

To: Gulf Coast Workforce Board Members

From: Rodney Bradshaw  
Mike Temple

Date: May 29, 2012

Subj: Board Meeting Materials for Tuesday, June 5, 2012

The next meeting of the Gulf Coast Workforce Board is scheduled for **10:00 a.m., Tuesday, June 5, 2012**, in the second floor Conference Room A, 3555 Timmons, Houston.

**Chairman's and Committee Reports.** We will hear from two Board committees regarding their recent meetings. The Audit/Monitoring Committee reports on quality assurance reviews completed in the last few weeks and looks toward the mid-June State annual monitoring of our local system. Early Education and Care Committee Chair Henderson brings a report highlighting performance, additional funds for services, and issues implementing the State automated attendance and reporting system.

**Action Items.** The Procurement Committee convenes May 30 to review proposals submitted in response to our solicitation for child care quality initiatives. Summaries of the four proposals are included in the package and the committee recommendation will be presented at the Board meeting. The State made an additional allocation of funds available and a Request for Proposals notice was publicized to the community. We also will make a staff recommendation to the committee for renewing career planning software (used primarily by students) for an estimated annual cost of \$2,750.

We include a ratification item for actions from the April meeting. Not all elected official appointments to the Board were completed by the end of year, so TWC asks that we ratify Board actions approved at the last meeting.

**Information Items.** The System Performance Reports shows performance for the first seven months against the Board's measures and the four production measures that are trailing goals. We will review the usual reports on expenditures and services. The economic trends report continues to reflect good news with employment numbers

improving. Almost all industries, with the exception of government, are showing job growth.

A quick reminder of Board meeting dates for the balance of the year:

August 7, 2012  
October 2, 2012  
December 4, 2012

Each date is a Tuesday, and all meetings begin at 10:00 a.m. in H-GAC's Conference Room A.

We hope to see you Tuesday. Please call if you have any questions.

# The Gulf Coast Workforce Board Tentative Agenda

**Tuesday, June 5, 2012 at 10:00 a.m.**

H-GAC Conference Room A

3555 Timmons Lane, Second Floor, Houston, Texas 77027

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1. **Call to Order and Determine Quorum**
2. **Adopt Agenda**
3. **Hear Public Comment**
4. **Review April 2012 meeting minutes**
5. **Declare Conflicts of Interest**
6. **Consider Reports**
  - a. *Audit/Monitoring.* The committee chair will present an update from the May 2012 meeting.
  - b. *Early Education & Care.* The committee's vice chair will discuss the May 2012 meeting.
7. **Take Action**
  - a. *Procurement.* Consider the committee's recommendations to authorize early education and care quality contracts in total amount not to exceed \$1,579,000 and to renew a contract with Bridges Transition for the online Choices career planning tool in amount not to exceed \$5,500.
  - b. *Ratify previous decisions.* Ratify actions taken at the April 2012 Board meeting, including: (1) renewing Training Youth for Jobs contracts.
8. **Receive Information**
  - a. *System Performance.* Staff will summarize current performance against Board measures and grantor requirements.
  - b. *Expenditures.* Staff will report on current expenditures.
9. **Look at the Economy**

Staff will discuss current economic data and trends in the Gulf Coast labor market.
10. **Adjourn**



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**MINUTES OF  
THE GULF COAST WORKFORCE DEVELOPMENT BOARD  
TUESDAY, APRIL 3, 2012**

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**MEMBERS PRESENT:**

Gerald Andrews	Willie Alexander	Betty Baitland
Elaine Barber	Sara Bouse	Carl Bowles
Bill Crouch	Sal Esparza	Joe Garcia
Mark Guthrie	Barbara Hayley	John Hebert
Bobbie Henderson	Eduardo Honold	Guy Robert Jackson
David Joost	Birgit Kamps	Jeffrey Labroski
Ray Laughter	Steve Lufburrow	Linda O'Black
Janice Ruley	Allene Schmitt	Richard Shaw
Gil Staley	Tom Stinson	Frank Thompson
Evelyn Timmins	Sarah Wrobleski	

**H-GAC STAFF MEMBERS PRESENT**

Rodney Bradshaw  
Mike Temple  
David Baggerly  
Ron Borski

Mr. Frank Thompson, Chair, called the meeting to order at approximately 10:00 a.m., on Tuesday, April 3, 2012, in the 2nd floor, H-GAC Conference Room A, at 3555 Timmons Lane, Houston, Texas. Mr. Thompson determined that a quorum was present.

**ADOPTION OF AGENDA**

Mr. Thompson 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 comments.

**MINUTES FROM FEBRUARY 7, 2012**

Mr. Thompson asked if there were any additions or corrections to the minutes for the February 7, 2012 meeting. A motion was made and seconded to approve the minutes as presented. The motion carried.

## **DECLARE CONFLICTS OF INTEREST**

Mr. Steve Lufburrow declared a conflict of interest on item #7a.

## **CONSIDER COMMITTEE REPORTS**

### **Career Office**

Ms. Birgit Kamps explained that the Honeycomb Service Excellence Awards are based on Innovation/Initiative and Teamwork. Twice a year, a committee composed of contractor and board staff, select winners from nominations received. For Spring 2012 we received 8 nominations for Innovation and Initiative and 6 nominations for Teamwork.

### **Innovation and Initiative**

The winner for Innovation and Initiative was Carmen Simpson with Houston Works.

As an employment counselor, Carmen Simpson is extraordinarily successful in finding the good jobs for her customers. Her efforts to create job opportunities for people have resulted in valuable connections for other parts of the Workforce Solutions system.

Key performance results:

- ✓ Worked with the Houston International Chamber of Commerce to help attract relocations/expansions
- ✓ Leveraged connections with the Cy-Fair Chamber of Commerce to secure job listings from Sysco for its new facility
- ✓ Helped three local school systems get access to Workforce Solutions' wide range of labor market/career planning information for students

Carmen Simpson goes beyond simply matching customers to the jobs listed with us. She understands that employers are the source of good jobs—and she works with them to make sure the people who come to us looking for work have access to those jobs. Furthermore, she sees that keeping good jobs in the region requires an educated and skilled workforce and works to connect education to labor market information and employers.

### **Teamwork**

The winners of the Teamwork award are Rosie Trevino (Interfaith), Cheryl Sandifer (Interfaith), Danny Zendejas (ETC), and Michael Webster (H-GAC).

The multi-contractor team provided active support to school districts and the people losing jobs in the layoffs from public school systems across the region. The team:

- ✓ Reached out to 78 school districts to introduce available Workforce Solutions services
- ✓ Customized the “Rebranding Your Skills” seminar to help customers recognize and value transferable skills
- ✓ Helped customers learn to present their skills as relevant to the needs of employers outside of the education industry
- ✓ Created an outreach network using email, Facebook, Twitter and LinkedIn.

Work in Texas records show that customers who attended the customized seminar return to work sooner than those who did not. Because of the team effort, 300 customers returned to work in new jobs within six months.

#### Audit/Monitoring

Mr. Joe Garcia stated that the committee met On March 27, 2012 here at H-GAC offices to review some of the recent activity.

- The regional Quality Assurance Team completed a review of the Financial Aid Payment Office in January, revealing some areas throughout our entire system that need tweaking. FAPO has already implemented some of the changes suggested in the report, and we have assigned issues that affect FAPO and the career offices to our existing joint contractor-Board staff workgroups for resolution.
- The regional team has just completed reviews of the Northline, Pasadena and Rosenberg career offices and currently is looking at the financial aid call center operations of the career office contractors (Houston Works, Interfaith, and ResCare).
- The few remaining issues from last year’s financial reviews with Collaborative for Children, Neighborhood Centers, and Houston Works have been resolved.
- We have recently issued reports from the financial aid payments annual review. Common issues included: missing signatures on applications and other customer documents, reconciliations of cash substitutes not performed or not completed, and data in our Financial Aid Management System (FAMS) not matching data in our central customer data base.
- The U.S. Department of Labor’s regional office and the Workforce Commission reviewed our small on-the-job training/customized training project funded with Recovery Act dollars. The reviewers complimented our employer-focused approach and took back with them several best practices. There were no findings. We will be discussing with Employment and Training Centers, our Employer Service contractor, continuing this activity beyond the end date of the Recovery Act funds and possibly expanding it to meet employers’ needs.

- The Workforce Commission will be back to visit us for its annual monitoring review in June 2012 – a month earlier than usual.

