



WORKFORCE SOLUTIONS
of the Coastal Bend

**Executive/Finance Committee
Meeting**

**September 16, 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/81248521867?pwd=WUxpQ0lUMFhvdFlqTlNmMjhUNHQvZz09>

Toll-Free Call In
888 475 4499 US Toll-free

Meeting ID: 812 4852 1867
Passcode: 679146

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.



Executive/Finance Committee Meeting
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Corpus Christi, Texas

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September 16, 2021 – 3:00 pm

AGENDA

I. Call to Order: Gloria Perez, Chair
II. Roll Call: Marcia Keener, Secretary.....3
III. Announcement on Disclosure of Conflicts of Interest
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.
IV. Public Comments
V. Discussion and Possible Action on Minutes of the April 15, 2021 Executive/Finance Committee Meeting.....4-5
VI. Discussion and Possible Action on Minutes of the May 13, 2021 Executive/Finance Committee Meeting.....6-10
VII. Chair Report: Gloria Perez
VIII. President/CEO’s Report: Ken Trevino
• Business Development, Public Relations and Organizational Update
IX. Committee Reports
* Child Care Services Dr. Mary Gleason, Chair.....11
* Public Relations Jesse Gatewood, Chair.....12
* Workforce Services Ray De Los Santos, Jr., Chair.....13-14
X. Discussion and Possible Action to Approve FY 2021 Budget Amendment #4: Shileen Lee.....15-18

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- XI. Discussion and Possible Action on WFSCB Internal & TWC Texas Cybersecurity Assessment (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.089 and Section 551.071 and Texas Disciplinary Rules of Professional Conduct Rule 1.05 to consult with attorney concerning legal issues related to the assessment of critical infrastructure).....19

- XII. Information Only:
 - 1. Monitoring Report: *Larry Peterson*.....20-24
 - 2. Financial Update: *Shileen Lee*.....25-28
 - 3. Facilities Update: *Amy Villarreal*.....29
 - 4. Update on Procurements and Contracts: *Esther Velazquez*.....30-39
 - 5. Performance Measure Update: *Amy Villarreal*.....40-47
 - 6. 2021-2022 Holiday Schedule: *Ken Trevino*.....48-49
 - 7. Draft Agenda for the September 23, 2021 Board of Directors Meeting: *Ken Trevino*.....50-51

- XIII. 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.

**Executive/Finance Committee Meeting
Roll Call Roster
September 16, 2021**

_____ Gloria Perez, Chair

_____ John Owen, Vice Chair

_____ Marcia Keener, Secretary

_____ Ed Sample, Parliamentarian

_____ Velma Soliz-Garcia, Treasurer

_____ Victor Gonzalez, Jr., Past Chair

_____ Jesse Gatewood, Chair of Public Relations Committee

_____ Mary Gleason, Chair of Child Care Services Committee

_____ Ray De Los Santos, Jr., Chair of Workforce Services Committee

Signed

Printed Name

MINUTES

Workforce Solutions of the Coastal Bend - Executive/Finance Committee Meeting

Join Zoom Meeting

<https://us02web.zoom.us/j/82624771784?pwd=WmljU01jMDlGM2duaTNDROlMaGhwdz09>

Toll-Free Call In

888 475 4499 US Toll-free

Meeting ID: 826 2477 1784

Passcode: 747325

April 15, 2021 – 10:00 am

Committee Members

Present

Gloria D. Perez, Chair
Marcia Keener
Velma Soliz-Garcia
Vince Goodwine
Victor M. Gonzalez, Jr.
Mary Gleason
Jesse Gatewood
Ray De Los Santos, Jr.

Absent

John Owen, Vice Chair

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Janet Neely, Workforce Solutions
Terrie Rodriguez, Workforce Solutions
Lucinda Garcia, Legal Counsel
Geri Escobar, C2GPS, LLC
Aaron Smith, C2GPS, LLC
Michael Salveggi, C2GPS, LLC
Cassandra Wheeler, C2GPS, LLC
Crystal Gonzalez, C2GPS, LLC

Other Board Members Present

I. Call to Order

Ms. Perez called the meeting to order at 10:00 am.

II. Roll Call

The roll was called and a quorum was present.

III. Disclosure of Conflicts of Interest

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

IV. Public Comments

There were no public comments.

V. Discussion and Possible Action to Authorize the President/CEO to Execute a Lease Agreement for Office Space for One Stop Career Center and Vocational Rehabilitation staff relocation, and other business purposes (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.071 to consult with its' Attorney and Texas Disciplinary Rules of Professional Conduct Rule 1.05)

Ms. Perez called the meeting into closed session for both items V. and VI. at 10:04 am. The closed session ended at 10:40 am.

Ms. Soliz-Garcia moved to Authorize the President/CEO to Execute a Lease Agreement for Office Space for One Stop Career Center and Vocational Rehabilitation staff relocation, and other business purposes subject to acceptable terms and conditions as approved by Legal Counsel.

The motion was seconded by Mr. De Los Santos, Jr. and passed.

**VI. Discussion Regarding CEO Evaluation, Evaluation Tool and Employment Agreement
(Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section
551.074: Personnel Matters)**

No action taken.

VII. Adjournment

The meeting adjourned at 10:43 am.

MINUTES

Workforce Solutions of the Coastal Bend - Executive/Finance Committee Meeting

Join Zoom Meeting

<https://us02web.zoom.us/j/89003994660?pwd=aWNNU05FbVJLSDNyQzd0KzZJSjUxUT09>

Toll-Free Call In

888 475 4499 US Toll-free

Meeting ID: 890 0399 4660

Passcode: 863873

May 13, 2021 – 3:00 pm

Committee Members

Present

Gloria Perez, Chair
John Owen, Vice Chair
Marcia Keener
Vince Goodwine
Velma Soliz-Garcia
Victor Gonzalez, Jr.
Jesse Gatewood
Mary Gleason

Absent

Ray De Los Santos, Jr.

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Janet Neely, Workforce Solutions
Esther Velazquez, Workforce Solutions
Larry Peterson, Workforce Solutions
Terrie Rodriguez, Workforce Solutions
Pam Ross, Workforce Solutions
Jennifer Ledford, Workforce Solutions
Imelda Trevino, Workforce Solutions
Xena Mercado, Workforce Solutions
Rufino Martinez, Workforce Solutions
Lucinda Garcia, Legal Counsel
Renatto Garcia, Legal Counsel
Janet Pitman, ABIP, P.C.
Kyle Layer, ABIP, P.C.
Keith Scott, KAS Consulting Group
Geri Escobar, C2GPS, LLC
Ricardo Munoz, C2GPS, LLC
Angie Garcia, C2GPS, LLC
Crystal Gonzalez, C2GPS, LLC
Patrick Mele, C2GPS, LLC
Kenia Dimas, BakerRipley, Inc.

Other Board Members Present

Andrea Chavez
Stephanie Horvath

I. Call to Order

Ms. Perez called the meeting to order at 3:00 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Disclosure of Conflicts of Interest

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

IV. Public Comments

There were no public comments.

V. Discussion and Possible Action on Minutes of the February 24, 2021 Executive/Finance Committee Meeting

Mr. Gatewood moved to approve the minutes of the February 24, 2021 Executive/Finance Committee meeting. The motion was seconded by Mr. Owen and passed.

VI. Chair's Report

Ms. Perez announced she does not have an official report at this time due to a full agenda for the Executive/Finance Committee Meeting. Ms. Perez stated she would like to report she is in constant communication with Mr. Trevino. Ms. Perez is made fully aware of what is happening with the transition and all ongoing items several times a week. Ms. Perez stated she would have an official report for the Board of Directors meeting.

VII. President/CEO's Report

Mr. Trevino recognized all the team members that participated in the two day digital Career Expo Youth Opportunities Unlimited. Special thanks to Ms. Soliz-Garcia for introducing the Secretary of State Ms. Ruth Hughs. The event was successful and we will have some hard numbers for you hopefully by the Board of Directors meeting. Mr. Trevino recognized Ms. Byrd for doing the heavy lifting on behalf of this team to making this event happen. Mr. Trevino acknowledged Ms. Byrd for her hard work and the support she received from the rest of the team including Ms. Mercado.

