

To: Gulf Coast Workforce Board Members

From: Mike Temple
Carol Kimmick
David Baggerly
Michelle Ramirez

Date: May 27, 2014

Subj: Board Meeting Materials for Tuesday, June 3, 2014

The next meeting of the Gulf Coast Workforce Board is scheduled for **10:00 a.m., Tuesday, June 3, 2014** in the second floor Conference Room A, 3555 Timmons, Houston.

Chair Guthrie will update members on several items, including the recent report from the Texas Association of Workforce Boards, "Aligning Education to Meet the Needs of Texas Employers". We will have copies of the report for you at the meeting.

Reports. Audit/Monitoring Committee Chair Joe Garcia will follow with a report on the committee's latest activity. Education Committee Chair Birgit Kamps will talk about developments in the regional collaborative efforts for adult education and literacy. Career Office Committee Chair Tracie Holub will recognize a Workforce Solutions staff member for outstanding customer service as well as two staff groups who have proposed improvements to our customer service.

Action. Employer Service Committee Chair Gerald Andrews will update members on the committee's latest action, including offering a recommendation on performance standards for education/training vendors. Included in the materials for this item is the annual Training Provider Report Card which we produce for staff and customers to use in making decisions about where to go to school.

Information. We have included information on performance against the Board's measures and our production targets. We will have a report on expenditures as well. Ron Borski will brief us as usual on the region's economy and employment picture.

We have from time to time discussed the possible reauthorization of the Workforce Investment Act of 1998 – the federal legislation that is the linchpin of our local public workforce system. Earlier this year separate versions of legislation, one from the U.S. House of Representatives and one from the U.S. Senate, stalled. Within the last two

weeks, Congressional representatives have announced a new version. We're including a summary of that new proposed legislation for you and have provided it to your Governmental Affairs Committee as well.

We look forward to seeing you on June 3rd. Please call or email us if you have questions, or if we can be of any help!

The Gulf Coast Workforce Board Tentative Agenda

Tuesday, June 3, 2014 at 10:00 a.m.

H-GAC Conference Room A

3555 Timmons Lane, Second Floor, Houston, Texas 77027

1. **Call to Order and Determine Quorum**
2. **Adopt Agenda**
3. **Hear Public Comment**
4. **Review April 2014 meeting minutes**
5. **Declare Conflicts of Interest**
6. **Consider Reports**
 - a. *Chair's Report.* The Board Chair will discuss items of interest.
 - b. *Audit/Monitoring.* The Committee Chair will present an update from the committee's May 2014 review.
 - c. *Education.* The Committee Chair will discuss collaborative regional efforts for adult education and literacy.
 - d. *Career Office.* The committee will recognize outstanding Workforce Solutions staff.
7. **Take Action**
 - a. *Employer Service.* The Committee Chair will provide an update from the committee's May 2014 meeting and present a recommendation for education/training vendor performance standards.
 - b. *Ratify previous decisions.* Ratify actions taken at the February 4, 2014 and April 1, 2014 Board meetings.
8. **Receive Information**
 - a. *System Performance.* Report on current performance.
 - b. *Expenditures.* Report on expenditures.
9. **Look at the Economy**

Report on current economic data and trends in the Gulf Coast labor market.
10. **Take Up Other Business**
11. **Adjourn**



Workforce Solutions

Workforce Solutions is an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Please contact H-GAC at 713.627.3200 at least 48 hours in advance to request accommodations. Deaf, hard-of-hearing or speech-impaired customers may contact Relay Texas: 1-800-735-2989 (TTY) or 711 (Voice). Equal opportunity is the law.

**MINUTES OF
THE GULF COAST WORKFORCE DEVELOPMENT BOARD
TUESDAY, APRIL 1, 2014**

MEMBERS PRESENT:

Willie Alexander	Karlos Allen	Gerald Andrews
Elaine Barber	Carl Bowles	Joe Garcia
Cheryl Guido	John Hebert	Bobbie Henderson
Cody Holloway	Tracie Holub	Eduardo Honold
Guy Robert Jackson	Sarah Janes	Tony Jones
David Joost	Birgit Kamps	Jeff Labroski
Ray Laughter	Ramona Malone	Kendrick McCleskey
Linda O'Black	Ahmed Rabie	Janice Ruley
Allene Schmitt	Richard Shaw	Connie Smith
Gil Staley	Joe Swinbank	Evelyn Timmins
Sarah Wrobleski	Madeleine York	

H-GAC STAFF MEMBERS PRESENT

Mike Temple
David Baggerly
Ron Borski

Mr. Gerald Andrews, Vice Chairman, called the meeting to order at approximately 10:00 a.m., on Tuesday, February 4, 2014, in the 2nd floor, H-GAC Conference Room A, at 3555 Timmons Lane, Houston, Texas. Mr. Andrews determined a quorum was present.

ADOPTION OF AGENDA

Mr. Andrews asked for an adoption of the agenda as presented. A motion was made and seconded to adopt the agenda. The motion carried.

PUBLIC COMMENT

No one signed up for public comment.

MINUTES FROM FEBRUARY 4, 2014

Mr. Andrews asked if there were any additions or corrections to the minutes for the February 4, 2014 meeting. A motion was made and seconded to approve the minutes as presented. The motion carried.

DECLARE CONFLICTS OF INTEREST

Ms. Ramona Malone declared a conflict with item 7a.

CONSIDER REPORTS

Chair's Report

Mr. Andrews explained that he is the Vice Chair of the Board and filling in for Chair Guthrie who was attending the National Association of Workforce Boards Conference in Washington, DC.

Vice Chair Andrews asked Mr. Mike Temple to talk about the NAWB Conference. Mr. Temple explained Chair Guthrie and Mr. Steve Pryor, CEO of Exxon Chemicals attended the NAWB conference where they accepted a prestigious national award for Exxon Mobil. The award this year was in recognition of Exxon Mobil's \$1,000,000 investment in a program to educate petrochemical industry workers. This program is operated by a consortia of local community colleges, led by Lee College. The Board nominated Exxon Mobil again this year for the Employer of the Year Award.

Vice Chair Andrews welcomed new Board members Ms. Cheryl Guido, Mr. Steve Mechler and Mr. Jerry Nevlud.

No action was taken.

Government Relations

Chair Guy Robert Jackson stated that the Government Relations committee met on Tuesday, March 11, 2014 to discuss the role of the committee and review various legislative interim charges.

Chair Jackson explained that the Committee in the past has relied upon the efforts of the late Chairman, Frank Thompson to assist with Government Relations. Chair Jackson then reported that the Workforce Board does not and cannot lobby, but the Board can be a resource to our Legislature. Both House and Senate have legislative interim charges which we are monitoring. The Committee also discussed and developed a plan for outreach to local governmental bodies.

Audit/Monitoring Committee Report

Chair Joe Garcia explained that the committee met at the Northline Career Office on Tuesday, March 25, 2014 and heard an update on recent activity.

- We reviewed contractor's efforts to improve job filling and staffing specialists work. The reviews show our contractors are doing a better job filling jobs posted by employers.
- We continue to work with contractors to ensure our system protects customers' personal information. We will visit every office in April to observe how well our system is working at protecting customers' personal information.

- We are re-instituting monthly reporting and reviews on a management information systems issue to ensure that contractors properly and timely record service for our customers. Currently, our career office contractors achieved a success rate over 90%. We've asked for SER to review all customer records to ensure their records reflect timely services.
- We issued reports on reviews of three offices and the financial aid call center.
- The regional quality assurance team rated the Baytown office as below average. This office transitioned from a previous contractor to the current management by Neighborhood Centers in October 2013, and we visited not long after the transition. We are working with NCI to ensure these locations improve.
- The team rated the Westheimer, Humble and Lake Jackson locations as average and found the financial aid call center acceptable during its second quarterly review.
- Vendor monitoring. We have been working with the Financial Aid Payment Office to improve timely monitoring of vendors. For vendors offering early education/care services:

Total Active Vendors	2,133
• Active Vendors with referrals monitored	1,650
• Active Vendors with referrals not monitored	613
Active Vendors with no referrals	623

Data as of March 17, 2014. Data change daily based on referrals.

We are working with FAPO to ensure we continuously check on vendors – particularly those providing early education/care for our customers.

The next meeting will be held at the Rosenberg career office.

Chair Garcia concluded his report and no action was taken.

Education Committee Report

Chair Birgit Kamps explained that the Texas Workforce Commission issued a request for proposal (RFP) on February 22, 2014 seeking adult basic education (ABE) services that lead to improved employment.

Following the direction received at the last meeting of the Education Committee, Board staff convened a meeting of the Adult Education consortia with the goal of forming a cohesive strategy to meet the needs of the entire region while accounting for a substantial reduction in funding.

After much discussion, the 7 consortia agreed to form a single consortium with the Board serving as the fiscal agent. The consortium representing the Gulf Coast region includes:

- Brazosport College
- College of the Mainland
- Harris County Department of Education
- Houston Community College
- Lone Star College
- San Jacinto College*
- Wharton County College

*San Jacinto College provides AEL services but was not a direct recipient of this funding. They are “new” to the consortia.

Additionally, Region 6 Education Service Center relinquished the role (and funding) of a consortium member to accept the role of Lead Agency. This means that Region 6 will serve as the administrator for programmatic functions required to actually deliver adult education services.

In terms of funding allocations, the region was cut by 22%. We reduced each consortium members’ funding by 20% equally and proportionately. By shifting roles for Region 6, we were able to allocate funding to San Jacinto without any additional cuts to the current members.

Chair Kamps explained that with input from the consortium members, Board staff is preparing the response to the RFP, which is due in Austin on April 7, 2014.

The next Education Committee meeting is scheduled for Thursday, May 1, 2014 at 10:30 am here at H-GAC Offices, 2nd floor, Conf. Room A.

Chair Kamps concluded her report and no action was taken.

Strategic Planning Committee Report

Chair Carl Bowles stated that the committee met by conference call on Wednesday, March 19, 2014. Chair Bowles explained that this report is similar to the report in the June 4, 2013 Board packet – with the exception of some tweaking of several Board measures. Some highlights of the report are:

Economy

A U.S. Conference of Mayors report on metropolitan economies (November 2013) estimates the Houston-The Woodlands-Sugar Land MSA 2013 gross metropolitan product at \$463.7 billion, placing our region as the fourth largest metro economy in the United States. If we were a country, we would be the 26th largest economy in the world – bigger than Austria, South Africa, United Arab Emirates, and Colombia.

The energy industry remains a key driver for our regional economy – both in terms of exports and internal activity. Several factors indicate economic expansion in this key sector should continue in 2014 but not at the rapid pace seen in recent years.

- Projections are that West Texas Intermediate (WTI) oil prices are expected to remain around \$95 per barrel throughout 2014 according to the U.S. Energy Administration.
- Major chemical plant construction projects continue with more being announced due to the cheap abundance of natural gas.
- Demand for exports is expected to grow which already is in excess of \$100 billion in merchandise and commodities.

Expansion in the energy industry directly affects numerous other industrial sectors, including mining, construction, manufacturing, wholesale trade, professional/scientific/technical services, and others. The multiplier effect will in turn lead to job growth across many other industries in 2014.

Labor Market

The Gulf Coast region's unemployment rate continued to decline throughout 2013 but not at the pace seen in 2012. By November it had fallen to 5.7%, the lowest since December 2008. The unemployment rate in the Gulf Coast region should continue to improve throughout 2014, as the unemployment rate declines employers will have increasing difficulty to fill high-skill occupations.

Recovery in the Gulf Coast region began in 2010 with the region recovering all jobs lost during the recession by November 2011. The pace of job growth remained healthy throughout 2013 nearly doubling that of the nation. By November 2013 employment increased 7.4% above pre-recession levels, an addition of 195,400 jobs.

Demographics

Over the past 30 years the region has gone through a significant demographic transformation and today it is one of the youngest and fastest growing areas in the nation bringing its population to nearly 6.5 million. The Houston-Sugar Land-Baytown MSA is the most diverse of the 10 most populous MSA's in the nation.

The rapid increase in a Hispanic population continues to be the driving force for the region's population growth at a rate that is more than twice the nation's. And two of the nation's top 10 fastest growing counties with a population of over 250,000 are found in the Gulf Coast region, Fort Bend and Montgomery counties.

Projections indicate that by 2020 the Gulf Coast region's population will be:

- More than 7.1 million and
- 40 percent Hispanic

Fully 48 percent of the population under 25 will be Hispanic, and 57 percent of the population 65 and older will be Anglo.

Plan and Performance

Over 10 years ago the Gulf Coast Workforce Board adopted a strategic plan that described and quantified results the Board expected the regional workforce system to achieve. It includes values, mission and vision statements that explain what its members value most, why they exist as a board, and where they want the regional workforce system to be in the future. The plan continues to guide our efforts to help employers meet their human resource needs and individuals build careers. In keeping with its key values — innovation, productivity, performance and results — the Board identified four results statements that describe the difference it intends to make in the Gulf Coast region.

- More competitive employers
- A better educated workforce
- More and better jobs
- Higher incomes

The Board developed measures from these statements to help determine progress towards achieving the results for both the region and Workforce Solutions, our operating affiliate. 2013 was the last year of the five-year strategic planning period, 2009 – 2013. We used 10 strategic metrics to assess performance and progress towards annual targets and longer-term goals.

For the Regional Workforce System, we focused on total employment — a gauge of how well we create and keep jobs in the region — and education credentials of working-age residents — a gauge of the skill level of the region's workforce. The most recent educational credential data is for the 2011 to 2012 school year for all but one measure, the percentage of those taking a GED earning one which is for the 2012 calendar year. In this current update we missed the same two of three of four Regional Workforce System education targets as in the previous update.

- Our performance improved for two of the three measures for the Regional Workforce System education targets. We continue to see some encouraging trends.
 - The number and percentage of people holding an education credential continues to rise.
 - The percentage of people pursuing an educational credential who earn one improved by more than one-half of a percentage point. More notably, while the percentage of the population holding a post-secondary degree

missed our goal, the number holding a post-secondary degree rose by 41,195.

- The most recent employment data is for 2013 indicated strong growth which we exceeded the target of 2.69 million. The 4.2% rate of increase in the number of individuals employed in 2013 was more than double the projected rate of 2.0%.

For the part of the system we directly control, Workforce Solutions, we focus on outcomes for individual's employment, education and earnings. We also looked at our contribution to employers job creation, market share and customer loyalty.

- We target our training dollars to helping customers prepare for high-wage, high-skill jobs in demand by our employers. Most of the customers pursuing an education credential are in post-secondary education programs. We served fewer customers in education programs than originally planned.
- Workforce Solutions exceeded its goal for the number of jobs it helped create. More than two-thirds of the new jobs were in our key industries and many of these new jobs are in high-skill/high-growth occupations.
- Our ability to help people find jobs and increase their income is increasing since the recession. We are showing slow, steady improvement in customers employed quickly and employed after leaving Workforce Solutions.
- Our service to employers continued to improve with the number of employers we work with reaching almost 25,000.

