

To: Gulf Coast Workforce Board Members

From: Mike Temple  
Carol Kimmick

Date: November 26, 2013

Subj: Board Meeting Materials for Tuesday, December 3, 2013

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The next meeting of the Gulf Coast Workforce Board is scheduled for **10:00 a.m., Tuesday, December 3, 2013**, in the second floor Conference Room A, 3555 Timmons, Houston.

**Chairman's and Committee Reports.** As usual, Board Chair Mark Guthrie will provide a brief report on items of interest for members. Audit/Monitoring Committee Chair Joe Garcia will follow with a report on the committee's latest activity, including a discussion about the anonymous letter members received recently alleging programs at a local office. Education Committee Chair Birgit Kamps will provide an update on items of interest; the committee will next meet in January 2014. Career Office Committee Chair Tracie Holub will help recognize a Workforce Solutions staff member for outstanding customer service.

**Action.** The Employer Service Committee will meet just before the Board on December 3 and bring its recommendation on required job searches for unemployment compensation claimants. Committee Chair Gerald Andrews will present the committee's findings and recommendations.

**Information Items.** We have included information on performance against the Board's measures and our production targets – both a year-end and current report. We have a report on expenditures through October of this year. Ron Borski will brief us as usual on the region's economy and employment picture.

We look forward to seeing you on December 3. Please call or email us if you have questions.

# The Gulf Coast Workforce Board Tentative Agenda

**Tuesday, December 3, 2013 at 10:00 a.m.**  
H-GAC Conference Room A  
3555 Timmons Lane, Second Floor, Houston, Texas 77027

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1. **Call to Order and Determine Quorum**
2. **Adopt Agenda**
3. **Hear Public Comment**
4. **Review October 2013 meeting minutes**
5. **Declare Conflicts of Interest**
6. **Consider Reports**
  - a. *Chair's Report.* The Board Chair will discuss items of interest.
  - b. *Audit/Monitoring.* The Committee Chair will present an update from the November 2013 meeting.
  - c. *Education.* The Committee Chair will provide information about several topics of interest.
  - d. *Career Office.* Recognize staff for outstanding service.
7. **Take Action**
  - a. *Employer Service.* The Committee Chair will present a recommendation regarding required job searches for unemployment insurance claimants and provide information from the committee's December 2013 meeting.
8. **Receive Information**
  - a. *System Performance.* Report on current performance against Board measures and grantor requirements.
  - b. *Expenditures.* Report on expenditures against the Board's budget.
9. **Look at the Economy**

Report on current economic data and trends in the Gulf Coast labor market.
10. **Other Business**
11. **Adjourn**



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**MINUTES OF  
THE GULF COAST WORKFORCE DEVELOPMENT BOARD  
TUESDAY, OCTOBER 1, 2013**

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**MEMBERS PRESENT:**

Willie Alexander	Karlos Allen	Betty Baitland
Sara Bouse	Carl Bowles	Scott Buchel
Sophia Dubrevil-Berry	Joe Garcia	Mark Guthrie
John Hebert	Bobbie Henderson	Cody Holloway
Eduardo Honold	Guy Robert Jackson	Sarah Janes
Tony Jones	Birgit Kamps	Jeff Labroski
Ray Laughter	Ramona Malone	Janice Ruley
Allene Schmitt	Richard Shaw	Connie Smith
Gil Staley	Joe Swinbank	Evelyn Timmins
Bill Weaver	Madeleine York	

**H-GAC STAFF MEMBERS PRESENT**

Mike Temple  
David Baggerly  
Ron Borski

Mr. Mark Guthrie, Chair, called the meeting to order at approximately 10:00 a.m., on Tuesday, October 1, 2013, in the 2nd floor, H-GAC Conference Room A, at 3555 Timmons Lane, Houston, Texas. Mr. Guthrie determined a quorum was present.

**ADOPTION OF AGENDA**

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

**PUBLIC COMMENT**

Dr. Ian Barrett, representing University of Texas Medical Branch in Galveston addressed the Board regarding UTMB Galveston's appreciation of the help screening and testing of potential new employees that Workforce Solutions provides to them.

Mr. Russ Tieskoetter, representing MV Transportation (under contract with Houston Metro to operate the Metro Lift Program) employs over 400 local employees. Mr. Tieskoetter wanted to thank Mr. Tony Jones, Board member and Mr. Leonard Torres of Workforce Solutions for assisting them to develop a partnership to bring qualified good applications to the program.

Cheryl Guido, representing DARS Division for Blind Services thanked the Board for installing Assistive Technology Software in the Workforce Solution offices. The new software will help blind and visually impaired customers in their job search efforts. Ms. Guido also stated how much she appreciates the strong partnership with the Disability Navigators.

### **MINUTES FROM AUGUST 6, 2013**

Mr. Guthrie asked if there were any additions or corrections to the minutes for the August 6, 2013 meeting. Dr. Henderson made a motion to accept the minutes with a few typographical changes. The motion carried.

### **DECLARE CONFLICTS OF INTEREST**

No one declared a conflict of interest.

### **CONSIDER REPORTS**

#### *Chair's Report*

Mr. Guthrie stated that Jeff Labroski's son is getting better every day.

Mr. Guthrie stated that staff will have a brief report on the possible impact of the looming Government shutdown.

Mr. Guthrie recently attended a Greater Houston Partnership Workforce and Education Committee meeting and wanted to report that our area school districts are implementing HB 5 legislation that was passed this past summer.

Birgit Kamps will be chairing the Education Committee.

Evelyn Timmins will be chairing the Procurement Committee.

#### *Audit/Monitoring*

Mr. Joe Garcia explained that the committee met on September 24, and heard reviews for SER-Jobs for Progress and early education/care providers.

- Staff is working with SER to improve record-keeping, eligibility determinations, and some administrative functions. We've requested SER pay back \$3,775 in disallowed costs related to several small procurements.
- Some of the registered family homes in our child care provider network have asked to have use of POS terminals for the automated attendance system. Currently only child care centers have the terminals; parents using registered family homes telephone in their child's attendance on a special number. Our providers have told staff that the special telephone number is

often busy and parents have difficulty in completing the attendance notification when bringing their children. Staff is working with the state to arrange terminals for some of the busier family homes as a pilot project.

- The committee and staff completed our risk assessment for the new contract year and are scheduling quality assurance activities based on our estimates of where our greatest risks are. The assessment has multiple factors that take into account previous difficulties (such as below average ratings for a career office), size/scope of a unit (the Financial Aid Payment Office handles in excess of \$120 million each year and several of our offices have traffic that exceeds 1,000 visits each during an average week), and previous disallowed costs or other administrative findings.

Because we are going from two financial aid call centers to one, the committee and staff will be focusing on reviewing activities in the combined center. We plan at least quarterly reviews.

- To reach our production goals on filling job openings, the committee and staff are spending more time reviewing and reporting on this function.

### Strategic Planning

Mr. Carl Bowles stated that the committee met on September 18, 2013 to continue discussing leftover business from the last meeting.

Staff member Ms. Michelle Ramirez presented data on services to customers with disabilities. Ms. Ramirez discussed how the employment indicators for customers with disabilities are lower than that for all customers, with the exception of average earnings, which is 5% higher for customers with disabilities.

Members asked questions and discussed the potential for improving employment outcomes for customers with disabilities by increasing awareness of high-skill, high-growth occupations with Department of Assistive and Rehabilitative Services (DARS) and the Department of Aging and Disability Services (DADS) local staff. Members also discussed convening a stakeholders meeting to identify needs of customers with disabilities and additional possible service strategies for these customers.

At its next meeting, the committee will review plans to develop better relationships with DARS and DADS regional staff, including finding ways to better share labor market information, and to work with DARS, DADS and representative community-based groups to identify needs and potential service strategies.

