



**WORKFORCE SOLUTIONS**  
of the Coastal Bend

## **Workforce Services Committee**

**February 11, 2021**  
**3:00 pm**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/83132759066?pwd=NmJBRHBsM2E1bWZSbWU3ZFBVSGhsdz09>

**Toll Free Dial-In**

888 475 4499 US Toll-free

Meeting ID: 831 3275 9066

Passcode: 488030

[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/83132759066?pwd=NmJBRHBsM2E1bWZSbWU3ZFBVSGhsdz09>

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**February 11, 2021 – 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	
V. Discussion and Possible Action on Minutes of the November 12, 2020 Workforce Services Committee Meeting.....	4-6
VI. Discussion and Possible Action on Committee Initiatives for BCY 2021 and Review of Charter.....	7
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.....	8-13
VIII. Items for Discussion and Possible Action.....	14-15
1. Policy# 4.0.102.02 – Basic Skill Deficient: <i>Andrea Byrd</i> .....	16-25
2. Policy# 4.0.123.00 – Common Exit: <i>Andrea Byrd</i> .....	26-28
3. Policy# 4.0.106.02 – Reasonable Distance: <i>Catherine Cole</i> .....	29-31
4. Policy# 4.0.115.07 – Program Non-Compliance: <i>Alba Silvas</i> .....	32-38
5. Policy# 4.0.103.04 – Case Management: <i>Alba Silvas</i> .....	39-44

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)

IX. Information Only:

1. Facilities Update: <i>Amy Villarreal</i> .....	45
2. Services to Workers	
a. Policy Review Schedule: <i>Alba Silvas</i> .....	46-48
b. Program Updates: <i>Alba Silvas</i> .....	49-50
c. Veterans Services: <i>Alba Silvas</i>	
3. Services to Youth	
a. YOU! Program Update: <i>Andrea Byrd</i> .....	51-53
4. Services to Business	
a. Business Solutions Report: <i>Alba Silvas/Robert Reyna</i> .....	54
5. Local Labor Market Information	
a. Jobs and Employment Report: <i>Rufino Martinez</i> .....	55-59
6. Performance Measure Update	
a. Board Contract Year 2021: <i>Andrea Byrd</i> .....	60-66

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.

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**Workforce Services Committee  
Roll Call Roster  
February 11, 2021**

\_\_\_\_\_ Ray De Los Santos, Jr., Chair

\_\_\_\_\_ Michelle Flower, Vice-Chair

\_\_\_\_\_ Randy Giesler

\_\_\_\_\_ Iain Vasey

\_\_\_\_\_ Manny Salazar

\_\_\_\_\_ Travis Nelson

\_\_\_\_\_ Susan Temple

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Printed Name

**MINUTES**

**Workforce Solutions of the Coastal Bend – Workforce Services Committee**

**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**

**November 12, 2020 – 3:00 pm**

**Committee Members**

**Present**

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

**Absent**

Kari Kelley  
Travis Nelson  
Susan Temple

**Others Present**

Ken Trevino, Workforce Solutions  
Shileen Lee, Workforce Solutions  
Alba Silvas, Workforce Solutions  
Janet Neely, Workforce Solutions  
Andrea Byrd, Workforce Solutions  
Pam Ross, Workforce Solutions  
Jennifer Ledford, Workforce Solutions  
Norma Ochoa, Workforce Solutions  
Monika De La Garza, Workforce Solutions  
Larry Peterson, Workforce Solutions  
Katrina Cromwell, Texas Veterans Network  
Chakib Chehadi, C2GPS, LLC  
Shelly Key, C2GPS, LLC  
Robert Reyna, C2GPS, LLC  
Hope Rangel, C2GPS, LLC

**Other Board Members Present**

Gloria Perez

**I. Call to Order**

The meeting was called 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 September 3, 2020 Workforce Services Committee Meeting**

Ms. Bowen moved to approve the minutes of the September 3, 2020 Workforce Services Committee meeting. The motion was seconded by Mr. Allsup and passed.

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

1. Policy#4.0.115.07 – Program Non-Compliance
2. Policy#4.0.103.04 – Case Management

Ms. Ross presented information on recommended updates to Board policies (included on pages 9-21 of the November 12 agenda packet).

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

**VII. Information Only:**

1. *Workforce Center Services*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 22-24 of the November 12 agenda packet).

Mr. De Los Santos stated he appreciates the detail in the information policy.

Mr. Trevino added additional information regarding the Policy Review Schedule.

b. Program Updates: COVID-19

Ms. Silvas provided program updates: COVID-19 (included on pages 25-26 of the November 12 agenda packet).

Mr. Reyna thanked Ms. Silvas and all the members present.

Mr. Reyna provided information on the virtual 9<sup>th</sup> Annual Hiring Red, White & You Statewide Veterans Hiring Fair event. Mr. Reyna provided the final numbers:

- 73 Employers
- Over 10,000 Job Openings
- 230 Applications Submitted
- 304 Job Seekers Registered
- 247 Job Seekers Logged In
- 135 of the Job Seekers Were Veterans
- Job Seekers Entered A Booth 4,800 Times
- Employers & Job Seekers Engaged In 900 Conversations

Mr. Reyna thanked Mr. Trevino and his team for the support received, the collaborate and effort to make something as large a scale as this is to happen with as little issues as there was the day of. Mr. Reyna recognized the event as being a positive experience for himself and his team. He thanked Mr. Trevino and his professional staff for the opportunity to take care of the event for Workforce Solutions of the Coastal Bend.

Mr. De Los Santos expressed his appreciation for the work and look forward to the outcome in terms of jobs that were connected and people that were employed.

Ms. Silvas recognized the team for a successful event.

Ms. Silvas welcomed new staff member Norma Ochoa, Education Liaison for Workforce Solutions of the Coastal Bend. Ms. Ochoa thanked everyone and expressed how excited she is to be with Workforce Solutions of the Coastal Bend.

Mr. De Los Santos welcomed Ms. Ochoa on board.

Ms. Silvas stated that the Texas Workforce Commission auditors will be visiting us virtually the week of January 25, 2021. By the time we meet again as a committee you will have some preliminary work on what that audit looked like.

Mr. Peterson added additional information.

Ms. Key provided an update on the Career Centers. As of November 2, 2020, all Career Centers are now open and serving customers by appointment only.

Ms. Key mentioned virtual services that they continue to do they follow up with our customers.

Ms. Key stated they are seeking a Deputy Director. They are actively recruiting to fill the position at this time and have 21 applications. Ms. Key mentioned they are in the initial interview phase and that the Deputy Director position is posted on their website.

2. *Local Labor Market Information*

a. Jobs and Employment Report – September 2020

Ms. Silvas provided local labor market information for September 2020 (included on pages 27-31 of the November 12 agenda packet). Ms. Silvas stated the numbers for the local labor market for October 2020 would be in Friday, November 13, 2020.

3. *Performance Measure Update*

a. Board Contract Year 2020

Ms. Byrd presented a performance measure update for the Board Contract Year 2020 (included on pages 32-38 of the November 12 agenda packet).

4. *Facilities Update*

Ms. Lee provided a facilities update (included on page 39 of the November 12 agenda packet).

Ms. Silvas mentioned the Annual Board of Directors meeting will be on December 10, 2020.

Ms. Silvas acknowledged Ms. Villarreal for her birthday and wished her a Happy Birthday!

Mr. Trevino thanked everyone for their time and expressed his appreciation.

Ms. Perez thanked the staff for great information and a great job.

Mr. De Los Santos thanked Ms. Perez for the encouraging words.

Mr. De Los Santos thanked all the members of the committee; the leadership; Madam Chair; the Executive Committee; CEO and his staff; and all the team members from C2 Global it has been a challenging year in every aspect one can imagine. Mr. De Los Santos mentioned this team and every effort put forward from the team has been nothing short of phenomenal. Mr. De Los Santos included from the bottom of his heart he thanked everyone because we have all worked hard for our home and home is what matters most.

**VIII. Adjournment**

The meeting adjourned at 3:58 pm.

## **DISCUSSION AND POSSIBLE ACTION**

### VI. Committee Initiatives for BCY 2021 and Review of Charter

#### **BACKGROUND INFORMATION**

Workforce Services Committee Charter:

#### **WORKFORCE SERVICES**

Responsible for monitoring all activities associated with the delivery of programs through the business and career centers and the quality of those services, including Services to Workers, Services to Youth, Services to Business, Local Labor Market Information, Performance Measures and Facilities Updates. Review activities associated with all workforce programs and make recommendations to the Board of Directors via board policy revisions and information items listed on Workforce Services Committee Agenda. Responsible for planning of facilities and physical locations of the centers, mobile unit, and board offices. Responsible for reviewing all activities associated with coordinating secondary and post-secondary education programs with the workforce training programs. Review issues associated with alternative learning programs and review the quality issues of all these programs.

#### **RECOMMENDATION**

The Workforce Services Committee consider initiatives for 2021 and take any appropriate action on the information presented.

**CONFIDENTIAL**



**WORKFORCE SOLUTIONS of the COASTAL BEND**  
**Potential Relocation Sites**  
**Corpus Christi, Texas**



Prepared by: George B. Clower 11/12/20

	LOCATION/CENTER	LEASE SZIE	LEASE/NNN PRICE/YR.	GLA	ZONING	BUS STOP	PARKING	NOTES
<b>1</b>	4951-4989 Ayers St. MISSION SHOPPING CENTER	±24,973 ft <sup>2</sup>	\$14.00 per ft <sup>2</sup> NNN - \$2.25 per ft <sup>2</sup>	±163,067 ft <sup>2</sup>	CG-2 General Com.	Yes	650+	The LL put a new roof, HVAC and restrooms to the space. The LL will be completely redoing the parking and lightening in 2021.
<b>2</b>	4302 Ayers St. PORTAIRES S.C.	±16,650 ft <sup>2</sup>	\$10.75 per ft <sup>2</sup> NNN - \$4.25 per ft <sup>2</sup>	±116,710 ft <sup>2</sup>	CG-2 General Com. Ltd	Yes	87	This space has an open floor plan and would require to be built out for the intended use. A TI Allowance maybe available.
<b>3</b>	4444 Corona Drive - #201 TOWN & COUNTRY S.C.	±10,228 ft <sup>2</sup> to ±16,828 ft <sup>2</sup>	\$10.00 per ft <sup>2</sup> NNN - \$4.82 per ft <sup>2</sup>	±94,700 ft <sup>2</sup>	CG-2 General Com.	Yes	310	This space will require acomplete build out. The space was formerly occupied by a gym and a dry cleaners.
<b>4</b>	4215 S. Staples St. FROST BANK BUILDING	±9,963 ft <sup>2</sup>	\$12.00 per ft <sup>2</sup> NNN - \$6.00 ft <sup>2</sup>	±44,000 ft <sup>2</sup>	CBD Downtown Com.	Yes	100+	This space was formerly occupied by Frost Bank. The space has high ceilings and has shared common areas within the space.



