



WORKFORCE SOLUTIONS

of the Coastal Bend

Annual Board of Directors Meeting

December 13, 2018

3:00 pm

**Omni Corpus Christi Hotel
900 Shoreline Blvd., Corpus Room A
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.

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
December 13, 2018

- _____ Victor M. Gonzalez, Jr., **Chair**; Private Sector – City of Corpus Christi
- _____ Afuso, Mary; Post-Secondary Education – City of Corpus Christi
- _____ Aguilar, Noemi; Adult Basic & Continuing Education – Bee County
- _____ 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
- _____ Goodwine, Vince; Private Sector – Nueces 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
- _____ McKaughan, Joan; Private Sector – San Patricio County
- _____ Owen, John W., **Treasurer**; Vocational Rehabilitation Agency – City of Corpus Christi
- _____ Perez, Gloria, **Past Chair**; Private Sector – City of Corpus Christi
- _____ Portis, Verna; Private Sector – City of Corpus Christi
- _____ Ramirez, Carlos; Private Sector – Kleberg County
- _____ Rodriguez, Jr., Cleo; Economic Development – City of Corpus Christi
- _____ Salazar, Manny; CBO – Kleberg County
- _____ Sample, Edward, **Parliamentarian**; Private Sector – City of Corpus Christi
- _____ Soliz-Garcia, Velma, **Vice Chair**; – Education Agency – 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 – Board of Directors Meeting
Staples Career Center, 520 N. Staples Street, Conference Room #1
Corpus Christi, TX
September 27, 2018 - 3:00 pm

Board Members

Present

Victor M. Gonzalez, Jr., Chair; ps – City of CC
Mary Afuso; post-secondary education – City of CC
Noemi Aguilar; adult basic & continuing ed; Bee County
Gary Allsup; public assistance – City of CC
Sandra Julia Bowen; private sector – Jim Wells County
Arnoldo Cantu; private sector – Duval County
Rosie Collin; Secretary; ps – San Patricio County
Ray De Los Santos; private sector – Refugio County
Tracy Florence; CBO – Bee County
Michelle Flower; private sector – City of CC
Sara Garza; public employment service – City of CC
Jesse Gatewood; organized labor – Nueces County
Randy Giesler; private sector - Live Oak County

Mary Gleason; literacy council – City of CC
Vince Goodwine, private sector – Nueces County
Parrish Jones; private sector – City of CC
Marcia Keener; CBO – San Patricio County
Kari Kelley; private sector – Aransas County
John Owen, Treasurer; vocational rehab. – City of CC
Gloria Perez, Past Chair; private sector – City of CC
Verna Portis; private sector – City of CC
Carlos Ramirez; private sector – Kleberg County
Edward Sample; ps & vet rep. – City of CC
C. Michelle Unda; private sector – City of CC
Catrina Wilson; CBO – City of CC

Absent

Joan McKaughan; private sector – San Patricio County
Cleo Rodriguez Jr.; economic development – City of CC

Manny Salazar; CBO – Kleberg County
Velma Soliz-Garcia, Vice Chair; ed – San Patricio County

Vacancies

Private Sector – City of CC
Private Sector – Jim Wells County
Private Sector – Brooks County

Private Sector – City of CC
Private Sector – Kenedy County

Others Present

Ken Trevino, WS President/CEO
Amy Villarreal, WS Deputy Exec. Director
Shileen Lee, WS Chief Financial Officer
Robert Ramirez, WS Procurement & Contracts Specialist
Pam Ross, WS Contract Manager
Alba Silvas, WS Contract Manager
Andrea Byrd, WS Contract Manager
Shelby Simms, WS Resource and Worksite Coordinator
Jennifer Ledford, WS Student HireAbility Navigator
Larry Peterson, WS QA Monitor & EO Coordinator
Monika De La Garza, WS Communications & Outreach
Denise Woodson, WS Director of Child Care Programs
Heather Cleverley, WS Exec. Coord. to President/CEO

Janet Neely, WS Administrative Assistant
Manuela Zarate, SERCO of Texas, Inc.
Manuel Ugues, SERCO of Texas, Inc.
Rita Soto, SERCO of Texas, Inc.
Norma Ochoa, SERCO of Texas, Inc.
Karen Casey, Texas Veterans Commission
Neil Hanson, BakerRipley
Kristie Veit, Coastal Bend Labor Council
Stacy Gilmore, Coastal Bend Labor Council
William Whitson, Aransas County LT Recovery Group
Randal Freeze, Aransas County LT Recovery Group
Michelle Walsh, Unique Employment Services

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

There were no public comments.

V. Board Comments

There were no Board comments.

VI. Discussion and Possible Action on Minutes of the May 24, 2018 Board of Directors Meeting

Mr. Owen moved to approve the minutes of the May 24, 2018 Board of Directors meeting. The motion was seconded and passed.

