

BOARD MEETING SUMMARY PACKET

Wednesday
October 21, 2026

Goodwill Industries of Dallas
3020 N. Westmoreland Rd.
Dallas, Texas 75212

October
2026

President's Comments

Laura Ward

President & CEO

October 21, 2026

Highlights

It is a pleasure to be holding our October meeting with our partners at Goodwill Industries. The energy and momentum since our last meeting in September have been remarkable, and I am excited to share some key highlights before we turn to today's agenda.

Our leadership continues to shape the national workforce conversation. I had the honor of speaking on a panel at the National Association of Workforce Boards Summit, and we represented Dallas at the U.S. Conference of Mayors meeting. This national voice is a direct result of our local performance, which was recently recognized by the Texas Workforce Commission for having three practices elevated to the Department of Labor.

This recognition is built on outstanding execution here at home. In the past few weeks alone, our team has flawlessly executed two major job fairs, launched new community partnerships, and prepared for a report launch with Groundwork in early 2027.

Looking forward, our discussion on Quality Assurance and Oversight will guide our strategy for continuous improvement. I also want to address the transition of our adult and dislocated worker contractor. The 2026 Procurement Update on our agenda will provide a thorough status report, and I want to reassure you that this process is being managed diligently to ensure a seamless continuation of services. Please find the link to our procurement on bonfire:

<https://wfsdallas.bonfirehub.com/portal/?tab=openOpportunities>

Finally, we will cap off a period of tremendous achievement by celebrating our community champions at the Annual Workforce Awards Ceremony immediately following our meeting. It is the perfect way to honor the collective effort that drives our success.

Contracts & Amendments

Demetria Robinson
Executive Vice President

Purpose / Overview

This action item seeks the Board's authorization to contract and partner for the upcoming fiscal year 2027. These contracts are critical for ensuring the uninterrupted delivery of workforce, youth, and child care services throughout Dallas County.

Key Focus

- *Child Care Local Match partners: Dallas College and City of Mesquite*
- *Child Care Quality Management & Operations contract: ChildCareGroup*

Funding Stream Summary

Child Care Development Funds Discretionary administered by Department of Health and Human Services – Administration for Children and Families

Recommendations / Support needed from the board

Recommendation 1

- **Authorize Agreements:** We recommend the Board authorize staff the acceptance of Dallas College and the City of Mesquite local match agreements and add funds to ChildCareGroup (CCG) child care services contract for direct care services.

Recommendation 2

- **Authorize Contract:** We recommend the Board authorize staff to contract with CCG for the management and operations of child care quality services.

**Refer to Page 14 of the Board Packet*

Procurement

Connie Rash, Senior Vice President
Wesley Nute, Procurement Manager

Key Takeaways

1. Workforce System Operations & Strategic Service Delivery Procurement

The procurement for Workforce System Operations is currently open.

Key Dates:

- **Release Procurement:** September 22, 2026
- **Q&A for Bidders:** October 6, 2026
- **Proposal Submission Deadline:** October 27, 2026
- **Staff Recommendation to the Board:** November 9, 2026

Important Conflict of Interest Rule:

To ensure a fair and unbiased selection process, all potential bidders are strictly prohibited from contacting any board directors, officers, or staff to discuss or lobby for their proposal. This includes emails, phone calls, or personal meetings. Any applicant who violates this rule will have their proposal rejected.

2. Child Care Quality RFP - Recommendation

We have completed our review of proposals from organizations wanting to provide quality improvement services for local childcare centers.

The review team has scored all proposals, and we are now bringing forward the following recommendations for your approval.

Recommendation:

1. **Authorize Contract Negotiations:** We recommend the Board authorize staff to begin contract negotiations with Dallas College for professional development and other innovative activities for an amount not to exceed \$398,814.
2. **Approved Vendors List:** We recommend approval to begin negotiations with the following organizations: Camp Fire First Texas, Innovation Advantage Learning Group LLC, Integrity Training and Professional Services, Kaplan Early Learning Company, KAS Consulting Group, Lakeshore Learning Materials LLC, Learning Beyond Paper, Inc., Physical and Academic Learning Services (PALS), Raising Austin dba Together4Children, Teachstone Inc., Teddie Gamel Consulting, University of Tennessee, and Virtuous Childcare LLC.
 - Pending successful negotiations, these vendors may provide training to childcare providers and staff on an as needed basis with services beginning November 1st.

Explanation:

These activities will assist providers and staff with maintaining critical certifications, teacher-child interactions, supporting inclusion and challenging behaviors, staff recruitment and retention, professional development, family engagement and communication and Director leadership/management skill development.

***Refer to Page 15 of the Board Packet**

Economic Snapshot

Richard Perez
Senior Data & Research Manager

Key Takeaways

- The Texas and Dallas County unemployment rate came down in August. Texas went down to 4.6%, and Dallas County came down to 4.5%.
- The Texas Labor Participation rate remained steady for August at 64.2%.
- Job growth for the DFW MSA increased 0.2% from July and 1.0% from August 2025.
- The unemployment statistics show the number of employed from July to August increased by 43,508 for Texas and 5,681 for Dallas County. The number of unemployed decreased 30,331 for Texas and 2,114 for Dallas County.
- The steady labor participation rate and modest growth in employment suggest a resilient labor market that is drawing in new workers without broadly displacing those already employed.

