

BOARD MEETING SUMMARY PACKET

Wednesday
September 16, 2026

Irving Workforce Center
2110 W. Walnut Hill Ln., Suite 100
Irving, Texas 75038

**SEPTEMBER
2026**

President's Comments

Laura Ward

President & CEO

Overview

Since the last board meeting, several members of the board staff have been selected to present at upcoming state and national conferences. The Board also continues to work with contractors on the service model for jobseekers and employers in Dallas County.

Highlights

- *Laura Ward, Demetria Robinson, Rachael Berhe, Lynn Hoffman, and Will Weidner have been selected to present on best and promising practices of WFSDallas at JFF, NAWB, CCATT, TWC and others.*
- *WFSDallas continues to work with C2Global, Equus, the AEL Consortium, and Childcare Group on the service model in job centers and with community partners to ensure we are maximizing the investment in Dallas County.*
- *We continue our work with Groundwork on the last phase. We will have a formal presentation at a future board meeting to share the final report.*
- *WFSDallas is working on an interactive dashboard that will live on the website for board members and community members to have insight into the activity and outcomes of the investments in Dallas County.*
- *Finally, thank you to the following board members who will roll off at the end of this year: Joanne Caruso, Magda Hernandez, Miguel Solis, Dupree Scovell, Michelle Thomas, Jason Villalba, and former Board Chair, Bill O'Dwyer. These board members have contributed their time and expertise during a transformative time for WFSDallas and we are truly grateful.*

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

Key Contracts

- Workforce System Operations: Contract with C2 Global Professional Services for the operation and management of our workforce centers.
- Child Care Services: Contract with ChildCareGroup to manage and operate the Child Care Services system.
- Youth Service Providers: Contracts with Dallas College and Equus Workforce Solutions for WIOA youth programs.
- Youth Special Initiatives: To Be Determined .
- Local Match Partnerships: Agreements with Dallas College, Dallas, Irving, and Richardson ISDs, and the City of Dallas to leverage local and federal funds.
- Program & Fiscal Monitoring: Contract with Christine Nguyen and Associates for external monitoring and compliance.
- Technology Services: Agreement with QNet for managed IT and data management services.
- Adult Education & Literacy: Contract amendments with Dallas College, Irving ISD, Richardson ISD, Wilkinson Center for additional activities and AEL services.

All information will be presented as a Handout.

Procurement

Connie Rash, Senior Vice President

Purpose / Overview

As part of the procurement cycle, WFSDallas released a procurement for copiers with a deadline of August 27, 2026. Four proposals were received and scored by a team of independent reviewers.

Proposals received

- *Knight Enterprise Solutions*
- *Novatech (existing contractor)*
- *ImageNet Consulting LLC*
- *Xerox Business Solutions LLC*

Methods of Procurement

WFSDallas utilized the competitive proposals method of procurement (which is for purchases of \$350,000 or more) in accordance with TWC's procurement procedures. We released a Request for Proposals on July 30, 2026 and posted on the board's procurement web portal (Bonfire). We were seeking qualified vendors to supply, deliver, install, test multifunctional digital office equipment devices for lease and for the workforce system (workforce centers, administrative office and AEL locations).

Recommendations / Support needed from the board

- *Following a review, the team recommends the lowest bid at \$266,361.84 for a 36-month lease. In the event Xerox cannot reach an agreement or errors are discovered in the original bid, staff will work with the next highest scoring bidder, Novatech.*

**Refer to Page 9 of the Board Packet*

Policy – 2026-2027 Targeted Occupations List

Connie Rash , SVP
Richard Perez, Sr Data & Research Manager

Overview

WFSDallas regularly evaluates Demand Occupations to assess their current and future impact on the regional and Greater Dallas economy.

To identify targeted occupations, we evaluate two key factors:

- **Job Growth:** Forecasted expansion and employment increases across the county.
- **Career Advancement:** Opportunities that lead to economic self-sufficiency and long-term career progression.

To prepare students and job seekers for the future workforce, WFSDallas maintains a balanced targeted occupations list. This list features accessible "on-ramps" with varied entry-level and educational requirements across expanding industries in Dallas County. By incorporating local market insights, we foster a skilled talent pipeline that meets employer needs and drives sustainable economic growth.

We solicited community input through a survey to ensure that our list continues to grow based on community responses. The list continues to evolve and we will modify as the community/economy changes.