Chairman Bowles facilitated a discussion on pursuing alternate funding sources to advance the Board's mission. To further this discussion, the committee asked staff to identify existing gaps in service to employers along with a plan to meet those needs in a fee-for-service model. Additionally, the committee asked staff to create a scope of work

to provide paid internships to training graduates that could be used to solicit funding from foundations that support workforce and education initiatives.  
The committee did not set a date for its next meeting, but planned to meet before the December 2013 Board meeting.

Mr. Bowles concluded his report.

### Career Office

Ms. Birgit Kamps explained that beginning in 2010, Workforce Solutions has recognized exemplary work by staff throughout the system in the categories of Innovation/Initiative and Teamwork through our Honeycomb Service Excellence Awards.

Earlier this year our Regional Management Team, comprised of contractor and Board staff, concluded that the categories of Innovation/Initiative and Teamwork were subsets of a larger category of Customer Service. As a result, the Regional Management Team identified the core principles that we believe encompasses the standards of delivering quality customer service:

- I AM Workforce Solutions to my customer
- I use my customer's perspective to guide my work
- I understand the resources available throughout our system
- I can always help my customer even when I have to say "no"
- I learn from my mistakes and gain a better understanding of how to help my customer

Ms. Kamps reported that we launched a five-point campaign to share our I AM Workforce Solutions principles with the system, which consisted of developing posters, branding supplies and resources, participating in roundtable discussions with career office staff and management, sharing real scenarios for discussion and practice, and designing a series of quizzes to strengthen understanding.

Ms. Kamps said that we asked our contractors to nominate those staff members who they believed best exhibited the spirit of the I AM Workforce Solutions principles. The Regional Management Team reviewed and scored 12 nominations and selected the following nominee to receive our first Customer Service Award, which Ms. Kamps presented at the meeting:

### **I AM Workforce Solutions Customer Service Award**

- ❖ **Susan Dixon**  
(Employment & Training Centers)

Whether it is developing targeted recruitment strategies, providing industry specific labor market information, or designing customized training solutions, our Employer Services Division works closely with employers to help them fulfill critical business needs.

As a Senior Business Consultant, Susan Dixon has developed key partnerships with area businesses through her work with various chambers of commerce and economic development organizations. Ms. Dixon significant contributions have helped generate new job opportunities within the region.

Using the I AM Workforce Solutions principles to inspire her work, Ms. Dixon employs first-rate problem-solving and collaborative skills to ensure that both individuals and employers receive superior service.

### **TAKE ACTION**

- a. Early Education and Care. The chair will report on the committee's most recent September 2013 meeting, including a recommendation to change Board Policy and prohibit network child care providers from requiring parents to pay the difference between published rate and the Workforce Solutions negotiated rate.

Dr. Bobbie Henderson stated that Early Education and Care committee met on September 26, 2013 to discuss financial aid payment policies.

Chair Henderson reported that it has been our practice in the past to not allow a network provider to charge parents the difference between the provider's published rate and the negotiated Workforce Solutions reimbursement rate. We relied upon a state rule that prohibited this practice. After the last series of amendments to the state rules governing our financial aid for child care system, the state removed its rule governing charging the difference between the published rate and the network rate.

Chair Henderson also reported that recently there have been several instances in which parents have been asked by providers to pay additional fees, above the parent's agreed upon co-pay.

Chair Henderson said that the committee recommended adopting a local policy which prohibits the practice of charging the difference between published rates and network rates for providers in the Workforce Solutions network. This practice can be burdensome for parents receiving our financial assistance and may cause them to refuse the assistance because they are unable to pay the difference. If adopted, the policy would become part of the agreed-upon procedures in our agreement with providers.

Several Board members had questions or comments and discussion followed.

A motion was made and seconded to adopt a policy that prohibits providers in the Workforce Solutions network from charging parents the difference between their published rates and the negotiated network rates for early education and care. The motion carried.

## **RECEIVE INFORMATION**

### System Performance

Mr. David Baggerly reviewed the System Performance measures for October 2012 through August 2013. 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.

#### *For Workforce Solutions*

##### *More Competitive Employers* –

Employers Receiving Services (Market Share) – we expected to provide services to 24,591 employers this year which is almost 18% of the 138,150 employers identified for the Gulf Coast area. We provided services to 24,253 employers through August.

Employer Loyalty – our performance indicates our employer customers value our services and return to us for additional services. Of a possible 19,099 employers, 11,091 returned to The Workforce Solutions for additional services through August.

##### *More and Better Jobs* –

New jobs created – This information is captured quarterly and reflects a two year average.

Customers employed by the 1<sup>st</sup> quarter after exit – Reporting for four quarters ending September 2012, 255,612 of the 358,137 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 ending March 2012, 106,842 of the 217,147 customers 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 - Reporting through August 2013, 1,638 of the 3,931 customers pursuing an education diploma, degree or certificate achieved one.

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

For the performance year that began October 1, 2012, we are meeting or exceeding the target for six of ten measures. The four measures we are not meeting are:

- Total Job Postings Filled. The target for this measure is 32.1%. Our performance for four quarters (1/12-12/12) was 23.2%.
- Total Education Achievement. The target for this measure is 78.6%. Our performance for four quarters (10/11 – 9/12) was 71.1%.
- Choices Full Work Rate. This measure looks at the percent of customers receiving TANF benefits who are employed. The target for this measure is 42.8%. Our performance through August is 35.1%.
- Average Number of Children Served per Day (Child Care). The target for this measure is 22,942. The average through August is 21,382. We are about 1,500 children under enrolled and are working to increase our enrollment through September.

Mr. Baggerly reported that we continue to work closely with our contractors to improve performance on all measures.

### Expenditure Report

Mr. Mike Temple reviewed the Financial Status Report for the eight months ending August 31, 2013. Mr. Temple apologized for the misspelling of “administration” in the report and explained that it will be corrected. Mr. Temple also stated that he would make sure we have an accurate count on the actual year to date revenues. That number usually represents the actual cash money we had come in. It will always run a little behind the expenditures because our financial reporting is accrual expenditure based. Mr. Temple explained that we have been running ahead of budgeted expenditures on a straight line basis with financial aid, but expect the number to be more accurate in next quarter and expect to stay within our budget for the year. A question was asked about the government shutdown and how it might affect our operations. Mr. Temple explained that the Texas Workforce Commission has said that they have sufficient funds available in the workforce system to fund normal operations throughout the state for at least one month. After the meeting today staff will start talking to contractors to put in place contingency plans for trimming down some of the operations or closing facilities if necessary. Several Board members had questions and comments and discussion followed.

Mr. Guthrie asked that staff provide an email to the Board updating the expenditure/revenue numbers in the financial report and an update regarding planning for a shutdown if the shutdown should go on for more than a week.

### Transition Update

Mr. David Baggerly gave a report on the transition following the non-renewal of the ResCare contract. Of the 102 ResCare staff 64 were offered jobs with 1 pending offer. There were 32 with no job offer and 5 that did not apply for available positions.

## **LOOK AT THE ECONOMY**

Mr. Ron Borski explained that the rate of unemployment in the Houston-Sugar Land-Baytown-Metropolitan statistical area (H-S-B MSA) dropped four-tenths of a percentage point to 6.1% in August. Since August 2012 the civilian labor force increased by 69,621 and the number of those employed increased by 89,038 helping drive down the unemployment rate to its lowest level since December 2008. The H-S-B MSA reported a loss of 6,100 jobs in August, down 0.2%. This was the first time the H-S-B MSA reported a loss for the month of August since 2009. The majority of this month's decline was found in Local Government Educational Services where educational institutions reduced payrolls for the summer. Several private sector areas also incurred losses including Other Services, Construction, Manufacturing and Financial Activities. Largest private sector increases this month were in Mining and Logging, Retail Trade, Architectural and Engineering Related Services, Employment Services and Ambulatory Healthcare Services. The H-S-B MSA recovered all jobs lost since the beginning of the recession by November 2011 and has since added 175,500 jobs to payrolls, an increase of 6.7 percent. Employment for the U.S. is still down 1.4 percent needing to recover 1,923,000 jobs to reach pre-recession levels.

