



**WORKFORCE SOLUTIONS**  
of the Coastal Bend

## **Workforce Services Committee**

**November 12, 2020**  
**3:00 pm**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/81734271450?pwd=VUJydStOUTFBZDNTVXJQZnFrTlYvdz09>

**Toll Free Dial-In**

888 475 4499 US Toll-free

Meeting ID: 817 3427 1450

Passcode: 976576

[www.workforcesolutionscb.org](http://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

**A**ccountability – 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.

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

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

**I**ntegrity – 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.

**T**enacity – 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.

**U**nderstanding – We are serious and passionate about delivering our services with compassion and empathy.

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

**E**nthusiasm – 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

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## Workforce Services Committee Meeting

### Join Zoom Meeting

<https://us02web.zoom.us/j/81734271450?pwd=VUJydStOUTFBZDNTVXJQZnFrTlYvdz09>

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**November 12, 2020 – 3:00 pm**

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## AGENDA

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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	
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1. Policy#4.0.115.07- Program Non-Compliance: <i>Pam Ross</i> .....	9-15
2. Policy#4.0.103.04- Case Management: <i>Pam Ross</i> .....	16-21
VII. Information Only:	
1. Workforce Center Services.	
a. Policy Review Schedule: <i>Alba Silvas</i> .....	22-24
b. Program Updates: COVID- 19: <i>Alba Silvas</i> .....	25-26
2. Local Labor Market Information	
a. Jobs and Employment Report: <i>Amy Villarreal</i> .....	27-31
3. Performance Measure Update	
a. Board Contract Year 2020: <i>Andrea Byrd</i> .....	32-38

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### Equal Opportunity Employer/Program

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

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

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

4. Facilities Update: *Amy Villarreal*.....39

VIII. Adjournment

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

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

**Workforce Services Committee  
Roll Call Roster  
November 12, 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/89903567362?pwd=dGdpREg5SmRJYUJGZVpqMHdZbU9rZz09>

**Toll Free Dial-In**

**833 548 0282 US Toll-free**

**Meeting ID: 899 0356 7362**

**Passcode: 189114**

**September 3, 2020 – 3:00 pm**

**Committee Members**

**Present**

Ray De Los Santos, Jr., Chair  
Gary Allsup, Vice-Chair  
Randy Giesler  
Manny Salazar  
Michelle Flower

**Absent**

Travis Nelson  
Kari Kelley  
Sandra Julia Bowen  
Susan Temple

**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  
Missy Morrison, Workforce Solutions  
Heather Cleverley, Workforce Solutions  
Janet Neely, Workforce Solutions  
Ramsey Olivarez, C2GPS, LLC  
Shelly Key, C2GPS, LLC  
Rita Soto, C2GPS, LLC  
Debbie Dunn, C2GPS, LLC  
Kristi Vidaure, C2GPS, LLC  
Robert Gonzales, C2GPS, LLC  
Ricardo Munoz, C2GPS, LLC  
Joshua Sosa, C2GPS, LLC  
Hope Rangel, C2GPS, LLC  
Robert Reyna, C2GPS, LLC  
Elida Rangel, C2GPS, LLC

**Other Board Members Present**

Gloria Perez  
Victor M. Gonzalez, Jr.  
Vince Goodwine

**I. Call to Order**

Mr. De Los Santos, Jr. called the meeting to order at 3:00 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 May 7, 2020 Workforce Services Committee Meeting**

Mr. Allsup moved to approve the minutes of the May 7, 2020 Workforce Services Committee meeting. The motion was seconded by Mr. Salazar and passed.

**VI. Organizational/Operational Update from President/CEO or COO**

Mr. Trevino thanked the team at Workforce Solutions of the Coastal Bend for an incredible job from an organizational standpoint. Mr. Trevino mentioned we have been going through this since March. Mr. Trevino informed the board members that organizationally nothing has stopped we are still serving our customers to the best of our ability virtually. Mr. Trevino thanked C2 for their level of professionalism and delivering services to our customers throughout the Coastal Bend. We have asked C2 and our Child Service provider BakerRipley to prepare to come in staggered pods of 25% starting on September 14<sup>th</sup>. This will allow us to gear up to when Texas Workforce Commission starts to do job search again for the customers that are on Unemployment Benefits. Mr. Trevino stated we know at that point we will receive a lot of people coming into our offices. For the time being it will be by appointment only, he included all the protocols discussed over the summer will still be in place.

Mr. Trevino thanked the team members and C2 team members on the call. Mr. Trevino expressed how much gratitude he has for everyone for what they are doing in such a difficult time. We know as an organization the really heavy lift for us is still in front of us. Mr. Trevino acknowledged we have kept the pace, we have done all that we can during this time period and we have figured out some efficiencies that we think will be long term for this organization. Mr. Trevino included we know in the coming months, in this next year will be our time to shine and we are prepared for that. We are loading up for it, everyone knows what their job is and we know how to get that done. We are prepping up for it in terms of the level of capacity that we know that we are going to have both in from all summer long until when people to start going back to work. Mr. Trevino stated it is going to be the opportunity for us at Workforce to shine for the community. Mr. Trevino announced we are not getting so much pressure from the county judges, the mayor or elected officials at this point but we know that is coming because people are going to have to start hiring. We are starting to see that trend up a little bit and you will receive that information. Mr. Trevino mentioned Ms. Villarreal will share with everyone facilities information because all of those things we are working on prior to the pandemic are still in play.

**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**

Ms. Villarreal provided an update on the 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/Finance Committee (provided on pages 10-11 of the September 3 agenda packet)

Mr. Salazar moved to recommend to the Board of Directors to approve 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. The motion was seconded by Mr. Allsup and passed.

**VIII. Items for Discussion and Possible Action:**

1. Policy #4.0.109.02 – Credentials
2. Policy #4.0.115.06 – Program Non-Compliance
3. Policy #4.1.105.01 – Apprenticeship Training Programs

4. Policy #4.0.101.13 – Support Services

5. 2019-2021 Target Occupation List

Ms. Byrd, Ms. Ross, Ms. Cole, Ms. Silvas and Ms. Villarreal presented information on recommended updates to Board policies (included on pages 12-49 of the September 3 agenda packet). The updates reflect DOL final regulations and terminology changes.

Mr. Salazar moved to recommend approval of the revised policies as presented. The motion was seconded by Mr. Allsup and passed.

**IX. Information Only:**

1. *Workforce Center Services*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 50-52 of the September 3 agenda packet).

b. Program Updates: COVID-19

Ms. Silvas provided program updates: COVID-19 (included on pages 53-54 of the September 3 agenda packet).

Ms. Lee provided additional information on the program updates: COVID-19.

Mr. Goodwine recognized the team for a great presentation. Mr. Goodwine questioned as we go through and complete this fiscal year what challenges are we seeing from a funding or budgeting stand point if any.

Ms. Lee responded right now from a budgeting stand point because we are relatively flat or slightly increased we are not at risk at this point. Ms. Lee believes that the risk is basically making sure we can serve the participants with those funds due to pandemic challenges or anything that is going on in our local community.

Mr. De Los Santos, Jr. thanked the team for seeking out and aggressively going after these different funding sources. Mr. De Los Santos stated he does know if there is another Workforce group in the state of Texas that is quite as aggressive as the staff we have going after these things. Mr. De Los Santos stated he and the Workforce Committee are very thankful for their dedication to their work.

Mr. Trevino thanked and expressed his appreciation to Mr. De Los Santos, Jr. for acknowledging the team.

Mr. Goodwine echoed Mr. De Los Santos.