Gulf Coast Workforce Board 2014-2018 Strategic Plan Targets

Job Creation and Employment					
For the Regional Workforce System		2013 Target	2013 Performance	2014 Target	2015 Target
Total number of individuals employed.		2.69M	2.75M	2.75M	2.81M
For Workforce Solutions		2013 Target	2013 Performance	2014 Target	2015 Target
Number of new jobs created as a direct result of Workforce Solutions's partnering with other business organizations		2,200	2,646	2,700	2,800
Percentage of customers employed after leaving Workforce Solutions		80%	71.3%	72%	73%
Percentage of resident customers with earnings gains of at least 20 percent after leaving Workforce Solutions		42%	49.2%	35%	35%
Education Credentials					
For the Regional Workforce System		2013 Target	2013 Performance	2014 Target	2015 Target
Percentage of the region's population (25 years and older) holding an education credential		80.0%	80.93%	80.0%	80.0%
Percentage of the region's population (25 years and older) holding a post-secondary degree		36.0%	34.92%	35.0%	35.0%
Percentage of those pursuing an education credential who earn one		21.0%	20.71%	21.0%	21.0%
For Workforce Solutions		2013 Target	2013 Performance	2014 Target	2015 Target
Percentage of resident customers pursuing an education credential who earn one		37%	42.5%	44%	44%
Market Share and Customer Loyalty					
For Workforce Solutions		2013 Target	2013 Performance	2014 Target	2015 Target
Number of employers in our region who use Workforce Solutions		24,591	24,842	25,147	25,452
Percentage of the region's employers using Workforce Solutions as repeat customers		58%	59%	60%	62%

Chair Bowles concluded his report and no action was taken.

Career Office Committee Report

Chair Tracie Holub explained that last year our Regional Management Team which is comprised of Board staff and contractors developed five key principles of quality customer service:

- *I AM Workforce Solutions* to my customer
- I use my customer's perspective to guide my work
- I understand the resources available throughout our system
- I can always help my customer even when I have to say "no"

- I learn from my mistakes and gain a better understanding of how to help my customer

Three times each year, our contractors nominate staff members they believe best exhibit the *I AM Workforce Solutions* principles and provide excellent customer service.

The Regional Management Team reviewed and scored 8 nominations and selected Michael Gutierrez to receive the April 2014 Customer Service Award. Unfortunately, he was unable to accept his award at the meeting because he was being a good citizen by serving his call to jury duty.

❖ **Michael Gutierrez**
(Employment & Training Centers)

As a Regional Manager, Michael Gutierrez believes that all employees want to deliver excellent service to customers. As a result, he works with staff to determine customer wants and needs; demonstrate flexibility when customer needs change; and continuously evaluate the service delivery process to identify opportunities for improvement.

Mr. Gutierrez has worked on a number of employer downsizings. His unwavering commitment to providing quality service made these transitional periods for employers and employees both manageable and productive. By leveraging community partner resources, Mr. Gutierrez was able to help employees identify their transferrable skills and when appropriate access training opportunities to return to work faster.

Mr. Gutierrez is dedicated to delivering first-rate service to customers. His work with staff, employers and customers demonstrates his understanding and application of the *I AM Workforce Solutions* principles.

Chair Holub concluded her report.

TAKE ACTION

- a. Budget. The Committee Chair will present a proposed 2014 budget in amount of \$189,525,946 to the Board for consideration.

The Budget Committee met on Thursday, March 6, 2014 at 10:30 a.m., to consider a proposed Workforce Board budget for 2014. Yvonne Estrada, Gerald Andrews, Sarah Janes, Joe Swinbank, and Willie Alexander were in attendance.

Vice Committee Chair Gerald Andrews stated that the proposed 2014 budget at \$189.5 million is 1.6% less than a revised 2013 budget. The original estimates for 2013 proved to be far too conservative and we overestimated the impact of Congressional sequestration on our fund sources at the beginning of the year. Some additional financial aid revenue later in the year also boosted the money we had to help people get a job, keep a job or get a better job.

- There are shifts in several of our revenue sources, but the overall total available funding for the Board and its Workforce Solutions operating affiliate is about the same for 2014 as it was in 2013.

Proposed 2014 expenditures are in line with contracts the Board approved in August 2013.

- The costs of the Financial Aid Call Center, captured previously in the Career Office fund, have been reassigned to the Financial Aid fund. This accounts for most of the decrease for Career Offices. Reducing the number of career office contractors from three to two has also saved some expense.
- Although approved in the 2013 budget, we have not completed system IT projects involving the wide area network and the website. The remaining costs for these projects are included in the proposed 2014 budget.

Vice Committee Chair Andrews explained that we are proposing a Board operations budget of \$4.23 million, a decrease of almost 1% from 2013. Board operations represent 2.2% of the total system budget.

- H-GAC provides a pool of funds for merit raises in most years. Managers recommend raises based on an evaluation of employees' performance. This year the pool has been set at 2.75%.
- We're projecting a decrease in both indirect and travel expenses, but an increase in expenses for network services and internal personnel services

Initially we do not foresee significant changes to the Board revenue or expenses for 2014.

A motion was made and seconded to approve the proposed 2014 Board budget in amount of \$189,525,916. The motion carried. Ms. Ramona Malone abstained from voting on this item.

Vice Committee Chair Andrews concluded his report.

- b. Summer Jobs. Consider using available funds for summer jobs in 2014.

Mr. Temple reported that the City of Houston contacted us earlier this month to ask if we would be able to use our existing relationship with SER-Jobs for Progress to help the City provide summer jobs at city worksites for 500 youth. The City has offered \$1.5 million for these jobs. The Board checked on availability of workforce funds for the region, and believe there are sufficient uncommitted dollars this year, to expand the number of jobs we can offer in the balance of the region to approximately 625 additional youth. Workforce dollars available to us can be used to provide a variety of work experiences for young people, including summer jobs. In the past, we used funds dedicated specifically for summer jobs to serve a large number of youth. More recently we have only been able to provide a small number of jobs for youth we serve through the career offices and special projects.

We propose to use our existing Workforce Solutions contracts with SER-Jobs for Progress, Neighborhood Centers, and Interfaith of the Woodlands to provide summer work for about 1,125 young people. SER will primarily use funds provided by the City of Houston, with a small amount of Board funds, and NCI and Interfaith will use Board funds.

Summer jobs take place in public and private non-profit organizations, local governments, and sometimes in offices of state or federal government. Youth eligible for jobs are usually between the ages of 16 and 21. Activities will take place beginning in June and end in September. We would propose paying the federal minimum wage of \$7.25 per hour.

Our contractors will:

- Develop work sites
- Recruit, determine eligible and refer young people to work sites
- Serve as the employers of records for youth who take jobs at these work sites, including paying wages, providing workers compensation insurance, etc.
- Insure youth who are participating and site supervisors are aware of rules, procedures, and safety and labor law requirements
- Assist work sites with any problems or issues that arise
- Offer career information and support for youth

We will assist contractors in monitoring work sites. The City of Houston plans to monitor its own sites.

The Strategic Planning Committee has discussed recently how to increase work opportunities for youth such as summer jobs. We would propose using this year's experience to plan for a sustained and growing effort that expands the Board's involvement in work and career activities for the region's young people.

We proposed amending contracts as follows:

Contractor	Additional Funds for Summer Jobs
SER-Jobs for Progress	\$1,600,000
Neighborhood Centers, Inc.	\$1,000,000
Interfaith of the Woodlands	\$1,000,000

Mr. Tony Jones asked that children who are blind or have disabilities be included in the summer jobs program. Several Board members had questions and comments and discussion followed.

A motioned was made and seconded to amend Workforce Solutions for 2014 summer jobs in the amounts listed above. The motion carried.

RECEIVE INFORMATION

System Performance

Mr. David Baggerly reviewed the Year End System Performance measures for October 2013 through February 2014. These measures gauge progress toward meeting the results set out in the Board's strategic plan. There are two sets of measures: one for the entire regional workforce system and one for the Board's operating affiliate, Workforce Solutions. We report on the Workforce Solutions measures at each Board meeting.

For Workforce Solutions

More Competitive Employers –

Employers Receiving Services (Market Share) – we expected to provide services to 25,147 employers this year which is almost 18% of the 140,808 employers identified for the Gulf Coast area. We provided services to 13,160 employers through February 2014.

Employer Loyalty – our performance indicates our employer customers value our services and return to us for additional services. Of a possible 22,492 employers, 8,182 returned to The Workforce Solutions for additional services through February 2014.

More and Better Jobs –

New jobs created – This information is captured quarterly and reflects a two year average.

Customers employed by the 1st quarter after exit – Reporting for the quarter ending March 2013, 113,401 of the 157,466 customers who exited from services were employed by the quarter after exit.

Higher Real Incomes –

Exiters with Earnings Gains of at least 20% - Reporting for the quarter ending September 2013, 63,864 of the 188,637 customers who exited had earnings gains of at least 20%.

A Better Educated and Skilled Workforce –

Customers pursuing education diploma, degree or certificate who achieve one - Reporting for the quarter ending December 2013, 888 customers pursuing an education diploma, degree or certificate exited in the period July – September 2013. 434 achieved a diploma, degree or certificate by the quarter after exit.

In addition to the Board's measures, Workforce Solutions works to meet the state's expectations for performance on indicators related to the money we received from the Texas Workforce Commission.

For the performance year that began October 1, 2013, we are meeting or exceeding the target for six of nine measures. The three measures we are not meeting are:

- Youth Placement in Employment or Education. The target for this measure is 65%. Our performance through February was 63.7%. We expect to meet the target.
- Youth Literacy/Numeracy Gains. The target for this measure is 48.1%. Our performance through February 2014 (7/13 – 2/14) was 45.2%. We expect to meet the target by the end of June.
- Choices Work Rate. This measure looks at the percent of customers receiving TANF benefits who are employed. The target for this measure is 39.5%. Our performance through December was 32.6%.

Mr. Baggerly reported that we continue to work closely with our contractors to improve performance on all measures.

Mr. Baggerly concluded his report.

Expenditure Report

Mr. Mike Temple reviewed the Financial Status Report for two months ending February 28, 2014. Mr. Temple explained that the budget looks good, with the exception of office operations, expenses are running slightly high against a straight line estimate, but should not be a problem by the end of the year. Mr. Temple reported that the Budget Committee will convene several times a year to reassess the budget and recommend any changes the committee feels are necessary.

Mr. Temple concluded his report.

LOOK AT THE ECONOMY

Mr. Ron Borski explained that the actual rate of unemployment in the Houston-Sugar Land-Baytown Metropolitan Statistical Area (H-S-B MSA) rose one-tenth of a percentage point to 5.6 percent in January. This was the lowest rate of unemployment for the H-S-B MSA since 2008. The current 5.6 percent rate is more than one full percentage point lower than it was one year earlier and lower than both the state's 5.8 percent rate and the nation's 7.0 percent rate.

Annual revisions are released and the Bureau of Labor Statistics has incorporated revisions for the Local Area Unemployment Statistics series and the Current Employment Statistics series. The newly revised data shows that the H-S-B MSA added 76,200 jobs from December 2012 to December 2013, slightly fewer than the originally estimated addition of 82,000 jobs. Despite a slightly slower pace of job growth, the revised estimate of total employment in the H-S-B MSA was 2,840,100 for December 2013, an upward revision of 2,900 jobs. The largest revision was in Educational and Health Services where hiring has been impacted by uncertainties related the Affordable Care Act with employment estimates lowered by 8,100 jobs or 2.3 percent by December 2013.

The H-S-B MSA added 91,300 jobs over the year, up 3.4 percent. The H-S-B MSA continues to add jobs at a pace that is considerably stronger than the nation's 1.8 percent over-the-year increase. Job Growth continues to be widespread and in all but one super

sector, Financial Activities. The largest and strongest increase has been in Leisure and Hospitality up 15,500 jobs or 6.1 percent.
Mr. Borski concluded his report.

OTHER BUSINESS

Mr. Tony Jones spoke about a colleague with a disability that had a problem at the Northline career office. She then went to the Westheimer career office and had a good experience and found a job.

Mr. Jones expressed that the system needs to do a better job of serving the disabled population.

Mr. Jones also voiced concerns over low performing career offices and contractor accountability.

ADJOURN

There was no further business to come before the Board, the meeting was adjourned.

Audit/Monitoring Committee

Update for June 2014

Recent Activity

- We continue to work with contractors to ensure our system protects customers' personal information. We visited every office in April to observe how well our system is working at protecting customers' personal information. On that visit, four offices had issues. Some of the problems are with partners who share our offices such as probation officers, senior workers and veteran representatives. We are asking those agencies sign acknowledgement of their responsibility to safeguard this information.
- We are conducting monthly reporting and reviews to ensure that contractors properly and timely record service for our customers. Currently, our career office contractor's success rates dropped to 85% due to the Rosenberg office. SER improved to 92%.
- We issued reports on reviews of five offices and the financial aid payment office.
 - The regional quality assurance team rated the Bay City office as average.
 - The team rated the East End location as average, but found Astrodome, Southwest and Texas City to be below average. The financial aid payment office had acceptable performance.
- Vendor monitoring. We continue to monitor child care vendors with the Financial Aid Payment Office. For vendors offering early education/care services:

Total Active Vendors	2,027
• Active Vendors with referrals monitored	1,574
• Active Vendors with referrals not monitored	657
Active Vendors with no referrals	449

Data as of May 21, 2014. Data change daily based on referrals.

Education Committee

Update for June 2014

Meeting Notes

The Education Committee met on May 1, 2014, in Meeting Room A at the Houston-Galveston Area Council at 10:30 a.m. Members in attendance included: Chair Birgit Kamps, Vice Chair Allene Schmitt, Karlos Allen, Cheryl Guido, Eduardo Honold, David Joost (by phone), Richard Shaw, Sarah Wroblewski and Madeleine York.

Guests included Dale Pillow (Pearland Adult Reading Center), Kay Brooks (Brazosport College), and Gayland Capps (Alvin Community College).

- Committee members received an update on the proposal for adult education and literacy funding submitted to the Texas Workforce Commission. A summary is included on the following page.
- Chair Kamps led a general discussion among members about adult education, focusing on the availability of resources to expand the level of service in the region. As a result, the Committee proposed the following:

The Gulf Coast Workforce Board recognizes that available funding is insufficient to meet the current need for adult education and literacy in the region. To increase funding and service levels the Board encourages

- The workforce system to collaborate more fully with local employers, who benefit from a better educated workforce;
 - Adult education providers to leverage private funding in expanding service capacity;
 - Education and other public agencies to collaborate and leverage current funding and other resources in increasing the availability of adult education and literacy services.
- Committee members also asked the staff to explore relationships with existing employer customers to promote the use of adult education and literacy resources in on-site, workplace training.
 - Committee members received copies of the Texas Association of Workforce Boards' newly released paper on education: "The Workforce in Texas: Aligning Education to Meet the Needs of Texas Employers." The paper identifies the need for changes to the K-12 education system and recommends the implementation of a pre-K to careers model along with a business-driven education system.

Adult Education & Literacy Proposal

In response to the solicitation from the Texas Workforce Commission, staff submitted a proposal for funding of a single nine-member consortium to provide adult education and literacy across the entire Gulf Coast region.

