



WORKFORCE SOLUTIONS
of the Coastal Bend

Board of Directors Meeting

February 20, 2020

3:00 pm

Staples Career Center
520 N. Staples Street
Conference Room #1
Corpus Christi, TX

www.workforcesolutionscb.org

Strategic Goals

- Establish and Strengthen Partnerships
- Effectively/Efficiently Target Rural Area Services
- Increase Workforce Awareness
- Expand Innovative Services to Business
- Explore New Revenue Opportunities
- Improve Internal Efficiencies
- Refine Board Culture

Mission Statement

At Workforce Solutions of the Coastal Bend, we invest in our regional economic success through access to jobs, training, and employer services.

Value Statement

Accountability – We address our customers and co-workers in a positive manner that elevates their spirit and creates a professional, supportive workplace for staff, job seekers, and employers.

Teamwork – We combine our individual talents for the benefit of the mission and common goals leveraging our unique abilities and contributions.

Trust – We consistently deliver on our commitments to our customers and co-workers to establish strong, sustainable relationships.

Integrity – We are honest, supportive, candid in addressing difficult issues, and willing to share success to demonstrate respect and consideration for our customers and co-workers.

Tenacity – We resist giving up when the going gets tough and support our customers and co-workers in seeing that issues are resolved and the job gets done.

Understanding – We are serious and passionate about delivering our services with compassion and empathy.

Dignity – We interact with customers and co-workers professionally regardless of their backgrounds, experience, and circumstances to reflect our commitment as public servants.

Enthusiasm – We recognize the importance and value of our work and know that every day we have the opportunity to help build the economic success of our regional economy.

Disclosure and Declaration of a Conflict of Interest

Conflicts of Interest and the appearance of Conflicts of Interest shall be reported according to Board Administrative Policies #1.0.101.00 - Standards of Conduct and Conflict of Interest; and #1.0.105.00 - Reporting Conflict of Interest, Fraud, and Abuse, which were adopted by the Board of Directors on April 26, 2007.

Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee is in a decision-making position and has a direct or indirect interest, particularly a financial interest, that influences the individual's ability to perform job duties and fulfill responsibilities.

Appearance of a Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee's action appears to be:

- influenced by considerations of one or more of the following: gain to the person, entity, or organization for which the person has an employment interest, substantial financial interest, or other interest, whether direct or indirect (other than those consistent with the terms of the contract), or;
- motivated by design to gain improper influence over the Commission, the Agency, the Board, or the Board's Chief Elected Officials.

Code of Ethics

The Workforce Solutions Code of Ethics is a guide for dealing with ethical matters in the workplace and in our relationship with our clients and members of the community.

- We believe in respect for the individual.
- We believe all persons are entitled to be treated with respect, compassion and dignity.
- We believe in openness and honesty in dealing with the general public, the people we serve, and our peers.
- We believe in striving for excellence.
- We believe in conducting ourselves in a way that will avoid even the appearance of favoritism, undue influence or impropriety, so as to preserve public confidence in our efforts.

XII. Discussion and Possible Action on the Employment Agreement for the President/CEO (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.074: Personnel Matters):19
(Reviewed and Approved for recommendation by Executive and Finance Committee on February 13, 2020)

XIII. Consent Agenda Action Items: *(a note on Consent Agenda items is included at the end of this agenda)*:.....20

- 1. Policy 4.0.101.11 – Support Services.....21-30
- 2. Policy 4.1.104.05 – Individual Training Accounts (ITA)31-39
(Recommended for approval at the February 6, 2020 Workforce Services Committee)

XIV. Information Only:

- 1. Monitoring Report: *Larry Peterson*40-42
- 2. Financial Report: *Shileen Lee*.....43-46
- 3. HR Update: *Shileen Lee*.....47
- 4. Facilities Update: *Amy Villarreal*.....48
- 5. Update on Future Procurements and Contract Renewals: *Robert Ramirez*.....49-69
- 6. Performance Measure Update: *Andrea Byrd*.....70-75

XV. Adjournment

Note: Except for expressly authorized closed sessions, meetings, discussions, and deliberations of the Board or Committees will be open to the public. Voting in all cases will be open to the public. Board members are advised that using personal communication devices to discuss Committee and Board business during the meeting may be a violation of the Texas Open Meetings Act. Such communications also may be subject to the Texas Public Information Act.

Closed Session Notice. PUBLIC NOTICE is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code. In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

Consent Agenda. Items listed under the Consent Agenda have previously been reviewed and recommended for action by one or more Committees of the Board of Directors. All items listed under the Consent Agenda are ready for action by the full Board of Directors; however, a Board member can request that any item be pulled from the Consent Agenda for further review and discussion.

A proud partner of the  network

Equal Opportunity Employer/Program

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

Deaf, hard-of-hearing or speech impaired customers may contact

Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988 or 7-1-1 (voice)

Workforce Solutions Board of Directors
Roll Call Roster
February 20, 2020

- _____ Gloria Perez, **Chair**; Private Sector – City of Corpus Christi
- _____ Afuso, Mary; Post-Secondary Education – City of Corpus Christi
- _____ Allsup, Gary; Public Assistance Agency – City of Corpus Christi
- _____ Bowen, Sandra Julia; Private Sector – Jim Wells County
- _____ Cantu, Arnoldo; Private Sector – Duval County
- _____ Collin, Rosie, **Secretary**; Private Sector – City of Corpus Christi
- _____ De Los Santos, Ray; Private Sector – Refugio County
- _____ Florence, Tracy; CBO – Bee County
- _____ Flower, Michelle; Private Sector – City of Corpus Christi
- _____ Garza, Sara; Public Employment Service – City of Corpus Christi
- _____ Gatewood, Jesse; Organized Labor – Nueces County
- _____ Giesler, Randy; Private Sector – Live Oak County
- _____ Gleason, Mary; Literacy Council – City of Corpus Christi
- _____ Gonzalez, Jr., Victor, **Past Chair**; Private Sector – City of Corpus Christi
- _____ Goodwine, Vince, **Parliamentarian**; Private Sector – Nueces County
- _____ Hunter, Ofelia, CBO/OL – Jim Wells County
- _____ Jones, Parrish; Private Sector – City of Corpus Christi
- _____ Keener, Marcia; CBO – San Patricio County
- _____ Kelley, Kari; Private Sector – Aransas County
- _____ Lopez, Omar; Private Sector – City of Corpus Christi
- _____ Nelson, Travis, Private Sector – City of Corpus Christi
- _____ Owen, John W., **Vice Chair**; Vocational Rehabilitation Agency – City of Corpus Christi
- _____ Puig, Marc Dr., Adult Basic & Cont. Ed – Bee County
- _____ Ramirez, Carlos; Private Sector – Kleberg County
- _____ Rodriguez, Jr., Cleo; Economic Development – City of Corpus Christi
- _____ Salazar, Manny; CBO – Kleberg County
- _____ Sample, Edward; Private Sector – City of Corpus Christi
- _____ Soliz-Garcia, Velma, **Treasurer**; – Education Agency – San Patricio County
- _____ Temple, Susan, Private Sector – San Patricio County
- _____ Unda, C. Michelle; Private Sector – City of Corpus Christi
- _____ Wilson, Catrina – CBO – City of Corpus Christi

Signed

Printed Name

MINUTES

Workforce Solutions of the Coastal Bend – Annual Board of Directors Meeting Omni Corpus Christi Hotel, 900 Shoreline Boulevard, Corpus Room A Corpus Christi, TX December 12, 2019 - 3:00 pm

Board Members

Present

Victor M. Gonzalez, Jr., Chair; ps – City of CC
Velma Soliz-Garcia, Vice Chair; ed – San Patricio County
Gary Allsup; public assistance – City of CC
Sandra Julia Bowen; private sector – Jim Wells County
Arnoldo Cantu; private sector – Duval County
Rosie Collin; private sector – Nueces County
Ray De Los Santos; private sector – Refugio County
Tracy Florence; CBO – Bee County
Michelle Flower; private sector – City of Corpus Christi
Sara Garza; public employment service – City of CC
Jesse Gatewood; organized labor – Nueces County
Mary Gleason; literacy council – City of CC

Vince Goodwine, private sector – Nueces County
Marcia Keener; CBO – San Patricio County
Kari Kelley; private sector – Aransas County
Travis Nelson; private sector – City of CC
John Owen, Treasurer; vocational rehab. – City of CC
Gloria Perez, Past Chair; private sector – City of CC
Carlos Ramirez; private sector – Kleberg County
Cleo Rodriguez, Jr.; economic devel – City of CC
Edward Sample; ps & vet rep. – City of CC
C. Michelle Unda; private sector – City of CC
Catrina Wilson; CBO – City of CC

Absent

Mary Afuso; post-secondary education – City of CC
Randy Giesler; private sector - Live Oak County
Ofelia Hunter; CBO/OL – Jim Wells County
Parrish Jones, Secretary; private sector – City of CC

Omar Lopez; private sector – City of CC
Marc Puig; Adult Basic & Cont. Ed – Bee County
Manny Salazar; CBO – Kleberg County
Susan Temple; private sector – San Patricio County

Vacancies

Private Sector – Kenedy County

CEO Council Members

Present

Judge Jim Huff, Lead CEO; Live Oak County
Judge David Krebs; San Patricio County
Mayor Joe McComb; City of Corpus Christi
Judge Eric Ramos; Brooks County
Judge Gilbert N. Saenz; Duval County

Absent

Judge Robert Blaschke; Refugio County
Judge Barbara Canales; Nueces County
Judge Rudy Madrid; Kleberg County
Judge C. H. “Burt” Mills, Jr.; Aransas County
Judge Stephanie A. Moreno; Bee County
Judge Juan Rodriguez, Jr.; Jim Wells County
Judge Louis E. Turcotte, III; Kenedy County

Others Present

Ken Trevino, WS President/CEO
Amy Villarreal, WS Chief Operating Officer
Shileen Lee, WS Chief Financial Officer
Alba Silvas, WS Director of Programs & Planning
Robert Ramirez, WS Procurement & Contracts Specialist
Larry Peterson, WS Internal Auditor EO/504 Coordinator
Kimberlee Mbulo, WS Accountant II
Pam Ross, WS Contract Manager
Andrea Byrd, WS Contract Manager
Catherine Cole, WS Contract Manager
Andrea Byrd, WS Contract Manager
Shelby Simms, WS Resource and Worksite Coordinator
Jennifer Ledford, WS Student HireAbility Navigator
Monika De La Garza, WS Public Relations Manager
Rufino Martinez, WS Outreach Analyst
Xena Mercado, WS Design & Digital Content Specialist
Denise Woodson, WS Director of Child Care Programs
Christina Miller, WS Child Care Quality Program Spec.
Vicki Stonum, WS Child Care Quality Services Liaison
Serafin Leal, WS Network Administrator

Heather Cleverley, WS Exec. Coord. to President/CEO
Janet Neely, WS Administrative Assistant
Tyner Little, Nueces County
Frederick J. McCutcheon, Legal Counsel
Angela Garcia, City of Freer
Ramsey Olivarez, C2GPS, LLC
Shelly Key, C2GPS, LLC
Rita Soto, C2GPS, LLC
Ricardo Munoz, C2GPS, LLC
Robert Gonzales, C2GPS, LLC
Robert Reyna, C2GPS, LLC
Hope Rangel, C2GPS, LLC
Sandra Perez, C2GPS, LLC
Kristi Vidaure, C2GPS, LLC
Dee Dee Arizmendez, C2GPS, LLC
Joshua Sosa, C2GPS, LLC
Angie Garcia, C2GPS, LLC
Karen Casey, Texas Veterans Commission
Kenia Dimas, BakerRipley
Dale Hoyt, Unique HR

Ernie Everett, WS IT Assistant
Ruben Gonzalez, WS IT Assistant

Eileen Longoria, Texas Workforce Solutions -VRS
Sandra Bowen, LJA Engineering

I. Call to Order

Mr. Gonzalez called the meeting to order at 3:01 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Announcement on Disclosure of Conflicts of Interest

Attention was called to the Disclosure and Declaration of Conflict of Interest guidelines and disclosures were requested at this time. None were made.

IV. Public Comments

Mr. Ramsey Olivarez, Chief Innovation and Performance Officer of C2 Global Professional Services, LLC introduced Ms. Shelly Key, Managing Director of C2 Global Professional Services, LLC. Mr. Olivarez thanked the Board of Directors and Workforce Solutions of the Coastal Bend for giving C2 Global Professional Services, LLC the opportunity to serve the community.

V. Board Comments

There were no Board comments.

VI. Discussion and Possible Action on Minutes of the September 26, 2019 Board of Directors Meeting

Ms. Perez moved to approve the minutes of the September 26, 2019 Board of Directors meeting. The motion was seconded and passed.

VII. CEO Council Report

Judge Huff offered greetings on behalf of the Chief Elected Officials Council. He expressed appreciation for the Board of Directors and staff that have made this organization a nationally recognized model. He provided a report on CEO Council meetings and actions during 2019.

VIII. Chairman's Report

Mr. Gonzalez expressed gratitude to Mr. Trevino for his leadership and hard work.

Mr. Gonzalez welcomed those in attendance, and recognized City of Corpus Christi Mayor Joe McComb; Live Oak County Judge Jim Huff; Brooks County Judge Eric Ramos; Duval County Judge Gilbert Saenz and San Patricio County Judge David Krebs.

Recognition of Board Directors

Mr. Gonzalez recognized the Board of Directors for their dedication, hard work and support throughout the year.

Recognition of Service Providers

Mr. Gonzalez recognized Service Providers BakerRipley (Mr. Neal Hanson and Ms. Kenia Dimas) and C2 Global Professional Services, LLC (Mr. Chakib Chahadi and his team).

Recognition of Board Professional Staff

Mr. Gonzalez recognized Board Professional Staff and thanked them for their work on a daily basis for the organization.

Welcome New Board Members

Mr. Gonzalez welcomed new Board members Ofelia Hunter, Board Member with Boys and Girls Club; Travis Nelson, Chief Financial Officer with Kleberg Bank; Susan Temple, Regional Human Resource Manager with Chemours; and Dr. Marc Puig, Superintendent Bee ISD with Beeville ISD.

Hiring Red, White & You! Statewide Job Fair

Mr. Gonzalez stated that the statewide job fair for veterans on November 9 was very successful. The number of veterans attending continues to increase, and the staff support is outstanding. Mayor Joe McComb and Texas Veterans Commission Chair Eliseo "Al" Cantu, Jr., State Representative Todd Hunter, Chief Legal Counsel Les Trobman and Ms. Perez attended the event.

Annual Texas Workforce Conference

Mr. Gonzalez stated that he attended the TAWB meeting during the annual Texas Workforce Conference in Grapevine along with other Workforce Board Chairs. Mr. Gonzalez stated Workforce Solutions of the Coastal Bend won the 2019 Service to Business Award for the WE Summit of \$30,000 and 1st place for the 2019 Texas HireAbility Award of \$50,000.

Mr. Gonzalez stated he would like to give his sincere to all Board members and looks forward to another successful year. Mr. Gonzalez thanked Board staff and Board members for their service.

IX. Year-In-Review Committee Reports

Child Care Services

Ms. Keener provided a year-in-review report for the Child Care Services Committee (included on pages 13-14 of the December 12 agenda packet).

Mr. Trevino introduced Tyner Little representing Nueces County Judge Canales.

Public Relations

Mr. Gatewood provided a year-in-review report for the Public Relations Committee (included on pages 15-18 of the December 12 agenda packet).

Mr. Gonzalez recognized Mr. Gatewood for being appointed to the Texas Workforce Investment Council by Governor Greg Abbott.

Workforce Services

Ms. Soliz-Garcia provided a year-in-review report for the Workforce Services Committee (included on pages 19-20 of the December 12 agenda packet).

Ad Hoc Nominating

Dr. Gleason provided a report on the October 23, 2019 Ad Hoc Nominating Committee meeting (included on page 21 of the December 12 agenda packet). After a review of the Bylaws, committee structures and attendance records, the Committee approved the nomination of the following slate of officers:

- Chair – Gloria Perez
- Vice Chair – John Owen
- Secretary – Rosie Collin
- Treasurer – Velma Soliz-Garcia
- Parliamentarian – Vince Goodwine

Mr. Gonzalez thanked all the Committees and their work.

X. Discussion and Possible Action to Approve FY 2020 Budget Amendment #1

Ms. Lee presented information on FY 2020 Budget Amendment #1 (included on pages 22-24 of the December 12 agenda packet). The amendment was recommended for approval by the Executive/Finance Committee.

Mr. Owen moved to approve FY 2020 Budget Amendment #1. The motion was seconded and passed.

XI. Discussion and Possible Action to Amend the Partnership Agreement between the Coastal Bend Workforce Development Board and the Chief Elected Officials Council

Mr. Trevino presented information on the Partnership Agreement between The Coastal Bend Workforce Development Board and Chief Elected Officials Council (included on pages 25-30 of the December 12 agenda packet).

Ms. Owen moved to approve the Amended Partnership Agreement between the Coastal Bend Workforce Development Board and Chief Elected Officials Council as presented. The motion was seconded and passed.

XII. Discussion and Possible Action to Authorize the President/CEO to Enter into negotiations and subsequent execution of a Lease Agreement for Office Space for Board Staff Relocation and other business purposes subject to review and approval of final lease terms by the Executive Committee in January 2020

Mr. Trevino presented information to Enter into negotiations and subsequent execution of a Lease Agreement for Office Space for Board Staff Relocation and other business purposes subject to review and approval of final lease terms by the Executive Committee in January 2020 (included on pages 31-34 of the December 12 agenda packet). Ms. Owen added additional information.

Mr. Owen moved to approve to authorize the President/CEO to Enter into a Lease Agreement for Office Space for Board Staff Relocation upon review of final lease terms by the Executive Committee in January 2020. The motion was seconded and passed.

XIII. Consent Agenda Action Items

1. Policy #2.0.207.00 – Check Signature
2. Authorize the President/CEO to Execute the Contract for Financial Audit Services
3. Authorize the President/CEO to Execute the Contract for Janitorial Services

Ms. Perez moved to approve the all Consent Agenda Action Items. The motion was seconded and passed.

XIV. President/CEO Report

Annual Update

Mr. Trevino stated what a privilege it is to present the 2019 Annual Report. Mr. Trevino expressed appreciation for Judge Huff and Mr. Gonzalez for serving as Chair. He thanked the entire group, Mayor Joe McComb, Judges, Board of Directors, Chairman and CEO. Mr. Trevino acknowledged it's the team we assembled that makes this possible.

Mr. Trevino presented the 2019 Annual Report including: Strategic Board Goals; Population & Job Growth; Regional Trends; Largest Industries in the Coastal Bend; Largest Employers in the Coastal Bend; Largest Occupations in the Coastal Bend; Top 10 Average Monthly Postings; Top 10 Average Monthly Hires; Coastal Bend Workforce By the Numbers; Targeted Occupations List 2018-2019; Child Care Services Program; Early Childhood Development Quality Services Program; YOU! Youth Opportunities Unlimited; Special Programs Assist Job Seekers; Women Empowered (WE) Summit;

Veterans Priority of Service; Community Events; WFSCB Wins the \$30,000 Service to Business Award; WFSCB Wins the \$50,000 Texas HireAbility Award; Grant Opportunities; 2019 Community Structure; and Chief Elected Officials (CEO) Council.