Mr. Borski explained that there could be a possible revision to the government estimates next month which should indicate a slightly stronger growth than what was originally estimated, but to look for a more moderate growth in the future.

Several Board members had questions and comments and discussion followed.

## **OTHER BUSINESS**

Ms. Allene Schmitt asked to recognize Michelle Ramirez and Daniel Zendejas, who have recently visited school districts and education service centers throughout our area and have been providing great information about career guidance to teachers.

Mr. Tony Jones explained that October is Disability Awareness Month and the City of Houston is celebrating by focusing on employment. Mr. Jones thanked Mr. Temple and staff for hiring two more Disability Navigators, Mr. Kevin Rodney for getting the Assistive Technology Software installed in the career offices and Employer Services for assisting with hiring at Metro Lift.

Mr. Temple stated that in many of our career offices we have staff from the Veterans Employment and Training Service, which in Texas are employed by the Texas Veterans Commission. Our regional staff has won the top award this last quarter for highest placements in the state. They received a nice trophy which Mr. Ray Wilburn, the Regional Veterans Employment Representative will be placing in the various offices to congratulate them for a job well done.

**ADJOURN**

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

## **Career Office Committee**

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### **Customer Service Award**

## **Background**

The I AM Workforce Solutions Customer Service Award recognizes staff members who exhibit our core principles of providing quality customer service:

- I AM Workforce Solutions to my customer
- I use my customer's perspective to guide my work
- I understand the resources available throughout our system
- I can always help my customer even when I have to say "no"
- I learn from my mistakes and gain a better understanding of how to help my customer

We asked our contractors to nominate those staff members who they believed best demonstrated the spirit of the I AM Workforce Solutions principles. The Regional Management Team reviewed and scored 12 nominations and selected a winner to receive our Customer Service Award.

## **Winner**

- ❖ **Tara Bradley**  
(Texas Workforce Commission/Neighborhood Centers, Inc.)

Workforce Solutions' staff members work hard each day to solve customer concerns and handle employer matters. Staff members who focus on delivering quality customer service oftentimes navigate through these issues seamlessly.

Not solely defined by her job title as an Employment Counselor, Tara Bradley understands that in order to provide the highest level of outstanding customer service, she must take on multiple roles within the office. On any given day, Tara helps support her team members by working as a greeter, telephone operator, employer liaison, training coordinator, or resource room specialist.

Her well-roundedness has afforded her the opportunity to view the customer's perspective from a variety of settings and utilize various techniques to address customer issues, which contributes to high levels of customer satisfaction.

Tara's commitment to connecting qualified candidates to employer job opportunities has resulted in several customers finding good jobs. As a result, Tara consistently receives compliments from employers and customers regarding her efforts.

## **Audit/Monitoring Committee**

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### **Update for December 2013**

#### **Recent Activity**

- The committee heard an update at its November 26<sup>th</sup> meeting on reviews for Tracking Units, Staffing Specialists, Financial Aid Call Center Financial Aid Payment Office, Youth Projects, Financial reviews and The TWC annual monitoring report.
  - The tracking units are working well and had no findings.
  - We have been working with the Staffing Specialist to improve filling jobs through roundtables and work groups. The QA team additionally has interviewed staffing specialists and done their monthly records review. A joint report will be issued when all discussion is complete.
  - We interviewed staff at the Financial Aid Call Center and reviewed records. We found the center needs written procedures and better internal communication. We had trouble finding some documentation, but questioned the eligibility of only one customer.
  - Financial Aid Payment Office – we continue our reviews of licensed child care facilities and relative homecare providers. We found some instances where the relative provider moved and did not report that to us. We also found two instances where children have not attended since August but were still enrolled. We cut off aid and are attempting recoupment of those funds.
  - Youth projects –
    - SER -- We have resolved all but \$160 of questioned costs.
    - Gulf Coast Trades Center – No findings in both site visit and records review.
  - Financial reviews –
    - Employment and Training Centers – We questioned the timing of some journal entries, travel rates, procurements and back-up. We resolved all findings and will conduct follow-up reviews.
    - Interfaith of The Woodlands – We had no findings.

- TWC Annual Review – The State pointed out the following areas they would like us to improve:
  - Making sure customer’s personal information is secure in our local offices
  - Accurately tracking customers’ participation in our databases
  - Ensuring that career office contractors follow the rules for Trade Act dollars
  - Making sure we follow our cost allocation plan in all instances

# Education Committee

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## Information

### Adult Basic Education

Senate Bill 307 transferred administration of the Workforce Investment Act's Title II funding for adult basic education from the Texas Education Agency to the Texas Workforce Commission. Adult basic education includes adult education and literacy (high-school equivalency preparation), and English literacy and civics instruction.

In late November, the Workforce Commission will publish its rules governing use of the funds and design and operation for adult basic education services throughout the state. The Commission has indicated in draft rules that it will strongly support the use of local labor market data to inform and direct ABE program choices. TWC will contract funds directly to adult education providers.

When the Education Committee meets in January, members will discuss the strategic role for the Board in local adult basic education efforts. Our comments to the Workforce Commission at this point will focus on ensuring that as large a percentage of the funds as possible is contracted to local providers to serve as many people as possible.

Some innovative programs have already begun integrating workforce skills training with basic education. Known as contextualized education, these efforts aim to maximize learning outcomes by providing multiple "exit points" at which learners can achieve a workforce credential as they move toward program completion. The ideal end result is a student that is better equipped to enter a competitive workforce. In our region, contextualized adult education programs currently exist at College of the Mainland, Houston Community College, Lone Star College, San Jacinto College, and Wharton County Junior College.

### House Bill 5

In the last session, Texas legislators passed House Bill 5, which changes high school graduation requirements by mandating a number of changes, including:

- Reduction in total number of End of Course Exams from 15 to 5 (English II-reading, English II-writing, Algebra I, Biology I, and U.S. History)
- Reconstruction of graduation plans around a foundation plan upon which five endorsement areas can be built. Students may complete a specialty endorsement if they meet the curriculum requirements for the endorsement, complete four credits in both science and math, and two additional elective credits. The endorsement areas are:

<b>Endorsement Area</b>	<b>Sample of Occupational Focus</b>
<b>STEM</b> (Science, Technology, Engineering, and Math)	Environmental Science, Engineering, and Advanced Mathematics
<b>Business and Industry</b>	Information Technology, Finance, Marketing, Welding, Agricultural Science, and Construction
<b>Public Services</b>	Health Science, Education, Law Enforcement, and Culinary Arts
<b>Arts and Humanities</b>	Fine Arts, Political Science, History, and English Literature
<b>Multidisciplinary Studies</b> <i>*each school district must offer at least this endorsement</i>	A conglomeration of student selected courses with various endorsement areas

- Creation and/or reformation of courses to include contextualized learning opportunities. For example, instead of Algebra II, a student may choose to take Algebra for Engineering.

## When I Grow Up

*When I Grow Up* is Workforce Solutions' career awareness and exploration curriculum designed to introduce school-aged children to high skill, high growth occupations.

Last month, we released a middle school component for *When I Grow Up*. The middle school curriculum is composed of activity-driven experiential lessons that integrate the TEKS (Texas Essential Knowledge and Skills) for Math, Science, and Career Exploration in grades 6-8. This curriculum delivers creative hands-on learning opportunities that specifically address the needs of the Gulf Coast regional workforce. Additionally, we use unique regional characteristics as a landscape to introduce jobs to students in the context of familiar scenarios. For example, students are challenged to allocate resources for the aftermath of a hurricane, design an ideal community in space, and explore career interests in a *Survivor*-like game. Workshops for teachers and counselors will begin with sessions at Regions 4 and 6 Education Service Centers in Spring 2014.

We continue to promote implementation of the elementary curriculum by offering training workshops for teachers and counselors through the Regions 4 and 6 Education Service Centers as well as some local school districts.

## Next Meeting

The Education Committee will meet on January 14 at 10:00 a.m. here at H-GAC to discuss these items. All members are welcomed, and for those who cannot attend in person, we will provide a conference call option.