### Education

Ms. Elaine Barber started by thanking Dr. Kathy Shingleton, UTMB for her leadership and guidance while serving on the Education Committee. Ms. Barber explained that the Education Committee met on Wednesday, March 21, 2012 and committee members reviewed the committee's work plan from prior years and discussed how to continue or expand efforts to support the Board's goal of an educated workforce in the region. Mike Webster briefly discussed the staff efforts to disseminate labor market information products and services developed from the committee's direction.

- Members reviewed the committee's work plan from prior years and discussed how to continue or expand efforts to support the Board's goal of an educated workforce in the region. Mike Webster briefly discussed the staff efforts to disseminate labor market information products and services developed from the committee's direction.
- Ann Stiles of Project GRAD and Sandra Wegman from the Center for Houston's Future made presentations to the members. Dr. Stiles described how Project GRAD works to increase high school graduation rates and postsecondary attainment. Ms. Wegman provided an overview of the Center's 2012 Community Indicator report.
- Vice Chair Barber and Ray Laughter presented a Greater Houston Partnership resolution asking the business community to recognize the value of the associate's degree. Members generally agreed that they supported this concept; however, they asked for additional research on how to frame their support in business terms. They also discussed the need for conversation between businesses and associate's degree granting institutions to ensure that the degrees reflect the business community's needs for skilled workers.

Staff is gathering information on developmental education for adults as well as the support for associate degree program.

### Strategic Planning

Mr. Carl Bowles stated that the Strategic Planning Committee met on March 21, 2012 to review "how we are doing." Mr. Bowles explained that the economic recovery in the Gulf Coast Region began in 2010 and continued through 2011. The Board began 2011 with cautious optimism about our regional economy and the prospects for making progress toward the Board's results of competitive employers, an educated workforce, higher incomes and more jobs. By the end of 2011, most experts agreed the Gulf Coast Region has largely recovered from the recession. Job growth and economic activity are on the rise and Workforce Solutions met most of its production and performance goals in

2011 although the regional economy did not recover enough to reach expected targets. Many areas of the nation were not experiencing the same level of economic recovery we're seeing in Texas and Gulf Coast.

By the end of the year, the region had netted an additional 75,800 jobs, some 167,500 more than when the market bottomed out in January 2010 and 14,711 more than the peak employment in December 2008.

- About 8,200 jobs added in the professional and businesses services sector are highly-skilled scientific and technical support service jobs while another 12,000 are middle- and lower-skilled jobs.
- We see more oil rigs in operation compared to the previous year, and virtually all jobs related to oil and gas and petro-chemical manufacturing saw growth.
- Construction, on the other hand, remained down, and we saw continued job losses in transportation, warehousing and the information industries.

The number of initial unemployment claims for benefits has steadily declined with 17,037 claims filed in December that is 2,842 fewer than December 2010 and 3,100 fewer than November 2011. Continued claims also fell in December to 76,104, a decrease of 5,951 from November and 14,413 December 2010.

Approximately ten years ago, the Gulf Coast Workforce Board adopted a strategic plan that describes and quantifies 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. 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's measures, developed from these statements, help determine progress towards achieving the results both for the region and for Workforce Solutions, our operating affiliate. 2011 was the third 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). In 2011, we missed three of four Regional Workforce System targets, one by only a narrow margin and an improvement from the previous year.



- Although we met only one Regional Workforce education target, our performance improved for all three measures. We also see some encouraging trends.
  - More people have an education credential than we've seen since the Board has been tracking this measure, and perhaps more importantly, more people hold a post-secondary credential.
  - More people are pursuing and earning education credentials. It is common to see increased enrollment in post-secondary institutions when the unemployment rate is up.
  - The percentage of people earning a post-secondary credential in a field that prepares them for work in a high-skill, high-growth occupation targeted by the Board increased by 1.3%, an increase of almost 3,000.

*Note: Most of the most current data for the educational measures is from the 2009 – 2010 academic year when the region was still deeply feeling the effects of the recession.*

For the part of the system we directly control, Workforce Solutions, we focused on outcomes for employment, education and earnings. We also looked at our contribution to employers - job creation, market share and customer loyalty. We exceeded four targets and missed two, an improvement from the previous year.

- Although we had about 1,100 fewer customers pursuing an education credential, we saw a healthy improvement in the credentialing rate of about 3.5%.
- When we measured regional employment, the region had added back another 50,000 jobs. Since then, we continued to create jobs, were back on level ground by October and hit a new high of 2.64 million employed by year end.
- Workforce Solutions exceeded its goal for the number of jobs it helped create and is back on target performing at pre-recession levels. Almost two-thirds of the new jobs were in our key industries, but many are still not in high-skill/high-growth occupations.
- Our ability to help people find jobs and increase their income slipped from last year.
  - Fewer found jobs quickly
  - Fewer of those who were unemployed when they came to us found jobs
  - Of those that did find jobs after working with us, fewer were still employed six months later.
- Our service to employers continued to improve with increases in the number of customers we work with, market share and customer loyalty rates. Almost 4,300 more employers came back for service. Equally encouraging is the continued gradual increase in the number of employers in the region, up about 2,000.

We use four measures as indicators of our success at adding jobs in our region, getting people employed in those jobs and increasing their incomes.

Regional Workforce System	Workforce Solutions
<p>— <b>Total number of people employed</b></p> <p><i><b>Did not meet target, 2.55 million people were working</b></i>  The number of people working increased last year, reflecting recovery from the recession of the previous two years. We missed our target of 2.7 million employed by about 150,000.</p>	<p>— <b>Number of new jobs created as a results of Workforce Solutions partnering with other business organizations</b></p> <p><i><b>Exceeded target at 2,236</b></i>  This year we hit our target of creating 2,000 new jobs.</p>
	<p>— <b>Percentage of customers employed after leaving Workforce Solutions</b></p> <p><i><b>Did not meet target at 66.76%</b></i>  The percentage of customers employed after leaving Workforce Solutions slipped sharply from last year's 72.3%, missing our target of 79%.</p>
	<p>— <b>Percentage of customers with earning gains of at least 20% after leaving Workforce Solutions</b></p> <p><i><b>Did not meet target at 25.5%</b></i>  The percentage of customers who saw earnings gains of at least 20% after leaving Workforce Solutions decreased from the previous year 28%. Our performance has slipped every year on this measure since a high of 38% in 2008. Our target of 40%.</p>

We use four measures as indicators of our success at improving the education level of the region's workforce.

Regional Workforce System	Workforce Solutions
<p>— <b>Percent of the population with an education credential</b></p> <p><i><b>Met target at 80.4%</b></i>  The percentage of people holding an education credential (GED, high-school diploma, associate, bachelors or graduate degree) moved up almost 1% from last year. Our target was 80%.</p>	<p>— <b>Percent of customers pursuing an education credential who earn one</b></p> <p><i><b>Exceeded target at 41%</b></i>  Performance improved from last year's 37% surpassing our target of 35%. We had about 250 fewer customers earning credentials than we did last year with about 1,200 fewer enrolled in school.</p>

<p>— <b>Percent of the population with a post-secondary credential</b></p> <p><i><b>Did not meet target at 34%</b></i>  The percentage of people holding a post-secondary credential moved up slightly from last year. Our target was 36%.</p>	
<p>— <b>Percent of those pursuing an education credential who earned one</b></p> <p><i><b>Narrowly missed target at 19.7%</b></i>  The percentage of people pursuing a credential who earned one increased slightly from last year. Our goal for 2011 was 20%. This measure is an aggregate of the number of people who attain a high school diploma, GED or post-secondary degree.</p>	

We use two measures as indicators of our system’s success at improving the competitive position of our region’s employers.

Market Share	Customer Loyalty
<p>— <b>Percent of employers using Workforce Solutions</b></p> <p><i><b>Exceeded target at 32.9%</b></i>  We increased the share of the region’s employers we served from last year’s 29.4%. In 2002, we had 7% market share — or about 7,500 employer customers. Last year we had more than 43,000 customers. Our target was 28%.</p>	<p>— <b>Percent of employers who are repeat customers</b></p> <p><i><b>Exceeded target at 78.2%</b></i>  We increased repeat business in 2011 to 26,805, up from 23,190 in 2010. In 2002, just 34% or 2,700 employers were repeat customers. Our target was 73%.</p>

The following are market penetration rates for the Board’s target industries. This information is a subset of the total market share shown above.