Mr. Trevino mentioned Mr. De Los Santos did a great job introducing Commissioner Demerson. Mr. Trevino received an email from Commissioner Demerson and would like it to reflect in the minutes. Mr. Trevino stated Commissioner Demerson's response speaks to the power of our team, speaks to who we are, all the aspects, the service providers, the Board team and the volunteers all working in concert.

Email from Commissioner Demerson:

Team,

THANKS AGAIN FOR THE OPPORTUNITY AND THANK YOU ALL FOR MAKING A DIFFERENCE. I did indeed have the opportunity to read Mr. De Los Santos bio and I appreciate board members as such that bring continued value to our Workforce system in the state of Texas. The same is true for Board President Gloria Perez. You guys always take care of business and today was no difference. Please contact me if I can be of any assistance, let's continue to make progress together and thanks again.

Mr. Trevino stated the message Commissioner Demerson delivered to the group of students that were on this live stream and the Workforce Professionals that were on the Zoom part of it make a difference. Mr. Trevino included he personally felt connected to the state and Texas Workforce Commission and he was motivated by Commissioner Demerson's message. Commissioner Demerson's message was you have to own it. You have to set your goals, make that dream happen and own what you do. Mr. Trevino mentioned this applies to all the Workforce pros and all the volunteers on the call. Mr. Trevino stated he was impressed as always with Commissioner Demerson's words and we were happy to have him. Mr. Trevino expressed his gratitude and recognized all the volunteers that chipped in over the past two days.

VIII. Committee Reports

Child Care Services

Dr. Gleason provided a report on the May 4, 2021 Child Care Services Committee (included on page 10 of the May 13 agenda packet). Ms. Woodson provided additional information.

Ms. Perez recognized Ms. Woodson and Dr. Gleason for great presentation and new format of presenting.

Public Relations

Mr. Gatewood provided a report on the May 5, 2021 Public Relations Committee meeting (included on page 11 of the May 13 agenda packet).

Mr. Trevino expressed his appreciation for Ms. Perez comment on the Child Care Services reporting methodology. Mr. Trevino stated there is a new methodology as well for the Public Relations the way we are delivering that information to the committee. Mr. Trevino complimented Ms. Mercado and Ms. Woodson for their efforts and putting together new reports so that the information is hopefully more consumable to the volunteer. Workforce Services will be doing the same going forward.

Workforce Services

Ms. Villarreal provided a report on the May 6, 2021 Workforce Services Committee meeting (included on pages 12-13 of the May 13 agenda packet).

IX. Discussion and Possible Action to Approve FY 2021 Budget Amendment #3:

Ms. Lee provided information on the FY 2021 Budget Amendment #3 (included on pages 14-15 of the May 13 agenda packet).

Mr. Owen moved to approve the FY 2021 Budget Amendment #3. The motion was seconded by Ms. Soliz-Garcia and passed.

X. Discussion and Possible Action to Approve Draft Audit Report

Ms. Pitman presented the Draft Audit Report for the Year Ended September 30, 2020 and the four major components: Risk Assessment; Compliance Audit-Federal and State Grants; Financial Audit; and Reporting (included on pages 16-50 of the May 13 agenda packet). There were no deficiencies noted; no instances of non-compliance; no significant findings; no corrected or uncorrected misstatements; no difficulties encountered in dealing with management; and no disagreements with management.

Mr. Gonzalez moved to approve the Draft Audit Report for the Year Ended September 30, 2020 as presented by Alonzo, Bacarisse, Irvine, and Palmer, P.C. The motion was seconded by Ms. Keener and passed.

Ms. Pitman thanked Ms. Lee and staff for getting them everything they needed.

XI. Items for Discussion and Possible Action:

- Discussion and Possible Action to Authorize the President/CEO to Execute a Contract for the Direct Child Care Services Management

Mr. Scott provided information on the Contract for the Direct Child Care Services Management (included on pages 51-53 of the May 13 agenda packet). Ms. Lee provided additional information.

Ms. Keener moved to recommend to the Board of Directors to authorize the President/CEO to execute a Contract for the Direct Child Care Services Management. The motion was seconded by Mr. Owen and passed.

- Discussion and Possible Action to Authorize the President/CEO to Execute Options for Renewal of Contracts for Fiscal Year 2021-22

Ms. Lee provided information on the Options for Renewal of Contracts for Fiscal Year 2021-22 (included on pages 54-55 of the May 13 agenda packet).

Ms. Lee introduced new Board staff Ms. Esther Velazquez, Procurement & Contracts Specialist who replaced Mr. Robert Ramirez. Ms. Velazquez thanked Ms. Lee and stated she is delighted to be a team member for Workforce Solutions and looks forward to working with everyone.

Mr. Owen moved to Authorize the President/CEO to Execute Options for Renewal of Contracts for Fiscal Year 2021-22. The motion was seconded by Mr. Gatewood and passed.

Ms. Perez stated item XIII. Information Only will not be discussed during the Executive/Finance Committee Meeting, it will be discussed at the full Board of Directors Meeting.

XII. Discussion and Possible Action on Annual Performance Evaluation of the President/CEO (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.074: Personnel Matters)

The meeting was called into closed session at 3:57 pm. The closed session ended at 5:51 pm.

Mr. Goodwine moved to approve the annual performance appraisal tool and performance evaluation report of the President/CEO for 2020-2021 be approved and that the following recommendations be presented to the Board of Directors regarding the President/CEO:

1. The current base salary of 2020-2021 and the annual supplemental payment due on December of this year will be combined to constitute the New Base Salary for 2021-2022;
2. A four percent (4%) cost of living adjustment/increase of the New Base Salary described in 1, above will be paid effective the anniversary date of the Employment Agreement;
3. The payment of a performance incentive of ten percent (10%) based on the current base salary of 2020-2021; and
4. That a new Employment Agreement will be executed within 45 days reflecting:
 - a. The New Base Salary as noted in 2, above;
 - b. The annual supplemental payment hereafter will not be paid or included in the Employment Agreement;
 - c. The performance incentive cap of ten percent (10%) will be increased to fifteen percent (15%)
 - d. The term of the contract will be three years with two one year renewal options; and
 - e. All other benefits under the Employment Agreement to remain the same.

The motion was seconded by Mr. Owen and passed.

Mr. Trevino expressed his appreciation for everything and he included he loves this job. Mr. Trevino mentioned he is glad he has a job like this where he can impact our community in a way that he cannot imagine being in another position living in Corpus Christi.

Ms. Perez thanked Mr. Trevino, the Executive Committee and everyone else for their input.

Ms. Garcia thanked everyone. Ms. Garcia recognized Mr. Trevino for doing a superb job and expressed her appreciation for Mr. Trevino. Ms. Garcia thanked Madam Chair.

XIV. Adjournment

The meeting adjourned at 5:55 pm.

COMMITTEE REPORT

IX – 1. Child Care Services

Committee: Child Care Services

Mary Gleason, Chair

Sandra Bowen, Vice Chair

Ed Sample

Catrina Wilson

Justin Hoggard

Andrea Chavez

Date of Committee meeting: September 7, 2021

The Committee did have a quorum.

The following items were discussed at the meeting:

1. Summary of Child Care Performance for the Third Quarter of BCY 2021
2. Summary of Child Care Performance for the Month of August of the Fourth Quarter of BCY 2021
3. Action Plan for Child Care Performance for the Remainder of the Fourth Quarter of BCY 2021
4. Analysis of Coastal Bend Child Care
5. Initial Job Search Job Care
6. Service Industry Recovery (SIR) Child Care
7. Update on Child Care Quality Program Activities
8. Texas Rising Star (TRS) Assessor Credential Training Update

The Committee took the following action:

The Committee approved the Minutes of the May 4, 2021 Child Care Services Committee Meeting.

Additional comments:

COMMITTEE REPORT

IX – 2. Public Relations

Committee: Public Relations

Jesse Gatewood, Chair
Carlos Ramirez, Vice Chair
C. Michelle Unda
Tracy Florence
Arnoldo Cantu
Omar Lopez
Ofelia Hunter
Liza Wisner
Rosie Collin

Date of Committee meeting: September 8, 2021

The Committee did have a Quorum.