Mr. Trevino stated it is a credit to the team members they have a willingness to do that and we are very aggressive with it. Mr. Trevino mentioned he would compare us to any other board area, even the state would call us in particular and inquire if we would be willing to pilot this for them. Mr. Trevino announced there would be just a couple of boards that are in that category, 2 or 3 of us and that is credit to the team members and their willingness to take on that work to serve more customers in our region.

Mr. Goodwine echoed Mr. De Los Santos.

Ms. Key provided additional information on the operations of career centers.

2. *Local Labor Market Information*

a. Jobs & Employment Report

Ms. Villarreal presented local labor market information for July 2020 (included on pages 55-59 of the September 3 agenda packet).

3. *Performance Measure Update*

a. Board Contract Year 2020

Ms. Byrd presented the performance measure update for June 2020 (included on pages 60-65 of the September 3 agenda packet).

4. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 66 of the September 3 agenda packet).

**X. Adjournment**

The meeting adjourned at 4:04 pm.

## ITEM FOR DISCUSSION AND POSSIBLE ACTION

### VI. Board Policies

## BACKGROUND INFORMATION

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

#### **1. Policy #4.0.115.07- Program Non-Compliance.**

TWC revised the Supplemental Nutrition and Assistance Employment and Training (SNAP E&T) Guide based on legislative changes. This Board policy was brought forward to the Workforce Services Committee on September 3, 2020 to add changes to Timely and Reasonable attempt. This is the time frame that a customer in non-compliance can claim good cause, re-engage to participate or not contact and workforce staff initiates a penalty with the Texas Department of Health and Human Services (HHSC). Workforce staff was responsible to determine appropriate action during the 7 day Timely and Reasonable period.

An additional legislative change was added since the September meeting which designated (HHSC) to be responsible for the timely and reasonable period versus the workforce staff. Workforce staff is only responsible to initiate a penalty after the participant's 3-day grace period.

Other changes to the policy were made to provide additional direction for outreach and further explanation of what is an appropriate method of contact from a participant.

#### **2. Policy #4.0.103.04- Case Management.**

A TWC training for the Supplemental Nutrition Assistance Program (SNAP) provided guidance on the new legislative changes. TWC emphasized required Board policies for the SNAP program. The time frame for job retention services, minimum of 30 days and allowed up to 90 days, had to be defined by the Board. This was added to the case management policy as provides guidance on pre and post-employment services. Fidelity Bonding and WorkInTexas.com was also added as case management functions

## RECOMMENDATION

Board Professionals recommend the approval of policies as amended.



**POLICY**  
**-DRAFT**

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<b>CATEGORY:</b>	<b>Program Operations</b>	<b>No: 4.0.115. 067</b>
<b>TITLE:</b>	<b>Program Non-Compliance</b>	
<b>SUPERSEDES:</b>	<b>4.0.115.056 dated <del>December</del> February 21,</b>	
	<b><del>2018</del> <u>September 17, 2020</u></b>	
<b>EFFECTIVE:</b>	<b>September 18, 2020</b>	
<b>BOARD APPROVAL:</b>	<b><u>December 10</u></b>	
<b><del>September 17, 2020</del> DATE OF LAST REVIEW:</b>	<b><u>November 12, 2020</u></b>	
	<b><u>September 3, 2020</u></b>	

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**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:**

*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

*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.

*Initiating a penalty* – Workforce center staff’s notification to HHSC that a customer receiving TANF or SNAP is in non-~~compliance~~ ~~cooperation~~ with Choices (TANF) or

Policy Title: Program Non Compliance  
Policy Number: 4.0.115.076

Effective Date: ~~12/10/2020~~  
~~09/18/2020~~ Last Review:

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-~~compliance cooperation~~ – Choices or SNAP E&T participant does not respond to outreach notices or other appointments by close of business on date scheduled or failure to meet participation requirements which is day one of the timely and reasonable attempt timeframe. ~~fails to participate in accordance to the Employment Plan.~~

*OAG - Office of Attorney General*

*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-~~compliance 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:

##### A. Outreach – Choices and SNAP E&T

1. Recipients shall be informed of required information such as the right to appeal and consequences of failure to respond to the outreach notice,

1.2. Outreach letter must state the day the ABAWD reports to the

Policy Title: Program Non Compliance  
Policy Number: 4.0.115.076

Effective Date: ~~12/10/2020-~~  
~~09/18/2020~~ Last Review:

Workforce Solutions Office is the first day of job search.

~~2-3.~~ A second outreach letter is not required.

B. Timely and Reasonable Attempt - Choices

1. Timely and Reasonable for a Choices participant is a 7-day time period and is conducted by workforce staff,

2. Day 1 is the close of business on the date of non-cooperation or discovery of non-compliance, whichever occurs later,

~~2-3.~~

~~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 is in non-compliance 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,

~~6-5.~~ 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. Timely and Reasonable Attempt – SNAP E&T

1. Timely and Reasonable for a SNAP E&T participant is conducted by HHSC.

2. SNAP recipients have a three-day grace or compliance period beginning Day 1. Day 1 of the compliance period begins the day the recipient is in non-compliance with SNAP E&T requirements. Staff must not penalize a participant during this initial three-day compliance period. If there is no contact made with the participant on the fourth day, a penalty is initiated with HHSC.

3. Boards must use calendar days to calculate the compliance period. When the third day of the compliance period, or the fourth day when initiating a penalty, falls on a weekend or holiday, the third day moves to the next business day.

4. After a penalty is initiated on the fourth day, HHSC conducts the timely and reasonable attempt prior to imposing a penalty.

~~Determination of good cause is determined by HHSC for SNAP recipients in non-compliance and by workforce center staff for Choices.~~

~~C-D.~~ Data Entry – Choices and SNAP E&T

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-E.~~ Workforce staff must ensure that participants agree to a specific, preferred

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method of contact. Voice mail or text is considered appropriate only if the participant indicated that this was his or her preferred method of contact.

E.F. Good Cause

~~1. Determination of good cause is determined by HHSC for SNAP recipients in non-compliance and by workforce center staff for Choices.~~

Good cause claims for SNAP recipients before and after a penalty is initiated will be processed per TWC rules.

~~2.~~ 2.

~~3.~~ A Choices conditional applicant must be offered an opportunity to determine good cause in every month their 4 weeks of participation covers,

4.3.SNAP E&T - 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.

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**NCP 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

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.

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SNAP E&T

The 30 day grace period is when the participant is in compliance and may not be penalized.

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 Sections 811.13, 811.14, 811.15, 811.16

TAC Section 813.13

WD Letter 18-14 dated 7/6/12/2014 entitled Planned Gap in Service for Noncustodial Parent Choices Program

TWC Choices Guide-, revised February 2020 and all

subsequent revisions Texas Workforce Commission

TWC Noncustodial Parent Choices: A Comprehensive

Guide revised February 2020 and all subsequent revisions

TWC Supplemental Nutrition Assistance Program Employment and Training

Guide revised October 2020 and all subsequent revisions

40 TAC §800.58, .79, .92©, .121

Workforce Investment Act of 1998

TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth revised April 2020 and all subsequent revisions.

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

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~~VIII.VII.~~ DISTRIBUTION:

x Board of Directors  Board Staff  Contracted Career Center Staff

~~IX.VIII.~~ SIGNATURES:

Larry Peterson 09/17/2020  
Reviewed by EO Officer Date

Ken Trevino 09/17/2020  
President/CEO Date



POLICY-DRAFT

<b>CATEGORY:</b>	Workforce Programs- General	<b>No:</b>	4.0.103.0 <u>43</u>
<b>TITLE:</b>	Case Management		
<b>SUPERSEDES:</b>	4.0.103.0 <u>32</u> , dtd. <del>057.2447.20182014</del>		
<b>EFFECTIVE:</b>	<u>December 11, 2020</u>		
<b>BOARD APPROVAL:</b>	<del>May 25, 2018</del> <u>December 10, 2020</u>		
<b>DATE OF LAST REVIEW:</b>	<del>May 24, 2018</del> <u>November 12, 2020</u> <del>May 3, 2018</del>		

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**I. PURPOSE:**

The following policy outlines the requirements for Workforce Solutions of the Coastal Bend (WFSCB) Career Center staff providing case management to program participants in work search activities to obtain a job and job retention services to retain a job.