# **Employer Service**

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## **Work Search Requirement**

### **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 2012, upon recommendation of its Employer Service Committee, the Board approved the work search requirement for Gulf Coast claimants at three job contacts per week for 2013.

### **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 contacted employers across the region to assess the economic and future employment conditions. In addition, we have analyzed the data from multiple sources including our current and projected outplacement activities, job postings and available unemployment insurance data.

Following is a summary of that analysis:

- Companies in the region continue to layoff.
  - Over the past 11 months, we have received 69 requests for rapid response services. Aerospace, engineering, and manufacturing businesses were among the industries reporting losses. The number of layoffs across these industries topped 2,790 in 2013.
  - For January 2014, an employer has reported 140 lay-offs in manufacturing. At this time, no other lay-offs have been announced.

- On the job posting side, between 10/1/12 through 9/30/13, 17,470 employers posted 118,990 times with 210,335 openings.
  - Additional year-over-year analysis of supply/demand data shows a steady increase in job postings and openings by occupational categories with the exception of one category (Production) where the number of postings is lower but the number of openings is higher (fewer employers with more jobs).
  - Job seekers by category has decreased except for military specific which is showing an increase as more Veterans return from overseas.

From January through August 2013, the average number of continued unemployment insurance claims for the week of the 12th in our region was 32,235. Using the current requirement for job searches, we estimate that results in more than 96,705 required 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.

Labor market data continues to support employer requests for adequate screening, matching and referrals as the jobs posted in our region more and more require specific prior industry experience and/or higher level education credentials or certifications.

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.

**Gulf Coast Workforce Board**  
**System Performance**  
**Year End Report**  
October 2012 to September 2013

## 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

<b>Measure</b>	<b>Annual Target</b>	<b>Current Performance</b>	<b>Performance Last Year</b>
<u>Employers Receiving Services</u> (Market Share) We expected to provide services to 24,591 employers this year which is about 18% of the 138,150 employers identified for the Gulf Coast area. We provided services to 24,842 employers.	17.8%	18.0%	17.1%
<u>Employer Loyalty</u> Our performance indicates our employer customers value our services and return to us for additional services. Of a possible 19,099 employers, 11,290 returned to Workforce Solutions for additional services.	58.0%	59.1%	51.6%

## 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.	2,000	2,646	2,471
<u>Customers employed by the 1st Qtr after exit</u> Reporting for the year ending September 2012, 256,132 of the 359,049 customers who exited from services were employed in the quarter after exit.	80.0%	71.3%	69.9%

## Higher Real Incomes

Measure	Annual Target	Current Performance	Performance Last Year
<u>Exiters with Earnings Gains of at least 20%</u> Reporting for year ending March 2012, 107,016 of the 217,502 customers who exited had earnings gains of at least 20%.	42.0%	49.2%	48.9%

## 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 September 2013, 1,695 of the 3,988 customers pursuing an education diploma, degree or certificate achieved one.	31.0%	42.5%	31.0%

## Production

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

For the performance year that began October 1, 2012, we met or exceeded the target for seven of ten measures. The three measures we did not meet are:

- Total Job Postings Filled. The target for this measure is 32.1%. Our performance for four quarters (1/12-12/12) is 23.2%.  
We identified a number of factors that affected our performance. We are actively working with our contractors to take the necessary actions to refer quality applicants to meet the needs of our employers.
- Total Education Achievement. The target for this measure is 78.6%. Our performance for four quarters (10/11 – 9/12) is 71.1%.  
We've taken steps to provide better service to our customers which will help them attain their educational credential.
- Choices Full Work Rate. This measure looks at the percent of customers receiving TANF benefits who are employed. The target for this measure is 42.8%. Our performance through August is 35.1%.  
We have been challenged by this measure. We will meet with contractors to develop new strategies to help customers obtain and hold employment.

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

**Gulf Coast Workforce Board**  
**System Performance**  
 October 2013

**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 (Market Share)</u> We expect to provide services to 25,147 employers this year which is 17.8% of the 140,808 employers identified for the Gulf Coast area. In October, we provided services to 5,841 employers.	25,147	5,841	24,842
<u>Employer Loyalty</u> Our performance indicates our employer customers value our services and return to us for additional services. Of a possible 22,523 employers, 4,433 returned to Workforce Solutions for additional services.	60%	19.7%	59.1%

## 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 will report the first quarter at our February meeting.	2,000	N/A	2,671
<u>Customers employed by the 1st Qtr after exit</u> Reporting for one quarter (October 12 – December 12), 57,040 of the 79,771 customers who exited from services were employed by the quarter after exit.	72%	71.5%	71.3%

## Higher Real Incomes

Measure	Annual Target	Current Performance	Performance Last Year
<u>Exiters with Earnings Gains of at least 20%</u> Reporting for one quarter (April 12 – June 12), 26,839 of the 90,219 customers who exited had earnings gains of at least 20%.	35%	29.7%	28.3%

## A Better Educated Workforce

Measure	Annual Target	Current Performance	Performance Last Year
<u>Customers pursuing education diploma, degree or certificate who achieve one</u> In October, 420 of the 921 customers pursuing an education diploma, degree or certificate achieved one.	58%	45.6%	57.6%

## Production

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

For the performance year that began October 1, 2012, we are meeting or exceeding the target for seven of ten measures. The three measures we are not meeting are:

- Youth Placement in Employment or Education. The target for this measure is 65%. Our performance for October was 60.8%. We will meet this measure.
- Youth Literacy/Numeracy Gains. The target for this measure is 48.1%. Our performance in the first quarter (7/13 – 9/13) was 42.8%. We will meet this measure.
- Choices Work Rate. This measure looks at the percent of customers receiving TANF benefits who are employed. The target for this measure is 39.5%. Our performance for October was 30.8%.

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, 2013**

	<b>ANNUAL BUDGET</b>	<b>BUDGET YEAR TO DATE</b>	<b>ACTUAL YEAR TO DATE</b>	<b>DOLLAR VARIANCE</b>
<b>WORKFORCE REVENUES</b>				
WORKFORCE REVENUES	<b>174,555,600</b>	<b>145,463,000</b>	<b>154,886,269</b>	<b>(9,423,269)</b>
<b>WORKFORCE EXPENDITURES</b>				
BOARD ADMINISTRATION	<b>4,270,128</b>	<b>3,558,440</b>	<b>3,525,129</b>	<b>33,311</b>
SYSTEM IT	<b>759,648</b>	<b>633,040</b>	<b>272,922</b>	<b>360,118</b>
EMPLOYER SERVICES	<b>6,373,402</b>	<b>5,311,168</b>	<b>4,731,740</b>	<b>579,428</b>
RESIDENT SERVICES	<b>163,152,422</b>	<b>135,960,352</b>	<b>146,356,478</b>	<b>(10,396,126)</b>
OFFICE OPERATIONS	42,320,985	35,267,488	33,981,382	1,286,106
FINANCIAL AID	119,851,337	99,876,114	111,861,407	(11,985,293)
SPECIAL PROJECTS	980,100	816,750	513,689	303,061
<i><b>TOTAL WORKFORCE EXPENDITURES</b></i>	<b>174,555,600</b>	<b>145,463,000</b>	<b>154,886,269</b>	<b>(9,423,269)</b>

**VARIANCE ANALYSIS**

Financial aid expenditures are substantially ahead of a straight line year-to-date comparison, due primarily to faster than normal spending earlier this year. We will not exceed our budget through the end of the year.



