was approved as presented.

#### iii. RoadTrip Nation

Procurement Committee Chair Evelyn Timmins requested that Mike Temple present the following information to the Board:

#### Background

The Board always looks for opportunities to leverage funds in expanding the reach and impact of the region's workforce system. We are especially interested in making young people and their parents more aware of career opportunities and the good jobs of the future.

#### Current Situation

RoadTrip Nation is a national non-profit engaged in career exploration, career education, and career planning for young people. Its signature is a "road trip" with several young people in an RV, travelling to meet individuals who work in the occupations in which the young people express an interest. The road trip is filmed, available online, and shown on PBS. In addition, RTN has built online tools for career exploration and career education that includes a library of video interviews of individuals in a variety of occupations.

RTN approached us and the Dallas workforce board originally about a road trip from DFW to Houston focusing on young adults and possibly the trade occupations. COVID-19 has put a pause on the physical road trip, but RTN has proposed a two-year project that would include virtual interviews, crowd-sourcing young adult participants, and building tools for young people to use during the summer months for career exploration and planning. At the end of the project, RTN would carry out an actual road trip between our two metro areas. We would work to involve elected officials and others in both areas as a part of the entire project.

The Strada Education Network has committed to funding a third of the cost of the entire project, leaving us and Dallas to invest one-third each. Our share would be \$250,000.

Mr. Temple concluded his report and turned the matter back over to the Board for further action.

#### Action

The Committee recommends that the Board enter into a project with Workforce Solutions for Greater Dallas and the Strada Education Network for a Roadtrip Nation career exploration and planning effort, total Board investment not to exceed \$250,000.

A motion was made and seconded to approve the recommendation as presented. Following a brief discussion, the motion was approved as presented.

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

### **RECEIVE INFORMATION**

#### *a. Returning to the Office*

Brenda Williams presented the following information to the Board.

#### Returning to the Offices

Given the concern about COVID-19, there is no higher priority to our entire Workforce Solutions family than the safety of our customers and employees. We continue to monitor the situation and are committed to taking the most appropriate steps necessary in the best interest of the public, while following the guidance of the US Centers for Disease Control, the Texas State Department of Health Services and our local public health officials.

On March 19, 2020, we temporarily closed to the public all full-time offices and suspended our part-time locations service to the public, while shifting to providing service virtually. We are planning a phased approach to reopening offices to public access that will include a service delivery mix of curbside, virtual, and scheduled appointments.

As we begin our multi-phase return, we will do so in a manner that is considerate of the safety of our customers and staff. Our plan includes time to prepare a safe work environment and train staff on safety protocols prior to returning. When we transition to moving staff into the offices, we plan to phase staff in up to 25% increments. In between each phase, we have allocated time to evaluate the current phase and make modifications to the plan as appropriate before moving into the next phase.

- We provided a video to staff from Mike Temple, Executive Director to inform them of the transition workgroup developing the plan and to let them know of our desire to keep them safe and healthy.
- Staff completed a survey to provide answers to questions to assist us in determining who is ready to be transitioned back to the office and considering the health and wellness of staff.
- We will conduct training for staff prior to returning to discuss health and safety protocols.
- Prior to staff returning, we will make sure the offices receive a deep cleaning and staff will be provided with PPE, sanitizer, as well as a disinfecting solution to keep their spaces clean.
- Our current plan is to bring the first staff back into some of the offices on June 22nd, this is contingent upon the receipt of personal protective equipment (PPE) and guidance from the Center for Disease Control (CDC). We will begin curbside service.
- After approximately three weeks, we will increase the number of staff in the offices up to 50% and open more offices on July 13th. We will continue to provide service virtually and in the office by appointment.
- Additional staff will be added up to 75% to offices on August 10th. Service for customers will be apportioned according to health and safety guidelines. We will continue our awareness of the information provided by the CDC, the Governor and our funder.

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

*b. Update on Operations*

Mike Temple presented a report on activity regarding COVID 19.

There are approximately 400,000 Unemployment Insurance claimants in our area. So far, we have been able to reach about 50% and are working to reach the remaining 50% to see what we can do with them and for them.

In the last 3 weeks our system has referred more than 15,000 people to open jobs, our offices are continuing to receive about 12,000 calls per week and a variety of virtual events are scheduled every week. We also continue to coordinate essential worker childcare. While applications for that project were being received, we received 10,500 applications and 5,700 families were eligible for assistance. We are currently supporting 10,750 children of essential workers with early education and care. This will continue through August.

Mr. Temple also stated that from March to May we doubled our monthly meeting events from 25 to 50 per month. Broadcast mentions in May equate to approximately \$3,000,000 of coverage.

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

*c. Performance and Production.*

Philip Garcia presented Performance and Production measures for October 2019 through April 2020.

Mr. Garcia also stated that, going forward, we can expect to see some bumps in the performance data due to the economy. While we do not know exactly how the current economy will affect performance, we will provide an update when we have more information.

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

*d. Expenditures*

AJ Dean reviewed the Financial Status Report representing expenses for the 2 months ending in April 2020, and provided the following report:

Overall, our expenditure status is good. Categories for Employers and People are on target. Board Admin and System IT are lagging slightly. Revenue is on target. System expenses included approximately 75% Financial Aid, followed by Office Operations, Adult Education and Employer Service.

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

**LOOK AT THE ECONOMY**

Ron Borski provided the Board with a report of employment data and economic trends within our region. Mr. Borski reported that unemployment rates peaked in April with May reports still higher than March.

As expected, Leisure and Hospitality reported the largest loss followed by Education & Health Services. Mining, Construction, Manufacturing and Retail Trade also suffered increased losses.

Mr. Borski also mentioned that, even though there have been numerous layoffs, there has also been some hiring. The largest amount of hiring has been in general merchandise stores such as Walmart, Sam's and Costco along with food and beverage stores.

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

Parker Harvey provided the Board with a supplemental labor market update complimenting Mr. Borski's report:

Mr. Harvey pointed out that Galveston County currently has the largest unemployment rate in our region with 15.6%, followed by Liberty (15.3%) and Chambers (15.1%) which are on the east side of our region. All counties except Colorado and Matagorda exceeded their previous all-time high unemployment rates as of April. Seventeen cities also exceeded their all-time highest unemployment rates in the month of April. On a positive note, weekly UI claims are trending downward and were down about 60% in mid-May from the high in early April.

Mr. Harvey also discussed net change in job ads by occupation family on a week-over-week and month-over-month basis. Several categories, such as Transportation and Material Moving, Food Preparation, Personal Care and Construction, showed an increase in job ads which would indicate an increase in hiring in those categories since businesses began reopening in mid-May.

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

### **OTHER BUSINESS**

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

### **ADJOURN**

Chair Guthrie adjourned the meeting at approximately 12:30 p.m.



## Audit/Monitoring Committee

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### Update for August 2020

The Audit/Monitoring Committee met on Wednesday, July 22, 2020 by video conference with Chair Guy Jackson and members Willie Alexander, Gerald Andrews, Helen Cavazos, Carl Bowles, Cheryl Guido, Bobbie Henderson, Alan Heskamp, Doug Karr, Adrian Ozuna, Stephanie Nellons-Paige, Scott Marshall, Richard Shaw, and Evelyn Timmins attending.

- We reviewed results from four compliance and quality engagements.
  - We rated **Harris County Department of Education, Houston Community College, Grant Associates, Inc** and the **Financial Aid Payment Office** as **Solid Performance**.
  - We found no significant problems in these reviews.
- We reviewed six final financial monitoring reports. We have not had any reports of fraud, waste, or abuse out of our financial monitoring reviews.
  - **BakerRipley** is a large, local nonprofit organization that provides various types of service in the Texas Gulf Coast Region. The financial monitors reviewed the career office, adult education, and billing during this review. Our financial monitors did not note any issues.
  - **BakerRipley Financial Aid Payment Office** provides payment to Workforce Service vendors and keeps track of financial aid funds for the system. The monitors noted a question of timeliness of data entry and follow-up for issues in the issue tracking system. FAPO has agreed to ensure retrieval of issue reports and timely data entry and improve the associated processes.
  - **Collaborative for Children** is a local nonprofit that works with parents and educators to improve early childhood education in the region. Our financial monitors noted issues with the cost allocation process. Collaborative has agreed to ensure allocations match expenditures

for the correct contract year and that the method for allocating charges is consistent.

- **Employment & Training Centers** is an established contractor for Workforce Solutions. ETC manages several talent development initiatives and special projects. As a result of our most recent review, ETC has agreed to strengthen review processes related to monthly billing and reporting. ETC has reimbursed us \$2.32 for an unallowable expense.
- **ResCare** is a large, national firm, operating three Workforce Solutions' career offices. Our financial monitors noted issues with the daily reconciliation process, support service documentation, and staff training. Care has agreed to ensure that management and staff understand the reconciliation process and procedures, and that customer information and TWIST counselor notes are updated as necessary.
- **SERJobs** is a national nonprofit community organization. This year's review has resulted in disallowed costs of \$10.06 – which SER has repaid. SER has also agreed to strengthen the policies and procedures for procurement and the annual inventory to reflect the requirements in the H-GAC Contract Management Policies and Procedures.
- We heard the results of the continuous checking on the responsiveness of the system to telephone calls and emails. More customers are connecting with us virtually and by phone and email. We want to make sure that throughout our system, we are (1) answering phone calls promptly and professionally, (2) responding quickly and professionally to email requests, and (3) providing the information or service that customers ask us for in those telephone and email connections.

Our contractors are working with staff to improve the service experience for our customers who are working with us through phone and email communications. We continue to check and report results to our contractors for action.



## Procurement Committee

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# The Workforce Solutions System 2021 Contract Renewals

### Background

On July 22, 2020 the Procurement Committee met to consider renewing Workforce Solutions system contracts for a fourth and final year. Committee members present included Evelyn Timmins, Bobbie Henderson, Willie Alexander, Gerald Andrews, Carl Bowles, Helen Cavazos, Cheryl Guido, Alan Heskamp, Guy Jackson, Doug Karr, Scott Marshall, Stephanie Nellons-Paige, Adrian Ozuna, and Richard Shaw.

In 2017 we procured contractors for the Workforce Solutions system, and the Board authorized up to four years of annual contracts with these providers. In the summer each year we review system and contractor performance, estimate our funding available for the next year, and consider renewing contracts.

October 2020 will begin the fourth year under our current procurement. This is the last renewal and will require us to conduct a procurement for the next year.

### Performance and Production

Our region's unemployment rate hit 14.2% in April 2020, a historically high level in comparison to February 2020 at 3.9%.

- Through June 2020, 578,011 individuals have registered in WorkInTexas.com. In 2019, 177,048 individuals had registered in WorkInTexas.com
- We expect the average number of individuals receiving service to significantly increase over the remaining months in the year up to 100,000 monthly in comparison to an average 50,481 monthly in 2019.

- When we are able to see customers in career offices again, we expect to see significant numbers of people.
- The average number of monthly job postings June 2020 is **18,101**. In 2019, the average number of monthly job posting was **29,375**.
- We're on-track to achieve our production requirements.
  - We are helping 85.3% of the individuals who find employment remain working in the first quarter after exiting from Workforce Solutions.
  - By the end of September, support for families total 22,500 with financial aid for early education expenses – and paying for about 45,000 units of early education/care per day.
  - During the period after the pandemic we served 6,693 essential worker families and support for 10,902 children in early education expenses.
  - We have taught more than 18,771 adult education students through more than 2,364 classes and 1.4 million contact hours. These hours include 1.1 million direct hours, 111,000 virtual hours. Contractors are providing service virtually.

## 2021 Revenue

We expect a 7% decrease in revenue available to fund 2021 contracts.

- 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.
- 2021 general revenue allocations are generally less than the 2020 dollars. We do expect some carryforward in COVID response funds – which will offset some of the decrease in our allocations.

## 2021 Investments

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

	2020	2021
<b>Employers</b>	<b>18,430,000</b>	<b>18,400,000</b>
Employer Service	11,430,000	10,900,000
Early Education	7,000,000	7,500,000
<b>People</b>	<b>333,799,837</b>	<b>305,193,000</b>
Local Offices and Youth Projects	47,270,000	47,800,000
Financial Aid	268,336,837	239,200,000
Adult Education	18,193,000	18,193,000
<b>System Support</b>	<b>907,150</b>	<b>940,000</b>
<b>Totals</b>	<b>353,136,987</b>	<b>324,533,000</b>

## 2021 Workforce Solutions Contracts

We recommend renewing contracts for all system contractors. As we did with the adult education providers, we're proposing a range for each contract with minimum and maximum amounts.

Contractor	Current	Proposed Range	
Employment and Training Centers	8,147,000	7,200,000	7,500,000
Grant Associates	3,283,000	3,200,000	3,400,000
Collaborative For Children	7,000,000	7,000,000	7,500,000
BakerRipley - Career Offices	23,400,000	22,400,000	23,400,000
BakerRipley - Payment Office Operations	3,283,000	3,300,000	3,500,000
Interfaith of the Woodlands - Career Offices	16,300,000	15,300,000	16,300,000
Interfaith of the Woodlands - Support Center	5,600,000	5,400,000	5,700,000
ResCare Workforce Services - Career Offices	6,020,000	6,000,000	6,400,000
Ser - Jobs for Progress	1,200,000	1,200,000	1,300,000
Dynamic Educational Systems	350,000	350,000	400,000
BakerRipley - Financial Aid	259,453,837	210,000,000	230,000,000
Learning Designs	907,150	900,000	940,000
<b>Total Contracts for Renewal</b>	<b>334,943,987</b>	<b>282,250,000</b>	<b>306,340,000</b>
Adult Education	18,193,000	16,993,000	18,193,000
<b>System Total</b>	<b>353,136,987</b>	<b>299,243,000</b>	<b>324,533,000</b>

- We will negotiate all contracts beginning with the minimum contract totals. We believe there are efficiencies we can find within each of these contracts and will work with contractors to reduce non-direct customer service expenses.

## Results

With these recommendations we expect to:

- Serve at least 29,500 employers and 525,000 individuals
- Ensure 18,585 of our employers return for service
- Assist in creating 3,400 new jobs
- Spend at least \$13.5 million on scholarships for more than 4,500 individuals in high-skill, high-growth occupational training
- Support about 25,000 families and 50,000 children with early education
- Help more than 230,000 individuals go to work
- Raise the incomes of 105,000 by at least 20%
- Help 85% of individuals pursuing a post-secondary education attain a credential (certificate or degree)

## Action

Authorize staff to negotiate 2021 Workforce Solutions system contracts as described above in total amount not to exceed \$306,340,000.

## Attachments

1. A Description of the System
2. System 2019 Performance
3. System 2019 Production
4. System Customer Activity 2018-2020
5. System Performance and Production: 2018 through 2020 (to date)

# A Description of the System

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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.

<p><b>For Employers</b></p>	<p><b>Employer Service</b> 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><b>Early Education Provider Quality</b> 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><b>For People</b></p>	<p>Our <b>local office network</b> 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"> <li>• We currently have 27 full-time local offices and 11 part-time locations operated for us by three contractors. We will add two new full-time offices in 2020 (Missouri City and Palm Center/South Union) and expect to add several part-time locations as well.</li> </ul> <p><u>Contractors:</u> BakerRipley, Interfaith of the Woodlands, ResCare</p> <ul style="list-style-type: none"> <li>• 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"> <li>○ The Support Center processes about 3,200 applications for financial aid and responds to 15,000 telephone calls every month.</li> <li>○ 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.</li> </ul> </li> </ul> <p><u>Contractors:</u> Interfaith of the Woodlands (Support Center), BakerRipley (Payment Office)</p> <ul style="list-style-type: none"> <li>• Youth projects deliver service for young people between the ages of 16 and 24 that include basic education, skills training, and work-based learning.</li> </ul> <p><u>Contractors:</u> SER-Jobs and DESI</p> <p>There are 704 staff, including 122 vocational rehabilitation staff in 11 locations. Integration of staff is in place at our</p>
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	<p>Acres Homes, Bay City, Baytown, Cypress Station, East End, Humble, Katy, Liberty, Northline, Texas City and at 3555 Timmons. In addition, our region has approximately 100 vocational rehabilitation services staff in separate office locations.</p>
<p><b>For People</b></p>	<p>The <b>adult education consortium</b> 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><b>For the System</b></p>	<p><b>Staff training and development</b> 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>

# Workforce Solutions System Performance

October 2019 - June 2020

	Measure	Target	Current	Interfaith	BakerRipley	ResCare	Grant	ETC	DESI	SER	Collaborative
Competitive Employers	Market Share	28,500	INA				INA	INA			
	Loyalty	62%	INA					INA			
More & Better Jobs	New Jobs Created	3,300	1,367				1,367				
	Employed in the 1st Qtr after Exit	77.0%	85.3%	85.0%	85.5%	86.4%		89.5%	77.3%	91.5%	
	Employed in 2nd and 3rd quarters after exit	83.0%	83.3%	83.4%	83.2%	84.0%		81.7%	92.6%	76.9%	
Higher Income	Exiters with Earnings Gains	46.0%	35.6%	35.1%	36.1%	36.7%		47.9%	53.2%	53.5%	
	Exiters with Earnings Gains of at least 20%	37.0%	32.0%	31.7%	32.5%	33.1%		44.9%	51.1%	50.9%	
An Educated Workforce	Achieve Education Credential	75.0%	81.3%	88.9%	78.9%	75.0%			No Data	100.0%	
	Achieve Post-Secondary Certificate or Degree	85.0%	89.7%	87.5%	93.8%	75.0%				100.0%	



