

To: Gulf Coast Workforce Board Members

From: Rodney Bradshaw
Mike Temple

Date: November 25, 2009

Subj: Board Meeting Materials for Tuesday, December 1, 2009

The next meeting of the Gulf Coast Workforce Board is scheduled for **10:00 a.m., Tuesday, December 1, 2009**, in the second floor Conference Room A, 3555 Timmons, Houston.

Chairman's and Committee Reports. We will hear from Chair Thompson on state-wide activity and action from the U.S. Conference of Mayors. Chair Joe Garcia will review the Audit and Monitoring Committee discussions, including reports on career offices and on the State's annual review of our system. Career Office Committee Chair Kathy Shingleton will share its recommendations for recognizing exceptional work by individuals or groups in the system. Any Board member is welcome to attend the committee meeting to be held immediately prior to the Board meeting (beginning at 9:00 a.m. in Conference Room B).

Action Items. The action item this month is from the Employer Services Committee and concerns the number of work search contacts required of unemployment insurance recipients. Local workforce boards may set the number of required weekly contacts beyond the state required minimum of 3 per week. Committee Chair Gerald Andrews will present the recommendation resulting from their November 30 meeting. The Committee will also present a report card on training outcomes for people receiving a training subsidy through our offices.

Information. Staff will review system performance and expenditures. The labor market report will provide an update on employment trends.

The Board agenda may appear a little light but we want you to know that our system activity is high. Our offices are very busy with people looking for help in finding a job and our administrative staff are busy with additional stimulus related work. We hope you can see the value your work as a Board brings to the community. In the spirit of the Holiday, please accept our thanks for your time and effort.

We hope to see you next Tuesday. Please call if you have any questions.

The Gulf Coast Workforce Board Tentative Agenda

Tuesday, December 1, 2009 10:00 a.m.

H-GAC Conference Room A

3555 Timmons Lane, Second Floor, Houston, Texas 77027

The Gulf Coast workforce system helps employers meet their workforce needs and individuals build careers so both can compete in the global economy.

1. Call to Order and Determination of Quorum

2. Adoption of Agenda

3. Public Comments

4. Minutes from October, 2009 meeting

5. Declarations of Conflict of Interest

6. Chairman's and Committee Reports

The Board Chair will discuss activities and information from the Texas and National Associations of Workforce Boards.

a. Audit/Monitoring. The Committee Chair will report on the most recent meeting.

b. Career Office. The Committee Chair will report on the most recent meeting.

7. Action Items

a. Employer Service. Consider the committee's annual recommendation concerning required job searches for unemployment compensation claimants.

8. Information

a. System Performance. Staff will summarize current performance against Board measures and grantor requirements.

b. Expenditures. Staff will report on current expenditures.

9. Labor Market Report

Staff discusses current employment data and trends in the Gulf Coast labor market.

10. Adjourn



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**MINUTES OF
THE GULF COAST WORKFORCE DEVELOPMENT BOARD
TUESDAY, OCTOBER 6, 2009**

MEMBERS PRESENT:

Gerald Andrews	Betty Baitland	Elaine Barber
Ron Bourbeau	Charles Cook	Bill Crouch
Joe Garcia	Mark Guthrie	Barbara Hayley
Bobbie Henderson	Cody Holloway	Tracie Holub
Eduardo Honold	Guy Robert Jackson	Valeria Jackson-Forrest
Birgit Kamps	Jeff Labroski	Steve Lufburrow
Lynn Lumsden	Carolyn Maxie	Mindy May
Michael Nguyen	Linda O'Black	Allene Schmitt
Richard Shaw	Myles Shelton	Kathy Shingleton
Frank Thompson	Evelyn Timmins	Bill Weaver

H-GAC STAFF MEMBERS PRESENT

Rodney Bradshaw
Mike Temple
David Baggerly
Joel Wagher
Ron Borski

Mr. Frank Thompson, Chair, called the meeting to order at approximately 10:00 a.m., on Tuesday, October 6, 2009, in the 2nd floor, H-GAC Conference Room A, at 3555 Timmons Lane, Houston, Texas. Mr. Thompson determined that a quorum was present.

ADOPTION OF AGENDA

Mr. Thompson asked for an adoption of the agenda as presented. A motion was made and seconded to adopt the agenda. The motion carried.

PUBLIC COMMENT

No one signed up for public comment.

MINUTES FROM AUGUST 4, 2009

Mr. Thompson asked if there were any additions or corrections to the minutes for the August 4, 2009. A motion was made and seconded to approve the minutes as presented. The motion carried.

DECLARATION OF CONFLICT OF INTEREST

Dr. Charles Cook, Myles Shelton and Lynn Lumsden declared a conflict of interest on item #7b.

CHAIRMAN'S AND COMMITTEE REPORTS

Mr. Thompson welcomed visitors from the Denver Workforce Board – Chairman Tim Connor along with several other Denver Board members attended the meeting.

Mr. Thompson explained that he has attended several meetings recently where many discussions centered around best practices and summer youth programs. Mr. Thompson also stated that we as a Board need to be more proactive about the work that we do. He suggested that we produce an annual report to raise the level of public awareness. Mr. Gerald Andrews also spoke about the need to make the public aware of what we as a Board are doing.

Mr. Thompson named a Public Relations and Publicity Committee, chaired by Evelyn Timmins. Additional members included Mark Guthrie, Dr. Bobbie Henderson, Yvonne Estrada, John Hebert, Gerald Andrews, Carl Bowles, Dr. Kathy Shingleton, Barry Beasley, Elaine Barber, Richard Shaw, Joe Garcia and Ray Laughter.

Audit & Monitoring

Mr. Joe Garcia stated that since the last report the regional quality assurance team visited the Cypress Station, Downtown, Lake Jackson, Conroe and Hobby offices. Mr. Garcia stated that staff continues to see large numbers of people looking for work. We continue to see poor quality job applications and less-than-acceptable record-keeping in the offices. However, we have seen evidence that the offices are using the monitoring reports to improve their operations. The Board staff reviewed Employment and Training Centers and they met expectations for the Employer Service operations.

The summer monitors are finishing up their reviews. We allowed some worksites to remain open until September 30.

We conducted financial aid payment reviews for the office contractors. The reports have not been issued. Arbor E&T and ETC's annual financial reviews had minor findings. Arbor has corrected their finding.

Career Office Committee

Dr. Kathy Shingleton stated that the committee met prior to the Board meeting and has a formal recommendation they wanted to make to the Board. They asked for a workgroup to be formed; composed of employees from all vendors/career centers to bring the Career Office Committee a plan for recognizing exceptional work and innovative programs. They would like to improve our work at both the individual or career center level. The committee would also like a report of how the current vendors are doing and to look at any employee satisfaction and turnover data by vendor. They would also like to meet with the customer satisfaction vendor to better understand how the data is being utilized at the various career centers.

The committee agrees that it's most important to encourage staff to deliver high quality service to our customers. That means rewarding staff who demonstrate this ability, either individually or in groups – including work teams, offices, or service units.

Criteria for making awards would most likely be based on observation and/or customer feedback. Consequently, we would limit the recognition to specific behaviors or demonstrated abilities and be careful about who judged if the work was exceptional.

As a public organization we are limited in the ways in which we can recognize staff. Some of the ways we can do this include:

- On-the-spot, one-time, small cash or in-kind awards
- Bonuses or one-time merit pay
- Certificates or plaques
- Public recognition in front of the Board

We expect to see the money we use for basic system operations continue to shrink. Last year, we had to close six career offices because of this reduction in basic revenue. We did open three smaller, different locations—dubbed “self-service” offices—and are currently experimenting with other ways to serve individuals without requiring them to physically come to an office.

- Self-Serve Locations
 - Smaller footprint (about 3,000 square feet) and fewer staff (six to eight)
 - On-line, real-time connections to “virtual” staff for service not normally available at a self-service site (i.e., financial aid)
 - Varied experience so far
- Social Networking
 - A workgroup of young staff members from each of our major contractors meets to discuss how we can use social networking sites in our business.
 - The Employer Service Division has a group of four special recruiters who work to fill jobs in our targeted industries. Another group of four staff works to connect with, and serve, the hospitality industry. Both groups use social networking sites extensively to recruit candidates.

- Electronic Service
 - We have had preliminary talks with representatives of Microsoft about how to use technology in our business. We would like them help us develop a system that allows our customers to apply for financial aid on-line.
- Seminars through electronic media and in community locations
 - Our goal is to allow our customers to attend a seminar using electronic media or in community locations.
 - More than 3,500 customers have attended seminars in community locations since January 1, 2009.
- Call Center Activities
 - An additional 13 temporary positions paid from stimulus funds were added to our telephone placement unit. The unit has become a call center for new Unemployment Insurance recipients who must contact us to keep their benefits.

A motion was made and seconded to have a workgroup formed to assist the Career Office Committee. The motion carried.

ACTION ITEMS

- a. Early Education & Care. Consider changing eligibility criteria for parents to receive financial aid

Dr. Bobbie Henderson explained that the Early Education & Care Committee met by teleconference on Thursday, September 24, 2009.