The following items were discussed at the meeting:

1. Digital Business Solutions Initiative – Helping Offices Manage Electronically (HOME) Grant application is available online for businesses to apply for digital upgrades
2. Restaurant & Food Industry Job Fair was held at the Omni Corpus Christi Hotel on July 7, 2021. We reviewed marketing, data, and media to support this report.
3. WE Summit was held on July 20, 2021
4. Upskillcoastalbend.org is nearing completion
5. YOU! Choose Digital Career Expo was held on May 11, 2021. The next one will be held on September 22, 2021 on a new online presentation platform, On24.
6. Business Solutions Strategic Planning Retreat and TWC Communications Training are part of analyzing service and messaging refinement.
7. Premier Virtual 2.0 is available and is being used for Virtual Hiring Events
8. Hiring Red, White and YOU! is November 4, 2021
9. Continued Employer Data Requests
10. Social Media Marketing and Benchmarks
11. Labor Market Analysis
12. Jobs Report

The Committee took the following action:

The Committee approved the Minutes of the May 5, 2021 Public Relations Committee Meeting.

COMMITTEE REPORT

IX – 3. Workforce Services

Committee: Workforce Services

Ray De Los Santos, Jr., Chair

Michelle Flower, Vice Chair

Randy Giesler

Iain Vasey

Manny Salazar

Susan Temple

Travis Nelson

Date of Committee meeting: September 9, 2021

The Committee did have a Quorum.

The following action items were reviewed, discussed and action taken by the committee:

- Approved Workforce Services Committee Meeting Minutes; May 6, 2021.
- Two Board Policies:
 - Policy #4.0.111.05-Customer File Documentation
 - Policy #4.1.104.06- Individual Training Accounts(ITA)

The following information items were discussed and for information only:

Workforce Center Services:

- Policy Review Schedule- Updated schedule was brought to the committee to list updated board policies to date; a total of 8 Policies YTD.
- Program Updates- The committee was made aware of activities due to COVID-19 and information regarding impact to program and grant rules, revamping of services delivery and continuous progress for implementation of virtual services. Provided Committee information on current funding status and new program year funding. Program Year 2022 Master Contract, budget, statement of work, performance and profit schedule delivered to C2GPS Friday 09.03.2021
- Ms. Geri Escobar updated the committee on Career Center staffing, operations, services to Jobseekers.
- Mr. Armando Martinez updated the committee on Services to Businesses, virtual Job Fairs and Focus on Quality
- Tag-Team Presentation by Catherine Cole and Alba Silvas on Services to YOUTH: WIOA, Foster Youth, Student HireAbility, and South Texas Career Connection(STCC).

- Ms. Alba Silvas presented information on Unemployment and Labor Market information.
- Ms. Amy Villarreal presented information on Performance Measure; Geri Escobar further presented actions in place by C2GPS for performance improvement. A brief update on Facilities, was also provided by Ms. Villarreal- the build-out of second workforce location in Corpus Christi.

Detailed information can be found in Workforce Services Committee Packet, e-mailed to Board of Directors, by Ms. Janet Neely on Friday, September 3, 2021.

The Committee took the following action:

1. Approved the minutes of May 6, 2021 Workforce Services Committee Meeting.
2. Approved for recommendation 2 Board Policies.

Meeting adjourned at: 4:09 pm

ITEM FOR DISCUSSION AND POSSIBLE ACTION

X. FY 2021 Budget Amendment #4

BACKGROUND INFORMATION

The Workforce Solutions Board of Directors approved the FY 2021 Operating Budget on September 17, 2020. Budget Amendment #4 is attached with a detailed budget narrative.

RECOMMENDATION

The Executive/Finance Committee recommend to the Board of Directors approval of FY 2021 Budget Amendment #4.

WORKFORCE SOLUTIONS OF THE COASTAL BEND
BUDGET NARRATIVE
FY 2021

The proposed budget amendment #4, includes an overall revenue increase for fund finalizations and contract increases and additions, for a total of \$732,467.

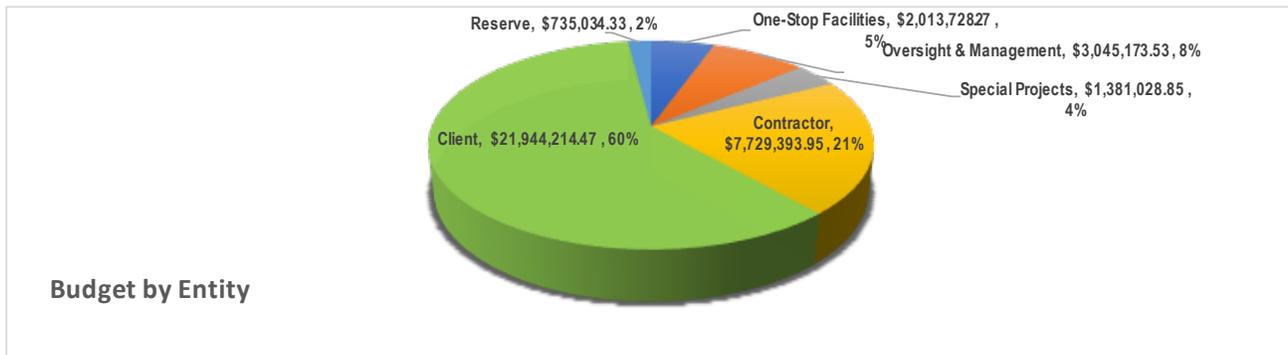
The increase in the budget will be adjusted in Management and Oversight in the following categories: Software Expense for increase in Furniture, Equipment, & Software for additional software licenses for remote work and higher level MS Office Licenses, and General & Administrative Expense for an increase in office supplies. The remainder of the amendment will be under One Stop Operations under Contracted services for direct client expenses.

We are requesting approval on budget amendment #4 of the BCY2021 budget.

Contract No.	Program	Amended Budget FY2021	Amendment #4 Fund Finalization / New Funds	Revised Funds Available 07/31/2021
2219WCI000	Workforce Commission Initiatives--Excellence in Rural Service Delivery	27,414		27,414
2219ATG000	Apprenticeship Texas Expansion Grant	194,186		194,186
2219WOA001	WIOA - PY19 Adult Allocation	163,634		163,634
2219WOD001	WIOA - PY19 Dislocated Worker Allocation	538,144		538,144
2219WOY001	WIOA - PY19 Youth	375,078		375,078
2219WAF001	WIOA - Alternative Funding for Statewide Activity	223,854		223,854
2220TAN000	TANF Choices	62,388		62,388
2220REA000	Reemployment Services & Eligibility Assessment	10,000		10,000
2220CCQ000	Child Care Quality (CCQ)	178,156		178,156
2220CCA000	Child Care Automatic Attendance (CAA)	9,648		9,648
2220CCF000	Child Care	1,536,539		1,536,539
2220CCP000	Child Care DFPS	401,745		401,745
2221TRA001	Trade Act Services for Dislocated Workers	18,412		18,412
2220WPA001	WPA	146,402		146,402
2220BSA001	BSA - Board Service Awards	22,450		22,450
2220BSA002	BSA - Texas Hireability	39,211		39,211
2220COS002	Skills Development Fund	115,000	(115,000)	0
2220COV001	COVID-Response Statewide	100,175		100,175
2220NDW001	COVID-19 Disaster Recovery	1,495,974		1,495,974
2220WCI001	WCI - Workforce Commission Initiatives	75,467	(38,616)	36,851
2220WOA001	WIOA - PY20 Adult Allocation	1,644,710		1,644,710
2220WOD001	WIOA - PY20 Dislocated Worker Allocation	1,338,028		1,338,028
2220WOY001	WIOA - PY20 Youth	1,726,103		1,726,103
2220WOR001	WIOA - PY20 Rapid Response	21,548	(19,950)	1,598
2221TAN000	TANF Choices	2,496,098		2,496,098
2221REA001	Reemployment Services & Eligibility Assessment	268,355		268,355
2221SNE000	SNAP E&T	502,451	26,893	529,344
2221SNE000	SNAP E&T- ABAWD (Dec)	158,669	17,779	176,448
2221NCP000	Non-Custodial Parent (NCP)	142,403		142,403
2221WPA001	Employment Services	95,463		95,463
2221CCA000	Child Care Automatic Attendance (CAA)	100,337	(78,540)	21,797
2221CCQ000	Child Care Quality (CCQ)	604,920		604,920
2221CCF000	Child Care (Oct)	17,378,085	684,901	18,062,986
2221CCP000	Child Care DFPS	1,448,000		1,448,000
2221CCM000	Child Care Local Match (Oct)	1,800,566		1,800,566
2221RAG001	Resource Administration Grants	6,923		6,923
2221WCI001	WCI - Workforce Commission Initiatives	47,543		47,543
Non-TWC	VET (10/01/20-09/30/21)	37,411		37,411
Non-TWC	STUDENT HIRABILITY (09/01/20-08/31/21)	100,000		100,000
Non-TWC	KINGSVILLE/BEEVILLE/STAPLES VR Monthly Expenses	94,261		94,261
Non-TWC	Walmart (PATHS)	295,357		295,357
Non-TWC	Perkins / Riz	75,000	25,000	100,000
Non-TWC	SEAL	0	230,000	230,000
	Grand Total	\$36,116,107	\$732,467	\$36,618,573