**WORKFORCE SOLUTIONS 2020  
CUSTOMER ACTIVITY**

Contractor	Office	Office Traffic*			WorkInTexas Service*			WorkInTexas Registrations			Financial Aid			Total Service		
		2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
		Oct - Mar	Annual	Annual	Estimate	Annual	Annual	Estimate	Annual	Annual	Estimate	Annual	Annual	Estimate	Annual	Annual
<b>System Totals</b>		<b>904,662</b>	<b>2,109,343</b>	<b>2,056,301</b>	<b>621,345</b>	<b>401,973</b>	<b>452,944</b>	<b>578,011</b>	<b>177,048</b>	<b>182,759</b>	<b>114,864</b>	<b>108,804</b>	<b>80,946</b>	<b>821,934</b>	<b>441,272</b>	<b>449,621</b>
Employer Service	DB Grant						28,500	30,064	37,432				30,500	32,305	39,960	
	ETC									452	464	861				
	CFC									55,114	41,631	17,646	55,114	41,631	17,646	
	<b>Total</b>						<b>28,500</b>	<b>30,064</b>	<b>37,432</b>	<b>55,566</b>	<b>42,095</b>	<b>18,507</b>	<b>85,614</b>	<b>73,936</b>	<b>57,606</b>	
Workforce Solution Offices	Acres Home	17,114	38,178		9,967	5,453		10,625	2,477		392	270		11,390	3,329	
	Astrodome	67,767	183,628	192,836	41,952	33,985	36,608	33,412	10,577	11,208	1,570	3,144	2,604	35,894	15,472	15,148
	Bay City	17,060	41,432	38,485	5,429	3,801	4,690	2,029	1,160	1,204	180	329	193	2,390	1,779	1,789
	Baytown	34,664	79,430	81,488	19,956	12,689	12,533	12,911	4,850	5,238	410	776	717	13,699	6,299	6,724
	Clear Lake	8,970	2,876		16,394	2,359		17,028	1,901		57.6	86		17,275	2,152	
	Columbus	3,861	10,274	12,271	2,025	1,242	2,438	938	399	392	1	1	8	983	473	535
	Conroe	30,965	78,642	78,255	36,883	15,476	18,052	34,760	8,268	7,098	330	635	560	36,305	10,784	9,540
	Cypress Station	98,698	193,951	193,257	65,028	44,561	54,196	55,723	14,860	14,551	625	1,257	1,074	58,103	19,281	20,038
	East End	44,589	95,115	90,734	15,778	12,394	16,390	11,471	3,883	4,433	996	1,668	1,591	12,771	5,975	6,916
	Humble	48,644	113,798	113,905	33,953	18,293	20,165	24,887	6,638	6,580	378	608	619	26,292	8,830	8,725
	Huntsville	9,546	26,562	25,888	6,127	4,520	4,506	3,219	1,581	1,403	280	408	338	3,667	2,240	2,040
	Katy	25,181	54,028	34,561	42,125	11,971	4,349	47,037	7,638	1,120	344	401	145	48,106	9,419	2,414
	Lake Jackson	23,697	54,404	55,931	11,974	7,663	7,939	7,853	3,730	3,679	304	403	360	8,325	4,475	4,595
	Liberty	11,746	26,122	26,229	6,878	5,023	4,971	4,865	1,969	1,859	104	174	97	5,191	2,627	2,473
	Northeast	39,963	91,709	90,294	10,097	8,020	6,371	7,126	2,730	2,789	533	607	177	8,029	3,913	3,433
	Northline	67,451	171,250	175,785	31,970	36,283	41,869	21,698	8,338	9,882	1,522	3,186	2,876	23,797	12,384	14,876
	Northshore	37,446	84,927	89,353	20,811	16,804	21,103	16,643	5,358	4,942	479	871	788	17,616	6,970	6,803
	Pearland	12,256	19,182		3,446	129		20,704	5,138		154	144		21,169	5,823	
	Rosenberg	20,585	49,500	54,583	46,935	23,428	29,316	45,104	10,030	14,074	50	104	119	45,503	10,952	15,272
	Sealy	5,405	13,410	19,933	4,654	2,704	2,946	2,375	894	755	19	34	27	2,448	1,074	993
	Southeast	56,132	132,297	119,556	35,714	28,713	30,929	32,546	10,297	12,877	649	1,269	1,215	34,890	13,611	17,367
	Southwest	70,944	179,641	191,777	43,178	24,781	33,095	45,310	9,520	9,855	839	1,505	1,508	47,065	12,482	13,116
	Texas City	51,978	124,101	132,687	23,604	16,685	19,468	15,878	6,499	9,183	1,090	1,881	1,556	17,352	9,048	11,592
	Waller	6,878	17,239	18,277	16,003	5,652	8,109	14,314	3,218	4,018	85	111	10	14,565	3,879	4,543
	Westheimer	43,302	108,569	111,155	36,969	39,835	45,918	31,993	7,796	8,963	587	1,259	935	33,591	10,893	12,367
	Wharton	14,327	32,856	32,918	3,727	2,867	3,240	2,027	846	883	31	92	59	2,190	1,205	1,248
	Willowbrook	35,493	86,222	76,143	29,769	16,642	23,743	27,034	6,389	8,341	374	592	429	28,379	8,817	10,913
		<b>Total</b>	<b>904,662</b>	<b>2,109,343</b>	<b>2,056,301</b>	<b>621,345</b>	<b>401,973</b>	<b>549,511</b>	<b>146,984</b>	<b>145,327</b>	<b>12,384</b>	<b>21,815</b>	<b>18,005</b>	<b>576,986</b>	<b>194,186</b>	<b>193,460</b>
	Interfaith	<b>307,804</b>	<b>694,536</b>	<b>670,122</b>	<b>252,600</b>	<b>132,752</b>	<b>219,207</b>	<b>53,860</b>	<b>48,204</b>	<b>2,753</b>	<b>4,642</b>	<b>3,559</b>	<b>228,619</b>	<b>70,408</b>	<b>65,251</b>	
	BakerRipley	<b>524,186</b>	<b>1,248,878</b>	<b>1,275,024</b>	<b>318,363</b>	<b>223,804</b>	<b>266,980</b>	<b>77,713</b>	<b>88,160</b>	<b>8,498</b>	<b>15,500</b>	<b>13,511</b>	<b>282,217</b>	<b>103,733</b>	<b>115,842</b>	
	ResCare	<b>72,672</b>	<b>165,929</b>	<b>111,155</b>	<b>50,381</b>	<b>45,417</b>	<b>63,323</b>	<b>15,411</b>	<b>8,963</b>	<b>1,133</b>	<b>1,673</b>	<b>935</b>	<b>66,150</b>	<b>20,045</b>	<b>12,367</b>	
Youth	DESI												<b>145</b>	<b>114</b>	<b>84</b>	
	SER									176	147	107	457	302	232	
	Adult Education									18,373	20,921	21,874	18,373	20,921	21,874	
	WorkInTexas Only												<b>99,849</b>	<b>113,348</b>	<b>142,578</b>	
	Families Receiving Child Care Financial Navigator and Facilitators									28,365	23,826	22,453	28,365	23,826	22,453	
													<b>12,144</b>	<b>14,639</b>	<b>11,334</b>	
LDI	Staff Training												<b>622</b>	<b>820</b>	<b>799</b>	



# Procurement Committee

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## Public Outreach and Communications

### Background

The Procurement Committee met on July 22, 2020 by virtual meeting to review recommendations for public outreach and communications contracts.

Since its inception, the Board has contracted with professional communications firms to assist in developing its brand, expanding awareness of its system and work, and promoting Workforce Solutions' service.

The Board's Communications Committee charged us with building a plan that would achieve the following results:

- Our employers trust Workforce Solutions will help them
- Our communities value Workforce Solutions and support us
- Our funders and stakeholders know that investing in and relying on the Board and its system produces a positive return on investment for our region.

Our comprehensive communications strategy is the framework for the action we take to achieve those results. We used this plan to structure our most recent solicitation for communications firms. We have attached that plan to this item.

### Current Situation

We conducted our last procurement for outreach and communications in 2015, selecting Savage Design and Outreach Strategists.

Since that time, we have completed the comprehensive plan and also have been able to access H-GAC's internal communications department for specific needs.

Our recent communications request for proposals asked respondents to provide strategic counsel, graphic design/production, digital/web and other related services as needed for the following four tasks:

1. Enhance and promote Workforce Solutions' value proposition in the local marketplace with consistent marketing projects and tactics geared towards customers, ensuring these audiences know that Workforce Solutions is the human capital expert for the region.
2. Improve the Gulf Coast Workforce Board's and Workforce Solutions online presence and virtual service capacity.
3. Assist Board staff in planning, managing, and executing up to ten events that share the Board and Workforce Solutions' accomplishments and highlight our work throughout the Gulf Coast region.
4. Improve Workforce Solutions internal communications

We emphasized the need to improve our online presence and virtual service capacity.

## Recommendations

We received seven proposals which the staff read and scored using the following criteria: qualifications and availability of professional staff, experience developing strategies and providing comparable services, relevant expertise, and financial terms. We asked the top three scoring respondents to make presentations on improving our online presence and virtual service capacity.

We set the term for this procurement at four years with our regular and usual requirements of annual contracts subject to review and approval by the Board each year.

Respondents scored in the following order:

1. Outreach Strategists
2. Savage Design
3. Landgrand
4. BrandEra, Inc.
5. Gilbreath Communications
6. Front Porch Marketing
7. Oracle Media dba High Five Marketing

## Action

Authorize staff to negotiate contracts with Outreach Strategists and Savage Design in total for both contracts not to exceed \$900,000 and schedule a review of both contractors' performance with the Procurement Committee at the end of contracts' first quarter.

Contracts will be renewable for up to three additional years depending upon satisfactory performance, availability of funds and review and approval by the Board.

## Workforce Solutions Operations

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### Rules & Policy Updates

From time to time we receive guidance from the Texas Workforce Commission regarding policy and or rules to be implemented. We want to make you aware of these implementations due to the pandemic.

#### Work Based Learning

- Individuals enrolled in work-based learning prior to the pandemic, March 13, 2020, may continue to be paid during the remainder of the time assigned to the site.
- Boards may consider alternative work options, (such as telework) to provide options to participants to enable full participation.

#### Early Education

- In response to the need for Child Care providers and to support them in remaining open and/or reopening, TWC provides an enhanced reimbursement of 25% for providers who remain open.
- Providers who have closed and plan to reopen can receive a Stabilization Grant of up to \$10k.
- A child leaving a provider due to detection of or suspicion of COVID-19 infection may not be placed in care for 14 days.

#### National Dislocated Worker – COVID 19

- We received guidance on eligibility for COVID 19 impacted dislocated workers and pass this guidance on to contractors. Eligibility includes:
  - A worker who is temporarily or permanently laid off as a consequence of the disaster.
  - A dislocated worker.
  - A Long term unemployed individual who has been out of work for 27 weeks or more.
  - A self-employed individual who became unemployed or underemployed as a result of the disaster.



## Workforce Solutions Operations Update

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### Background

As we continue to work through the COVID-19 pandemic, our focus has never wavered from serving our customers both employers and individuals. We have focused our efforts on providing additional resources that will impact businesses throughout our communities. As a system, we strive to find new and innovative ways to think outside the box to make this happen. As of **June 2020**, we were able to leverage opportunities to connect people to training, host multiple youths and adult virtual job fairs, provide essential workers with childcare, present a plan on how to reopen offices safely and continue to add support to our direct staff during this much challenging time. Our success is listed for you to review.

### Operation Success:

#### Education

- Total number of customers upskilled through training
  - 2592 enrolled in training
  - As of June 30<sup>th</sup>, 18,771 customers have received support through adult education

#### Hiring

- Total number of virtual hiring events - 131
- Number of customers on virtual platform - 2,815
- Number of employers on virtual platform - 147
- Number of hires through virtual events to date - 42

#### Early Education

- Essential workers served 6,693 families and 10,903 children
- Regular childcare assistance 21,161 families and 41,176 children

#### Work-based learning

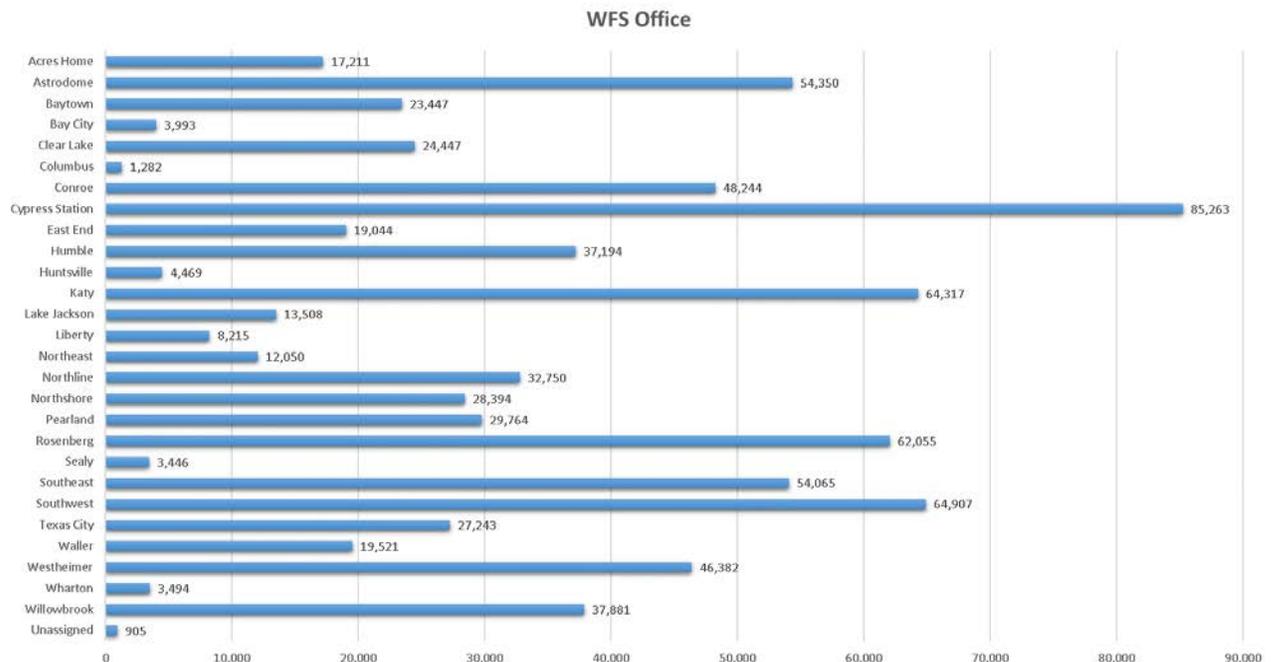
- Number of youth customers in work-based learning, 439 interns since October 2019
- 251 individuals enrolled in On-the-Job Training since October 2019

## Return to Office

- Most staff continue to work remotely. Staff at each location is available to serve customers both remotely and via curbside by appointment.
- During the first phase of our return to office, staff returned to 14 locations and continue to be on-site. We halted any additional moves on the plan due to the spikes in COVID 19 cases.

## Claimants

- Total of 827,841 new claimants from 3/1/20 to 7/5/20
- Staff continue to work with claimant customers to determine their needs, offer service, and make appropriate referrals
- Claimants by office



## Outreach and Communications

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### A look at recent activities

On March 11, 2020, the Houston Livestock Show and Rodeo closed when Houston and Harris County declared a public health emergency as COVID-19 began to impact our community. With the subsequent stay-at-home orders, businesses began to furlough workers and unemployment claims grew to unpredicted levels.

To the average person, there is no difference between the Texas Workforce Commission and Workforce Solutions. Our challenge was to not only distinguish ourselves from the Commission, but also to remain part of the narrative while attention was focused on unemployment insurance claims.

We started by engaging media with what we could do – help people find new jobs and provide childcare assistance for essential workers, not what we couldn't do – resolve unemployment claims issues. By remaining engaged and delivering consistent messages, we transitioned media outlets into allies and partners in helping put people back to work.

On April 22, 2020, we held our first Facebook Live with ABC-13 to connect prospective job candidates with employers needing to fill immediate openings quickly. Xavier Allison landed a new job from that event after being laid-off three weeks earlier. Since his story aired <https://abc13.co/2SH8aQ4>, Mr. Allison has moved into an even better job with a career path as a welder.

Workforce Solutions is becoming recognized as the source for information on the job market and expert advice on looking for work. We now have weekly segments with both ABC 13 and Fox 26. And, we field inquiries from other media outlets regularly. In total, Workforce Solutions has appeared in over 200 media stories since the pandemic began, with an estimated advertising value of well over six-million dollars.

<u>Month</u>	<u>Stories</u>
March	25
April	40
May	50
June	51
July	58

We have moved from a strictly reactive position to a more proactive messaging calendar that will introduce the full range of Workforce Solutions services.

With an average of 30,000 views per week, the Facebook Live segments with ABC 13 have helped expand our social media reach. We now have nearly 12,000 followers across Facebook, Instagram, Twitter and LinkedIn.