XV. Discussion and Possible Action on Nomination and Election of Officers for 2020

Mr. McCutcheon announced the following slate of officers recommended by the Ad Hoc Nominating Committee (included on pages 39-40 of the December 12 agenda packet).

Chair – Gloria Perez

Vice Chair – John Owen

Secretary – Rosie Collin

Treasurer – Velma Soliz-Garcia

Parliamentarian – Vince Goodwine

Mr. Gonzalez requested nominations from the floor. None were made.

Dr. Gleason moved to accept the 2020 slate of officers as presented. The motion was seconded and passed.

Ms. Perez thanked the Board of Directors for their vote of confidence. Mr. Gonzalez thanked Ms. Perez for accepting to serve as Chair on the Board of Directors for Workforce Solutions of the Coastal Bend.

Mr. Trevino recognized Mr. Gonzalez for his time and dedication serving as the Chair on the Board of Directors for Workforce Solutions of the Coastal Bend. Mr. Trevino expressed gratitude for the mentoring Mr. Gonzalez provided during the three years he served as Chair.

Judge Huff acknowledged the qualities of honesty, integrity, creativity and innovation Mr. Gonzalez contributed to the Board of Directors.

Mr. Gonzalez appreciated the recognition from Mr. Trevino and Judge Huff.

XVI. Adjournment

The meeting adjourned at 4:28 pm.

COMMITTEE REPORT

IX – 1. Child Care Services

Committee: Child Care Services

Marcia Keener, Chair

Cleo Rodriguez Jr., Vice Chair

Mary Afuso

Sara Garza

Ed Sample

Mary Gleason

Dr. Marc Puig

Catrina Wilson

Date of Committee meeting: February 4, 2020

The Committee did have a quorum.

The following items were discussed at the meeting:

1. Review of the Committee Charter and Initiatives for BCY 2020
2. Summary of Child Care Performance for the First Quarter of BCY2020
3. Summary of Child Care Performance for the Month of January of the Second Quarter of BCY2020
4. Action Plan for Child Care Performance for the Remainder of the Second Quarter of BCY2020
5. Analysis of Coastal Bend Child Care
6. Update on Child Care Quality Program Activities

The Committee took the following action:

The Committee approved the Minutes of the November 12, 2019 Child Care Services Committee Meeting.

COMMITTEE REPORT

IX – 2. Public Relations

Committee: Public Relations

Jesse Gatewood, Chair

Carlos Ramirez

C. Michelle Unda

Tracy Florence

Arnoldo Cantu

Omar Lopez

Parrish Jones

Ofelia Hunter

Date of Committee meeting: February 5, 2020

The Committee did have a Quorum.

The following items were discussed at the meeting:

The Public Relations Committee continues to meet to review ideas on how to increase the awareness and outreach efforts of services that Workforce Solutions of the Coastal Bend (WFSCB) offers to both employers and job seekers. Handouts were distributed and a slide presentation was provided at the meeting. Discussion items for this meeting include but are not limited to the following list.

The following items were discussed at the meeting:

1. Workforce Public Relations Committee Charter, Goals and Objectives for 2020 – The Committee tabled the Charter until the May 6th meeting. Staff will update the Charter based on the discussion and present it to the Committee for a final review at the next meeting.
2. 2019 Major Projects Review
3. 2020 Upcoming Events – Volunteer Income Tax Assistance (VITA) Program, Texas Workforce Commission Awards Check Presentation, March for Babies Walk for March of Dimes, Three Rivers Job Fair, Texas Career Signing Day, Women Empowered (WE) Summit, YOU (Youth Opportunities Unlimited) Choose! Career Expo & Ready for College and Career Conference, and the 9th Annual Hiring Red, White & You! Hiring Fair.
4. 2020 Major Projects Forecast - Industry Scholarship Campaign Flyers – (Business, Health Care, Professional Skills & Trades and Public Service), Targeted Rural Outreach Strategy - Tension Fabric Banners and Informational Kiosks with new Desktop App, Job Search Workbooks, PATHS Project (Pursuit of Advanced Training in High-Demand Skills) - Funded through Walmart, Powered by WFSCB and Partnering with Goodwill and CVS Pharmacy.
5. Quarterly Report and The Workforce Insider – These reports provide interim and annual updates to the public regarding employment, training, child care, youth, business services and veterans. Ideas were discussed on merging the reports.
6. 2019 Annual Report E-Blast to Community Stakeholders - Discussed ideas for the 2020 Annual Report.
7. Media/Social/Outreach Coverage (November 2019 – January 2020) TV, Print, Radio & Social Media Platforms
8. Local Labor Market Information for December 2019.

COMMITTEE REPORT

IX – 3. Workforce Services

Committee: Workforce Services

Ray De Los Santos, Jr., Chair

Gary Allsup, Vice Chair

Randy Giesler

Kari Kelley

Manny Salazar

Sandra Julia Bowen

Michelle Flower

Susan Temple

Travis Nelson

Date of Committee meeting: February 6, 2020

The Committee did have a Quorum.

The following action items were reviewed, discussed and action taken by the committee:

- Board Contract Year 2020 Initiatives and Review of Charter
- Two (2) Board Policies:
 - Policy #4.0.101.11- Support Services
 - Policy #4.1.104.05- Individual Training Accounts (ITAs)

The following information items were discussed at the meeting:

Services to Workers:

- Policy Review Schedule- Updated schedule was brought to the committee to list updated board policies to date; a total of 2 policies.
- Program Updates- The committee was made aware of program status.
 - Transition of the management for operations of the career delivery system on target with service provider C2GPS.
 - Update on Target Occupation List (TOL)
 - Excellence in Rural Services Delivery Initiative
 - Pursuit of Advanced Training in High Demand Skills (PATHS) for Texas.
- Veterans Services- On-going collaboration with Texas Veterans Commission and Texas Veterans Leadership Program; joining monthly network meetings. Board Staff continue to provide WIOA Funding opportunities for employment and training services. Save the Date! 9th Annual Hiring Red, White and You, November 5, 2020.

Services to Youth:

- YOU! Youth Opportunities Unlimited Events
 - 3rd Annual YOU! Navigate. October 2020.
 - 4th Annual YOU! Choose Career Expo. September 24, 2020.
 - 4th Annual YOU! Summer Earn and Learn. Summer 2020.
 - 6th Annual YOU! Learn- Educator Externship- June/July 2020. 140 Educators.
- WIOA Youth- Program Updates as of December 31, 2020.
 - 118 Participants served. 27 new enrollments.
 - Work Experience Placement focus for Program Year
 - Priority of Services to Foster Youth; recruitment and partnerships with BCFS.

Services to Business:

- Hurricane Harvey Activities
 - 624 Participants served and 169 relief employment opportunities: \$3,086,689.00. in relief employment wages paid out.
 - Grant end date December 31, 2020.
- C2GPS, Mr. Robert Reyna, Business Solutions Manager provided snapshot of employer services for period of October-December 2019, upcoming projects such as Steel Dynamics Plant in San Patricio County. Work-in-Texas update and reporting mechanisms.

Local Labor Market Information:

- Local Labor Information: Jobs & Employment Report. Unemployment rate at 4.3% as of December 2019. That reflects an increase of 0.2 percent from previous month (November 2019).

Performance Measures Update:

- Board Contract Year 2019- Latest Performance Status released by TWC as of June 2019. Exceeding Measure in five (3) categories, Meeting Performance in twelve (8) categories, and five (5) at not meeting.

Facilities Update:

- Update on Relocation of Board Staff and lease negotiations underway.
- Refresh of Sinton Center.
- Discussion on the future of Sunrise Career Center due to landlord activities including parking lot lighting.

The Committee took the following action:

1. Approved the minutes of November 14, 2019 Workforce Services Committee Meeting.
2. Approved the Board Contract Year 2020 Initiatives and Committee Charter.
3. Approved two (2) Board Polices presented.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

X. FY 2020 Budget Amendment #2

BACKGROUND INFORMATION

The Workforce Solutions Board of Directors approved the FY 2020 Operating Budget on September 26, 2019. Budget Amendment #2 is attached with a detailed budget narrative.

RECOMMENDATION

Board of Directors approval of FY 2020 Budget Amendment #2.

**WORKFORCE SOLUTIONS OF THE COASTAL BEND
BUDGET NARRATIVE
FY 2020**

The proposed budget amendment #2, includes an overall revenue decrease for fund finalizations and new contracts, for a total decrease of \$424,288.

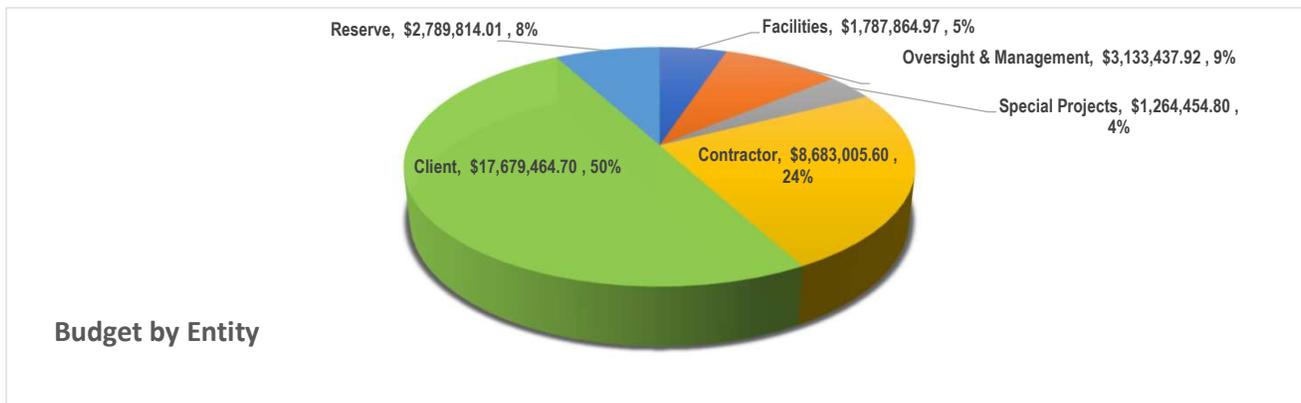
The decrease in the budget will be adjusted in all in contracted services due to the funds being previously directly distributed to the contractor.

We are requesting approval on budget amendment #2 of the BCY2020 budget.

| Contract No. | Program | Amended Budget FY2020 | Amendment #2 Fund Finalization / New Funds | Revised Funds Available 12/31/2019 |
|--------------|--|-----------------------|--|------------------------------------|
| 2219WCI000 | Workforce Commission Initiatives- Red White | 3,649 | 0 | 3,649 |
| 2219WCI000 | Workforce Commission Initiatives-- CC Quality Conference | 2,274 | 0 | 2,274 |
| 2219WCI000 | Workforce Commission Initiatives--Foster Care Conference | 1,067 | 0 | 1,067 |
| 2219WCI000 | Workforce Commission Initiatives--Excellence in Rural Service Delivery | 88,965 | 0 | 88,965 |
| 2219CCQ000 | Child Care Quality | 282,474 | 0 | 282,474 |
| 2219TAF000 | TANF Choices | 612,376 | (491,524) | 120,852 |
| 2219CCF000 | Child Care | 70,981 | 0 | 70,981 |
| 2219CCM000 | Child Care Local Initiative | 1,742,626 | 0 | 1,742,626 |
| 2219CCP000 | Child Care DFPS | 69,456 | 0 | 69,456 |
| 2219TRA000 | Trade Act Services for Dislocated Workers | 119,477 | (119,477) | 0 |
| 2219WPA000 | Wagner-Peyser Employment Services | 64,974 | 0 | 64,974 |
| 2219EXT001 | WOS - Externship for Teachers | 13,552 | 0 | 13,552 |
| 2218WOA000 | WIOA - PY18 Adult Allocation | 261,336 | 0 | 261,336 |
| 2218WOD000 | WIOA - PY18 Dislocated Worker Allocation | 467,169 | 0 | 467,169 |
| 2218WOY000 | WIOA - PY18 Youth Allocation | 625,619 | 0 | 625,619 |
| 2219WOR000 | WIOA - PY18 Rapid Response | 22,772 | 0 | 22,772 |
| 2217NDW001 | NDW - Hurricane Harvey | 796,771 | 0 | 796,771 |
| 2218WDR000 | WWRCCA for Hurricane Harvey | 28,649 | 0 | 28,649 |
| 2219WOS001 | WOS - Military Family Support | 29,009 | (12,625) | 16,384 |
| 3019VRS222 | Summer Earn and Learn | 157,991 | 0 | 157,991 |
| 2219ATG000 | Apprenticeship Texas Expansion Grant | 198,262 | 0 | 198,262 |
| 2219WOS002 | Women's Entrep. | 58,207 | 0 | 58,207 |
| 2219TAN001 | TANF-Texas Internship Initiatives | 84,944 | 0 | 84,944 |
| 2219WOA001 | WIOA - PY19 Adult Allocation (July) | 1,630,593 | 0 | 1,630,593 |
| 2219WOD001 | WIOA - PY19 Dislocated Worker Allocation (July) | 1,363,801 | 0 | 1,363,801 |
| 2219WOY001 | WIOA - PY19 Youth | 1,706,019 | 0 | 1,706,019 |
| 2219WAF001 | WIOA - Alternative Funding for Statewide Activity | 812,796 | 0 | 812,796 |
| 2220TAN000 | TANF Choices | 2,625,955 | 0 | 2,625,955 |
| 2220SNE000 | SNAP E&T | 577,183 | 0 | 577,183 |
| 2220SNE000 | SNAP E&T- ABAWD (Dec) | 188,981 | 0 | 188,981 |
| 2220NCP000 | Non-Custodial Parent (NCP) *Estimate | 147,811 | 0 | 147,811 |
| 2220WPA001 | Employment Serv (Oct) | 168,844 | (78,207) | 90,637 |
| 2220REA000 | Reemployment Services & Eligibility Assessment *Estim | 200,000 | 0 | 200,000 |
| 2220CCA000 | Child Care Automatic Attendance (CAA) *Estimate | 102,000 | (1,663) | 100,337 |
| 2220CCQ000 | Child Care Quality (CCQ) *Estimate | 605,577 | 0 | 605,577 |
| 2220CCF000 | Child Care (Oct) | 13,466,173 | 0 | 13,466,173 |
| 2220CCM000 | Child Care Local Match (Oct) | 1,789,966 | 0 | 1,789,966 |
| Non-TWC | VET (10/01/19-09/30/20) | 36,000 | 0 | 36,000 |
| 2220WCI001 | WCI - Workforce Commission Initiatives | 0 | 75,467 | 75,467 |
| Non-TWC | STUDENT HIRABILITY (09/01/19-08/31/20) | 0 | 100,000 | 100,000 |
| Non-TWC | KINGSVILLE/BEEVILLE VR Monthly Expenses | 0 | 41,329 | 41,329 |
| 2220TRA002 | Trade Act Services for Dislocated Workers | 0 | 62,412 | 62,412 |
| | Grand Total | \$31,224,301 | (\$424,288) | \$30,800,012 |

**Workforce Solutions of the Coastal Bend
FY 2020 BUDGET
For the twelve month period ending September 30, 2020**

| | A FY2020 Budget | B Budget FY20 Amended | C FY2020 Amended Budget | Difference C-A |
|---|-----------------------|-----------------------------|-------------------------------|---------------------|
| Grant revenue | \$ 31,224,300 | (\$424,288) | \$ 30,800,012 | \$ (424,288) |
| EXPENSES | | | | |
| <u>Oversight & Management</u> | | | | |
| Salaries and benefits | \$ 2,412,151 | \$ - | \$ 2,412,151 | - |
| Facilities and related expense | 163,349 | | 163,349 | - |
| Furniture, Equipment & Software | 76,913 | | 76,913 | - |
| General administrative expense | 198,382 | | 198,382 | - |
| Communication expense | 29,775 | | 29,775 | - |
| Professional fees & service | 122,367 | | 122,367 | - |
| Staff development expense | 43,500 | 0 | 43,500 | - |
| Travel expense | 87,000 | - | 87,000 | - |
| Total Oversight & Management Expense | \$ 3,133,438 | \$ - | \$ 3,133,438 | \$ - |
| <u>One Stop Operations</u> 6% | | | | |
| Facilities and related expense | \$ 1,166,482 | | \$ 1,166,482 | \$ - |
| Furniture, Equipment & Software | 170,594 | | 170,594 | - |
| General administrative expense | 272,704 | | 272,704 | - |
| Communication expense | 167,585 | | 167,585 | - |
| Professional fees & service | 5,500 | | 5,500 | - |
| Client | 5,000 | - | 5,000 | - |
| Total One Stop Operation | \$ 1,787,865 | \$ - | \$ 1,787,865 | \$ - |
| Contracted services | \$ 26,302,997 | \$ (424,288) | \$ 25,878,709 | \$ (424,288) |
| Total expense | \$ 31,224,300 | \$ (424,288) | \$ 30,800,012 | \$ (424,288) |
| Changes in net assets | 0 | (0) | (0) | (0) |



ITEM FOR DISCUSSION AND POSSIBLE ACTION

XI. Authorize the President/CEO to Execute a Lease Agreement for Office Space for Board Staff Relocation.

BACKGROUND INFORMATION

Staff will discuss lease terms, it's impact on the budget moving forward and answer any questions related to the building and its selection through this process.

RECOMMENDATION

Staff recommend the Board of Directors approve the President/CEO to enter into a lease agreement with CCRM for lease of the 8th floor of Bayview Tower.

