



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee

September 3, 2020
3:00 pm

Join Zoom Meeting

<https://us02web.zoom.us/j/89903567362?pwd=dGdpREg5SmRJYUJGZVpqMHdZbU9rZz09>

Toll Free Dial-In

833 548 0282 US Toll-free

Meeting ID: 899 0356 7362

Passcode: 189114

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

Join Zoom Meeting

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September 3, 2020 – 3:00 pm

AGENDA

	Page
I. Call to Order: <i>Ray De Los Santos, Jr., Chair</i>	
II. Roll Call.....	3
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>	
IV. Public Comments	
V. Discussion and Possible Action on Minutes of the May 7, 2020 Workforce Services Committee Meeting.....	4-9
VI. Organizational/Operational Update from President/CEO or COO: <i>Ken Trevino or Amy Villarreal</i>	
VII. Discussion and Possible Action to Authorize the President/CEO to Enter into negotiations and subsequent execution of a Lease Agreement for Office Space for One Stop Career Center Staff relocation and other business purposes subject to review and approval of the final lease terms by the Executive Committee.....	10-11
VIII. Items for Discussion and Possible Action:.....	12-13
1. Policy#4.0.109.02- Credentials: <i>Andrea Byrd</i>	14-18
2. Policy#4.0.115.06- Program Non-Compliance: <i>Pam Ross</i>	19-27
3. Policy#4.1.105.01- Apprenticeship Training Programs: <i>Catherine Cole</i>	28-35
4. Policy#4.0.101.13- Support Services: <i>Alba Silvas</i>	36-45
5. 2019-2021 Target Occupation List: <i>Amy K. Villarreal</i>	46-49

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IX. Information Only:

1. Workforce Center Services.
 - a. Policy Review Schedule: *Alba Silvas*.....50-52
 - b. Program Updates: COVID- 19: *Alba Silvas or Amy Villarreal*.....53-54
2. Local Labor Market Information
 - a. Jobs and Employment Report: *Amy Villarreal*.....55-59
3. Performance Measure Update
 - a. Board Contract Year 2020: *Andrea Byrd*.....60-65
4. Facilities Update: *Amy Villarreal*.....66

X. 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
September 3, 2020**

_____ Ray De Los Santos, Jr., Chair

_____ Gary Allsup, Vice-Chair

_____ Randy Giesler

_____ Travis Nelson

_____ Kari Kelley

_____ Manny Salazar

_____ Sandra Julia Bowen

_____ Susan Temple

_____ Michelle Flower

Signed

Printed Name

MINUTES

Workforce Solutions of the Coastal Bend – Workforce Services Committee

Join Zoom Meeting

<https://us02web.zoom.us/j/83760325016?pwd=bVBmMnZnZVo1UHl0cmhnV3pjOUJrUT09>

Toll Free Dial-In

888-475-4499 US Toll-Free

Meeting ID: 837 6032 5016

Password: 325921

May 7, 2020 – 3:00 pm

Committee Members

Present

Ray De Los Santos, Jr., Chair
Gary Allsup, Vice Chair
Sandra Julia Bowen
Michelle Flower
Travis Nelson
Manny Salazar
Susan Temple

Absent

Randy Giesler
Kari Kelley

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Alba Silvas, Workforce Solutions
Pam Ross, Workforce Solutions
Andrea Byrd, Workforce Solutions
Catherine Cole, Workforce Solutions
Monika De La Garza, Workforce Solutions
Larry Peterson, Workforce Solutions
Heather Cleverley, Workforce Solutions
Janet Neely, Workforce Solutions
Chakib Chehadi, C2GPS, LLC
Shelly Key, C2GPS, LLC
Rita Soto, C2GPS, LLC
Robert Reyna, C2GPS, LLC
Ricardo Munoz, C2GPS, LLC

Other Board Members Present

Gloria Perez
Victor Gonzalez Jr.

I. Call to Order

Mr. De Los Santos, Jr. called the meeting to order at 3:04 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Announcement on Disclosure of Conflicts of Interest

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

IV. Public Comments

There were no public comments.

V. Discussion and Possible Action on Minutes of the February 6, 2020 Workforce Services Committee Meeting

Ms. Bowen moved to approve the minutes of the February 6, 2020 Workforce Services Committee meeting. The motion was seconded by Mr. Allsup and passed.

VI. Items for Discussion and Possible Action:

1. Policy #4.5.100.07 – Work Search Requirements

Ms. Silvas presented information on recommended updates to Board policy #4.5.100.07 – Work Search Requirements (included on pages 7-10 of the May 7 agenda packet). Ms. Silvas informed the

board members it is required at a minimum to update the policy once a year. However, that Workforce Solutions of the Coastal Bend can bring it back in the September meeting in the event if we see the labor market job openings, depending on what is going on with the pandemic or any direction provided by Texas Workforce Commission.

Mr. Allsup moved to recommend to the Board of Directors approval of Policy #4.5100.07 – Work Search Requirements. The motion was seconded by Ms. Bowen and passed.

VII. Information Only:

1. *Workforce Center Services*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 11-13 of the May 7 agenda packet).

b. Program Updates: COVID-19

Ms. Silvas provided program updates (included on pages 14-15 of the May 7 agenda packet).

Ms. Byrd provided an update on the Women’s Entrepreneur – WE Summit. Ms. Byrd stated the event will be virtually on Monday – Thursday, June 8th – 11th. In attendance will be the following:

WE Talk Business – June 8th

Influential Speakers

- Ruth Hughs - Texas Secretary of State
- Aaron Demerson - Texas Workforce Commissioner Representing Employers
- Adrianna Cruz – Executive Director, Economic Development & Tourism – Office of Texas Governor Greg Abbott
- Nikki Rojas – Local Female Entrepreneur

WE Talk Money – June 9th

Influential Speakers

- Laura Leal Estrada – Market Manager, LiftFund Inc.
- Debbie Fernandez – Chair, SCORE

WE Talk Big Brand – June 10th

Influential Speakers

- Cheryl Cain – Vice President for Marketing and Communications, Texas A&M University-Corpus Christi
- Rebecca Esparza – Business Development Director, SCORE

WE Talk Education – June 11th

Influential Speakers

- Debbie Lindsey-Opel – President, Three Dimensional Development, L.L.C.

Ms. Byrd mentioned the sessions will be one hour each day and will have an action packed agenda for the hour. There will be open registration probably beginning sometime next week. Ms. Byrd stated information will be gathered on those that register and who are willing to share with us whether their business has been affected by COVID-19. Including if they have reopened or if in fact, they have a future date to reopen because they are still being impacted. Ms. Byrd also mentioned in the information gathered would be what we can do to better assist them during this

time as they recover. Ms. Byrd expressed the team is extremely excited about hosting the event and helping our community through this.

Mr. De Los Santos commented that some of his clients through one of his businesses, Santos McBain have some of the volunteers that are part of Hurricane Harvey. The work that they have done whether it is new homes, roofs or helping displace people that have housing, the work that has been done through this organization and through those individuals, it is expansive and impactful. Mr. De Los Santos stated it is probably a lot more than anybody on the board or maybe even a lot of the staff that will ever really realize in a very real and intangible way. When somebody that did not have a house now has a brand new home. Mr. De Los Santos expressed his appreciation and thanked the team for their work and for making this sort of delivery mechanism to provide those individuals, to provide their service and provide their health to making it possible. He mentioned that it sounds like the team is moving through a thoughtful way of the winding down which is always a challenge. Mr. De Los Santos inquired how does that winding down happen in a way that those people that have been doing this work, some of which have been doing for a year or a year and a half. They feel like that they have resources available to them knowing that it is a very difficult time to be looking for a job.

Ms. Bowen inquired if our program funding will be limited for the following year since the 2020 funding was extended due to cancellations. Ms. Lee informed Ms. Bowen Workforce Solutions of the Coastal Bend is not certain on the impact to next year funds. This will vary by grant depending on when they expire, if Texas Workforce Commission can extend dates, or reallocate funds differently. Ms. Lee stated as soon as we receive our funding allocations, we can share more information.

Mr. Reyna thanked everyone for the comments regarding the hard work the staff are doing expressed his appreciation for the kind words, feedback and gratitude. Mr. Reyna provided additional information on employer services from Business Services.

Ms. Bowen recognized Mr. Trevino and his team for doing a great job considering everything our Nation, Texas and our Region is going through with COVID-19. Ms. Bowen mentioned she has been on several webinars with Texas Workforce Commission, Congressman, etc. and was proud to hear that Workforce Solutions of the Coastal Bend got on the train and reacted fast in getting our citizens concerns addressed.

Mr. Trevino stated we are blessed with dedicated people and thanked Ms. Bowen for her comment.

Ms. Silvas thanked Mr. Reyna and his team for the employer services.

Ms. De La Garza provided information on the new messaging, collaboration and the direction the Public Relations team has taken due to COVID-19. Including the following:

- WFSCB Outreach aligns to the Texas Workforce Commission Outreach Strategy
- Integration of Communication Technology
- Signage/Posters/Flyers/Digital Posts
- Website COVID-19 Resources Page
- Social Media Action Plan
- Media Partners
- Jobs Start Here!

- “Workforce Solutions for Employers” Virtual Town Hall

Ms. De La Garza mentioned the work has just begun for us and we are ready for it. Ms. De La Garza stated like Mr. Trevino continues to say the heavy lifting is in front of us and we know by the emails and messages we are receiving. Ms. De La Garza informed the board members we know that we have a lot of work to do as far as communications, that is what we are going to continue to do. Especially working with our team on what we need to get out there as far as virtual job fairs and job openings. Ms. De La Garza stated we are looking forward to helping our Coastal Bend residents get back to work.

Ms. Villarreal presented in Mr. Trevino provided highlights from the following President/CEO report distributed at the meeting, including: Conference Call with CEO Adrian Lopez Workforce Solutions Alamo; and Rockport Chamber of Commerce Luncheon with Judge Mills, Judge Blaschke, Judge Saenz, Velma Soliz-Garcia and Board Staff to receive updates on Gulf Coast Growth Ventures.

Ms. Villarreal mentioned COVID-19 Timeline for Operations, Child Care, Public Relations and all the moving parts we have would be presented at the next Board of Directors meeting.

Ms. Villarreal provided information on COVID-19 Integration of Communication Technology including the following:

- Zoom
- GoTo Meetings
- Microsoft Teams
- Cisco Webex
- RemotePC
- Logmein
- FaceTime
- Conference Calls

Ms. Villarreal provided highlights from the following: COVID-19 Resources; COVID-19 Supplemental Child Care Funds for Essential Workers; “Workforce Solutions for Employers” Virtual Town Hall; and COVID-19 Poster.

2. *Local Labor Market Information*

a. Jobs & Employment Report – March 2020

Ms. Villarreal provided local labor market information for March 2020 (included on pages 16-20 of the May 7 agenda packet).

4. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 27 of the May 7 agenda packet).

Mr. De Los Santos thanked everyone on the Workforce Services Committee for being so patient and disciplined with the questions. He mentioned it is always a little bit more of a challenge to have a videocom with this many people on it. Mr. De Los Santos recognized and thanked the staff for being so detailed. Mr. De Los Santos expressed his appreciation and thanked Ms. De La Garza for articulating so well in writing and visually what we are doing and what we are trying to do.

Ms. Temple recognized everyone for the great transition to virtual services so quickly and the nice work by all.

Ms. Perez thanked the team for an amazing job during a very difficult transition.

Mr. Trevino stated he has been speaking with the Chair Ms. Perez on a daily basis providing her updates on what is going on. He stated Ms. Perez is very engaged and expressed appreciation for the board members time, taking an hour and half out of their day as we know it is very busy. Mr. Trevino stated that it is great to work with smart people. He hopes the board members feel proud and have a sense of pride about being associated with this organization. Mr. Trevino mentioned the team is doing great things on the ground in preparation for what is to come. He informed the board members that we have a lot of lifting ahead of us and right now we are preparing for that lifting. Mr. Trevino reassured the board members that they have people that care so very much about what they are doing. He mentioned it shines through with the C2GPS staff, Ms. Villareal, Ms. Silvas, Ms. Byrd and everyone on the entire team. He included everyone plays a roll even though they did not speak today, they are playing a really important role in getting this job done. He expressed he could not thank them enough. Mr. Trevino stated it is incredible for him to be associated with this team and he hopes the board members feel that pride too. Mr. Trevino mentioned Ms. Bowen was on a statewide call a couple of weeks ago and her message was that she was proud to be associated with Workforce Solutions of the Coastal Bend. He stated it really struck him because that was put together in 6 days including the weekend, but everybody had a part to play in that. Mr. Trevino informed the board members they are going to have a role to play moving this organization forward. Mr. Trevino expressed appreciation for the trust the board members are putting in us as a team to develop the plan moving forward with the facilities, how we are going to serve people, how we are going to find the efficiencies to continue to serve people the right way for the rest of the year and beyond. Mr. Trevino stated we are prepared to do these video conferencing calls throughout 2020 which is what the team is prepping for. He included it is hard to imagine being in a big room with 50 or 60 people doing Board of Directors meetings. Mr. Trevino is hopeful we will get to that point, but we are prepped right now to continue this method of communication. Mr. Trevino stated as always please call on him directly if you have any questions, concerns or comments. He was appreciative of everyone pouring out their love and kindness to his team for their hard work that they are doing. Mr. Trevino expressed what an amazing experience it is of him being in his living room and everyone is in their own space right now to be able to share this opportunity to work together to move our Coastal Bend community and region forward.

Mr. De Los Santos thanked Mr. Trevino and stated the team is very much reflective of Mr. Trevino and his great leadership. He stated that he does not think it is an accident that we have this team at this moment in time. This moment in time that is critical, that is vital, that performance is imperative, and that success is necessary. Mr. De Los Santos mentioned it is not an accident that we have these Committee members, Board members, Board Chairs, or the immediate Past Chair and that he thinks it is all for a reason. Mr. De Los Santos believes that the team that has been built through each of you is here because it was supposed to be here at this moment.

Mr. Gonzalez stated the meeting was awesome and thanked everyone for doing an excellent job.

Ms. Flower thanked everyone for all their hard work and stated it is greatly appreciated.

