

BOARD MEETING SUMMARY PACKET

Wednesday
August 19, 2026

Dallas Regional Chamber
500 N. Akard Street, Suite 2600
Dallas, TX 75201

**August
2026**

- I. **CALL TO ORDER AND DECLARATION OF CONFLICT OF INTEREST, Harry Jones, Board Chair**
- II. **PUBLIC COMMENT**
- III. **CHAIRMAN’S COMMENTS, Harry Jones, Board Chair** Discussion
- IV. **PRESIDENT’S COMMENTS, Laura Ward, President & CEO** Discussion
- V. **APPROVAL OF CONSENT AGENDA** Discussion/Action
 - A. Minutes – June 17, 2026
 - B. Policy – Adopting State Rule
 - C. Contract/Amendments
 - D. External Grants and Partnerships
- VI. **FINANCE COMMITTEE REPORT, Bessie Gray, Treasurer, Committee Chair** Discussion/Action
 - Presentation & Acceptance of 2025 Annual Audit, Kevin Smith, Partner
- VII. **INFORMATION UPDATES** Discussion/Action
 - A. Performance and Economic Snapshot, Richard Perez, Senior Data & Research Manager
 - B. Quality Assurance and Oversight, Rebecca Monnette, Quality Manager/EO Officer
 - C. Technology Updates, Derrick Williams, Chief Information Security Officer
- VIII. **CLOSED MEETING Pursuant to §551.071 and 551.0172, Texas Open Meetings Act** Discussion
- IX. **RESUME OPEN MEETING/TAKE ACTION BASED ON CLOSED MEETING DISCUSSION**
- X. **GENERAL DISCUSSION/OTHER BUSINESS**
- XI. **ADJOURN (9:30 a.m.) All times are approximate**

Persons with disabilities who plan to attend this meeting and who may need auxiliary aids, services, or special accommodations, should contact Workforce Solutions Greater Dallas at 214-290-1000, two (2) working days prior to the meeting, so we can make appropriate arrangements.

achieving competitive solutions ... for employers through quality people and for people through quality jobs.

Ross Tower, 500 N. Akard Street, Suite 3030 ■ Dallas, TX 75201 ■ www.wfsdallas.com ■ 214-290-1000 ■ Fax: 214-745-1110 ■ TDD 214-745-1054

President's Comments

Laura Ward

President & CEO

Overview

Highlights

- **Deep Dive Meeting:** Joe Seabrooks, President, Dallas College Cedar Valley, spent the afternoon at the board office taking a deep dive into workforce funding, partnerships and regulation. We came away from that meeting with a better mutual understanding of how we can work together to meet the needs of jobseekers and employers in Southern Dallas. More meetings to come with other partners.
- **WFS Dallas Adult Education and Literacy (AEL) Consortium** will once again be the provider in Dallas Public Libraries beginning October 1, assisting the city in continuing to provide AEL services.
- **Groundwork Update:** We are entering the final phase of the Groundwork study. There have been several changes in how we meet jobseekers in our centers because of this work. The final phase will include a report and verification of the changes. The team is working with C2Global on the verification and report, alongside Board Staff.
- **Council on Adult and Experiential Learning Convening on 3rd party Supplemental Nutrition Assistance Program Education and Training (SNAP E&T) Convening:** WFS Dallas co-hosted a convening of workforce boards, community colleges and partners on July 28. The convening was designed to prepare workforce boards and community colleges to partner on expanding wraparound supports to students, allowing partners to be reimbursed for non-federal supports.
- **Contractor Sanctions Update:** We have seen significant progress from C2Global over the past two months. They have improved practices, put in a place to ensure continuous improvement in services, and made staffing changes to enhance performance. Fiscal operations continues to be an area that needs improvement, but we have received a plan to ensure improvement.