Below are some examples of recent media coverage:

KPRC-TV Channel 2 NBC

[Looking for a job? Here's where you can find nearly a half-million jobs in Texas](#)  
[Mattress Mack opens resource center in Fort Bend County to help those searching for employment](#)  
[Houston-area job losses, unemployment rate reach record levels in April](#)

KHOU-TV Channel 11 CBS

[What jobs in Houston are hiring during coronavirus pandemic? | khou.com](#)  
[How to file for unemployment in Texas due to COVID-19 | khou.com](#)  
[Find Houston child care financial assistance now with new program | khou.com](#)  
<https://www.khou.com/article/news/health/coronavirus/federal-unemployment-assistance-ends-for-texans-heres-what-to-know/285-e8321a3d-c1bc-4757-b596-58a34ff53965>

KTRK Channel 13 ABC

[Job search requirements could be restored as Texas reopens - ABC13 Houston](#)  
[What to do if the coronavirus outbreak impacted your employment - ABC13 Houston](#)  
[Focusing on these job skills could land you that next job - ABC13 Houston](#)  
[04-20-2020 Focusing on these job skills](#)  
[04-23-2020 Job interviews go virtual](#)  
[New figures show how hard COVID-19 pandemic hit the Houston area - ABC13 Houston](#)  
[06-19-2020 Work Search Requirement](#)  
[06-26-2020 TWC Work Search - Link to JobsNow!](#)  
[06-25-2020 OakBend - Dollar Tree - Rosenberg](#)  
[06-23-2020 Baytown's unemployment](#)  
[07-02-2020 WFS has jobs](#)  
[04-20-2020 FB Live promo](#)  
[04-21-2020 FBLive promo](#)  
[04-22-2020 ABC 13 Facebook Live](#)  
[04-28-2020 FBL promo](#)  
[04-29-2020 ABC13 Facebook Live](#)  
[05-06-2020 Facebook Live](#)  
[05-13-2020 FBL promo](#)  
[05-14-2020 ABC 13 Facebook Live](#)  
[05-21-2020 ABC13 Facebook Live](#)  
[06-04-2020 ABC 13 Facebook Live](#)  
[06-11-2020 ABC 13 Facebook Live](#)  
[06-18-2020 FB Live promo](#)  
[06-18-2020 ABC 13 Facebook Live](#)  
[06-25-2020 ABC 13 Facebook Live](#)  
[07-02-2020 ABC13 Facebook Live](#)  
[07-15-2020 Katy Office Clip](#)

[07-16-2020 ABC13 Facebook Live](#)  
[07-17-2020 June Jobs Report ABC13 Houston](#)  
[07-20-2002 Katy jobs - ABC13 Houston](#)

#### KRIV-TV Channel 26 Fox

[Several jobs hiring around Houston area | FOX 26 Houston](#)  
[TWC works to handle hundreds of thousands of unemployment benefit applicants | FOX 26 Houston](#)  
[Who's Hiring- Jobs for Teens | FOX 26 Houston](#)  
[Side hustle jobs are hiring and pay well | FOX 26 Houston](#)  
[06-29-2020 job retraining | FOX 26 Houston](#)

#### KXLN Channel 45 Univision

<https://www.univision.com/local/houston-kxln/recomendaciones-para-no-ser-victima-de-estafamientras-busca-trabajo-durante-la-pandemia-de-coronavirus-video>  
<https://www.univision.com/local/houston-kxln/ofrecen-ayuda-gratuita-para-personas-en-busca-de-empleo-en-houston-en-medio-de-la-pandemia-video>

#### Houston Chronicle

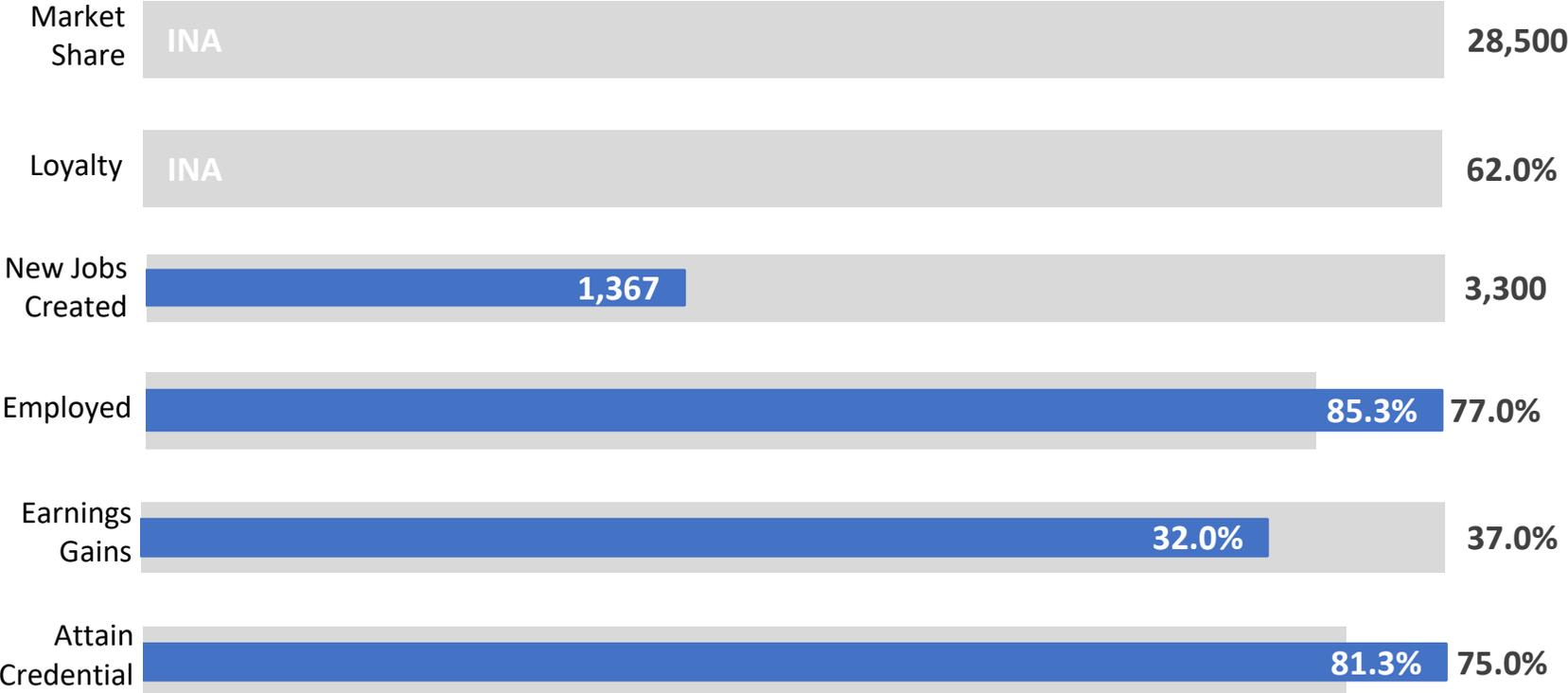
[Texas assigns unemployment benefit call times by area code to ease backlog - HoustonChronicle.com](#)  
[New initiative helps Houston-area essential workers get child care - HoustonChronicle.com](#)  
[Texas jobless claims climb by 300,000, more than 16 million Americans jobless - HoustonChronicle.com](#)  
[In change to unemployment policy, Texas to pay claims retroactively - HoustonChronicle.com](#)  
[Survey finds many Houstonians unprepared for economic crisis - Houston Chronicle](#)  
[How teens can secure a safe summer job in the Houston area - Houston Chronicle](#)  
[Interfaith of The Woodlands keeps charity efforts going during pandemic - HoustonChronicle.com](#)  
[Texans receiving unemployment must prove they're looking for work, starting in July - HoustonChronicle.com](#)  
[Texas recoups 237,800 jobs in May gain following historic coronavirus-driven losses - HoustonChronicle.com](#)  
<https://www.houstonchronicle.com/business/economy/article/Texas-economy-recoups-some-jobs-in-May-as-15352842.php>

#### Local Newspapers/Other

[City, school district formalize summer internship program | News | itemonline.com](#)  
[New Portal Places More than 9,100 Children of Houston-Area Essential Workers in Child Care During COVID-19 Crisis | Woodlands Online](#)  
[07-23-2020 Galveston County jobless worry as Congress stalls and deadline looms | Local News | The Daily News](#)  
[https://thefacts.com/news/article\\_af75615b-1995-548b-95e6-5edc5ad63dd0.html](https://thefacts.com/news/article_af75615b-1995-548b-95e6-5edc5ad63dd0.html)

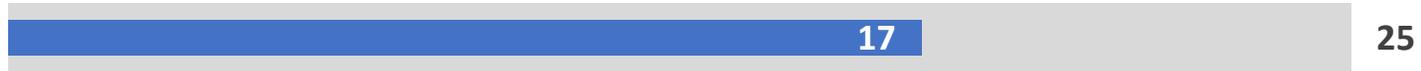
## Performance Measures

October 2019 to June 2020



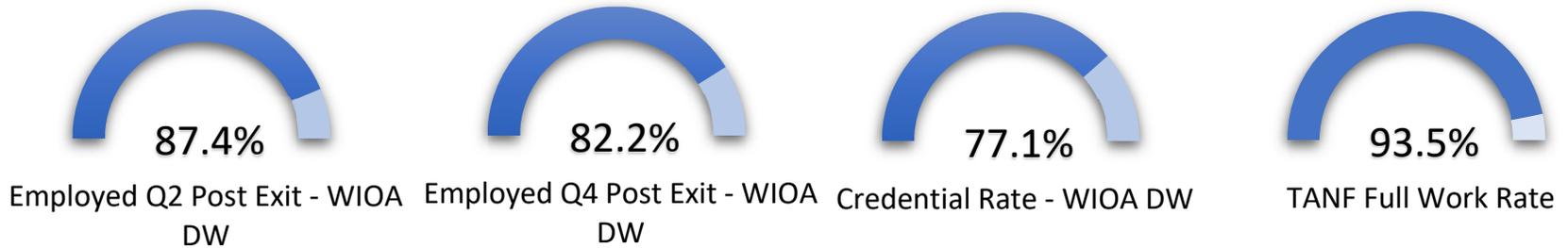
## Production Measures

Number of measures meeting or exceeding

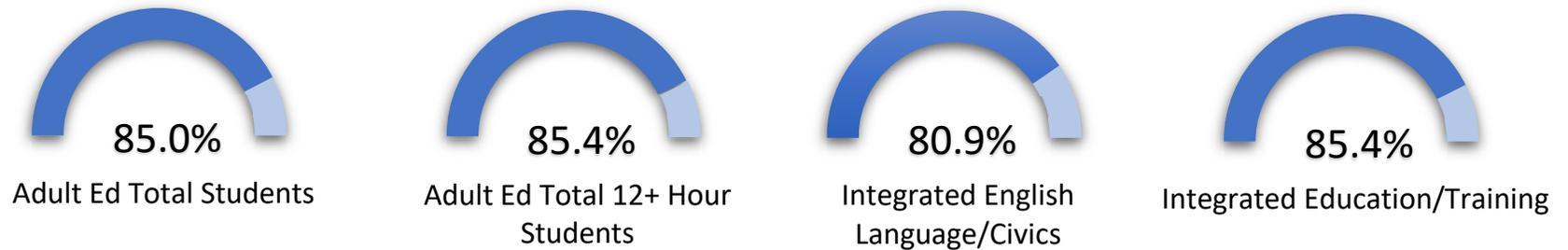


## Measures that require additional focus

October 2019 to June 2020



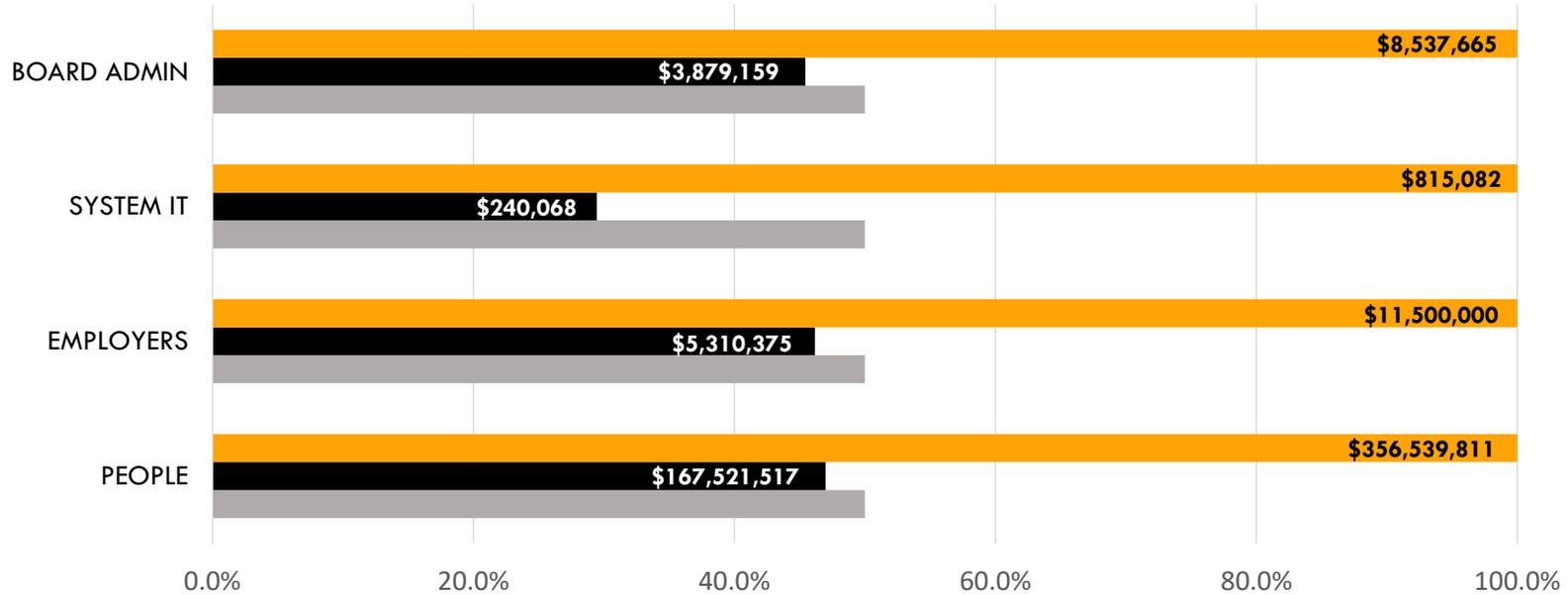
July 2019 to June 2020



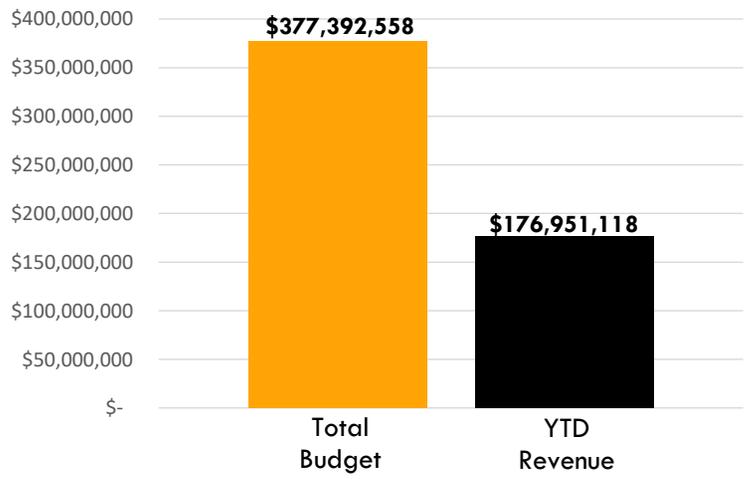
# Gulf Coast Workforce Financial Status Report

For the 6 months ending June 30, 2020

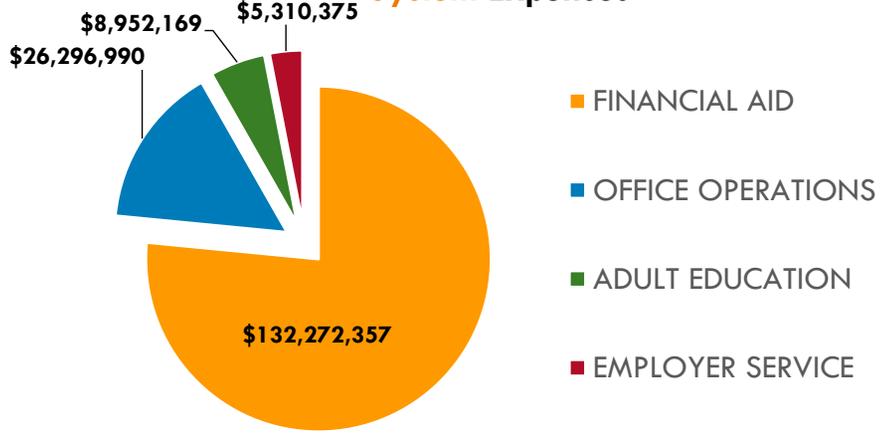
■ Budget ■ Expenses ■ Target



## Workforce Revenue



## System Expenses





Labor Market Information  
June 2020 Employment Data

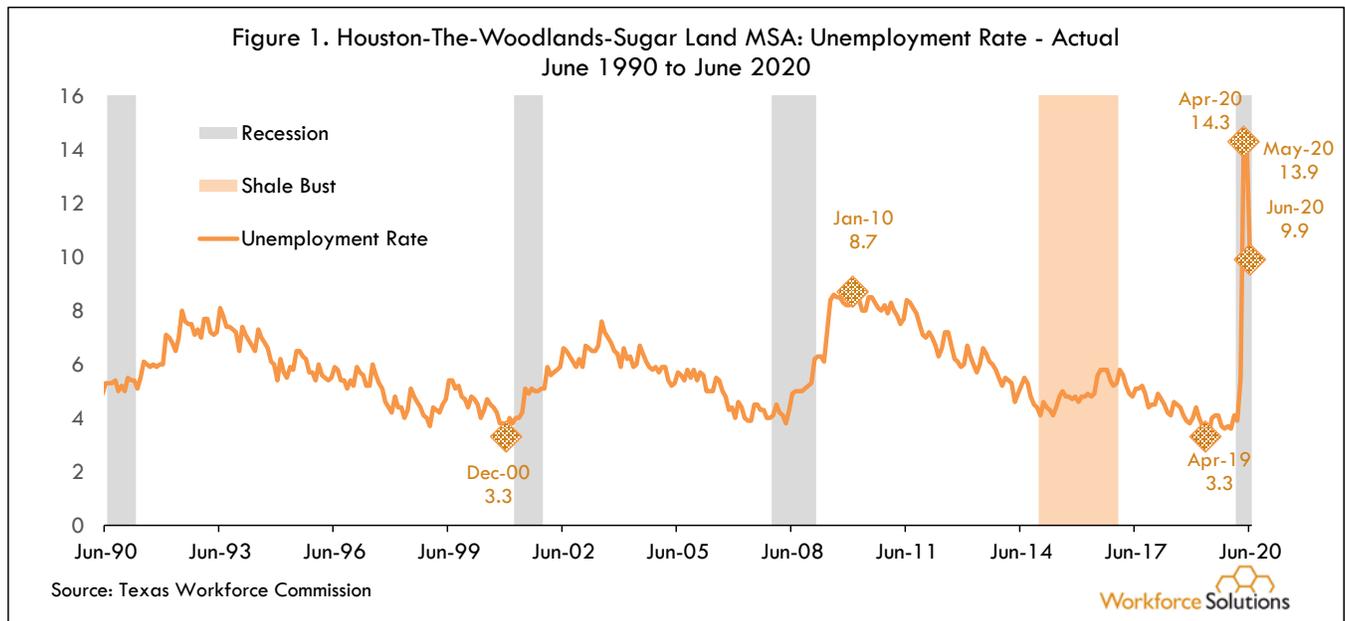
HOUSTON-THE WOODLANDS-SUGAR LAND METROPOLITAN STATISTICAL AREA Visit our website at [www.wrksolutions.com](http://www.wrksolutions.com)

**Unemployment Rates**

The rate of unemployment in The Houston-The Woodlands-Sugar Land fell four percentage points to 9.9 percent in June, see figure 1. The 9.9 percent rate of unemployment remains slightly higher than the peak rate of 8.7 percent during The Great Recession but is down considerably from April's peak of 14.3 percent. The number of unemployed in the MSA decreased by 126,968 while some 70,688 re-entered the labor force helping drive the rate of unemployment lower. The local rate of unemployment was more than one full percentage point lower than the nation's 11.2 percent rate but slightly higher than the state's 8.9 percent rate. Unemployment rates across the region also experienced declines in June.