**Workforce Solutions of the Coastal Bend
FY 2020-21 BUDGET
For the twelve month period ending September 30, 2021**

	A FY2021 Revised Budget	B Budget FY21 Amendment #4	C FY2021 Amended Budget	Difference C-A
Grant revenue	\$36,116,107	\$732,467	\$36,848,573	\$732,467
EXPENSES				
<u>Oversight & Management</u>				
Salaries and benefits	\$ 2,626,143		\$ 2,626,143	-
Facilities and related expense	250,185		250,185	0
Furniture, Equipment & Software	75,000	20,000	95,000	20,000
General administrative expense	187,975	150,000	337,975	-
Communication expense	95,982		95,982	-
Professional fees & service	140,963	0	140,963	-
Staff development expense	35,500		35,500	-
Travel expense	38,000	-	38,000	-
Total Oversight & Management Expense	\$ 3,449,748	\$ 170,000	\$ 3,619,748	\$ 170,000
<u>One Stop Operations</u> 5%				
Facilities and related expense	\$ 1,329,121	\$ -	\$ 1,329,121	\$ -
Furniture, Equipment & Software	172,279		172,279	-
General administrative expense	338,221		338,221	-
Communication expense	128,607		128,607	-
Professional fees & service	40,500		40,500	-
Client	5,000	-	5,000	-
Total One Stop Operation	\$ 2,013,728	\$ -	\$ 2,013,728	\$ -
Contracted services	\$ 30,652,630	\$ 562,467	\$ 31,215,097	\$ 562,467
Total expense	\$ 36,116,106	\$ 732,467	\$ 36,848,573	\$ 732,467
Changes in net assets	(0)	(0)	0	0



ITEM FOR DISCUSSION AND POSSIBLE ACTION

XI. WFSCB Internal & TWC Texas Cybersecurity Assessment (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.089 and Section 551.071 and Texas Disciplinary Rules of Professional Conduct Rule 1.05 to consult with attorney concerning legal issues related to the assessment of critical infrastructure)

INFORMATION ONLY

XII – 1. Monitoring Reports

BACKGROUND INFORMATION

The Texas Workforce Commission (TWC) requires that monitoring review results be reported to all relevant parties and to the Board of Directors. The monitoring staff conduct fiscal and program reviews for compliance with federal and state laws and regulations, and compliance with TWC and local policies. The following is a list of the monitoring reviews and significant observations that were completed during the months of February - August 2021.

Workforce Solutions – Board

Fiscal and Program Reviews

- **TWC Monitoring Review (#21.22.0001)** – January 25-29, 2021 – Report issued August 3, 2021
Scope: January 1, 2019 to October 31, 2020
 - The Board Monitoring functions for both fiscal and programs has been recertified for three years.

Finding

- Ensure Noncustodial program requirements are met.
 - Case management, verification and documentation requirements, case closure, request for removal, and planned gap in service.

Resolution: Board staff is in the process of responding to the finding with the requested documentation from TWC Audit Resolution Department.

- **TWC Monitoring Review (#21.22.0001) SNAP E&T** – Report issued August 3, 2021
Scope: January 1, 2019 to October 31, 2020
 - The SNAP E&T fiscal and program systems are effectively managed – no issue noted
- **TWC WIOA Data Validation Review** – Report issued August 3, 2021
Scope: July 1, 2019 to June 30, 2020
 - The data validation initiative was conducted to ensure the accuracy of data collected and reported to USDOL for the Fiscal Year 2020. – no issue noted
- **TWC Equal Opportunity Compliance Review (#21.22.0201)** - Report issued April 27, 2021
 - The Board adhered to programmatic and physical accessibility requirements for Centers located within its jurisdiction.
- **TWC National Dislocated Worker (NDW Covid19) Review (#21.22.2901)** – Report issued August 26, 2021 - Scope: May 5, 2020 to April 30, 2021
 - The NDW Covid19 fiscal and program systems are effectively managed – no issue noted
- **Local Match Contract Certifications**
 - 1st half of 2020-2021 - \$450,141.50 in Expenditures were certified and submitted to TWC.
- **Single Audit Review** – BakerRipley Y/E 12/31/20 – The review had no material issues noted.

- **Equal Opportunity Accessibility** – Comprehensive Evaluation of all Workforce Locations
 - Used the 2012 Texas Accessibility Standards Checklist – no issue noted
- **National Dislocated Worker Grant – TX-38 Disaster Covid19**
 - A monthly Worksite Assessment Questionnaire for each participant and their supervisor was completed for the months of February thru August 2021 without exception. These worksite assessments will continue through the Grant period.
- **Personal Identifiable Information** – All Workforce Locations
 - Walk-through Checklist, interviews, and facility security – no issue noted

C2 Global Professional Services, LLC

Fiscal and Program Reviews

- **One Stop & Youth Services Fiscal Review (Scope: 10/1/20 – 5/31/2021) – 7/12/21**

The review consisted of the following contractual areas:

- | | |
|-------------------|--------------------------------|
| * Cash | * Procurements |
| * Cost Allocation | * Payroll |
| * Disbursements | * Accounting Internal Controls |

Finding

- Although Center Managers do approve office supply purchases for their locations, invoice requisitions submitted to the Board were not approved by C2gps accounting management.

Conclusion:

- C2GPS Fiscal Manager and/or Managing Director will review and approve before submitting requisitions to the Board for processing.

- **WIOA – Adult/Dislocated Worker Program Review 5/19/21**

Findings: The overall error rate for this review was 11%.

- Four (4) participant assessments were not signed and/or not in the customer’s file.
- Five (5) participants had no contact by their career counselor for several months.
- One (1) Individual Training Account (ITA) case has no documentation in the file to support the date of attainment of 12/15/20 for the RN credential earned by the participant.
- One (1) ITA case had an attainment date entered in TWIST of 1/26/21 yet the last classroom timesheet showed a date of 1/27/21, thus the attainment date entered should be 1/27/21 in line with the documentation.
- Four (4) cases have late case notes. Cases notes were updated after the auditor notified contractor that the cases would be monitored.
- Four (4) cases do not have the CASAS/TABE test scores entered in TWIST and/or in the participates file.
- One (1) case does not have the Service Plan in TWIST up to date

Conclusion:

- All corrections were made in TWIST if possible and Cabinet to the case files affected.
- Ongoing training and technical assistance are being provided to staff.

- **WIOA – Youth Services Review 6/1/21**

Findings: The overall error rate for this review was 4%.

- One (1) case assessment was updated without customer knowledge and after the file was requested for review.
- One (1) case had several late case notes.
- One (1) case had no customer contact for over 5 months.

- One (1) case does not have the customers CASAS test scores (1/29/21) entered in TWIST.
- One (1) case does not have the customers CASAS test scores (11/20/20) and the customers Fall 2020 Coastal Bend College grades (C/N 1/14/21) in the customers' file.

Conclusion:

- All corrections were made in TWIST if possible and Cabinet to the case files affected.
- Ongoing training and technical assistance are being provided to staff.

➤ **TANF/Choices Monitoring Review – 2/22/21**

Findings: The overall error rate for this review was 13.67%.