Price Analysis

| Location | Sq. Ft | \$ / Sq Ft | Term (Yr) | Base Lease / Yr. | Lease Total | Parking | Parking / Mo. 50 slots | Buildout | Buildout / Mo | Total / Mo. | \$ / Yr | \$ / Sq Ft | % of Total Budget |
|-----------------|---------------|-------------------|------------------|-------------------------|--------------------|----------------|-------------------------------|-----------------|----------------------|--------------------|----------------|-------------------|--------------------------|
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 400,000 | 3,333 | 17,592 | 211,108 | 17.27 | 0.75% |
| Bayview | 12,222 | 15.00 | 10 | 183,330 | 15,278 | 0 | 0 | 400,000 | 3,333 | 18,611 | 223,330 | 18.27 | 0.80% |
| Frost-17 | 13,850 | 14.00 | 10 | 193,900 | 16,158 | 40/80 | 3,000 | 400,000 | 3,333 | 22,492 | 269,900 | 19.49 | 0.96% |
| Frost-7 | 14,580 | 14.00 | 10 | 204,120 | 17,010 | 40/80 | 3,000 | 400,000 | 3,333 | 23,343 | 280,120 | 19.21 | 1.00% |
| Frost-8 | 14,580 | 14.00 | 10 | 204,120 | 17,010 | 40/80 | 3,000 | 400,000 | 3,333 | 23,343 | 280,120 | 19.21 | 1.00% |
| Tower II | 9,190 | 12.00 | 10 | 110,280 | 9,190 | 35/55 | 2,250 | 400,000 | 3,333 | 14,773 | 177,280 | 19.29 | 0.63% |
| Tower II | 9,190 | 15.00 | 10 | 137,850 | 11,488 | 35/55 | 2,250 | 400,000 | 3,333 | 17,071 | 204,850 | 22.29 | 0.73% |
| Kleberg-4 | 7,054 | 18.00 | 10 | 126,972 | 10,581 | 0 | - | 400,000 | 3,333 | 13,914 | 166,972 | 23.67 | 0.60% |
| | | | | | | | | | | | | | |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 500,000 | 4,167 | 18,426 | 221,108 | 18.09 | 0.79% |
| Bayview | 12,222 | 15.00 | 10 | 183,330 | 15,278 | 0 | 0 | 500,000 | 4,167 | 19,444 | 233,330 | 19.09 | 0.83% |
| Frost-17 | 13,850 | 14.00 | 10 | 193,900 | 16,158 | 40/80 | 3,000 | 500,000 | 4,167 | 23,325 | 279,900 | 20.21 | 1.00% |
| Frost-8 | 14,580 | 14.00 | 10 | 204,120 | 17,010 | 40/80 | 3,000 | 500,000 | 4,167 | 24,177 | 290,120 | 19.90 | 1.04% |
| Tower II | 9,190 | 12.00 | 10 | 110,280 | 9,190 | 35/55 | 2,250 | 500,000 | 4,167 | 15,607 | 187,280 | 20.38 | 0.67% |
| Tower II | 9,190 | 15.00 | 10 | 137,850 | 11,488 | 35/55 | 2,250 | 500,000 | 4,167 | 17,904 | 214,850 | 23.38 | 0.77% |
| Kleberg-4 | 7,054 | 18.00 | 10 | 126,972 | 10,581 | 0 | - | 500,000 | 4,167 | 14,748 | 176,972 | 25.09 | 0.63% |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Large Space | 60,000 | 14.00 | 10 | 840,000 | 70,000 | 0 | 0 | 1,000,000 | 8,333 | 78,333 | 940,000 | 15.67 | 3.36% |
| Large Space | 60,000 | 14.00 | 10 | 840,000 | 70,000 | 0 | 0 | 700,000 | 5,833 | 75,833 | 910,000 | 15.17 | 3.25% |
| Large Space | 60,000 | 14.00 | 10 | 840,000 | 70,000 | 0 | 0 | 500,000 | 4,167 | 74,167 | 890,000 | 14.83 | 3.18% |
| Large Space | 60,000 | 14.00 | 10 | 840,000 | 70,000 | 0 | 0 | - | - | 70,000 | 840,000 | 14.00 | 3.00% |

| Price Anaysis - Top Selection | | | | | | | | | | | | | | | |
|-------------------------------|--------|------------|-----------|------------------|-------------|---------|------------------------|----------|---------------|---------------|---------|------------|-------------------|-------------------|------------------------|
| Location | Sq. Ft | \$ / Sq Ft | Term (Yr) | Base Lease / Yr. | Lease Total | Parking | Parking / Mo. 50 slots | Buildout | Buildout / Mo | Total / Mo. | \$ / Yr | \$ / Sq Ft | % of Total Budget | Base Rent | Comments |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 487,238 | 4,060 | 18,319 | 219,832 | 17.99 | 0.79% | Rent Month 1-9 | Final Buildout Pricing |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 322,364 | 2,686 | 16,945 | 203,344 | 16.64 | 0.73% | Rent Month 10-120 | |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 415,874 | 3,466 | 17,725 | 212,695 | 17.40 | 0.76% | Rent Month 1-9 | Initial Pricing |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 256,352 | 2,136 | 16,395 | 196,743 | 16.10 | 0.70% | Rent Month 10-120 | |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 327,713 | 2,731 | 16,990 | 203,879 | 16.68 | 0.73% | Rent Month 1-9 | With Allowances |
| Bayview | 12,222 | 14.00 | 10 | 171,108 | 14,259 | 0 | 0 | 174,804 | 1,457 | 15,716 | 188,588 | 15.43 | 0.67% | Rent Month 10-120 | |
| Frost-17 | 13,850 | 14.00 | 10 | 193,900 | 16,158 | 40/80 | 3,000 | 487,238 | 4,060 | 23,219 | 278,624 | 20.12 | 1.00% | | |
| | | | | | | | | | Diff/Mo | 4,899 | 58,792 | 4.24 | | | |

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XII. Personnel Matters

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XIII. Board Policies Related Policies and Procedures

BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to the following Board policies.

Policy #4.0.101.11- Support Services

Due to Workforce Development Division, Technical Assistance Bulletin 293 dated January 14, 2020; revisions were made to strengthened board policy regarding post-employment retention services and budget worksheets.

Section V- Related Policy Information updated to include the guidelines of Technical Assistance Bulletin #293.

Policy #4.1.104.05 – Individual Training Accounts (ITA)

Due to Workforce Development Division, Technical Assistance Bulletin 294 dated January 17, 2020; revisions were made to update terminology: Eligible Training Provider System (ETPS) to Eligible Training Provider List (ETPL). Policy revision also provides guidance on where the ETPL is found in The Workforce Information System of Texas (TWIST) and must be used when issuing an ITA for training services.

Section VI- Related Policy Information updated to include the guidelines of Technical Assistance Bulletin #294.

RECOMMENDATION

Board of Directors approve the policies as amended.



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

| | | |
|------------------------|--|-----------------------------------|
| CATEGORY: | Program Operations | No: 4.0.101.110 |
| TITLE: | Support Services | |
| SUPERSEDES: | 4.0.101. 109 , dated October 31, 2014 | |
| EFFECTIVE: | September 28, 2018 <u>February 21, 2020</u> | |
| BOARD APPROVAL: | September 27, 2018 <u>February 20, 2020</u> | |
| LAST REVIEW: | September 13, 2018 <u>February 6, 2020</u> | |

I PURPOSE:

This policy provides guidelines to be followed in administering support services for all Board programs. These guidelines are intended to ensure consistency and fiscal accountability for the management of workforce services and programs.

II DEFINITIONS:

Reasonable costs – A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstance prevailing at the time the decision was made to incur the cost. The question of reasonableness is particularly important when governmental units or components are predominately federally-funded.

III POLICY STATEMENT:

General

Support Services are to be used as a means to assist individuals in obtaining employment and are solely intended for that purpose. All expenses must be reasonable and necessary to assist a participant in achieving the goals of his or her Individual Employment Plan (IEP). Support services are provided to individuals who have barriers to education and training, obtaining, retaining, or advancing in employment, and who require additional assistance to enable them to participate in work-related activities. Provision of services is subject to availability of resources and funding. Support services are coordinated with the employer, when appropriate.

Support services may be provided to eligible and active job seekers enrolled in workforce programs or other special initiatives such as Workforce Innovation and Opportunity Act (WIOA) Intensive or Training Services, Choices for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Non-Custodial Parent (NCP) Choices programs, and National Dislocated Worker Grants(NDWG).

The need for support services shall be determined by an ongoing assessment with a support services plan that addresses the need(s), referrals for community services, activities for which the support service is being provided, an estimate of the amount of total funds needed, and the length of time support services will be provided.

Requests for support services shall require a budget worksheet depicting the current financial situation of the individual and shall include an assessment of all financial resources available to the individual including, but not limited to; Pell grants, student loans, scholarships, household income, Medicaid, SNAP E&T, and other sources of assistance. Counselor Notes will state as to how the determination to issue support service was made; information from budget worksheet must support the counselor note entry.

A Support Service designated as a One-Time Expense is defined as a single payment/purchase, no greater than the established maximum amount, and received once in a ~~twelve month~~ twelve-month period.

Resource and Service Coordination

Board funds will be considered a last resource for providing support services. Contracted Service Providers must ensure that support services are not available through other agencies and that they are necessary for the individual to participate in Board funded programs. The Contracted Service Provider must establish linkages for referrals to other community partners prior to using program funds. The Contracted Service Provider must establish procedures addressing coordination with other entities to ensure non-duplication of resources and services and follow up that individual needs were met.

Contracted Service Providers will maintain a complete up-to-date list of services available in the community and make the list available to all individuals. Referrals are to be made, as determined appropriate, to include low-income housing, application for Health and Human Services Commission (HHSC) benefits, low-cost medical assistance, substance abuse treatment, vocational or physical rehabilitation, and other needed services.

Allowable Support Services

The Support Services limits on amounts and duration allowable by the Board are found as an attachment to the policy. This includes limitations on co-enrolled TAA and WIOA Dislocated worker – funded support services as per WD letters referenced in Section V – Related Policy Information. For NDWG, WFSCB reserves the right to implement a support service schedule to quickly implement programs and extend support services to the affected eligible populations and communities named on the specific NDWG. The President/CEO will approve the NDWG support service schedule which may include adjustments to limits on amounts and frequency of allowable support services.

Car Repairs - Car repairs will be approved only for repairs that would allow a vehicle to be operable and safe to drive. Repairs may include: replacing worn out tires, brakes, batteries, and other essential parts. A guideline to consider in evaluating these repairs is those that are essential for passing a vehicle state inspection. Additionally, one-time maintenance checks for oil and filter change or wheel alignments may also be allowed. Included also under allowable repairs is a diagnostic check for the evaluation of the repairs that are needed and towing charges, if the vehicle is inoperable. The towing

charge may be deducted from the actual repairs if the towing is provided from the same vendor or garage conducting the diagnostic check.

Vehicle repairs are not intended for major repairs such as: replacing air conditioning compressors or major engine/transmission overhauls.

The following rules will be adhered to in request for approval of payment(s) for vehicle repairs:

- Documentation from a vendor that repairs requested are needed for the vehicle to be operable and safe;
- Verification of ownership of vehicle;
- Prepayment is prohibited;
- Payment will be paid directly to vendor after completion of repairs and receipt of invoice;

- Procurement of car repairs will require three (3) written bids; and
- Proof of issuance of current auto insurance

If the vehicle is owned by another individual, the following safeguards must be in place:

- Before inclusion of the vehicle's use in an IEP, a signed statement indicating that the participant has use of the vehicle for employment-related purposes, along with a copy of supporting ownership documentation, must be provided; and
- Before repairing a third-party vehicle, a hold harmless agreement or other protection is signed by the vehicle owner and maintained in the participant's case file.
- Proof of issuance of current auto insurance for owner of vehicle and participant

Certificate of General Equivalence (GED) Testing Payments – The cost of GED testing and certificate is paid through direct payments to the GED test centers and the Texas Education Agency (TEA). Prior to approval of payment, verification will be obtained from the educational provider that the individual is ready for testing.

Child Care - Child care services may be provided to income eligible families who need child care to support their participation in education or work activities as defined in the TWC rules and Board approved Child Care Policies.

Training or Education-Related Expenses - Actual costs of the required items to participate in education and training are allowable and should be listed on the degree plan or syllabi. Such item(s) include uniforms/clothing, equipment/ supplies/tools, drug tests, exams, licenses, certifications, TASP/other exams for admission.

Transportation - Transportation services are provided via the most economical means available. Public transportation agencies or other providers who have contracts or agreements with the Board and/or Contracted Service Providers and are cooperating with efforts to create a regional transportation system should have first priority. In determining the proper use of transportation services, Contracted Service Providers must evaluate the individual's need for transportation services and act prudently in determining the best method or option in terms of availability and cost. Contracted Service Providers shall first look at public transportation as the primary means for

transportation such as bus tokens or bus passes. However, if other options are considered such as taxi cabs, car pools, and van shuttles (if necessary for large groups), contractor must include supporting documentation justifying the non-use of public transportation. For example, cases may exist in an emergency or in special circumstances where public transportation cannot meet the individual's needs, such as working late nights or weekends when public transit is not available, or living in remote areas lacking public transportation. Essentially, proper screening of transportation needs must be performed and the latter options used as the last resort.

Car pooling of two or more participants as a means for transportation is encouraged. Each rider may receive a travel allowance and he/she would be responsible for paying the driver.

Other services that fall under the allowable transportation costs include: fees for obtaining a driver's license, state vehicle inspections, auto insurance and a State Issued Identification Card.

Individuals between 18 and 24 years of age are required to complete a driver education course and present the original certificate of completion at the driver license office when obtaining their driver license for the first time. Customers who can show an employment or training-related need, have access to a reliable vehicle upon obtaining their driver license, and include obtaining a driver license in their Individual Employment Plan can receive one-time assistance with the expense.

Housing Assistance- support of housing expenses shall include a plan that demonstrates the customer's ability to pay the remaining balance (if applicable) and the expense in the future without assistance.

Assistance for housing expenses may only be provided to individuals who are working full-time or attending full-time training.

Utilities- utilities necessary for daily living such as electricity, water, and gas may be paid together in a single month or for no more than two months and cannot exceed the established maximum amount in a 12 month period. For example, an electric bill and a water bill may both be paid if together they do not exceed the established maximum amount.

Work-Related Expenses – Work-related expenses may be paid in advance or as a reimbursement if necessary for a participant to accept or retain employment paying at least the federal minimum wage. Such expenses may include, but are not limited to tools, uniforms, work boots, equipment, housing expenses and the cost of vocationally required examinations or certificates. More expensive items such as tools and work boots will require verification from the employer that these items are required.

Support Services Not Allowed

No program funds will be authorized for reconnection fees, deposits for utilities or housing, long-distance telephone bills, utility bills more than two (2) months past due, traffic fines and/or penalties, damages, and other settlements resulting from violations (or alleged violations), personal vehicle payments, or vehicle title fees (registration).

Limits and Other Support Services

Exception requests for supportive services that exceed Board limits may be submitted to Board

President/CEO, Deputy Director, or designee. These requests must be submitted **prior to** payment request with written justification on a case by case basis.

Board professionals also reserve the right to make final determinations regarding this policy based on changes to federal/state laws and regulations, program guidelines, or Board discretion.

For NDWG, WFSCB reserves the right to implement a support service schedule to quickly implement programs and extend support services to the affected eligible populations and communities named on the specific NDWG. The President/CEO will approve the NDWG support service schedule which may include adjustments to limits on amount and frequency of allowable support services.

Methods of Payment

No payment of support services, with the exception of reimbursements, will be made directly to the participant. Receipts are required and must be maintained for all reimbursements. All other payments are payable directly to the vendor after receipt of invoice. Payment methods are limited to gas cards, credit card payments, checks and incentive cards. Other payment methods not listed, must be pre-approved by WFSCB Chief Financial Officer.

Service Provider must ensure protocols are in place for issuing support services to an individual other than the participant. At a minimum these protocols must address hardship or extenuating circumstances to document the issuance.

Termination of Support Services

Support services are terminated based on the following reasons:

- Immediately upon determination of failure to meet program requirements;
Support service system is being abused;
- Support service funding is not available;
- Individual is making unsatisfactory progress;
- Re-determination of financial need reveals individual has other resources to meet needs or no longer needs the service; or
- Individual exceeds income eligibility guidelines or other eligibility criteria.

Overpayment

If overpayment to an individual occurs, the Service Providers will include, at a minimum, the following action(s) as appropriate:

- Deductions of the overpayment from future payments; or
- Written notification(s), via certified mail, of the overpayment and reasonable repayment arrangements to collect;
- If overpayment is not recovered after sufficient notice via certified mail, the participant will be notified that legal action may be taken unless repayment is received within 30 calendar days; and
- If overpayment is not recovered, the participant will not be eligible for any support service until such funds are repaid.

Contracted Service Provider Action Required

Contracted Service Providers will establish support service procedures according to the policy stated

above and consistent with the regulations of each specific funding source. Procedures will remain on file and be provided to all appropriate Career Center staff and any subcontractor or training provider who may be affected. The Contracted Service Provider will ensure that all Career Center staff and subcontractors are trained on the support service policy and procedures, as appropriate.

M. PROCEDURES:

Determination of Need

Support services shall not be provided without an individual participant's determination of need. The net result of this determination must validate the need and amount of any services awarded.

Procedures to determine an individual's need, at a minimum, should include:

- Determination of the individual's financial need for the service(s);
- Justification of service(s);
- Support of the final decision to provide or deny requested service(s);
- Assurance that the amounts paid for the various allowable support service items are reasonable and consistent with Board, Federal and State regulations;
- Provisions to ensure services being paid for are not otherwise reasonably available to the individual from other resources;
- Provisions to ensure the financial information provided by the individual is reasonably accurate;
- Requirements that a re-assessment and update of participants' financial data be complete prior to issuing a new voucher for support services; and
- Requirements for recurrent payments, such as transportation, child care, etc., to ensure continued receipt of support contingent on training attendance and/or performance.
- Assessment and determination to issue allowable post-employment/retention support services must be documented for funding streams allowing post-employment/retention support services.

Documentation

Documentation of resource exploration and rationale for approval, non-approval, and termination of support services provided to individuals will be entered in TWIST for tracking purposes. The participant's IEP will also support the services the participant needs to be successful. Referral to other community resources and results of those referrals are also to be apparent in the file.

Allowable support services that are limited to a one-time expense require documentation in TWIST and the support service voucher that states the date of the last time the individual received the one-time payment or states no payment received in the last 12 months. The date last received must be at least 12 months from the date the request is made.

V. RELATED POLICY INFORMATION:

Laws and regulations governing specific funding sources, as applicable, including the following:

- a. Texas Workforce Commission Workforce Investment Act (WIA) Rules: 40 TAC Chapter 841
- b. Texas Workforce Commission Choices Rules: 40 TAC Chapter 811
- c. Texas Workforce Commission Supplemental Nutrition Assistance Program

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.101

DATE: 4/26/2007
REVISION: 09/20/1802/06/2020

- Employment and Training Rules: 40 TAC Chapter 813
- d. Texas Workforce Commission Child Care Services Rules: 40 TAC Chapter 809, and in accordance with the Board approved Child Care Policies
- e. NCP Choices: A Comprehensive Guide
- f. WD Letter 06-10, issued February 2, 2010, and entitled "Trade Adjustment Assistance: Statewide Commuting Area and Reasonable Cost of Training Standard"
- g. Texas Workforce Commission –WIOA Guidelines for Adults, Dislocated and Youth, issued August 2015 and revised September 26, 2016, revised June 6, 2018 and effective July 6, 2018
- h. U.S Department of Labor Training and employment guidance Letter WIOA No.19-16, issued March 1, 2017
- i. U.S. Department of Labor Training and employment guidance Letter WIOA No. 21-16, issued March 2, 2017
- j. Texas Workforce Commission- Trade Adjustment Assistance Guide, issued April 2016.
- k. Training and Employment Guidance Letter(TEGL) 1-17, Operational Guide for National Dislocated Worker Grant, and Changes and updates: TEGL 02-15, Operational Guidance for National Dislocated Worker Grants pursuant to WIOA. Issued August 1, 2017.
- kl. Workforce Development Division- Technical Assistance Bulletin 293, dated January 14, 2020

VI. RESPONSIBILITIES:

Board Staff shall ensure that Contracted Service Provider Staff are aware of and comply with this policy and rules outlined in the Related Policy Information documents.