Targeted Industry Title	2008 Penetration Rate	2009 Penetration Rate	2010 Penetration Rate	2011 Penetration Rate
Oil and Gas Extraction	3.37%	9.7%	10.94%	18.86%
Support Activities for Mining	10%	19.3%	18.71%	26.23%
Petroleum and Coal Products Manufacturing	12.96%	25.7%	31.25%	33.33%
Building Equipment Contractors	18%	23.5%	27.01%	28.03%
Computer Systems Design & Related Services	4.38%	10.8%	10.65%	13.97%
Management, Scientific, & Technical Consulting Services	4.94%	9.7%	10.47%	15.43%
Elementary & Secondary Schools, Public/Private	42.22%	75.8%	69.17%	52%
Colleges, Universities, & Professional Schools. Public/Private	11.82%	62.9%	54.24%	47.9%
Offices of Physicians	17.3%	19.9%	28.29%	28.35%
General Medical & Surgical Hospitals, Public/Private	42.71%	100%	72.12%	28.16%

Targeted Industry Title	2011 Total Establishments	2011 Number Served	2011 Penetration Rate
Oil and Gas Extraction	1,039	196	18.86%
Support Activities for Mining	873	229	26.23%
Petroleum and Coal Products Manufacturing	99	33	33.33%
Building Equipment Contractors	2,683	752	28.03%
Computer Systems Design & Related Services	2,771	387	13.97%
Management, Scientific, & Technical Consulting Services	4,045	624	15.43%
Elementary & Secondary Schools, Public/Private	300	156	52%
Colleges, Universities, & Professional Schools. Public/Private	119	57	47.9%
Offices of Physicians	4,948	1,403	28.35%
General Medical & Surgical Hospitals, Public/Private	490	138	28.16%

The Strategic Planning Committee does not recommend any changes to the Board's Strategic Plan, measures or targets. The Board's current strategic plan will be ready for review in 2013.

Mr. Bowles stated that he was invited to attend a tour at the Alief School District's Career and Technical Education & Early College High School. 81 percent of the students are economically disadvantaged and 67 percent are considered to be at-risk. Mr. Bowles was very impressed with how successful the programs are and invited any interested Board members to attend a similar tour on Friday, April 20, 2012.

Dr. Bobbie Henderson read an article by economist James Heckman that discussed how pre-school teaches our young the "soft-skills" they need to be get and keep jobs.

### **TAKE ACTION**

- a. Procurement. Consider the committee's recommendations to renew Training Youth for Jobs contracts for Gulf Coast Trades, SER Jobs for Progress and Goodwill in total amount not to exceed \$900,000.

Mr. Mark Guthrie explained that the committee met prior to the Board meeting at 9:00 a.m., to consider the renewal of our Training Young People for Jobs Contracts. At its February 2011 meeting the Gulf Coast Workforce Board authorized contracts with Goodwill Industries of Houston, Gulf Coast Trades Center, Inc., Houston Area Urban League and SER Jobs for Progress to train out-of-school youth for jobs. The Board authorized contract for one year terms, renewable up to three years depending upon performance, the availability of funds and Board approval.

The procurement committee heard a report from staff on performance related to each of the contractors.

- All four of these contracts started slowly and most have not had a significant number of individuals leave or complete project activities.
- Because the number of completers is small, the current impact on required production is also small.
- Both the Houston Area Urban League and Goodwill struggled to start up projects and have had difficulty in executing planned service.

- Goodwill and SER have significant numbers of youth still participating in project activities that have already gone to work or earned credentials.

We recommend renewing three of the four contracts through September 2013 as follows:

Contractor	Previous Contract Amount	Proposed Contract Amount	Proposed Service Level	Service Area
Gulf Coast Trades Center	\$175,000	\$225,000	25 (5 carryover and 20 new)	Region
SER-Jobs for Progress	\$275,000	\$450,000	216 (96 carryover and 120 new)	Brazoria, Chambers, Galveston, Harris, Liberty, Montgomery, Walker counties
Goodwill	\$225,000	\$225,000	140 (90 carryover and 50 new)	Austin, Ft. Bend, Colorado, Matagorda, Waller, Wharton
Houston Area Urban League	\$325,000	-\$0-	NA	NA
TOTAL	\$1,000,000	\$900,000	381	

- We do not recommend renewing the Houston Area Urban League's contract because of performance issues.
- We recommend renewing Goodwill's contract. This project started later than the others and had difficulty finding youth. We believe the project is now on-track to support successful completions for its participants.
- We have recommended renewals for the two most successful projects at Gulf Coast Trades Center and SER-Jobs for Progress.
- SER-Jobs for Progress will provide services for any youth currently active in the Urban League project as SER assumes responsibility for the counties previously served through the Urban League.
- We are also recommending that the new contracts extend 17 months, through September 30, 2013. This would put these activities on the same schedule as the system contracts for the future.

A motion was made and seconded to authorize Workforce Board staff to negotiate renewals for Training Youth for Jobs contracts with Gulf Coast Trades Center, SER-Jobs for Progress and Good will for the terms and in the amounts noted. The motion carried. Sal Esparza opposed the vote.

Mr. Guthrie explained that the Board received a very prestigious national award from the National Association of Workforce Board at their annual conference in Washington, DC in March 2012. Gulf Coast was one of three Boards that won the award – which is recognition of dedication, leadership and innovation of our program operations. Mr. Guthrie stated that it is clear that Texas Boards in general and especially Gulf Coast is still way ahead of the nation.

## **RECEIVE INFORMATION**

### **System Performance**

Mr. David Baggerly reviewed the System Performance measures for October 2011 through February 2012. 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 21,806 employers this year which is about 16% of the 134,604 employers identified for the Gulf Coast area. Through February, we provided services to 9,238 employers.

Employer Loyalty – our performance indicates our employer customers value our services and return to us for additional services. Of a possible 15,548 employers, 4,379 returned to The Workforce Solutions for additional services.

##### **More and Better Jobs –**

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

Customers employed by the 1<sup>st</sup> quarter after exit – Reporting for one quarter (October 10 – March 11), 133,632 of the 198,042 customers who exited from services were employed in the quarter after exit.

##### **Higher Real Incomes –**

Exiters with Earnings Gains of at least 20% - Reporting for two quarters (April 10 – September 10), 38,005 of the 227,328 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  
Through February, 173 of the 2,458 customers pursuing an education diploma, degree or certificate achieved one.

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, 2011, we are meeting or exceeding the target for six of ten measures. The four measures we are not meeting are:

- Total Job Postings Filled. This is a new measure. The target for this measure is 32.2%. Our performance for two quarters (1/11-6/11) was 26.1%. This is an improvement from the first quarter performance 23.7%.
- Total Employer Success Rate. This is a new measure. The target for this measure is 49%. Our performance for two quarters (1/11-6/11) was 41.2%. This is an improvement from the first quarter performance 39.4%.
- Employer Workforce Assistance. The target for this measure is 16.2%. Our performance through February (10/11-2/12) was 6.9%.
- Youth Literacy/Numeracy Gains. The target for this measure is 35%. Our performance in the first two quarters (7/11-12/11) was 28.6%.

The state will implement a new participation rate measure that will focus on how well we help customers receiving TANF benefits become employed.

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

Expenditure Report

Mr. Rodney Bradshaw reviewed the Financial Status Report for two months ending February 29, 2012 and stated that everything looks good – we are right about where we need to be with no issues.

**LOOK AT THE ECONOMY**

Mr. Ron Borski explained that the rate of unemployment in the MSA increased four-tenths of a percent to 7.6 % in January. A rise in the rate of unemployment is normal for January and is a result of seasonal declines across many industries.

The Texas Workforce Commission release the Bureau of Labor Statistics annual benchmark revisions to nonagricultural employment estimates this month. Overall job growth over 2011 remained basically unchanged at 3.0 percent for December 2011. There were, however, a number of significant changes in several different industries.

Favorable changes were found in:

- Financial Activities – where there were fewer jobs lost during the second half of 2010 than originally estimated and by December 2011 the super sector was reporting an additional 2,600 jobs.
- Education and Health Services – where growth was stronger over the second half of 2011 than originally estimated resulting in an additional 6,300 jobs by December.

Unfavorable changes were found in:

- Air Transportation – where layoffs tied to the Continental United merger were not caught and estimates were lowered significantly reporting 4,500 fewer jobs in December 2011, an 18.5% reduction
- Local Government – losses were deeper than thought and by December 2011 estimates show 6,900 fewer jobs in Local Government than originally estimated.
- Construction – losses since the beginning of the recession were deeper than originally estimated peaking at 45,600 jobs in January 2011 compared to the original estimated peak loss of 40,200 jobs. Employment in construction is still down 41,900 jobs since the beginning of the recession.

