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GULF COAST WORKFORCE BOARD

**TENTATIVE AGENDA
TUESDAY, OCTOBER 5, 2021 AT 10:00 A.M.
VIDEOCONFERENCE AND IN-PERSON
2ND FLOOR, 3555 TIMMONS LANE,
HOUSTON, TX 77027**

Due to health and safety concerns related to COVID-19, this meeting will offer the option to participate by videoconference or in-person. The meeting will be open to the public but restrictions regarding masks, allowable room capacity, and seating arrangements may be in place.

The public meeting location will be 2nd Floor Conference Room B, 3555 Timmons Lane, Houston, TX. The presiding officer Chair Mark Guthrie of the Gulf Coast Workforce Board and some members will be physically present. Other members will be participating by videoconference in accordance with the provisions of Section 551.127 of the Texas Government Code applicable to a governmental body that extends into three or more counties.

To register to attend this meeting virtually via Zoom, please visit https://zoom.us/webinar/register/WN_sslhTenFTTe_ExLxeHXI-A

- 1. Call Roll**
- 2. Review Protocols for Videoconference and In-Person Meeting**
- 3. Adopt Agenda**
- 4. Hear Public Comment**

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- 5. Review August 2021 meeting minutes**
 - 6. Declare Conflicts of Interest**
 - 7. Consider Reports**
 - a. Paving the Pathway Recognition. Recognize contribution of local employers to youth with disabilities and their preparation for work.
 - b. Chair's Remarks.
 - c. Audit/Monitoring. Briefing on the committee's September meeting.
 - d. Communications. Briefing on the committee's September meeting.
 - e. Nominations. Announce call for nominations for 2022 Board officers.
 - 8. Receive Information**
 - a. Communications. A look at our communications and outreach activities.
 - b. Performance and Production. Report on the system's performance and production.
 - c. Expenditures. Report on the Board's budget and expenditures.
 - 9. Look at the Economy**. Report on current employment data and economic trends
 - 10. Take Up Other Business.**
 - 11. Adjourn**

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If you wish to make public comment you may do so by providing your comments in writing or requesting to appear in person by no later than 5:00 pm on **Monday, October 4, 2021** to Deborah Duke at deborah.duke@wrksolutions.net.

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

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

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

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

Equal opportunity is the law.

Gulf Coast Workforce Board-Workforce Solutions
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1.888.469.5627 toll-free
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**MINUTES OF
THE GULF COAST WORKFORCE BOARD
TUESDAY, AUGUST 10, 2021**

MEMBERS PRESENT

Karlos Allen	Alan Heskamp	Edward Melton
Gerald Andrews	Guy Robert Jackson	Adrian Ozuna
Peter Beard	Doug Karr	Paul Puente
Mustafa Beydoun	Jeff LaBroski	Monica Riley
Sarah Bouse	Shareen Larmond	Danielle Scheiner
Anthony Gay	Ernest Lewis	Keri Schmidt
Melissa Gonzalez	Michael Love	Valerie Segovia
Cheryl Guido	Jonathan Lowe	Richard Shaw
Mark Guthrie	Rajen Mahagaokar	Lizandra Vazquez
Bobbie Allen Henderson	Kendrick McCleskey	Michael Webster

H-GAC STAFF MEMBERS PRESENT

Ron Borski	Deborah Duke	Mike Temple
Michelle Castrow	Parker Harvey	
AJ Dean	Brenda Williams	

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

Chair Guthrie recognized new Board Members Anthony Gay, Melissa Gonzalez, Shareen Larmond and Keri Schmidt. Each member provided a brief introduction and the new members were warmly welcomed by the Board.

ADOPTION OF AGENDA

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

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

PUBLIC COMMENT

No one signed up for public comment.

MINUTES FROM JUNE 1, 2021 MEETING

Chair Guthrie asked for any additions or corrections to the minutes of the June 1, 2021 Board meeting and if none, for approval of the minutes as presented. A motion was made and seconded to approve the minutes as presented. The motion carried.

DECLARE CONFLICTS OF INTEREST

Chair Guthrie asked for declarations of any conflicts of interest with items on the agenda. Chair Guthrie declared a conflict of interest on item 8b and stated his intention to abstain from the vote based on his service as a Director of the National Association of Workforce Boards. Chair Guthrie reminded the members that they were welcome to declare additional conflicts with items as they are considered.

CONSIDER REPORTS

a. Chair's Report.

Chair Guthrie provided an update on recent activities including his attendance at the National Association of Workforce Boards Directors meetings and Annual Forum in June. He reported on activities during the Forum and commended Michelle Castrow and other Gulf Coast Board Staff on a popular workshop at the Annual Forum presenting our media approach and outreach activities during the pandemic. He reported that this presentation was very well received and generated much discussion. Chair Guthrie also commented on additional workshops and sessions presented during the Forum.

Chair Guthrie also attended meetings of the National Associate of Workforce Boards' Policy Committee and provided an update on the efforts of that committee relating to funding proposals currently before Congress.

Chair Guthrie and Guy Jackson also attended the Texas Association of Workforce Boards Quarterly Meeting. Chair Guthrie reminded the Board that Mr. Jackson serves as Chair of the TAWB Public Policy Committee. Chair Guthrie and Mr. Jackson also both serve on the TAWB Executive Committee.

Chair Guthrie reported that he, Dr. Bobbie Henderson and Doug Karr judged the business competition of the Paving the Pathways program which focuses on youth

with disabilities. Along with life-skills training and self-confidence, this program provides youth with job training, employment training and summer employment experience. Chair Guthrie provided a report on the outcomes achieved by the 2021 group and commended the efforts of the program, which was developed 6 years ago by Board Member Cheryl Guido.

Chair Guthrie concluded his report and no action was taken.

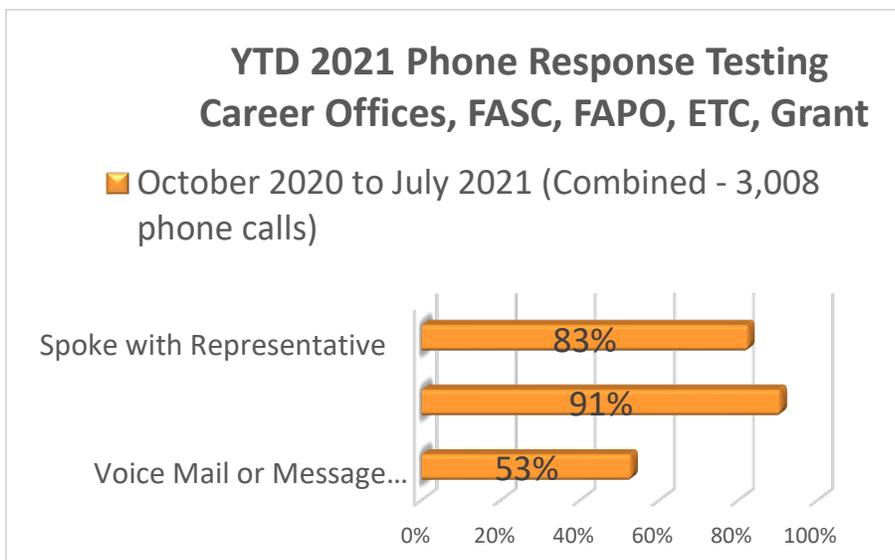
b. Audit/Monitoring Committee.

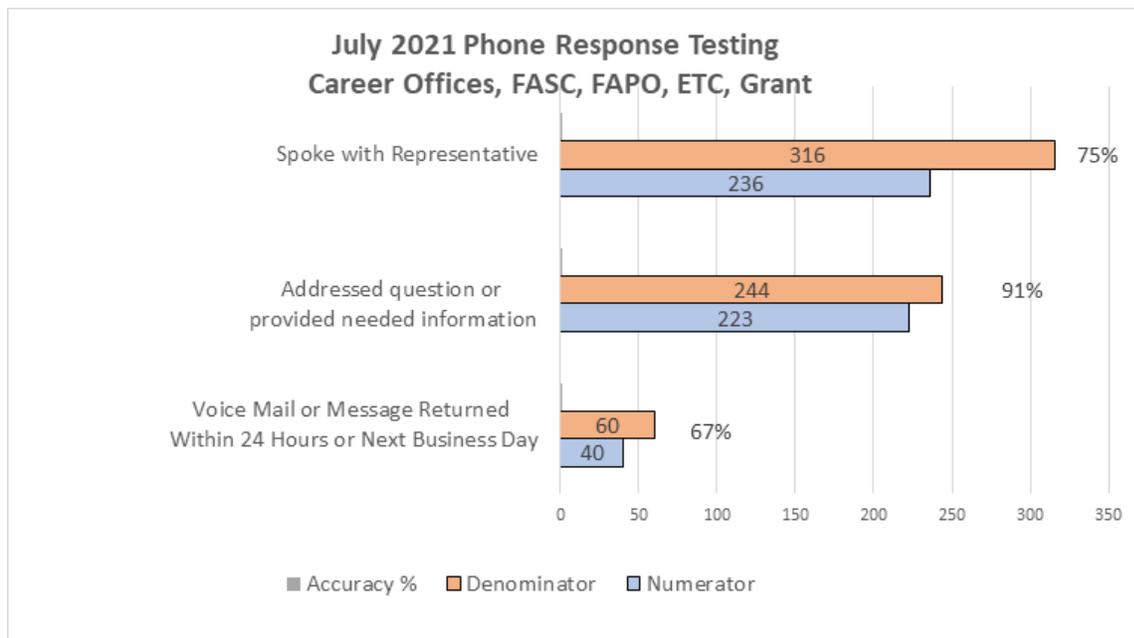
Audit/Monitoring Committee Chair Guy Robert Jackson provided the following report.

The Audit and Monitoring Committee met on July 22, 2021 at 10:00a am. In attendance was the committee chair, Guy Robert Jackson, board chair, Mark Guthrie and members Willie Alexander, Sara Bouse, Helen Cavazos, Cheryl Guido, and Bobbie Henderson.

The Committee reviewed the information regarding the current contractors' performance, programmatic and financial monitoring, responsiveness to customers' request for service and formulated related recommendations to the Procurement Committee to consider during the system contract procurement process.

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





2020 Summary and Trends

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

2018 – 2021 Monitoring Report Ratings

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

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

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

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

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

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

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

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

Learning Designs, Inc.	Strong	Strong	Solid	Sept 2021
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- Learning Designs, Inc. is the staff training provider for the workforce system. They provide technical assistance and instruction. The 2019 financial monitoring review identified net loss during the year ended December 31, 2018 and total liabilities exceeded assets.

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

Recommendations to Procurement Committee

Employer Service

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

Early Education

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

Support Center

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

Staff Development

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

Chair Jackson concluded his report and no action was taken.

c. Communications Committee.

Communications Committee Chair Doug Karr provided the following report.

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

2021 Workplan Results

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

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

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

Chair Karr concluded his report and no action was taken.

d. Education Committee.

Education Committee Chair Bobbie Henderson provided the following report.

The Education Committee met on Tuesday, July 27, 2021, at 3:00 p.m. with committee chair Bobbie Henderson, committee vice chair Doug Karr, Board chair Mark Guthrie, and members Alan Heskamp, Helen Cavazos, Cheryl Guido, Edward Melton, Paul Puente, Valerie Segovia, Richard Shaw, and Carolyn Watson in

attendance. Committee members discussed increased funding for our early education & care and early education quality activities and a proposed joint venture with other workforce boards to develop and implement an online platform to assist customers (and staff) with access to e-learning and online learning opportunities.

Early Education & Care

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

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

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

Workforce Compass

If approved by the Board, the Board – along with five other workforce boards from across the nation – will work through our national association, the National Association of Workforce Boards, to develop and implement an online platform that

helps customers with planning and entering career skilling, upskilling, and reskilling programs that are available through Workforce Solutions.

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

Updates

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

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

The Committee’s next meeting will be scheduled for a date in September 2021.

Chair Henderson concluded her report and no action was taken.

ACTION ITEMS

a. System Procurement.

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

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

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

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

Regional Situation

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

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

- The average number of monthly job postings through June 2021 was **32,610**. In 2020, the average number of monthly job postings was **20,805**.
- From October to June 2021, 366,667 individuals registered in WorkInTexas.com. For all of 2020, registrations were at 710,114.
- For Workforce Solutions as a whole, some level of service has been provided to 490,943 people and slightly more than 21,000 businesses the last nine months.

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

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

2022 Revenue

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

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

2022 Investments

With available dollars, staff recommends the following maximum investments in system activities:

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

2022 Workforce Solutions Contracts

Board staff reviewed and ranked the proposals received for six of the seven parts of the system as adult education had been previously approved. Funding recommendations include the recommendations made by the Audit/Monitoring Committee.

- Staff recommended funding for proposers based on their evaluation scores and in the order in which they ranked.
- Only one proposal was received for four of our requests – the financial aid payment office, financial aid support center, early education quality improvement, and staff professional development.
- Because only one proposal was received and due to performance concerns with those contractors, we recommend one-year contracts for these four proposers. We will identify additional potential bidders for these units and reprocure in early calendar 2022.
- Staff also recommended a one-year contract for Employer Service. Board staff's involvement with employers will increase as improvements to franchise requirements for Employer Service operations are implemented. We propose two contractors for Employer Service. As with the four units above, these contracts will be reprocured in early calendar 2022.
- Staff proposes continuing Career Office operations with our current three contractors.
- Staff are pleased to recommend five proposers for our revamped youth projects, including four organizations new to Workforce Solutions.
- As usual, Staff are recommending minimum and maximum contract amounts for contracts. Board staff will negotiate all contracts and work to reduce overhead and non-direct costs to ensure as many dollars as possible are available for direct customer service.
- Additional dollars are included for the local office contracts on the maximum recommendation in anticipation of using local offices to support the increasing number of customers expected for childcare financial aid.
- Staff has included in the chart below the adult education contracts which the Board approved in April 2021 and which began in July.

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

Results

With these recommendations staff expects to:

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

- Help 86% of individuals pursuing a post-secondary education attain a credential (certificate or degree)

Action

Authorize Board staff to negotiate 2021 Workforce Solutions system contracts as described above in total amount not to exceed \$451,925,055. A motion was made and seconded to approve the recommendation. The motion was approved as presented.

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

b. Workforce Compass.

Based on his service as a Director on the National Association of Workforce Boards, Chair Mark Guthrie handed the meeting over to Vice Chair Gerald Andrews for this item. Procurement Committee Chair Bobbie Henderson presented the following information to the Board:

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

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

Current Situation

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

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

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

Action

Recommend the Board enter a project with the National Association of Workforce Boards for the Workforce Compass pilot, total Board investment not to exceed \$75,000 for the first year. A motion was made and seconded to approve the recommendation. Chair Mark Guthrie abstained from voting due to a conflict of interest as previously stated. The motion was approved as presented.

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

c. Communications.

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

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

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

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

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

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

5. Providing technical assistance to develop an RFQ for the website re-design.

Action

Recommend the Board authorize staff to negotiate contracts with Outreach Strategists and Savage Design in total for both contacts not to exceed \$900,000. A motion was made and seconded to approve the recommendation. The motion was approved as presented.

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

RECEIVE INFORMATION

a. Communications

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

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

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

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

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

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

Date	Outlet	Story	Link
June 8, 2021	ABC 13	Jobs in Galveston	https://abc13.co/3rQroms
June 23, 2021	ABC 13	Homelessness	https://abc13.co/3zOEZ0m
June 24, 2021	KPRC Ch. 2	Hiring Bonuses	https://bit.ly/2TO4xLR
June 25, 2021	Fox 26	Benefits Ending	https://bit.ly/3IC3udJ
July 9, 2021	Fox 26	Roadtrip Nation	https://youtu.be/h-bArK1aho4
July 15, 2021	Fox 26	Childcare Financial Aid	https://youtu.be/erA5CpE_huQ
July 15, 2021	ABC 13	Apprenticeship	https://abc13.co/3zLpyKF
July 16, 2021	Houston Chronicle	June Jobs Report	https://bit.ly/3ijbjTx

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

Date	Location	Link
June 10, 2021	Pleasure Pier	https://abc13.co/36m1avg
June 24, 2021	The Forum by NAWB	https://abc13.co/3lvFXuy
July 8, 2021	Apache Industrial Training Site	https://abc13.co/2UZYuV1

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

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

b. Performance and Production.

Board staff Brenda Williams presented Performance and Production measures October 2020 through June 2021.

Ms. Williams stated that the pandemic has affected our ability to meet performance measures. We are currently meeting or exceeding 13 of the 27 measures. The remaining 14 measures require additional focus.

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

c. Expenditures

Board staff A.J. Dean reviewed the Financial Status Report representing expenses for the 6 months ending in June 2021. He reported that we are doing well overall. Our year to date revenue is just over \$151 million.

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

LOOK AT THE ECONOMY

Board staff Ron Borski provided the Board with a report on the local economy. He reported that the local unemployment rate rose to 7.4% for June. This compares to 6.6% both state-wide and nationally. He also reviewed the status of job recovery compared to the beginning of the pandemic. Currently we have recovered approximately 59% of jobs lost in March and April 2019. Approximately 78% of jobs have been recovered nation-wide during the same period.

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

Next, Board staff Parker Harvey provided the Board with a report on evolving sources of unemployment within our region throughout the pandemic. He compared frictional, structural and cyclical unemployment and how these affect unemployment numbers during the pandemic.

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

OTHER BUSINESS

Mike Temple informed the Board that New Member Orientation sessions will be scheduled soon for new Board Members. All members are welcome to attend.

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

ADJOURN

Chair Guthrie adjourned the meeting at approximately 12:10 p.m.

GULF COAST WORKFORCE BOARD

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

GULF COAST WORKFORCE BOARD

ALEXANDER, WILLIE

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

ALLEN, KARLOS

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

ANDREWS, GERALD

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

BEARD, PETER

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

BEYDOUN, MUSTAPHA

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

BILSKI, CAROLYN CERNY

Sealy Chamber of Commerce
721 7th Street
Sealy, TX 77474
(979) 256-7028
Category: Business
County: Austin County
carolyncernybilski@gmail.com
Term: January 1, 2021 thru December 31, 2022

BOUSE, SARA

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

BOWLES, CARL

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

CAVAZOS, MARY HELEN

M.H. Cavazos & Associates
1124 W. Clay Street
Houston, TX 77019
(713) 807-1115

Category: Business

County: Harris

mhcavazos@aol.com

Term: January 1, 2021 thru December 31, 2022

GAY, ANTHONY

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

Category: Business

County: Harris

anthonymg@gmail.com

Term: January 1, 2021 thru December 31, 2022

GONZALEZ, MELISSA

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

Category: Education

County: Harris

melissa.gonzalez@lonestar.edu

Term: January 1, 2021 thru December 31, 2022

GUIDO, CHERYL

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

Fax: (713) 697-0485

Category: State Agency

cheryl.guido@twc.state.tx.us

Term: January 1, 2021 thru December 31, 2022

GUTHRIE, MARK

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

Fax: (713) 650-2400

Category: Business

County: City of Houston

mguthrie@winstead.com

Term: January 1, 2021 thru December 31, 2022

HENDERSON, BOBBIE ALLEN

Texas Southern University
4203 Charleston Street
Houston, TX 77021-1415
(713) 313-7588/(713) 748-6508(h)
Fax: (713) 741-6196

Category: Education

County: City of Houston

bobbie.henderson@att.net

Term: January 1, 2021 thru December 31, 2022

HESKAMP, ALAN

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

Category: Business

County: Wharton

aheskamp@sbcglobal.net

Term: January 1, 2021 thru December 31, 2022

HUNT, ALEX

Lamar CISD
3911 Avenue I
Rosenberg, TX 77471
(832) 454-6504

Category: Education

County: Fort Bend County

alex.hunt@lcisd.org

Term: January 1, 2021 thru December 31, 2022

JACKSON, GUY ROBERT

Chambers County Abstract Co. Inc.
P.O. Box 640
Anahuac, TX 77514
(409) 267-6262, ext. 35
Fax: (409) 267-6355
Category: Business
County: Chambers
grj@ccac.net
Term: January 1, 2021 thru December 31, 2022

KARR, DOUG

Pro Staff/Atterro
27 Canoe Birch Place
The Woodlands, TX 77382
832-967-7684
Category: Business
County: Montgomery
raiderkarr@aol.com
Term: January 1, 2021 thru December 31, 2022

LaBROSKI, JEFFREY

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

LARMOND, SHAREEN

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

LEWIS, ERNEST

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

LOVE, MICHAEL

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

LOWE, JONATHAN

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

MAHAGAOKAR, RAJEN

Climate Investor
(281) 300-3926
Category: Business
County: Harris
rajenmahagaikar@gmail.com
Term: January 1, 2021 thru December 31, 2022

McCLESKEY, KENDRICK

PricewaterhouseCoopers-
1903 Crockett St.
Houston, TX 77007
(281) 788-6046

Category: Business
County: City of Houston
klmccleskey@gmail.com

Term: January 1, 2021 thru December 31, 2022

MELTON, EDWARD

Texas Library Association
5749 South Loop East
Houston, TX 77033
(713) 274-6600

Category: Literacy
County: Harris County
edward.melton@hcpl.net

Term: January 1, 2021 thru December 31, 2022

NELLONS-PAIGE, STEPHANIE

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

Category: Business
County: Houston
nellonspaige@gmail.com

Term: January 1, 2021 thru December 31, 2022

OZUNA, ADRIAN

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

Category: Business
County: Harris
adrian.ozuna@prosperitybankusa.com

Term: January 1, 2021 thru December 31, 2022

PEREZ, MARY GRACE

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

Category: Public Assistance
County: Public Assistance
paul@hgcbctc.org

Term: January 1, 2021 thru December 31, 2022

PUENTE, PAUL J.

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

Fax: (713) 926-4918
Category: Labor
County: City of Houston
paul@hgcbctc.org

Term: January 1, 2021 thru December 31, 2022

REED, JAMARIO

Dollar Tree Family Dollar
2307 Louisia Street 1213
Houston, TX 77006
(404) 931-1924

Category: Business
County: City of Houston
jamarioreed@gmail.com

Term: January 1, 2021 thru December 31, 2022

RILEY, MONICA

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

Category: CBO
County: Fort Bend County
monicariley7@gmail.com

Term: January 1, 2021 thru December 31, 2022

SCHEINER, DANIELLE

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

Category: Economic Development

County: Montgomery

scheiner@conroeedc.org

Term: January 1, 2021 thru December 31, 2022

SCHMIDT, KERI

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

Fax: (281) 491-0112

Category: Business

County: Fort Bend

keri@firtbendcc.org

Term: January 1, 2021 thru December 31, 2022

SEGOVIA, VALERIE GARCIA

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

Category: Education

County: Matagorda

vsegovia@tamu.edu

valeriegsegovia@gmail.com

Term: January 1, 2021 thru December 31, 2022

SHAW, RICHARD

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

Category: Labor

County: City of Houston

shawtrek@aol.com

Term: January 1, 2021 thru December 31, 2022

SHI, ISAAC

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

Category: Business

County: City of Houston

isaac@gstdev.com

Term: January 1, 2021 thru December 31, 2022

STALEY, GIL

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

Fax: (281) 298-6874

Category: Business

County: Montgomery

gil.staley@edpartnership.net

Term: January 1, 2021 thru December 31, 2022

TAYLOR, KATHERINE

Genesys Works - Houston
3100 Main Street, Suite 702
Houston, TX 77002
(713) 341-5777

Category: CBO

County: City of Houston

ktaylor@genesysworks.org

Term: January 1, 2021 thru December 31, 2022

VAZQUEZ, LIZANDRA

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

Category: State Agency

lizandra.vazquez@wrksolutions.com

Term: January 1, 2021 thru December 31, 2022

WATSON, CAROLYN

William Stamps Farish Fund
1100 Louisiana, Suite 2200
Houston, TX 77002
(713) 757.7313
Category: Business
County: City of Houston
carolyn17968@gmail.com
Term: January 1, 2021 thru December 31, 2022

WEBSTER, MICHAEL

Houston Community College
3100 Main Street
Houston, TX 77002
(713) 718-8030
Fax: (713) 718-5018
Category: Education
County: City of Houston
michael.webster@hccs.edu
Term: January 1, 2021 thru December 31, 2022

WORKFORCE BOARD KEY STAFF:

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

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

GULF COAST WORKFORCE DEVELOPMENT BOARD COMMITTEES

Audit/Monitoring

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

Budget

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

By-Laws

Appointed by Board Chair as needed

Career Office

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

Communications

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

Education

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

Paving the Pathway to Success

Recognition

Background

Paving the Pathway to Success helps students with disabilities who are transitioning from high school or post-secondary education into work. Pathway to Success activities bridge the gap between school and work through professional workshops, mentoring, and work experience – helping students with disabilities obtain skills necessary to compete in today’s workforce.

Pathway to Success provides the intensive long-term support needed for students to gain confidence, broaden their view of the business world, and understand their disabilities in terms of what meets the needs of employers.

Current Situation

The Pathway served 40 young people this year in a seven-month project that included three phases:

- In March through May 2021, participants learned employability, critical thinking, and interpersonal skills through a series of workshops.
- At the end of May, participants began working with a business partner for six weeks on projects to develop products, services, marketing, or other ways to enhance the partner’s business.
 - Along with the business mentorship, the young people attend a two-day symposium with their parents to highlight their work readiness skills training.
- Following the business projects, Pathway participants worked in summer jobs from five to eight weeks, often with the business partners from the second phase.

Keeping in mind that we exist to keep our region the best place to do business, work, and live – and our mission is to elevate the economic and human potential in our region by fulfilling the diverse needs of the business and individuals we serve – we want to offer our sincere thanks to the business partners at the heart of Pathway to Success for their outstanding commitment to the young people of our region and the next generation of skilled workers.

Houston Museum of Natural Science
Houston Methodist Hospital
Houston Television
United Health Care
Texas Air Systems
Space Center Houston

Audit and Monitoring Committee Update for September 2021

The Audit and Monitoring Committee met on September 23, 2021 at 10 am. Members Willie Alexander, Helen Cavazos, Alan Heskamp, Edward Melton, Adrian Ozuna, Isaac Shi, and Gil Staley were in attendance.