Contracted Service Providers shall ensure that appropriate procedures are implemented and that relevant Career Center staff receive training regarding the requirements of this policy. Contracted Service provider must ensure that support services provided to participants are allowable under each program’s rules and regulations.

The Board Monitor shall provide oversight and evaluation of the Contracted Service Provider’s disbursement of support services to eligible customers.

VII. FORMS AND INSTRUCTIONS: N/A

VIII. DISTRIBUTION:

- Board of Directors
- Board Staff
- Contracted Service Provider

IX. SIGNATURES:

POLICY TITLE: Support Services
 POLICY NUMBER: 4.0.101.101

DATE: 4/26/2007
 REVISION: 09/20/1802/06/2020

Reviewed by EO Officer

Date

President/CEO

Date

**Support Services
Limits
Attachment A**

| Allowable Support Services | Board Approved | Limits and Duration |
|---------------------------------------|-----------------------|---|
| Auto Insurance | YES | \$100; One-time expense |
| Bus Passes | YES | Current Rate |
| Car Repairs | YES | Maximum - up to \$500; Limited to minor repairs. One-Time Expense; Requires verification of need from vendor |
| Child Care | YES | Maximum - Established Reimbursement Rate; Paid while in program. |
| Clothing/Uniforms | YES | Maximum- up to \$200; One-Time Expense |
| Dental Exams | NO | |
| Dental Work | NO | |
| Driver Education Course | YES | Maximum- up to \$150; One-Time Expense |
| Eye Exams | YES | Maximum- up to \$150; One-Time Expense |
| Eye Glasses | YES | Maximum - up to \$200; One-Time Expense |
| Food Handler Health Card | YES | Current Rate; One-Time Expense |
| Hearing Exams | YES | Maximum - up to \$150; One-Time Expense |
| Hearing Aids | YES | Maximum- up to \$250; One-Time Expense |
| Incentives/Stipends for Job Retention | YES | See policy #4.0.100.05 Incentives/Stipends |
| Mileage – | YES | Rate not to exceed \$15.00 per day for in or out of town travel. |
| Housing Assistance | YES | Maximum – up to \$600; One-Time Expense; full time work or training; plan for future payments |
| Test/Certification Fees/GED | YES | Maximum - Current Rate; One-Time Expense |
| Utilities | YES | Maximum - up to \$150; less than 2 months past due; may include a combination of 2 or more utilities |
| Tools, work boots, equipment | YES | Actual cost; -full time work or training; tools and work boots for work requires verification from employer as required |

Notes :

- TAA has limitations as TWC Trade Adjustment Act Assistance Guide April 2016.
- NDWG limitations based on Support Services Limits approved by WFSCB. TEGL 01-17.

Addendum: Board Policy 4.0.10.09. NDW Hurricane Harvey Grant

Effective: April 9, 2018

| Allowable Support Services | Board Approved Limits and Duration | NDW Hurricane Harvey Grant |
|---------------------------------------|---|---|
| Auto Insurance | \$ 100; One time expense | No Change |
| Bus Passes | Current Rate | No Change |
| Car Repairs | Maximum - up to \$500; limited to minor repairs. One-Time expense; Requires verification of need for vendor | Maximum - up to \$1000; One-Time expense; Requires verification of need for vendor; Limited to minor car repairs |
| Child Care | Maximum - Established Reimbursement Rate; Paid while in program | No Change |
| Clothing/Uniforms | Maximum - up to \$200; One-Time expense | Maximum - up to \$300; One-Time expense |
| Driver Education Course | Maximum - up to \$150; One-Time expense | No Change |
| Eye Exams | Maximum - up to \$150; One-Time expense | No Change |
| Eye Glasses | Maximum - up to \$200; One-Time expense | No Change |
| Food Handler Health Card | Current Rate; One-Time expense | No Change |
| Hearing Exam | Maximum - up to \$150; One-Time expense | No Change |
| Hearing Aids | Maximum - up to \$250; One-Time expense | No Change |
| Incentives/Stipends for Job Retention | See policy #4.0.100.05 Incentive/Stipends | No Change |
| Mileage – Gas Cards | Rate not to exceed \$15.00 per day for in or out of town travel | No Change |
| Housing Assistance | Maximum - up to \$600; One-Time expense; full time work or training; plan for future payments | Maximum - up to \$1000 per month, up to 2 months in for a 12 month period; |
| Test/Certification Fees/GED | Maximum - Current Rate; One-Time expense | |
| Utilities | Maximum - up to \$150; less than 2 months past due; may include a combination of 2 or more utilities | Maximum - up to \$300 for a 12 month period; less than 2 months past due; may include a combination of 2 or more utilities |
| Tools, , equipment | Maximum-up to \$3000.00; full time work or training; tools for work requires verification from employer as required. One-Time expense | No Change |
| Workboots/shoes | Actual Cost; full time work or training; Workboots/shoes for work requires verification from employer as required | No Change |
| | | Support Services allowed for eligible participants actively participating in allowable services as per NDW Hurricane Harvey Grant Operational Guidelines |
| | | |


WORKFORCE SOLUTIONS
of the Coastal Bend
POLICY-DRAFT

| | | |
|------------------------|---|------------------------|
| CATEGORY: | Workforce Programs- WIOA | No: 4.1.104.054 |
| TITLE: | Individual Training Accounts (ITAs) | |
| SUPERSEDES: | 4.1.104.034, dtd 10/26/2012 | |
| EFFECTIVE: | September 27, 2019 <u>February 21, 2020</u> | |
| BOARD APPROVAL: | September 26, 2019 <u>February 20, 2020</u> | |
| DATE REVIEWED : | September 12, 2019 <u>February 6, 2020</u> | |

I. PURPOSE:

An Individual Training Account (ITA) is an account established by Workforce Solutions of the Coastal Bend for the purpose of providing training to Workforce Investment Opportunity Act (WIOA) adults, dislocated workers, Out Of School Youth (OSY) or In School Youth (ISY) participant eligible for training services. Establishment and uses of ITA's is governed by WIOA Titles I-IV Rules. The ITA document is a cost disclosure and agreement between the program and the participant. It sets up an account for the participant and indicates the amount of funds budgeted for the training program and all supportive cost for the duration of the training program.

WIOA provides workforce activities that increase employment, retention, and earnings of participants. WIOA attempts to return adults and dislocated workers to employment as quickly as possible by testing the labor market for suitable employment and providing a sequence of services. If participants are unable to secure employment through core or intensive services, training can be the appropriate service to secure employment.

II. DEFINITIONS:

ITA - Individual Training Accounts. Training accounts provided to eligible WIOA candidates to utilize in the funding of approved programs.

Participant - An individual who has been determined to be eligible to participate in and who is receiving services under a program authorized by WIOA.

Service Provider - An individual or organization under contract with the Board that provides training or professional services in support of workforce activities (administrative and operational) conducted by or on behalf of the Board.

III. POLICY STATEMENT

All training for which an ITA is issued must be included on the statewide listed in the Eligible Training Provider/Program List System (ETPLS) available in The Workforce Information System of Texas (TWIST), using the Select Provider button in the Service Detail window. Additionally, consistent with the Board's Business & Strategic Plan, the ITA issued must be consistent with the Board's Business and Strategic Plan.

WIOA Funding

It is important to emphasize that, under WIOA; the opportunity for an individual to enroll in a training program does not rely exclusively on the availability of WIOA training funds. In all cases, the resources of partners as well as federal, state, local, and personal funding sources must be taken in account in the development of the individual's employment plan. WIOA funding for training is limited to participants who are unable to obtain sufficient grant assistance from other sources to pay the full costs of training.

However, WIOA funds cannot be used to pay training costs:

- For any portion or term of training for which the participant has signed a loan as part of financial aid; or
- That were paid by the participant (or other source) prior to WIOA program registration.

Occupational skills training for WIOA eligible participants will be limited to those occupations for which there is a demand in the Coastal Bend region listed in Board's Target Occupation List(TOL), occupations that have been determined on a case-by-case basis to have a high potential for sustained demand growth in the workforce area, based on sufficient and verifiable documentation; or target occupations in another workforce area to which the participant is willing to commute or relocate; and do not limit consumer choice.

A waiver may be given to training in occupations that are not listed on the Board's Targeted Occupations List, but are determined to be in sectors of the economy which have a high potential for sustained demand or growth, if the following criteria are met:

- 1) Written evidence from employers that confirms projected annual openings for the occupation at a level equivalent to the Board's current annual opening criteria for targeted occupations;
- 2) Written evidence from employers that verifies completers of the training will be paid at a wage that is in compliance with the Board's current wage criteria for targeted occupations; and
- 3) Written evidence that the skill set which will be acquired through the skill training meets current skill needs of Coastal Bend employers.

Exceptions to ITAs

Occupational skills training shall be delivered utilizing the Individual Training Account system for WIOA Adult, Dislocated Worker, ISY and OSY participants, except in the following instances, whereby services may be provided through a contract.

- 1) Training is received through approved on-the-job or incumbent worker training provided by an employer or through an approved customized training program; or,
- 2) The Board determines there is an insufficient number of eligible providers of training services in the Coastal Bend region to accomplish the purposes of a system of ITAs; or
- 3) The Board determines that there is a training services program of demonstrated effectiveness offered in the Coastal Bend by a community-based organization or another private organization which serves participant populations that face multiple barriers to employment, including one or more of the following categories:
 - a) Individuals with substantial language or cultural barriers;
 - b) Offenders;
 - c) Homeless individuals;
 - d) Individuals with disabilities; or
 - e) Other such population defined by the Board.
- 44) The Board enters into a pay-for-performance contract that:
 - a) specifies a fixed amount to be paid to the service provider based on achievement of specified levels of performance for target populations within a defined time period; and
 - b) requires outcomes that must be independently validated prior to disbursement of funds.

ITA Limits

The lifetime limit of an ITA is \$7,000 per program participant. The use of ITA funds is limited to tuition expenses, fees, and such books and supplies as are required by the training provider for any student enrolled in course of study covered by the ITA. If the customer is in need of remediation or basic skills or prerequisite training for participation in the principle course of study, up to two courses in any combination (other than two in the same subject) is allowable.

No participant can be enrolled for more than two and one half (2½) academic years (5 semesters, 4 summer sessions, 10 quarters or 7 trimesters). Exceptions to these limits may be made on a case-by case basis. However, exceptions to the maximum limit and duration of an ITA must be submitted to the President/CEO of Workforce Solutions of the Coastal Bend with well documented justification for approval. Requests for an exception must include evidence that supports that all efforts were made to identify, secure, and use other financial resources prior to seeking WIOA funding.

Changes to the training program (or majors) will be allowed as long as the change is in line with the training institution's satisfactory progress standards, the changes will allow the student to complete the new course of study within the original time period, and is approved by the WFSCB Career Center Manager. The request for change to the training program must be justified and properly documented. Participants who change course plans must provide a revised course plan, which demonstrates his/her ability to complete the course within the original time period. The change must be consistent with assessments, FEP/ISS, demand target occupations, skills and aptitudes of the student. Additionally, the new course of study must be on the state approved

training provider/course list. A limit of one (1) training program change (school change or change of major) will be allowed on each ITA.

IV. PROCEDURES:

The participant's case file must contain a determination of need for training services as identified in the Family Employment Plan/Individual Services Strategy (FEP/ISS), comprehensive assessment, or through any other intensive service received. WIOA removed the sequence of service requirement established under WIOA.

Prior to enrolling a participant for any training service, a case manager must develop with the participant a Family Employment Plan/Individual Service Strategy (FEP/ISS). The FEP/ISS is used to develop an employment objective for the participant and a plan of action, including appropriate training, to achieve that objective.

The FEP/ISS shall identify the skill training for the occupation in demand that will be pursued and the required skill competency level associated with the additional training service. In addition to the FEP/ISS, documentation supporting the participant's eligibility- must be maintained in the participant's case file. The documentation must support the fact that the training is needed in order for the participant to gain the appropriate level of employment at a self-sufficient wage. If training services are identified as an appropriate and necessary step toward achievement of employment for the participant in an appropriate occupation included on the Board's targeted occupations list the customer can choose the appropriate training provider from among those in the Eligible Training Provider ListSystem (ETPLS).

To help ensure that participants will complete their chosen training program, the participant will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the training period without the use of student loans.

The WFSCB case manager will work with the customer to identify the resources that are needed and all resources that are currently available to pay for education and training, including the customer's financial resources, federal, state, and local grants and programs. All resources must be identified. Pell Grants and other financial resources will be combined with WIOA funds to cover total training expenses, WIOA funds will be considered the last resource of training funds.

Taking into account the cost of the training as shown in the ETPLS, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans Affairs(VA), Hazelwood Act, Texas Grant Monies, assistance from the Vocational Rehabilitation Services(VRS) and other such agencies, private scholarships, Pell Grants and others, an ITA is created for the participant. VA training benefits do not require to be exhausted prior to accessing WIOA funds for training. A "deposit" is made to the participant's account sufficient to cover the cost of training, as identified in ETPLS, less the sum of other resources available to the participant. All payments made to training providers from this ITA account and the balance remaining in the account must be documented in the participant's case file and entered into TWIST. At no time should the ITA account's initial deposit be exceeded without the signed approval of the Career Center manager, based on well-justified and documented good cause. Expenditures made in excess of the initial deposit without Career Center manager approval based on well-justified and documented good cause may not be reimbursable to the service provider.

Although great care should be taken by case managers to insure that deposits made to participants' ITA accounts correctly reflect training costs as stated in ETPLS, in some cases actual cost may be less than the amount of the deposit. An unused balance in such a case is not money owed to the participant. In all cases, unused ITA balances should be "zeroed-out" as soon as it is determined that there is an excess. On the other hand, if actual costs exceed the training costs as stated in the ETPLS, case managers must request approval from the Career Center manager for an adjustment in the ITA amount. Changes to the ITA amount must include evidence that supports the requested increase, e.g., the ETPLS training detail print-outs that reflect the differences between both costs.

Participants in training who are unemployed must attend training full-time as determined by the training provider's determination of a full-time student.

Participants are not limited in time by the certification and expiration dates included in provider's ETPLS certification. The two and one half year (2½) ITA time limit may be extended for participants who are enrolled in training while working full or part-time if such extension will allow the participant to complete the training. However, any extensions of time beyond the 2 ½ year ITA time limit must be approved by the Career Center manager and handled on a case by case basis. Requests for an exception must include evidence that financial support is available during this extended training period.

A statement that payment of training costs is subject to the availability of WIOA funds should be included in every ITA. Additionally, a statement should also be added that ITAs may not be used for payment of late fees, fines, or penalties caused by participant error or delay.

Participants enrolled in training are expected to:

- attend school regularly,
- have contact with their case manager on a monthly basis to identify all problems that might affect their successful completion of training and
- to coordinate school registration requirements prior to actual registration.

The duration of training may consist of enrollment in a multi-quarter, multi-semester or multi-year educational or training program. Career Center professionals must inform customers that although any financial aid awarded is for a specific amount of money, individual vouchers will be issued to training providers on an interim basis, e.g., on a semester by semester basis. Before a new voucher is issued, Career Center professionals will meet with the participant to re-assess and update student's financial status. These meetings are to be conducted in person. By re-evaluating the participant's financial status, the Career Center professionals may use this information to help assess the customer's ability to contribute toward paying for requested services. Additionally, the Career Center professionals may recommend other outside resources to pay for needed training and/or supportive services.

The determination as to whether a customer receives another voucher for the requested services depends upon the results received from this evaluation process. A change in the student's financial condition may affect his/her level of financial support. Participants are expected to pass their

classes and to request tutorial assistance if needed and to supply their grade reports to their case managers as they are received. These policies and expectations must be reflected in a Participant Service Agreement developed by the Career Center service provider.

Service Provider Responsibilities

The Career Center service provider will be responsible for the development of the following procedures in the application of the WIOA Adult, Dislocated Worker, OSY and ISY training services provided through an ITA:

- Written procedures for timely data entry of ITA information into TWIST and other board approved tracking data bases such as Gazelle (program eligibility, agreements, verification of participant's enrollment into a vocational training component, financial assistance, funding sources, training amounts, transaction amounts, ITA balances, etc.)
- A process for tracking and documenting all resources paying for the participant's training including WIOA Title I funds to ensure non-duplication of payments.
- Internal procedures for the issuance of financial support services including method of disbursement of funds and authorization for approval with Participant Agreement forms (cash reimbursement, lines of credit, etc.).
- A process for documenting how other sources of funding were sought and/or how they apply to the cost of an ITA.
- The internal procedure for the issuance of a check request. This must include identification of those individuals who are required and authorized to approve/sign ITAs. It must also specify the use of Participant Agreement forms.
- A process on how ITA and financial assistance policies and procedures will be disseminated to participants of the WFSCB Career Center in simple, concise, understandable language.

- A process to collect and coordinate the documentation of participant enrollment and attendance, grade/progress reports, and case management contacts required during enrollment in training services.
- A process for providing the following to participants:
 - Labor market information on targeted demand occupations and related skill standards/skill competencies of eligible program for which an ITA may be issued; Access to the list of eligible certified training providers through the [ETPLS](#); Performance and cost information relating to the approved training programs offered by eligible providers; and
 - Information on available local work-based training providers, on-the-job training(OJT), customized training, paid or unpaid work experience opportunities, internships, registered apprenticeships, or incumbent worker training that meets the performance standards(for example, entered employment and retention) for that occupation; and
 - On-going information on the status of their individual ITA account.
- Report deposits, withdrawals and balances by participant to the Board on a quarterly basis and compare the total obligation to available budget.

The Career Center service provider will also be responsible for the following:

- Assisting participants in applying for any financial aid that would cover expenses associated with attending training.
- The Career Center will be responsible for ensuring that Board funds purchase required tools, books, supplies, uniforms, etc.
- Conducting financial tracking for each service on the Financial Client Management System.
- Board approved pamphlets that communicate the policies, procedures, and financial tracking elements pertaining to ITAs for distribution to participants.
- Ensuring that each voucher will be valid **only** for the amount and length of time specified on the voucher, and each participant **must** follow his/hers individual FEP/ISS.
- Ensuring that a copy of the ITA vouchers issued are kept in the participant's file and in the accounting file.
- Developing an agreement with each local training institution that details the method of payment from all sources dedicated to completion of training.
- Adherence to Grievance procedure 29 CFR 37.70 – 37.80.

V. TRADE ADJUSTMENT ASSISTANCE (TAA)-ITA

The Trade Act of 1974(19,U.S. Code(USC). 2271-2322) as amended, (the Trade Act or Trade) requires that intervention strategies used for programs, benefits, and services will offer rapid, suitable, and long-term employment for adversely affected workers. The primary goal of Trade services is to assist Trade certified dislocated workers in locating new jobs, which may include training for new occupation, as rapidly and as effectively as possible. The creation of an ITA in order to track the training activities for a new occupation will be required.