- **Monitoring Updates:** Department of Labor and the Texas Workforce Commission will be onsite in Dallas in August and September for audits. The team is working with our contractors to ensure all required documentation is in place for these audits. A final report will be made to the board upon completion of the audits.
- **Teacher Externships Completed:** The team at WFS Dallas worked with teachers from Dallas County ISDs to provide externships to teachers in July. Teachers spent up to two weeks onsite at employers so they can bring real-world insights into their classrooms. The opportunity connects employers with classrooms across Dallas County. I encourage all board members to participate in the next round of externships next summer. Teachers spend time in the workplace and then build curriculum for the upcoming school year.
- **September Board Meeting – Location Change:** The September Board meeting will be held at the new WFS Dallas Irving Center, located at 2110 W. Walnut Hill Lane, Suite 100, Irving, TX 75038.
- **Texas Workforce Commission Sunset Report:** TWC testified before the Sunset Commission on Wednesday, August 11. The final report is linked [HERE](#). The Texas Sunset Act requires the Sunset Commission to periodically review TWC and recommend whether to continue the agency, implement Sunset staff's recommendations to improve agency efficiency and effectiveness (Sunset management directives), or change state law to improve the agency's efficiency and effectiveness. The Legislature ultimately will decide whether to continue TWC or adopt the Sunset Commission's other statutory recommendations.
- **Be the Bridge Ambassador Training:** Brenda Saldana, Ike Bogard and Maria Guajardo have built out a training module to train community partners to help jobseekers get to job centers across Dallas County. This training is designed to get people closest to our customers know how to get someone to the help they need to upskill, reskill, and obtain employment. They are testing it now with a small group of partners and will launch fully in the fall. Agencies participating will be listed as WFS Dallas Ambassadors, and the community of practice will provide direct connection to the population we serve.
- **NAWB's Workforce Impact Summit:** On September 28-30, 2026, this convening will be held for workforce leaders and professionals who can help federal policymakers understand the real, local impact of workforce boards. The Summit will include a full day on Capitol Hill, future workforce framework design sessions and engagement of peers from across the country.
- **29th Annual Texas Workforce Conference – Dallas Texas:** On December 9-11, TWC will have its 29th Annual Conference in Dallas at the Sheraton Dallas Hotel (400 Olive St., Dallas, Texas). Board Directors are welcome to attend. Please reach out to us, if you are interested in attending.
- **Redbird Visit hosted by John Wiley Price** in collaboration with Dallas College and the Inland Port: please see the video links: [short](#) and [long](#) version.
- **In the works:**
 - Dashboards and Data Insights
 - Imagery, Salary, and Career Pathways in Job Centers
 - Strategic Planning Update and Executive Team Retreat

CFO's Comments

Ashlee Verner

Chief Financial Officer & Executive Vice President

Overview

Presentation of the Fiscal Year 2025 annual audit for board approval, following the recommendation of the Finance Committee.

Challenges

- Finalizing the annual audit is a critical step in our fiscal cycle, ensuring transparency and compliance. The primary task for the board this month is to review and formally accept the completed FY2025 audit.

Recommendations / Support needed from the Board

Action for August

- The annual audit for Fiscal Year 2025, conducted by Crowe LLP, has been completed and was presented to the Finance Committee on July 22, 2026. The audit resulted in an unmodified opinion with no significant deficiencies, material weaknesses, or federal or state findings. The Finance Committee has recommended the audit for board acceptance.
- **Action Required:** Board authorization to accept the Finance Committee's recommendation to approve the annual audit for Fiscal Year 2025.

Economic Snapshot

Richard Perez
Senior Data & Research Manager

Overview

The Texas Labor and Dallas County labor markets are starting to show signs of slowing employment. This also includes an increase in the number of unemployed.

Key Takeaways

- The Texas and Dallas County labor markets are starting to show signs of slowing growth. Dallas County and Texas employed over the year growth is negative at 5,692 for Dallas and 52,281 for Texas.
- The Texas and Dallas unemployment rate increased in June to 4.9 and 4.7 respectively. This is 0.7 percentage points higher than the unemployment rate in June 2025 for both areas.
- Texas Labor Participation Rate for March is trending lower at 64.2 and it matches the June 2022 rate.
- DFW currently has 14.3% more jobs than peak pre-pandemic employment, 4.0 points higher than the next large metro for June 2026.

