



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee

**May 7, 2019
11:30 am**

**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.



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee Meeting
Staples Career Center - 520 N. Staples Street - Conference Room #1
Corpus Christi, Texas
May 7, 2019 – 11:30 am

AGENDA

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I. Call to Order: <i>Velma Soliz-Garcia, Chair</i>	
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III. Announcement on Disclosure of Conflicts of Interest <i>Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting, and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time. Note: Information on open meetings is included at the end of this agenda.</i>	
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3. Policy#4.2.100.02 – Service Strategies: <i>Pam Ross</i>	21-24
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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)

5. Services to Youth	
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6. Performance Measure Update	
a. Board Contract Year 2019: <i>Andrea Byrd</i>	45.50
7. Facilities Update: <i>Amy Villarreal</i>	51

VIII. 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.

**Workforce Services Committee
Roll Call Roster
May 7, 2019**

_____ Velma Soliz-Garcia, Chair

_____ Gary Allsup, Vice-Chair

_____ Randy Giesler

_____ Vince Goodwine

_____ Kari Kelley

_____ Manny Salazar

_____ Sandra Julia Bowen

_____ Ray De Los Santos Jr.

_____ Michelle Flower

Signed

Printed Name

MINUTES
Workforce Solutions of the Coastal Bend – Workforce Services Committee
Staples Career Center – 520 N. Staples Street, Conference Room #1
Corpus Christi, Texas
February 7, 2019 – 11:30 am

Committee Members

Present

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

Absent

Michelle Flower

Others Present

Ken Treviño, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Alba Silvas, Workforce Solutions
Andrea Byrd, Workforce Solutions
Jennifer Ledford, Workforce Solutions
Monika De La Garza, Workforce Solutions
Larry Peterson, Workforce Solutions
Larry Peterson, Workforce Solutions
Heather Cleverley, Workforce Solutions
Robert Ramirez, Workforce Solutions
Manuela Zarate, SERCO of Texas, Inc.
Manuel Ugues, SERCO of Texas, Inc.
Rita Soto, SERCO of Texas, Inc.
Robert Gonzalez, SERCO of Texas, Inc.
Maria Medina, SERCO of Texas, Inc

Other Board Members Present

Victor Gonzalez, Jr.
Gloria Perez
Sara Garza

- I. Call to Order**
Ms. Soliz-Garcia called the meeting to order at 11:30 am.
- II. Roll Call**
The roll was called and a quorum was present with Board Chair Victor M. Gonzalez, Jr. and Board Past Chair Gloria Perez.
- 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. Roll Call**
The roll was called and a quorum was present with Board Chair Victor M. Gonzalez, Jr. and Board Past Chair Gloria Perez.
- V. 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.
- VI. Discussion and Possible Action on Committee Initiatives for 2019 and Review of Charter**
Ms. Perez moved to approve the Committee Initiatives for 2019 and Review of Charter. The motion was seconded and passed.
- VII. Items for Discussion and Possible Action:**
Policy#4.0.115.04 - Program Non-Compliance
Ms. Villarreal presented information on Policy#4.0.115.04 - Program Non-Compliance (included on pages 8-16 of the February 7 agenda packet).

Policy#1.0.110.13 – Equal Employment Opportunity

Mr. Peterson presented information on Policy#1.0.110.13 – Equal Employment Opportunity (included on pages 17-19 of the February 7 agenda packet)

Policy#1.0.112.02 – Discrimination Complaint Procedure

Mr. Peterson presented information on Policy#1.0.112.02 – Discrimination Complaint Procedure (included on pages 20-23 of the February 7 agenda packet)

Policy#1.0.114.02 – Storage and Use of Disability-Related and Medical Information

Mr. Peterson presented information on Policy#1.0.114.02 – Storage and Use of Disability-Related and Medical Information (included on pages 24-26 of the February 7 agenda packet)

Policy#4.0.118.03 – Accessibility

Mr. Peterson presented information on Policy#4.0.118.03 – Accessibility (included on pages 27-29 of the February 7 agenda packet)

Policy#4.0.120.02 – Limited English Proficiency

Mr. Peterson presented information on Policy#4.0.120.02 – Limited English Proficiency (included on pages 30-31 of the February 7 agenda packet)

Policy#4.0.121.03 – Reasonable Accommodation

Mr. Peterson presented information on Policy#4.0.121.03 – Reasonable Accommodation (included on pages 32-50 of the February 7 agenda packet)

Policy#5.0.102.03 – Equal Opportunity-Accessibility Monitoring

Mr. Peterson presented information on Policy#5.0.102.03 – Equal Opportunity-Accessibility Monitoring (included on pages 51-54 of the February 7 agenda packet)

Policy#6.0.102.01 – Accessibility for Person with Disabilities

Mr. Peterson presented information on Policy#6.0.102.01 – Accessibility for Person with Disabilities (included on pages 55-80 of the February 7 agenda packet)

Mr. Giesler moved to recommend to the Board of Directors approval of all 9 policies presented at the Workforce Services Committee. The motion was seconded and passed.

VIII. Information Only:

1. Facilities

Ms. Villarreal provided information on the progress for the VR accommodations in the Beeville Career Center and the Kingsville Career Center. The Mobile Career Center arrived on January 24, 2019, it has 11 working stations, is ADA accessible. The Mobile Career Center does not require the driver to have a CDL license. Ruben Aceves the Facilities Specialist for Workforce Solutions will be in charge of the maintenance and upkeep of the unit. Mr. Gonzalez, Jr. mentioned the hard work and dedication the staff put in to obtain the unit and especially pointed out the efforts that Mr. Treviño put in with officials in Austin to obtain the unit. (included on page 81 of the February 7 agenda packet).

2. Performance Measure Update

a. Performance Update December 2018 Final Release

Ms. Byrd provided updates on the Performance Measure update that was released for the month of December 2018. (included on pages 82-87 of the February 7 agenda packet)

3. *Services to Business*

a. Hurricane Harvey

Mrs. Silvas provided program updates (included on page 88-89 of the February 7 agenda packet).

4. *Services to Workers*

a. WE Summit – Women Empowered

Ms. Byrd provided WE program updates and passed out a flyer announcing the WE Summit event taking place on March 23, 2019 at Texas A&M University (included on page 90 of the February 7 agenda packet).

b. Veterans Services

Mrs. Silvas provided Veterans Services program updates and stated that Ms. Villarreal has challenged the team to focus on what services we can provide to our service men and women and their families. (provided on page 91 of the February 7 agenda packet)

c. Policy Review Schedule

Mrs. Silvas provided information concerning the policy review schedule, she stated that the Board professionals would continue to review and update the policies as needed. (provided on pages 92-94 of the February 7 agenda packet)

d. Choices/SNAP Corrective Action Plan Update

Ms. Villarreal provided an overview of the Choices/SNAP Corrective Action Plan (CAP) that was implemented on January 19, 2018 and is still in effect. Ms. Villarreal reviewed the error rates that are still above the Boards expected error rate of 5% or less.

TANF/ Choices CAP Update

- Board monitor overall error rate for **November 2018** final review was **9.56%** with an error rate of 53% in TWIST data entry.
- Board monitor overall error rate for **February 2019** final report is **8.69%** with an error rate of 41% in TWIST data entry.

SNAP E&T CAP Update

- Board monitor overall error rate for **October 2018** final review was **12.96%** with an error rate of 59% in TWIST data entry.
- Board monitor overall error rate for **January 2019** final report is **7.21%** with an error rate of 35% in TWIST data entry.

While some of the error rates have lowered, the TWIST data entry errors remain a topic of alarm as the data is used for local workforce, State and National reporting. (included on page 95 of the February 7 agenda packet)

e. WIOA Programs Corrective Action Plan Update

Mrs. Silvas provided updates on the WIOA Programs Corrective Action plan that was implemented August 13, 2018. WIOA Programs Service Provider SERCO of Texas was given 180 days to make the necessary corrections and changes in order to have the CAP removed. The 180 day period was broken up into 2- 90 day time periods. The first beginning (08/13/18 – 11/13/18) This time was to be used to identify the errors and implement the necessary changes to correct the errors. The 2nd 90 day period (11/14/2018 – 02/14/2019) SERCO of Texas was to be able to sustain the changes so the Board Contract Managers would be able to ensure the error rates would not increase again. Board Professionals held 13 meetings with SERCO staff members to provide assistance when and where they needed it. The following error rates were reported to the Workforce Services Committee.

Board Quality Assurance WIOA Program Review Overall Error Rate (OER)

WIOA	OER July 2018-August 2018	10.97%
Adult/DW	OER November-December 2018	6.24% Preliminary
WIOA	OER June-July 2018	17%
YOUTH	OER November-December 2018	8.1%

One Correction is the the Adult/DW error rate, since this was a preliminary rate SERCO of Texas was allowed to dispute or provide corrections for the found error. The error rate dropped from 6.24% to 5.71% as of February 6, 2019. Mrs. Silvas informed the committee that TWC has provided Technical Assistance concerning the CAP and that the TWC Monitor is continuing to find the same errors with the case files that were noted in her 2018 TA Monitoring.

Ms. Soliz-Garcia asked the committee members if they had any questions concerning the information provided concerning the WIOA CAP. Ms. Perez asked that since the CAP information has been reported at two previous committee meetings if the committee members were the same or if there had been changes to the make-up of the committee structure. Ms. Soliz-Garcia stated that the Workforce Services Committee has had the same committee members for the previous meetings. Mr. Allsup asked if the lower %'s were a trend change or if they were normal. Ms. Villarreal informed the committee that the numbers did not change until this month and that SERCO of Texas was provided the target numbers at the beginning of the contract year but has not reached the Enrollment Goals as of this time.