VII. Chairman’s Report

Appointment of Ad Hoc Nominating Committee

As required by the Bylaws, a Nominating Committee has been appointed comprised of three members from the rural counties and three members from Nueces County. The Committee will nominate candidates to serve as elected officers in 2019. Members interested in serving as an officer in 2019 should contact a member of the Committee. Nominations will also be accepted from the floor at the Annual Board of Directors meeting. Committee members include:

Gloria Perez, Chair (urban)	Marcia Keener (rural)
Cleo Rodriguez, Jr. (urban)	Joan McKaughan (rural)
Verna Portis (urban)	Manny Salazar (rural)

Welcome New Board Members

Mr. Gonzalez welcomed new Board members Michelle Flower, Director of Human Resources Valero Bill Greehey Refinery; Arnaldo Cantu, President Cantu Enterprises and Ray De Los Santos, President Santos McBain Management and Planning. Ms. Flower thanked everyone for letting her serve on the Board of Directors and stated she looks forward to making a contribution. Mr. Cantu and Mr. De Los Santos thanked everyone for the opportunity to serve with everyone on the Board of Directors.

Meeting with Mr. Trevino – June 22, August 24 and September 14

Met with Mr. Trevino to obtain a progress report on the state of events at Workforce Solutions.

5th Annual Directors Symposium – July 21

Attended and presented at the 5th Annual Directors Symposium at the Congressman Solomon Ortiz Center.

Salute to the Military Luncheon – July 26

Attended the Salute to the Military Luncheon at the Ortiz Center with Board members and staff.

The Big Event – August 8

Attended and presented at the Big Event and Introduced Commissioner Alvarez as the Key Note Speaker.

5th Annual “Back to School” Teachers Fair – August 18

Attended and presented at the 5th Annual “Back to School” Teachers Fair at the Congressman Solomon Ortiz Center.

YOU Choose! Youth Career Expo – September 19

Attended the 2nd Annual YOU Choose! Youth Career Expo at the American Bank Center.

Ready 4 College – September 19

Made a guest appearance at the Ready 4 College & Career event designed to help undecided high school seniors choose a career path.

Business Roundtable Luncheon – September 19

Attended the Business Roundtable Luncheon with newly appointed TWC Commissioner and Chair Ruth R. Hughs.

Next CEO Council Meeting

Mr. Gonzalez provided date on next CEO Council meeting which will be held at 12:00pm on September 28, 2018 at the Keach Family Library in Robstown.

VIII. President/CEO Report

Mr. Trevino stated we appreciate Mr. Gonzalez for attending all the events.

Mr. Trevino stated he could not do all this work without an incredible team. All these meetings are taken place so we could build a partnership. It takes a team to be able to do this. Mr. Trevino stated how proud he is and expressed gratitude of the leadership of the team to make this possible.

Mr. Trevino provided highlights from the following President/CEO report distributed at the meeting.

- Meeting with Dr. Janet Cunningham – May 29
- Meeting with Christine Bryant CCREDC – May 30
- WDC Board & USCM Annual Meeting Boston, MA – June 7-11
- Retail Initiative Conference Call with other Boards – June 18
- United Corpus Christi Chamber of Commerce Meeting – June 20
- CCMC Board Meeting – June 21
- Meeting with Mr. Gonzalez – June 22
- Meeting with Mr. Ugues – June 26
- Conference Call LeeAnn Woods Bee County – June 27
- Meeting with Mr. Gonzalez, Ms. Perez and Ms. Soliz-Garcia – June 28
- Meeting Zachary Evans Federal Reserve Bank of San Antonio – July 2
- Mayors Interagency – July 5
- BAP Task Force Conference Call – July 10
- Presenter at Commissioners Court – July 11
- Meeting with Dr. Cunningham – July 11
- CCREDC Board of Directors Meeting – July 12
- BAP Task Force Meeting Beeville – July 16
- Meeting with Dr. Alvarado ESC2 – July 24
- CEE Strategic Planning Meeting – July 25
- Meeting with Dr. Quintanilla and Cleo Rodriguez – July 25
- Education and Workforce Committee Meeting – July 26
- Martin Longoria Veterans Centric – July 26
- Meet and Greet with Florent “Flo” Groberg – July 26
- Salute to the Military Luncheon – July 26
- Meeting with Mr. Alvaro Ramos – July 27
- TAWB/EDC Retreat – July 31 – August 3
- United Corpus Christi Chamber of Commerce Meeting – August 15
- BACALA Luncheon – August 15
- Meeting with Susanna Martinez – August 16
- Walkthrough new CTC Center in Beeville with Dr. Sandroussi – August 17
- Meeting with James Duerr – August 20
- Meeting with Emily Campbell March of Dimes – August 22
- Customer Service Managers Retreat – August 23
- Meeting with Mr. Gonzalez – August 24
- Aransas Pass Windstorm Rally – August 27
- Meeting with Chancellor Steve Johnson and Mayor Joe McComb– August 29
- State of Energy Luncheon – August 29
- Meeting with Dr. Espinosa CBC Kingsville – August 29
- CCMC Board Meeting – August 30
- Future of the Region South Texas Conference Call – September 5
- Meeting with Kerry Ballast TWC – September 6