August Highlights

This Month I ran a report for the Top job postings and certifications for Dallas County that only require a high school diploma. These positions rely on short-term certifications and previous work experience rather than a college degree. Common job types are in healthcare, logistics, administrative, trade, public safety, and operational roles.

*Refer to Page 18 of the Board Packet

Performance

Richard Perez
Senior Data & Research Manager

Overview – Performance Measures

Measure	Status	Strategy
Adult: Credential Rate	Meeting	
Adult: Employed Q2	Meeting	
Adult: Employed Q4	Meeting	
Adult: Measurable Skill Gains	Meeting	
Adult: Median Earnings Q2	Meeting	
C&T: Credential Rate	Not Meeting →	8 more needed to numerator to meet at 95%. Work with students and/or schools to obtain credentials.
Child Care: Average # Children Served Per Day - Combined	Meeting	
Child Care: Initial Job Search Success Rate	Not Meeting →	57 more needed to numerator to meet at 95%. Provide good job leads in initial job search.
Choices/TANF: Full Engagement Rate - All-Family	Meeting	
DW: Credential Rate	Meeting	
DW: Employed Q2	Meeting	
DW: Employed Q4	Meeting	
DW: Measurable Skill Gains	Meeting	
DW: Median Earnings Q2	Meeting	
Reemployment: Claimant Reemployment within 10 Weeks	Not Meeting →	958 more needed to numerator to meet at 95%. Provide good job leads by industry sector for UI Claimants.
Reemployment: Employers Receiving Texas Talent Assistance	Meeting	
Youth: Credential Rate	Not Meeting →	19 more needed to numerator to meet at 90%. Work with students and/or schools to obtain credentials.
Youth: Employed/Enrolled Q2	Meeting	
Youth: Employed/Enrolled Q4	Meeting	
Youth: Measurable Skill Gains	Meeting	
Youth: Median Earnings Q2	Meeting	

*Refer to Page 19 of the Board Packet

Performance Measures Defined

The **Workforce Innovation and Opportunity Act (WIOA)** uses six primary indicators to track how well programs are helping people find jobs and stay employed. These measures apply across different populations, including adults, dislocated workers, and youth.

1. Employment Rate (2nd Quarter After Exit)

This tracks the percentage of participants who are in unsubsidized employment during the second full quarter after they finish the program.

- **The Goal:** Did the person get a job shortly after leaving?
- **Example of Meeting It:** A participant completes a certified nursing assistant (CNA) program in June. By October (the second quarter after leaving), they are working at a local hospital.

2. Employment Rate (4th Quarter After Exit)

This measures the percentage of participants who are still employed one year (four quarters) after leaving the program.

- **The Goal:** Is the employment long-term and stable?
- **Example of Meeting It:** A worker who was laid off and retrained in IT stays with their new tech company for at least 12 months after their initial placement.

3. Median Earnings

This looks at the "middle" salary of all participants who are employed during the second quarter after exit. Half of the participants earn more than this amount, and half earn less.

- **The Goal:** Are participants earning a living wage?
- **Example of Meeting It:** If a group of 10 participants exits a program, and the middle person's quarterly earnings meet or exceed the state's set target (e.g., \$6,500 for the quarter), the measure is successful.

4. Credential Attainment Rate

This measures the percentage of participants who earn a recognized postsecondary credential or a secondary school diploma (plus employment or enrollment in education) within one year of leaving.

- **The Goal:** Did the participant gain a tangible qualification?
- **Example of Meeting It:** An adult learner finishes a WIOA-funded welding course and successfully passes the test to receive their American Welding Society (AWS) certification.

