

BOARD MEETING SUMMARY PACKET

Wednesday
May 20, 2026

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

**MAY
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/Action
- V. APPROVAL OF CONSENT AGENDA Discussion/Action
 - A. Minutes – April 15, 2026
 - B. Policy – Adopting State Rule
 - C. External Grants and Partnerships
- VI. ACTION ITEMS Discussion/Action
Procurement – Special Projects - Opportunity Youth, and Public Input on the Workforce System Serving Dallas County, Connie Rash, Senior Vice President & Wesley Nute, Procurement Manager
- VII. CLOSED MEETING Pursuant to §551.071 and 551.0172, Texas Open Meetings Act Discussion
- VIII. RESUME OPEN MEETING/TAKE ACTION BASED ON CLOSED MEETING DISCUSSION
- IX. INFORMATION UPDATES Discussion/Action
 - A. C2 Global Updates, Shannon Spriggs, Chief Operating Officer
 - B. Information Technology Updates, Derrick Williams, Chief Information Security Officer
 - C. Quality Assurance and Oversight, Rebecca Monnette, Quality Manager/EO Officer
 - D. Performance and Economic Snapshot, Richard Perez, Senior Data & Research Manager
 - E. Adult Education and Literacy Program, Rachael Berhe, Senior Strategic Workforce Initiatives & Programs Manager
 - F. Financial and Expenditure Updates, Ashlee Verner, Executive Vice President, & Chief Financial Officer
- X. COMMITTEE REPORTS Discussion/Action
 - A. Achievement Alliance Committee, Rebecca Acuna, Chair
 - B. Child Care Advisory Council, Karen Hughes, Chair
- XI. GENERAL DISCUSSION/OTHER BUSINESS
- XII. 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.

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*Refer to Page 2 of the Board Packet

President's Comments

Laura Ward

President & CEO

Overview

As I enter my sixth month as CEO, we are seeing opportunities for collaboration across Dallas County. While there have been significant challenges over the past months, we have also experienced significant and strategic wins.

Highlights

- Grad2Hire Job Fair
- Dallas College/Goodwill/Trinity Alliance Partnership
- Dallas County Promise/Economic Mobility Systems/WFS Dallas Sprint

Challenges from April

- Contractor Sanction Letter: Actively working with leadership at all levels to address challenges and improve practice.
- New format for the job fair: While the Grad2Hire fair went well for the first run, there were many lessons learned that will inform future events.
- Board oversight of contractor activity: The Board is changing how we hand off work to the contractor to ensure accountability and consistency of service.

Actions taken for May

Over the past month we have worked with C2GPS on performance improvements, implementation of action items, and overall improvement in service. The board is evaluating HOW we work with the contractors to improve consistency and collaboration as we implement the strategic plan

Recommendations / Support needed from the board

- Work In Texas (WIT) – posting jobs in WIT for your organizations
- Connect your HR staff with board staff for job postings and business services eligibility
- Apprenticeships – do you have positions in your workplace suited for apprenticeships?

*Refer to Page 7 of the Board Packet

Procurement

Connie Rash, Senior Vice President
Wesley Nute, Procurement Manager

Purpose / Overview

Workforce Solutions Greater Dallas released two procurements for consideration at the May Board of Directors meeting which includes:

- 1) **RFP for Special Projects – Opportunity Youth Services** – we released a procurement on February 24, 2026, with a deadline of April 9th, at 12:00 p.m. The goal of the procurement is to re-engage youth through unique opportunities specifically focusing on youth not enrolled in school and not in the labor force. We included data which indicated the locations of youth living in zip codes with over 25% severe poverty rates in Dallas County.
- 2) **RFI - Public Input - Workforce System Serving Dallas County**-this is not an application for workforce system services or programs. We are seeking public input for the expansion or modification of existing workforce services in Dallas County. Responses are due May 19, 2026, by noon. *This item will be a hand-out.*

Recommendations / Support needed from the Board

- Board authorization to begin contract negotiations, pending successful fiscal integrity reviews, as appropriate, with proposers scoring above 70.

Types of Procurement

In accordance with the most recently updated State and Federal Guidelines, the following applies:

- **Micro-purchase Threshold** – the aggregate dollar amount of which does not exceed **\$50,000**.
- **Small purchase Threshold** – two bid process is required and where expenditure amounts are less than **\$350,000**.
- **Request for Proposal (RFP)**- this is a competitive type of procurement where expenditure amounts **exceed \$350,000**.
- **Request for Information (RFI)**-is a preliminary, non-binding document used to gather information, capabilities, and solutions from potential suppliers. It helps organizations understand the market, research available products, and shortlist qualified vendors before initiating formal, cost-driven processes like RFPs or RFQs.