Ms. Soliz-Garcia offered to let Mr. Manuel Ugues to speak on behalf of SERCO of Texas. Mr. Ugues introduced his staff members that were present at the meeting and provided a handout to the committee members to help show that they were taking the steps to make the necessary improvements and corrections and that they just needed more time to get everything into place. On Mr. Ugues handout he provided a chart showing Progress and Improvement percentages, Ms. Soliz-Garcia asked if he had a timeline to support his data as it was not provided on the handout. She wanted to know that Mr. Ugues was comparing the data during the same reporting time that the Contract Managers were reporting on. Mr. Ugues invited Maria Medina the Center Manager for the Staples Career Center to speak and she stated that they are working diligently to train the staff members so that less errors will be made in the future. She feels that she has been able to create a team that is able to handle and maintain the case load expected of them. Mr. Ugues finished with stating his team is promising continued commitment to Workforce Solutions and the community. (included on pages 96-97 of the February 7 agenda packet)

IX. Discussion and Possible Action on Procurement for Career Center Services Delivery System and Youth Development Services

Mr. Treviño stated that since SERCO of Texas was not able to make the required improvements to bring the error rates on both the Choices/SNAP CAP and the WIOA Programs CAP (at or below 5%) and due to the lengthy process of procurement he recommends that the Workforce Services Committee entertain the motion make the request to the Executive/Finance Committee to allow for the procurement process to begin. Mr. Allsup asked Mr. Treviño how long the procurement process would take and Mr. Ramirez the procurement officer for the Board stated that if it is approved by the Board of Directors it could take up to 6 months. (included on page 98 of the February 7 agenda packet)

Ms. Soliz-Garcia asked the board to consider the recommendation and requested the vote. Kari Kelley recommended the motion be presented to the Executive/Finance Committee. The motion was seconded by Sandra Bowen. The Workforce Services Committee was unanimous in the decision.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI. Board Policies Related Policies and Procedures

BACKGROUND INFORMATION

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

Policy #4.5.100.06- Work Search Requirement

Work Search requirement for Unemployment Insurance (UI) recipients reviewed on a yearly basis for adjustments. Adjustments for various counties were made in increasing or decreasing the required weekly activities/contacts.

Policy #4.0.101.11 – Support Services

Board policy updated to reflect changes:

Housing Assistance Category – Increased Maximum amount from \$600 to \$750 – Support Services Limits.

Removed Addendum: Related to NDW – Hurricane Harvey Grant effective 04.09.18.

Policy #4.2.100.02 – Service Strategies

Board policy updates were needed to provide additional guidance to the one-stop contractor on service delivery enhancements such as job readiness and post-employment services and to ensure Federal and State requirements were met for targeted outreach and concentrated job placement services for Choices Eligible participants approaching their State or Federal time limit.

RECOMMENDATION

Board Professionals recommend the approval of policies as amended.



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY -DRAFT

CATEGORY:	Workforce Programs-Unemployment Insurance	No: 4.5.100.055
TITLE:	Work Search Requirement	
SUPERSEDES:	4.5.100.045	
EFFECTIVE DATE:	December 15, 2017 <u>May 24, 2019</u>	
DATE APPROVED:	December 14, 2017 <u>May 23, 2019</u>	
DATE REVIEWED:	December 5, 2017 <u>May 7, 2019</u>	

I. PURPOSE

To receive Unemployment Insurance (UI) benefits, claimants must have worked for employers who pay UI taxes, must be unemployed through no fault of their own, and must be physically able to work, available for work and actively seeking work. The work test is administered in two ways. Unless exempted by Texas Workforce Commission (TWC) policy, UI claimants must be registered for work, generally through the local career centers or WorkInTexas.com. Claimants must also make a personal work search log and keep a record of work search contacts they have made and work search activities which improve their chance for finding employment.

Workforce Boards are required to review their work search requirement annually. Texas maintains high expectations regarding the percent of claimants entering employment. The Board, through its service providers, has devoted considerable effort and resources to improving performance on claimant employment rates. Increasing the level of work search participation by UI claimants is expected to more fully engage both claimants and employers in the continuous improvements necessary to maintain and exceed State performance standards.

The intended benefit for claimants will be, a higher percent return to work sooner. Claimants will restore their earning power and enjoy the dignity associated with work. The intended benefit for employers will be potential savings on UI taxes, and having a more readily-available, skilled workforce.

II. DEFINITIONS

Work Search Contact/Work Search Activities- A contact by a UI claimant with an employer to ask for work, complete an application, or submit a resume. Examples of work search activities include registering for work, attending career center orientations, job readiness workshops, job search seminars, job club meetings, job fairs, resume preparation workshops, etc.

MSA- Metropolitan Statistical Area- This classification is intended to provide nationally consistent definitions for collecting, tabulating, and publishing Federal statistics for a set of geographic areas. The Corpus Christi MSA consists of Aransas, Nueces, and San Patricio counties.

III. POLICY STATEMENT

TWC requires a combination of three (3) work search contacts or work search activities during each claim week. No Board action is required for this level of UI work search requirement. The Board adopts the State requirement of three (3) work search contacts or activities for the following counties: Brooks, Duval, ~~Kenedy and Live Oak, Refugio, Kenedy, Aransas, Bee, Kleberg, Nueces, and San Patricio~~

The work search requirement will be a combination of five (5) work search contacts or work search activities each claim week for the following counties: ~~Jim Wells, Live Oak, Refugio, Aransas, Bee, Kleberg, Nueces and San Patricio.~~ See the table below.

The Board of Directors has adopted the following UI policy. The effective date will be as soon as the programming changes can be implemented by TWC.

County	Contacts/Activities Per Week	Explanation
Brooks, Duval, Kenedy, Refugio, Aransas, Bee, Kleberg, Nueces, San Patricio and Live Oak.	3	Basic State requirement
Jim Wells, Live Oak, Refugio, Aransas, Bee, Kleberg, Nueces and San Patricio.	5	Career Centers located in or near these counties offer additional work search activities for the public, including UI claimants.

IV. PROCEDURES

Board staff will continue to review the UI work search requirement on at least an annual basis to see if adjustments in the work search requirement are necessary. Changes, if needed, will be recommended to the Board for approval. Board staff will notify TWC of changes in the local UI work search requirement.

TWC will program its automated claim filing system to give claimants the current UI work search requirement for the Board area. When claimants contact TWC by telephone or internet to file their UI claims, TWC will officially notify each claimant of their specific work search requirement. Field staff will notify TWC of availability issues detected during the work test. All eligibility issues on UI claims will be investigated by TWC. Final determinations on eligibility for UI benefits will be made by TWC.

V. RELATED POLICY INFORMATION

TWC Rule 40 TAC 815.28

[TWC Workforce Development Letter 01-12](#)

VI. RESPONSIBILITIES

The Contract Manager shall ensure that all relevant staff and the Workforce Solutions Career Center service providers are informed of and comply with this policy. The Workforce Solutions Career Center service providers shall ensure that appropriate procedures are implemented and that relevant staff receives training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS

POLICY TITLE: Work Search Requirements
POLICY NUMBER: 4.5.100.056

DATE: ~~4/15/2017~~ May 24, 2019
REVISED: ~~4/2/05/17~~ May 7, 2019.

N/A

VIII. DISTRIBUTION

Board of Directors

Board Staff

Service Provider Staff

IX. SIGNATURES

Reviewed by EO Officer

Date

President/CEO

Date



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

CATEGORY:	Program Operations	No: 4.0.101.1<u>19</u>
TITLE:	Support Services	
SUPERSEDES:	4.0.101.09, dated October 31, 2014	
EFFECTIVE:	September 28, 2018 <u>May 24, 2019</u>	
BOARD APPROVAL:	September 27, 2018 <u>May 23, 2019</u>	
LAST REVIEW:	September 13, 2018 <u>May 7, 2019</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.

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 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

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.1¹⁹

DATE: 4/26/2007 05.24.19
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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.

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.

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 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,

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issued March 2, 2107

- 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.

VI. RESPONSIBILITIES:

Board Staff shall ensure that Contracted Service Provider Staff are aware of and comply with this policy.

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:

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 <u>\$750</u> ; 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

CATEGORY: _____ **Workforce Programs- Choices** **No: 4.2.100.042**
SUBJECT: _____ **Service Strategies**
SUPERSEDES: _____ **Policy # 4.2.100.001 dated May 21, 2015 ~~December 11, 2008~~**
EFFECTIVE: _____ **May 24, 2019 ~~June 26, 2015~~**
BOARD APPROVAL: _____ **May 23, 2019**
June 25, 2015
DATE OF LAST REVIEW: May 21,
2019~~5~~

I. PURPOSE:

To establish criteria and provide guidance on the implementation of strategies in providing Choices Eligible services in the Coastal Bend area.

II. DEFINITIONS:

Applicant – an adult or a teen head of household in a family who applies for TANF cash assistance, who previously did not leave TANF in a sanctioned status.

Career Ready Workforce Certification (CRWC) – a four day training acquiring 14 “soft skill” competencies and Continuing Education Units (CEUs).

Choices Eligible – an individual eligible to receive Choices services including an adult or teen head of household who is an applicant, conditional applicant, recipient, non-recipient parent, former recipient, or sanctioned family.

Concentrated Services – job placement services concentrated on Choices Eligible participants approaching their state or federal time limit such as targeted outreach and targeted job development.

Conditional Applicant – an adult or teen head of household in a sanctioned status, but who is reapplying for TANF cash assistance that must demonstrate cooperation with Choices program requirements for four consecutive weeks.

Extended TANF recipients – a recipient who receives TANF cash assistance past the 60-month federal time limit because of a hardship exemption.

Former TANF Recipient – an adult or teen head of household who no longer receives TANF cash assistance because of employment.