3. *Performance Measure Update*

a. Board Contract Year 2020

Ms. Silvas stated please take some time to review the performance measure update for the Board Contract Year 2020 (included on pages 21-26 of the May 7 agenda packet). Ms. Silvas stated if you have any questions regarding current status of our performance or what Texas Workforce Commission is telling us about any exempts on performance measures with all the programs discussed to reach out to Ms. Byrd or anyone on the contract management team.

Mr. De Los Santos thanked board and committee members for a very productive meeting.

VIII. Adjournment

The meeting adjourned at 4:39 pm.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XI. Authorize the President/CEO to Enter into negotiations and subsequent execution of a Lease Agreement for Office Space for One Stop Career Center Staff and other business purposes subject to review and approval of final lease terms by the Executive Committee.

BACKGROUND INFORMATION

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

RECOMMENDATION

Staff recommend the Board of Directors approve the President/CEO to enter into negotiations and subsequent execution of a Lease Agreement for Office Space for One Stop Career Center Staff and other business purposes subject to review and approval of final lease terms by the Executive Committee.

CONFIDENTIAL

WORKFORCE SOLUTIONS of the COASTAL BEND



**Potential Relocation Sites - Sunrise Mall
Corpus Christi, Texas**



	LOCATION/CENTER	LEASE SIZE	LEASE/NNN PRICE/YR.	GLA	ZONING	BUS STOP	PARKING	NOTES
2	1620 S.P.I.D. SOUTH COAST PLAZA	20,669± ft ²	\$15.00 per ft ² NNN - \$4.45 per ft ²	101,161± ft ²	CG-2 General	Yes	590+	This space was recently vacated by Brightwood College. space is located within a retail shopping center.
3	4302 Ayers St. PORTAIRES SC	16,650± ft ²	N/A	116,710± ft ²	CG-2 General	Yes	86±	This is an operating Bealls and is located in an older C.C. Bealls may be filing for bankruptcy in the near future.
4	4737 Saratoga Road FORMER SST BLDG.	66,520± ft ²	\$5,000,000.00 \$9.00 per ft ² /NNN	66,520± ft ²	CG-2 General	Yes	200+	This buiding is currently finished out as a school. Some of interior improvements by be able to be utilized. LL will
5	4250 S. Alameda St. TOWN & COUNTRY SC	16,900± ft ²	\$10.00 per ft ² NNN - \$4.82 per ft ²	97,400± ft ²	CG-2 General	Yes	Unknown	This space contains 4 suites. The previous uses include: a a dry cleaners. The space would have to be build-out.
6	4125 S. Staples St. FORMER FROST BANK BLDG.	33,129± ft ²	\$12.00 per ft ² NNN - \$6.00 per ft ²	44,000± ft ²	CI Intensive	No	125±	This building was recently vacated by Frost Bank. The 2 storys with KW Coastal Realty being the only Tenant at
7	4220 - 4222 S. Staples St. TT ELECTRONICS BLDG.	96,212± ft ²	N/A	96,212± ft ²	CG-2 General	No	209±	This is an operating electronics manufacturing facility that relocating. Will not be ready for occupancy for 12-14
8	1305 Airline Road FORMER SEARS BLDG.	151,328± ft ²	\$12.00 per ft ² /NNN	151,328± ft ²	CG-2 General	Yes	Unknown	This building was recently vacated by Sears in Dec. 2019. Owner would entertain dividing the space. There are 2
9	10241 S. Padre Island Drive FLOUR BLUFF SC	27,383± ft ²	\$8.00 to \$12.00 per ft ² NNN - \$3.00 per ft ²	6.41± Acs.	CG-2 General	56,003± ft ²	N/A	The was formerly a Fallas Outlet and Flex Fit Gym location. center is located at SPID & Waldron. Complete build out

Loca	Sq. Ft	\$/Sq Ft	Term (Yr)	Base	Lease	% of Total	Notes	Buildout Paid/Allowance	Buildout
South	20,669	14.00	1-59	289,366	24,114	1.03%	Rent Month	17.50 /sqft by Landlord	361,707.50
South	20,669	15.00	60-120	310,035	25,836	1.11%			

Cost for Two Centers for Estimate of Six Months		
Location	Monthly	6 Mo
Sunrise	12,516	75,093.24
South	24,114	144,683.00
		219,776.24

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VIII. Board Policies Related Policies and Procedures

BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to each of the following Board Policies.

1. Policy #4.0.109.02 Credentials

Updated Section II of board policy to align language with the current Workforce Innovation and Opportunity Act (WIOA) Guidelines for Adults, Dislocated Workers, and Youth, Effective April 3, 2020. These guidelines further define: Credentials, Certificates, Certifications, and Licenses.

Updates made to Section V. Related Policy Information, reflecting WIOA latest issued guidance.

2. Policy #4.0.115.06- Program Non-Compliance.

Board policies are to provide board expectations in accordance with the Texas Workforce Commission's (TWC) rules and guides and not a repeat of TWC language. For this reason, deletions were made to the Choices and SNAP E&T sections and changed to board guidance.

In addition, TWC revised the Supplemental Nutrition and Assistance Employment and Training (SNAP E&T) Guide based on legislative changes. Board policy was revised to add changes to Timely and Reasonable attempt which allows a SNAP E&T recipient a 3 day grace period during their 7 day timely and reasonable period to be considered in program compliance and a penalty cannot be initiated.

3. Policy #4.1.105.01-Apprenticeship Training Programs.

Updated terminology used in board policy to reflect ETPS (Eligible Training Provider System) to ETPL (Eligible Training Provider List).

Added Language to Include:

- "Designated person" to be added for approving exceptions for participant's maximum limit and duration in the program.
- Added language to Section III. Policy Statement to include WD Letter 17-19 that states Registered Apprenticeships are to be automatically included onto the ETPL.
- Added language to for virtual services for Career Center professionals to discuss participant's financial status. Previous statement stated that this meeting would be conducted in person.
- Made general updates to Section V. Related Policy Information to reflect current TWC guidance.

4. Policy #4.0.101.13-Support Services.

Updated board policy to add Short-Term Educational and Work Readiness Services (STEWRS) as allowable services for individuals seeking to upskill or prepare for entry to unsubsidized employment or increase employability.

Support Service Limits- Attachment A of board policy, updated to reflect these services as a One-Time Expense.

Board Staff will be working on Request for Applications (RFA) to create STEWRS vendor approved list.

RECOMMENDATION

Board Professionals recommend the approval of policies as amended.



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY

CATEGORY: Program Operations _____—No:
4.0.109.022
TITLE: Credentials
SUPERSEDES: 4.0.109.01 dated ~~April 27, 2012~~ August 29, 2014
EFFECTIVE: August 29, 2014 ~~September 18, 2020~~
BOARD APPROVAL: August 28, 2014
September 17, 2020
DATE OF LAST REVIEW: ~~August 28,~~
2014 September 3, 2020

I. PURPOSE:
 To establish credentialing criteria.

II. DEFINITIONS:

Credentials, Certificates, Certifications, and Licenses

TEGL 17-05 clarifies that the term credential is all encompassing and includes degrees/diplomas and certificates

Credential is an all-encompassing term used to describe any type of traditional or nontraditional award within the context of education, training, workforce, and employment development. Credentials are awarded by third-party entities that have relevant authority to issue such credentials after individuals demonstrate proficiency or competency in an occupation or field. Credentials can be earned from a variety of sources, including, but not limited to, educational institutions, industry associations, and government agencies.

Certificates are awarded by independent education and training providers associated with specific programs of study, or educational institutions, such as universities, resulting from education focused on one topic (but separate from a degree program). Course content is developed by faculty committees, academic leaders, and instructors, or occasionally through defensible analysis of the topic area—that is, course content and subject matter that can be justified, through testing that leads to certification, and is taught by an instructor for a particular purpose or benefit to an individual. Certificate programs are generally created, taught, and assessed directly by the provider of a program. A certificate demonstrates an understanding of course content at a specific period in time, demonstrates proficiency through provider-administered exams, and is often listed on a résumé as evidence of knowledge for prospective employers. While obtaining a certificate generally signifies the

POLICY TITLE: Credentials
 POLICY NUMBER: 4.0.109.0202

Date: 4/27/2012-9/18/2020
 Revision: 08/28/2014/9/03/2020

end of the instructional program, earning a certificate may also provide a gateway for achieving a degree.

Certification is a type of nontraditional award to an individual that demonstrates proficiency and knowledge, through examination, in a specific industry or trade. Obtaining a certification award is not dependent on any actual education or training program. Instead, evaluating candidates for certification relies on independent, third-party professional and industry-based groups. These national organizations develop and maintain relevant proficiency standards that are assessed and sanctioned by industry-approved examinations facilities, independent of any educational institution or training program. Certifications often have an expiration date, requiring individuals to participate in continuing education or reexamination to stay current. Additionally, certifications are not associated in any way with higher education or degrees and typically require that the potential recipient have some level of professional experience before beginning the process.

Upon earning a certification, professionals often receive a designation to use after their names to differentiate experienced, certified professionals from their peers. After initial certification, the awarding organization requires proof of continuing education (often called continuing education units, or CEUs) to ensure that the professional standards are maintained. Examples of certifications include, but are not limited to, the following:

- professional project management;
- desktop support administration;
- personal fitness training;
- web design and development; and
- certified clinical medical assistant.

• **License** is a type of nontraditional credential that is generally awarded by a government-regulated agency. Licenses are granted by federal or state government, but usually by state government, and they are mandatory for professional practice in their jurisdiction. A license is more heavily regulated and restrictive due to its governmental association, and it signals that an individual has completed or achieved certain standards. Licenses are often required for health, public education, legal and financial careers. Some examples of occupations that require an individual to have a valid license include plumbers, electricians, real estate brokers, and nurses

~~. **Credentialing**—A valid process for upgrading and developing skills that lead to, enhance, advance, and or assist in obtaining or retaining employment.~~

~~**Credentials**—Encompasses degrees/diplomas, and certificates.~~

~~**Degree/Diploma**—any credential that the state education agency accepts as equivalent to a high school diploma. The term diploma also includes postsecondary degrees including associate (AA and AS) and bachelor degrees (BA and BS).~~

~~**Certificate**—awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an~~

occupation. These technical or occupational skills are based on standards developed or endorsed by employers. For inclusion in performance, certificates are limited to those awarded by:

- ~~————— A state educational agency or a state agency responsible for administering vocational and technical education within a state.~~
- ~~————— An institution of higher described in Section 102 of the Higher Education Act (20USC §1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.~~
- ~~————— A professional industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Metalworking Skills Inc., Machining Level I credential) or a product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer,) using a valid and reliable assessment of an individual’s knowledge, skills, and abilities.~~
- ~~————— A registered apprenticeship program.~~

- ~~————— A public regulatory agency, upon an individual’s fulfillment of educational work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., FAA aviation mechanic certification, state certified asbestos inspector).~~
- ~~————— A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.~~
- ~~————— Job Corps centers that issue certificates~~
- ~~————— Institutions of higher education which are formally controlled, or have been formally sanctioned or chartered by the governing body of an Indian tribe or tribes.~~

TWIST – The Workforce Information System of Texas

III. POLICY STATEMENT:

The Board shall implement a credentialing process that focuses on the attainment of measurable technical or occupational skills.

Diplomas, GEDs, or certificates may be obtained while a person is still receiving services or within 1 Year of Exit. ~~or by the end of the third quarter after the common exit quarter.~~

Locally recognized credentials must be supported by documented skill standards. Assessment tools may be used to assist employers in establishing skills standards for specific occupations.

Work readiness skills, and Work-Based Learning do not qualify as credentials.

Attainment of a credential, certificate, or diploma, whether achieved or attained during program participation as a result of receiving services, or after exiting the program must be obtained, a copy retained in the participant’s case file, and documented in TWIST.

It is DOL's intent that a certificate awarded by a professional, industry, or employer organization be portable—i.e., one that is recognized statewide as well as nationally.

IV. PROCEDURES:

N/A

V. RELATED POLICY INFORMATION:

[Workforce Innovation and Opportunity Act Guidelines for Adults, Dislocated Workers, and Youth, Effective April 3, 2020](#)
[Training and Employment Guidance Letter No. 17-05, issued February 17, 2006, and entitled "Common Measures Policy for the Employment and Training Administration's \(ETA\) Performance Accountability System and Related Performance Issues"](#)

WD 27-07, issued August 1, 2007, and entitled "Integrated Data Collection and Performance Management

WD 37-07, Change 1, issued January 2, 2008, and entitled "Workforce Investment Act: Application of Definitions of Credential, Degree/Diploma, and Certificate: *Clarification*"

TA Bulletin 157, issued August 21, 2007, and entitled "Attainment of a Degree/Diploma or Certificate"

[TA Bulletin 179, issued June 25, 2008, entitled "Attainment of Degree or Certificate"](#).

VI. RESPONSIBILITIES:

Board Staff shall ensure that all relevant staff and service provider(s) are informed of and comply with this policy-

The Contracted Service Provider(s) shall ensure that appropriate procedures are ~~implemented~~implemented, and that relevant staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date



POLICY

CATEGORY: 4.0.115.05 06	Program Operations	_____ No:
TITLE:	Program Non-Compliance	
SUPERSEDES:	4.0.115.045 dated December 15, 2017	<u>February 21, 2018</u>
EFFECTIVE:	<u>February 21, 2018</u>	<u>September 18, 2020</u>
BOARD APPROVAL:	<u>February 21, 2018</u>	<u>September 17, 2020</u>
DATE OF LAST REVIEW:	<u>February 21, 2018</u>	<u>September 3, 2020</u>

I. PURPOSE:

To outline the responsibilities of the Career Center Service Provider regarding timely and reasonable attempts to contact customers who are in noncompliance of program requirements.

II. DEFINITIONS:

~~*Adverse Action Period* – A 13-day waiting period for a TANF or SNAP recipient to contact HHSC after HHSC notice of action which may result in denial, suspension, reduction or termination of assistance.~~

Choices – employment services available to an adult or teen head of household in a family who is an applicant, conditional applicant, recipient, former recipient or sanctioned family of TANF

Conditional Applicant – an adult or teen head of household in a family who left TANF in a sanctioned status, but reapplies for cash assistance, who must attend a Workforce Orientation for Applicants (WOA) and demonstrate cooperation with Choices work requirements for four consecutive weeks

Contact method – communication via letter, phone call, voice mail, e-mail or in person

~~*Exempt Recipients* – individuals who are not required to register for work or comply with Choices or SNAP E&T work requirements but may volunteer to participate.~~

~~*Good cause* – a determination that a mandatory or exempt work registrant- is temporarily unable to participate because of individual- or family circumstances or a crisis.~~

HHSC – Texas Health and Human Services Commission who determines eligibility for TANF and SNAP benefits.