- The Board currently provides financial assistance that helps about 13,000 families with child care expenses for about 27,500 children each day.
- To be eligible for this assistance, parents must
 - Be working, attending school, or both
 - Have a family income below 150% of the federal poverty level to start getting aid (\$2,756 per month for a family of four) and no more than 75% of the state median income to continue receiving it (\$3,738 per month)
 - Contribute towards expenses through a co-pay of either 11% or 13%, depending on the number of children supported with our assistance

Dr. Henderson stated that we are recommending an increase in the initial and continuing income limits for child care financial aid. We have not had to use a wait list since April 2009 for this service, and believe there are a substantial number of working families that could benefit with minor adjustments to our financial aid eligibility guidelines.

We believe we have sufficient resources to meet any demand, as evidenced by the lack of a wait list for the last five months and the recent addition of \$33 million in Recovery Act funds for this kind of financial assistance.

Specifically, we recommend the following changes:

- Allow families to qualify for child care financial aid when the family’s income is under 200% of the federal poverty level, adjusted for family size.
- Allow families to continue receiving our financial aid until the family’s income reaches 85% of the state median income.

The following chart illustrates the proposed changes.

	Initial Eligibility		Continuing Eligibility	
	Current	Proposed	Current	Proposed
	150% federal poverty level	200% federal poverty level	75% of state median income	85% of state median income
Family of Four	\$2,756	\$3,675	\$3,897	\$4,417

A motion was made and seconded to approve committee recommendation to adjust family income requirements for child care financial aid as shown above. The motion carried.

- b. Procurement. Consider committee recommendations to award contracts for training and early education quality activities in amounts not to exceed \$8,291,292 and \$7,193,000 respectively.

Mr. Mark Guthrie explained that the Procurement Committee met on September 23, 2009 to consider 32 proposals to help the Board use its remaining uncommitted Recovery Act dollars. In addition to Committee Chair Mark Guthrie, members Ron Bourbeau, Allene Schmitt, Evelyn Timmins, Bobbie Henderson, Jeff Labroski, Barbara Hayley, Kathy Shingleton, Joe Garcia and Board Chair Frank Thompson attended the meeting.

- The Board received a total of \$73.7 million from the American Recovery and Reinvestment Act. Approximately \$55 million was previously committed for this year’s summer jobs, temporary staff to help with increased career office traffic, and expanded financial aid.
- In July, we released two requests for proposals to help obligate the remaining Recovery Act funds. The first solicited proposals to help improve the quality of early education in the region. The second asked for proposals to provide training for good jobs.

Early Education Quality

In addition to about \$6.2 million in Recovery Act funds available to help improve the quality of early education, we included \$1 million of our annual operating revenue spent for similar activities within the scope of the request for proposals. We asked organizations to bid on short-term projects (using the Recovery Act money) and long-term projects (using our regular revenue), with the expectation that short-term projects will expire when Recovery Act dollars are spent and the long-term projects will continue on an annual contract renewal cycle.

We received 12 proposals requesting \$12 million or about 1.7 times the amount of money available.

At the procurement Committee meeting members asked detailed questions about all of the proposals and invited any proposers attending the meeting to make a brief presentation and answer committee member questions.

- Following presentations, the committee considered staff scoring and recommendations, and with some changes, approved the following recommendations for funding. (Proposers are shown in the order in which they scored. Top scoring proposal is listed first.)

Proposer	Requested	Recommended
Collaborative for Children	\$6,988,550	\$5,421,151
Neighborhood Centers, Inc.	\$975,498	\$765,000
The Parish School	\$182,849	\$182,849
William Smith, Sr. Tri-County Child Dev Council	\$448,292	\$310,000
Houston Area Urban League	\$381,027	\$254,000
Teaching Strategies, Inc.	\$406,500	\$260,000
Teaching Strategies, Inc.	\$940,009	
Learning Care Group	\$533,400	
Waterford Institute, Inc.	\$330,362	
Diamond A-CAT-A-ME, LLC	\$137,302	
Retention Education Inc.	\$688,401	
Passages Children Services	\$100,000	
TOTALS	\$12,112,190	\$ 7,193,000

Training for Jobs

We also asked for proposals that would train workers for good jobs in our area's key industries using Recovery Act dollars. We were particularly interested in projects with direct employment involvement – including proposals from employers themselves or employer associations – and projects centered on green jobs. We received 20 proposals requesting about \$20 million.

Committee members asked questions about these proposals as well, and members listened to brief presentations from bidders who were in the audience.

- Following presentations, Chairman Guthrie asked for staff rankings and then staff recommendations. Committee members discussed both and recommended the following:
 - o Commit \$2 million in Recovery Act dollars to the Workforce Solutions delivery system (career offices, Employer Service, payment office) to ensure implementation of training for jobs and service for our customers;
 - o Reserve up to \$750,000 in Recovery Act dollars for a request to provide lay-off aversion service for employers in our area; and
 - o Fund the following contracts from proposals received

Proposer	Requested	Recommended
S&B Engineers & Constructors	\$531,550	\$500,000
Galveston College	\$921,581	\$921,581
Genesys Works	\$1,702,215	\$500,000
Lone Star College System	\$328,036	\$328,036
San Jacinto Community College	\$1,163,757	\$900,000
Houston Community College - Green Jobs	\$1,169,947	\$1,169,947
SER, Jobs for Progress	\$1,333,357	\$400,000
Houston Community College - Teachers	\$202,198	\$202,198
Independent Electrical Contractors	\$683,929	\$683,929
Houston READ Commission	\$569,704	\$569,704
Houston Community College - Pipe Drafting	\$957,316	\$500,000
Home Builders Institute	\$1,895,135	\$500,000
Gateway to Care	\$115,897	\$115,897
Alvin Community College	\$1,742,734	\$1,000,000
William Smith, Sr. Tri-County Child Dev. Council	\$418,538	
Employment & Training Centers	\$2,962,623	
Monica Lamb Wellness Foundation	\$464,072	
CareerBuilder	\$1,500,000	
JOBS Ministry Southwest	\$700,000	
Houston Food Bank	\$250,000	
TOTALS	\$19,612,589	\$8,291,292

A motion was made and seconded to authorize staff to negotiate contracts for early education quality and training for jobs in amounts not to exceed those shown above. The motion carried.

- c. Procurement. Consider committee recommendations to authorize second year Workforce Solutions operations contracts in total amount not to exceed \$45.6 million.

Mr. Guthrie explained that the Procurement Committee also considered renewing the five Workforce Solutions operations contracts for employer service, career office operations, and the payment office.

- In 2008, the Workforce Board procured contractors for its operations affiliate, Workforce Solutions, on a five-year cycle. The Board solicited bidders through its public request-for-proposal process and awarded contracts which are renewable annually for the next four years, based on demonstrated performance, availability of money and the Board's approval each years.
- The 2010 contract year will begin on November 1, 2009 and will be the second year of the five- year cycle. At the August 2009 meeting, the Board approved extending 2009 contracts through October 31, 2009.
- For 2010 services, we expect to have about \$228 million available through Workforce Solutions. Roughly \$45 million of this, however, is Recovery Act money which is available only for a limited period of time. Our base revenue Workforce Investment Act dollars have been cut about 10% from the 2009 contract year.

Performance

Rising unemployment in our region during the last quarter has resulted in relatively poorer performance for our system. Our region's unemployment rate is currently higher than the state average.

- Key measures including placement rates for the insured unemployed and new jobs created are down.
- The Audit and Monitoring Committee reported there were no findings with the contractors and overall, our career office contactors are performing roughly equally. On some indicators one career office contractor may show poor performance relative to the other two, but generally performance rates are equivalent among the three.

Employer Service

Employment and Training Centers, Inc. operates Workforce Solutions' Employer Service. This unit employs about 50 individuals who market and provide a variety of services to area employers. Staff are located in the career offices and a central unit in Houston. For 2010, ETC will work with more than 34,000 employers.

Career Offices

Three contractors employ about 600 staff and operate 29 offices:

Arbor E&T, LLC	Bay City, Baytown, Galveston, Katy, Lake Jackson, Liberty, Rosenberg, Texas City, Wharton and Winnie (10)
Houston Works	Astrodome, Downtown, East End, Hobby, Northeast, Northline, Northshore, Pasadena, and Southwest (9)
Interfaith of the Woodlands	Columbus, Conroe, Cypress Station, Humble, Huntsville, Spring Branch, Sealy, Waller, Westheimer, and Willowbrook (10)

For 2010, the career offices will register 500,000, help more than 190,000 go to work, and provide financial aid to help more than 50,000 get a job, keep a job or get a better job.

Payment Office

Neighborhood Centers, Inc. employs about 50 staff to operate our payment office. This unit tracks, manages, and pays out financial aid to or on behalf of our customers. For 2010, we expect that the financial aid office will pay out over \$130 million in financial aid for scholarships, job search support, education support, and work support expenses.

2010 RECOMMENDATIONS

The following chart shows contract amounts for 2008, 2009 and 2010 proposed.

Contractor		2008 (12 months)	2009 (13 months)	Proposed 2010 (11 months)
Employer Service	Employment and Training Centers, Inc.	\$5,398,396	\$5,094,794	\$4,100,000
Career Offices	Arbor E&T, LLC	\$10,563,697	\$10,651,027	\$8,500,000
	Houston Works	\$23,156,219	\$23,009,209	\$17,800,000
	Interfaith of the Woodlands	\$20,132,207	\$15,285,645	\$11,900,000
Payment Office	Neighborhood Centers, Inc.	\$3,619,107	\$3,803,094	\$3,300,000
Totals		\$62,869,626	\$57,843,769	\$45,600,000

- We propose committing \$2 million of the Recovery Act dollars for the career offices and Employer Service 2010 operations contracts.
- The 2009 contract amounts, on a 12 month basis, total \$53.4 million. The proposed 2010 amounts, on a 12 month basis, total \$49.7 million, or roughly a 7% decrease.