Labor Market Information  
OCTOBER 2013 Employment Data

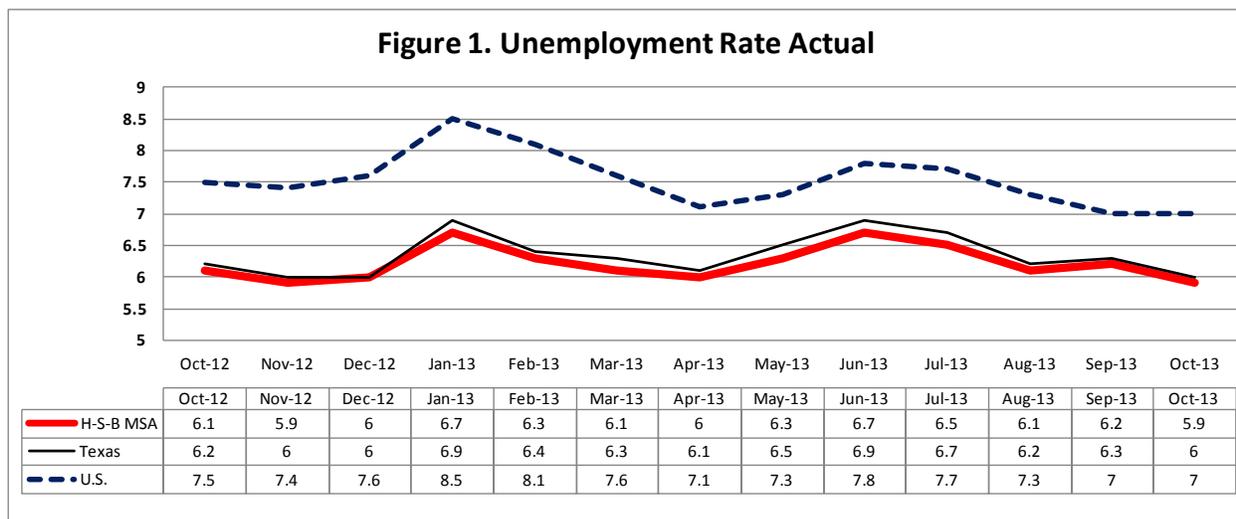
HOUSTON-SUGAR LAND-BAYTOWN METROPOLITAN STATISTICAL AREA (H-S-B MSA)

Visit our website at [www.wrksolutions.com](http://www.wrksolutions.com)

THE RATE OF UNEMPLOYMENT IN THE HOUSTON-SUGAR LAND-BAYTOWN METROPOLITAN STATISTICAL AREA (H-S-B MSA) DROPPED THREE-TENTHS OF A PERCENTAGE POINT TO 5.9 PERCENT IN OCTOBER. This was the first time the rate of unemployment in the H-S-B MSA has been below 6.0 percent since December 2008.

	OCT 2013	SEP 2013	OCT 2012
<b>Civilian Labor Force</b>	3,101,332	3,121,625	3,065,310
<b>Total Employment</b>	2,919,297	2,929,574	2,877,697
<b>Unemployed</b>	182,035	192,051	187,613
<b>Unemployment Rate</b>	5.9%	6.2%	6.1%

The current 5.9 percent rate is two-tenths of a percentage point lower than it was one year earlier and lower than both the state's 6.0 percent rate and the nation's 7.0 percent rate, see figure 1.

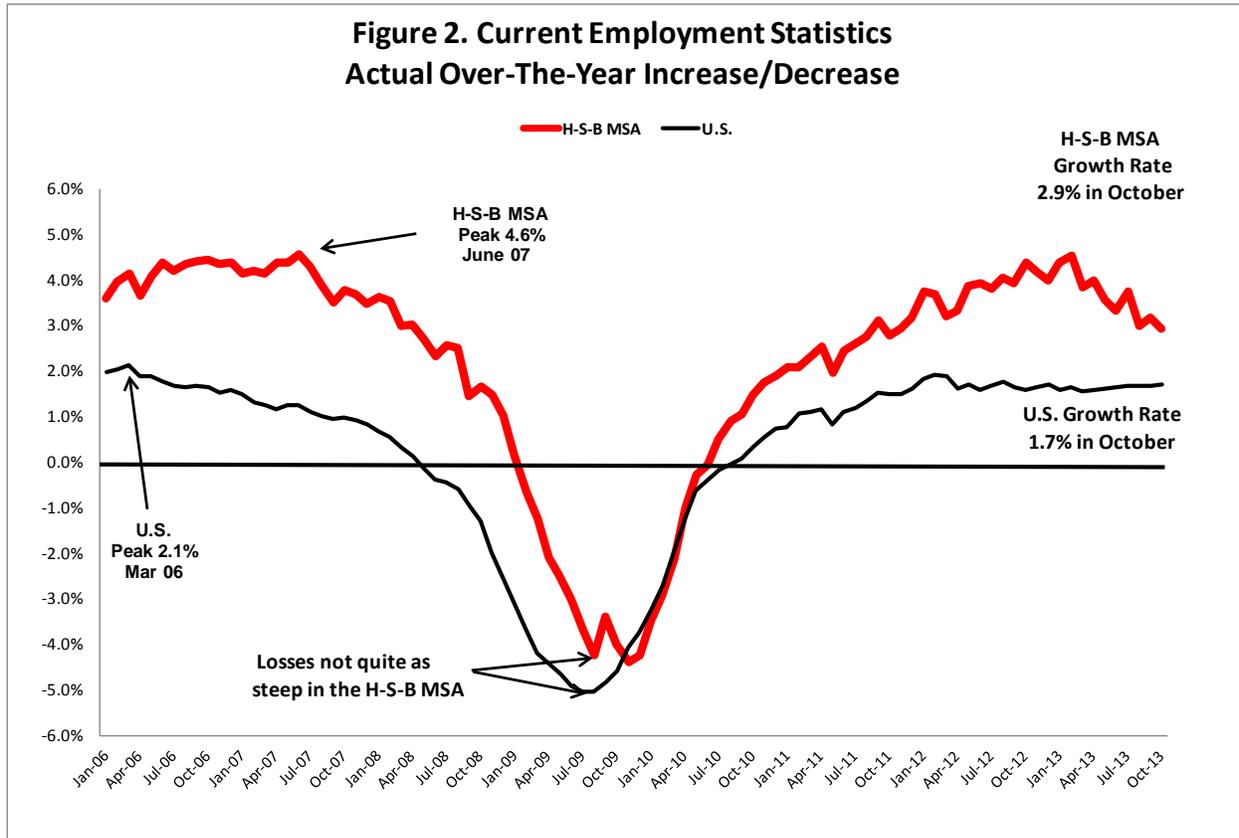


THE HOUSTON-SUGAR LAND-BAYTOWN MSA ADDED 12,700 JOBS IN OCTOBER. While the 0.5 percent increase was slightly weaker than last year's 0.7 percent it was stronger than 2011's 0.2 percent increase. The majority of the increase was in Local Government Educational Services, up 7,200 jobs, as educational institutions continued to add staff for the school year. Construction also experienced a strong increase of 3,200 jobs. Financial Activities was the only super sector to experience a loss that was not tied to seasonal factors, down 1,400 jobs or 1.0 percent.

THE HOUSTON-SUGAR LAND-BAYTOWN MSA ADDED 79,600 JOBS OVER THE YEAR, UP 2.9 PERCENT. While the pace of job growth has been steadily declining since February, it has become more stable over the last several months. The 2.9 over-the-year increase in the H-S-B MSA is considerably stronger than the nation's 1.7 percent increase, see figure 2. Nearly all major sectors

were reporting over-the-year job gains. Strongest growth has been in Mining and Logging, Construction of Buildings, Machinery Manufacturing, Retail Trade, Architectural Engineering and Related Services, Employment Services, and Ambulatory Health Care Services (where employment in all types of medical offices is found). The only super sectors reporting a loss were Financial Activities and Other Services.