The Board's staff at H-GAC will serve as the grant recipient and fiscal agent. Region VI Education Service Center will serve as lead agent for program administration, leveraging the organization's content knowledge and familiarity with programming. Brazosport College, College of the Mainland, Harris County Department of Education, Houston Community College, Lone Star College, San Jacinto College, Wharton County Junior College and multiple local, community-based partners throughout the region will provide service for an estimated 25,540 customers.

As evidenced by the cooperation to prepare a unified proposal, consortium members are committed to modifying service delivery to help people across the region get a job, keep a job, or get a better job as they improve their general education and literacy levels. We envision that this cooperation will help eliminate redundancy of service, create opportunities for increased efficiencies and promote sharing of resources.

Performance measures for adult education and literacy will align with the Board's expected results (competitive employers, an educated workforce, more and better jobs, and higher incomes) and the Board's performance measures for the region's workforce system. Measures include:

- Customers attaining a high school diploma or equivalence
- Customers entering employment
- Customers retaining employment
- Customers entering postsecondary education or training

As the new process continues to evolve, the consortium members will meet to develop service delivery models and practices to meet the needs of the region.

We expect a decision on the consortium proposal in June 2014. The Workforce Commission recently released 2015 funding allocations for adult education and literacy, providing almost \$13.9 million for the Gulf Coast region – or a 20% drop from current year levels.

Career Office Committee Recognition

Background

Last year our Regional Management Team, comprised of contractor and Board staff, developed five principles of quality customer service:

- I AM Workforce Solutions to my customer
- I use my customer's perspective to guide my work
- I understand the resources available throughout our system
- I can always help my customer even when I have to say "no"
- I learn from my mistakes and gain a better understanding of how to help my customer

We launched the I AM Workforce Solutions campaign in order to share our core principles of customer service. To reinforce these, we developed posters, branded supplies and materials, participated in roundtable discussions with career office staff and management, shared real scenarios for discussion and practice, designed a series of quizzes to strengthen understanding, and we are currently awarding staff members who exhibit these principles or suggest new ways to improve service for customers.

Customer Service

Three times each year, contractors nominate staff members they believe best exhibit the I AM Workforce Solutions principles and excellent customer service.

The Regional Management Team reviewed and scored six nominations and selected Vicki Ruhmann to receive the June 2014 Customer Service Award.

❖ **Vicki Ruhmann**
(Neighborhood Centers Inc.)

Workforce Solutions provides millions of dollars in financial aid to customers each year. We award this assistance to help eligible customers find a job, keep a job or get a better job; nevertheless, there are instances where some individuals attempt to abuse or defraud the system.

As a compliance representative, Vicki Ruhmann makes every effort to identify fraudulent activities in order to initiate collections and/or legal proceedings. Vicki understands that her customers are taxpayers as well as all current and future Workforce Solutions customers. As a result, Vicki strives to ensure that we demonstrate sound fiscal responsibility and practice good stewardship when administering public funds.

Collaborating with a vast network of legal and regulatory agencies and officials, Vicki performs fact-finding, gathers documents, locates and interviews witnesses and suspect(s), coordinates with law enforcement entities to issue subpoenas, and assembles case files for legal action and/or recoupment. To date, in 2014 alone, Vicki's diligence has led to the recoupment of over \$26,000.

Vicki's efforts not only help to identify fraudulent activity and limit wasteful spending, but will also help the system serve more people. Although Vicki's role may be unfamiliar to most staff and virtually unknown to the public, it is crucial to ensuring Workforce Solutions remains accountable to its customers. Vicki IS Workforce Solutions to us all!

Improving Our Service

We recognize that our system is comprised of talented, innovative staff, and we wanted to hear ideas from them about ways to serve customers better. We initiated the "Improving Our Service" contest where we asked staff to submit proposals which either:

- Suggested a new service;
- Improved current service; or
- Expanded upon existing service

We received 15 proposals covering a wide variety of topics. After evaluating the proposals, the Regional Management Team selected "Bridging the Gaps" and "Removing Co-Pays for Scholarships" for system-wide implementation. We will establish workgroups to fully vet the ideas and develop processes and procedures for rolling them out.

❖ "Bridging the Gaps"

Submitted by the Financial Aid Call Center Management Team (Interfaith)
(Diane Fortune, Carrie Hollins, Angela Kidd, Helena Leday, Edith Melendez, Maribel Meza-Medrano and Jessica Smith)

Our system is comprised of 24 career offices, three information centers, an employer services unit, a financial call center, a payment office and other small departments and satellite operations. Oftentimes, staff may talk to a customer about an issue within their purview without fully analyzing the customer's situation to see if we can help them in other ways.

"Bridging the Gaps" proposes that we identify areas where these opportunities exist and develop ways to seamlessly refer customers to other Workforce Solutions departments without additional burden to the customer. The proposed process will send the customer's information to the appropriate departments and the customer will be contacted and/or receive the requested service without doing anything outside of the first, initial contact.

❖ **“Removing Co-Pays for Scholarships”**

Submitted by Hilda Robles, Office Manager of Workforce Solutions - Cypress Station (Interfaith)

Some customers who receive scholarship assistance from Workforce Solutions are tagged as Dislocated Workers under the Workforce Investment Act fund. Many of these customers have been laid-off and are receiving unemployment benefits, and as a result, we ask them to co-pay a portion of their education and training costs.

The “Removing Co-Pays for Scholarships” proposal suggests that co-pays present challenges for customers who are unemployed and rely on their unemployment benefits, which are a fraction of the customer’s former salary, to pay for household essentials. It further intimates that the decision between paying for training or taking care of the immediate need for food, housing and transportation, oftentimes results in the customer foregoing training and the opportunity to receive a better job. By removing co-pays for scholarships, customers can use their benefits for family expenses while also preparing for better employment opportunities to support their households.

Employer Service Committee

Update for June 2014

Meeting Notes

The Employer Service Committee met on May 15, 2014, at 10 am via teleconference. Members in attendance included: Chair Gerald Andrews, Mark Guthrie, Guy Robert Jackson, Ray Laughter, Lynn Lumsden, Richard Shaw, Connie Smith, Gil Staley, Joe Swinbank, Madeline York.

- Committee members received an update from Employer Service staff on efforts to focus service to the Board's key target industries. Leonard Torres and Lisa Bogany described a purpose and pathway to ensure Employer Service staff members are focused on serving the needs of local employers and delivering services that drive results for the larger workforce system.
- Board staff presented three items related to continual improvement of the System's Education and Training Vendor Network:
 1. The Committee voted to recommend adopting performance levels for vendors on the statewide Eligible Training Providers List as recommended by the Texas Workforce Commission.
 2. The Committee reviewed and discussed the consolidated Standards and Guidelines document for the Workforce Solutions Training Vendor Network.
 3. The Committee reviewed and discussed the updated Training Provider Report Card updated for 2014.

Each item is attached.

Action

Adopt Committee recommendations on performance levels for education/training vendors on the statewide Eligible Training Providers List.

Employer Service Committee

Education and Training Vendor Network Performance Expectations

Background

The Texas Workforce Commission requires Boards to set a level of performance for vendors registered on the state's provider list – this includes all of the occupational skills training vendors in our network.

Vendors must meet these performance levels for each course of training they wish to register. Vendors must also maintain performance at these levels for courses to continue to be registered.

Boards may adopt the Commission's recommended performance or set higher levels. The state's recommended levels for this year are:

Measure	Performance Level
Student Completion Rate	60%
Completers Entered Employment Rate	60%
Average Hourly/Quarterly Wage at Placement	80%

Current Situation

As in previous years, we continue to recommend that the Board use the state levels. During the following year, we will develop a process to remove vendors that are unable to meet performance expectations.

Action

Recommend that the Board adopt performance levels for vendors on the statewide Eligible Training Providers List as shown above.

Employer Service

Education and Training Vendor Network Standards and Guidelines

Background

Workforce Solutions helps customers build careers to compete in the global economy. Some of our customers may need or want education or training services to obtain the type of career in which he or she may be interested in pursuing. As a result, we provide education and training scholarships for eligible customers.

We establish contracts with education and training vendors to provide basic and/or occupational skills training to meet the customer's needs. Occupational skills training vendors apply through the Texas Workforce Commission's Eligible Training Provider System (ETPS).

Basic skills and upgrade skills vendors apply through a local application process and are displayed on our local basic skills network. Both ETPS and the basic skills network will list applicable vendors, training programs, and cost information.

Customers may only receive a scholarship to attend an approved vendor listed in either ETPS or on our basic skills network.

Current Situation

The Workforce Solutions Financial Aid Payment Office reviews, approves and denies vendor applications. The Payment Office also monitors vendors, provides support and technical assistance.

We have been working with the Payment Office over several years to strengthen system policies and procedures for education and training vendors. During that time we noted a need to formally revise our overall standards and guidelines.

The vendor standards provide guidance on:

- The types of education/training vendors we solicit for the network
- How vendors apply to offer training or education for our customers
- How we evaluate vendors' performance
- How we remove vendors from the network and how a vendor may appeal such an action
- Special circumstances applicable to education and training vendors

We will further develop the process to remove vendors who are unable to meet minimum performance expectations.

The Gulf Coast Workforce Board

Training Provider Report Card

2008 to 2012



Summary performance data for training providers offering training in high-skill, high-wage occupations and basic skills for Workforce Solutions' customers from 2008 to 2012

Workforce Solutions, the Gulf Coast Workforce Board’s operating affiliate, provides scholarships for customers who want and need training in a wide array of **High-Skill, High-Growth Occupations**. In addition, **Workforce Solutions** provides basic skills training for customers to prepare for employment or training. This report presents performance data for the current authorized providers our customers used to obtain training. The data collected covers the customers for whom **Workforce Solutions** provided financial assistance for training. You would need to contact the individual providers for their complete performance data.

We present the data for our current **High-Skill, High-Growth Occupations** for a five year period in three views:

- First, we show results for each of the **High-Skill, High-Growth Occupations**. **Page 3**
- Second, we present data for each **High-Skill, High-Growth Occupation** by provider. **Page 4**
- Finally we show summary data for each provider by **High-Skill, High-Growth Occupation**. **Page 21**

For each view, we show:

- The total number of our customers who stopped receiving services for training from January 2008 through December 2012. Some of these customers completed training. Other customers stopped receiving our assistance for a variety of reasons: health reasons, inability to complete training, incarceration, etc. We do not have data to determine the reason the customer stopped receiving assistance.
- The number (and percent) of those customers who attained a credential.
- The number (and percent) of customers employed in the first or second calendar quarter after the quarter in which their training service ended. There is a separate count for each calendar quarter.

We present the data for basic skills in two views:

- First, we show results for basic skills by provider. **Page 21**
- Second, we present data for the two types of basic skills, education and computer by provider. **Page 40**

For more information on the Gulf Coast Workforce Board’s high-skill, high-growth occupations, or **Workforce Solutions’** financial aid, visit us on the web at <http://wrksolutions.com>.

High Skill – High Growth Occupations

Workforce Solutions Training Outcomes by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% Customers Employed
Accountants and Auditors	131	86	65.65%	59	45.04%	60	45.80%
Chemical Plant and System Operators	69	34	49.28%	51	73.91%	50	72.46%
Computer Systems Analysts	202	186	92.08%	99	49.01%	126	62.38%
Electrical and Electronic Engineering Technicians	34	22	64.71%	25	73.53%	16	47.06%
Electricians	208	173	83.17%	123	59.13%	110	52.88%
Environmental Engineers	9	7	77.78%	8	88.89%	9	100.00%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	668	561	83.98%	390	58.38%	397	59.43%
Industrial Machinery Mechanics	2	2	100.00%	2	100.00%	2	100.00%
Licensed Practical and Licensed Vocational Nurses	963	752	78.09%	680	70.61%	733	76.12%
Machinists	78	53	67.95%	63	80.77%	55	70.51%
Medical and Clinical Laboratory Technologists	27	19	70.37%	20	74.07%	22	81.48%
Middle School Teachers	32	19	59.38%	25	78.13%	26	81.25%
Network and Computer Systems Administrators	122	73	59.84%	54	44.26%	60	49.18%
Nursing Instructors and Teachers, Postsecondary	10	1	10.00%	9	90.00%	8	80.00%
Occupational Therapists	1	1	100.00%	0	0.00%	0	0.00%
Petroleum Engineers	7	5	71.43%	4	57.14%	4	57.14%
Petroleum Pump System Operators	10	4	40.00%	5	50.00%	5	50.00%
Physical Therapists	1	0	0.00%	1	100.00%	1	100.00%
Pipe Fitters	9	9	100.00%	1	11.11%	3	33.33%
Plumbers, Pipefitters, and Steamfitters	125	106	84.80%	59	47.20%	69	55.20%
Radiologic Technologists and Technicians	221	167	75.57%	157	71.04%	168	76.02%
Registered Nurses	1081	860	79.56%	885	81.87%	896	82.89%
Respiratory Therapists	96	78	81.25%	78	81.25%	83	86.46%
Secondary School Teachers	51	25	49.02%	39	76.47%	43	84.31%
Service Unit Operators, Oil, Gas, and Mining	4	4	100.00%	4	100.00%	2	50.00%
Software Developers, Applications	16	8	50.00%	15	93.75%	12	75.00%
Software Developers, Systems Software	24	18	75.00%	11	45.83%	11	45.83%
Welders	1164	939	80.67%	664	57.04%	686	58.93%
TOTAL	5365	4212	78.51%	3531	65.82%	3657	68.16%

Training Outcomes by Occupation by Provider¹

<i>Workforce Solutions</i> Training Outcomes by Occupation by Provider ¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Accountants and Auditors

Compusoft Training Center, Inc.	28	28	100.00%	6	21.43%	8	28.57%
Galveston College	2	0	0.00%	2	100.00%	2	100.00%
Houston Community College	19	5	26.32%	18	94.74%	14	73.68%
Houston's Training and Education Center	4	3	75.00%	4	100.00%	4	100.00%
Job Training Institute	26	25	96.15%	11	42.31%	15	57.69%
Lone Star College System	31	15	48.39%	10	32.26%	10	32.26%
Milestone Technical Institute	8	8	100.00%	4	50.00%	2	25.00%
San Jacinto College District	2	1	50.00%	0	0.00%	0	0.00%
University of Houston	9	1	11.11%	4	44.44%	5	55.56%
Western Governors University	1	0	0.00%	0	0.00%	0	0.00%
Wharton County Junior College	1	0	0.00%	0	0.00%	0	0.00%
TOTAL	131	86	65.65%	59	45.04%	60	45.80%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Chemical Plant and System Operators

Alvin Community College	9	4	44.44%	7	77.78%	7	77.78%
Brazosport College	3	2	66.67%	2	66.67%	3	100.00%
College of the Mainland	8	5	62.50%	6	75.00%	4	50.00%
Houston Community College	6	0	0.00%	6	100.00%	6	100.00%
Lee College	18	5	27.78%	12	66.67%	11	61.11%
San Jacinto College District	10	5	50.00%	6	60.00%	8	80.00%
Wharton County Junior College	15	13	86.67%	12	80.00%	11	73.33%
TOTAL	69	34	49.28%	51	73.91%	50	72.46%

Computer Systems Analysts

Alpha Medical Institute	8	8	100.00%	6	75.00%	6	75.00%
Alvin Community College	1	0	0.00%	1	100.00%	1	100.00%
Compusoft Training Center, Inc.	1	1	100.00%	1	100.00%	1	100.00%
DeVry University	3	3	100.00%	3	100.00%	3	100.00%
Houston Community College	11	9	81.82%	8	72.73%	9	81.82%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Computer Systems Analysts Cont.