- One (1) case did not have case notes for job search hours from August - October 2020.
- One (1) case did not have a close-out case note.
- Several cases that had Job Search hours in TWIST but did not have the Job Search Worksheet logs in the file.
- Numerous Job Search Worksheets were not signed by the Career Counselor.
- Numerous Job Search Worksheets did not have the total hours filled out on the worksheet.
- One (1) transportation voucher did not have the Center Managers approval signature.
- One (1) customer that obtained employment was not reported to HHSC thru Form 2583.
- All eight (8) cases had numerous Job Search Worksheets/Work Activity timesheet hour errors including hours on wrong dates, wrong hours entered, and/or no hours entered in TWIST.

Conclusion:

- All corrections were made in TWIST if possible and Cabinet to the case files affected.
- Ongoing training and technical assistance are being provided to staff.

➤ **TANF/Choices Monitoring Review – 5/25/21**

Observation: The overall error rate for this review was 1.39%.

- One (1) case did not have complete and/or no case notes for job search hours recorded during the months of April and May 2021. Several case notes are not in Cabinet. Case notes should be written with complete information to support each action taken or data entered in TWIST.

Conclusion: C2GPS made significant improvement in the TANF/Choices Program.

➤ **Non-Custodial Parent (NCP) Choices Monitoring Review – 5/4/21**

Findings - The overall error rate for this review was 32%.

- One case does not have a copy of the Court Order in the file nor has a copy of the order been requested from OAG.
- Three (3) cases had late case notes entered in TWIST.
- Seven (7) cases had case notes entered late in COLTS.
- Two (2) cases had case notes in TWIST that have not been entered in COLTS.
- Four (4) cases did not have immediate notification to OAG of non-compliance with the Workforce program.
- One (1) case did not have COLTS case notes printout in the file.
- Two (2) cases did not have Planned Gap (11) service activity opened when the Request to Remove was initiated.
- One (1) case open service activity should be Unsubsidized Employment (39) not Job Search (13) based on CU statement as CC should have sent an employment verification for evidence of employment.
- One (1) case did not have the CU attend a Workforce Services Orientation (30).
- One (1) case does not have a signed OAG Authorization to Release Information Form (F1670) in the file.

- One (1) case did not have an Employment Verification Form sent to verify employment.
- One (1) case closure was not complete after the Request to Remove was granted by OAG as the Service Plan was not closed out in TWIST.

Conclusion:

- C2gps staff for this position has turned over 4 times in the last 6 months.
- All corrections were made in TWIST & COLTS if possible, and Cabinet to files affected.
- Continuous training, technical assistance, and monitoring are ongoing for this position.

➤ **Non-Custodial Parent (NCP) Choices Follow-up Monitoring Review – 6/15/21**

Findings - The overall error rate for this review was 6%.

- Two (2) cases had case notes entered late in COLTS.
- Three (3) cases had case notes in TWIST that have not been entered in COLTS.

Conclusion:

- Center Management has scheduled every Friday for review of all NCP Counselor Notes.
- Continuous training, technical assistance, and monitoring are ongoing for this position.

➤ **SNAP E&T Review 3/31/21**

Findings- The overall error rate for this review was 15.41%.

- Six (6) cases did not have each month's eligibility printout printed from TWIST or TIERS and placed in the file (Cabinet).
- One (1) Job Search Worksheet (JSW) did not have the Career Counselors (CC) signature.
- One (1) case did not have Workfare mentioned in the assessment case note or as part of the Service Plan.
- Four (4) cases had multiple JSW's missing from the file (Cabinet).
- One (1) customer should have been penalized for non-cooperation on 1/7/21 with a non-cooperation date of 1/4/21 but was not.
- Two (2) cases had late case notes entered in TWIST.
- Two (2) cases did not have all the JSW's time entered in TWIST.
- One (1) case did not have a Good Cause entered in TWIST for a Temporary Interruption noted in case notes.
- Three (3) cases did not have form 1822 sent to HHSC for participation in Cabinet.
- One (1) case did not have Form 1822 sent to HHSC to report employment.
- One (1) case was closed as HHSC no longer receiving benefits, yet the customer did receive benefits in that month.

Conclusion:

- All corrections were made in TWIST if possible and Cabinet to the case files affected.
- Ongoing training and technical assistance are being provided to staff.
- A SNAP E&T review just completed and is in the preliminary report status has error rate of 6.24%.

BarkerRipley

Fiscal and Program Review

➤ **Child Care File Review (Scope: 10/1/20 – 6/30/21) – 8/15/21**

The review consisted of the following contractual areas:

- | | |
|-------------------|--------------------------------|
| * Cash | * Procurements |
| * Cost Allocation | * Payroll |
| * Disbursements | * Accounting Internal Controls |

Finding

- Two (2) of twenty-three (23) disbursements reviewed were charged in error to the Coastal Bend.

Conclusion:

- BakerRipley will make adjusting accounting entries and reimburse the amounts charged to Coastal Bend of \$146.30 and \$85.14.
- BakerRipley will also review internal controls over allocating expenses to the Coastal Bend contract.

➤ Child Care File Reviews (3) Error Rate – 4/19/21 (9%), 6/15/21 (1.11%), & 8/18/21 (0%)**Findings:**

- One (1) case file did not include proof of citizenship in the file.
- One (1) case did not include all the parent's regular income and the bonus received per check stubs which led to a miscalculation of monthly income. Thus, the monthly income entered in TWIST is understated which led to the PSC being understated by \$65 per month ($250 - 185 = \65).
- One (1) case included income twice in the monthly income calculation. Thus, the monthly income entered in TWIST was overstated. The PSC was not affected.
- Four (4) cases did not have the parent(s) UI wages printout in the file.
- One (1) case did not have the Parent Acknowledgment Form signed by the parent.
- One (1) case did not have the Parent Acknowledgment Form signed by the IES.

Conclusion:

- All corrections were made in TWIST if possible and Cabinet to the case files affected.
- BakerRipley did reimburse Workforce Solutions \$260.
- Management stressed to IES staff the importance of reviewing work carefully on an ongoing basis and assisted them with developing systems that will ensure careful review of their work.

INFORMATION ONLY

XII - 2. Financial Update

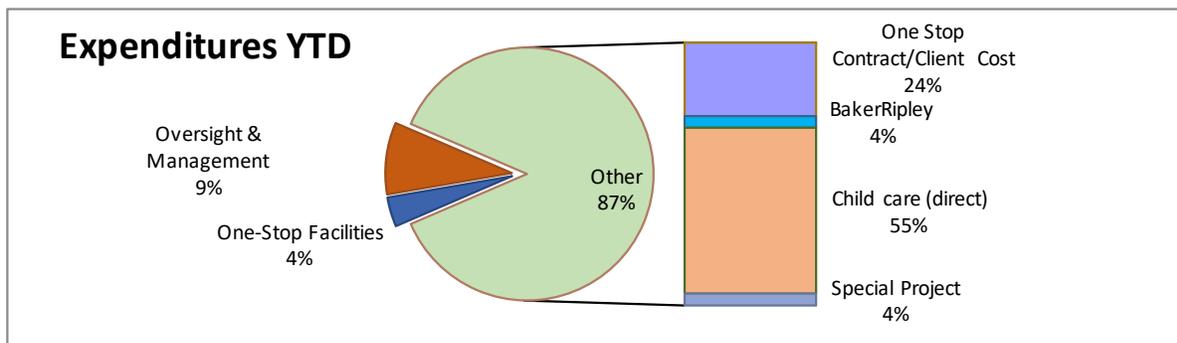
BACKGROUND

Financial statements are prepared on a monthly basis by Board staff. Attached is a copy of the most recent Financial Report.