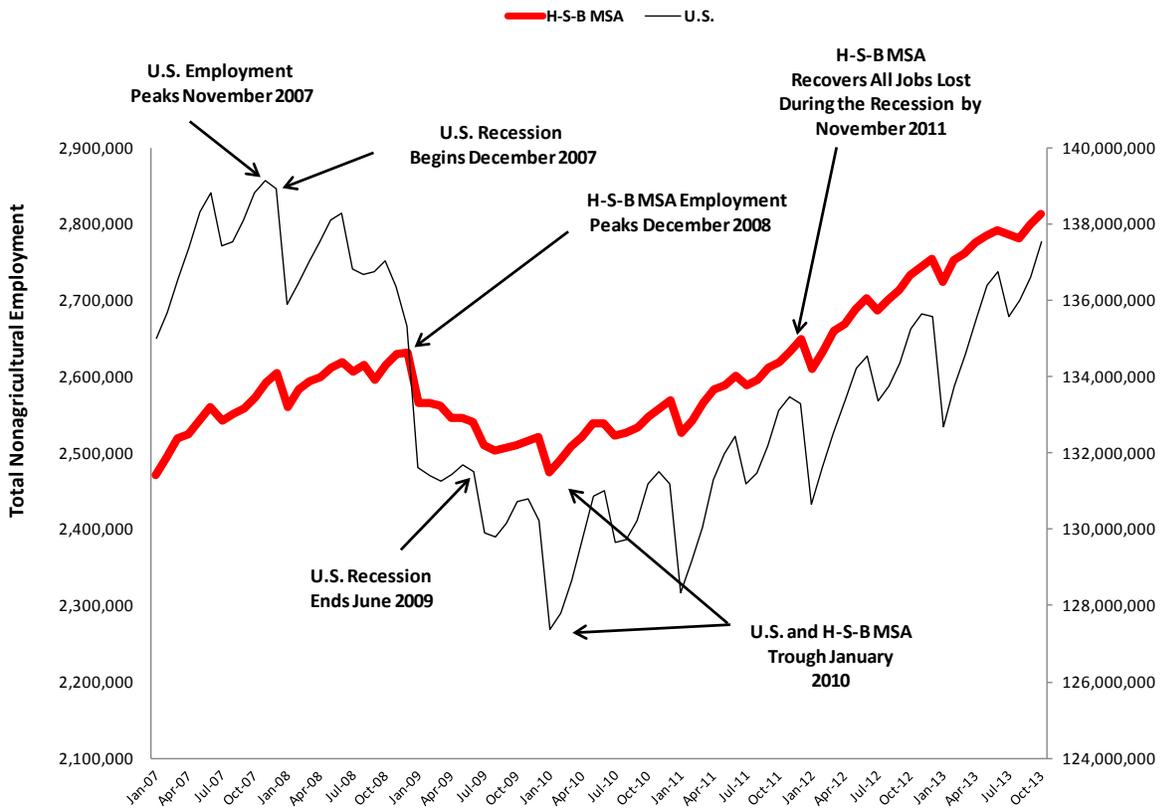
Detailed data can be viewed on pages 7 and 8.



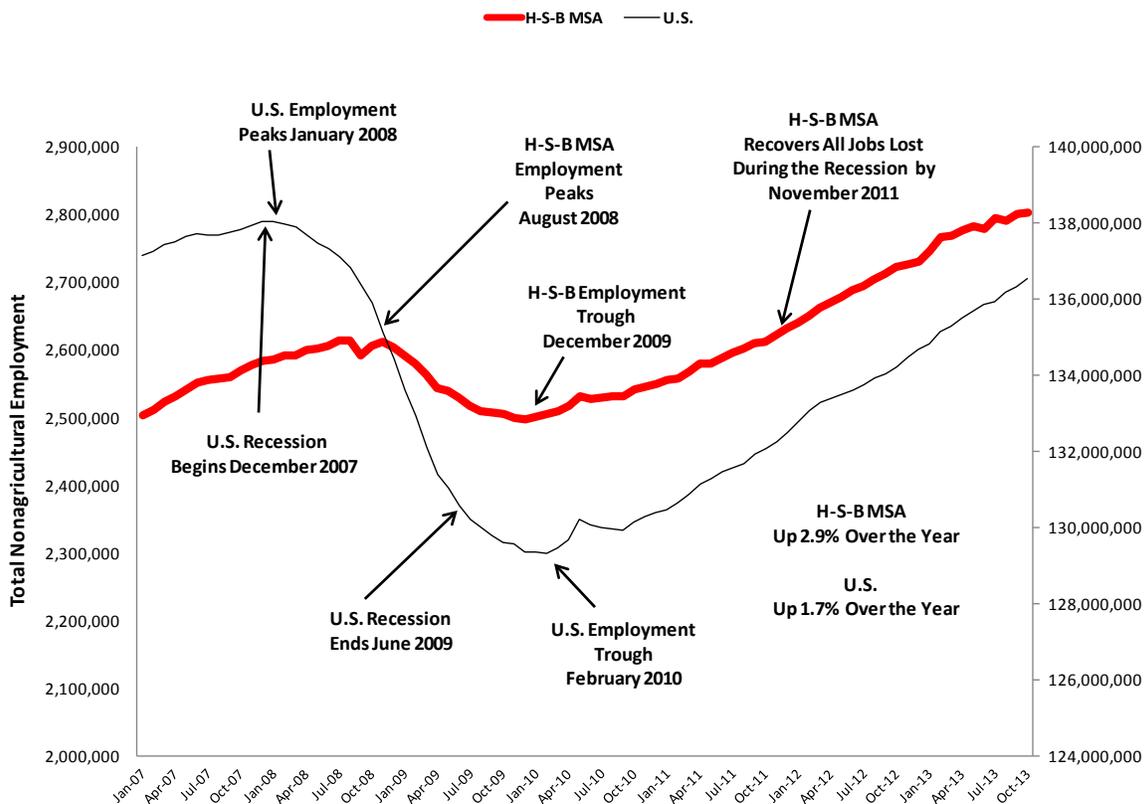
Seasonally adjusted data for the H-S-B MSA and U.S. seen in figure 4 provides an additional view of employment removing the erratic seasonal movement. The H-S-B MSA recovered all jobs lost since the beginning of the recession by November 2011 and has since added 187,100 jobs to payrolls, an increase of 7.2 percent. Employment for the U.S. is still down 1.1 percent needing to recover 1,502,000 jobs to reach pre-recession levels.

Additional details by super sector are provided beginning on page 4.