- Meeting with Mr. David Loeb Chair for HELP – September 9
- CEE Meeting – September 11
- Public Relations Committee Meeting – September 12
- Meeting with Mr. Gonzalez – September 14
- 2nd Annual YOU Choose! Youth Career Expo – September 19
- Business Roundtable with TWC Commissioner and Chair Ruth R. Hughs – September 19
- Conference Call with Kingsville EDC to discuss Strategic Plan – September 20
- CCMC Board Meeting – September 25

IX. Committee Reports

Child Care Services

Ms. Keener provided a report on the September 18, 2018 Child Care Services Committee meeting (included on page 9 of the September 27 agenda packet). Ms. Keener recognized the quality of Child Care Services and what an excellent job they do. Ms. Woodson provided additional information.

Public Relations

Mr. Gatewood provided a report on the September 12, 2018 Public Relations Committee meeting (included on page 10 of the September 27 agenda packet). Ms. De La Garza provided additional information. Handouts were provided on the new Mobile Career Center; Hiring Red, White & You and the Quarterly Report for April-June 2018.

Ms. Perez congratulated Ms. De La Garza and team for how amazing they are doing on social media.

Workforce Services

Ms. Silvas provided a report on the September 20, 2018 Workforce Services Committee meeting (included on pages 11-12 of the September 27 agenda packet).

X. Discussion and Possible Action to Approve FY 2018 Budget Amendment #4:

Ms. Lee presented information on FY 2018 Budget Amendment #4 (included on pages 13-14 of the September 27 agenda packet).

Mr. Owen moved to approve FY 2018 Budget Amendment #4. The motion was seconded and passed.

XI. Discussion and Possible Action on Proposed FY 2019 Operating Budget

Ms. Lee presented information on the FY 2019 Operating Budget (included on pages 15-16 of the September 27 agenda packet).

Mr. Allsup moved to approve the FY 2019 Operating Budget. The motion was seconded and passed.

XII. Discussion and Possible Action to Approve Updates to Board Policy 4.0.101.10 – Support Services

Ms. Silvas presented information on updates to Board Policy 4.0.101.10 – Support Services (included on pages 17-26 of the September 27 agenda packet).

Ms. Kelley moved to approve the updates to Board Policy 4.0.101.10 – Support Services. The motion was seconded and passed.

XIII. Consent Agenda Action Items:

1. Policy #4.0.120.02 – Limited English Proficiency (LEP)
2. Policy #6.0.101.00 – Emergency Management & Business Recovery/Continuity of Operations Plan
3. Policy #7.0.101.02 – Computer and Personally Identifiable Information Access and Security
4. Authorize the President/CEO to Execute a Contract for Purchase of a Mobile Unit
5. Authorize the President/CEO to Execute a Contract for Development of a Training Curriculum
6. Authorize the President/CEO to Execute a Contract for Print Shop & Copy Services
7. Authorize the President/CEO to Execute Options for Renewal of Contracts for FY 2018-19

Ms. Afuso moved to approve all items on the Consent Agenda. The motion was seconded and passed.

XIV. Service Provider Reports:

1. *SERCO of Texas, Inc.*

Mr. Ugues provided a report on behalf of SERCO of Texas, Inc.

2. *BakerRipley, Inc.*

Mr. Hanson provided a report on behalf of BakerRipley, Inc.

XV. Information Only:

1. *Hurricane Harvey Update*

Ms. Villarreal presented the August 2018 Hurricane Harvey update (included on page 43 of the September 27 agenda packet).

Mr. William Whitson, Aransas County Long Term Recovery Group thanked everyone and stated this is his 7th Hurricane Recovery Operation. Mr. Whitson recognized what an amazing team Ms. Villarreal, Mr. Simms, Ms. Walsh and her group are. Mr. Whitson presented an update on the Hurricane Harvey Relief efforts.

Mr. Trevino thanked Mr. Whitson for his comments and is appreciative of his efforts as well.

2. *Financial Dashboard*

Ms. Lee presented the July 2018 Financial Dashboard (included on pages 44-48 of the September 27 agenda packet).

3. *Monitoring Reports*

Mr. Peterson provided a Monitoring Report for the months of February – August 2018 (included on pages 49-52 of the September 27 agenda packet). TWC requires that monitoring 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.

Workforce Solutions – Board

Fiscal and Program Reviews

➤ **Local Match Contract Certifications**

- 1st half of 2017-2018 - \$500,000 in Expenditures were certified and submitted to TWC.

➤ **TWC Contract Closeouts**

- All twenty-two (22) PY17 contracts between Workforce Solutions and TWC were reviewed to ensure proper documentation and timely closure. - No issue noted

➤ **Equal Opportunity Accessibility – Comprehensive Evaluation of Falfurrias**

- Needs proper accessibility signage, an adequate fire alarm system and few accessibility issues in the Unisex Restroom.

Conclusion:

- The Board EO Officer is working with Brooks County ISD Maintenance to correct and/or mitigate all accessibility issues.