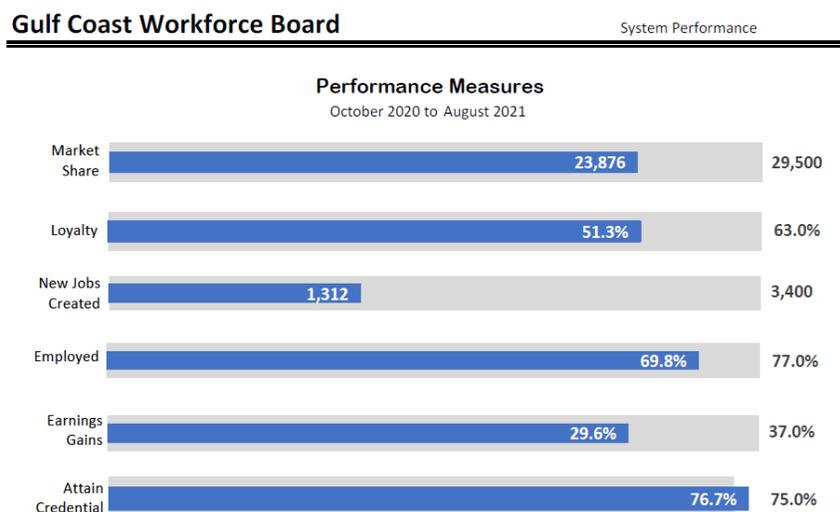
The committee reviewed a proposal to restructure the agenda's order and add additional information on system and contractor operations, performance, and financial status. Contractors would be reviewed on four major elements:

- Responsiveness/Customer satisfaction
- Technical compliance
- Performance against Board measures and production requirements
- Financial systems and financial issues

The new agenda would identify any critical issues at the Board or contractor level and staff would report on any outside audit or monitoring reviews, findings, and resolutions.

In addition, a change to the rating scale used for contractors would incorporate the four major elements reported to the committee. The committee agreed to consider the proposal and review a new report card format draft at the next meeting.

System Review

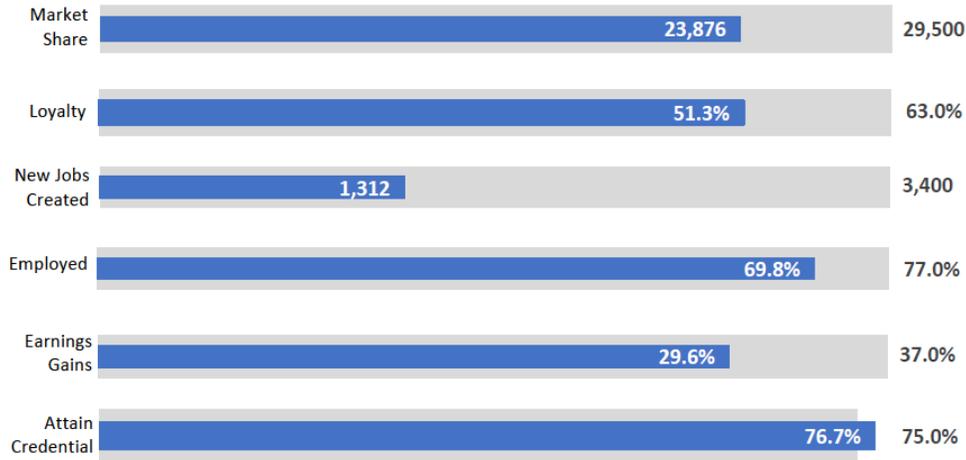


Gulf Coast Workforce Board

System Performance

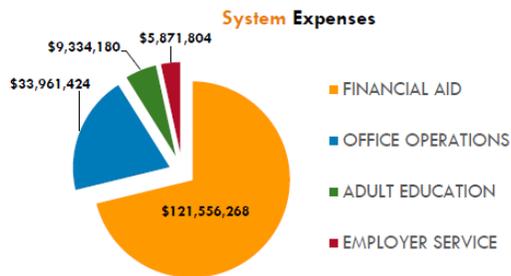
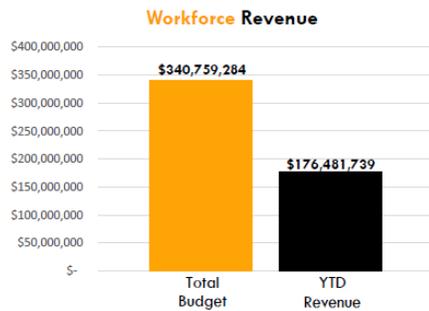
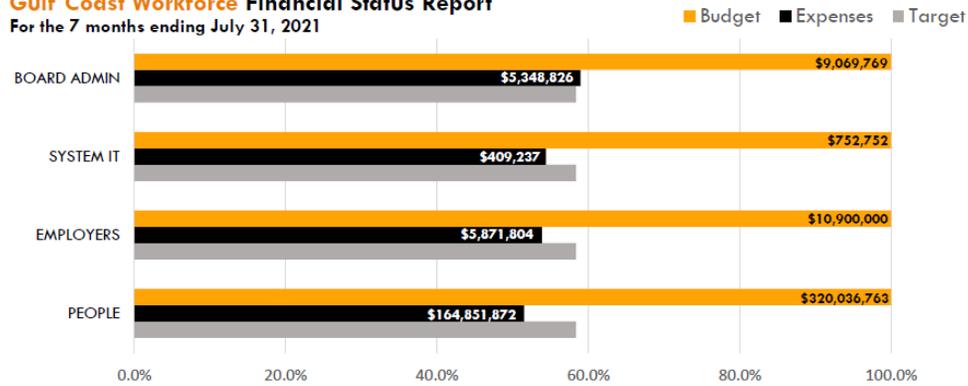
Performance Measures

October 2020 to August 2021



Gulf Coast Workforce Financial Status Report

For the 7 months ending July 31, 2021



Customer Satisfaction

We send surveys monthly to employers and individuals seeking work who received a service through Workforce Solutions. The charts reflect the cumulative total from October 1, 2020 through July 30, 2021.

ALL CUSTOMERS		
	Rate	
Outstanding	1,646	23.7%
Very Satisfactory	1,682	24.2%
Satisfactory	1,481	21.3%
Unsatisfactory	941	13.6%
Poor	935	13.5%
No Answer	257	3.7%
All Responses	6,942	

INDIVIDUAL SEEKING WORK		
	Rate	
Outstanding	1,488	23.8%
Very Satisfactory	1,506	24.1%
Satisfactory	1,361	21.8%
Unsatisfactory	843	13.5%
Poor	836	13.4%
No Answer	214	3.4%
All Responses	6,248	

EMPLOYERS ONLY		
	Rate	
Outstanding	97	24.4%
Very Satisfactory	113	28.4%
Satisfactory	68	17.1%
Unsatisfactory	55	13.8%
Poor	48	12.1%
No Answer	17	4.3%
All Responses	398	

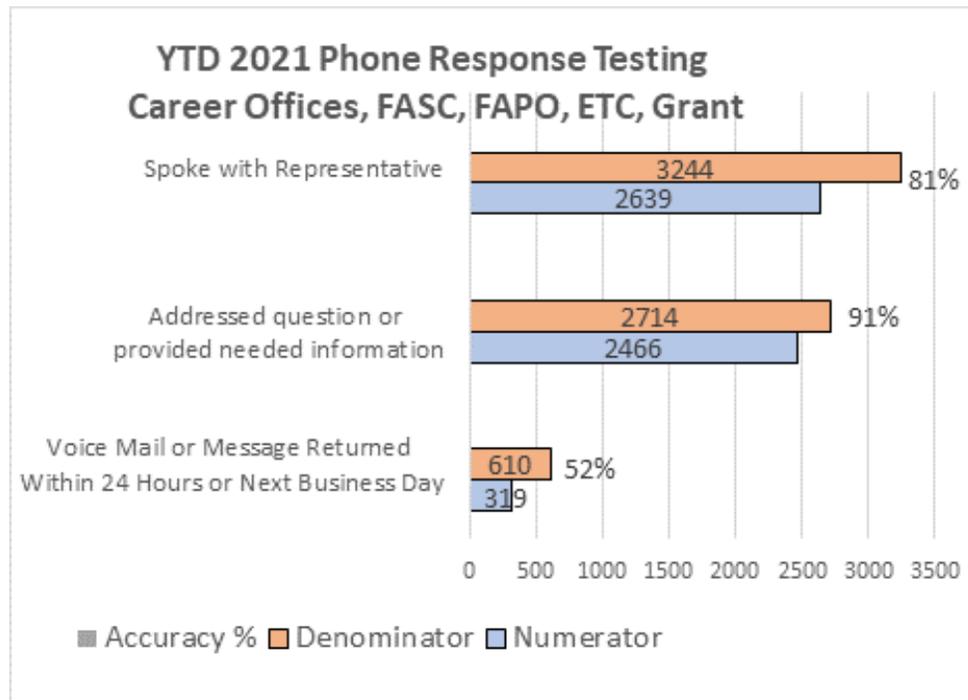
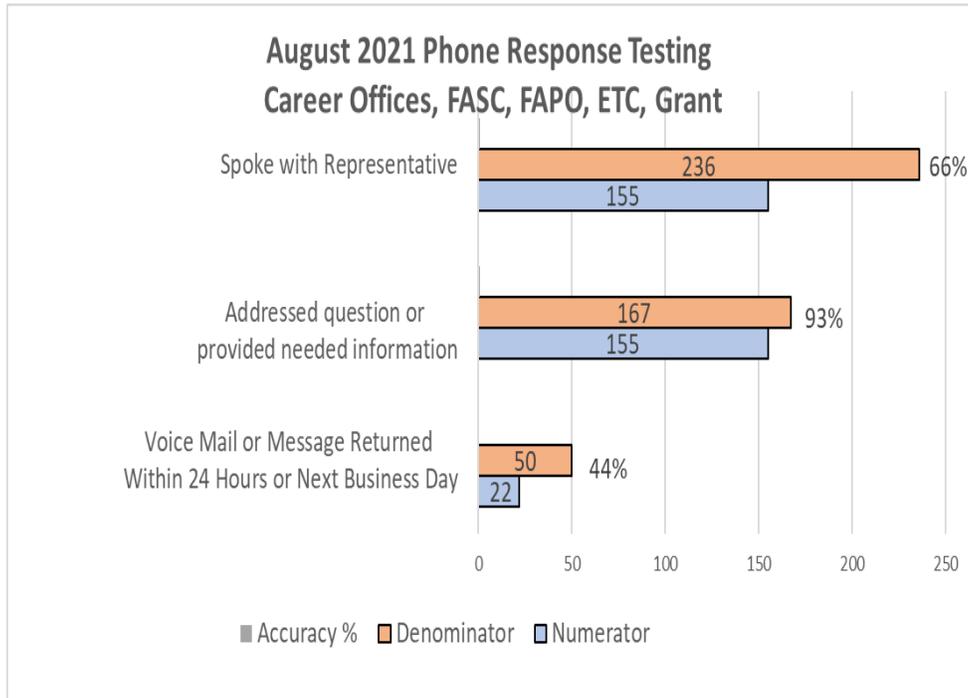
Contractor Ratings

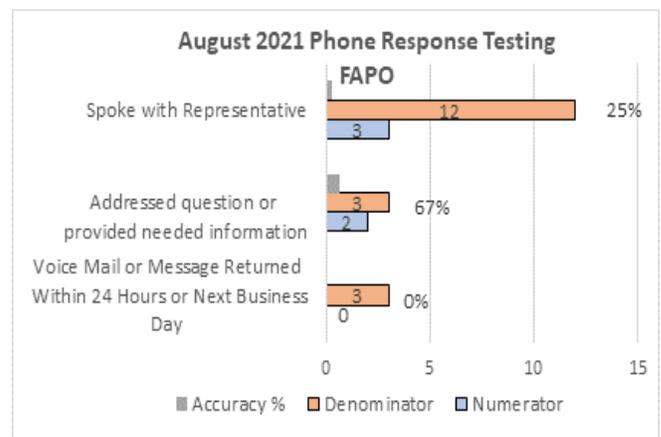
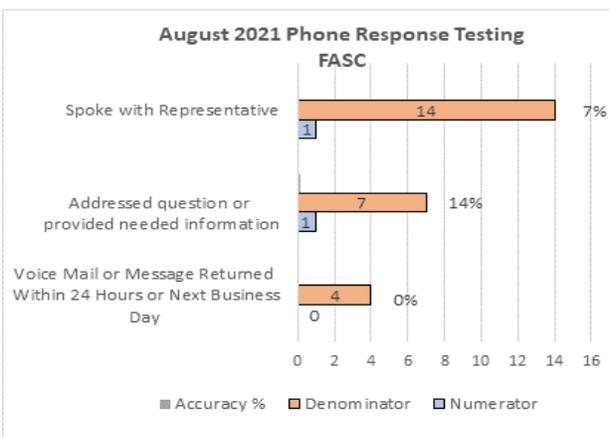
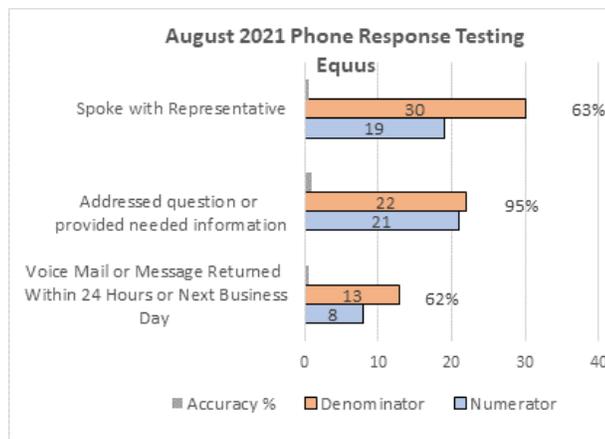
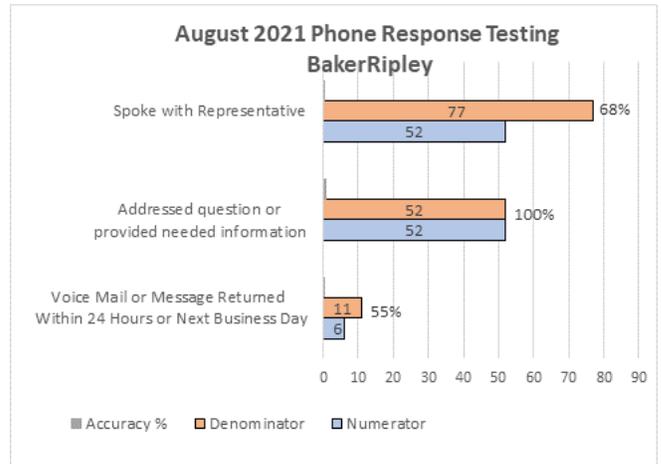
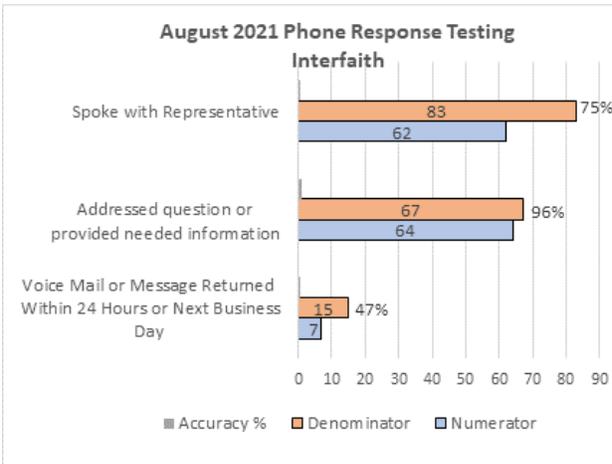
Proposal to revise the contractor rating system and review data on contractors and adult education consortium members for the following elements:

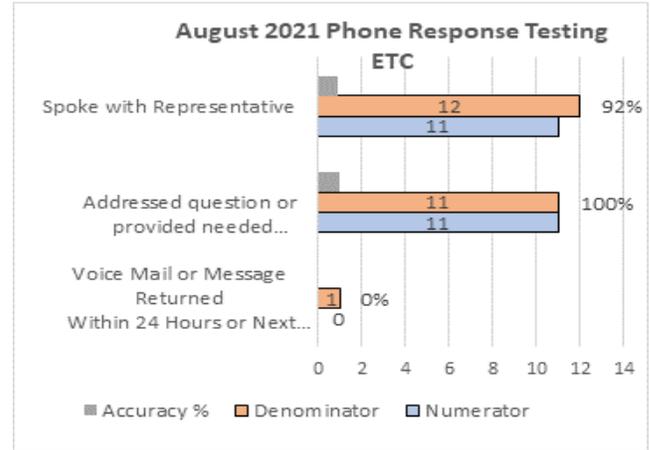
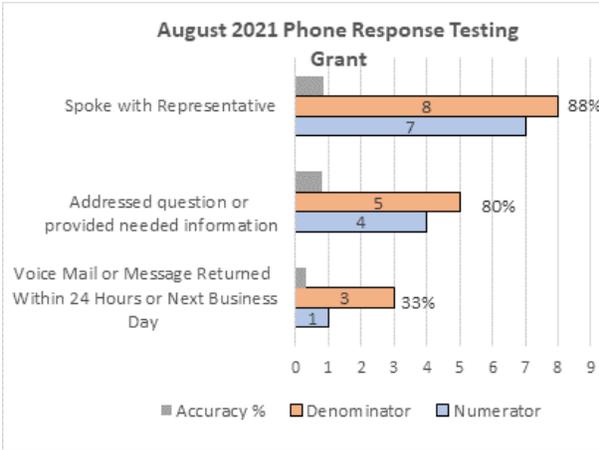
- Responsiveness
- Technical compliance
- Performance/Production
- Financial systems/financial issues

Responsiveness

In August, we spoke to staff on the first call 66% of the time. Success rates for the August response dropped due to the impact of the BakerRipley network security issue.







Technical Compliance

- Employer Services** - We issued the final monitoring report for Grant Associates, Inc. and Employment & Training Centers, Inc. Grant is underperforming in developing new employer partnerships in targeted industries. ETC showed improvement with On-the-Job training and information security documentation.
- Youth Services** - We issued the final monitoring report for SERJobs. Our recommendations include additional staff training and coaching following a number of management changes, and additional oversight for information security reporting.
- Summer Earn and Learn** – A total of 317 Summer Earn and Learn young adults participated in work experience. We completed participant visits to 262 summer participants and 108 worksites. The system report will be ready on October 1.

Performance and Production

We will include the contractor information in the November report.

Financial Monitoring –

- Collaborative for Children** – The response received on September 17 failed to address the issues discussed to resolve the most recent financial monitoring findings. We are requesting additional information.
- Community Family Centers** – Two voided checks were deleted from the general ledger. The financial monitors recommended restrictions to the accounting system to restrict access to modify transactions. An error with

travel expense transactions resulted in overbilling HGAC for \$15.37. Several employees received a paid vacation day as incentive for United Way donations and a payroll overpayment of \$6 was found. All findings resolved.

- **San Jacinto College** – Two payments were made in error. All findings resolved.
- **Equus Financial Aid Payments** – The review identified inadequate and missing supporting documentation and data entry for financial support services provided to customers. No repayments were required, and all findings are resolved.

Critical Issues

BakerRipley Ransomware Attack – Mike Temple will provide an overview of the impact and resolution of the operational disruption resulting from the ransomware attack against the BakerRipley network.

Outside Audit and Monitoring Results and Issues

TWC Monitoring Resolution – We are working on two outstanding findings from TWC. A recommendation from the procurement of legal services will go to the H-GAC Board of Directors for approval on September 21, 2021, at the Board's regularly scheduled monthly meeting. H-GAC's executive director will issue an amendment on or before September 21, 2021, to the H-GAC Travel Policy to comply with state law and the requirements of TWC's Workforce Development Letter 19-11.

TWC Monitoring Review of Adult Education and Literacy – We received the final report for the 2019 TWC review of Adult Education, resolving the findings identified during the review.

- **Strengthen Eligibility Documentation Process** – Gulf Coast provided the missing self-attestation form or school withdrawal form for three 17- and 18-year-old participants and a check for \$707.25 for disallowed costs due to a missing form. The training provided to adult education providers resolved the finding.

- Ensure Expenditures Charged to Grant Funds are Properly Supported – We provided documentation to show costs questioned were not charged to the Gulf Coast Workforce Board and provided training to the providers on internal control topics, allowable expenses, and supporting documentation.
- Ensure Small and Micro-Purchases are Properly Procured – TWC requested support documentation for micro-purchases to support costs reasonableness for the least of printers, pest control services, waste services, and landscaping services. There were no questioned costs. TWC accepted a current micro-purchase sample and updated Procurement Standards and Guidelines and resolved the finding.
- Ensure Assessment Documentation is Completed and Maintained – A screening tool form was missing from six student records and five did not contain a required form documenting the student plan. Gulf Coast provided additional samples showing the records are obtained and maintained properly and provided training to providers.
- Ensure Internal Controls are in Place – Several adult education providers had incomplete or missing answers to the Internal Control Questionnaire. We provided Standard Operating Procedures and updated Internal Control Questionnaires to resolve the finding.

Next Meeting

Proposed meeting date November 16 at 10:00 am.

Communications Committee

Update

The committee met on Thursday, September 16, 2021 at 10:00 am by virtual meeting with committee chair Doug Karr presiding. Board Chair Mark Guthrie and members, Willie Alexander, Gerald Andrews, Bobbie Henderson, Jonathan Lowe, Edward Melton, and Keri Schmidt were in attendance.

The Committee members received an update on the progress of 2021 communications initiatives, including our comprehensive Brand Audit and Website RFP. The Board's communications contractors Outreach Strategists and Savage Brands provided information on directional recommendations for Communications, our Brand, and Media Outreach.

Some of the items completed include:

Website RFP Deliverables

- Executive Summary and RFP Report
- Functional and Technical Requirements RFP/RFQ Document for Procurement

Brand Audit Deliverables

- Service Stories for Employers and Individuals
- Brand Messaging
- Employers Messaging
- Individuals Messaging
- Thought starters on re-energizing Workforce Solutions in service of advancing its purpose
- Agency, Employers and Individuals Brand Expression

Workforce Solutions Brand



Outreach Strategists also provided an update on *Your Career, Your Choice*. A very successful casting call for in-house talent was held and will allow staff members from all parts of the system to participate in the project via on-air and off-air roles. Board members will also be called upon to participate as subject matter experts. The TV show is scheduled to begin production in November 2021 with initial episodes to run in early 2022.

Finally, the committee assessed progress made in 2021 in preparing the tasks for 2022.

Comprehensive Communications Strategy 2022 Key Tasks

- 1. Ensure audiences know Workforce Solutions as the human capital experts for the region**
 - a. Implement brand audit recommendations
 - b. Use Mobilosoft to respond to online reviews timely
 - c. Produce educational programming for Workforce TV; market programming broadly, including channels for non-English speakers
 - d. Communicate the Workforce Solutions story internally; provide opportunities for staff and employers to share feedback
 - e. Promote Workforce Solutions purpose and offerings via social media channels, website, meetings, events, etc.
 - f. Improve and expand social media presence
- 2. Improve the Board and Workforce Solutions' online presence and virtual service capacity**
 - a. Release RFI and RFP for comprehensive website redesign to include integration with telephone, email, text, social media, chat, and ability of customers to transact business through the website
 - b. Update current web home page prior to redesign to include basic chat feature, simplify
 - c. Further developing online learning options and back office support and marketing strategies to employers and people
- 3. Involve Board members in messaging and events**
 - a. Report regularly to the Board's Communications Committee about activities and progress toward key tasks
 - b. Develop, plan and execute events with community leaders and influencers and Board members to promote the Board and Workforce Solutions
- 4. Develop and expand capacity for reporting and delivering labor market/economic data, information, and analysis, including developing, planning, and executing events for career, industry or occupation focus months**
- 5. Assist Board staff in maintaining brand standards and developing additional graphics and collateral, issuing press releases, flyers and other outreach media when necessary**

The next committee meeting is tentatively set for November 18, 2021.

Nominations Committee

2022 Board Officers

Background

Each year the Board chooses members to be its officers: the Chair, and three Vice Chairs. Beginning in October, the Nominations Committee chair Guy Jackson issues a call for nominations for each of the four officer positions.

The Nominations Committee considers all nominations and reports out at the Board's regularly scheduled December meeting. Committee chair Jackson conducts the election at that time.

The next page shows the section of the bylaws that concern Board officers.

Next Steps

The call for nominations for the Gulf Coast Workforce Board's 2022 officers is open.

Please notify Nominations Committee chair Guy Jackson if you wish to nominate members for the four officer positions.

(Excerpted from the Gulf Coast Workforce Board Bylaws)

ARTICLE VII OFFICERS

A. Officers.

The officers of the Board will be a Chair and three Vice Chairs. Vice Chairs may be assigned functional responsibilities by the Chair.

B. Election and Term.

Chair and Vice Chairs will be elected by majority vote of Board members present and voting at a regular meeting designated by the Board for elections. Each officer serves a one-year term.

C. Election Procedures.

1. The Chair will appoint a nominating committee to solicit nominations for officers from among its members. Members desiring to serve as officers will submit their names, resumes, and the offices which they wish to hold to all members.
2. At the first Board meeting of each year, the membership will vote on those names submitted by the nominating committee and any nominations from the floor.

D. Chair.

1. The Board Chair must come from among the representatives of private business on the Board.
2. The Chair presides at meetings, appoints committees, certifies the quorum, and takes other duties as the Board may assign.

E. Vice Chair.

1. The Vice Chairs may come from any membership category on the Board.
2. The Vice Chairs each in turn act in absence of the Chair.

F. Vacancies.

The Board will elect a successor to fill the unexpired term of any officer.

G. Removal.

Any officer may be removed from office by a two-thirds vote of the members present at the meeting following the meeting at which the motion is made to remove the officer.

Outreach and Communications

August 2021 Update

Our media interactions slowed over the summer as attention was focused on back-to-school activities and the Coronavirus Delta variant.

Workforce Solutions social media has more than 17,000 followers. The pace of growth is slower, but we continue to increase our following.

Followers	March 2020	July 2021	Growth
Facebook	3,531	9,125	158%
Instagram	663	2,490	276%
Twitter	1,460	1,657	13%
LinkedIn	1,473	4,179	184%

The Delta variant also affected our production timeline for Your Career, Your Choice powered by Workforce Solutions. We have contingency production plans if Covid protocols prevent us from accessing the KHOU studios in time for a January 2022 premier.

We had almost 40 earned media appearances since the last Workforce Board meeting. Below are some highlights.