**Unemployment Rate (Actual)**

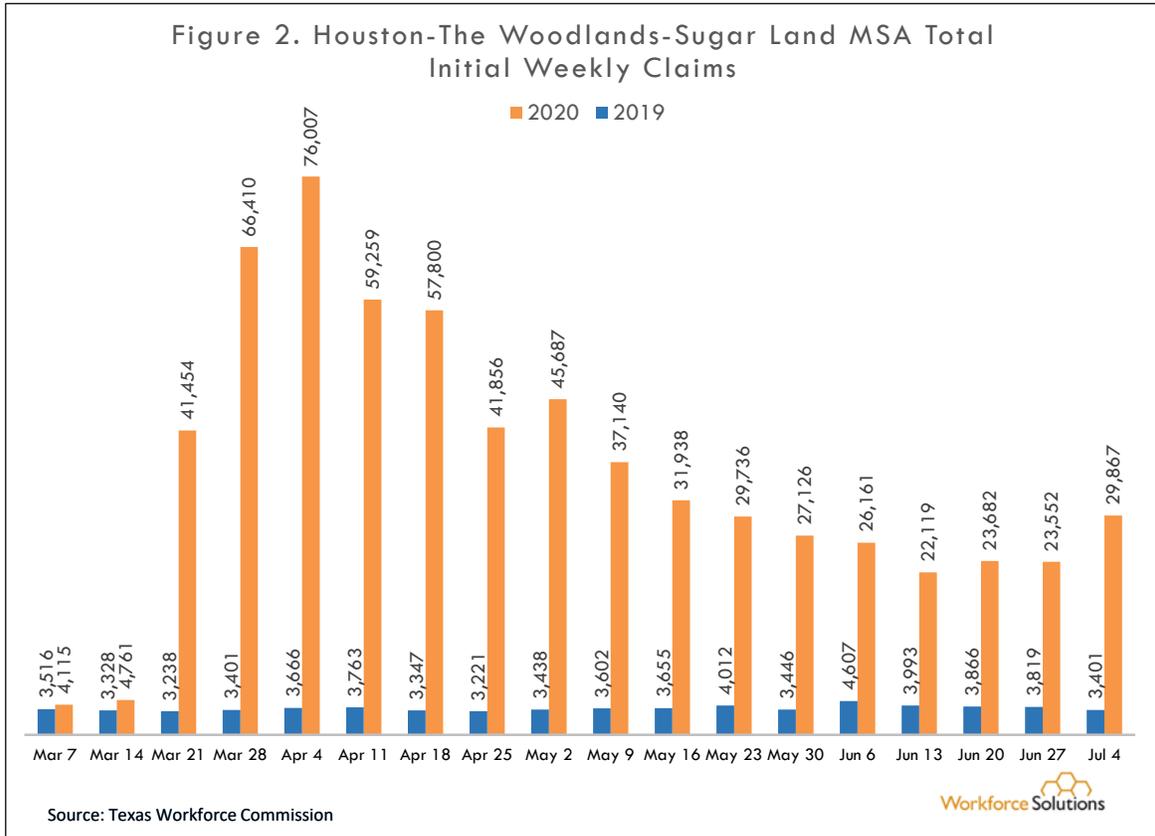
	<b>JUN 2020</b>	<b>MAY 2020</b>	<b>JUN 2019</b>
<b>Civilian Labor Force</b>	3,395,505	3,324,817	3,420,393
<b>Total Employed</b>	3,058,710	2,861,054	3,284,795
<b>Unemployed</b>	336,795	463,763	135,598
<b>Unemployment Rate</b>	9.9%	13.9%	4.0%
<b>Texas</b>	8.9%	12.7%	3.7%
<b>U.S.</b>	11.2%	13.0%	3.8%



July employment data is scheduled to be released by the Texas Workforce Commission August 21, 2020.

## Weekly Initial Claims for Unemployment

According to the Texas Workforce Commission more than 648,000 individuals in the H-W-S MSA have filed for unemployment since the pandemic began. Estimates indicate the number of weekly initial claims for unemployment benefits fell to a low in mid-June but have since begun to rise in response to a new wave of coronavirus cases, see figure 2.

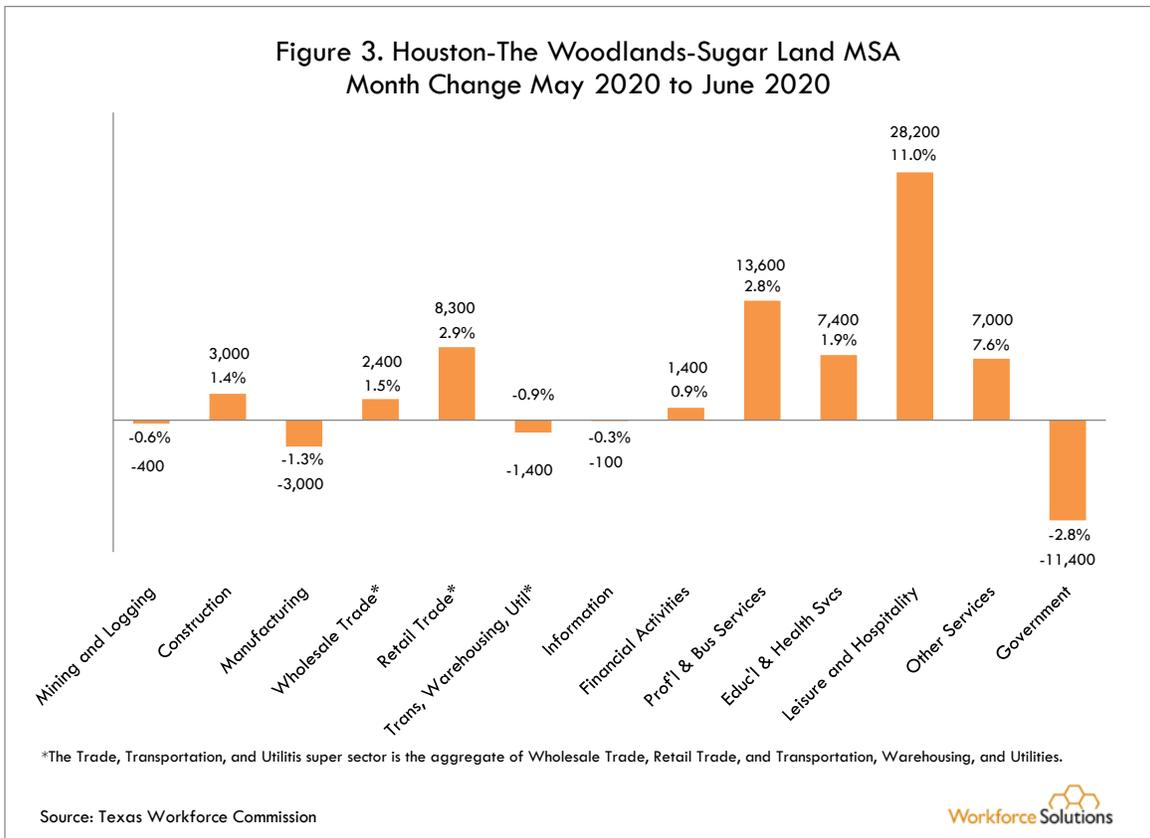


## Nonagricultural Employment

### Over the Month

Total Nonfarm Employment in the H-W-S MSA added 55,000 jobs in June following a revised addition of 78,200 jobs in May. The 1.9 percent increase was the strongest ever for the month of June according to records dating back to 1990 bringing a total of 133,200 jobs (38.0 percent) of 350,200 jobs lost in March and April recovered.

Job gains were widespread except for a few industry sectors. The largest contributors to June's increase were found in Leisure and Hospitality, up 28,200 jobs, and Retail Trade, up 8,300 jobs, as many business establishments that serve the public began to reopen. Government, Manufacturing, and Transportation, Warehousing, and Utilities continued to lose jobs, see figure 3.



### Over the Year

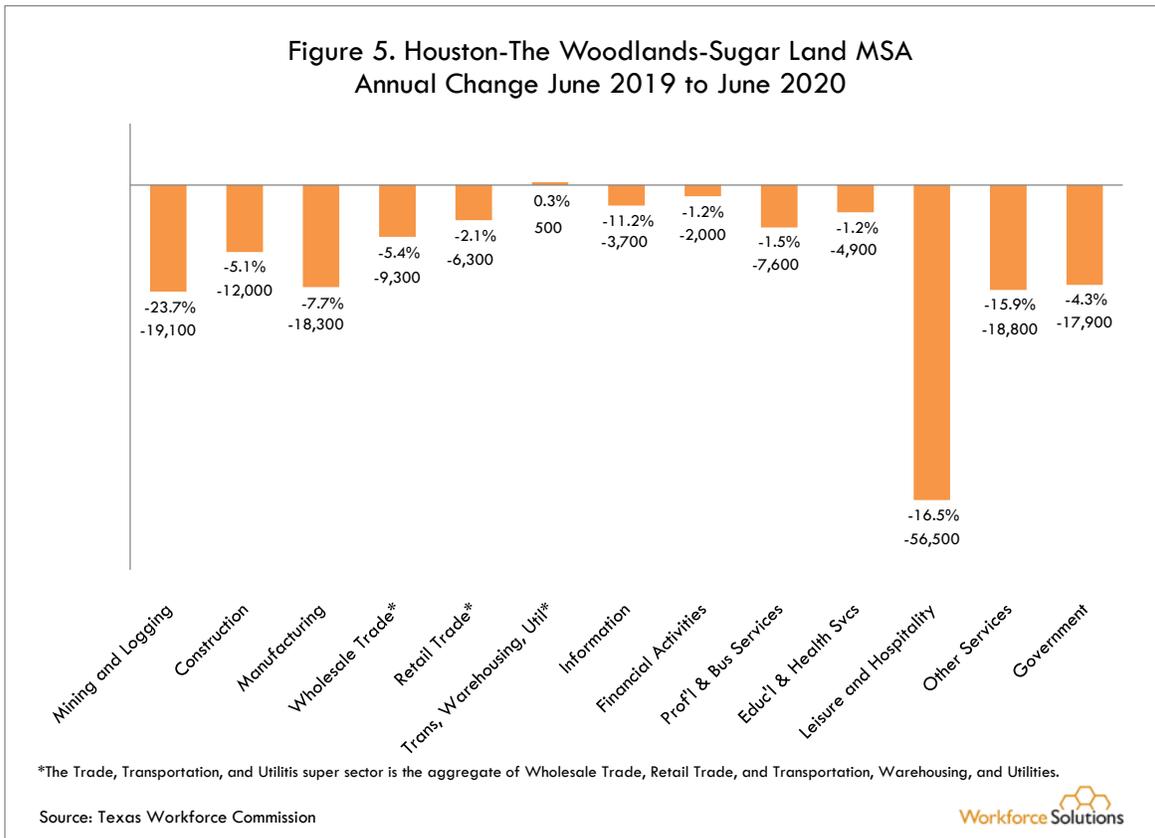
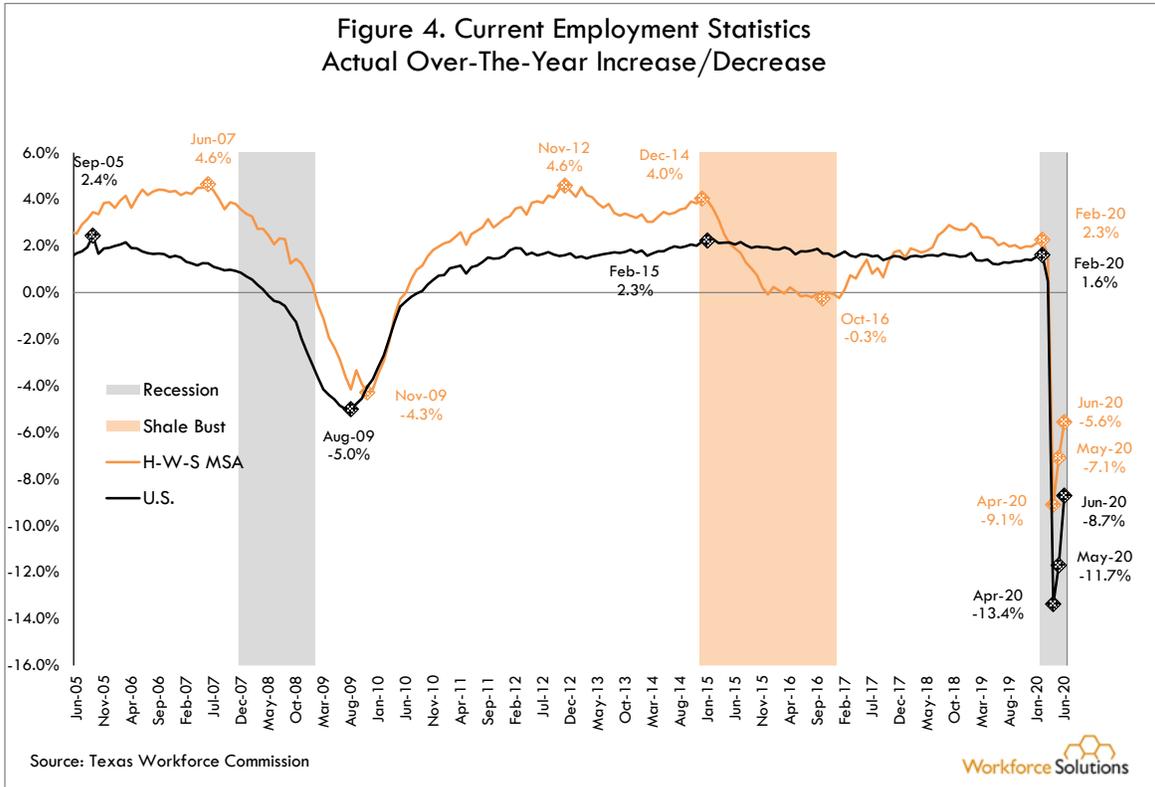
Total Nonfarm Employment in the H-W-S MSA was down 175,900 jobs over the year in June with the pace of losses improving from a 7.1 percent decline in May to 5.6 percent. Payrolls at the national level also improved in June but losses remained an additional three full percentage points deeper at 8.7 percent, see figure 4.

All major industry sectors continued to post declines, see figure 5. Leisure and Hospitality continued to post the largest losses with payrolls down 56,500 jobs or 16.5 percent. Mining and Logging was the hardest hit industry sector as losses continued to accumulate with nearly one in every four jobs disappearing over the year, down 19,100 jobs or 23.7 percent. Manufacturing also saw rising losses due to its ties to the energy sector, down 18,300 jobs or 7.7 percent.

With a rising number of cases of the coronavirus, continued job recovery remains in question over the next several months.

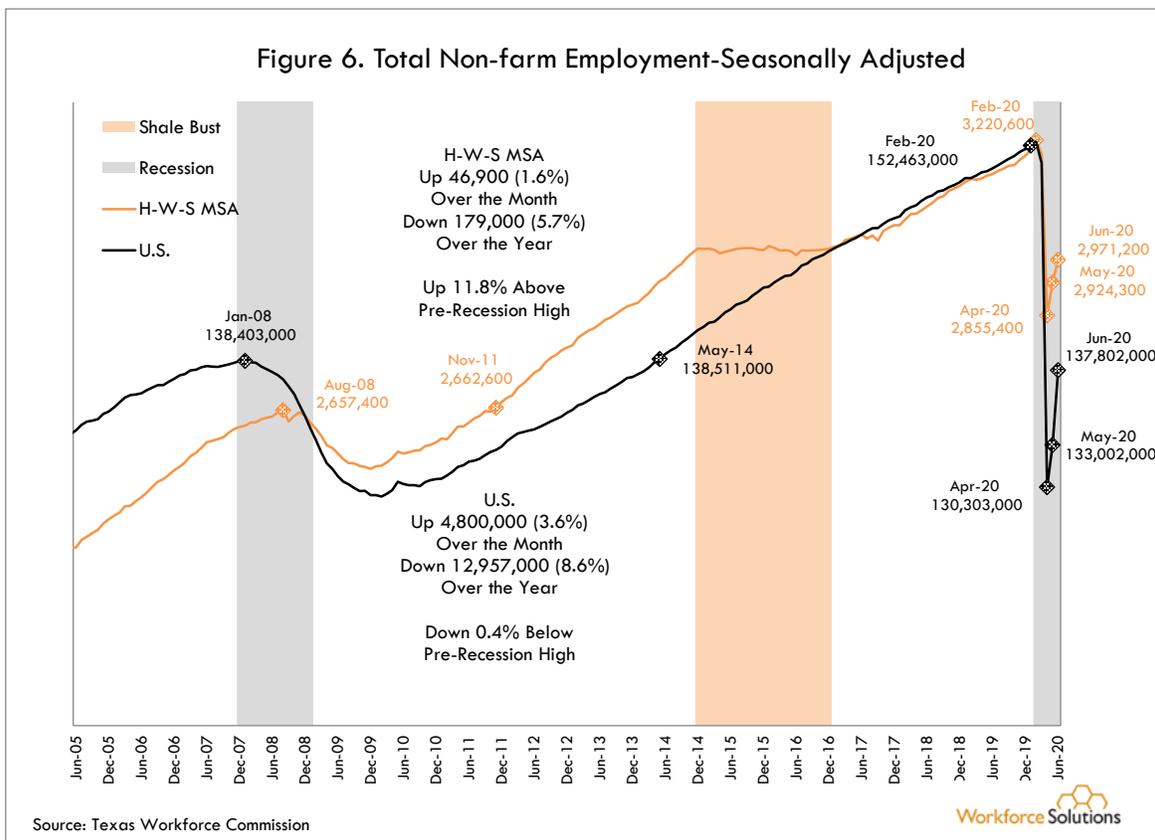
Additional comments by industry super sector can be found beginning on page 6.