➤ **Single Audit Reviews – SERCO Y/E 6/30/17 & Baker Ripley Y/E 12/31/17**

- Both reviews had no material issues noted.

➤ **Teachers Externship - Contract Review**

- Reviewed sixty-eight (68) teacher and counselor eligibility – no exception noted

SERCO of Texas

Fiscal & Program Reviews

➤ **One Stop & Youth Services/Fiscal Review (10/1/17 – 5/31/18)**

The review consisted of the following contractual areas:

- | | |
|-------------------|--------------------------------|
| * Cash | * Procurements |
| * Cost Allocation | * Payroll |
| * Disbursements | * Accounting Internal Controls |

Findings:

- The bank reconciliation had one (1) outstanding reconciling item for the scope of review.
- Six (6) American Express invoices had no evidence of approval.
- One (1) disbursement was recorded in the wrong period contract period.
- One (1) disbursement of \$295 for a luncheon is not an allowable cost thus, disallowed.
- Seven (7) disbursements were approved after the purchase/services had already been made.
- One (1) invoice had disallowed cost of \$241.76 for meals served after working hours.
- One (1) invoice did not have an approval or backup documentation attached to the invoice.
- One (1) travel reimbursement has disallowed costs of \$3.25 for food charged to the lodging receipt of an employee that receive per-diem for meals.
- Numerous internal controls over purchasing and disbursement requirements have been subverted due to a lack of oversight of the purchasing and disbursement functions.

Conclusions:

- All issues were corrected with disallowed costs of \$295 credited back to the cost pool charged and disallowed costs of \$245.01 were reimbursed to Workforce Solutions.
- A directive was issued by SERCO that all purchases must be preapproved before purchases are made. Payments will not be made for purchases that do not have proper back-up documentation and a Request for Purchase form dated prior to the purchase and authorized by the appropriate level manager.

➤ WIOA – Adult/Dislocated Worker/National Dislocated Worker Program Review**Findings:**

- Two (2) customer (CU) files did not contain signed assessments.
- One (1) CU had no contact or case documentation of college attendance since 9/17.
- One (1) CU had no contact since 12/17 for a job placement through the NDW Grant.
- One (1) case had no documentation of the start and end dates for ITA training.
- Four (4) participant Service Level Plans were not up-to-date in TWIST.
- One (1) case had no assessment case note yet, an assessment was in TWIST.
- One (1) case had an assessment case note yet, the assessment was not entered in TWIST.
- Two (2) cases did not have the ITA closed-out in TWIST.
- Two (2) cases did not have their apprenticeship job entered in TWIST.
- One (1) case did not have the completed ITA Apprenticeship training entered in TWIST under the Performance Outcome tab.

Conclusions:

- Contact with customers will be maintained according to the SERCO Standard Operating Procedures (SOP).
- Service plans; assessments; ITA financial; Employment outcomes; and ITA training completion start and end dates have been addressed in TWIST with training provided.

➤ WIOA – Youth Services Review**Findings:**

- Two (2) participants did not have a signed and printed Service Plan in the file.
- One (1) participant's action steps under the Service Plan tab in TWIST was data entered under the wrong interim goal and the action steps are not closed out with actual completion dates as the participant's case was exited.
- One (1) file case note states that the participant provided TABE scores yet a copy of the scores are not in file or data entered in TWIST.
- One (1) case had the service activity mentoring (45) opened in TWIST yet, no mentoring services were provided or scheduled to be provided.
- One (1) case had the service activity tutoring (72) opened yet, no tutoring activity are mentioned in case notes.
- Nine (9) cases in follow-up do not appear to actually be follow-up with.
- One (1) participant's case which they were in service of work experience had no case notes for the last three months.
- One (1) in-school participant has had no real contact according to the case notes since enrolling in the youth program.

- Two hundred (200) youth participants are in follow-up. These cases were to be reviewed and exited if no contact in 2 to 3 months according to the WIOA rules from the last review.
- The overall error rate for this review is **17%** and the previous two reviews are 10.43% and 7.9% respectively.

Conclusion:

- SERCO staff was retrained on the appropriate SERCO SOP's.
- Career Center staff made corrections by updating customer files and TWIST entries.
- All customers in follow-up were reviewed for non-cooperation and exited, if appropriate.
- Follow Up cases with no active participation (90+) were closed.
- The Board has placed SERCO on a WIOA Corrective Action Plan (CAP) as of 8/13/2018.