Date	Outlet	Story	Link
07/30/2021	Fox 26	Jobs in Sports (Summer Olympics)	https://bit.ly/3uh2aiw
07/31/2021	North Forest News	Apprenticeships	https://bit.ly/3kLOrNG
08/04/2021	Univision	Roadtrip Nation	https://bit.ly/3zOgTIE
08/04/2021	ABC 13	Roadtrip Nation	https://abc13.co/3ufvKVL
08/06/2021	Fox 26	School District Jobs	https://youtu.be/qE7EScB6zps
08/09/2021	iHeart Radio	Monthly Jobs Report	https://ihr.fm/3ugaOhf
08/13/2021	ABC 13	School District Jobs	https://abc13.co/39FMnjF
08/13/2021	Fox 26	Tips for Older Workers	https://youtu.be/77O8Mj-pMpo
08/20/2021	Fox 26	Jobs in Non-Profit	https://youtu.be/lqmr1sodLEl

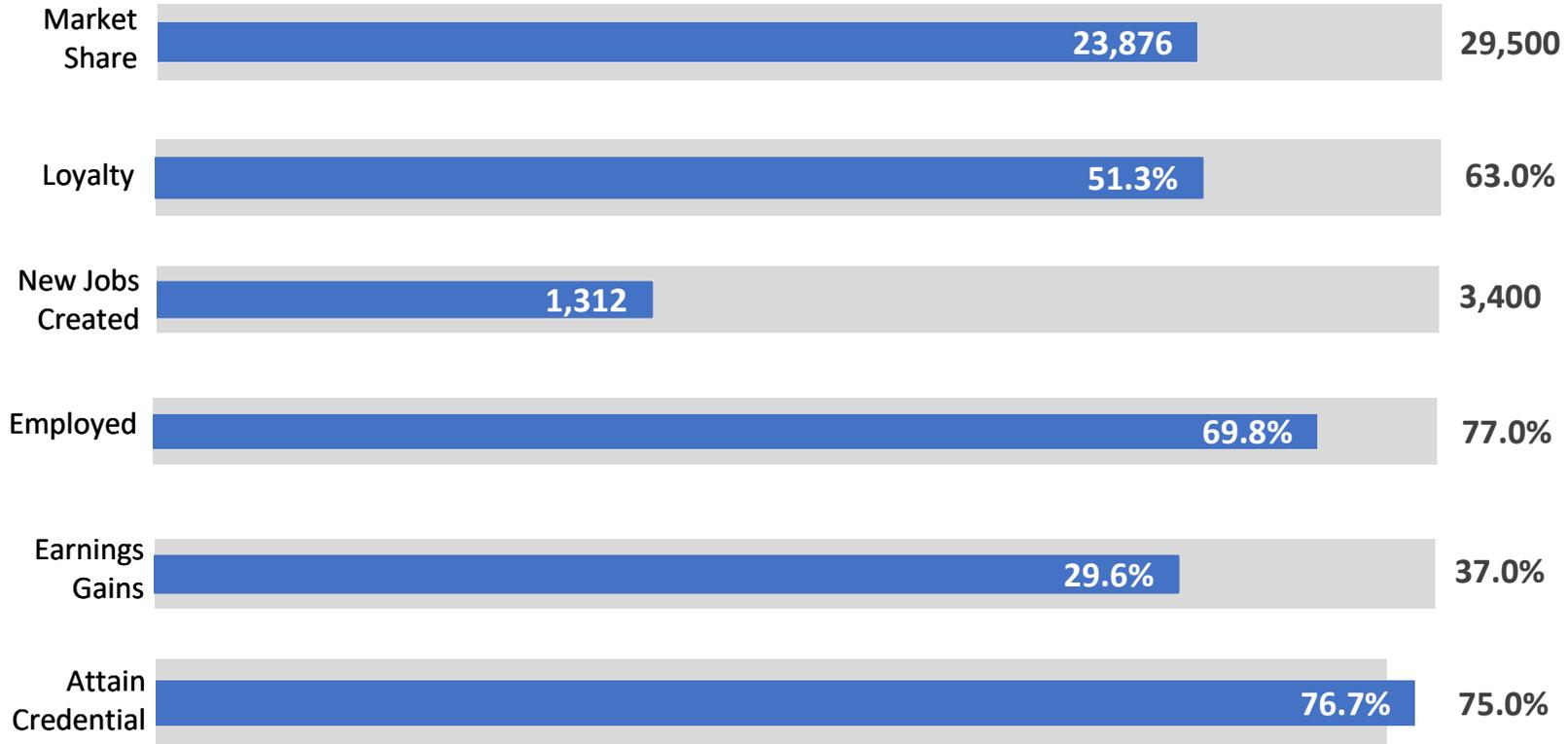
08/20/2021	Houston Chronicle	Monthly Jobs Report	https://bit.ly/3uiTY1p
08/22/2021	The Katy News	Monthly Jobs Report	https://bit.ly/3kLraLF
08/24/2021	CW 39	Employment Situation	
08/27/2021	Fox 26	Remote Customer Service Jobs	https://youtu.be/Eub7ssycw8w
09/03/2021	Fox 26	Labor Day History	https://youtu.be/FU-F9H9Rh7Y
09/03/2021	ABC 13	Labor Day, Secretary Walsh, Skilled Trade Jobs	https://abc13.co/39ES41z
09/10/2021	Fox 26	HCC Registration Fair	https://bit.ly/3upmCOo
09/16/2021	CW 39	Job Market / Resources	https://bit.ly/3ufNTT8
09/17/2021	Fox 26	Hispanic Heritage	https://youtu.be/jCl6HszTP3Q
09/17/2021	Houston Chronicle	Monthly Jobs Report	https://bit.ly/2XTKLAa
09/18/2021	KTSU Radio	Monthly Jobs Report	
09/24/2021	Fox 26	Adult Education Awareness Week	https://youtu.be/VQl1gy_TggA

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

Date	Topic	Link
07/22/2021	Earn and Learn	https://abc13.co/3BNbU7H
07/29/2021	Spikes in Covid and New Claims	https://abc13.co/3ocoYip
08/05/2021	ABC 13 Plus in Lake Conroe	https://abc13.co/3zMS7D9
08/12/2021	School District Jobs – Region 4 Alternative Teacher Certification	https://abc13.co/3APYMxv
08/26/2021	Remote Customer Service Jobs	https://abc13.co/3zOMSmh
09/02/2021	Labor Day History	https://abc13.co/3AMWklij
09/16/2021	Hispanic Heritage	https://abc13.co/3uoCT63
09/23/2021	Downtown Houston Jobs	https://abc13.co/3oeshFY

Performance Measures

October 2020 to August 2021



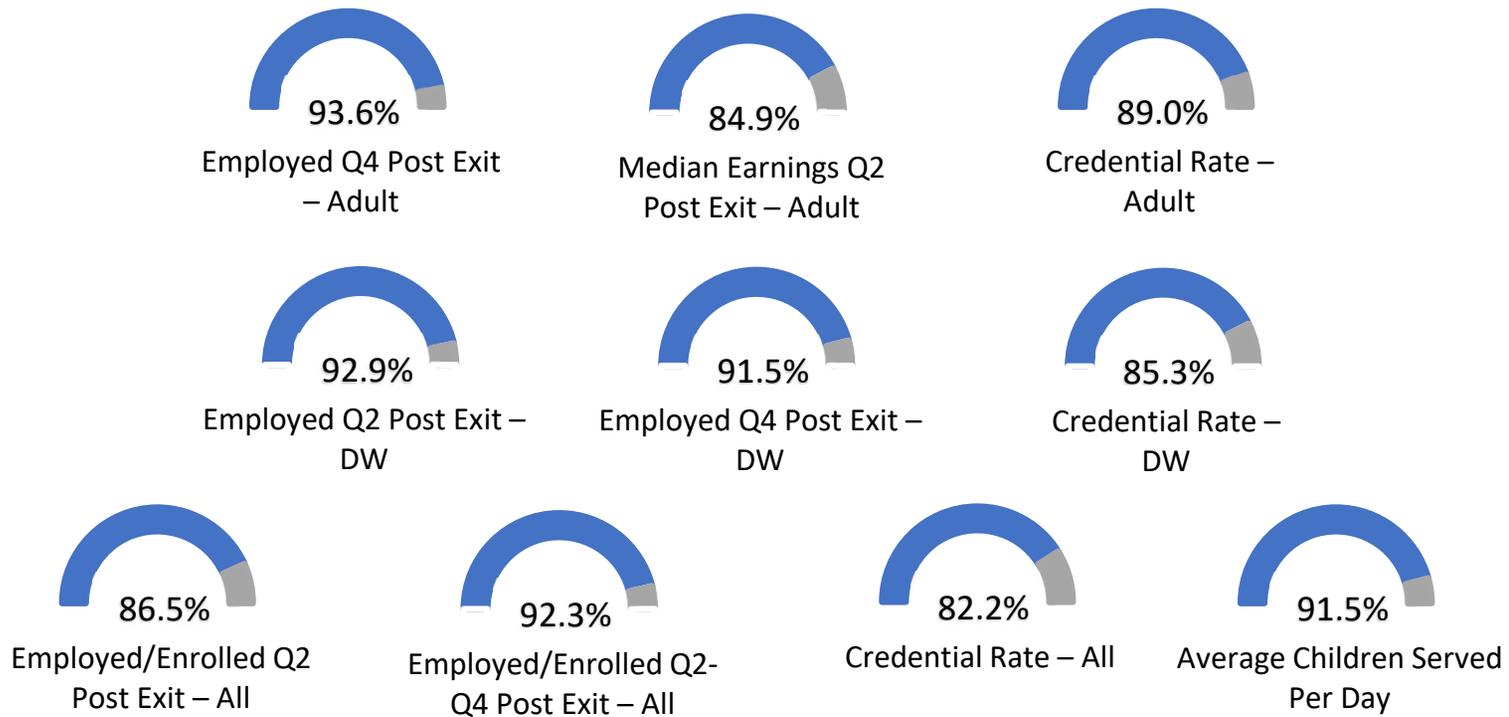
Production Measures



Number of measures meeting or exceeding

Measures that require additional focus

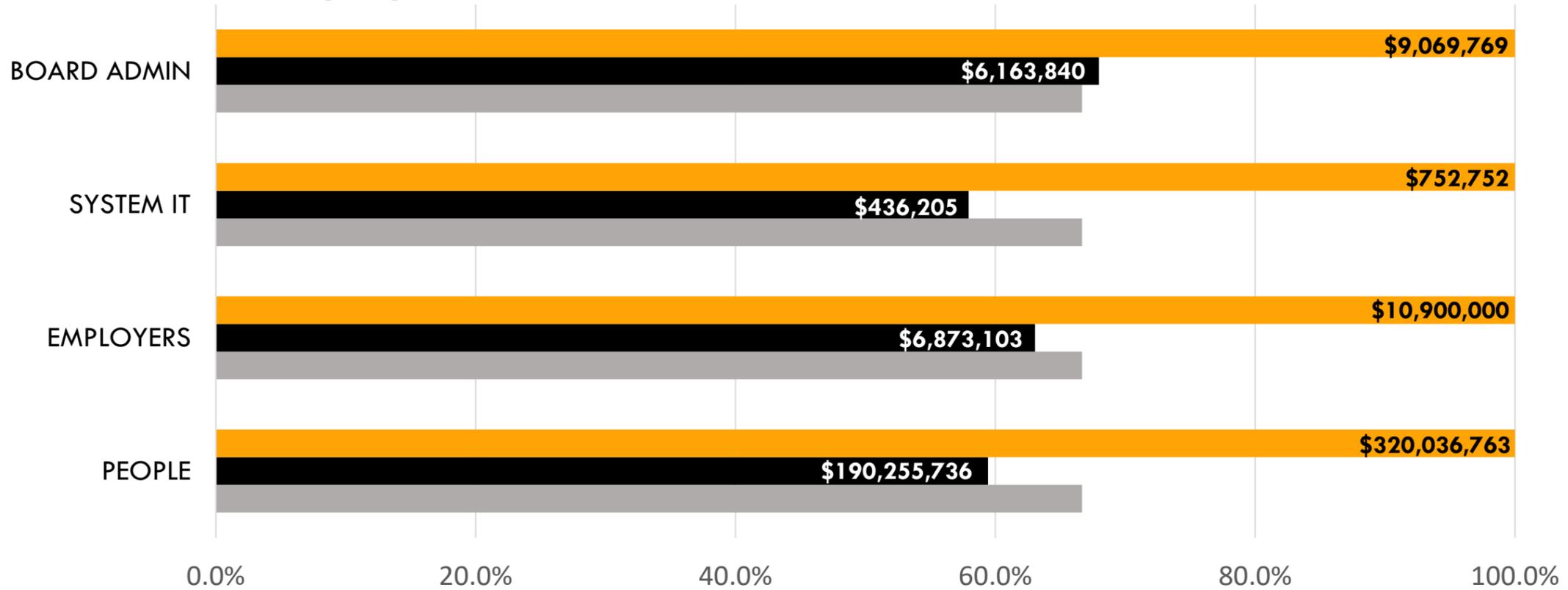
October 2020 to August 2021



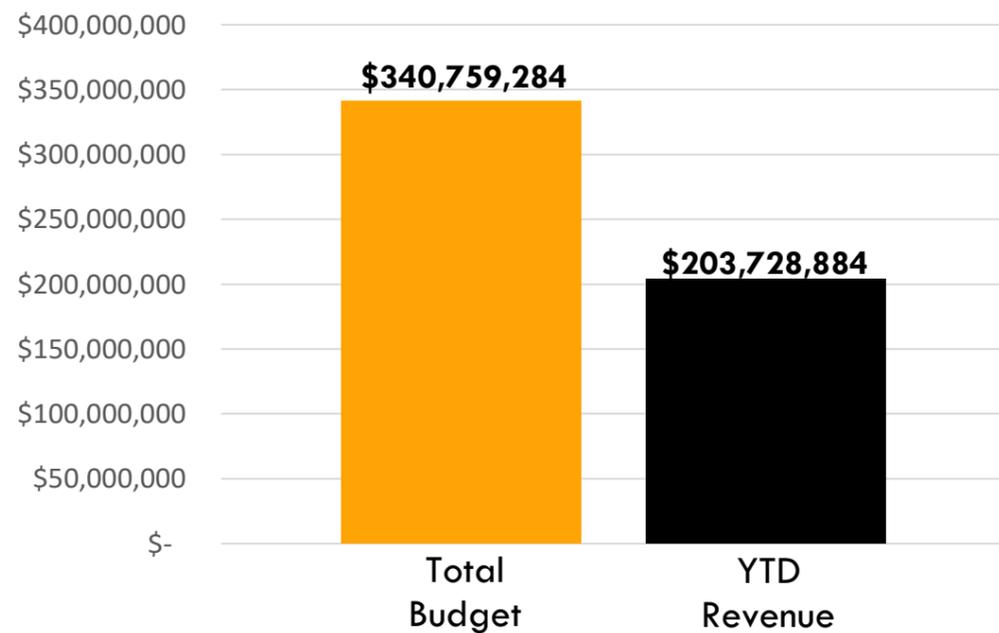
Gulf Coast Workforce Financial Status Report

For the 8 months ending August 31, 2021

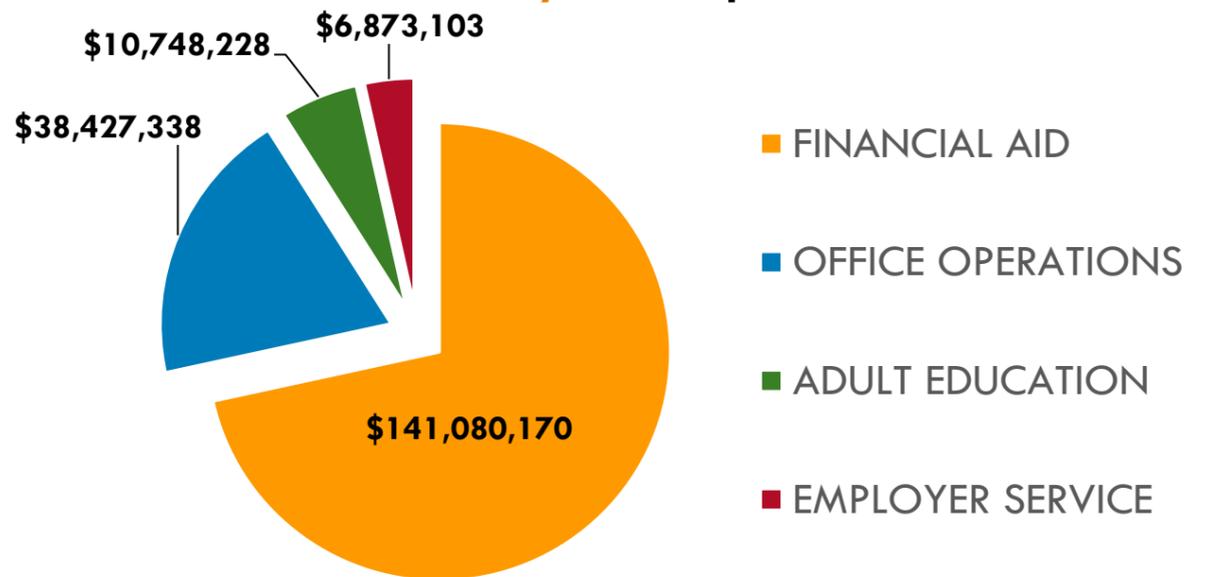
■ Budget ■ Expenses ■ Target



Workforce Revenue



System Expenses



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

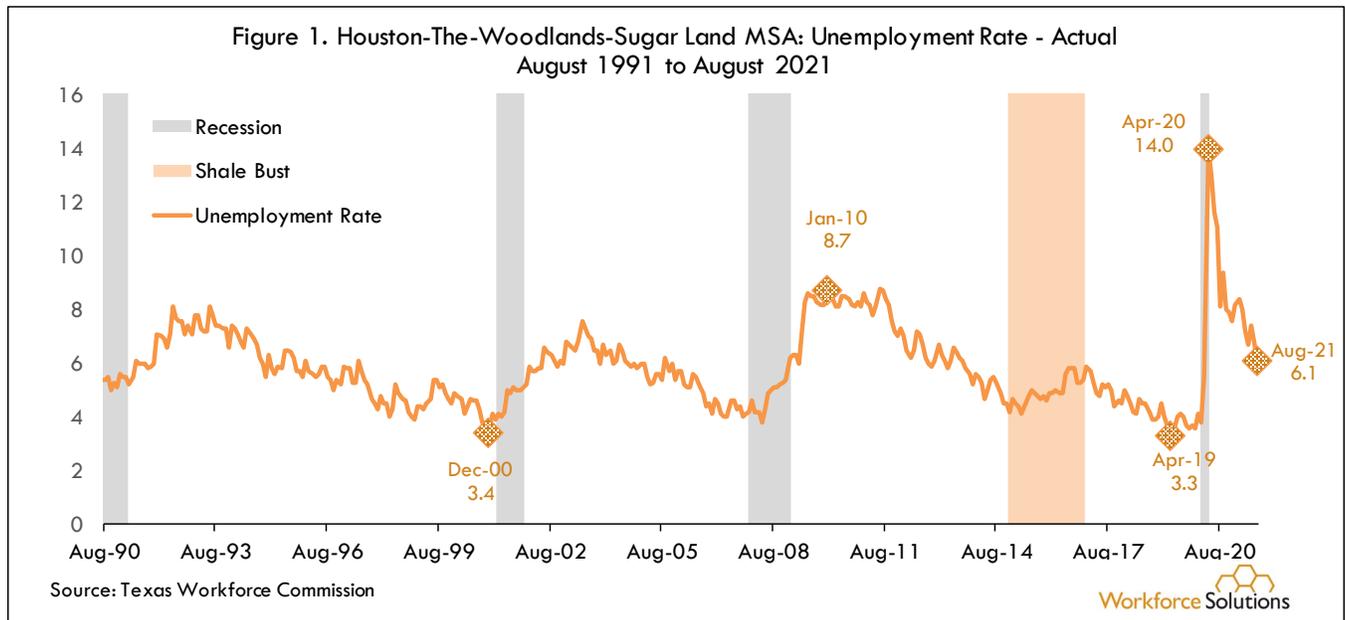
Labor Market Information
August 2021 Employment Data

Unemployment Rates

The rate of unemployment in The Houston-The Woodlands-Sugar Land MSA fell seven-tenths of a percentage point to 6.1 percent in August, see figure 1. The local rate of unemployment was higher than the state rate which also fell seven-tenths of a percentage point to 5.3 percent and the national rate which fell four-tenths of a percentage point to 5.3 percent. The current rate of unemployment was two percentage points lower than it was a year earlier with 67,800 fewer unemployed.

Unemployment Rate (Actual)

	AUG 2021	JUL 2021	AUG 2020
Civilian Labor Force	3,433,838	3,440,550	3,411,341
Total Employed	3,224,498	3,206,896	3,134,201
Unemployed	209,340	233,654	277,140
Unemployment Rate	6.1%	6.8%	8.1%
Texas	5.3%	6.0%	6.9%
U.S.	5.3%	5.7%	8.5%



September employment data is scheduled to be released by the Texas Workforce Commission October 22, 2021.

Pandemic Job Recovery Update

The pandemic took a huge toll to labor markets around the world with payrolls in the Houston-The Woodlands-Sugar Land MSA experiencing an unprecedented loss of 361,400 jobs during March and April of 2020, down 11.32 percent. By August 2021 payrolls in the H-W-S MSA remained 4.4 percent below what they were just prior to the pandemic in February 2020 having recovered some 221,500 jobs or 61.3 percent of the total number of jobs lost.

The weakness in recovery of Government is not as it appears since educational institutions operate at reduced staffing levels during the summer. If we exclude job recovery in Government from the calculation, we find 72.0 percent of jobs lost have been recovered.

Recovery has been uneven across the various industry sectors. Transportation, Warehousing, and Utilities was the only industry sector to recover all 4,300 jobs lost in March and April plus an additional 14,200 jobs. Hiring in Transportation, Warehousing, and Utilities has been on the rise in recent years due to increased online shopping overall and the pandemic created extra demand driving employment to full recovery and beyond. Industry sectors providing products and services directly to the public, such as Retail Trade, Leisure and Hospitality, and Other Services, have also made healthy progress in job recovery. Construction is currently reporting the largest loss of jobs since the pandemic began, down 32,600 jobs.

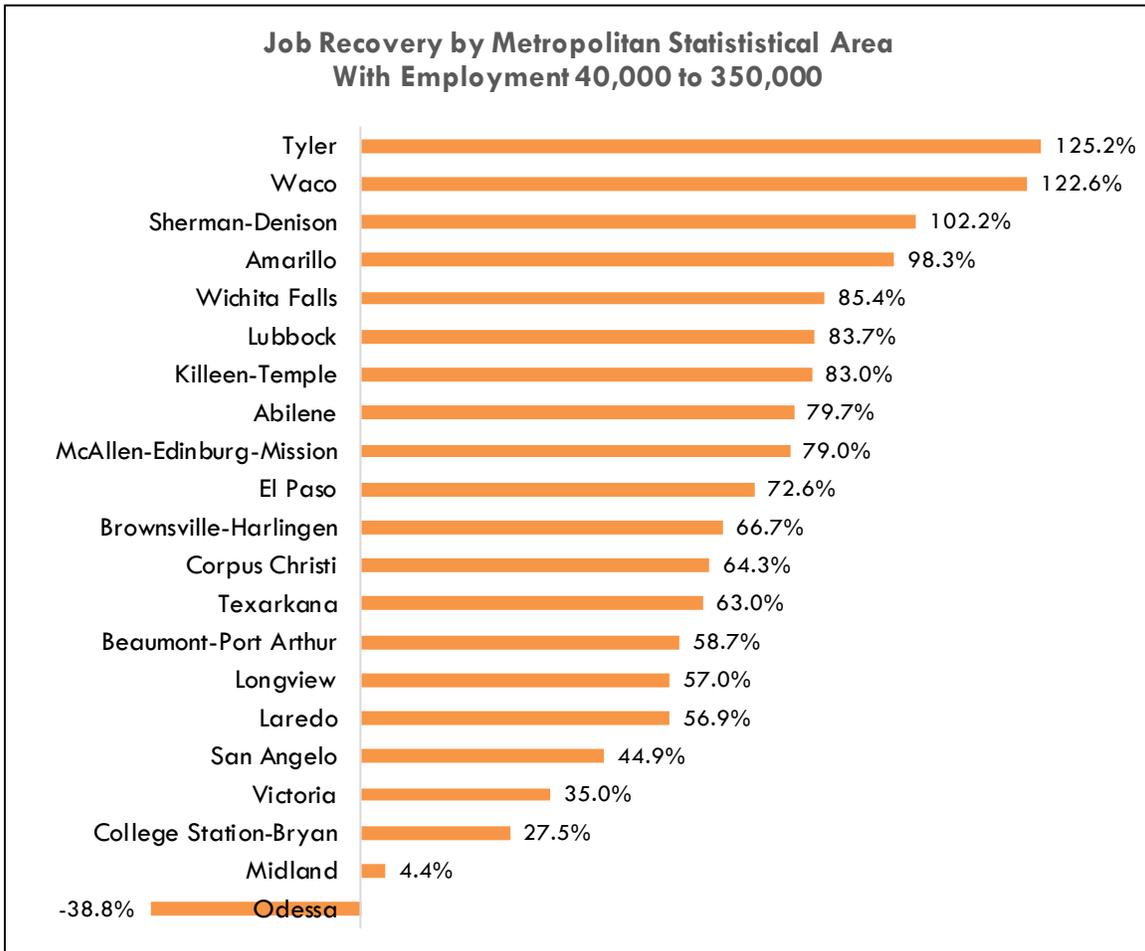
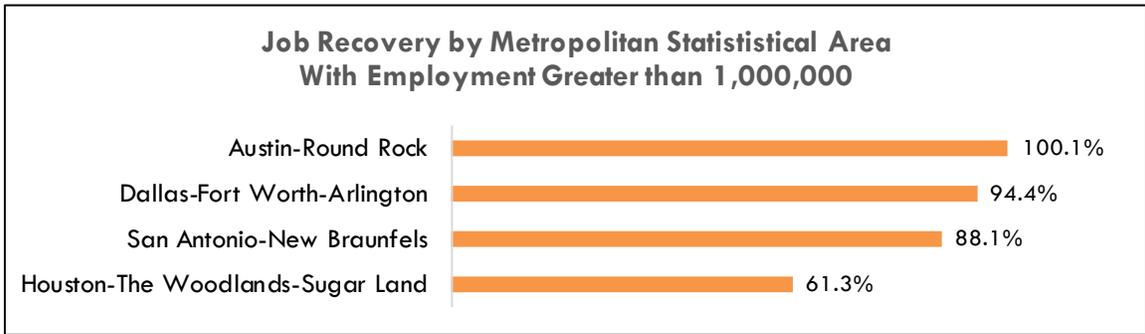
Many businesses with ties to the energy sector, whether affiliated with upstream, downstream, or any of its related products, have experienced weaker recovery rates despite higher prices and a steady rise in drilling activity. More recently, Durable Goods Manufacturing has seen some positive signs reporting increases for the last three consecutive months.