### **ADJOURN**

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



## **Audit/Monitoring Committee**

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### **June 2012 Update**

#### **Recent Activity**

- The regional Quality Assurance Team completed a review of financial aid call centers operated by the career office contractors (Houston Works, Interfaith, and ResCare). We expect to issue reports shortly.
- The regional team has just completed reviews of the Columbus, Sealy, Waller, and Cypress Station career offices and is also completing the reports.
- As a result of the team's monitoring of the Financial Aid Payment Office, several workgroups of Board and contractor staff are at work to improve customer service. This has included changes to our toll-free telephone number and IVR telephone systems at FAPO and the local offices and improvements to our financial aid application and notification processes.
- We are reviewing all contractor responses to the financial aid payments review we conducted earlier this year. We expect to ask for some refunds, although we do not expect repayments to be significantly large.
- As we mentioned last time, the Texas Workforce Commission will be back to visit us for its annual monitoring review on June 11, 2012.

## **Early Education and Care Committee**

### **May 15, 2012 Meeting Summary**

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The Early Education and Care Committee met on Tuesday, May 15, 2012 with committee Chair Bobbie Henderson presiding. Linda O'Black, Vice Chair; Allene Schmitt; Birgit Kamps; Bill Crouch; Scott Buchel; and John Hebert also attended the meeting. Staff provided the following updates:

- Financial Aid  
Workforce Solutions is providing financial assistance for child care expenses to about 13,000 families, with a daily enrollment of over 26,000 children. Current projections indicate that by September 30, 2012, we will spend 98% of the almost \$104 million available this year for assistance.
- Quality Projects  
Collaborative for Children continues to provide information and referral services for parents interested in finding quality early education and care providers, training and on-site technical assistance to child care centers, and resources for Texas Rising Star providers. As a part of its contract with the Board, CFC also helps identify local matching resources to fully draw down federal child care dollars available to our region. Collaborative for Children is on target to spend its budgeted contract amount of \$792,445.
- Additional Funds for Quality  
Texas Workforce Commission has provided us with an additional \$2.38 million for early education quality projects this year. After using about \$801,000 of that to assist the local contributors who identified the match necessary to draw the additional funds, we issued a request for proposals in order to obligate the remaining \$1.579 million. We received four proposals, and the Procurement Committee will consider recommendations for contracts at its May 30, 2012 meeting.
- Automated Attendance  
We continue to note some issues with the use of the automated attendance system required by the state. At some providers, few parents appear to be using the attendance cards. We have begun to work with the Financial Aid Payment Office and child care providers to identify issues and make corrections. Chair Henderson, Vice Chair O'Black, Mr. Hebert and Ms. Kamps stated that they would visit centers to see the attendance system in action.
- Importance of Early Education  
Chair Henderson discussed the release of the region's Report Card confirmed the

importance of providing quality education and care to children during the younger years. Vice Chair O'Black agreed and called attention to the United Way Bright Beginnings partnership and the Center for Houston's Future recent community indicators report.

Ms. Schmitt will work with Chair Henderson to discuss early education and care issues on the Board's Education committee.

## **Procurement Committee**

### **Early Education & Care Quality Projects**

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#### **Additional 2012 Funds**

The Texas Workforce Commission offered the Board additional 2012 funds to expand early education quality projects in the region. To obtain the approximately \$2.38 million in additional money, the Board, through its contractor Collaborative for Children, identified sufficient matching resources from multiple contributors.

#### **Quality Projects**

We provided slightly more than \$801,000 of the \$2.38 million to local match contributors for their use in quality projects. Those contributors receiving funds include: Brazosport College, the City of Houston, College of the Mainland, the San Jacinto College District, the University of Houston-Clear Lake, and Wharton County Junior College. We issued a request for proposals in order to commit the balance of \$1.579 million to projects that improve the quality of early education.

#### **Summary of Proposals**

We received four proposals requesting a total of \$1.97 million from the Collaborative for Children, Houston Area Urban League, Interfaith of the Woodlands, and Texas Association for the Education of Young Children.

- Collaborative for Children had the highest score in our review. CFC's projects will extend throughout the region and augment existing quality work it does for the Board. CFC has extensive experience in this area and has done good work for us. The proposed project will expand the current training and equipment grants and also provide in-depth professional expertise for child care centers in the Baytown and Independence Heights (northwest Harris County) communities.
- The Texas Association for the Education of Young Children is the state affiliate of the National Association for the Education of Young Children and provides training, legislative advocacy, grants and scholarships in support of its members and others to improve the quality of early education. TAEYC would use our funds to provide scholarships and a completion bonus to staff that train for and achieve a CDA certification and remain at their current teaching positions for a year.
- Houston Area Urban League carried out early education quality projects for us using Recovery Act dollars several years ago, and we were pleased with the results. The

proposed project will provide equipment, training, and coaching for Early Head Start, HISD Pre-K, and other community early education providers.

- Interfaith of the Woodlands currently is one of the three career office contractors for Workforce Solutions. It is also a significant provider of early education and care and family services in Montgomery County with experience in providing quality direct care. Interfaith would use funds to train staff and provide equipment for the early education centers it operates in Montgomery County.

## **Action**

The Procurement Committee recommendations will be e-mailed to members and presented at the Board meeting.

## Procurement Committee

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### Career Guidance and Planning System

#### Background

At its June 2011 meeting, the Board approved a \$4,225 six-month contract with Bridges Transition to pilot the Choices online career planning system. Following the test period, staff promised to bring back a recommendation about continuing to fund the service.

#### Current Situation

We purchased five licenses for Choices for use at three career offices, at the Placement Team call center and at wrksolutions.com.

At the conclusion of the pilot, data reports showed that 81% of the total users accessed Choices Planner through wrksolutions.com and only 9% at local offices or through contact with the staff on the Placement Team. Customers using our website created 562 portfolios in Choices. Almost 99% of all these portfolios were created by high school students and most of this use was in response to presentations made by Board or Workforce Solutions staff to high school classes.

Use reports also show that the majority of adults who used Choices began the career assessment test, but did not complete it.

Following is a brief summary of use by pilot site.

	Wrksolutions.com	Northline	Lake Jackson	Placement Team	Willowbrook	Total
<b>Sessions</b>	<b>3,348</b>	<b>93</b>	<b>54</b>	<b>614</b>	<b>42</b>	<b>4,151</b>
National Application sessions	15	0	0	8	1	24
Total pages viewed	69,188	2,381	1,308	10,421	754	84,052
Avg pages viewed per session	21	25	24	17	18	20
Portfolios	562	27	15	268	22	894
Career plans	24	7	7	28	5	71

Based on the use and customer response, we are recommending that we continue a limited contract with Bridges Transition for Choices online. We believe the availability of the system for use during career planning presentations to middle and high school students by Board and Workforce Solutions staff will offer a valued service for students and their teachers and counselors. Choices would continue to be available to students for some time after our initial presentation.

## **Action**

Recommend that the Board authorize staff to negotiate a two-year contract with Bridges Transition for one license Choices Planner in an amount not to exceed \$5,500.

**Gulf Coast Workforce Board**  
**System Performance**  
October 2011 through April 2012

## 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 21,806 employers this year which is about 16% of the 134,604 employers identified for the Gulf Coast area. Through April, we provided services to 11,915 employers.	16.2%	8.9%	11.7%
<u>Employer Loyalty</u> Our performance indicates our employer customers value our services and return to us for additional services. Of a possible 16,340 employers, 6,908 returned to Workforce Solutions for additional services.	55%	42.3%	54.5%



## 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.	2,000	2,952	2,236
<u>Customers employed by the 1st Qtr after exit</u> Reporting for three quarters (Oct 10 – June 11), 202,727 of the 297,013 customers who exited from services were employed in the quarter after exit.	79%	68.3%	66.8%

## Higher Real Incomes

Measure	Annual Target	Current Performance	Performance Last Year
<u>Exiters with Earnings Gains of at least 20%</u> Reporting for three quarters (April 10 – December 10), 98,045 of the 325,243 customers who exited had earnings gains of at least 20%.	41%	30.1%	25.5%

## A Better Educated Workforce

Measure	Annual Target	Current Performance	Performance Last Year
<u>Customers pursuing education diploma, degree or certificate who achieve one</u> Through April, 333 of the 2,926 customers pursuing an education diploma, degree or certificate achieved one.	36%	11.4.0%	40.8%

## 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, 2011, we are meeting or exceeding the target for six of ten current measures. The four measures we are not meeting are:

- Total Job Postings Filled. (Measures the percentage of job postings with at least one filled job opening as a percentage of all job postings.) The target for this measure is 32.2%. Our performance for three quarters (1/11-9/11) was 28.5%.
- Total Employer Success Rate. (Measures the percentage of employers with job postings with at least one filled job opening as a percentage of all employers with job postings.) The target for this measure is 49%. Our performance for three quarters (1/11-9/11) was 43.1%.
- Employer Workforce Assistance. (Measures the percentage of employers in the region receiving a service other than Labor Market Information.) The target for this measure is 16.2%. Our performance through April (10/11 – 4/12) was 9%.
- Youth Literacy/Numeracy Gains. (Measures the percentage of youth, deficient in one or more basic skills criteria, who make a minimum improvement annually after their first service.) The target for this measure is 35%. Our performance is 33.2%. We will meet the target for this measure.