POTENTIAL SITE LOCATIONS  
CORPUS CHRISTI, TEXAS  
FALL 2020

#



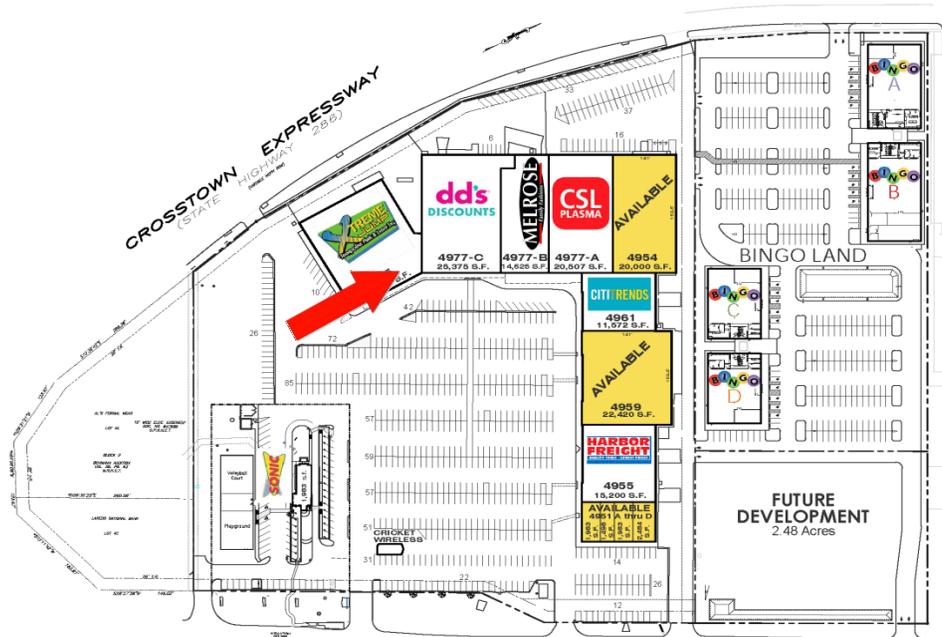
**THE CLOVER CO.**  
Brokerage • Development • Management

# 1 4981 Ayers St. - MISSION SHOPPING CENTER



Address: 4981 Ayers St., Corpus Christi, Nueces County, TX  
 Bldg. Size: ±24,973 ft<sup>2</sup>  
 GLA: ±163,067 ft<sup>2</sup>  
 Zoning: CG-2 ( General Commercial District)  
 Spaces: 650+  
 Lease Rate: \$14.00 per ft<sup>2</sup>  
 NNN: \$2.25 per ft<sup>2</sup>  
 Note: This space was formerly occupied by Extreme Jump. LL did put a new roof, new electrical and new restrooms in the space. LL will be completely redoing the the parking lot, landscaping and lightening at the center.

SITE PLAN



AERIAL



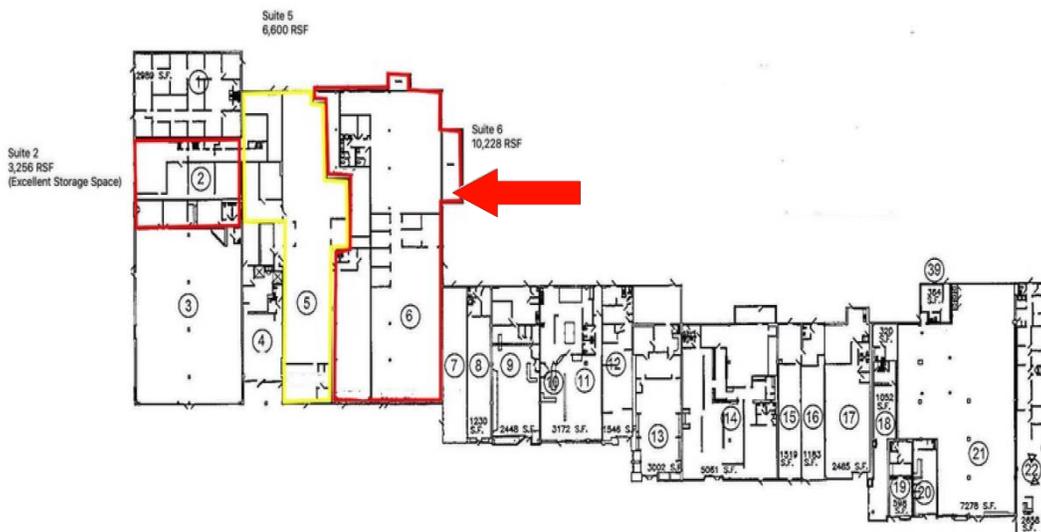


### 3 4444 S. Alameda St. - TOWN & COUNTRY SC



- Address: 4444 S. Alameda St., Corpus Christi, Nueces County, Texas
- Bldg. Size:  $\pm 10,228 \text{ ft}^2$  to  $\pm 16,828 \text{ ft}^2$
- GLA:  $\pm 94,700 \text{ ft}^2$
- Zoning: CG-2 (General Commercial District)
- Spaces: 310
- Lease Rate: \$10.00 per  $\text{ft}^2$
- NNN: \$4.82 per  $\text{ft}^2$
- Note: This space is a former gym space and dry cleaning space. The spaces will need to be completely renovated for Workforce's use. There is adequate parking. Tenants include: Spec's, Town & Country, Suzanne's & Cancun.

#### SITE PLAN



#### AERIAL



## 4 4215 S. Staples St. - STAPLES ST. BUILDING



Address: 4215 S. Staples St., Corpus Christi, Nueces County, Texas

Bldg. Size: ±9,963 ft<sup>2</sup>

GLA: ±44,000 ft<sup>2</sup>

Zoning: CG-2 (General Commercial District)

Spaces: 100+

Lease Rate: \$12.00 per ft<sup>2</sup>

NNN: \$6.00 per ft<sup>2</sup>

Note: This space was formerly occupied by Frost Bank who relocated to SPID. The space will need to be renovated to allow for office use. Other Tenants in the building include KW Realty (shown in RED below).

### FLOOR PLAN



### AERIAL



## ITEM FOR DISCUSSION AND POSSIBLE ACTION

### VIII. Board Policies

#### BACKGROUND INFORMATION

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

##### **Policy #4.0.102.02 - Basic Skill Deficient**

Policy revised to expand on definitions provided by TWC Guidelines regarding credentials with further defining the difference between adult and youth populations. The more significant change happened in youth assessment tool, allowing for other tools besides TABE to be utilized.

##### **Policy #4.0.123.00 – Common Exit**

Newly developed policy to provide guidance received via TWC-WD Letter 27-20 Issued December 2, 2020 titled: Common Exit Policy. The Policy provides critical terminology definition applicable programs and databases (TWIST and Work-in-Texas WIT).

##### **Policy #4.0.106.02 - Reasonable Distance**

Revision to reflect information provided via specifically to TWC-RESEA Program Guide Effective January 2021. In the scenario where participant is unable to access public transportation or resides 50 miles or more from a career center or any other significant impediment are to be considered for exemption from RESEA Participation.

##### **Policy #4.0.115.07 - Program Non-Compliance Previously presented to and approved by committee on November 12, 2020**

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.

**Policy #4.0.103.04 - Case Management Previously presented to and approved by committee on November 12, 2020**

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

**CATEGORY:** Program Services **No: 4.0.102.01**  
**TITLE:** Basic Skills Deficiencies  
**SUPERSEDES:** 4.0.102.00 dtd April 27, 2007  
**EFFECTIVE:** June 29, 2012  
**BOARD APPROVAL:** June 28, 2012  
**DATE OF LAST REVIEW:** September 18, 2014

POLICY

**CATEGORY:** Program Services **No: 4.0.102.02**  
**TITLE:** Basic Skills Deficiencies  
**SUPERSEDES:** 4.0.102.01 dtd, June 29, 2012  
**EFFECTIVE:** February 26, 2021  
**BOARD APPROVAL:** February 25, 2021  
**DATE OF LAST REVIEW:** February 11, 2021

**I. PURPOSE:**

To provide guidance on addressing Basic Skills Deficiencies, including Limited English Proficiency (LEP), English as a Second Language, (ESL), and math and literacy deficiencies.

**II. DEFINITIONS:**

**II. DEFINITIONS:**

- a. Basic Skills Goal – A measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.
- b. English As A Second Language (ESL) - A term used to describe customers whose primary language is other than English.
- c. Limited English Proficiency (LEP) – A term used to describe customers with limited English language skills.
- d. Literacy - The ability to read, write, and understand sentences and longer text. This

POLICY TITLE: Basic Skills Deficiencies  
POLICY NUMBER: 4.0.102.024

Date : 4/26/2007, 02/26/2021  
Last Review: 9/18/2014, 02/11/2021

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includes the ability to read and understand written material presented in different ways, such as in a chart, sign, or newspaper article.

e. Post-test – A test administered to a participant at regular intervals during the program to show progress

f. Pre-test – A test used to assess a participant’s basic literacy or math skills, which is administered to a participant up to six months prior to the date of participation or within 60 days following the date of participation.

**Basic Skills Deficient for Adult**

a. An individual who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society satisfies the basic skills deficient requirement for WIOA adult services.

b. If using an assessment instrument to assess basic skills, Boards must use assessment instruments that are valid and appropriate for the target population and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

**Boards may:**

a. determine the method of assessment and process used to determine an individual’s inability to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society; and

b. based on the method of assessment or assessment tool used, set benchmarks for assessment results that determine basic skills deficiency.

**TWIST Data Entry: Regardless of how basic skills deficiency is determined, documentation must be maintained in a hard case file and in TWIST Counselor Notes.**

III. **Basic Skills Deficient – The individual computes or solves problems, reads, writes, or speaks English at or below the eighth-grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society**

**Basic Skills Deficient for Youth**

a. An individual who meets either of the following criteria satisfies the basic skills deficient requirement for WIOA youth services:

b. Is a youth who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

c. Is a youth who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

d. Skill levels “at or below the eighth-grade level” may be determined by a grade level of 8.9 or below received on a generally accepted standardized test.

**Boards may:**

a. determine the method of assessment and process used to determine a youth’s inability to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society; and

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b. based on the method of assessment or assessment tool used, set benchmarks for assessment results that determine basic skills deficiency.

**TWIST Data Entry: Regardless of how basic skills deficiency is determined, documentation must be maintained in a hard case file and in TWIST Counselor Notes.**

### III. Youth Program Design

**The design framework of local youth programs must:**

a. Provide for an objective assessment of each youth participant, including a review of the academic and occupational skill levels and service needs, for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy. The objective assessment must include a review of:

1. basic skills;
2. occupational skills;
3. work experience;
4. employability;
5. interests;
6. aptitudes;
7. support service needs; and
8. developmental needs.

b. As discussed in 20 CFR §681.290, in assessing basic skills, Boards must use assessment instruments that:

1. are valid and appropriate for the target population;
2. provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities;
3. are appropriate, fair, cost-effective, and well-matched to the test administrator's qualifications; and
4. are easy to administer and interpret results.

**Special Note:** For purposes of the basic skills assessment portion of the objective assessment, Boards are neither required to use assessments approved for use in the US Department of Education's National Reporting System (NRS), nor are they required to determine an individual's grade-level equivalent or educational functioning level (EFL), although use of these tools is permitted. Rather, Boards may use other formalized testing instruments designed to measure skills-related gains.

In contrast to the initial assessment described above, if measuring EFL gains after program enrollment under the measurable skill gains indicator, Boards must use an NRS-approved assessment for both the EFL pre- and posttest to determine an individual's educational functioning level.