Policy Title: Program Non Compliance
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09/03/2020~~02/21/2018~~

Effective Date: 09/18/2020 ~~02/21/2018~~
_____ Last Review:

Initiating a penalty – Workforce center staff’s notification to HHSC that a customer receiving TANF or SNAP is in non-cooperation -with Choices (TANF) or SNAP E&T (SNAP).

Mandatory Individual – a Choices adult or teen head of household in a family who is classified as a conditional applicant, mandatory recipient or sanctioned family who is eligible for support services and whose failure to meet participation requirements could result in denial of cash benefits

Mandatory Work Registrant – a -SNAP household member who is required to register for SNAP E&T services and is classified as General Population or an Able-Bodied Adult Without Dependents (ABAWD).

Noncustodial Parent Choices Program (NCP Choices) –employment program that targets low-income, unemployed, or underemployed NCPs who are behind on their child support payments.

Non-cooperation – Choices or SNAP E&T participant does not -respond to outreach notices or other appointments by close of business on- date scheduled or fails to participate in accordance to the Employment Plan.

OAG - Office of Attorney General

~~*Sanctioned Family*—an adult or teen head of household in a family who must demonstrate cooperation for one program month to have family TANF benefits reinstated, who must participate in Choices services to meet the work requirements, and has the same responsibilities of mandatory individuals~~

SNAP E&T – Supplemental Nutrition Assistance Program Employment and Training to assist SNAP recipients in obtaining employment.

TANF – Temporary Assistance for Needy Families

III. POLICY STATEMENT:

Compliance of program requirements are required and considered part of all Workforce programs. Participant non-cooperation -or non-participation such as missed appointments or failure to complete work activities should be documented and followed up by Workforce Career Center staff in accordance with this policy.

PROGRAM SPECIFICS

Choices and SNAP E&T

A recipient’s non-cooperation of program requirements shall be handled by the following criteria and guidelines to adhere to the Texas Workforce Commission’s program rules and guides:

Policy Title: Program Non Compliance
Policy Number: 4.0.115.056
09/03/202002/21/2018

Effective Date: 09/18/2020 02/21/2018
Last Review:

A. Outreach

1. Recipients shall be informed of required information such as the right to appeal and consequences of failure to respond to the outreach notice.
2. A second outreach letter is not required.

B. Timely and Reasonable Attempt

1. Timely and Reasonable is a 7-day time period.
2. Day 1 is the close of business on the date of non-cooperation or discovery of non-compliance, whichever occurs later.
3. A letter will be mailed to schedule an appointment within 5 calendar days along with concurrent phone calls, voice mail, email or in person contact.
4. SNAP recipients have a three-day grace period in the first 3 days of the seven-day period and are still considered in compliance.
5. If a Choices mandatory individual or a SNAP mandatory work registrant non-cooperates, a penalty must be initiated by the seventh calendar day unless there is a good cause determination or recipient resumes cooperation with all program requirements.
6. If no good cause is determined, the recipient must be informed of the violation, the right to appeal and the procedures to reinstate benefits.

C. Data Entry

1. The non-cooperation date for a Choices recipient is the date non-cooperation was determined after the timely and reasonable attempt.
2. The non-cooperation date for a SNAP recipient is the *actual* date of non-cooperation.
3. Good Clause Claim Actions must include a good cause reason in the Good Cause Tab.

D. Workforce staff must ensure that participants agree to a specific, preferred method of contact.

E. Good Cause

1. Determination of good cause is determined by HHSC for SNAP recipients in non-compliance and by workforce center staff for Choices.
2. Good cause claims for SNAP recipients before and after a penalty is initiated will be processed per TWC rules.
3. A Choices conditional applicant must be offered an opportunity to determine good cause in every month their 4 weeks of participation covers.
4. After a good cause has been recommended to HHSC for non-cooperation, the participant will not start or resume participation until after a decision is made by HHSC that good cause is granted. Until the good cause decision is received, workforce staff will keep the customer engaged, at a minimum, by a weekly appointment. Workforce career center staff will check daily for a response from HHSC on the good cause determination and make contact

efforts prior to the weekly appointment if good cause is granted so that participation can start immediately.

~~CHOICES/TANF—SNAP E&T TIMELY AND REASONABLE ATTEMPT~~

~~Career Center staff shall ensure that timely and reasonable attempts are made to contact a TANF or SNAP E&T recipient to obtain the following prior to initiating a sanction and/or removal from the program:~~

- ~~• Determine the reason for the non-cooperation~~
- ~~• Inform the recipient of the violation, if good cause has not been determined by workforce career center staff (Choices) or recommended to HHSC (SNAP E&T)~~
- ~~• Right to appeal, and~~
- ~~• Necessary procedures to demonstrate cooperation (Choices) or reinstate benefits (SNAP E&T).~~

~~Workforce Career Center staff must ensure that participants agree to a specific, preferred contact method during the employment planning session and the method is documented in TWIST Counselor Notes.~~

~~Choices/TANF and SNAP E&T Outreach All outreach letters must state the consequences of failure to respond to the outreach notice. *Within seven (7) calendar days with day one beginning the day the participant non-cooperates, workforce career center staff must:*~~

- ~~• Reschedule the participant's appointment for intake;~~
- ~~• Ensure the participant resumes cooperation with all program requirements;~~
- ~~• Determine good cause (Choices) or recommend good cause to HHSC (SNAP E&T); or~~
- ~~• Initiate a sanction.~~

~~Attempts to contact the customer can be by any contact method.~~

~~A second outreach letter is not required for Choices or SNAP E&T.~~

~~Choices Outreach—Good Cause~~

~~Good cause is determined by workforce career center staff.~~

~~SNAP E&T Outreach—Good Cause Claim Action 18~~

~~If a SNAP recipient contacts workforce career center staff by the close of business on the date of the outreach appointment, the recipient may be rescheduled. If no contact is made by the SNAP recipient by the close of business on the date of the outreach appointment, a penalty is initiated. If the SNAP recipient contacts after close of business on the date of the outreach appointment before a penalty has been initiated, workforce career center staff sends Good Cause Claim action 18—failure to respond to outreach—good cause recommended. Good cause is determined by HHSC.~~

Choices/TANF and SNAP E&T—Participation

~~If a participant does not contact workforce career center staff by the close of business on the date of non-cooperation, a timely and reasonable attempt to contact the participant will be by a letter to schedule an appointment within five (5) calendar days. In addition to the letter, concurrent phone calls, voice mail, e-mail, or in person contacts must be initiated.~~

~~If the participant is a mandatory individual (Choices) or a mandatory work registrant (SNAP) and is found to be in non-cooperation, a good cause determination by workforce career center staff (Choices) or recommendation to HHSC (SNAP E&T) or a sanction must be initiated by the seventh calendar day from the date of non-cooperation or the date of discovery of non-cooperation, whichever occurs later.~~

~~If there is no good cause determined, inform the individual of:~~

- ~~• the violation~~
- ~~• the right to appeal; and~~
- ~~• the procedures to reinstate benefits~~

Data Entry—Non-cooperation Date

~~Choices—the non-cooperation date is the *date non-cooperation was determined* after the timely and reasonable attempt.~~

~~SNAP E&T—the *actual date* of non-cooperation such as the day of the missed appointment or date requested documents were not turned in.~~

~~Refer to Attachment 1 as a desk aid to display the outreach and ongoing participation timelines for the timely and reasonable attempt policy.~~

Choices—Good Cause—Participation

~~Good cause is determined by workforce career center staff.~~

~~A conditional applicant must be offered an opportunity to determine good cause in every month that their 4 weeks of participation covers. If the 4 weeks fall into an additional month, the 2nd month's opportunity to determine good cause will only require a phone call, voice mail, email or in person contact.~~

SNAP E&T—Good Cause—Compliance—Temporary Interruption

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Policy Number: 4.0.115.056
~~09/03/202002/21/2018~~

Effective Date: ~~09/18/2020~~ 02/21/2018
Last Review:

~~Workforce Career Center staff may grant good cause for a SNAP recipient without HHSC approval ONLY if the recipient was in compliance prior to the individual or family circumstance or crisis and the temporary interruption is less than 30 days.~~

~~SNAP E&T— Good Cause Claim Action 17— Non-Compliance— Before a Penalty Initiated Workforce career center staff recommends good cause to HHSC for a mandatory work registrant who provides a reason for failing to participate with SNAP E&T participation requirements after a timely and reasonable attempt before a penalty is initiated with Good Cause Claim Action 17— Failure to Participate— Good Cause Recommended. HHSC approval is required.~~

~~SNAP E&T— Good Cause Claim Action 19— Non-Compliance— After a Penalty Initiated Workforce Career Center staff recommends good cause to HHSC for a mandatory work registrant who provides a reason for failing to comply with SNAP E&T participation requirements after a penalty is initiated and the adverse action period has not expired. Good Cause Claim Action 19— Penalty Reviewed Good Cause recommended. If the 13-day adverse action has expired, refer the participant back to HHSC and do not send any type of penalty error to HHSC.~~

~~Good Cause Data Entry Good Cause Claim Actions must include a good cause reason in the Good Cause Tab.~~

~~SNAP E&T Re-engagement of Participation After a good cause has been recommended to HHSC for non-cooperation, the participant will not start or resume participation until after a decision is made by HHSC that good cause is granted. Until that good cause decision is received, workforce career center staff will keep the customer engaged, at a minimum, by a weekly appointment. An agreed specific, preferred contact method will be agreed upon with the participant. Workforce career center staff will check daily for a response from HHSC on the good cause determination and make contact efforts prior to the weekly appointment if good cause is granted so that participation can start immediately.~~

NNCP CHOICES – PLANNED GAP IN SERVICE

Individuals served with an OAG issued consent order and a corresponding court order mandating participation in the NCP Choices Program mirror program requirements of 30 hours per week for custodial parents receiving TANF (Choices).

NCP Choices Outreach

NCP Choices Workforce Career Center staff are present at the court hearing for on-site enrollment once the NCP has been court ordered. NCP Choices participants are scheduled their first appointment the following day.

Ongoing Participation

Policy Title: Program Non Compliance
Policy Number: 4.0.115.056
09/03/202002/21/2018

Effective Date: 09/18/2020 02/21/2018
Last Review:

After the date of noncompliance with participation requirements, such as a missed appointment or the date of discovery of noncompliance by Workforce Career Center staff, a NCP Choices participant has one business day to contact.

If the NCP Choices participant does not contact Workforce Career Center staff within one business day of noncompliance, the participant will be mailed a letter to schedule an appointment within five (5) calendar days. In addition to the letter, concurrent phone calls, emails, text or in person contacts will be initiated. If no contact is made by the NCP Choices participant for the scheduled appointment, continued efforts to engage the participant will be continued weekly up to 30 days from date of non-compliance. At the end of 30 days, Workforce Career Center staff will use TWIST service code 11 – Planned Gap in Service to track cases that are pending approval from OAG or the court of a request to remove a noncompliant NCP Choices participant from the program.

30 day Request to Remove

Workforce Career Center staff cannot close a noncompliant NCP Choices participant's case until receiving approval from the OAG or the court. Timely removal, through administrative or court proceedings, ensures that the NCP Choices program maintains swift and certain consequences for noncompliant NCP Choices participants.

A request to remove the noncompliant NCP Choices participant will be sent to the OAG on the same date TWIST service code 11 is opened. While the request to remove is pending and upon initiation by the noncompliant NCP Choices participant, Workforce Career Center staff will allow the noncompliant participant to resume participation in services, close service code 11 and withdraw a request to remove from the OAG. .

Upon approval to remove from the OAG or the court, Workforce Career Center staff will close all services and program details, including TWIST service code 11 – Planned Gap in Service.

All Other Workforce Programs

Individuals participating in programs, other than Choices, SNAP E&T and NCP Choices, who are in noncompliance, shall be removed from the program if all attempts to re-engage fail.

IV. PROCEDURES:

Documentation

All actions taken with participants that are in program noncompliance must be documented in counselor notes to justify the determinations made and actions taken.

Choices and SNAP E&T

The seven (7) day timely and reasonable attempt policy will be followed for non-compliance.

NCP Choices

30 day Request to remove will be followed using TWIST service code 11 – Planned Gap in Service to track cases pending approval from OAG or the court to remove the noncompliant NCP Choices participant from the program.

V. RELATED POLICY INFORMATION:

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA)

(Public Law 104-193); House Bill 2292;

40 TAC Chapter 811.14, 811.15, 811.16

TAC Section 813.13WD Letter 18-14 dated 6/12/2014

Choices Guide , Texas Workforce Commission

[Noncustodial Parent Choices: A Comprehensive Guide January 2016](#)

[Supplemental Nutrition Assistance Program Employment and Training Guide, Texas Workforce Commission](#)

40 TAC §800.58, .79, .92©, .121

Workforce Investment Act of 1998

Farm Security & Rural Investment Act of 2002 (Public Law 107-161)

United States Department of Agriculture Food and Nutrition Services Rules & Regulations, 7 CFR Part 273(I) issued June 19, 2002VI.

RESPONSIBILITIES:

Board staff shall ensure that the Workforce Career Center Service Provider is aware of and complies with this policy.

The Workforce Career Center Service Provider shall train all applicable staff on this policy and implement procedures that comply with this policy.