**II. DEFINITIONS:**

*Case Management*- The process by which comprehensive, unified, and timely services are provided to program participants. Because of the varied needs and barriers faced by program participants, this process will be individualized, customer-centered, and holistic so that it addresses the needs of individual clients within the family unit.

**III. POLICY STATEMENT:**

A. General – All Workforce Programs

Career Center Service providers for Workforce Solutions of the Coastal Bend may determine an organizational structure for providing case management to job seekers. Case management shall be provided by WFSCB Career Center staff that have been trained and demonstrate competency in required and specialized job functions.

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Case management will be based on the following principles:

**Customer Oriented** - Provision of quality services will be based on the individual needs and best interests of each customer, stressing ease of access and convenience, according to high standards of customer service.

**Individualized** - Services will be personalized, based on appropriate respect for the dignity and individual rights of each customer. This approach will help to develop a relationship of mutual trust and respect which fosters a cooperative relationship aimed at helping the customer gain independence as a contributing member of society.

**Consultative**- As much as possible, decisions will be made in consultation with the customer through consistent dialogue and input from the customer. WFSCB Career Center staff providing case management will assist customers in self-directed activities by demonstrating how to make

sound decisions based on knowledge of themselves and the world of work as well as understanding program rules, purposes of the assigned activities, and benefits of program participation. While the emphasis will be on such positive factors, customers will also be made aware of the consequences of failure to comply with federal/state laws, rules, and regulations.

**Confidentiality-** Customers' rights to privacy and confidentiality will be protected and customer information shared with other WFSCB staff or other service providers strictly on a need to know basis, according to federal/state rules and regulations and Board policy.

**Comprehensive-** Case management will provide close contact and monitoring of each customer's status, with appropriate intervention to ensure that there is compliance with program rules and requirements, support services are available to the customer to overcome barriers, and that the customer makes progress through allowable activities towards the ultimate goal of employment.

### Assessment

Ongoing assessments will be performed to determine the employability and retention needs of the customer, including wage advancement and career development. Assessments will also identify individuals with higher than average barriers to employment so those individuals may be referred to community-based organizations and other entities, to address the barriers; higher than average barriers may include individuals with such issues as, family violence, substance abuse, mental health and disability-related issues. Assessments shall include evaluations of strengths and potential barriers to obtaining and retaining employment, such as:

- 1) skills and abilities, employment, and educational history in relation to employers' workforce needs in the local labor market;
- 2) pre- and post-employment skills development needs to determine the necessity for job-specific training;
- 3) unmet housing needs and whether those needs are a barrier to full participation in the workforce and progressions to self-sufficiency;
- 4) support services needs; and
- 5) individual and family circumstances that may affect participation, including the existence of family violence, substance abuse, mental health, disability-related issues, or the need for parenting skills training.

### WorkInTexas.com

Workforce Solutions Office staff should complete the *Job Seeker Registration* information in WorkInTexas.com to identify occupational choices for which the job seeker qualifies. It is recommended that Workforce Solutions Office staff completes the registration information before the job seeker enters the job search activity. Workforce Solutions Office staff is responsible for helping the job seeker understand how to use WorkInTexas.com and the circumstances under which the job seeker should change or update his or her registration information.

### Training

If the skills assessment indicates that an individual requires job-specific training for placement in a job paying wages that equal or exceed the Board's identified self-sufficiency wage the service provider must, to the extent ~~that funds are available and to the extent~~ allowed under the applicable program, place the individual in training designed to improve employment/wage/job retention opportunities.

Training may also be provided through job skills training activities. Post-employment service strategies

are used to address the training needs of individuals and encourage their career progression toward the established self-sufficiency wage.

Referrals

Referral programs are to be developed to provide individuals identified as having higher than average barriers to employment with referrals to pre-employment and post-employment services offered by

Community-based and other organizations that provide employment service specifically for persons with high levels of barriers to employment.

Collaborative partnerships with housing authorities and sponsors of local housing programs and services for individuals identified as having unmet housing needs will be utilized.

#### Fidelity Bonding

Fidelity bonding helps at-risk job applicants, such as ex-offenders, public assistance recipients and disadvantaged youth who lack a work history, get and keep a job. Free fidelity bonding services are offered to reduce employers' concerns about hiring at-risk job applicants which is an insurance policy that protects the employer against employee acts of dishonesty such as larceny, embezzlement, and theft. Workforce staff are required to share this employer incentive with both job seeker and employer as a competitive edge to the at-risk applicant. Either the job applicant or the prospective employer can request bonding through any Workforce Solutions office.

#### B. Supplemental Nutrition Assistance Program Employment and Training (SNAPE&T)

Information on job retention services, support services, and the job retention period is to be shared with recipients at the employment planning meeting or before the recipient begins participation in regular SNAP E&T services. Job Retention services, support services, or both must be received by SNAP E&T participants if requested, for a minimum of 30 days and not more than 90 days. Day one of the job retention period begins the day after a SNAP recipient enters full- or part-time employment. SNAP E&T participants in the Coastal Bend may receive retention services up to 90 days. However, before using SNAP E&T funds to provide job retention services or support services, careful consideration must be considered when determining the amount of funds available for outreach for regular SNAP E&T services to Able Bodies Adults without Dependents (ABAWDS) and the General Population.

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#### **IV. PROCEDURES:**

##### Documentation

Case management includes the ongoing maintenance of supporting documentation regarding a program participant's planned goals, key decisions, status, and progress in all relevant areas of The Workforce Information System of Texas (TWIST) including but not limited to assessment, counselor notes, service tracking, and performance outcomes. ~~Appropriate paper documentation will be kept in the program participant's paper file.~~

Support services provided to customers will be documented in the customer's ~~paper~~ file, justified and recorded in ~~the TWIST system~~, and requested through the appropriate financial management system so that costs may be assigned and reported according to grant and category. Additional information regarding Support Services can be found in Board Policy 4.0.101.1309 Support Services and subsequent changes to the Support Services Policy.

##### Coordination

In cases where a participant is enrolled in more than one program, or referred to activities provided by

an outside provider, procedures will include appropriate coordination between programs and/or agencies to ensure continuity of services, sharing of customer information, accurate reporting, and compliance with program rules and regulations.

**V. RELATED POLICY INFORMATION:**

Texas Labor Code 301  
Texas Health and Safety Code  
45 CFR Part 265- Data Collection and Reporting Requirements

45 CFR, Chapter 809- Childcare Services  
US DOL Training and Employment- TEGL 01-17  
US DOL Training and Employment- WIOA TEGL 19-16- Issued Marqh 2017  
US DOL Training and Employment- WIOA TEGL 21-16- Issued March 2017  
TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth Issued August 2017, revised April 2020 and all subsequent revisions.  
TWC TAA Guide, Issued April 2016.  
TWC Choices Rules Chapter 811  
TWC Choices Guide revised February 2020 and all subsequent revisions  
SNAP E&T Rules Chapter 813  
TWC SNAP E&T Guide ~~October 2014~~ revised October 2020 and all subsequent revisions  
TWC NCP Choices Guide ~~January 2016~~ revised February 2020 and all subsequent revisions

**VI. RESPONSIBILITIES:**

Board Staff shall ensure that appropriate Contracted Service Provider(s) are aware of and comply

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with this policy.