*Refer to Pages 8- 9 of the Board Packet

Information Technology Updates

Derrick Williams
Chief Information Security Officer

Purpose / Overview

The IT program is focused on strengthening operational maturity, reducing organizational risk, and improving audit readiness. Current efforts are building repeatable processes, improving visibility, and implementing controls that support Workforce Solutions' long-term technology & cybersecurity strategy.

Key Focus

- Address audit findings through governance, policy development, and risk reduction initiatives. Improve operational maturity
- Strengthen vendor oversight through SOC reviews and security assessments
- Advance technology modernization initiatives, including endpoint and monitoring improvements

Notable Metrics

Progress is underway to strengthen the organization's technology and security posture. Initial reviews identified opportunities to improve processes, increase visibility, and better prepare for future audits. Efforts have begun to enhance vendor oversight, improve monitoring capabilities, modernize endpoint management, and establish a structured roadmap focused on reducing risk and improving operational effectiveness.

Upcoming Priorities

- Complete Intune implementation and endpoint modernization efforts
- Expand documentation and policy development efforts
- Continue monitoring, vendor oversight, and audit readiness initiative
- Move forward with implementation of enhanced security monitoring and response capabilities to strengthen centralized logging, threat detection, and security visibility across the environment

*Refer to Page 12 of the Board Packet






Quality Assurance & Oversight

Rebecca Monnette
Quality Manager/EO Officer

Overview

- There are three new program reviews that have started for C2 Global: SNAP, NCP and TANF.
- There are two new AEL fiscal reviews that have started for Wilkinson Center and Irving ISD.
- Two reviews are ongoing: the AEL fiscal review for Dallas College and the fiscal review for Equus.
- The fiscal review for ChildCareGroup is final with minor issues.

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.

Action / Challenges

We continue to work with C2 Global regarding the RESEA program and are having our external monitor provide technical assistance to the C2 Global internal monitoring team.

*Refer to Page 13 of the Board Packet

Economic Snapshot

Richard Perez
Senior Data & Research Manager

Overview

The Texas Labor market is starting to show signs of slowing growth while Dallas County continues to show growth but remains resilient

Key Takeaways

- Texas Labor Participation Rate for March is trending lower at 64.4 OTY
- April 2026 Job Postings increased to 95,685
- Dallas County Unemployment rate decreased three tenths of a %
- Texas Unemployment Rate decreased two tenths of a % to 4.1

May Highlights

We have maps of Occupational Clusters in the packet for Skilled Manufacturing, Distribution and Logistics, Healthcare and Information Technology. The maps are a collaboration between the Dallas Regional Chamber and Workforce Solutions Greater Dallas.

They show where workers live in the area for these occupational clusters. This is good information because it reflects the labor supply within Dallas County and assists in identifying skill gaps to better match employer skills needs with local talent.

*Refer to Page 14 of the Board Packet

Performance

Richard Perez
Senior Data & Research Manager

Overview – Performance Measures

Measure	Status	Strategy
Adult: Credential Rate	Not Meeting →	2 more needed to numerator to meet at 90%. Work with students and/or schools to obtain credentials.
Adult: Employed Q2	Meeting	
Adult: Employed Q4	Meeting	
Adult: Measurable Skill Gains	Not Meeting →	5 more needed to numerator to meet at 90%. Work with students and/or schools to find training milestones.
Adult: Median Earnings Q2	Meeting	
C&T: Credential Rate	Not Meeting →	10 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 →	37 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	607 more needed to numerator to meet at 95%. Provide good job leads by industry sector for UI Claimants.
Reemployment: Claimant Reemployment within 10 Weeks	Not Meeting →	
Reemployment: Employers Receiving Texas Talent Assistance	Not Meeting →	72 more needed to numerator to meet at 95%. Work with employers to get job postings into WorkinTexas.
Youth: Credential Rate	Not Meeting →	22 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	Not Meeting →	50 more needed to numerator to meet at 90%. Work with students and/or schools to find training milestones.
Youth: Median Earnings Q2	Meeting	

*Refer to Page 19 of the Board Packet

MAY 2026 | BOARD MEETING

INFORMATION UPDATES

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

Adult Education & Literacy Program

Rachael Berhe

Senior Strategic Workforce Initiatives & Programs Manager

Purpose / Overview

The AEL program offers high school equivalency, English as a Second Language, integrated education and training, post-release, and work-based training. Our goal is to serve 4,615 individuals throughout Dallas County. From July 1, 2025, to March 31, 2026, our consortium partners, Dallas College, Irving ISD, and Wilkinson Center have served 3,310 participants.

