



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee

September 9, 2021
3:00 pm

Bayview Tower
400 Mann Street, Suite 800
Conference Room #1
Corpus Christi, TX

Join Zoom Meeting

<https://us02web.zoom.us/j/83545466088?pwd=WHVRZ2grbjM5WldERHllMFVRVmFiQT09>

Toll Free Dial-In

888 475 4499 US Toll-free

Meeting ID: 835 4546 6088

Passcode: 123729

www.workforcesolutionscb.org

Strategic Goals

- Establish and Strengthen Partnerships
- Effectively/Efficiently Target Rural Area Services
- Increase Workforce Awareness
- Expand Innovative Services to Business
- Explore New Revenue Opportunities
- Improve Internal Efficiencies
- Refine Board Culture

Mission Statement

At Workforce Solutions of the Coastal Bend, we invest in our regional economic success through access to jobs, training, and employer services.

Value Statement

Accountability – We address our customers and co-workers in a positive manner that elevates their spirit and creates a professional, supportive workplace for staff, job seekers, and employers.

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

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

Integrity – We are honest, supportive, candid in addressing difficult issues, and willing to share success to demonstrate respect and consideration for our customers and co-workers.

Tenacity – We resist giving up when the going gets tough and support our customers and co-workers in seeing that issues are resolved and the job gets done.

Understanding – We are serious and passionate about delivering our services with compassion and empathy.

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

Enthusiasm – We recognize the importance and value of our work and know that every day we have the opportunity to help build the economic success of our regional economy.

Disclosure and Declaration of a Conflict of Interest

Conflicts of Interest and the appearance of Conflicts of Interest shall be reported according to Board Administrative Policies #1.0.101.00 - Standards of Conduct and Conflict of Interest; and #1.0.105.00 - Reporting Conflict of Interest, Fraud, and Abuse, which were adopted by the Board of Directors on April 26, 2007.

Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee is in a decision-making position and has a direct or indirect interest, particularly a financial interest, that influences the individual's ability to perform job duties and fulfill responsibilities.

Appearance of a Conflict of Interest – A circumstance in which a Board Member, Board employee, Contracted Provider, or Contracted Provider's employee's action appears to be:

- influenced by considerations of one or more of the following: gain to the person, entity, or organization for which the person has an employment interest, substantial financial interest, or other interest, whether direct or indirect (other than those consistent with the terms of the contract), or;
- motivated by design to gain improper influence over the Commission, the Agency, the Board, or the Board's Chief Elected Officials.

Code of Ethics

The Workforce Solutions Code of Ethics is a guide for dealing with ethical matters in the workplace and in our relationship with our clients and members of the community.

- We believe in respect for the individual.
- We believe all persons are entitled to be treated with respect, compassion and dignity.
- We believe in openness and honesty in dealing with the general public, the people we serve, and our peers.
- We believe in striving for excellence.
- We believe in conducting ourselves in a way that will avoid even the appearance of favoritism, undue influence or impropriety, so as to preserve public confidence in our efforts.



WORKFORCE SOLUTIONS of the Coastal Bend

Workforce Services Committee Meeting
Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1
Corpus Christi, Texas

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September 9, 2021 – 3:00 pm

AGENDA

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I. Call to Order: <i>Presiding Member</i>	
II. Roll Call.....	3
III. Announcement on Disclosure of Conflicts of Interest <i>Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting, and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time. Note: Information on open meetings is included at the end of this agenda.</i>	
IV. Public Comments	
V. Discussion and Possible Action on Minutes of the May 6, 2021, Workforce Services Committee Meeting.....	4-7
VI. Items for Discussion and Possible Action:.....	8
1. Policy #4.0.111.05- Customer File Documentation: <i>Larry Peterson</i>	9-10
2. Policy #4.1.104.06- Individual Training Accounts (ITA): <i>Catherine Cole</i>	11-20
VII. Information Only:	
1. Services to Workers	
a. Policy Review Schedule: <i>Alba Silvas</i>	21-23
b. Program Updates: <i>Alba Silvas</i>	24-25
c. Veterans Services: <i>Alba Silvas</i>	25-26
2. Services to Youth	
a. YOU! Program Update: <i>Catherine Cole</i>	27-29

A proud partner of the  network

Equal Opportunity Employer/Program

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

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

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

- 3. Services to Business
 - a. Business Solutions Report: *Norma Ochoa*.....30-31
- 4. Local Labor Market Information
 - a. Jobs and Employment Report: *Alba Silvas*.....32-35
- 5. *Performance Measure Update*
 - a. Board Contract Year 2021: *Amy Villarreal*.....36-43
- 6. Facilities Update: *Amy Villarreal*.....44

VIII. Adjournment

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

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

**Workforce Services Committee
Roll Call Roster
September 9, 2021**

_____ Ray De Los Santos, Jr., Chair

_____ Michelle Flower, Vice-Chair

_____ Randy Giesler

_____ Travis Nelson

_____ Manny Salazar

_____ Susan Temple

_____ Iain Vasey

Signed

Printed Name

MINUTES

Workforce Solutions of the Coastal Bend – Workforce Services Committee

Join Zoom Meeting

<https://us02web.zoom.us/j/81852633199?pwd=dUZYZmthSS8zbytoNm9ob3ErZkhvZz09>

Toll Free Dial-In

888-475-4499 US Toll-Free

Meeting ID: 818 5263 3199

Password: 079108

May 6, 2021 – 3:00 pm

Committee Members

Present

Ray De Los Santos, Jr., Chair
Michelle Flower, Vice Chair
Randy Giesler
Travis Nelson
Manny Salazar

Absent

Susan Temple
Iain Vasey

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Janet Neely, Workforce Solutions
Alba Silvas, Workforce Solutions
Pam Ross, Workforce Solutions
Andrea Byrd, Workforce Solutions
Jennifer Ledford, Workforce Solutions
Norma Ochoa, Workforce Solutions
Esther Velazquez, Workforce Solutions
Xena Mercado, Workforce Solutions
Rufino Martinez, Workforce Solutions
Imelda Trevino, Workforce Solutions
Andrea Chavez, Texas Workforce Commission
Stephanie Horvath, Navy Army Community CU
Chakib Chehadi, C2GPS, LLC
Ramsey Olivarez, C2GPS, LLC
Geri Escobar, C2GPS, LLC
Robert Reyna, C2GPS, LLC
Ricardo Munoz, C2GPS, LLC
Hope Rangel, C2GPS, LLC

Other Board Members Present

I. Call to Order

Mr. De Los Santos, Jr. called the meeting to order at 3:00 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Announcement on Disclosure of Conflicts of Interest

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

IV. Public Comments

Ms. Villarreal welcomed new Board member Ms. Andrea Chavez, Assistant ISAM with Texas Workforce Commission assigned by Mayor Guajardo. Ms. Chavez replaced Ms. Sara Garza.

Mr. De Los Santos welcomed Ms. Chavez onboard the Workforce Solutions of the Coastal Bend Board and looks forward to having her as part of the team.

V. Discussion and Possible Action on Minutes of the February 11, 2021 Workforce Services Committee Meeting

Mr. Salazar moved to approve the minutes of the February 11, 2021 Workforce Services Committee meeting. The motion was seconded by Ms. Flower and passed.

VI. Items for Discussion and Possible Action:

1. Policy #4.1.106.00 – National Dislocated Worker Grants

Ms. Silvas presented information on the new Board policy #4.1.106.00 – National Dislocated Worker Grants (included on pages 7-10 of the May 6 agenda packet).

Ms. Flower moved to recommend to the Board of Directors approval of Policy #4.1.106.00 – National Dislocated Worker Grants. The motion was seconded by Mr. Salazar and passed.

VII. Information Only:

1. *Services to Workers*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 11-13 of the May 6 agenda packet).

Ms. Silvas noted regarding the National Dislocated Worker Grant in March that was a technical assistance visit. We have been made aware by the Texas Workforce Commission that on July 26 we will have an official audit visit from TWC on the National Dislocated Worker Grant. Ms. Silvas stated we would report those results in our September meeting.

Ms. Villarreal welcomed new Board member Ms. Stephanie Horvath, Vice President of Training with Navy Army Community Credit Union assigned by Judge Mills. Ms. Horvath replaced Ms. Kari Kelley.

b. Program Updates:

Ms. Silvas provided program updates (included on pages 14-15 of the May 6 agenda packet).

Mr. Reyna provided a brief overview of career center operations and staffing. Mr. Reyna stated as of May 3 they are 100% staffed back in our workforce centers up from the 50% staffing level that we had been operating at before this. All of the full service workforce centers throughout the region are back up with all of the staff there each week. The only center that we are currently operating with a rotation of teams still is our Staples location and that is to accommodate the combined Staples and former Sunrise Center staff that are currently being officed out of that location.

Ms. Escobar provided information on the following:

- Services to Workforce Career Center Customers, Job Seekers.
- UI Claimants Assistance.
- Development and implementation of workflow Processes.

c. Veterans Services:

Ms. Silvas provided information on Veterans Services (included on page 15 of the May 6 agenda packet).

2. *Services to Youth*

a. YOU! Program Update

Ms. Byrd provided YOU! Program updates (included on pages 16-19 of the May 6 agenda packet). Ms. Villarreal provided additional information.

Ms. Villarreal recognized Ms. Ledford for doing a great job as the Student HireAbility Navigator.

Ms. Villarreal announced Ms. Ross will be retiring in July and her replacement will be Ms. Ledford as the Choices/NCP and SNAP Employment and Training Program Contract Manager.

Ms. Villarreal acknowledged Ms. Ross for her many years with Workforce Solutions of the Coastal Bend and being so knowledgeable.

Mr. De Los Santos commended everyone who is part of the team for all of their hard work. For the last fourteen months or so have been a series of some challenging transitions. I'm sure in the middle of all that everyone is trying to keep their families safe. This report today and hearing how well we are continuing to move through some of those and engage people in ways that maybe 14-16 months ago would have seemed almost impossible but you all are doing it and doing it well.

Ms. Villarreal thanked Mr. De Los Santos.

Mr. Giesler seconded Mr. De Los Santos statement and acknowledged the team for doing an outstanding, terrific job.

Ms. Villarreal thanked Mr. Giesler.

Ms. Villarreal announced we are doing some reevaluating of people and where their talents are. Ms. Ochoa has done a tremendous job with our South Texas Career Connection. Ms. Ochoa's background is in Services to Business and has done this for some time. Ms. Villarreal stated we would like to elevate Ms. Ochoa's role so she is now the Director of Business and Education Engagement.

Ms. Ochoa thanked everyone. Ms. Ochoa stated she is excited and looks forward to working with everyone to exceed our Boards strategic goals and mission.

3. *Services to Business*

a. Business Solutions Report

Mr. Reyna provided an update on Business Solutions Report (included on pages 20-21 of the May 6 agenda packet).

4. *Local Labor Market Information*

a. Jobs & Employment Report – March 2020

Ms. Silvas provided local labor market information for March 2021 (included on pages 22-27 of the May 6 agenda packet).