Houston's Training and Education Center	1	0	0.00%	0	0.00%	0	0.00%
Job Training Institute	14	14	100.00%	5	35.71%	4	28.57%
Lee College	1	0	0.00%	0	0.00%	0	0.00%
Lone Star College System	1	0	0.00%	0	0.00%	0	0.00%
Milestone Technical Institute	154	146	94.81%	69	44.81%	95	61.69%
Prairie View A&M University	1	0	0.00%	0	0.00%	1	100.00%
Professional Career Training Institute	2	2	100.00%	2	100.00%	2	100.00%
San Jacinto College District	4	3	75.00%	4	100.00%	4	100.00%
TOTAL	202	186	92.08%	99	49.01%	126	62.38%

Electrical and Electronic Engineering Technicians

Alvin Community College	16	11	68.75%	16	100.00%	8	50.00%
AVEVA, Inc.	1	1	100.00%	1	100.00%	1	100.00%
Horn Drafting & CAD Center	1	1	100.00%	1	100.00%	1	100.00%
Houston Community College	1	1	100.00%	1	100.00%	0	0.00%
Lee College	7	0	0.00%	4	57.14%	4	57.14%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Electrical and Electronic Engineering Technicians Cont.

Professional Career Training Institute	8	8	100.00%	2	25.00%	2	25.00%
TOTAL	34	22	64.71%	25	73.53%	16	47.06%

Electricians

Alvin Community College	75	61	81.33%	53	70.67%	32	42.67%
Brazosport College	5	0	0.00%	3	60.00%	3	60.00%
Everest Institute	33	31	93.94%	20	60.61%	22	66.67%
Houston Community College	16	14	87.50%	3	18.75%	6	37.50%
Job Training Institute	1	1	100.00%	0	0.00%	0	0.00%
Lone Star College System	13	6	46.15%	9	69.23%	8	61.54%
Professional Career Training Institute	56	53	94.64%	32	57.14%	37	66.07%
San Jacinto College District	8	7	87.50%	2	25.00%	2	25.00%
Wharton County Junior College	1	0	0.00%	1	100.00%	0	0.00%
TOTAL	208	173	83.17%	123	59.13%	110	52.88%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Environmental Engineers

AVEVA, Inc.	1	1	100.00%	1	100.00%	1	100.00%
Brazosport College	1	1	100.00%	0	0.00%	1	100.00%
Houston Community College	7	5	71.43%	7	100.00%	7	100.00%
TOTAL	9	7	77.78%	8	88.89%	9	100.00%

Heating, Air Conditioning, and Refrigeration Mechanics/Installers

Brazosport College	3	3	100.00%	1	33.33%	1	33.33%
Everest Institute	17	16	94.12%	12	70.59%	11	64.71%
Galveston College	22	19	86.36%	4	18.18%	5	22.73%
Houston Community College	338	284	84.02%	208	61.54%	210	62.13%
Job Training Institute	4	4	100.00%	0	0.00%	0	0.00%
Lone Star College System	84	66	78.57%	51	60.71%	52	61.90%
Professional Career Training Institute	196	166	84.69%	110	56.12%	114	58.16%
Texas State Technical College, Waco	2	1	50.00%	2	100.00%	2	100.00%
Wharton County Junior College	2	2	100.00%	2	100.00%	2	100.00%
TOTAL	668	561	83.98%	390	58.38%	397	59.43%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Industrial Machinery Mechanics

Galveston College	2	2	100.00%	2	100.00%	2	100.00%
TOTAL	2	2	100.00%	2	100.00%	2	100.00%

Licensed Practical and Licensed Vocational Nurses

Alvin Community College	53	37	69.81%	39	73.58%	42	79.25%
American Medical Institute	36	33	91.67%	27	75.00%	30	83.33%
Brazosport College	24	22	91.67%	19	79.17%	17	70.83%
College of the Mainland	3	0	0.00%	2	66.67%	3	100.00%
Galveston College	67	50	74.63%	31	46.27%	42	62.69%
Houston Community College	135	88	65.19%	93	68.89%	99	73.33%
Huntsville Memorial Hospital, Joe G. Davis School of Vocational Nursing	70	63	90.00%	59	84.29%	62	88.57%
Lee College	25	6	24.00%	16	64.00%	13	52.00%
Lone Star College System	222	198	89.19%	167	75.23%	179	80.63%
Professional Healthcare Education Service Inc. (PHES)	27	25	92.59%	22	81.48%	17	62.96%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Licensed Practical and Licensed Vocational Nurses Cont.

San Jacinto College District	192	149	77.60%	109	56.77%	129	67.19%
University of Houston	1	0	0.00%	0	0.00%	0	0.00%
University of Texas Medical Branch School of Nursing	1	1	100.00%	1	100.00%	1	100.00%
Victoria College, The	26	21	80.77%	24	92.31%	24	92.31%
Wharton County Junior College	81	59	72.84%	71	87.65%	75	92.59%
TOTAL	963	752	78.09%	680	70.61%	733	76.12%

Machinists

Brazosport College	2	0	0.00%	2	100.00%	2	100.00%
College of the Mainland	26	20	76.92%	17	65.38%	14	53.85%
Lone Star College System	47	32	68.09%	41	87.23%	38	80.85%
Texas State Technical College, Waco	3	1	33.33%	3	100.00%	1	33.33%
TOTAL	78	53	67.95%	63	80.77%	55	70.51%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Medical and Clinical Laboratory Technologists

Brazosport College	2	1	50.00%	1	50.00%	1	50.00%
Galveston College	1	1	100.00%	1	100.00%	1	100.00%
Houston Community College	6	1	16.67%	5	83.33%	5	83.33%
Lone Star College System	4	4	100.00%	4	100.00%	4	100.00%
San Jacinto College District	9	8	88.89%	4	44.44%	6	66.67%
Sanford Brown Institute	4	4	100.00%	4	100.00%	4	100.00%
University of Houston	1	0	0.00%	1	100.00%	1	100.00%
TOTAL	27	19	70.37%	20	74.07%	22	81.48%

Middle School Teachers

Brazosport College	1	0	0.00%	1	100.00%	1	100.00%
Houston Community College	17	11	64.71%	13	76.47%	13	76.47%
Lone Star College System	11	6	54.55%	10	90.91%	10	90.91%
University of Houston	2	2	100.00%	1	50.00%	2	100.00%
Wharton County Junior College	1	0	0.00%	0	0.00%	0	0.00%
TOTAL	32	19	59.38%	25	78.13%	26	81.25%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Network and Computer Systems Administrators

Alpha Medical Institute	1	1	100.00%	1	100.00%	1	100.00%
Alvin Community College	1	0	0.00%	1	100.00%	1	100.00%
Brazosport College	1	1	100.00%	1	100.00%	1	100.00%
Compusoft Training Center, Inc.	2	2	100.00%	2	100.00%	2	100.00%
Everest Institute	8	6	75.00%	5	62.50%	5	62.50%
Galveston College	3	0	0.00%	3	100.00%	3	100.00%
Houston Community College	46	26	56.52%	17	36.96%	27	58.70%
Job Training Institute	1	0	0.00%	1	100.00%	1	100.00%
Lone Star College System	31	14	45.16%	15	48.39%	11	35.48%
Milestone Technical Institute	17	15	88.24%	6	35.29%	8	47.06%
New Horizons Consumer Learning Centers of Houston, LLC	6	6	100.00%	0	0.00%	0	0.00%
Professional Career Training Institute	2	0	0.00%	2	100.00%	0	0.00%
San Jacinto College District	1	0	0.00%	0	0.00%	0	0.00%
Wharton County Junior College	2	2	100.00%	0	0.00%	0	0.00%
TOTAL	122	73	59.84%	54	44.26%	60	49.18%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Nursing Instructors and Teachers, Postsecondary

Blinn College	1	0	0.00%	0	0.00%	0	0.00%
Houston Community College	4	0	0.00%	4	100.00%	4	100.00%
Lone Star College System	2	1	50.00%	2	100.00%	2	100.00%
San Jacinto College District	3	0	0.00%	3	100.00%	2	66.67%
TOTAL	10	1	10.00%	9	90.00%	8	80.00%

Occupational Therapists

Lone Star College System	1	1	100.00%	0	0.00%	0	0.00%
TOTAL	1	1	100.00%	0	0.00%	0	0.00%

Petroleum Engineers

Horn Drafting & CAD Center	2	1	50.00%	1	50.00%	1	50.00%
Houston Community College	3	2	66.67%	3	100.00%	3	100.00%
Lone Star College System	2	2	100.00%	0	0.00%	0	0.00%
TOTAL	7	5	71.43%	4	57.14%	4	57.14%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Petroleum Pump System Operators

Galveston College	8	4	50.00%	4	50.00%	4	50.00%
Houston Community College	1	0	0.00%	0	0.00%	0	0.00%
Lee College	1	0	0.00%	1	100.00%	1	100.00%
TOTAL	10	4	40.00%	5	50.00%	5	50.00%

Physical Therapists

Lone Star College System	1	0	0.00%	1	100.00%	1	100.00%
TOTAL	1	0	0.00%	1	100.00%	1	100.00%

Pipe Fitters

AVEVA, Inc.	1	1	100.00%	1	100.00%	1	100.00%
Houston Community College	8	8	100.00%	0	0.00%	2	25.00%
TOTAL	9	9	100.00%	1	11.11%	3	33.33%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Plumbers, Pipefitters, and Steamfitters

Brazosport College	36	25	69.44%	24	66.67%	23	63.89%
Brazosport-Welding (HGAC use)	70	67	95.71%	30	42.86%	41	58.57%
Everest Institute	14	9	64.29%	5	35.71%	5	35.71%
Houston Community College	4	4	100.00%	0	0.00%	0	0.00%
Lee College	1	1	100.00%	0	0.00%	0	0.00%
TOTAL	125	106	84.80%	59	47.20%	69	55.20%

Radiologic Technologists and Technicians

Blinn College	1	0	0.00%	1	100.00%	1	100.00%
College of Health Care Professions, The	56	37	66.07%	28	50.00%	34	60.71%
Galveston College	17	13	76.47%	14	82.35%	15	88.24%
Houston Community College	12	2	16.67%	9	75.00%	7	58.33%
Lee College	3	1	33.33%	2	66.67%	1	33.33%
Lone Star College System	101	85	84.16%	74	73.27%	81	80.20%
Ocean Corporation, The	1	1	100.00%	1	100.00%	1	100.00%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Radiologic Technologists and Technicians Cont.

San Jacinto College District	4	2	50.00%	3	75.00%	3	75.00%
Wharton County Junior College	26	26	100.00%	25	96.15%	25	96.15%
TOTAL	221	167	75.57%	157	71.04%	168	76.02%

Registered Nurses

Alvin Community College	23	9	39.13%	12	52.17%	16	69.57%
Blinn College	6	4	66.67%	4	66.67%	5	83.33%
Brazosport College	14	11	78.57%	10	71.43%	10	71.43%
College of Health Care Professions, The	1	1	100.00%	1	100.00%	1	100.00%
College of the Mainland	2	0	0.00%	1	50.00%	2	100.00%
Galveston College	49	36	73.47%	33	67.35%	30	61.22%
Houston Baptist University	12	8	66.67%	9	75.00%	8	66.67%
Houston Community College	76	32	42.11%	49	64.47%	51	67.11%
Huntsville Memorial Hospital, Joe G. Davis School of Vocational Nursing	277	273	98.56%	268	96.75%	267	96.39%
Lee College	9	1	11.11%	8	88.89%	8	88.89%
Lone Star College System	463	380	82.07%	375	80.99%	391	84.45%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Registered Nurses Cont.

Prairie View A&M University	30	17	56.67%	25	83.33%	23	76.67%
Professional Healthcare Education Service Inc. (PHES)	18	18	100.00%	15	83.33%	9	50.00%
San Jacinto College District	41	25	60.98%	30	73.17%	31	75.61%
Texas Woman's University	2	2	100.00%	1	50.00%	2	100.00%
University of Texas Medical Branch School of Nursing	8	6	75.00%	6	75.00%	4	50.00%
Victoria College, The	15	11	73.33%	13	86.67%	15	100.00%
Wharton County Junior College	35	26	74.29%	25	71.43%	23	65.71%
TOTAL	1081	860	79.56%	885	81.87%	896	82.89%

Respiratory Therapists

Alvin Community College	22	21	95.45%	18	81.82%	20	90.91%
Houston Community College	7	1	14.29%	5	71.43%	4	57.14%
Lone Star College System	64	53	82.81%	54	84.38%	58	90.63%
San Jacinto College District	3	3	100.00%	1	33.33%	1	33.33%
TOTAL	96	78	81.25%	78	81.25%	83	86.46%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Secondary School Teachers

Brazosport College	6	3	50.00%	6	100.00%	6	100.00%
Houston Community College	12	5	41.67%	6	50.00%	12	100.00%
Lone Star College System	18	12	66.67%	16	88.89%	15	83.33%
Prairie View A&M University	3	1	33.33%	2	66.67%	2	66.67%
San Jacinto College District	8	4	50.00%	7	87.50%	6	75.00%
University of Houston	4	0	0.00%	2	50.00%	2	50.00%
TOTAL	51	25	49.02%	39	76.47%	43	84.31%

Service Unit Operators, Oil, Gas, and Mining

College of the Mainland	2	2	100.00%	2	100.00%	2	100.00%
University of Houston	2	2	100.00%	2	100.00%	0	0.00%
TOTAL	4	4	100.00%	4	100.00%	2	50.00%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Software Developers, Applications

Houston Community College	9	2	22.22%	9	100.00%	6	66.67%
Lone Star College System	2	2	100.00%	1	50.00%	1	50.00%
Milestone Technical Institute	4	4	100.00%	4	100.00%	4	100.00%
Prairie View A&M University	1	0	0.00%	1	100.00%	1	100.00%
TOTAL	16	8	50.00%	15	93.75%	12	75.00%

Software Developers, Systems Software

Houston Community College	7	4	57.14%	3	42.86%	3	42.86%
Lone Star College System	2	1	50.00%	2	100.00%	2	100.00%
Milestone Technical Institute	15	13	86.67%	6	40.00%	6	40.00%
TOTAL	24	18	75.00%	11	45.83%	11	45.83%

Workforce Solutions Training Outcomes by Occupation by Provider¹ 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employment in Second Quarter after Services Stopped	% of Customers Employed
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Welders

Alvin Community College	120	98	81.67%	76	63.33%	81	67.50%
Blinn College	3	3	100.00%	1	33.33%	3	100.00%
Brazosport College	12	5	41.67%	5	41.67%	8	66.67%
College of the Mainland	95	58	61.05%	53	55.79%	56	58.95%
Galveston College	57	48	84.21%	21	36.84%	28	49.12%
Houston Community College	16	6	37.50%	10	62.50%	10	62.50%
Industrial Welding Academy	80	80	100.00%	49	61.25%	58	72.50%
Lee College	2	0	0.00%	2	100.00%	1	50.00%
Lone Star College System	94	44	46.81%	69	73.40%	76	80.85%
Ocean Corporation, The	541	487	90.02%	287	53.05%	277	51.20%
San Jacinto College District	46	33	71.74%	27	58.70%	21	45.65%
Sparc Academy	1	1	100.00%	1	100.00%	1	100.00%
Texas State Technical College, Waco	24	22	91.67%	20	83.33%	14	58.33%
Wharton County Junior College	73	54	73.97%	43	58.90%	52	71.23%
TOTAL	1164	939	80.67%	664	57.04%	686	58.93%

Training Outcomes by Provider¹ by Occupation

<i>Workforce Solutions</i> Training Outcomes by Provider ¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Alpha Medical Institute

Computer Systems Analysts	8	8	100.00%	6	75.00%	6	75.00%
Network and Computer Systems Administrators	1	1	100.00%	1	100.00%	1	100.00%
TOTAL	9	9	100.00%	7	77.78%	7	77.78%

Alvin Community College

Chemical Plant and System Operators	9	4	44.44%	7	77.78%	7	77.78%
Computer Systems Analysts	1	0	0.00%	1	100.00%	1	100.00%
Electrical and Electronic Engineering Technicians	16	11	68.75%	16	100.00%	8	50.00%
Electricians	75	61	81.33%	53	70.67%	32	42.67%
Licensed Practical and Licensed Vocational Nurses	53	37	69.81%	39	73.58%	42	79.25%
Network and Computer Systems Administrators	1	0	0.00%	1	100.00%	1	100.00%
Registered Nurses	23	9	39.13%	12	52.17%	16	69.57%
Respiratory Therapists	22	21	95.45%	18	81.82%	20	90.91%
Welders	120	98	81.67%	76	63.33%	81	67.50%
TOTAL	320	241	75.31%	223	69.69%	208	65.00%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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American Medical Institute

Licensed Practical and Licensed Vocational Nurses	36	33	91.67%	27	75.00%	30	83.33%
TOTAL	36	33	91.67%	27	75.00%	30	83.33%

AVEVA, Inc.