The state will implement a new participation rate measure that will focus on how well we help customers receiving TANF benefits become employed. Currently 20.6% of customers with participation requirements are meeting these participation requirements by working in unsubsidized employment. The state has not set a target for this measure.

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

**GULF COAST WORKFORCE BOARD  
FINANCIAL STATUS REPORT  
For the Four Months Ended April 30, 2012**

	<b>ANNUAL BUDGET</b>	<b>BUDGET YEAR TO DATE</b>	<b>ACTUAL YEAR TO DATE</b>	<b>DOLLAR VARIANCE</b>
<b>WORKFORCE REVENUES</b>				
WORKFORCE REVENUES	172,158,975	57,386,325	58,693,844	(1,307,519)
<b>WORKFORCE EXPENDITURES</b>				
BOARD ADMINISTRATION	4,279,205	1,426,402	1,143,088	283,314
SYSTEM IT	537,387	179,129	68,697	110,432
EMPLOYER SERVICES	5,353,000	1,784,333	1,435,154	349,179
RESIDENT SERVICES	161,989,383	53,996,461	56,046,905	(2,050,444)
OFFICE OPERATIONS	36,731,509	12,243,836	14,292,383	(2,048,547)
FINANCIAL AID	124,382,874	41,460,958	41,238,805	222,153
SPECIAL PROJECTS	875,000	291,667	515,717	(224,050)
<i><b>TOTAL WORKFORCE EXPENDITURES</b></i>	<b>172,158,975</b>	<b>57,386,325</b>	<b>58,693,844</b>	<b>(1,307,519)</b>

**VARIANCE ANALYSIS**

Note: "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.

**For the Four Months Ended April 30, 2012**

	<b>budget ytd</b>	<b>actual ytd</b>
Workforce Revenues	57,386,325	58,693,844
Total Revenues	57,386,325	58,693,844
Board Administration	1,426,402	1,143,088
System IT	179,129	68,697
Employment Services	1,784,333	1,435,154
Resident Services	53,996,461	56,046,905
Office Operations	12,243,836	14,292,383
Financial Aid	41,460,958	41,238,805
Recovery Projects	291,667	515,717
Total Expenses	57,386,325	58,693,844

**FY10 YTD Workforce Revenues**

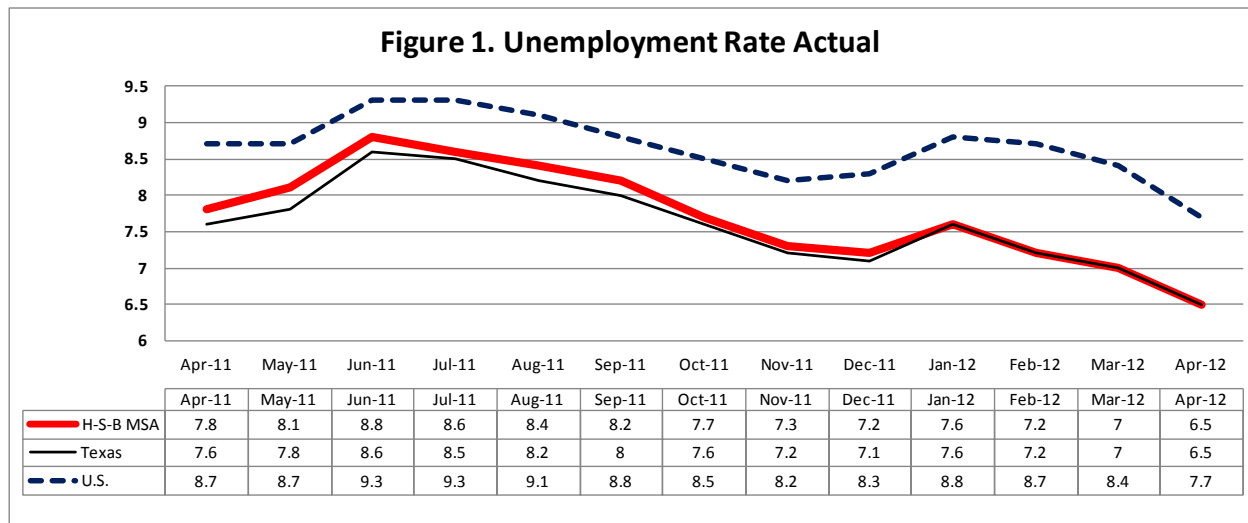
	<u>State</u>	<u>Federal</u>	<u>Total</u>
Jan-12	15,621,443		15,621,443
Feb-12	14,570,657		14,570,657
Mar-12	12,238,405		12,238,405
Apr-12	14,168,849		14,168,849
May-12			0
Jun-12			0
Jul-12			0
Aug-12			0
Sep-12			0
Oct-12			0
Nov-12			0
Dec-12			0
Totals	<u>56,599,354</u>	<u>0</u>	<u>56,599,354</u>

Remarks: ES program revenue \$2,094,552 from TWC FS-9 report doesn't include in Workforce Board revenue journal.

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

Visit our website at [www.wrksolutions.com](http://www.wrksolutions.com)

THE RATE OF UNEMPLOYMENT IN THE HOUSTON-SUGAR LAND-BAYTOWN-METROPOLITAN STATISTICAL AREA (H-S-B MSA) DROPPED ONE-HALF OF A PERCENTAGE TO 6.5 PERCENT IN APRIL. This is the first time the unemployment rate has been below seven percent since April 2009. The current rate is down considerably from a peak of 8.8 percent in June 2011. Unemployment in the H-S-B MSA is the same as the state's rate but lower than the nation's 7.7 percent rate, see figure 1.

