

# The Gulf Coast Workforce Board Tentative Agenda

10:00 a.m. Tuesday, October 7, 2008

H-GAC Conference Room A

3555 Timmons Lane, Second Floor, Houston, Texas 77027

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*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 June, 2008 meeting**

**5. Declarations of Conflict of Interest**

**6. Chairman's and Committee Reports**

- a. Education Committee

**7. Action Items**

- a. *Amend contract for communications/marketing services.* Consider adding \$130,000 to Gilbreath Communications' contract to implement Education Committee's work.
- b. *Early Education & Care.* Consider recommendations changing local financial aid policy regarding temporary suspension of child care.
- c. *SEARCH and Collaborative for Children.* Consider renewing contracts with two contractors for 2009 in amounts not to exceed \$350,000 for SEARCH and \$700,000 for Collaborative for Children.

**8. Information**

- a. Update following Hurricane Ike
- b. Update on career office locations
- c. System Performance
- d. Expenditures

**9. Labor Market Report**

**10. Adjourn**

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**MINUTES OF  
THE GULF COAST WORKFORCE DEVELOPMENT BOARD  
TUESDAY, JUNE 3, 2008**

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**MEMBERS PRESENT:**

Dula Abdu	Gerald Andrews	Elaine Barber
Barry Beasley	Ron Bourbeau	Carl Bowles
Bill Crouch	Mary Duran	Joe Garcia
Mark Guthrie	Barbara Hayley	John Hebert
Bobbie Henderson	Tracie Holub	Guy Robert Jackson
Jeff Labroski	Ray Laughter	Kathleen Long
Steve Lufburrow	Lynn Lumsden	Carolyn Maxie
Raymond McNeel	Michael Nguyen	Linda O'Black
Dale Pinson	Janice Ruley	Allene Schmitt
Richard Shaw	Kathy Shingleton	Tom Stinson
Frank Thompson	Bill Weaver	Sarah Wrobleski

**H-GAC STAFF MEMBERS PRESENT**

Rodney Bradshaw  
Mike Temple  
David Baggerly  
Lucretia Hammond  
Joel Wagher

Mr. Frank Thompson, Chair, called the meeting to order at approximately 10:00 a.m., on Tuesday, June 3, 2008, 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**

Ms. Nory Angel representing SER-Jobs for Progress of the Texas Gulf Coast spoke to the Board regarding the future of the SER as a contractor.

Mr. Jose Villarreal representing AVANCE spoke to the Board regarding SER and its future as a contractor with the Gulf Coast Workforce Board.

Ms. Mary Ramos representing LULAC spoke to the Board regarding SER and its future as a contactor with the Gulf Coast Workforce Board.

Mr. Al Navarro representing the U.S. Department of Labor addressed the Board regarding services to Veterans and the closing/merging of some of the career offices.

Mr. Brian Cweren representing SER spoke with the Board regarding the future of SER as contractor.

Mr. Francisco Rodriguez representing LULAC spoke to the Board regarding SER and its future as a contactor.

Mr. Marcello Marini representing Instituto de Computacion ABCS spoke to the Board regarding Instituto de Computacion ABCS's request for funding. Mr. Marini also asked the Board to reconsider the future of SER as a contractor.

Mr. Jeff Sjostrom representing Galveston Economic Development spoke to the Board about the future of a career office on Galveston Island.

Mr. Jorge Ferragut representing Instituto de Computacion ABCS spoke to the Board regarding Instituto de Computacion ABC's request for funding.

Ms. Yolanda Smith representing NAACP spoke to the Board about the future of SER as a contractor.

Dr. Dorothy E. F. Caram representing AABC spoke to the Board about the future of SER as a contractor.

### **MINUTES FROM APRIL 1, 2008**

Mr. Thompson asked if there were any additions or corrections to the minutes for April 1, 2008. A motion was made and seconded to approve the minutes as presented. The motion carried.

### **DECLARATION OF CONFLICT OF INTEREST**

No one declared a conflict of interest.

### **CHAIRMAN'S AND COMMITTEE REPORTS**

#### **Audit & Monitoring**

Mr. Guy Robert Jackson stated that the Audit and Monitoring Committee met on May 27, 2008 and reported on contractors with repeat findings. Mr. Jackson explained that performance measures along with management and fiscal practices of our contractors

were reviewed. The contractors that have repeat findings and fail to correct the problems were Neighborhood Centers, Inc. and SER-Jobs for Progress of the Texas Gulf Coast.

This information was reported to the Procurement Committee at their May 29, 2008 meeting.

Mr. Thompson introduced two new Board members – Bill Weaver and Kathleen Long.

### **ACTION ITEMS**

- a. Strategic Planning Committee – Consider updating the Board’s strategic plan for the years 2009 through 2013.