Job Recovery - Actual

Industry Sector	March and April Increase (Decrease)	May 2020 through Aug 2021 Increase (Decrease)	Jobs Left to Recover	Percent Recovered
H-W-S MSA Total	-361,400	221,500	139,900	61.3%
Transportation, Warehousing, and Utilities	-4,300	18,500	-14,200	100.0%
Leisure and Hospitality	-127,900	117,000	10,900	91.5%
Retail Trade	-40,000	35,600	4,400	89.0%
Education and Health Services	-45,700	40,500	5,200	88.6%
Other Services	-30,200	25,600	4,600	84.8%
Professional and Business Services	-41,400	33,700	7,700	81.4%
Financial Activities	-7,800	3,500	4,300	44.9%
Information	-4,500	800	3,700	17.8%
Wholesale Trade	-8,900	1,500	7,400	16.9%
Construction	-24,000	-8,600	32,600	0.0%
Mining and Logging	-6,100	-2,400	8,500	0.0%
Manufacturing	-11,500	-12,200	23,700	0.0%
Government	-9,100	-32,000	41,100	0.0%
United States Total	-20,717,000	16,605,000	4,112,000	80.2%

Job Recovery - Seasonally Adjusted

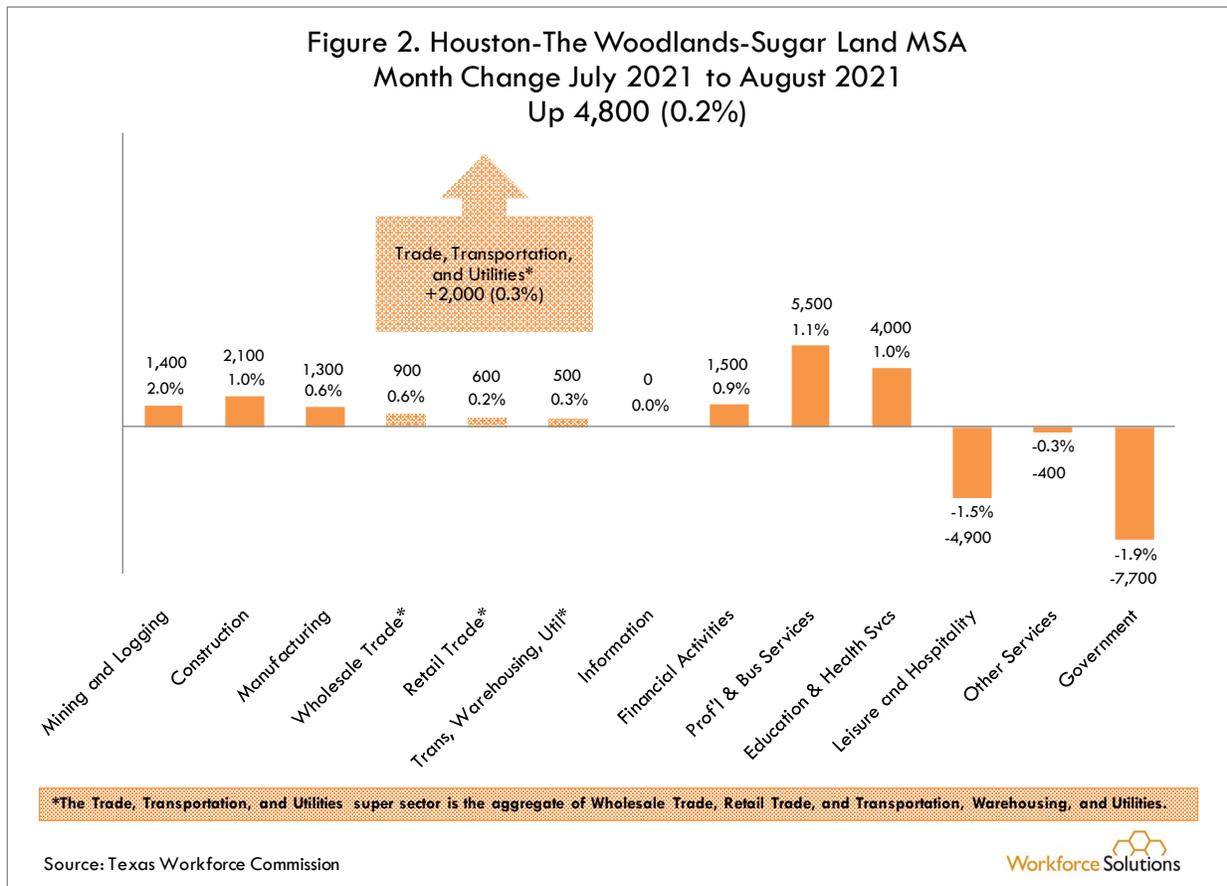
Industry Sector	March and April Increase (Decrease)	May 2020 through Aug 2021 Increase	Jobs Left to Recover	Percent Recovered
H-W-S MSA	-371,400	234,500	136,900	63.1%
United States	-22,362,000	17,029,000	5,333,000	76.2%



Nonagricultural Employment - Actual

Over the Month

Total Nonfarm Employment in the H-W-S MSA was up 4,800 jobs in August. The 0.2 percent increase was slightly weaker than the historical average increase of 0.3 percent. Job gains were widespread with the largest increases found in Professional and Business Services, up 5,500 jobs or 1.1 percent, and Education & Health Services, up 4,000 jobs or 1.0 percent. Construction reported its first increase since March, up 2,100 jobs or 1.0 percent. The largest decline was in Government, down 7,700 jobs or 1.9 percent, driven by declines at local government educational institutions. Leisure and Hospitality suffered the only other substantial loss when on average it has historically increased by 0.1 percent, down 4,900 jobs or 1.5 percent. With the release of this month's data revisions were also made to July's estimates indicating the Houston MSA experienced a slight gain of 200 jobs instead of the originally estimated loss of 7,000 jobs, its first ever July increase.



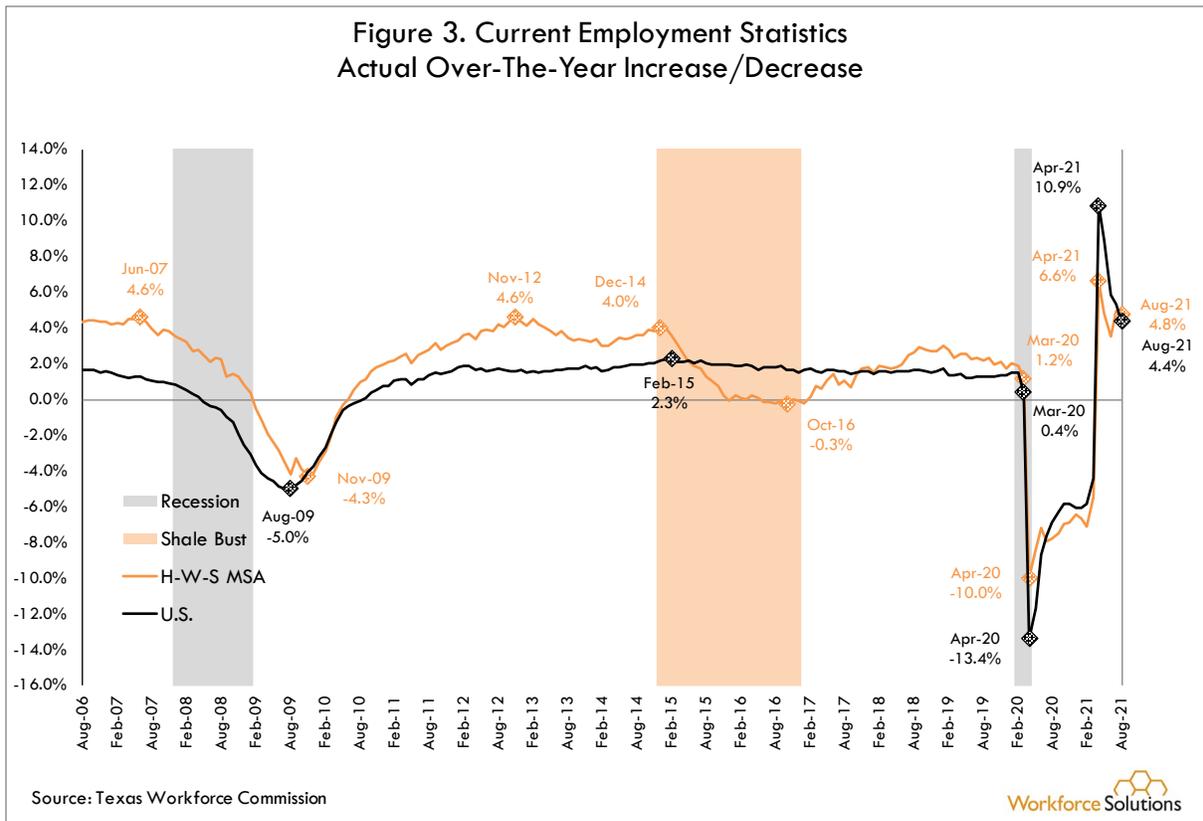
Over the Year

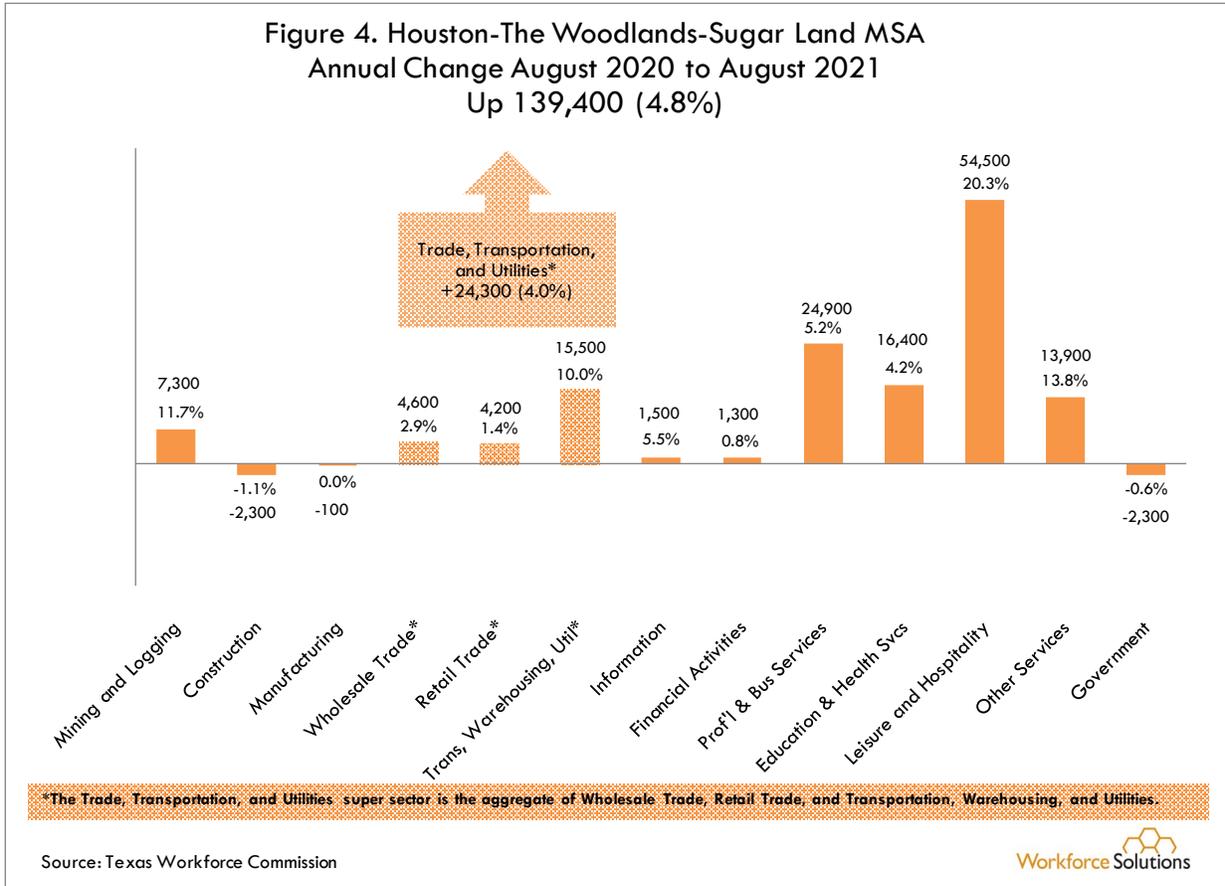
Total Nonfarm Employment in the H-W-S MSA was up 139,400 jobs over the year with the pace of job growth falling from 4.9 percent in July to 4.8 percent, see figure 3 and 4. The pace of job growth at the national level also fell from 5.3 percent to 4.4 percent in August. The larger drop in the pace of job growth at the national level was not due to current trends but due to its comparison to a strong increase that occurred in August 2020.

Job growth was positive in all but three industry super sectors. The top three contributors to the increase were Leisure and Hospitality, up 54,500 jobs or 20.3 percent, Professional and Business Services, up 24,900 jobs or 5.2 percent, and Trade, Transportation, and Utilities, up 24,300 jobs or 4.0 percent. The only declines were found in Construction, down 2,300 jobs or 1.1 percent, and Government, down 2,300 jobs or 0.6 percent, with an insignificant loss of 100 jobs in Manufacturing.

For a complete list of current, month-ago, and year-ago employment estimates see pages 29 & 30.

Additional comments by industry super sector can be found beginning on page 8.





Total Nonfarm Employment – Seasonally Adjusted

Seasonally adjusted estimates for the H-W-S MSA and U.S. seen in figure 5 and 6 provide an additional view of growth trends removing the erratic month-to-month seasonal patterns. July estimates for Total Nonfarm Employment in the H-W-S MSA were revised indicating payrolls were up 16,900 jobs or 0.6 percent, up from an originally estimated 0.2 percent increase of 7,500 jobs. August estimates indicate Total Nonfarm Employment was up 14,900 jobs or 0.5 percent over the month with payrolls up 138,400 jobs or 4.7 percent over the year. Total Nonfarm Employment at the national level reported a much weaker August increase, up 235,000 jobs or 0.2 percent, with payrolls up 6,041,000 jobs or 4.3 percent over the year.

Long-term job growth in the H-W-S MSA continues to outpace that of the nation. Payrolls in the H-W-S MSA are currently up 15.3 percent above their peak prior to The Great Recession while payrolls at the national level are only up 6.3 percent.

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

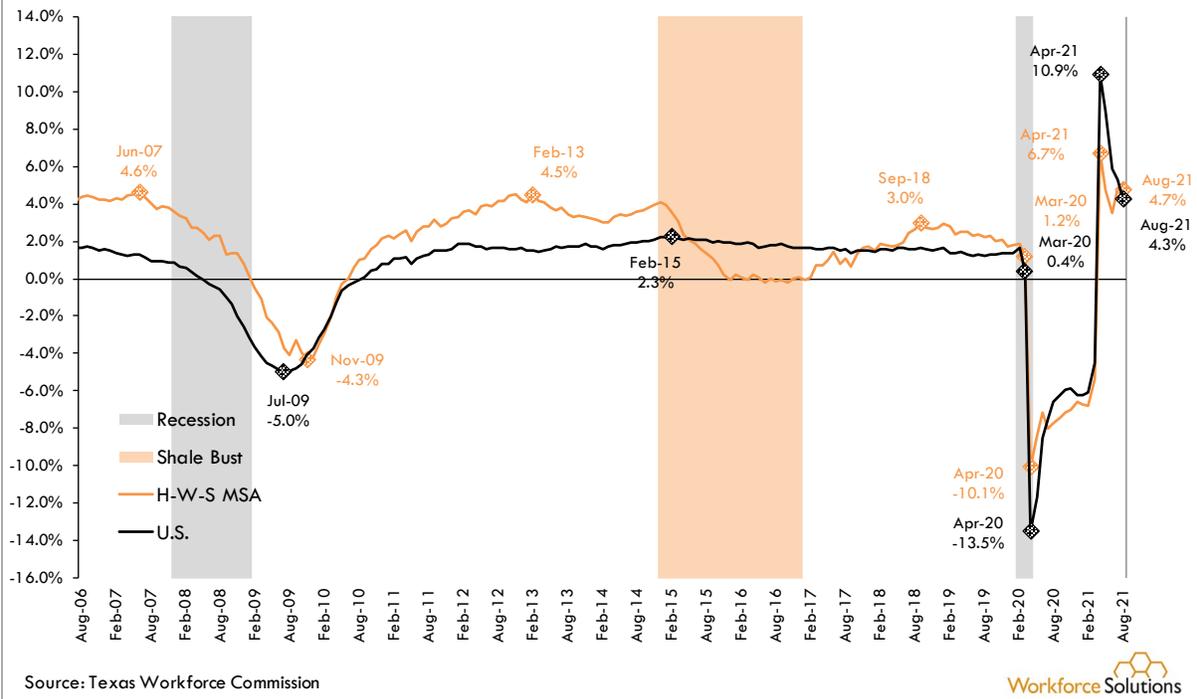
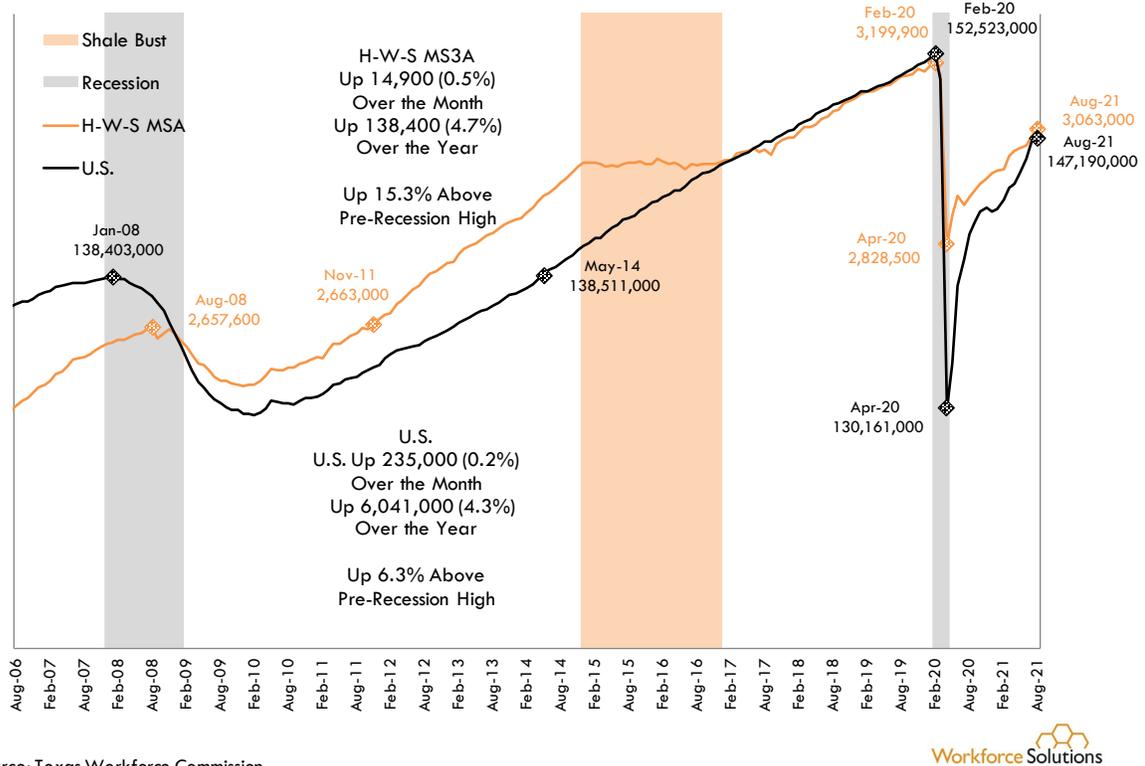


Figure 6. Total Non-farm Employment-Seasonally Adjusted

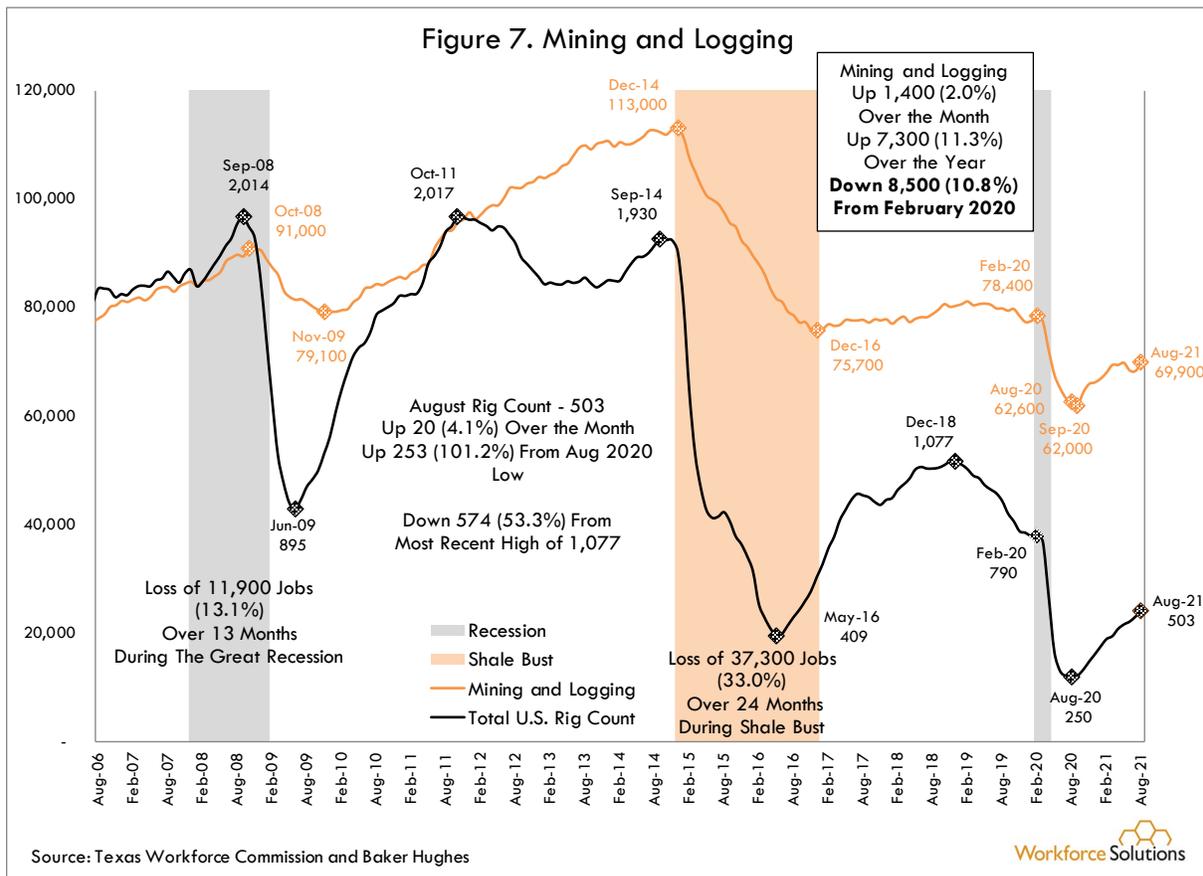


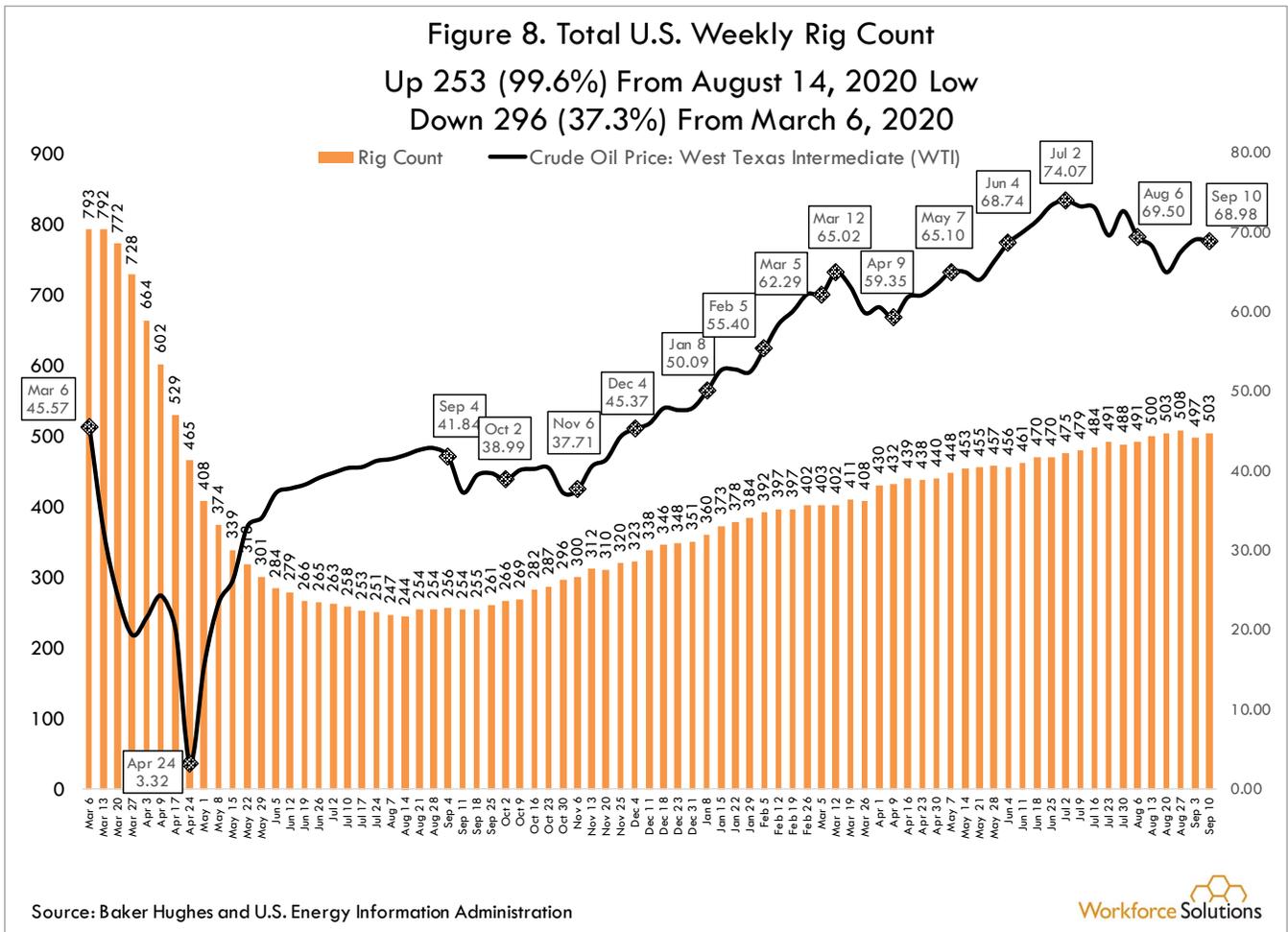
Details by Industry Sector

Mining and Logging added 1,400 jobs in August, up 2.0 percent. The increase was shared among Oil and Gas Extraction, up 800 jobs or 2.4 percent, and Support Activities for Mining, up 600 jobs or 1.8 percent.

Mining and Logging reported its largest over-the-year increase on record in August since during the shale boom back in November 2013, up 7,300 jobs or 11.7 percent. Most of the growth was in Support Activities for Mining driven by increases in drilling activity, up 5,600 jobs or 20.4 percent over the year. The second largest contributor to the increase was Oil and Gas Extraction, up 1,100 jobs or 3.3 percent. The remainder of the increase was in undefined areas of Mining and Logging. While Mining and Logging payrolls are up 7,900 jobs or 12.7 percent from a low of 62,000 in September 2020, they remain some 8,500 jobs or 10.8 percent lower than what they were just prior to the pandemic in February 2020, see figure 7.