Electrical and Electronic Engineering Technicians	1	1	100.00%	1	100.00%	1	100.00%
Environmental Engineers	1	1	100.00%	1	100.00%	1	100.00%
Pipe Fitters	1	1	100.00%	1	100.00%	1	100.00%
TOTAL	3	3	100.00%	3	100.00%	3	100.00%

Blinn College

Nursing Instructors and Teachers, Postsecondary	1	0	0.00%	0	0.00%	0	0.00%
Radiologic Technologists and Technicians	1	0	0.00%	1	100.00%	1	100.00%
Registered Nurses	6	4	66.67%	4	66.67%	5	83.33%
Welders	3	3	100.00%	1	33.33%	3	100.00%
TOTAL	11	7	63.64%	6	54.55%	9	81.82%

<i>Workforce Solutions</i> Training Outcomes by Provider ¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Brazosport College

Chemical Plant and System Operators	3	2	66.67%	2	66.67%	3	100.00%
Electricians	5	0	0.00%	3	60.00%	3	60.00%
Environmental Engineers	1	1	100.00%	0	0.00%	1	100.00%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	3	3	100.00%	1	33.33%	1	33.33%
Licensed Practical and Licensed Vocational Nurses	24	22	91.67%	19	79.17%	17	70.83%
Machinists	2	0	0.00%	2	100.00%	2	100.00%
Medical and Clinical Laboratory Technologists	2	1	50.00%	1	50.00%	1	50.00%
Middle School Teachers	1	0	0.00%	1	100.00%	1	100.00%
Network and Computer Systems Administrators	1	1	100.00%	1	100.00%	1	100.00%
Plumbers, Pipefitters, and Steamfitters	106	92	86.79%	54	50.94%	64	60.38%
Registered Nurses	14	11	78.57%	10	71.43%	10	71.43%
Secondary School Teachers	6	3	50.00%	6	100.00%	6	100.00%
Welders	12	5	41.67%	5	41.67%	8	66.67%
TOTAL	110	74	67.27%	75	68.18%	77	70.00%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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College of Health Care Professions, The

Radiologic Technologists and Technicians	56	37	66.07%	28	50.00%	34	60.71%
Registered Nurses	1	1	100.00%	1	100.00%	1	100.00%
TOTAL	57	38	66.67%	29	50.88%	35	61.40%

College of the Mainland

Chemical Plant and System Operators	8	5	62.50%	6	75.00%	4	50.00%
Licensed Practical and Licensed Vocational Nurses	3		0.00%	2	66.67%	3	100.00%
Machinists	26	20	76.92%	17	65.38%	14	53.85%
Registered Nurses	2		0.00%	1	50.00%	2	100.00%
Service Unit Operators, Oil, Gas, and Mining	2	2	100.00%	2	100.00%	2	100.00%
Welders	95	58	61.05%	53	55.79%	56	58.95%
TOTAL	136	85	62.50%	81	59.56%	81	59.56%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Compusoft Training Center, Inc.

Accountants and Auditors	28	28	100.00%	6	21.43%	8	28.57%
Computer Systems Analysts	1	1	100.00%	1	100.00%	1	100.00%
Network and Computer Systems Administrators	2	2	100.00%	2	100.00%	2	100.00%
TOTAL	31	31	100.00%	9	29.03%	11	35.48%

DeVry University

Computer Systems Analysts	3	3	100.00%	3	100.00%	3	100.00%
TOTAL	3	3	100.00%	3	100.00%	3	100.00%

Everest Institute

Electricians	33	31	93.94%	20	60.61%	22	66.67%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	17	16	94.12%	12	70.59%	11	64.71%
Network and Computer Systems Administrators	8	6	75.00%	5	62.50%	5	62.50%
Plumbers, Pipefitters, and Steamfitters	14	9	64.29%	5	35.71%	5	35.71%
TOTAL	72	62	86.11%	42	58.33%	43	59.72%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Galveston College

Accountants and Auditors	2	0	0.00%	2	100.00%	2	100.00%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	22	19	86.36%	4	18.18%	5	22.73%
Industrial Machinery Mechanics	2	2	100.00%	2	100.00%	2	100.00%
Licensed Practical and Licensed Vocational Nurses	67	50	74.63%	31	46.27%	42	62.69%
Medical and Clinical Laboratory Technologists	1	1	100.00%	1	100.00%	1	100.00%
Network and Computer Systems Administrators	3	0	0.00%	3	100.00%	3	100.00%
Petroleum Pump System Operators	8	4	50.00%	4	50.00%	4	50.00%
Radiologic Technologists and Technicians	17	13	76.47%	14	82.35%	15	88.24%
Registered Nurses	49	36	73.47%	33	67.35%	30	61.22%
Welders	57	48	84.21%	21	36.84%	28	49.12%
TOTAL	228	173	75.88%	115	50.44%	132	57.89%

Horn Drafting & CAD Center

Electrical and Electronic Engineering Technicians	1	1	100.00%	1	100.00%	1	100.00%
Petroleum Engineers	2	1	50.00%	1	50.00%	1	50.00%
TOTAL	3	2	66.67%	2	66.67%	2	66.67%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Houston Baptist University

Registered Nurses	12	8	66.67%	9	75.00%	8	66.67%
TOTAL	12	8	66.67%	9	75.00%	8	66.67%

Houston Community College²

Accountants and Auditors	19	5	26.32%	18	94.74%	14	73.68%
Chemical Plant and System Operators	6	0	0.00%	6	100.00%	6	100.00%
Computer Systems Analysts	11	9	81.82%	8	72.73%	9	81.82%
Electrical and Electronic Engineering Technicians	1	1	100.00%	1	100.00%	0	0.00%
Electricians	16	14	87.50%	3	18.75%	6	37.50%
Environmental Engineers	7	5	71.43%	7	100.00%	7	100.00%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	338	284	84.02%	208	61.54%	210	62.13%
Licensed Practical and Licensed Vocational Nurses	135	88	65.19%	93	68.89%	99	73.33%
Medical and Clinical Laboratory Technologists	6	1	16.67%	5	83.33%	5	83.33%
Middle School Teachers	17	11	64.71%	13	76.47%	13	76.47%
Network and Computer Systems Administrators	46	26	56.52%	17	36.96%	27	58.70%
Nursing Instructors and Teachers, Postsecondary	4	0	0.00%	4	100.00%	4	100.00%

<i>Workforce Solutions</i> Training Outcomes by Provider ¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Houston Community College² Cont.

Petroleum Engineers	3	2	66.67%	3	100.00%	3	100.00%
Petroleum Pump System Operators	1	0	0.00%	0	0.00%	0	0.00%
Pipe Fitters	8	8	100.00%	0	0.00%	2	25.00%
Plumbers, Pipefitters, and Steamfitters	4	4	100.00%	0	0.00%	0	0.00%
Radiologic Technologists and Technicians	12	2	16.67%	9	75.00%	7	58.33%
Registered Nurses	76	32	42.11%	49	64.47%	51	67.11%
Respiratory Therapists	7	1	14.29%	5	71.43%	4	57.14%
Secondary School Teachers	12	5	41.67%	6	50.00%	12	100.00%
Software Developers, Applications	9	2	22.22%	9	100.00%	6	66.67%
Software Developers, Systems Software	7	4	57.14%	3	42.86%	3	42.86%
Welders	16	6	37.50%	10	62.50%	10	62.50%
TOTAL	761	510	67.02%	477	62.68%	498	65.44%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Houston's Training and Education Center

Accountants and Auditors	4	3	75.00%	4	100.00%	4	100.00%
Computer Systems Analysts	1	0	0.00%	0	0.00%	0	0.00%
TOTAL	5	3	60.00%	4	80.00%	4	80.00%

Huntsville Memorial Hospital

Licensed Practical and Licensed Vocational Nurses	70	63	90.00%	59	84.29%	62	88.57%
Registered Nurses	277	273	98.56%	268	96.75%	267	96.39%
TOTAL	347	336	96.83%	327	94.24%	329	94.81%

Industrial Welding Academy

Welders	80	80	100.00%	49	61.25%	58	72.50%
TOTAL	80	80	100.00%	49	61.25%	58	72.50%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Job Training Institute

Accountants and Auditors	26	25	96.15%	11	42.31%	15	57.69%
Computer Systems Analysts	14	14	100.00%	5	35.71%	4	28.57%
Electricians	1	1	100.00%	0	0.00%	0	0.00%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	4	4	100.00%	0	0.00%	0	0.00%
Network and Computer Systems Administrators	1	0	0.00%	1	100.00%	1	100.00%
TOTAL	46	44	95.65%	17	36.96%	20	43.48%

Lee College

Chemical Plant and System Operators	18	5	27.78%	12	66.67%	11	61.11%
Computer Systems Analysts	1	0	0.00%	0	0.00%	0	0.00%
Electrical and Electronic Engineering Technicians	7	0	0.00%	4	57.14%	4	57.14%
Licensed Practical and Licensed Vocational Nurses	25	6	24.00%	16	64.00%	13	52.00%
Petroleum Pump System Operators	1	0	0.00%	1	100.00%	1	100.00%
Plumbers, Pipefitters, and Steamfitters	1	1	100.00%	0	0.00%	0	0.00%
Radiologic Technologists and Technicians	3	1	33.33%	2	66.67%	1	33.33%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Lee College Cont.

Registered Nurses	9	1	11.11%	8	88.89%	8	88.89%
Welders	2	0	0.00%	2	100.00%	1	50.00%
TOTAL	67	14	20.90%	45	67.16%	39	58.21%

Lone Star College System²

Accountants and Auditors	31	15	48.39%	10	32.26%	10	32.26%
Computer Systems Analysts	1	0	0.00%	0	0.00%	0	0.00%
Electricians	13	6	46.15%	9	69.23%	8	61.54%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	84	66	78.57%	51	60.71%	52	61.90%
Licensed Practical and Licensed Vocational Nurses	222	198	89.19%	167	75.23%	179	80.63%
Machinists	47	32	68.09%	41	87.23%	38	80.85%
Medical and Clinical Laboratory Technologists	4	4	100.00%	4	100.00%	4	100.00%
Middle School Teachers	11	6	54.55%	10	90.91%	10	90.91%
Network and Computer Systems Administrators	31	14	45.16%	15	48.39%	11	35.48%
Nursing Instructors and Teachers, Postsecondary	2	1	50.00%	2	100.00%	2	100.00%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Lone Star College System² Cont.

Occupational Therapists	1	1	100.00%	0	0.00%	0	0.00%
Petroleum Engineers	2	2	100.00%	0	0.00%	0	0.00%
Physical Therapists	1	0	0.00%	1	100.00%	1	100.00%
Radiologic Technologists and Technicians	101	85	84.16%	74	73.27%	81	80.20%
Registered Nurses	463	380	82.07%	375	80.99%	391	84.45%
Respiratory Therapists	64	53	82.81%	54	84.38%	58	90.63%
Secondary School Teachers	18	12	66.67%	16	88.89%	15	83.33%
Software Developers, Applications	2	2	100.00%	1	50.00%	1	50.00%
Software Developers, Systems Software	2	1	50.00%	2	100.00%	2	100.00%
Welders	94	44	46.81%	69	73.40%	76	80.85%
TOTAL	1194	922	77.22%	901	75.46%	939	78.64%

Milestone Technical Institute

Accountants and Auditors	8	8	100.00%	4	50.00%	2	25.00%
Computer Systems Analysts	154	146	94.81%	69	44.81%	95	61.69%
Network and Computer Systems Administrators	17	15	88.24%	6	35.29%	8	47.06%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Milestone Technical Institute

Software Developers, Applications	4	4	100.00%	4	100.00%	4	100.00%
Software Developers, Systems Software	15	13	86.67%	6	40.00%	6	40.00%
TOTAL	198	186	93.94%	89	44.95%	115	58.08%

New Horizons Consumer Learning Centers of Houston, LLC

Network and Computer Systems Administrators	6	6	100.00%	0	0.00%	0	0.00%
TOTAL	6	6	100.00%	0	0.00%	0	0.00%

Ocean Corporation, The

Radiologic Technologists and Technicians	1	1	100.00%	1	100.00%	1	100.00%
Welders	541	487	90.02%	287	53.05%	277	51.20%
TOTAL	542	488	90.04%	288	53.14%	278	51.29%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Prairie View A&M University

Computer Systems Analysts	1	0	0.00%	0	0.00%	1	100.00%
Registered Nurses	30	17	56.67%	25	83.33%	23	76.67%
Secondary School Teachers	3	1	33.33%	2	66.67%	2	66.67%
Software Developers, Applications	1	0	0.00%	1	100.00%	1	100.00%
TOTAL	35	18	51.43%	28	80.00%	27	77.14%

Professional Career Training Institute

Computer Systems Analysts	2	2	100.00%	2	100.00%	2	100.00%
Electrical and Electronic Engineering Technicians	8	8	100.00%	2	25.00%	2	25.00%
Electricians	56	53	94.64%	32	57.14%	37	66.07%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	196	166	84.69%	110	56.12%	114	58.16%
Network and Computer Systems Administrators	2	0	0.00%	2	100.00%	0	0.00%
TOTAL	264	229	86.74%	148	56.06%	155	58.71%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Professional Healthcare Education Service

Licensed Practical and Licensed Vocational Nurses	27	25	92.59%	22	81.48%	17	62.96%
Registered Nurses	18	18	100.00%	15	83.33%	9	50.00%
TOTAL	45	43	95.56%	37	82.22%	26	57.78%

San Jacinto College District ²

Accountants and Auditors	2	1	50.00%	0	0.00%	0	0.00%
Chemical Plant and System Operators	10	5	50.00%	6	60.00%	8	80.00%
Computer Systems Analysts	4	3	75.00%	4	100.00%	4	100.00%
Electricians	8	7	87.50%	2	25.00%	2	25.00%
Licensed Practical and Licensed Vocational Nurses	192	149	77.60%	109	56.77%	129	67.19%
Medical and Clinical Laboratory Technologists	9	8	88.89%	4	44.44%	6	66.67%
Network and Computer Systems Administrators	1	0	0.00%	0	0.00%	0	0.00%
Nursing Instructors and Teachers, Postsecondary	3	0	0.00%	3	100.00%	2	66.67%
Radiologic Technologists and Technicians	4	2	50.00%	3	75.00%	3	75.00%
Registered Nurses	41	25	60.98%	30	73.17%	31	75.61%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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San Jacinto College District Cont.

