



# Workforce Services Committee Meeting

**May 5, 2022**  
**2:00 pm**

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

**Join Zoom Meeting**

<https://us02web.zoom.us/j/81888842636?pwd=NW16WVZYUnBKMGptSEJTcmROcFVIZz09>

**Toll Free Dial-In**

888 475 4499 US Toll-free

Meeting ID: 818 8884 2636

Passcode: 005294

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

## Strategic Goals

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

## Mission Statement

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

## Value Statement

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

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

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

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

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

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

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

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

## Disclosure and Declaration of a Conflict of Interest

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

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

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

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

## Code of Ethics

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

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



**Workforce Services Committee Meeting**

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**Thursday, May 5, 2022 – 2:00 pm**

**AGENDA**

- I. Call to Order: *Manny Salazar, Chair*
- II. TOMA Rules: *Janet Neely*
- III. Roll Call: *Janet Neely*.....3
- IV. **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.
- V. **Public Comments**
- VI. **Discussion and Possible Action on Minutes of the February 10, 2022 Workforce Services Committee Meeting**.....4-6
- VII. **Items for Discussion and Possible Action:**.....7
  - 1. 4.1.104.07- Individual Training Account (ITA) Policy: *Alba Silvas*.....8-17
  - 2. 4.0.103.05- Case Management Policy: *Allyson Riojas*.....18-23
  - 3. 4.0.115.08- Program Non-Compliance Policy: *Allyson Riojas*.....24-29
  - 4. 2022-2023- Target Occupation List Revision #1: *Amy Villarreal*.....30-31

(cont. page 2)

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**Equal Opportunity Employer/Program**

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

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

Relay Texas: 1.800.735.2989 (TDD) and 1.800.735.2988 or 7-1-1 (voice)

VIII. **Information Only:**

1. Services to Workers	
a. Policy Review Schedule: <i>Alba Silvas</i> .....	32-34
b. Program Updates: <i>Alba Silvas</i> .....	35-36
2. Services to Youth	
a. Ad Hoc Youth Topics: <i>Alba Silvas</i> .....	37
3. Services to Business	
a. Business Solutions Report: <i>Norma Ochoa</i> .....	38-40
4. Local Labor Market Information	
a. Jobs and Employment Report: <i>Alba Silvas</i> .....	41-44
5. Performance Measure Update	
a. Board Contract Year 2022: <i>Alba Silvas</i> .....	45-52
6. Facilities Update: <i>Amy Villarreal</i> .....	53

IX. **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.

**Texas Open Meetings Act (TOMA).** All public meetings are required to follow all parts of the Texas Open Meetings Act. Therefore, we will be holding this meeting both in-person at our administrative offices and on **ZOOM**. With this format, comes some changes to what is required of board members and the public.

- The presiding member (Chair or designee) must be in-person at the meeting location, 400 Mann St. Ste. 800, Corpus Christi, Texas.
- Board members must be visible on camera in order to count toward the quorum and in order to vote.
- The public and all presenters will need to be visible while presenting information.

This hybrid meeting format will allow us to meet TOMA rules, while still ensuring the safety of those who must attend.

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**Workforce Services Committee**  
**Roll Call Roster**  
**May 5, 2022**  
**(4 = Quorum)**

\_\_\_\_\_ Manny Salazar, Chair

\_\_\_\_\_ Iain Vasey, Vice-Chair

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

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

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

\_\_\_\_\_ Michelle Lozano

\_\_\_\_\_  
Signed

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

**MINUTES**  
**Workforce Solutions of the Coastal Bend – Workforce Services Committee**  
**Bayview Tower – 400 Mann Street, Suite 800 – Conference Room #1**  
**Corpus Christi, Texas**

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**Toll Free Dial-In**

888 475 4499 US Toll-free

**Meeting ID:** 825 5948 9286

**Passcode:** 509570

**February 10, 2022 – 2:00 pm**

**Committee Members**

**Present**

Manny Salazar, Chair  
Iain Vasey, Vice Chair  
Randy Giesler  
Travis Nelson  
Susan Temple  
Michelle Lozano