Mr. Carl Bowles reported that in 2003, the Board reviewed and adopted the “front-end” section of its strategic plan: the core values, mission, vision and expected results for the regional workforce system. In 2004 the Board set in place the “back-end” piece that lays out a framework for quantifying progress toward the Board-established results: the measures, baselines and targets. This plan provided annual and long-range targets for the years 2003 through 2008.

The Strategic Planning Committee periodically reviewed performance against the targets for the regional workforce system. The committee also recommended and the Board adopted several changes to measures and targets.

In early 2008, the committee asked staff to begin work on the next planning cycle – 2009 to 2013. Staff provided information briefs regarding population, education, the economy, expectations of key constituents, resources and performance. The Board attended a Strategic Planning Workshop on May 6, 2008 and engaged in a situation audit and brainstormed strategies to implement the strategic plan.

Mr. Bowles introduced Mr. Robert McPherson, who was instrumental in guiding the committee through this process.

Mr. McPherson gave an overview of the plan and explained that strategic planning is about getting a fix on where the organization is, where you want it to be in the future and how to best get there. The approach was to use the current plan for 2003 through 2008 and to reaffirm certain sections of the plan and to make minor changes in other sections. Mr. McPherson explained “The Environment in Which We Operate: Economic Outlook for the Gulf Coast Region of Texas” and “Draft Strategic Plan 2009 – 2013 for the Regional Workforce System.”

A motion was made and seconded to adopt the revised plan as presented. The motion carried.

- b. Procurement Committee - Consider committee recommendations for 2009 contracts to operate the Board's Workforce Solutions system in an amount not to exceed \$170 million.

Mr. Bradshaw explained that the career center and employer services committees suggested some changes on the employer services side. Part of the suggested change was to split the employer services unit – the job matching to be moved over to the career offices. The RFP was structured to meet that suggestion.

Mr. Bradshaw also explained the funds cut – (1) Workforce Investment Act allocations to Texas were cut because economically Texas is doing better than other areas of the country, (2) Funds that were allocated to us for Hurricanes Katrina and Rita have expired, and (3) U.S. Congress has rescinded funds for a total of \$17 million less for basic operations in 2009. Mr. Bradshaw stated that the number of offices and staff will need to be reduced and the system will have to find a better way for people to access services. If these fund cuts continue we will not be able to offer services to people the way we have been doing it in the past – that model will not work much longer.

Mr. Mark Guthrie stated that the Procurement Committee met on May 29, 2008 to discuss proposals, funding and system design issues at length before arriving at recommendations to the Board for 2009 system contractors. Committee members Barbara Hayley, Joe Garcia, John Hebert, Kathy Shingleton, Bobbie Henderson, Richard Shaw, Ron Bourbeau and Don Nigbor were in attendance.

The committee is recommending contracts with five proposers, all current contractors, to deliver our service to both employers and people during 2009. This recommendation cuts one current contractor for career offices, SER-Jobs for Progress.

### Employer Service

The committee recommends a contract with Employment and Training Centers, Inc. to market and sell our service to area employers. ETC is our current contractor, but the service we would contract with ETC in 2009 is different from our existing service.

Based on recommendations from the Career Office and Employer Service committees and a lack of solid performance from the existing system, we made changes to our Request for Proposals this year that moved responsibility for filling job orders from Employer Service to our Career Offices, focusing the Employer Service contractor on the marketing function.

Employment and Training Centers, Inc.—our current Employer Service contractor—sent us two different proposals: one that responded to the Request (providing just the marketing), and one that did not (it included production job filling activities). The committee recommends funding the responsive proposal.

### Career Offices

We received six proposals to operate our local offices: four from our current contractors and two from new proposers. The committee recommends contracts with the three highest-rated proposers: Houston Works, Arbor E&T, and Interfaith of the Woodlands. Although the committee recognizes that significant revenue cuts mean that we will have to consolidate or close some of our locations, the recommendations do not note specific locations to close. The committee's recommendations ask the staff to work with 2009 contractors to identify which offices to consolidate or close, taking into account opportunities to deliver services in alternate and more efficient ways and to find donated space and other support for some locations.

The steep reduction in funds available for 2009 means that we have significantly fewer dollars to support multiple contractor administrative structures. This, plus lower overall ratings of its proposal, and lower overall performance in the past three years are the reasons the committee recommends not contracting with SER-Jobs for Progress in 2009. The recommendations envision Houston Works assuming responsibility for locations currently operated by SER.

We received proposals from two organizations we have not had bids from in the past: the Harris County Department of Education and One Stop Management, LLC. We have had a relationship with HCDE for some time: the department offers matching funds to draw down federal child care dollars and then uses the combined funds to operate an expanded after-school program throughout its system. Our experience with HCDE has been a positive one, and we value the partnership arrangement that expands early education services in the region. We did not see in its written proposal, however, that HCDE understood our core business—human resources service—as well or better than other proposers.