5. *Performance Measure Update*

a. Board Contract Year 2021

Ms. Byrd presented a performance measure update for the Board Contract Year 2021 (included on pages 28-35 of the May 6 agenda packet). Mr. Olivarez provided additional information.

6. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 36 of the May 6 agenda packet).

Ms. Villarreal recognized Ms. Garcia, Legal Counsel for being a tremendous help and doing an amazing job with the lease agreement for Mission Plaza.

Mr. De Los Santos thanked the new Board members for willing to serve on the Workforce Solutions of the Coastal Bend Board.

VIII. Adjournment

The meeting adjourned at 4:21 pm.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI. Board Policies

BACKGROUND INFORMATION

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

1. Policy #4.0.1.111.05- Customer File Documentation.

Revisions include guidance on criteria for “filing” customer documentation; including appropriate data management system(s) and customer’s electronic file. The Required data entry will be completed and in the appropriate data management system(s) and the customer’s electronic file within 3 business days of action/service provided.

2. Policy #4.1.104.06- Individual Training Accounts (ITA).

Due to Workforce Development Letter 05-19 Ch.1, dated 01.12.2021; verbiage was added to Section III. Policy Statement to provide guidance if Training Provider is no longer on Eligible Training Provider List (ETPL); The already enrolled participant may complete their training or exit the program.

Section III. Policy Statement ITA Limits; verbiage was added to allow a designee to approve ITA cost limits and duration on a case-by-case basis.

RECOMMENDATION

Board Professionals recommend the approval of board policies as amended.



WORKFORCE SOLUTIONS
of the Coastal Bend

POLICY

CATEGORY: Program Operations — No: 4.0.111.045

TITLE: Customer ~~Eligibility~~ File Documentation

SUPERSEDES: 4.0.111.034 dated ~~October 31, 2014~~ June 16, 2017

EFFECTIVE: ~~June 16, 2017~~ September 24, 2021

BOARD APPROVAL: ~~June 15, 2017~~ September 23, 2021

LAST REVIEW: ~~June May 711, 2021~~ September 9, 2021

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I. PURPOSE:

To establish criteria for customer ~~eligibility~~ file documentation and to ensure that complete and accurate documentation ~~during eligibility determination~~ for all Workforce Programs is verified and maintained in the appropriate data management system and the customer's electronic files.

II. DEFINITIONS:

N/A

III. POLICY STATEMENT:

Complete and accurate documentation ~~for eligibility determination~~ for all Workforce Programs shall be verified and maintained in the appropriate data management system and customer electronic files.

IV. PROCEDURES:

All eligibility documentation will be requested for a specific program. At the time when a customer has been determined to require additional assistance through specialized services, all eligibility documentation will be requested for that specific program.

Required data entry will be completed in the appropriate data management system and the customer's electronic file within 3 business days of action/service provided.

Eligibility determination documentation will be reviewed and assessed for accuracy ~~and placed in the customer's file~~, entered into appropriate data fields, ~~and documented~~ thoroughly in counselor notes, and placed in the customer's electronic file.

Eligible Workforce Innovation and Opportunity Act (WIOA) customers will have the types of documentation verifying eligibility entered into the WIOA Program Detail, Documentation tab of the Texas Workforce Information System (TWIST).

For programs that require re-verification of eligibility on a monthly basis, a counselor note will be entered in TWIST and documentation will be placed will be maintained in the

POLICY TITLE: Customer File Documentation
POLICY NUMBER: 4.0.111.045

DATE: 03/15/2012
REVISION: 06/15/2021 09/09/2021

customer's electronic file and counselor notes in TWIST to ensure continued eligibility.

V. RELATED POLICY INFORMATION:

WD Letter 32-03, Change 4, Workforce Investment Act: Updated Workforce Investment Act Eligibility Guidelines Desk Reference, Dated 09/17/2012

WD Letter 0315-146, Change 1, issued July 12, 2016 May 1, 2014 and entitled "Workforce Investment Act/Innovation and Opportunity: WIA Income Eligibility Guidelines: Update Income and Guidelines Desk Reference

Texas Workforce Commission- Workforce Innovation and Opportunity Act: Guidelines for Adults, Dislocated Workers and Youth, issued September 26, 2016.

Texas Workforce Commission Workforce Innovation and Opportunity Act- Eligibility Documentation Log, issued September 6, 2016.

VI. RESPONSIBILITIES:

The Contract Manager shall ensure that all relevant Board staff and contracted service providers are aware of and comply with this policy.

The Board Monitor shall provide oversight and evaluation of information entered in the appropriate data management system and placed in the customer's electronic file ~~documentation activities.~~

Contracted service providers shall ensure that appropriate procedures are ~~implemented~~ implemented and ~~that~~ relevant staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS: N/A

VIII. DISTRIBUTION:

Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

POLICY TITLE: Customer File Documentation
POLICY NUMBER: 4.0.111.045

DATE: 036/15/2012Z
REVISION: 065/450/2021709/09/201



WORKFORCE SOLUTIONS
of the Coastal Bend
POLICY-DRAFT

CATEGORY: Workforce Programs- WIOA **No: 4.1.104.0654**
TITLE: Individual Training Accounts (ITAs)
SUPERSEDES: 4.1.104.035, dtd ~~02/10/21~~ 2/26/2021
EFFECTIVE: ~~September 27, 2019~~ MONTH February ##21, 2021 09/24/201
BOARD APPROVAL: ~~September 26, 2019~~ MONTH February ##20, 2021 09/23/201
DATE REVIEWED : ~~September 12, 2019~~ MONTH February ##6, 2021 09/09/2021

I. PURPOSE:

An Individual Training Account (ITA) is an account established by Workforce Solutions of the Coastal Bend for the purpose of providing training to ~~Workforce Investment Opportunity Act (WIOA) Adults, Dislocated Workers, Out Of School Youth (OSY) or In School Youth (ISY)~~ participants eligible for training services. Establishment and uses of ITA's is governed by WIOA Titles I-IV Rules. The ITA document is a cost disclosure and agreement between the program and the participant. It sets up an account for the participant and indicates the amount of funds budgeted for the training program and all supportive cost for the duration of the training program.

WIOA provides workforce activities that increase employment, retention, and earnings of participants. WIOA attempts to return adults and dislocated workers to employment as quickly as possible by testing the labor market for suitable employment and providing a sequence of services. If participants are unable to secure employment through core or intensive services, training can be the appropriate service to secure employment.

II. DEFINITIONS:

ITA -- Individual Training Accounts: ~~are training~~ accounts provided to eligible WIOA candidates to utilize in the funding of approved programs.

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

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

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III. POLICY STATEMENT

All training for which an ITA is issued must be included on the statewide listed in the Eligible Training Provider Program List System (ETPLS) available in The Workforce Information System of Texas (TWIST), using the Select Provider button in the Service Detail window. Additionally, consistent with the Board's Business & Strategic Plan, the ITA issued must be consistent with the Board's Business and Strategic Plan. If a training provider is removed from the ETPL, enrolled students can remain in the training program until they complete their training or exit the program.

WIOA Funding

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

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

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

Occupational skills training for WIOA eligible participants will be limited to those occupations for which there is a demand in the Coastal Bend region listed in Board's Target Occupation List (TOL), occupations that have been determined on a case-by-case basis to have a high potential for sustained demand growth in the workforce area, based on sufficient and verifiable documentation; or target occupations- in another workforce area to which the participant is willing to commute or relocate; and do not limit consumer choice.

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

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



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Exceptions to ITAs

Occupational skills training shall be delivered utilizing the Individual Training Account system for WIOA Adult, Dislocated Worker, ISY and OSY participants, except in the following instances, whereby services may be provided through a contract.

- 1) Training is received through approved on-the-job or incumbent worker training provided by an employer or through an approved customized training program; or,
- 2) The Board determines there is an insufficient number of eligible providers of training services in the Coastal Bend region to accomplish the purposes of a system of ITAs; or
- 3) The Board determines that there is a training services program of demonstrated effectiveness offered in the Coastal Bend by a community-based organization or another private organization which serves participant populations that face multiple barriers to employment, including one or more of the following categories:
 - a) Individuals with substantial language or cultural barriers;
 - b) Offenders;
 - c) Homeless individuals;
 - d) Individuals with disabilities; or
 - e) Other such population defined by the Board.
- 44) The Board enters into a pay-for-performance contract that:
 - a) specifies a fixed amount to be paid to the service provider based on achievement of specified levels of performance for target populations within a defined time period; and
 - b) requires outcomes that must be independently validated prior to disbursement of funds.

ITA Limits

The lifetime limit of an ITA is \$7,000 per program participant. The use of ITA funds is limited to tuition expenses, fees, and such books and supplies as are required by the training provider for any student enrolled in course of study covered by the ITA. If the customer is in need of remediation or basic skills or prerequisite training for participation in the principle course of study, up to two courses in any combination (other than two in the same subject) is allowable.

No participant can be enrolled for more than two and one half (2½) academic years (5 semesters, 4 summer sessions, 10 quarters or 7 trimesters). Exceptions to these limits may be made on a case-by-case basis. However, exceptions to the maximum limit and duration of an ITA must be submitted to the Board the President/CEO or designee of Workforce Solutions of the Coastal Bend with well documented justification for approval. Requests for an exception must include

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evidence that supports that all efforts were made to identify, secure, and use other financial resources prior to seeking WIOA funding.

Changes to the training program (or majors) will be allowed as long as the change is in line with the training institution's satisfactory progress standards and, the changes will allow the student to complete the new course of study within the original time period, and is approved by the WFSCB Career Center Manager. The request for change to the training program must be justified and properly documented. Participants who change course plans must provide a revised course plan, which demonstrates their/his/her ability to complete the course within the original time period. The change must be consistent with assessments, FEP/ISS, demand target occupations, skills and aptitudes of the student. Additionally, the new course of study must be on the state approved training provider/course list. A limit of one (1) training program change (school change or change of major) will be allowed on each ITA.

IV. PROCEDURES:

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

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

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

To help ensure that participants will complete their chosen training program, the participant will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the training period without the use of student loans.

The WFSCB case manager will work with the customer to identify the resources that are needed and all resources that are currently available to pay for education and training, including the customer's financial resources, federal, state, and local grants and programs. All resources must be identified.- Pell Grants and other financial resources will be combined with WIOA funds to cover total training expenses, WIOA funds will be considered the last resource of training funds.

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Taking into account the cost of the training as shown in the ETPLS, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans Affairs (VA), Hazelwood Act, Texas Grant Monies, assistance from the Vocational Rehabilitation Services (VRS) and other such agencies, private scholarships, Pell Grants and others, an ITA is created for the participant. VA training benefits do not require to be exhausted prior to accessing WIOA funds for training.— A “deposit” is made to the participant’s account sufficient to cover the cost of training, as identified in ETPLS, less the sum of other resources available to the participant.— All payments made to training providers from this ITA account and the balance remaining in the account must be documented in the participant’s case file and entered into TWIST. At no time should the ITA account’s initial deposit be exceeded without the signed approval of the Career Center Mmanager, based on well-justified and documented good cause.— Expenditures made in excess of the initial deposit without Career Center Mmanager approval based on well-justified and documented good cause may not be reimbursable to the service provider.