TAA Eligible workers may receive TAA funded services such as required remedial skills training, allowable prerequisite training and vocational training costs.

Service Provider must ensure that prior to authorizing training and creating of ITA for TAA Eligible Workers the following criteria are met:

- The participant is Trade certified;
- no suitable employment is available for the participant;
- the participant is qualified to undertake and complete the training based on comprehensive assessment of the participant's knowledge, skills and abilities and interests;
- the participant has the ability to benefit from the training base on a comprehensive assessment of the participant's knowledge, skills and abilities;
- there is a reasonable expectation of employment following completion of training;
- the training is reasonably available to the participant from training providers, in which consideration of training providers is not limited to the providers appearing on the Eligible Training Provider List.
- The lifetime limit of an ITA \$7,000.00, listed for Adult and Dislocated Worker, per program participant is not applicable to TAA Participant.

- the training is available at a reasonable cost and at the lowest cost in cases where more than one(1) similar training for the same occupation is available to the participant;
- the participant is not using personal funds, including loans, for any part of the required costs of Trade approved training;
- training can be completed in its entirety within the training duration maximums stipulated with the Petition Number assigned to the certification;
- training supports a specific occupational goal, and any remedial or prerequisite
- component is supportive of such goal and;
- pursuant to governing TEGs, the participant is advised:
 - full-time or part-time training may be approved by TRA allowances will not be paid for any week in which training is part-time for Petition Numbers greater or equal to 70,000 or
 - only full-time training will be approved for Petition Numbers less than 70,000.

Service Provider will comply with Trade Act Services Applicable Rules:

- Trade Adjustment Assistance (TAA) Reauthorization Act of 2015, Public Law 114-27.
- Trade Adjustment Assistance Extension Act of 2011, Pub. L. 112-40;
- Omnibus Trade Act of 2010, Pub. L. 111-344;
- Trade Adjustment Assistance Reform Act of 2002, Pub. L. 107-210
- Trade Act of 1974, Pub. L.93-618;19 U.S.C 2271-2322;
- Trade Regulations at 20 Code of Federal Regulation(C.F.R.) Parts 617 and 618 and 29 C.F.R. part 90.
- U.S. Department of Labor(DOL) Training and Employment Guidance Letters(TEGLS) are available on DOL’s web site at (<http://www.doleta.gov/tradeact/directives.cfm>) including but not limited to:
 - TEGL 11-02, issued October 10, 2002; TEGL 22-08 issued may 15, 2009; TEGL 10-11 issued November 18, 2011; TEGL 05-15 issued September 4, 2015.
- 40 Texas Administrative Code(TAC), Chapter 849, Employment and Training services for Dislocated Workers eligible for Trade Benefits, as amended;
- Texas Workforce Commission(TWC), Trade Adjustment Assistance Guide, April 2016 and subsequent issues; and
- Workforce Development (WD) Letters and other Agency Policy Directives.

VI. RELATED POLICY INFORMATION:

WIOA Act of 2014 Regulations 20 CFR Part 680

Subpart B- Training Services, Subpart C- Individual Training Accounts and

Subpart D- Eligible Training Providers

WIOA-Guidelines for Adults, Dislocated Workers and Youth. Effective July 6, 2018.

WIOA- Final Rules Titles I-IV Published in Federal Register August 19, 2016 and effective October 18, 2016.

TWC, Trade Adjustment Assistance Guide, April 2016 and subsequent issues.

TWC, WD-Letter 14-19 dated August 15, 2019. Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Contracts

[TWC, WD- letter 29-19 dated November 7, 2019;effective immediately. Statewide Eligible Training Provider List.](#)

[Workforce Development Division- Technical Assistance Bulletin 294- dated January 17, 2020.](#)

VI. RESPONSIBILITIES:

Service Provider will disseminate to appropriate Career Center professionals and follow the procedures outlined in this policy document and related policy documents.

The Board monitor shall provide oversight and monitoring to ensure full compliance with this policy.

VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

INFORMATION ONLY

XIV-1. Monitoring Reports

BACKGROUND

The Texas Workforce Commission (TWC) requires that monitoring review results be reported to all relevant parties and to the Board of Directors. The monitoring staff conduct fiscal and program reviews for compliance with federal and state laws and regulations, and compliance with TWC and local policies. The following is a list of the monitoring reviews and significant observations that were completed during the months of September 2019 - January 2020.

Workforce Solutions – Board

Fiscal & Program Reviews

- **TWC Annual Monitoring** – March 4-8, 2019
 - The TWC Monitoring report has not been issued pending TWC Fiscal Technical Assistance ruling on a property issue.
- **TWC Equal Opportunity Compliance Review** – March 4-8, 2019 Desk Review
 - The Board Equal Opportunity function has been recertified for another three years as no findings were noted in the report.
- **Department of Labor (DOL) Review**– National Dislocated Worker Grant – Hurricane Harvey & WIOA Title I and III Programs – May 13-17, 2019 – The final report has not been issued.

Local Findings

- WIOA Grievance Procedures to include an appeal to the Secretary, US Department of Labor.
- Follow-up Services to include all WIOA Programs including Adult, DW, Youth.
- WIOA counselor notes did not include or were not timely all activities of a participant in hard copy or in TWIST.

These three (3) findings have been cleared with DOL after providing the requested documentation.

The Steven’ Amendment – which is a Federal funding source disclosure related to Public Communications is still being reviewed by DOL technical support and TWC.

➤ **Local Match Contracts – 2019-2020**

| | | | |
|----------------------------------|------------------|--------------|--------------------|
| ○ Del Mar College | \$200,000 | drawing down | \$400,000 |
| ○ Coastal Bend College | \$180,000 | drawing down | \$360,000 |
| ○ City of Corpus Christi | \$359,983 | drawing down | \$719,966 |
| ○ Texas A&M Kingsville | \$120,000 | drawing down | \$240,000 |
| ○ Texas A&M Corpus Christi | <u>\$ 35,000</u> | drawing down | <u>\$ 70,000</u> |
| Direct Child Care Dollars | \$894,983 | | \$1,789,966 |

- **Local Match Contract Certifications – 2nd half of 2018-2019**
 - \$438,232 in Expenditures were certified and submitted to TWC.
- **Child Care Local Match Agreements 2018-2019 – Monitoring Reviews**
 - Del Mar College
 - Coastal Bend College
 - City Corpus Christi
 - TAMU Kingsville
 - TAMU Corpus Christi

Conclusion: No issues noted

- **Personal Identifiable Information (PII) Review - Region Wide**
Observations
 - A number of drawers and overhead bins do not have the keys to lock them.
 - Remind personnel that PII must be kept in locked drawers, bins, and cabinets when they are not in the office (missing keys).
 - Remind personnel that PII should not be left out even in areas with limited access to non-personnel.

Conclusion: Developed a tracking system to record/collect data on keys for staff who are assigned/reassigned new workstations. The tracking system will be replicated at all centers.

- **Single Audit Review – SERCO Y/E 6/30/19 –** The review had no material issues noted.

SERCO of Texas

Program Reviews

- **NCP (Non-Custodial Parent)/Choices Review – Report 9/18/19**
 - Three (3) cases had case notes entered in TWIST that were not entered in the Office of Attorney General (OAG) data collection system, COLTS.

Conclusion:

 - Staff updated notes in TWIST and COLTS, where possible.
 - TWIST and COLTS case notes will mirror each other to ensure compliance.
- **SNAP E&T Support Services Review – Report 12/10/19 –** Transportation Assistance Directive
 - Based on a review of all \$10 gas assistance given on the day of their SNAP E&T orientation (prior to 9/30/19), 41 of 122 cases reviewed did not have any job search documented in TWIST to justify the \$10 assistance and did not participate in the program passed the orientation. Thus, SERCO has \$410 (41 X \$10) of questioned costs.

Conclusion:

- SERCO reimbursed Workforce Solutions the \$410 in questioned costs.

C2 Global Professional Services, LLC

Program Reviews

➤ **SNAP E&T Review – Report 11/22/19**

- One (1) cases did not have the correct penalty date for non-cooperation entered in TWIST.
- One case had a late timely and reasonable letter and penalty entered in TWIST.
- One (1) case had no case notes from 7/9 - 8/6.

Conclusion:

- Corrections were made to the case files and in TWIST, if possible.
- Ongoing technical assistance is being provided to staff.

➤ **TANF/Choices Review 1/10/20**

- Three (3) cases had miscalculated timesheets submitted to the case file that were accepted by the Career Counselor.
- One (1) case had no documentation for timesheet hours entered in TWIST
- One (1) case did not have approval signatures on the timesheet.
- Five (5) cases had numerous timesheet/job search hour errors including hours on wrong dates and the wrong hours entered into TWIST.
- One (1) case had documentation for two (2) Transportation Support Services (SS) in the file but had not been entered into TWIST.

Conclusion:

- Corrections were made to the case files and in TWIST, if possible.
- Ongoing technical assistance is being provided to staff.

BarkerRipley, Inc.

Program Review

➤ **Child Care File Reviews (2)**

Finding:

- Four (4) participants' income were calculated incorrectly. Errors included:
 - income calculated biweekly instead of semi-monthly;
 - not all of the participants income was included in the calculation;
 - transposition errors;
 - adding errors.
- One (1) case had an eligibility case note for a different participant and did not have the eligibility case note in TWIST for this participant.

Conclusion:

- Management stressed to IES staff the importance of reviewing work carefully on an ongoing basis and assisted them with developing systems that will ensure careful review of their work.

INFORMATION ONLY

XIV-2. Financial Report

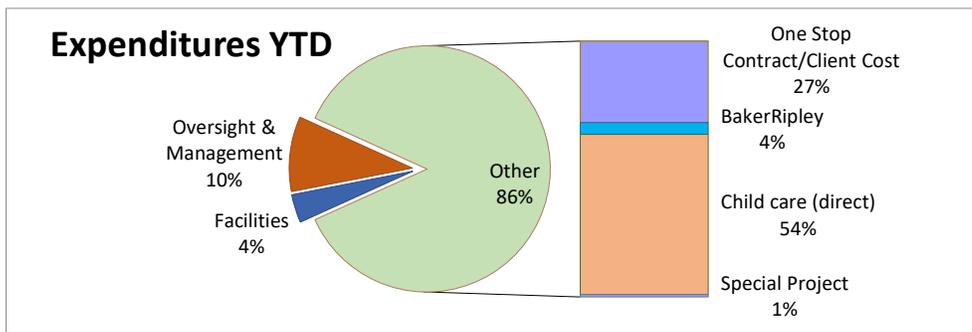
BACKGROUND

Financial statements are prepared on a monthly basis by Board staff. Attached is a copy of the most recent Financial Report.

| Contract No. | Contract Program | Begin Date | End Date | Current Budget | Cum. Expenditures | Budget Balance | % Expended | TWC % Target |
|---------------------------|---|------------|------------|-----------------|-------------------|-----------------|------------|--------------|
| Expires 12/31/2019 | | | | | | | | |
| 2219CCF000 | Child Care | 10/1/2018 | 12/31/2019 | \$13,197,833.00 | \$13,197,833.00 | \$0.00 | 100% | 100% |
| 2219CCM000 | Child Care Local Initiative | 10/1/2018 | 12/31/2019 | \$1,742,626.00 | \$1,742,626.00 | \$0.00 | 100% | 100% |
| 2219CCP000 | Child Care DFPS | 9/1/2018 | 12/31/2019 | \$1,894,523.00 | \$1,894,523.00 | \$0.00 | 100% | 100% |
| 2219TRA000 | Trade Act Services for Dislocated Workers | 10/1/2018 | 12/31/2019 | \$162,942.00 | \$43,389.10 | \$119,552.90 | 27% | NA |
| 2219WOS001 | WOS - Military Family Support | 1/1/2019 | 12/31/2019 | \$54,704.00 | \$42,078.63 | \$12,625.37 | 77% | 100% |
| 2219WPA000 | Wagner-Peyser Employment Services | 10/1/2018 | 12/31/2019 | \$132,848.00 | \$119,690.07 | \$13,157.93 | 90% | 100% |
| 2219WPA001 | Wagner-Peyser Employment Services | 3/4/2019 | 12/31/2019 | \$23,754.00 | \$23,754.00 | \$0.00 | 100% | 100% |
| Expires 1/31/2020 | | | | | | | | |
| Non TWC | 3019VRS222 (02/01/19-01/31/20) SEAL | 2/1/2019 | 1/31/2020 | 230,000.00 | \$162,615.92 | \$67,384.08 | 71% | NA |
| Expires 2/28/2020 | | | | | | | | |
| 2219EXT001 | EXT - Externship for Teachers | 2/22/2019 | 2/28/2020 | \$147,873.00 | \$135,775.23 | \$12,097.77 | 92% | NA |
| Expires 4/30/2020 | | | | | | | | |
| 2219CCQ000 | Child Care Quality | 10/1/2018 | 4/30/2020 | \$734,010.00 | \$523,263.76 | \$210,746.24 | 71% | 79% |
| 2219WCI000 | WCI - Workforce Commission Initiatives | 10/1/2018 | 4/30/2020 | \$175,586.00 | \$101,214.84 | \$74,371.16 | 58% | NA |
| Expires 6/30/2020 | | | | | | | | |
| 2219TAN001 | TANF-Texas Internship Initiatives | 6/6/2019 | 6/5/2020 | \$100,000.00 | \$48,379.10 | \$51,620.90 | 48% | NA |
| 2218WOA000 | WIOA - PY18 Adult Allocation | 7/1/2018 | 6/30/2020 | \$395,370.00 | \$395,370.00 | \$0.00 | 100% | 75% |
| 2218WOA000 | WIOA - PY18 Adult Allocation (Oct) | 7/1/2018 | 6/30/2020 | \$1,732,285.00 | \$1,732,285.00 | \$0.00 | 100% | 81% |
| 2218WOD000 | WIOA - PY18 Dislocated Worker Allocation | 7/1/2018 | 6/30/2020 | \$283,145.00 | \$281,404.64 | \$1,740.36 | 99% | 75% |
| 2218WOD000 | WIOA - PY18 Dislocated Worker Allocation (Oct) | 7/1/2018 | 6/30/2020 | \$1,205,930.00 | \$912,403.59 | \$293,526.41 | 76% | 75% |
| 2218WOY000 | WIOA - PY18 Youth Allocation | 7/1/2018 | 6/30/2020 | \$2,223,418.00 | \$1,941,006.13 | \$282,411.87 | 87% | 75% |
| 2219WOR001 | WIOA - PY19 Rapid Response | 7/1/2019 | 6/30/2020 | \$22,772.00 | \$214.63 | \$22,557.37 | 1% | NA |
| 2219WOS002 | WIOS - Women's Entrepreneurship Boot Camp | 7/1/2019 | 6/30/2020 | \$0.00 | \$0.00 | \$0.00 | 0% | NA |
| 2219ATG000 | Apprenticeship Texas Expansion Grant | 1/16/2019 | 6/30/2020 | \$199,100.00 | \$2,144.84 | \$196,955.16 | 1% | 67% |
| Expires 8/31/2020 | | | | | | | | |
| 2219WAF001 | WIOA - Alternative Funding for Statewide Activity | 7/15/2019 | 8/31/2020 | \$812,796.00 | \$806.00 | \$811,990.00 | 0% | 38% |
| Non TWC | KINGSVILLE/BEEVILLE VR EXPENSES MONTHLY | 8/1/2019 | 8/31/2020 | \$41,329.00 | \$25,744.81 | \$15,584.19 | 62% | 33% |
| Non TWC | 3018VRS133 - STUDENT HIRABILITY (09/01/19-08/31/20) | 8/1/2019 | 8/31/2020 | \$100,000.00 | \$21,269.46 | \$78,730.54 | 21% | 33% |
| Expires 9/30/2020 | | | | | | | | |
| 2218WDR000 | WWRCCA for Hurricane Harvey | 2/23/2018 | 9/30/2020 | \$100,000.00 | \$75,446.91 | \$24,553.09 | 75% | 71% |
| 2220NCP001 | Noncustodial Parent Choices Program | 9/1/2019 | 9/30/2020 | \$142,403.00 | \$32,697.29 | \$109,705.71 | 23% | 23% |
| 2220RAG001 | Resource Administration Grants | 10/1/2019 | 9/30/2020 | \$0.00 | \$0.00 | \$0.00 | 0% | 17% |
| 2220SNE001 | SNAP E&T | 10/1/2019 | 9/30/2020 | \$766,164.00 | \$314,618.23 | \$451,545.77 | 41% | 17% |
| 2220WCI001 | WCI - Workforce Commission Initiatives | 10/1/2019 | 9/30/2020 | \$75,467.00 | \$11,653.81 | \$63,813.19 | 15% | 17% |
| Non TWC | VET | 10/1/2019 | 9/30/2020 | \$36,000.00 | \$7,248.50 | \$28,751.50 | 20% | 17% |
| Expires 10/31/2020 | | | | | | | | |
| 2220CCQ001 | Child Care Quality | 10/1/2019 | 10/31/2020 | \$0.00 | \$0.00 | \$0.00 | 0% | 23% |
| 2220TAF001 | TANF Choices | 10/1/2019 | 10/31/2020 | \$2,625,955.00 | \$369,556.56 | \$2,256,398.44 | 14% | 23% |
| Expires 11/30/2020 | | | | | | | | |
| 2220CAA001 | Child Care Attendance Automation Service | 10/1/2019 | 11/30/2020 | \$100,337.00 | \$16,823.82 | \$83,513.18 | 17% | 29% |
| Expires 12/31/2020 | | | | | | | | |
| 2217NDW001 | NDW - Hurricane Harvey | 8/28/2017 | 12/31/2020 | \$8,233,000.00 | \$7,334,617.81 | \$898,382.19 | 89% | 68% |
| 2220CCF001 | Child Care | 10/1/2019 | 12/31/2020 | \$13,466,173.00 | \$2,532,570.57 | \$10,933,602.43 | 19% | 27% |
| 2220CCM001 | Child Care Local Initiative | 10/1/2019 | 12/31/2020 | \$1,789,966.00 | \$10,302.00 | \$1,779,664.00 | 1% | 27% |
| 2220CCP001 | Child Care - DFPS | 9/1/2019 | 12/31/2020 | \$1,593,100.00 | \$293,534.57 | \$1,299,565.43 | 18% | 31% |
| 2220REA001 | Reemployment Services and Eligibility Assessment | 9/30/2019 | 12/31/2020 | \$264,388.00 | \$56,873.59 | \$207,514.41 | 22% | 27% |
| 2220TRA001 | Trade Act Services for Dislocated Workers | 10/1/2019 | 12/31/2020 | \$0.00 | \$0.00 | \$0.00 | 0% | 27% |
| 2220WPA001 | Wagner-Peyser Employment Services | 10/1/2019 | 12/31/2020 | \$90,637.00 | \$125.85 | \$90,511.15 | 0% | 27% |
| Expires 6/30/2021 | | | | | | | | |
| 2219WOA001 | WIOA - PY19 Adult Allocation (July) | 7/1/2019 | 6/30/2021 | \$303,747.00 | \$56,898.92 | \$246,848.08 | 19% | 20% |
| 2219WOA001 | WIOA - PY19 Adult Allocation (Oct) | 7/1/2019 | 6/30/2021 | \$1,330,849.00 | \$44,166.27 | \$1,286,682.73 | 3% | 20% |
| 2219WOD001 | WIOA - PY19 Dislocated Worker Allocation (July) | 7/1/2019 | 6/30/2021 | \$265,659.00 | \$0.00 | \$265,659.00 | 0% | 20% |
| 2219WOD001 | WIOA - PY19 Dislocated Worker Allocation (Oct) | 7/1/2019 | 6/30/2021 | \$1,098,142.00 | \$11,672.72 | \$1,086,469.28 | 1% | 20% |
| 2219WOY001 | WIOA - PY19 Youth Allocation | 7/1/2019 | 6/30/2021 | \$1,711,066.00 | \$97,523.03 | \$1,613,542.97 | 6% | 20% |
| | | | | \$59,605,897.00 | \$34,614,122.20 | \$24,991,774.80 | | |