Workforce Solutions Operations Total (12-month equivalents)		
2008	2009	2010
\$62,869,626	\$53,400,000	\$49,700,000

- Proposed funding will not result in any major changes to the system, including office closings.

A motion was made and seconded to authorize staff to negotiate Workforce Solutions operations contracts with Employment and Training Centers, Arbor E&T, Houston Works, Interfaith of the Woodlands, and Neighborhood Centers using proposed 2010 11-month contract. The motion carried.

INFORMATION

System Performance

Mr. David Baggerly reviewed the System Performance measures for October 2008 through August 2009. These measures gauge progress toward meeting the results set out in the Board's strategic plan. There are two sets of measures: one for the regional workforce system and one for the Board's operating affiliate, Workforce Solutions. The report is based on Workforce Solutions measures.

For Workforce Solutions More Competitive Employers –

Employers Receiving Services (Market Share) – we expected to provide services to 32,200 employers this year which is 25% of the 128,708 employers identified for the Gulf Coast area. Through August, we provided services to 36,623 employers.

Employer Loyalty – our performance indicates our employer customers value our services and return to us for additional services. Of a possible 26,730 employers, 19,917 returned to The Workforce Solutions for additional services.

More and Better Jobs –

New jobs created – This information is captured quarterly and reflects a two year average. We worked with employers who added 2,374 new jobs annually.

Customers employed by the 1st quarter after exit – with three quarters of data, 295,933 of the 376,740 customers who exited from services were employed in the quarter after exit.

Higher Real Incomes –

Exiters with Earnings Gains of at least 20% - reporting for four quarters, 128,598 of the 361,715 who exited had earnings gains of at least 20%.

A Better Educated and Skilled Workforce –

Customers pursuing education diploma, degree or certificate who achieve one – through June, 1,357 of the 3,481 customers pursuing an education diploma, degree or certificate achieved one.

In addition to the Board's measures, we agree to meet the state's expectations for performance on seventeen indicators related to the money we receive from Texas Workforce Commission.

Of these fifteen measures we are not meeting the target for three measures.

- WIA Adult Average Earnings – The target for this measure is \$12,400. Our performance for the year is \$11,498.
- Claimant Reemployment – the target for this measure is 67%. Our performance for the year is 63.1%.
- Claimant Reemployment within 10 weeks – The target for this measure is 53.7%. Our performance for three quarters is 45.4%.

We continue to work closely with our customers to improve performance on all measures.

Expenditure Report

Mr. Rodney Bradshaw reviewed the Financial Status Report for eight months ending August 31, 2009. Mr. Bradshaw explained that everything is on target and looks good. Under Resident Services/Financial Aid – we received child care monies late so we are not spending at the rate that would indicate full expenditure by the end of year. The other notation is Research and Demonstration – we need to increase the budget number and it will be corrected in the next report.

Mr. Bradshaw highlighted the Summer Youth Program – the program was successful and approximately 5100 youth received services. The brochure “Summer Jobs for Youth Report 2009” outlined statistics and impact, job locations and many thoughts and comments from participants in the program.

The Board viewed a video provided by Dow Chemical -“Summer Youth Program '09.”

LABOR MARKET REPORT

Mr. Joel Wagher explained that for the Gulf Coast Region lost 95,100 jobs from August 2008 to August 2009. Initial claims for unemployment benefits continue to grow – there were 22,922 claims filed in August 2009. August's unemployment rate is at an all time high for this time series. The Gulf Coast Region's unemployment rate for August 2009 was 8.4 percent, up from 5.2 percent in August 2008. Growth continues in a few sectors – government (200), education and health services (4,600).

Ron Borski introduced a more detailed labor report that is produced monthly and also available online at The Workforce Solutions website under the Employer Services tab and it is titled “Monthly and Quarterly Reports”.

Mr. Thompson introduced new Board member – Cody Holloway representing Matagorda County.

ADJOURN

There was no further business to come before the Board, the meeting was adjourned.

Audit/Monitoring Committee

October 2009 Monitoring Update

Recent Activity

Visits. Since the last report, the regional quality assurance team visited the Northline, Baytown, Winnie, Bay City and Southwest offices.

- Staff continues to see large numbers of people looking for work.
- We continue to emphasize to the career office contractors that staff must provide good professional advice about jobs, work and training to help our customers get a job, keep a job or get a better job.
- We have seen definite improvement in our applications and the quality of our referrals to open jobs over the year.

Financial Reviews. We expect response to the financial aid payments reports just prior to the board meeting.

Corrective Action. All three career office contractors have failed to improve their record-keeping and counting in two areas: service for youth and service for ex-offenders. The Workforce Commission recently noted again that we have not improved on these particular elements.

We are taking the first step in the repeat findings process by developing corrective action plans with each contractor and providing technical assistance. We'll be reporting back to you in March, 2010 on results of these first steps.

Other Activities

- We received the Texas Workforce Commission's monitoring report for their visit earlier this year. TWC noted that we had not conducted pre-award fiscal reviews for the summer jobs contractor and pointed out that we have not yet fixed our record-keeping and counting errors in several areas.
- We have responded to them, noting that the timeframe for starting the summer jobs projects made it difficult to get reviews done before activities began, and noting our plans to provide increased direction and technical assistance to our contractors in order to fix the incidence of errors in record-keeping.

Career Office Committee

Workgroup Recommendations for Recognizing Exceptional Work

Background

The committee wants to recognize good work by Workforce Solutions contractors.

We put together a workgroup with members from each of the five contractors to recommend ways to “recognize exceptional work and innovative programs that improve our work at both the individual and the group or office level”. We were specifically looking for comments from contractors and staff about what would mean the most for them.

Workgroup Recommendations

- **What we want to achieve**
 - ✓ Improved customer service
 - ✓ Enhance employee morale

- **What we want to recognize**
 - ✓ Initiative that results in good customer service – by an individual or a group
 - ✓ Innovation to solve problems commons to our customers
 - ✓ Teamwork – cooperation among more than one contractor and at least two of the three system parts (Career offices, employer service, financial aid payment)

- **How we decide who is recognized**
 - ✓ Develop a short on-line nomination form that any staff person may submit to a rotating committee of 6 peers
 - ✓ The committee determines quarterly winners and from those selects a winner to receive the highest recognition in each category.

- **What rewards will we offer**
 - ✓ Quarterly winners - A paid day off for every individual or member of a group who wins recognition in each of the three categories, a certificate and a pin that says something like “ask me why I was recognized for outstanding work”.
 - ✓ Annual recognition and thanks at the August Board meeting and selection from a menu of personal rewards such as the opportunity to do any job in the system for a day.

Contractor Recognition Programs

Following is a brief discussion of each of our major contractor's methods for recognizing its employees and their effective voluntary staff turnover rates.

Please keep in mind that three of our contractors have significant other lines of business (Arbor E&T, Interfaith and Neighborhood Centers) that are not connected to Workforce Solutions.

Arbor

- Recognition - Arbor has a corporate program, ResCare CHAMPS. The acronym CHAMPS stands for: Caring, Helpful, Accurate, Materials, Product, Speed.

Arbor provides Wal-Mart and restaurant gift certificates to employees who do exceptional work in these areas. They also reward an "employee of the month" with a paid day off and an "employee of the year" with a weekend get-away. Arbor rewards perfect attendance and acts of kindness with small gifts such as shirts and pens.

- Employee Satisfaction - Arbor employees receive an Employee Satisfaction Survey from the corporate office to their home. The employee completes the survey on-line or mails it back to an independent vendor.
 - ✓ Participation rate - 53% ; 1,775 of 3351
 - ✓ Vendor - Deyta, Inc. of Louisville
 - ✓ Scored - 4.01 on a 5.0 scale for all of Arbor
 - ✓ Use - The company uses the information to first determine overall concerns that appear to be company-wide and determine with our leadership team how we should address those concerns. Arbor distributes the survey results to all employees. Leadership, including Regional Vice Presidents meets to discuss site-specific areas of concern and to help managers create action plans to deal with those types of concern.
- Voluntary Turnover - 19.2%

Employment and Training Centers

- Recognition - ETC recognizes employees based on tenure and performance. Recognition at all-employee monthly meetings with certificates of thanks goes to employees at five-year anniversaries and for exceptional customer service. Employees get vacation increases with increased tenure and receive bonuses, promotions and merit pay increases for good performance.
- Employee Satisfaction – ETC conducted an employee satisfaction survey in 2008.
 - ✓ Participation rate – 60%
 - ✓ Vendor – Survey Monkey
 - ✓ Score – The survey identified employee issues, personal and work related, but did not provide a score
 - ✓ Use - Report survey results to all employees, when possible, offer benefits such as flextime, to meet employees expressed needs. ETC also works periodically with

an employee involvement committee to discuss identify and find solutions to meet employee needs.