**Boards will always use NRS-approved assessments when assessing the basic skills of youth.**

a. A new assessment of a participant is not required if the Board determines that it is appropriate to use a recent assessment (made within the last six months) of the participant conducted as part of another education or training program. When using a prior assessment, Boards must ensure that appropriate staff:

b. receive a copy of the assessment, including results;

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- c. ensure that the previous assessment complies with youth requirements, including academic and occupational skill-level assessments;
- d. include assessment documentation in the case file;
- e. enter comprehensive objective assessment service, TWIST code 8, using the appropriate WIOA youth fund code; and
- f. enter complete details in the TWIST *Counselor Note*.

**IV. Develop, and update as needed, an individual service strategy for each youth participant that:**

- a. is directly linked to one or more indicators of performance (as described in WIOA §116(b)(2)(A)(ii));
- b. identifies appropriate career pathways that include education and employment goals;
- c. considers career planning and the results of the objective assessment; and
- d. prescribes achievement objectives and services for the participant; and
- e. Provide case management of youth participants, including follow-up services.

*Basic Skills Goal*—A measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

*English As A Second Language (ESL)*—A term used to describe customers whose primary language is other than English.

*Limited English Proficiency (LEP)*—A term used to describe customers with limited English language skills.

*Literacy*—The ability to read, write, and understand sentences and longer text. This includes the ability to read and understand written material presented in different ways, such as in a chart, sign, or newspaper article.

*Post-test*—A test administered to a participant at regular intervals during the program to show progress

*Pre-test*—A test used to assess a participant's basic literacy or math skills, which is administered to a participant up to six months prior to the date of participation or within 60 days following the date of participation.

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**I.V. POLICY STATEMENT:**

**LEP**

- a.** Workforce Solutions of the Coastal Bend contracted service provider(s) shall ensure meaningful access by LEP customer to all critical services.
- b.** Reasonable steps must be implemented to ensure that LEP persons receive the full benefits offered by each Career center in the Coastal Bend region.
- c.** Assessments to determine the language (s) needs of the population within the delivery system will be coordinated by the contracted service provider(s). When the Career Center is reviewing the delivery systems, efforts shall be made to determine if any program system limits participation or denies participation to a significant proportion of the population it serves relative to language barriers.

**VI. Access to Services**

Contracted Service Providers may use any of the following options and methods for providing meaningful access to Limited English Proficient beneficiaries:

- 1.** Identification and annual assessment of the language(s) needs of the affected population that are likely to be encountered;
- 2.** Estimating the number of Limited English Proficient persons that are eligible for services and that are likely to be affected by its program or activity
- 3.** Outreach to the Limited English Proficient (LEP) communities, advertising program eligibility and the availability of free language assistance;
- 4.** Posting of signs in the Career Center lobbies and waiting areas, in language(s) identified as language used by Limited English Proficient persons, informing customers of their right to free interpreter services and inviting them to identify themselves as persons needing language assistance;
- 5.** Use of "I Speak Cards" or similar resources by Career Center staff and other customer contact personnel so that customers can identify their primary languages;
- 6.** Requiring Career Center staff to note the language of the Limited Speaking Proficient customer in his/her record so that all subsequent interaction will be conducted in the appropriate language;
- 7.** Employment of staff, bilingual in appropriate languages, in customer contact positions.
- 8.** Contracts with interpreting services that can provide qualified interpreters in languages(s) that has been determined the language(s) needs of the population within the delivery area in a timely manner;

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9. Formal arrangements with community groups for qualified and timely interpreter services by community volunteers;

- i. An arrangement with a telephone language interpreter line;
- ii. Translation of application forms, instructional, informational and other key documents into appropriate languages other than English. Oral interpretation of documents for persons who speak languages not regularly encountered;
- iii. Procedures for effective telephone communication between Career Center staff and Limited English Proficient persons, including instructions for English-speaking employees to obtain assistance from bilingual staff or interpreters when initiating or receiving calls from Limited English Proficient persons;
- iv. Notice to and training of all staff with respect to service provider's Title VI and Section 188 obligation to provide language assistance to Limited English Proficient persons, and on the language assistance policies and procedures to be followed in securing such assistance in a timely manner;
- v. Insertion of notices, in appropriate languages, about the right of Limited English Proficient customers to free interpreters and other language assistance, in brochures, pamphlets, manuals, and other materials disseminated to the public and to staff;
- vi. Notice to the public regarding the language policies and procedures, plus notice to and consultation with community organizations that service Limited English Proficient persons regarding problems and solutions, including standards and procedures for using their members as volunteer interpreters;
- vii. Will use the Orientation to Complaint form as a tool whereby the customer is given instruction on how to file a complaint regarding the provision of language assistance or any program service; and
- viii. Appointment of a senior level employee with the Workforce Career Center system to coordinate the language assistance program and ensure that there is regular monitoring of the program. The monitoring reports will be submitted to the Board's monitor.

Contracted Service Providers should not require a beneficiary to use friends or family members as interpreters. Family and friends may not be competent to act as interpreters, since they may lack familiarity with specialized terminology. However, a family member or friend may be used as an interpreter if this approach is requested by the Limited English Proficient (LEP) individual and the use of such a person would not compromise the effectiveness of services or violate the beneficiary's confidentiality, and the beneficiary is first advised that a free interpreter is available.

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**VII. Basic Skills Deficiencies**

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Job training courses may include basic skills deficiencies. Basic Skills Deficiencies (literacy and numeracy) training may be offered as a stand-alone service, but must be a part of a continuum of services leading to employment.

Providers must document that basic skills deficiency courses are linked to a participant's job training services and detail when the classes are being provided in relation to other services.

**ii.viii. PROCEDURES:**

The documentation supporting the need for basic skills deficiency must include a pre- and post-test to identify the need the need for the training and to measure any change in basic-skills proficiency.

The following assessment tool may be used to document basic skills deficiency when referred from another agency.

- TABE
- ABLE
- CASAS
- WorkKeys

*TABE is the only assessment tool that should be used by Workforce Solutions of the Coastal Bend to determine Basic Skills Deficiency. If an out of school youth is referred and has already been tested using a test other than TABE, the youth will be required to TABE test in order to capture pre- and post-test scores.*

- a. The pre- and post-test to measure basic skills deficiencies must be administered in English.
- b. The pre-test must be administered no earlier than six (6) months prior to, or no later than 60 days following the date of the first Service.
- c. The post-test must be administered no later than one year from the date of the first Service.
- d. The Career Center Contracted Service Provider must retain all pre- and post-test information, including scores and educational functioning levels. The information pertaining to WIA-WIOA out-of- school youth shall be entered into TWIST.

**iii.ix. RELATED POLICY INFORMATION:**

- a. Workforce Innovation and Opportunity Act Guidelines for Adults, Dislocated Workers, and Youth, Effective April 3, 2020
- b. TWC WD Letter 24-01, Prohibition Against Discrimination Based on Disability or Limited English Proficiency in the Administration of Workforce Services, dtd 6.22.2001
- c. TWC WD Letter 27-07, Integrated Data Collection and Performance Management, dtd 8.01.2007
- d. TWC WD Letter 34-07, Coordination of Rapid Response Services with Adult Basic Education Providers, dtd 05.27.2007

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e. TWC WD Letter 47-009, Job Training Course Requirements for English as a Second Language Classes, dtd 11.30.2009 Texas Workforce Commission WD Letter 47-09 dated 11/30/2009 and entitled "Job Training Course Requirements for English as a Second Language Classes."

f. Discrimination prohibited based on national origin, including limited English proficiency - 29 CFR

g. §38.9 (g)(3)

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**IV.X. RESPONSIBILITIES:**

The contract manager must ensure that Workforce Career Center staff is aware and complies with this policy.

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## POLICY-NEW DRAFT

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<b>CATEGORY:</b>	Program Services	<b>No:</b> 4.0.123.00
<b>TITLE:</b>	Common Exit	
<b>SUPERSEDES:</b>	N/A	
<b>EFFECTIVE:</b>	February 26, 2021	
<b>BOARD APPROVAL:</b>	February 25, 2021	
<b>DATE OF LAST REVIEW:</b>	February 11, 2021	

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### I. PURPOSE:

To implement a common exit policy that will promote service delivery that focuses on customer needs, where specific programs serve to fund required services. The purpose of this policy is to provide contracted service provider staff with guidance on the Texas Workforce Commission's (TWC) Common Exit policy and related processes.

### II. DEFINITIONS:

**Common Exit:** Common exit will occur when:

- no participatory services from any programs included in common exit policy are received within 90 days; and
- no other services are keyed that prevent exit, such as Planned Gap or Good Cause

**Common Exit Process:** A participant enrolled in multiple DOL-administered programs is exited only when all exit criteria are met for all programs included in the common exit policy.

**Participatory Services:** Staff closure of the *Program Detail* screen or screens does not impact common exit of participants. The *Program Detail* exit information is used to show that a participant has completed an individual program, but actual exit is based on the last participatory service provided to a participant.

- Participatory services, identified in the Service Matrix, include:
  - training services;
  - individualized career services;
  - staff-assisted basic career services; and
  - youth program elements.

**Common Exit programs:** Common exit applies to all programs listed below in which a participant is concurrently enrolled. Enrollment in applicable programs does not need to occur on the same date for common exit to apply.

POLICY NUMBER: 4.0.123.00

Date: 02/26/2021  
Revision: 02/11/2021

- The following programs are included in TWC’s common exit process:
  - **WIOA core programs:**
    - ▣ WIOA Adult
    - ▣ WIOA Dislocated Worker
      - WIOA Youth
      - Wagner-Peyser Employment Service
  - **Other DOL-administered programs:**
    - ▣ National Dislocated Worker Grant
      - Veterans Employment Services
      - Trade Adjustment Assistance (TAA)
  - **Non-DOL-administered programs:**
    - Temporary Assistance for Needy Families (TANF) funded programs
    - Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

**III. POLICY STATEMENT:**

The Board shall ensure that contracted service provider implements common exit process.

**TWIST Data Entry Notice:**

- **Service Provider staff** must enter *Exit Date* and *Exit Reason* and close a *Program Detail* for the program or programs in TWIST when no further services are planned for a participant.
- **Service Provider staff** shall not enter Planned Gap in services unless the participant is scheduled to return for specific services on a specific date.

**WIT Data Entry Notice:**

- Boards must ensure that staff members do not manually close participant POPs in WorkInTexas.com. Exit will automatically be applied to participants in WorkInTexas.com following 90 consecutive days without a participatory service.

**IV. PROCEDURES:**

N/A

**V. RELATED POLICY INFORMATION:**

- WD 27-07, issued August 1, 2007, and entitled “Integrated Data Collection and Performance Management
- WD 27-20, issued December 2, 2020 and entitled “Common Exit Policy”
- TEGL 14-18, “Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the
- U.S. Department of Labor (DOL),” published March 25, 2019
- TEGL 19-16, Attachment 2, “Participation Level Services Chart WIOA Title I Adult, Title I Dislocated Worker, and Title III Employment Service Programs,” published March 1, 2017
- TEGL 10-16, Change 1, “Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs,” published August 23,

POLICY TITLE: Common Exit  
POLICY NUMBER: 4.0.123.00

Date: 02/26/2021  
Revision: 02/11/2021

- 2017
- TEGL 10-16, Change 1, Attachment 1, "Definitions of Terms Related to the Performance Accountability System"
- BCY'20 LWDA Contracted Performance Measure Definitions
- Service Matrix October 2020

**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, 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

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President/CEO

\_\_\_\_\_  
Date



POLICY

<b>CATEGORY:</b>	Program Operations	<b>No:</b>
<b>4.0.106.024 TITLE:</b>	Reasonable Distance	
<b>SUPERSEDES:</b>	4.0.106.010 dated AugustFebruary, 29, 20142	
<b>EFFECTIVE:</b>	MONTHAugust ##29, February 26 202114	
<b>DATE APPROVAL:</b>	February 25	
	August ##28, 20212014	
<b>DATE OF LAST REVIEW:</b>	February 11,	
	2021August ##28, 202114	

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**I. PURPOSE:**

To provide criteria in determining reasonable distance for determining good cause for participants.