Respiratory Therapists	3	3	100.00%	1	33.33%	1	33.33%
Secondary School Teachers	8	4	50.00%	7	87.50%	6	75.00%
Welders	46	33	71.74%	27	58.70%	21	45.65%
TOTAL	331	240	72.51%	196	59.21%	213	64.35%

Sanford Brown Institute

Medical and Clinical Laboratory Technologists	4	4	100.00%	4	100.00%	4	100.00%
TOTAL	4	4	100.00%	4	100.00%	4	100.00%

Sparc Academy

Welders	1	1	100.00%	1	100.00%	1	100.00%
TOTAL	1	1	100.00%	1	100.00%	1	100.00%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Texas State Technical College, Waco

Heating, Air Conditioning, and Refrigeration Mechanics/Installers	2	1	50.00%	2	100.00%	2	100.00%
Machinists	3	1	33.33%	3	100.00%	1	33.33%
Welders	24	22	91.67%	20	83.33%	14	58.33%
TOTAL	29	24	82.76%	25	86.21%	17	58.62%

Texas Woman's University

Registered Nurses	2	2	100.00%	1	50.00%	2	100.00%
TOTAL	2	2	100.00%	1	50.00%	2	100.00%

University of Houston

Accountants and Auditors	9	1	11.11%	4	44.44%	5	55.56%
Licensed Practical and Licensed Vocational Nurses	1	0	0.00%	0	0.00%	0	0.00%
Medical and Clinical Laboratory Technologists	1	0	0.00%	1	100.00%	1	100.00%
Middle School Teachers	2	2	100.00%	1	50.00%	2	100.00%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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University of Houston

Secondary School Teachers	4	0	0.00%	2	50.00%	2	50.00%
Service Unit Operators, Oil, Gas, and Mining	2	2	100.00%	2	100.00%	0	0.00%
TOTAL	19	5	26.32%	10	52.63%	10	52.63%

University of Texas Medical Branch **School of Nursing**

Licensed Practical and Licensed Vocational Nurses	1	1	100.00%	1	100.00%	1	100.00%
Registered Nurses	8	6	75.00%	6	75.00%	4	50.00%
TOTAL	9	7	77.78%	7	77.78%	5	55.56%

Victoria College, The

Licensed Practical and Licensed Vocational Nurses	26	21	80.77%	24	92.31%	24	92.31%
Registered Nurses	15	11	73.33%	13	86.67%	15	100.00%
TOTAL	41	32	78.05%	37	90.24%	39	95.12%

Workforce Solutions Training Outcomes by Provider¹ by Occupation 2008 - 2012	Total Customers	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed in Second Quarter after Services Stopped	% of Customers Employed
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Western Governors University

Accountants and Auditors	1	0	0.00%	0	0.00%	0	0.00%
TOTAL	1	0	0.00%	0	0.00%	0	0.00%

Wharton County Junior College²

Accountants and Auditors	1	0	0.00%	0	0.00%	0	0.00%
Chemical Plant and System Operators	15	13	86.67%	12	80.00%	11	73.33%
Electricians	1	0	0.00%	1	100.00%	0	0.00%
Heating, Air Conditioning, and Refrigeration Mechanics/Installers	2	2	100.00%	2	100.00%	2	100.00%
Licensed Practical and Licensed Vocational Nurses	81	59	72.84%	71	87.65%	75	92.59%
Middle School Teachers	1	0	0.00%	0	0.00%	0	0.00%
Network and Computer Systems Administrators	2	2	100.00%	0	0.00%	0	0.00%
Radiologic Technologists and Technicians	26	26	100.00%	25	96.15%	25	96.15%
Registered Nurses	35	26	74.29%	25	71.43%	23	65.71%
Welders	73	54	73.97%	43	58.90%	52	71.23%
TOTAL	237	182	76.79%	179	75.53%	188	79.32%

Basic Skills Outcomes by Provider

<i>Workforce Solutions</i> Non Vocational Outcomes by Provider 2008 - 2012	Total Customers Exited	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed 2nd Quarter after Services Stopped	% Customers Employed
Clerical Art School	39	33	84.62%	19	48.72%	26	66.67%
Compusoft Training Center, Inc.	19	14	73.68%	7	36.84%	2	10.53%
Computer Job Training	4	3	75.00%	3	75.00%	0	0.00%
Houston Community College	57	17	29.82%	21	36.84%	27	47.37%
Lone Star College System	78	29	37.18%	41	52.56%	36	46.15%
Milestone Technical Institute	2	0	0.00%	0	0.00%	2	100.00%
Scenic Woods Chamber of Commerce and Technology Center	300	285	95.00%	86	28.67%	108	36.00%
Sparc Academy	7	7	100.00%	4	57.14%	6	85.71%
St. Michael's Learning Academy	75	75	100.00%	33	44.00%	32	42.67%
Texas Southern University - College of Continuing Education	3	2	66.67%	0	0.00%	2	66.67%
The Professional Sales Institute of Houston, LLC.	6	5	83.33%	2	33.33%	2	33.33%
TOTAL	651	508	78.03%	242	37.17%	270	41.47%

Basic Skills Outcomes by Type by Provider

<i>Workforce Solutions</i> Basic Education Skills 2008 - 2012	Total Customers Exited	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed 2nd Quarter after Services Stopped	% Customers Employed
Basic Education Skills	254	156	61.42%	113	44.49%	116	45.67%
Because Houston Loves You	4	2	50.00%	2	50.00%	2	50.00%
Brazosport College	57	36	63.16%	24	42.11%	25	43.86%
Compusoft Training Center, Inc.	4	0	0.00%	0	0.00%	0	0.00%
Houston Community College	51	16	31.37%	18	35.29%	23	45.10%
Lone Star College System	57	22	38.60%	32	56.14%	26	45.61%
Scenic Woods Chamber of Commerce and Technology Center	1	1	100.00%	0	0.00%	0	0.00%
Sparc Academy	7	7	100.00%	4	57.14%	6	85.71%
St. Michael's Learning Academy	70	70	100.00%	33	47.14%	32	45.71%
Texas Southern University - College of Continuing Education	3	2	66.67%	0	0.00%	2	66.67%
TOTAL	508	312	61.42%	226	44.49%	232	45.67%

Basic Skills Outcomes by Type by Provider

<i>Workforce Solutions</i> Basic Computer Skills 2008 - 2012	Total Customers Exited	Attained Credential	% Receiving Credential	Employed in Quarter after Services Stopped	% Customers Employed	Employed 2nd Quarter after Services Stopped	% Customers Employed
Compusoft Training Center, Inc.	15	14	93.33%	7	46.67%	2	13.33%
Computer Job Training	4	3	75.00%	3	75.00%	0	0.00%
Houston Community College	6	1	16.67%	3	50.00%	4	66.67%
Lone Star College System	21	7	33.33%	9	42.86%	10	47.62%
Milestone Technical Institute	2	0	0.00%	0	0.00%	2	100.00%
Scenic Woods Chamber of Commerce and Technology Center	299	284	94.98%	86	28.76%	108	36.12%
St. Michael's Learning Academy	5	5	100.00%	0	0.00%	0	0.00%
The Professional Sales Institute of Houston, LLC.	6	5	83.33%	2	33.33%	2	33.33%
TOTAL	358	319	89.11%	110	30.73%	128	35.75%

Notes

- 1 Data for the period January 1, 2008 through December 31, 2012 for customers in training at these providers supported by Workforce Solutions. These customers stopped receiving assistance for this training from Workforce Solutions during the report period.
- 2 Data summed for all campuses within a system.

Board Action

Ratify Actions for February and April 2014

Current Situation

Elected officials have been in the process of reappointing Board members. This has resulted in two months in which the Board was technically out of compliance with membership requirements.

To ensure that all Board actions are appropriately approved, we are requesting that the Board ratify actions taken by the Board in February and April 2014.

Those items are:

February 4, 2014

- a. Nominating.* The Committee Chair will present recommendations for Board officers during 2014.

April 1, 2014

- a. Budget.* The Committee Chair will present a proposed 2014 budget in amount of \$189,525,946 to the Board for consideration.
- b. Summer Jobs.* Consider using available funds for summer jobs in 2014.

Action

Ratify actions taken by the Board in February and April 2014, as listed above.

Gulf Coast Workforce Board
System Performance
October 2013 to April 2013

Board Measures

These measures gauge progress toward meeting the results set out in the Board's strategic plan. There are two sets of measures: one for the entire regional workforce system and one for the Board's operating affiliate, Workforce Solutions.

We report on the Workforce Solutions measures at each Board meeting.

More Competitive Employers

Measure	Annual Target	Current Performance	Performance Last Year
<u>Employers Receiving Services</u> (Market Share) We expect to provide services to 25,147 employers this year which is almost 18% of the 140,808 employers identified for the Gulf Coast area. We provided services to 16,982 employers through April 2014.	25,147	16,982	24,842
<u>Employer Loyalty</u> Our performance indicates our employer customers value our services and return to us for additional services. Of a possible 22,485 employers, 9,732 returned to Workforce Solutions for additional services through April 2014.	60%	43.3%	59.1%

More and Better Jobs

Measure	Annual Target	Current Performance	Performance Last Year
<u>New jobs created</u> This information is captured quarterly and reflects a two year average.	2,700	2,230	2,646
<u>Customers employed by the 1st Qtr after exit</u> Reporting for the quarter ending June 2013, 174,623 of the 240,524 customers who exited from services were employed by the quarter after exit.	72%	72.6%	71.3%

Higher Real Incomes

Measure	Annual Target	Current Performance	Performance Last Year
<u>Exiters with Earnings Gains of at least 20%</u> Reporting for the quarter ending December 2012, 90,197 of the 268,513 customers who exited had earnings gains of at least 20%.	35%	33.6%	32.9%

A Better Educated Workforce

Measure	Annual Target	Current Performance	Performance Last Year
<u>Customers pursuing education diploma, degree or certificate who achieve one</u> Reporting for the quarter ending December 2013, 1,402 customers pursuing an education diploma, degree or certificate exited in the period July – December 2013. 702 achieved a diploma, degree or certificate by the quarter after exit.	58%	50.1%	57.7%

Production

In addition to the Board's measures, Workforce Solutions works to meet the state's expectations for performance on indicators related to the money we receive from the Texas Workforce Commission.

For the performance year that began October 1, 2013, we are meeting or exceeding the target for six of nine measures. The three measures we are not meeting are:

- Youth Placement in Employment or Education. The target for this measure is 65%. Our performance through June 2013 was 64.4%. We expect to meet the target.
- Youth Literacy/Numeracy Gains. The target for this measure is 48.1%. Our performance through March 2014 (7/13 – 3/14) was 46.4%. We expect to meet the target by the end of June.
- Choices Work Rate. This measure looks at the percent of customers receiving TANF benefits who are employed. The target for this measure is 39.5%. Our performance for April was 36.5% with a cumulative total for the year of 34.4%.

We continue to work closely with our contractors to improve performance on all measures.

GULF COAST WORKFORCE DEVELOPMENT BOARD
FINANCIAL STATUS REPORT
For the Four Months Ended April 30, 2014

	ANNUAL BUDGET	BUDGET YEAR TO DATE	ACTUAL YEAR TO DATE	DOLLAR VARIANCE
WORKFORCE REVENUES				
WORKFORCE REVENUES	189,525,946	63,175,315	60,325,153	2,850,162

WORKFORCE EXPENDITURES

BOARD ADMINISTRATION	4,232,690	1,410,897	1,086,660	324,237
SYSTEM IT	551,354	183,785	64,298	119,487
EMPLOYER SERVICES	6,480,500	2,160,167	2,083,303	76,864
RESIDENT SERVICES	178,261,402	59,420,467	57,090,892	2,329,575
OFFICE OPERATIONS	34,843,000	11,614,333	14,423,114	(2,808,781)
FINANCIAL AID	142,350,500	47,450,167	42,413,562	5,036,605
SPECIAL PROJECTS	1,067,902	355,967	254,216	101,751
<i>TOTAL WORKFORCE EXPENDITURES</i>	189,525,946	63,175,315	60,325,153	2,850,162

VARIANCE ANALYSIS

Note: Except for Special Projects that are currently funded through September 30, 2014, the "Budget Year to Date" column reflects straight line estimate of expenditures for the twelve-month period, assuming equal expenditures every month in order to fully expend the budget in a year.



Labor Market Information
APRIL 2014 Employment Data

HOUSTON-SUGAR LAND-BAYTOWN METROPOLITAN STATISTICAL AREA (H-S-B MSA)

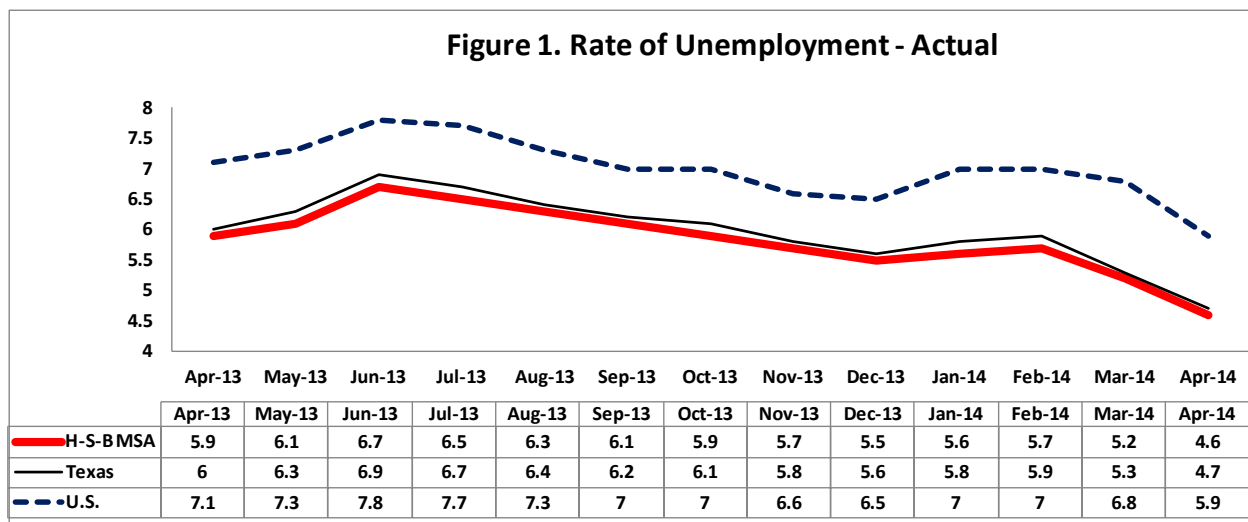
Visit our website at www.wrksolutions.com

THE ACTUAL RATE OF UNEMPLOYMENT IN THE HOUSTON-SUGAR LAND-BAYTOWN METROPOLITAN STATISTICAL AREA (H-S-B MSA) DROPPED SIX-TENTHS OF A PERCENTAGE POINT TO 4.6 PERCENT IN APRIL. This was the lowest rate of unemployment for the H-S-B MSA since May 2008 with 36,000 fewer unemployed than one year ago.