Risk of returning to TANF cash assistance – he or she is a SNAP recipient or receives Commission-funded child care

TANF – Temporary Assistance for Needy Families

III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend shall coordinate all career center services to implement a system that promotes self-sufficiency among Choices Eligible participants. ~~The Texas Workforce Commission (TWC) Choices Rules Chapter 811 and the TWC Choices Guide will be followed in developing strategies and operating procedures.~~

Strategies to provide Choices Eligible services shall demonstrate:

- Concentrated efforts to immediately engage applicants in workforce career center services and informs customers of all available support services, including TANF applicant child care;
- Applicants and conditional applicants make an informed decision of their options to withdraw from TANF, continue with TANF certification, or apply for One Time TANF based on information provided;
- Outreach methods, appointment letters, and facilitation techniques specific to each Choices Eligible in an effort to motivate and engage more customers that want to participate rather than have to participate;
- A standardized Work First design which engages Choices Eligible participants *immediately* with activities that promote employment outcomes such as sharing labor market information, registering in WorkInTexas.com, providing job leads, having employers on site who hire, and a written appointment to start structured job readiness activities;
- Job readiness activities should be structured to prepare Choices-eligible participants to look for and successfully retain employment. Job readiness activities should include but are not limited to subjects like, completing a job application, essential (soft) skills, resume writing, and interview preparation.
- Job readiness activities should be scheduled based on the assessment of the Choices-eligible participant and their experience with the world of work. Participants with limited job search and employment experience should be scheduled for job readiness activities concurrent to job search activities.
- Assessments are built on strengths instead of barriers and is an ongoing process, not a one-time event;
- Family Employment Plans (FEP) are developed to anchor a commitment from the participant and used as a planning document for *continuous* engagement of work activities with scheduled services that promote the plan and keep the participant productive;
- Promotion of fewer workshops offered more frequently, focused on the participant not the program, and with topics such as WorkInTexas.com, Job Search, Applying for Jobs Online and Interviewing;
- ~~Job clubs provide network opportunities along with job search topics. are offered for networking and not job search workshops;~~
- Career Ready Workforce Certification (CRWC) will be attended when available and appropriate for participant to attend;
- Choices staff will provide Choices Eligible participants with job referrals in WorkInTexas.com;
- All Career Center staff, to include the Business Service Unit (BSU), support the Choices

- staff to provide Choices Eligible participants with job referrals, employment opportunities, job development, job fairs and hiring events with targeted occupations specific to the Choices population;
- Incentive are provided to Choices Eligible participants when funding is available in an effort to improve employment, training, and education outcomes;
 - Post-employment services will be monitored the length of time the Choices Eligible participants receive TANF cash assistance to ensure hours of employment required are reported at least monthly.
 - Post-employment services are provided to applicants, conditional applicants, and former recipients who have obtained employment but require additional assistance in retaining employment once a Choices Eligible participant leaves TANF due to employment based on family circumstances and the risk of returning to TANF cash assistance.funding-available;
 - Financial Literacy Training is provided to enhance financial skills.
 - Choices Eligible participants with disabilities include reasonable accommodations to allow access and participate in services, where applicable by law.
 - Concentrated job placement services will be targeted to Choices Eligible participants approaching their state or federal time limit irrespective of any extension of time due to a hardship exemption for recipients who 1) have six months or less remaining of their state TANF time limit, 2) have twelve months or less remaining of their 60-month federal TANF time limit and 3) are extended TANF recipients.

Contracted service providers may determine an organizational structure for providing services to Choices Eligible participants. - Choices services shall be provided by staff that are continuously trained in order to demonstrate competency in required and specialized job functions such as facilitation, outreach, and case management.

IV. PROCEDURES:

The contracted service provider shall develop operating procedures that comply with this policy.

V. RELATED POLICY INFORMATION:

Deficit Reduction Act of 2005 (Public Law 109-71)
 45 C.F.R. Parts 261
 TWC Choices Rules, 40 TAC, Chapter 811
 TWC Choices Guide, June 2013
 TWC WD Letter 08-13, dated 01/06/2013 and entitled Implementation of Amended Chapter 811, Choices Rules

INFORMATION ONLY

VII-1. Jobs & Employment Report

BACKGROUND INFORMATION

Labor Market Intelligence Update

According to the latest employment statistics released by the Texas Workforce Commission, the Coastal Bend region's unemployment rate decreased -0.5% for the month of March to 4.4% while also dropping -1.1% from this time last year.

The Corpus Christi Metropolitan Statistical Area (MSA) decreased to 4.4% unemployment rate.

10 of 11 Coastal Bend counties experienced decreases in their unemployment rates over both the month and the year. Brooks County's unemployment rate increased by +.2% for the month of March to 5.9%.

Coastal Bend Workforce Area

(Not Seasonally Adjusted Unemployment Rates by WDA, MSA, & County)

Area	Area Type	Latest Monthly Data March 2019						Previous Monthly Data February 2019				Year Ago March 2018			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	162,823,000	156,441,000	6,382,000	3.9	0.1	-0.2	163,184,000	156,949,000	6,235,000	3.8	161,763,000	155,178,000	6,585,000	4.1
Texas	State	14,059,000	13,564,900	494,700	3.5	-0.3	-0.5	13,988,823	13,458,782	530,410	3.8	13,702,621	13,150,270	552,351	4.0
Corpus Christi	MSA	209,600	200,300	9,300	4.4	-0.6	-1.1	210,624	200,145	10,479	5.0	209,764	198,252	11,512	5.5
Coastal Bend	WDA	267,109	225,339	11,770	4.4	-0.5	-1.1	267,837	254,606	13,231	4.9	265,770	251,077	14,693	5.5
Aransas	County	10,279	9,833	446	4.3	-0.6	-2.5	10,311	9,801	510	4.9	10,527	9,816	711	6.8
Bee	County	10,010	9,575	435	4.3	-0.6	-1.3	10,012	9,525	487	4.9	10,125	9,556	569	5.6
Brooks	County	2,493	2,347	146	5.9	0.2	-1.5	2,469	2,329	140	5.7	2,477	2,294	183	7.4
Duval	County	5,219	4,987	232	4.4	-0.4	-1.6	5,140	4,895	245	4.8	4,806	4,519	287	6.0
Jim Wells	County	17,761	16,955	806	4.5	-0.5	-1.7	17,717	16,838	879	5.0	16,755	15,710	1,045	6.2
Kenedy	County	248	240	8	3.2	-0.2	-0.3	238	230	8	3.4	283	273	10	3.5
Kleberg	County	13,538	12,961	577	4.3	-0.6	-1.0	13,403	12,742	661	4.9	13,356	12,647	709	5.3
Live Oak	County	5,100	4,923	177	3.5	-0.3	-0.5	5,104	4,912	192	3.8	5,417	5,201	216	4.0
Nueces	County	168,936	161,769	7,167	4.2	-0.5	-0.9	169,756	161,695	8,061	4.7	168,517	159,876	8,641	5.1
Refugio	County	3,145	3,028	117	3.7	-0.8	-1.9	3,130	2,990	140	4.5	3,009	2,841	168	5.6
San Patricio	County	30,380	28,721	1,659	5.5	-0.7	-1.5	30,557	28,649	1,908	6.2	30,720	28,560	2,160	7.0

(M+-) Change in unemployment rate from last month (Increase) (Decrease)

(Y+-) Change in unemployment rate from last year (Increase) (Decrease)

- Earnings for all occupations Coastal Bend, expressed as hourly rate (TWC):

Coastal Bend	All Occupations-	Average \$18.35/hr.	Entry level \$8.58/hr.	Experienced workers \$23.24/hr.	Top 10% \$33.56/hr.
Texas	All Occupations-	Average \$20.97/hr.	Entry level \$8.88/hr.	Experienced workers \$ 27.02/hr.	Top 10% \$39.64/hr.

- Educational Attainment for population 25 years of age and older - Corpus Christi (Census American Fact Finder/American Community Survey):

Less than 9th grade	8.7%	12th grade & GED	27.7%	Associates degree	7.0%	Graduate or Professional degrees	8.4%
9th thru 11th grade	9.3%	Some College	25.1%	Bachelors degree	13.8%		

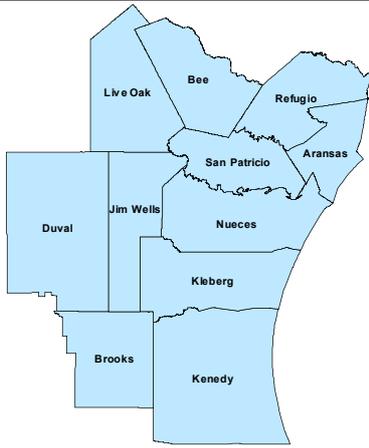
- Median earnings Corpus Christi by education for persons 25 years of age & up (Census AFF/ACS): **\$27,211** (\$36,380 male/ \$22,328 female)

Less than High School	\$15,437	Some College or Associates	\$28,739	Graduate or Professional	\$56,681
High School & GED	\$26,818	Bachelor's	\$44,078		

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Coastal Bend Workforce Development Area

March 2019



WDA Labor Force Statistics

	Mar-19	Feb-19	Mar-18	Yearly Change
Civilian Labor Force	267,109	268,568	267,783	-674
Employed	255,339	255,355	253,585	1,754
Unemployed	11,770	13,213	14,198	-2,428
Unemployment Rate	4.4%	4.9%	5.3%	-0.9%

Texas Labor Force Statistics

	Mar-19	Feb-19	Mar-18	Yearly Change
Civilian Labor Force	14,059,553	14,086,922	13,818,674	240,879
Employed	13,564,857	13,537,993	13,262,592	302,265
Unemployed	494,696	548,929	556,082	-61,386
Unemployment Rate	3.5%	3.9%	4.0%	-0.5%