**Absent**

**Others Present**

Ken Trevino, Workforce Solutions  
Amy Villarreal, Workforce Solutions  
Shileen Lee, Workforce Solutions  
Janet Neely, Workforce Solutions  
Alba Silvas, Workforce Solutions  
Catherine Cole, Workforce Solutions  
Allyson Riojas, Workforce Solutions  
Norma Ochoa, Workforce Solutions  
Rosina Salas, Workforce Solutions  
Larry Peterson, Workforce Solutions  
Xena Mercado, Workforce Solutions  
Rufino Martinez, Workforce Solutions  
Christina Miller, Workforce Solutions  
Artug Altug, Workforce Solutions  
Samantha Smolik, Workforce Solutions  
Imelda Trevino, Workforce Solutions  
Luis Rodriguez, Workforce Solutions  
Esther Velazquez, Workforce Solutions  
Celina Leal, Workforce Solutions  
Aaron Smith, C2GPS, LLC  
Geri Escobar, C2GPS, LLC  
Robert Reyna, C2GPS, LLC  
Armando Martinez, C2GPS, LLC  
Ricardo Munoz, C2GPS, LLC

**Other Board Members Present**

Gloria Perez

**I. Call to Order**

Mr. Salazar called the meeting to order at 2:00 pm.

Mr. Salazar thanked the Workforce Services Committee for their service and mentioned the work they do is important for the region. He is excited to work alongside them; the board staff; and the great folks of the betterment of the Coastal Bend. Mr. Salazar thanked everyone for their time and expressed his appreciation for attending the Workforce Services Committee Meeting.

**II. Roll Call**

The roll was called and a quorum was present.

**III. Announcement on Disclosure of Conflicts of Interest**

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

**IV. Public Comments**

Mr. Trevino extended his appreciation to Mr. Salazar for Chairing the Workforce Services Committee.

**V. Discussion and Possible Action on Minutes of the November 10, 2021 Workforce Services Committee Meeting**

Mr. Vasey moved to approve the minutes of the November 10, 2021 Workforce Services Committee meeting. The motion was seconded by Mr. Nelson and passed.

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

**1. Discussion and Possible Action on Committee Initiatives for BCY 2022 and Review of Charter**

Ms. Silvas provided information on the Committee Initiatives for BCY 2022 and Review of Charter (included on page 7 of the February 10 agenda packet).

WORKFORCE SERVICES

Responsible for monitoring all activities associated with the delivery of programs through the business and career centers and the quality of those services, including Services to Workers, Services to Youth (via Ad Hoc effective January 2022)\*, Services to Business, Local Labor Market Information, Performance Measures and Facilities Updates. Review activities associated with all workforce programs and make recommendations to the Board of Directors via board policy revisions and information items listed on Workforce Services Committee Agenda. Responsible for planning of facilities and physical locations of the centers, mobile unit, and board offices. Responsible for reviewing all activities associated with coordinating secondary and post-secondary education programs with the workforce training programs. Review issues associated with alternative learning programs and review the quality issues of all these programs.  
all these programs.

Mr. Vasey moved to approve the Committee Initiatives for BCY 2022 and Review of Charter. The motion was seconded by Ms. Perez and passed.

**2. 2022-2023 Target Occupation List (TOL)**

Ms. Villarreal presented information on the 2022-2023 Target Occupation List (included on pages 8-10 of the February 10 agenda packet).

Ms. Perez moved to recommend to the Board of Directors approval of the Target Occupation List 2022-2023. The motion was seconded by Mr. Nelson and passed.

**VII. Information Only:**

1. *Services to Workers*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 11-13 of the February 10 agenda packet).

b. Program Updates

Ms. Silvas provided program updates (included on pages 14-15 of the February 10 agenda packet).

Ms. Escobar introduced new staff member Mr. Louis Tatum, Deputy Director Fiscal Operations for C2 Global Professional Services.

Mr. Reyna provided an update on services to Workforce Career Center Customers, Jobseekers, and Work-in-Texas (included on pages 14-15 of the February 10 agenda packet)..

Ms. Cole provided an update on Veterans Services (included on pages 14-15 of the February 10 agenda packet).

2. *Services to Youth*

a. Ad Hoc Youth Topics

Ms. Silvas provided information on the Ad Hoc Youth Topics (included on page 16 of the February 10 agenda packet).

3. *Services to Business*

a. Business Solutions Report

Ms. Ochoa presented the Business Solutions Report (included on pages 17-18 of the February 10 agenda packet).

Mr. Martinez provided additional information.