The Board Monitor shall provide oversight and evaluation of the Contracted Service Provider(s) case management systems.

Contracted Service provider(s) shall ensure that appropriate procedures are implemented in accordance to the rules set in Section V. Related Policy Information and that relevant Career Center staff receive training regarding the requirements of this policy.

**VII. FORMS AND INSTRUCTIONS:**

**VIII. DISTRIBUTION:**

Board of Directors      Board Staff      Service Provider Staff

**IX. SIGNATURES:**

		Date	<u>5/29/18</u>
Re _____	-er-		
_____		Date	<u>5/29/18</u>
President/CEO			

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## INFORMATION ONLY

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

## BACKGROUND INFORMATION

Board Staff will be presenting Policy Review Schedule

Policies Updated for review, recommended for Approval:

2-Policies - February 2020

1-Policy- May 2020

1-Policy- June 2020

4-Policies – September 2020

2-Policies – December 2020

10-Policies Total for Calendar 2020. Support Services and Program Non-compliance Policies were brought to committee twice.

**Attachment: Policy Review Schedule.**

## Policy Review Schedule-2020

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b>Board Administration</b>		
	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
<b>Workforce Programs</b>		
	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
12.10.2020	4.0.103.04	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, 12.10.2020	4.0.115.07	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
<b>WIOA</b>		

## 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
<b><u>Choices</u></b>		
	4.2.100.02	Service Strategies
<b><u>Child Care</u></b>		
	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)
<b><u>Unemployment Insurance</u></b>		
05.07.2020	4.5.100.07 (Annual)	Work Search Requirement
<b><u>Quality Assurance &amp; Monitoring</u></b>		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
<b><u>Property &amp; Facilities</u></b>		
	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
<b><u>Information Technology &amp; Data Management</u></b>		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
<b><u>Public Relations</u></b>		
	8.0.100.02	Strategic Marketing Standards and Guidelines

## INFORMATION ONLY

### VII – 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 October 30, 2020. Details and subsequent changes will be presented at committee meeting.

Programs/Grant/Project	Significant Changes	Funding
1. CHOICES, WIOA, SNAPE&T, NCP.	CHOICES- No sanction requests for lack of response/participation continue. SNAP- ABAWD Outreach began the Month of October.	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 (TII), Summer Earn and Learn (SEAL), Educator Externship.	TII- WFSCB will submit application for funds due November 12, 2020. SEAL- TWC began conversations with Boards for project 2021.	TII- \$100K. 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. First Planning meeting took place October 27 <sup>th</sup> .	Remains- TWC had extended grant end date to April 2021.
6. Red, White and You! Veterans Hiring Fair	Scheduled for November 5, 2020	Remains.
7. Trade Adjustment Act(TAA), Rapid Response(RR), Employment Services(ES) and Reemployment and Eligibility Assessment(RESEA)	ES and RESEA- RESEA Outreach to begin in November 2020.	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. Work Search Requirement- for Unemployment Recipients. Board Policy: 4.5.100.07 Work Search Requirement effective 05.22.2020	TWC Extending Flexibility on Work Search Activities for each board area. Coastal Bend elected to remain at 3 work search activities for all 11 counties. TWC has also expressed the need to readjust the work search activity requirement of 3 to a lower number due to COVID-19.	Remains.

9. Hurricane Harvey Relief Employment	No Changes	Grant scheduled to end December 2020.
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1. Opportunities for new funding sources:

- National Dislocated Worker (NDW)-COVID Grant \$ 73K initial grant amount. September 2020, WFSCB notified this grant would increase to an amount of **\$1.5 million** and expectation to serve a total of 80 participants with focus on Disaster Relief Employment. Currently 6 Contact Tracers and Investigators Positions are being funded. Planning with C2GPS Management currently taking place to implement additional grant activities. Grant end day March 2022.
- TWC Lead Initiative- Skill-Up America. No Cost to unemployment claimants, virtual training via Metrix. 738 registered as of October 2020 in our area.
- Reimagine Workforce Grant- TWC Applying for Funds, Department of Education. Short Term Training. WFSCB will participate once TWC is awarded funding, 20Million for state. No update from TWC.
- OPIOD Grant- Department of Labor (DOL). TWC Submitted Application December 2019. DOL will provide update in September to TWC. 225 Participants/4 years. No update from TWC.

2. Operation of Career Centers:

Update to be provided by C2GPS Management regarding:

- Career Center Operations and Staffing.
- Services to Customers, Job Seekers, Employers
- UI Claimants Assistance.
- 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 by Amy K. Villarreal.

## INFORMATION ONLY

### VII - 2. Jobs & Employment Report

## **Labor Market Intelligence Update**

- Labor Market Information – Local Labor Market Intelligence Update for September 2020.

The Coastal Bend Region posted an unemployment rate of 10.5% with over 27,000 workers out of work in September 2020 according to the latest Labor Market Report from the Texas Workforce Commission.

This is up from an 8.7% unemployment rate in August 2020 and is due to the civilian labor force shrinking as the number of individuals actively looking for work lessened, and the number of unemployed workers rose.

Another contributing factor to the rise in unemployment was the loss of 1,800 jobs over the month in the Corpus Christi Metropolitan Statistical Area (MSA) with the Mining, Logging and Construction, and Leisure and Hospitality Industries losing 400 workers in each of their respective industries.

Of the 11 counties in the Coastal Bend, Jim Wells County posted the highest unemployment rate at 14.7% followed by Duval County at 14.3%.

Texas businesses are slowly continuing to open and the need to help fill those employment positions is greater today than in previous months. This need for job seekers to re-enter the workplace is evident in weekly WorkInTexas.com job posting increases.

While the need for workers in occupations such as Registered Nurses and Food Preparation increased over the summer months, so did the need for workers in the Transportation Industry. The demand to supply and deliver goods to the Health Care and Food Service Industries has put trucking and warehouse jobs at the forefront. Job postings from trucking companies have increased from anywhere between 1,000% - 5,500% since July 2020. This has resulted in the demand for workers in occupations such as Delivery Drivers, Light Truck Drivers, and Transportation Inspectors.

WorkInTexas.com continues to be the largest job search site in Texas with nearly 8,000 jobs available in the Coastal Bend. Employers are looking to fill thousands of positions and are ready to hire workers now. To learn more about WorkInTexas.com, check out this video from the Texas Workforce Commission, and get registered today.

As we continue to Build A Safe Workforce Community, 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. CAREER CENTERS ARE OPEN BY APPOINTMENT ONLY. Please call (361) 882-7491 to schedule an appointment today.