Although great care should be taken by case managers to insure that deposits made to participants’ ITA accounts correctly reflect training costs as stated in ETPLS, in some cases actual cost may be less than the amount of the deposit.— An unused balance in such a case is not money owed to the participant.— In all cases, unused ITA balances should be “zeroed-out” as soon as it is determined that there is an excess. On the other hand, if actual costs exceed the training costs as stated in the ETPLS, case managers must request approval from the Career Center manager for an adjustment in the ITA amount. Changes to the ITA amount must include evidence that supports the requested increase, e.g., the ETPLS training detail print-outs that reflect the differences between both costs.

Participants in training who are unemployed must attend training full-time as determined by the training provider’s determination of a full-time student.

Participants are not limited in time by the certification and expiration dates included in provider’s ETPLS certification.— The two—and one half year (2½) ITA time limit may be extended for participants who are enrolled in training while working full or part-time if such extension will allow the participant to complete the training. However, any extensions of time beyond the 2 ½ year ITA time limit must be approved by the Career Center Mmanager and handled on a case-by-case basis. Requests for an exception must include evidence that financial support is available during this extended training period.

A statement that payment of training costs is subject to the availability of WIOA funds should be included in every ITA. Additionally, a statement should also be added that ITAs may not be used for payment of late fees, fines, or penalties caused by participant error or delay.

Participants enrolled in training are expected to:

- attend school regularly,
- have contact with their case manager on a monthly basis to identify all problems that might affect their successful completion of training and

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- to coordinate school registration requirements prior to actual registration.

The duration of training may consist of enrollment in a multi-quarter, multi-semester or multi-year educational or training program.- Career -Center professionals must inform customers that although any financial aid awarded is for a specific amount of money, individual vouchers will be issued to training providers on an interim basis, e.g., on a ~~semester by semester~~semester-by-semester basis. Before a new voucher is issued, Career Center professionals will meet with the participant to re-assess and update student’s financial status. These meetings are to be conducted in person. By re-evaluating the participant’s financial status, the Career Center professionals may use this information to help assess the customer’s ability to contribute toward paying for requested services. Additionally, the Career Center professionals may recommend other outside resources to pay for needed training and/or supportive services.

The determination as to whether a customer receives another voucher for the requested services depends upon the results received from this evaluation process. A change in the student’s financial condition may affect their/his/her level of financial support.- Participants are expected to pass their classes and to request tutorial assistance if needed and to supply their grade reports to their case managers as they are received. These policies and expectations must be reflected in a Participant Service Agreement developed by the Career Center service provider.

Service Provider Responsibilities

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

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

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- A process on how ITA and financial assistance policies and procedures _will be disseminated to participants of the WFSCB Career Center in simple, concise, understandable language.
- A process to collect and coordinate the documentation of participant enrollment and attendance, grade/progress reports, and case management contacts required during enrollment in training services.
- A process for providing the following to participants:
 - Labor market information on targeted demand occupations –and related skill standards/skill competencies of eligible program- for which an ITA- may be -issued; Access to the list of eligible certified training providers through the ETPLS; Performance and cost information- relating to the approved training programs offered by eligible providers; and
 - Information on available local work-based training providers, on-the-job training (OJT), customized training, paid or unpaid work experience opportunities, internships, registered apprenticeships, or incumbent worker training that meets the performance standards_(for example, entered employment and retention) for that occupation; and
 - On-going information on the status of their individual ITA account.
- Report deposits, ~~withdrawals~~withdrawals, and balances by participant to the Board on a quarterly basis and compare the total obligation to available budget.

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

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

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V. TRADE AJUSTMENT ASSISTANCE (TAA)-ITA

The Trade Act of 1974 (19 U.S. Code (USC) 2271-2322) as amended, (the Trade Act or Trade) requires that intervention strategies used for programs, benefits, and services will offer rapid, suitable, and long-term employment for adversely affected workers. The primary goal of Trade services is to assist Trade certified dislocated workers in locating new jobs, which may include training for new occupation, as rapidly and as effectively as possible. The creation of an ITA in order to track the training activities for a new occupation will be required.

TAA Eligible workers may receive TAA funded services such as required remedial skills training, allowable prerequisite training and vocational training costs.

Service Provider must ensure that prior to authorizing training and creating of ITA for TAA Eligible Workers the following criteria are met:

- The participant is Trade certified;
- no suitable employment is available for the participant;
- the participant is qualified to undertake and complete the training based on comprehensive assessment of the participant's knowledge, skills and abilities and interests;
- the participant has the ability to benefit from the training based on a comprehensive assessment of the participant's knowledge, skills and abilities;
- there is a reasonable expectation of employment following completion of training;
- the training is reasonably available to the participant from training providers, in which consideration of training providers is not limited to the providers appearing on the Eligible Training Provider List.
- The lifetime limit of an ITA \$7,000.00, listed for Adult and Dislocated Worker, per program participant is not applicable to TAA Participant.
- the training is available at a reasonable cost and at the lowest cost in cases where more than one (1) similar training for the same occupation is available to the participant;
- the participant is not using personal funds, including loans, for any part of the required costs of Trade approved training;
- training can be completed in its entirety within the training- duration maximums stipulated with the Petition Number assigned to the certification;
- training supports a specific occupational goal, and any remedial or prerequisite component is supportive of such goal and;
- pursuant to governing TEGLs, the participant is advised:
 - full-time or part-time training may be approved by TRA allowances will not be paid for any week in which training is part-time for Petition Numbers greater or equal to 70,000 or
 - only full-time training will be approved for Petition Numbers less than 70,000.

Service Provider will comply with Trade Act Services Applicable Rules:

- Trade Adjustment Assistance (TAA) Reauthorization Act of 2015, Public Law 114-27.
- Trade Adjustment Assistance Extension Act of 2011, Pub. L. 112-40;

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- Omnibus Trade Act of 2010, Pub. L. 111-344;
- Trade Adjustment Assistance Reform Act of 2002, Pub. L. 107-210
- Trade Act of 1974, Pub. L.93-618;19 U.S.C 2271-2322;
- Trade Regulations at 20 Code of Federal Regulation(C.F.R.) Parts 617 and 618 and 29 C.F.R. part 90.
- U.S. Department of Labor (DOL) Training and Employment Guidance Letters (TEGLS) are available on DOL’s web site at (<http://www.doleta.gov/tradeact/directives.cfm>) including but not limited to:
 - TEGL 11-02, issued October 10, 2002; TEGL 22-08 issued may 15, 2009; TEGL 10-11 issued November 18, 2011; TEGL 05-15 issued September 4, 2015.
- 40 Texas Administrative Code (TAC), Chapter 849, Employment and Training services for Dislocated Workers eligible for Trade Benefits, as amended;
- Texas Workforce Commission (TWC), Trade Adjustment Assistance Guide, April 2016 and subsequent issues; and
- Workforce Development (WD) Letters and other Agency Policy Directives.

VI. RELATED POLICY INFORMATION:

WIOA Act of 2014 Regulations 20 CFR Part 680
 Subpart B- Training Services, Subpart C- Individual Training Accounts and
 Subpart D- Eligible Training Providers

WIOA-Guidelines for Adults, Dislocated Workers and Youth. Effective July 6, -2018.
 WIOA- Final Rules Titles I-IV Published in Federal Register August 19, 2016 and effective October 18, 2016.
 TWC, Trade Adjustment Assistance Guide, April 2016 and subsequent issues.
 TWC, WD-Letter 14-19 dated August 15, 2019. Workforce Innovation and Opportunity -Act: Individual Training Accounts and Training Contracts
[TWC, WD-Letter 29-19 dated November 7, 2019; effective immediately. Statewide Eligible Training Provider List.](#)
[Workforce Development Division- Technical Assistance Bulletin 294- dated January 17, 2020.](#)
[TWC, WD-Letter 05-19 Change 1 dated January 12, 2021; effective immediately. Workforce Innovation and Opportunity Act, Eligible Training Provider Program, Eligibility Criteria and Performance Expectations – Update.](#)

VI. RESPONSIBILITIES:

Service Provider —will disseminate to appropriate Career Center professionals and follow the procedures outlined in this policy document and related policy documents.

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

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VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

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

BACKGROUND INFORMATION

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

Workforce Services Committee 09-09-2021: Two(2) Policies
Year-to-Date: Eight(8) Policies for review and approval.

Policy Review Schedule-2021

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
Board Administration		
	1.0.100.01	Responsibilities of the Local Workforce System
	1.0.101.01	Standards of Conduct and Conflict of Interest
	1.0.102.01	Policy Development
	1.0.103.02	Open Meetings Policy
	1.0.104.02	Public Information Policy
	1.0.105.01	Reporting Conflict of Interest, Fraud and Abuse
	1.0.106.02	New Board Member Orientation and Training
	1.0.107.03	Communication Process
	1.0.108.00	Restrictions on Lobbying Activities and Expenditures
	1.0.109.00	Businesses Employing Undocumented Workers
	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.01	Anonymous Complaints and Communications
	1.0.116.01	Approval Process for Micro-Purchases
	1.0.117.00	Firearms and Weapons Restrictions of WFSCB Premises
Workforce Programs		
	4.0.100.06	Incentives/Stipends
	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
09.09.2021	4.0.111.05	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>
WIOA		
	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
09.09.2021	4.1.104.06	Individual Training Accounts (ITAs)
	4.1.105.01	Apprenticeship Programs
05.06.2021	4.1.106.00	National Dislocated Worker Grants
Choices		
	4.2.100.02	Service Strategies
Child Care		
	4.3.100.06	Child Care Eligibility
	4.3.102.04	Assessing and Collecting Parent Share of Cost
	4.3.103.00	Attendance Requirements for Child Care Services
	4.3.104.00	Reapplication for Child Care Provider Agreement
	4.3.105.01	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.03	Child Care Provider Reimbursement Rate
	4.3.109.01	Eligible Child Care Providers
	4.3.111.00	American Recovery and Reinvestment Act (ARRA)
Unemployment Insurance		
	4.5.100.07 (Annual)	Work Search Requirement
Quality Assurance & Monitoring		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
Property & Facilities		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
	6.0.101.01	Emergency Management & Business Recovery/Continuity of Operations Plan
	6.0.102.01	Accessibility for Persons with Disabilities
Information Technology & Data Management		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
Public Relations		
	8.0.100.02	Strategic Marketing Standards and Guidelines

INFORMATION ONLY

VII – 1b & 1c. Services to 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 June 30, 2021. Details and subsequent changes will be presented at committee meeting.