One Stop Management has operated career offices for the Austin and Brownsville area workforce boards, although currently it does not operate in either area. The proposal did not address several of our key customer service concerns and costs were high.

### Financial Aid Payment

We received one proposal to operate the financial aid payment office, from Neighborhood Centers, Inc., the current contractor. We have been pleased with the cost savings and efficiencies NCI has helped us create by centralizing these functions in one place. The committee recommends funding NCI for 2009.

## Action

We have reserved an estimated \$1.1 million to assist in consolidating or closing some of our career office locations.

We would bring recommendations for funding our two specialty contracts, one with Collaborative for Children and one with SEARCH, to you in August, 2008.

Mr. Guthrie stated that the last request of the procurement committee meeting was to charge staff with negotiating each contact in an attempt to limit the general administrative expenses, indirect costs and fee or profit to a total of 10%.

A motion was made and seconded to approve the recommended funding for 2009 system operations contracts as follows, based on our expectations of about \$157 million available for these functions. The motion carried.

Proposer	Current Contracts	Requested	Recommended	Difference	Percent Change
Houston Works	\$ 23,029,993	\$ 24,284,636	\$ 20,029,000		-13%
Arbor E&T	10,511,429	15,012,896	9,150,000		-13%
Interfaith of the Woodlands	20,020,000	16,973,045	12,350,000		-38%
Employment and Training Centers	5,345,967	4,788,385	4,500,000		-16%
Neighborhood Centers	3,619,107	3,489,863	3,400,000		-6%
SER-Jobs for Progress	5,104,286	10,930,613			
Harris County Department of Education	-0-	15,615,989			
One Stop Management	-0-	5,175,488			
Reserve for Office Relocation			1,100,000		
<b>Total, Basic Operations</b>	<b>\$ 67,630,782</b>	<b>\$ 96,270,915</b>	<b>\$ 50,529,000</b>	<b>\$17,101,782</b>	<b>-25%</b>
Financial Aid	109,666,535		106,450,000		-2%
<b>Total, System Operations</b>	<b>\$ 177,297,317</b>		<b>\$ 156,979,000</b>		<b>-11%</b>

## INFORMATION

### System Performance

Mr. David Baggerly reviewed the System Performance measures for October 2007 – April 2008. The Board established measures for the Regional Workforce System and for The WorkSource. Regional Workforce System measures address how well our region is performing on a broad economic level. Regional Workforce System Measures include Regional Gross Product, Regional Education performance, Net New Jobs, Regional Employment. The WorkSource Measures address our immediate impact on our customers.

#### *For The WorkSource More Competitive Employers –*

Employers Receiving Services (Market Share) – we expected to provide services to 29,000 employers this year which is 23% of the 126,000 employers identified for the Gulf Coast area. Through April, we provided services to 17,463 employers.

Employer Loyalty – our performance indicates our employer customers value our services and return to us for additional services. Of a possible 11,995 employers, 7,863 returned to The WorkSource for additional services.

More and Better Jobs –

New jobs created – This information is captured quarterly and is averaged over two years.

Customers employed by the 1<sup>st</sup> quarter after exit – In first quarter, 138,602 of the 177,000 customers who exited from services were employed in the quarter after exit.

Higher Real Incomes –

Exiters with Earnings Gains of at least 10% - the percentage of exiters with earnings gains greater than 10% does not meet the target, but shows an increase over last year's performance. 78,941 of the 189,687 who exited had earnings gains of at least 10%.

Exiters with Earnings Gains of at Least 20% - The percentage of exiters with earnings gains greater than 20% does not meet the target, but shows an increase over last year's performance. 72,839 of the 189,687 who exited in the first quarter had earnings gains of at least 20%.

A Better Educated and Skilled Workforce –

Customers pursuing education diploma, degree or certificate who achieve one - Current performance fell shy of the target. 1,056 of the 4,853 customers pursuing an education diploma, degree or certificate achieved one.

Mr. Baggerly explained that in addition to the Board established measures there are sixteen measures contracted to the Board by the State. Of these sixteen measures we are not meeting the target for four measures.

- Attainment of Degree or Certificate – This is a youth measure. The target is 50%. Our performance is 47%.
- Literacy and Numeric Gains – This is a youth measure. The target is 30%. Our performance is 11.1%. We changed some procedures that should enable us to meet this measure in the future.
- All Families Participation Rate – The target for this measure is about 54%. Our performance through April is 45.1%. We continue to meet with our contractors to improve our processes and should show improvement through the rest of the performance year.
- Average Number of Children Served Per Day (Child Care) – The target for this measure is 26,700. Our average number of children served through March was 25,299. We increased enrollment and should be meeting this measure soon.