**II. DEFINITIONS:**

*Reasonable Distance* – Any distance to program activities or an available job, which would require a daily commuting time of not more than two hours round trip.

**III. POLICY STATEMENT:**

All Board contractors shall establish procedures for determining good cause according to the “reasonable distance” definition provided in this policy.

Participants shall be informed that they have the option to accept services or employment beyond a reasonable distance, even if good cause status is available to gain the benefits of workforce services and employment.

In the case of RESEA participants, following parameters prescribed by TWC, if a participant is unable to access public transportation, resides 50 miles or more from a Workforce Solutions of the Coastal Bend Career Center, or has other geographic conditions that create a significant impediment to traveling to the nearest Workforce Solutions of the Coastal Bend Career Center are to be considered for exemption from participating in RESEA. In the case of virtual participation, if the participant is unable to access remote technologies, the participant will also be deemed in favor of consideration for distance exemption.

Workforce Solutions of the Coastal Bend will follow present and future TWC Guidance regarding physical and virtual services by program which may activate reasonable distance at any given time. If a reasonable distance is determined for a participant, it will be up to the Contractor to present the best service and delivery plan for the participants that are in reasonable distance.

**IV. PROCEDURES:**

When a participant qualifies for and accepts good cause, the reason for good cause must be

POLICY TITLE: Reasonable Distance  
POLICY NUMBER: 4.0.106.024

DATE: 4/26/2007  
REVISION:

documented in that individual's case record and in TWIST.

**V. RELATED POLICY INFORMATION:**

[RESEA Program Guide. Effective January 2021](#)

TAC §811, §813

Texas Labor Code 301.0015, 302.002(d)

45 CFR

40 TAC, Chapter 811

**VI. RESPONSIBILITIES:**

Board staff shall ensure all Contracted Service Providers are aware of and comply with this policy.

**VII. FORMS AND INSTRUCTIONS:**

N/A

**VIII. DISTRIBUTION:**

Board of Directors  
Staff

Board Staff

Contracted Service Provider

**IX. SIGNATURES:**

\_\_\_\_\_  
Reviewed by EO Officer

\_\_\_\_\_  
Date

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President/CEO

\_\_\_\_\_  
Date



**POLICY**  
**-DRAFT**

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

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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.~~
- ~~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.

OngOngoing 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.

##### SNAP E&T

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

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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>	4.0.103.043
<b>TITLE:</b>	Case Management		
<b>SUPERSEDES:</b>	4.0.103.032, dtd. 057.2417.20182014-		
<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> <u>May 3, 2018</u>		

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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.

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

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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 Aabled 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.VII. DISTRIBUTION:**

Board of Directors      Board Staff      Service Provider Staff

**IX.VIII. SIGNATURES:**

Re \_\_\_\_\_ -er- \_\_\_\_\_  
Date 5/29/18  
\_\_\_\_\_  
Date 5/29/18  
President/CEO

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## **INFORMATION ONLY**

### IX - 1. Facilities Updates

## **BACKGROUND INFORMATION**

Board Professionals will provide update on:

- Career Center Activities & Updates
  - COVID19
  - Colocation of Vocational Rehabilitation Services (VRS)
- Career Center Lease Agreement Regarding Sunrise Career Center

## INFORMATION ONLY

IX - 2a. Services to Workers - Policy Review Schedule

## BACKGROUND INFORMATION

Board Staff will be presenting Policy Review Schedule **Attached.**

Policies Updated for review, recommended for Approval:

1. Policy 4.0.102.02 - Basic Skill Deficient
2. Policy 4.0.123.00 - Common Exit
3. Policy 4.0.106.02 - Reasonable Distance
4. Policy 4.0.115.07 - Program Non-Compliance
5. Policy 4.0.103.04 - Case Management

# Policy Review Schedule-2021

<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
	4.0.101.13	Support Services
02.11.2021	4.0.102.02	Basic Skills Deficiencies
02.11.2021	4.0.103.04	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
02.11.2021	4.0.106.02	Reasonable Distance
	4.0.107.03 (Annual)	Determination of Self-Sufficiency
	4.0.109.02	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.04	Customer File Documentation
	4.0.113.05	OJT, Subsidized Employment, and Customized Training
02.11.2021	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
02.11.2021	4.0.123.00	Common Exit

# Policy Review Schedule-2021

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b>WIOA</b>		
	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>Choices</b>		
	4.2.100.02	Service Strategies
<b>Child Care</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>Unemployment Insurance</b>		
05.07.2020	4.5.100.07 (Annual)	Work Search Requirement
<b>Quality Assurance &amp; Monitoring</b>		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
<b>Property &amp; Facilities</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>Information Technology &amp; Data Management</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>Public Relations</b>		
	8.0.100.02	Strategic Marketing Standards and Guidelines

## INFORMATION ONLY

### IX - 2b & 2c Services Workers – Program Updates & Veterans Services

## 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 December 31, 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 Completed. Working on TWC Resolution from Previous TWC Audit 2019. Preliminary TWC Audit January 2021-NCP & SNAP E&T, WIOA Data Validation	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-Grant awarded begin March 2021. SEAL-First meeting with C2 for project 2021 Educator Externship-First meeting with E2E and C2 January 2021	TII- \$100K. Educator Externship funding currently available for 2021.
4. YOU CHOOSE! Career Expo	Virtual! February 24 & 25, 2021	Remains - TWC had extended grant end date to April 2021.
5. Work Search Requirement- for Unemployment Recipients. Board Policy: 4.5.100.07 Work Search Requirement effective 05.22.2020	Effective February 1, 2021-all counties at 3 work search activities per week	Remains- WFSCB submitted capacity information to TWC in order to receive appropriate allocations to deliver critical services to Unemployment Claimants via the RESEA Program.

1. Opportunities for new funding sources:

- Pursuit of Advanced Training in High-Demand Skills(PATHS) for Texas. WFSCB one of four boards granted. The Walmart National Giving Program is the primary funder; WFSCB received \$300K for the period of January 2020 to March 2023. Activities include providing on-line learning options for workers to upskill and advance through employer defined career pathways from entry-level to management. Penn Foster, an online learning model will provide National Retail Federation(NRF) career fundamentals such as customer service, sales, COVID19 Retail operations. In partnership with Goodwill Industries of South Texas(Goodwill) we are preparing to launch our first cohort of Goodwill Employees, to complete COVID19 Retail Operations. Goodwill is dedicated to upskilling and reskilling to advance their workforce and have buy-in to meet the desired outcomes. Coastal Bend plans are to include other neighboring board areas, to take a regional approach and support TWC's strategic goal of aligning programs and services and promote collaboration and joint planning.
- TWC Lead Initiative- Skill-Up America. No Cost to unemployment claimants, virtual training via Metrix.
- 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. Veterans Services:

- Career Center services available Virtually and by appointment.
- Bi-weekly Employment and Resources Committee hosted by Texas Veteran Leadership Program(TVLP)- collaboration to bring all veteran serving community partners together.
- Texas Veteran Commission(TVC) actively promote workshops aimed to assist veterans navigate virtual job fairs and access services.
- WFSCB continues to broaden veterans services by joining Unite Us platform through partnership with Texas Veterans Network(TVN) with Alamo Area of Council of Government. Ms. Katrina Cromwell housed at board administrative offices to extend services.
- WFSCB awarded Military Family Support (MFSP) contract for 2021. This grant provides funds for wages for staffing with C2GPS for a Military Family Advocate. Last program year 18 spouses were served via MFSP.
- WFSCB actively participates in the TWC lead Texas Transitional Alliance Meeting. Meeting held on February 3, 2021 with Commissioner Aaron Demerson hosting. At last meeting WFSCB was recognized for Marketing and awareness campaign, and collateral material created.

## INFORMATION ONLY

### IX – 3. Services to Youth - YOU! Program Update

## BACKGROUND INFORMATION

### 1. WIOA Youth as of December 31, 2020.

- Participant Served as of 12/31/2020 – 120
- New Enrollments as of 12/31/2020 – 39
- Participant Expenditures YTD: Contractor management team has implemented a tracking system Plan Participant Summary (PPS) to monitor enrollment targets based within set cohorts for ISY and OSY.
  - Out of School Youth (OSY): Budget \$ 497,701.30      Expenditures \$ 84,737.54 ( 17%)
  - In School Youth (ISY):      Budget \$ 213,300.56      Expenditures \$ 24,742.52 ( 12%)

Youth Program will continue to make a concentrated effort to increase services to both In and Out of School Youth directly related to the 14 Youth Program Elements. Various virtual workshops (resume building, leadership, etc.) offered and conducted weekly for youth to participate.

Youth Staff Additions: None; Total of 6 staff, 1 vacancy Sinton Center.

### Youth Engagement Opportunities

Youth Services will continue to expand student and educator knowledge through awareness of local labor market information, in demand occupation and industry when participating in ISD’s Career Events, Orientations, community partner events, etc. Please see below some of the Youth engagement/network opportunities we have maximized this quarter.

Activity	Audience <i>(Admin, Teachers, Students)</i>	Count
Community Partner Meetings	BCFS, ESC-2, Ingleside CTE Advisory Board Meeting, Gregory Portland CTE Advisory Committee Meeting, Summit Focus Group with CCISD, E2E Regional P-16 Council Meeting, Alice Housing Authority	7
ISD Presentations <i>(LMI, Resume building, Employer Demand)</i>	Charting the Course Career Fair, Coastal Bend Table Talk	2

### 2. Statewide Fund - Youth Services

Enrollment Target: 50

- RSIZ (*Rural School Innovative Zone*) – 40 Students
- Rural areas (*Beeville and Sinton*) – 10 Students
  - March/April Activities – Student selection, determine eligibility, attend orientation and Are You Ready sessions (cover essential skills workshop and work readiness sessions) prior to work experience assignment.
  - June Activities – Students will begin work experience assignments
  - WRK Modules – 10 units have been purchased for the 1<sup>st</sup> cohort
  - WFSCB Staff, C2 Management & Staff participate and/or have been assigned to an Adhoc Committee/Academies. The academies are as follows: Grow Your Own(Education Career Path), Next Generation Medical(Health and Science Career Path), Ignite Academy(Welding, Construction and Electrical Career Path).

### 3. Foster Youth Services

(5) Foster Youth Enrolled as of December 31, 2020

Foster youth is a priority group within our Service Delivery. Partnership with BCFS continues; MOU has been reviewed and signed by both agencies with an effective date of October 1, 2020 through September 30, 2022.