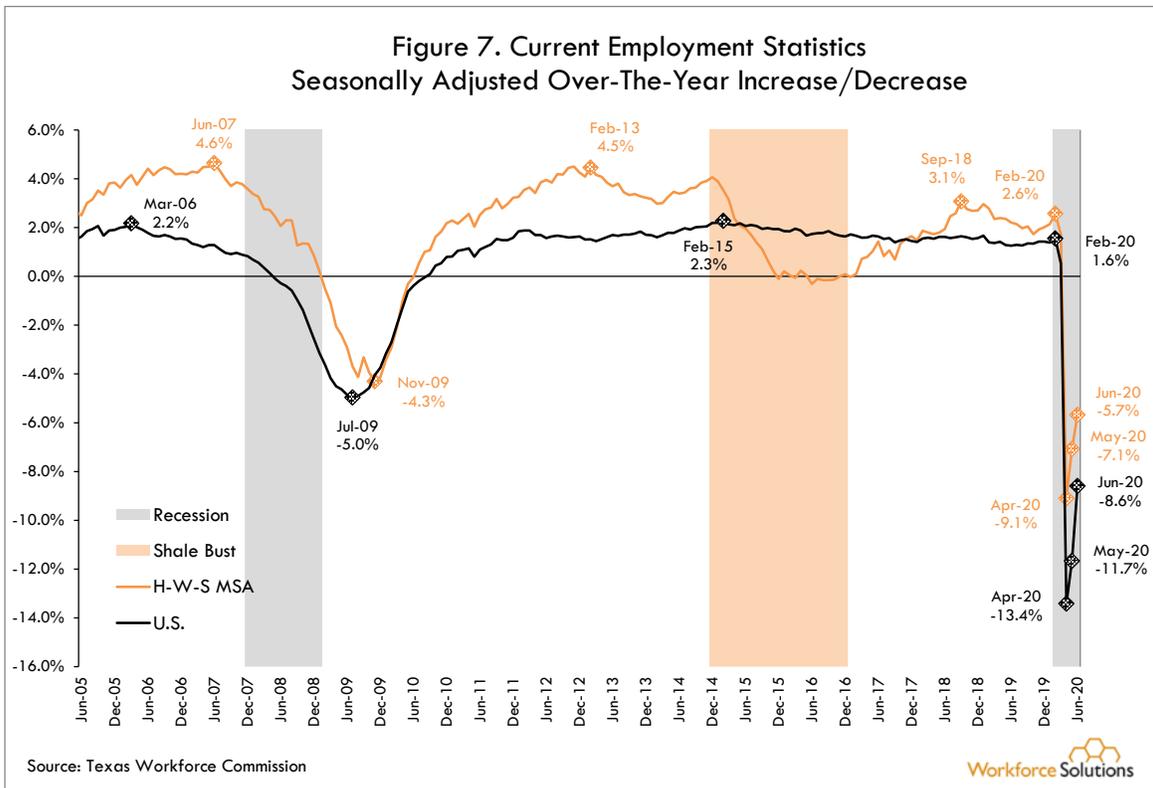
For a complete list of current, month-ago, and year-ago employment estimates see pages 20 & 21.



### Total Nonfarm Employment – Seasonally Adjusted

Seasonally adjusted estimates for the H-W-S MSA and U.S. seen in figure 6 and 7 provide an additional view of growth-trends removing the erratic month-to-month seasonal patterns. On a seasonally adjusted basis, Total Nonfarm Employment increased by 46,900 jobs over the month in June following a revised addition of 68,900 jobs in May. The 1.6 percent increase brought a total of 115,800 jobs (36.7 percent) of 315,200 jobs lost in March and April recovered. The pace of losses improved from a 7.1 percent decline in May to 5.7 percent. Payrolls at the national level also improved in June but losses remained nearly three full percentage points deeper at 8.6 percent. Despite recent declines in employment, payrolls in the H-W-S MSA were 11.8 percent higher than they were at their peak prior to The Great Recession while payrolls at the national level remained 0.4 percent lower.



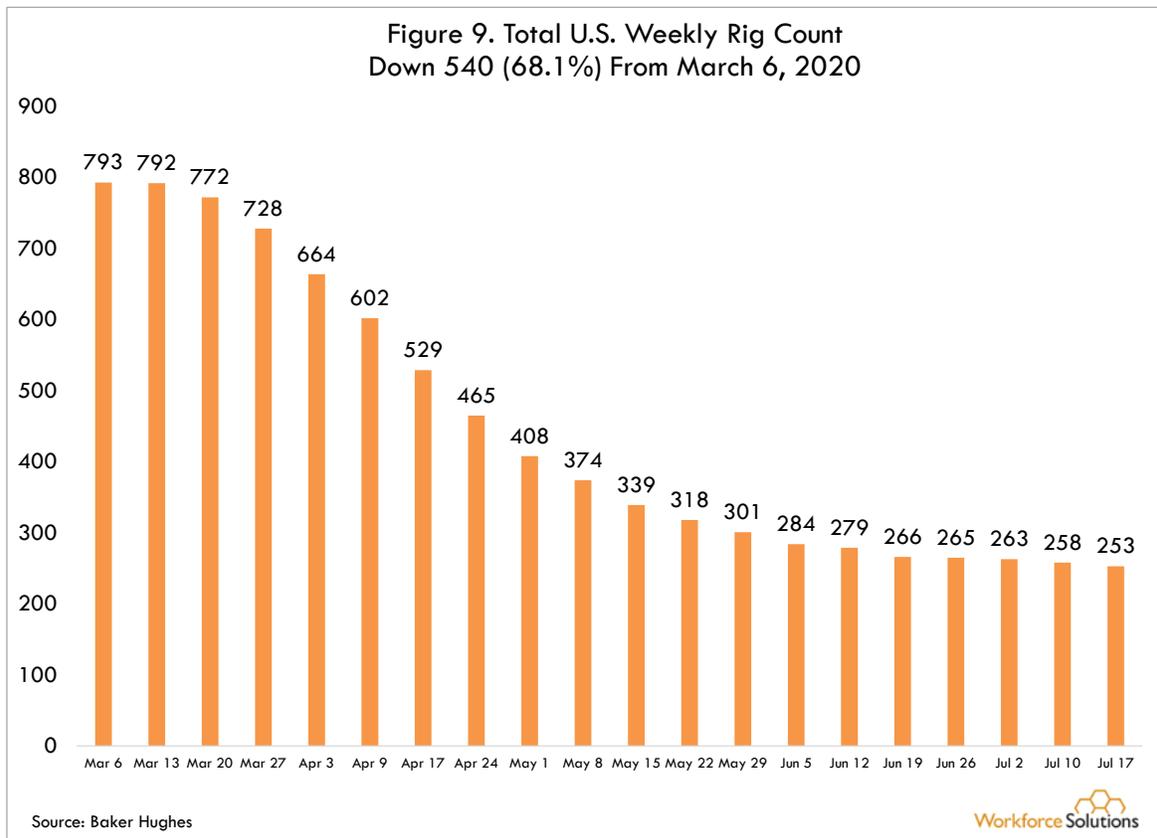
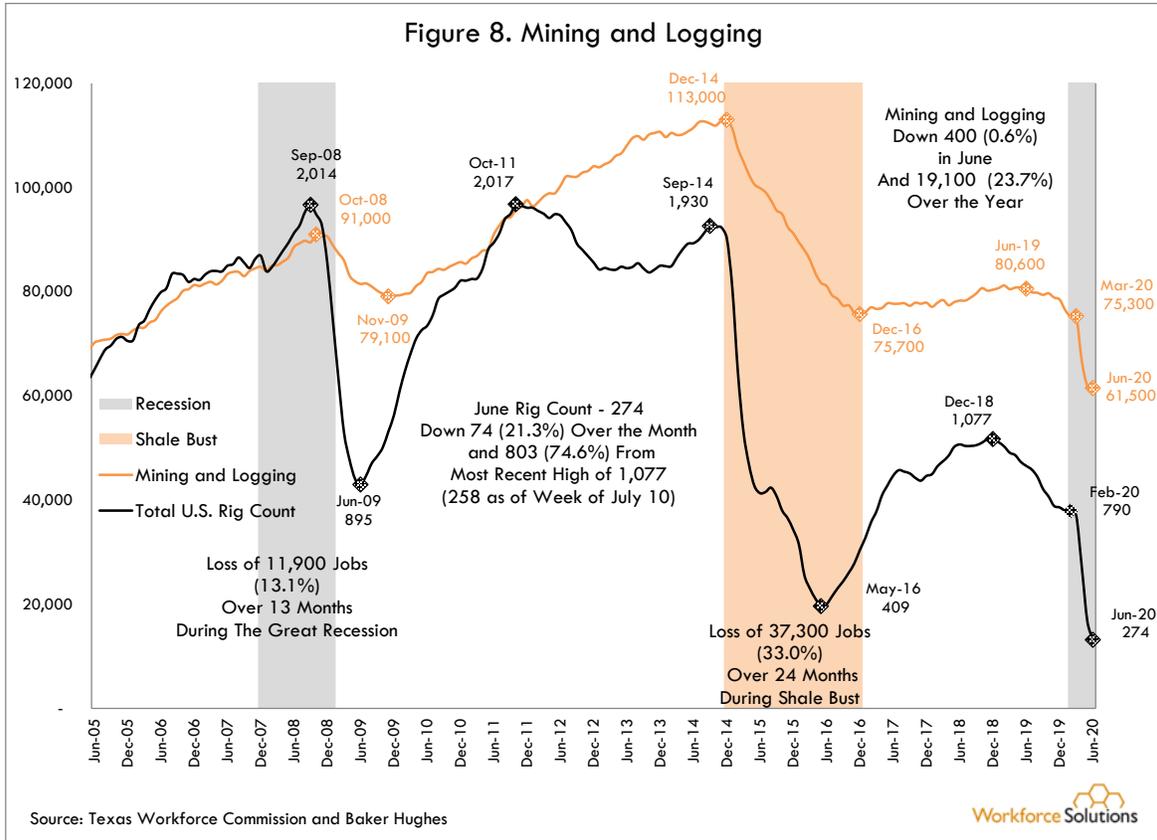


**Details by Industry Sector**

**Mining and Logging** reported a loss of 400 jobs in June, down 0.6 percent. All the loss was in Support Activities for Mining, down 700 jobs or 2.5 percent. Oil and Gas Extraction managed a slight increase of 200 jobs.

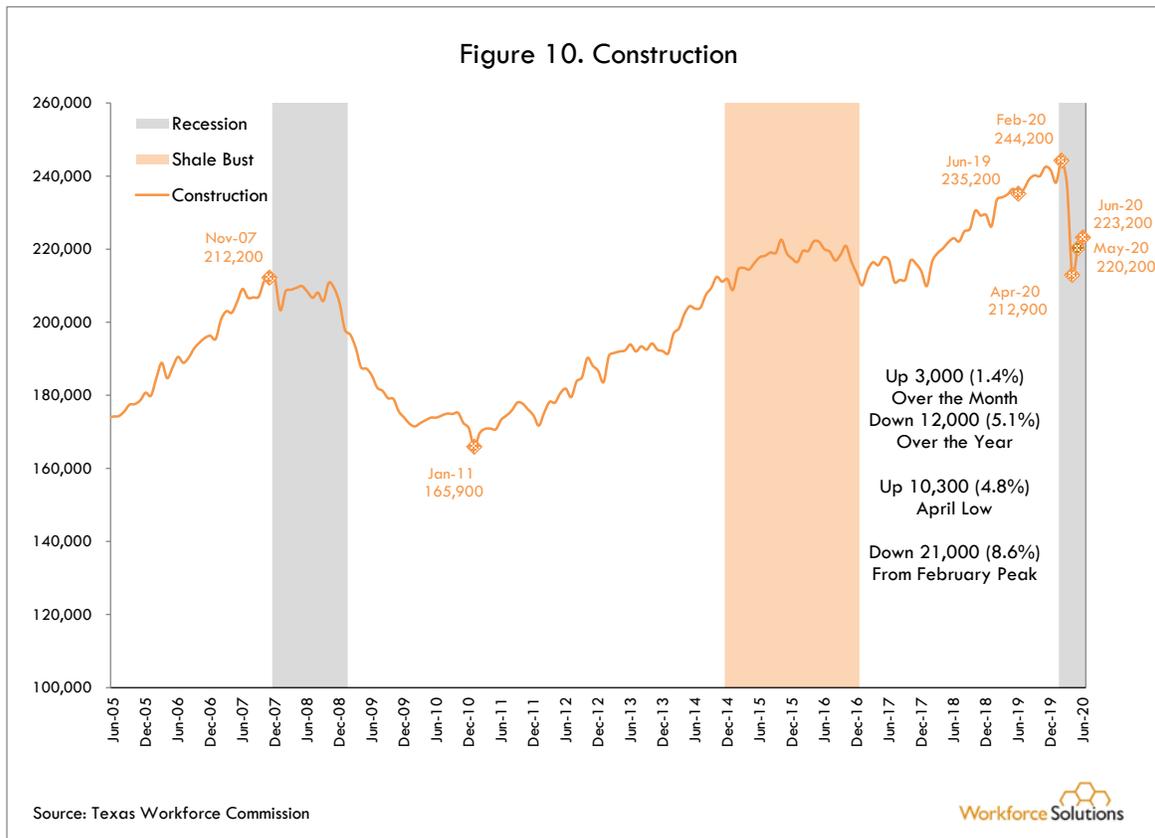
Losses in Mining and Logging continue to accumulate shedding nearly one in every four jobs over the year, down 9,100 jobs or 23.7 percent, see figure 8. The number of jobs in Mining and Logging are at their lowest level in twenty years. Support Activities for Mining was the largest contributor to the loss with one of every three workers losing their job, down 13,900 jobs or 33.4 percent over the year. Oil and Gas Extraction lost 5,700 jobs over the year, down 15.2 percent.

The average U.S. rig count fell for the eighteenth consecutive month in June, down by 74 to 274, but the rate of decline has slowed as higher oil prices have prompted some producers to start drilling again. The monthly rig count was down 803 (74.6%) from the most recent high of 1,077. As of July 17<sup>th</sup> the weekly rig count had fallen to 253, see figure 9.



**Construction** saw payrolls increase by 3,000 jobs in June, up 1.4 percent, see figure 10. This brings a total of 10,300 jobs, 32.9 percent, recovered of the 31,300 lost in March and April. While Construction of Buildings and Specialty Trade Contractors managed June increases for a combined total of 4,200 jobs, Heavy and Civil Engineering Construction was down 1,200 jobs.

Construction was down 12,000 jobs or 5.1 percent over the year. When 2019 employment estimate revisions were released in March there were major discrepancies across the three sub-sectors of Construction. Keeping that under consideration, most of the decline is currently estimated to be in Specialty Trade Contractors, down 13,500 jobs or 11.3 percent. Construction of Buildings was reporting a slight loss of 800 jobs. Lastly, Heavy and Civil Engineering Construction was the only area to hold onto an over-the-year increase, up 2,300 jobs or 3.9 percent.

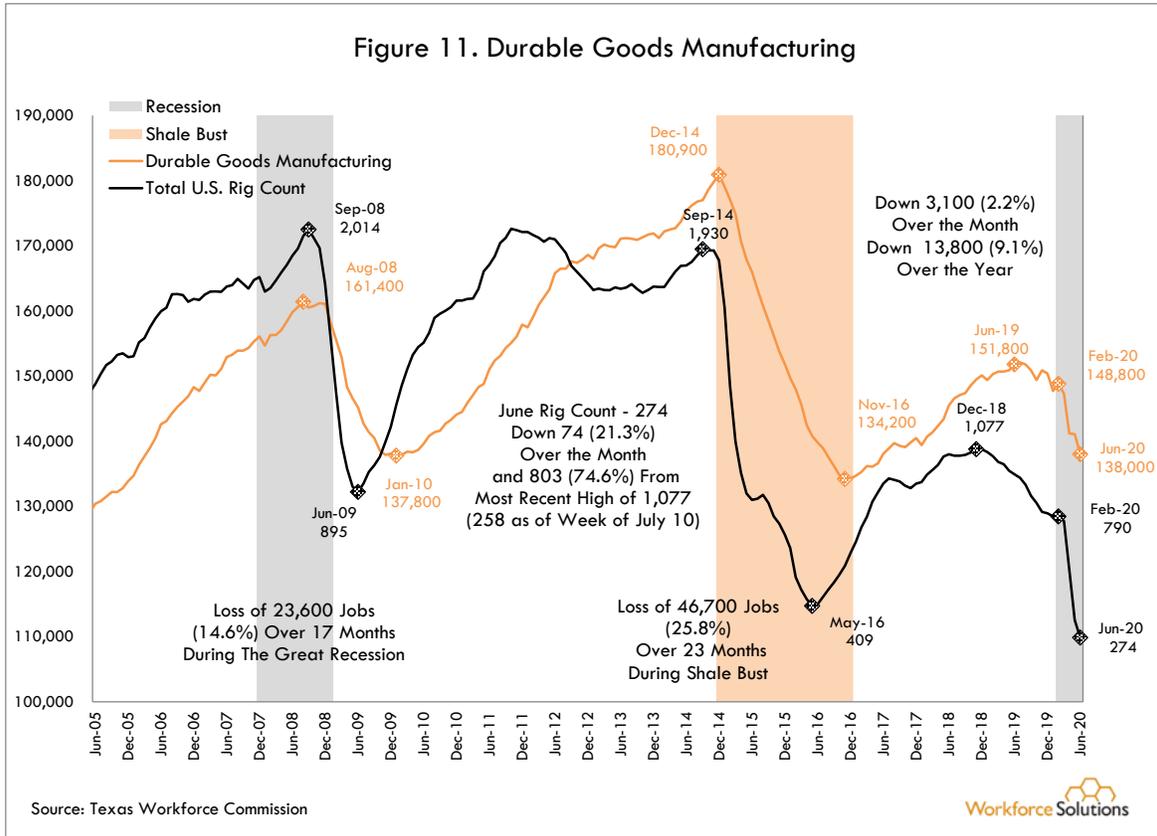


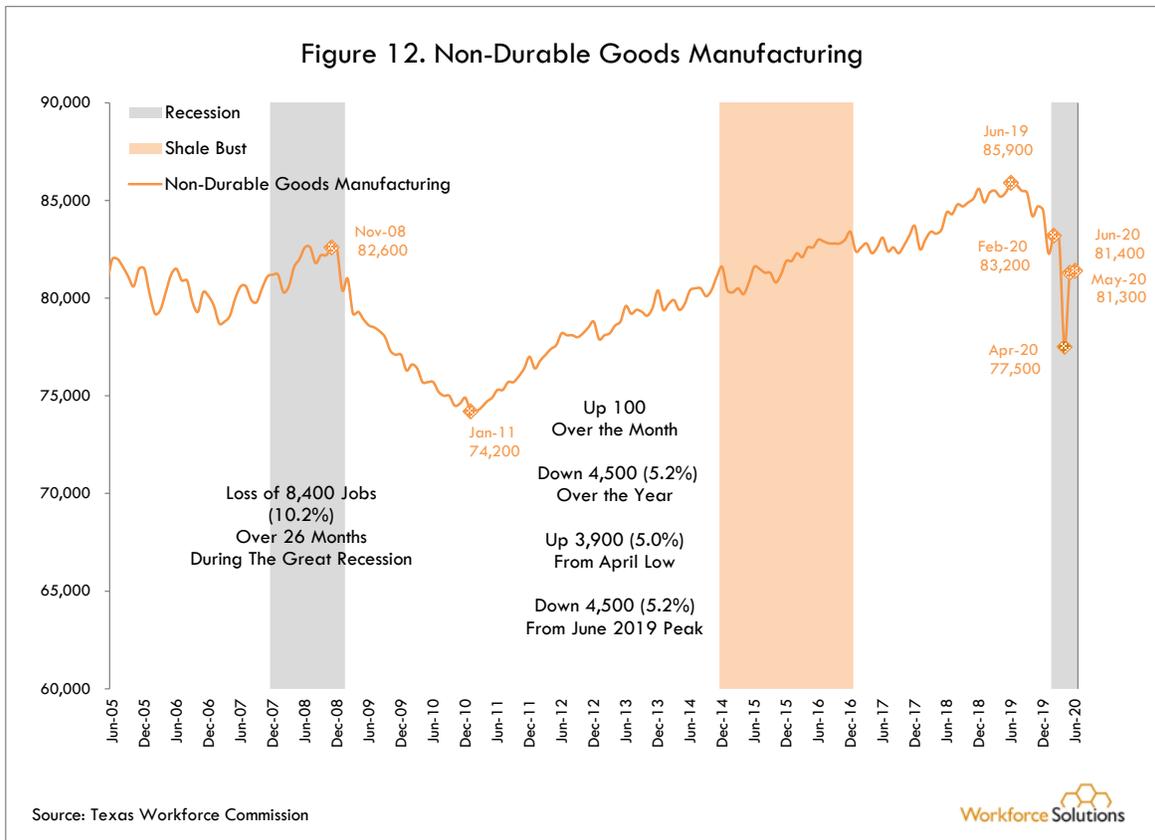
**Manufacturing** was the second largest declining super sector for the month of June, down 3,000 jobs or 1.3 percent. All of June's decline was in Durable Goods Manufacturing as businesses deal with the largest decline in drilling activity in history, down 3,100 jobs or 2.2 percent. Durable Goods Manufacturing has shed a total of 10,800 jobs over the last four consecutive months, see figure 11. May estimates for Nondurable Goods Manufacturing were revised indicating it recovered some 3,800 jobs over the month as opposed to losing 700 jobs. June estimates for Nondurable Goods Manufacturing show that payrolls remained relatively steady with a slight increase of 100 jobs, see figure 12.