WORKFORCE SOLUTIONS OF THE COASTAL BEND
STATEMENT OF ACTIVITIES
For the Month Ending
December 31, 2019

| | FY2019 Amended Budget | Current Expenses | YTD | % |
|--------------------------------------|--------------------------|---------------------|---------------------|----------|
| | | | | Expended |
| REVENUES | | | | |
| Grant revenue - federal | \$ 30,770,012 | \$ 2,652,010 | \$ 7,490,984 | 24% |
| Grant revenue - Non federal | 30,000 | 309.04 | \$ 917 | |
| | <u>\$ 30,800,012</u> | <u>\$ 2,652,319</u> | <u>\$ 7,491,901</u> | 24% |
| EXPENSES | | | | |
| Oversight & Management | | | | |
| Salaries and benefits | \$ 2,412,151 | \$ 204,908 | \$ 600,386 | 25% |
| Facilities and related expense | 163,349 | 4,463 | 14,700 | 9% |
| Furniture, equipment, & software | 76,913 | 7,162 | 18,203 | 24% |
| General administrative expense | 198,382 | 20,789 | 39,051 | 20% |
| Communication expense | 29,775 | 2,026 | 6,010 | 20% |
| Professional fees and services | 122,367 | 8,194 | 16,486 | 13% |
| Staff development expense | 43,500 | 1,584 | 8,512 | 20% |
| Travel expense | 87,000 | 12,153 | 34,537 | 40% |
| Total Oversight & Management Expense | <u>\$ 3,133,438</u> | <u>\$ 261,279</u> | <u>\$ 737,886</u> | 24% |
| One Stop Operations | | | | |
| Facilities and related expense | \$ 1,166,482 | \$ 45,672 | \$ 146,697 | 13% |
| Furniture, equipment, & software | 170,594 | 10,457 | 26,972 | 16% |
| General administrative expense | 272,074 | 7,008 | 69,474 | 26% |
| Communication expense | 167,585 | 11,316.43 | 31,786 | 19% |
| Professional fees and services | 10,500 | 0.00 | 2,704 | 26% |
| Total One Stop Operations | <u>\$ 1,787,235</u> | <u>\$ 74,454</u> | <u>\$ 277,633</u> | 16% |
| Contracted services | \$ 25,879,339 | \$ 2,316,586 | \$ 6,476,382 | 25% |
| Total expense | <u>\$ 30,800,012</u> | <u>\$ 2,652,319</u> | <u>\$ 7,491,901</u> | 24% |
| Changes in net assets | <u>\$ 0</u> | <u>\$ -</u> | <u>\$ 0</u> | |



**WORKFORCE SOLUTIONS OF THE COASTAL BEND
STATEMENT OF ACTIVITIES**

For the Month Ending
December 31, 2019

ASSETS

| | |
|-------------------------------|---------------------|
| Current Assets | |
| Cash & Cash Equivalents | \$ 809,200 |
| Money Market Account | \$ 377,512 |
| Due from TWC | 1,896,447 |
| Accounts Receivable | 836 |
| Prepaid Expense | 145,518 |
| Other Assets | - |
| Total Current Assets | \$ 3,229,513 |
| | |
| Fixed Assets | |
| Building Improvements | \$ 1,628,376 |
| Furniture and Equipment | 441,016 |
| Less Accumulated Depreciation | (1,560,236) |
| Net Fixed Assets | \$ 509,157 |
| | |
| Total Assets | \$ 3,738,669 |

LIABILITIES

| | |
|---------------------------|--------------|
| Current Liabilities | |
| Accounts Payable | \$ 2,388,909 |
| Accrued Expense | 551,135 |
| Accrued Vacation | 45,940 |
| Total Current Liabilities | \$ 2,985,984 |

NET ASSETS

| | |
|---|------------|
| Unrestricted-Non-Federal Fund | \$ 58,733 |
| Temporarily Restricted-Ticket to Work/Other | 184,795 |
| Investment in Fixed Assets | 509,157 |
| Total Net Assets | \$ 752,685 |

| | |
|---|---------------------|
| Total Liabilities and Net Assets | \$ 3,738,669 |
|---|---------------------|

INFORMATION ONLY

XIV-3. HR Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

The employee handbook has been updated annually the last two years and has now had all 30 policies fully updated.

INFORMATION ONLY

XIV-4. Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

All Career centers, Mobile Unit and VR Integration.

INFORMATION ONLY

XIV-5. Update on Future Procurements and Contract Renewals

BACKGROUND

An update on future procurements and contract renewals is provided on the following pages. The changes are in highlighted text.

Update on Future Procurements

| Procurement Item | Anticipated Date of Procurement | Anticipated Date of Contract/Purchase | Anticipated Cost | Over \$50,000 Approval Required | Comments |
|---|---------------------------------|---------------------------------------|----------------------|---------------------------------|---|
| Economy and Labor Market Information (LMI) Tool | February/March | May 1, 2020 | \$16,000 to \$25,000 | No | WFSCB has used this tool for the past 6+ years and has experienced great success. The tool is used to determine jobs in demand. WFSCB has created specialized reports on demand for local education entities and economic development organizations, as well as for our own planning. A Request for Quotes (RFQ) will be issued to test the market to see what other products are available. |
| Outreach Services | March/April | October 1, 2020 | \$30,000 | No | The current contract for outreach services will end on September 30, 2020. Consequently, WFSCB will need to test the market by issuing a Request for Proposals (RFP). The contracted services center on providing technical assistance and expertise for outreach services that promote the agency's programs and activities. |
| Legal Services | April/May | October 1, 2020 | \$20,000 to \$30,000 | No | The current contract for legal services will end on September 30, 2020. Consequently, WFSCB will need to test the market by issuing a Request for Qualifications (RFQ). The contracted services will involve legal representation in such areas as, but not limited to: public entity law, personnel law; contracting and procurement, real estate law, and litigation. |
| Security Guard Services | May/June | October 1, 2020 | \$90,000 | Yes | The current contract for security guard services will end on September 30, 2020. WFSCB will be issuing a formal procurement for security guard services. These services are primarily for the security at the Staples Workforce Center. However, occasionally, security guard services may be needed at our other workforce centers when major events are scheduled such as job fairs, youth sponsored activities, etc. |
| Fire and Security Alarm Monitoring, Testing, and Maintenance Services | May/June | October 1, 2020 | \$10,000 | No | The current contract for Fire and Security Alarm Monitoring, Testing, and Maintenance Services will end on September 30, 2020. WFSCB will need to test the market by issuing a Request for Quotes (RFQ). |

SUBCONTRACTOR LOG 2019-2020

| NAME | ID# | ACTIVITY | CONTRACT AMOUNT | LATEST CONTRACT AMENDMENT STATUS | CONTRACT STATUS | CONTRACT PERIOD |
|--|--------|--|-----------------|---|--|---------------------|
| C2 GPS | Master | Management and Operation of Workforce Centers (and Youth Development Services) | \$8,683,005.60 | | Year 1 (3 contract renewals) | 10/01/19 – 09/30/20 |
| BakerRipley | Master | Direct Child Care Services | \$17,679,464.70 | | Renewal #2 (of 3 contract renewals) | 10/01/19 – 09/30/20 |
| dlo Three Dimensional Development L.L.C. | Master | Outreach Services | \$30,000.00 | | Renewal #4 (of 4 contract renewals) | 10/01/19 – 9/30/20 |
| Unique Employment Services | Master | Temporary Staffing Services | \$3,000,000 | Amendment #1 – To amend the contract SOW and increase the budget amount by \$500,000. | Extension #1 | 10/01/19 – 12/31/20 |
| Citizens for Education Excellence | Master | Texas Internship Initiative | \$91,108.00 | | Year 1 (1 contract Renewal) | 6/06/19 – 6/05/20 |
| Citizens for Education Excellence | Master | Teacher Externship Program | \$32,800.00 | | Year 1 | 2/01/20 – 9/30/20 |

PROFESSIONAL & CONSULTING SERVICES

| | | | | | | |
|------------------------------|--------|--|---------------------------------------|---|--|--------------------|
| Wood, Boykin, & Wolter, P.C. | Master | Legal Services | Per Contract Legal Fees - \$20,000.00 | | Renewal #4 (of 4 contract renewals) | 10/01/19 – 9/30/20 |
| Renee Barry, CPA | Master | Fiscal Review Services (Pre-Award Review of Career Centers Contract) | \$10,560 (plus travel expenses) | Amendment #1 – To amend the initial contract end date from 9/30/19 to the amended end date of 11/30/19. | Year 1 | 7/26/19 – 12/31/19 |

SUBCONTRACTOR LOG 2019-2020

| | | | | | | |
|--------------------|--------|---|-------------|--|-------------------------------------|-------------------|
| Gallion Consulting | Master | Document Management & Software & Scanning | \$16,882.56 | | Renewal #4 (of 4 contract renewals) | 1/02/20 – 9/30/20 |
|--------------------|--------|---|-------------|--|-------------------------------------|-------------------|

LEASE AGREEMENTS

| | | | | | | |
|-------------------------------------|--------|---|--|---|---------------------------------------|--------------------|
| PAK 56 Plaza LLC, SGT 44 Pirate LLC | Master | Lease Agmt. for Center Office in Pirate Plaza Office – Sinton, TX | \$5,118.17 per mo., approx. 3,650 sq. ft./\$1.40 | <u>Early Termination</u> – with 90-day written notice. | Year 3 of 5 Year Lease, Exp: 12/31/22 | 1/01/20 – 12/31/20 |
| Sunrise CC LLC | Master | Lease Agmt. For Sunrise Mall Center – Corpus Christi | \$14,743.92 per mo., approx. 16,026 sq. ft./\$.92 | <u>Early Termination</u> – with 90- day written notice. | Year 3 of 5 Year Lease Exp: 12/31/22 | 1/01/20 – 12/31/20 |
| Texas Workforce Commission | Master | Building Use Lease Agreement for Staples Center – Corpus Christi | Approx. sq. ft. 22,616 | | | 10/01/19 – 9/30/20 |
| Office Lease - Coastal Bend College | Master | Lease Agreement for Center Office at CBC Beeville Campus | \$4,084.50 per month (includes utilities and janitorial services), approx. 3,850 sq. ft./\$1.06 plus insurance fee | | Year 1 of 3 Year Lease Exp: 9/30/22 | 10/01/19 – 9/30/20 |
| Office Lease – Coastal Bend College | Master | Lease Agreement for Center Office at CBC Alice Campus | \$2,908.50 per month (includes utilities and janitorial | | Year 3 of 3 Year Lease Exp: 1/31/21 | 2/01/20 – 1/31/21 |

SUBCONTRACTOR LOG 2019-2020

| | | | | | | |
|---|--------|--|---|--|--|-------------------|
| | | | services) approx. 2,730 sq. ft./\$1.06 plus insurance fee | | | |
| Office Lease – Coastal Bend College | Master | Lease Agreement for Center Office at CBC Kingsville Campus | \$3,392.55 per month (includes utilities and janitorial services) approx. 3,191 sq. ft./\$1.06 plus insurance fee | | Year 2 of 3 Year Lease Exp: 4/30/21 | 5/01/19 – 4/30/20 |
| Brooks County Independent School District | MOU | Lease Agreement | No monthly lease payments. Pay only for telephone and internet service and for signage and fair share of utilities. | | Year 2 of 2 Year Lease Exp: 8/31/20 | 9/01/19 – 8/31/20 |
| Aransas ISD | MOU | Lease Agreement | \$350.00 per month | | | Open Dates |

OTHER CONTRACTS/AGREEMENTS

| | | | | | | |
|---------------|--------|-------------------------|---------------------------|--|-------------------------------------|--------------------|
| Sec Ops, Inc. | Master | Security Guard Services | Per Contract Hourly Rates | | Renewal #2 (of 2 contract renewals) | 10/01/19 – 9/30/20 |
|---------------|--------|-------------------------|---------------------------|--|-------------------------------------|--------------------|

SUBCONTRACTOR LOG 2019-2020

| | | | | | | |
|---|--------|--|---|--|--|---|
| Frost Bank | Master | Banking Services | Fee Based | | Year #1 (3 contract renewals) | 10/01/19 – 9/30/20 |
| The Safeguard System, Inc. | Master | Fire and Security Alarm Monitoring, Testing, & Maintenance Services | \$10,000 | | Renewal #2 (of 2 contract renewals) | 10/01/19 – 9/30/20 |
| Time Warner Cable | Master | Dedicated Access Service Lines Agreement | \$575.00 per mo. – HUB lines to local center sites & 774.00 per mo. – HUB line to TWC | | Extended on a year to year basis | Initial Term of Service will commence on date of connectivity |
| Time Warner Cable | Master | Dedicated Access Service Installation Agreement | \$2,000 – one- time fee | | Extended on a year to year basis | Installation of WAN Project |
| James C. Wendlandt | Agmt. | Employee (401) Retirement Plan | Fee Based | | | 10/01/19 – 9/30/20 |
| Rural Economic Assistance League, Inc. (REAL) | Agmt. | Transportation Assistance Services to Aransas, Bee, Brooks, Duval, Jim Wells, Live Oak, Refugio, and San Patricio counties | Not to Exceed \$5,000.00 | | Renewal #1 (of 2 contract renewals) | 10/01/19 – 9/30/20 |
| County of Kleberg Human Services | Agmt. | Transportation Assistance Services to Kleberg and Kenedy counties. | Not to Exceed \$5,000 | | Renewal #1 (of 2 contract renewals) | 10/01/19 – 9/30/20 |
| Valero Payment Services Company | Master | Purchase of Gas Cards for Program Participants | Not to Exceed \$280,000 | | Year 1 (3 contract renewals) | 10/01/19 – 9/30/20 |
| Grunwald Printing Co. | Master | Print Shop and Copy Services | Not to Exceed \$5,000 | | Renewal #1 (of 1 contract renewal) | 10/01/19 – 9/30/20 |

SUBCONTRACTOR LOG 2019-2020

| | | | | | | |
|--------------------------------|--------|---|---------------------------------------|--|-------------------------------------|--------------------|
| Economic Modeling, LLC (EMSI) | Master | Economy and LMI Tool | \$16,000.00 | | Renewal #2 (of 2 contract renewals) | 5/01/19 – 4/30/20 |
| United Way of the Coastal Bend | MOU | Volunteer Income Tax Assistance (VITA) | \$3,888.00 | | Year 1 | 8/01/18 – 7/31/20 |
| WKMC Architects, Inc. | Master | Certified Space Planning Services | | | Renewal #1 (of 3 contract renewals) | 10/01/19 – 9/30/20 |
| The Clower Company | Agmt. | Commercial Real Estate Brokerage Services | Broker's fees paid by seller/landlord | | Renewal #1 (of 2 contract renewals) | 1/01/20 – 9/30/20 |
| Joe Adame & Associates, Inc. | Agmt. | Commercial Real Estate Brokerage Services | Broker's fees paid by seller/landlord | | Year 1 (2 contract renewals) | 6/01/19 – 5/31/20 |