Programs/Grant/Project	Significant Changes	Funding
1. CHOICES, WIOA, SNAPE&T, NCP.	CHOICES & SNAP: Outreach for SNAP began Fall 2020 and continues. CHOICES outreach began August 2021. No Sanctions for non-participation as of this reporting period. NCP- Board QA working on Response due to TWC Audit. WIOA- no major program changes.	New Program Year Beginning October 1, 2021. Master Contract, Statement of Work, Performance & Profit Schedule to C2GPS by September 1,2021.
2. Educator Externship 2021	Three Cohorts- June/July 2021. 103 Educators Served.	Ends August 30,2021
3. Summer Earn and Learn- SEAL 2021	Placements began June 2021. Collaboration with Vocational Rehabilitation Services(VRS). 49 Students Placed.	Ends August 30, 2021
4. Work Search Requirement- for Unemployment Recipients. Board Policy: 4.5.100.07 Work Search Requirement effective 05.22.2020	Effective April 1, 2021- All counties are at 3 work search activities per week; UI Claimants.	N/A.

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. An online learning model will provide National Retail Federation(NRF) career fundamentals such as customer service, sales, COVID19 Retail operations. Current employer collaboration is with Goodwill Industries of South Texas.

- IKEA Home Grant- \$75K; goal of this initiative is to assist employers in the transition from in-person to telework positions to enable them to provide remote and contactless operations. TWC accepted donated funds from IKEA to address the needs to businesses within local workforce areas to manage operations electronically/remotely. Specific activities may include, Website development costs, payment technology(QR) codes and Point of Sales(POS), online webinars/videos to facilitate customer self-service, technology supported communication and Digital marketing, sales, signage, or tools to assist with marketing and advertising. Ms. Norma Ochoa, working with our PR Department continue to promote this initiative via all WFSCB Platforms.

2. Operation of Career Centers: Update to be provided by C2GPS Management regarding:

- Career Center Operations and Staffing: VOS Greeter Report(May-July 2021).
 - Operating with 82 FTEs and evaluating the need for additional staff based on 2yr historical data and funding availability for next Fiscal Year.
 - Promotion of 3 Career Counselors to Lead/Eligibility Specialist to be an available resource to staff and assisting center management in providing technical assistance, reviewing quality of files, and conducting all WIOA Eligibility(Adult, Dislocated Worker, Youth).
- Services to Workforce Career Center Customers, Job Seekers. Work-in-Texas Services Report(May-July 2021).
 - Unique Customers Served- 11,928.
 - Total Services Provided-80,466.
 - New User Registrations- 25,897.
- UI Claimants Assistance. Work-in-Texas Report(May-July2021)
 - Number of contact requests initiated on behalf of claimants with issues related to Unemployment Insurance(UI) benefits.
 - Connecting UI Claimants to TWC UI Department when issues with claims or accounts.
 - Comparison of number of UI from previous quarter.
- VOS Greeter
 - There were 8664 entered into our Customer Tracking System which was a 27% increase from last quarter and provided 11409 services.

3. Veterans Services:

- Bi-weekly Employment and Resources Committee meetings, hosted by Texas Veteran Leadership Program(TVLP) continue. These meetings bring together multiple veteran services from the Coastal Bend to assist with sharing information to assist Veteran's and their families to collaborating on working with veteran cases to find the best care for the veteran.
- TVLP continues to provide communication to veteran and community partners regarding services and jobs available to veterans and their families.

- Texas Veteran Commission(TVC) are working remotely but are still actively engaged with assisting veterans.
 - In May, TVC hosted a workshop prep of veterans that touched on how to prepare for a virtual career fair, career fair registration and resume upload, navigating a virtual platform, and how to communicate with employers. This workshop was in efforts to prepare veterans for The American Legion Virtual Career Fair that was held June 10th.
 - TVC and TWC hosted a workshop prep entitled “Boots to Heels: Next Steps Career Fair Prep”, that assisted female veterans for The American Legion Virtual Career Fair.

- WFSCB welcomes Mr. Arthur “Art” Montiel as the new Texas Veteran Network, Corpus Christi Program Coordinator with Alamo Area of Council of Government. Mr. Montiel is currently working with Jim Wells Veteran Service Officer and other veteran organizations in Jim Wells County to inform veterans of the services available to them. Additionally, Mr. Montiel has been working with Kingsville Veterans of Foreign Wars in bringing a plethora of partners to showcase various veteran mental health resources in the community along with TVN.

- Hiring Red, White, and You is set to be hybrid on Thursday, November 4th, 2021, with utilizing the American Bank Center and Premier Virtual 2.0 platform.

- WFSCB website has included a Jotform for veterans and their dependents so that our Career Counselor, Ms. Christine Alexander, can personally reach out to the veteran and see what services they need.

- 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.

INFORMATION ONLY

VII – 2a. Services to YOUTH – Youth Opportunities Unlimited (YOU) Program & Activities

BACKGROUND INFORMATION

Board staff will provide information regarding all youth related activities, information provided is for scope April-June 2021.

1. WIOA YOUTH Program New Enrollments: 56

- Youth Program continues to make a concentrated effort in increasing services to Youth directly related to the 14 Youth Program Elements. A plethora of virtual workshops (resume building, leadership, etc.) continue to be offered and conducted on a weekly basis for youth participants.
 - Partner Meetings Attended: April 11, May 5, June 7.

2. Foster Youth Services: Referred 2 , Enrolled 0

- During the third quarter, WFSCB Youth Staff attended one BCFS and three Agape Ranch Community Partners Meetings. In developing a new partner relationship with Agape Ranch, WFSCB Staff attended their Graduation Ceremony in June. Efforts were made to enroll two referred Foster Care Youths, one stopped communication with staff and the other moved out of state. Youth Staff remain committed to maintain relationships with BCFS and Agape Ranch and will branching out to other Foster Care Agencies in the Coastal Bend in the upcoming quarter.

3. Texas Internship Initiative Grant (TII): Enrollment Target: 40, First Cohort: 38 recruited; 27 eligible

- WFSCB has partnered and contracted with E2E to be the acting internship program provider for the TII. Education partners for this program included Alice ISD, Aransas Pass ISD, Calallen ISD, Corpus Christi ISD, Del Mar College, Gregory-Portland ISD, and Sinton ISD. The Emerging Professionals attended an online dual-credit course at Del Mar College. 20 students enrolled into the Intro to Business Principles, two enrolled in Intro to Engineering, and six enrolled in Intro to Computers. Seven students had already completed one of the three courses and were enrolled into another dual-credit course. Students were required to pass the dual-credit course with a minimum grade of 70 to be placed in an internship.
- E2E identified 122 interested students for the internship program. Of the 122, 38 students were identified and approved for participation in the Emerging Professionals Internship Program with 27 deemed eligible. Due to not completing or passing a dual-credit course, 11 students were not eligible for the internship. To meet the 40-enrollment target, E2E

will be conducting a second cohort in order to meet the 40-enrollment target in the upcoming quarter.

4. YOU CHOOSE Digital Career Expo! May 11-12, 2021, Event Outcomes

- YOU! CHOOSE Digital Career Expo Facebook occurred May 11th-12th that reached 2,945 views with 184 clicks and 2160 minutes viewed on Facebook. For the May 11th Zoom presentation 949 were registered to attend and 857 were registered for May 12th. Though student participation was lower than expected during the live presentation, it was discovered that STAAR testing might have impacted participation. In efforts to have students see the presentations, WFSCB recorded the Zoom presentations and uploaded the videos onto social media for students, parents, and educators to access at any time.
- **Upcoming YOU! CHOOSE Career Expo! September 22nd, 2021**
 - This event will occur on our newest virtual platform, ON24. We will have multiple speakers from our four industry sectors to best showcase the different careers in the Coastal Bend as well as having the strongest presentation delivery available to our local high school students. Presentations on ON24 will be pre-recorded to best capture busy occupations, like EMTs, that may not be available during live presentations.

5. YOU Navigate! Student HireAbility Navigator Update:

- The Student HireAbility Navigator position was vacant as WFSCB Board Staff recruited to fill the position. The position of Student HireAbility Navigator was filled by Imelda Trevino on July 12, 2021.
- Upcoming YOU Navigate! Student HireAbility Navigator Events:
 - TAVAC Conference – July 2021.
 - Direct Service Workforce Taskforce - Workforce Solutions of the Coastal Bend has been invited to join the Direct Service Workforce Development Taskforce created by Health and Human Services (HHSC). The purpose of the taskforce is to explore long-term recruitment and retention strategies within the community attendant, personal care attendant and direct service workforce.
 - Corpus Christi City Committee for Persons with Disabilities (CFPWD) - Workforce Solutions of the Coastal Bend in partnership with the Corpus Christi City Committee for Persons with Disabilities (CFPWD) is coordinating support for patients of Driscoll Children's Hospital (DCH) through the donation of items listed on their Toy Wish list throughout the month of August.
 - CAST – August 21 – Celebrating Children with Special Needs through the sport of fishing.
 - October 2021 – WFSCB will declare a proclamation Recognizing and Commemorating the 76th Anniversary of National Disability Awareness Month.
 - 4th Annual YOU Lunch and Learn! Scheduled for October 1 – For National Disabilities Employment Awareness Month (NDEAM), Workforce Solutions of the Coastal Bend will be holding its 4th annual Youth Opportunities Unlimited (YOU)

NAVIGATE! Lunch and Learn to inform and increase employers' understanding of the benefits and abilities of hiring students with disabilities. The Navigator will also work with VRS to highlight success stories of work experience programs such as Summer Earn and Learn (SEAL) and the year-round work experience, to help promote and engage employer participation.

6. RSIZ (Rural School Innovation Zone)

Tri-District Partnership: Brooks ISD, Premont ISD and Freer ISD. Funded by Texas Education Agency (TEA) Perkins Grant. C2GPS Youth Management and Staff were involved in attending various Ad Hoc committees to identify industry partners and provide exposure to careers. Currently a program narrative is being compiled to gauge the work completed towards the five deliverables listed on agreement. Preliminary meetings with RSIZ Director indicated a challenge in meeting deliverables due to student follow-through and business/industry recruitment. Planning for resolution is on-going.

7. South Texas Career Connections (STCC)

- Tri-District Partnership: Benavides ISD, Jim Hogg County ISD, San Diego ISD. Funded by Texas Education Agency (TEA) Perkins Grant.
 - Strategic Planning Meeting held June 20, 2021, in San Diego.
 - Audit Work for Health Sciences and Welding programs of study in process; final work to be completed during Ad Hoc Committee meetings.
 - Steering Committee met August 19, 2021 – Trades and Construction added by Benavides ISD as a new program of study. MOU with Del Mar College pending. Anticipated to begin Fall 2021. Next meeting scheduled for September 17th in San Diego.
 - Two Ad Hoc Committees formed – Health Sciences and Welding; leads and technical advisors assigned; subject matter expert/employers in process. Goals include program of study audit completion and school tours of each program. Next meeting scheduled for September 24th in San Diego.

INFORMATION ONLY

VII – 3a. Services to Business – Business Solutions Report

BACKGROUND INFORMATION

Board and C2GPS Management Staff will provide information regarding services provided to our Business Community & Partners. Scope of information April-June 2021.