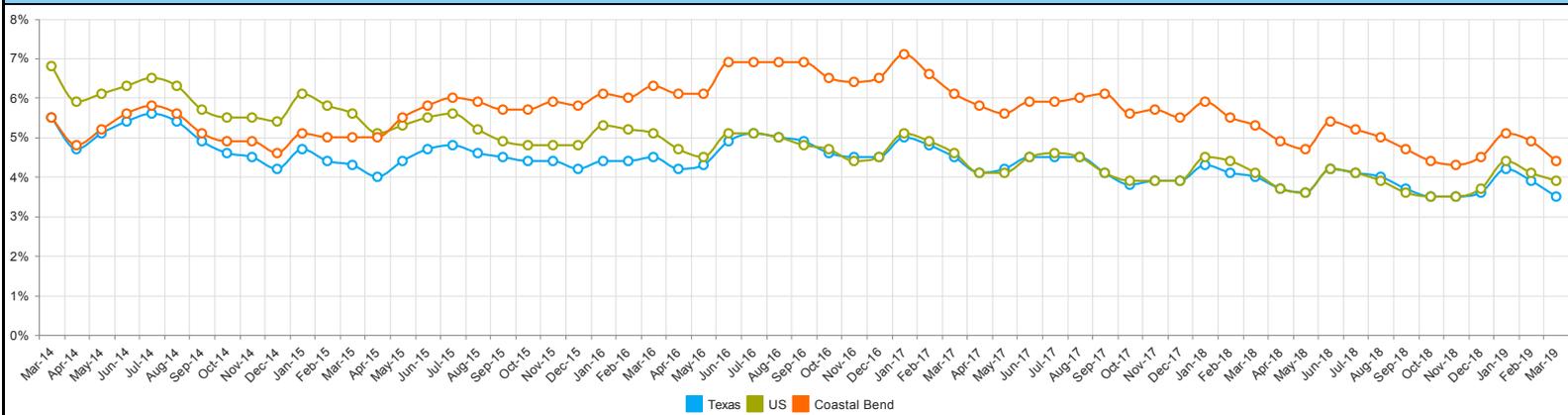
US Labor Force Statistics

	Mar-19	Feb-19	Mar-18	Yearly Change
Civilian Labor Force	162,823,000	162,793,000	161,548,000	1,275,000
Employed	156,441,000	156,167,000	154,877,000	1,564,000
Unemployed	6,382,000	6,625,000	6,671,000	-289,000
Unemployment Rate	3.9%	4.1%	4.1%	-0.2%

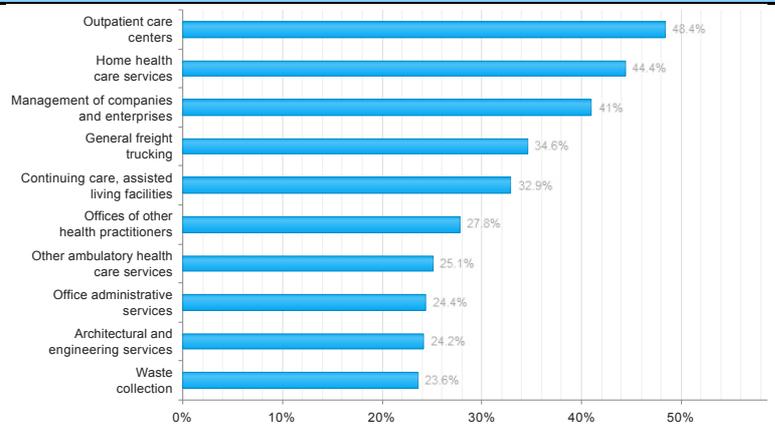
Continued Claims for the Week of the 12th

	Mar-19	Feb-19	Mar-18	Yearly Change
WDA	2,548	2,598	2,614	-66
Texas	94,365	95,322	102,983	-8,618

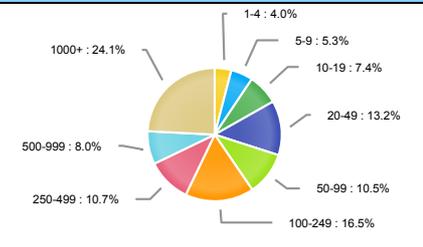
Historical Unemployment Rates



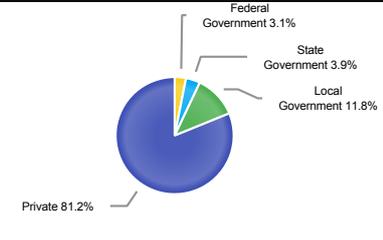
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2016-2026)



Employment by Size Class (3rd Quarter 2018)



Employment by Ownership (3rd Quarter 2018)



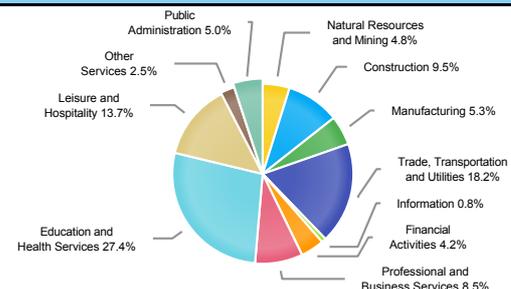
Average Weekly Wage (3rd Quarter 2018)

	Q3 2018	Q2 2018	Q3 2017	Quarterly Change	Yearly Change
WDA	\$883	\$868	\$860	\$15	\$23
Texas	\$1,064	\$1,062	\$1,032	\$2	\$32
US	\$1,055	\$1,055	\$1,021	\$0	\$34

Employment by Industry (3rd Quarter 2018, Percent Change)

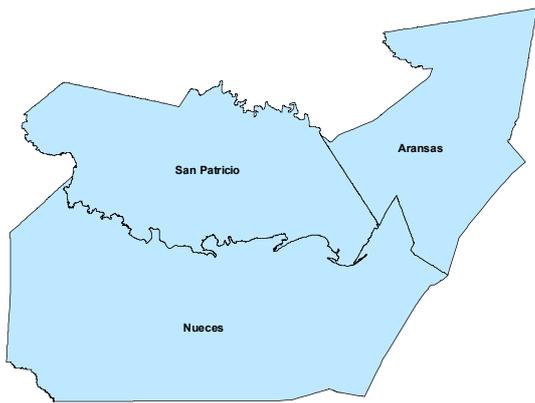
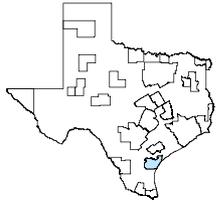
Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	11,353	4.8%	3.3%	0.7%
Construction	22,544	9.5%	-5.2%	-4.6%
Manufacturing	12,533	5.3%	0.7%	1.2%
Trade, Transportation and Utilities	42,890	18.2%	-0.3%	-0.1%
Information	1,905	0.8%	0.0%	-8.6%
Financial Activities	9,986	4.2%	1.3%	5.1%
Professional and Business Services	20,140	8.5%	0.1%	6.3%
Education and Health Services	64,631	27.4%	-3.2%	3.6%
Leisure and Hospitality	32,325	13.7%	0.6%	0.4%
Other Services	5,926	2.5%	0.4%	-1.8%
Public Administration	11,910	5.0%	0.7%	-0.8%

Employment by Industry (3rd Quarter 2018)



Corpus Christi MSA

March 2019



MSA Labor Force Statistics

	Mar-19	Feb-19	Mar-18	Yearly Change
Civilian Labor Force	209,595	211,320	210,314	-719
Employed	200,323	200,859	199,181	1,142
Unemployed	9,272	10,461	11,133	-1,861
Unemployment Rate	4.4%	5.0%	5.3%	-0.9%

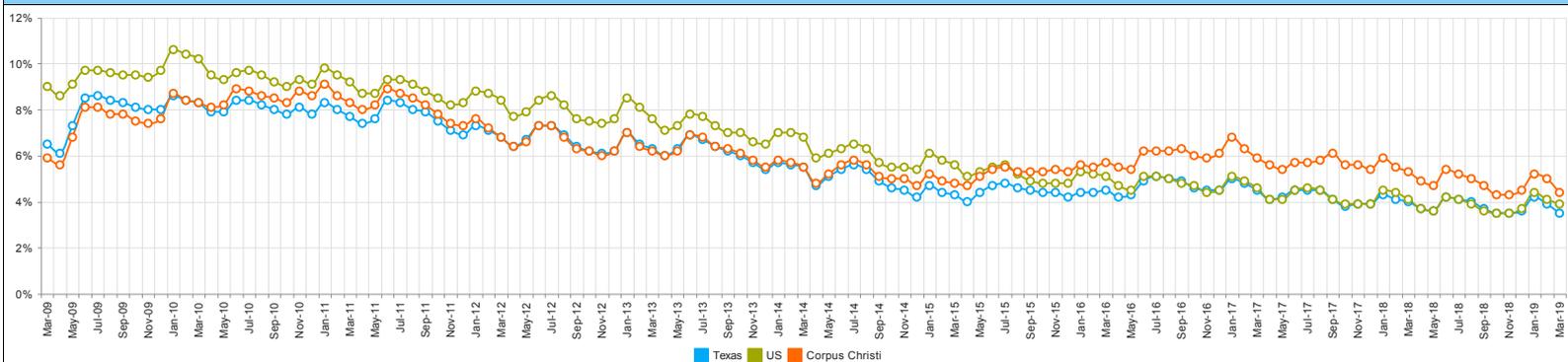
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	Mar-19	Feb-19	Mar-18	Yearly Change
Civilian Labor Force	14,059,553	14,086,922	13,818,674	240,879
Employed	13,564,857	13,537,993	13,262,592	302,265
Unemployed	494,696	548,929	556,082	-61,386
Unemployment Rate	3.5%	3.9%	4.0%	-0.5%

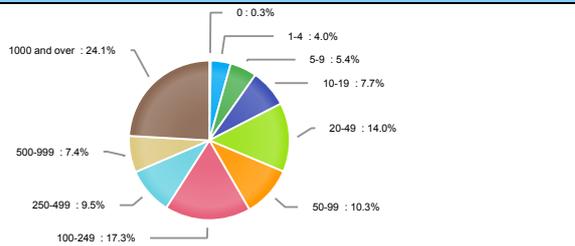
US Labor Force Statistics

	Mar-19	Feb-19	Mar-18	Yearly Change
Civilian Labor Force	162,823,000	162,793,000	161,548,000	1,275,000
Employed	156,441,000	156,167,000	154,877,000	1,564,000
Unemployed	6,382,000	6,625,000	6,671,000	-289,000
Unemployment Rate	3.9%	4.1%	4.1%	-0.2%