➤ **NCP (Non-Custodial Parent)/Choices Review** – No exception noted

➤ **TANF/Choices Review**

Findings:

- One (1) case did not have each month's eligibility printout in the file.
- Five (5) cases did not have the case note for various events (explanation of why no hours were entered for the week (2), job search hours, support services, good cause) in TWIST.
- One (1) case had late case notes.
- One (1) customer has no contact in the case notes for March or April '18.
- One (1) case has a consistent open service of Case Managed Job Search yet the customer has not been participating in the service.
- One (1) case had conflicting timesheets in the file for week 4 & 5 of Feb. & week 1 of March 2018.
- One (1) case file did not have documentation for eight (8) Job Search hours (4/2) entered in TWIST.
- Four (4) cases did not have the customer's subsidized employment entered into TWIST under Employment Outcome Tab.
- Numerous cases with hours entered or not entered issues in TWIST.
- Several cases have the wrong number of hours enter in TWIST as compared to the timesheets.
- Several cases have numerous time conversion errors from minutes to hours.
- Several cases have no job search hours for a missing week in the file or TWIST.
- One (1) case Support Service (SS) for rent still in TWIST was above the maximum allowed but was never distributed.
- One (1) case had a SS of \$50 was approved on 4/4 in TWIST, yet only \$30 was distributed and no evidence in the file that the other \$20 was distributed to CU.
- One (1) case had documentation for a SS of \$50 on 3/5/18 in the file but was not entered in SS Tab in TWIST.
- Two (2) cases have hours entered in TWIST that were signed for by supervisor the day before thus they should have been excluded.
- One (1) case where the counselor used The WORK NUMBER to get the hours worked but the service only provides hours per week thus, I could not verify the number of days worked. Counselor divided the total hours for the week by 5 days and entered the hours in TWIST. Then paid transportation based on those days with no actual evidence of the days worked - thus Questioned Costs of all SS of \$350 in Transportation.
- The overall error rate for this review is **19.23%** and with the last two reviews of 8.77% and 7.6% respectively.

Conclusion:

- All findings were reviewed with corrections made to the file and in TWIST, if applicable.
- SERCO provided specialized training from the Choices Guide to address the issues.
- The Board had placed SERCO on a TANF/Choices CAP as of 1/19/2018.

➤ **SNAP E&T Review**

Findings:

- One (1) case did not have each month's eligibility printout in the file.
- Two (2) customers were not sent a timely and reasonable letter or timely penalized for non-cooperation.

- One (1) case had documented work hours for March in the file, yet the hours were not entered into TWIST.
- One (1) case did not have a case note for the workfare that the client was assigned.

- Two (2) cases did not have an assessment case note in TWIST.
- The overall error rate for this review is **4.14%** with the last at 8.72%.

Conclusion:

- All findings were reviewed with corrections made to the file and in TWIST.
- The Board had placed SERCO on a SNAP E&T CAP as of 1/19/2018.

BakerRipley Inc.

Fiscal and Program Reviews

➤ **Child Care Fiscal Review (10/1/17 – 6/30/18)**

The review consisted of the following contractual areas:

- | | |
|-------------------|--------------------------------|
| * Cash | * Procurements |
| * Cost Allocation | * Payroll |
| * Disbursements | * Accounting Internal Controls |

The review was performed with no significant finding noted.

➤ **Child Care File Reviews (2)**

Findings:

- Two (2) participants' file did not contain a signed copy of the Parents Acknowledgement Form or the Orientation to Complaint Form.
- One (1) participants' file did not contain a UI Wage verification for one of the parents.

Conclusion:

- Participants' files have been updated.

4. *Update on Future Procurements and Contract Renewals*

Mr. Ramirez provided an update on future procurements and contract renewals (included on pages 53-76 of the September 27 agenda packet).

5. *Performance Measure Update*

Ms. Byrd presented the July 2018 Performance Measure Update (included on pages 77-82 of the September 27 agenda packet).

6. *2018-2019 Holiday Schedule*

Mr. Trevino provided the approved 2018-2019 Holiday Schedule (included on page 83 of the September 27 agenda packet).

XVI. Adjournment

The meeting adjourned at 4:37 pm.

YEAR-IN-REVIEW COMMITTEE REPORT

X-1

Committee: Child Care Services

Dr. Mary Gleason, Chair

Ed Sample

Mary Afuso

Noemi Aguilar

Sara Garza

Verna Portis

Tracy Florence

Cleo Rodriguez, Jr.

The Child Care Committee met four (4) times during BCY2018.

Workforce Solutions of the Coastal Bend's (WFSCB's) Child Care Programs highlights for BCY2018 are listed below.

- Due to the passage of the federal Bipartisan Budget Act of 2018, the state of Texas received an additional \$229.9 million to provide direct care child care services for eligible families. As a result of this additional funding, the Board's performance measure for "*average number of children served per day*" increased from **2,083** to **2,763** during BCY2018.
- The Texas Workforce Commission (TWC) approved an additional \$3,000,000 in CCDF funds to increase the number of Texas Rising Star (TRS) mentor and assessor positions in all Workforce Boards. WFSCB will hire two additional TRS mentors. This brings the number of TRS assessor and mentor staff to four (4) for our Board area.
- Effective January 2018, TWC implemented an enhancement to the Child Care Automated Attendance (CCAA) swipe card. This enhancement allows parents to use *one swipe* to record their child's daily attendance instead of previously having to check their children in and swipe them out on a daily basis.
- All customers who were previously on the child care wait list have been outreached. Currently, staff are able to outreach customers as soon as they are placed on the wait list and their eligibility can be determined as soon as these customers submit all of the required documentation.
- The Early Childhood Development Quality Services Program (ECDQSP) provided two Child Development Associate (CDA) Certification Program professional development training classes for child care employees during BCY2018. The first class was held from December 19, 2017 to March 22, 2018 with **12** participants. The second class was held from September 25, 2018 to December 13, 2018 with **10** participants. **56** child care employees have received their CDA certification through the WFSCB CDA Certification Program professional development training classes held during the past three years.