Manufacturing lost 18,300 jobs over the year, down 7.7 percent. Durable Goods Manufacturing was responsible for most of the loss with payrolls down 13,800 jobs or 9.1 percent over the year. June's loss

brings the number of jobs in Durable Goods within 200 jobs of its lowest point during The Great Recession, see figure 11. The outlook for Durable Goods Manufacturing for the near future remains weak due to recent declines in drilling activity. Non-durable Goods Manufacturing was down 4,500 jobs or 5.2 percent over the year as the coronavirus stifles demand.

The Houston Purchasing Managers Index increased for the first time in four months in June rising 9.3 points to 49.5. 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 production expansion over the near term, while readings below 50 show coming contraction.

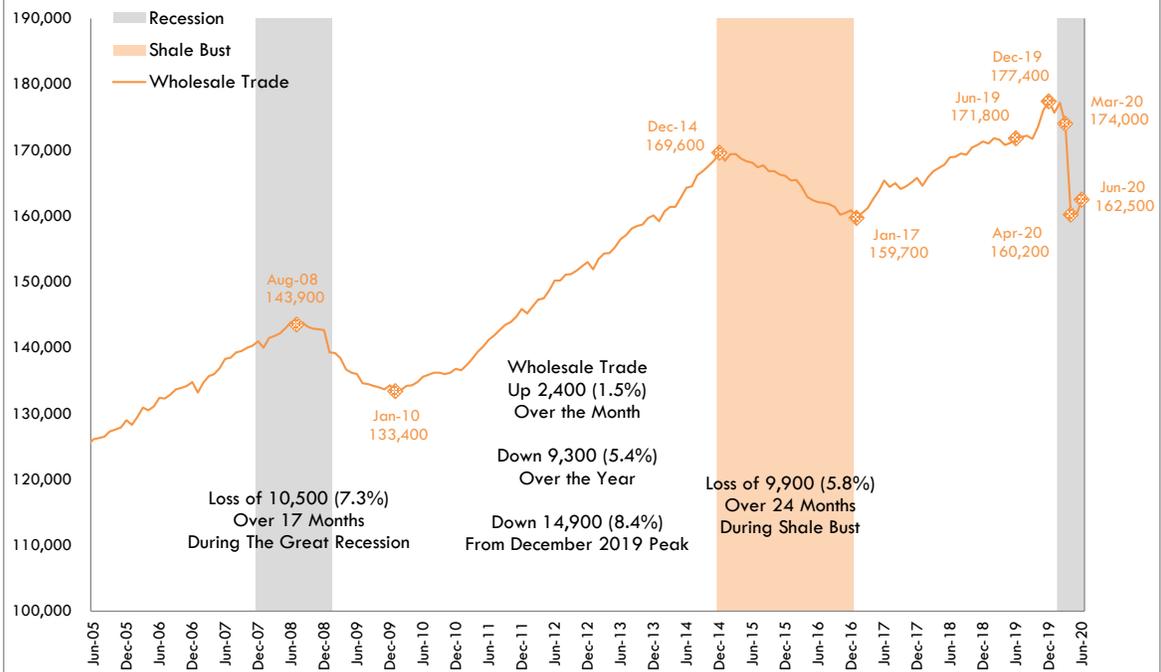




**Trade Transportation, Warehousing & Utilities** was the third largest gaining super sector in June, up 9,300 jobs or 1.5 percent. The increase was largely driven by gains across Retail Trade as restrictions related to the coronavirus on non-essential retailers and social distancing are lifted, up 8,300 jobs or 2.9 percent, see figure 14. All subsectors within Retail Trade added jobs in June but the most substantial increase was at Clothing and Clothing Accessories Stores where payrolls were up 4,700 jobs or 23.5 percent. Department Stores also reported a strong increase, up 1,700 jobs or 10.4 percent. Wholesale Trade was also reporting a June increase of 2,400 jobs, up 1.5 percent. Lastly, Transportation, Warehousing, and Utilities was down 1,400 jobs in June driven by a loss of 1,200 jobs in Air Transportation as the industry deals with the collapse in demand due to the coronavirus.

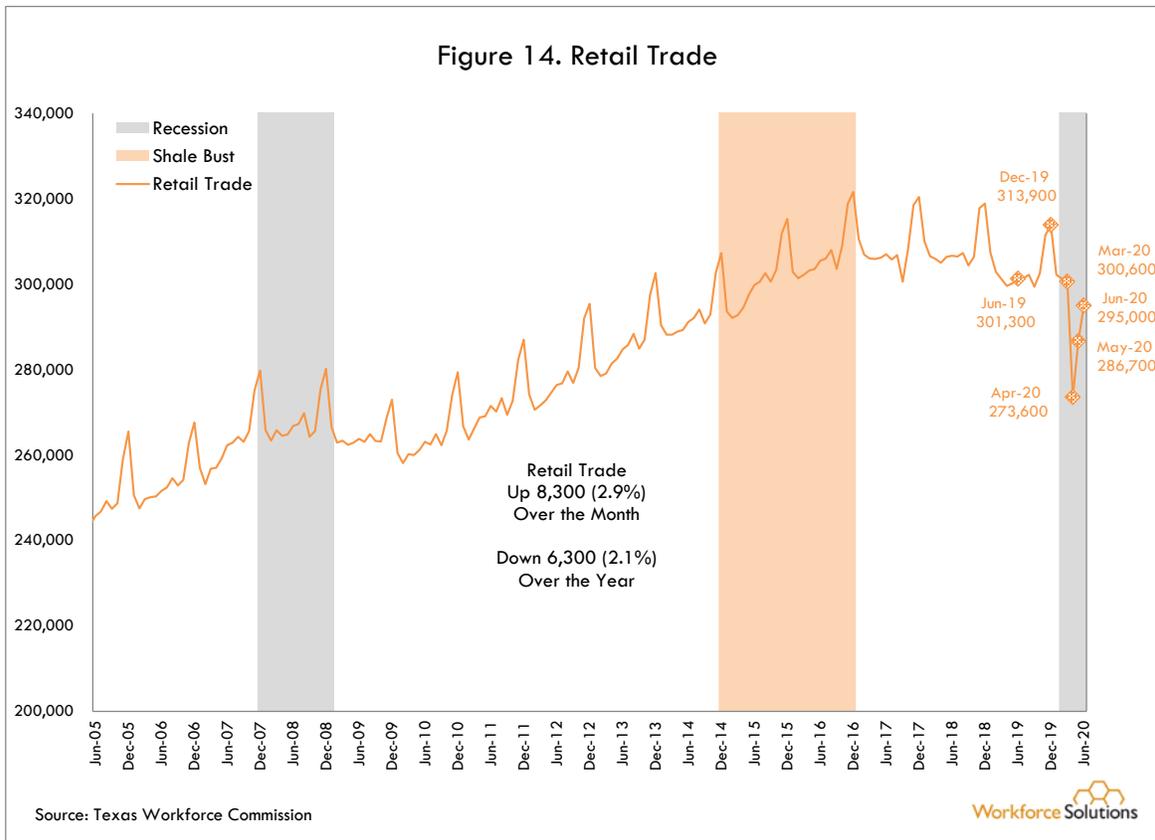
Trade, Transportation, Warehousing & Utilities recovered some 22,700 jobs, 46.5 percent, of the 48,800 jobs lost since the coronavirus began with payrolls down 15,100 jobs or 2.4 percent over the year in June. Wholesale Trade was the largest declining sector with payrolls down 9,300 jobs or 5.4 percent. Over-the-year losses in Retail Trade continued to improve with payrolls down 6,300 jobs or 2.1 percent. The bulk of the losses were in Clothing and Clothing Accessories Stores where payrolls were down 4,600 jobs or 15.7 percent. Several areas of Retail Trade have had to boost payrolls to deal with rising demand as result of the coronavirus. Largest increases have been in Food and Beverage Stores, up 2,500 jobs, General Merchandise Stores, up 2,400 jobs, and Building Material and Garden Equipment and Supplies Dealers, up 1,600 jobs. Lastly, Transportation, Warehousing, and Utilities was up 500 jobs or 0.3 percent over the year. While details of the increase are not published, they were likely made possible by hiring related to warehousing, distribution, and related courier services. Overall gains in Transportation, Warehousing, and Utilities were offset by a substantial loss of 3,100 jobs in Air Transportation, down 15.3 percent, and 600 jobs in Truck Transportation, down 2.1 percent.

Figure 13. Wholesale Trade



Source: Texas Workforce Commission



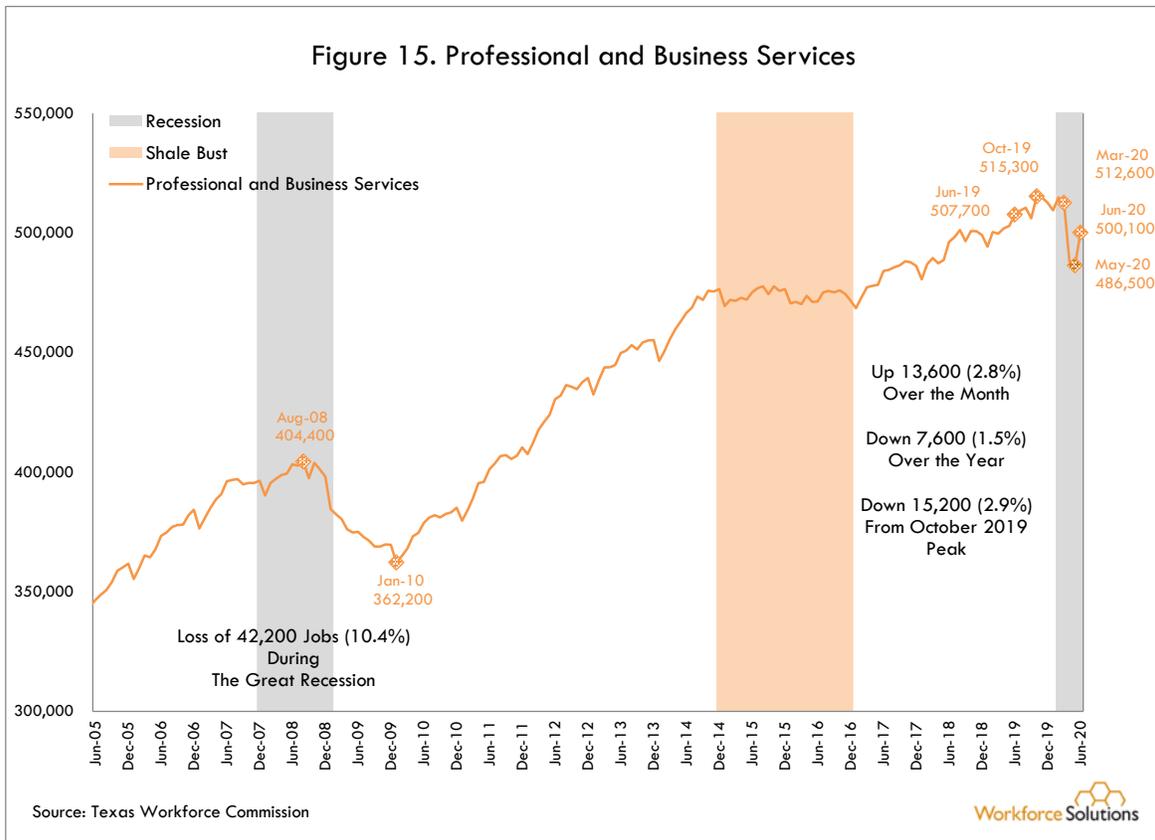


**Information** incurred a slight loss of 100 jobs in June with payrolls down 3,700 jobs or 11.7 percent over the year. Nearly half of the employment in Information resides in Telecommunications where payrolls were down 1,600 jobs or 11.4 percent over the year. Other establishments within the Information super sector include newspaper and periodical publishing, software publishing, motion picture and sound recording, and data processing hosting and related services.

**Financial Activities** added 1,400 jobs in June, up 0.9 percent. Insurance Carriers and Related Activities was responsible for most of the increase, up 1,400 jobs or 3.7 percent. Financial Activities was down 2,000 jobs or 1.2 percent over the year. Real Estate and Rental and Leasing was responsible for nearly all the loss with payrolls down 3,000 jobs or 4.8 percent. Losses were offset by an increase of 1,000 jobs within Finance and Insurance.

**Professional and Business Services** was the second largest gaining super sector in June, up 13,600 jobs or 2.8 percent, see figure 15. Largest increases were in Architectural, Engineering, and Related Services, up 3,400 jobs, Services to Buildings and Dwellings, up 3,200 job, and Management of Companies and Enterprises, up 1,200 jobs.

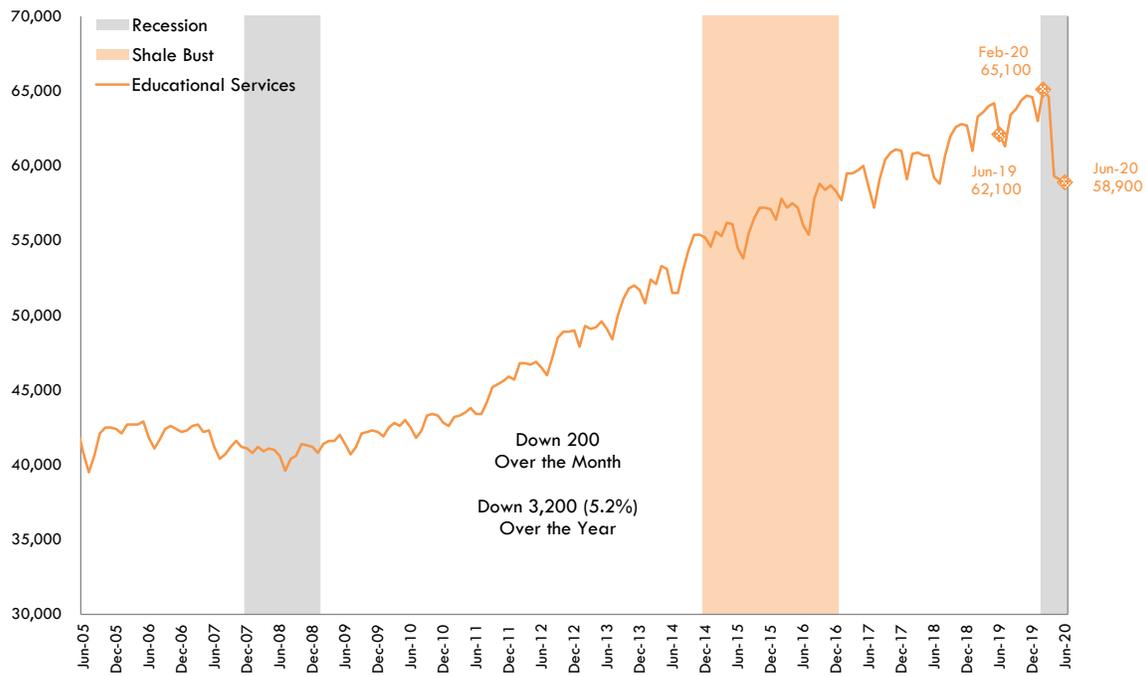
Professional and Business Services was down 7,600 jobs or 1.5 percent over the year in June after recovering some 47.9 percent of 28,400 jobs lost since the pandemic began. The largest contributor to the loss was Employment Services where payrolls were down 13,600 jobs or 17.3 percent. Management of Companies and enterprises was the second hardest hit sector with payrolls down 4,700 jobs or 9.9 percent. Largest increases were in Architectural, Engineering, and Related Services, up 3,200 jobs or 4.4 percent, and Accounting, Tax Preparation, Bookkeeping, and Payroll Services, up 2,800 jobs or 10.9 percent.



**Education and Health Services** added 7,400 jobs in June, up 1.9 percent, driven by an increase of 7,600 jobs in Health Care and Social Assistance, up 2.3 percent, see figure 17. An addition of 6,600 jobs in Ambulatory Health Care Services was primarily responsible for the increase as businesses resumed elective medical procedures and surgeries. Educational Services reported a slight loss of 200 jobs over the month.