Performance Measures Defined

5. Measurable Skill Gains (MSG)

Unlike the others, this is a "real-time" measure. It tracks documented progress while the person is still enrolled in education or training.

- **The Goal:** Are they making steady progress toward their goal?
- **Example of Meeting It:** A participant in an apprenticeship program passes a mid-term exam or advances one "level" in their technical training curriculum.

6. Effectiveness in Serving Employers

This measure shifts the focus to the businesses involved. It tracks how well the workforce system meets the needs of local employers.

- **The Goal:** Are businesses finding the talent they need?
- **Example of Meeting It:** A local manufacturing plant reports high satisfaction with the quality of candidates referred by the job center, or a high percentage of those employees remain with the company for a long period (Retention Rate)

Summary Table for Quick Reference

Measure	Focus	Success Example
Employment (Q2)	Finding a job	Working 3–6 months after exit
Employment (Q4)	Keeping a job	Working 12 months after exit
Median Earnings	Pay level	Earning above a set dollar amount
Credential Rate	Qualifications	Earning a degree or license
Skill Gains	Education progress	Passing a grade level or exam
Employer Services	Business needs	High employer retention/satisfaction

Quality Assurance & Oversight

Rebecca Monnette
Quality Manager/EO Officer

Overview

- *There are four reviews that have been completed: three for C2 Global (TANF, SNAP, NCP) and one for Equus.*
- *There are three reviews that are ongoing for AEL: Dallas College, Irving ISD and Wilkinson Center.*
- *There are two new fiscal reviews beginning for ChildCareGroup and C2 Global.*

Status Key

 Review final with no issues	 New Review
 Pending report/response	 Review ongoing
 Review final with issues	

Status Description

Green - Review is final with minor issues (i.e. small data entry errors, overall low error percentage.)

Orange – Pending report/response - Pending report from the monitor or response from the contractor.

Red – Review final with issues - (i.e., overall high error percentage, high disallowed costs).

Dark Blue – New review – Reviews that have started since the last board meeting.

Light Blue – Review ongoing – Review has begun but has not yet concluded

Actions / Improvements since last meeting

- *We and our contractors have been preparing for the upcoming monitoring reviews conducted by Department of Labor and TWC to include providing all requested documents and responding to any additional questions/requests.*

**Refer to Page 41 of the Board Packet*

Information Technology Updates

Derrick Williams
Chief Information Security Officer

Purpose / Overview

The IT program continues to strengthen operational maturity, reduce organizational risk, and improve audit readiness. Intune and Google Gemini Enterprise have been successfully rolled out. Current efforts are focused on modernizing patch management, improving security monitoring, enforcing MFA, supporting technology and cybersecurity strategy.

Key Focus

- Modernize patch management through NinjaOne to improve automation, reporting, and third-party patching.
- Strengthen security visibility through Arctic Wolf onboarding for enhanced 24/7 monitoring and response.
- Complete organization-wide MFA enforcement to improve identity protection.
- Complete Tabletop Security Exercise

Notable Metrics *(change to appropriate title if necessary)*

NinjaOne onboarding has begun, with an August pilot planned at a smaller location and broader rollout targeted for September. This will help move patching from a recurring manual process to a more automated and reportable model. The effort also supports cost control by reducing reliance on prior manual patching labor.

Upcoming Priorities

- Continue NinjaOne onboarding and August pilot.
- Move forward with Arctic Wolf onboarding.
- Complete MFA rollout and user support communications.
- Continue MSP documentation validation and vendor-risk reviews.
- Expand audit-readiness documentation, evidence tracking, and control ownership.
- Complete Cyber Security Tabletop Exercise.

Board FYI

You're Invited!

Irving South Workforce Center Grand Opening

Thursday, September 17th

10:00 a.m. - Ribbon Cutting Ceremony

Irving South Workforce Center

1081 W. Shady Grove Rd., Irving, TX 75060

Texas Career Day

Thursday, September 24th - 9:30 a.m. - 2:30 p.m.