**Figure 3. Total Non-farm Employment-Actual**



**Figure 4. Total Non-farm Employment-Seasonally Adjusted**



## DETAILS BY SUPER SECTOR

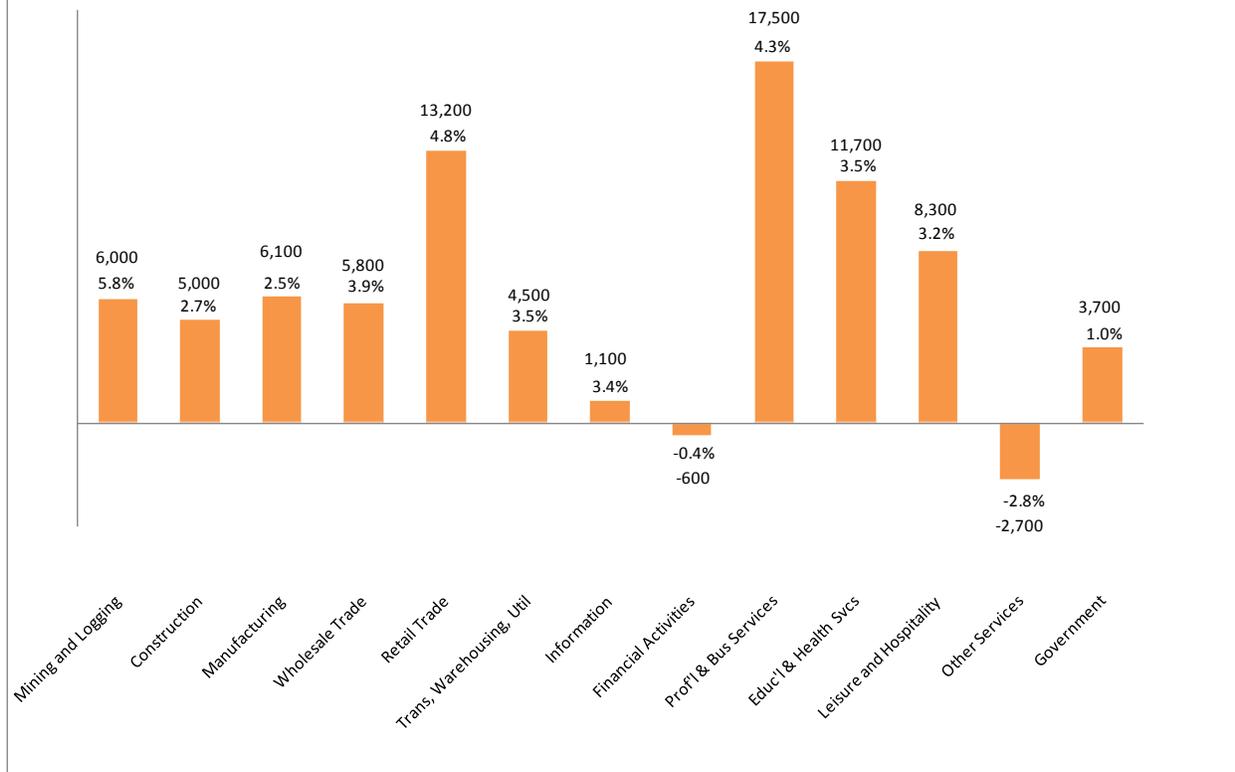
**Mining and Logging** experienced a slight loss of 400 jobs in October but continues to report a healthy increase of 6,000 jobs over the year, up 5.8 percent. Although Mining and Logging is not expanding at the rapid pace seen in 2011 and 2012, employment levels remain very high. Job growth has been in both Oil and Gas Extraction, up 3,600 jobs or 6.6 percent, and Support Activities for Mining, up 1,900 jobs or 4.1 percent. The average U. S. rig count was down by 16 in October to 1,744 and down 90 from October 2012. Drilling in the Permian Basin and Eagle Ford Shale regions have helped make Texas a major player in the U.S. accounting for more than 47 percent of all rig activity. U.S. crude oil production has reached its highest levels in more than 20 years recently producing more than 7.5 million barrels of oil per day. Expectations are for activity to remain flat through the end of the year.

**Construction** added 3,200 jobs to payrolls in October, up 1.7 percent. Over-the-month gains were in Construction of Buildings, up 1,200 jobs, and Specialty Trade Contractors, up 2,500 jobs. Heavy and Civil Engineering Construction experienced a loss of 500 jobs in October. The pace of over-the-year job growth fell slightly to 2.7 percent, an increase of 5,000 jobs. Strongest gains have been in Construction of Buildings, up 3,300 jobs or 6.9 percent, and Specialty Trade Contractors, up 4,200 jobs or 4.7 percent. Heavy and Civil Engineering Construction experienced a net loss of 2,500 jobs over the year, down 5.3 percent.

**Manufacturing** added 1,100 jobs in October, up 0.4 percent. This was the largest over-the-month increase in four months. All of the increase was in the Durable Goods sector, up 1,300 jobs or 0.8 percent. While the pace of job growth rose three-tenths of a percentage point to 2.5 percent in October, up 6,100 jobs, it is down considerably from what it was at the beginning of the year. Most of the increase has been in Durable Goods Manufacturing where many companies that support the energy sector are found. Strongest growth has been in Machinery Manufacturing, up 3,600 jobs or 6.5 percent, and Fabricated Metal Product Manufacturing, up 1,900 jobs or 3.3 percent. Employment in Nondurable Goods Manufacturing was unchanged from last October. The Houston Purchasing Managers Index was 60.8 in October, up more than two points from what we reported in August indicating a more positive outlook in the months ahead. Any index over 50 indicates production gains over the near term. While the pace of hiring at manufacturers has slowed, the labor market for skilled workers is tight with manufacturers competing with each other by offering higher salaries.

**Trade Transportation & Utilities** added 400 jobs in October and 23,500 jobs over the year, up 4.3 percent. Retail Trade accounted for more than half of the increase with payrolls up 13,200 jobs or 4.8 percent. Wholesale Trade was up 5,800 jobs or 3.9 percent over the year. Transportation, Warehousing and Utilities added 4,500 jobs over the year, up 3.5 percent, with the largest increase found in Truck Transportation, up 1,000 jobs or 4.1 percent. Demand in Truck Transportation, which has been strong due to increased energy related hiring, has eased over the last two months. Utilities and Air Transportation were reporting a combined loss of 500 jobs.

**Figure 5. Houston-Sugar Land-Baytown MSA  
Annual Change October 2012 to October 2013**



**Information** added 120 jobs in October and 1,100 jobs over the year, up 3.4 percent. While employment levels are well below previous highs the super sector has not experienced job gains similar to recent months since early 2007. About half of the MSA's employment in information resides in telecommunications with the remainder found in newspaper and periodical publishing, software publishing, motion picture and sound recording, and data processing hosting and related services.

**Financial Activities** experienced a loss for the third consecutive month, down 1,400 jobs or 1.0 percent. Most of the loss was in Finance and Insurance, down 1,200 jobs or 1.3 percent. Real Estate and Rental and Leasing experienced a more moderate decline of 200 jobs, down 0.4 percent. Financial Activities is one of two super sectors reporting an over-the year loss, down 600 jobs or 0.4 percent. All of the loss was in Finance and Insurance, down 1,600 jobs or 1.8 percent. Part of the reason for declines in the financial sector are that banks are reducing staff levels due to an improving economy as the number of troubled mortgages and foreclosures decline. Additionally, rising interest rates are driving down demand for refinancing. Real Estate and Rental and Leasing added 1,000 jobs over the year, up 2.0 percent. An improving housing market and strong energy activity has been driving activity in Real Estate and Rental and Leasing.

**Professional and Business Services** added 500 jobs to payrolls in October. This was the first time the super sector experienced an October increase since 2010. The super sector continues to add jobs but not at the rapid pace seen in 2011 and 2012, currently up 17,500 jobs or 4.3 percent from last October. More than a third of the increase was in Employment Services where staffing firms are found, up 6,400 jobs or 8.5 percent. Reports from staffing firms indicate demand has recently been flat. Architectural, Engineering, and Related Services is the other large contributor to job growth in the super sector reporting a strong increase of 4,400 jobs over the year, up 6.5 percent.

**Education and Health Services** added 2,400 jobs to payrolls in October, up 0.7 percent. Hospitals were the exception in October reporting a loss of 1,200 jobs, down 1.5 percent. The largest October increase was in Ambulatory Health Care Services, where employment in all types of medical offices is found, up 1,000 jobs or 0.7 percent. The super sector added 11,700 jobs over the year, up 3.5 percent. Most of the increase was related to health care with Ambulatory Healthcare Services up 7,800 jobs or 5.7 percent and Hospitals up 1,200 jobs or 1.6 percent. The pace of job growth in health care has slowed in recent months with many experts expecting it to be temporary relating it to health care changes taking affect. Educational Services added 1,600 jobs over the year, up 3.4 percent. An aging population and a population growth rate that more than doubles that of the nation is responsible for growth in the super sector.

**Leisure and Hospitality** experienced a seasonal decline of 900 jobs in October with all of the losses found in Arts, Entertainment, and Recreation. The super sector continues to report job gains but not at the rapid pace seen earlier in the year, up 8,300 jobs or 3.2 percent. Most of the job growth has been in Food Services and Drinking Places, up 7,100 jobs or 3.4 percent. Accommodations, where hotels are found, have been benefitting from robust business activity reporting an increase of 1,000 jobs over the year, up 4.5 percent. Population growth continues to drive demand in the Leisure and Hospitality super sector.

**Other Services** reported its first over-the-month increase since June, up 1,200 jobs or 1.3 percent. Other Services is one of two super sectors reporting an over-the-year loss, down 2,700 jobs or 2.8 percent. Other Services includes, as a partial list, industries such as various repair services, personal care services, dry cleaning and laundry services, and religious and social advocacy organizations.