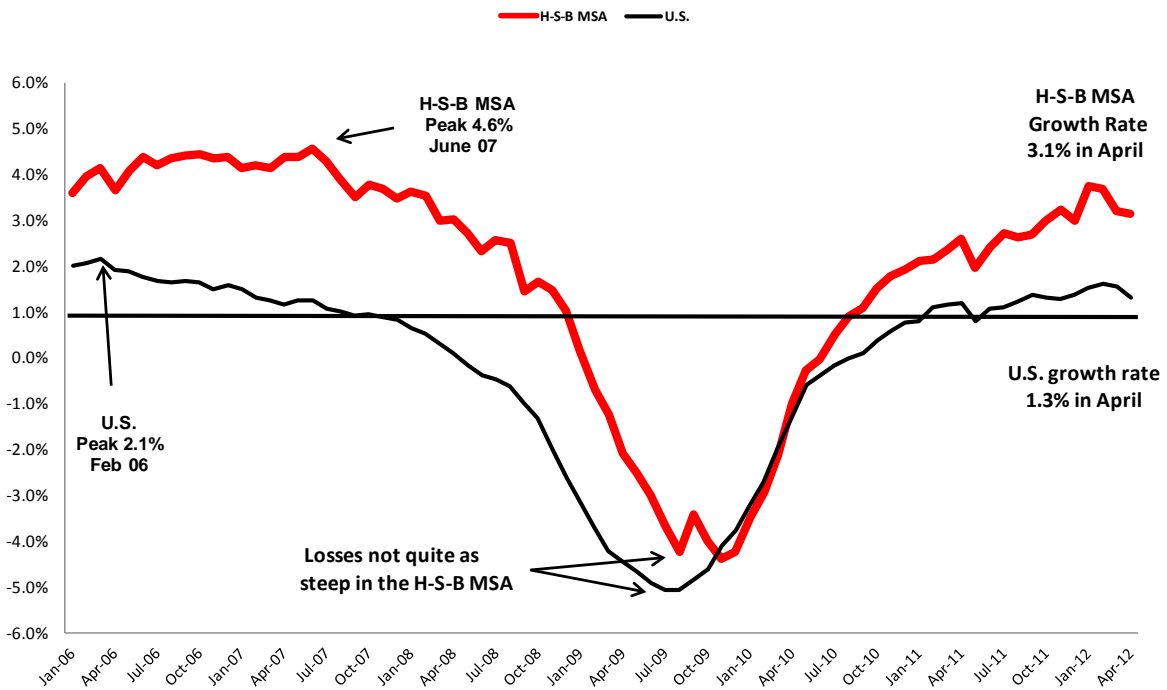


THE HOUSTON-SUGAR LAND-BAYTOWN MSA ADDED 15,900 OVER THE MONTH. The increase was made possible by a burst of hiring in Construction and strong seasonal hiring in Leisure and Hospitality. While April's job gains were strong they did not quite meet last year's unprecedented increase of 18,500 jobs resulting in a drop in the rate of over-the-year job growth from 3.3 percent to 3.1 percent, an increase of 81,200 jobs. Although the rate of over-the-year growth has fallen six-tenths of a percentage point over the past two months this is the strongest first four months for the H-S-B MSA on record going back to 1991. Many private sectors continue to see healthy over-the-year job gains, not only those with ties to oil and gas exploration but other industries tied to population growth. Job growth over the past year has been strongest in Mining and Logging, Healthcare, Manufacturing, Employment Services, Retail Trade, Food Services and Drinking Places, and Other Services. The public sector continues to struggle with budget constraints and has reported over-the-year losses for the last fourteen months where most of the losses were tied to education at the state and local level. With strong oil prices, an improving real estate market, and steady international trade, the outlook for the H-S-B MSA remains optimistic.

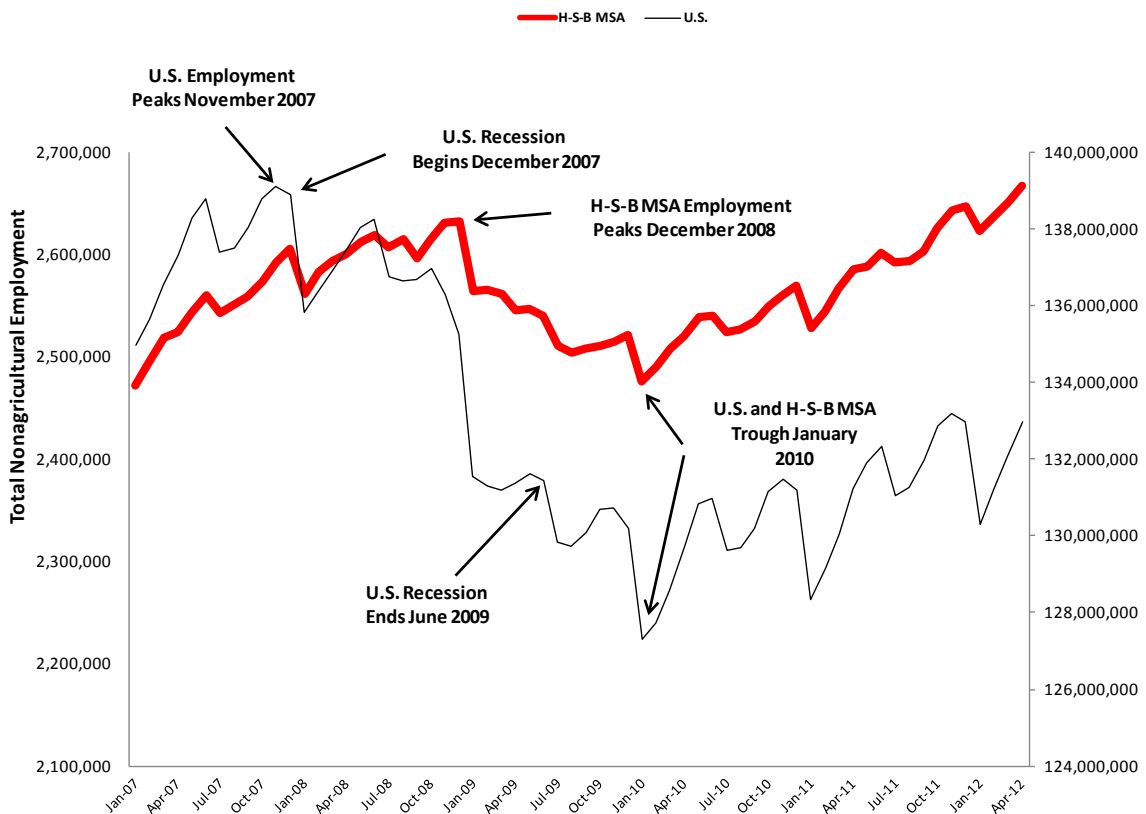
Seasonally adjusted data for the H-S-B MSA and U.S. seen in figure 4 provides an additional view of employment removing the erratic seasonal movement. Note that the H-S-B MSA recovered all jobs lost since the beginning of the recession by November 2011. The U.S. still needs to recover more than 5,000,000 jobs to reach pre-recession levels.

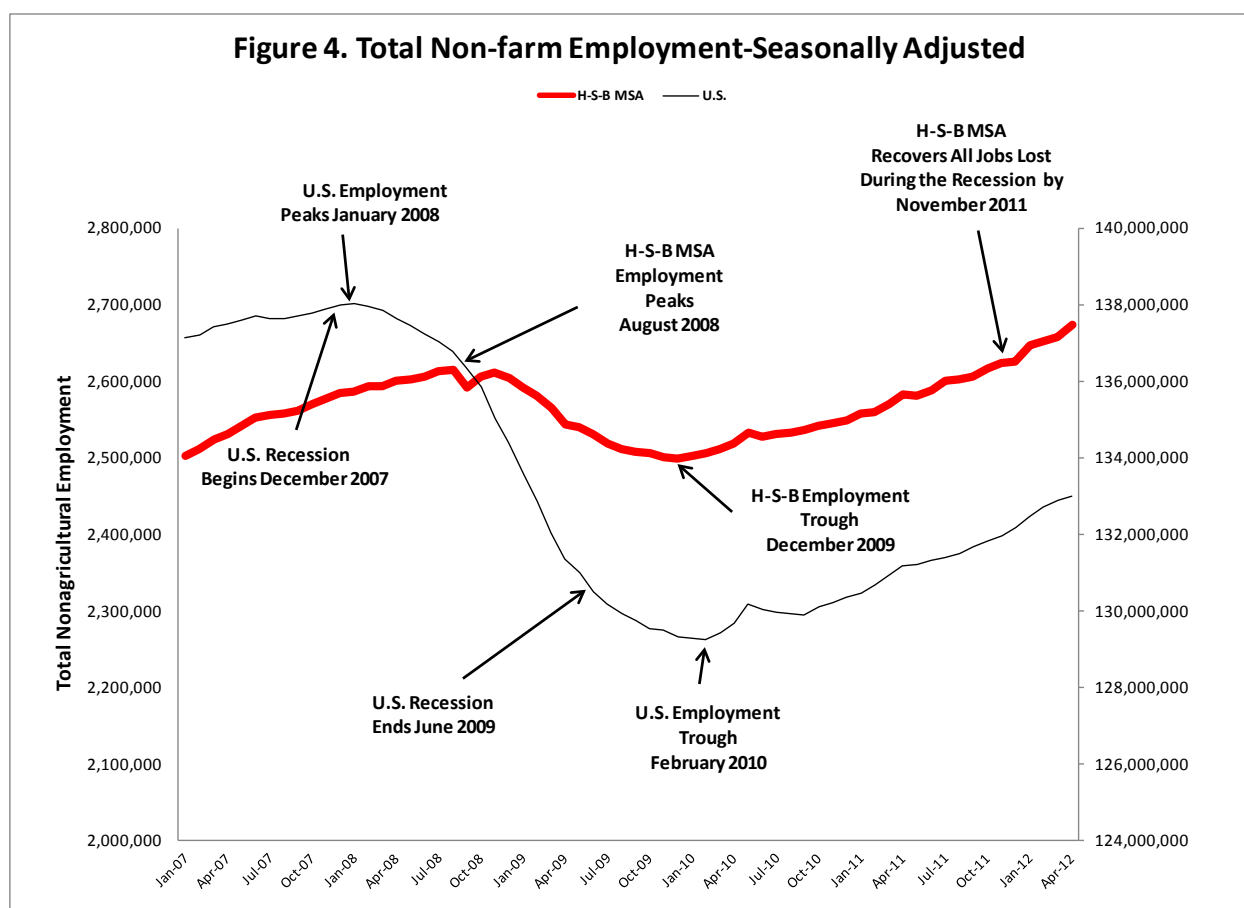
Additional details by super sector provided beginning on page 3.