- Voluntary Turnover - 25%

Houston Works

- Recognition -Houston Works recognized six employees at their annual meeting for adding exceptional value to the organization. Staff members at all levels nominated people for recognition in 5 categories – team player, leadership, creative thinker, volunteer, and a special CEO award.
- Employee Satisfaction – Houston Works does not have a formal measure of employee satisfaction
- Voluntary Turnover -11%

Interfaith of the Woodlands

- Recognition – Interfaith recognizes all employees at an “Annual Celebration of Success” where they award a plaque to the employee who has contributed most to achieving organizational goals in an outstanding manner. They also recognize and employee quarterly for contributing to achievement of organizational goals. They recognize employees on the spot when they are “caught” performing work above and beyond their responsibility.
- Employee Satisfaction – Interfaith does not have a formal measure of employee satisfaction.
- Voluntary Turnover – 20%

Neighborhood Centers Inc.

- Recognition – NCI recognizes employees with merit pay increases through their annual evaluation process.
- Employee Satisfaction – NCI does not have a formal measure of employee satisfaction.
- Voluntary Turnover – 11%

Career Office Committee

Using Customer Satisfaction Survey Data

Background

Saurage Research has conducted an email customer satisfaction survey in each of the last three years. Saurage sends the confidential survey to all resident customers who received a staff service in the last six months.

The results tell us what our customers think is most important and how satisfied they are with our service. We get results by career office, contractor and for the system.

How We Use the Information

Board Staff

- The Regional Quality Assurance team uses the customers' importance ratings to direct them as they observe office operations, question customers in the office and write the QA review reports. The team listens closely to hear if staff gives customers good advice and if they listen to what the customer requests to respond to the request - the two areas rated most important by our customers are knowledgeable staff and receipt of requested help.
- Board staff forms impressions/opinions about the quality of particular office operations from the Regional QA reviews, our visits to the offices, and patterns of complaints and the office management response to each of the above. The customer survey response helps us by confirming or contradicting our own observations.

Career Office Contractors

We asked two of our contractors to tell you some ways they use the survey information. The items list their response.

- Review the status of customer service in our offices as compared to other offices and the system as a whole.
- Identify areas that require attention for improvement.
- As a teaching tool to focus staff attention on the importance of exceptional customer service
- Identify areas of potential weakness in our delivery system that result in adverse service to our customers.
- Is the office moving forward, as compared to previous results?
- As a factor for consideration in the administration of merit raises and promotions – Manager bonus depends partly on the office outcome on the survey.
- The Greeter and Resource Room Specialists performance measures include the expectation that the office score at least 3.52 on the survey.
- After each survey Arbor implements a process to look at
 - What's good?

- What needs improvement?
- What changed from last year?
- How well are we representing the region?

They work together to identify and introduce best practices from high scoring offices to all Arbor offices.

The operators said the following would make the survey more helpful

- On-going, real-time data
- A web page for management and staff to review and drill down into the data
- Ability to know the specific service expectations of customers, i.e. why did you come into the office and what did you expect as an outcome of your visit, did you get what you came for.

Employer Service Committee

Work Search Requirement Update for 2010

Background

To receive unemployment insurance payments in Texas, an individual must be ready, willing and able to work and actively seeking full-time work. The Texas Workforce Commission requires claimants to keep records of their work search activities, and periodically state staff audits these records.

As in the past, the Commission allows Workforce Boards to adjust the required number of weekly job search contacts that claimants must make to demonstrate that they are actively seeking full-time work from the state's minimum of three contacts per week.

In 2008, upon recommendation of its Employer Services Committee, the Board approved the work search requirement for Gulf Coast claimants at three job contacts per week.

Current Situation

The Commission asks that the Board annually review the work search requirements and determine if it wants to change the required number of weekly contacts.

This year we decided to forego an employer survey due to the economic conditions in our region. Instead, we have analyzed the data from multiple sources including our outplacement activities, job postings and unemployment insurance data .

Following is a summary of that analysis:

- Companies in the region continue to lay off.
 - Over the past 12 months, we have received 83 requests for outplacement services. Aerospace, engineering, air transportation, steel manufacturing, petroleum and financial businesses were among the industries reporting losses.
- Recently, BAE and Fluor reported the possibility of reducing their workforces by 3,000 and 600, respectively. Both these potential losses are the result of lost contracts.
- In the last 45 days, we've received more than 2,200 new job postings representing 4,000 new jobs:
 - 3% from Education
 - 2% from Government
 - 1% from Non-Profit Organizations
 - 94% from Private Industry, including about 8% from staffing agencies

- We've seen a slow, but steady increase in the number of job postings and openings each month since our low point in June 2009.
 - In November, we've seen already more postings and more job openings through half the month than we saw in all of October.
- Jobs are opening in smaller companies at a higher rate than larger companies.
- Through the end of October 2009, there were 190,346 individuals actively looking for work through WorkInTexas.com, up 68% from the same month in 2008.

In October 2009, we had an average of 121,479 unemployment insurance continued claims and 25,834 new claims. Using the current requirement for job searches results in a required total of more than 400,000 contacts per week to the region's employers from unemployed individuals.

As in previous years, we continue to point out that our region's employers have said they prefer to see fewer, higher quality candidates from us. Our employers have also said they would prefer that we do a better job of matching candidates to their specifications and make sure our candidates know how to interview well for the job on which we've sent them.

Our employers would prefer to see better matching rather than a higher volume of applicants for their open jobs.

For these reasons, we continue to recommend that the committee set the required number of job searches at three per week.

Action

Recommend to the Board that it require unemployment compensation claimants make at least three job contacts per week in order to continue their eligibility for benefits.

Training Provider Report Card

2000 to 2008



Summary performance data for training providers offering training in high-skill, high-wage occupations for Workforce Solutions' customers from 2000 to 2008

Workforce Solutions, the Gulf Coast Workforce Board's operating affiliate, provides scholarships for customers who want and need training in a wide array of **High-Skill, High-Growth Occupations**. This report presents performance data for the different providers our customers used to obtain training. The data collected covers the customers for whom **Workforce Solutions** provided scholarships for training. You would need to contact the individual providers for their complete performance data.

We present the data in three views:

- First, we show results for each of the **High-Skill, High-Growth Occupations**.
- Second, we present data for each **High-Skill, High-Growth Occupation** by provider.
- Finally we show summary data for each provider by **High-Skill, High-Growth Occupation**.

For each view, we show:

- the total number of our customers who completed training for that occupation from 2000 to 2008,
- the number (and percent) of those customers who attained a credential,
- the number (and percent) of customers who were employed in the calendar quarter after the quarter in which their training ended, and
- the number (and percent) of those customers who were employed in a job related to their training.

For more information on the Gulf Coast Workforce Board's high-skill, high-growth occupations, or Workforce Solutions' financial aid, visit us on the web at <http://wrksolutions.com>

Workforce Solutions Training Outcomes by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment is related to Training	% of Employed Customers in Training Related Jobs
Accountants and Auditors	18	16	89%	14	78	1	7%
Auto Service Technicians and Mechanics	39	14	36%	30	77%	8	27%
Chemical Plant and System Operators	28	10	36%	17	61%	9	53%
Computer Programmers	104	52	50%	69	66%	38	55%
Computer Software Engineers	11	5	45%	10	91%	3	30%
Computer Software Engineers, Systems	14	6	43%	10	71%	6	60%
Computer Support Specialists	237	93	39%	165	70%	51	31%
Electricians	10	5	50%	9	90%	0	0
Fire Fighters	17	7	41%	16	94%	1	6%
Heating, Air Conditioning and Refrigeration Mechanics/Installers	115	68	59%	88	77%	22	25%
Legal Secretaries	28	9	32%	17	61%	5	29%
Licensed Practical and Licensed Vocational Nurses	1065	658	62%	906	85%	462	51%
Machinists	42	22	52%	34	91%	8	24%
Medical and Clinical Laboratory Technicians	61	30	49%	50	82%	20	40%
Middle School Teachers, Except Special & Vocational	11	6	55%	10	91%	4	40%
Network and Computer Systems Administrators	66	29	44%	55	83%	13	23%
Nursing Instructors and Teachers, Post Secondary	49	13	27%	33	67%	10	30%
Paralegals and Legal Assistants	73	17	23%	53	73%	15	28%
Police and Sheriff's Patrol Officers	34	16	47%	26	76%	7	27%
Radiology Technologists and Technicians	87	50	57%	71	82%	25	35%
Registered Nurses	1251	665	53%	1032	82%	456	44%
Respiratory Therapists	63	33	52%	52	83%	17	33%
Secondary School Teachers	12	8	67%	12	100%	5	42%
Special Education Teachers, Preschool, Kindergarten & Elementary	15	9	60%	12	80%	6	50%
Welders	82	55	67%	62	76%	23	37%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Accountants and Auditors

Compusoft Training Center, Inc	4	4	100%	1	25%	0	0%
Houston Community College System ²	1	0	0%	1	100%	0	0%
Instituto de Computacion	9	9	100%	9	100%	1	11%
Lee College	1	1	100%	1	100%	0	0%
Lone Star College System ²	2	1	50%	1	50%	0	0%
Milestone Technical Institute	1	1	100%	1	100%	0	0%
TOTAL	18	16	89%	14	78%	1	7%