VII. FORMS AND INSTRUCTIONS:

Attachment 1: Choices and SNAP E&T Timely and Reasonable Attempt Desk Aid

VIII. DISTRIBUTION:

x Board of Directors Board Staff Contracted Career Center Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

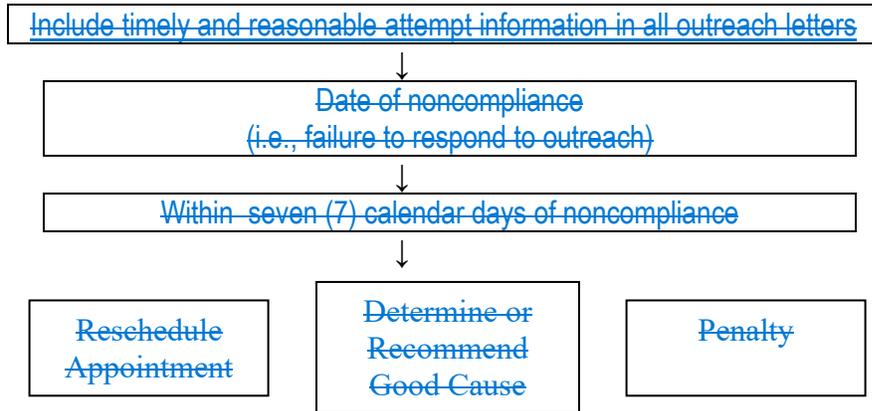
Policy Title: Program Non Compliance
Policy Number: 4.0.115.056
[09/03/202002/21/2018](#)

[Effective Date: 09/18/2020 02/21/2018](#)
_____ Last Review:

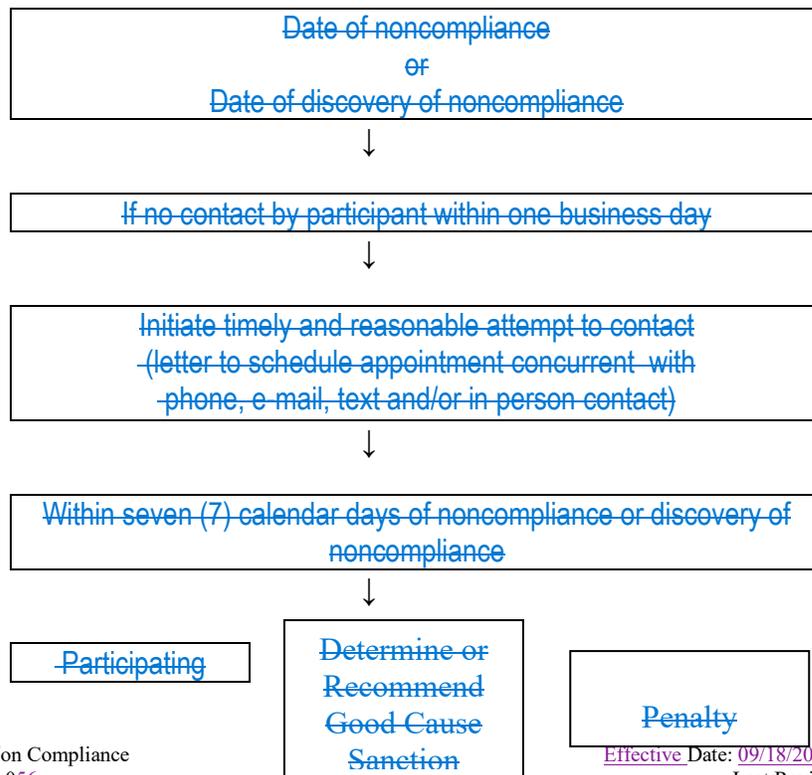
Attachment 1

Choices and SNAP E&T Timely and Reasonable Attempt Desk Aid

Outreach



Ongoing Participants



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09/03/202002/21/2018

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Last Review:



DRAFT POLICY

CATEGORY:	Workforce Programs- WIOA	No: 4.1.105.010
TITLE:	Apprenticeship Training Programs	
SUPERSEDES:	<u>4.1.105.00 , dated December 15, 2017</u> N/A	
EFFECTIVE:	<u>September 18, 2020</u> December 15, 2017	
BOARD APPROVAL:	<u>September 173, 2020</u> December 15, 2017	
DATE REVIEWED	<u>D : — September 3, 2020</u> December 5, 2017	

I. PURPOSE:

Apprenticeship Training is an activity and service established by Workforce Solutions of the Coastal Bend for the purpose of providing apprenticeship services to eligible Workforce Investment Opportunity Act (WIOA) Aadults, Ddislocated Wworkers, and Out Of School Youth (OSY). —From time to time other funding sources such as National Dislocated Grants may also be used to fund apprenticeship activities. —Establishment and uses of apprenticeship training is governed by WIOA Rules.

WIOA provides workforce activities that increase employment, retention, and earnings of participants. WIOA provides an opportunity for the workforce system to expand its business base and offer job seekers greater employment prospects while offering employers a strategic approach to talent development.

It is mandated for all registered apprenticeship programs consist of the following five core components- direct business involvement, OJT, related instruction, rewards for skills gain and a national occupational credential.— Reference: Department of Labor (DOL)- TEGL 13-16, issued January 12, 2017.

II. DEFINITIONS:

Registered Apprenticeship- authorized by the National Apprenticeship Act of 1973; in conjunction with State Apprenticeship Agencies which are required to meet federal and state standards, issuing certificates of completion to apprentices, encouraging the development of training programs and protecting the safety and welfare of apprentices, and assure programs provide high-quality of training.

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

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

III. POLICY STATEMENT

All training for which apprenticeship activity is provided must be listed in the Eligible Training Provider ~~List System~~ (ETPLS). Due to the rigorous application and vetting process by the Office of Apprenticeship within the US Department of Labor Employment and Training Administration (DOLETA), all registered apprenticeship programs are automatically eligible for the statewide ETPL. ^{CKC1} Additionally, consistent with the Board's Business & Strategic Plan, customers must be interviewed and assessed to ensure the provision of apprenticeship services are justified within the individual's employment plan.

Apprenticeship services may be provided regardless of whether the individual has received basic or individualized career services first; there is no sequence of service requirement.

WIOA Funding

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

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

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

Apprenticeship training for WIOA eligible participants will be limited to those occupations for which there is a demand in the Coastal Bend and appearing on the Target Occupation List.

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

- 1) Written evidence from employers that confirms projected annual openings for the occupation at a level equivalent to the Board's current annual opening criteria for targeted occupations;

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

Apprenticeship Limits

The lifetime limit of an apprenticeship is \$7,000 per program participant.- The use of apprenticeship funds is limited to tuition expenses, fees, and ~~such~~ books and supplies as ~~are~~ required by the registered apprenticeship for any WIOA Eligible Participant enrolled.

The length of apprenticeship training and skills and competencies required for mastery are set by the registered apprenticeship and industry. A copy of the approved apprenticeship curriculum must be included in participant file. —Traditional Registered Apprenticeship programs are time-based and require a specific number of hours of on the job learning and related instruction.

No participant can be enrolled for more than two and one half (2½) academic years (5 semesters, 4 summer sessions, 10 quarters or 7 trimesters).- Exceptions to these limits may be made on a case-by case basis.- However, exceptions to the maximum limit and duration of an apprenticeship must be submitted to the President/CEO or designated person ~~ckc21~~ of Workforce Solutions of the Coastal Bend with well documented justification for approval. Requests for an exception must include evidence that supports that all efforts were made to identify, secure, and use other financial resources prior to seeking WIOA funding.

Changes to the apprenticeship training will be allowed as long as the change is in line with the individual's employment and career path and is approved by the WFSCB Career Center Manager. The request for change to the training program must be justified and properly documented. Participants who change apprenticeships plans must provide a revised apprenticeship plan, which demonstrates ~~their~~his/her ability to complete the apprenticeship within the original time period. The change must be consistent with assessments, FEP/ISS, in demand target occupations, skills and aptitudes of the student. Additionally, the new apprenticeship of must be on the state approved training provider/course list. A limit of one (1) apprenticeship change will be allowed on each participant.

IV. PROCEDURES:

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

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

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

To help ensure that participants will complete their apprenticeship, the participant will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the training period without the use of student loans.— —As per DOL guidance, apprenticeships earn a wage from day one.— It is imperative for WFSCB Cease Managers to work with a participant on budgeting since some income will be coming in— to the household; unlike some other types of training where employment and/or earning wages is not part of training component.

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

Taking into account the cost of the apprenticeship as shown in the ETPLS, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans Administration, Hazelwood Act, Texas Grant Monies, assistance from the Vocational Rehabilitation Services (VRS) and other such agencies, private scholarships, Pell Grants and others, an apprenticeship is created for the participant.— A determination of apprenticeship cost is determined by workforce staff, processed by the set fiscal protocols for payment to the registered apprenticeship.— The cost must be sufficient to cover the cost of training, as identified in ETPLS, less the sum of other resources available to the participant.— All payments made to registered apprenticeship costs associated with apprenticeship and the balance remaining from the Board's apprenticeship cap limit of \$7,000.00, must be documented in the participant's case file and entered into TWIST. At no time should participant's apprenticeship cost should be

exceeded without the signed approval of the Career Center Manager, based on well-justified and documented good cause.— Expenditures made in excess of the apprenticeship board cap limit, without Career Center Manager approval based on well-justified and documented good cause may not be reimbursable to the service provider.

In some cases, actual cost of apprenticeship may be less than the amount of indicated on ETPLS; in such a case is not money owed to the participant. In all cases, unused balances should be “zeroed-out” as soon as it is determined that there is an excess. On the other hand, if actual costs exceed the training costs as stated in the ETPLS, Cease Managers must request approval from the Career Center Manager for an adjustment in the apprenticeship amount. Changes to apprenticeship amount must include evidence that supports the requested increase, e.g., the ETPLS training detail print-outs that reflect the differences between both costs.

Participants are not limited in time by the certification and expiration dates included in provider’s ETPLS certification.— The two and one-half year (2½) ITA time limit may be extended for participants who are enrolled in apprenticeship. However, any extensions of time beyond the 2 ½ year apprenticeship time limit must be approved by the Career Center Manager and handled on a case-by-case basis.

A statement that payment of apprenticeship cost is subject to the availability of WIOA funds should be included in every participant case file and counselor notes. Additionally, a statement should also be added that apprenticeship costs may not be used for payment of late fees, fines, or penalties caused by participant error or delay.

Participants enrolled in apprenticeship services are expected to:

- attend classroom instructions and/or on the job learning activities regularly,
- have contact with their Cease Manager on a monthly basis to identify all problems that might affect their successful completion of apprenticeship and
- to coordinate apprenticeship entry requirements with actual registered apprenticeship.

Career Center professionals must inform customers that although any financial aid awarded is for a specific amount of money, individual vouchers will be issued to registered apprenticeship as agreed upon with WFSCB; on an interim basis, e.g., one-time upfront payment, month to month. Before a new voucher is issued, Career Center professionals will meet with the participant to re-assess and update student’s financial status. These meetings are to be conducted in person or virtually when deemed appropriate and necessary. By re-evaluating the participant’s financial status, the Career Center professionals may use this information to help assess the customer’s ability to contribute toward paying for requested services. Additionally, the Career Center professionals may recommend other outside resources to pay for needed training and/or supportive services.

The determination as to whether a customer receives another voucher for the requested services depends upon the results received from this evaluation process. A change in the student's financial condition may affect ~~their~~^{his/her} level of financial support. Participants are expected to demonstrate progress in their apprenticeship and to request tutorial assistance if needed from the registered apprenticeship's director and or registered apprenticeship authorized representative of instruction and to supply their progress reports to their case managers as they are received. These policies and expectations must be reflected in a Participant Service Agreement developed by the Career Center service provider.

Service Provider Responsibilities

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

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

- A process to collect and coordinate the documentation of participant enrollment and attendance, progress reports, and case management contacts required during entire apprenticeship.
- A process for providing the following to participants:
 - Labor market information on targeted in demand occupations and related skill standards/skill competencies of eligible program for which an apprenticeship may be issued; aAccess to the list of eligible certified training providers through the ETPLS; and

- On-going information on the status of their individual apprenticeship costs.
- Report apprenticeship costs and balances by participant to the Board on a quarterly basis and
- cConduct analysis on the total apprenticeship cost obligation to available budget.

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

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

VI. RELATED POLICY INFORMATION:

20 CFR Part 663

40 TAC 861

Title IV of the Higher Education Act of 1965

WD Letter 24-14, Change 1

[WD Letter 17-19](#)

[WD Letter 29-19](#)

WIOA- TWC Guidelines for Adults, Dislocated Workers and Youth. September 26, 2016 and Revised [April/July 18 2020, 2017.](#)

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

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

DOL- Training and employment Guidance Letter WIOA No. 13-16; WIOA Registered Apprenticeship dated January 12, 2017.

Policy Title: Apprenticeship Training Programs
Policy Number: 4.1.105.019 -

Effective Date: [September 18 December 415, 2020](#)~~017~~
Revision Date: [September 3, 2020](#)~~N/A~~

~~VII.~~ VI. **RESPONSIBILITIES:**

WFSCB Career Center Managers shall disseminate to appropriate Career Center professionals and follow the procedures outlined in this policy document.

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

~~VIII.~~ VII. **FORMS AND INSTRUCTIONS:**

~~IX.~~ VIII. **DISTRIBUTION:**

Board of Directors Board Professionals Service Provider Professionals

~~X.~~ IX. **SIGNATURES:**

Reviewed by EO Officer

Date

President/CEO

Date



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

CATEGORY:	Program Operations	No: 4.0.101.132
TITLE:	Support Services	
SUPERSEDES:	4.0.101.12-1, dated October 31, 2014 <u>June 25, 2020</u>	
EFFECTIVE:	June 26, 2020 <u>September 18, 2020</u>	
BOARD APPROVAL:	June 25, 2020 <u>September 17, 2020</u>	
LAST REVIEW:	June 25, 2020 <u>September 3, 2020</u>	

I. PURPOSE:

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

II. DEFINITIONS:

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

III. POLICY STATEMENT:

General

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

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

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

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

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

The President/CEO may also approve allowable support services to be adjusted on limits for amounts and frequency during a declared health pandemic, economic condition/crisis, or a natural disaster, for program eligible participants.

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.

[Short-Term Educational and Work Readiness Services \(STEWRS\)- Actual Costs to prepare program eligible participant for unsubsidized employment and increase employability. Short-Term is defined as six months or less. These services may be provided by an approved vendor identified via a set protocol by the board professionals such as a Request for Application \(RFA\) process. The RFA process will require approved vendor\(s\) to be active and in good standings with TWC's Career Schools & Colleges at all times. Those vendors in an "exemption" status will not be considered. The approved STEWRS vendor list will list: services cost, length, enrollment contact, location of](#)

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.132

DATE: 4/26/2007
REVISION: 06/2509/17/2020

services, in person, hybrid or virtual services, type of a credential, certification, and skill to be obtained. Allowable maximum cost will be actual cost reflected on approved vendor list. Justification for these types of services must be justified and evident in counselor notes, TWIST Tracking, and support services documentation. Career Center Staff must not deviate from approved vendor list limits. STEWRS may be provided as a One-Time Expense, which is defined as a single payment/purchase, no greater than the established maximum amount, and received once in a twelve-month period .