Curtis Culwell Center

4999 Naaman Forest Blvd., Garland, TX 75040

Judge Clay Jenkins You're Hired Job Fair

Wednesday, September 30th - 9:00 a.m. - 1:00 p.m.

Curtis Culwell Center

4999 Naaman Forest Blvd., Garland, TX 75040

WFSDallas Annual Awards Ceremony

Wednesday, October 21st - 9:00 a.m.

Gilley's Dallas

1135 Botham Jean Blvd, Dallas, TX 75215

Hiring Red, White, & You!

Wednesday, November 4th - 10:00 a.m. - 2:00 p.m.

Gilley's Dallas

1135 Botham Jean Blvd, Dallas, TX 75215

August 11, 2026

Dear Board Leaders,

One of the ongoing challenges we face on Capitol Hill is the misconception that workforce boards are not essential or not producing enough measurable results. Yet in our conversations with Congressional offices, we continue to hear how valuable it is for lawmakers to meet directly with local leaders like you, people who understand what's happening in communities and local labor markets.

With FY27 funding decisions looming, and a proposal by the federal Office of Management and Budget (OMB) to significantly rewrite federal grant guidelines, the need for strong, coordinated advocacy has never been greater.

We encourage you to join us in Washington, DC for NAWB's **Workforce Impact Summit**, taking place **September 28–30, 2026**. This convening is designed specifically for Workforce Board leaders and professionals who can help federal policymakers understand the real, local impact of workforce boards.

Why your participation matters

Workforce Boards are doing essential work in communities across the country – connecting people to opportunity, supporting employers, and strengthening local economies. When Board Chairs and business leaders share these stories directly with federal policymakers, it brings a level of credibility and real-world grounding that is uniquely powerful. Your voice helps illustrate how the system works on the ground and why strong federal investment matters.

What the Summit includes:

- **A full day on Capitol Hill.** We will schedule meetings for you with congressional offices alongside your local workforce leaders to discuss the challenges and opportunities facing your region. These conversations are consistently cited by lawmakers as some of the most valuable interactions they have with the workforce system.
- **Future Workforce Framework design sessions.** We will work together to explore what the next generation of the workforce system should look like, this won't be conversations about reauthorization but rather designing for a business and learning environment of the future. We will tackle items like aligning system data, partnerships, eligibility, on-the-job training opportunities and ensuring outcomes that matter to our stakeholders and partners are aligned across our boarder ecosystem. These sessions use human-centered design to capture your insights and experience as part of a national conversation about modernization.

- **Engagement with peers from across the country.** Connect with other Board Chairs, business leaders, and workforce professionals who are navigating similar challenges. The Summit offers a rare opportunity to learn from one another, share strategies, and build relationships that strengthen the entire system.

Member-rate registration for Board Members

Board Chairs and Board Members are eligible to register at the discounted NAWB Member rate, making it easier for your Board members to participate.

Your leadership makes a difference

The workforce system is strongest when its leaders — especially business voices — are visible, engaged, and telling the story of what workforce development accomplishes every day. We hope you will join us in Washington this September to amplify that message.

You can find full details and registration information at: nawb.org/2026-workforce-impact-summit

We look forward to welcoming you to Washington, DC.

Best Regards,



Andrew Bercich
Chief Executive Officer

GRAND OPENING

You're Invited!

Join Workforce Solutions Greater Dallas
to officially open our newest Irving South
Workforce Center with Dallas College.