Auto Service Technicians and Mechanics

Brazosport College	1	0	0%	1	100%	0	0%
College of the Mainland	3	2	67%	3	100%	3	100%
Galveston College	1	1	100%	1	100%	0	0%
Houston Community College System ²	17	6	35%	12	71%	3	25%
Lone Star College System ²	4	1	25%	3	75%	0	0%
Universal Technical Institute	12	3	25%	9	75%	2	22%
Wharton County Junior College ²	1	1	100%	1	100%	0	0%
TOTAL	39	14	36%	30	77%	8	27%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Chemical Plant and System Operators

Alvin Community College	3	1	33%	1	33%	1	100%
Brazosport College	7	5	71%	5	71%	3	60%
College of the Mainland	10	2	20%	5	50%	3	60%
Houston Community College	1	0	0%	1	100%	0	0%
Lee College	5	0	0%	3	60%	1	33%
Ocean Corporation, The	1	1	100%	1	100%	1	100%
Wharton County Junior College ²	1	1	100%	1	100%	0	0%
TOTAL	28	10	36%	17	61%	9	53%

Computer Programmers

Alvin Community College	6	2	33%	4	67%	2	50%
Brazosport College	12	5	42%	8	67%	5	63%
Clerical Art School	1	0	0%	1	100%	0	0%
College of the Mainland	2	1	50%	1	50%	1	100%
Galveston College	3	3	100%	2	67%	1	50%
Houston Community College System ²	15	7	47%	6	40%	2	33%
Lee College	5	2	40%	4	80%	2	50%
Lone Star College System ²	21	9	43%	16	76%	11	69%
Milestone Technical Institute	1	1	100%	0	0%	0	0%
San Jacinto College ²	6	3	50%	3	50%	1	33%
TechSkills--Houston	7	2	29%	5	71%	2	40%
Texas School of Business, Inc	3	2	67%	2	67%	1	50%
University of Houston	15	12	80%	11	73%	8	73%
Wharton County Junior College ²	7	3	43%	6	86%	2	33%
TOTAL	104	52	50%	69	66%	38	55%

<i>Workforce Solutions</i> Training Outcomes by Occupation by Provider ¹ 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Computer Software Engineers

Houston Community College System ²	1	0	0%	1	100%	0	0%
Houston's Training and Education Center	1	1	100%	0	0%	0	0%
Lone Star College System ²	2	1	50%	2	100%	0	0%
San Jacinto College ²	1	0	0%	1	100%	0	0%
TechSkills--Houston	6	3	50%	6	100%	3	50%
TOTAL	11	5	45%	10	91%	3	30%

Computer Software Engineers, Systems

Houston Community College System ²	2	1	50%	2	100%	1	50%
Instituto de Computacion	1	1	100%	1	100%	0	0%
Milestone Technical Institute	1	0	0%	0	0%	0	0%
Lone Star College System ²	1	0	0%	0	0%	0	0%
TechSkills--Houston	9	4	44%	7	78%	5	71%
TOTAL	14	6	43%	10	71%	6	60%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Computer Support Specialists

Ace Vocational School #2	5	1	20%	5	100%	1	20%
Brazosport College	17	5	29%	9	53%	3	33%
Clerical Art School	1	0	0%	0	0	0	0%
College of the Mainland	9	5	56%	7	78%	2	29%
Compusoft Training Center, Inc	4	3	75%	1	25%	0	0%
DeVry University	1	1	100%	1	100%	1	100%
Houston Community College System ²	50	17	34%	32	64%	10	31%
Houston's Training and Education Center	16	2	13%	9	56%	1	11%
Instituto de Computacion	9	7	78%	8	89%	0	0%
Lee College	8	1	13%	6	75%	2	33%
Lone Star College System ²	46	23	50%	35	76%	14	40%
Macedonia Outreach Center	1	1	100%	1	100%	0	0%
Milestone Technical Institute	5	3	60%	2	40%	2	100%
Professional Career Training Institute	4	3	75%	3	75%	1	33%
San Jacinto College ²	11	3	27%	9	82%	3	33%
TechSkills--Houston	20	10	50%	16	80%	4	25%
Texas School of Business, Inc	21	2	10%	16	76%	4	25%
University of Houston	8	6	75%	4	50%	2	50%
Wharton County Junior College ²	1	0	0%	1	100%	1	100%
TOTAL	237	93	39%	165	70%	51	31%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Electricians

Houston Community College System ²	2	1	50%	2	100%	0	0%
Lone Star College System ²	1	0	0%	0	0%	0	0%
Professional Career Training Institute	5	3	60%	5	100%	0	0%
Texas School of Business	2	1	50%	2	100%	0	0%
TOTAL	10	5	50%	9	90%	0	0%

Fire Fighters

College of the Mainland	2	0	0%	2	100%	0	0%
Houston Community College	15	7	47%	14	93%	1	7%
TOTAL	17	7	41%	16	94%	1	6%

Heating, Air Conditioning & Refrigeration Mechanics/Installers

Everest Institute	2	1	50%	1	50%	0	0%
Houston Community College System ²	36	18	50%	28	78%	5	18%
Lone Star College System ²	13	5	38%	11	85%	3	27%
Professional Career Training Institute	54	38	70%	41	76%	12	29%
San Jacinto College	2	0	0%	1	50%	0	0%
Texas State Technical College	2	0	0%	1	50%	0	0%
Wharton County Junior College ²	6	6	100%	5	83%	2	40%
TOTAL	115	68	59%	88	77%	22	25%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Legal Secretaries

Alvin Community College	9	4	44%	4	44%	2	50%
Brazosport College	3	2	67%	2	67%	1	50%
Center for Advanced Legal Studies	2	1	50%	2	100%	0	0%
Houston Community College System ²	1	0	0%	1	100%	0	0%
Lone Star College System	12	1	8%	8	67%	2	25%
San Jacinto College	1	1	100%	0	0%	0	0%
TOTAL	28	9	32%	17	61%	5	29%

Licensed Practical/Vocational Nurses

Academy of Health Care Professions, The	2	0	0%	1	50%	0	0%
Ace Vocational School	4	2	50%	4	100%	1	25%
Alvin Community College	47	31	66%	38	81%	34	89%
Brazosport College	43	18	42%	34	79%	12	35%
College of the Mainland	15	1	7%	14	93%	7	50%
Everest Institute	1	0	0%	1	100%	0	0%
Galveston College	65	37	57%	53	82%	16	30%
Houston Community College System ²	142	62	44%	115	81%	28	24%
Lee College	27	9	33%	16	59%	4	25%
Lone Star College System ²	417	325	78%	374	90%	234	63%
Macedonia Outreach Center	3	0	0%	3	100%	0	0%
Professional Career Training Institute	3	3	100%	3	100%	0	0%
Professional Healthcare Education Service	1	1	100%	1	100%	0	0%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Licensed Practical/Vocational Nurses, cont.

San Jacinto College ²	130	56	43%	106	82%	47	44%
Texas School of Business	1	0	0%	1	100%	0	0%
Victoria College	10	7	70%	10	100%	8	80%
Wharton Junior College ²	154	106	69%	132	86%	71	54%
TOTAL	1065	658	62%	906	85%	462	51%

Machinists

College of the Mainland	4	3	75%	3	75%	0	0%
Houston Community College System	15	4	27%	12	80%	2	17%
Lone Star College System	16	9	56%	13	81%	3	23%
San Jacinto College ²	7	6	86%	6	86%	3	50%
TOTAL	42	22	52%	34	81%	8	24%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Medical and Clinical Laboratory Technicians

Academy of Health Care Profession, The	15	3	20%	12	80%	3	25%
Alvin Community College	1	1	100%	1	100%	1	100%
College of the Mainland	1	0	0%	0	0%	0	0%
Galveston College	2	1	50%	2	100%	0	0%
Houston Community College System ²	10	3	30%	7	70%	2	29%
Lee College	2	0	0%	1	50%	0	0%
Lone Star College System ²	22	19	86%	21	95%	12	57%
San Jacinto College	4	1	25%	3	75%	1	33%
Wharton Junior College	4	2	50%	3	75%	1	33%
TOTAL	61	30	49%	50	82%	20	40%

Network & Computer Systems Administrators

Ace Vocational School #2	2	1	50%	1	50%	0	0%
Everest Institute	1	0	0%	0	0%	0	0%
Galveston College	1	0	0%	0	0%	0	0%
Houston Community College System ²	6	2	33%	5	83%	2	40%
Instituto de Computacion	2	2	100	2	100%	1	50%
Lone Star College System ²	6	3	50%	3	50%	0	0%
Milestone Technical Institute	3	2	67%	3	100%	0	0%
San Jacinto College ²	1	1	100%	1	100%	0	0%
TeckSkills	42	18	43%	38	90%	9	24%
Universal Technical Institute	1	0	0%	1	100%	0	0%
TOTAL	66	29	44%	55	83%	13	24%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Nursing Instructors and Teachers, Postsecondary

Galveston College	5	3	60%	4	80%	3	75%
Houston Community College System ²	11	2	18%	7	64%	1	14%
Lee College	2	0	0%	0	0%	0	0%
Lone Star College System ²	14	5	36%	10	71%	5	50%
Professional Healthcare Education Service	1	0	0%	1	100%	0	0%
San Jacinto College	14	2	14%	9	64%	1	11%
Texas School of Business	1	0	0%	1	100%	0	0%
Wharton Junior College	1	1	100%	1	100%	0	0%
TOTAL	49	13	27%	33	67%	10	30%