**Government** experienced a seasonal increase of 6,400 jobs in October as educational institutions continued to add staff for the school year. The super sector added 3,700 jobs over the year, up 1.0 percent. Most of the increase was in Local Government Educational Services, up 3,600 jobs or 1.9 percent.

## NONAGRICULTURAL EMPLOYMENT

Houston-Sugar Land-Baytown MSA	OCT 2013	Month Change		Year Change	
		Net	Percent	Net	Percent
Total Nonfarm	2,812,500	12,700	0.5%	79,600	2.9%
Total Private	2,436,000	6,300	0.3%	75,900	3.2%
Goods Producing	551,400	3,900	0.7%	17,100	3.2%
.Mining and Logging	108,800	-400	-0.4%	6,000	5.8%
...Oil and Gas Extraction	58,500	200	0.3%	3,600	6.6%
...Support Activities for Mining	48,700	-400	-0.8%	1,900	4.1%
.Construction	189,800	3,200	1.7%	5,000	2.7%
..Construction of Buildings	51,100	1,200	2.4%	3,300	6.9%
..Heavy and Civil Engineering Construction	45,100	-500	-1.1%	-2,500	-5.3%
..Specialty Trade Contractors	93,600	2,500	2.7%	4,200	4.7%
.Manufacturing	252,800	1,100	0.4%	6,100	2.5%
..Durable Goods	173,000	1,300	0.8%	6,100	3.7%
...Fabricated Metal Product Manufacturing	59,300	300	0.5%	1,900	3.3%
...Machinery Manufacturing	59,200	300	0.5%	3,600	6.5%
....Agriculture, Construction, and Mining Machinery Manufacturing	43,100	0	0.0%	1,300	3.1%
...Computer and Electronic Product Manufacturing	19,000	200	1.1%	100	0.5%
..Non-Durable Goods	79,800	-200	-0.3%	0	0.0%
...Petroleum and Coal Products Manufacturing	12,500	100	0.8%	200	1.6%
...Chemical Manufacturing	35,500	200	0.6%	200	0.6%
Service Providing	2,261,100	8,800	0.4%	62,500	2.8%
.Private Service Providing	1,884,600	2,400	0.1%	58,800	3.2%
..Trade, Transportation, and Utilities	572,800	400	0.1%	23,500	4.3%
...Wholesale Trade	152,900	600	0.4%	5,800	3.9%
....Merchant Wholesalers, Durable Goods	90,600	500	0.6%	3,900	4.5%
.....Professional and Commercial Equipment and Supplies Merchant	10,800	100	0.9%	300	2.9%
....Merchant Wholesalers, Nondurable Goods	41,100	0	0.0%	400	1.0%
...Retail Trade	286,600	0	0.0%	13,200	4.8%
....Motor Vehicle and Parts Dealers	35,400	-300	-0.8%	700	2.0%
....Building Material and Garden Equipment and Supplies Dealers	20,300	200	1.0%	1,700	9.1%
....Food and Beverage Stores	58,900	-100	-0.2%	1,000	1.7%
....Health and Personal Care Stores	17,000	100	0.6%	200	1.2%
....Clothing and Clothing Accessories Stores	32,600	800	2.5%	2,200	7.2%
....General Merchandise Stores	60,700	1,100	1.8%	-300	-0.5%
.....Department Stores	22,800	500	2.2%	-100	-0.4%
.....Other General Merchandise Stores	37,900	600	1.6%	-200	-0.5%
...Transportation, Warehousing, and Utilities	133,300	-200	-0.1%	4,500	3.5%
....Utilities	16,000	0	0.0%	-100	-0.6%
.....Air Transportation	22,000	0	0.0%	-400	-1.8%
.....Truck Transportation	25,200	-100	-0.4%	1,000	4.1%
.....Pipeline Transportation	10,700	100	0.9%	300	2.9%
..Information	33,000	200	0.6%	1,100	3.4%
...Telecommunications	15,500	0	0.0%	300	2.0%
..Financial Activities	140,900	-1,400	-1.0%	-600	-0.4%
...Finance and Insurance	89,400	-1,200	-1.3%	-1,600	-1.8%
....Credit Intermediation and Related Activities	42,700	-300	-0.7%	-100	-0.2%
.....Depository Credit Intermediation	29,400	-100	-0.3%	100	0.3%
....Securities, Commodity Contracts, and Other Financial Investments and Related Activities	13,500	0	0.0%	100	0.7%
.....Insurance Carriers and Related Activities	29,300	-300	-1.0%	100	0.3%
...Real Estate and Rental and Leasing	51,500	-200	-0.4%	1,000	2.0%

## NONAGRICULTURAL EMPLOYMENT

Houston-Sugar Land-Baytown MSA	OCT 2013	Month Change		Year Change	
		Net	Percent	Net	Percent
..Professional and Business Services	427,400	500	0.1%	17,500	4.3%
...Professional, Scientific, and Technical Services	201,500	2,700	1.4%	3,700	1.9%
....Legal Services	24,100	200	0.8%	0	0.0%
....Accounting, Tax Preparation, Bookkeeping, and Payroll Services	19,500	100	0.5%	200	1.0%
....Architectural, Engineering, and Related Services	72,500	700	1.0%	4,400	6.5%
....Computer Systems Design and Related Services	28,000	400	1.4%	900	3.3%
...Management of Companies and Enterprises	23,900	200	0.8%	1,000	4.4%
...Administrative and Support and Waste Management and Remediation Services	202,000	-2,400	-1.2%	12,800	6.8%
....Administrative and Support Services	193,000	-2,600	-1.3%	13,400	7.5%
.....Employment Services	81,300	-300	-0.4%	6,400	8.5%
.....Services to Buildings and Dwellings	45,600	-500	-1.1%	1,700	3.9%
..Educational and Health Services	346,700	2,400	0.7%	11,700	3.5%
...Educational Services	48,600	300	0.6%	1,600	3.4%
...Health Care and Social Assistance	298,100	2,100	0.7%	10,100	3.5%
....Ambulatory Health Care Services	144,100	1,000	0.7%	7,800	5.7%
....Hospitals	76,800	-1,200	-1.5%	1,200	1.6%
..Leisure and Hospitality	269,700	-900	-0.3%	8,300	3.2%
...Arts, Entertainment, and Recreation	27,900	-1,100	-3.8%	200	0.7%
...Accommodation and Food Services	241,800	200	0.1%	8,100	3.5%
....Accommodation	23,000	200	0.9%	1,000	4.5%
....Food Services and Drinking Places	218,800	0	0.0%	7,100	3.4%
..Other Services	94,100	1,200	1.3%	-2,700	-2.8%
Government	376,500	6,400	1.7%	3,700	1.0%
..Federal Government	27,500	0	0.0%	100	0.4%
..State Government	72,600	1,200	1.7%	400	0.6%
..State Government Educational Services	39,200	500	1.3%	0	0.0%
..Local Government	276,400	5,200	1.9%	3,200	1.2%
..Local Government Educational Services	195,200	7,200	3.8%	3,600	1.9%

## UNEMPLOYMENT RATE

	OCT 2013	SEP 2013	OCT 2012
H-S-B MSA	5.9	6.2	6.1
Texas (Actual)	6.0	6.3	6.2
United States (Actual)	7.0	7.0	7.5

**Houston-Sugar Land-Baytown MSA:** Includes Austin, Brazoria, Chambers, Ft. Bend, Galveston, Harris, Liberty, Montgomery, and San Jacinto & Waller Counties. Houston-Baytown-Sugar Land MSA CES data series are benchmarked to March 2012 levels and are estimated by the U.S. Department of Labor, Bureau of Labor Statistics. All Data is Subject To Revision.

Sources: U.S. Department of Labor, BLS, Texas Workforce Commission, Baker Hughes Incorporated, Kiley Advisors, Metrostudy, and The Federal Reserve Bank of Dallas.