TWC GRANTS & CONTRACTS LOG 2019–2020

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|--|----------------|---|---|--------------|--------------------|
| Agency Board Agreement for an Integrated Workforce System | 2216ABA000 | <p><u>Amendment #1</u> – To amend the grant period beginning on 2/01/16 to terminate on 9/30/2019.</p> <p><u>Amendment #2</u> – To make changes to the “Terms and Conditions” and Attachment A, “Safeguards for TWC Information”. These changes are made to comply with the integration of the Vocational Rehabilitation Prog.</p> <p><u>Amendment #3</u> – To extend the grant period end date from 9/30/19 to 12/31/19 and make administrative changes to the contract’s general terms.</p> | To establish the nature of the working relationship between the Agency and the local Workforce Board to include the goals, responsibilities and obligations with respect to the administration of these programs, or other service delivery programs. | | 2/01/16 – 12/31/19 |
| National Dislocated Worker Disaster Grant Project – Hurricane Harvey | 2217NDW001 | <p><u>Amendment #1</u> – To make changes to the SOW project requirements.</p> <p><u>Amendment #2</u> – To increase the grant award by \$1,000,000.</p> | To provide funds to assist individuals residing in Workforce Development Areas affected by Hurricane Harvey. The grant funds will provide a basis to ensure an effective workforce investment system response to create temporary employment opportunities to | \$8,233,000 | 8/28/17 – 12/31/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|------|----------------|---|---|--------------|--------------|
| | | <p>The purpose of the funding is to expand service capacity to the local area.</p> <p><u>Amendment #3</u> – To make changes to the project and administrative requirements and to increase the grant amount by \$2,000,000.00.</p> <p><u>Amendment #4</u> – To make changes to the SOW project requirements.</p> <p><u>Amendment #5</u> – To make changes to the SOW project and administrative requirements and to increase the grant amount by \$1,000,000 for a total of \$5,633,000.00</p> <p><u>Amendment #6</u> – To make some revisions to the SOW and administrative requirements and to increase the grant amount by \$1,500,000.</p> <p><u>Amendment #7</u> – To make a change to the</p> | <p>assist with clean-up, recovery, and humanitarian efforts in counties impacted in the Board area.</p> | | |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|--|----------------|--|---|--------------|--------------------|
| | | <p>contract end date from 9/30/19 to 12/31/19.</p> <p><u>Amendment #8</u> – To increase the grant award amount by \$441,683.00.</p> <p><u>Amendment #9</u> – To amend the grant period from 12/31/19 to 12/31/20, make revision to the SOW, and administrative requirements, and increase the grant award by \$658,317.</p> | | | |
| Workforce Innovation and Opportunity Act - Adult | 2218WOA000 | <p><u>Amendment #1</u> – To make revisions to the SOW Project, Financial, and Uniform Administrative requirements. Additionally, the grant award was increase by \$2,239.00 to a new amended grant award amount of \$2,122,280.</p> <p><u>Amendment #2</u> – To make administrative changes to the Contract General Terms & Conditions and to increase the grant amount by \$5,375.00.</p> | To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce. | \$2,127,655 | 07/01/18 – 6/30/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|---|----------------|--|---|--------------|---------------------|
| Workforce Innovation and Opportunity Act – Dislocated Worker | 2218WOD000 | <u>Amendment #1</u> - To make revisions to the SOW Project and Financial Administrative requirements. | To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants. | \$1,489,075 | 07/01/18 – 6/30/20 |
| Workforce Innovation and Opportunity Act - Youth | 2218WOY000 | <u>Amendment #1</u> – To make revisions to the SOW project requirements and financial requirements. <u>Amendment #2</u> – To make administrative changes to the Contract General Terms & Conditions and fiscal audit requirements. Additionally, increased the grant amount by \$6,780.00. | To provide funds to plan and deliver services to low income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education. | \$2,223,418 | 7/01/18 – 6/30/20 |
| Working Women Resource Coordination Cooperative Agreement for Hurricane Harvey Relief Efforts | 2218WDR000 | <u>Amendment #2</u> – To amend the grant period to 9/30/20 and make some administrative changes to the contract's SOW and general terms. | | | 2/23/18 - 9/30/20 |
| Child Care Services Formula Allocation | 2219CCF000 | <u>Amendment #1</u> – To make admin. Changes to the contract's "Standard Terms & Conditions". | Child care services are provided to families who meet the eligibility criteria. These direct child care services allow parents to work or to attend school or training, which helps them achieve economic self-sufficiency. | \$13,197,833 | 10/01/18 – 12/31/19 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|--|----------------|---|--|--------------|---------------------------|
| | | <u>Amendment #2</u> – To make admin. changes to the SOW and financial requirements. | | | |
| Child Care and Development Fund Child Care Local Match | 2219CCM000 | | Matching funds to assist families who meet eligibility to have access to direct child care services so that they can work or attend school or training. | \$1,742,626 | 10/01/18 – 12/31/19 |
| Wagner-Peyser Employment Services | 2219WPA000 | <u>Amendment #1</u> – To amend grant award amount for the purpose of transferring \$26,000 from the operation grant to salary/longevity to maintain temporary employees. Also, made changes to the administrative requirements. <u>(1)Amendment #2</u> – To add \$23,625 from the Board's unspent TWC State held salary to the ES operating funds. | To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices. | \$132,848 | 10/01/18 – 12/31/19 |
| CCDF Quality Improvement Activity | 2219CCQ000 | <u>Amendment #1</u> – To amend the grant award to change the end date from 10/31/19 to 1/31/2020, make changes to the SOW, administrative requirements and general terms and | Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency. <u>Child Care Alloc.</u> - \$304,907 <u>Non-Allocated CC funds (Mentors/Assessors)</u> - \$263,885 | \$734,010 | 10/01/18 – <u>4/30/20</u> |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|---|----------------|--|---|--------------|---------------------|
| | | <p>conditions. Also, to amend the grant award by adding \$16,856.00 to a total grant ward of \$734,010.00.</p> <p><u>(2)Amendment #2 – To amend the grant end date from 1/31/20 to 4/30/20 and make changes to the SOW project requirements.</u></p> | Add't CC Quality Improvement. Activities - \$148,362 | | |
| Trade Act Services for Dislocated Workers | 2219TRA000 | | The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include training for a new occupation, as rapidly and as effective as possible. | \$162,942 | 10/01/18 – 12/31/19 |
| Apprenticeship Texas Expansion Grant | 2219ATG000 | | The Apprenticeship Texas Expansion Grant will provide support to the Board to engage local industry and workforce partners in developing new Registered Apprenticeship training programs and expand existing RA training programs - including new occupations and underrepresented populations. | \$199,100 | 12/20/18 – 12/19/19 |
| Military Family Support Grant Award | 2219WOS001 | <u>Amendment #1 – To amend the SOW requirements. No changes to the grant award amount.</u> | The Military Family Support Pilot Program is a program designed to better meet the needs of military spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, | \$54,704 | 1/01/19 – 12/31/19 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|---|----------------|---|--|--------------|--------------------|
| | | | and if funding is available, to support training in high-demand occupations. | | |
| Externships for Teachers | 2219EXT001 | | WFSCB will provide a Summer Teacher Externship (Program) for educators working in districts located in the area. Teachers participating in the program will gain workplace related experiences that they can develop into curriculum for their students. The primary focus is to provide teachers with job-relevant experiences as it applies to math, science, English, communications skills, work ethics, and social skills. The teachers will incorporate these “real world” examples and problems into lesson plans for their students, thus making the connection between academic skills and the workplace. | \$147,873 | 2/22/19 – 2/28/20 |
| Wagner-Peyser Employment Services Reimbursement Fee | 2219WPA001 | <u>Amendment #001</u> – To make changes to the grant’s standard terms and conditions and payment plan. | To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices. | \$23,754 | 3/01/19 – 12/31/19 |
| Workforce Innovation and Opportunity Act - Adult | 2219WOA001 | <u>3)Amendment #1</u> – To make changes to the grant’s standard terms and conditions and administrative requirements and increase the grant award amount by \$4,000 to a total amended grant award amount of \$1,634,596. | To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce. | \$1,634,596 | 7/01/19 – 6/30/21 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|--|----------------|--|--|--------------|-------------------|
| Workforce Innovation and Opportunity Act - Dislocated Worker | 2219WOD001 | (4)Amendment #1 – To make changes to the federal award terms and conditions. | To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants. | \$1,363,801 | 7/01/19 – 6/30/21 |
| Workforce Innovation and Opportunity Act - Youth | 2219WOY001 | (5)Amendment #1 – To increase the grant award amount by \$5,047.00 and make changes to the award terms and conditions and administrative requirements. | To provide funds to plan and deliver services to low income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education. | \$1,711,066 | 7/01/19 – 6/30/21 |
| Women's Entrepreneurship Boot Camp | 2219WOS002 | | WFSCB along with its partners, Texas A&M-CC and the United Corpus Christi Chamber of Commerce will deliver a Women's Entrepreneurship Bootcamp branded the Women Empowered (WE) Summit through a full day workshop format that will help 200 aspiring women entrepreneurs and business owners in the 11-county Coastal Bend region create, sustain, or expand a business in Texas and to help existing women-owned businesses gain access to the resources of the TWC and other state agencies. The event is planned for March 2020. | \$58,207 | 7/01/19 – 6/30/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|---|----------------|---|---|--------------|--------------------|
| Workforce Innovation and Opportunity Act Rapid Response | 2219WOR001 | (6)Amendment #1 – To make changes to the federal award terms and conditions. | To provide funds to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent closure or mass layoff, or a natural or other disaster resulting in a mass job dislocation. | \$22,772 | 7/01/19 – 6/30/20 |
| Workforce Innovation and Opportunity Act Alternative Funding for Statewide Activities | 2219WAF001 | | The funding allows for services such as implementing innovative programs and strategies designed to meet the needs of all employers, including small employers; developing strategies for effectively serving individuals with barriers to employment and for coordinating programs and services among one-stop partners. | \$812,796 | 7/15/19 – 8/31/20 |
| Workforce Commission Initiatives | 2219WCI000 | Amendment 1 – To make some administrative changes to the contract. Amendment #2 – To change the grant period end date to 1/31/20. (7)Amendment #3 – To amend the grant end date from 1/31/20 to 4/30/20 and make changes to the SOW project requirements. | The purpose of the funds is to fund projects that strengthen and add value to the delivery system in its workforce area. | \$175,586 | 10/01/18 – 4/30/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|--|----------------|---|---|--------------|---------------------|
| Texas Internship Initiatives | 2219TAN001 | <u>Amendment #1</u> – To amend the work plan. | The purpose of the funds is to expand and enhance internship opportunities for the region’s youth. Additionally, students will make progress towards an industry-based certification. | \$100,000 | 6/06/19 – 6/05/20 |
| Child Care Attendance Automation | 2219CAA000 | <u>8)Amendment #1</u> – To increase the grant amount by \$516.00 and make administrative changes to the contract standard terms and conditions and admin. requirements. | To provide the needed resources for the statewide implementation of a standardized Child Care Attendance Automation Services. | \$100,853 | 10/01/18 – 11/30/19 |
| Infrastructure Support Services and Shared Costs Agreement | 2220COL001 | <u>9)Amendment #1</u> – To make changes to the cost appendix and add a one-time start-up costs for Beeville. The contract amount was increased by \$51,329.09 to an amended contract amount of \$92,658.09. <u>10)Amendment #2</u> – To extend the contract through 10/31/20 and make changes to the General Terms & Conditions and SOW. | To provide the needed infrastructure for the successful integration of the TWC Vocation Rehabilitation (VR) staff at the Board’s Workforce Solutions offices. | \$92,658,09 | 12/09/19 – 10/31/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|---|----------------|--|--|--------------|---------------------|
| Child Care Services Formula Allocation | 2220CCF001 | (11)Amendment #1 – To increase grant funds in the amount of \$765,476 and to make revisions to the General Terms & Conditions and Administrative Requirements. | Child care services are provided to families who meet the eligibility criteria. These direct child care services allow parents to work or to attend school or training, which helps them achieve economic self-sufficiency. | \$14,231,649 | 10/01/19 – 12/31/20 |
| Texas Department of Family and Protective Services (DFPS) | 2220CCP001 | | To purchase child care services who are deemed eligible and authorized for services by (TDPS). Under this grant, the Board will provide child care services by making the established network of child care providers in the local workforce area available to all DFPS referrals. | | 9/01/19 – 12/31/20 |
| Supplemental Nutrition Assistance Program Employment & Training | 2220SNE001 | | The Supplemental Nutrition Assistance Program (SNAP) is designed to assist SNAP recipients obtaining employment through participation in allowable job search, training, education, or workfare activities that promote long-term self-sufficiency. | \$766,164 | 10/01/19 – 9/30/20 |
| Noncustodial Parent Choices Program | 2220NCP001 | | To assist NCPs who have substantial barriers to employment and career advancement to become self-sufficient while also making consistent child support payments. | \$142,403 | 9/01/19 – 9/30/20 |
| Child Care and Development Fund Child Care Local Match | 2220CCM001 | | Matching funds to assist families who meet eligibility to have access to direct child care services so that they can work or attend school or training. | \$1,789,966 | 10/01/19 – 12/31/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|--|-----------------------|--------------------|---|---------------------|---------------------|
| Corpus Christi Building Use Agreement | 2220ADM001 | | To provide the Board with office space. The building has 22,616 square feet of office space located at 520 N. Staples. | \$30,000 | 10/01/19 – 9/30/20 |
| Wagner-Peyser Employment Services | 2220WPA000 | | To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices. | \$90,637 | 10/01/19 – 12/31/20 |
| Child Care Attendance Automation | 2220CAA001 | | To provide the needed resources for the statewide implementation of a standardized Child Care Attendance Automation Services. | \$100,337 | 10/01/19 – 11/30/20 |
| Trade Act Services for Dislocated Workers | 2220TRA001 | | The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include training for a new occupation, as rapidly and as effective as possible. | \$62,412 | 10/01/19 – 12/31/20 |
| Reemployment Services and Eligibility Assessment | 2220REA001 | | The intent of RESEA is to provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. The RESEA program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services. | \$264,388 | 10/01/19 – 12/31/20 |
| Workforce Commission Initiatives | 2220WCI001 | | The purpose of the funds is to fund projects that strengthen and add value to the delivery system in its workforce area. | \$75,467 | 10/01/19 – 09/30/20 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|---|----------------|---|--|--------------|-----------------------|
| CCDF Quality Improvement Activity | 2220CCQ001 | (12)Amendment #1 – To amend the grand award amount by increasing the total by \$15,622 and revising the award terms and conditions. | Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency. | \$603,459 | 10/01/19 – 10/31/2020 |
| Resource Administration Grant | 2220RAG001 | | To provide the Board funds to acquire and support shared facilities and in those facilities, to acquire goods and services that support access to and use of common equipment, hardware platforms, consumables, and telecommunications networks. | \$6,923 | 10/01/19 – 9/30/20 |
| (13)Military Family Support Program | 2220WOS001 | | The Military Family Support Pilot Program is a program designed to better meet the needs of military spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, and if funding is available, to support training in high-demand occupations. | \$54,704 | 01/01/20 – 12/31/20 |
| (14)Board Service Award – Texas Hireability | 2220BSA002 | | This is the grant ward recognizing excellence by the Workforce Solutions of the Coastal Bend in the Texas Hireability category. | \$50,000 | 01/01/20 – 12/31/20 |
| (15)Agency Board Agreement | 2220ABA001 | | To establish the nature of the working relationship between the Agency and the local Workforce Board to include the goals, responsibilities and obligations with respect to the administration of | | 02/01/20 – 9/30/22 |

| NAME | TWC CONTRACT # | AMENDMENT # | ACTIVITY | AWARD AMOUNT | GRANT PERIOD |
|------|----------------|-------------|---|--------------|--------------|
| | | | these programs, or other service delivery programs. | | |

- (1)Signed 11/25/19
- (2)Signed 1/15/20
- (3)Signed 11/06/19
- (4)Signed 11/20/19
- (5)Signed 12/06/19
- (6)Signed 11/19/19
- (7)Signed 1/10/20
- (8)Signed 12/02/19
- (9)Signed 11/05/19
- (10)Signed 12/04/19
- (11)Signed 1/24/20
- (12)Signed 1/22/20
- (13)Signed 12/19/19
- (14)Signed 1/02/20
- (15)Signed 1/22/20

INFORMATION ONLY

XIV - 6. Performance Measure Update

BACKGROUND INFORMATION

Performance Update (November 2019 Final Release)

Summary

November 2019 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding three (3) measures, meeting eight (8) and not meeting five (5).

Board Contract Year 2020, eleven (11) of the sixteen (16) measures are meeting or exceeding; five (5) measures not meeting on a Year-to-Date Performance Period. The measure criteria for BCY20 incentives have not been published. **Quartile 3.**

Background

Listed below are the TWC Performance Measures definitions and an indication of whether the individual measures are attained or not, Target % and Current %. The percentages of target attained are represented by the following:

| Non-WIOA Measures | WIOA Measures |
|--|---|
| +P - Meeting performance - Greater than 105% | +P - Meeting performance - Greater than 110% |
| MP - Meeting performance - Greater than 97.5% and Equal to or Less than 105% | MP - Meeting performance - Greater than 95% and Equal to or Less than 110% |
| MP - Meeting At Risk - Equal to or Greater than 95% and Equal to or Less than 97.5% | MP - Meeting At Risk - Equal to or Greater than 90% and Equal to or Less than 95% |
| -P - Not meeting performance - Less than 95% | -P - Not meeting performance - Less than 90% |
| N/A – The Median Earning measures for AD/DW continue to be reviewed by TWC Performance Department and targets will be forthcoming. | |

Reemployment and Employer Engagement Measures

MP Claimant Reemployment Within 10 Weeks

The percent of monetarily eligible, registered initial claimants subject to work search reemployed within 10 weeks.

N/A # of Employers Receiving Workforce Assistance

The number of employer reporting units served.

Program Participation Measures

-P Choices Full Work Rate

The % of Employment Expected Choices Families that meet their Participation Goal exclusively thru paid employment (or school for teens) supplemented by Employment Preferred Families and those in the 2 month Ramp Up phase who meet participation exclusively thru paid employment (or school for teens)

+P Average Number Children Served Per Day - Combined

The Average Number of Units of Low Income, Transitional, Homelessness, Choices, TANF Applicant, SNAP E&T, and Former DFPS Child Care paid for or subsidized by CCDF or Title XX funds during the performance period.

WIOA Outcome Measures

MP Employed/Enrolled Q2 Post Exit – All Participants

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training IN the 2nd Calendar Quarter after Exit

MP Employed/Enrolled Q2-Q4 Post Exit – All Participants

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training IN the 2nd Quarter after Exit who are ALSO Employed or Enrolled in Education/Training IN BOTH the 3rd and 4th Calendar Quarters after Exit.

+P Median Earnings Q2 Post Exit – All Participants

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

-P Credential Rate – All Participants

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

+P Employed Q2 Post Exit – Adult

The percent of Exiting Program Participants (Exiters) Employed IN the 2nd Calendar Quarter after Exit

-P Employed Q4 Post Exit – Adult

The percent of Exiting Program Participants (Exiters) Employed IN the 4th Calendar Quarter after Exit

N/A Median Earnings Q2 Post Exit – Adult

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

-P Credential Rate – Adult

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

MP Employed Q2 Post Exit – DW

The percent of Exiting Program Participants (Exiters) Employed IN the 2nd Calendar Quarter after Exit

MP Employed Q4 Post Exit – DW

The percent of Exiting Program Participants (Exiters) Employed IN the 4th Calendar Quarter after Exit

N/A Median Earnings Q2 Post Exit – DW

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

MP Credential Rate – DW

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

MP Employed/Enrolled Q2 Post Exit – Youth

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training IN the 2nd Calendar Quarter after Exit

MP Employed/Enrolled Q4 Post Exit – Youth

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training IN the 4th Calendar Quarter after Exit

-P Credential Rate – Youth

The percent of Exiting Program Participants (Exiters) who were in Training/Education other than OJT or Employer Customized Training and who achieved a Recognized Credential within 1 Year of Exit

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 1/10/2020
NOVEMBER 2019 REPORT

| Status Summary | | With Positive Performance (+P): | Meeting Performance (MP): | With Negative Performance (-P): | % +P & MP | | | | | | | | | | | |
|---------------------|---------|---------------------------------|---------------------------|---------------------------------|------------|---------------|----------------|----------------|---------|---------|-------|-------|-------|-------|------|----|
| Contracted Measures | | 3 | 8 | 5 | 68.75% | | | | | | | | | | | |
| Source | Measure | Status | % Current Target | Current Target | EOY Target | Current Perf. | Prior Year End | 2 Years Ago YE | YTD Num | YTD Den | QTR 1 | QTR 2 | QTR 3 | QTR 4 | From | To |
| Notes | | | | | | | | | | | | | | | | |

Reemployment and Employer Engagement Measures

| | | | | | | | | | | | | | | | | |
|-----|---|-----|---------|--------|--------|--------|--------|--------|-----|-------|--------|-----|-----|-----|-------|-------|
| TWC | Claimant Reemployment within 10 Weeks | MP | 100.39% | 59.42% | 59.42% | 59.65% | 64.86% | 63.81% | 723 | 1,212 | 59.65% | | | | 7/19 | 8/19 |
| | # of Employers Receiving Workforce Assistance | N/L | N/L | ---- | ---- | N/L | N/L | 3,603 | N/L | N/L | N/L | N/L | N/L | N/L | 10/19 | 11/19 |
| 1 | | | | | | | | | N/L | N/L | | | | | | |

1. In August 2019, TWC implemented a replacement for its WorkInTexas.com online labor exchange system. Unfortunately, TWC is currently unable to connect and unduplicate data across the old and new systems, which prevents us from accurately reporting performance at this time. When the issue is resolved, we will begin reporting this measure again.