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 ride-sharing services, 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.

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.

Communication Expenses- expenses necessary to assist towards the cost of telephone, cell phone and internet charges. Amount will be applied to basic plans, not additional added features costs.

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 include those listed on Attachment A- Support Services Limits, Allowable Support Services Column. . More expensive items such as tools and work boots will require verification from the employer that these items are required.

Service Provider(s) must have in place the directive in place outlining the procedures for advancement or reimbursement payments.

Support Services Not Allowed

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

Limits and Other Support Services

Exception requests for supportive services that exceed Board limits may be submitted to Board President/CEO, Deputy Director, or designee. These requests must be submitted **prior to** payment request with written justification on a case by case basis.

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

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

The President/CEO may also approve allowable support services to be adjusted on limits for amounts and frequency during a declared economic condition/crisis and/or a natural disaster, for program eligible participants.

Methods of Payment

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

Service Provider must ensure protocols are in place for issuing support services to an individual

other than the participant. At a minimum these protocols must address hardship or extenuating circumstances to document the issuance.

Termination of Support Services

Support services are terminated based on the following reasons:

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

Overpayment

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

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

Contracted Service Provider Action Required

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

M. PROCEDURES:

Determination of Need

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

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

- Determination of the individual's financial need for the service(s);
- Justification of service(s);
- Support of the final decision to provide or deny requested service(s);
- Assurance that the amounts paid for the various allowable support service items are reasonable and consistent with Board, Federal and State regulations;
- Provisions to ensure services being paid for are not otherwise reasonably available to the individual from other resources;

- Provisions to ensure the financial information provided by the individual is reasonably accurate;
- Requirements that a re-assessment and update of participants' financial data be complete prior to issuing a new voucher for support services; and
- Requirements for recurrent payments, such as transportation, child care, etc., to ensure continued receipt of support contingent on training attendance and/or performance.
- Assessment and determination to issue allowable post-employment/retention support services must be documented for funding streams allowing post-employment/retention support services.

Documentation

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

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

V. RELATED POLICY INFORMATION:

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

- a. Texas Workforce Commission Workforce Investment Act (WIA) Rules: 40 TAC Chapter 841
- b. Texas Workforce Commission Choices Rules: February 2020
- 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, 2108 and effective July 6, 2018, revised April 2020 and effective April 3, 2020.
- h. U.S Department of Labor Training and employment guidance Letter WIOA No.19-16, issued March 1, 2017
- i. U.S. Department of Labor Training and employment guidance Letter WIOA No. 21-16, issued March 2, 2017
- j. Texas Workforce Commission- Trade Adjustment Assistance Guide, issued May 2020.
- 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.
- l. Workforce Development Division- Technical Assistance Bulletin 293, dated January 14, 2020

VI. RESPONSIBILITIES:

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

Contracted Service Providers shall ensure that appropriate procedures are implemented and that 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

Service Provider Staff

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 400; 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 board policy 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 \$1,500; One-Time Expense;
Test/Certification Fees/GED	YES	Maximum - Current Rate; One-Time Expense
Short Term Educational and Work Readiness Services(STEWRS)	YES	Actual Cost Listed on Board Approved List; One-Time Expense.
Utilities	YES	Maximum - up to \$750; 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
Communication Expenses: Telephone, cell phone, internet services.	YES	Maximum- to \$75 or actual cost, whichever is lower. No deposit, no late fees allowed: One-time expense

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

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VIII – 5. Target Occupation List

BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to 2018-2019 Target Occupation List (TOL). Updates and how data is collected and analyzed for revisions will be presented.

2019-2021 TOL- Attached.

RECOMMENDATION

Board Professionals recommend the approval TOL as amended.

Targeted Occupations List 2019-2021

The targeted occupations list is developed by Workforce Solutions of the Coastal Bend (WFSCB) to identify the most effective use of local workforce development resources. Sources of information for the target list are local area employers, economic development entities, chambers of commerce, community partners, Texas Workforce Commission labor market information specific to the Coastal Bend region, and knowledge gained from continuous contact with the above sources.

Significant occupational factors include; current and projected employment in the occupation, a self-sufficiency wage, and specific vocational preparation time for the occupation, usually less than two years. Employment demand for the occupation offers reasonable expectation of employment following vocational preparation. The list does not include other higher paying jobs for which longer vocational preparation is required.

The range in the listed training period is only an estimate and in some cases may represent classroom training, on-the-job training or a combination of both. The typical limit of vocational training funded by WFSCB is less than two years. Occasionally WFSCB may fund the last year or two of a longer program with the understanding that the trainee is job ready at the end of the funded training.

WFSCB uses this list for approved training provided to workforce program-eligible participants. Job seekers must visit our centers to determine eligibility for training through Workforce Solutions of the Coastal Bend. Eligibility is not an entitlement to funding. Training providers must apply to the State's Eligible Training Provider System (ETPS) to provide training services funded by WFSCB for the listed occupations.

When funds are available for incumbent worker or on-the job training, employers may apply to WFSCB for such training. Although incumbent worker and on-the-job training do not require the occupation to be listed on the targeted occupations list, priority will be given to employer applications for training in the listed occupations. Funded on-the-job training wage reimbursement is limited to one to three months due to the expense of the training. Incumbent worker training does not include employee wages and may be longer than three months.

Certain occupations listed may show an entry level wage less than \$12.00 per hour, but are in high demand in the region. Training for these positions should be provided only as part of a career ladder. Training is available for Armed Security Guards only. Training for elementary school teachers does not include childcare workers. CDA training may be available through childcare funding.

Emerging Technologies and occupations related to wind energy, environmental technology, alternative fuels, alternative product uses and reuses has been included on the list. This category of occupations is designated in anticipation of new and evolving commercial technologies. Occupations must require more than simple demonstration training and pay at least \$12/hour to be eligible for workforce training funds.

For more information about Targeted Occupations, Eligible Training Provider Applications, and Workforce Programs contact 1.888.860.JOBS(5627) or your local Workforce Solutions Career Center.

Workforce Solutions of the Coastal Bend

520 N. Staples / Corpus Christi, Texas 78401 / Phone 361.885.3016 Fax 361.885.3025

www.workforcesolutionscb.org / 1-888-860-JOBS (5627)

Equal Opportunity Employer / Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 1.800.735.2989 (TDD) 1.800.735.2984 or 7-1-1 (Voice)

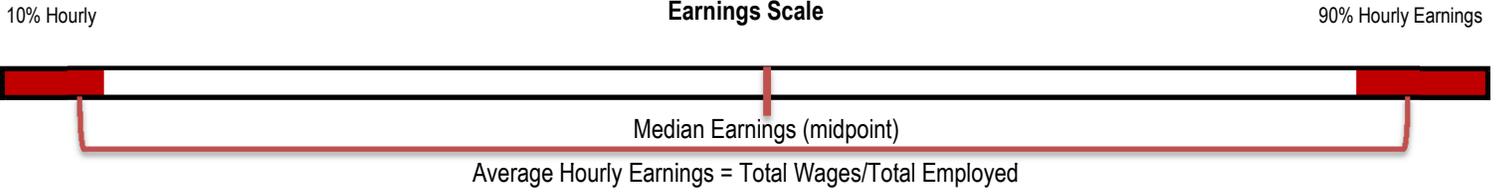
Targeted Occupations List 2019-2021

SOC	Description	2019 Jobs	Lowest 10% Hourly Earnings	Avg. Hourly Earnings	Median Hourly Earnings	Highest 10 % Hourly Earnings
Construction and Industrial						
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	518	\$14.39	\$22.74	\$22.19	\$32.92
53-5021	Captains, Mates, and Pilots of Water Vessels	126	\$9.39	\$27.67	\$23.20	\$46.39
47-2031	Carpenters	957	\$14.80	\$19.24	\$18.51	\$25.66
51-8091	Chemical Plant and System Operators	270	\$32.98	\$41.00	\$42.30	\$48.44
53-7021	Crane and Tower Operators	435	\$22.05	\$32.97	\$32.27	\$40.39
17-3023	Electrical and Electronics Engineering Technicians (Instrumentation, UAS Pilot)	218	\$25.80	\$35.00	\$34.66	\$44.94
47-2111	Electricians	1,435	\$15.41	\$23.97	\$24.18	\$32.23
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	540	\$14.64	\$22.68	\$22.39	\$32.02
53-3032	Heavy and Tractor-Trailer Truck Drivers	4,130	\$13.19	\$20.14	\$19.08	\$29.00
49-9041	Industrial Machinery Mechanics	1,078	\$15.36	\$25.93	\$25.26	\$38.15
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	657	\$11.76	\$26.82	\$26.30	\$43.23
51-4041	Machinists (including CNC)	548	\$15.98	\$26.20	\$27.01	\$35.30
47-2073	Operating Engineers and Other Construction Equipment Operators	1,935	\$15.46	\$21.24	\$20.65	\$29.11
51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	1,015	\$25.45	\$35.67	\$35.30	\$47.49
47-2152	Plumbers, Pipefitters, and Steamfitters	1,333	\$14.38	\$24.12	\$23.30	\$36.63
47-5012	Rotary Drill Operators, Oil and Gas	413	\$13.12	\$24.92	\$24.45	\$35.47
53-5011	Sailors and Marine Oilers	163	\$7.99	\$17.27	\$15.99	\$29.04
51-4121	Welders, Cutters, Solderers, and Brazers	1,887	\$16.09	\$24.79	\$23.05	\$37.69
Business						
13-2011	Accountants and Auditors	1,462	\$22.32	\$34.81	\$32.06	\$53.94
17-3011	Architectural and Civil Drafters	246	\$17.31	\$25.64	\$24.76	\$35.40
43-3031	Bookkeeping, Accounting, and Auditing Clerks	2,498	\$11.37	\$18.65	\$18.26	\$27.09
43-6011	Executive Secretaries and Executive Administrative Assistants	467	\$16.39	\$24.47	\$23.43	\$34.21
11-1021	General & Operations Managers	4,054	\$16.10	\$45.61	\$36.29	\$88.14
43-6013	Medical Secretaries	1,901	\$11.07	\$14.90	\$14.06	\$19.65
23-2011	Paralegals and Legal Assistants	444	\$15.60	\$22.72	\$21.83	\$31.23
21-1093	Social and Human Services Assistants	503	\$11.71	\$17.42	\$17.24	\$23.81
Information Technology						
15-1244	Network and Computer Systems Administrators	455	\$17.18	\$30.27	\$28.94	\$46.51
15-1151	Computer User Support Specialists	619	\$12.25	\$22.38	\$20.08	\$31.11
Education						
25-2021	Elementary School Teachers	2,632	\$19.97	\$28.86	\$29.01	\$38.12
25-2022	Middle School Teachers	1,260	\$20.16	\$29.29	\$29.89	\$38.25
25-2031	Secondary School Teachers	2,056	\$20.02	\$28.85	\$29.11	\$38.21
Health Care						
29-2041	Emergency Medical Technicians and Paramedics*	461	\$10.72	\$22.15	\$21.80	\$28.25
29-2061	Licensed Practical and Licensed Vocational Nurses	1,734	\$16.90	\$22.15	\$21.80	\$28.25
29-2018	Clinical Laboratory Technologists and Technicians***	467	\$11.91	\$20.45	\$19.97	\$30.90
31-9092	Medical Assistants	1,490	\$10.76	\$14.16	\$14.03	\$18.25
29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists*	496	\$11.80	\$17.50	\$16.24	\$26.11
31-1131	Nursing Assistants	2,091	\$10.16	\$13.41	\$13.00	\$17.54
19-5011	Occupational Health and Safety Specialists*	502	\$22.39	\$36.00	\$35.85	\$49.16
31-9097	Phlebotomists	175	\$12.44	\$16.21	\$16.51	\$19.92
31-2021	Physical Therapist Assistants	196	\$22.81	\$33.42	\$32.87	\$43.30
29-2034	Radiologic Technologists	560	\$20.53	\$33.75	\$27.36	\$41.94
29-1141	Registered Nurses	4,414	\$21.82	\$31.88	\$32.64	\$41.25
Public Service						
33-3012	Correctional Officers and Jailers	1,453	\$13.76	\$17.95	\$17.29	\$22.55
33-2011	Firefighters	675	\$17.14	\$25.34	\$23.54	\$38.95
33-3051	Police and Sheriff's Patrol Officers	1,544	\$11.17	\$25.83	\$25.05	\$39.26
33-9032	Security Guards**	1,319	\$8.85	\$14.08	\$13.06	\$18.40
Miscellaneous						
49-3011	Aircraft Mechanics and Service Technicians	1,092	\$26.85	\$31.76	\$32.01	\$37.86
49-3021	Automotive Body and Related Repairers	183	\$14.00	\$22.53	\$21.94	\$30.52
49-3023	Automotive Service Technicians and Mechanics	1,094	\$9.96	\$19.58	\$18.58	\$30.93
49-9081	Wind Turbine Service Technician	52	\$23.25	\$33.64	\$32.64	\$46.38
99-9999	Emerging Technology Occupations					

Source: QCEW Employees, Non-QCEW Employees - EMSI 2020.3 Class of Worker

New Occupation added due to new projected growth data Increase in Jobs or Wages Decrease in Jobs or Wages *Change to SOC code **Armed Security Guards only

*** New Occupation is a hybrid of (29-2011) Medical and Clinical Laboratory Technicians / (29-2012) Medical and Clinical Laboratory Technologists



INFORMATION ONLY

IX - 1a. Services to Workers – Policy Review Schedule

BACKGROUND INFORMATION

Board Staff will be presenting Policy Review Schedule- As of September 2020

Policies Updated for review, recommended for Approval:

2-Policies - February 2020

1-Policy- May 2020

1-Policy- June 2020

4-Policies – September 2020

Attachment: Policy Review Schedule.