- The ECDQSP utilized quality funding to integrate the Frogstreet curriculum in an additional **17** child care centers during BCY2018. To date, the Frogstreet curriculum has been implemented in *each* classroom at **33** child care centers, **25** of these child care centers are TRS certified. **2,414** children (*of which 1,037 are Workforce subsidized children*) are being exposed to/receiving instruction from this curriculum.
- On June 16, 2018, the *2nd Annual Child Care Home Providers Symposium* was held. **34** home providers attended this event and received a certificate for six (6) clock hours of training.
- On July 21, 2018, the *5th Annual Directors Symposium* was held. **95** child care directors attended this event and received a certificate for six (6) clock hours of training.
- On August 18, 2018, the *5th Annual “Back to School” Teachers Fair* was held. **425** child care staff attended this event and received a certificate for Six (6) clock hours of training. **21** TRS certified and **51** non-TRS certified child care centers and **12** licensed child care homes participated in this event.
- During BCY2018, the ECDQSP provided 8 professional development training activities on various early childhood education topics for child care staff to participate in.

The Child Care staff would like to thank the Child Care Committee for their continuous support of our child care initiatives. We are extremely humble and grateful for your confidence in our abilities to do “what’s right for children”! We look forward to a fantastic BCY2019!!

YEAR-IN-REVIEW COMMITTEE REPORT

X-2

Committee: Public Relations

Jesse Gatewood, Chair

Joan McKaughan, Vice Chair

Parrish Jones

Carlos Ramirez

C. Michelle Unda

Catrina Wilson

Michelle Flower

Arnoldo Cantu

The Public Relations Committee reviews and recommends activities based on the Strategic Marketing and Communications Action Plan. The plan establishes overarching initiatives including public relations, marketing, communications, outreach, leadership, advocacy, and organizational excellence. The ultimate goal is to increase awareness and outreach efforts of services that Workforce Solutions of the Coastal Bend (WFSCB) offers to both employers and job seekers.

Proof of Performance:

- The Public Relations Committee met four times this year (meeting dates: February 7th, May 2nd, September 12th and December 4th).

Major Highlights

- Disaster Relief Employment Assistants Mobile Units (January – September 2018) – Continued deployment of the leased Mobile Units that delivered *Hurricane Harvey Relief Initiative Workforce Services* throughout the Coastal Bend region to the six counties impacted by Hurricane Harvey.
- Volunteer Income Tax Assistance (VITA) (January – April 2018) – Eight year partnership with the United Way and promotion of the VITA Program that offers free tax preparation services to low income Coastal Bend residents.
- Three Rivers Job Fair (March 22nd) - In partnership with the City of Three Rivers and the Economic Development Corporation of Three Rivers, WFSCB hosted the Hiring Event at the Gurwitz Community Center in Three Rivers, Texas. More than 100 job seekers had the chance to meet 20 employers who were looking to fill over 500 positions.
- United Way of the Coastal Bend Check Presentation (March 27th) - United Way of the Coastal Bend presented a check for \$20,000 from its Disaster Relief fund to WFSCB for the Disaster Relief Employment Assistance during a press event at the Mobile Unit location in Woodsboro, Texas.
- Del Mar College and Christus Spohn received \$500,000 Skills Development Fund Grant (April 11th) - Del Mar College and CHRISTUS Spohn Health System received a \$500,000 Skills Development Fund Grant from the Texas Workforce Commission (TWC) on April 11th. to provide customized training to 531 new and incumbent workers. WFSCB Chair, Victor M. Gonzalez, Jr., introduced TWC Chair Ruth R. Hughs who presented and signed the oversized check for \$500,000 at a press event at CHRISTUS Spohn Shoreline Hospital.