Program Participation Measures

| | | | | | | | | | | | | | | | | |
|-----|---|----|---------|--------|--------|--------|--------|--------|---------|-----|--------|--|--|--|-------|-------|
| TWC | Choices Full Work Rate - All Family Total | -P | 90.36% | 50.00% | 50.00% | 45.18% | 59.23% | 54.02% | 46 | 104 | 45.18% | | | | 10/19 | 11/19 |
| TWC | Avg # Children Served Per Day - Combined | +P | 111.02% | 2,641 | 2,641 | 2,932 | 2,834 | 2,302 | 128,987 | 44 | 2,932 | | | | 10/19 | 11/19 |

WIOA Outcome Measures

| | | | | | | | | | | | | | | | | |
|-------|--|-----|---------|------------|------------|-------------|------------|------------|-------|-------|-------------|--|--|--|------|------|
| LBB-K | Employed/Enrolled Q2 Post Exit – C&T Participants | MP | 103.67% | 69.00% | 69.00% | 71.53% | 69.00% | 68.48% | 4,462 | 6,238 | 71.53% | | | | 7/18 | 9/18 |
| LBB-K | Employed/Enrolled Q2-Q4 Post Exit – C&T Participants | MP | 102.54% | 84.00% | 84.00% | 86.13% | 85.21% | 84.35% | 3,228 | 3,748 | 86.13% | | | | 1/18 | 3/18 |
| TWC | Median Earnings Q2 Post Exit – C&T Participants | +P | 127.01% | \$5,433.00 | \$5,433.00 | \$6,900.22 | \$5,669.16 | \$5,514.25 | n/a | 4,154 | \$6,900.22 | | | | 7/18 | 9/18 |
| LBB-K | Credential Rate – C&T Participants | -P | 81.48% | 60.00% | 60.00% | 48.89% | 61.69% | 54.88% | 22 | 45 | 48.89% | | | | 1/18 | 3/18 |
| DOL-C | Employed Q2 Post Exit – Adult | +P | 114.77% | 78.80% | 78.80% | 90.44% | 74.13% | 80.52% | 123 | 136 | 90.44% | | | | 7/18 | 9/18 |
| DOL-C | Employed Q4 Post Exit – Adult | -P | 86.15% | 80.10% | 80.10% | 69.01% | 76.34% | 83.19% | 49 | 71 | 69.01% | | | | 1/18 | 3/18 |
| DOL-C | Median Earnings Q2 Post Exit – Adult | --- | ---- | ---- | ---- | \$12,875.74 | \$7,948.25 | \$7,880.54 | n/a | 121 | \$12,875.74 | | | | 7/18 | 9/18 |
| DOL-C | Credential Rate – Adult | -P | 78.92% | 72.40% | 72.40% | 57.14% | 60.49% | 44.27% | 12 | 21 | 57.14% | | | | 1/18 | 3/18 |
| DOL-C | Employed Q2 Post Exit – DW | MP | 91.19% | 79.20% | 79.20% | 72.22% | 80.19% | 82.16% | 39 | 54 | 72.22% | | | | 7/18 | 9/18 |
| DOL-C | Employed Q4 Post Exit – DW | MP | 104.07% | 80.50% | 80.50% | 83.78% | 79.43% | 83.24% | 31 | 37 | 83.78% | | | | 1/18 | 3/18 |
| DOL-C | Median Earnings Q2 Post Exit – DW | --- | ---- | ---- | ---- | \$8,242.58 | \$7,859.47 | \$8,383.75 | n/a | 38 | \$8,242.58 | | | | 7/18 | 9/18 |
| DOL-C | Credential Rate – DW | MP | 100.10% | 77.70% | 77.70% | 77.78% | 73.08% | 74.00% | 7 | 9 | 77.78% | | | | 1/18 | 3/18 |
| DOL-C | Employed/Enrolled Q2 Post Exit – Youth | MP | 92.36% | 73.20% | 73.20% | 67.61% | 68.49% | 68.18% | 48 | 71 | 67.61% | | | | 7/18 | 9/18 |

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 1/10/2020
NOVEMBER 2019 REPORT

| Source | Measure | Status | % Current Target | Current Target | EOY Target | Current Perf. | Prior Year End | 2 Years Ago YE | YTD Num YTD Den | QTR 1 | QTR 2 | QTR 3 | QTR 4 | From | To |
|--------|---------|--------|------------------|----------------|------------|---------------|----------------|----------------|--------------------|-------|-------|-------|-------|------|----|
| Notes | | | | | | | | | | | | | | | |

WIOA Outcome Measures

| | | | | | | | | | | | | | | | |
|-------|--|----|--------|--------|--------|--------|--------|--------|----|--------|--|--|--|------|------|
| DOL-C | Employed/Enrolled Q4 Post Exit – Youth | MP | 93.51% | 71.30% | 71.30% | 66.67% | 69.27% | 66.12% | 30 | 66.67% | | | | 1/18 | 3/18 |
| | | | | | | | | | 45 | | | | | | |
| DOL-C | Credential Rate – Youth | -P | 87.91% | 45.50% | 45.50% | 40.00% | 50.00% | 55.13% | 2 | 40.00% | | | | 1/18 | 3/18 |
| | | | | | | | | | 5 | | | | | | |

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target (Year-to-Date Performance Periods)

FINAL RELEASE
As Originally Published 1/10/2020
NOVEMBER 2019 REPORT

Green = +P White = MP Yellow = MP but At Risk Red = -P

| Board | Reemployment and Employer Engagement | | Participation | | WIOA Outcome Measures | | | | | | | | | | | | | | | Total Measures | | | |
|----------------|--------------------------------------|--------------------------------|---|-------------------------------------|------------------------------|----------------|-------------------------|-------------------------|------------------------------|----------------|-------------------------|-------------------------|------------------------------|----------------|-----------------------------|-----------------------------|----------------|---------|---------|----------------|-----------|---|------|
| | | | Choices Full Work Rate-All Family Total | Avg # Children Svd Per Day-Combined | C&T Participants | | | | Adult | | | | DW | | | | Youth | | | | | | |
| | Empl/ Enrolled Q2 Post-Exit | Empl/ Enrolled Q2-Q4 Post-Exit | | | Median Earnings Q2 Post-Exit | Credentia Rate | Employ- ed Q2 Post-Exit | Employ- ed Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credentia Rate | Employ- ed Q2 Post-Exit | Employ- ed Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credentia Rate | Empl/ Enrolled Q2 Post-Exit | Empl/ Enrolled Q4 Post-Exit | Credentia Rate | +P | MP | -P | % MP & +P | | |
| | Climnt ReEmpl within 10 Weeks | Emplyrs Rcvg Wkfc Assist | Empl/ Enrolled Q2 Post-Exit | Empl/ Enrolled Q2-Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credentia Rate | Employ- ed Q2 Post-Exit | Employ- ed Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credentia Rate | Employ- ed Q2 Post-Exit | Employ- ed Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credentia Rate | Empl/ Enrolled Q2 Post-Exit | Empl/ Enrolled Q4 Post-Exit | Credentia Rate | +P | MP | -P | % MP & +P | | |
| Alamo | 100.54% | n/a | 117.60% | 113.05% | 104.07% | 102.73% | 116.82% | 128.20% | 106.90% | 88.39% | n/a | 99.38% | 93.02% | 92.35% | n/a | 101.11% | 92.19% | 95.92% | 110.43% | 5 | 10 | 1 | 94% |
| Borderplex | 99.35% | n/a | 109.88% | 106.67% | 98.65% | 101.12% | 105.37% | 129.17% | 92.86% | 100.59% | n/a | 110.69% | 109.43% | 99.38% | n/a | 107.36% | 93.05% | 99.43% | 116.76% | 6 | 10 | 0 | 100% |
| Brazos Valley | 107.32% | n/a | 77.46% | 96.55% | 101.62% | 99.56% | 114.85% | 119.05% | 94.74% | 87.51% | n/a | 72.38% | 114.68% | 123.30% | n/a | 131.58% | 105.39% | 73.53% | 55.55% | 6 | 5 | 5 | 69% |
| Cameron | 99.78% | n/a | 90.36% | 125.99% | 113.07% | 100.10% | 123.81% | 146.83% | 99.21% | 104.02% | n/a | 111.86% | 114.42% | 0.00% | n/a | 111.11% | 89.94% | 94.22% | 84.61% | 7 | 5 | 4 | 75% |
| Capital Area | 101.49% | n/a | 123.66% | 114.34% | 106.64% | 103.62% | 106.43% | 122.22% | 104.10% | 90.76% | n/a | 100.00% | 93.73% | 90.65% | n/a | 111.89% | 125.60% | 108.04% | 90.65% | 7 | 9 | 0 | 100% |
| Central Texas | 109.72% | n/a | 124.68% | 112.66% | 95.91% | 99.57% | 119.09% | 85.37% | 98.77% | 113.90% | n/a | 133.51% | 111.62% | 87.30% | n/a | 103.51% | 93.26% | 68.09% | 0.00% | 7 | 5 | 4 | 75% |
| Coastal Bend | 100.39% | n/a | 90.36% | 111.02% | 103.67% | 102.54% | 127.01% | 81.48% | 114.77% | 86.15% | n/a | 78.92% | 91.19% | 104.07% | n/a | 100.10% | 92.36% | 93.51% | 87.91% | 3 | 8 | 5 | 69% |
| Concho Valley | 114.36% | n/a | 81.32% | 109.02% | 104.12% | 99.90% | 106.97% | 137.68% | 91.68% | 109.46% | n/a | 78.07% | 126.26% | 73.27% | n/a | 112.99% | 112.50% | 92.86% | n/a | 7 | 5 | 3 | 80% |
| Dallas | 101.76% | n/a | 93.14% | 118.71% | 100.59% | 101.67% | 108.26% | 134.35% | 91.14% | 91.58% | n/a | 109.24% | 92.06% | 95.68% | n/a | 107.10% | 95.81% | 97.74% | 123.75% | 4 | 11 | 1 | 94% |
| Deep East | 103.18% | n/a | 94.40% | 100.82% | 104.12% | 100.19% | 124.98% | 142.85% | 82.99% | 94.91% | n/a | 0.00% | 77.46% | 100.65% | n/a | 119.25% | 100.37% | 93.51% | 0.00% | 3 | 8 | 5 | 69% |
| East Texas | 98.10% | n/a | 97.84% | 97.42% | 103.93% | 101.73% | 121.95% | 132.25% | 102.51% | 99.15% | n/a | 111.86% | 102.37% | 89.71% | n/a | 115.13% | 112.14% | 114.86% | 90.65% | 6 | 9 | 1 | 94% |
| Golden Cresce | 101.41% | n/a | 115.88% | 102.32% | 109.67% | 105.06% | 123.39% | 93.75% | 81.60% | 120.34% | n/a | 97.80% | 109.80% | 99.10% | n/a | 73.11% | n/a | 105.19% | 152.44% | 6 | 6 | 3 | 80% |
| Gulf Coast | 101.50% | n/a | 93.46% | 99.26% | 97.57% | 99.56% | 106.39% | 107.23% | 95.71% | 94.55% | n/a | 92.80% | 86.09% | 79.60% | n/a | 74.88% | 86.79% | 99.60% | 143.34% | 3 | 8 | 5 | 69% |
| Heart of Texas | 107.93% | n/a | 119.96% | 102.71% | 102.57% | 99.69% | 115.88% | 66.67% | 119.76% | 125.63% | n/a | 111.86% | 116.01% | 124.22% | n/a | 111.11% | 115.07% | 89.13% | 0.00% | 10 | 3 | 3 | 81% |
| Lower Rio | 106.97% | n/a | 112.74% | 116.92% | 108.84% | 97.99% | 114.24% | 122.22% | 102.99% | 87.21% | n/a | 92.18% | 99.16% | 111.11% | n/a | 92.59% | 97.94% | 98.40% | 0.00% | 7 | 7 | 2 | 88% |
| Middle Rio | 103.97% | n/a | 86.36% | 107.64% | 102.39% | 94.15% | 104.31% | 153.85% | 103.70% | 113.90% | n/a | 83.89% | 118.06% | 111.11% | n/a | 111.11% | 110.10% | 89.13% | 143.47% | 8 | 4 | 4 | 75% |
| North Central | 96.80% | n/a | 102.82% | 93.57% | 100.38% | 103.61% | 117.08% | 126.22% | 98.80% | 91.50% | n/a | 67.84% | 102.59% | 95.53% | n/a | 107.42% | 97.20% | 109.23% | 177.31% | 3 | 11 | 2 | 88% |
| North East | 105.27% | n/a | 119.18% | 114.70% | 101.93% | 103.33% | 110.46% | 117.65% | 116.55% | 115.34% | n/a | 117.79% | 76.28% | 124.22% | n/a | 63.49% | 101.34% | 95.32% | 108.77% | 9 | 5 | 2 | 88% |
| North Texas | 109.20% | n/a | 98.56% | 105.39% | 101.45% | 101.92% | 99.88% | 142.85% | 94.02% | 119.19% | n/a | 126.10% | 125.00% | 111.11% | n/a | 114.03% | 119.76% | 90.46% | n/a | 9 | 6 | 0 | 100% |
| Panhandle | 103.11% | n/a | 120.30% | 104.99% | 105.77% | 102.75% | 108.31% | 136.37% | 113.49% | 94.45% | n/a | 98.71% | 110.48% | 109.62% | n/a | 120.05% | 84.99% | 112.20% | 95.18% | 8 | 7 | 1 | 94% |
| Permian Basin | 106.08% | n/a | 70.84% | 105.09% | 106.77% | 101.85% | 105.33% | 150.80% | 82.26% | 88.59% | n/a | 105.68% | 120.63% | 111.11% | n/a | 111.11% | 119.76% | n/a | n/a | 9 | 2 | 3 | 79% |
| Rural Capital | 96.03% | n/a | 113.90% | 106.61% | 103.88% | 105.32% | 118.33% | 129.10% | 102.10% | 86.92% | n/a | n/a | 91.83% | 106.87% | n/a | 111.11% | 99.32% | 89.87% | 137.17% | 7 | 6 | 2 | 87% |
| South Plains | 106.61% | n/a | 93.80% | 107.74% | 104.68% | 101.95% | 107.54% | 135.42% | 103.16% | 96.52% | n/a | 87.00% | 118.37% | 111.11% | n/a | 111.11% | 119.76% | 140.25% | 162.07% | 10 | 4 | 2 | 88% |
| South Texas | 99.42% | n/a | 119.44% | 103.49% | 98.55% | 99.30% | 98.79% | 135.42% | 111.11% | 113.90% | n/a | 111.86% | 114.42% | 111.73% | n/a | n/a | 123.84% | 140.25% | 138.70% | 10 | 5 | 0 | 100% |
| Southeast | 111.18% | n/a | 90.80% | 106.92% | 106.99% | 100.63% | 104.58% | 133.33% | 94.01% | 108.77% | n/a | 115.10% | 93.40% | 110.43% | n/a | 131.23% | 100.61% | 122.85% | 76.34% | 8 | 6 | 2 | 88% |
| Tarrant | 97.94% | n/a | 88.14% | 102.12% | 101.43% | 103.29% | 119.87% | 127.12% | 94.65% | 97.12% | n/a | 83.61% | 89.08% | 101.92% | n/a | 75.88% | 87.75% | 82.35% | 141.04% | 3 | 7 | 6 | 63% |
| Texoma | 95.80% | n/a | 129.92% | 97.17% | 105.64% | 101.15% | 107.02% | 140.35% | 92.59% | 113.90% | n/a | 120.63% | n/a | 111.11% | n/a | 120.00% | 119.76% | 81.70% | 97.91% | 9 | 5 | 1 | 93% |
| West Central | 100.98% | n/a | 92.32% | 112.36% | 99.51% | 100.77% | 111.97% | 62.50% | 87.08% | 110.42% | n/a | 118.48% | 110.60% | 65.91% | n/a | n/a | 109.29% | 100.18% | 0.00% | 5 | 5 | 5 | 67% |
| +P | 10 | 0 | 12 | 17 | 8 | 2 | 24 | 23 | 5 | 9 | 0 | 11 | 12 | 11 | 0 | 15 | 10 | 5 | 11 | | | | 185 |
| MP | 18 | 0 | 3 | 10 | 20 | 25 | 4 | 0 | 19 | 13 | 0 | 8 | 11 | 11 | 0 | 7 | 13 | 15 | 5 | | | | 182 |
| -P | 0 | 0 | 13 | 1 | 0 | 1 | 0 | 5 | 4 | 6 | 0 | 8 | 4 | 6 | 0 | 4 | 4 | 7 | 9 | | | | 72 |
| % MP & +P | 100% | N/A | 54% | 96% | 100% | 96% | 100% | 82% | 86% | 79% | N/A | 70% | 85% | 79% | N/A | 85% | 85% | 74% | 64% | | | | 84% |
| From | 7/19 | | 10/19 | 10/19 | 7/18 | 1/18 | 7/18 | 1/18 | 7/18 | 1/18 | | 1/18 | 7/18 | 1/18 | | 1/18 | 7/18 | 1/18 | 1/18 | | | | From |
| To | 8/19 | | 11/19 | 11/19 | 9/18 | 3/18 | 9/18 | 3/18 | 9/18 | 3/18 | | 3/18 | 9/18 | 3/18 | | 3/18 | 9/18 | 3/18 | 3/18 | | | | To |

Glossary of Terms

| Program Title | Program Characteristics |
|--|--|
| Child Care | Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities. |
| Non-Custodial Parent (NCP) Choices | Targets low-income, unemployed, or underemployed NCPs who are behind on child support payments and whose children are current or former recipients of public assistance. Involves working in tandem with the Office of the Attorney General (OAG) and the local court system to help NCPs with substantial barriers to employment and career advancement, become economically self-sufficient while also making consistent child support payments. |
| Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) | Designed to assist SNAP recipients in obtaining employment through participation in allowable job search, training, education, or workforce activities that promote long-term self-sufficiency. SNAP recipients are referred by the Texas Health and Human Services Commission (HHSC). |
| Temporary Assistance for Needy Families (TANF)/Choices | The goal of Choices services is to end the dependence of needy parents on public assistance by promoting job preparation, employment, and job retention with a “Work First” service delivery design. TANF recipients are referred by the Texas Health and Human Services Commission (HHSC). |
| Trade Act Services | Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible. |
| The Workforce Information System of Texas (TWIST) | TWIST is a centralized point of reporting intake, case management, and service delivery for customers. Intake information is submitted just once for multiple employment and training programs, and can be retrieved statewide. TWIST also allows staff to query and retrieve information from the legacy systems - Employment Services (ES), Unemployment Insurance (UI), SNAP E&T, Temporary Assistance to Needy Families (TANF), SSI (Supplemental Security Income), and the Texas Department of Criminal Justice (TDCJ). |
| Veterans Employment Services | Employers have quick access to the talents and expertise of veterans and eligible persons, e.g., spouses of deceased/disabled/MIA veterans, to fill job openings. |
| Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services | Acts as liaison between employers and job seekers to ensure employers have access to qualified workers. Provides job matching and recruitment services to employers and job seekers. |
| Workforce Innovation and Opportunity Act (WIOA) | WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market; and matches employers with the skilled workers they need to compete in the global economy. |