**Figure 2. Current Employment Statistics  
Actual Over-The-Year Increase/Decrease**



**Figure 3. Total Non-farm Employment-Actual**

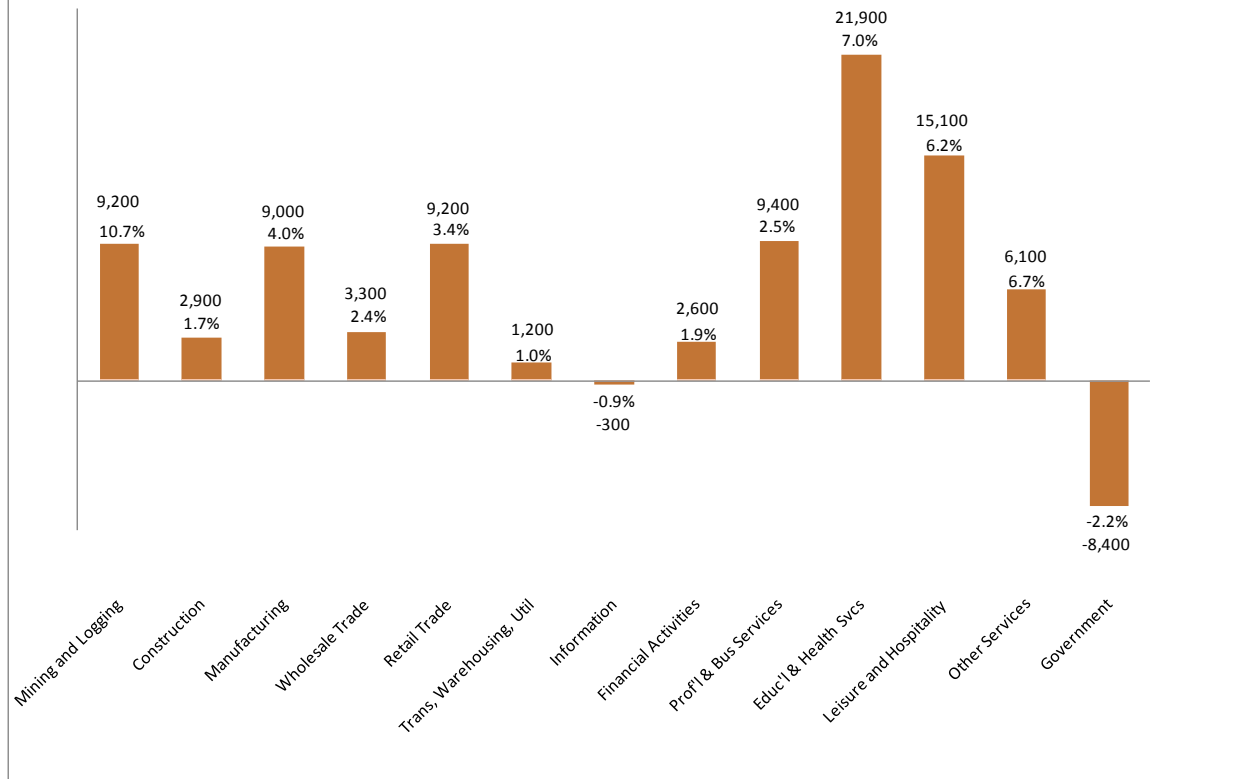




**Mining and Logging** increased payrolls by 300 jobs in April and continues to report strong over-the-year job growth, up 9,200 jobs or 10.7 percent, see figure 5. Support Activities for Mining was up 3,400 jobs or 9.2 percent over the year and Oil and Gas Extraction was up 4,000 jobs or 8.4 percent over the year. The average weekly U.S. rig count fell slightly to 1,958 and the number of active rigs in the Gulf of Mexico returned to pre-moratorium levels in April. Eagle Ford and other shale regions continue to be major sources of activity. Oil drilling continues to displace gas drilling as producers take advantage of high oil prices. Skilled labor shortages continue to mount and are increasingly a constraint to growth in the industry.

**Construction** had an unprecedented increase of 5,200 jobs in April, up 3.1 percent. While April gains were across the board, the strongest increase was at Specialty Trade Contractors, up 4,400 jobs or 5.6 percent. Overall recovery in Construction continues to be anemic with 37,500 fewer jobs than there were at the beginning of the recession. The super sector is posting an increase of 2,900 jobs over-the-year, up 1.7 percent. The over-the-year increase was made possible by a gain of 2,400 jobs, up 6.2 percent, in Heavy and Civil Engineering Construction, and 900 jobs, up 1.9 percent, in Construction of Buildings. Specialty Trade Contractors continued to report a slight loss of 400 jobs in April, down 0.5 percent. Metrostudy indicates that according to their survey participants that account for around 72 percent of the market in Houston new home starts were up 26 percent over the first quarter in comparison to 2011.

**Figure 5. Houston-Sugar Land-Baytown MSA  
Annual Change April 2011 to April 2012**



**Manufacturing** continued to add jobs in April but not at the rapid pace seen in the previous two months, up 700 jobs or 0.3 percent. Nearly all of the increase was in Durable Goods Manufacturing, up 600 jobs. The super sector was up 9,000 jobs or 4.0 percent over the year, see figure 5. Most of the increase was at manufacturers of durable goods with the largest gain found in Fabricated Metal Product Fabricating where many companies that support the energy sector are found, up 4,800 jobs or 9.8 percent. Employment in Nondurable Goods Manufacturing was unchanged from one year ago. Demand for oil field and gas equipment continues to be strong. The recent shale boom and its resulting cheap gas prices should be a big boost to the Gulf Coast with several petrochemical companies making plans for new plants or expansions in the region. The Houston Purchasing Managers Index was 59.1 in April. Any index over 50 indicates production gains over the near term.

**Trade Transportation & Utilities** added 900 jobs in April primarily due to a gain of 1,200 jobs in Retail Trade. The super sector was up 13,700 jobs or 2.6 percent over the year. Most of the increase was in Retail Trade, up 9,200 jobs or 3.4 percent over the year, and Wholesale Trade, up 3,300 jobs or 2.4 percent over the year. Transportation Warehousing and Utilities was reporting an increase of 1,200 jobs over the year, up 1.0 percent. While Air Transportation was down 2,300 jobs or 10.5 percent, Utilities, Truck Transportation, and Pipeline Transportation were reporting positive over-the-year increases.

Employment in **Information** was down 300 jobs or 0.9 percent over the year, see figure 5. 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** reported its first over-the-month increase of the year, up 2,200 jobs or 1.6 percent in April. Nearly all of April's increase was in Finance and Insurance, up 2,000 jobs or 2.2 percent. The super sector is up 2,600 jobs or 1.9 percent over the year, see figure 5, where once again most of the increase was in Finance and Insurance, up 2,500 jobs or 2.8 percent. Financial firms reported a modest uptick in loan demand and several regional banks noted energy-related activity was robust. Outlooks were generally more optimistic than at year-end 2011. Nonresidential real estate activity continues to pick up. Demand from the energy sector is driving moderate gains on leasing for office and industrial space.

Job gains in **Professional and Business Services** have been weak over the last several months, up 900 jobs or 0.2 percent in April. Most of April's increase was in Employment Services where staffing firms are found, up 1,200 jobs or 1.7 percent. The pace of over-the-year job growth in Professional and Business Services has weakened considerably from 6.0 percent in January to 2.5 percent in April, an increase of 9,400 jobs, see figure 5. Most areas within the super sector continue to report positive job gains with strongest growth found in Employment Services, up 8,500 jobs or 13.0 percent. Staffing firms report demand softened slightly towards the end of March but demand has been holding steady for skilled accounting and IT professionals. Accounting, Tax Preparation, Bookkeeping, and Payroll Services continues to report an over-the-year decline, down 1,200 jobs or 6.1 percent from April 2011. Demand for professional and business services has been solid and outlooks for 2012 are optimistic despite a recent slowing in the pace of hiring.

**Education and Health Services** experienced a slight loss of 400 jobs in April as a result of declines in Health Care and Social Assistance. The super sector continues to report strong over-the-year growth, up 21,900 jobs or 7.0 percent from April 2011, see figure 5. Strongest job gains were in Ambulatory Health Care Services, up 15,200 jobs or 12.0 percent. Educational Services was up 1,700 jobs or 4.0 percent over the year. An aging population and a population growth rate that more than doubles that of the nation is responsible for growth in the super sector.