Contract No.	Contract Program	Begin Date	End Date	Current Budget	Cum. Expenditures	Budget Balance	% Expended	TWC % Target
Expires 8/31/2021								
2219WAF001	WIOA - Alternative Funding for Statewide Activity	7/15/19	8/31/21	\$389,131.00	\$295,310.04	\$93,820.96	76%	92%
Non TWC	KINGSVILLE/BEEVILLE/STAPLES VR EXPENSES	8/1/20	8/31/21	\$176,547.42	\$150,839.32	\$25,708.10	85%	NA
Non TWC	Wage Service for Paid WE 3018VRS171	8/1/20	8/31/21	\$112,500.00	\$10,229.83	\$102,270.17	9%	NA
Non TWC	3018VRS133 - STUDENT HIRABILITY (09/01/20-08/31/21)	8/1/20	8/31/21	\$100,000.00	\$82,009.50	\$17,990.50	82%	NA
Non TWC	Perkins/Riz	7/1/20	8/31/21	\$100,000.00	\$58,227.66	\$41,772.34	58%	NA
Expires 9/30/2021								
2221NCP001	Noncustodial Parent Choices Program	9/1/20	9/30/21	\$142,403.00	\$139,398.40	\$3,004.60	98%	85%
2221RAG001	Resource Administration Grants	10/1/20	9/30/21	\$6,923.00	\$6,900.01	\$22.99	100%	83%
2221SNE001	SNAP E&T	10/1/20	9/30/21	\$705,792.00	\$705,792.00	\$0.00	100%	83%
2221TVC001	Texas Veteran's Commission	10/1/20	9/30/21	\$37,411.00	\$34,692.62	\$2,718.38	93%	83%
2221WCI001	WCI - Workforce Commission Initiatives	10/1/20	9/30/21	\$47,543.00	\$17,075.72	\$30,467.28	36%	NA
Expires 10/31/2021								
2221CCQ001	Child Care Quality	10/1/20	10/31/21	\$604,920.00	\$185,916.05	\$419,003.95	31%	77%
2221TAF001	TANF Choices	10/1/20	10/31/21	\$2,496,098.00	\$1,388,384.00	\$1,107,714.00	56%	77%
Expires 12/31/2021								
2221CCF001	Child Care	10/1/20	12/31/21	\$18,062,986.00	\$13,457,226.82	\$4,605,759.18	75%	67%
2221CCM001	Child Care Local Initiative	10/1/20	12/31/21	\$1,800,566.00	\$907,220.87	\$893,345.13	50%	67%
2221CCP001	Child Care - DFPS	9/1/20	12/31/21	\$1,448,000.00	\$841,545.51	\$606,454.49	58%	69%
2221REA001	Reemployment Services and Eligibility Assessment	10/1/20	12/31/21	\$268,355.00	\$261,776.04	\$6,578.96	98%	67%
2221TRA001	Trade Act Services for Dislocated Workers	10/1/20	12/31/21	\$18,412.00	\$2,888.85	\$15,523.15	16%	NA
2221WPA001	Wagner-Peyser Employment Services	10/1/20	12/31/21	\$95,463.00	\$79,915.22	\$15,547.78	84%	67%
2221WOS001	Military Family Support	1/1/21	12/31/21	\$54,704.00	\$51,842.06	\$2,861.94	95%	67%
Expires 1/31/2022								
3021VRS075	SEAL	2/1/21	1/31/22	\$230,000.00	\$72,552.27	\$157,447.73	32%	NA
Expires 3/31/2022								
Non-TWC	Walmart - PATHS	1/1/20	3/31/22	\$300,000.00	\$60,522.23	\$239,477.77	20%	NA
2220NDW001	NDW - Coronavirus	5/5/20	3/31/22	\$1,524,465.00	\$332,737.91	\$1,191,727.09	22%	36%
Expires 4/30/2022								
2221DON001	IKEA Home	4/23/21	4/30/22	\$75,000.00	\$1,211.16	\$73,788.84	2%	25%
Expires 6/30/2022								
2220WOA001	WIOA - PY20 Adult Allocation (July)	7/1/20	6/30/22	\$323,028.00	\$296,034.66	\$26,993.34	92%	81%
2220WOA001	WIOA - PY20 Adult Allocation (Oct)	7/1/20	6/30/22	\$1,321,682.00	\$1,047,696.11	\$273,985.89	79%	81%
2220WOD001	WIOA - PY20 Dislocated Worker Allocation (July)	7/1/20	6/30/22	\$275,893.00	\$254,410.34	\$21,482.66	92%	81%
2220WOD001	WIOA - PY20 Dislocated Worker Allocation (Oct)	7/1/20	6/30/22	\$1,062,135.00	\$600,346.28	\$461,788.72	57%	81%
2220WOY001	WIOA - PY20 Youth Allocation	7/1/20	6/30/22	\$1,726,103.00	\$1,358,190.03	\$367,912.97	79%	81%
2221TAN003	TANF-Texas Internship Initiative	4/21/21	6/30/22	\$100,000.00	\$22,162.29	\$77,837.71	22%	81%
2221WOR001	WIOA - PY21 Rapid Response	7/1/21	6/30/22	\$23,038.00	\$1,029.98	\$22,008.02	4%	NA
2221WOA001	WIOA - PY21 Adult Allocation (July)	7/1/21	6/30/23	\$311,865.00	\$0.00	\$311,865.00	0%	NA
2221WOD001	WIOA - PY21 Dislocated Worker Allocation (July)	7/1/21	6/30/23	\$263,276.00	\$0.00	\$263,276.00	0%	NA
2221WOY001	WIOA - PY21 Youth Allocation	7/1/21	6/30/23	\$1,584,376.00	\$0.00	\$1,584,376.00	0%	NA
				\$33,606,060.42	\$22,723,053.80	\$10,883,006.62		

WORKFORCE SOLUTIONS OF THE COASTAL BEND
STATEMENT OF ACTIVITIES
For the Month Ending
July 31, 2021

	FY2021 Amended Budget	Current Expenses	YTD	% Expended
REVENUES				
Grant revenue - federal	36,818,573	2,491,103	25,753,648	70%
Grant revenue - Non federal	30,000	27	682	
	36,848,573	2,491,130	25,754,330	70%
EXPENSES				
Oversight & Management				
Salaries and benefits	2,626,143	207,097	1,727,009	66%
Facilities and related expense	250,185	15,430	160,671	64%
Furniture, equipment, & software	95,000	6,541	60,098	63%
General administrative expense	337,975	15,028	223,061	66%
Communication expense	95,982	3,308	67,617	70%
Professional fees and services	140,963	2,139	97,088	69%
Staff development expense	35,500	1,294	12,895	36%
Travel expense	38,000	(179)	818	2%
Total Oversight & Management Expense	3,619,748	250,658	2,349,258	65%
One Stop Operations				
Facilities and related expense	1,329,121	68,028	962,689	72%
Furniture, equipment, & software	172,279	11,001	74,356	43%
General administrative expense	338,221	23,919	127,693	38%
Communication expense	128,607	10,601	107,438	84%
Professional fees and services	40,500	-	25,000	62%
Total One Stop Operations	2,013,728	113,549	1,297,177	64%
Contracted services	31,215,097	2,299,232	22,274,465	71%
Total expense	36,848,573	2,663,439	25,920,900	70%



WORKFORCE SOLUTIONS OF THE COASTAL BEND
STATEMENT OF ACTIVITIES

For the Month Ending
 July 31, 2021

ASSETS

Current Assets

Cash & Cash Equivalents	\$	95,035
Money Market Account	\$	645,139
Due from TWC		2,184,568
Due from Other Funds		0
Accounts Receivable		3,441
Prepaid Expense		211,114
Other Assets		32,907
Total Current Assets	\$	3,172,205

Fixed Assets

Building Improvements	\$	1,665,504
Furniture and Equipment		235,839
Less Accumulated Depreciation		(1,813,002)
Net Fixed Assets	\$	88,341

Total Assets

\$ 3,260,545

LIABILITIES

Current Liabilities

Accounts Payable	\$	2,404,854
Accrued Expense		449,399
Accrued Vacation		86,168
Total Current Liabilities	\$	2,940,421

NET ASSETS

Unrestricted-Non-Federal Fund	\$	143,838
Temporarily Restricted-Ticket to Work/Other		87,946
Investment in Fixed Assets		88,341
Total Net Assets	\$	320,125

Total Liabilities and Net Assets

\$ 3,260,545

INFORMATION ONLY

XII – 3. Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

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

INFORMATION ONLY

XII - 4. Update on Procurements and Contracts

BACKGROUND

An update on procurements and contracts is provided on the following pages. The changes are in highlighted text.

UPDATE ON PROCUREMENTS

August 30, 2021

Ongoing Procurements	Date of Issuance	Anticipated Date of Contract	Anticipated Cost	Over \$50,000 Approval Required	Comments
RFQ for Architecture, Design and Space Planning Services	July 6, 2021	September 24, 2021	Unknown	Unknown	Currently in contract negotiations.