- **Partnership, Referral System Meeting** – held on September 24, 2020 with BCFS Director Ms. Robin Soto, Board staff and the contractor management team to discuss a more structured referral process between WFSCB and BCFS.
  - An automated referral form was created using JotForm and POC youth staff was assigned to ensure the referral is assessed and processed. Effective October 1, 2020.
  - WFSCB regularly participates in virtual orientations/meeting with BCFS to share Workforce Youth Services with foster youth. Additionally, any foster youth is welcome to attend our weekly virtual workshops. BSCB requested concentrated efforts with Work Base Learning: Work Experience, employment, mentoring, and tutoring.
  
- **TWC Foster Youth Monthly Conference Call** – occurs on the 3<sup>rd</sup> Friday; next call scheduled February 19, 2021.
  - The purpose of these calls is to provide an opportunity for all Boards to share best practices and innovative strategies to engage our Foster Youth in transition. January’s meeting focused on the planning of the Foster Youth Conference and Strategic Plans that are due from the transition centers.
  
- **TWC Foster Youth Conference** – TWC Foster Youth Digital Statewide Conference Spring 2021; Theme: Developing a Network of Nurture; March 2 – 5, 2021, from 8:00 AM – 12:00 PM daily
  - This digital conference will be open to Foster Youth, Boards, Workforce Solutions contractors, Transition Centers, DFPS staff, Texas Employers who hire foster youth, and other stakeholders in the Texas foster care community

### 4. Upcoming YOU! Events:

- **YOU CHOOSE Digital Career Expo! February 24 – 25, 2021 from 9:00 am to 3:00 pm**; this event will provide the opportunity for high school students to get an inside perspective of career & industry from expert-lead panels in our 4 industry sectors: Business, Professional Skills and Trades, Healthcare and Public Service. Additionally, we will have representation from our Armed Services (Army, Airforce, Navy and Marines). We have great expectations that the virtual platform will prove advantageous and allow more students to attend.
  
- **New Grant/Initiative Award: Start Date: March 19, 2021; Amount: \$100,000; Enrollment Target: 40**  
**Texas Internship Initiative** – WFSCB will partner and contract with E2E as the internship program provider. E2E will work with administrators and school staffs to recruit, train, monitor, and evaluate students; partner with DMC and TAMUCC to provide dual/technical credit courses; and recruit and assist employers in providing paid internship positions. The internships will be for the Middle-Skill STEM areas of accounting, business management, engineering, information technology. The career fields selected are on the Workforce Board Target Occupation List because they address the skill gaps in our region and provide a reasonable expectation of employment after training.
  
- **WFSCB Foster Youth Summit-** Mid-late Summer 2021. Details coming soon!

## **5. YOU Navigate! Student HireAbility Navigator Update:**

- The YOU Navigate! Student HireAbility Program continues to work towards bridging the gap in services with TWS-VRS and community partners through collaboration and awareness of HireAbility efforts. WFSCB was tasked 2 ½ years ago in creating a three-year plan and implementing a strategy to improve and increase services to students with disabilities. The plan has been successfully reviewed and approved by TWC.
- Key activities:
  - October 2020- WFSCB declared a proclamation for WFSCB’s Disability Awareness Month.
  - Held 3<sup>rd</sup> annual YOU Navigate! Lunch and Learn event. The event updated attendees on services to individuals with disabilities, employer service updates, and rewarded and recognized front-line staff for going above and beyond in implementing protocols and sharing best practices.
  - WFSCB assisted in the planning of the Education Service Center’s Charting the Course Transition Fair on October 28, 2020. The transition fair gave 18 community partners the opportunity to share their resources to students who receive 504 or special education services. The event was attended by 42 students from 17 local ISDs in the Coastal Bend region.
- Upcoming Events
  - Moving Forward Together Easy Virtual Event WFS/VR March 11 - for Workforce and VRS Staff to share knowledge of programs and services located within the career centers. The goal of this event is to plug in services and enhance the referral process between VRS and WFSCB program participants as VRS collocates within the career centers.
  - ESC Charting the Course Transition Fair April 2021

## **6. South Texas Career Connection(STCC)- Update.**

- Tri-District Partnership: Benavides ISD, Jim Hogg County ISD, San Diego ISD. Funded by Texas Education Agency(TEA) Perkins Grant.
  - STCC is a higher education and industry collaboration; providing important career pathway to success for high school students and offers them opportunities to personalize their education based on their college and career readiness aligned to the regional workforce needs.
  - Strategic Meeting, December 2020.
  - Building the activities with grant deliverables, performance measures and most important the student’s success in mind.
  - Need industry partners leaders. Career Pathways for grant include Health, Welding, and Construction Trades.
- WFSCB Marketing and Site Design in progress. Will share with committee members.

## INFORMATION ONLY

### IX - 4. Services to Business - Business Solutions Report

## BACKGROUND INFORMATION

### Key Efforts and Plan of Work Include:

- Enhancing communications channels between Career Center Staff and BSU, with a focus on aligning the efforts of the BSU with the needs of our job seeker population
- Quality over quantity approach to job fairs and hiring events, to better encourage positive outcomes.
- Promotion of a service delivery model based on relationship building in order to offer customized employer experience, responsive solutions to circumstances, and consistent engagement throughout the program year.

### Q1- October 2020 to December 2020

#### ➤ Services Provided:

- 24 Virtual Events
  - 214 Employers
  - 13,114 Job Openings
  - 676 Job Seekers
- 43 New Employer Accounts created in WorkInTexas.com (WIT)
- 689 New Job Postings with 1,934 total openings created in WIT by staff
- 9<sup>th</sup> Annual Hiring Red, White and You Statewide Job Fair
  - 64 Employers, 247 Total Job Seekers, 135 Veteran Job Seekers, 15 On-site hires

#### ➤ Employer Engagement:

- Savage Services – Savage is an industry leader in logistics and rail switching operations. The BSU is assisting them with their current hiring needs for the rail yard, supporting the Exxon Plant in San Patricio County. Ongoing efforts include targeted hiring event in February 2021.
- Deem Structural Services - Working in partnership with ACS, we have placed four (4) participants into OJT positions as Iron Workers in the Coastal Bend Region. This collaboration is helping to support separate skills enhancements that these individuals are obtaining through concurrent participation in a Registered Apprenticeship.
- Blue Diamond Welding – The BSU has begun to assist current and graduating students in their job search through placement services, hiring events, and the exploration of OJT placements. We are working to develop potential worksites looking for highly trained welders.
- Nueces County HR & Nueces County Sheriff's Office - Assisting all departments with hiring events, job fairs, placing media announcements of available positions, and WIT referrals. Nueces County HR received the Gold Medallion Award in Nov. 2020

#### ➤ Continuing and Future Efforts:

- During the COVID-19 Pandemic, the BSU has transitioned to a Virtual Events model. With the support of the WFSCB Board Professional Staff, the BSU has begun using the Premier Virtual platform to offer an enhanced experience to employers and job seekers.
- As part of our overall Service Delivery Plan, the BSU has designed an “every-other-month” and quarterly Job Fair Calendar. The emphasis is better coordination with the Career Center staff to align employers and job openings with the needs of our customers across the region.
- Ongoing collaboration with the ACS team to explore and promote additional OJT opportunities with new and existing regional employers
- Currently engaged with multinational chemical company, manufacturing pharmaceuticals out of Bishop, TX, to develop potential OJT and Registered Apprenticeship opportunities
- Ongoing efforts to support the RSIZ and South Texas Career Connection Initiatives, to promote employer engagement and work-based learning opportunities in Brooks, Duval, and Jim Wells Counties.

## INFORMATION ONLY

### IX - 5. Local Labor Market Information - Jobs and Employment Report

The unemployment rate for the month of December decreased to 9.3% in the Coastal Bend region, down 1.1% from last month. Unemployment for all 11 counties decreased over the month with Kenedy and Jim Wells experiencing the highest month-over-month decreases.

Job growth in the Trade, Transportation, and Utilities Industry Super Sector grew by 0.6% over the month in the Corpus Christi Metropolitan Statistical Area (MSA). Retail Trade is within this industry sector which includes many of the occupations that are traditionally attributed to seasonal hiring during the month of December.

The demand for jobs that support the Health Care and Retail Trade industry has continued to increase over the last couple of months. Registered Nurses, Licensed Vocational Nurses, Retail Sales Supervisors and Salespersons are among the top occupations employers are looking to fill immediately. To begin your job search and get registered on WorkInTexas.com, check out this video from the Texas Workforce Commission.

#### Employer and Partner Data Requests

##### November 2020

- Occupation Snapshot Report – Janitorial Managers
- Occupation Snapshot Report – Janitors / Housekeeping
- Wage Analysis – Janitorial
- Coastal Bend Industry Snapshot
- Coastal Bend Staffing Patterns Report
- Coastal Bend Wage Analysis
- Coastal Bend Employer Report
- Occupation Overview – Industrial Construction
- Occupation Overview Report – Management Occupations
- COVID-19 Economic Impact Report - 11 County Coastal Bend Region
- COVID-19 Economic Impact Report – City of Corpus Christi

##### December 2020

- Employers by County Report – Duval
- Employers by County Report – Jim Wells
- Coastal Bend Industry Overview Report
- Job Postings Analytics Report 1
- Job Postings Analytics Report 2

## January 2021

- Economic Overview – Coastal Bend
- Coastal Bend Industry Snapshot – Health Care
- Nueces County Economic Impact Overview
- Nueces County Economic Impact Report – UI Weekly Claims
- Coastal Bend Occupation Snapshot 1
- Coastal Bend Occupation Snapshot 2
- Coastal Bend Occupation Snapshot 3
- Nueces County Economic Impact Report – UI Weekly Claims Update
- Coastal Bend Staffing Pattern
- Coastal Bend Industry Snapshot

# Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data December 2020						Previous Monthly Data November 2020				Year Ago December 2019			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	160,567,000	149,830,000	10,736,000	6.7	0.0	3.2	160,536,000	149,809,000	10,728,000	6.7	164,556,000	158,803,000	5,753,000	3.5
Texas	State	14,164,520	13,139,142	1,153,252	7.2	-0.9	3.7	14,181,827	13,028,575	1,153,252	8.1	14,155,916	13,660,124	495,792	3.5
Corpus Christi	MSA	200,752	182,657	18,095	9.0	-1.0	4.7	202,507	182,307	20,200	10.0	263,556	252,263	11,293	4.3
Coastal Bend	WDA	257,998	233,949	24,049	9.3	-1.1	5.3	260,426	233,349	27,077	10.4	9,411	9,036	375	4.0
Aransas	County	9,130	8,331	799	8.8	-0.7	4.5	9,171	8,303	868	9.5	9,837	9,410	427	4.3
Bee	County	9,985	8,968	1,017	10.2	-1.3	5.2	10,075	8,915	1,160	11.5	2,616	2,485	131	5.0
Brooks	County	2,679	2,386	293	10.9	-1.5	6.0	2,712	2,376	336	12.4	4,919	4,678	241	4.9
Duval	County	5,050	4,415	635	12.6	-1.7	7.5	5,124	4,392	732	14.3	16,647	15,798	849	5.1
Jim Wells	County	17,289	15,111	2,178	12.6	-1.9	8.1	17,597	15,042	2,555	14.5	202	193	9	4.5
Kenedy	County	182	171	11	6.0	-2.1	1.9	185	170	15	8.1	13,571	13,020	551	4.1
Kleberg	County	13,340	12,233	1,107	8.3	-1.2	5.5	13,458	12,178	1,280	9.5	5,625	5,466	159	2.8
Live Oak	County	5,611	5,165	446	7.9	-1.1	3.9	5,648	5,142	506	9	167,633	160,846	6,787	4.0
Nueces	County	162,456	148,246	14,210	8.7	-1.0	5.3	163,950	147,965	15,985	9.7	3,123	3,017	106	3.4
Refugio	County	3,110	2,843	267	8.6	-0.8	3.1	3,120	2,827	293	9.4	29,972	28,314	1,658	5.5
San Patricio	County	29,166	26,080	3,086	10.6	-0.8	6.3	29,386	26,039	3,347	11.4	263,556	252,263	11,293	4.3