- 2018 YOU! Summer Youth Job Fair (May 16th) - WFSCB hosted this event in the Center Court at La Palmera Mall on May 16th for youth ages 16-24 seeking summer employment. Nearly 200 job seekers attended and had the chance to meet over 35 employers.
- YOU Learn! Educator Externship (July 2018) - 77 educators representing 20 Independent School Districts participated in two one-week YOU Learn! Educator Externship Programs that immersed them in Coastal Bend careers.
- The B.I.G. Event (August 8th) - WFSCB partnered with Del Mar College and other stakeholders on this event that included presentations on booming industry, international trade, government contracting and a reverse trade show. WFSCB Chair, Victor M. Gonzalez, Jr., introduced Texas Workforce Commissioner Julian Alvarez as the featured keynote luncheon presenter.
- YOU Choose! Career Expo & Ready for College and Career Conference (September 19th) - More than 1,500 students from 414 regional high schools attended both events at the American Bank Center. Students, their counselors and teachers spent the day visiting with local employers and training programs in Business, Health Care, Professional Skills & Trades and Public Service. WFSCB Chair, Victor M. Gonzalez, Jr., introduced special featured guest Texas Workforce Commission Chair Ruth R. Hughs who launched both events at a ribbon-cutting ceremony.
- Del Mar College Skills Development Fund Check Presentation - (October 5th) WFSCB Chair, Victor M. Gonzalez, Jr., introduced Texas Workforce Commission Chair Ruth R. Hughs who signed an oversized check for \$1,161,997 for training of 646 industrial workers for TPCO America Corporation, MMR Constructors, Inc., and Brand Energy Solutions, LLC.
- 7th Annual Hiring Red, White & You! Statewide Hiring Fair (November 8th) - In honor of Veterans Day, the Texas Workforce Commission, the Texas Veterans Commission and WFSCB hosted this annual event at the American Bank Center for local veterans, services members and their spouses. Over 500 job seekers attended, including 117 veterans, with more than 120 employers pursuing workers in their prospective industries.

Major Projects

- Sinton Career Center New Signage & Rebrand - January 18, 2018
- Labor Market Intelligence Report/Eblast Rebrand - Launched on March 9, 2018.
- 4 Quarterly Reports – including Online Reports (24 Quarterly Reports since 2012)
- 1 Annual Report – including E-Magazine to be presented (9 Annual Reports since 2010)

Media Outreach

- Hot Jobs! KIII TV3 ABC = 52 Segments (Media Metric Value: \$1,200 per TV Segment)
Total Value: \$62,400
- Work Bank! KAJA Telemundo 19 Segments (**New** Airs Every Tuesday – Launched July 17, 2018: Media Metric Value: \$1,200 Per TV Segment) Total Value: \$22,800
- Job Search! KLUX 89.5 FM Radio = 728 Segments (Airs 2 – 3 times daily: Media Metric Value: \$125 Per Spot) Total Value: \$91,000

- 7th Annual Hiring Red, White & You! Statewide Hiring Fair Media TV Sponsor
KIII TV3 ABC: 47 Public Service Announcements = \$5,062.50
- 7th Annual Hiring Red, White & You! Statewide Hiring Fair Media Radio Sponsor
KLUX 89.5: 94 Public Service Announcements = \$10,125
- KIII TV3 ABC Morning News Show Labor Market Intelligence Report (2nd Tuesday of each Month) Total: 14 Segments
- Rural & Urban News Stories: TV, Print & Radio - Total: 74 Stories
799 Jobs! Segments (KIII TV3 ABC, KAJA Telemundo & KLUX 89.5)
+ 74 Rural & Urban News Stories
+ 14 Monthly Labor Market Intelligence Featured Segments
887 TOTAL News Segments \$191,387 TOTAL Media Metric Value

Social Media Outreach

- WFSCB continues to expand its digital footprint on its social media platforms by generating more strategic online exposure promoting hiring events, job fairs, special events, employee events, and community partner events in 2018.
 - 500,000+ posts on Facebook, Twitter & LinkedIn
 - 20 Facebook LIVE Events

A sincere “Thank You!” to the Public Relations Committee Members, Board of Directors and Chief Elected Officials for your service and continued support!

www.workforcesolutionscb.org

Connect with Us!



Coming in 2019 – A New Mobile Career Center!



YEAR-IN-REVIEW COMMITTEE REPORT

X-3

Committee: Workforce Services
Velma Soliz-Garcia, Chair
Gary Allsup, Vice Chair
Randy Giesler
Kari Kelley
Manny Salazar
Vince Goodwine
Sandra Julia Bowen
Ray De Los Santos, Jr.

The Workforce Services Committee met four times in 2018 and discussed workforce services to business, workers, youth, and people with disabilities during each meeting. The committee was provided the latest labor market intelligence, an update on career services, program performance and updates on various grants received beyond that we receive each year from TWC.

Highlights for the year:

- Continued transition of Vocational Rehabilitation Services (VRS) to Texas Workforce Solutions.
- 2nd Annual, YOU CHOOSE! Career Expo.
- 2nd YOU Earn & Learn! Partnership with VRS
- 5th YOU Learn! Teacher Externships
- Hurricane Harvey Relief Initiatives and attainment of funds for Mobile Unit
- Women at Work Grant
- Awarded Apprenticeship Grant by TWC
- Strengthened partnerships, including shared grant opportunities, with the Corpus Christi Regional Economic Development Corporation (CCREDC), Texas A&M Corpus Christi, and Texas A&M Kingsville.
- CHOICES and SNAP E&T Program Corrective Action Plan- Effective January 19, 2018.
- WIOA Program Corrective Action Plan- Effective August 13, 2018.

Action items brought to the Board of Directors:

- 7 Policies were brought to the committee for approval

Thank you to each of our committee members for your guidance and the perspective you bring to the committee. You're critical to the work we do as an organization. The conversations that have occurred have directly led to actions within our Career Centers and thus impacted the Coastal Bend community.