1. Key Efforts and Plan of Work Include:

- Enhancing communications channels between Career Center Staff and BSU, with a focus on continuously 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 encourage better positive outcomes
- Promotion of a service delivery model based on relationship building and strengthening to offer customized employer experience, responsive solutions to circumstances, and consistent effective engagement throughout the program year

2. Q3- April 2021 to June 2021:

- 10 Virtual Events
 - 116 Employers
 - 245 Job Openings
 - 130 Job Seekers
- 129 New Employer Accounts created in Work in Texas (WIT)
- 1,248 New Job Postings with 3,692 total openings created in WIT by Staff
- Annual Youth Job Fair-Palmera Mall Event-Employer's Recruited: 20 Job Seekers, Attended: 100

3. Employer Engagement:

- **Bedrock Inc- (Beeville)** New company set to start operations in late July, early August. This company will be manufacturing truck utility beds. We had two hiring events to meet employer's needs, filled all but one position.
- **NAFCO- (Beeville)** New company set to start operations in September-October They will be manufacturing Ambulances. Job Posting and hiring event scheduled to meet start up requirements.
- **Worley**-month of June assisting with their Work Ready Program. Month of June working closely with Worley, assisting in recruiting participants for their Work Ready program.
- **Educator Externship Initiative**-38 employers engaged for all 3 cohorts in STEM, Public Service, Business, and Industry

- **Kiewit**- building a stronger connection as employer is securing additional offshore projects and needs to increase hiring; monthly virtual hiring events are planned to begin in September.
- **SEAL**- 46 employers engaged and secured to host **SEAL** participants during the summer initiative.
- **You Choose Career Expo (Virtual)**- **Secured the following employers for this event:** Business Employers (Innovaum, Tx State Aquarium, Valero}, Professional Skills and Trade (RTFC and Port of CC) Public Service (AP-Police Dept, CCISD, US Customs Border Patrol) Healthcare (Driscoll Children’s Hospital, Mission Ridge Nursing &Rehab, CC Institute of Cosmetic Surgery

4. Continuing and Future Efforts:

- YOU Choose! Career Expo – Employer outreach to secure panel participants representing Business, Professional Skills and Trade, Public Service, and Healthcare industries. Virtual event utilizing New Premier 2.0 platform
- Continued development of the Sector Base Model with focus on internal staff development, sector definition and process accountability
- TAD Grant Training - Professional Development of C2, Administrative Board Staff and BSU alignment
- Red White and You working toward development as a Virtual Event, planning, and outreach to employer’s and event procurement requirements

INFORMATION ONLY

VII – 4a. Jobs & Employment Report

BACKGROUND INFORMATION

Jobs and Employment Report

The July unemployment rate for the Corpus Christi Metropolitan Statistical Area (MSA) decreased to 7.5% with Nueces County at 7.2%. Ten of the eleven Coastal Bend counties experienced month-over-month decreases with Kenedy County remaining unchanged. The unemployment rate for the Coastal Bend region decreased to 7.9%.

The *Leisure and Hospitality* Super Sector industry has grown by 13% in the Corpus Christi MSA over the year with the demand for workers in the restaurant and hotel industry remaining high. Employers are currently seeking Cooks, Food Service Supervisors and Cashiers along with numerous other positions and hundreds of openings.

BACKGROUND

Local labor market information for July 2021 is included on the following pages.

Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data July 2021						Previous Monthly Data June 2021				Year Ago July 2020			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	161,347,000	152,645,000	8,702,000	5.4	-0.5	-4.8	161,988,000	151,239,000	9,484,000	5.9	160,085,000	143,777,000	16,308,000	10.2
Texas	State	14,105,124	14,105,124	876,878	6.2	-0.3	-3.1	14,071,243	13,162,716	908,527	6.5	14,005,509	12,704,427	1,301,082	9.3
Corpus Christi	MSA	204,550	189,118	15,432	7.5	-0.9	-4.1	203,022	185,944	17,078	8.4	204,252	180,660	23,592	11.6
Coastal Bend	WDA	256,486	236,160	20,326	7.9	-0.9	-4.1	255,579	233,160	22,419	8.8	259,692	228,571	31,121	12
Aransas	County	9,297	8,587	710	7.6	-0.8	-2.7	9,189	8,413	776	8.4	9,102	8,168	934	10.3
Bee	County	9,203	8,353	850	9.2	-0.6	-3.6	9,345	8,425	920	9.8	10,039	8,759	1,280	12.8
Brooks	County	2,343	2,091	252	10.8	-0.2	-3.1	2,435	2,166	269	11.0	2,589	2,228	361	13.9
Duval	County	5,160	4,683	477	9.2	-2.4	-6.6	4,573	4,044	529	11.6	4,953	4,168	785	15.8
Jim Wells	County	15,072	13,350	1,722	11.4	-1	-5.8	15,155	13,272	1,883	12.4	16,184	13,393	2,791	17.2
Kenedy	County	155	143	12	7.7	-1.3	0	156	142	14	9.0	169	156	13	7.7
Kleberg	County	12,317	11,295	1,022	8.3	-0.2	-2.7	13,088	11,973	1,115	8.5	13,328	11,859	1,469	11
Live Oak	County	4,764	4,410	354	7.4	-0.6	-2.4	4,811	4,424	387	8.0	5,072	4,575	497	9.8
Nueces	County	165,611	153,629	11,982	7.2	-0.9	-4.3	164,386	151,041	13,345	8.1	165,715	146,729	18,986	11.5
Refugio	County	2,922	2,717	205	7	-0.5	-3.7	2,994	2,770	224	7.5	3,106	2,773	333	10.7
San Patricio	County	29,642	26,902	2,740	9.2	-0.8	-3.3	29,447	26,490	2,957	10.0	29,435	25,763	3,672	12.5

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

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

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

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

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

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

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

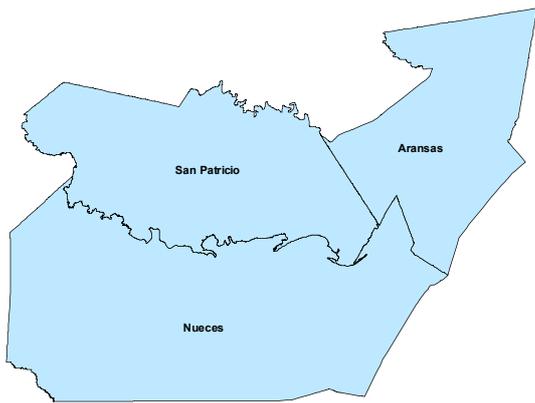
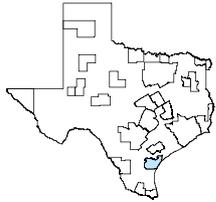
Less than High School	\$15,437	Some College or Associates	\$28,739	Graduate or Professional	\$56,681
High School & GED	\$26,818	Bachelor's	\$44,078		

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Corpus Christi MSA

July 2021



MSA Labor Force Statistics

	Jul-21	Jun-21	Jul-20	Yearly Change
Civilian Labor Force	204,550	203,198	204,252	298
Employed	189,118	186,157	180,660	8,458
Unemployed	15,432	17,041	23,592	-8,160
Unemployment Rate	7.5%	8.4%	11.6%	-4.1%

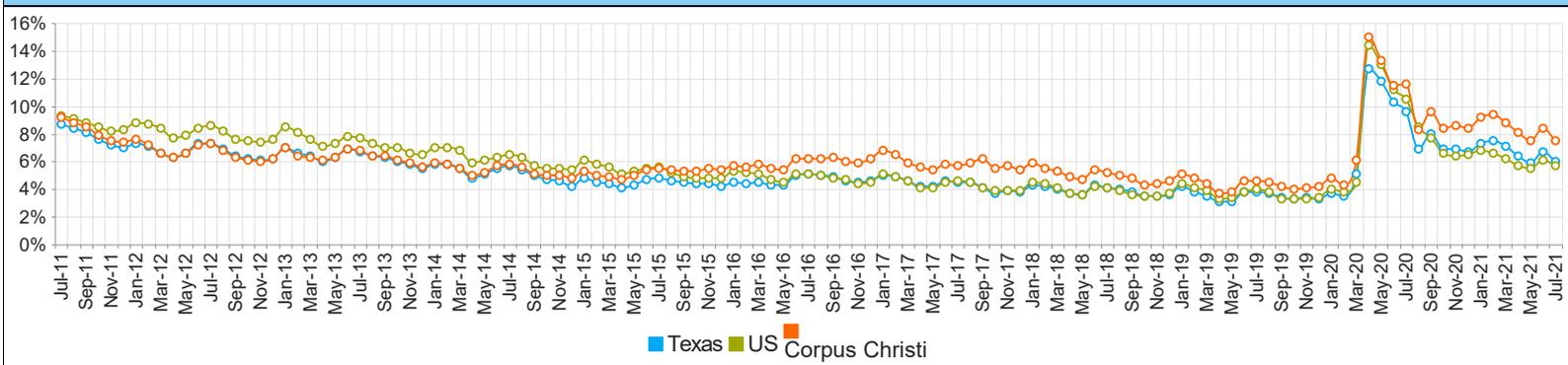
Texas Labor Force Statistics

	Jul-21	Jun-21	Jul-20	Yearly Change
Civilian Labor Force	14,192,398	14,126,847	14,010,729	181,669
Employed	13,340,757	13,186,927	12,661,727	679,030
Unemployed	851,641	939,920	1,349,002	-497,361
Unemployment Rate	6.0%	6.7%	9.6%	-3.6%

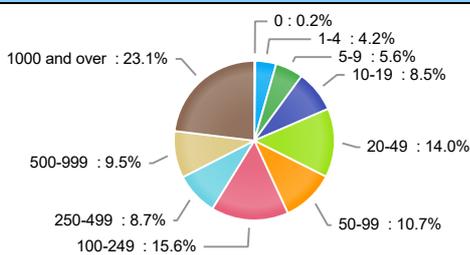
US Labor Force Statistics

	Jul-21	Jun-21	Jul-20	Yearly Change
Civilian Labor Force	162,817,000	162,167,000	161,374,000	1,443,000
Employed	153,596,000	152,283,000	144,492,000	9,104,000
Unemployed	9,221,000	9,883,000	16,882,000	-7,661,000
Unemployment Rate	5.7%	6.1%	10.5%	-4.8%