Paralegals and Legal Assistants

Alvin Community College	3	0	0%	3	100%	0	0%
Center for Advanced Legal Studies	19	5	26%	14	74%	7	50%
Houston Community College System ²	9	1	11%	5	56%	0	0%
Lee College	3	0	0%	3	100%	0	0%
Lone Star College System ²	23	7	30%	17	74%	5	29%
San Jacinto College	4	1	25%	3	75%	0	0%
TechSkills--Houston	1	0	0%	0	0%	0	0%
Wharton County Junior College ²	11	3	27%	8	73%	3	38%
TOTAL	73	17	23%	53	73%	15	28%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Police and Sheriff's Patrol Officers

Alvin Community College	5	1	20%	1	20%	1	100%
Brazosport College	12	8	67%	9	75%	2	22%
Houston Community College System ²	8	3	38%	7	88%	2	29%
Lone Star College System	7	3	43%	7	100%	2	29%
University of Houston	1	1	100%	1	100%	0	0%
Wharton County Junior College ²	1	0	0%	1	100%	0	0%
TOTAL	34	16	47%	26	76%	7	27%

Radiology Technologists and Technicians

Academy of Health Care Professions, The	18	8	44%	16	89%	3	19%
College of the Mainland	1	0	0%	1	100%	0	0%
Galveston College	15	7	47%	12	80%	0	0%
Houston Community College System ²	2	1	50%	1	50%	0	0%
Lone Star College System ²	31	21	68%	21	68%	10	48%
San Jacinto College	3	1	33%	3	100%	2	67%
Wharton County Junior College ²	17	12	71%	17	100%	10	59%
TOTAL	87	50	57%	71	82%	25	35%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Registered Nurses

Alvin Community College	36	21	58%	29	81%	22	76%
Brazosport College	1	1	100%	1	100%	1	100%
College of the Mainland	95	33	35%	81	85%	25	31%
Galveston College	108	68	63%	92	85%	61	66%
Houston Community College System ²	66	16	24%	45	68%	10	22%
Lone Star College System ²	620	469	76%	55	90%	305	55%
UTMB School of Nursing	278	22	8%	189	68%	4	2%
Victoria College	4	4	100%	4	100%	1	25%
Wharton County Junior College ²	43	31	72%	36	84%	27	75%
TOTAL	1251	665	53%	1032	82%	456	44%

Respiratory Therapists

Alvin Community College	14	3	21%	9	64%	7	78%
Houston Community College System ²	6	2	33%	5	83%	2	40%
Lone Star College System ²	39	26	67%	34	87%	6	18%
San Jacinto College ²	4	2	50%	4	100%	2	50%
TOTAL	63	33	52%	52	83%	17	33%

Workforce Solutions Outcomes of Training in High Growth Occupations by Training Provider 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Secondary School Teachers

Brazosport College	1	0	0%	1	100%	0	0%
Lone Star College System ²	12	8	67%	12	100%	5	42%
University of Houston	5	2	40%	3	60%	1	33%
TOTAL	18	10	56%	16	89%	6	38%

Special Education Teachers, Preschool, Kindergarten & Elementary

Lone Star College System ²	15	9	60%	12	80%	6	50%
TOTAL	15	9	60%	12	80%	6	50%

Welders

Alvin Community College	16	12	75%	15	94%	5	33%
College of the Mainland	1	1	100%	1	100%	0	0%
Galveston College	2	0	0%	0	0%	0	0%
Houston Community College System ²	4	4	100%	2	50%	0	0%
Lone Star College System ²	12	6	50%	9	75%	5	56%
San Jacinto College ²	6	3	50%	5	83%	2	40%
The Ocean Corporation	41	29	71%	30	73%	11	37%
TOTAL	82	55	67%	62	76%	23	37%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Academy of Health Care Professionals, The

Licensed Practical/Vocational Nurses	2	0	0%	1	50%	0	0%
Medical and Clinical Laboratory Technicians	15	3	20%	12	80%	3	25%
Radiology Technologists and Technicians	18	8	44%	16	89%	3	19%
TOTAL	35	11	31%	29	83%	6	21%

Ace Vocational School

Computer Support Specialist	5	1	20%	5	100%	1	20%
Licensed Practical/Vocational Nurses	4	2	50%	4	100%	1	25%
Network & Computer Systems Administrators	2	1	50%	1	50%	0	0%
TOTAL	11	4	36%	10	91%	2	20%

<i>Workforce Solutions</i> Training Outcomes by Provider ¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Alvin Community College

Chemical Plant and System Operators	3	1	33%	1	33%	1	100%
Computer Programmers	6	2	33%	4	67%	2	50%
Legal Secretaries	9	4	44%	4	44%	2	50%
Licensed Practical/Vocational Nurses	47	31	66%	38	81%	34	89%
Medical & Clinical Laboratory Technicians	1	1	100%	1	100%	1	100%
Paralegals & Legal Assistants	3	0	0%	3	100%	0	0%
Police & Sheriff's Patrol Officers	5	1	20%	1	20%	1	100%
Registered Nurses	36	21	58%	29	81%	22	76%
Respiratory Therapists	14	3	21%	9	64%	7	78%
Welders	16	12	75%	15	94%	5	33%
TOTAL	140	76	54%	105	75%	75	71%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Brazosport College

Auto Service Technicians & Mechanics	1	0	0%	1	100%	0	0%
Chemical Plant & System Operators	7	5	71%	5	71%	3	60%
Computer Programmers	12	5	42%	8	67%	5	63%
Computer Support Specialist	17	5	29%	9	53%	3	33%
Legal Secretaries	3	2	67%	2	67%	1	50%
Licensed Practical/Vocational Nurses	43	18	42%	34	79%	12	35%
Police and Sheriff's Patrol Officers	12	8	67%	9	75%	2	22%
Registered Nurses	1	1	100%	1	100%	1	100%
Secondary School Teachers	1	0	0%	1	100%	0	0%
TOTAL	97	44	45%	70	72%	27	39%

Center for Advanced Legal Studies

Legal Secretaries	2	1	50%	2	100%	0	0%
Paralegals & Legal Assistants	19	5	26%	14	74%	7	50%
TOTAL	21	6	29%	16	76%	7	50%

Clerical Art School

Computer Programmers	1	0	0%	1	100%	0	0%
Computer Support Specialist	1	0	0%	0	0%	0	0%
TOTAL	2	0	0%	1	50%	0	0%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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College of the Mainland

Auto Service Technicians & Mechanics	3	2	67%	3	100%	3	100%
Chemical Plant & System Operators	10	2	20%	5	50%	3	60%
Computer Programmers	2	1	50%	1	50%	1	100%
Computer Support Specialist	9	5	56%	7	78%	2	29%
Fire Fighters	2	0	0%	2	100%	0	0%
Licensed Practical/Vocational Nurses	15	1	7%	14	93%	7	50%
Machinist	4	3	75%	3	75%	0	0%
Medical & Clinical Laboratory Technicians	1	0	0%	0	0%	0	0%
Radiology Technologists & Technicians	1	0	0%	1	100%	0	0%
Registered Nurses	95	33	35%	81	85%	25	31%
Welders	1	1	100%	1	100%	0	0%
TOTAL	143	48	34%	118	83%	41	35%

Compusoft Training Center, Inc.

Accountants & Auditors	4	4	100%	1	25%	0	0%
Computer Support Specialist	4	3	75%	1	25%	0	0%
TOTAL	8	7	88%	2	25%	0	0%

DeVry University

Computer Support Specialist	1	1	100%	1	100%	1	100%
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Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Everest Institute

Heating, Air Conditioning & Refrigeration	2	1	50%	1	50%	0	0%0
Licensed Practical/Vocational Nurses	1	0	0%	1	100%	0	0%
Network and Computer Systems Administrators	1	0	0%	0	0%	0	0%
TOTAL	4	1	25%	2	50%	0	0%

Galveston College

Auto Service Technicians & Mechanics	1	1	100%	1	100%	0	0%
Computer Programmers	3	3	100%	2	67%	1	50%
Licensed Practical/Vocational Nurses	65	37	57%	53	82%	16	30%
Medical & Clinical Laboratory Technicians	2	1	50%	2	100%	0	0%
Network & Computer Systems Administrators	1	0	0%	0	0%	0	0%
Nursing Instructors & Teachers	5	3	60%	4	80%	3	75%
Radiology Technologists and Technicians	15	7	47%	12	80%	0	0%
Registered Nurses	108	68	63%	92	85%	61	66%
Welders	2	0	0%	0	0%	0	0%
TOTAL	202	120	59%	166	82%	81	48%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Houston Community College System ²

Accountants & Auditors	1	0	0%	1	100%	0	0%
Auto Service Technicians & Mechanics	17	6	35%	12	71%	3	25%
Chemical Plant & System Operators	1	0	0%	1	100%	0	0%
Computer Programmers	15	7	47%	6	40%	2	33%
Computer Software Engineers	1	0	0%	1	100%	0	0%
Computer Software Engineers, Systems	2	1	50%	2	100%	1	50%
Computer Support Specialist	50	17	34%	32	64%	10	31%
Electricians	2	1	50%	2	100%	0	0%
Fire Fighters	15	7	47%	14	93%	1	7%
Heating, Air Conditioning & Refrigeration Mechanics	36	18	50%	28	78%	5	18%
Legal Secretaries	1	0	0%	1	100%	0	0%
Licensed Practical/Vocational Nurses	142	62	44%	115	81%	28	24%
Machinists	15	4	27%	12	80%	2	17%
Medical & Clinical Laboratory Technicians	10	3	30%	7	70%	2	29%
Network & Computer Systems Administrators	6	2	33%	5	83%	2	40%
Nursing Instructors & Teachers, Postsecondary	11	2	18%	7	64%	1	14%
Paralegals & Legal Assistants	9	1	11%	5	56%	0	0%
Police & Sheriff's Patrol Officers	8	3	38%	7	88%	2	29%
Radiology Technologists & Technicians	2	1	50%	1	50%	0	0%
Registered Nurses	66	16	24%	45	68%	10	22%
Respiratory Therapists	6	2	33%	5	83%	2	40%
Welders	4	4	100%	2	50%	0	0%
TOTAL	420	157	37%	311	74%	71	23%