Future Procurements	Anticipated Date of Issuance	Anticipated Date of Contract	Anticipated Cost	Over \$50,000 Approval Required	Comments
Proposal Evaluators	September 2021	Unknown	Unknown	Unknown	For Project Manager and Construction General Contractor Proposals.
Project Manager	October 2021	Unknown	Unknown	Unknown	For oversight of Mission Plaza office space modifications.
Construction General Contractor	November 2021	Unknown	\$750,000	Yes	For Mission Plaza office space modifications.

Anticipated dates and costs are contingent upon the completion of the procurement outcomes.

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
C2 Global Professional Services, LLC	Master	Management and Operation of Workforce Centers (and Youth Development Services)	\$8,553,872.73	<p>Amendment 1 increased budget by a net amount of \$26,820.82</p> <p>Amendment 2 decreased budget by a net amount of \$166,185.33</p> <p>Amendment 3 decreased budget by a net amount of \$219,648.15</p>	Renewal 1 of 3	10/01/20 – 09/30/21
BakerRipley	Master	Direct Child Care Services	\$17,531,191.45		Renewal 3 of 3	10/01/20 – 09/30/21

PROFESSIONAL & CONSULTING SERVICES

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
Wood, Boykin, & Wolter, P.C.	Master	Legal Services	\$60,000	<p>Amendment 1 increased contract amount by \$25,000</p> <p>Amendment 2 increased contract amount by \$15,000</p>	Year 1 (3 renewals)	10/01/20 – 9/30/21
Alonzo, Bacarisse, Irving, & Palmer, P.C.	Agmt	Financial Audit Services	\$41,175		Renewal 1 of 2	1/01/21 – 12/31/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

LEASE AGREEMENTS

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
PAK 56 Plaza LLC, SGT 44 Pirate LLC	Master	Lease Agmt for Center Office in Pirate Plaza, Sinton	\$5,216.67/mo ≈ 3,650 sq ft/ \$1.43	Early Termination with 90-day written notice	Year 4 of 5 Exp 12/31/22	1/01/21 – 12/31/21
Texas Workforce Commission	Master	Building Use Lease Agreement for Staples Center. Corpus Christi	≈22,616 sq ft			10/01/20 – 9/30/21
Coastal Bend College	Master	Office Lease Agreement for Center Office at CBC, Beeville Campus	\$4,084.50/mo (includes utilities & janitorial services) ≈ 3,850 sq ft/ \$1.06 + ins fee		Year 2 of 3 Exp 9/30/22	10/01/20 – 9/30/21
Coastal Bend College	Master	Office Lease Agreement for Center Office at CBC, Alice Campus	\$2,908.50/mo (includes utilities & janitorial services) ≈ 2,730 sq ft/ \$1.06 + ins fee		Year 1 of 3 Exp 1/31/24	2/01/21 – 1/31/22
Coastal Bend College	Master	Office Lease Agreement for Center Office at CBC, Kingsville Campus	\$3,392.55/mo (includes utilities & janitorial services) ≈ 3,191 sq ft/ \$1.06 + ins fee		Year 1 of 3 Exp 4/30/24	5/01/21 – 4/30/22
B-Y Mission Plaza CC, LTD	Master	Shopping Center Lease Agreement for Center, Corpus Christi	\$24,973/mo ≈ 24,973 sq ft/ + \$2,372.44 maintenance charge & \$2,622.17 est tax & ins	No rent due until 1/1/2023 Increases 2%/year starting 1/1/2024	Year 1 of 11	4/10/21 - 12/31/32

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

OTHER CONTRACTS/AGREEMENTS

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
Sec Ops, Inc.	Master	Security Guard Services	Per Contract Hourly Rates		Year 1 (2 renewals)	10/01/20 – 9/30/21
Frost Bank	Master	Banking Services	Fee Based		Renewal 1 of 3	10/01/20 – 9/30/21
The Safeguard System, Inc.	Master	Fire and Security Alarm Monitoring, Testing, & Maintenance Services	\$10,000		Year 1 (2 renewals)	10/01/20 – 9/30/21
Time Warner Cable	Master	Dedicated Access Service Lines Agreement	\$575.00/mo HUB lines to local center sites & \$774/mo HUB line to TWC		Extended on a year-to-year basis	Initial Term of Service will commence on date of connectivity
Time Warner Cable	Master	Dedicated Access Service Installation Agreement	\$2,000 one- time fee		Extended on a year-to-year basis	Installation of WAN Project
James C. Wendlandt	Agmt	Employee (401K) Retirement Plan	Fee Based			10/01/20 – 9/30/21
Rural Economic Assistance League, Inc. (REAL)	Agmt	Transportation Assistance Services to Aransas, Bee, Brooks, Duval, Jim Wells, Live Oak, Refugio, and San Patricio counties	NTE \$5,000		Year 1 (2 renewals)	10/01/20 – 9/30/21
County of Kleberg Human Services	Agmt	Transportation Assistance Services to Kleberg and Kenedy counties	NTE \$5,000		Year 1 (2 renewals)	10/01/20 – 9/30/21
Valero Payment Services Company	Master	Purchase of Gas Cards for Program Participants	NTE \$204,000		Renewal 1 of 3	10/01/20 – 9/30/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
Economic Modeling, LLC (EMSI)	Master	Economy and LMI Tool	\$16,000		Year 1 (2 renewals)	10/01/20 – 9/30/21
WKMC Architects, Inc.	Master	Certified Space Planning Services	\$4,010 + travel expenses		Renewal 2 of 3	10/01/20 – 9/30/21
The Clower Company	Agmt	Commercial Real Estate Brokerage Services	Broker fees paid by seller/landlord		Renewal 2 of 3	10/01/20 – 9/30/21
M&Rs Elite Janitorial Solutions, LLC	Master	Janitorial Cleaning Services (Career Centers in Corpus Christi & Sinton)	\$131,520		Renewal 1 of 3	10/01/20 – 9/30/21
Grunwald Printing Co.	Master	Print Shop and Copy Services	\$11,000		Year 1 (1 renewal)	12/07/20 – 9/30/21
Texas A&M Engineering Extension Service	Agmt	COVID-19 Short-Term Training	Reimbursement Per Training Course		Renewal 1 of 1	10/01/20 – 9/30/21
Del Mar College, Center for Economic Development	Agmt	COVID-19 Short-Term Training	Reimbursement Per Training Course		Renewal 1 of 1	10/01/20 – 9/30/21
Customer Experience Solutions/Virtual Learning Development	Agmt	COVID-19 Short-Term Training	Reimbursement Per Training Course		Renewal 1 of 1	10/01/20 – 9/30/21
JDB Public Relations	Master	Executive Coaching and Leadership Services	\$29,500 + travel expenses	Amendment 1 date correction in Attachment A-1	Year 1 (1 renewal)	2/08/21 – 9/30/21
C2 Global Professional Services, LLC	Master	Summer Earn and Learn (SEAL) Program	NTE \$223,500	Amendment 1 added Attachment I Customer Rights and Complaint Resolution Procedure	Year 1 (3 renewals)	4/01/21 – 9/30/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
Education to Employment Partners	Master	Texas Internship Initiative	\$90,911.40		Year 1	4/22/21 – 5/30/22
A+ Center for Education, LLC	Master	Child Care Professional Development Training	\$9,000	Amendment 1 added a second training activity on same topic and increased budget by \$3,600 Amendment 2 added a third training activity on a new topic and increased budget by \$1,800	Year 1 (1 renewal)	4/05/21 – 9/30/21
Noemi Aguilar	Master	Child Care Professional Development Training	\$3,000	Amendment 1 – included an additional professional development training activity and increased budget amount by \$1,000 Amendment 2 added a second training activity on a new topic and increased budget by \$1,000	Renewal 1	4/13/21 – 9/30/21
Enlightenment Counseling, LLC	Master	Child Care Professional Development Training	\$3,600	Amendment 1 corrected contractor name from owner to owner's company, added training activity, and increased budget by \$1,200 Amendment 2 added a second training activity on a new topic and increased budget by \$1,200	Year 1 (1 renewal)	4/14/21 – 9/30/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
KAS Consulting Group	Master	Child Care Professional Development Training	\$3,000	Amendment 1 added a second session of same training activity and increased budget by \$1,500	Year 1 (1 renewal)	4/21/21 – 9/30/21
Integrity Training & Professional Services	Master	Child Care Professional Development Training	\$750		Year 1 (1 renewal)	7/01/21 – 9/30/21
Education Support Provider	Master	Child Care Professional Development Training	\$775		Year 1 (1 renewal)	8/14/21 – 9/30/21
iCare Training	Master	Child Care Professional Development Training	\$750		Year 1 (1 renewal)	8/14/21 – 9/30/21