Policy Review Schedule-2020

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
Board Administration		
	1.0.100.01	Responsibilities of the Local Workforce System
	1.0.101.01	Standards of Conduct and Conflict of Interest
	1.0.102.01	Policy Development
	1.0.103.02	Open Meetings Policy
	1.0.104.02	Public Information Policy
	1.0.105.01	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
	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.01	Anonymous Complaints and Communications
	1.0.116.01	Approval Process for Micro-Purchases
	1.0.117.00	Firearms and Weapons Restrictions of WFSCB Premises
Workforce Programs		
	4.0.100.06	Incentives/Stipends
06.25.2020, 09.17.2020	4.0.101.13	Support Services
	4.0.102.02	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
	4.0.107.03 (Annual)	Determination of Self-Sufficiency
09.17.2020	4.0.109.02	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.04	Customer File Documentation
06.25.2020	4.0.113.05	OJT, Subsidized Employment, and Customized Training
09.17.2020	4.0.115.06	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
	4.0.118.02	Accessibility
	4.0.120.04	Limited English Proficiency (LEP)
	4.0.121.03	Reasonable Accommodations
	4.0.122.02	Outreach
WIOA		

Policy Review Schedule-2020

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
	4.0.124.00	Documentation and Verification of Work Activities: Choices/SNAP E&T
	4.1.101.02	Follow-Up Services for WIOA Adults & Dislocated Workers
	4.1.103.01	Youth Eligibility Criteria
02.20.2020	4.1.104.05	Individual Training Accounts (ITAs)
09.17.2020	4.1.105.01	Apprenticeship Programs
Choices		
	4.2.100.02	Service Strategies
Child Care		
	4.3.100.06	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
	4.3.105.01	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.03	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		
05.07.2020	4.5.100.07 (Annual)	Work Search Requirement
Quality Assurance & Monitoring		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
Property & Facilities		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
	6.0.101.01	Emergency Management & Business Recovery/Continuity of Operations Plan
	6.0.102.01	Accessibility for Persons with Disabilities
Information Technology & Data Management		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
Public Relations		
	8.0.100.02	Strategic Marketing Standards and Guidelines

INFORMATION ONLY

IX – 1b. Services to Workers – Program Updates & COVID-19

BACKGROUND INFORMATION

Board Staff will provide updates on impact to programs and grants, revamping on service delivery, and continuous progress for implementation of virtual services. Matrix provides updates as of August 15, 2020. Details and subsequent changes will be presented at committee meeting.

Programs/Grant/Project	Significant Changes	Funding
1. CHOICES, WIOA, SNAPE&T, NCP.	CHOICES/SNAP- No sanction requests for lack of response/participation. WIOA- No changes to regulations.	Remains same for remainder of program year.
2. WIOA Statewide Funds.	No changes	Remains. TWC Extended Grant end date to August 2021.
3. Texas Internship Grant, Summer Earn and Learn (SEAL), Educator Externship.	Cancelled for 2020.	SEAL may be funded in 2021. Educator Externship funding currently available for 2021.
4. Women's Entrepreneur – WE Summit.	Planning underway to deliver a version of WE, focusing on Small Business and impact of COVID-19	Remains.
5. YOU CHOOSE! Career Expo	Grant to be extended to April 2021. Request has been made to TWC.	Remains- TWC may extend grant end date to April 2021.
6. Red, White and You! Veterans Hiring Fair	Scheduled for November 5, 2020	Remains. Calling All Employers! Marketing Campaign and planning currently taking place.
7. Trade Adjustment Act(TAA), Rapid Response(RR), Employment Services(ES) and Reemployment and Eligibility Assessment(RESEA)	ES and RESEA- Work Search Requirements waived effective March 15.	Remains- WFSCB submitted capacity information to TWC in order to receive appropriate allocations to deliver critical services to Unemployment Claimants via the RESEA Program.
8. Hurricane Harvey Relief Employment	No Changes	Grant scheduled to end December 2020.

1. Opportunities for new funding sources:

- National Dislocated Worker (NDW)-COVID Grant 73K. Contact Tracer and Investigators Positions. Funds may support 5-6 Placements.
- Skills Development Fund (SDF)-COVID Grant 115K. Collaboration with Del Mar College, TEEX, and Virtual Learning & Development Coalition.
- WIOA Statewide-COVID Grant 183K. For Rapid Response Services and Operation's needs.
- TWC Lead Initiative- Skill-Up America. No Cost to unemployment claimants, virtual training via Metrix. 400 registered in Coastal Bend.
- Reimagine Workforce Grant- TWC Applying for Funds, Department of Education. Short Term Training. WFSCB will participate once TWC is awarded funding, 20Million for state.
- OPIOD Grant- Department of Labor (DOL). TWC Submitted Application December 2019. DOL will provide update in September to TWC. 225 Participants/4 years.

2. Operation of Career Centers:

- Workforce Insider –August 2020 Publication released Friday August 21st by WFSCB Public Relations Department.
- C2GPS career center staff working remotely from home once again; for a brief time C2GPS career center staff reported to work at certain career centers and provided services by appointment. Upon increase of COVID-19 Cases in the Coastal Bend in July, the operations team reactivated the virtual services and work remotely plans. Services still available in person such as: Sunrise and Staples Career, limited number of staff reports to Staples Career Center on Wednesdays to issue out support services. Rural Career Centers (Sinton, Beeville, Kingsville, Alice) alternate weeks to issue support services to participants as well.
- Five Customer Services Representatives (CSR) serve as operators, answering phones inbound calls for Staples and Sunrise Career Centers. For Rural Career Centers, one operator per center is assigned. Virtual services such as eligibility, assessments, enrollments, case management and follow-up continue via phone, ZOOM, TEAMS, text messaging, DocuSign, E-mail. In cases where customer is in need of in person guidance C2GPS management will allow for meeting to take place. These cases include the customer struggling with technology and/or documentation such as Authorization to Work cannot be validated virtually. Employer Services provided by Business Solutions Unit (BSU) - Hiring events, Rapid Response, Job Postings, UI and Employment Services related questions continue to be answered by BSU. 2 BSUs are assigned to answer the phone calls live, assess, and route the employer accordingly.
- Assessing Staffing levels, 3FTEs continue to assist TWC with UI Claimants, in May there were 11 FTEs assigned to this project.
- Vacancies as follows: 2 Supervisors (Alice & Sinton), 3 Career Counselors, 2 CSRs, and 1 Participant Service Tech. C2GPS, actively recruiting to fill these positions.
- C2GPS continues to use this time to provide staff training in all areas of Service Delivery and Program Specifics.

3. Unemployment Insurance by the numbers:

- To be presented during agenda item: Local Labor Market Information-Jobs and Employment Report.

INFORMATION ONLY

IX - 2. Jobs & Employment Report

BACKGROUND INFORMATION

Labor Market Intelligence Update

- Labor Market Information – Local Labor Market Information for July 2020.
 - Labor Market Intelligence Update:

The Coastal Bend Region posted an unemployment rate of 10.3% with over 26,000 workers out of work in July 2020 according to the latest Labor Market Report from the Texas Workforce Commission.

Of the 11 counties in the Coastal Bend, Duval County posted the highest unemployment rate at 13.6% followed by Brooks County at 11.8%.

As many Coastal Bend residents remain out of work, new training opportunities are available to help recently unemployed residents take charge of their future and prepare to get back to work. The Texas Workforce Commission launched the Metrix Online Learning Platform which provides free unlimited access to more than 5,000 courses broken into 30- to 60-minute modules such as Microsoft Office, Adobe, Quickbooks and many more. To sign up today, please visit <https://tx.metrixlearning.com/landing.cfm>.

As a direct result of the COVID-19 Pandemic, Virtual Hiring Events have become more common place in the Coastal Bend. WFSCB's next big Coastal Bend Virtual Hiring Event is scheduled on August 26, 2020 from 8:00 a.m. - 5:00 p.m. Over 30 employers with more than 600 job openings have signed up and are looking to hire with potential job offers being made the day of the event. Some of our valued employers participating include:

Brookdale Senior Living

Corpus Christi Regional Transportation Authority

Goodwill Industries of the Coastal Bend

Gulf Stream Marine

Corpus Christi Independent School District

Truckers World

If you would like to begin your job search now, WorkInTexas.com can help those who are unemployed find a career path 24/7. With over 6,000 jobs available in the Coastal Bend, employers are ready to hire workers today. To learn more about WorkInTexas.com, check out this video from the Texas Workforce Commission.

Workforce Professionals are available and ready to virtually assist customers with their job search from 8:00 a.m. - 5:00 p.m., Monday through Friday. VIRTUAL SERVICES ARE AVAILABLE. Please call or text (361) 882-7491 for assistance.

Visit <https://www.workforcesolutionscb.org/calendar/> as well as our Facebook, Twitter, LinkedIn Pages to get the most up-to-date information on upcoming Virtual Hiring Events in WorkInTexas.com.

- 11-County COVID-19 Economic Reports – First launched in May 2020 to inform the Chief Elected Officials Council of the direct impact that COVID-19 has had in their counties and their workforce.

BACKGROUND

Local labor market information for July 2020 is included on the following pages.

Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data July 2020						Previous Monthly Data June 2020				Year Ago July 2019			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	159,870,000	143,532,000	16,338,000	10.2	-0.9	6.5	157,932,000	142,182,000	17,750,000	11.1	163,373,000	157,346,000	6,027,000	3.7
Texas	State	13,821,40	12,720,317	1,101,083	8.0	-0.4	4.5	13,794,279	12,639,427	1,154,852	8.4	14,042,579	13,555,554	487,025	3.5
Corpus Christi	MSA	201,053	180,934	20,119	10.0	0.2	5.8	200,466	180,820	19,646	9.8	207,702	199,023	8,679	4.2
Coastal Bend	WDA	257,543	230,975	26,568	10.3	0.1	5.6	256,328	230,238	26,090	10.2	263,158	250,899	12,259	4.7
Aransas	County	9,074	8,273	801	8.8	-0.1	4.2	9,029	8,225	804	8.9	9,427	8,992	435	4.6
Bee	County	9,839	8,744	1,095	11.1	-0.4	6.3	9,814	8,689	1,125	11.5	9,740	9,273	467	4.8
Brooks	County	2,627	2,316	311	11.8	0	5.1	2,617	2,309	308	11.8	2,616	2,442	174	6.7
Duval	County	4,968	4,293	675	13.6	0.2	8.7	4,937	4,276	661	13.4	4,948	4,708	240	4.9
Jim Wells	County	17,128	14,730	2,398	14	0.1	8.9	17,040	14,672	2,368	13.9	16,818	15,954	864	5.1
Kenedy	County	183	172	11	6	-0.1	0.7	181	170	11	6.1	207	196	11	5.3
Kleberg	County	13,210	11,957	1,253	9.5	0.1	4.5	13,145	11,913	1,232	9.4	13,138	12,486	652	5
Live Oak	County	5,462	5,037	425	7.8	0.2	4.5	5,430	5,015	415	7.6	5,698	5,508	190	3.3
Nueces	County	162,998	146,819	16,179	9.9	0.2	5.5	162,175	146,407	15,768	9.7	167,471	160,113	7,358	4.4
Refugio	County	3,073	2,792	281	9.1	-0.1	5.1	3,050	2,770	280	9.2	3,144	3,019	125	4
San Patricio	County	28,981	25,842	3,139	10.8	0	5	28,910	25,792	3,118	10.8	29,951	28,208	1,743	5.8

(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):

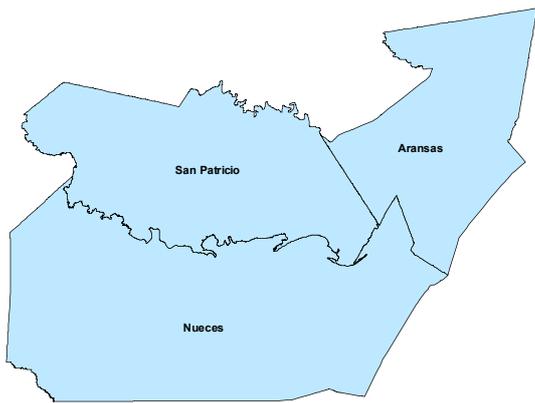
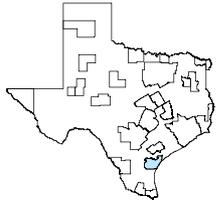
Less than 9th grade	8.7%	12th grade & GED	27.7%	Associates degree	7.0%	Graduate or Professional degrees	8.4%
9th thru 11th grade	9.3%	Some College	25.1%	Bachelors degree	13.8%		

- 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		

Corpus Christi MSA

July 2020

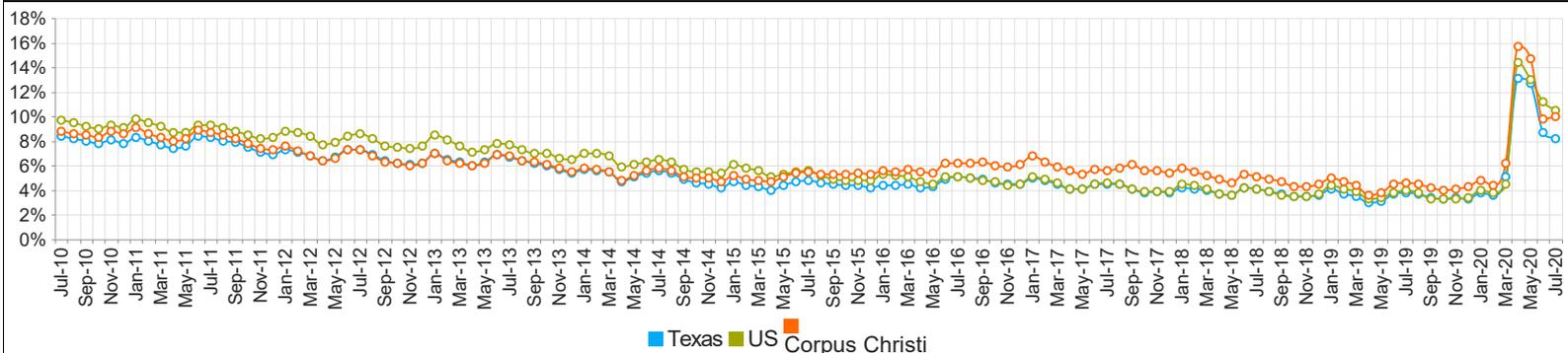


MSA Labor Force Statistics				
	Jul-20	Jun-20	Jul-19	Yearly Change
Civilian Labor Force	201,053	200,114	206,849	-5,796
Employed	180,934	180,424	197,313	-16,379
Unemployed	20,119	19,690	9,536	10,583
Unemployment Rate	10.0%	9.8%	4.6%	5.4%