(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)

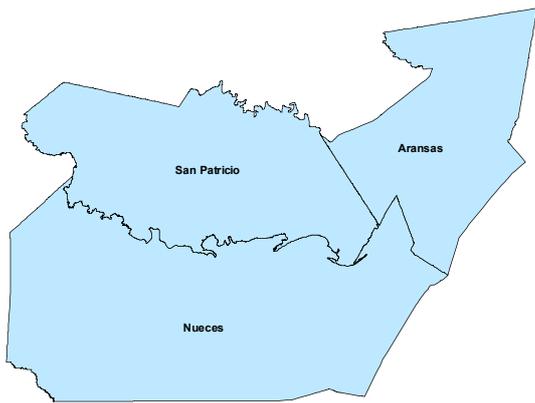
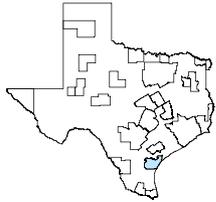
<b>Less than High School</b>	<b>\$15,437</b>	<b>Some College or Associates</b>	<b>\$28,739</b>	<b>Graduate or Professional</b>	<b>\$56,681</b>
<b>High School &amp; GED</b>	<b>\$26,818</b>	<b>Bachelor's</b>	<b>\$44,078</b>		

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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)**

## Corpus Christi MSA

December 2020



MSA Labor Force Statistics				
	Dec-20	Nov-20	Dec-19	Yearly Change
Civilian Labor Force	200,752	202,179	207,016	-6,264
Employed	182,657	182,007	198,196	-15,539
Unemployed	18,095	20,172	8,820	9,275
Unemployment Rate	9.0%	10.0%	4.3%	4.7%

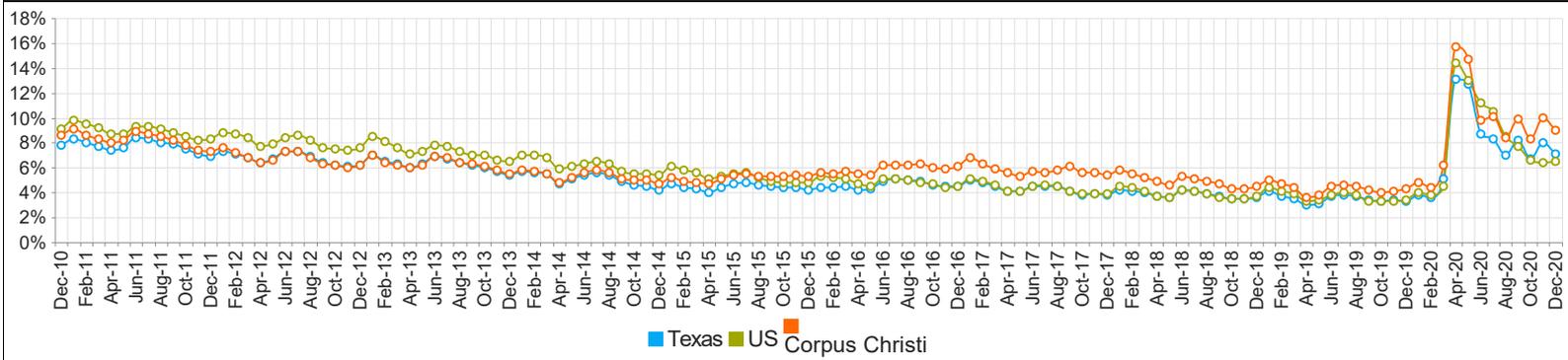
  

Texas Labor Force Statistics				
	Dec-20	Nov-20	Dec-19	Yearly Change
Civilian Labor Force	14,170,462	14,200,317	14,192,255	-21,793
Employed	13,163,725	13,070,145	13,722,119	-558,394
Unemployed	1,006,737	1,130,172	470,136	536,601
Unemployment Rate	7.1%	8.0%	3.3%	3.8%

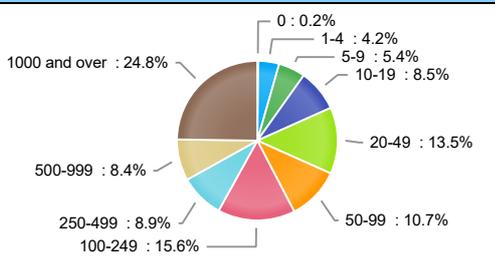
  

US Labor Force Statistics				
	Dec-20	Nov-20	Dec-19	Yearly Change
Civilian Labor Force	160,017,000	160,468,000	164,007,000	-3,990,000
Employed	149,613,000	150,203,000	158,504,000	-8,891,000
Unemployed	10,404,000	10,264,000	5,503,000	4,901,000
Unemployment Rate	6.5%	6.4%	3.4%	3.1%

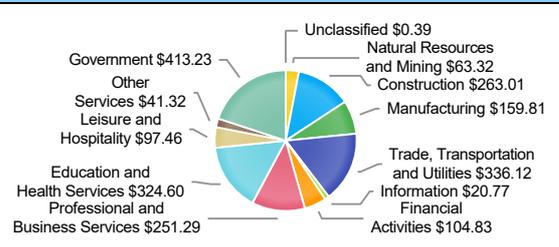
### Historical Unemployment Rates



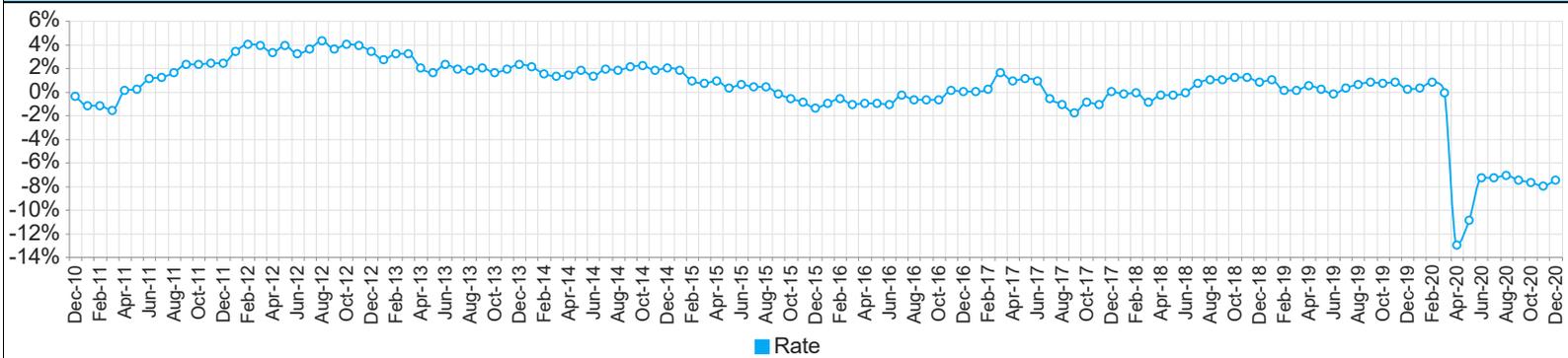
### Employment by Size Class (2nd Quarter 2020)



### Wages by Industry (in millions) (2nd Quarter 2020)



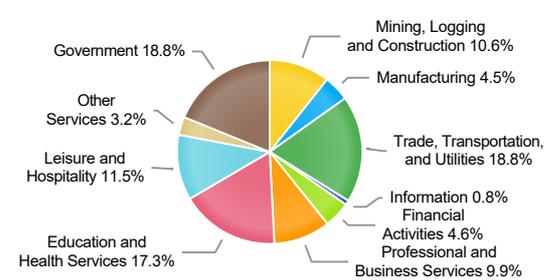
### Annual Growth Rate Total Non-agricultural employment



### Employment by Industry (December 2020)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	180,700	0.1%	-7.5%
Mining, Logging and Construction	19,200	-1.0%	-18.6%
Manufacturing	8,100	0.0%	-4.7%
Trade, Transportation, and Utilities	33,900	0.6%	0.6%
Information	1,500	0.0%	-6.2%
Financial Activities	8,400	0.0%	-1.2%
Professional and Business Services	17,900	0.6%	-7.7%
Education and Health Services	31,300	0.3%	-4.0%
Leisure and Hospitality	20,800	0.0%	-18.4%
Other Services	5,700	0.0%	-8.1%
Government	33,900	0.0%	-5.0%

### Employment by Industry (December 2020)



## Coastal Bend Workforce Development Area

December 2020



WDA Labor Force Statistics				
	Dec-20	Nov-20	Dec-19	Yearly Change
Civilian Labor Force	257,998	260,060	263,556	-5,558
Employed	233,949	233,026	252,263	-18,314
Unemployed	24,049	27,034	11,293	12,756
Unemployment Rate	9.3%	10.4%	4.3%	5.0%

Texas Labor Force Statistics				
	Dec-20	Nov-20	Dec-19	Yearly Change
Civilian Labor Force	14,170,462	14,200,317	14,192,255	-21,793
Employed	13,163,725	13,070,145	13,722,119	-558,394
Unemployed	1,006,737	1,130,172	470,136	536,601
Unemployment Rate	7.1%	8.0%	3.3%	3.8%

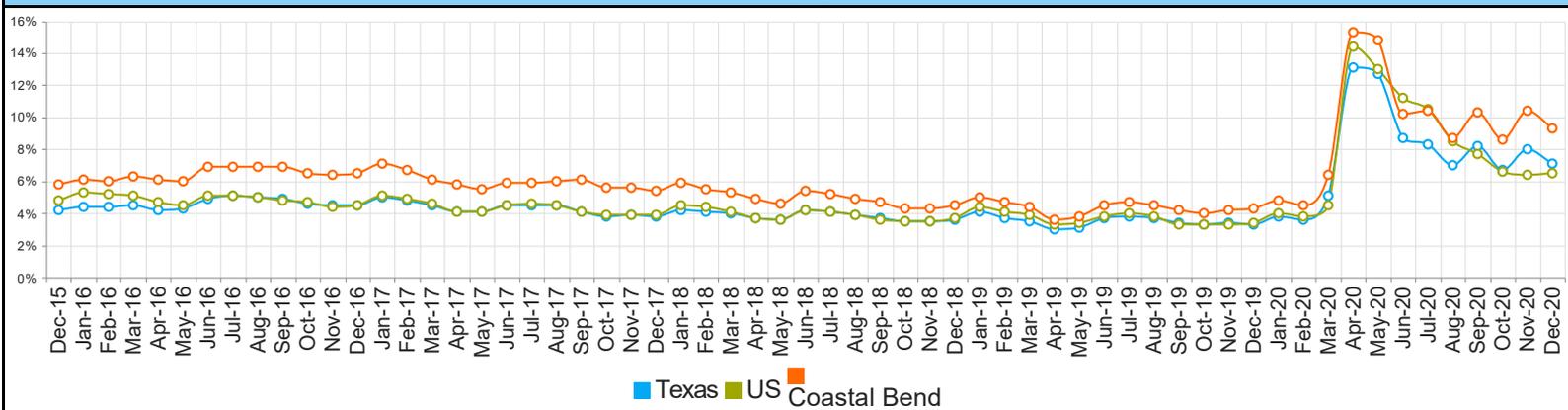
  

US Labor Force Statistics				
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Civilian Labor Force	160,017,000	160,468,000	164,007,000	-3,990,000
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Unemployment Rate	6.5%	6.4%	3.4%	3.1%