## **BACKGROUND**

Local labor market information for September 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 September 2020							Previous Monthly Data August 2020				Year Ago September 2019			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate	
United States	Nation	160,143,000	147,563,000	12,580,000	7.9	-0.5	4.4	160,838,000	147,288,000	13,550,000	8.4	164,051,000	158,298,000	5,753,000	3.5	
Texas	State	14,214,922	13,029,836	1,185,086	8.3	1.5	4.8	14,386,708	13,405,271	981,437	6.8	14,133,202	13,637,428	495,774	3.5	
Corpus Christi	MSA	203,870	183,303	20,567	10.1	2.0	5.9	207,337	190,555	16,782	8.1	206,018	197,434	8,584	4.2	
Coastal Bend	WDA	261,826	234,352	27,474	10.5	1.8	6.3	265,642	242,485	23,157	8.7	262,467	251,510	10,957	4.2	
Aransas	County	9,235	8,379	856	9.3	1.9	5.4	9,410	8,714	696	7.4	9,369	9,001	368	3.9	
Bee	County	10,110	8,925	1,185	11.7	2.1	7.3	10,128	9,158	970	9.6	9,887	9,452	435	4.4	
Brooks	County	2,684	2,369	315	11.7	1.8	6.7	2,700	2,433	267	9.9	2,575	2,445	130	5	
Duval	County	5,119	4,386	733	14.3	2.5	10.1	5,091	4,488	603	11.8	4,919	4,714	205	4.2	
Jim Wells	County	17,628	15,031	2,597	14.7	2.5	10.3	17,553	15,404	2,149	12.2	16,671	15,936	735	4.4	
Kenedy	County	184	173	11	6	1.4	2.0	195	186	9	4.6	200	192	8	4	
Kleberg	County	13,479	12,185	1,294	9.6	1.5	5.3	13,644	12,534	1,110	8.1	13,392	12,815	577	4.3	
Live Oak	County	5,614	5,139	475	8.5	1.7	5.5	5,658	5,271	387	6.8	5,656	5,489	167	3	
Nueces	County	165,148	148,753	16,395	9.9	1.6	5.9	168,150	154,205	13,945	8.3	166,828	160,207	6,621	4	
Refugio	County	3,138	2,841	297	9.5	1.6	5.8	3,186	2,935	251	7.9	3,149	3,033	116	3.7	
San Patricio	County	29,487	26,171	3,316	11.2	1.9	5.9	29,927	27,157	2,770	9.3	29,821	28,226	1,595	5.3	

(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):

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

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

<b>Less than 9<sup>th</sup> grade</b>	<b>8.7%</b>	<b>12<sup>th</sup> grade &amp; GED</b>	<b>27.7%</b>	<b>Associates degree</b>	<b>7.0%</b>	<b>Graduate or Professional degrees</b>	<b>8.4%</b>
<b>9<sup>th</sup> thru 11<sup>th</sup> grade</b>	<b>9.3%</b>	<b>Some College</b>	<b>25.1%</b>	<b>Bachelors degree</b>	<b>13.8%</b>		

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

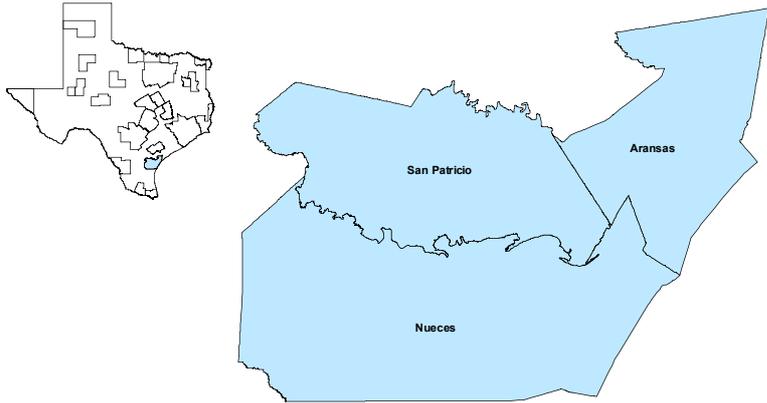
<b>Less than High School</b>	<b>\$15,437</b>	<b>Some College or Associates</b>	<b>\$28,739</b>	<b>Graduate or Professional</b>	<b>\$56,681</b>
<b>High School &amp; GED</b>	<b>\$26,818</b>	<b>Bachelor's</b>	<b>\$44,078</b>		

A proud partner of the American Job Center network

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.  
Deaf, hard-of-hearing or speech impaired customers may contact Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988 or 7-1-1 (Voice)

## Corpus Christi MSA

September 2020



MSA Labor Force Statistics				
	Sep-20	Aug-20	Sep-19	Yearly Change
Civilian Labor Force	203,870	207,487	206,018	-2,148
Employed	183,303	190,076	197,434	-14,131
Unemployed	20,567	17,411	8,584	11,983
Unemployment Rate	10.1%	8.4%	4.2%	5.9%

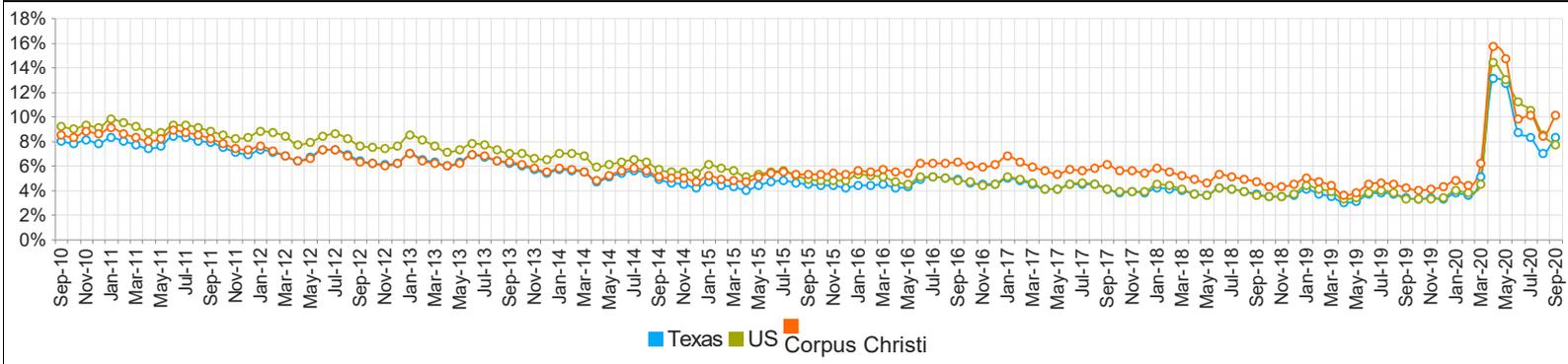
  

Texas Labor Force Statistics				
	Sep-20	Aug-20	Sep-19	Yearly Change
Civilian Labor Force	14,208,368	14,330,374	14,111,297	97,071
Employed	13,030,775	13,330,115	13,628,468	-597,693
Unemployed	1,177,593	1,000,259	482,829	694,764
Unemployment Rate	8.3%	7.0%	3.4%	4.9%

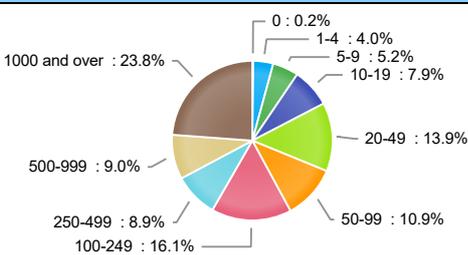
  

US Labor Force Statistics				
	Sep-20	Aug-20	Sep-19	Yearly Change
Civilian Labor Force	160,073,000	160,966,000	163,943,000	-3,870,000
Employed	147,796,000	147,224,000	158,478,000	-10,682,000
Unemployed	12,277,000	13,742,000	5,465,000	6,812,000
Unemployment Rate	7.7%	8.5%	3.3%	4.4%