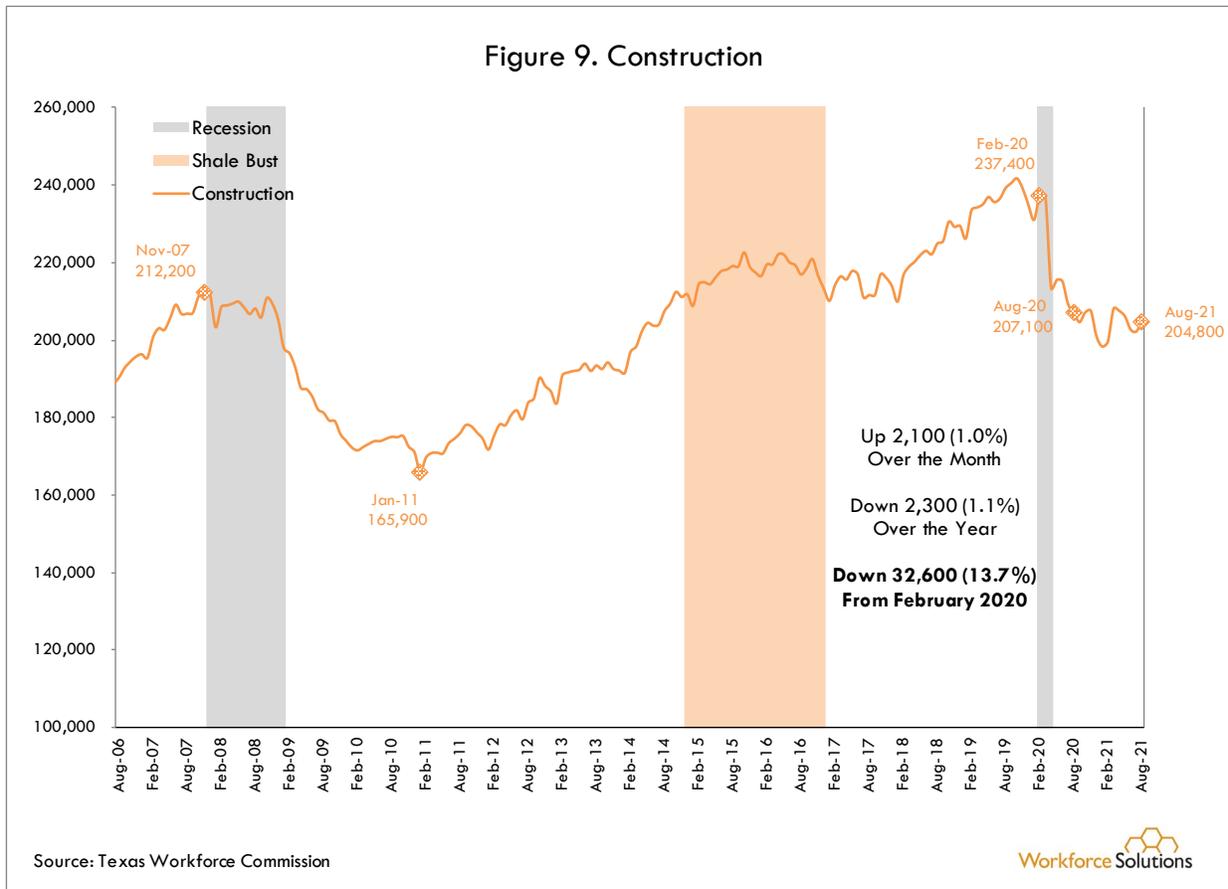
The average U.S. rig count rose for the twelfth consecutive month in August, up by 20 to 503. The monthly rig count was down 574 (53.3%) from the most recent high of 1,077 in December 2018. Looking at rig counts on a weekly basis there was a decline due to Hurricane Ida recently, but the overall number of active rigs are up 99.6 percent since hitting a bottom during the week of August 14th, see figure 8.





Construction was the third largest gaining industry sector in August, up 2,100 jobs or 1.0 percent. Specialty Trade Contractors was the largest contributor to the increase, up 1,500 jobs or 1.4 percent. Heavy and Civil Engineering Construction was the second largest contributor to the increase, up 400 jobs or 0.8 percent, with the remainder of the increase found in Construction of Buildings, up 200 jobs or 0.4 percent.

The pace of losses in Construction fell substantially from 3.1 percent to 1.1 percent in August representing a loss of 2,300 jobs over the year but payrolls remain well below what they were just prior to the pandemic, down 32,600 jobs or 13.7 percent from February 2020, see figure 9. Heavy and Civil Engineering Construction was responsible for the largest portion of the decline, down 2,200 jobs or 4.2 percent. The remainder of the loss was in Construction of Buildings, down 500 jobs or 1.1 percent. Specialty Trade Contractors was reporting a slight increase of 400 jobs, up 0.4 percent. Comments found in the Federal Reserve Bank’s Dallas Beige Book publication indicate Construction companies have been struggling to deal with labor and supply chain challenges.

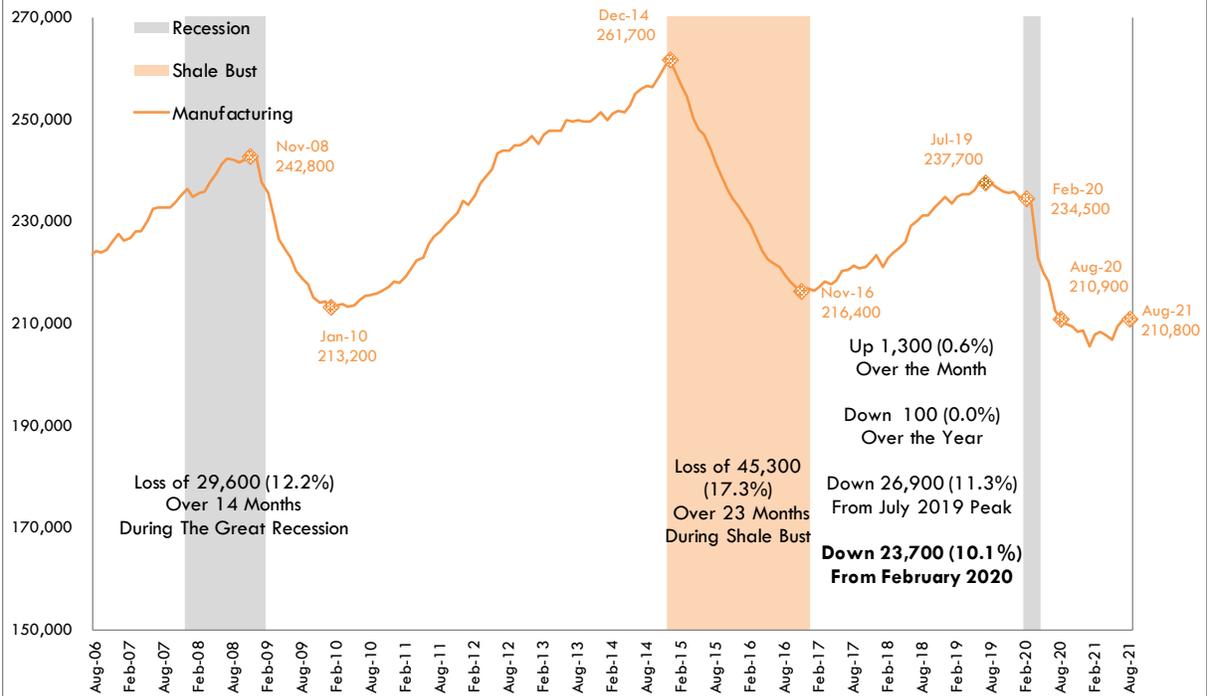


Manufacturing reported its largest ever August increase on record, up 1,300 jobs or 0.6 percent. Durable Goods Manufacturing was responsible for all the increase, up 1,700 jobs or 1.3 percent. Non-durable Goods Manufacturing reported a loss of 400 jobs, down 0.5 percent.

Manufacturing payrolls were virtually unchanged over the year in August, down 100 jobs. All the decline was in Durable Goods Manufacturing with much of the loss tied to the energy sector, down 400 jobs or 0.3 percent. Durable Goods Manufacturing has seen weak job recovery from just before the pandemic began with payrolls down 20,200 jobs or 13.5 percent from February 2020, see figure 10.1. Non-durable Goods Manufacturing was reporting a slight increase of 300 jobs or 0.4 percent over the year helping offset overall losses in Manufacturing, see figure 10.2. Manufacturing’s decline began prior to the pandemic back in August 2019, not long after the active rig count began to decline. Payrolls in Manufacturing hit a low in January 2021 and were struggling to see any substantial growth until recent months, see figure 10.

The Houston Purchasing Managers Index indicates overall economic activity in Houston continued to expand in August rising 0.3 points over the month to 57.5. The Houston PMI provides a measure of current economic activity in the greater Houston area and a forecast of likely shifts in activity over the next several months. Readings over 50 generally indicate goods producing industry expansion over the near term, while readings below 50 show coming contraction. Readings above 45 correlates with expansion of the Houston-The Woodlands-Sugar Land Business Cycle Index.

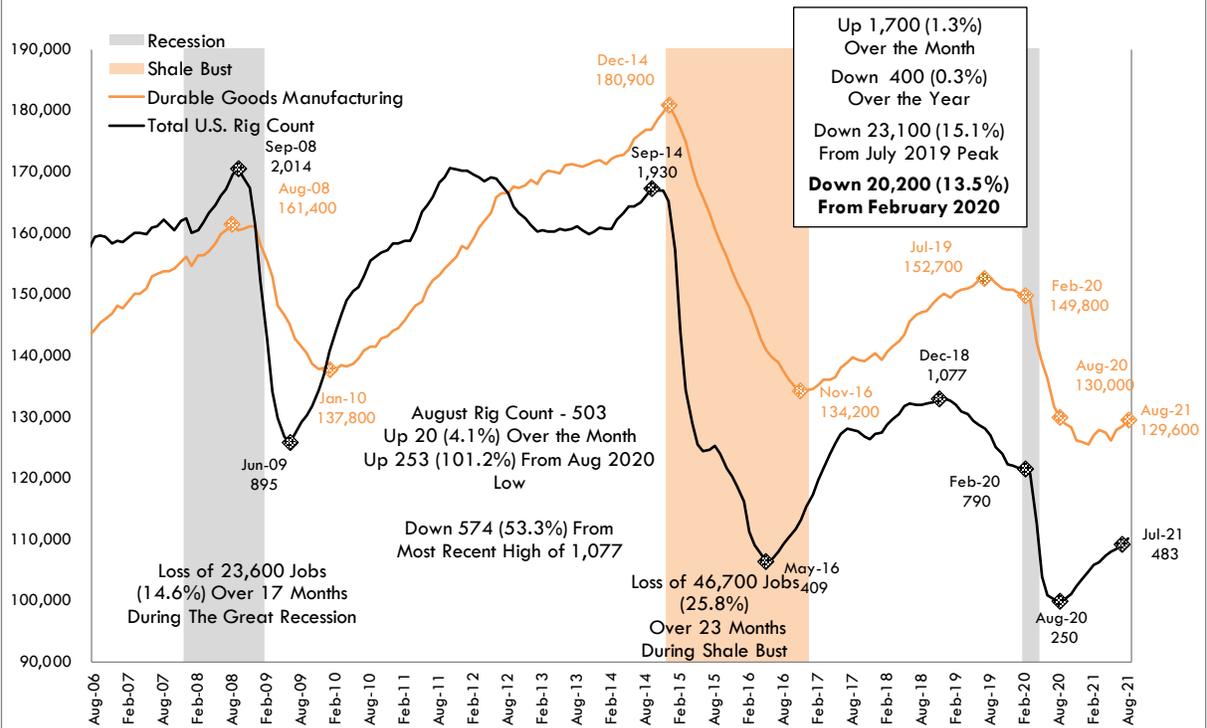
Figure 10. Manufacturing



Source: Texas Workforce Commission

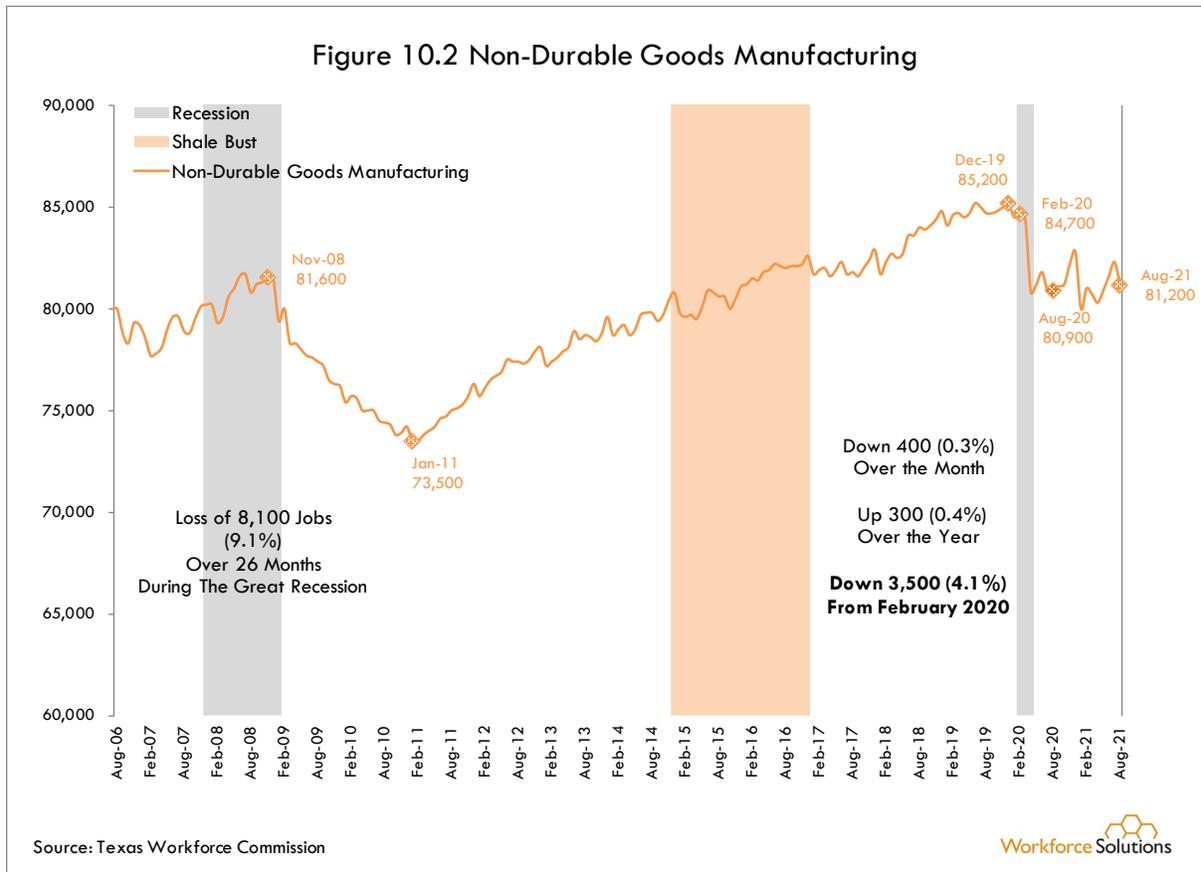


Figure 10.1 Durable Goods Manufacturing



Source: Texas Workforce Commission

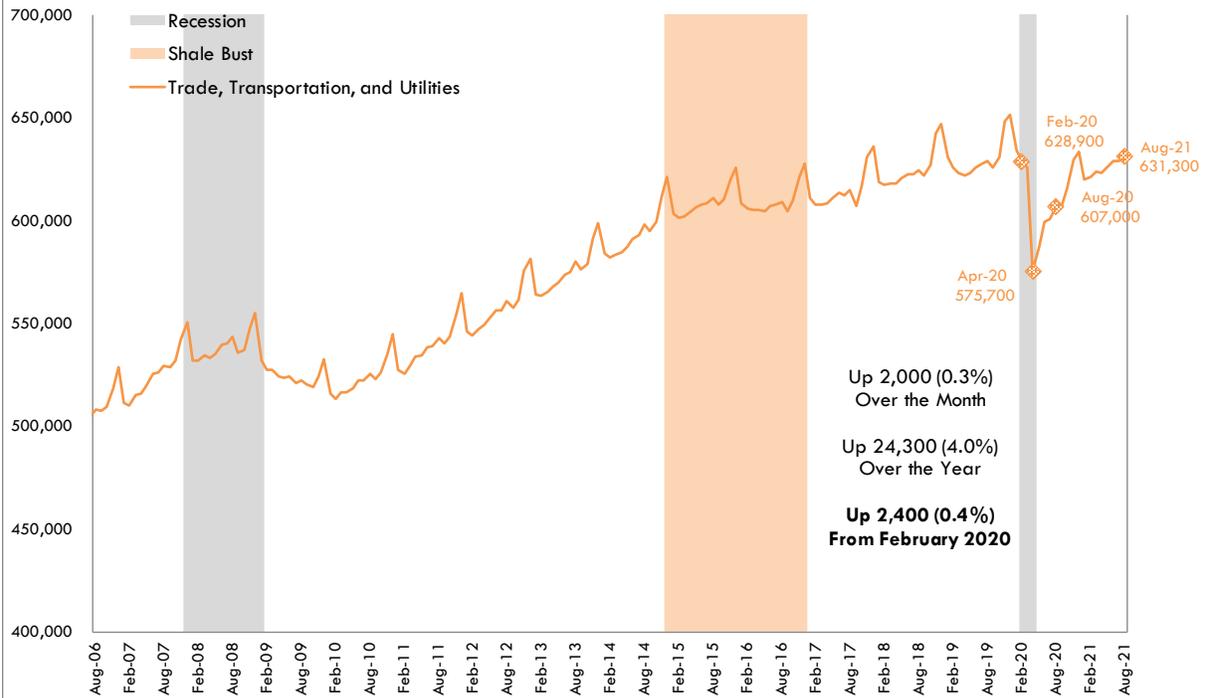




Trade, Transportation, Warehousing & Utilities reported an increase of 2,000 jobs in August, up 0.3 percent. The largest contributor to the increase was Wholesale Trade, up 900 jobs or 0.6 percent. The remainder of the increase was shared by Retail Trade, up 600 jobs or 0.2 percent, and Transportation, Warehousing and Utilities, up 500 jobs or 0.3 percent. Retail Trade's 0.2 percent increase was a fourth of the typical August increase of 0.8 percent due to weaker hiring at General Merchandise Stores and Clothing and Clothing Accessories Stores that usually occurs to cover back-to-school shopping.

Trade, Transportation, and Utilities was the third largest gaining industry super sector in August, up 24,300 jobs or 4.0 percent over the year, see figure 11. Nearly 64.0 percent of the increase was in Transportation, Warehousing, and Utilities where payrolls were up 15,500 jobs or 10.0 percent, see figure 11.3. Overall increases in Transportation, Warehousing and Utilities were held back by losses in Air Transportation, down 200 jobs or 1.1 percent, and Pipeline Transportation, down 600 jobs or 5.0 percent. Wholesale Trade was the second largest contributor of the increase with payrolls up 4,600 jobs or 2.6 percent over the year, see figure 11.1. Retail Trade accounted for the remainder of the increase, up 4,200 jobs or 1.4 percent over the year, see figure 11.2. Clothing and Clothing Accessories Stores, the hardest hit retail sector during the initial phases of the pandemic, was the largest contributor to gains in Retail Trade with payrolls up 2,200 jobs or 9.7 percent, followed by Department Stores, up 1,000 jobs or 6.5 percent. While payrolls in Wholesale Trade and Retail Trade remain below what they were just prior to the pandemic in February 2020, payrolls in Transportation, Warehousing, and Utilities recovered all jobs lost and added an additional 2,400 jobs, up 0.4 percent.

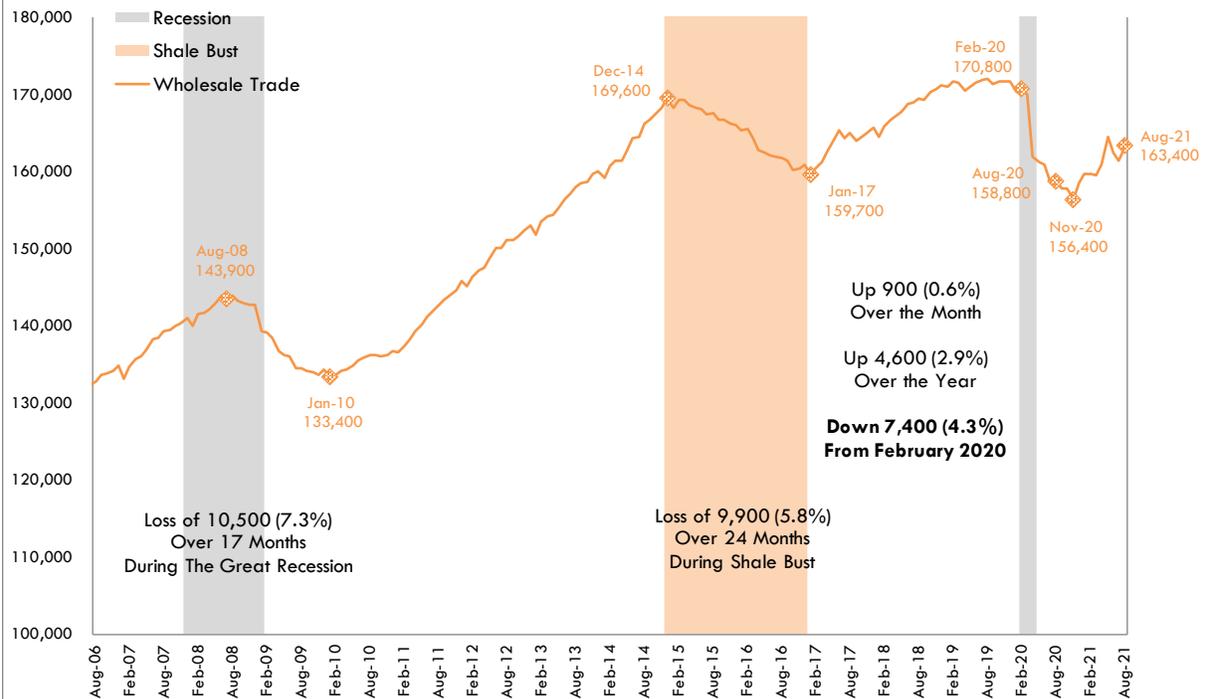
Figure 11. Trade, Transportation, and Utilities



Source: Texas Workforce Commission



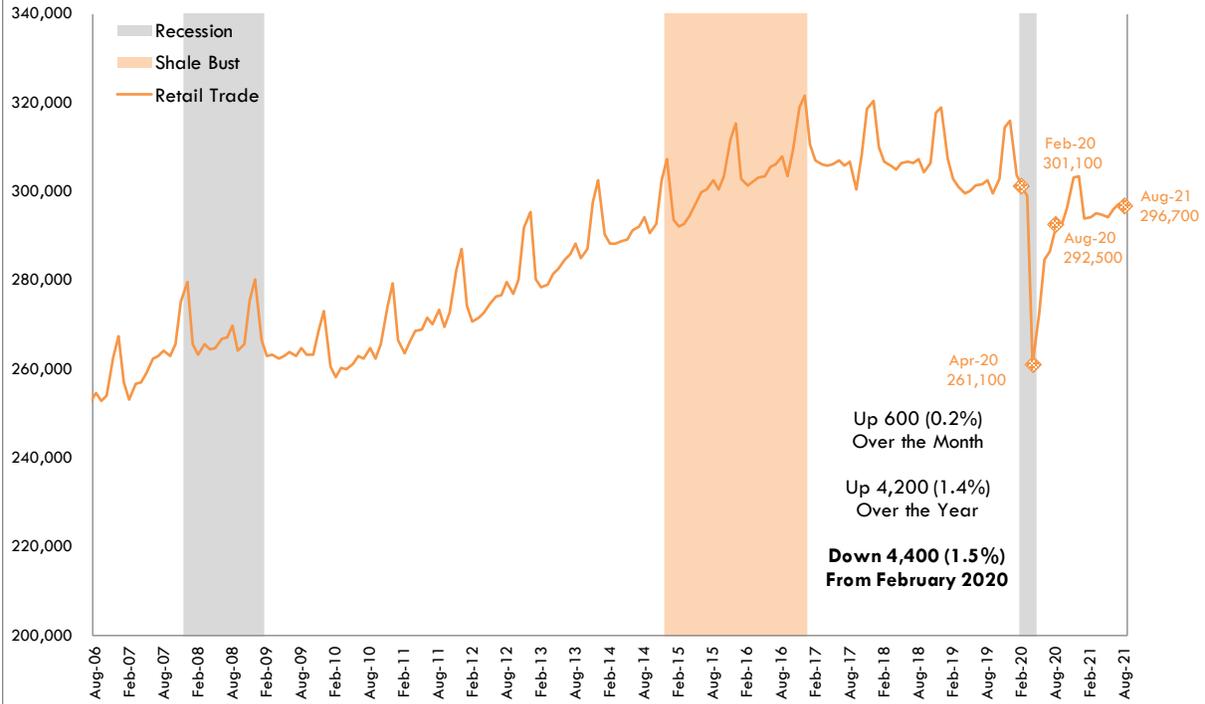
Figure 11.1 Wholesale Trade



Source: Texas Workforce Commission



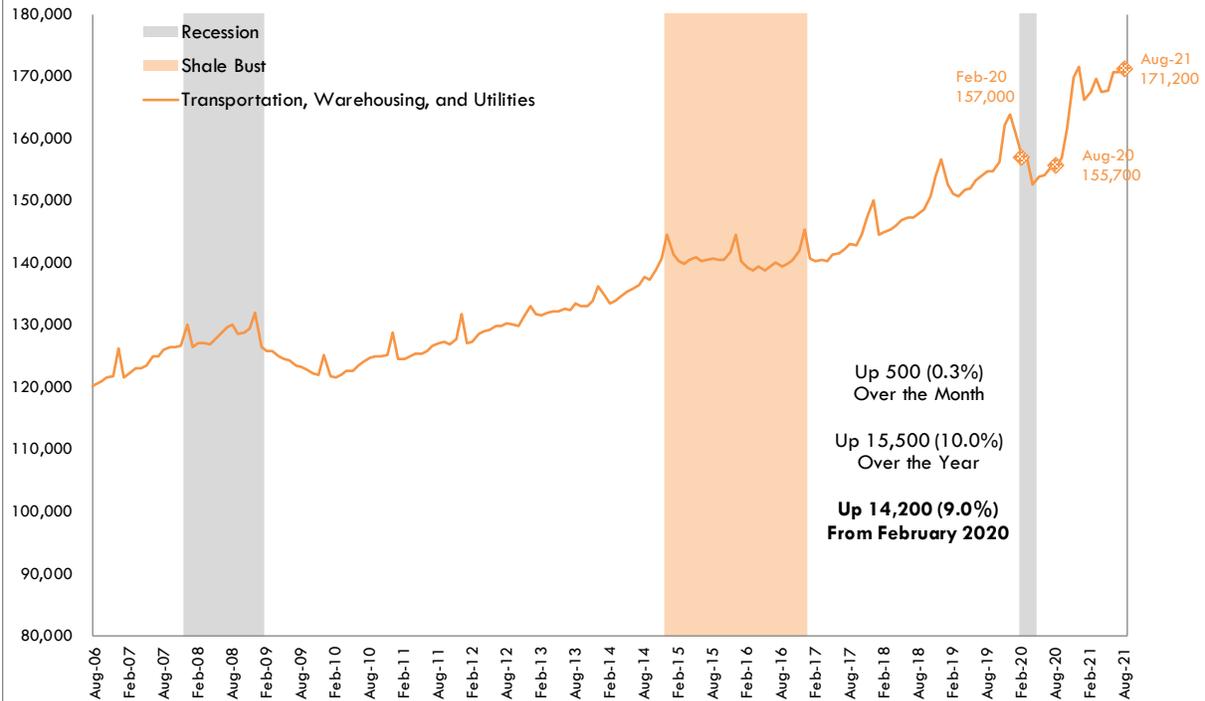
Figure 11.2 Retail Trade



Source: Texas Workforce Commission



Figure 11.3 Transportation, Warehousing, and Utilities



Source: Texas Workforce Commission



Payrolls in **Information** were unchanged in August and up 1,500 jobs or 5.5 percent over the year. The Telecommunications sub-sector was reporting a loss of 100 jobs holding back overall gains, down 0.8 percent over the year. Increases cannot be narrowed down specifically but were somewhere within areas such as software publishing, data processing hosting, motion picture and sound recording and related services, and newspaper and periodical publishing.