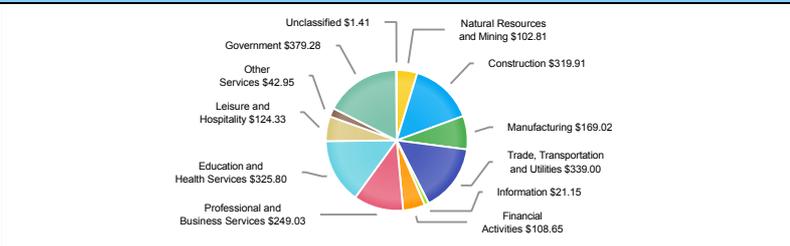
Historical Unemployment Rates



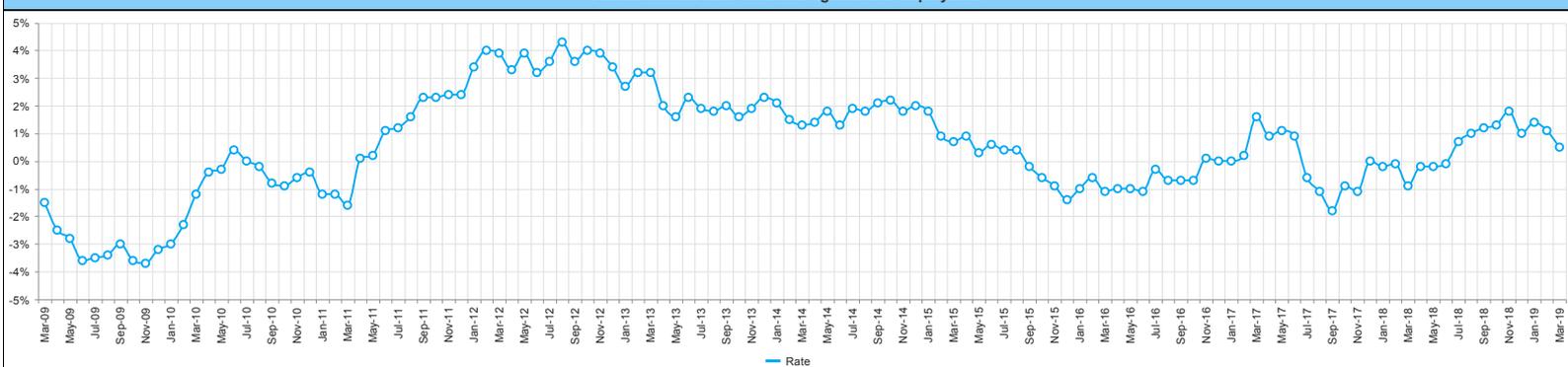
Employment by Size Class (3rd Quarter 2018)



Wages by Industry (in millions) (3rd Quarter 2018)



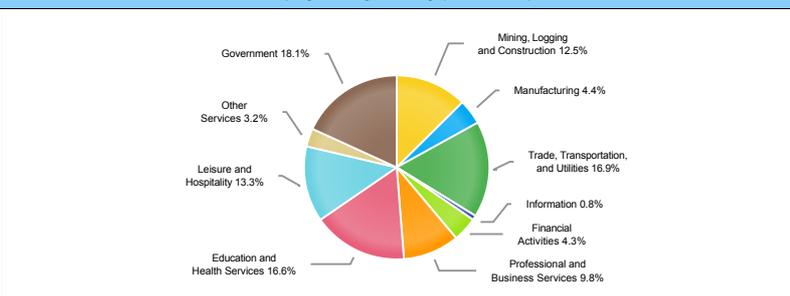
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (March 2019)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	194,300	0.0%	0.5%
Mining, Logging and Construction	24,300	-1.6%	-6.5%
Manufacturing	8,500	-2.3%	4.9%
Trade, Transportation, and Utilities	32,900	0.0%	-0.6%
Information	1,600	0.0%	0.0%
Financial Activities	8,300	0.0%	2.5%
Professional and Business Services	19,000	-3.1%	3.3%
Education and Health Services	32,300	0.0%	2.9%
Leisure and Hospitality	25,900	3.6%	1.6%
Other Services	6,300	1.6%	1.6%
Government	35,200	0.6%	0.6%

Employment by Industry (March 2019)



INFORMATION ONLY

VII.2 - Procurement Update: Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System

BACKGROUND INFORMATION

During the last few months, the Board Professionals have been working on the development of the RFP (Request for Proposals) for the Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System.

On April 2, 2019, Workforce Solutions of the Coastal Bend (WFSCB) issued the solicitation for the above-mentioned contract service. On April 11, 2019, WFSCB held a pre-proposal conference to provide an orientation to interested parties to explain and/or clarify the RFP and answer questions. The pre-proposal conference was well attended.

The procurement process contained several unique features. Most importantly was the three-step phase that allows Workforce Solutions the opportunity to fully vet potential proposers prior to the submission of proposals. The three-step phase includes:

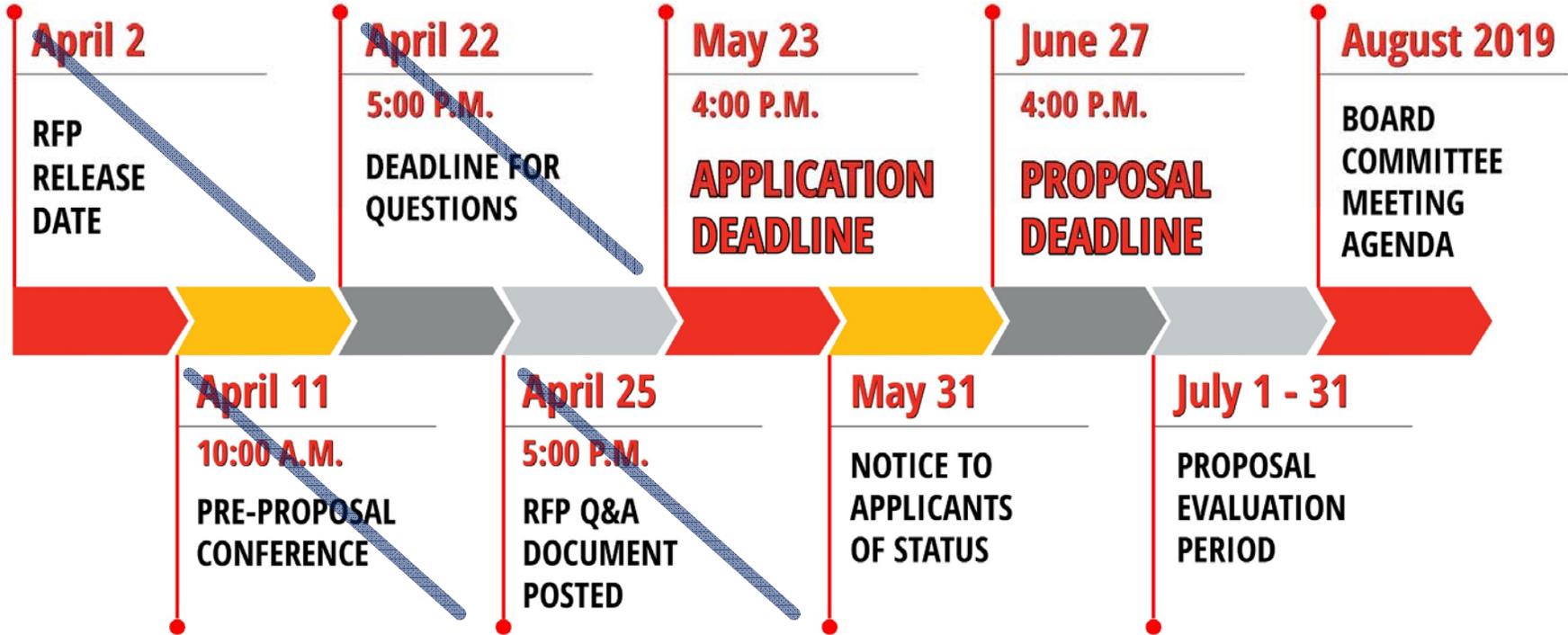
- √ Application Phase – Interested parties must submit an application for qualification as a proposer. The application includes information regarding the organization’s history, experience, performance, and fiscal integrity. Entities have to score a 75 or above to “pass” the application phase and be eligible to submit a proposal. This process provides Workforce Solutions the opportunity to examine the proposer’s history, qualifications, demonstrated workforce experience, and fiscal management systems, prior to the submission of proposals.
- √ Proposal Phase – Successful applicants (with a score of 75 or above) can submit a proposal for the contract services. Proposers must address the Board’s goals, site staffing and operations, program functions, employer and job seeker services, customer outcomes, quality of services, continuous improvement, and managing data systems and budgets.
- √ Pre-Award Review and Successful Contract Negotiations Phase – of A pre-award review of the selected entity will be conducted to determine the program and fiscal integrity of the entity and to verify proposal and application elements. Subsequently, contract negotiations will be held with the selected service provider.

In summary, the above process provides for a continuous quality review of the proposer’s organization capacity and systems integrity. The process allows the Board to address any potential concerns or problems in an effective and efficient manner.

Attached for your information is a status report of the RFP Procurement Timeline and a list of agencies, organizations, and individuals that have expressed an interest in the procurement process.