Thank you to Velma Soliz-Garcia, our committee chair, for her leadership and thoughtful questions.

COMMITTEE REPORT

X-4

Committee: Ad Hoc Nominating

Gloria Perez, Chair

Cleo Rodriguez, Jr.

Marcia Keener

Joan McKaughan

Verna Portis

Manny Salazar

Date of Committee meeting: November 20, 2018

The following items were discussed at the meeting:

1. Discussion and Possible Action on the Nomination of a Slate of Officers for 2019
2. Bylaws
3. 2016-2018 Committee Structures
4. 2018 Attendance Records
5. Draft Slate and Voting Ballot
6. Process for Ballot Count and Announcement of Officers

The Committee took the following action:

1. Nominated a slate of officers for 2019 (included on page 22 of the agenda packet)

Chair: Victor Gonzalez, Jr.

Vice Chair: Velma Soliz-Garcia

Secretary: Rosie Collin

Treasurer: John Owen

Parliamentarian: Vince Goodwine

Additional comments:

Nominations will also be accepted from the floor.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XI. FY 2018 Budget Amendment #5

BACKGROUND INFORMATION

The Workforce Solutions Board of Directors approved the FY 2018 Operating Budget on September 28, 2017. Budget Amendment #5 is attached with a detailed budget narrative.

RECOMMENDATION

The Executive/Finance Committee recommend to the Board of Directors approval of FY 2018 Budget Amendment #5.

**WORKFORCE SOLUTIONS OF THE COASTAL BEND
BUDGET NARRATIVE
FY 2018**

The proposed budget amendment #5, includes an overall revenue increase for multi-year funds and additional HHRI funds for a total revenue increase of \$6,720,027.

An increase to Oversight & Management of \$70,000 for General and Administrative expense. Increase in One Stop Operations by \$24,559, for an increase to Furniture & Equipment, and an increase of \$6,625,468 to the Contracted services budget.

We are requesting approval on budget amendment #5.

Program	Amended Budget #4 FY2018	Fund Finalization / New Funds	Revised Funds Available 9/30/2018
Noncustodial Parent Choices Program	147,091	0	147,091
SNAP E&T	297,278	0	297,278
Resource Administration Grants	6,470	0	6,470
WCI - Workforce Commission Initiatives	71,911	0	71,911
Reemployment Services and Eligibility Assessment	175,074	0	175,074
Child Care Quality	367,718	0	367,718
TANF Choices	2,954,390	0	2,954,390
Child Care Attendance Automation Service	74,027	15,500	89,527
Child Care	10,471,578	0	10,471,578
Child Care Local Initiative	1,783,397	0	1,783,397
NDW - Texas Oil & Gas	730,433	0	730,433
Child Care DFPS	2,900,855	(275,000)	2,625,855
Trade Act Services for Dislocated Workers	104,442	12,000	116,442
Wagner-Peyser Employment Services	135,320	0	135,320
WOS - Externship for Teachers	105,162	0	105,162
WIOA - PY17 Adult Allocation	1,467,881	0	1,467,881
WIOA - PY17 Dislocated Worker Allocation	1,247,070	0	1,247,070
WIOA - PY17 Youth Allocation	1,527,147	0	1,527,147
WIOA - PY18 Rapid Response	33,999	0	33,999
NDW - Hurricane Harvey	2,633,000	2,000,000	4,633,000
WWRCCA for Hurricane Harvey	100,000	0	100,000
WIOA - PY18 Adult Allocation	395,370	1,724,671	2,120,041
WIOA - PY18 Dislocated Worker Allocation	283,145	1,205,930	1,489,075
WIOA - PY18 Youth Allocation	2,216,638	0	2,216,638
WOS - Military Family Support	49,631	0	49,631
Child Care DFPS	0	1,894,523	1,894,523
Noncustodial Parent Choices Program	0	142,403	142,403
Grand Total	\$30,279,027	\$6,720,027	\$36,999,054

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XIII. Nomination and Election of Board of Director Officers for 2019

BACKGROUND INFORMATION

The Ad Hoc Nominating Committee met on November 20, 2018 to review candidates that had expressed interest in serving as a Board officer during 2019. The attached 2019 Slate of Officers and Voting Ballot is presented on behalf of the Ad Hoc Nominating Committee for the election of officers at the December 13, 2018 annual Board of Directors meeting. During the election process nominations may also be accepted from the floor.

RECOMMENDATION

The Board of Directors elect a slate of officers for 2019.



WORKFORCE SOLUTIONS
of the Coastal Bend

2019 SLATE OF OFFICERS & VOTING BALLOT
December 13, 2018

		(√ one)
Chair	Victor M. Gonzalez, Jr.	
Vice Chair	Velma Soliz-Garcia	
Secretary	Rosie Collin	
Treasurer	John Owen	
Parliamentarian	Vince Goodwine	

Signature:

Date: _____

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.