Several notable occupations to be added include (*estimated employment*):

- Financial managers with 13,575 jobs
- Human Resources Specialists with 15,469 jobs
- Project Management Specialists with 22,481 jobs
- Management Analysts with 10,343 jobs
- Construction Trades and Extraction Workers with 9,631 jobs
- Mechanics, Installers & Repairers with 9,229 jobs
- Assemblers and Fabricators with 12,055 jobs
- Electrical & Electronic Repairers with 1,368 jobs
- Machine Tool Setters, Operators & Tenders, (Metal and Plastic) with 2,058 jobs

Recommendation

WFSDallas requests board authorization to add all occupations marked new in the board packet. In addition, board authorization to limit the number of **truck drivers** trained by setting a cap of **100**. This limit is based on the current market and potential future trends. We can reconsider in six months to adjust the cap as needed.

Economic Snapshot

Richard Perez
Senior Data & Research Manager

Overview

The more recent economic data suggests that labor demand is still sufficient to bring on additional workers, but conditions remain difficult for people who have already been looking for employment for an extended period.

Key Takeaways

- The Dallas County Construction and Financial Activities Industry have shown strong over the year growth. The other industries in Dallas County have lost employment.
- Employment in the Dallas Plano-Irving metro division showed the largest monthly growth of any metro area for the second month in a row with 2,900 jobs added in July.
- The July 2026 Dallas County Unemployment rate is 4.7% and it went down one tenth of a percent from the June 2026 rate of 4.8%. Labor participation for July is holding steady at 64.2 it is lower than the July 2025 rate of 64.8.
- The Dallas County Unemployment statistics show the number of employed from June to July increased by 7,650, while the number of unemployed decreased by 918.

Highlights

The Texas labor force participation rate has been in decline since September 2025. A decrease in the labor force participation rate signals that a smaller percentage of new entries into the labor force are either employed or actively looking for a job.

*Refer to Page 12 of the Board Packet

Performance

Richard Perez
Senior Data & Research Manager

Overview – Performance Measures

Measure	Status	Strategy
Adult: Credential Rate	Meeting	
Adult: Employed Q2	Not Meeting →	2 more needed to numerator to meet at 90%. Work with to find supplemental employment.
Adult: Employed Q4	Meeting	
Adult: Measurable Skill Gains	Meeting	
Adult: Median Earnings Q2	Meeting	
C&T: Credential Rate	Not Meeting →	9 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 →	60 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	1,017 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 →	7 more needed to numerator to meet at 90%. Work with students and/or schools to obtain credentials.
Youth: Employed/Enrolled Q2	← Not Meeting	8 more needed to numerator to meet at 90%. Work with to find supplemental employment.
Youth: Employed/Enrolled Q4	Meeting	
Youth: Measurable Skill Gains	Meeting	
Youth: Median Earnings Q2	Meeting	

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 five reviews that are ongoing : Dallas College, Irving ISD , Wilkinson Center, CCG 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

- *DOL has completed the monitoring review. The report for that will be forthcoming from DOL.*

Information Technology Updates

Derrick Williams

Chief Information Security Officer

Purpose / Overview

We are successfully transitioning from baseline security deployments to advanced, automated operations. Our current phase focuses on scaling proactive risk reduction. Key efforts are centered on automating organization-wide patch management, establishing continuous 24/7 security monitoring, finalizing robust identity access controls (MFA), and aligning our systems with state cybersecurity frameworks to ensure seamless audit readiness.

Current Initiatives

- **Modernize Patch Management:** Utilizing NinjaOne to transition from manual to automated patch management, which will improve reporting, and allow for third-party application patching.
- **Strengthen Security Visibility:** Continuing the onboarding of Arctic Wolf to provide 24/7 security monitoring and enhance our incident response capabilities.
- **MFA Rollout:** Actively working on the final phases of organization wide Multi-Factor Authentication enforcement.

Key Accomplishments

- **RMM Pilot Success:** Initiated NinjaOne (Remote Monitoring & Management) pilot at two centers; performing well with improved endpoint security and management.
- **MFA Rollout:** Finalizing organization-wide Multi-Factor Authentication enforcement to secure identities and network access.
- **Security Exercise:** Selected vendor and met with MSP for Cyber Security Tabletop Exercise; on track for full execution in October 2026 to validate incident response.

Upcoming Priorities

- **Complete NinjaOne Rollout:** Based on the successful pilot, we will proceed with a full rollout of NinjaOne to all nine centers and the board office, with a target completion date of the end of October.
- **Finalize Arctic Wolf Onboarding:** Complete the integration of Arctic Wolf's monitoring services to achieve full visibility across our network.
- **Enhance Audit Readiness:** Continue to expand our audit-readiness documentation, evidence tracking for controls, and clarification of control ownership.