Financial Activities reported its largest August increase on record, up 1,500 jobs or 0.9 percent. Most of the increase was in Real Estate and Rental and Leasing, up 1,400 jobs or 2.5 percent.

Financial Activities was up 1,300 jobs or 0.8 percent over the year, see figure 12. All the increase was in Finance and Insurance where Insurance Carriers and Related Activities added 3,300 jobs, up 8.3 percent. Job gains in the super sector were held back by losses in Real Estate and Rental and Leasing, down 1,300 jobs or 2.2 percent over the year. Payrolls in Financial Activities remain below what they were just before the pandemic in February 2020, down 4,300 jobs or 2.5 percent.

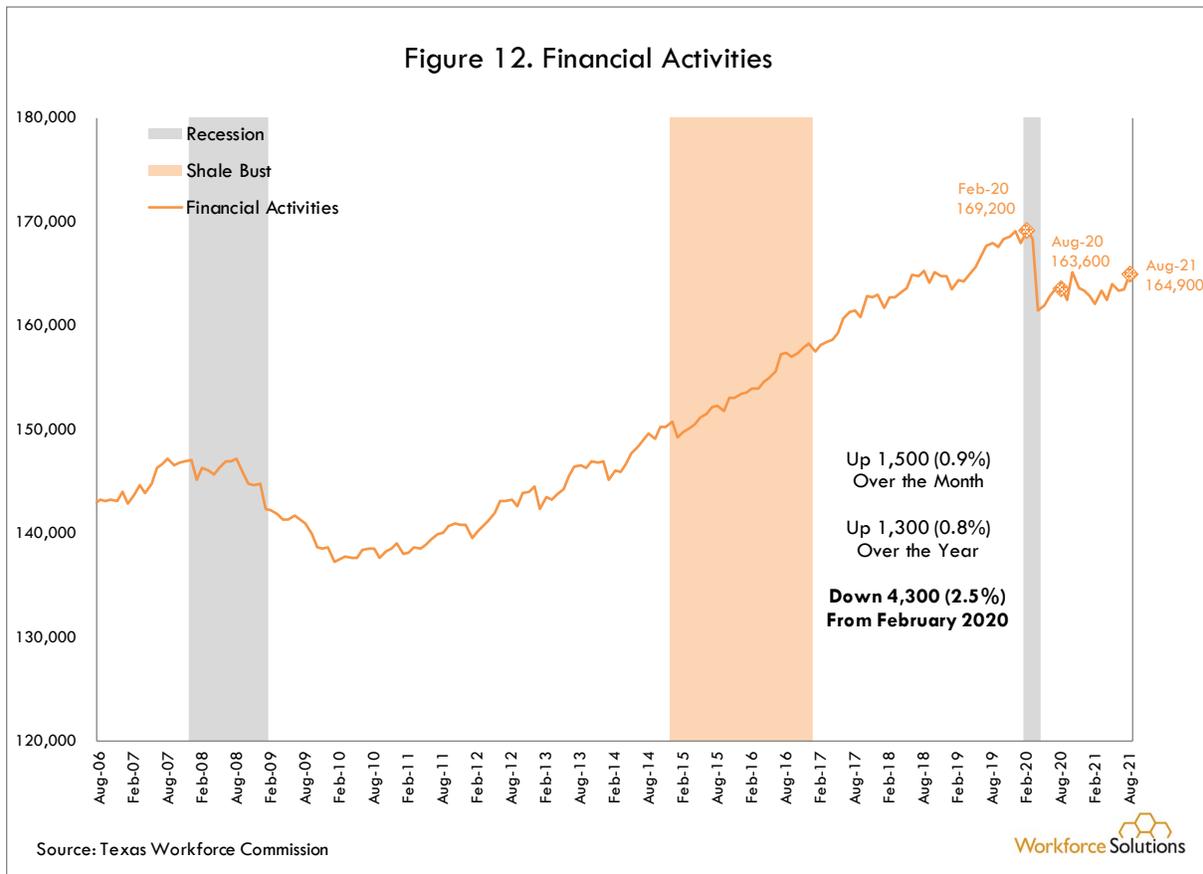
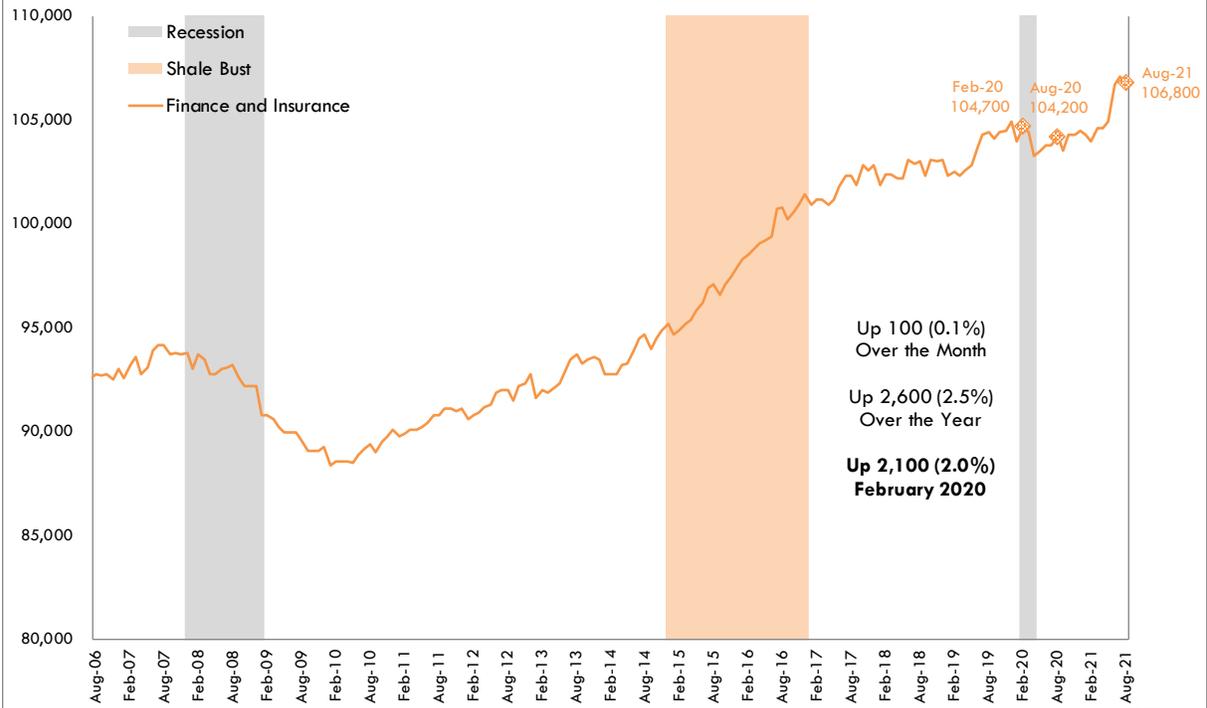


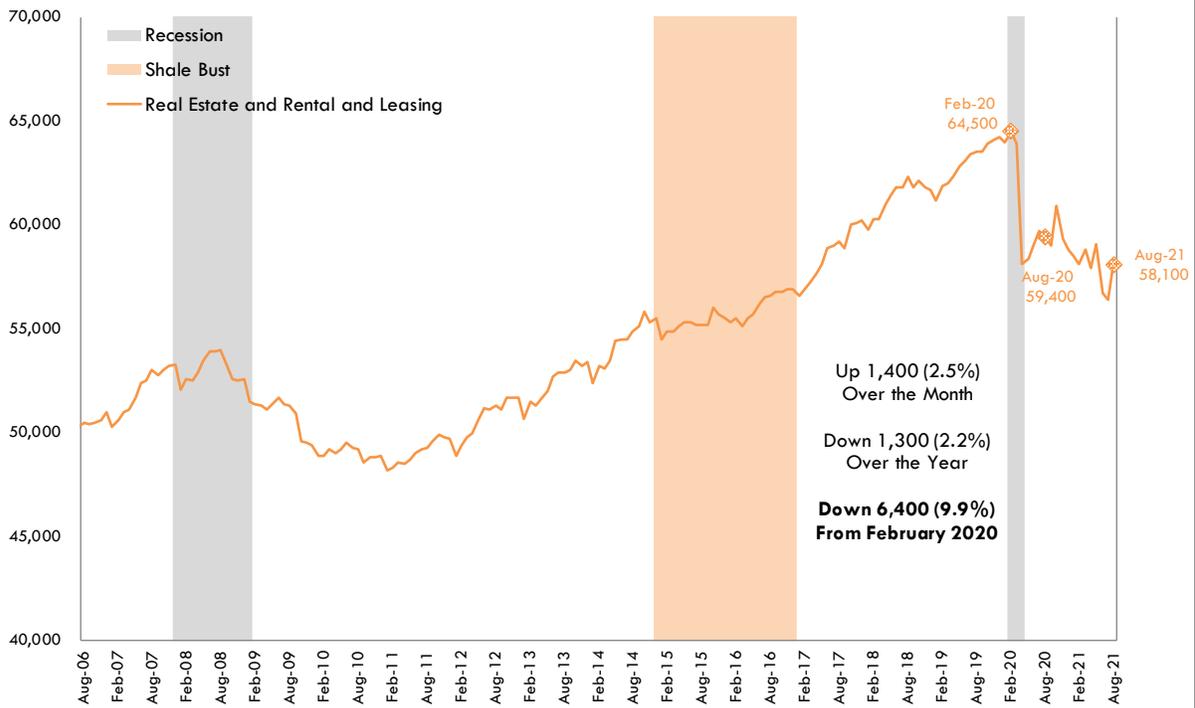
Figure 12.1 Finance and Insurance



Source: Texas Workforce Commission



Figure 12.2 Real Estate and Rental and Leasing



Source: Texas Workforce Commission



Professional and Business Services was the largest gaining industry sector in August adding 5,500 jobs over the month, up 1.1 percent. The only other August increase that was higher than 1.1 percent was back in 1995. More than half of the increase was in Professional, Scientific, and Technical Services, up 3,600 jobs or 1.5 percent. Administrative and Support and Waste Management and Remediation Services was responsible for the remainder of the increase, up 2,000 jobs or 0.9 percent. Management of Companies and Enterprises was virtually unchanged with payrolls down 100 jobs.

Professional and Business Services was the second largest gaining industry super sector with payrolls up 24,900 jobs or 5.2 percent over the year. Professional, Scientific, and Technical Services was the largest contributor to the increase, up 13,700 jobs or 5.9 percent. Computer Systems Design and Related Services was reporting the strongest growth, up 3,200 jobs or 9.4 percent, see figure 13.2. Architectural, Engineering, and Related Services reported an over-the-year increase for the second consecutive month, up 900 jobs or 1.3 percent, yet it remains the largest holdback to recovery in super sector since the pandemic began with payrolls down 7,900 jobs or 10.5 percent from what they were in February 2020, see figure 13.1, Administrative and Support and Waste Management and Remediation Services was the second largest contributor to the increase, up 10,500 jobs or 5.1 percent. Most of the increase in Administrative and Support and Waste Management and Remediation Services was in two sub-sectors: Employment Services, up 4,700 jobs or 6.8 percent, and Services to Buildings and Dwellings, up 3,500 jobs or 6.6 percent. Lastly, Management of Companies reported an increase of 700 jobs, up 1.6 percent.

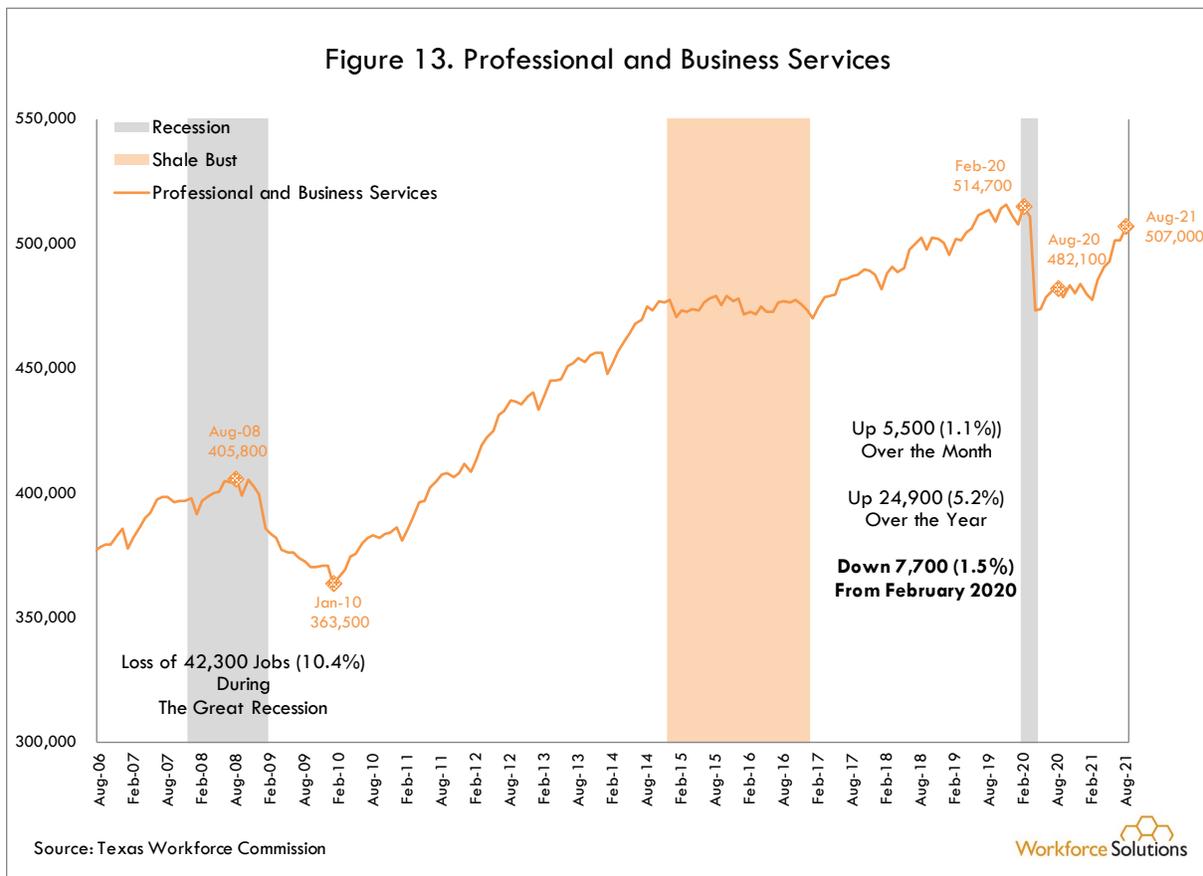
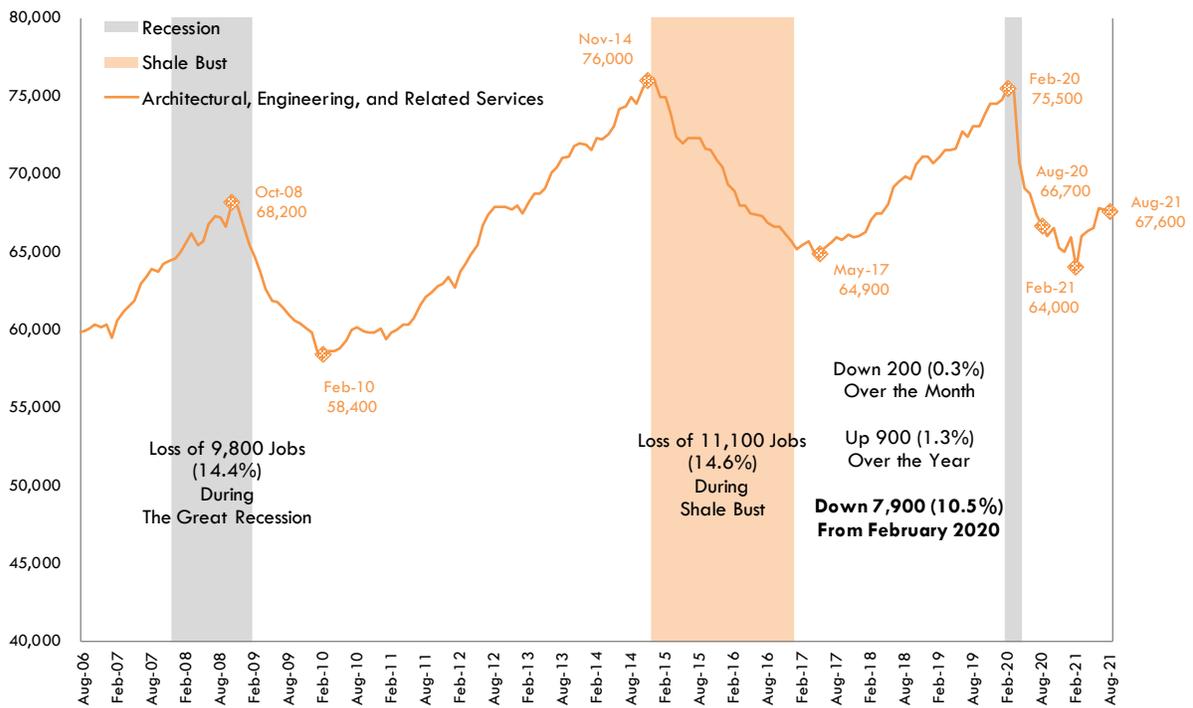


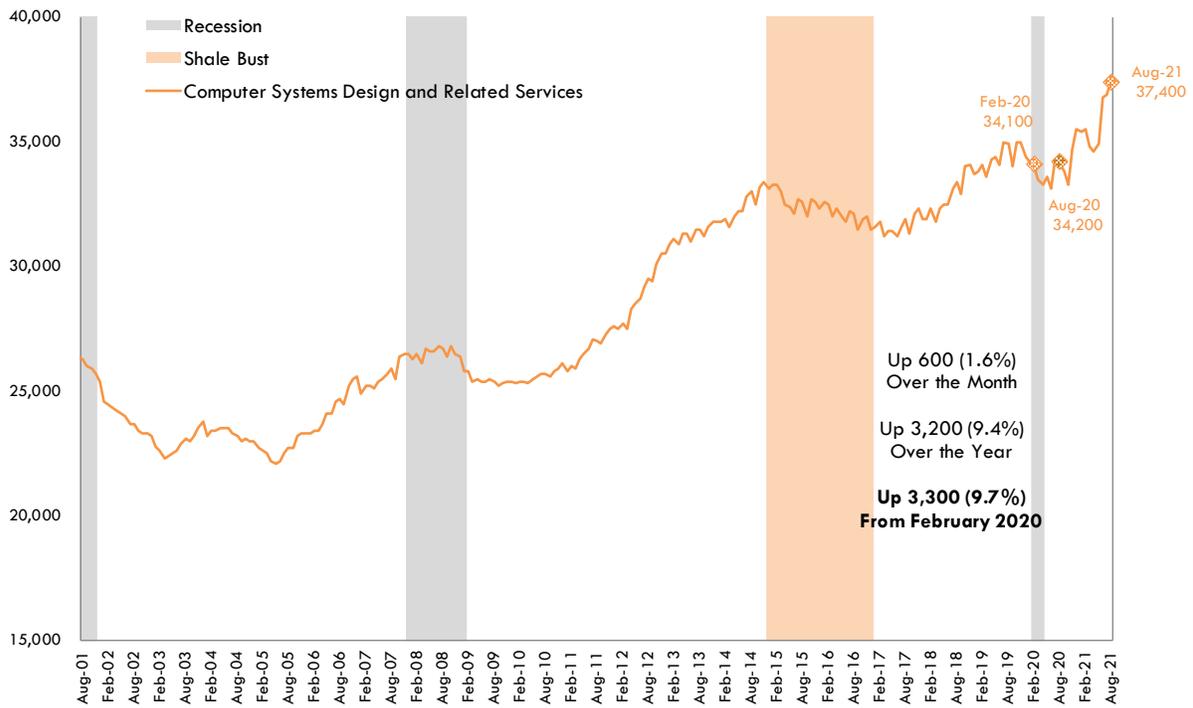
Figure 13.1 Architectural, Engineering, and Related Services



Source: Texas Workforce Commission

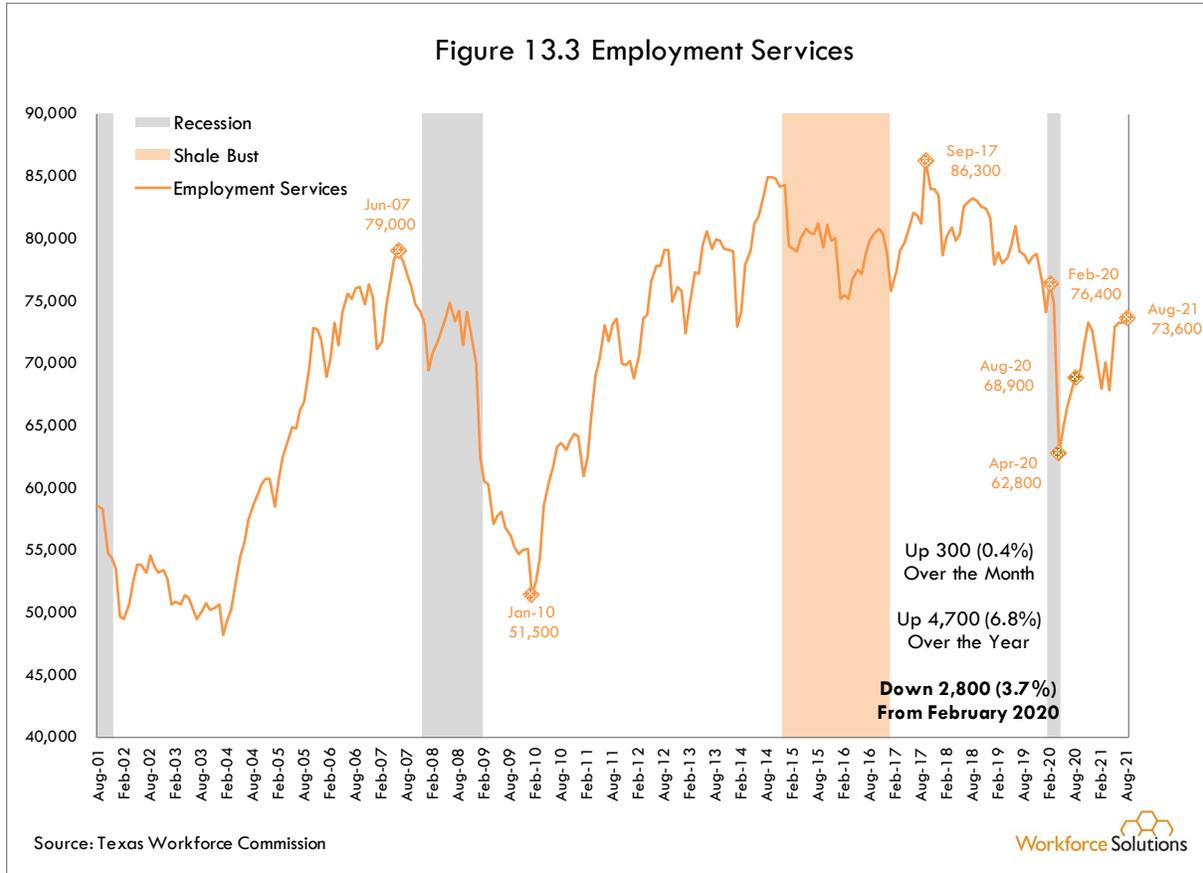


Figure 13.2 Computer System Design and Related Services



Source: Texas Workforce Commission

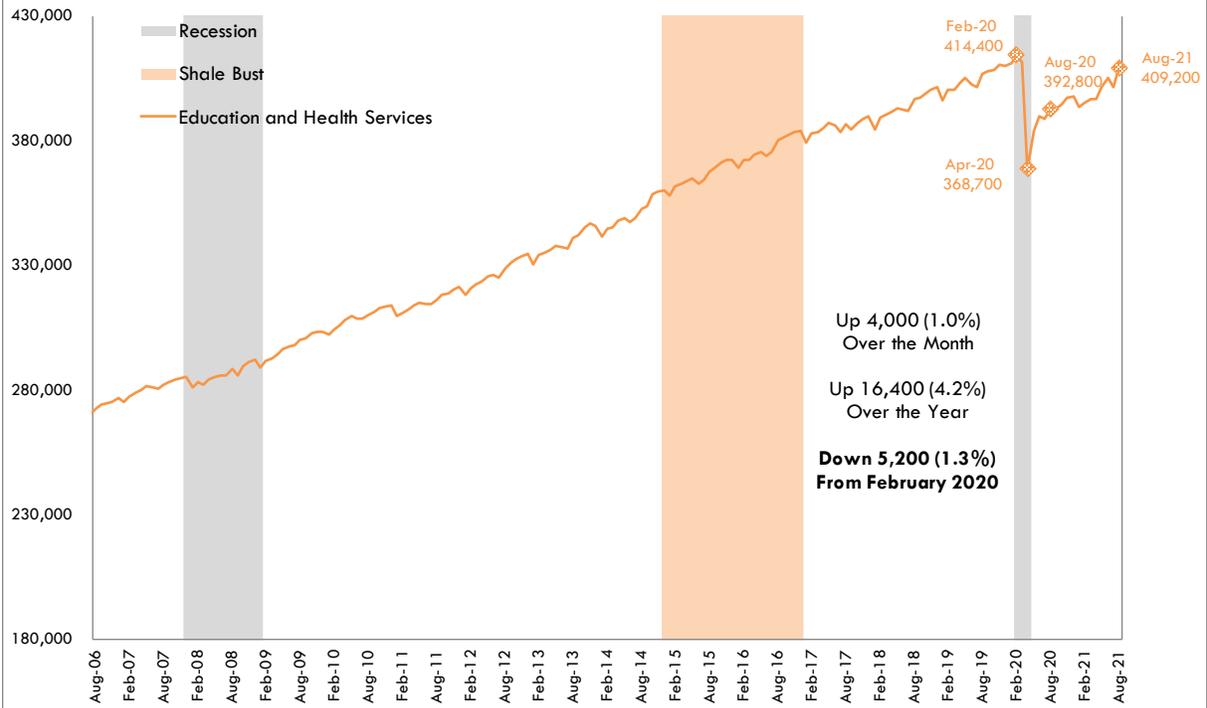




Education and Health Services was the second largest gaining industry sector in August, up 4,000 jobs or 1.0 percent. Seventy-five percent of the increase was in Educational Services, up 3,000 jobs or 4.9 percent. Health Care and Social Assistance accounted for the remainder of the increase, up 1,000 jobs or 0.3 percent. Educational and Health Services original estimates of a July increase of 800 jobs, up 0.2 percent, was revised sharply upward indicating it gained 4,700 jobs, up 1.2 percent, making it the largest July increase on record.