Dallas County Labor Force Statistics				
	Aug-26	Jul-26	Aug-25	Yearly Change
Civilian Labor Force	1,449,351	1,445,784	1,445,524	3,827
Employed	1,383,608	1,377,927	1,381,474	2,134
Unemployed	65,743	67,857	64,050	1,693
Unemployment Rate	4.5	4.7	4.4	0.1

TX Labor Force Statistics				
	Aug-26	Jul-26	Aug-25	Yearly Change
Civilian Labor Force	5,967,748	15,954,571	15,911,237	56,511
Employed	15,231,912	15,188,404	15,182,502	49,410
Unemployed	735,836	766,167	728,735	7,101
Unemployment Rate	4.6	4.8	4.6	0

Performance

Richard Perez
Senior Data & Research Manager

Key Performance Highlights

Overall, our programs are demonstrating good results in helping job seekers increase their earnings and attain valuable career credentials. However, we face specific, addressable challenges in helping clients hit short-term educational milestones and securing immediate employment for certain target groups.

Areas of Strength (Exceeding Targets)

Higher Wages for Job Seekers: Adults, Dislocated Workers (individuals who lost their jobs due to layoffs or business closures), and Youth who found employment are earning significantly more than our targets. Notably, young adults exceeded their median wage target by over 20%.

Dislocated Worker Credentials: A higher percentage of dislocated workers successfully completed their training programs and earned professional certificates or degrees than originally planned.

Childcare Services Expansion: We successfully supported more children per day than our target, helping working families in Greater Dallas access reliable, subsidized childcare so they can remain in the workforce.

Areas for Attention (Missing Targets)

Measurable Skill Gains: The performance year for measurable skills gains has reset and July only has one month of performance. I expect performance to improve as we gather more data.

Adult & Youth Placement: The overall percentage of adults and youth finding or staying in employment is slightly below our targeted goals.

Child Care Job Search Support: Fewer parents receiving temporary childcare assistance while searching for work found employment within the designated timeline than we aimed for.

Performance Summary by Program

The table below outlines our major programmatic achievements and current operational challenges:

Overview – Performance Measures

Measure	Status	Strategy
Adult: Credential Rate	Meeting	
Adult: Employed Q2	Meeting	
Adult: Employed Q4	Meeting	
Adult: Measurable Skill Gains	Not Meeting →	Performance for this measure reset and is only showing one month of performance
Adult: Median Earnings Q2	Meeting	
C&T: Credential Rate	Meeting	
Child Care: Average # Children Served Per Day - Combined	Meeting	
Child Care: Initial Job Search Success Rate	Not Meeting →	53 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	Not Meeting →	Performance for this measure reset and is only showing one month of performance
DW: Median Earnings Q2	Meeting	1,177 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	Meeting	
Youth: Credential Rate	Not Meeting →	1 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 →	Performance for this measure reset and is only showing one month of performance
Youth: Median Earnings Q2	Meeting	

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INFORMATION UPDATES

Performance Measures Defined

Overall, our programs are demonstrating good results in helping job seekers increase their earnings and attain valuable career credentials. However, we face specific, addressable challenges in helping clients hit short-term educational milestones and securing immediate employment for certain target groups.

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

Rebecca Monnette
Quality Assurance Manager

Quality Assurance Compliance & Oversight Summary

Date: October 2026 Board Meeting	Prepared For: Workforce Solutions Greater Dallas Board of Directors	Status Report: QA, Programmatic Oversight & Compliance
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1. Active Reviews (In Progress)

- **Fiscal Review** — AEL - Dallas College
- **Fiscal Review** — AEL - Wilkinson Center
- **Fiscal Review** — AEL - Irving ISD
- **Fiscal Review** — C2 Global
- **Fiscal Review** — CCG
- **Fiscal Review** --- Equus

2. Reviews Pending Report

- **Program Review** — SNAP - C2 Global
- **Program Review** — NCP - C2 Global

3. Completed Reviews & Key Findings

Program Review — TANF (C2 Global)

Status: Final report issued.

Key Findings & Areas of Concern:

- **Data Entry:** Untimely and inaccurate data entry was observed.
- **Penalties:** Delays in initiating mandatory employment program penalties.
- **System Updates:** Untimely case status updates submitted to the Health and Human Services Commission (HHSC).

Resolution: Corrective Action Plan (CAP) requested from contractor to resolve operational delays.

4. External Monitoring Activity

Texas Workforce Commission (TWC) Annual Subrecipient Monitoring

- **Timeline:** Review conducted during the week of September 21st.
- **Exit Conference:** Held successfully on September 30th.
- **Current Status:** Awaiting completion of additional fieldwork by TWC. The final state monitoring report will be formally released to the Board upon receipt.

5. Equal Opportunity Monitoring

EO Officer will conduct the annual ADA reviews of each workforce center

- **Timeline:** October – November 2026

All board and contractor staff will complete the EO Civil Rights training – this is required every two years.

- **Timeline:** December 2026 – January 2027

***Refer to Page 42 of the Board Packet**