Mr. Baggerly reported that as of yesterday the Average Number of Children Services Per Day is now being met.

### Expenditure Report

Mr. Rodney Bradshaw reviewed the Financial Status Report for two months ending April 30, 2008. Mr. Bradshaw explained that everything was on target and looked good.

### **LABOR MARKET REPORT**

Mr. Joel Wagher explained that the unemployment rate is the lowest since 2000, but current reports reveal a slowdown in job growth. Most major sectors still have relatively high job growth. Education and Health Services continue its steady gains with an increase of 10,900 new jobs, up 3.9 percent. Construction was up 8,800 jobs, 4.6 percent from April 2007. Last year at this time, Construction was up 15,600 jobs, peaking in June 2007 with an over-the-year increase of 16,700 jobs. Natural resources and mining added 5,300 jobs (6.4 percent) from April 2007. The thirteen county region's unemployment rate was 3.8%, down from 3.9% in April 2007.

### **ADJOURN**

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

## Education Committee Report

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### July Meeting

The Education Committee and Employer Services Committees met together on July 29, 2008 with the following members present: Committee Chairs Don Nigbor and Gerald Andrews; Members Elaine Barber, Bill Crouch, Mark Guthrie, Guy Robert Jackson, Lynn Lumsden, Dale Pinson, Richard Shaw, and Allene Schmitt.

### Marketing Plan Update

Audrey Gilbreath presented an overview of the evolving marketing plan to provide good labor market information to students, parents, teachers, and the general public. The plan's strategy is to develop long-term relationships with each constituency using media, grass roots means, and public speakers. The plan envisions partnering with other institutions, including schools, organizations serving youth, newspapers, and libraries to get the word out about career opportunities and the importance of graduating from high school. All of these avenues and partnerships are intended to drive people to the Workforce Solutions website, where detailed information and links to additional resources are available. Members suggested working with athletic institutions and taking advantage of word-of-mouth forwarding of text messages, as well as working with newspapers in outlying areas as additional components of the plan.

### Employers' Education Efforts

Elaine Barber reported that she is gathering information on best practices regarding chambers of commerce efforts to promote education. She also distributed copies of the current issue of Opportunity *Houston* highlighting education.

### Report of Chicago Military Academies

Chairman Nigbor reported on a meeting he had attended that allowed him to become familiar with Chicago's efforts to use Military Academies within the public schools to improve academic performance and graduation rates. He noted that Mayor Daley has used his influence to facilitate the development of the schools

**Gilbreath Communications, Inc.**  
**Proposed Contract Amendment**

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## Where the Good Jobs Are

For several months, the Education Committee has been working on a plan to market information on careers in our region to students in public schools, their parents, and educators. At its last meeting, the Education Committee authorized us to move forward with a public relations campaign to promote the Board's high-skill, high-growth occupations throughout the region. Gilbreath Communications, our marketing contractor, has developed a plan designed to reach a good portion of our audience at a reasonable cost.

## Getting Out the Word

We would add to our current marketing efforts the following:

- Developing a media kit and other tools for presenters to use in the community promoting the Board's demand occupations and our resources to help individuals get into those jobs (Focus On profiles, web resources, local offices). The tools include scripts for presenters, a DVD presentation, public service announcements and advertorials.
- Media placement for the public service announcements and advertorials as well as bookings for radio and television venues.
- Training for Board members interested in speaking about career information in community forums around the region.
- Training for Workforce Solutions staff to make career information presentations throughout the region in a coordinated effort to reach students, parents, educators and interested individuals.

## Action

Amend contract with Gilbreath Communications by \$130,000 for a total not to exceed \$1,055,000.

## Early Education & Care Committee

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### Child Care during Temporary Interruptions

#### Background

In August 2008, the State adopted new rules which clarify a customer's eligibility for child care during temporary medical incapacitation and temporary interruptions in work, education, or job training activities. The State requires each board to address its child care policy for these situations and approve the policies during an open Board meeting.

Based on the State's revised rules, board policies must ensure that customers are provided a maximum:

- 90-day suspension for temporary breaks in work, education or training; and
- 30-day suspension for temporary medical incapacitation in addition to the 60 days of child care financial aid provided to customers who are temporarily medically incapacitated.

Granting a suspension provides the customer with child care financial aid in the future when the parent is ready to return to work or training. A suspension does not require a provider to hold a place for a child unless the provider agrees to do so.

In addition, a board may choose whether it will suspend or continue child care financial aid during holidays or other brief breaks.

#### Current Situation

While the Board's practice for suspending care during temporary breaks in work, education and training corresponds with the state's new rule, we must update our policy to reflect that child care financial aid will not be suspended for more than 90 calendar days.