PROCUREMENT SCHEDULE 2019

All procurement deadlines are **Central Standard Time (CST)**



WORKFORCE SOLUTIONS OF THE COASTAL BEND

RFP PROCUREMENT TIMELINE

STATUS REPORT – MAY 2019

<i>Dates</i>	<i>Type of Activities</i>	<i>Outcomes</i>	<i>Status</i>
February- March	Planning Meetings on RFP for the Management and Operations of the Career Center System (includes Youth Development Program Services)	Board Professionals discussed the RFP approach and the proposed service delivery model, activities, and performance outcomes.	Completed
March	First Draft of RFP	Board Professionals worked to develop the first draft of the RFP.	Completed
March 20	Final Draft of RFP	Plan meetings by Board Professionals to finalize the RFP.	Completed
March 18	Release of Request For Qualifications (RFQ) for Proposal Reading Services	An RFQ was issued for reader services and posted on our website. Notices of the RFQ were mailed to potential respondents with reader services and workforce program experience.	Completed
March 31 - April 19	Notice & Advertisements of RFP	Notice and copy of the RFP was published on the Board's website and social media. Notices of the RFP were also published in the Sunday editions of the local newspaper and the Texas Register for 4 weeks. Notices were also mailed and/or e-mailed to numerous agencies/organizations.	Completed
April 2	Release of the RFP	RFP was formally issued.	Completed
April 11	Pre-Proposal Conference on Management and Operations of the Career Center System	A meeting was held to provide an orientation to potential proposers to explain and/or clarify the RFP and answer questions.	Completed

Dates	Type of Activities	Outcomes	Status
April 22	Deadline for Proposer Questions	During the Q&A period, proposers may submit questions related to the RFP submission	Completed
April 25	RFP Q&A Responses Due to Proposers	Q&A will be posted on our website	Completed
April 22-29	Selection of Independent Evaluators	The selection was made of the independent evaluators for the evaluation and rating of proposals.	Completed
May 23	Applications Due From Potential Proposers	Applications for the RFP for the Career Center System are due.	Pending
May 24-30	Review of Applications; Determination of Application Status	By Board Staff	Pending
May 31	Notice to Applicants (Regarding Application Status)	By Board Staff	Pending
June 27	Deadline for Submission of Proposals		Pending
July 1- 31	Evaluation of Proposals	By Independent Evaluators	Pending
August 15	Executive Committee Meeting (to review evaluation results by Independent Evaluators)	Executive Committee reviews Evaluator Reports and Prepares Recommendations for Board Action	Pending
August 22	Board of Directors Meeting (to authorize CEO/President to negotiate and execute contract with approved provider)	Board Reviews all Proposal Summaries and Executive Committee Recommendation; and Takes Action	Pending
August/September	Pre-Award Survey/Contract Negotiations with Approved Service Provider	By Board Staff and/or Hired Consultant	Pending
August/September	Contract Draft Discussion/Letter of Intent Issued	By Board Staff	Pending
October 1st	Contract Start Date	Selected Contractor Begins Contract Services	Pending

*Key Dates in Bolding Lettering

WORKFORCE SOLUTIONS OF THE COASTAL BEND

LIST OF AGENCIES/ORGANIZATIONS

Management and Operations of the Career Center System

SERCO of Texas, Inc.

Unique Employment Services, Inc.

BakerRipley

Maximus

Southwest Key

CECT Workforce Solutions, LLC

C2 Global Professional Services, LLC

Arbor Employment and Training, LLC (d.b.a. ResCare Workforce Services)

Zeke Romo (representing himself interested in the Managing Director/PEO model)

INFORMATION ONLY

VII-3. Services to Business

BACKGROUND INFORMATION

Hurricane Harvey Relief Initiative (HHRI) Update March 31, 2019.

Career Center Services:

536- Intensive job search, assessment and training.

136- Contracts executed for Relief Employment.

303- Support Services Transactions (transportation, work-related, clothing, utilities, housing)

Workforce Mobile Units:

Unit arrived on January 24, 2019. Unit continues to be deployed to impacted communities for employment services. SERCO of Texas provides the staffing to drive the unit and coordinate with board staff the scheduling of deployment.

Monitoring Events:

Board Staff are preparing for upcoming Department of Labor (DOL) visit to the Coastal Bend scheduled for the week of May 13, 2019. Contractors have been informed and have assisted in providing documentation requested by DOL.

TWC has also been actively involved in conducting activities to prepare; A visit to Coastal Bend took place Week of March 4th-7th and a second visit took place from April 22nd-25th. TWC provided technical assistance and conducted Relief Employment Worksite Visits.

In addition to Hurricane Harvey Grant, DOL will also be reviewing WIOA (Adult, Dislocated and Youth) Grants. All WIOA Rules are subject to be reviewed.

Members from DOL Health and Human Services will also be on-site to provide technical assistance on TANF and SNAP E&T.

HHRI Grant is scheduled to end September 30, 2019. Board Staff will provide updates if grant is extended.

INFORMATION ONLY

VII-4a. Services to Workers – Women Empowered (WE) Summit

BACKGROUND INFORMATION

Women Empowered

Over 200 women were in attendance for the inaugural Women Empowered (WE) Summit March 23, 2019 at Texas A&M University Corpus Christi. We Summit attendees heard from top influencers in today's business world and learned keys principles to apply to their personal and professional lives. With the overwhelming success of this year's event, plans are currently underway to bring the WE Summit back next year!

Our goal on this event day was to create an environment that the women entrepreneur attendees felt special and comfortable enough to ask questions and learn while networking. With this thought in mind we branded the Women's Entrepreneurship Bootcamp as the "Women Empowered Summit". Our session topics "WE Talk Business, Money, Big Brand and Education" stressed the invitation to all attendees that we wanted conversation. We set up the event space with round tables with inspirational quotes on the table tops along with easel poster quotes from influential women in our world. The stage was set in a conversational "Ted Talk" style again to emphasize the "WE Talk" focus.

Our invited Distinguished Key Influencers for each session topic were well received and enjoyed by all attendees. These powerful leading women influencers in our community were excited to participate and share with the entrepreneurs. (see attached program book for details).

Thank you to Board Members' Gloria Perez, Marcia Keener and Sandra Bowen for your support on event day!

INFORMATION ONLY

VII-4b. Services to Workers – Veterans Services

BACKGROUND INFORMATION

Veterans Services

Board Staff will be providing information on collaboration with Texas Veterans Commission (TVC), Texas Veterans Leadership Program (TVLP), Texas Transition Alliance Quarterly Meetings hosted by TWC Chair Ruth Hugh's Office.

TWC has extended Military Family Support Program designed to meet the needs of military spouses entering the job market; enhance employability and earnings. Allowable services include: Job Search Assistance, assessment of skills, labor market information, resume and interview skills. SERCO of Texas will be responsible for the staffing to outreach and provided direct services.

On April 15, Department of Labor Veteran's Employment conducted an on-site audit at Sunrise Career Center.

The audit included WIOA requirement in identifying, triaging and routed Veterans to the appropriate staff, including TVC or TVLP Staff. Sunrise Career Center Management handled the audit and provided a detailed report; which included no findings. TVC Representatives continue to be instrumental in providing required training to career center staff and guidance on serving our Military and Veterans job seekers.

INFORMATION ONLY

VII-4c. Services to Workers – Program Updates

BACKGROUND INFORMATION

Choices and Supplemental Nutrition Assistance Employment & Training (SNAP E&T) Corrective Action Plan (CAP)

Background: SERCO has been on a CAP as of *January 19, 2018* for both the TANF/Choices and SNAP E&T program as a result of high error rates in case file reviews for State requirements. This has been evident in file monitoring reviews by the Texas Workforce Commission (TWC), as well as formal reviews by the Board Monitor. *Boards expected overall error rate is 5% or less.*

File Review Updates

Case file reviews focus on critical State requirements such as eligibility, case notes, TWIST data entry, and case closure. In addition to the expected overall error rate of 5%, high risk areas are identified. The high-risk area identified is TWIST data entry.

TANF/ Choices CAP Update

Board monitor overall error rate for November 2018 final review was 9.56% with an error rate of 53% in TWIST data entry.

Board monitor overall error rate for January 2019 preliminary report is 9.35% with an error rate of 41% in TWIST data entry.

A TWC desk review in February resulted in an overall error rate of 30% for TWIST data entry.

SNAP E&T CAP Update

Board monitor overall error rate for October final review was 12.96% with an error rate of 59% in TWIST data entry.

Board monitor overall error rate for January 2019 final report is 7.21% with an error rate of 35% in TWIST data entry.

Board monitor overall error rate for April 2019 preliminary report is 6.18% with an error rate of 45% in TWIST data entry.

Summary

The Boards expected 5% overall error rate continues to not be met in both programs. Of particular concern is the high-risk error rate of TWIST data entry which is critical for local workforce, State and National reporting.

Workforce Innovation and Opportunity Act-Corrective Action Plan (WIOA CAP)

Background: WIOA CAP effective August 13, 2018 remains in place to date.

Board Technical assistance: Board staff initially implemented prescribed improvement strategies to address program oversight, staff development, service delivery design, implementation, and measure outcomes and expectations.

The plan also provided timelines to submit information related to the strategies and/or demonstrate marked progress.

As previously reported the WIOA Program Review rates are as follows:

Board Quality Assurance WIOA Program Review, Overall error rate (OER).

WIOA-Adult/DW: OER July 2018-August 2018. 10.97%

OER November-December 2018 6.24%

WIOA- YOUTH: OER June-July 2018. 17%

OER November-December 2018. 8.1%

Board Quality Assurance will begin next WIOA review cycle in July 2019.

TWC did not review WIOA Program participant files during their recent visit in March.

SERCO of Texas continues to work in service delivery areas including; Caseload size management, staffing levels, updating procedures, staff development, and program enrollments.

Next Steps: Board will continue to assess the progress made in all areas of CAP and ensure continued accountability is held for management roles and responsibilities. Program reviews have not resulted in the expected less than error rate of 5% and progress in key CAP Strategies have not been attained to measure sustainability. Key strategies include: Staff Development, TWIST Data Entry (Counselor notes and Services), development of Q&A Template resource for staff.

INFORMATION ONLY

VII-4d. Services to Workers – Policy Review Schedule

BACKGROUND INFORMATION

Board Staff will be presenting the current Policy Review Schedule 2019.

Nine (9) Policies updated for review and approval- February 2019

Three (3) Policies updated for review and approval- May 2019

Attachment: Policy Review Schedule.