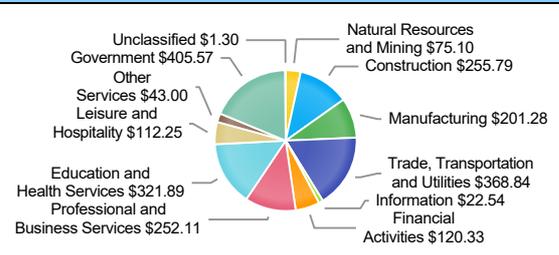
Historical Unemployment Rates



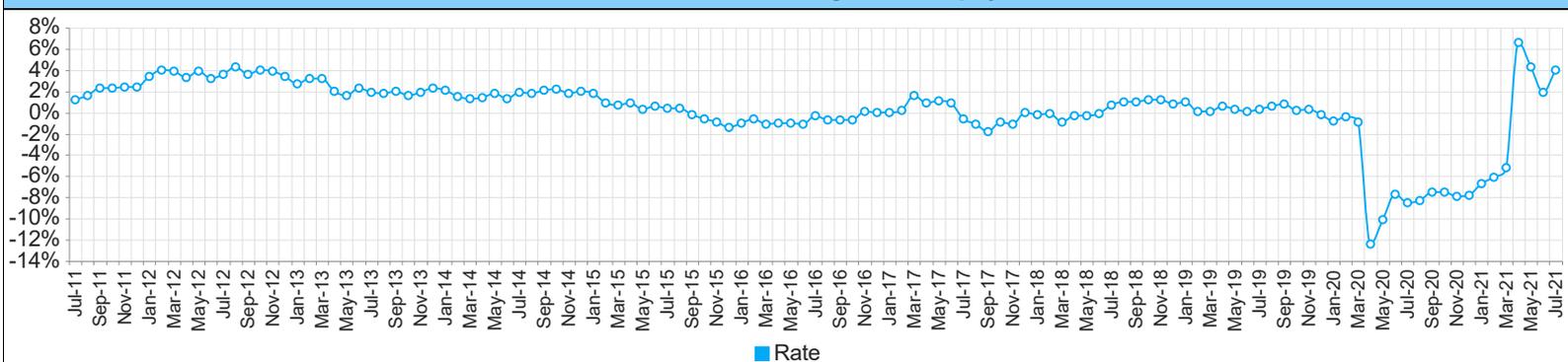
Employment by Size Class (1st Quarter 2021)



Wages by Industry (in millions) (1st Quarter 2021)



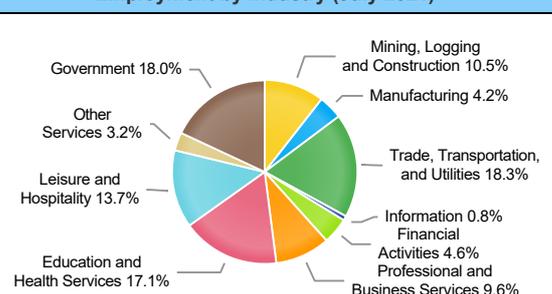
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (July 2021)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	183,900	0.2%	4.0%
Mining, Logging and Construction	19,400	1.0%	3.7%
Manufacturing	7,800	1.3%	0.0%
Trade, Transportation, and Utilities	33,600	0.9%	6.0%
Information	1,400	0.0%	0.0%
Financial Activities	8,400	1.2%	3.7%
Professional and Business Services	17,700	0.0%	4.1%
Education and Health Services	31,500	0.3%	1.6%
Leisure and Hospitality	25,200	0.8%	13.0%
Other Services	5,800	0.0%	3.6%
Government	33,100	-1.8%	-0.3%

Employment by Industry (July 2021)



Coastal Bend Workforce Development Area

July 2021



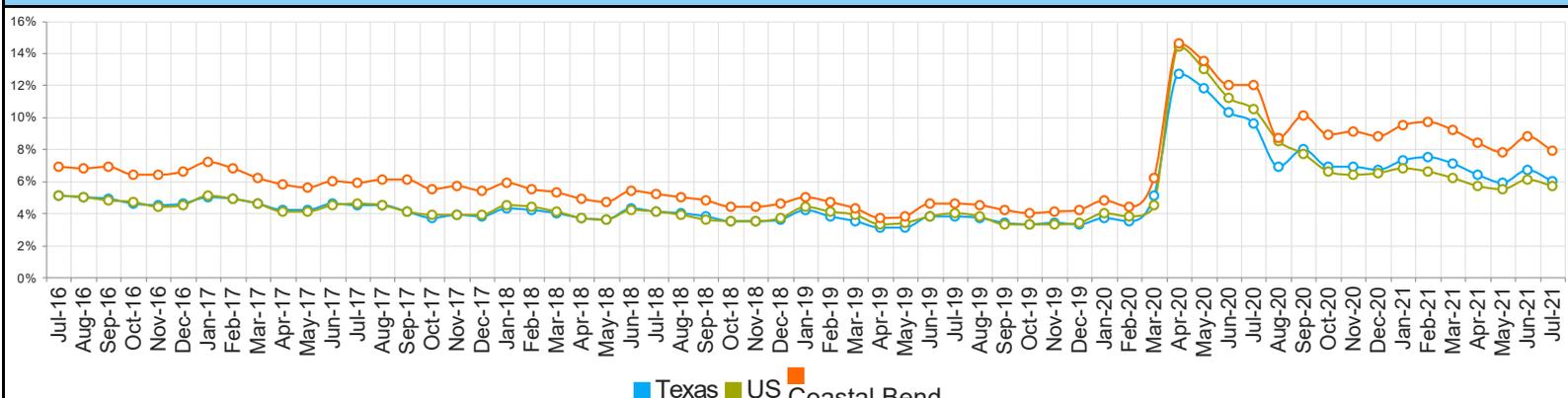
WDA Labor Force Statistics				
	Jul-21	Jun-21	Jul-20	Yearly Change
Civilian Labor Force	256,486	255,592	259,692	-3,206
Employed	236,160	233,214	228,571	7,589
Unemployed	20,326	22,378	31,121	-10,795
Unemployment Rate	7.9%	8.8%	12.0%	-4.1%

Texas Labor Force Statistics				
	Jul-21	Jun-21	Jul-20	Yearly Change
Civilian Labor Force	14,192,398	14,126,847	14,010,729	181,669
Employed	13,340,757	13,186,927	12,661,727	679,030
Unemployed	851,641	939,920	1,349,002	-497,361
Unemployment Rate	6.0%	6.7%	9.6%	-3.6%

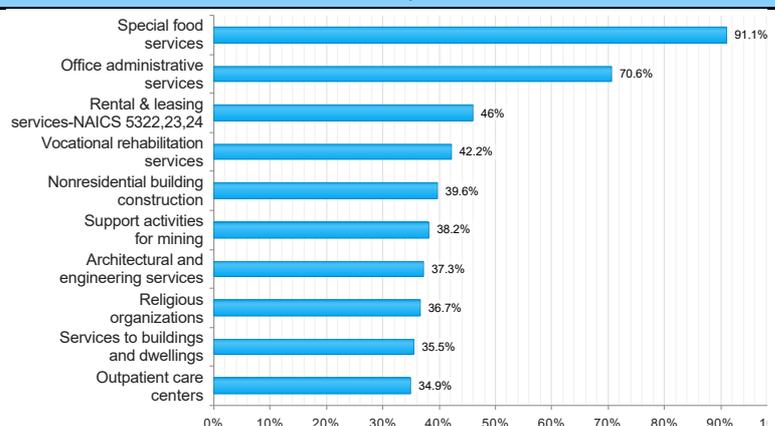
US Labor Force Statistics				
	Jul-21	Jun-21	Jul-20	Yearly Change
Civilian Labor Force	162,817,000	162,167,000	161,374,000	1,443,000
Employed	153,596,000	152,283,000	144,492,000	9,104,000
Unemployed	9,221,000	9,883,000	16,882,000	-7,661,000
Unemployment Rate	5.7%	6.1%	10.5%	-4.8%

Continued Claims for the Week of the 12th				
	Jul-21	Jun-21	Jul-20	Yearly Change
WDA	3,244	3,340	22,446	-19,202
Texas	134,829	137,658	954,004	-819,175

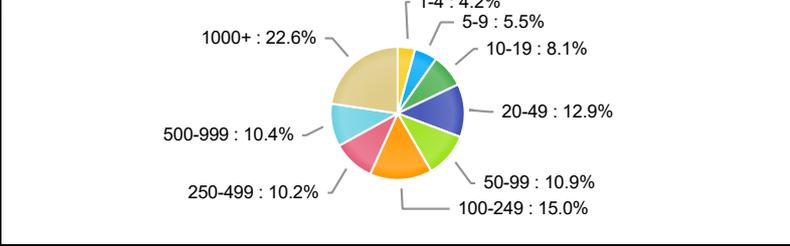
Historical Unemployment Rates



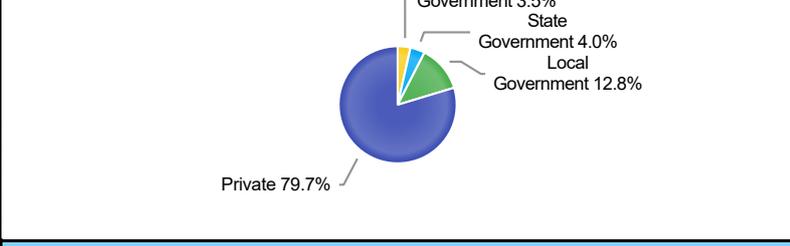
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



Employment by Size Class (1st Quarter 2021)



Employment by Ownership (1st Quarter 2021)

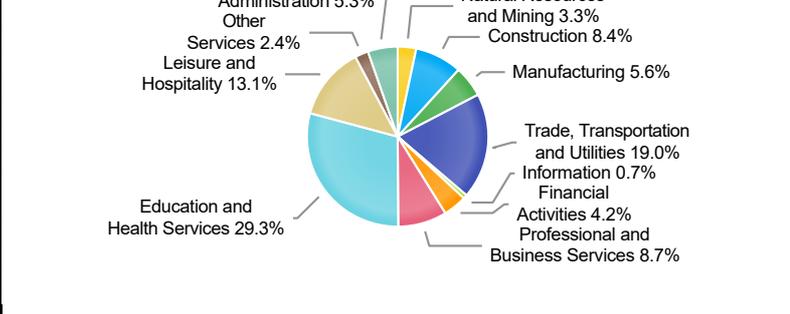


Average Weekly Wage (1st Quarter 2021)					
	Q1 2021	Q4 2020	Q1 2020	Quarterly Change	Yearly Change
WDA	\$942	\$1,009	\$934	-\$67	\$8
Texas	\$1,261	\$1,294	\$1,231	-\$33	\$30
US	\$1,289	\$1,339	\$1,221	-\$50	\$68

Employment by Industry (1st Quarter 2021, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	7,139	3.3%	-2.1%	-27.3%
Construction	18,440	8.4%	-0.8%	-13.5%
Manufacturing	12,282	5.6%	0.4%	-4.6%
Trade, Transportation and Utilities	41,600	19.0%	-1.5%	-2.7%
Information	1,630	0.7%	0.2%	-13.6%
Financial Activities	9,324	4.2%	0.0%	-4.3%
Professional and Business Services	19,131	8.7%	-1.2%	-6.2%
Education and Health Services	64,387	29.3%	-0.4%	-5.7%
Leisure and Hospitality	28,660	13.1%	0.3%	-7.2%
Other Services	5,365	2.4%	-2.0%	-8.8%
Public Administration	11,550	5.3%	-3.0%	-4.7%

Employment by Industry (1st Quarter 2021)