<i>Workforce Solutions</i> Training Outcomes by Provider ¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Houston's Training & Education Center

Computer Software Engineers	1	1	100%	0	0%	0	0%
Computer Support Specialist	16	2	13%	9	56%	1	11%
TOTAL	17	3	18%	9	56%	1	11%

Instituto de Computacion

Accountants & Auditors	9	9	100%	9	100%	1	11%
Computer Software Engineers, Systems	1	1	100%	1	100%	0	0%
Computer Support Specialist	9	7	78%	8	89%	0	0%
Network & Computer Systems Administrators	2	2	100%	2	100%	1	50%
TOTAL	21	19	90%	20	95%	2	10%

Lee College

Accountants & Auditors	1	1	100%	1	100%	0	0%
Chemical Plant & System Operators	5	0	0%	3	60%	1	33%
Computer Programmers	5	2	40%	4	80%	2	50%
Computer Support Specialist	8	1	13%	6	75%	2	33%
Licensed Practical/Vocational Nurses	27	9	33%	16	59%	4	25%
Medical & Clinical Laboratory Technicians	2	0	0%	1	50%	0	0%
Nursing Instructors & Teachers	2	0	0%	0	0%	0	0%
Paralegals & Legal Assistants	3	0	0%	3	100%	0	0%
TOTAL	53	13	25%	34	64%	9	26%

<i>Workforce Solutions</i> Training Outcomes by Provider ¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Lone Star College System²

Accountants & Auditors	2	1	50%	1	50%	0	0%
Auto Service Technicians & Mechanics	4	1	25%	3	75%	0	0%
Computer Programmers	21	9	43%	16	76%	11	69%
Computer Software Engineers	2	1	50%	2	100%	0	0%
Computer Software Engineers, Systems	1	0	0%	0	0%	0	0%
Computer Support Specialist	46	23	50%	35	76%	14	40%
Electricians	1	0	0%	0	0%	0	0%
Heating, Air Conditioning & Refrigeration Mechanics	13	5	38%	11	85%	3	27%
Legal Secretaries	12	1	8%	8	67%	2	25%
Licensed Practical/Vocational Nurses	417	325	78%	374	90%	234	63%
Machinists	16	9	56%	13	81%	3	23%
Medical & Clinical Laboratory Technicians	22	19	86%	21	95%	12	57%
Network & Computer Systems Administrators	6	3	50%	3	50%	0	0%
Nursing Instructors & Teachers, Postsecondary	14	5	36%	10	71%	5	50%
Paralegals & Legal Assistants	23	7	30%	17	74%	5	29%
Police & Sheriff's Patrol Officers	7	3	43%	7	100%	2	29%
Radiology Technologists & Technicians	31	21	68%	21	68%	10	48%
Registered Nurses	620	469	76%	55	90%	305	55%
Respiratory Therapists	39	26	67%	34	87%	6	18%
Secondary School Teachers	12	8	67%	12	100%	5	42%
Special Education Teachers, Preschool, Kindergarten & Elem	15	9	60%	12	80%	6	50%
Welders	12	6	50%	9	75%	5	56%
TOTAL	1336	951	71%	664	50%	628	95%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Macedonia Outreach Center

Computer Support Specialist	1	1	100%	1	100%	0	0%
Licensed Practical/Vocational Nurses	3	0	0%	3	100%	0	0%
TOTAL	4	1	25%	4	100%	0	0%

Milestone Technical Institute

Accountants & Auditors	1	1	100%	1	100%	0	0%
Computer Programmers	1	1	100%	0	0%	0	0%
Computer Software Engineers, Systems	1	0	0%	0	0%	0	0%
Computer Support Specialist	5	3	60%	2	40%	2	100%
Network & Computer Systems Administrators	3	2	66%	3	100%	0	0%
TOTAL	11	7	64%	6	55%	2	33%

Ocean Corporation, The

Chemical Plant & System Operators	1	1	100%	1	100%	1	100%
Welders	41	29	71%	30	73%	11	37%
TOTAL	42	30	71%	31	73%	12	38%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Professional Career Training Institute

Computer Support Specialists	4	3	75%	3	75%	1	33%
Electricians	5	3	60%	5	100%	0	0%
Heating, Air Conditioning and Refrigeration Mechanics	54	38	70%	41	76%	12	29%
Licensed Practical/Vocational Nurses	3	3	100%	3	100%	0	0%
TOTAL	66	47	71%	52	79%	13	25%

Professional Healthcare Education Service

Licensed Practical/Vocational Nurses	1	1	100%	1	100%	0	0%
Nursing Instructors & Teachers, Postsecondary	1	0	0%	1	100%	0	0%
TOTAL	2	1	50%	2	100%	0	0%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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San Jacinto College²

Computer Programmers	6	3	50%	3	50%	1	33%
Computer Software Engineers	1	0	0%	1	100%	0	0%
Computer Support Specialist	11	3	27%	9	82%	3	33%
Heating, Air Conditioning & Refrigeration	2	0	0%	1	50%	0	0%
Legal Secretaries	1	1	100%	0	0%	0	0%
Licensed Practical/Vocational Nurses	130	56	43%	106	82%	47	44%
Machinists	7	6	86%	6	86%	3	50%
Medical & Clinical Laboratory Technicians	4	1	25%	3	75%	1	33%
Network & Computer Systems Administrators	1	1	100%	1	100%	0	0%
Nursing Instructors & Teachers, Postsecondary	14	2	14%	9	64%	1	11%
Paralegals & Legal Assistants	4	1	25%	3	75%	0	0%
Radiology Technologists & Technicians	3	1	33%	3	100%	2	67%
Respiratory Therapists	4	2	50%	4	100%	2	50%
Welders	6	3	50%	5	83%	2	40%
TOTAL	194	80	41%	154	79%	62	40%

TechSkills

Computer Programmers	7	2	29%	5	71%	2	40%
Computer Software Engineers	6	3	50%	6	100%	3	50%
Computer Software Engineers, Systems	9	4	44%	7	78%	5	71%
Computer Support Specialist	20	10	50%	16	80%	4	25%
Network & Computer Systems Administrators	42	18	42%	38	90%	9	23%
Paralegal & Legal Assistants	1	0	0%	0	0%	0	0%
TOTAL	85	37	44%	72	855	23	32%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Texas School of Business, Inc.

Computer Programmers	3	2	67%	2	67%	1	50%
Computer Support Specialist	21	2	10%	16	76%	4	25%
Electricians	2	1	50%	2	100%	0	0%
Licensed Practical/Vocational Nursing	1	0	0%	1	100%	0	0%
Nursing Instructors & Teachers, Postsecondary	1	0	0%	1	100%	0	0%
TOTAL	28	5	18%	22	79%	5	23%

Texas State Technical College

Heating, Air Conditioning and Refrigeration Mechanics	2	0	0%	1	50%	0	0%
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Universal Technical Institute

Auto Service Technicians and Mechanics	12	3	25%	9	75%	2	22%
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Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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University of Houston

Computer Programmers	15	12	80%	11	73%	8	73%
Computer Support Specialist	8	6	75%	4	50%	2	50%
Police & Sheriff's Patrol Officers	1	1	100%	1	100%	0	0%
Secondary School Teachers	5	2	40%	3	60%	1	33%
TOTAL	29	21	72%	19	66%	11	58%

UTMB School of Nursing

Registered Nurses	278	22	8%	189	68%	4	2%
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Victoria College

Licensed Practical/Vocational Nurses	10	7	70%	10	100%	8	80%
Registered Nurses	4	4	100%	4	100%	1	25%
TOTAL	14	11	79%	14	100%	9	64%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2000 - 2008	Customers who completed Training	Attained Credential	% Receiving Credential	Employed in Quarter after Training Completion Quarter	% Customers Employed	Employment related to training	% of Employed Customers in Training Related Jobs
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Wharton County Community College²

Auto Service Technicians and Mechanics	1	1	100%	1	100%	0	0%
Chemical Plant and System Operators	1	1	100%	1	100%	0	0%
Computer Programmers	7	3	43%	6	86%	2	33%
Computer Support Specialist	1	0	0%	1	100%	1	100%
Heating, Air Conditioning and Refrigeration Mechanics	6	6	100%	5	83%	2	40%
Licensed Practical and Licensed Vocational Nurses	154	106	69%	132	86%	71	54%
Medical & Clinical Laboratory Technicians	4	2	50%	3	75%	1	33%
Nursing Instructors & Teachers, Postsecondary	1	1	100%	1	100%	0	0%
Paralegals and Legal Assistants	11	3	27%	8	73%	3	38%
Police and Sheriff's Patrol Officers	1	0	0%	1	100%	0	0%
Radiology Technologists and Technicians	17	12	71%	17	100%	10	59%
Registered Nurses	43	31	72%	36	84%	27	75%
TOTAL	247	166	67%	212	86%	117	55%

Notes

- 1 Data for the period January 1, 2000 through December 31, 2008 for customers in training at these providers supported by Workforce Solutions.
- 2 Data summed for all campuses within a system.