The Board's policy for customers who are temporarily medically incapacitated does not include a 30-day suspension for customers as currently required by the state. We currently provide customers 8 weeks of continued enrollment during the time of a customer's medically incapacitation. The state's new rules require that in addition to 60 days of paid child care financial aid, Board's must provide an additional 30 day suspension when needed for customers who are temporarily medically incapacitated.

The Board allows customers to receive child care financial aid during holidays, spring breaks or other brief periods. The state's new rule gives boards the option to continue enrollment or suspend care during short breaks.

**Action**

Authorize Board staff to amend local financial aid policy to implement Texas Workforce Commission rules and to retain the Board's policy for providing child care financial aid during holidays and other brief breaks.

## Research and Demonstration Projects Proposed Contracts

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### Background

The Board currently funds two research and demonstration projects: Collaborative for Children (service in support of early education & child care), and SEARCH (pilot for serving homeless through a career office).

Collaborative for Children (CC) is a non-profit organization that works to improve the quality of early care and education in the Houston area. It partners with families and community-based organizations, focusing on young children, from birth to age six. CC currently:

- Provides information and referral for parents seeking quality early education and care for their children
- Secures and manage local matching fund agreements for child care dollars
- Conducts a series of training seminars for early education provider staff in the region
- Provides, when requested, on-site consultation with parents or early education providers to develop inclusion plans for children with disabilities
- Manages Texas Rising Star certification for providers and assist in expanding the use of other quality early education models (such as the Texas Early Education Model) in our region
- Conducts seminars for child care provider personnel
- With Texas Department of Family and Protective Services licensing staff, provides technical assistance to some providers with corrective action plans
- Supports an industry committee of early education and care providers

SEARCH is a non-profit providing service for homeless individuals. It serves more than 10,000 men, women and children each year in Houston and Harris County.

- SEARCH operates a demonstration project, a full-service career office that provides additional support for homeless individuals (i.e., health care, shower facilities, mail/phone service, referral for housing, etc.).
- SEARCH has brought matching resources in the form of U.S. Department of Housing and Urban Development funds to help finance the project.

## Overall Performance

*Collaborative for Children:* CC has leveraged more than half a million dollars in addition to the Board's \$150,000 investment and involved 18 community and other organizations in this project. They successfully collaborated with community partners and secured over 6 million dollars in additional child care funds for the Gulf Coast area which supports the development of a quality early education system in the region.

*SEARCH:* Because of its nature as a demonstration project, overall performance is not at the same level as other full-service offices. But we have found the placement rates for homeless individuals are significantly higher than other employment projects for homeless across the country and SEARCH's performance has continued to improve over the last three years.

## Action

Authorize staff to extend both research and demonstration contracts through September 30, 2009 for all current service and activities and negotiate costs not to exceed \$700,000 for Collaborative for Children and \$350,000 for SEARCH.

## Update Following Hurricane Ike

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### Summary

Hurricane Ike arrived violently to the shores of our region on Saturday, September 13<sup>th</sup>. On Sunday, our contractors assessed the impact of the storm on offices and operations. Twelve of our offices opened for business on Monday, September 15, and most of our offices were open by the following Monday. Currently all of our offices except Liberty (which sustained damage to the building) are open and providing services.

Most customers are asking for help in filing disaster unemployment assistance claims, getting to FEMA locations, and for jobs. In the Texas City office, we've experienced a high volume of requests for services such as housing, food and clothing.

### Current Status

**Workforce Solutions offices:** Currently 27 of 28 offices are open. We are operating from a temporary location in Liberty County until the office can be opened.

We established temporary offices in Liberty County (Dayton), Brazoria County (Freeport) and Chambers County (Winnie). The Freeport and Winnie temporary offices closed when power was restored to our Lake Jackson and Winnie offices.

**Employer Services Division:** Our Employer Services Division never lost power and has remained fully operational. Job orders were down in the week following Ike but have since resumed to near normal levels.

**Financial Aid Payment Office:** The Financial Aid Payment office was without power but was able to re-establish operations after only two days. Vendors submitted claims for payment by fax, phone, online or in person at any open Workforce Solutions office.

**Disaster Recovery Centers, Mobile Disaster Recovery Centers and Mobil Registration Intake Centers:** Workforce Solutions staff are on-site at the locations listed below to help customers apply for Disaster Unemployment Assistance and look for work.