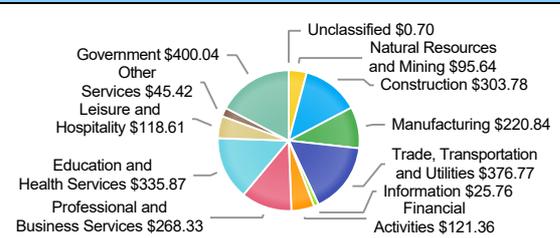
### Historical Unemployment Rates



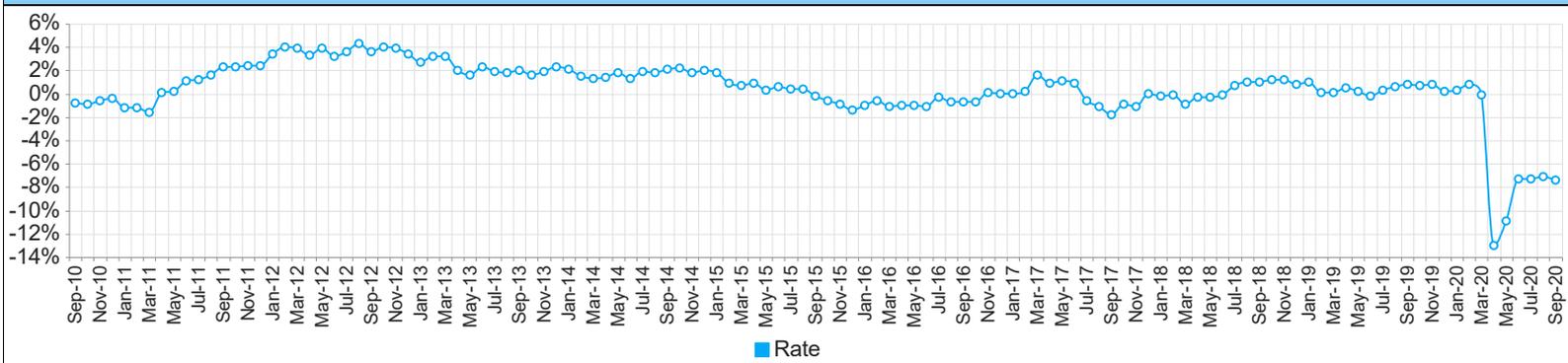
### Employment by Size Class (1st Quarter 2020)



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



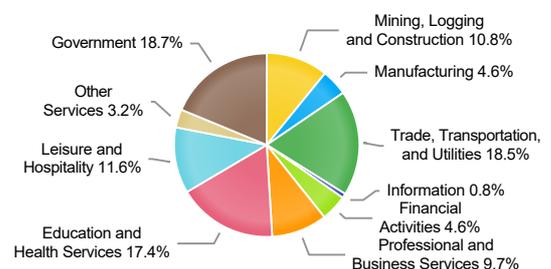
### Annual Growth Rate Total Non-agricultural employment



### Employment by Industry (September 2020)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	178,500	-1.0%	-7.4%
Mining, Logging and Construction	19,200	-2.0%	-20.0%
Manufacturing	8,200	0.0%	-3.5%
Trade, Transportation, and Utilities	33,100	-0.3%	0.9%
Information	1,500	0.0%	-6.2%
Financial Activities	8,300	-4.6%	-1.2%
Professional and Business Services	17,400	-1.7%	-5.9%
Education and Health Services	31,000	0.3%	-4.0%
Leisure and Hospitality	20,700	-1.9%	-21.0%
Other Services	5,700	0.0%	-9.5%
Government	33,400	-0.9%	-2.3%

### Employment by Industry (September 2020)



## Coastal Bend Workforce Development Area

September 2020



WDA Labor Force Statistics				
	Sep-20	Aug-20	Sep-19	Yearly Change
Civilian Labor Force	261,826	265,642	262,467	-641
Employed	234,352	242,485	251,510	-17,158
Unemployed	27,474	23,157	10,957	16,517
Unemployment Rate	10.5%	8.7%	4.2%	6.3%

Texas Labor Force Statistics				
	Sep-20	Aug-20	Sep-19	Yearly Change
Civilian Labor Force	14,208,368	14,330,374	14,111,297	97,071
Employed	13,030,775	13,330,115	13,628,468	-597,693
Unemployed	1,177,593	1,000,259	482,829	694,764
Unemployment Rate	8.3%	7.0%	3.4%	4.9%

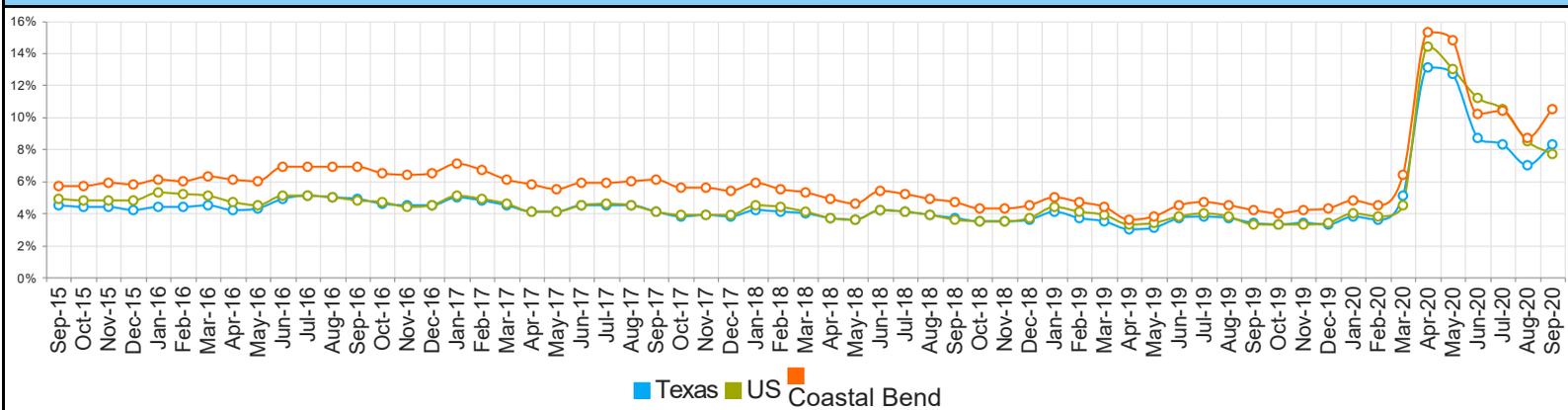
  

US Labor Force Statistics				
	Sep-20	Aug-20	Sep-19	Yearly Change
Civilian Labor Force	160,073,000	160,966,000	163,943,000	-3,870,000
Employed	147,796,000	147,224,000	158,478,000	-10,682,000
Unemployed	12,277,000	13,742,000	5,465,000	6,812,000
Unemployment Rate	7.7%	8.5%	3.3%	4.4%

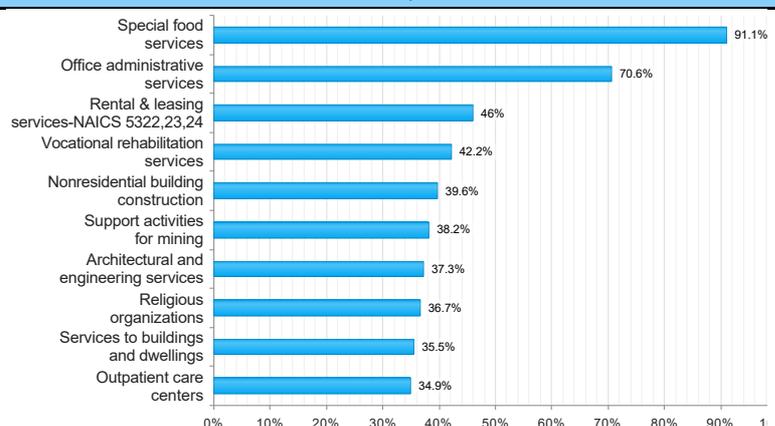
  

Continued Claims for the Week of the 12th				
	Sep-20	Aug-20	Sep-19	Yearly Change
WDA	14,961	18,561	2,186	12,775
Texas	614,742	785,885	90,289	524,453