Education and Health Services was up 16,400 jobs or 4.2 percent over the year, see figure 14. Most of the increase was in Health Care and Social Assistance, up 11,900 jobs or 3.6 percent, see figure 14.2. Job gains within Health Care and Social Assistance were primarily within health care related areas with Ambulatory Health Care Services up 6,000 jobs or 3.6 percent, and Hospitals up 2,200 jobs or 2.5 percent. Educational Services reported the strongest increase of 4,500 jobs or 7.5 percent, see figure 14.1. Payrolls in Education and Health Services remain 5,200 jobs or 1.3 percent below what they were just prior to the pandemic in February 2020.

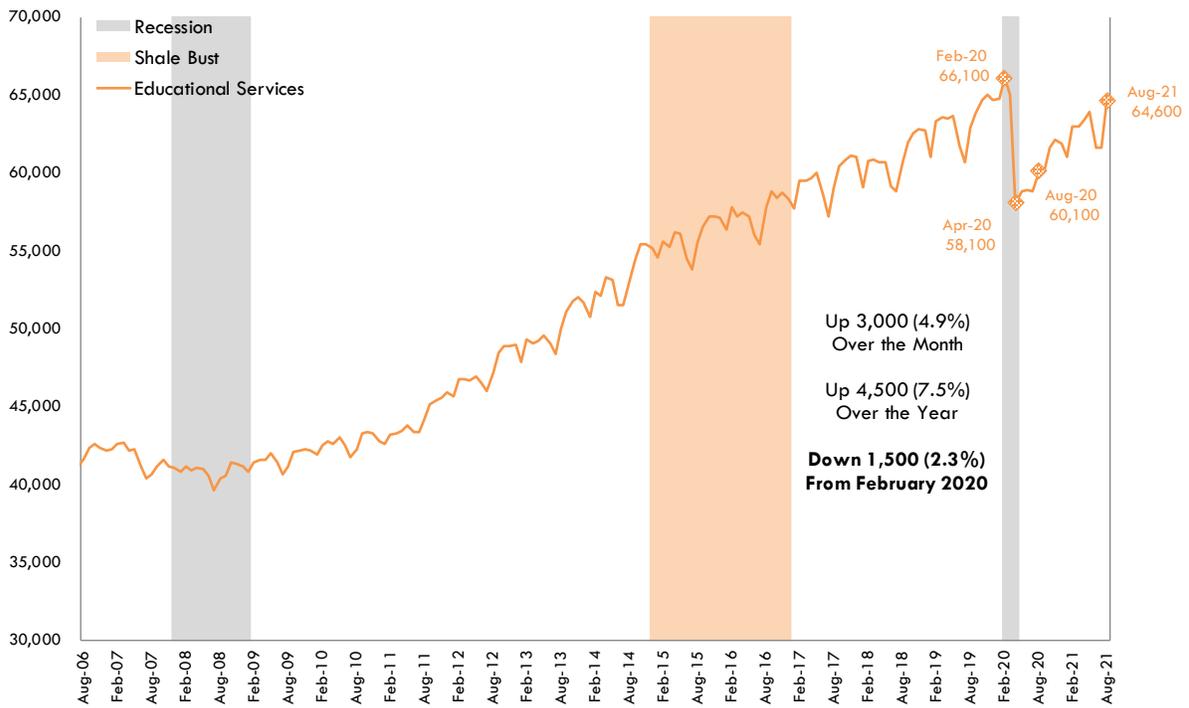
Figure 14. Education and Health Services



Source: Texas Workforce Commission



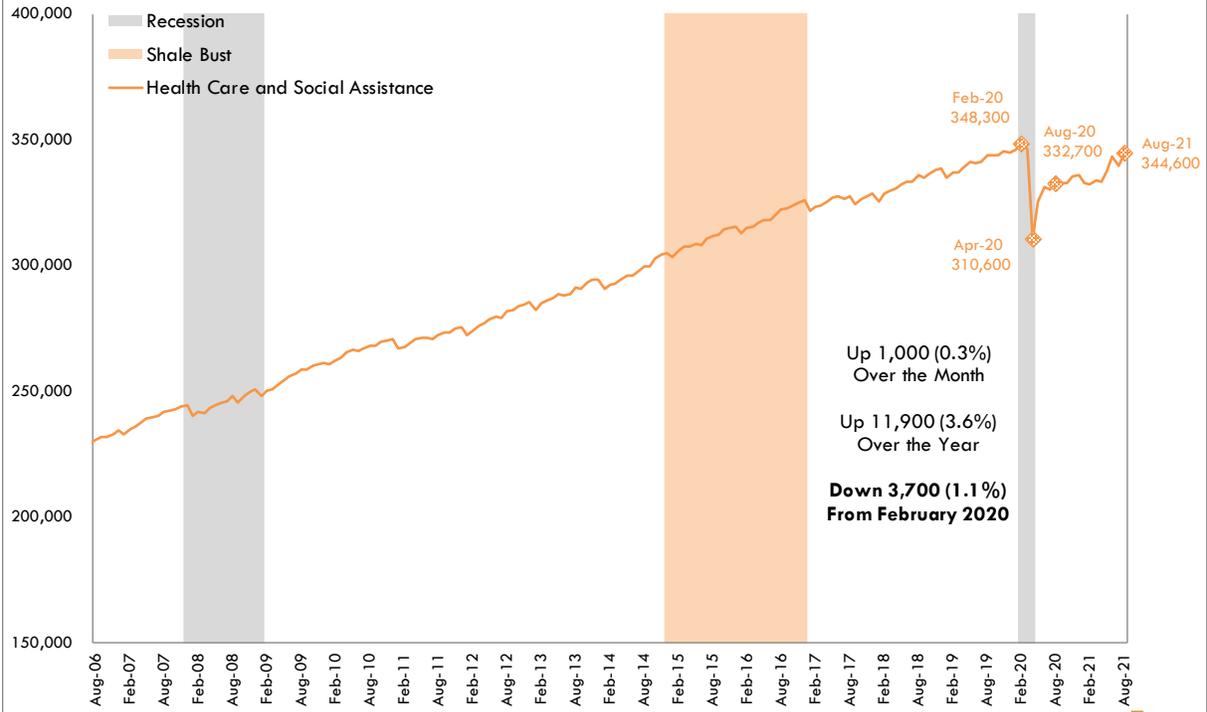
Figure 14.1 Educational Services



Source: Texas Workforce Commission



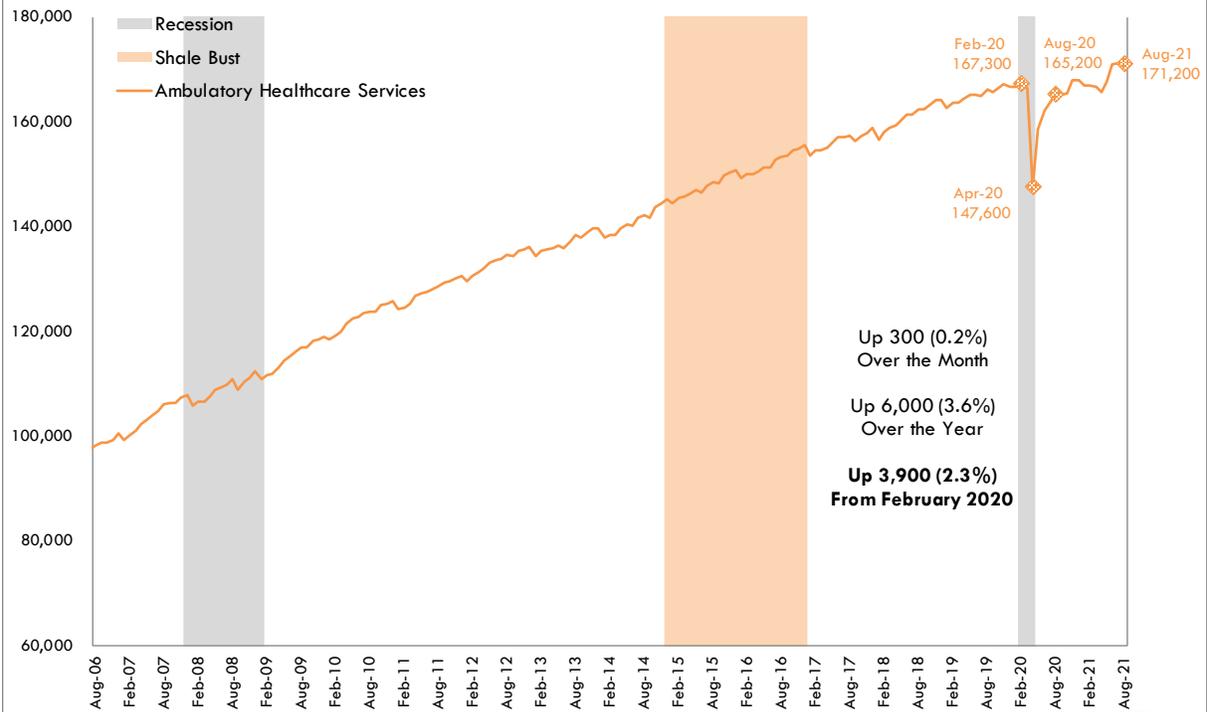
Figure 14.2 Health Care and Social Assistance



Source: Texas Workforce Commission

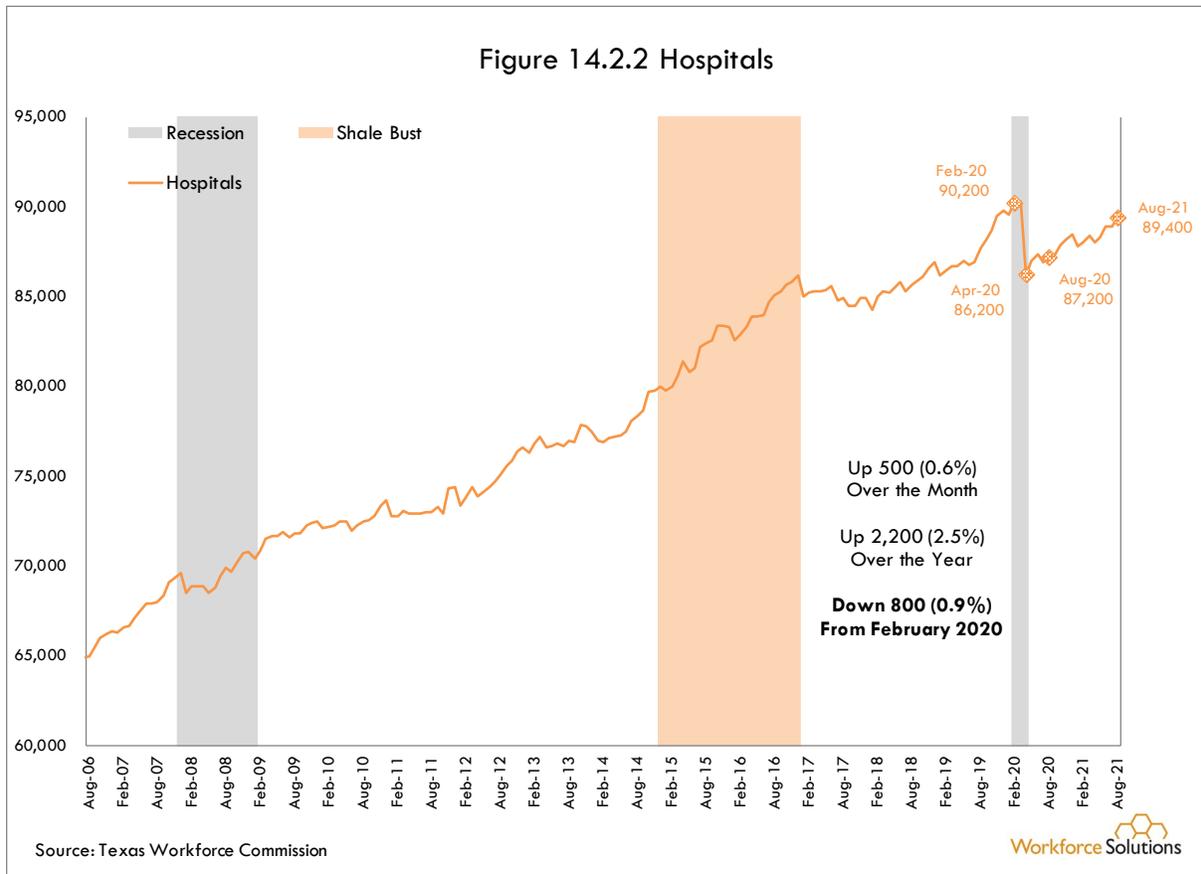


Figure 14.2.1 Ambulatory Healthcare Services



Source: Texas Workforce Commission

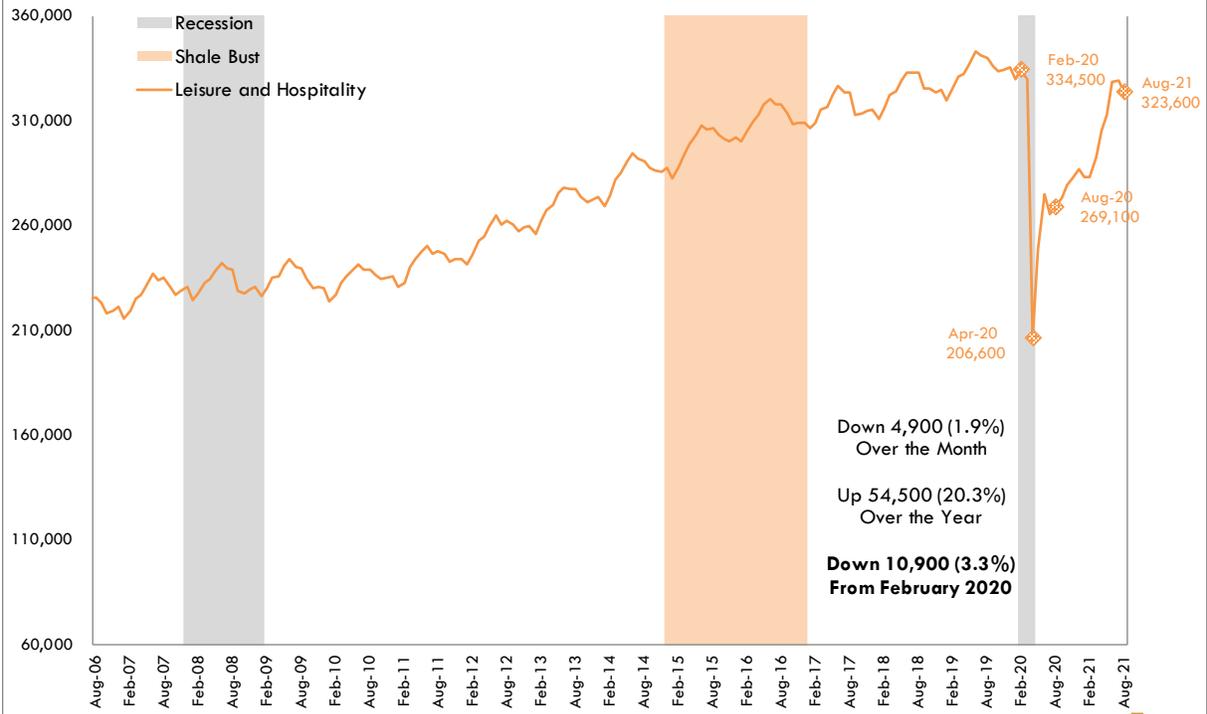




Leisure and Hospitality was the second largest declining industry sector in August due to a sharp rise in Covid-19 cases, down 4,900 jobs or 1.5 percent. While Leisure and Hospitality doesn't have a set trend in August and can either add or lose jobs, the current loss is more than 300 percent larger than the largest decline on record of 1,600 jobs back in 1996. Food Services and Drinking Places experienced the largest loss, down 2,500 jobs or 0.9 percent. Arts, Entertainment, and Recreation reported the strongest loss of 1,700 jobs or 5.0 percent. The remainder of the loss was in Accommodation, down 700 jobs or 3.0 percent.

Leisure and Hospitality suffered the largest job losses of any industry super sector in the initial phases of the pandemic. Having more jobs to recover, Leisure and Hospitality was the largest and fastest gaining industry super sector over the year, up 54,500 jobs or 20.3 percent, see figure 15. Most of the increase was in Food Services and Drinking Places, up 45,500 jobs or 20.4 percent, see figure 15.3. The two other sub-sectors reported increases that were similar in strength with Arts, Entertainment, and Recreation up 4,800 jobs or 17.4 percent and Accommodation up 4,200 jobs or 22.6 percent. Payrolls in Leisure and Hospitality remain 10,900 jobs or 3.3 percent below what they were prior to the pandemic in February 2020. Accommodation is reporting the largest shortfall with payrolls down 5,700 jobs or 20.0 percent below what they were in February 2020, see figure 15.2.

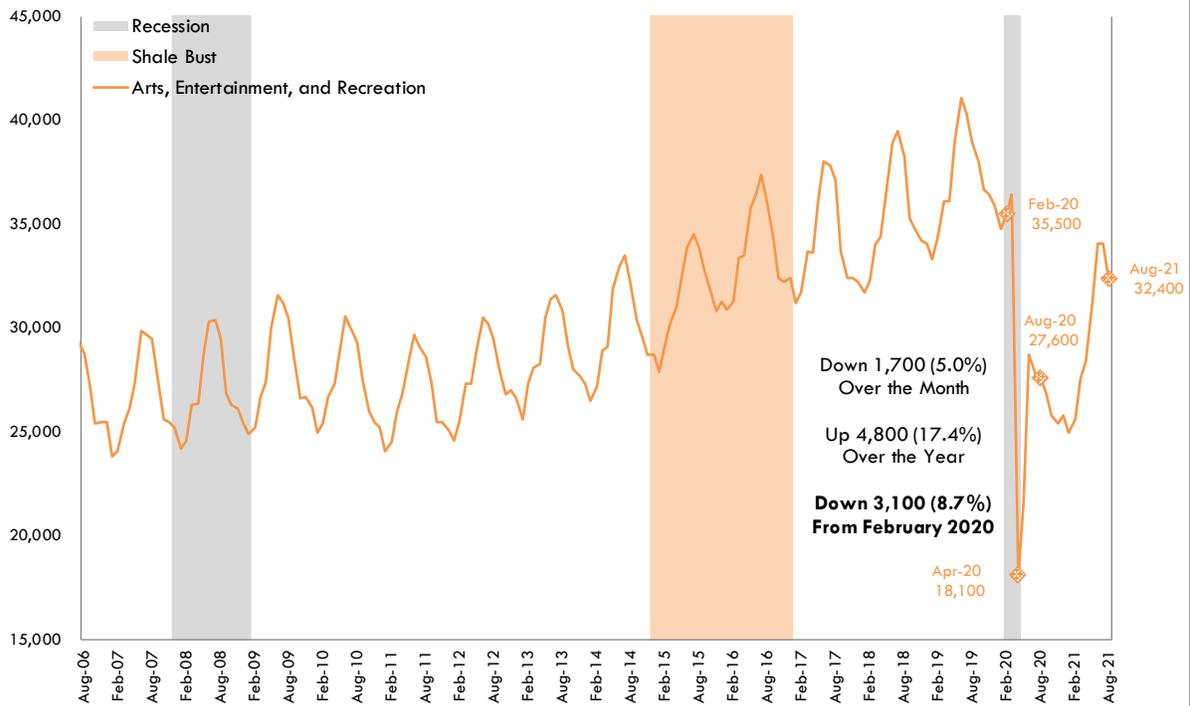
Figure 15. Leisure and Hospitality



Source: Texas Workforce Commission



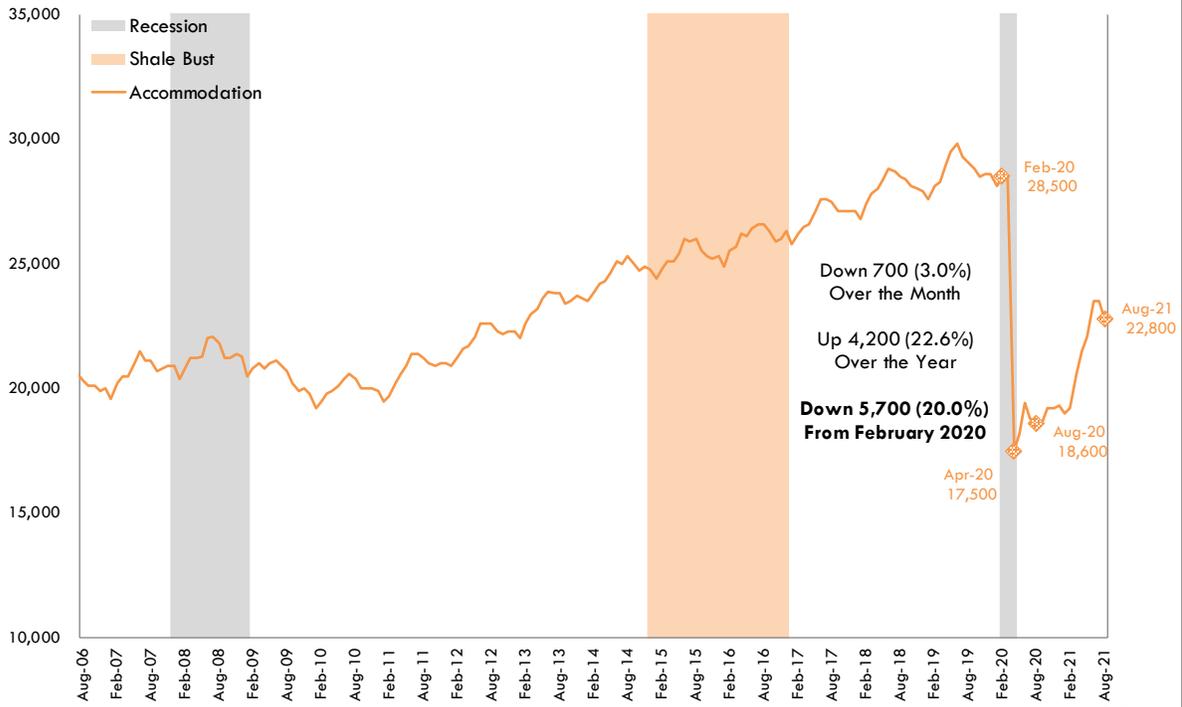
Figure 15.1 Arts, Entertainment, and Recreation



Source: Texas Workforce Commission



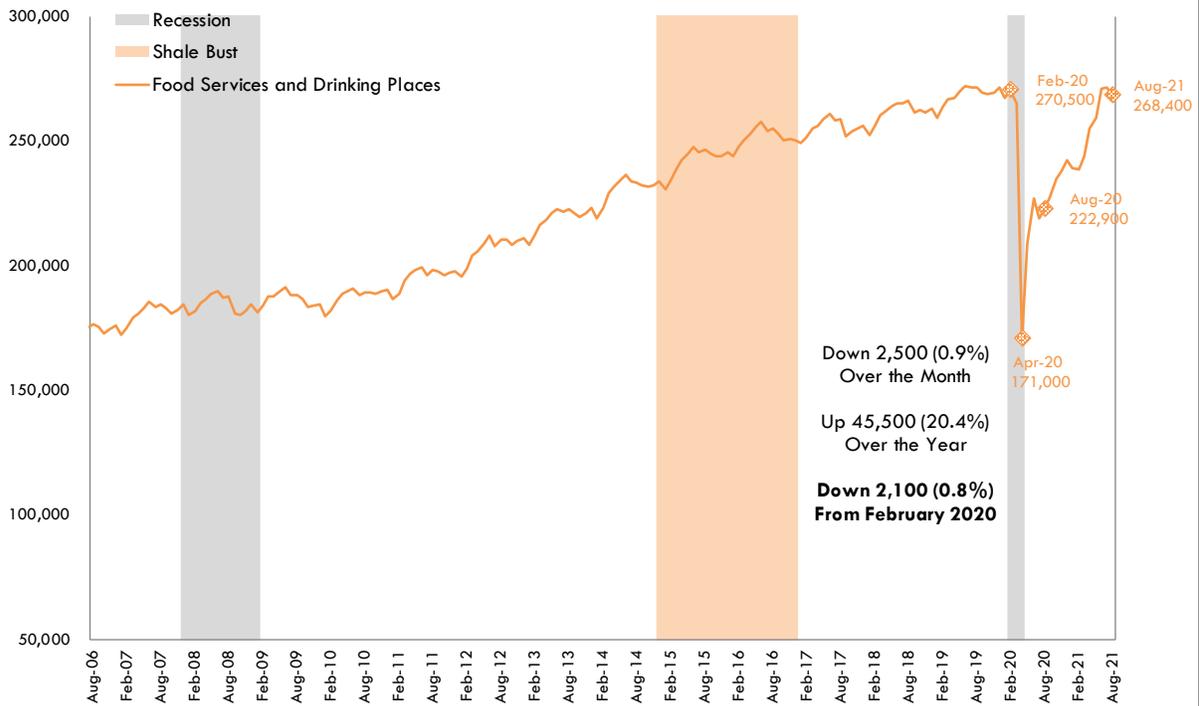
Figure 15.2 Accommodation



Source: Texas Workforce Commission



Figure 15.3 Food Services and Drinking Places

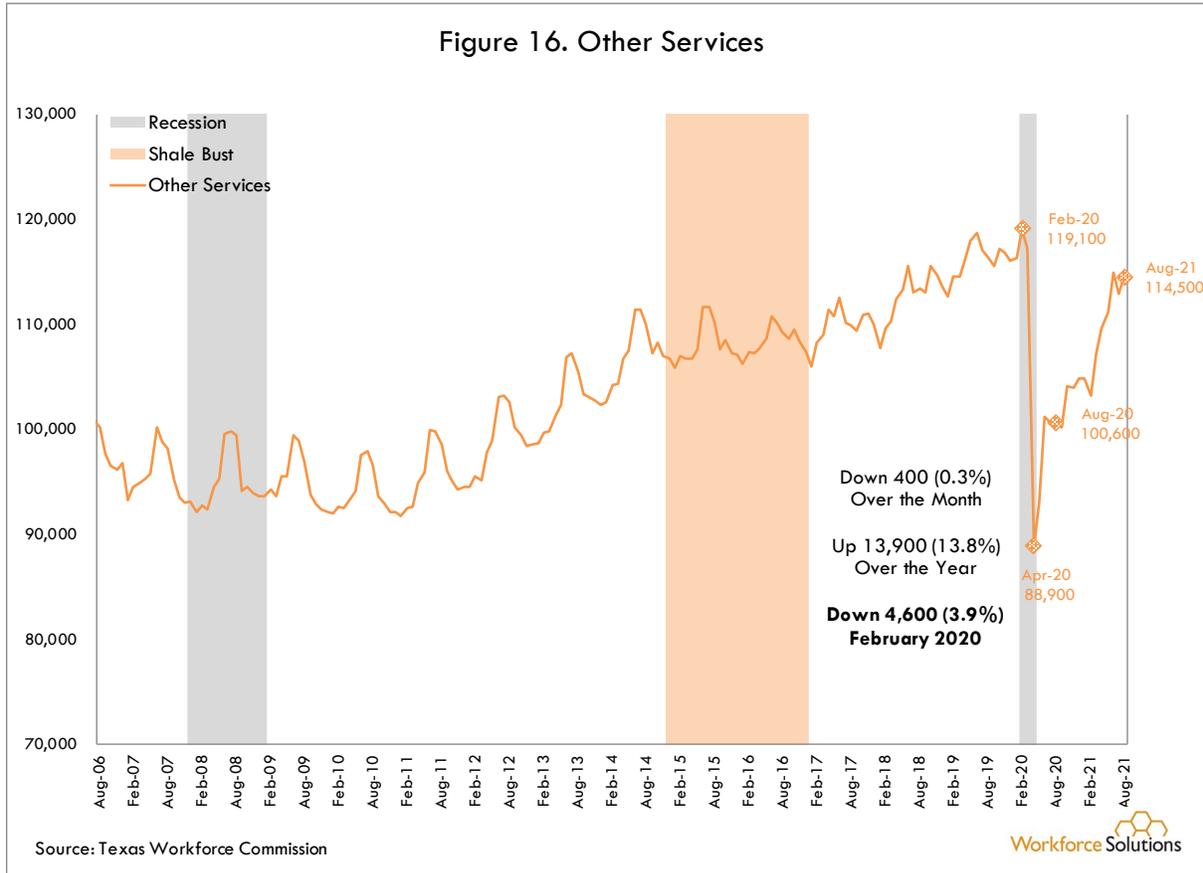


Source: Texas Workforce Commission



Other Services reported a loss of 400 jobs in August, down 0.3 percent.