Unemployment Rate (Actual)

	APR 2014	MAR 2014	APR 2013
Civilian Labor Force	3,152,674	3,157,098	3,102,344
Total Employment	3,006,917	2,993,511	2,920,607
Unemployed	145,757	163,587	181,737
Unemployment Rate	4.6%	5.2%	5.9%

The current 4.6 percent rate is nine-tenths of a percentage point lower than it was one year earlier and lower than both the state's 4.7 percent rate and the nation's 5.9 percent rate, see figure 1.

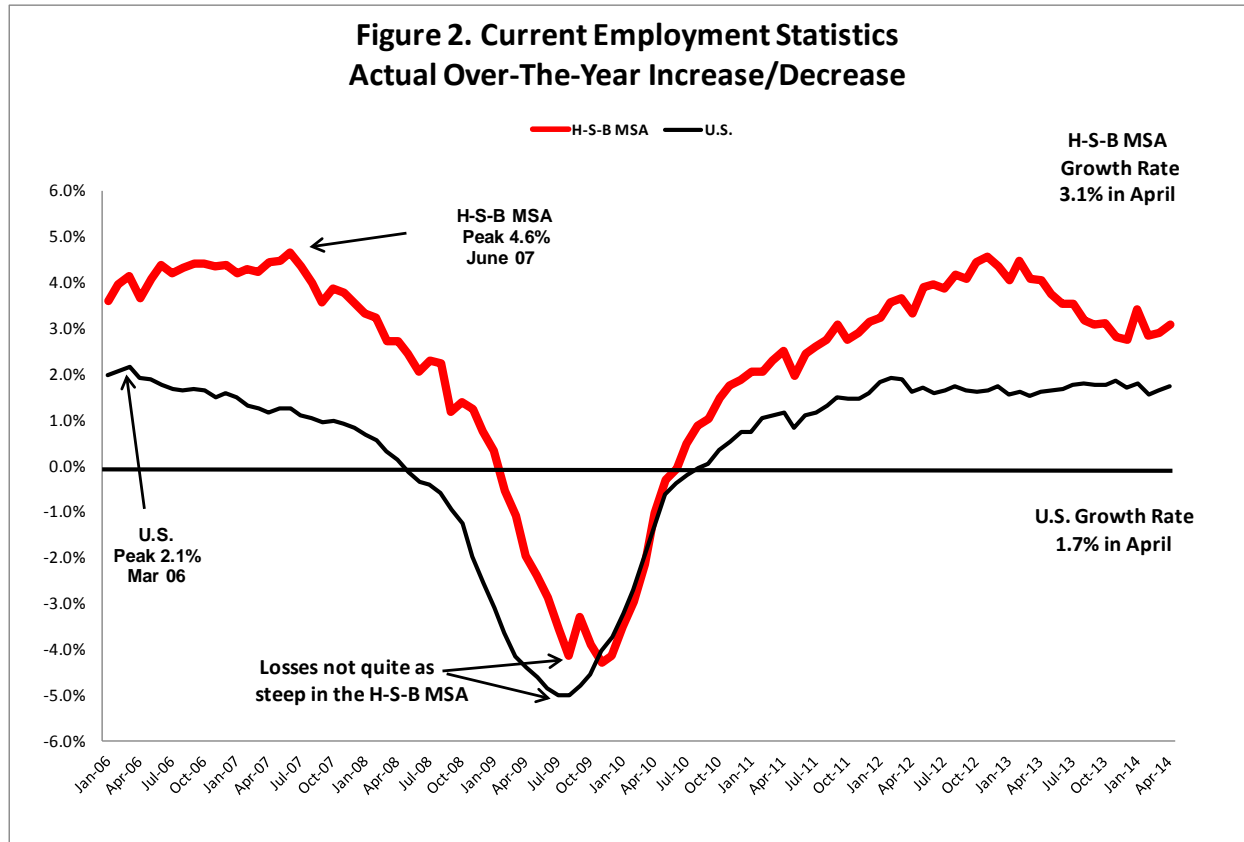


THE HOUSTON-SUGAR LAND-BAYTOWN MSA ADDED 15,600 JOBS TO PAYROLLS IN APRIL. The 0.5 percent increase was the strongest April increase since 2011. Strongest April gains were in Mining and Logging, up 1,800 jobs or 1.7 percent, Leisure & Hospitality, up 3,700 jobs or 1.3 percent, and Education & Health Services, up 3,600 jobs or 1.1 percent. The only super sector to report a loss was Trade Transportation and Utilities where wholesale establishments cut payrolls by 1,600 jobs.

THE HOUSTON-SUGAR LAND-BAYTOWN MSA CONTINUES TO REPORT STRONG JOB GAINS ADDING 85,800 JOBS OVER THE YEAR. April's 3.1 percent over-the-year increase was up from a 2.9 percent increase reported for the last two consecutive months. While the increase is much stronger than the nation's 1.7 percent it is well below the rapid increases seen in

2012, see figure 2. All major sectors were reporting over-the-year job gains. Strongest growth has been in Mining and Logging, Construction, Non-Durable Goods Manufacturing, Architectural Engineering and Related Services, Computer Systems Design and Related Services, Educational Services (Private), and Food Services and Drinking Places.

Detailed data can be viewed on pages 7 and 8.



Seasonally adjusted data for the H-S-B MSA and U.S. seen in figure 4 provides an additional view of employment removing the erratic seasonal movement. The H-S-B MSA recovered all jobs lost since the beginning of the recession by November 2011 and has since added 242,800 jobs to payrolls, an increase of 9.3 percent above the pre-recession high. Employment for the U.S. is still down 0.1 percent needing to recover 113,000 jobs to reach pre-recession highs.

Additional details by super sector are provided beginning on page 4.

Figure 3. Total Non-farm Employment-Actual

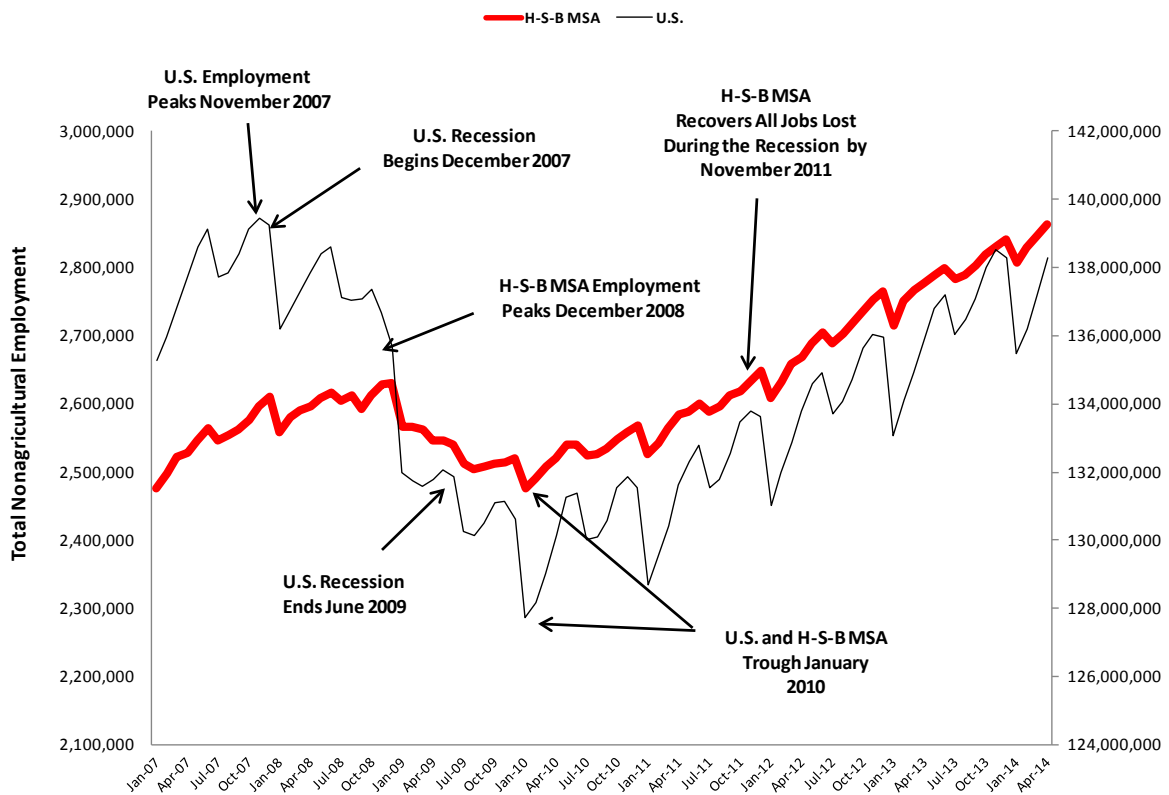
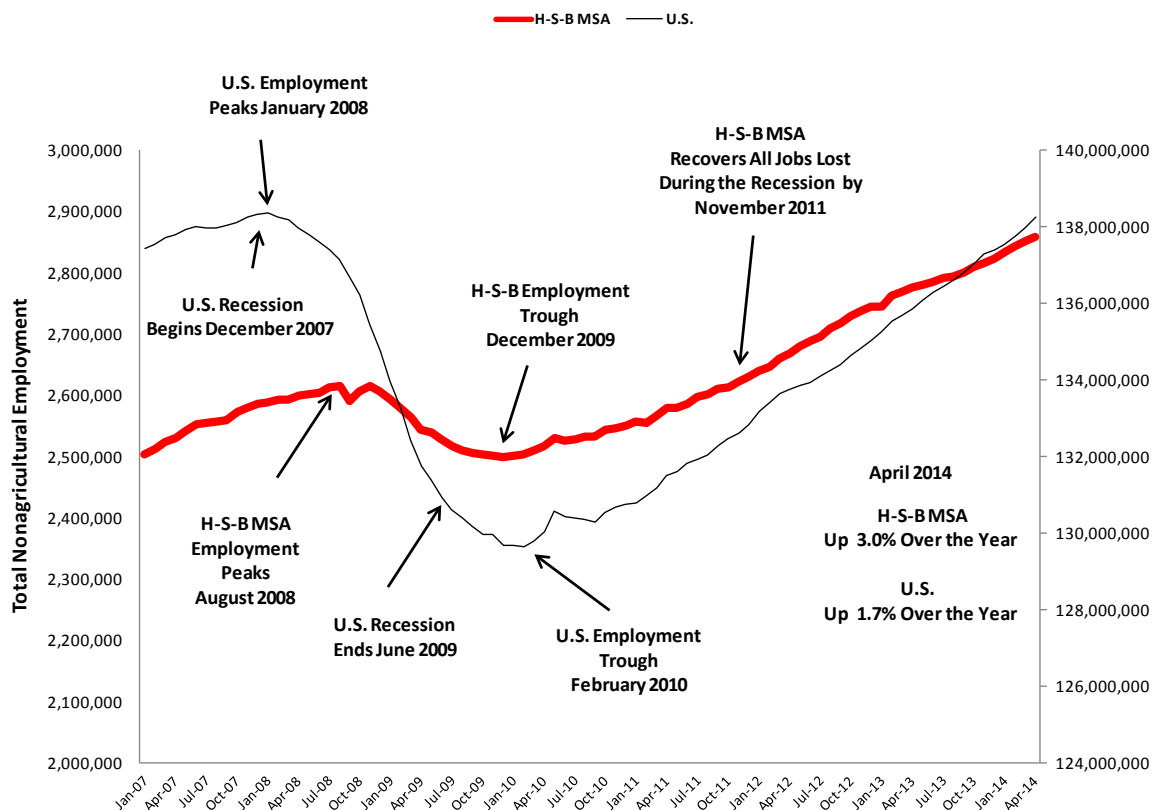


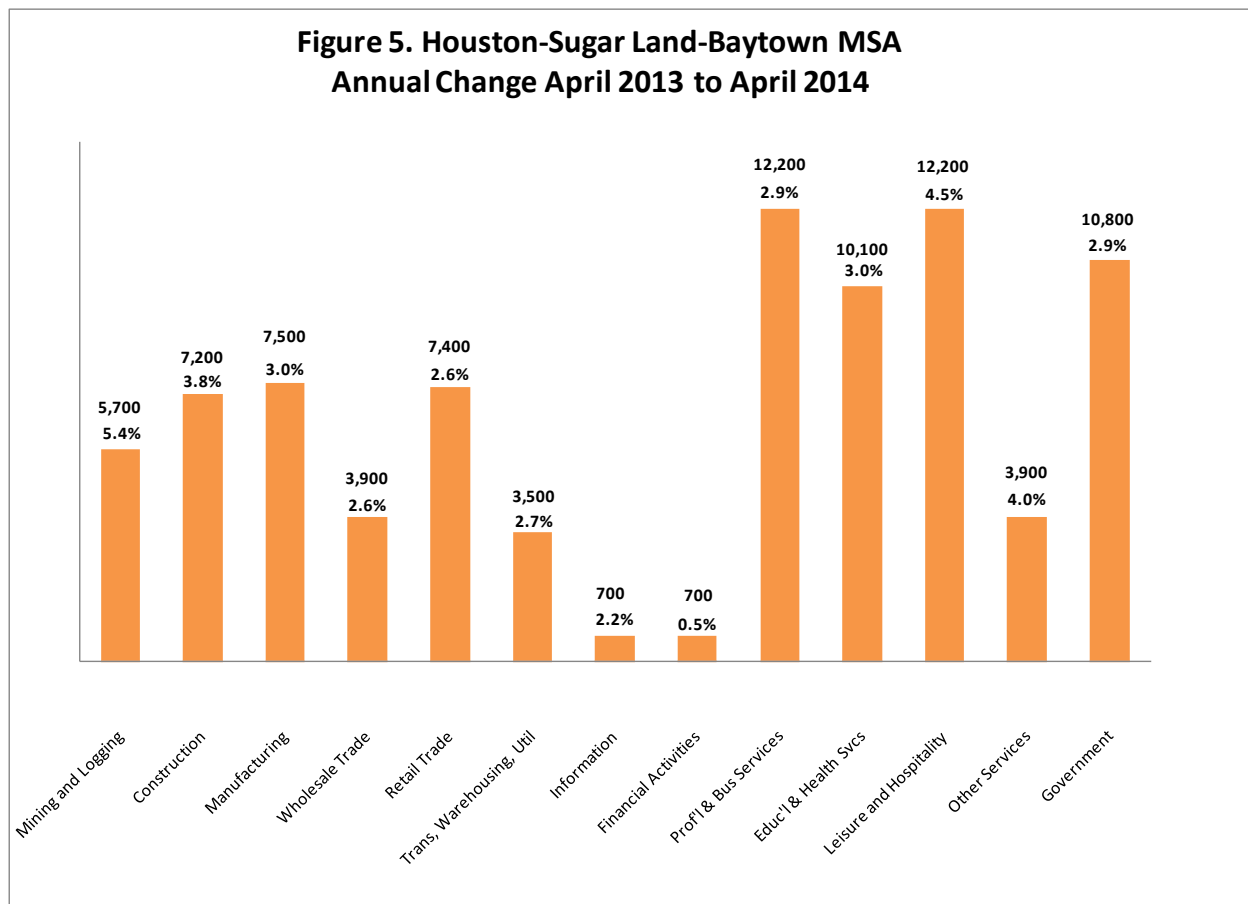
Figure 4. Total Non-farm Employment-Seasonally Adjusted



DETAILS BY SUPER SECTOR

Mining and Logging added 1,800 jobs in April with most of the increase in Support Activities for Mining, up 1,300 jobs or 2.7 percent. The super sector added 5,700 jobs over the year with employment levels reaching another new high this month. While the pace of over-the-year job growth is well below double-digit levels seen in 2012 it increased to 5.4 percent in April, its highest pace since last October. Job growth is found in both Oil and Gas Extraction, up 3,300 jobs or 5.7 percent, and Support Activities for Mining, up 2,700 jobs or 5.8 percent. The average U. S. rig count was 1,835 in April, up 32 from March and up 80 from one year ago. The average Texas rig count was 885 in April, up by 21 from March, representing about half of all active land rigs in the United States. Rig count growth has been primarily driven by the Permian Basin which is expected to increase 10 percent over the course of 2014.