INFORMATION ONLY

X. Performance Measure Update

BACKGROUND INFORMATION

Performance Update (June 2021 Final Release)

Performance Synopsis

Board Contract Year: 2021

BCY 2021 Timeframe: October 1, 2020 – September 30, 2021

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept
+P (3)	+P (3)	+P (3)	+P (3)	+P (4)	+P (4)	+P (3)	+P (6)	+P (6)			
MP (4)	MP (4)	MP (5)	MP (5)	MP (7)	MP(8)	MP(9)	MP (7)	MP(9)			
-P (4)	-P (4)	-P (4)	-P (4)	-P (9)	-P(8)	-P(8)	-P (8)	-P (6)			

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
+P - Meeting performance - Greater than 105%	+P - Meeting performance - Greater than 110%
MP - Meeting performance - Greater than 97.5% and Equal to or Less than 105%	MP - Meeting performance - Greater than 95% and Equal to or Less than 110%
MP - Meeting at Risk - Equal to or Greater than 95% and Equal to or Less than 97.5%	MP - Meeting at Risk - Equal to or Greater than 90% and Equal to or Less than 95%
-P - Not meeting performance - Less than 95%	-P - Not meeting performance - Less than 90%

Explanation of Measures in Negative Performance for June 2021

Performance Measure	Current Num/Den	Current % of Target	
1. Employed Q2 Post Exit-Adult *	228/353	88.86%	
2. Employed Q4 Post Exit-DW *	124/188	85.60%	
3. Credential Rate - DW	32/56	81.57%	
4. Employed/Enrolled Q2 Post Exit – C&T	7144/12,655	86.05%	
5. Credential Rate – C&T Participants	118/242	70.26%	
6. Avg #Children Served per Day Combined		94.53%	Child Care Services.

Board Actions: Performance Improvement

On August 3rd, 2021, our 3rd 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. Continue to approve DINT request as they are entered in effort to improve performance.

*These two performance measures, have been in meeting/exceeding status. The June MPR Released on 08.13.21 indicated these two measures at negative performance; C2 management team discussed and shared information so that board staff may request technical assistance and also receive batch data for further review. Outcome of review and technical assistance will be provided at next round of committee meetings.

C2GPS(C2) Actions: Performance Improvement Efforts

1. Staff Training January 2021: 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.
2. Denominator Reviews & Follow Up: Monthly reviews of program exits are conducted. Both staff and management are involved in follow up and research on both credentials, skills progression 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.
3. Tracking Systems & Reporting: Additionally, tracking tools like the PPS, caseload reports, new enrollment reports, and management summary 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.
4. Strengthen Assessment: during bi-weekly meetings, staff is provided guidance on 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.
5. Management Bootcamp April-June 2021: C2 Management team participated in 9-week Supervisor Bootcamp. Choices, NCP, SNAP, TAA, and WIOA program eligibility and reporting were covered.
6. Exit Checklist Implementation: C2 has implemented Exit Checklist that will be used for all programs. Program staff will review cases for Performance Outcomes entered in TWIST and Cabinet, accurate and complete data entry in TWIST, closure of all services and support services, and correction of any identified data integrity issues. Exit requests will be review by Center Management for all required elements prior to case closure. This checklist also ensures that all data validation supporting documentation is uploaded to paperless system. Once in the system, the QA and Performance team do a final follow-up validation check of all impacted performance measure.
7. Measurable Skills Gain Training April 19, 2021: C2 Performance Team conducted a mandatory training. Staff was trained on what counted as a MSG, required documentation, and TWSIT data entry.
8. Process Workflows & Training: C2 has developed local process workflows, and procedures that align with Program Guides, WD Letters, TEGs, local policies and directives, etc. Process Workflows are developed to provide more detail about specific processes at a local level, so that we can ensure that staff are maintaining compliance with all program requirements. Training to staff has been provided on the tools and how each measure is defined. The QA & Performance team provides reports to staff to help identify customers not counting positively in performance. Bi-weekly calls are held and include topics to assure staff are providing the appropriate services for customer to attain their goals.

Performance Measure Definitions

Reemployment and Employer Engagement Measures

Claimant Reemployment Within 10 Weeks

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

of Employers Receiving Workforce Assistance

The number of employer reporting units served.

Program Participation Measures

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 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 Performance Measure Definitions

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

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.

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

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

Employed Q2 Post Exit – Adult

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

Employed Q4 Post Exit – Adult

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

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

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

Employed Q2 Post Exit – DW

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

Employed Q4 Post Exit – DW

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

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

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

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

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

Credential Rate – Youth

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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE
As Originally Published 8/13/2021
JUNE 2021 REPORT

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	89.40%	97.86%	114.72%	109.33%	126.27%	81.58%	95.22%	115.68%	113.03%	149.80%	96.46%	97.13%	103.57%	181.40%	282.00%
Borderplex	98.71%	102.34%	150.10%	113.18%	143.01%	92.11%	90.12%	115.31%	115.45%	145.42%	115.64%	87.68%	101.75%	64.55%	123.93%
Brazos Valley	96.05%	95.51%	100.00%	74.16%	153.28%	80.81%	81.24%	110.40%	66.30%	122.45%	104.38%	113.87%	111.34%	168.00%	87.72%
Cameron	94.51%	100.13%	124.68%	108.71%	128.83%	97.61%	103.87%	107.93%	112.78%	146.25%	102.29%	110.27%	148.84%	178.11%	219.57%
Capital Area	106.02%	104.67%	174.72%	110.52%	87.06%	98.25%	97.15%	168.60%	103.59%	99.12%	99.61%	111.37%	115.83%	124.32%	114.16%
Central Texas	93.07%	101.04%	201.84%	113.42%	107.31%	75.94%	85.63%	154.47%	105.19%	45.52%	98.31%	113.36%	110.83%	130.08%	140.41%
Coastal Bend	88.86%	90.34%	120.55%	91.74%	99.78%	98.64%	85.60%	118.38%	81.57%	119.80%	94.01%	107.74%	97.84%	107.02%	173.50%
Concho Valley	106.23%	92.56%	99.58%	89.60%	117.03%	82.28%	108.06%	137.88%	107.54%	146.94%	74.87%	114.53%	165.41%	169.12%	375.00%
Dallas	83.57%	87.73%	122.53%	101.20%	129.79%	85.79%	97.83%	111.31%	112.65%	154.29%	96.83%	101.98%	88.42%	125.29%	114.88%
Deep East	109.36%	98.08%	98.15%	115.21%	138.49%	79.18%	96.13%	98.29%	82.33%	142.36%	118.07%	121.80%	118.21%	145.19%	200.00%
East Texas	83.01%	93.27%	100.87%	92.96%	98.59%	80.92%	89.30%	74.43%	90.79%	119.26%	94.92%	101.95%	125.47%	192.98%	252.50%
Golden Crescent	114.47%	114.45%	114.61%	110.12%	87.47%	93.12%	91.56%	76.61%	127.86%	158.78%	94.01%	83.22%	193.50%	53.28%	200.00%
Gulf Coast	91.17%	86.68%	84.80%	83.49%	146.72%	84.63%	84.91%	102.45%	84.86%	152.45%	93.87%	92.26%	100.37%	109.97%	250.63%
Heart of Texas	105.49%	94.39%	118.34%	64.27%	141.14%	90.75%	91.35%	181.40%	78.00%	136.12%	110.28%	101.98%	80.28%	104.32%	n/a
Lower Rio	99.02%	92.99%	96.93%	102.30%	132.30%	100.13%	94.83%	143.43%	96.37%	140.70%	99.85%	91.94%	103.12%	161.40%	235.50%
Middle Rio	104.58%	106.36%	110.79%	107.04%	128.70%	96.04%	95.49%	84.47%	126.00%	157.76%	101.95%	119.75%	128.95%	330.03%	377.36%
North Central	84.06%	93.12%	121.07%	109.33%	150.66%	80.88%	86.74%	121.18%	110.11%	141.63%	101.36%	99.29%	116.31%	120.32%	221.82%
North East	102.88%	101.70%	113.63%	92.02%	176.41%	92.80%	92.87%	86.45%	129.43%	137.14%	122.92%	123.92%	133.74%	141.04%	295.60%
North Texas	87.19%	82.92%	77.79%	72.55%	167.01%	58.28%	111.22%	84.90%	142.86%	179.39%	119.03%	100.86%	123.29%	108.10%	300.00%
Panhandle	98.56%	93.87%	135.67%	115.08%	116.73%	104.38%	113.15%	84.30%	114.29%	110.44%	106.77%	108.04%	173.03%	134.72%	136.99%
Permian Basin	95.61%	85.94%	109.27%	116.36%	127.29%	67.13%	68.36%	143.13%	90.57%	163.06%	78.13%	92.51%	139.00%	269.82%	94.50%
Rural Capital	95.16%	99.17%	121.47%	107.98%	169.94%	91.90%	94.60%	109.95%	103.89%	183.06%	97.40%	104.30%	165.27%	121.92%	200.23%
South Plains	98.55%	104.04%	122.23%	114.42%	158.65%	96.04%	89.28%	141.70%	114.29%	129.36%	99.87%	111.51%	121.51%	74.72%	400.00%
South Texas	82.16%	74.84%	114.68%	118.86%	172.71%	88.59%	121.36%	90.95%	114.29%	156.93%	96.22%	96.26%	136.33%	126.09%	215.05%
Southeast	94.83%	78.86%	103.56%	128.59%	174.24%	103.40%	101.16%	136.82%	92.91%	153.06%	99.56%	90.34%	79.26%	190.18%	360.00%
Tarrant	94.40%	91.36%	128.76%	99.31%	129.72%	96.60%	90.94%	117.12%	106.43%	163.67%	103.53%	97.86%	81.55%	237.06%	312.00%
Texoma	106.67%	107.04%	150.27%	101.76%	135.25%	58.28%	121.80%	13.59%	114.29%	137.36%	99.28%	93.48%	134.11%	84.16%	157.53%
West Central	96.08%	99.71%	160.40%	113.61%	177.95%	109.32%	92.81%	124.24%	101.60%	142.74%	112.16%	97.33%	103.88%	116.84%	182.00%
+P	1	1	19	11	23	0	4	16	13	26	6	9	18	20	25
MP	20	21	7	12	3	15	16	5	10	1	20	17	6	4	1
-P	7	6	2	5	2	13	8	7	5	1	2	2	4	4	1
% MP & +P	75%	79%	93%	82%	93%	54%	71%	75%	82%	96%	93%	93%	86%	86%	96%
From	7/19	1/19	7/19	1/19	7/20	7/19	1/19	7/19	1/19	7/20	7/19	1/19	7/19	1/19	7/20
To	6/20	12/19	6/20	12/19	6/21	6/20	12/19	6/20	12/19	6/21	6/20	12/19	6/20	12/19	6/21