Education and Health Services was down 4,900 jobs or 1.2 percent over the year. The super sector has recovered some 27,100 jobs, 57.2 percent, of 47,400 jobs lost in April due to the coronavirus. Educational Services incurred the largest losses, down 3,200 jobs or 5.2 percent, see figure 16. The remainder of the loss was within undefined areas of Health Care and Social Assistance, down 1,700 jobs or 0.5 percent. Ambulatory Health Care Services was up 4,300 jobs or 2.6 percent over the year helping offset losses.

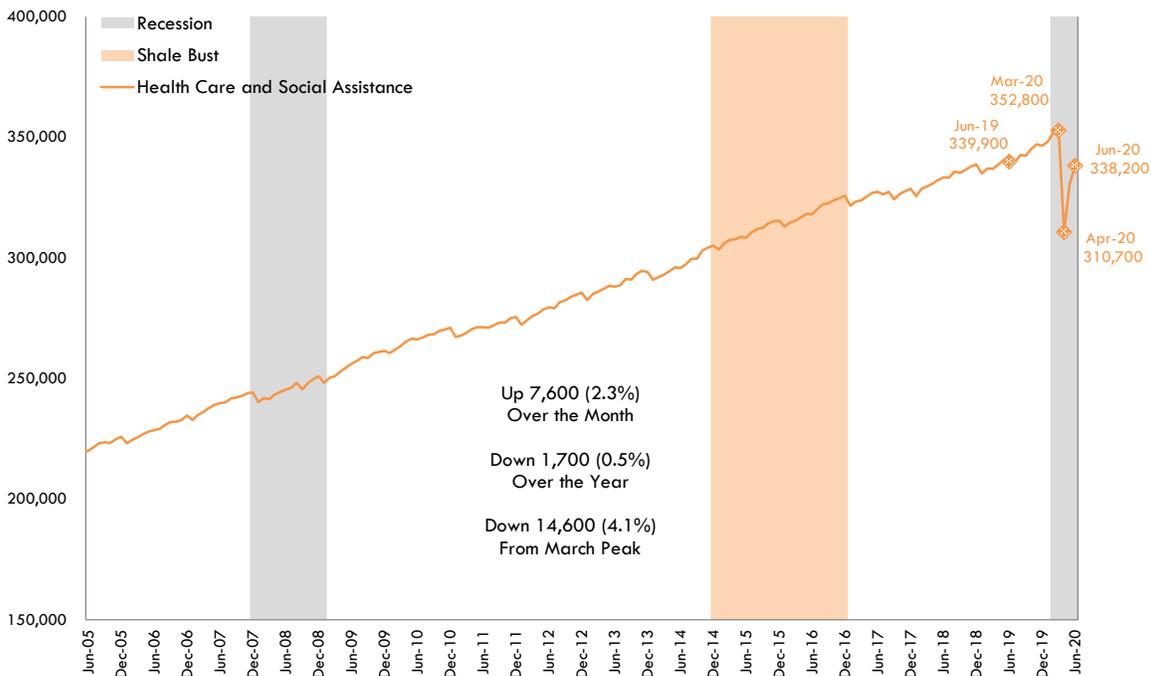
Figure 16. Educational Services



Source: Texas Workforce Commission



Figure 17. Health Care and Social Assistance



Source: Texas Workforce Commission



**Leisure and Hospitality** was the largest gaining super sector in June adding 28,200 jobs as Texas began its reopening phase, up 11.0 percent. The largest increase was in Food Services and Drinking Places where payrolls were up 15,700 jobs or 7.3 percent, see figure 20. Arts, Entertainment, and Recreation reported the strongest increase adding 8,100 jobs in June, up 38.9 percent, see figure 18. Accommodation reported the second strongest increase of 4,400 jobs, up 22.4 percent, see figure 19.

The coronavirus continues to have its largest impact on the Leisure and Hospitality super sector with payrolls down some 56,500 jobs or 16.5 percent over the year. The super sector has recovered some 74,300 jobs, 57.6 percent, of 128,900 jobs lost in March and April. Most of the loss was in Food Services and Drinking Places, down 39,100 jobs or 14.4 percent. Arts, Entertainment, and Recreation remains the hardest hit industry sector, down 12,000 jobs or 29.3 percent.

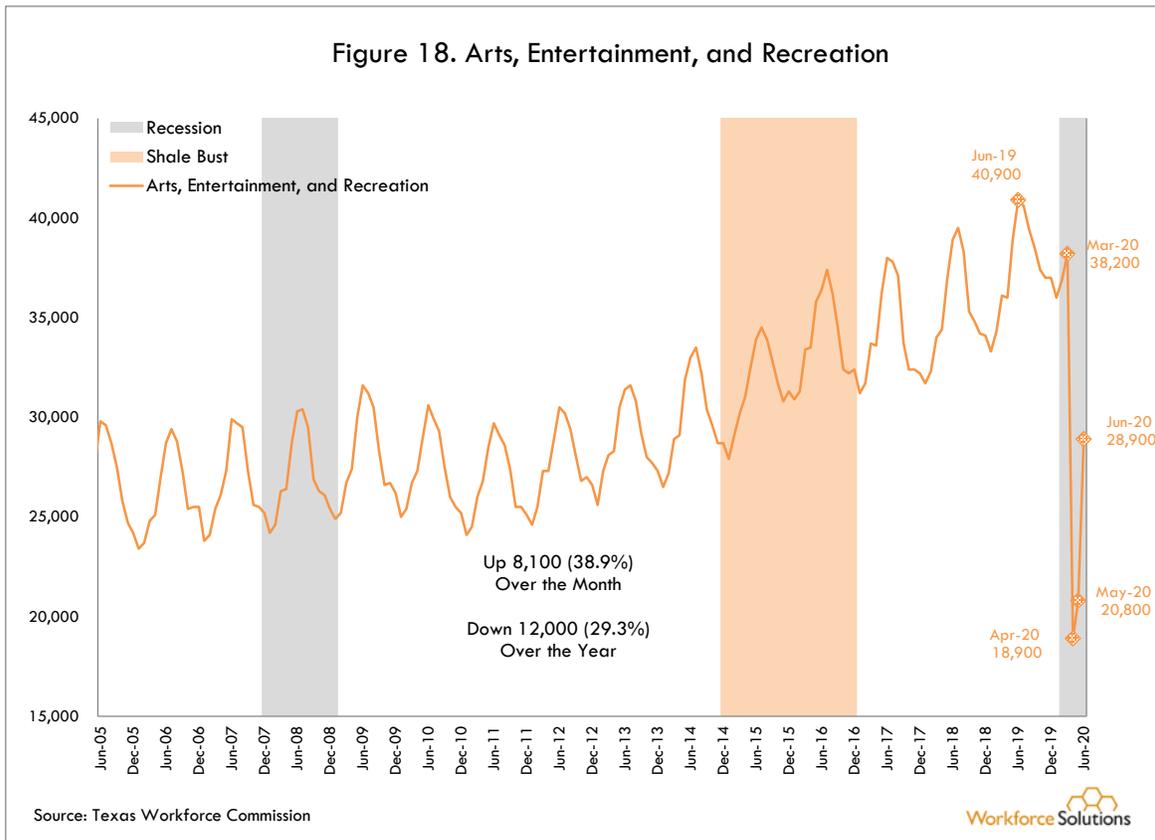


Figure 19. Accommodation

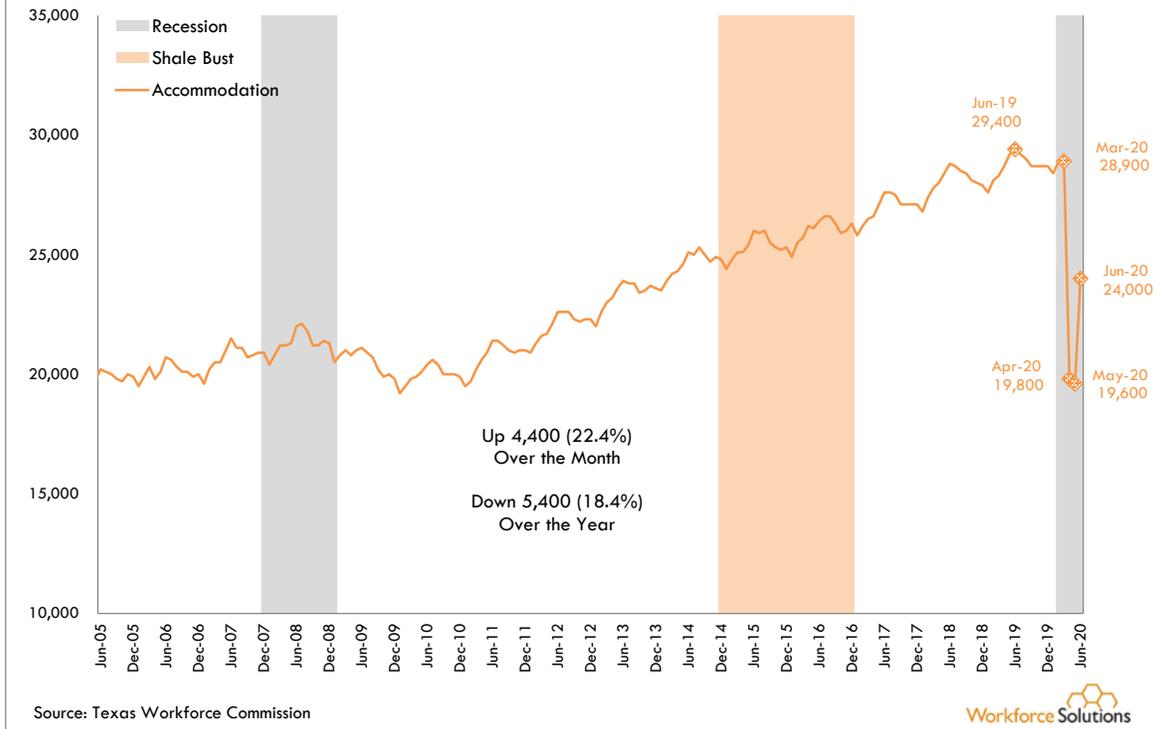
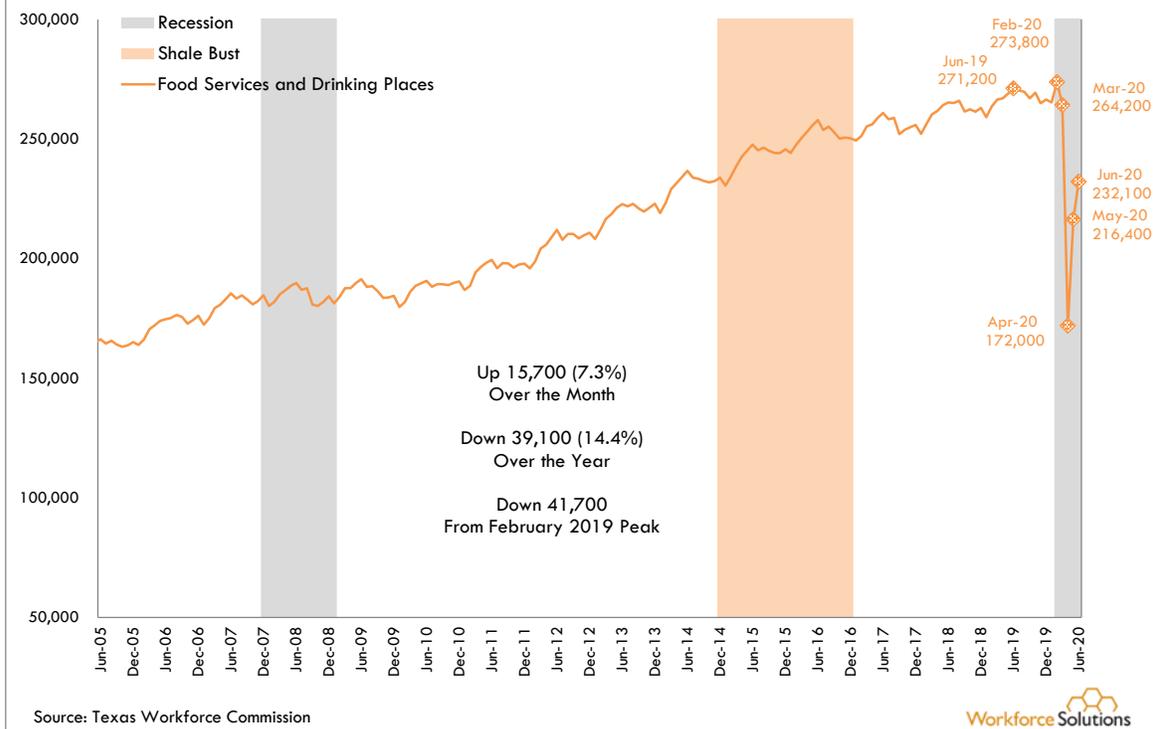
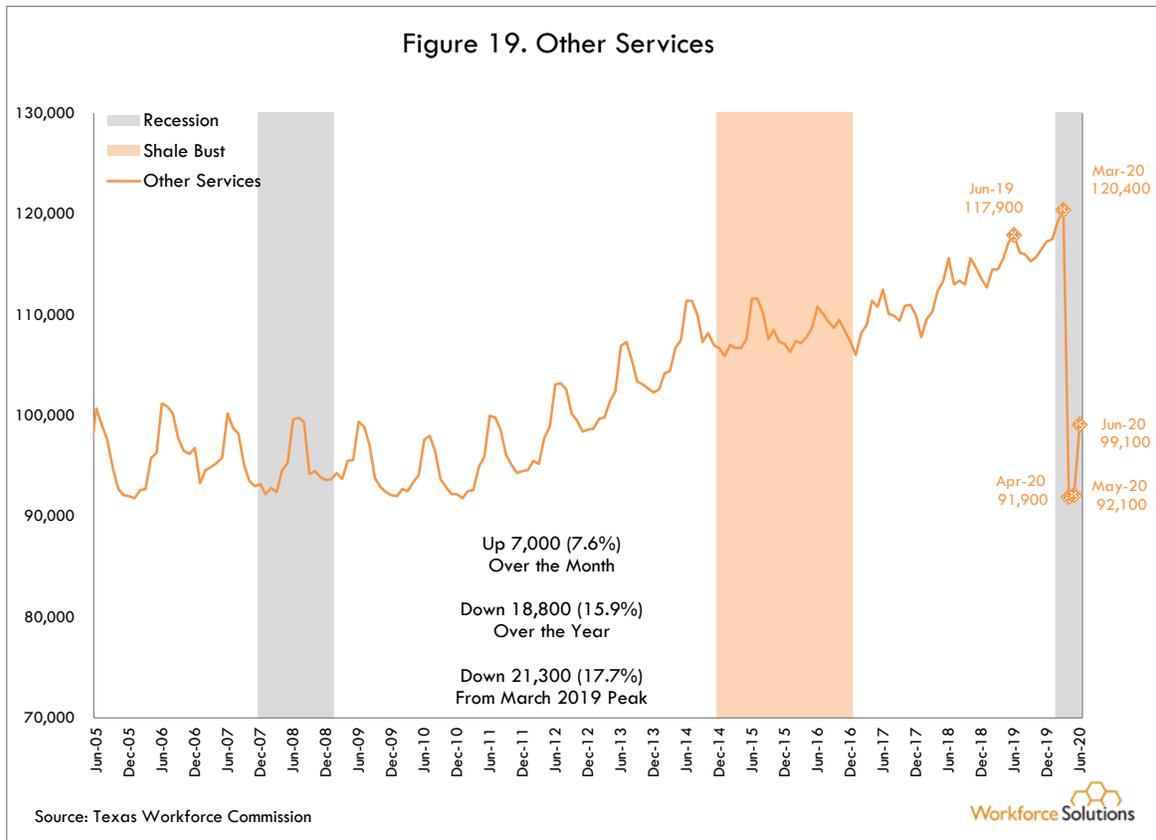


Figure 20. Food Services and Drinking Places



**Other Services** managed an increase of 7,000 jobs in June, up 7.6 percent, with the super sector recovering some 7,200 jobs, 25.3 percent, of 28,500 jobs lost in April, see figure 18. The super sector was down 18,800 jobs or 15.9 percent over the year. 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** was the largest declining super sector in June, down 11,400 jobs or 2.8 percent. While Government typically reduces staff in June as schools let out for the summer, this was the largest reduction since 2010. State Government Educational Services reduced payrolls by 5,900 jobs or 13.0 percent, see figure 21, and Local Government Educational Services reduced payrolls by 6,000 jobs or 2.9 percent, see figure 23.

Over-the-year losses in Government rose to 17,000 in June, up from 10,900 in May. Losses were found at the State and Local Level with largest declines tied to educational services. State Government Educational Services was hardest hit with payrolls down 11,900 jobs or 23.2 percent. Local Government Educational Services was down 8,300 jobs or 4.0. Federal Government was up 900 jobs or 3.0 percent over the year.