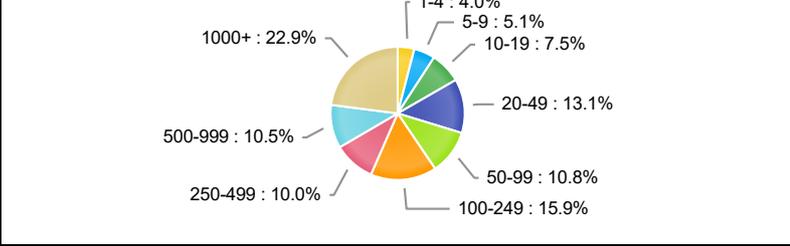
## Historical Unemployment Rates



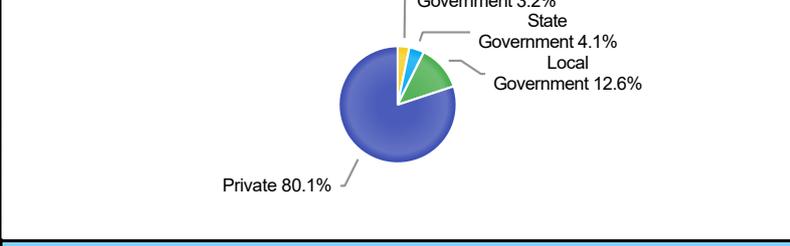
## Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



## Employment by Size Class (1st Quarter 2020)



## Employment by Ownership (1st Quarter 2020)



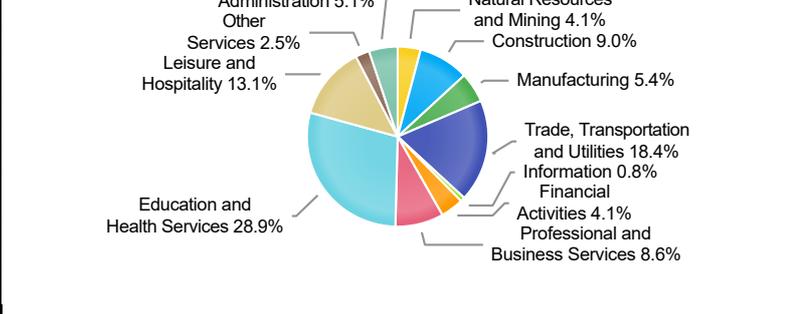
### Average Weekly Wage (1st Quarter 2020)

	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 (August 2020 Final Release)

#### Summary

August 2020 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding two (2) measures, meeting eight (8) and not meeting four (4).

Board Contract Year 2020, ten (10) of the fourteen (14) measures are meeting or exceeding; four (4) 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

<u>Performance Measure</u>	<u>Current Num/Den</u>	<u>Current % of Target</u>	<u>Action Plan</u>
<u>Credential Rate – C&amp;T Participants</u>	<u>105/217</u>	<u>80.65%</u>	<p>BCY 20 performance closed out September 30<sup>th</sup>. All denominator reviews have been conducted for each of the 4 credential measures in negative performance. Unfortunately, the reviews did not yield a change in our performance status.</p> <p style="background-color: yellow;"><b>Forward looking BCY 21 Performance Efforts</b></p> <p><b><u>Reports &amp; Tracking</u></b></p> <p>October 2020 - Implementation of a closeout checklist by C2 has been 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.</p> <p>Additionally, the TWC Performance Team is in the process of creating a reporting tool that will assist Boards in identifying and monitoring customers that will impact our credential measures (prior to exit and once they have become an exiter). This report should be available sometime during the 1<sup>st</sup> quarter of 2021.</p>
<u>Credential Rate – Adult</u>	<u>50/87</u>	<u>79.38%</u>	<p>Additionally, the TWC Performance Team is in the process of creating a reporting tool that will assist Boards in identifying and monitoring customers that will impact our credential measures (prior to exit and once they have become an exiter). This report should be available sometime during the 1<sup>st</sup> quarter of 2021.</p>

<b><u>Credential Rate - DW</u></b>	<b><u>28/47</u></b>	<b>76.67%</b>	<b><u>Assessment &amp; Follow Up</u></b> Special emphasis to strengthen both the assessment and follow up component for any customer that will be enrolled in training. <b>Assess – Before</b> Prep work to fully evaluate the customer’s choice of training is supported through assessment with the use of tools such as CASAS and Career Coach, etc. This will assist the customer and career counselor in making the best-informed decision as they develop a detailed and customized service plan (goals/actions) for the customer’s next steps. <b>Follow Up – After</b> Follow Up Systems/processes will be set for any customer who attends training but did not complete successful but will negatively impact performance.
<b><u>Credential Rate - Youth</u></b>	<b><u>18/48</u></b>	<b>82.42%</b>	

**Special Note: COVID-19 Impact for BCY 20 & BCY 21**

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:

<b>Non-WIOA Measures</b>	<b>WIOA Measures</b>
<b>+P</b> - Meeting performance - Greater than 105%	<b>+P</b> - Meeting performance - Greater than 110%
<b>MP</b> - Meeting performance - Greater than 97.5% and Equal to or Less than 105%	<b>MP</b> - Meeting performance - Greater than 95% and Equal to or Less than 110%
<b>MP</b> - Meeting at Risk - Equal to or Greater than 95% and Equal to or Less than 97.5%	<b>MP</b> - Meeting at Risk - Equal to or Greater than 90% and Equal to or Less than 95%
<b>-P</b> - Not meeting performance - Less than 95%	<b>-P</b> - Not meeting performance - Less than 90%
<b>N/A</b> – 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: TWC is currently evaluating the impact of the pandemic on performance for this measure and will update the data in a future MPR when the analysis is complete.**

## 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: TWC is currently evaluating the impact of the pandemic on performance for this measure and will update the data in a future MPR when the analysis is complete.**