Policy Review Schedule-2019

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
Board Administration		
	1.0.100.00	Responsibilities of the Local Workforce System
	1.0.101.00	Standards of Conduct and Conflict of Interest
	1.0.102.00	Policy Development
	1.0.103.01	Open Meetings Policy
	1.0.104.01	Public Information Policy
	1.0.105.00	Reporting Conflict of Interest, Fraud and Abuse
	1.0.106.02	New Board Member Orientation and Training
	1.0.107.03	Communication Process
	1.0.108.00	Restrictions on Lobbying Activities and Expenditures
	1.0.109.00	Businesses Employing Undocumented Workers
02.21.19	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
02.21.19	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
02.21.19	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.00	Anonymous Complaints and Communications
	1.0.116.00	Approval Process for Micro-Purchases
Workforce Programs		
	4.0.100.04	Incentives/Stipends
05.23.19	4.0.101.11	Support Services
	4.0.102.01	Basic Skills Deficiencies
	4.0.103.03	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
	4.0.106.01	Reasonable Distance
	4.0.107.02 (Annual)	Determination of Self-Sufficiency
	4.0.109.02	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.02	Customer File Documentation
	4.0.113.03	OJT, Subsidized Employment, and Customized Training
02.21.19	4.0.115.03	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
02.21.19	4.0.118.02	Accessibility
02.21.19	4.0.120.02	Limited English Proficiency (LEP)
02.21.19	4.0.121.03	Reasonable Accommodations
	4.0.122.01	Outreach
WIOA		
	4.1.101.02	Follow-Up Services for WIOA Adults & Dislocated Workers

Policy Review Schedule-2019

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
	4.1.103.01	Youth Eligibility Criteria
	4.1.104.01	Individual Training Accounts (ITAs)
	4.1.105.00	Apprenticeship Programs
Choices		
05.23.19	4.2.100.02	Service Strategies
Child Care		
	4.3.100.04	Child Care Eligibility
	4.3.102.04	Assessing and Collecting Parent Share of Cost
	4.3.103.00	Attendance Requirements for Child Care Services
	4.3.104.00	Reapplication for Child Care Provider Agreement
	4.3.105.00	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.02	Child Care Provider Reimbursement Rate
	4.3.109.01	Eligible Child Care Providers
	4.3.111.00	American Recovery and Reinvestment Act (ARRA)
Unemployment Insurance		
05.23.09	4.5.100.06 (Annual)	Work Search Requirement
Quality Assurance & Monitoring		
	5.0.100.02	Oversight and Monitoring
	5.0.101.01	Data Integrity
02.21.19	5.0.102.03	Equal Opportunity - Accessibility Monitoring
Property & Facilities		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
	6.0.101.00	Emergency Management & Business Recovery/Continuity of Operations Plan
02.21.19	6.0.102.01	Accessibility for Persons with Disabilities
Information Technology & Data Management		
	7.0.100.02	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
Public Relations		
	8.0.100.01	Strategic Marketing Standards and Guidelines

INFORMATION ONLY

VII-4e. Services to Workers – Workforce Commission Initiative (WCI) Excellence in Rural Service Delivery

BACKGROUND INFORMATION

Board Staff will provide information on WCI Grant received from TWC in the amount of \$103,675.00 to create innovative ways for service delivery in the most rural and remote areas. The funds must be utilized to support services such as: staffing to work with libraries, school districts, public entities or other community partners, implement or enhance online and/or virtual services, and support mobile unit operations to expand services into communities where one-stop services are not currently being provided. SERCO of Texas will receive funding for Business Services Representatives to work with the identified communities and create systems for information and resource sharing.

INFORMATION ONLY

VII-4f. Services to Workers – Customer Service Training

BACKGROUND INFORMATION

Customer Service Training

Background: DLO Three Dimensional Development was awarded a Request for Proposal (RFP) for the development of a customer service training curriculum to be used and managed by WFSCB and customer service training to Board, One-stop and Childcare contractor staff. The contract period is May 29, 2018 through September 31, 2018 with a contract renewal of October 1, 2018 through September 30, 2019.

Update:

To date, the following activities show progress to the desired outcome of a sustainable customer centered design:

- 08/23/18 – DLO consultation and data gathering session with Board Management team to assess where we are and where we are going
- 10/18 – 12/12/18 Training with all Board staff with a separate training for one-stop contractor management to include an assessment tool Personality Profile at Work
- 04/08 - 05/01/19 – 2.0 Success through Service training sessions for all one-stop and child care contractor staff which provided tools and insights to adapt behaviors to elevate customer and client satisfaction. The focus was:
 - Redefining Customer Service
 - Gaining New Perspectives
 - Adapting Personality-Driven Service
 - Improving Communication
 - Elevating the Service Experience Journey

Staff Feedback:

A training survey by 135 contractor staff who attended 2.0 Success through Service training stated the course activities improved their knowledge and skills and information received was very actionable and usable. They especially gained insight how to communicate more effectively by learning different personality styles and how they and other people show up in the world.

Next Steps: Board staff will continue the 2.0 Success through Service training for the last topic “Elevating the Service Experience Journey”. The desired outcome will be to move customer service from basic expectations to elevated experiences using benchmarks and measurement to gauge staff behavior. The journey will continue to bring about elevated experiences to enlist the customer (1st contact), evaluate (basic intake), explore (resolution approach), and to engage (identifies and finds solutions).

INFORMATION ONLY

VII-5. Services to Youth

BACKGROUND INFORMATION

1. YOU! Youth Opportunities Unlimited Events.

Board staff will provide updates on the following initiatives:

- **YOU CHOOSE! 3rd Annual, Career Expo! 2019. Update: September 25, 2019, American Bank Center.**
- **YOU Earn and Learn! 3rd Annual, SEAL 2019. Update: 65 Students to be served, 1st Cohort will begin June 3rd.**
- **YOU Learn! 5th Annual, Educator Externship 2019. Update: Week 1- June 17-21. Week 2-June 24-28.**
- **YOU Navigate! Student HireAbility Navigator. Update: 3-year plan completed and submitted to TWC and approved.**

2. WIOA Youth as of March 31, 2018.

Program Year Enrollment Goal: 330.

- Youth Served 257; 78% of Goal.
- Main area of WIOA Youth continues to be Out-of-School Youth placements in a paid work experience activity. The paid work experience provides youth invaluable work experience skills and knowledge to enhance their resumes as they explore career pathways.
- YOU! continues to elevate service delivery by providing workshops throughout the region such as Financial Literacy, Leadership Development, Essential Skills and Entrepreneurial Skills. The development of the YOU! Leadership Council was established in the Fall of 2018 to promote leadership development, promote participation in WIOA YOUTH and YOU! Activities.

Participant Expenditures:

Out of School Youth (OSY): Budget \$353,230. Expenditures- \$167,843(48%)
In School Youth (ISY): Budget \$118,782. Expenditures- \$25,638(22%)

INFORMATION ONLY

VII - 6 – Performance Measure Update

BACKGROUND INFORMATION

Performance Update (February 2019 Final Release)

Summary

February 2019 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding eight (8) measures, meeting nine (9).

Board Contract Year 2019, seventeen (17) of the seventeen (17) measures are meeting or exceeding on a Year-to-Date Performance Period. The measure criteria for BCY19 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 at $\geq 105\%$ of target	+P - Meeting performance at $\geq 110\%$ of target
MP - Meeting performance at $\geq 97.5\%$ of target or better	MP - Meeting performance at $\geq 90\%$ of target or better
MP - Meeting performance but at risk by TWC on the TWC Board Summary Report-Contracted Measures” - 95% to less than 97.5% of target.	MP - Meeting performance but at risk by TWC on the TWC Board Summary Report-Contracted Measures” $<95\%$ of target
-P - Not meeting performance at $<95\%$ of target	-P - Not meeting performance at $<90\%$ of target
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

+P Claimant Reemployment Within 10 Weeks

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

+P # 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 number of customers receiving qualifying services 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.

MP 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

MP Employed Q2 Post Exit – Adult

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

MP 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

+P 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 4/3/2019
FEBRUARY 2019 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		8	9	0	100.00%											
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	+P	118.81%	54.60%	54.60%	64.87%	63.81%	57.28%	2,469	3,806	67.44%	61.19%			7/18	11/18
TWC	# of Employers Receiving Workforce Assistance	+P	113.97%	2,141	3,136	2,440	3,603	3,305	----	----	2,062	1,716			10/18	2/19

Program Participation Measures

TWC	Choices Full Work Rate - All Family Total	+P	121.98%	50.00%	50.00%	60.99%	54.02%	52.28%	85	139	62.18%	59.20%			10/18	2/19
TWC	Avg # Children Served Per Day - Combined (Discrete Month)	+P	107.36%	2,759	3,060	2,962	n/a	n/a	59,230	20	n/a	n/a	n/a	n/a	2/19	2/19
TWC	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	n/a	2,738	2,302	2,076	298,400	109	2,648	2,875			10/18	2/19

1. TWC modified child care measure status methodology effective with the February MPR to be more consistent with the historic methodology. Generally, <95% of Target is -P, >=105% of Target is +P (unless service level is unsustainable), or else MP. This methodology is applied to the monthly Ramp-up Target if the Board has not yet hit their Combined Target or against the Combined Target itself once the Board has fully ramped up.

WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	98.52%	69.00%	69.00%	67.98%	68.48%	68.10%	5,083	7,477	68.07%	67.88%			7/17	12/17
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	100.71%	84.00%	84.00%	84.60%	84.35%	82.49%	5,570	6,584	84.20%	85.01%			1/17	6/17
TWC	Median Earnings Q2 Post Exit – C&T Participants	MP	101.58%	\$5,419.85	\$5,338.00	\$5,505.27	\$5,514.25	\$5,274.38	n/a	4,771	\$5,460.78	\$5,559.00			7/17	12/17
LBB-K	Credential Rate – C&T Participants	+P	126.13%	60.00%	60.00%	75.68%	54.88%	51.25%	56	74	74.29%	76.92%			1/17	6/17
DOL-C	Employed Q2 Post Exit – Adult	MP	94.77%	78.80%	78.80%	74.68%	80.52%	79.76%	177	237	77.25%	68.57%			7/17	12/17
DOL-C	Employed Q4 Post Exit – Adult	MP	94.33%	80.10%	80.10%	75.56%	83.19%	80.82%	102	135	71.43%	77.91%			1/17	6/17
DOL-C	Median Earnings Q2 Post Exit – Adult	---	-----	-----	-----	\$10,214.00	\$7,880.54	\$7,279.98	n/a	173	\$12,541.50	\$5,019.47			7/17	12/17
DOL-C	Credential Rate – Adult	+P	116.63%	65.80%	65.80%	76.74%	44.27%	55.77%	33	43	80.00%	75.00%			1/17	6/17
DOL-C	Employed Q2 Post Exit – DW	MP	101.97%	75.10%	75.10%	76.58%	82.16%	76.82%	85	111	79.25%	74.14%			7/17	12/17
DOL-C	Employed Q4 Post Exit – DW	MP	98.12%	80.30%	80.30%	78.79%	83.24%	67.95%	78	99	81.82%	75.00%			1/17	6/17
DOL-C	Median Earnings Q2 Post Exit – DW	---	-----	-----	-----	\$8,128.20	\$8,383.75	\$6,634.93	n/a	83	\$8,170.97	\$7,726.88			7/17	12/17
DOL-C	Credential Rate – DW	MP	95.12%	77.70%	77.70%	73.91%	74.00%	70.83%	17	23	82.35%	50.00%			1/17	6/17

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 4/3/2019
FEBRUARY 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
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WIOA Outcome Measures

DOL-C 2	Employed/Enrolled Q2 Post Exit – Youth	MP	98.07%	68.30%	68.30%	66.98%	68.18%	69.00%	71 106		63.16%	76.67%			7/17	12/17
DOL-C 2	Employed/Enrolled Q4 Post Exit – Youth	+P	112.45%	67.30%	67.30%	75.68%	66.12%	73.05%	56 74		70.00%	77.78%			1/17	6/17
DOL-C 2	Credential Rate – Youth	+P	161.04%	41.40%	41.40%	66.67%	55.13%	65.88%	6 9		33.33%	83.33%			1/17	6/17

2. <90% of Target is -P and >= 110% of Target is +P.