#### Disaster Recovery Centers:

- **Fort Bend County:** Fort Bend County Annex, 4520 Reading Rd., Rosenberg, TX 77471
- **Galveston County:** Galveston Island Community Center, 4700 Broadway, Galveston, TX
- **Harris County:** Baytown – Disaster Recovery Center: San Jacinto Mall, 6109 Garth Rd., Baytown, TX 77521
- **Liberty County:** County Precinct 3 Building, 35 Lilley Yager Loop North, Cleveland, TX 77327

- **Montgomery County:** Magnolia Community Development Building, 422 Melton St, Magnolia, TX 77354
- **Montgomery County:** South County Community Center, 2235 Lake Robins Dr., The Woodlands, TX 77380
- **Waller County:** Knights of Columbus, 22892 Mack Washington Lane, Hempstead, TX 77445

**Mobile Disaster Recovery Centers:**

- **Brazoria County:** Pearland, Sherwood Village Shopping Center, 3216 East Broadway, Pearland, TX 77581
- **Chambers County:** American Legion Hall, 1704 S. Main St., Anahuac, TX 77514
- **Galveston County:** Bay Shore Park, 5500 West Bay Shore Dr., San Leon, TX 77539
- **Harris County:** Ellington Field, Ellington Joint Reserve Base, Bldg. 1383, 14657 Sneider Street, Houston, TX 77034
- **Harris County:** Home Depot, 11500 Chimney Rock, Houston, TX 77035, Main Number 713 723-1400
- **Harris County:** Home Depot, 10707 North Freeway, Houston, TX 77037, Main Number 281 820-4745
- **Harris County:** Home Depot, 6810 Gulf Freeway, Houston, TX 77087, Main Number 713 649-1108
- **Harris County:** Giao Xu Duc Me La Vang Church Pavilion, Our Lady Of La Vang Church, 12311 Old Foltin Rd., Houston, TX 77086
- **Harris County:** La Porte, Across From City, 200 West Fairmont Parkway, La Porte, TX 77571
- **Harris County:** Pasadena, Wal-Mart Parking Lot, 1107 Shaver Blvd., Pasadena, TX 77506
- **Harris County:** Seabrook, Rex Meador Park, 2001 Meyer Road, Seabrook, TX 77586
- **Walker County:** Walker County Storm Shelter, 455 Ave Q (State Hwy 75 N), Huntsville, TX 77342

**Mobile Registration Intake Centers**

- **Galveston County:** Galveston Island: Galveston Island Community Center, 4700 Broadway.
- **Harris County:** Old Freeman Library, 16603 Buccaneer Lane, Houston, TX 77062

**Mobile Units**

Motorhomes equipped with 10 computer stations and internet access were deployed to our area from Cameron County and South Texas. These units were stationed at the Hobby office and the AstroDome office.

## Career Office Changes

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### Background

At the June meeting, the Board approved Procurement Committee recommendations for funding career offices. Recognizing that significant revenue cuts require us to consolidate or close some of our locations, the Board asked staff to work with contractors in identifying which offices to consolidate or close. Following is a summary of changes to date.

### A New Way of Doing Business

- We will open three “self-service” offices. Each career office contractor will operate one of these offices.
- They will replace the offices now operating on Galveston Island, Northwest Houston and Northeast Houston.
- These offices are from 2,800 to 5,000 square feet and will operate with three to six staff members.
- We will depend on technology to a larger extent in serving customers at the self services offices.
- These offices will offer staff help to navigate our self-service resources, and video conferencing with Employment Counselors and other staff in our full service offices
- We will develop email and text distribution lists to contact our customers about jobs in specific industries and occupations.

### Offices Closings and Consolidations

- Alvin, Clear Lake, Denver Harbor, Katy and Heights locations are now closed.
- Galveston County has donated the space for our self-service office on the island. Arbor will operate this office. We anticipate a somewhat longer timeframe for moving into the new space because of the hurricane. Arbor is assuming responsibility for this office.
- Texas City will stay in present location. Operations move from Interfaith to Arbor on October 1, 2008.
- Houston Works took over operation of two SER offices - Northshore and Northeast on Monday September 9, 2009. Both offices remain at the same locations for now.

- The Northshore office will continue as a full service office and Northeast will become a self-service office in a new smaller location.
- The Greenspoint office will move to a location further north at I-45 and FM 1960 in mid October. The Woodlands office closed earlier this year.
- The Northwest office will move to a smaller location near Willowbrook mall in November. It will be a self-service office.
- Interfaith closed its administrative office and located staff at the main Interfaith Building in the Woodlands.
- We will no longer have a separate staff training facility but will use career offices for staff training as well as offering more training on-line.

## Next Step

We will continue to talk to community groups interested in donating space for a Workforce Solutions presence. Elected representatives and Chamber of Commerce members in Katy told us they will look to donate space for a self-service office. They are also interested in having a Business Consultant stationed in Katy to work with area employers.

We are open to providing the particular services requested by each community as we look for a new way to help without paying for large facilities and staff.