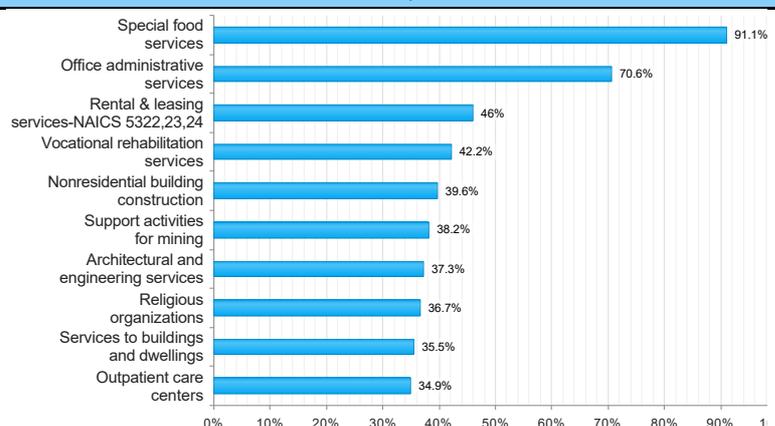
  

Continued Claims for the Week of the 12th				
	Dec-20	Nov-20	Dec-19	Yearly Change
WDA	5,932	6,996	2,814	3,118
Texas	242,000	283,871	102,136	139,864

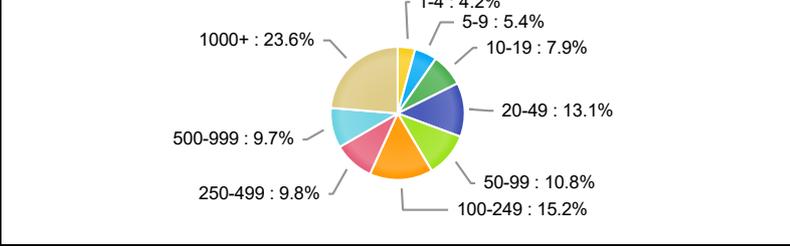
## Historical Unemployment Rates



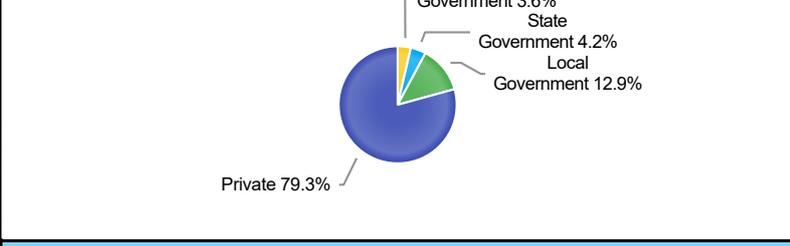
## Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



## Employment by Size Class (2nd Quarter 2020)



## Employment by Ownership (2nd Quarter 2020)



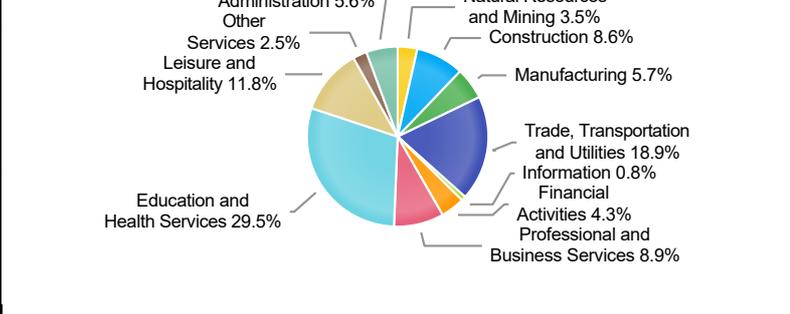
### Average Weekly Wage (2nd Quarter 2020)

	Q2 2020	Q1 2020	Q2 2019	Quarterly Change	Yearly Change
WDA	\$917	\$935	\$901	-\$18	\$16
Texas	\$1,156	\$1,231	\$1,101	-\$75	\$55
US	\$1,188	\$1,222	\$1,094	-\$34	\$94

## Employment by Industry (2nd Quarter 2020, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	7,528	3.5%	-23.1%	-32.0%
Construction	18,572	8.6%	-12.9%	-22.1%
Manufacturing	12,255	5.7%	-5.0%	-2.8%
Trade, Transportation and Utilities	40,784	18.9%	-4.7%	-4.6%
Information	1,623	0.8%	-14.0%	-15.4%
Financial Activities	9,383	4.3%	-3.7%	-6.6%
Professional and Business Services	19,113	8.9%	-6.4%	-6.6%
Education and Health Services	63,691	29.5%	-6.7%	-5.0%
Leisure and Hospitality	25,382	11.8%	-17.7%	-23.1%
Other Services	5,314	2.5%	-10.6%	-10.0%
Public Administration	12,090	5.6%	-0.3%	2.0%

## Employment by Industry (2nd Quarter 2020)



## INFORMATION ONLY

IX – 6. Performance Update (November 2020 Final Release)

## BACKGROUND INFORMATION

### Summary

November 2020 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding three (3) measures, meeting four (4) and not meeting four (4).

Board Contract Year 2021, seven (7) of the eleven (11) measures are meeting or exceeding; four (4) measures are not meeting on a Year-to-Date Performance Period. The measure criteria for BCY21 incentives have not been published. **Quartile 3.**

### Explanation of Measures in **Negative Performance** for BCY 2021

*\*YTD Reporting Data showing 1<sup>st</sup> Qtr data for 2019 Exiters*

Performance Measure	Current Num/Den	Current % of Target	Action Plan
<u>Employed Q4 Post Exit – DW</u>	<u>30/44</u>	<u>88.43%</u>	<p><b>Board Actions:</b> <i>On January 12, 2021</i> our Quarterly Performance Meeting was held between Board Contract Management and C2 Performance Management Team to strategize on performance improvement, data integrity, new hire training in TWIST and WIT systems.</p> <p><b>C2 Actions: Performance Improvement Efforts Staff Training - January 2021</b> – All WIOA staff were trained/refreshed on credential performance measures, the documentation needed and where it must be entered in TWIST to ensure credit of successful completion.</p> <p><b>Denominator Reviews &amp; Follow Up:</b> Monthly reviews of program exiters, are conducted. Both staff and management are involved in follow up and research on both credential and employment success. Once this is verified the update is entered in TWIST. TA is given during bi-weekly WIOA meeting on any critical performance area.</p> <p><b>Tracking Systems &amp; Reporting:</b> Additionally, tracking tools like the PPS, caseload reports and new enrollment reports assist in monitoring current and projected customer recruitments targets. This combined effort through tracking will positively impact performance and increase staff and manager awareness on the contribution they make to enrollments, case management and case closures. <b>Strengthen Assessment – Reviewed with staff at bi-weekly WIOA staff mtg:</b> Concentrated focus on thorough assessment on any customer requesting training. This will review customer’s needs, strengths, barriers, career and employment goals prior to enrolling in training.</p>
<u>Credential Rate – Adult</u>	<u>7/16</u>	<u>66.90%</u>	
<u>Credential Rate - DW</u>	<u>4/9</u>	<u>63.49%</u>	
<u>Credential Rate - Youth</u>	<u>1/12</u>	<u>29.23%</u>	

**Special Note: COVID-19 Impact for 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

**New Contracted Performance Measures for BCY 2021**

- Adult (WOA) – Measurable Skills Gain
- Dislocated Worker (WOD) – Measurable Skills Gain
- Youth (WOY) – Measurable Skills Gain and
- Youth Median Earning Q2 Post Exit

**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
<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 - Meeting</b> performance - Greater than 95% and Equal to or Less than 110%
<b>MP</b> - <b>Meeting at Risk</b> - Equal to or Greater than 95% and Equal to or Less than 97.5%	<b>MP - Meeting at Risk</b> - 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:**

1. **During the period in which work search was suspended, this measure was no longer meaningfully reportable. However, with the reimplementations of work search, we anticipate the measure to become reportable again later this year.**
2. **Though the Texas Workforce System has remained open to the public throughout the COVID-19 pandemic offering services remotely, whether due to lockdowns, general health concerns, or business interruptions, demand foremployer services was generally since March 2020 making current data largely incomparable to prior periods.**

3. **Because of the impact of COVID-19 on demand for services, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.**

### **Program Participation Measures**

#### **N/A 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)

#### **N/A 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.**

4. **TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas. Some of these actions resulted in a increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up but has not yet reached the level of enrollment expected because it takes several months to accomplish this.**