3. Targets will be negotiated late in BCY18 when casemix data is available.

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 4/3/2019
FEBRUARY 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-Comb (Discr. Mo)	C&T Participants				Adult				DW				Youth			+P	MP	-P	% MP & +P
	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						
	Cmnt ReEmpl within 10 Weeks	Emplrs 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						
Alamo	114.93%	100.99%	128.22%	104.59%	102.41%	102.36%	103.64%	108.05%	102.66%	100.34%	n/a	71.88%	101.44%	99.20%	n/a	97.06%	99.96%	88.99%	138.81%	4	11	2	88%
Borderplex	110.02%	111.46%	111.28%	101.98%	97.06%	100.23%	102.56%	102.02%	103.09%	115.82%	n/a	79.82%	101.20%	94.45%	n/a	101.67%	101.35%	93.93%	64.52%	4	11	2	88%
Brazos Valley	118.49%	99.88%	71.14%	106.38%	99.67%	97.43%	99.96%	100.78%	111.68%	105.75%	n/a	109.66%	80.28%	113.82%	n/a	107.24%	125.83%	94.69%	44.45%	5	9	3	82%
Cameron	115.99%	104.92%	113.08%	98.35%	106.71%	99.61%	105.52%	143.27%	90.64%	94.39%	n/a	104.02%	110.18%	103.44%	n/a	107.00%	109.82%	96.50%	108.77%	6	11	0	100%
Capital Area	111.14%	105.28%	88.90%	102.12%	101.90%	104.15%	106.94%	103.97%	101.55%	99.52%	n/a	93.75%	96.85%	110.14%	n/a	96.41%	110.17%	111.09%	104.51%	6	10	1	94%
Central Texas	109.69%	103.63%	118.06%	106.41%	93.01%	99.77%	103.21%	100.45%	95.96%	104.08%	n/a	123.50%	98.94%	97.89%	n/a	87.84%	107.62%	95.75%	111.30%	5	10	2	88%
Coastal Bend	118.81%	113.97%	121.98%	107.36%	98.52%	100.71%	101.58%	126.13%	94.77%	94.33%	n/a	116.63%	101.97%	98.12%	n/a	95.12%	98.07%	112.45%	161.04%	8	9	0	100%
Concho Valley	116.09%	108.85%	98.56%	105.45%	105.57%	100.57%	102.64%	137.93%	105.50%	116.51%	n/a	89.54%	117.02%	86.65%	n/a	112.99%	106.26%	118.38%	127.93%	10	5	2	88%
Dallas	108.02%	103.96%	97.10%	92.16%	100.26%	100.14%	101.44%	121.87%	95.85%	98.22%	n/a	96.38%	103.46%	102.64%	n/a	85.40%	108.01%	93.68%	103.21%	2	13	2	88%
Deep East	115.10%	108.96%	86.08%	94.73%	104.55%	100.46%	102.61%	125.70%	109.27%	90.65%	n/a	107.59%	101.42%	95.98%	n/a	108.54%	109.81%	106.75%	135.54%	4	11	2	88%
East Texas	111.02%	122.46%	91.44%	111.18%	101.17%	101.08%	105.04%	91.12%	97.30%	96.28%	n/a	89.54%	105.31%	104.35%	n/a	94.61%	87.40%	107.73%	116.33%	5	8	4	76%
Golden Cresce	111.02%	100.21%	141.18%	104.30%	107.78%	101.23%	105.66%	121.95%	120.16%	108.30%	n/a	106.31%	93.81%	93.60%	n/a	108.54%	117.10%	133.73%	121.95%	9	8	0	100%
Gulf Coast	111.88%	96.71%	98.78%	102.25%	96.29%	98.75%	103.43%	101.75%	99.04%	99.49%	n/a	93.40%	100.29%	97.24%	n/a	98.97%	113.99%	111.56%	143.31%	4	13	0	100%
Heart of Texas	116.95%	124.40%	98.64%	102.40%	102.52%	99.23%	102.33%	132.18%	97.31%	94.22%	n/a	114.42%	116.01%	134.41%	n/a	37.03%	109.57%	96.29%	107.87%	6	10	1	94%
Lower Rio	121.71%	108.27%	111.32%	101.50%	109.90%	99.21%	103.80%	137.45%	99.56%	102.07%	n/a	101.25%	104.02%	101.01%	n/a	111.11%	103.23%	103.21%	141.27%	7	10	0	100%
Middle Rio	106.54%	106.11%	111.68%	102.35%	100.12%	92.39%	101.43%	146.47%	101.01%	83.23%	n/a	100.69%	118.06%	111.11%	n/a	111.11%	110.46%	93.96%	95.65%	8	7	2	88%
North Central	102.57%	116.70%	111.44%	92.47%	96.25%	101.68%	102.90%	119.87%	104.61%	100.68%	n/a	99.86%	100.32%	94.50%	n/a	95.09%	95.94%	104.46%	130.02%	4	12	1	94%
North East	106.76%	95.78%	89.82%	100.45%	101.17%	101.57%	101.68%	62.78%	96.71%	104.36%	n/a	110.86%	114.42%	112.93%	n/a	111.11%	94.36%	116.72%	112.80%	7	8	2	88%
North Texas	110.47%	103.90%	99.54%	96.60%	103.72%	101.43%	101.46%	140.52%	111.11%	99.96%	n/a	106.71%	114.59%	90.91%	n/a	114.03%	85.55%	104.03%	103.11%	5	11	1	94%
Panhandle	120.70%	98.05%	135.28%	97.13%	103.80%	102.20%	101.96%	112.45%	106.71%	113.35%	n/a	84.83%	101.34%	102.92%	n/a	94.32%	94.98%	119.17%	76.14%	5	10	2	88%
Permian Basin	123.71%	103.76%	95.78%	96.03%	107.83%	102.62%	102.14%	130.30%	96.52%	71.18%	n/a	99.63%	117.18%	95.23%	n/a	87.54%	119.76%	122.55%	161.04%	7	8	2	88%
Rural Capital	105.66%	100.77%	98.70%	115.74%	104.35%	106.10%	108.15%	126.18%	105.64%	110.38%	n/a	92.96%	105.71%	111.22%	n/a	111.11%	100.26%	107.23%	137.17%	9	8	0	100%
South Plains	118.42%	100.08%	116.52%	99.37%	101.38%	97.17%	101.10%	125.68%	100.09%	110.57%	n/a	102.37%	91.34%	93.19%	n/a	92.59%	100.85%	117.50%	124.67%	6	11	0	100%
South Texas	107.80%	109.81%	114.24%	97.34%	100.87%	98.40%	105.86%	149.12%	96.30%	103.41%	n/a	105.62%	102.97%	111.73%	n/a	144.72%	99.08%	118.87%	104.02%	8	9	0	100%
Southeast	120.56%	99.45%	104.66%	106.24%	102.86%	99.62%	102.66%	98.68%	98.78%	110.54%	n/a	132.87%	92.52%	112.88%	n/a	98.43%	91.66%	101.67%	89.05%	4	12	1	94%
Tarrant	106.57%	107.54%	95.82%	91.36%	99.22%	101.25%	103.46%	114.48%	105.93%	101.31%	n/a	96.03%	98.90%	97.48%	n/a	91.08%	90.43%	98.65%	83.17%	3	12	2	88%
Texoma	113.27%	99.79%	111.82%	115.31%	106.26%	101.11%	103.75%	127.45%	105.82%	104.41%	n/a	101.58%	114.42%	111.11%	n/a	40.00%	95.81%	114.89%	104.44%	7	8	2	88%
West Central	121.35%	102.82%	83.28%	103.06%	97.51%	98.13%	104.72%	101.85%	106.92%	94.44%	n/a	88.86%	104.76%	96.38%	n/a	111.11%	106.49%	107.31%	n/a	2	12	2	88%
+P	27	12	13	6	6	1	6	19	3	6	0	5	8	9	0	8	6	11	14	160			
MP	1	16	9	17	21	26	22	7	25	20	0	17	19	18	0	15	20	16	8	277			
-P	0	0	6	5	1	1	0	2	0	2	0	6	1	1	0	5	2	1	5	38			
% MP & +P	100%	100%	79%	82%	96%	96%	100%	93%	100%	93%	N/A	79%	96%	96%	N/A	82%	93%	96%	81%	92%			
From	7/18	10/18	10/18	2/19	7/17	1/17	7/17	1/17	7/17	1/17		1/17	7/17	1/17		1/17	7/17	1/17	1/17	From			
To	11/18	2/19	2/19	2/19	12/17	6/17	12/17	6/17	12/17	6/17		6/17	12/17	6/17		6/17	12/17	6/17	6/17	To			

INFORMATION ONLY

VII-7 – Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on facilities:

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.