# Need a **Helping Hand?**



## *Workforce Solutions* is your **job-hunting place.**

When time is tight, **convenience counts.**

So, we're introducing **self-service** offices — for when you know what you need and can handle the task yourself, such as:

- WorkInTexas.com – the largest job database in Texas
- Career and Job Search Resource Library
- Information about hot jobs and high-wage careers
- Computers/Fax/Copiers/Telephones
- Applications for Workforce Solutions financial aid
- Staff to help you navigate our self-service resources
- Video conferencing with employment counselors

Rest assured, we still have **full-service** facilities where counselors provide information, advice or assistance on any number of job search issues. When your personal effort requires something extra, a full-service office will still be easy to find.

Whether you need **full-service** support or **self-service** convenience, *Workforce Solutions* is still on the job for you.

**GULF COAST WORKFORCE BOARD**  
**SYSTEM PERFORMANCE**  
**OCTOBER 2007 – AUGUST 2008**

**BOARD MEASURES**

The Board established measures for the Regional Workforce System and for Workforce Solutions. Regional Workforce System measures address how well our region is performing on a broad economic level. Regional Workforce System measures include Regional Gross Product, Regional Education performance, Net New Jobs, Regional Employment. The Workforce Solutions measures address our immediate impact on our customers.

Performance on Workforce Solutions measures are presented below.

**BOARD GOAL: More Competitive Employers**

MEASURE	ANNUAL TARGET	CURRENT PERFORMANCE	PERFORMANCE LAST YEAR
<b>For Workforce Solutions</b>			
<u>Employers Receiving Services</u> (Market Share) We expect to provide services to 29,000 employers this year which is 23% of the 126,000 employers identified for the Gulf Coast area. Through August, we provided services to 30,402 employers.	23%	24.2%	23.1%
<u>Employer Loyalty</u> Our performance indicates our employer customers value our services and return to us for additional services. Of a possible 22,162 employers, 15,758 returned to Workforce Solutions for additional services.	65%	71.1%	61.1%

**BOARD GOAL: More and Better Jobs**

SYSTEM MEASURE	ANNUAL TARGET	CURRENT PERFORMANCE	PERFORMANCE LAST YEAR
<b>For Workforce Solutions</b>			
<u>New jobs created</u> This information is captured quarterly and is averaged over two years.	1,500	2,234	1,923
<u>Customers employed by the 1st Qtr after exit</u> 281,483 of the 356,899 customers who exited from services were employed in the quarter after exit.	77%	78.9%	76.5%

**BOARD GOAL: Higher Real Incomes**

SYSTEM MEASURE	ANNUAL TARGET	CURRENT PERFORMANCE	PERFORMANCE LAST YEAR
<b>For Workforce Solutions</b>			
<u>Exiters with Earnings Gains of at least 10%</u> The percent of exiters with earnings gains greater than 10% does not meet the target but shows an increase over last year's performance. 151,271 of the 366,704 who exited had earnings gains of at least 10%.	45%	41.3 %	40.3%
<u>Exiters with Earnings Gains of at least 20%</u> The percent of exiters with earnings gains greater than 20% does not meet the target but shows an increase over last year's performance. 139,270 of the 366,704 who exited had earnings gains of at least 20%.	40%	38.0%	37.4%

**BOARD GOAL: A Better Educated and Skilled Workforce**

SYSTEM MEASURE	ANNUAL TARGET	CURRENT PERFORMANCE	PERFORMANCE LAST YEAR
<b>For Workforce Solutions</b>			
Customers pursuing education diploma, degree or certificate who achieve one Current performance exceeds the target. 2,579 of the 5,754 customers pursuing an education diploma, degree or certificate achieved one.	20%	44.8%	16.8%

**CONTRACTED MEASURES**

In addition to the Board established measures, there are sixteen measures contracted to the Board by the state. Of these sixteen measures we are not meeting the target for two measures.

- Literacy and Numeracy Gains. This is a youth measure. The target is 30%. Our current performance is 15.5%. We do not anticipate meeting this target this year. We changed procedures at the beginning of this year that should enable us to meet this measure for the next performance year.
- All Families Participation Rate. The target for this measure is about 52%. Our performance through August is 44.5%. Although we are ranked 4<sup>th</sup> in the state in this measure, we do not anticipate meeting this target this year. We continue to meet with our contractors to improve our processes. We expect the effects of Hurricane Ike on our customers will negatively impact our performance for September.