**Leisure and Hospitality** added 4,300 jobs in April, up 1.7 percent, and overall job growth in the super sector continues to be strong, up 15,100 jobs or 6.2 percent over the year, see figure 5. Most of the new jobs are found in Food Services and Drinking Places, up 13,700 jobs or 7.0 percent. Accommodation was reporting an increase of 800 jobs over the year, up 3.9 percent, and Arts, Entertainment, and Recreation was up 600 jobs or 2.2 percent over the year. Like many other industries in the H-S-B MSA, population growth continues to be the driving factor to job gains in the super sector.

**Other Services** added 1,700 jobs in April, up 1.8 percent, and was up 6,100 jobs or 6.7 percent over the year, see figure 5. 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.

Employment in **Government** remained virtually unchanged in April despite an increase of 5,700 jobs in Local Government Educational Services. Changes in estimation procedures by the Bureau of Labor Statistics (BLS) have resulted in more volatile estimates and historical hiring patterns suggest that the increase in Local Government Educational Services more likely occurred in February and March. Government continues to struggle with budget constraints and has reported over-the-year losses for the last fourteen consecutive months, currently down 8,400 jobs or 2.2 percent, see figure 5. Most of the decline was in Local Government, down 6,800 jobs or 2.4 percent from April 2011 where 4,600 of the jobs lost were in Local Government Educational Services.

# NONAGRICULTURAL EMPLOYMENT

## Houston-Sugar Land-Baytown MSA

	APR 2012	Month Change		Year Change	
		Net	Percent	Net	Percent
Total Nonfarm	2,666,900	15,900	0.6%	81,200	3.1%
Total Private	2,291,800	15,800	0.7%	89,600	4.1%
Goods Producing	501,600	6,200	1.3%	21,100	4.4%
..Mining and Logging	95,000	300	0.3%	9,200	10.7%
...Oil and Gas Extraction	51,700	100	0.2%	4,000	8.4%
...Support Activities for Mining	40,400	200	0.5%	3,400	9.2%
..Construction	172,500	5,200	3.1%	2,900	1.7%
...Construction of Buildings	47,600	400	0.8%	900	1.9%
...Heavy and Civil Engineering Construction	41,400	400	1.0%	2,400	6.2%
...Specialty Trade Contractors	83,500	4,400	5.6%	-400	-0.5%
..Manufacturing	234,100	700	0.3%	9,000	4.0%
...Durable Goods	157,300	600	0.4%	9,000	6.1%
....Fabricated Metal Product Manufacturing	53,700	600	1.1%	4,800	9.8%
....Machinery Manufacturing	50,800	200	0.4%	4,500	9.7%
....Agriculture, Construction, and Mining Machinery Manufacturing	36,900	200	0.5%	2,700	7.9%
...Computer and Electronic Product Manufacturing	19,600	0	0.0%	400	2.1%
...Non-Durable Goods	76,800	100	0.1%	0	0.0%
...Petroleum and Coal Products Manufacturing	12,200	0	0.0%	100	0.8%
...Chemical Manufacturing	34,600	200	0.6%	700	2.1%
Service Providing	2,165,300	9,700	0.4%	60,100	2.9%
..Private Service Providing	1,790,200	9,600	0.5%	68,500	4.0%
..Trade, Transportation, and Utilities	538,900	900	0.2%	13,700	2.6%
...Wholesale Trade	138,100	-700	-0.5%	3,300	2.4%
....Merchant Wholesalers, Durable Goods	81,900	-300	-0.4%	3,000	3.8%
....Professional and Commercial Equipment and Supplies Merchant	10,200	-100	-1.0%	-200	-1.9%
....Merchant Wholesalers, Nondurable Goods	39,000	-100	-0.3%	300	0.8%
...Retail Trade	276,300	1,200	0.4%	9,200	3.4%
....Motor Vehicle and Parts Dealers	33,000	0	0.0%	400	1.2%
....Building Material and Garden Equipment and Supplies Dealers	19,900	200	1.0%	-700	-3.4%
....Food and Beverage Stores	57,000	600	1.1%	1,700	3.1%
....Health and Personal Care Stores	17,300	200	1.2%	600	3.6%
....Clothing and Clothing Accessories Stores	30,000	0	0.0%	1,300	4.5%
....General Merchandise Stores	59,000	200	0.3%	-300	-0.5%
.....Department Stores	22,500	0	0.0%	-600	-2.6%
.....Other General Merchandise Stores	36,500	200	0.6%	300	0.8%
...Transportation, Warehousing, and Utilities	124,500	400	0.3%	1,200	1.0%
...Utilities	17,000	300	1.8%	1,000	6.3%
.....Air Transportation	19,700	0	0.0%	-2,300	-10.5%
.....Truck Transportation	22,600	200	0.9%	1,000	4.6%
.....Pipeline Transportation	10,700	0	0.0%	400	3.9%
..Information	31,400	0	0.0%	-300	-0.9%
...Telecommunications	15,600	0	0.0%	-500	-3.1%
..Financial Activities	139,400	2,200	1.6%	2,600	1.9%
...Finance and Insurance	91,000	2,000	2.2%	2,500	2.8%
....Credit Intermediation and Related Activities	42,300	100	0.2%	200	0.5%
.....Depository Credit Intermediation	29,200	200	0.7%	600	2.1%
....Securities, Commodity Contracts, and Other Financial Investment	13,500	100	0.7%	400	3.1%
....Insurance Carriers and Related Activities	29,700	100	0.3%	100	0.3%
...Real Estate and Rental and Leasing	48,400	200	0.4%	100	0.2%

## NONAGRICULTURAL EMPLOYMENT

### Houston-Sugar Land-Baytown MSA

	APR 2012	Month Change		Year Change	
		Net	Percent	Net	Percent
..Professional and Business Services	388,200	900	0.2%	9,400	2.5%
...Professional, Scientific, and Technical Services	188,700	200	0.1%	7,000	3.9%
....Legal Services	23,100	0	0.0%	200	0.9%
....Accounting, Tax Preparation, Bookkeeping, and Payroll Services	18,600	-500	-2.6%	-1,200	-6.1%
....Architectural, Engineering, and Related Services	62,800	0	0.0%	3,000	5.0%
....Computer Systems Design and Related Services	26,300	300	1.2%	1,600	6.5%
...Management of Companies and Enterprises	21,000				
...Administrative and Support and Waste Management and Remediation Services	178,500	700	0.4%	1,900	1.1%
....Administrative and Support Services	168,300	600	0.4%	-300	-0.2%
.....Employment Services	73,800	1,200	1.7%	8,500	13.0%
.....Services to Buildings and Dwellings	41,500	1,100	2.7%	200	0.5%
..Educational and Health Services	336,000	-400	-0.1%	21,900	7.0%
...Educational Services	44,700	0	0.0%	1,700	4.0%
...Health Care and Social Assistance	291,300	-400	-0.1%	20,200	7.5%
....Ambulatory Health Care Services	141,600	200	0.1%	15,200	12.0%
....Hospitals	76,300	-200	-0.3%	3,300	4.5%
..Leisure and Hospitality	258,700	4,300	1.7%	15,100	6.2%
...Arts, Entertainment, and Recreation	27,300	600	2.2%	600	2.2%
...Accommodation and Food Services	231,400	3,700	1.6%	14,500	6.7%
....Accommodation	21,300	200	0.9%	800	3.9%
....Food Services and Drinking Places	210,100	3,500	1.7%	13,700	7.0%
..Other Services	97,600	1,700	1.8%	6,100	6.7%
Government	375,100	100	0.0%	-8,400	-2.2%
.Federal Government	27,300	0	0.0%	-600	-2.2%
.State Government	73,500	0	0.0%	-1,000	-1.3%
..State Government Educational Services	40,200	100	0.2%	-1,100	-2.7%
.Local Government	274,300	100	0.0%	-6,800	-2.4%
..Local Government Educational Services	193,400	5,700	3.0%	-4,600	-2.3%

### UNEMPLOYMENT RATE

	APR 2012	MAR 2012	APR 2011
H-S-B MSA	6.5	7.0	7.8
Texas (Actual)	6.5	7.0	7.8
United States (Actual)	7.7	8.4	8.7

**Houston-Sugar Land-Baytown MSA:** Includes Austin, Brazoria, Chambers, Ft. Bend, Galveston, Harris, Liberty, Montgomery, and San Jacinto & Waller Counties. Houston-Baytown-Sugar Land MSA CES data series are benchmarked to March 2011 levels and are estimated by the U.S. Department of Labor, Bureau of Labor Statistics. 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.