Figure 20. State Government

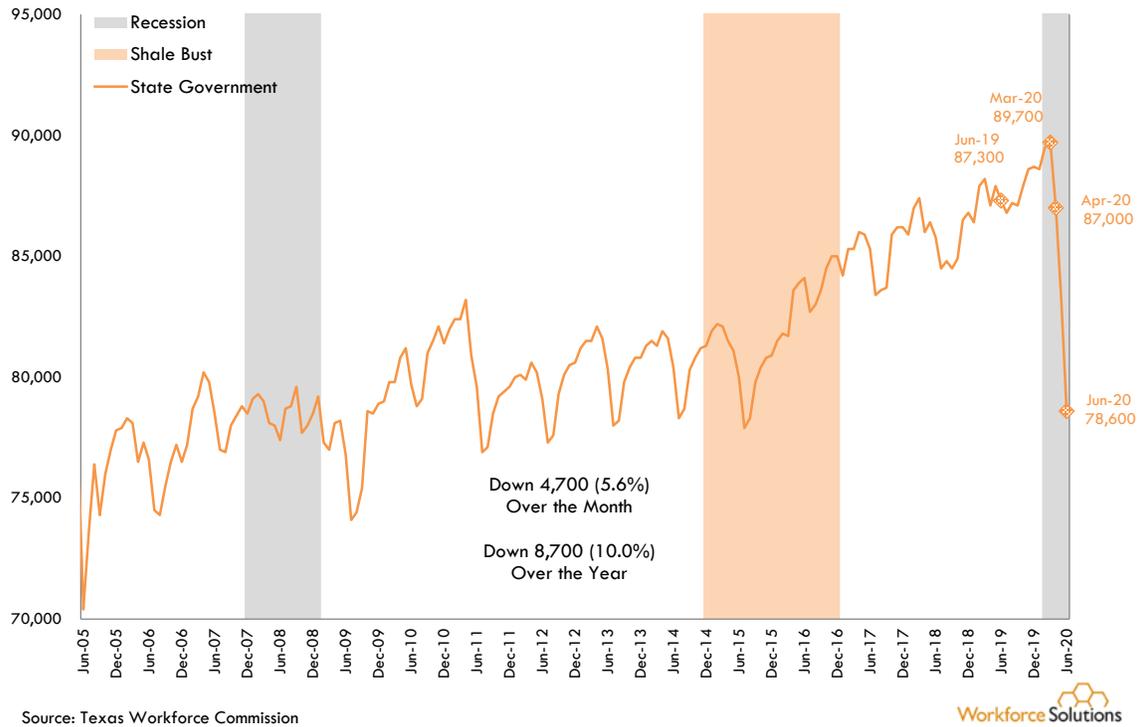


Figure 21. State Government Educational Services

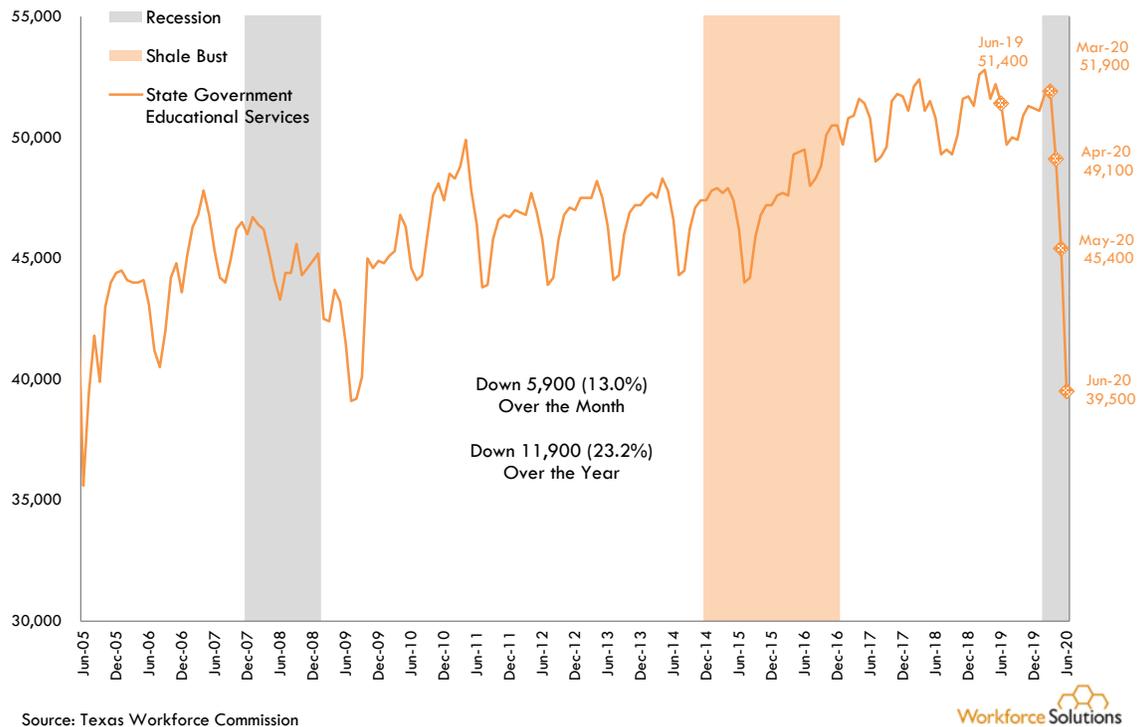


Figure 22. Local Government

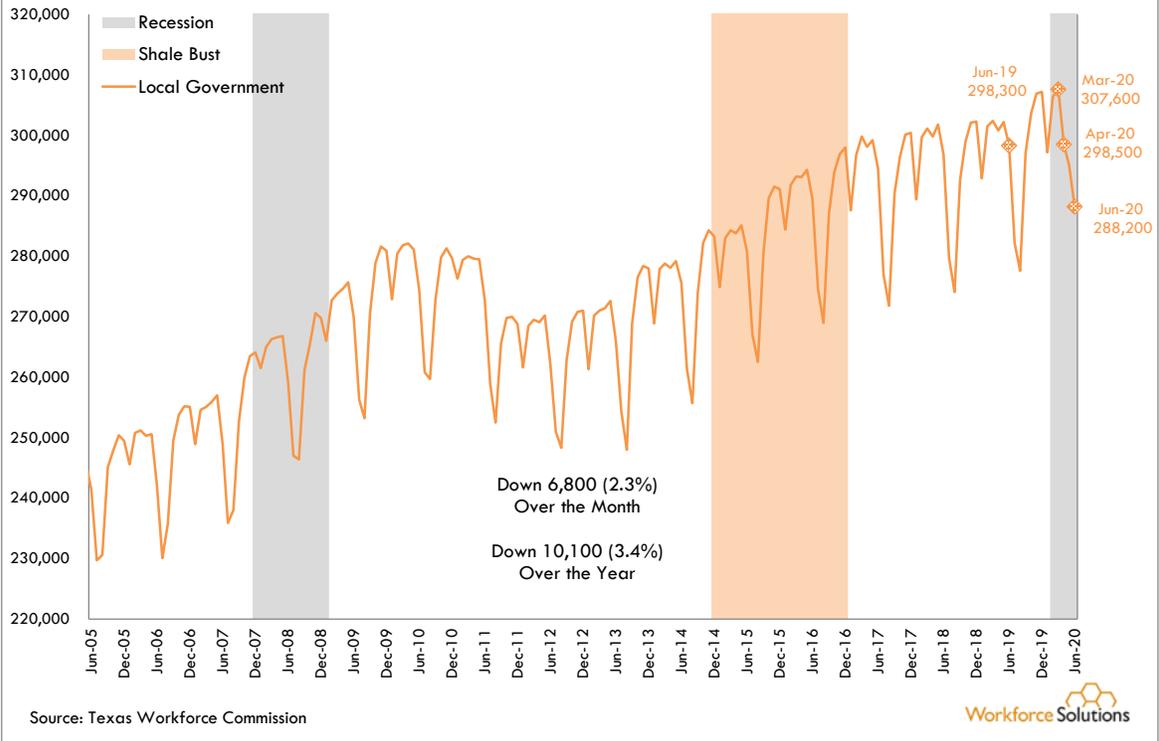
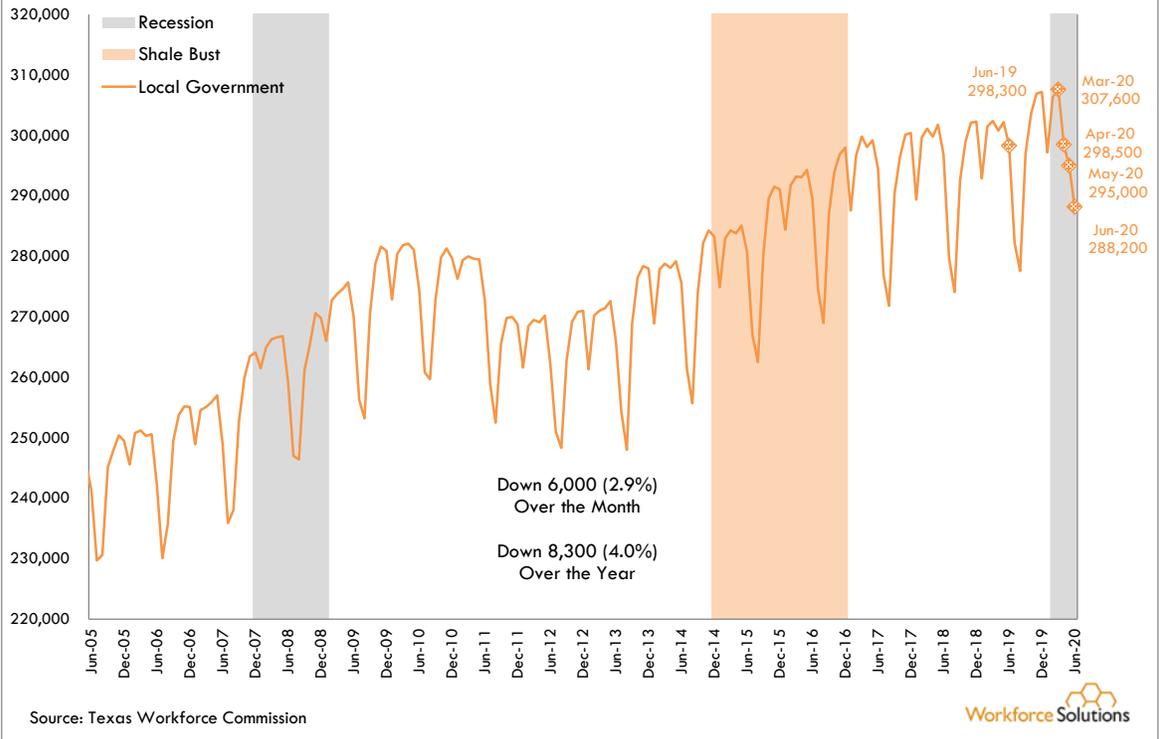


Figure 23. Local Government Educational Services



<b>NONAGRICULTURAL EMPLOYMENT</b>				<b>Month Change</b>		<b>Year Change</b>	
<b>Houston-The Woodlands-Sugar Land MSA</b>	<b>JUN 2020</b>	<b>MAY 2020</b>	<b>JUN 2019</b>	<b>Net</b>	<b>Percent</b>	<b>Net</b>	<b>Percent</b>
Total Nonfarm	2,986,900	2,931,900	3,162,800	55,000	1.9%	-175,900	-5.6%
.Total Private	2,589,300	2,522,900	2,747,300	66,400	2.6%	-158,000	-5.8%
..Goods Producing	504,100	504,500	553,500	-400	-0.1%	-49,400	-8.9%
...Mining, Logging and Construction	284,700	282,100	315,800	2,600	0.9%	-31,100	-9.8%
....Mining and Logging	61,500	61,900	80,600	-400	-0.6%	-19,100	-23.7%
.....Oil and Gas Extraction	31,900	31,700	37,600	200	0.6%	-5,700	-15.2%
.....Support Activities for Mining	27,700	28,400	41,600	-700	-2.5%	-13,900	-33.4%
...Construction	223,200	220,200	235,200	3,000	1.4%	-12,000	-5.1%
....Construction of Buildings	56,000	54,900	56,800	1,100	2.0%	-800	-1.4%
....Heavy and Civil Engineering Construction	61,500	62,700	59,200	-1,200	-1.9%	2,300	3.9%
....Specialty Trade Contractors	105,700	102,600	119,200	3,100	3.0%	-13,500	-11.3%
..Manufacturing	219,400	222,400	237,700	-3,000	-1.3%	-18,300	-7.7%
...Durable Goods	138,000	141,100	151,800	-3,100	-2.2%	-13,800	-9.1%
....Fabricated Metal Product Manufacturing	50,800	50,800	55,400	0	0.0%	-4,600	-8.3%
....Machinery Manufacturing	45,500	45,300	47,200	200	0.4%	-1,700	-3.6%
....Agriculture, Construction, and Mining Machinery Manufacturing	26,900	27,300	29,700	-400	-1.5%	-2,800	-9.4%
....Computer and Electronic Product Manufacturing	13,400	13,200	13,500	200	1.5%	-100	-0.7%
...Non-Durable Goods	81,400	81,300	85,900	100	0.1%	-4,500	-5.2%
....Petroleum and Coal Products Manufacturing	11,000	11,000	10,100	0	0.0%	900	8.9%
....Chemical Manufacturing	40,400	40,400	40,600	0	0.0%	-200	-0.5%
..Service-Providing	2,482,800	2,427,400	2,609,300	55,400	2.3%	-126,500	-4.8%
..Private Service Providing	2,085,200	2,018,400	2,193,800	66,800	3.3%	-108,600	-5.0%
..Trade, Transportation, and Utilities	609,800	600,500	624,900	9,300	1.5%	-15,100	-2.4%
...Wholesale Trade	162,500	160,100	171,800	2,400	1.5%	-9,300	-5.4%
....Merchant Wholesalers, Durable Goods	97,900	95,600	107,400	2,300	2.4%	-9,500	-8.8%
.....Professional and Commercial Equipment and Supplies Merchant Wholesc	18,500	18,100	17,800	400	2.2%	700	3.9%
....Merchant Wholesalers, Nondurable Goods	50,200	49,700	52,400	500	1.0%	-2,200	-4.2%
...Retail Trade	295,000	286,700	301,300	8,300	2.9%	-6,300	-2.1%
....Motor Vehicle and Parts Dealers	41,900	41,200	42,900	700	1.7%	-1,000	-2.3%
....Building Material and Garden Equipment and Supplies Dealers	23,800	23,400	22,200	400	1.7%	1,600	7.2%
....Food and Beverage Stores	67,900	67,100	65,400	800	1.2%	2,500	3.8%
....Health and Personal Care Stores	18,400	17,900	18,900	500	2.8%	-500	-2.6%
....Clothing and Clothing Accessories Stores	24,700	20,000	29,300	4,700	23.5%	-4,600	-15.7%
....General Merchandise Stores	59,000	56,300	56,600	2,700	4.8%	2,400	4.2%
.....Department Stores	18,000	16,300	18,800	1,700	10.4%	-800	-4.3%
.....General Merchandise Stores, including Warehouse Clubs and Supercentr	41,000	40,000	37,800	1,000	2.5%	3,200	8.5%
...Transportation, Warehousing, and Utilities	152,300	153,700	151,800	-1,400	-0.9%	500	0.3%
....Utilities	17,100	17,100	17,300	0	0.0%	-200	-1.2%
.....Air Transportation	17,200	18,400	20,300	-1,200	-6.5%	-3,100	-15.3%
.....Truck Transportation	27,800	28,000	28,400	-200	-0.7%	-600	-2.1%
.....Pipeline Transportation	12,100	12,000	11,900	100	0.8%	200	1.7%
..Information	29,400	29,500	33,100	-100	-0.3%	-3,700	-11.2%
....Telecommunications	12,400	12,300	14,000	100	0.8%	-1,600	-11.4%
..Financial Activities	164,700	163,300	166,700	1,400	0.9%	-2,000	-1.2%
...Finance and Insurance	104,800	103,800	103,800	1,000	1.0%	1,000	1.0%
....Credit Intermediation and Related Activities including Monetary Authoritie	44,100	44,300	44,300	-200	-0.5%	-200	-0.5%
.....Depository Credit Intermediation including Monetary Authorities - Centra	30,900	30,500	30,500	400	1.3%	400	1.3%
....Financial Investments and Related Activities including Financial Vehicles	21,200	21,400	20,900	-200	-0.9%	300	1.4%
....Insurance Carriers and Related Activities	39,500	38,100	38,600	1,400	3.7%	900	2.3%
...Real Estate and Rental and Leasing	59,900	59,500	62,900	400	0.7%	-3,000	-4.8%

<b>NONAGRICULTURAL EMPLOYMENT</b>				<b>Month Change</b>		<b>Year Change</b>	
<b>Houston-The Woodlands-Sugar Land MSA</b>	<b>JUN 2020</b>	<b>MAY 2020</b>	<b>JUN 2019</b>	<b>Net</b>	<b>Percent</b>	<b>Net</b>	<b>Percent</b>
..Professional and Business Services	500,100	486,500	507,700	13,600	2.8%	-7,600	-1.5%
...Professional, Scientific, and Technical Services	242,500	234,700	238,700	7,800	3.3%	3,800	1.6%
.....Legal Services	27,000	25,700	27,200	1,300	5.1%	-200	-0.7%
.....Accounting, Tax Preparation, Bookkeeping, and Payroll Services	28,500	28,200	25,700	300	1.1%	2,800	10.9%
.....Architectural, Engineering, and Related Services	76,300	72,900	73,100	3,400	4.7%	3,200	4.4%
.....Computer Systems Design and Related Services	33,800	32,900	34,300	900	2.7%	-500	-1.5%
...Management of Companies and Enterprises	42,900	41,700	47,600	1,200	2.9%	-4,700	-9.9%
...Administrative and Support and Waste Management and Remediation Services	214,700	210,100	221,400	4,600	2.2%	-6,700	-3.0%
.....Administrative and Support Services	200,900	195,800	209,600	5,100	2.6%	-8,700	-4.2%
.....Employment Services	65,200	64,800	78,800	400	0.6%	-13,600	-17.3%
.....Services to Buildings and Dwellings	55,900	52,700	54,100	3,200	6.1%	1,800	3.3%
..Education and Health Services	397,100	389,700	402,000	7,400	1.9%	-4,900	-1.2%
...Educational Services	58,900	59,100	62,100	-200	-0.3%	-3,200	-5.2%
...Health Care and Social Assistance	338,200	330,600	339,900	7,600	2.3%	-1,700	-0.5%
.....Ambulatory Health Care Services	169,500	162,900	165,200	6,600	4.1%	4,300	2.6%
.....Hospitals	87,300	86,900	86,700	400	0.5%	600	0.7%
..Leisure and Hospitality	285,000	256,800	341,500	28,200	11.0%	-56,500	-16.5%
...Arts, Entertainment, and Recreation	28,900	20,800	40,900	8,100	38.9%	-12,000	-29.3%
...Accommodation and Food Services	256,100	236,000	300,600	20,100	8.5%	-44,500	-14.8%
.....Accommodation	24,000	19,600	29,400	4,400	22.4%	-5,400	-18.4%
.....Food Services and Drinking Places	232,100	216,400	271,200	15,700	7.3%	-39,100	-14.4%
..Other Services	99,100	92,100	117,900	7,000	7.6%	-18,800	-15.9%
..Government	397,600	409,000	415,500	-11,400	-2.8%	-17,900	-4.3%
...Federal Government	30,800	30,700	29,900	100	0.3%	900	3.0%
...State Government	78,600	83,300	87,300	-4,700	-5.6%	-8,700	-10.0%
.....State Government Educational Services	39,500	45,400	51,400	-5,900	-13.0%	-11,900	-23.2%
...Local Government	288,200	295,000	298,300	-6,800	-2.3%	-10,100	-3.4%
.....Local Government Educational Services	197,600	203,600	205,900	-6,000	-2.9%	-8,300	-4.0%
<b>UNEMPLOYMENT RATE</b>	<b>JUN 2020</b>	<b>MAY 2020</b>	<b>JUN 2019</b>				
H-W-S MSA	9.9	13.9	4.0				
Texas (Actual)	8.9	12.7	3.7				
United States (Actual)	11.2	13.0	3.8				

**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.