WORKFORCE SOLUTIONS
GREATER DALLAS

A proud partner of the **AmericanJobCenter** network



Thursday, September 17th

10:00 a.m. - Ribbon Cutting Ceremony



Irving South Workforce Center

1081 W. Shady Grove Rd.
Irving, TX 75060

<https://wfsdallas.jotform.com/form/GrandOpeningRSVP>



**RSVP
HERE!**



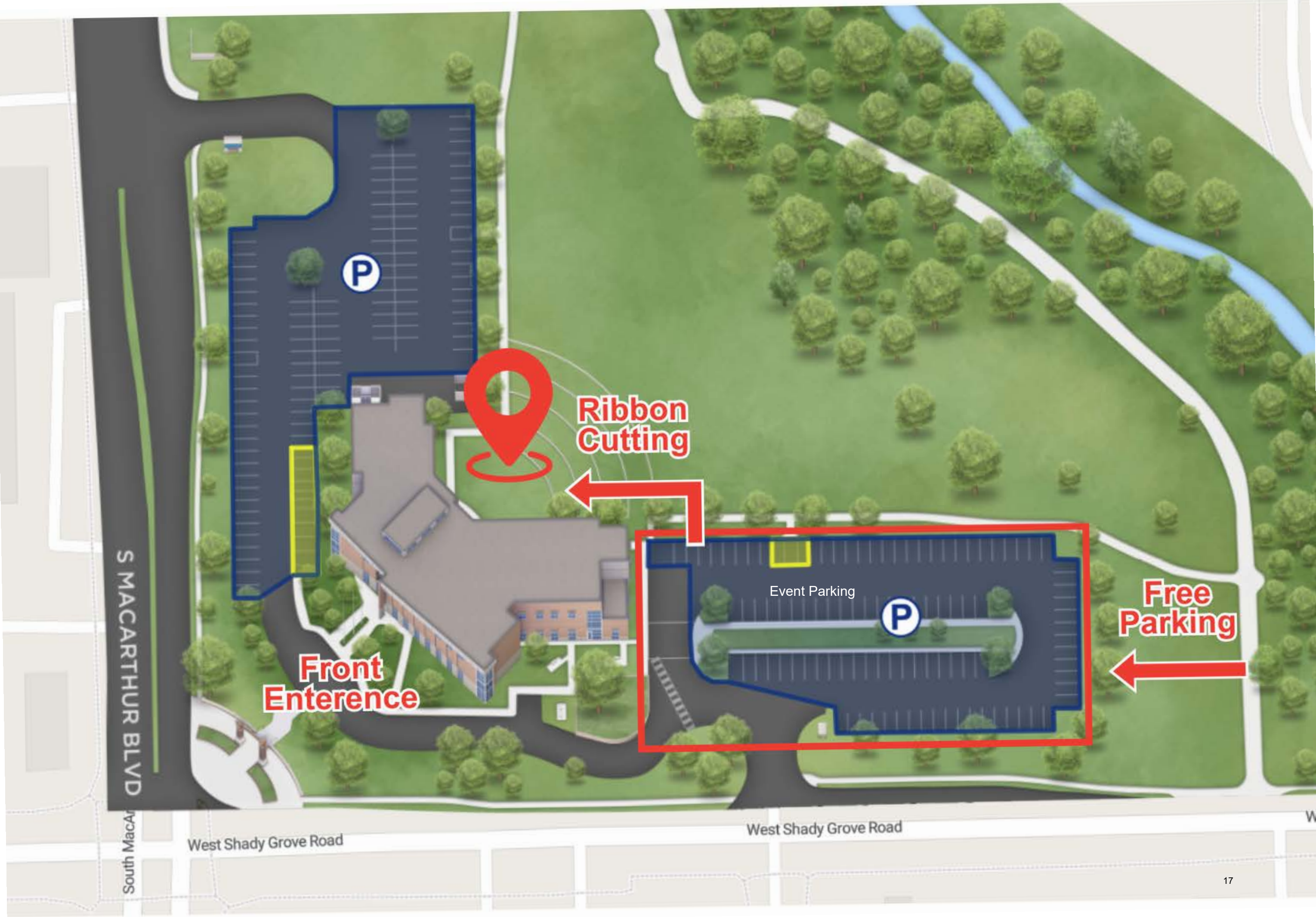
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S MACARTHUR BLVD

West Shady Grove Road

West Shady Grove Road

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Ribbon Cutting

Front Entrance

Event Parking

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Free Parking