### **WIOA Outcome Measures**

#### **N/A 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

#### **N/A 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.

#### **N/A 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

#### **N/A Credential Rate – All Participants**

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

#### **MP Employed Q2 Post Exit – Adult**

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

### **WIOA Outcome Measures**

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

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

#### **+P 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

**+P Employed Q2 Post Exit – DW**

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

**-P Employed Q4 Post Exit – DW**

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

**MP 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

**+P Employed/Enrolled Q4 Post Exit – Youth**

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

**-P Credential Rate – Youth**

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

# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

FINAL RELEASE

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

As Originally Published 1/12/2021

## NOVEMBER 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	Credential Rate	Employ-ed Q2 Post-Exit	Employ-ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Employ-ed Q2 Post-Exit	Employ-ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Empl/Enrolled Q2 Post-Exit	Empl/Enrolled Q4 Post-Exit	Credential Rate						
	Cmnt ReEmpl within 10 Weeks	Emplrs Rcvg Wkfc Assist																					
Alamo	n/a	101.20%	n/a	n/a	n/a	n/a	n/a	n/a	112.15%	110.71%	242.11%	107.94%	85.77%	101.17%	116.97%	122.12%	100.50%	107.54%	146.21%	6	5	1	92%
Borderplex	n/a	108.91%	n/a	n/a	n/a	n/a	n/a	n/a	116.89%	118.16%	157.06%	100.87%	126.98%	108.08%	119.34%	98.17%	109.56%	131.64%	0.00%	7	4	1	92%
Brazos Valley	n/a	129.08%	n/a	n/a	n/a	n/a	n/a	n/a	113.71%	129.58%	199.50%	76.45%	94.79%	0.00%	118.32%	123.00%	99.63%	138.70%	307.69%	8	2	2	83%
Cameron	n/a	107.90%	n/a	n/a	n/a	n/a	n/a	n/a	111.49%	96.95%	119.71%	105.01%	110.81%	106.81%	106.48%	95.58%	97.76%	109.37%	165.85%	5	7	0	100%
Capital Area	n/a	110.68%	n/a	n/a	n/a	n/a	n/a	n/a	130.24%	118.94%	232.62%	114.20%	99.43%	103.63%	174.42%	88.40%	96.97%	128.95%	144.00%	8	3	1	92%
Central Texas	n/a	108.97%	n/a	n/a	n/a	n/a	n/a	n/a	121.59%	108.64%	206.03%	98.94%	99.42%	105.57%	132.47%	96.62%	103.58%	121.28%	0.00%	5	6	1	92%
Coastal Bend	n/a	107.25%	n/a	n/a	n/a	n/a	n/a	n/a	106.24%	107.88%	134.66%	66.90%	117.92%	88.43%	108.81%	63.49%	94.76%	125.29%	29.23%	4	4	4	67%
Concho Valley	n/a	98.39%	n/a	n/a	n/a	n/a	n/a	n/a	105.41%	93.68%	90.92%	122.32%	83.25%	122.10%	144.50%	0.00%	97.66%	157.98%	175.44%	5	5	2	83%
Dallas	n/a	109.36%	n/a	n/a	n/a	n/a	n/a	n/a	94.78%	91.83%	126.03%	108.49%	98.83%	113.66%	102.59%	110.75%	101.02%	103.81%	160.87%	5	7	0	100%
Deep East	n/a	114.29%	n/a	n/a	n/a	n/a	n/a	n/a	134.66%	104.55%	84.85%	133.87%	126.34%	120.16%	94.26%	87.21%	116.40%	108.61%	n/a	6	3	2	82%
East Texas	n/a	128.49%	n/a	n/a	n/a	n/a	n/a	n/a	89.87%	104.70%	90.05%	110.50%	94.41%	85.92%	61.53%	81.06%	99.08%	79.69%	116.95%	3	4	5	58%
Golden Cresce	n/a	101.43%	n/a	n/a	n/a	n/a	n/a	n/a	146.20%	143.06%	94.53%	110.96%	94.48%	80.97%	130.52%	130.96%	78.13%	69.35%	n/a	5	3	3	73%
Gulf Coast	n/a	110.94%	n/a	n/a	n/a	n/a	n/a	n/a	107.84%	103.46%	85.89%	102.48%	99.43%	91.76%	107.65%	92.06%	96.83%	105.56%	132.43%	2	9	1	92%
Heart of Texas	n/a	111.91%	n/a	n/a	n/a	n/a	n/a	n/a	110.61%	104.30%	131.45%	0.00%	108.84%	121.80%	117.33%	142.86%	111.92%	113.15%	187.62%	9	2	1	92%
Lower Rio	n/a	99.79%	n/a	n/a	n/a	n/a	n/a	n/a	126.01%	102.70%	205.46%	97.52%	110.62%	115.31%	187.41%	92.11%	118.06%	96.30%	140.35%	7	5	0	100%
Middle Rio	n/a	101.84%	n/a	n/a	n/a	n/a	n/a	n/a	120.67%	107.22%	127.00%	106.70%	87.41%	99.66%	99.53%	95.24%	130.21%	121.52%	n/a	4	6	1	91%
North Central	n/a	100.30%	n/a	n/a	n/a	n/a	n/a	n/a	115.19%	108.70%	146.00%	97.31%	86.73%	107.56%	113.73%	101.12%	107.35%	107.08%	136.99%	4	7	1	92%
North East	n/a	104.06%	n/a	n/a	n/a	n/a	n/a	n/a	116.20%	130.38%	103.52%	72.55%	118.65%	113.54%	105.41%	102.04%	122.07%	144.09%	n/a	6	4	1	91%
North Texas	n/a	114.67%	n/a	n/a	n/a	n/a	n/a	n/a	87.15%	n/a	31.59%	n/a	n/a	n/a	n/a	n/a	111.11%	142.86%	162.07%	4	0	2	67%
Panhandle	n/a	106.92%	n/a	n/a	n/a	n/a	n/a	n/a	95.65%	108.95%	106.44%	118.89%	121.80%	121.80%	84.04%	114.29%	106.54%	123.84%	145.46%	7	4	1	92%
Permian Basin	n/a	101.97%	n/a	n/a	n/a	n/a	n/a	n/a	116.96%	104.58%	103.64%	104.62%	87.41%	76.29%	236.24%	82.72%	74.40%	104.02%	350.88%	3	5	4	67%
Rural Capital	n/a	107.97%	n/a	n/a	n/a	n/a	n/a	n/a	118.63%	110.87%	225.04%	111.62%	99.60%	100.85%	79.39%	114.29%	91.91%	118.88%	120.00%	8	3	1	92%
South Plains	n/a	104.91%	n/a	n/a	n/a	n/a	n/a	n/a	126.54%	108.64%	147.89%	121.21%	93.24%	121.80%	165.91%	114.29%	104.17%	83.22%	160.00%	7	4	1	92%
South Texas	n/a	90.97%	n/a	n/a	n/a	n/a	n/a	n/a	134.96%	108.64%	107.03%	120.92%	124.07%	133.51%	130.21%	114.29%	104.17%	124.83%	162.07%	8	3	1	92%
Southeast	n/a	106.58%	n/a	n/a	n/a	n/a	n/a	n/a	117.85%	99.02%	93.65%	131.06%	108.84%	120.58%	128.45%	114.29%	106.53%	109.78%	350.88%	7	5	0	100%
Tarrant	n/a	101.54%	n/a	n/a	n/a	n/a	n/a	n/a	112.42%	99.31%	126.34%	107.94%	114.33%	101.51%	104.64%	111.93%	106.09%	116.58%	174.83%	6	6	0	100%
Texoma	n/a	109.37%	n/a	n/a	n/a	n/a	n/a	n/a	130.72%	102.44%	105.34%	107.95%	n/a	n/a	n/a	n/a	91.57%	100.87%	106.67%	2	6	0	100%
West Central	n/a	101.45%	n/a	n/a	n/a	n/a	n/a	n/a	99.59%	134.22%	176.10%	118.93%	108.23%	97.44%	102.94%	57.14%	104.05%	109.40%	n/a	3	7	1	91%
+P	0	16	0	0	0	0	0	0	20	8	16	11	9	10	14	11	6	14	19				154
MP	0	11	0	0	0	0	0	0	6	19	9	12	12	11	9	8	20	11	1				129
-P	0	1	0	0	0	0	0	0	2	0	3	4	5	5	3	7	2	3	3				38
% MP & +P	N/A	96%	N/A	N/A	N/A	N/A	N/A	N/A	93%	100%	89%	85%	81%	81%	88%	73%	93%	89%	87%				88%
From		10/20							7/19	1/19	7/19	1/19	7/19	1/19	7/19	1/19	7/19	1/19	1/19				From
To		11/20							9/19	3/19	9/19	3/19	9/19	3/19	9/19	3/19	9/19	3/19	3/19				To

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods\*

BOARD NAME: **COASTAL BEND**

**FINAL RELEASE**  
As Originally Published 1/12/2021  
**NOVEMBER 2020 REPORT**

Status Summary	With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP
<b>Contracted Measures</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>63.64%</b>

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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## Reemployment and Employer Engagement Measures

1	Claimant Reemployment within 10 Weeks	---	----	----	----	n/a	60.52%	64.86%	82	82	n/a				7/20	8/20
2,3	# of Employers Receiving Workforce Assistance	---	----	----	----	1,287	2,597	n/a	---	---	1,287				10/20	11/20

- During the period in which work search was suspended, this measure was no longer meaningfully reportable. However, with the reimplementation of work search, we anticipate the measure to become reportable again later this year.
- Though the Texas Workforce System has remained open to the public throughout the COVID-19 pandemic offering services remotely, whether due to lockdowns, general health concerns, or business interruptions, demand for employer services was generally since March 2020 making current data largely incomparable to prior periods.
- Because of the impact of COVID-19 on demand for services, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.

## Program Participation Measures

	Choices Full Work Rate - All Family Total	---	----	----	----	2.08%	29.26%	59.23%	4	168	2.08%				10/20	11/20
TWC 4	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	2,710	2,266	2,960	2,834	97,453	43	2,266				10/20	11/20
4	# of EWC Children Served	---	----	----	----	n/a	n/a	n/a	---	---	----	----	----	----	4/20	11/20

- TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas. Some of these actions resulted in a increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up but has not yet reached the level of enrollment expected because it takes several months to accomplish this.

## WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	n/a	n/a	n/a	n/a	66.10%	70.73%	69.00%	1,995	3,018	66.10%				7/19	9/19
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	n/a	n/a	n/a	n/a	83.45%	84.76%	85.21%	1,966	2,356	83.45%				1/19	3/19
	Median Earnings Q2 Post Exit – C&T Participants	---	----	----	----	\$5,434.73	\$6,118.73	\$5,669.16	n/a	1,873	\$5,434.73				7/19	9/19
LBB-K	Credential Rate – C&T Participants	n/a	n/a	n/a	n/a	25.58%	48.39%	61.69%	11	43	25.58%				1/19	3/19
DOL-C	Employed Q2 Post Exit – Adult	MP	106.24%	72.70%	72.70%	77.24%	86.73%	74.13%	95	123	77.24%				7/19	9/19
DOL-C	Employed Q4 Post Exit – Adult	MP	107.88%	68.30%	68.30%	73.68%	79.53%	76.34%	56	76	73.68%				1/19	3/19
DOL-C	Median Earnings Q2 Post Exit – Adult	+P	134.66%	\$5,000.00	\$5,000.00	\$6,733.08	\$11,230.06	\$7,948.25	n/a	93	\$6,733.08				7/19	9/19
DOL-C	Credential Rate – Adult	-P	66.90%	65.40%	65.40%	43.75%	57.47%	60.49%	7	16	43.75%				1/19	3/19

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

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods\*

BOARD NAME: **COASTAL BEND**

*FINAL RELEASE*  
As Originally Published 1/12/2021  
**NOVEMBER 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
Notes															
<b>WIOA Outcome Measures</b>															
DOL-C	Employed Q2 Post Exit – DW	+P	117.92%	73.50%	73.50%	86.67%	77.30%	80.19%	52 60	86.67%				7/19	9/19
DOL-C	Employed Q4 Post Exit – DW	-P	88.43%	77.10%	77.10%	68.18%	80.10%	79.43%	30 44	68.18%				1/19	3/19
DOL-C	Median Earnings Q2 Post Exit – DW	MP	108.81%	\$7,200.00	\$7,200.00	\$7,834.11	\$7,745.68	\$7,859.47	n/a 52	\$7,834.11				7/19	9/19
DOL-C	Credential Rate – DW	-P	63.49%	70.00%	70.00%	44.44%	59.57%	73.08%	4 9	44.44%				1/19	3/19
DOL-C	Employed/Enrolled Q2 Post Exit – Youth	MP	94.76%	68.50%	68.50%	64.91%	72.49%	68.49%	37 57	64.91%				7/19	9/19
DOL-C	Employed/Enrolled Q4 Post Exit – Youth	+P	125.29%	63.30%	63.30%	79.31%	68.09%	69.27%	46 58	79.31%				1/19	3/19
DOL-C	Credential Rate – Youth	-P	29.23%	28.50%	28.50%	8.33%	37.50%	50.00%	1 12	8.33%				1/19	3/19

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.

## 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.