Construction added 1,000 jobs in April with payrolls up 7,200 jobs over the year. The 3.8 percent over-the-year increase was up from the previous month but well below a 7.6 percent increase reported one year earlier. Specialty Trade Contractors, where companies that perform a wide variety of activities are found (concrete, site preparation, electrical, and plumbing, and others), reported a strong increase of 6,200 jobs, up 6.8 percent. Construction of Buildings continues to benefit from healthy activity in the single-family and multi-family housing markets reporting a healthy gain of 3,200 jobs, up 6.6 percent. Heavy and Civil Engineering Construction continues to report a loss, down 2,200 jobs or 4.5 percent over the year. Although Heavy and Civil Engineering Construction continues to report an over-the-year loss, the sector has added nearly double the number of jobs year-to-date compared to 2013.



Manufacturing added 1,000 jobs in April with gains found in both durable and non-durable goods sectors. Manufacturing continues to add jobs but the 3.0 percent pace, an increase of 7,200 jobs over the year, is less than half of what it was in 2012. Breaking historical trends the majority of job growth has recently been in Nondurable Goods Manufacturing, where chemical and petrochemical plants are found, up 4,600 jobs or 5.8 percent. Although employment levels remain well below all-time highs in Nondurable Goods Manufacturing, the pace of job growth has recently risen to its highest levels on record according to data dating back to 1990. Nondurable Goods Manufacturing is benefitting from low natural gas prices that are encouraging plant expansions and new plant construction. The numbers of jobs in Durable Goods Manufacturing, where many companies that support the energy sector are found, are at all time highs according to data going back to 1990. The pace that jobs are being added in Durable Goods Manufacturing have declined significantly from the unsustainable near double digit increases in 2012 to 1.7 percent, an increase of 2,900 jobs over the year. While the pace of hiring at manufacturers has slowed, the labor market for skilled workers remains tight. The Houston Purchasing Managers Index rose to 59.2 in April indicating expansion in the near term. The increase in the index was driven by growth in sales/new orders, production, employment, and purchases. Any index over 50 indicates production gains over the near term.

Trade Transportation & Utilities experienced a loss of 1,400 jobs in April as a result of declines in Wholesale Trade. The super sector added 14,800 jobs over the year, up 2.6 percent. Trade accounted for most of the increase with Retail Trade up 7,400 jobs or 2.6 percent and Wholesale Trade up 3,900 jobs or 2.6 percent. Strongest retail hiring has been at Motor Vehicles and Parts Dealers where new vehicle sales have been strong, up 1,400 jobs or 3.9 percent. Transportation, Warehousing and Utilities added 3,500 jobs over the year, up 2.7 percent, where the largest increases were in Truck Transportation, up 700 jobs or 3.0 percent, and Pipeline Transportation, up 400 jobs or 4.3 percent.

Information added 700 jobs over the year, up 2.2 percent, with the majority of the increase found in Telecommunications, up 600 jobs or 4.1 percent. About half of the MSA's employment in information resides in telecommunications with the remainder found in newspaper and periodical publishing, software publishing, motion picture and sound recording, and data processing hosting and related services.

Financial Activities added 400 jobs in April with payrolls up 700 jobs over the year. The 0.5 percent over-the-year increase is the weakest of all super sectors. All of the increase was in Real Estate and Rental and Leasing, up 1,300 jobs or 2.5 percent, where strong activity continues across the H-S-B MSA in the office and housing markets. Finance and Insurance continues to report a slight loss, down 600 jobs, as a result of declines in Credit Intermediation and Related Activities.

Professional and Business Services added 4,000 jobs in April. The 0.9 percent increase was the strongest April increase in two years. Most of the increase was in Architectural Engineering and Related Services, up 2,500 jobs or 3.5 percent. Employment Services also experienced a healthy increase of 1,500 jobs or 2.0 percent. The pace of job growth in the super sector is well below what it was during the rapid expansion seen in 2012, up 2.9 percent representing an increase of 12,200 jobs over the year. Strongest job growth has been in Architectural, Engineering, and Related Services, up 6,100 jobs or 9.0 percent, and Computer Systems Design and Related Services, up 1,800 jobs or 6.1 percent.

Education and Health Services added 3,600 jobs over the month, up 1.1 percent, and 10,100 jobs over the year. The 3.0 percent over-the-year increase is the strongest it has been since May 2013. Educational Services added jobs at the fastest pace, up 3,000 jobs or 6.2 percent over the year. The pace of job growth in Health Care and Social Assistance increased to 2.5 percent in April, up 7,100

jobs. Ambulatory Healthcare Services, where employment in all types of medical offices is found, was up 4,600 jobs or 3.4 percent and Hospitals were up 3,000 jobs or 3.9 percent.

Leisure and Hospitality added 3,700 jobs in April with seasonal hiring found across the entire super sector. The 1.3 percent increase was the strongest April increase in three years. The largest increase was in Food Services and Drinking Places, up 2,800 jobs or 1.2 percent. The super sector added 12,200 jobs over the year, up 4.5 percent. Most of the growth is found in Food Services and Drinking Places, up 10,600 jobs or 4.9 percent. Accommodations, where hotels are found, reported an increase of 500 jobs over the year, up 2.2 percent. Arts, Entertainment, and Recreation added 1,100 jobs over the year, up 3.9 percent. Population growth continues to drive demand in the Leisure and Hospitality super sector.

Other Services added 1,000 jobs in April with payrolls up 3,900 jobs or 4.0 percent over the year. This was the strongest over-the-year increase since March 2013. Other Services includes, as a partial list, industries such as various repair services, personal care services, dry cleaning and laundry services, and religious and social advocacy organizations.

Government experienced a slight increase of 400 jobs in April with payrolls up 10,800 jobs or 2.9 percent over the year. Most of the increase was in Local Government, up 10,500 jobs or 3.9 percent, with 8,500 of the jobs found in Local Government Educational Services.

NONAGRICULTURAL EMPLOYMENT

Houston-Sugar Land-Baytown MSA

	APR 2014	Month Change		Year Change	
		Net	Percent	Net	Percent
Total Nonfarm	2,862,800	15,600	0.5%	85,800	3.1%
Total Private	2,478,800	15,200	0.6%	75,000	3.1%
Goods Producing	564,900	3,800	0.7%	20,400	3.7%
.Mining and Logging	111,100	1,800	1.6%	5,700	5.4%
...Oil and Gas Extraction	60,800	300	0.5%	3,300	5.7%
...Support Activities for Mining	49,500	1,300	2.7%	2,700	5.8%
.Construction	196,300	1,000	0.5%	7,200	3.8%
..Construction of Buildings	51,900	-200	-0.4%	3,200	6.6%
..Heavy and Civil Engineering Construction	46,600	500	1.1%	-2,200	-4.5%
..Specialty Trade Contractors	97,800	700	0.7%	6,200	6.8%
.Manufacturing	257,500	1,000	0.4%	7,500	3.0%
..Durable Goods	172,900	400	0.2%	2,900	1.7%
...Fabricated Metal Product Manufacturing	60,700	100	0.2%	1,500	2.5%
...Machinery Manufacturing	57,500	200	0.3%	1,300	2.3%
....Agriculture, Construction, and Mining Machinery Manufacturing	43,200	100	0.2%	1,100	2.6%
...Computer and Electronic Product Manufacturing	19,200	0	0.0%	300	1.6%
..Non-Durable Goods	84,600	600	0.7%	4,600	5.8%
...Petroleum and Coal Products Manufacturing	12,600	100	0.8%	400	3.3%
...Chemical Manufacturing	36,500	0	0.0%	1,300	3.7%
Service Providing	2,297,900	11,800	0.5%	65,400	2.9%
.Private Service Providing	1,913,900	11,400	0.6%	54,600	2.9%
..Trade, Transportation, and Utilities	573,500	-1,400	-0.2%	14,800	2.6%
...Wholesale Trade	152,500	-1,600	-1.0%	3,900	2.6%
....Merchant Wholesalers, Durable Goods	90,300	-600	-0.7%	2,400	2.7%
.....Professional and Commercial Equipment and Supplies Merchant Wholesale	11,000	0	0.0%	300	2.8%
....Merchant Wholesalers, Nondurable Goods	43,000	200	0.5%	1,400	3.4%
...Retail Trade	287,500	-200	-0.1%	7,400	2.6%
....Motor Vehicle and Parts Dealers	37,100	200	0.5%	1,400	3.9%
....Building Material and Garden Equipment and Supplies Dealers	21,900	200	0.9%	100	0.5%
....Food and Beverage Stores	60,200	600	1.0%	800	1.3%
....Health and Personal Care Stores	17,600	0	0.0%	100	0.6%
....Clothing and Clothing Accessories Stores	29,100	200	0.7%	600	2.1%
....General Merchandise Stores	61,600	400	0.7%	-100	-0.2%
.....Department Stores	20,500	200	1.0%	500	2.5%
.....Other General Merchandise Stores	41,100	200	0.5%	-600	-1.4%
...Transportation, Warehousing, and Utilities	133,500	400	0.3%	3,500	2.7%
....Utilities	16,200	0	0.0%	0	0.0%
.....Air Transportation	23,200	100	0.4%	0	0.0%
.....Truck Transportation	24,300	200	0.8%	700	3.0%
.....Pipeline Transportation	9,600	100	1.1%	400	4.3%
..Information	32,700	100	0.3%	700	2.2%
...Telecommunications	15,100	0	0.0%	600	4.1%
..Financial Activities	142,100	400	0.3%	700	0.5%
...Finance and Insurance	89,500	200	0.2%	-600	-0.7%
....Credit Intermediation and Related Activities	43,100	-100	-0.2%	-1,200	-2.7%
.....Depository Credit Intermediation	28,700	-100	-0.3%	-1,100	-3.7%
....Securities, Commodity Contracts, and Other Financial Investments and Related Activities	16,600	0	0.0%	200	1.2%
....Insurance Carriers and Related Activities	28,600	0	0.0%	-600	-2.1%
...Real Estate and Rental and Leasing	52,600	200	0.4%	1,300	2.5%

NONAGRICULTURAL EMPLOYMENT

Houston-Sugar Land-Baytown MSA

	APR 2014	Month Change		Year Change	
		Net	Percent	Net	Percent
..Professional and Business Services	437,000	4,000	0.9%	12,200	2.9%
...Professional, Scientific, and Technical Services	214,600	3,900	1.9%	11,400	5.6%
....Legal Services	23,900	100	0.4%	0	0.0%
....Accounting, Tax Preparation, Bookkeeping, and Payroll Services	22,600	-400	-1.7%	700	3.2%
....Architectural, Engineering, and Related Services	74,100	2,500	3.5%	6,100	9.0%
....Computer Systems Design and Related Services	31,200	400	1.3%	1,800	6.1%
...Management of Companies and Enterprises	24,500	200	0.8%	700	2.9%
...Administrative and Support and Waste Management and Remediation Services	197,900	-100	-0.1%	100	0.1%
....Administrative and Support Services	186,600	-1,300	-0.7%	-1,700	-0.9%
.....Employment Services	74,700	1,500	2.0%	300	0.4%
.....Services to Buildings and Dwellings	46,900	1,100	2.4%	1,400	3.1%
..Educational and Health Services	344,900	3,600	1.1%	10,100	3.0%
...Educational Services	51,400	-100	-0.2%	3,000	6.2%
...Health Care and Social Assistance	293,500	3,700	1.3%	7,100	2.5%
....Ambulatory Health Care Services	140,200	1,900	1.4%	4,600	3.4%
....Hospitals	79,800	600	0.8%	3,000	3.9%
..Leisure and Hospitality	281,900	3,700	1.3%	12,200	4.5%
...Arts, Entertainment, and Recreation	29,300	700	2.4%	1,100	3.9%
...Accommodation and Food Services	252,600	3,000	1.2%	11,100	4.6%
....Accommodation	23,700	200	0.9%	500	2.2%
....Food Services and Drinking Places	228,900	2,800	1.2%	10,600	4.9%
..Other Services	101,800	1,000	1.0%	3,900	4.0%
Government	384,000	400	0.1%	10,800	2.9%
.Federal Government	27,300	-100	-0.4%	-200	-0.7%
.State Government	73,900	0	0.0%	500	0.7%
..State Government Educational Services	40,100	0	0.0%	200	0.5%
.Local Government	282,800	500	0.2%	10,500	3.9%
..Local Government Educational Services	199,000	700	0.4%	8,500	4.5%

UNEMPLOYMENT RATE

	APR 2014	MAR 2014	APR 2013
H-S-B MSA	4.6	5.2	5.9
Texas (Actual)	4.7	5.3	6.0
United States (Actual)	5.9	6.8	7.0

Houston-Sugar Land-Baytown MSA: Includes Austin, Brazoria, Chambers, Ft. Bend, Galveston, Harris, Liberty, Montgomery, and San Jacinto & Waller Counties. All Data is Subject To Revision.

Sources: U.S. Department of Labor, BLS, Texas Workforce Commission, Baker Hughes Incorporated, Kiley Advisors, Metrostudy, and The Federal Reserve Bank of Dallas.