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

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation	Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Receiving Workforce Assistance	Average # Children Served Per Day-Combined	+P	MP	-P	% MP & +P
	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q2-Q4 Post-Exit	Credential Rate							
Alamo	92.47%	99.31%	97.26%	109.16%	107.13%	101.48%	9	9	3	86%
Borderplex	91.91%	97.32%	98.72%	111.41%	114.22%	100.25%	10	8	3	86%
Brazos Valley	91.19%	94.68%	67.39%	108.71%	133.65%	97.02%	8	5	8	62%
Cameron	97.73%	94.71%	122.77%	109.29%	123.67%	103.78%	11	9	1	95%
Capital Area	97.12%	100.89%	106.61%	111.00%	113.07%	86.12%	10	9	2	90%
Central Texas	92.35%	98.46%	106.95%	112.55%	109.59%	104.75%	10	7	4	81%
Coastal Bend	86.05%	95.78%	70.26%	107.13%	117.91%	94.53%	6	9	6	71%
Concho Valley	99.88%	98.04%	100.35%	102.87%	101.38%	101.90%	7	11	3	86%
Dallas	92.47%	97.44%	113.70%	161.23%	110.70%	108.32%	11	5	5	76%
Deep East	87.06%	96.39%	104.47%	108.87%	154.00%	97.95%	10	8	3	86%
East Texas	88.84%	97.74%	94.71%	110.51%	104.76%	97.72%	5	10	6	71%
Golden Crescent	101.16%	100.32%	123.78%	110.31%	102.40%	90.03%	10	6	5	76%
Gulf Coast	86.52%	92.22%	82.20%	110.23%	127.32%	89.74%	5	6	10	52%
Heart of Texas	99.79%	96.62%	85.72%	112.09%	113.76%	96.13%	7	9	4	80%
Lower Rio	97.35%	90.44%	110.17%	110.43%	111.67%	85.75%	8	11	2	90%
Middle Rio	92.91%	90.26%	123.30%	110.70%	130.76%	88.88%	11	6	4	81%
North Central	88.29%	100.53%	100.33%	120.04%	117.52%	96.07%	10	7	4	81%
North East	97.32%	97.86%	113.62%	117.98%	94.34%	111.25%	12	7	2	90%
North Texas	102.03%	97.83%	99.76%	113.64%	106.81%	91.20%	9	5	7	67%
Panhandle	99.53%	98.80%	126.08%	109.92%	97.23%	95.93%	11	9	1	95%
Permian Basin	89.56%	89.85%	110.50%	106.03%	106.65%	98.68%	9	6	6	71%
Rural Capital	96.88%	103.11%	119.37%	114.35%	135.22%	102.96%	9	12	0	100%
South Plains	94.85%	96.45%	117.65%	108.81%	117.59%	109.83%	13	5	3	86%
South Texas	90.88%	91.89%	142.22%	110.68%	118.66%	88.55%	12	3	6	71%
Southeast	95.27%	92.06%	78.98%	108.27%	122.21%	107.68%	9	8	4	81%
Tarrant	93.20%	99.34%	109.42%	181.89%	96.17%	117.64%	9	10	2	90%
Texoma	101.31%	99.71%	110.62%	114.05%	107.51%	112.37%	11	7	3	86%
West Central	91.49%	97.12%	104.54%	115.51%	101.86%	99.53%	9	11	1	95%
+P	0	0	15	27	21	6	261			
MP	12	20	7	1	6	14	218			
-P	16	8	6	0	1	8	108			
% MP & +P	43%	71%	79%	100%	96%	71%	82%			
From	7/19	1/19	1/19	7/20	10/20	10/20	From			
To	6/20	12/19	12/19	3/21	6/21	6/21	To			

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 8/13/2021
JUNE 2021 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		6	9	6	71.43%											
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes																

WIOA Outcome Measures

DOL-C	Employed Q2 Post Exit – Adult (DOL)	-P	88.86%	72.70%	72.70%	64.60%	79.30%	68.40%	228 353		71.80%	71.60%	48.70%	61.10%	7/19	6/20
DOL-C	Employed Q4 Post Exit – Adult (DOL)	MP	90.34%	68.30%	68.30%	61.70%	74.30%	70.30%	224 363		66.70%	56.30%	58.90%	66.70%	1/19	12/19
DOL-C	Median Earnings Q2 Post Exit – Adult (DOL)	+P	120.55%	\$5,000.00	\$5,000.00	\$6,027.51	\$5,565.00	\$5,163.33	n/a 228		\$6,728.80	\$6,431.52	\$5,156.25	\$5,221.21	7/19	6/20
DOL-C	Credential Rate – Adult (DOL)	MP	91.74%	65.40%	65.40%	60.00%	52.00%	56.30%	66 110		43.80%	68.80%	59.60%	65.40%	1/19	12/19
DOL-C	Measurable Skills Gains - Adult (DOL)	MP	99.78%	45.80%	45.80%	45.70%	45.00%	n/a	75 164		----	----	----	----	7/20	6/21
DOL-C	Employed Q2 Post Exit – DW (DOL)	MP	98.64%	73.50%	73.50%	72.50%	77.30%	80.70%	103 142		81.70%	66.70%	65.50%	64.30%	7/19	6/20
DOL-C	Employed Q4 Post Exit – DW (DOL)	-P	85.60%	77.10%	77.10%	66.00%	80.00%	76.50%	124 188		62.20%	79.60%	63.30%	59.00%	1/19	12/19
DOL-C	Median Earnings Q2 Post Exit – DW (DOL)	+P	118.38%	\$7,200.00	\$7,200.00	\$8,523.21	\$7,815.16	\$8,102.58	n/a 103		\$8,400.00	\$8,533.20	\$8,933.05	\$7,520.00	7/19	6/20
DOL-C	Credential Rate – DW (DOL)	-P	81.57%	70.00%	70.00%	57.10%	60.70%	66.70%	32 56		40.00%	60.00%	68.00%	45.50%	1/19	12/19
DOL-C	Measurable Skills Gains - DW (DOL)	+P	119.80%	49.00%	49.00%	58.70%	42.60%	n/a	61 104		----	----	----	----	7/20	6/21
DOL-C	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	94.01%	68.50%	68.50%	64.40%	72.30%	65.80%	114 177		64.90%	67.40%	64.40%	58.60%	7/19	6/20
DOL-C	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	107.74%	63.30%	63.30%	68.20%	74.80%	74.50%	167 245		79.30%	65.50%	56.10%	73.90%	1/19	12/19
DOL-C	Median Earnings Q2 Post Exit – Youth (DOL)	MP	97.84%	\$3,100.00	\$3,100.00	\$3,032.96	\$3,411.04	\$2,406.00	n/a 108		\$2,726.40	\$2,968.00	\$3,050.38	\$4,763.62	7/19	6/20
DOL-C	Credential Rate – Youth (DOL)	MP	107.02%	28.50%	28.50%	30.50%	29.00%	45.00%	25 82		7.10%	19.10%	44.40%	40.00%	1/19	12/19
DOL-C	Measurable Skills Gains - Youth (DOL)	+P	173.50%	20.00%	20.00%	34.70%	27.40%	n/a	25 72		----	----	----	----	7/20	6/21
LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	-P	86.05%	65.60%	65.60%	56.45%	70.73%	69.00%	7,144 12,655		66.28%	56.40%	49.72%	54.82%	7/19	6/20
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	95.78%	81.70%	81.70%	78.25%	84.76%	85.21%	6,745 8,620		83.50%	79.74%	72.64%	75.52%	1/19	12/19
LBB-K	Credential Rate – C&T Participants	-P	70.26%	69.40%	69.40%	48.76%	48.39%	61.69%	118 242		25.58%	47.92%	61.54%	46.67%	1/19	12/19

Reemployment and Employer Engagement Measures

TWC 1,2	Claimant Reemployment within 10 Weeks	+P	107.13%	55.39%	n/a	59.34%	60.52%	64.86%	3,780 6,370		99.82%	53.34%	57.37%		7/20	3/21
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Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 8/13/2021
JUNE 2021 REPORT

Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
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Reemployment and Employer Engagement Measures

TWC 3	# of Employers Receiving Workforce Assistance	+P	117.91%	2,183	2,622	2,574	2,597	4,155	----- -----	1,480	1,549	1,757		10/20	6/21
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1. Performance in Q1 was artificially boosted because very few claimant with new claims during that period were subject to work search.
2. The Commission adopted BCY21 targets on Claimant Reemployment within 10 Weeks that will apply to claimants whose 10 Week Start Date is Jan 1, 2021 to June 30, 2021.
3. The most recent quarter of performance increased over the prior quarter (which itself was an improvement over the prior quarter) as the economic recovery took hold and more employers sought assistance filling positions.

Program Participation Measures

TWC 4	Avg # Children Served Per Day - Combined	-P	94.53%	2,633	2,633	2,489	2,960	2,834	485,429 195	2,281	2,457	2,732		10/20	6/21
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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 increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up and in the last quarter saw an increase of over 10,000 kids per day statewide.

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

INFORMATION ONLY

VII – 6. Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

- COVID19- Activities
- Update on 2nd Location for Nueces County Career Center

Glossary of Terms

Program Title	Program Characteristics
Child Care	Helps employers retain qualified workers with families by providing subsidized child care to low-income parents, children of teen parents, and children with disabilities.
Non-Custodial Parent (NCP) Choices	Targets low-income, unemployed, or underemployed NCPs who are behind on child support payments and whose children are current or former recipients of public assistance. Involves working in tandem with the Office of the Attorney General (OAG) and the local court system to help NCPs with substantial barriers to employment and career advancement, become economically self-sufficient while also making consistent child support payments.
Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)	Designed to assist SNAP recipients in obtaining employment through participation in allowable job search, training, education, or workforce activities that promote long-term self-sufficiency. SNAP recipients are referred by the Texas Health and Human Services Commission (HHSC).
Temporary Assistance for Needy Families (TANF)/Choices	The goal of Choices services is to end the dependence of needy parents on public assistance by promoting job preparation, employment, and job retention with a “Work First” service delivery design. TANF recipients are referred by the Texas Health and Human Services Commission (HHSC).
Trade Act Services	Provides employers with skilled workers. Moves trade-affected workers into new jobs as quickly and effectively as possible.
The Workforce Information System of Texas (TWIST)	TWIST is a centralized point of reporting intake, case management, and service delivery for customers. Intake information is submitted just once for multiple employment and training programs, and can be retrieved statewide. TWIST also allows staff to query and retrieve information from the legacy systems - Employment Services (ES), Unemployment Insurance (UI), SNAP E&T, Temporary Assistance to Needy Families (TANF), SSI (Supplemental Security Income), and the Texas Department of Criminal Justice (TDCJ).
Veterans Employment Services	Employers have quick access to the talents and expertise of veterans and eligible persons, e.g., spouses of deceased/disabled/MIA veterans, to fill job openings.
Wagner-Peyser Employment Services (ES), Agricultural Services and Migrant and Seasonal Farm Worker Services	Acts as liaison between employers and job seekers to ensure employers have access to qualified workers. Provides job matching and recruitment services to employers and job seekers.
Workforce Innovation and Opportunity Act (WIOA)	WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market; and matches employers with the skilled workers they need to compete in the global economy.