**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

### **MP Employed Q4 Post Exit – Adult**

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

### **N/A Median Earnings Q2 Post Exit – Adult**

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

after Exit

**-P Credential Rate – Adult**

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

**MP Employed Q2 Post Exit – DW**

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

**MP Employed Q4 Post Exit – DW**

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

**N/A Median Earnings Q2 Post Exit – DW**

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

**-P Credential Rate – DW**

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

**MP Employed/Enrolled Q2 Post Exit – Youth**

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

**MP Employed/Enrolled Q4 Post Exit – Youth**

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

**-P Credential Rate – Youth**

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

# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

**FINAL RELEASE**  
As Originally Published 10/2/2020

## AUGUST 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	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credentia Rate						
Alamo	101.12%	n/a	74.60%	97.34%	103.54%	102.88%	113.62%	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	12	1	94%
Borderplex	97.04%	n/a	64.72%	92.06%	99.45%	100.04%	111.39%	132.08%	102.94%	96.58%	n/a	107.28%	99.09%	99.38%	n/a	100.67%	93.90%	95.01%	144.68%	3	11	2	88%
Brazos Valley	102.47%	n/a	87.90%	94.34%	99.83%	99.13%	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	4	75%
Cameron	102.30%	n/a	71.50%	103.14%	109.07%	100.85%	110.25%	142.28%	94.66%	94.55%	n/a	105.17%	102.68%	90.53%	n/a	97.78%	97.08%	95.25%	78.10%	3	11	2	88%
Capital Area	108.38%	n/a	64.38%	93.92%	105.36%	103.79%	112.26%	130.73%	107.26%	97.64%	n/a	111.70%	106.30%	98.57%	n/a	108.38%	112.95%	104.51%	107.59%	6	8	2	88%
Central Texas	102.07%	n/a	82.76%	94.68%	94.67%	99.89%	106.69%	108.92%	103.36%	104.41%	n/a	128.91%	109.64%	92.90%	n/a	106.57%	97.86%	92.84%	97.38%	3	10	3	81%
Coastal Bend	101.56%	n/a	63.14%	101.72%	102.51%	100.90%	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	9	5	69%
Concho Valley	120.34%	n/a	62.12%	94.29%	104.55%	99.62%	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%	5	8	3	81%
Dallas	101.81%	n/a	66.78%	96.63%	101.41%	101.57%	109.97%	131.67%	93.55%	94.50%	n/a	107.51%	98.56%	95.72%	n/a	95.73%	97.65%	98.14%	120.86%	3	12	1	94%
Deep East	100.70%	n/a	59.10%	95.39%	102.15%	98.71%	110.26%	139.67%	92.80%	90.73%	n/a	90.65%	90.84%	90.50%	n/a	117.11%	100.97%	99.06%	92.58%	3	12	1	94%
East Texas	95.63%	n/a	64.12%	90.89%	103.25%	100.61%	106.35%	127.67%	103.98%	100.01%	n/a	94.26%	94.70%	99.86%	n/a	106.51%	104.83%	108.49%	111.04%	3	11	2	88%
Golden Cresce	100.29%	n/a	80.94%	95.55%	109.87%	104.38%	116.68%	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	1	94%
Gulf Coast	100.43%	n/a	64.00%	92.46%	96.10%	98.85%	107.82%	106.67%	96.73%	92.92%	n/a	90.79%	88.72%	82.30%	n/a	78.72%	95.03%	97.70%	127.85%	3	8	5	69%
Heart of Texas	100.92%	n/a	70.20%	92.99%	104.70%	100.89%	104.35%	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	5	69%
Lower Rio	102.06%	n/a	74.60%	98.20%	108.58%	98.64%	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	11	2	88%
Middle Rio	91.65%	n/a	57.98%	97.12%	103.93%	97.24%	101.64%	138.25%	95.44%	94.01%	n/a	92.57%	118.06%	105.27%	n/a	74.08%	98.35%	91.56%	123.90%	3	10	3	81%
North Central	100.50%	n/a	65.16%	95.51%	97.30%	103.04%	118.29%	113.82%	99.13%	97.40%	n/a	90.59%	97.46%	96.32%	n/a	94.36%	103.86%	108.38%	124.77%	3	12	1	94%
North East	104.08%	n/a	60.86%	98.20%	99.23%	101.05%	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	10	2	88%
North Texas	107.79%	n/a	55.64%	95.19%	100.16%	101.73%	103.95%	144.73%	100.00%	99.32%	n/a	117.40%	100.00%	111.11%	n/a	57.01%	87.82%	111.02%	105.75%	5	8	3	81%
Panhandle	105.98%	n/a	84.86%	94.67%	104.57%	102.05%	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%	6	8	2	88%
Permian Basin	102.96%	n/a	64.78%	97.40%	106.23%	100.12%	107.33%	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	7	4	75%
Rural Capital	105.45%	n/a	66.60%	95.02%	105.33%	105.07%	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%	7	8	1	94%
South Plains	107.77%	n/a	52.82%	103.85%	102.80%	99.26%	107.72%	145.83%	110.98%	108.05%	n/a	97.57%	121.00%	105.69%	n/a	106.28%	116.43%	125.23%	137.76%	8	7	1	94%
South Texas	95.35%	n/a	67.40%	94.13%	98.06%	100.89%	94.69%	155.17%	97.78%	112.31%	n/a	107.72%	114.42%	111.73%	n/a	131.58%	126.92%	120.21%	115.58%	8	5	3	81%
Southeast	110.26%	n/a	54.54%	97.61%	105.67%	99.64%	105.11%	120.62%	106.83%	103.21%	n/a	103.59%	101.89%	100.61%	n/a	121.86%	95.64%	96.61%	111.04%	6	9	1	94%
Tarrant	100.37%	n/a	59.94%	95.09%	102.59%	102.50%	114.64%	128.88%	98.09%	94.01%	n/a	92.78%	91.10%	96.28%	n/a	88.89%	89.58%	92.64%	75.68%	2	10	4	75%
Texoma	94.81%	n/a	60.64%	102.02%	103.87%	102.99%	105.42%	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	2	88%
West Central	103.11%	n/a	63.86%	97.03%	98.84%	98.81%	105.40%	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	10	3	81%
+P	7	0	0	0	7	1	23	27	2	3	0	4	6	6	0	9	6	6	12	119			
MP	19	0	0	18	20	27	4	0	24	23	0	21	21	20	0	12	20	22	9	260			
-P	2	0	28	10	1	0	1	1	2	2	0	3	1	2	0	7	2	0	7	69			
% MP & +P	93%	N/A	0%	64%	96%	100%	96%	96%	93%	93%	N/A	89%	96%	93%	N/A	75%	93%	100%	75%	85%			
From	7/19		10/19	10/19	7/18	1/18	7/18	1/18	7/18	1/18		1/18	7/18	1/18		1/18	7/18	1/18	1/18	From			
To	5/20		8/20	8/20	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 10/2/2020  
**AUGUST 2020 REPORT**

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		2	8	4	71.43%											
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	n/a	60.38%	64.86%	63.81%	3,712	6,148	60.67%	55.98%	67.74%	100.00%	7/19	5/20
	# of Employers Receiving Workforce Assistance	---	----	----	----	2,448	n/a	3,603	----	----	1,220	1,210	1,296	1,220	10/19	8/20

1. TWC is currently evaluating the impact of the pandemic on performance for this measure and will update the data in a future MPR when the analysis is complete.

## Program Participation Measures

TWC 2	Choices Full Work Rate - All Family Total	n/a	n/a	n/a	n/a	31.57%	59.23%	54.02%	31	111	50.22%	45.84%	16.18%	5.29%	10/19	8/20
TWC 3,4	Avg # Children Served Per Day - Combined	MP	101.72%	2,967	2,967	3,018	2,834	2,302	724,438	240	2,946	3,209	3,185	2,599	10/19	8/20
4	# of EWC Children Served	---	----	----	----	526	n/a	n/a	----	----	----	----	----	----	4/20	8/20

3. TWC is currently evaluating the impact of the pandemic on performance for this measure and will update the data in a future MPR when the analysis is complete.

4. 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	102.51%	69.00%	69.00%	70.73%	69.00%	68.48%	9,651	13,645	69.70%	70.07%	72.17%	71.08%	7/18	6/19
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	100.90%	84.00%	84.00%	84.76%	85.21%	84.35%	8,348	9,849	84.73%	85.33%	85.83%	82.99%	1/18	12/18
TWC	Median Earnings Q2 Post Exit – C&T Participants	+P	112.62%	\$5,433.00	\$5,433.00	\$6,118.73	\$5,669.16	\$5,514.25	n/a	9,106	\$5,734.81	\$5,750.98	\$6,331.25	\$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\*

**FINAL RELEASE**  
As Originally Published 10/2/2020

BOARD NAME: **COASTAL BEND**

**AUGUST 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

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## **INFORMATION ONLY**

### VII – 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
<b>Child Care</b>	Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities.
<b>Non-Custodial Parent (NCP) Choices</b>	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.
<b>Supplemental Nutrition Assistance Program Employment and Training (SNAP E&amp;T)</b>	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).
<b>Temporary Assistance for Needy Families (TANF)/Choices</b>	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).
<b>Trade Act Services</b>	Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible.
<b>The Workforce Information System of Texas (TWIST)</b>	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).
<b>Veterans Employment Services</b>	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.
<b>Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services</b>	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.
<b>Workforce Innovation and Opportunity Act (WIOA)</b>	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.