TWC GRANTS & CONTRACTS LOG 2020–2021

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Agency Board Agreement	2220ABA001	To establish the nature of the working relationship between the Agency and the local Workforce Board to include the goals, responsibilities and obligations with respect to the administration of these programs, or other service delivery programs.		2/01/20 – 9/30/22
Workforce Innovation and Opportunity Act – Adult	2220WOA001	To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce.	\$1,644,710	7/01/20 – 6/30/22
	Amendment #1 - Revisions to standard terms & conditions and performance measures.			
Workforce Innovation and Opportunity Act – Youth	2220WOY001	To provide funds to plan and deliver services to low-income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education.	\$1,726,103	7/01/20 – 6/30/22
TX-34 Disaster Recovery Dislocated Worker Grant – COVID -19	2220NDW001	Funds to be supplemented resources that provide flexibility to communities in responding to and recovery from unexpected events that cause large-scale job loss that exceed the capacity of the state and local area to address formula resources.	\$1,524,465	5/05/20 – 3/31/22
	Amendment #1 – Extended grant period end date from 3/31/21 to 3/31/22, increased grant award amount by \$1,450,744 and revised award terms and conditions.			
Workforce Innovation and Opportunity Act – Dislocated Worker	2220WOD001	To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,338,028	7/01/20 – 6/30/22
Supplemental Nutrition Assistance Program Employment & Training	2221SNE001	The Supplemental Nutrition Assistance Program (SNAP) is designed to assist SNAP recipients obtaining employment through participation in allowable job search, training, education, or workfare activities that promote long-term self-sufficiency.	\$787,787	10/01/20 – 9/30/21
Child Care Services Formula Allocation	2221CCF001	Child Care services are provided to families who meet the eligibility criteria. These direct child care services allow parents to work or to attend school or training, which helps them achieve economic self-sufficiency.	\$15,039,076	10/01/20 – 12/31/21

TWC GRANTS & CONTRACTS LOG 2020–2021

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
CCDF Quality Improvement Activity	2221CCQ001	Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency.	\$604,920	10/01/20 - 10/31/21
Reemployment Services and Eligibility Assessment	2221REA001	The intent of RESEA is to provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. The RESEA program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services	\$268,355	10/01/20 – 12/31/21
Trade Act Services for Dislocated Workers	2221TRA001	The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include training for a new occupation, as rapidly and as effective as possible.	\$18,412	10/01/20 – 12/31/21
Wagner-Peyser Employment Services	2221WPA001	To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices.	\$95,463	10/01/20 – 12/31/21
Noncustodial Parent Choices Program	2221NCP001	The NCP program is an employment program that targets low-income, unemployed, or underemployed NCPs who are behind on their child support payments. The program will help NCPs to become economically self-sufficient while also making consistent child care payments.	\$142,403.00	9/01/20 – 9/30/21
	Amendment #1 – Revised statement of work project requirements, removed quarterly meetings requirement.			
Workforce Commission Initiatives	2221WCI001	The purpose of the funds is to fund projects that strengthen and add value to the delivery system in its workforce area.	\$45,543	10/01/20 – 9/30/21
Military Family Support Program	2221WOS001	The Military Family Support Pilot Program is a program designed to better meet the needs of military spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, and if funding is available, to support training in high-demand occupations.	\$54,704	1/01/21 – 12/31/21
Temporary Assistance for Needy Families/Choices	2221TAF001	To end the dependence of needy parents on public assistance by promoting job preparation, work, and marriage through the provision of services.	\$2,496,098	10/01/20 – 10/31/21
Texas Internship Initiative	2221TAN003	WFSCB has received funding to expand the program to allow for additional students, STEM areas, and other school districts, as well as a partnership with Texas A&M University – Corpus Christi. At least 40 students will be prepared for internships.	\$100,000	4/21/21 – 6/30/22

INFORMATION ONLY

XII - 5. 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	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
1,2																

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

XII - 6. 2021-2022 Holiday Schedule

BACKGROUND

Board staff will provide the Workforce Solutions of the Coastal Bend 2021-2022 Holiday Schedule.

**Workforce Solutions of the Coastal Bend
2021-2022 Holiday Schedule**

Holiday	Date	Day of Week
Veteran's Day	11-11-2021	Thursday
Thanksgiving Day	11-25-2021	Thursday
Day after Thanksgiving Day	11-26-2021	Friday
Christmas Eve	12-24-2021	Friday
Christmas Day (will be observed on Monday, 12/27/2021)	12-25-2021	Saturday
New Year's Day (will be observed on Friday, 12/31/2021)	01-01-2022	Saturday
Martin Luther King Jr., Day	01-17-2022	Monday
President's Day	02-21-2022	Monday
Memorial Day	05-30-2022	Monday
Independence Day	07-04-2022	Monday
Labor Day	09-05-2022	Monday

Board of Directors Meeting
Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1
Corpus Christi, Texas

Join Zoom Meeting
<https://us02web.zoom.us/j/84746074656?pwd=TIV2UIRheTVGek9QVkrVOUFIREhDdz09>

Toll-Free Call In
888 475 4499 US Toll-free

Meeting ID: 847 4607 4656
Passcode: 526153

September 23, 2021 - 3:00 pm

AGENDA - DRAFT

- I. Call to Order: *Gloria Perez, Chair*
- II. Roll Call: *Marcia Keener, Secretary*
- III. Announcement on Disclosure of Conflicts of Interest
Conflicts of Interest or Appearances 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.
- IV. Public Comments
- V. Board Comments
- VI. Discussion and Possible Action on Minutes of the May 20, 2021 Board of Directors Meeting
- VII. Chairman’s Report: *Gloria Perez*
- VIII. President/CEO’s Report: *Ken Trevino*
Business Development, Public Relations and Organizational Update
- IX. Committee Reports:
 - * *Child Care Services* *Dr. Mary Gleason, Chair*
 - * *Public Relations* *Jesse Gatewood, Chair*
 - * *Workforce Services* *Ray De Los Santos, Jr., Chair*
- X. Discussion and Possible Action to Approve FY 2021 Budget Amendment #4: *Shileen Lee*
(Reviewed and Approved for recommendation by Executive and Finance Committee on September 16, 2021)

XI. Discussion and Possible Action on WFSCB Internal & TWC Texas Cybersecurity Assessment (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.089 and Section 551.071 and Texas Disciplinary Rules of Professional Conduct Rule 1.05 to consult with attorney concerning legal issues related to the assessment of critical infrastructure)
(Reviewed and Approved for recommendation by Executive and Finance Committee on September 16, 2021)

XII. Consent Agenda Action Items: *(a note on Consent Agenda items is included at the end of this agenda):*

1. Policy #4.0.111.05- Customer File Documentation
2. Policy #4.1.104.06- Individual Training Accounts (ITA)
(Recommended for approval at the September 9, 2021 Workforce Services Committee Meeting)

XIII. Information Only:

1. Monitoring Report: *Larry Peterson*
2. Financial Update: *Shileen Lee*
3. Facilities Update: *Amy Villarreal*
4. Update on Procurements and Contracts: *Esther Velazquez*
5. Performance Measure Update: *Amy Villarreal*
6. Local Labor Market Information July 2021: *Amy Villarreal*
7. 2021-2022 Holiday Schedule: *Ken Trevino*

XIV. 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.

Consent Agenda. Items listed under the Consent Agenda have previously been reviewed and recommended for action by one or more Committees of the Board of Directors. All items listed under the Consent Agenda are ready for action by the full Board of Directors; however, a Board member can request that any item be pulled from the Consent Agenda for further review and discussion.

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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.