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

**GULF COAST WORKFORCE DEVELOPMENT BOARD  
FINANCIAL STATUS REPORT  
For the Eight Months Ended August 31, 2008**

	<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>189,936,074</b>	<b>126,624,049</b>	<b>127,036,008</b>	<b>(411,959)</b>
<b>WORKFORCE EXPENDITURES</b>				
BOARD ADMINISTRATION	<b>4,741,978</b>	<b>3,161,319</b>	<b>3,332,428</b>	<b>(171,109)</b>
EMPLOYER SERVICES	<b>6,950,000</b>	<b>4,633,333</b>	<b>5,159,247</b>	<b>(525,914)</b>
RESIDENT SERVICES	<b>176,894,096</b>	<b>117,929,397</b>	<b>117,793,064</b>	<b>136,333</b>
OFFICE OPERATIONS	65,484,505	43,656,337	40,449,449	3,206,888
FINANCIAL AID	111,409,591	74,273,061	77,343,615	(3,070,554)
RESEARCH & DEMONSTRATION	<b>1,350,000</b>	<b>900,000</b>	<b>751,269</b>	<b>148,731</b>
<b><i>TOTAL WORKFORCE EXPENDITURES</i></b>	<b>189,936,074</b>	<b>126,624,049</b>	<b>127,036,008</b>	<b>-411,959</b>

**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

OCTOBER 2008  
AUGUST 2008 DATA

**The slowdown continues in job 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<sup>1</sup>. August's job count was up 53,400, or 2.1 percent from August 2007. The rate of growth has been declining ever since the area reached its recent peak of 4.8 percent growth in June 2007, when 117,200 jobs were added to the area's economy. The rate of growth for this August was the lowest rate for the month of August since 2004, when the 0.9 percent growth rate added 20,700 jobs.

**Most major sectors still have high job growth relative to the U. S. rate.** Education & Health Services continued its steady gains, with an increase of 8,700 new jobs, up 3.1 percent. Construction was up 6,400 jobs, 3.2 percent, from August 2007. Last year at this time, Construction was up 14,400 jobs. Though the 6,400 jobs seems low, in comparison the national job count for Construction was down 444,000 jobs, or 5.6, percent from August 2007. At the national level, a total of 403,000 jobs were lost from August 2007 to August 2008.

**Unemployment rate is up.** The Gulf Coast Region's unemployment rate for August was 5.0 percent, up from 4.3 percent in August 2007. Peak unemployment for this time series was in June 2003, when total unemployed was 7.6 percent of the labor force. As the region's unemployment rate remained somewhat steady over the year, the national numbers climbed from 4.6 percent in August 2007 to 6.1 percent in August 2008.

**Initial Claims for unemployment benefits were up thirteen of the last fourteen months.** There were 14,115 claims filed in August 2008, up 848 (6.4 percent) from August 2007. This was the largest increase for the month of August since 2002, when 3,157 new claims were filed. Continued Claims were up 3,605 (5.0%) from August 2007 (chart).

**Workers are staying unemployed longer between jobs.** Reports on the characteristics of the insured unemployed reveal that the sectors with the largest increases of unemployed workers over the year are services, up 1,170, and construction, up 676. From August 2007 to August 2008, the number of people who are listed in the category "15 & over Weeks of Current Duration" was up 2,182 (36.5%). The increased number of people in this category is a product of the recent slowdown in job growth.

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<sup>1</sup> 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

Industry	Aug-08	July-08	Aug-07	NET CHANGE FROM		% Chg.
				July-08	Aug-07	Aug-07
				TO	TO	TO
	Aug-08	Aug-08	Aug-08	Aug-08	Aug-08	Aug-08
Total Nonfarm	2,615,000	2,607,400	2,561,600	7,600	53,400	2.1%
NATURAL RESOURCES & MINING	92,000	91,300	85,700	700	6,300	7.4%
CONSTRUCTION	203,700	202,900	197,300	800	6,400	3.2%
MANUFACTURING	237,400	237,200	234,700	200	2,700	1.2%
DURABLE GOODS	156,300	156,200	153,300	100	3,000	2.0%
NONDURABLE GOODS	81,100	81,000	81,400	100	-300	-0.4%
TRADE, TRANSP., & UTILITIES	532,500	530,900	524,600	1,600	7,900	1.5%
WHOLESALE TRADE	139,700	139,300	136,000	400	3,700	2.7%
RETAIL TRADE	266,500	265,300	263,400	1,200	3,100	1.2%
TRANSP, WAREHOUSING, & UTIL	126,300	126,300	125,200	0	1,100	0.9%
INFORMATION	36,900	37,000	37,000	-100	-100	-0.3%
FINANCIAL ACTIVITIES	148,800	148,400	146,300	400	2,500	1.7%
PROFESSIONAL & BUSINESS SERV.	395,000	394,100	387,500	900	7,500	1.9%
EDUCATION & HEALTH SERV.	292,500	290,500	283,800	2,000	8,700	3.1%
LEISURE & HOSPITALITY	237,600	237,200	234,700	400	2,900	1.2%
OTHER SERV.	97,100	96,900	94,700	200	2,400	2.5%
TOTAL GOVERNMENT	341,500	341,000	335,300	500	6,200	1.8%
FEDERAL	29,200	29,400	28,700	-200	500	1.7%
STATE	71,000	71,700	68,500	-700	2,500	3.6%
LOCAL	241,300	239,900	238,100	1,400	3,200	1.3%

Chart