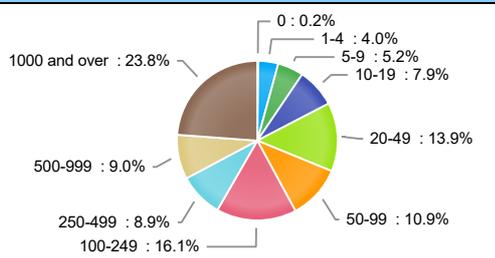
Texas Labor Force Statistics				
	Jul-20	Jun-20	Jul-19	Yearly Change
Civilian Labor Force	13,846,028	13,804,456	14,064,960	-218,932
Employed	12,705,927	12,606,499	13,524,473	-818,546
Unemployed	1,140,101	1,197,957	540,487	599,614
Unemployment Rate	8.2%	8.7%	3.8%	4.4%

US Labor Force Statistics				
	Jul-20	Jun-20	Jul-19	Yearly Change
Civilian Labor Force	161,374,000	160,883,000	164,941,000	-3,567,000
Employed	144,492,000	142,811,000	158,385,000	-13,893,000
Unemployed	16,882,000	18,072,000	6,556,000	10,326,000
Unemployment Rate	10.5%	11.2%	4.0%	6.5%

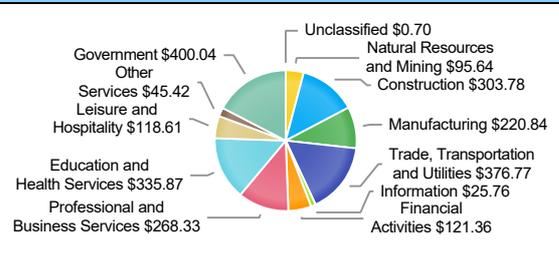
Historical Unemployment Rates



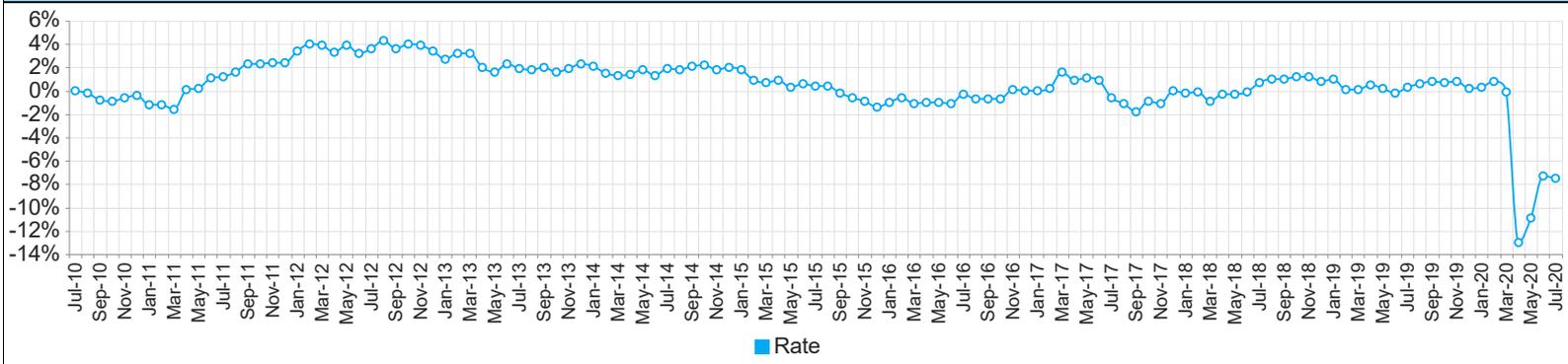
Employment by Size Class (1st Quarter 2020)



Wages by Industry (in millions) (1st Quarter 2020)



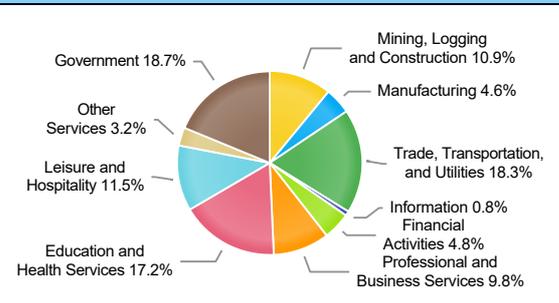
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (July 2020)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	178,800	-0.9%	-7.5%
Mining, Logging and Construction	19,500	1.0%	-19.4%
Manufacturing	8,300	1.2%	-2.4%
Trade, Transportation, and Utilities	32,700	-1.2%	-0.9%
Information	1,500	0.0%	0.0%
Financial Activities	8,600	2.4%	0.0%
Professional and Business Services	17,600	2.3%	-4.3%
Education and Health Services	30,800	0.0%	-4.3%
Leisure and Hospitality	20,600	-6.4%	-25.9%
Other Services	5,700	0.0%	-9.5%
Government	33,500	-2.0%	2.4%

Employment by Industry (July 2020)



Coastal Bend Workforce Development Area

July 2020



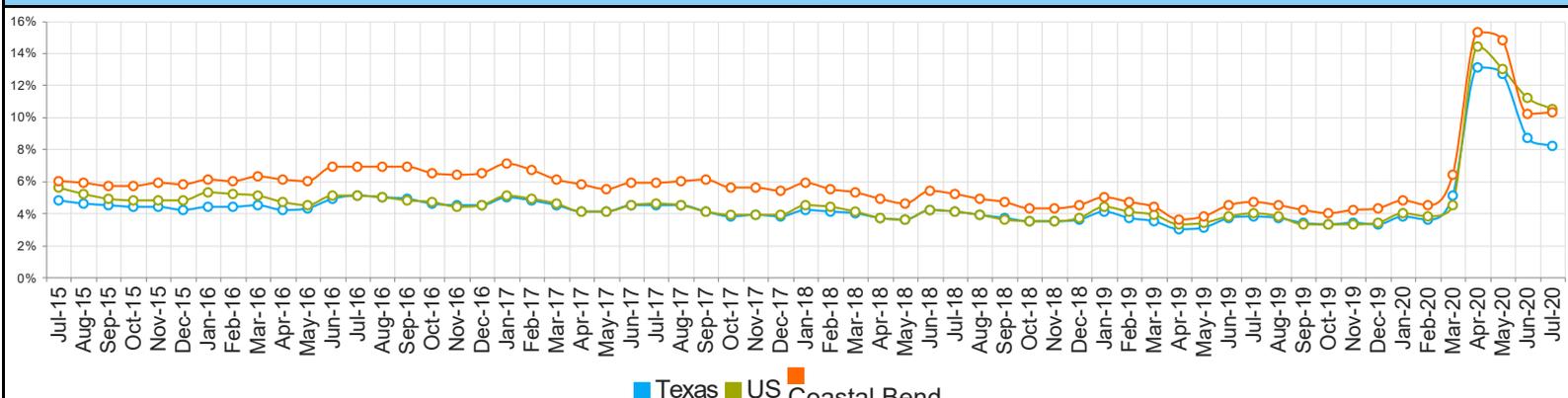
WDA Labor Force Statistics				
	Jul-20	Jun-20	Jul-19	Yearly Change
Civilian Labor Force	257,543	256,328	263,158	-5,615
Employed	230,975	230,238	250,899	-19,924
Unemployed	26,568	26,090	12,259	14,309
Unemployment Rate	10.3%	10.2%	4.7%	5.6%

Texas Labor Force Statistics				
	Jul-20	Jun-20	Jul-19	Yearly Change
Civilian Labor Force	13,846,028	13,804,456	14,064,960	-218,932
Employed	12,705,927	12,606,499	13,524,473	-818,546
Unemployed	1,140,101	1,197,957	540,487	599,614
Unemployment Rate	8.2%	8.7%	3.8%	4.4%

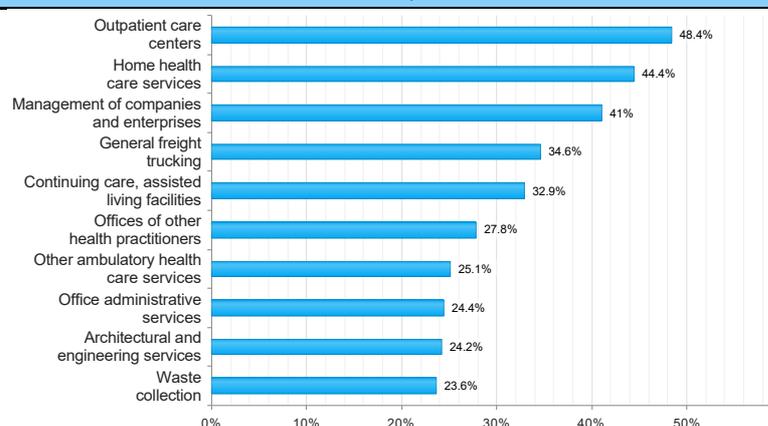
US Labor Force Statistics				
	Jul-20	Jun-20	Jul-19	Yearly Change
Civilian Labor Force	161,374,000	160,883,000	164,941,000	-3,567,000
Employed	144,492,000	142,811,000	158,385,000	-13,893,000
Unemployed	16,882,000	18,072,000	6,556,000	10,326,000
Unemployment Rate	10.5%	11.2%	4.0%	6.5%

Continued Claims for the Week of the 12th				
	Jul-20	Jun-20	Jul-19	Yearly Change
WDA	21,873	20,217	2,549	19,324
Texas	921,678	934,261	104,232	817,446

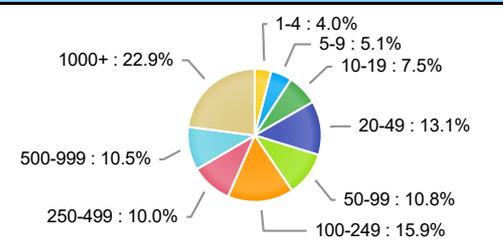
Historical Unemployment Rates



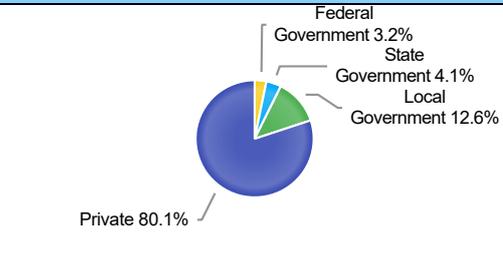
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2016-2026)



Employment by Size Class (1st Quarter 2020)



Employment by Ownership (1st Quarter 2020)



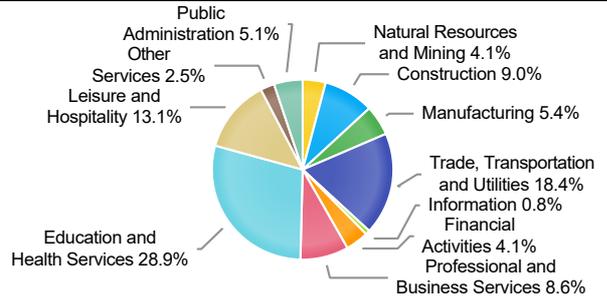
Average Weekly Wage (1st Quarter 2020)

	Q1 2020	Q4 2019	Q1 2019	Quarterly Change	Yearly Change
WDA	\$935	\$960	\$918	-\$25	\$17
Texas	\$1,232	\$1,187	\$1,204	\$45	\$28
US	\$1,222	\$1,185	\$1,183	\$37	\$39

Employment by Industry (1st Quarter 2020, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	9,756	4.1%	-7.0%	-12.3%
Construction	21,244	9.0%	-8.4%	-7.9%
Manufacturing	12,838	5.4%	0.5%	3.2%
Trade, Transportation and Utilities	43,351	18.4%	-0.3%	1.6%
Information	1,886	0.8%	-1.4%	-1.3%
Financial Activities	9,736	4.1%	-3.2%	-3.3%
Professional and Business Services	20,271	8.6%	-0.4%	-2.1%
Education and Health Services	68,298	28.9%	-0.6%	1.3%
Leisure and Hospitality	30,898	13.1%	-1.3%	0.0%
Other Services	5,788	2.5%	-0.6%	-1.2%
Public Administration	11,979	5.1%	-0.3%	2.0%

Employment by Industry (1st Quarter 2020)



INFORMATION ONLY

VII – 3. Performance Measure Update

BACKGROUND INFORMATION

Performance Update (June 2020 Final Release)

Summary

June 2020 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding two (2) measures, meeting eight (8) and not meeting five (5).

Board Contract Year 2020, ten (10) of the fifteen (15) measures are meeting or exceeding; five (5) measures not meeting on a Year-to-Date Performance Period. The measure criteria for BCY20 incentives have not been published. **Quartile 3.**

Explanation of Measures in **Negative Performance** for BCY 20

Performance Measure	Current Num/Den	Current % of Target	<u>Action Plan to improve to MP Status</u>
Credential Rate – C&T Participants	105/217	80.65%	As performance for BCY 20 nears closeout, final denominator reviews are being conducted for all 4 credential measures in negative performance. This review is to follow up on any credential attainments or exclusions that may have been missed. If identified, the data will be entered into TWIST with the supporting documentation and a DINT will be requested with TWC to ensure these cases are counted in our numerator. Furthermore, implementation of a closeout checklist by C2 will be shared with all staff which will assist in staff awareness of each case/customer who is closed out without successful attainment of credential attainment or employment and how this impact our BCY 21 performance. As these cases are identified by both management and staff, review of the expected follow up services necessary to ensure these customers obtain a successful completion.
Credential Rate – Adult	50/87	79.38%	
Credential Rate - DW	28/47	76.67%	
Credential Rate - Youth	18/48	82.42%	

Special Note: COVID-19 Impact for BCY 20

The following performance measures may be impacted by COVID-19 protocols that were implemented to ensure compliance with guidance from State and Federal authorities/entities.

1. Choices Full Work Rate - All Family Total
2. Avg # Children Served Per Day - Combined
3. Claimant Reemployment within 10 Weeks
4. # of Employers Receiving Workforce Assistance

Background

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

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

Reemployment and Employer Engagement Measures

N/A Claimant Reemployment Within 10 Weeks

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

N/A # of Employers Receiving Workforce Assistance

The number of employer reporting units served.