Key Focus *(change to appropriate title if necessary)*

Increasing employer partnerships through work-based learning.

Improving the Integrated Education and Training program through the Workforce Integration Academy funded through TWC.

Highlights

- Exceed Integrated Education and Training measures. 539 participants received workforce training ending in an industry recognized credential.
- Medical Assistant program through Wilkinson Center and Texas Woman's University Ventures program. 14 participants enrolled at Northwest Community Center.
- Delia Watley, Program Director for Irving ISD receive the Administrator of the Year award for Texas Association of Literacy and Adult Education.

Upcoming Priorities / Challenges

- Increasing overall enrollment, focusing on high school equivalency.
- Expand Tournament of Completers to increase High School Equivalency attainments.
- Implementing pre-apprenticeship with Walgreens

*Refer to Page 41 of the Board Packet

Financial & Expenditure Updates

Ashlee Verner

Chief Financial Officer & Executive Vice President

Purpose / Overview

The Fiscal team is focused on the FY2025 Audit, fiscal compliance, process improvement, and strengthening financial oversight processes in partnership with C2Global.

Key Focus

- Crowe LLP **audit fieldwork** officially began on May 4, 2026. At this time, no issues have been identified, and all audit requests are being submitted timely.
- Director of Financial Management, Alicia Carter, partnering closely with C2Global to implement the updated Cost Allocation Plan (CAP) & Standard Operating Procedures (SOP's).

Challenges

- Continued coordination needed with C2Global to finalize CAP reclassification entries and ensure full implementation consistency across reporting periods. Entries to be completed in May 2026.
- Fiscal process documentation at C2Global and standardization efforts require collaboration across teams to ensure long-term sustainability and operational alignment.

Support from the Board

- Board members interested in participating in the Finance & Audit Committee are encouraged to contact Ashlee Verner.
- The next Finance & Audit Committee meeting is scheduled for **July 22nd at 10:00** to review audit results with Crowe LLP upon completion of audit fieldwork.

*Refer to Page 43 of the Board Packet

Achievement Alliance Committee

Rebecca Acuna

Chair

Purpose / Mission

The purpose of the Achievement Alliance Committee is to work to increase the outreach, engagement, and impact of workforce services to the Greater Dallas community.

Highlights

Board staff provided several program and fiscal updates to the Achievement Alliance Committee. These included:

- Current performance and data insights
- Monitoring updates
- Fiscal spending
- Eligible Training Provider List Approvals
- GroundWorks Updates

Challenges from last meeting

- Performance issues
- Customer experience
- Fiscal spending
- WIOA backlog
- Staffing

Actions taken since last meeting

- Performance improvements
- Anticipated increased workforce center visits and enrollments

*Refer to Page 47 of the Board Packet

Child Care Advisory Council

Karen Hughes

Chair

Purpose / Mission

The Child Care Advisory Council's purpose is to advise the Board on child care policies and procedures where local flexibility exists. The Council also serves as a collaborative forum for child care providers, community partners, workforce leaders, and early childhood stakeholders to share feedback, discuss system challenges impacting families and providers in Dallas County, and support strategies that improve access to high-quality child care services throughout Dallas County.

Key Focus / Updates

- Texas Rising Star Coaching & Assessment Processes
- Child Care Quality Program and Services Dashboard
- Early Childhood Statewide, County, and Local Policy

Challenges

- Consistency and Reporting Provider Feedback
- TRS 2 Providers - Limited reassessment opportunities, evolving assessment expectations, and coaching and implementation gaps, can make it difficult for providers to stabilize improvements and demonstrate measurable advancement within expected timelines.
- Ongoing system and operational concerns with the TX3C system

Action

- Share procedures to ensure accountability and follow up regarding Coaching and Assessor feedback processes.
- Provide an annual report of Mentoring/Coaching services report.
- Analyze Mentoring data specific to TRS 2 providers.
- Monitor and communicate updates regarding child care initiatives and the statewide system with anticipated implementation guidance.

*Refer to Page 48 of the Board Packet

FYI

Table of Contents

Board of Directors

Page 51

Provided to notify the community of who sits on the board and company representation.

Program Summary

Page 53

Definitions of programs.

Job Fairs

Provided to share with the board and the community upcoming job fairs to encourage participation.

Page 55-56