Gulf Coast Workforce Board
System Performance
October 2008 through September 2009

Board Measures

These measures gauge progress toward meeting the results set out in the Board's strategic plan. There are two sets of measures: one for the entire regional workforce system and one for the Board's operating affiliate, Workforce Solutions.

We report on the Workforce Solutions measures at each Board meeting.

More Competitive Employers

Measure	Annual Target	Current Performance	Performance Last Year
<u>Employers Receiving Services</u> (Market Share) We expected to provide services to 32,200 employers this year which is 25% of the 128,708 employers identified for the Gulf Coast area. Through September, we provided services to 37,021 employers.	25%	28.8%	24.5%
<u>Employer Loyalty</u> Our performance indicates our employer customers value our services and return to us for additional services. Of a possible 26,993 employers, 20,100 returned to Workforce Solutions for additional services.	72%	74.5%	70.7%

More and Better Jobs

Measure	Annual Target	Current Performance	Performance Last Year
<u>New jobs created</u> This information is captured quarterly and reflects a two year average. We worked with employers who added 2,307 new jobs annually.	1,700	2,307	2,234
<u>Customers employed by the 1st Qtr after exit</u> With four quarters of data, 296,006 of the 376,744 customers who exited from services were employed in the quarter after exit.	78%	78.6%	78.9%

Higher Real Incomes

Measure	Annual Target	Current Performance	Performance Last Year
<u>Exiters with Earnings Gains of at least 20%</u> Reporting for four quarters, 128,784 of the 361,164 who exited had earnings gains of at least 20%.	40%	35.7%	38.0%

A Better Educated Workforce

Measure	Annual Target	Current Performance	Performance Last Year
<u>Customers pursuing education diploma, degree or certificate who achieve one</u> Through June, 1,602 of the 3,710 customers pursuing an education diploma, degree or certificate achieved one.	40%	43.2%	38.5%

Production

In addition to the Board’s measures, Workforce Solutions works to meet the state’s expectations for performance on fifteen indicators related to the money we receive from the Texas Workforce Commission.

Of these fifteen measures, we did not meet the target for three measures.

- WIA Adult Average Earnings. The target for this measure is \$12,400. Our performance for the year was \$11,490.
- Claimant Reemployment. The target for this measure is 67%. Our performance for the year was 63.1%.
- Claimant Reemployment within 10 Weeks. The target for this measure is 53.7%. Our performance for the year was 44.9%.

We continue to work closely with our contractors to improve performance on all measures.

**GULF COAST WORKFORCE DEVELOPMENT BOARD
FINANCIAL STATUS REPORT
For the Ten Months Ended October 31, 2009**

	ANNUAL BUDGET	BUDGET YEAR TO DATE	ACTUAL YEAR TO DATE	DOLLAR VARIANCE
WORKFORCE REVENUES				
WORKFORCE REVENUES	232,700,852	193,917,377	163,101,861	30,815,516
WORKFORCE EXPENDITURES				
BOARD ADMINISTRATION	4,913,536	4,094,613	4,061,300	33,313
EMPLOYER SERVICES	6,210,000	5,175,000	4,735,045	439,955
RESIDENT SERVICES	220,527,316	183,772,763	153,271,415	30,501,348
OFFICE OPERATIONS	54,575,459	45,479,549	42,943,504	2,536,045
FINANCIAL AID	148,052,296	123,376,913	96,623,029	26,753,884
RECOVERY PROJECTS	17,899,561	14,916,301	13,704,882	1,211,419
RESEARCH & DEMONSTRATION	1,050,000	875,000	1,034,101	-159,101
<i>TOTAL WORKFORCE EXPENDITURES</i>	232,700,852	193,917,377	163,101,861	30,815,516

VARIANCE ANALYSIS

Note: "Budget Year to Date" column reflects straight-line estimate of expenditures for the twelve-month period, assuming equal expenditures every month in order to fully expend the budget in a year.

GULF COAST WORKFORCE BOARD
Employment Trends

DECEMBER 2009
OCTOBER 2009 DATA

Hurricane Ike reduced the impact of job losses over the year. The Gulf Coast Region¹ lost 78,200 jobs from October 2008 to October 2009. Before Hurricane Ike hit the Gulf Coast in September 2008, normal seasonal employment changes were occurring in the Gulf Coast Region. The past few years show a combined increase of over 20,000 jobs added during the two months of September and October, but in 2008 the combined increase was -4,500 jobs. It would appear that the reduced job count of last year affects the amount of this year's job loss. Currently our peak job loss was in August 2009 where revised numbers show a loss of 101,400 jobs, or 3.9 percent, from August 2008. To find a decline higher than this level, one would have to go back to March 1987 when the annual rate was down 5.2 percent (82,600 jobs) from the previous March. Texas has recorded a net loss of 307,500 jobs (-2.9%) since October 2008, compared with job losses of 5.6 million (-4.0%) nationwide during the same period.

Three sectors still show annual growth. The data on the next page, Table 1, shows the levels of employment for the current month, month ago, and year ago for the Gulf Coast Region. October's job count was up for government (7,400), educational & health services (6,000), and leisure & hospitality (2,700). Construction continues to shed jobs and reports the biggest over-the-year decrease in this time series, down 22,800 jobs, or 11.1 percent, from October 2008.

Unemployment basically unchanged over the month. The Gulf Coast Region's unemployment rate remained at 8.5 percent in October, no change from September. Total unemployed dropped by 683 to 240,589 in the region. The official time series only goes back to 1990. The previous high was in June 1993, when the rate was 8.1 percent, with a total of 180,384 unemployed. Older series for unemployment rates show 1987 as the nearest year with higher rates than the current 8.5 percent. The national unemployment rate climbed from 6.1 percent in October 2008 to 9.5 percent in October 2009.

Initial Claims for unemployment benefits increase over the month. Initial Claims for unemployment benefits decreased from July to August 2009 but have been rising the last three months. There were 25,834 claims filed in October 2009, down 11,830 (31 %) from October 2008 (Chart). Other than last year's temporary spike caused by Hurricane Ike, this October has the highest number of claims filed for the month of October in this series. Continued Claims were up 11,065 (10%) from October 2008, to 121,479 in October 2009. From October 2008 to October 2009, total insured unemployed for the Gulf Coast Region increased by 28,745 (100%) to 57,343. All major industry groups were up over the year. The number of people who are listed as unemployed '15 weeks or over', was up 17,726 (204%) to 26,429.

¹ The Houston- Sugar Land-Baytown MSA is the only geographic area with monthly job count data in the Gulf Coast Region. Houston-Sugar Land- Baytown MSA includes the following counties: Austin, Brazoria, Chambers, Fort Bend, Galveston, Harris, Liberty, Montgomery, San Jacinto, and Waller
Source – U. S. Department of Labor, BLS and Texas Workforce Commission

Table 1

Houston-Sugar Land-Baytown MSA				NET CHANGE FROM		% Chg.
	Oct-09	Sept-09	Oct-08	Sept-09 TO Oct-09	Oct-08 TO Oct-09	Oct-08 TO Oct-09
Industry						
Total Nonfarm	2,529,100	2,520,000	2,607,300	9,100	-78,200	-3.0%
MINING & LOGGING	90,800	90,000	92,500	800	-1,700	-1.8%
CONSTRUCTION	181,800	182,700	204,600	-900	-22,800	-11.1%
MANUFACTURING	226,300	225,900	241,600	400	-15,300	-6.3%
DURABLE GOODS	144,800	144,700	159,000	100	-14,200	-8.9%
NONDURABLE GOODS	81,500	81,200	82,600	300	-1,100	-1.3%
TRADE, TRANSP., & UTILITIES	499,300	497,300	534,100	2,000	-34,800	-6.5%
WHOLESALE TRADE	123,400	123,100	139,800	300	-16,400	-11.7%
RETAIL TRADE	258,500	256,300	266,200	2,200	-7,700	-2.9%
TRANSP, WAREHOUSING, & UTIL	117,400	117,900	128,100	-500	-10,700	-8.4%
INFORMATION	34,400	34,400	35,900	0	-1,500	-4.2%
FINANCIAL ACTIVITIES	141,600	141,500	143,200	100	-1,600	-1.1%
PROFESSIONAL & BUSINESS SERV.	369,600	367,100	383,800	2,500	-14,200	-3.7%
EDUCATION & HEALTH SERV.	294,200	294,500	288,200	-300	6,000	2.1%
LEISURE & HOSPITALITY	230,100	232,100	227,400	-2,000	2,700	1.2%
OTHER SERV.	87,400	88,800	89,800	-1,400	-2,400	-2.7%
TOTAL GOVERNMENT	373,600	365,700	366,200	7,900	7,400	2.0%
FEDERAL	29,200	29,100	29,300	100	-100	-0.3%
STATE	75,800	74,800	72,100	1,000	3,700	5.1%
LOCAL	268,600	261,800	264,800	6,800	3,800	1.4%

Chart