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

Program Participation Measures

MP 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)

MP Average Number Children Served Per Day - Combined

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

Special Note: In April 2020, TWC started a special short-term, COVID-19-related childcare program to serve the children of Essential Workers who might not normally qualify for subsidized childcare. Because this was a limited program that provided 3 months of care to all enrolled children of Essential Workers (regardless of the day they started care), TWC is reporting this data as the unduplicated number of children served through the program rather than the number per day.

WIOA Outcome Measures

MP Employed/Enrolled Q2 Post Exit – All Participants

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

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

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

+P Median Earnings Q2 Post Exit – All Participants

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

-P Credential Rate – All Participants

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

+P Employed Q2 Post Exit – Adult

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

WIOA Outcome Measures

-P Employed Q4 Post Exit – Adult

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

N/A Median Earnings Q2 Post Exit – Adult

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

MP Credential Rate – Adult

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

MP Employed Q2 Post Exit – DW

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

MP Employed Q4 Post Exit – DW

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

N/A Median Earnings Q2 Post Exit – DW

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

MP Credential Rate – DW

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

MP Employed/Enrolled Q2 Post Exit – Youth

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

MP Employed/Enrolled Q4 Post Exit – Youth

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

MP 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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE
As Originally Published 8/7/2020

JUNE 2020 REPORT

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
			Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	C&T Participants				Adult				DW				Youth			+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						
	Clmnt ReEmpl within 10 Weeks	Emplyrs Rcvg Wkfc Assist																					
Alamo	n/a	n/a	88.50%	98.83%	103.49%	102.86%	113.60%	124.52%	103.08%	99.72%	n/a	96.62%	100.09%	92.45%	n/a	105.27%	96.17%	99.28%	110.43%	3	11	1	93%
Borderplex	n/a	n/a	77.02%	94.29%	99.32%	99.99%	111.39%	132.08%	102.94%	96.58%	n/a	107.28%	99.09%	99.38%	n/a	100.67%	91.70%	95.01%	144.68%	3	10	2	87%
Brazos Valley	n/a	n/a	96.38%	94.58%	99.80%	99.11%	106.04%	114.38%	88.98%	94.57%	n/a	82.24%	105.86%	111.57%	n/a	115.13%	122.95%	94.88%	104.17%	5	7	3	80%
Cameron	n/a	n/a	82.88%	106.69%	108.99%	100.83%	110.28%	142.28%	94.66%	94.55%	n/a	105.17%	102.68%	90.53%	n/a	97.78%	96.17%	95.25%	78.10%	4	9	2	87%
Capital Area	n/a	n/a	75.18%	98.15%	105.30%	103.73%	112.28%	130.73%	107.26%	95.13%	n/a	111.70%	106.30%	98.57%	n/a	108.38%	112.95%	104.51%	107.59%	5	9	1	93%
Central Texas	n/a	n/a	92.82%	98.07%	94.55%	99.87%	106.62%	108.92%	103.36%	104.41%	n/a	128.91%	109.64%	92.90%	n/a	106.57%	93.19%	90.05%	97.38%	3	10	2	87%
Coastal Bend	n/a	n/a	74.64%	104.89%	102.46%	100.92%	112.62%	80.65%	110.06%	99.29%	n/a	79.38%	97.60%	99.50%	n/a	76.67%	99.03%	95.50%	82.42%	2	8	5	67%
Concho Valley	n/a	n/a	72.80%	97.63%	104.52%	99.54%	102.47%	136.37%	90.25%	101.56%	n/a	101.49%	121.91%	97.69%	n/a	112.99%	110.18%	91.71%	74.63%	4	9	2	87%
Dallas	n/a	n/a	76.74%	99.21%	101.33%	101.54%	109.99%	131.18%	93.22%	93.78%	n/a	106.98%	98.19%	95.72%	n/a	95.73%	97.65%	98.14%	119.72%	3	11	1	93%
Deep East	n/a	n/a	72.24%	96.89%	101.97%	98.64%	110.26%	139.67%	91.91%	90.73%	n/a	90.65%	90.84%	90.50%	n/a	117.11%	99.78%	99.06%	92.58%	3	11	1	93%
East Texas	n/a	n/a	76.38%	92.52%	103.20%	100.52%	106.32%	127.67%	103.98%	99.00%	n/a	94.26%	94.70%	99.86%	n/a	106.51%	103.40%	108.49%	111.04%	3	10	2	87%
Golden Cresce	n/a	n/a	96.56%	97.07%	109.84%	104.36%	116.66%	126.40%	104.97%	95.61%	n/a	97.35%	102.88%	97.92%	n/a	96.61%	90.08%	120.21%	152.44%	5	10	0	100%
Gulf Coast	n/a	n/a	76.34%	94.28%	96.01%	98.81%	107.81%	106.67%	96.68%	92.87%	n/a	90.70%	88.72%	82.26%	n/a	78.72%	94.89%	97.53%	127.85%	3	7	5	67%
Heart of Texas	n/a	n/a	83.88%	95.39%	104.68%	100.89%	104.37%	111.93%	107.78%	122.56%	n/a	89.49%	103.12%	113.88%	n/a	69.44%	111.72%	103.14%	80.37%	4	7	4	73%
Lower Rio	n/a	n/a	87.00%	102.18%	108.51%	98.58%	109.63%	135.83%	95.87%	98.65%	n/a	107.05%	98.90%	97.93%	n/a	98.29%	95.23%	101.39%	88.70%	3	10	2	87%
Middle Rio	n/a	n/a	69.16%	100.41%	103.93%	97.19%	101.68%	138.25%	94.02%	94.01%	n/a	92.57%	118.06%	105.27%	n/a	74.08%	98.35%	91.56%	123.90%	3	10	2	87%
North Central	n/a	n/a	74.70%	97.43%	97.23%	103.01%	118.29%	113.48%	98.66%	97.40%	n/a	89.58%	97.46%	96.32%	n/a	94.36%	103.86%	108.38%	124.77%	3	10	2	87%
North East	n/a	n/a	74.06%	100.62%	99.17%	100.95%	105.86%	122.15%	107.59%	110.90%	n/a	112.87%	98.96%	103.08%	n/a	75.17%	106.81%	91.13%	102.73%	4	9	2	87%
North Texas	n/a	n/a	67.24%	96.67%	100.00%	101.67%	103.93%	144.73%	100.00%	99.32%	n/a	117.40%	100.00%	111.11%	n/a	57.01%	87.82%	111.02%	105.75%	4	8	3	80%
Panhandle	n/a	n/a	98.92%	97.59%	104.49%	101.98%	108.63%	138.07%	108.90%	103.44%	n/a	96.44%	109.04%	110.11%	n/a	120.05%	96.50%	113.34%	100.19%	5	10	0	100%
Permian Basin	n/a	n/a	73.72%	99.28%	106.16%	100.04%	107.29%	122.22%	89.08%	83.52%	n/a	96.10%	116.32%	97.22%	n/a	91.79%	109.78%	122.55%	73.25%	5	6	4	73%
Rural Capital	n/a	n/a	79.68%	97.84%	105.32%	105.04%	114.63%	137.88%	101.17%	102.51%	n/a	108.57%	107.32%	101.44%	n/a	111.11%	100.68%	102.33%	122.73%	6	8	1	93%
South Plains	n/a	n/a	63.38%	105.27%	102.71%	99.15%	107.77%	145.83%	110.49%	108.05%	n/a	97.57%	121.00%	105.69%	n/a	106.28%	116.43%	125.23%	137.76%	8	6	1	93%
South Texas	n/a	n/a	82.38%	97.82%	97.99%	100.88%	94.68%	155.17%	95.86%	112.31%	n/a	107.72%	114.42%	111.73%	n/a	131.58%	126.92%	120.21%	115.58%	8	5	2	87%
Southeast	n/a	n/a	64.26%	98.19%	105.61%	99.61%	105.09%	120.62%	106.83%	103.21%	n/a	103.59%	101.89%	100.61%	n/a	121.86%	94.80%	96.61%	111.04%	5	9	1	93%
Tarrant	n/a	n/a	70.14%	97.03%	102.54%	102.45%	114.69%	128.02%	98.14%	94.01%	n/a	91.66%	91.10%	96.28%	n/a	88.19%	89.58%	92.64%	75.68%	2	9	4	73%
Texoma	n/a	n/a	71.00%	102.80%	103.58%	102.87%	105.41%	135.62%	102.71%	106.38%	n/a	101.79%	114.42%	111.11%	n/a	120.00%	100.71%	96.47%	94.53%	5	9	1	93%
West Central	n/a	n/a	76.48%	100.06%	98.77%	98.79%	105.10%	117.12%	100.26%	81.96%	n/a	90.05%	105.06%	83.48%	n/a	111.11%	104.08%	106.72%	109.89%	3	9	3	80%
+P	0	0	0	2	7	1	23	27	2	3	0	4	6	6	0	9	6	6	12	114			
MP	0	0	3	22	20	27	4	0	24	23	0	20	21	20	0	12	20	22	9	247			
-P	0	0	25	4	1	0	1	1	2	2	0	4	1	2	0	7	2	0	7	59			
% MP & +P	N/A	N/A	11%	86%	96%	100%	96%	96%	93%	93%	N/A	86%	96%	93%	N/A	75%	93%	100%	75%	86%			
From			10/19	10/19	7/18	1/18	7/18	1/18	7/18	1/18		1/18	7/18	1/18		1/18	7/18	1/18	1/18	From			
To			6/20	6/20	6/19	12/18	6/19	12/18	6/19	12/18		12/18	6/19	12/18		12/18	6/19	12/18	12/18	To			

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 8/7/2020
JUNE 2020 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		2	8	5	66.67%											
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 1	Claimant Reemployment within 10 Weeks	n/a	n/a	n/a	59.42%	N/L	N/L	63.81%	N/L	N/L	N/L	N/L	N/L	N/L	7/19	3/20
1	# of Employers Receiving Workforce Assistance	N/L	N/L	----	----	N/L	N/L	3,603	N/L	N/L	N/L	N/L	N/L	N/L	10/19	6/20

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

Program Participation Measures

TWC 2	Choices Full Work Rate - All Family Total	-P	74.64%	50.00%	50.00%	37.32%	59.23%	54.02%	36	100	50.22%	45.84%	15.92%		10/19	6/20
TWC 3	Avg # Children Served Per Day - Combined	MP	104.89%	2,967	2,967	3,112	2,834	2,302	609,872	196	2,946	3,209	3,183		10/19	6/20
3	# of EWC Children Served	---	----	----	----	526	n/a	n/a	----	----	----	----	----	----	4/20	6/20

3. In April 2020, TWC started a special short-term, COVID-19-related child care program to serve the children of Essential Workers who might not normally qualify for subsidized child care. Because this was a limited program that provided 3 months of care to all enrolled children of Essential Workers (regardless of the day they started care), TWC is reporting this data as the unduplicated number of children served through the program rather than the number per day.

WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	102.46%	69.00%	69.00%	70.70%	69.00%	68.48%	9,647	13,645	69.70%	70.04%	72.11%	71.05%	7/18	6/19
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	100.92%	84.00%	84.00%	84.77%	85.21%	84.35%	8,347	9,847	84.76%	85.33%	85.83%	82.98%	1/18	12/18
TWC	Median Earnings Q2 Post Exit – C&T Participants	+P	112.62%	\$5,433.00	\$5,433.00	\$6,118.59	\$5,669.16	\$5,514.25	n/a	9,103	\$5,734.81	\$5,750.98	\$6,324.82	\$6,582.99	7/18	6/19
LBB-K	Credential Rate – C&T Participants	-P	80.65%	60.00%	60.00%	48.39%	61.69%	54.88%	105	217	58.33%	53.97%	48.48%	34.62%	1/18	12/18
DOL-C	Employed Q2 Post Exit – Adult	+P	110.06%	78.80%	78.80%	86.73%	74.13%	80.52%	392	452	91.43%	80.65%	78.95%	88.51%	7/18	6/19
DOL-C	Employed Q4 Post Exit – Adult	MP	99.29%	80.10%	80.10%	79.53%	76.34%	83.19%	272	342	68.49%	74.63%	88.57%	77.42%	1/18	12/18
DOL-C	Median Earnings Q2 Post Exit – Adult	---	----	----	----	\$11,230.06	\$7,948.25	\$7,880.54	n/a	389	\$12,741.97	\$5,094.98	\$5,490.13	\$13,396.56	7/18	6/19
DOL-C	Credential Rate – Adult	-P	79.38%	72.40%	72.40%	57.47%	60.49%	44.27%	50	87	72.22%	68.18%	48.28%	44.44%	1/18	12/18
DOL-C	Employed Q2 Post Exit – DW	MP	97.60%	79.20%	79.20%	77.30%	80.19%	82.16%	143	185	74.07%	77.27%	72.73%	86.05%	7/18	6/19
DOL-C	Employed Q4 Post Exit – DW	MP	99.50%	80.50%	80.50%	80.10%	79.43%	83.24%	157	196	81.40%	83.64%	81.48%	72.73%	1/18	12/18

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

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 8/7/2020

JUNE 2020 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	Median Earnings Q2 Post Exit – DW	---	-----	-----	-----	\$7,745.68	\$7,859.47	\$8,383.75	n/a 142		\$8,722.65	\$6,617.64	\$7,070.82	\$7,599.38	7/18	6/19
DOL-C	Credential Rate – DW	-P	76.67%	77.70%	77.70%	59.57%	73.08%	74.00%	28 47		87.50%	69.23%	50.00%	41.67%	1/18	12/18
DOL-C	Employed/Enrolled Q2 Post Exit – Youth	MP	99.03%	73.20%	73.20%	72.49%	68.49%	68.18%	195 269		67.14%	79.31%	81.03%	66.27%	7/18	6/19
DOL-C	Employed/Enrolled Q4 Post Exit – Youth	MP	95.50%	71.30%	71.30%	68.09%	69.27%	66.12%	160 235		67.35%	67.24%	72.86%	63.79%	1/18	12/18
DOL-C	Credential Rate – Youth	-P	82.42%	45.50%	45.50%	37.50%	50.00%	55.13%	18 48		40.00%	43.75%	40.00%	25.00%	1/18	12/18

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

INFORMATION ONLY

IX – 4. Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

- COVID-19 Facilities Activities & Updates
- Career Center and Board Office Space

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.