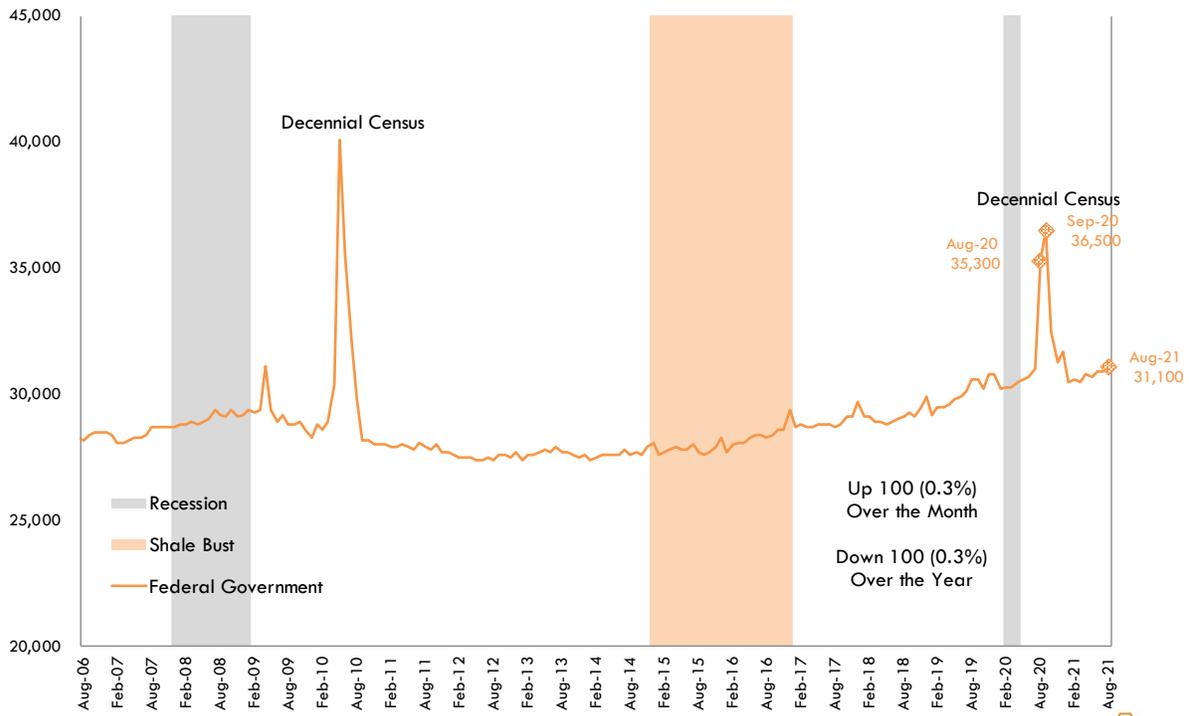
Other Services was the second fastest gaining industry super sector in August, up 13,900 jobs or 13.5 percent over the year, see figure 16. Other Services is comprised of personal care services, dry cleaning and laundry services, various repair service companies (industrial equipment, mining machinery and equipment), as well as religious and social advocacy organizations and others. Payrolls in Other Services remain 4,600 jobs or 3.9 percent below what they were just prior to the pandemic in February 2020.



Government was the largest declining industry sector in August, down 7,700 jobs or 1.9 percent. The loss was driven by seasonal declines in Local Government Educational Services, down 6,600 jobs or 3.7 percent.

Government was down 2,300 jobs or 0.6 percent over the year in August. Virtually all the decline was in Federal Government, down 4,200 jobs or 11.9 percent, due to comparison of current payrolls with a surge of hiring back in 2020 for the decennial census.

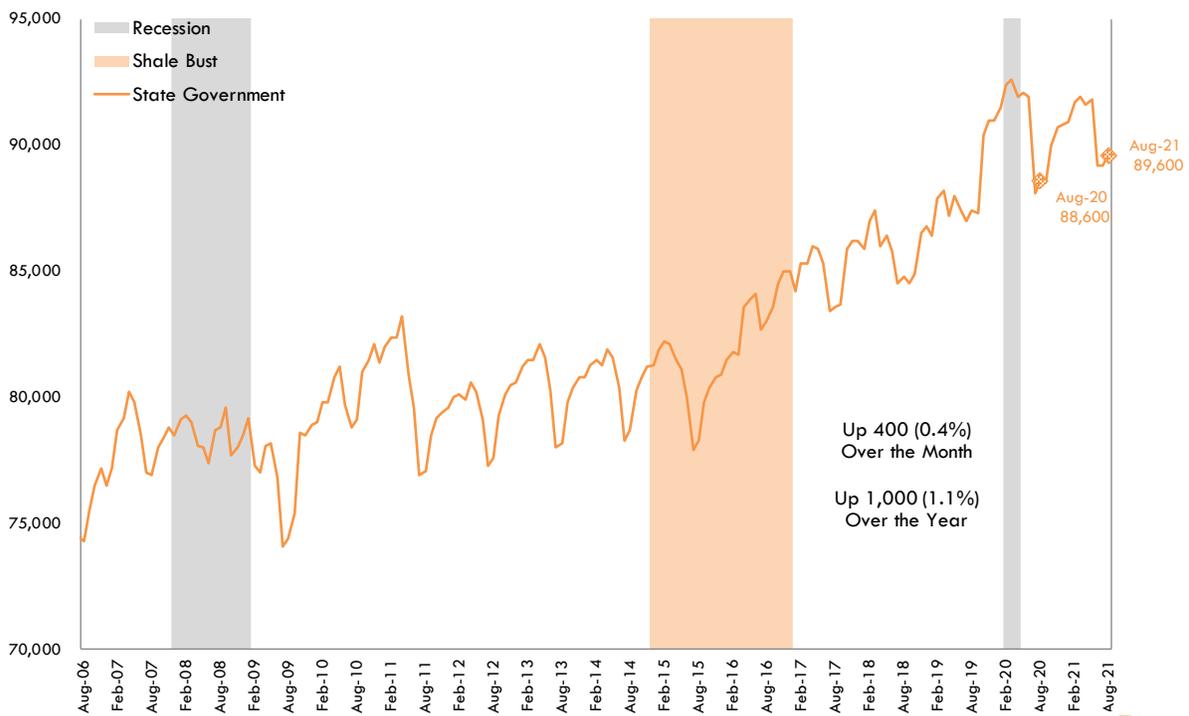
Figure 17. Federal Government



Source: Texas Workforce Commission



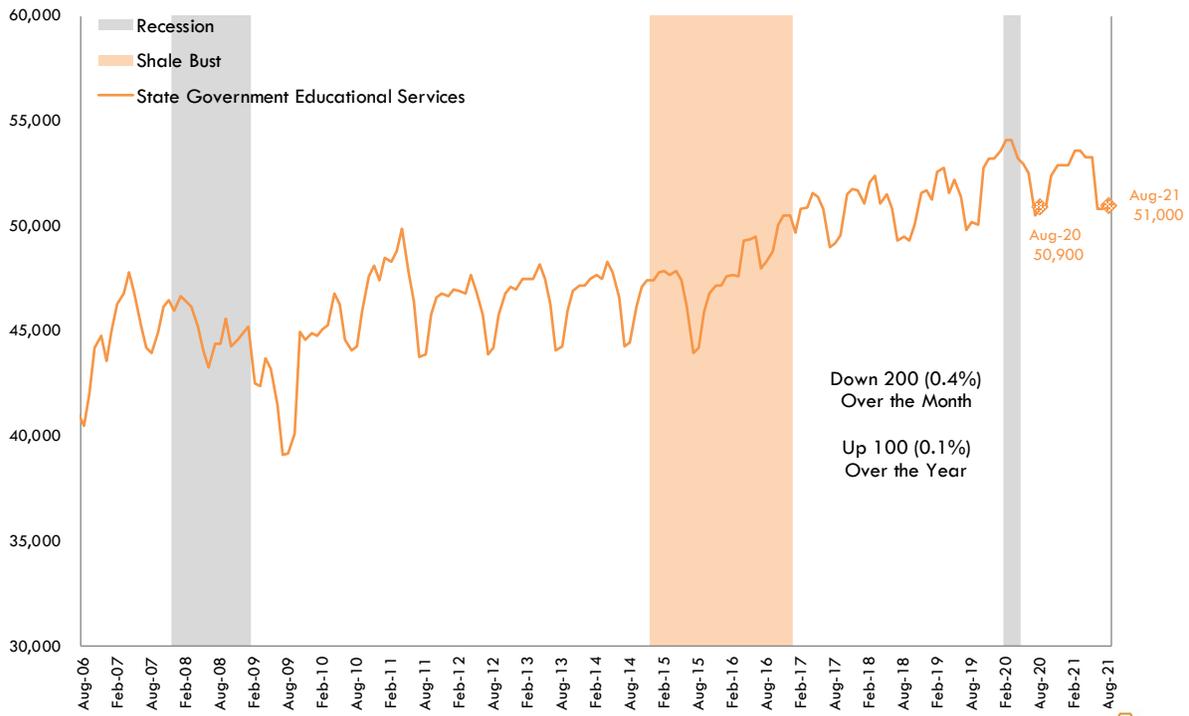
Figure 18. State Government



Source: Texas Workforce Commission



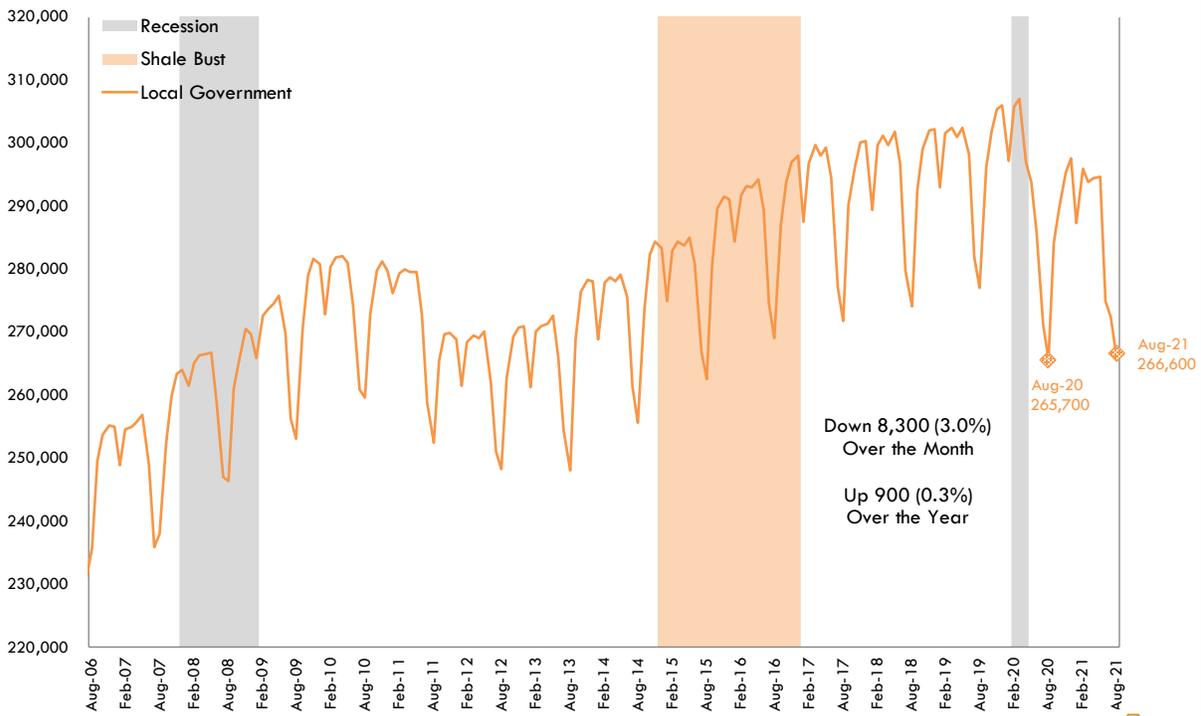
Figure 18.1 State Government Educational Services



Source: Texas Workforce Commission



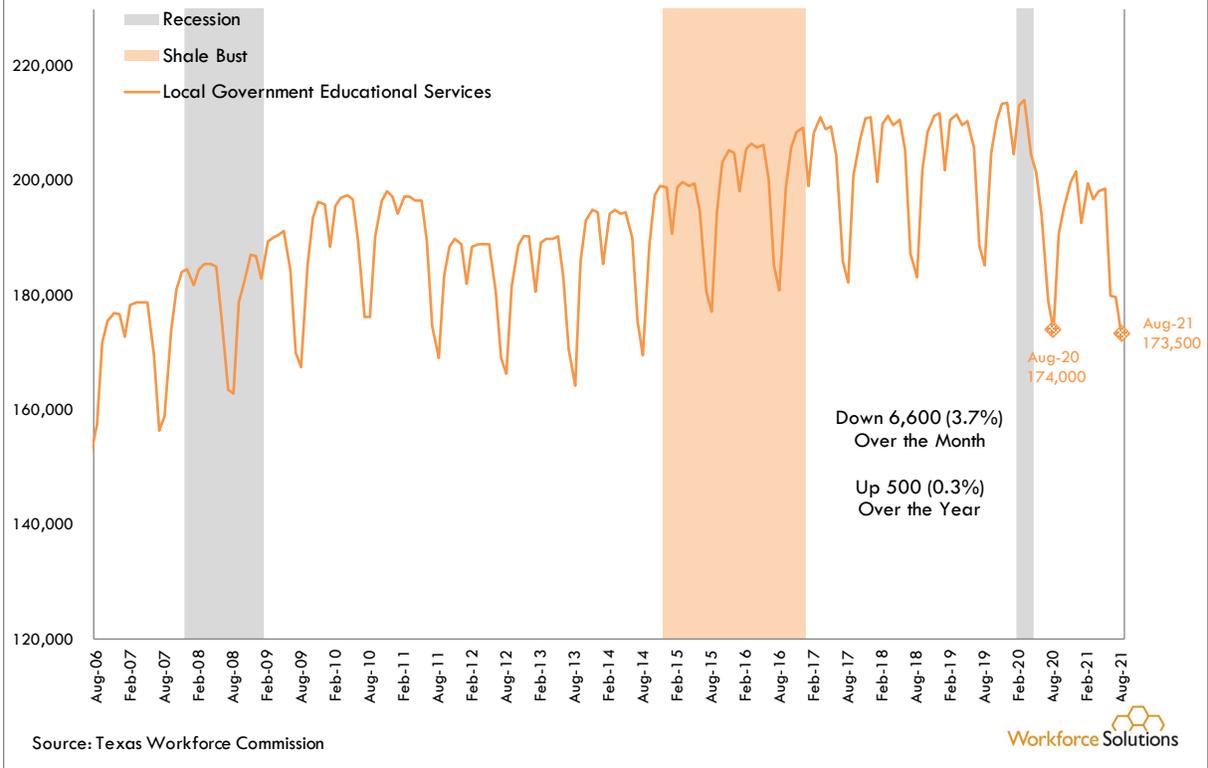
Figure 19. Local Government



Source: Texas Workforce Commission



Figure 19.1 Local Government Educational Services



NONAGRICULTURAL EMPLOYMENT				Month Change		Year Change	
Houston-The Woodlands-Sugar Land MSA	AUG 2021	JUL 2021	AUG 2020	Net	Percent	Net	Percent
Total Nonfarm	3,052,300	3,047,500	2,912,900	4,800	0.2%	139,400	4.8%
.Total Private	2,665,000	2,652,500	2,523,300	12,500	0.5%	141,700	5.6%
.Goods Producing	485,500	480,700	480,600	4,800	1.0%	4,900	1.0%
...Mining, Logging and Construction	274,700	271,200	269,700	3,500	1.3%	5,000	1.9%
...Mining and Logging	69,900	68,500	62,600	1,400	2.0%	7,300	11.7%
.....Oil and Gas Extraction	34,800	34,000	33,700	800	2.4%	1,100	3.3%
.....Support Activities for Mining	33,100	32,500	27,500	600	1.8%	5,600	20.4%
...Construction	204,800	202,700	207,100	2,100	1.0%	-2,300	-1.1%
.....Construction of Buildings	46,100	45,900	46,600	200	0.4%	-500	-1.1%
.....Heavy and Civil Engineering Construction	50,400	50,000	52,600	400	0.8%	-2,200	-4.2%
.....Specialty Trade Contractors	108,300	106,800	107,900	1,500	1.4%	400	0.4%
..Manufacturing	210,800	209,500	210,900	1,300	0.6%	-100	0.0%
...Durable Goods	129,600	127,900	130,000	1,700	1.3%	-400	-0.3%
....Fabricated Metal Product Manufacturing	43,900	42,800	44,100	1,100	2.6%	-200	-0.5%
....Machinery Manufacturing	37,400	37,800	39,400	-400	-1.1%	-2,000	-5.1%
.....Agriculture, Construction, and Mining Machinery Manufacturing	19,500	19,700	21,100	-200	-1.0%	-1,600	-7.6%
....Computer and Electronic Product Manufacturing	12,800	12,900	13,100	-100	-0.8%	-300	-2.3%
...Non-Durable Goods	81,200	81,600	80,900	-400	-0.5%	300	0.4%
....Petroleum and Coal Products Manufacturing	9,000	9,000	8,500	0	0.0%	500	5.9%
....Chemical Manufacturing	38,700	38,800	39,500	-100	-0.3%	-800	-2.0%
.Service-Providing	2,566,800	2,566,800	2,432,300	0	0.0%	134,500	5.5%
.Private Service Providing	2,179,500	2,171,800	2,042,700	7,700	0.4%	136,800	6.7%
..Trade, Transportation, and Utilities	631,300	629,300	607,000	2,000	0.3%	24,300	4.0%
...Wholesale Trade	163,400	162,500	158,800	900	0.6%	4,600	2.9%
....Merchant Wholesalers, Durable Goods	100,900	100,100	98,100	800	0.8%	2,800	2.9%
.....Professional and Commercial Equipment and Supplies Merchant Wholesalers	16,900	16,800	17,300	100	0.6%	-400	-2.3%
....Merchant Wholesalers, Nondurable Goods	50,600	50,500	50,100	100	0.2%	500	1.0%
...Retail Trade	296,700	296,100	292,500	600	0.2%	4,200	1.4%
....Motor Vehicle and Parts Dealers	41,500	41,300	39,800	200	0.5%	1,700	4.3%
....Building Material and Garden Equipment and Supplies Dealers	23,400	23,700	23,700	-300	-1.3%	-300	-1.3%
....Food and Beverage Stores	70,400	70,400	69,600	0	0.0%	800	1.1%
....Health and Personal Care Stores	18,500	18,400	17,900	100	0.5%	600	3.4%
....Clothing and Clothing Accessories Stores	24,900	24,800	22,700	100	0.4%	2,200	9.7%
....General Merchandise Stores	57,300	57,100	56,600	200	0.4%	700	1.2%
....Department Stores	16,400	16,300	15,400	100	0.6%	1,000	6.5%
.....General Merchandise Stores, including Warehouse Clubs and Supercenters	40,900	40,800	41,200	100	0.2%	-300	-0.7%
...Transportation, Warehousing, and Utilities	171,200	170,700	155,700	500	0.3%	15,500	10.0%
....Utilities	17,100	17,300	17,100	-200	-1.2%	0	0.0%
.....Air Transportation	18,400	18,400	18,600	0	0.0%	-200	-1.1%
.....Truck Transportation	27,300	27,200	26,500	100	0.4%	800	3.0%
.....Pipeline Transportation	11,500	11,500	12,100	0	0.0%	-600	-5.0%
..Information	29,000	29,000	27,500	0	0.0%	1,500	5.5%
....Telecommunications	12,500	12,500	12,600	0	0.0%	-100	-0.8%
..Financial Activities	164,900	163,400	163,600	1,500	0.9%	1,300	0.8%
...Finance and Insurance	106,800	106,700	104,200	100	0.1%	2,600	2.5%
....Credit Intermediation and Related Activities including Monetary Authorities - Central Bank	42,600	43,000	43,600	-400	-0.9%	-1,000	-2.3%
.....Depository Credit Intermediation including Monetary Authorities - Central Bank	28,300	28,200	29,400	100	0.4%	-1,100	-3.7%
....Financial Investments and Related Activities including Financial Vehicles	21,200	21,000	20,900	200	1.0%	300	1.4%
....Insurance Carriers and Related Activities	43,000	42,700	39,700	300	0.7%	3,300	8.3%
...Real Estate and Rental and Leasing	58,100	56,700	59,400	1,400	2.5%	-1,300	-2.2%

NONAGRICULTURAL EMPLOYMENT				Month Change		Year Change	
Houston-The Woodlands-Sugar Land MSA	AUG 2021	JUL 2021	AUG 2020	Net	Percent	Net	Percent
..Professional and Business Services	507,000	501,500	482,100	5,500	1.1%	24,900	5.2%
...Professional, Scientific, and Technical Services	245,800	242,200	232,100	3,600	1.5%	13,700	5.9%
....Legal Services	28,600	28,700	27,900	-100	-0.3%	700	2.5%
....Accounting, Tax Preparation, Bookkeeping, and Payroll Services	24,000	23,900	23,600	100	0.4%	400	1.7%
....Architectural, Engineering, and Related Services	67,600	67,800	66,700	-200	-0.3%	900	1.3%
....Computer Systems Design and Related Services	37,400	36,800	34,200	600	1.6%	3,200	9.4%
...Management of Companies and Enterprises	45,500	45,600	44,800	-100	-0.2%	700	1.6%
...Administrative and Support and Waste Management and Remediation Services	215,700	213,700	205,200	2,000	0.9%	10,500	5.1%
....Administrative and Support Services	202,300	200,400	193,700	1,900	0.9%	8,600	4.4%
....Employment Services	73,600	73,300	68,900	300	0.4%	4,700	6.8%
....Services to Buildings and Dwellings	56,200	55,900	52,700	300	0.5%	3,500	6.6%
..Education and Health Services	409,200	405,200	392,800	4,000	1.0%	16,400	4.2%
...Educational Services	64,600	61,600	60,100	3,000	4.9%	4,500	7.5%
...Health Care and Social Assistance	344,600	343,600	332,700	1,000	0.3%	11,900	3.6%
....Ambulatory Health Care Services	171,200	170,900	165,200	300	0.2%	6,000	3.6%
....Hospitals	89,400	88,900	87,200	500	0.6%	2,200	2.5%
..Leisure and Hospitality	323,600	328,500	269,100	-4,900	-1.5%	54,500	20.3%
...Arts, Entertainment, and Recreation	32,400	34,100	27,600	-1,700	-5.0%	4,800	17.4%
...Accommodation and Food Services	291,200	294,400	241,500	-3,200	-1.1%	49,700	20.6%
....Accommodation	22,800	23,500	18,600	-700	-3.0%	4,200	22.6%
....Food Services and Drinking Places	268,400	270,900	222,900	-2,500	-0.9%	45,500	20.4%
..Other Services	114,500	114,900	100,600	-400	-0.3%	13,900	13.8%
..Government	387,300	395,000	389,600	-7,700	-1.9%	-2,300	-0.6%
...Federal Government	31,100	30,900	35,300	200	0.6%	-4,200	-11.9%
...State Government	89,600	89,200	88,600	400	0.4%	1,000	1.1%
....State Government Educational Services	51,000	50,800	50,900	200	0.4%	100	0.2%
...Local Government	266,600	274,900	265,700	-8,300	-3.0%	900	0.3%
....Local Government Educational Services	173,500	180,100	174,000	-6,600	-3.7%	-500	-0.3%
UNEMPLOYMENT RATE	AUG 2021	JUL 2021	AUG 2020				
H-W-S MSA	6.1	6.8	8.1				
Texas (Actual)	5.3	6.0	6.9				
United States (Actual)	5.3	5.7	8.5				

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

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