4. *Local Labor Market Information*

a. Jobs and Employment Report

Ms. Silvas provided local labor market information for December 2021 (included on pages 19-22 of the February 10 agenda packet).

5. *Performance Measure Update*

a. Board Contract Year 2022

Ms. Silvas presented a performance measure update for the Board Contract Year 2022 (included on pages 23-25 of the February 10 agenda packet).

6. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 26 of the February 10 agenda packet).

Mr. Salazar recognized Ms. Riojas for the PowerPoints she put together and mentioned it is a great way to deliver the information to the Committee.

Mr. Salazar acknowledged the board staff and contractors for all the great information.

**VIII. Adjournment**

The meeting adjourned at 3:17 pm.

## ITEM FOR DISCUSSION AND POSSIBLE ACTION

### VII. Board Policies

#### BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to each of the following Board Policies and Target Occupation List (TOL).

**1. Policy #4.1.104.07- Individual Training Account (ITA)**

Revisions to further clarify utilization of Federal Pell Grants vs. Workforce funded grants, specifically WIOA.

**2. Policy #4.0.103.05- Case Management.**

Revisions made to Work-in-Texas (WIT) Section, changing language from “should” to “will”. This will require career center team members to complete job-seekers WIT work application.

Revision made to Non-Vocational Section, due to TWC Guidance dated March 2022: SNAPE&T. This activity to provide educational programs or activities to improve participant’s basic skills or otherwise improve employability.

**3. Policy #4.0.115.08- Program Non-Compliance.**

Revisions include the update to Section C- Timely & Reasonable, #3- Guidance on calculating compliance period: using calendar days vs. Business days, as well as Holidays. TWC Guidance dated March 2022.

**4. 2022-2023 Target Occupation List (TOL)**

Revision #1- adding occupation(s) & Occupational Code. List now includes a total of 60 Occupations.

Looking over the 5- and 10-year projections there is mostly anticipated growth for the Coastal Bend region among 5 IT/Cyber Security occupations. Both *Software Developers and Software Quality Assurance Analysts and Testers* and *Information Security Analysts* are projecting substantial growth in the Coastal Bend at 32% and 39% respectively. Additionally, there are over 30 distance education programs on the ETPL that are related to these fields, 1 being at Coastal Bend College and 7 being at Texas A&M-Corpus Christi to support these growing occupations.

New manufacturing industry in the Corpus Christi MSA has dictated the need for certified *Millwrights*. Entry level pay is currently above average according to local knowledge. Pay is at or above \$100,000 according to regional industry leaders. Regional community colleges currently have curriculum in place to meet this demand.

#### RECOMMENDATION

Board Professionals recommend the approval of board policy as amended.

  
**WORKFORCE SOLUTIONS**  
of the Coastal Bend  
**POLICY-DRAFT**

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<b>CATEGORY:</b>	<b>Workforce Programs- WIOA</b>	<b>No: 4.1.104.067</b>
<b>TITLE:</b>	<b>Individual Training Accounts (ITAs)</b>	
<b>SUPERSEDES:</b>	<b>4.1.104.056, dtd 02/21/2020</b>	
<b>EFFECTIVE:</b>	<del>MONTH ##, 2021 09/24/201</del> <u>May 20, 2022</u>	
<b>BOARD APPROVAL:</b>	<del>MONTH ##, 2021 May 19, 2022, 09/23/201</del>	
<b>DATE REVIEWED :</b>	<del>MONTH ##, 2021 09/09/2021</del> <u>May 5, 2022</u>	

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**I. PURPOSE:**

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

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

**II. DEFINITIONS:**

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

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

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

### III. POLICY STATEMENT

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

#### **WIOA Funding**

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

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

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

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

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

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

## Exceptions to ITAs

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

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

## ITA Limits

The lifetime limit of an ITA is \$7,000 per program participant. The use of ITA funds is limited to tuition expenses, fees, and such books and supplies as are required by the training provider for any student enrolled in course of study covered by the ITA. If the customer is in need of remediation or basic skills or prerequisite training for participation in the principle course of study, up to two courses in any combination (other than two in the same subject) is allowable. No participant can be enrolled for more than two and one half (2½) academic years (5 semesters, 4 summer sessions, 10 quarters or 7 trimesters). Exceptions to these limits may be made on a case-by-case basis. Exceptions to the maximum limit and duration of an ITA must be submitted to the Board President/CEO or designee with well documented justification for approval. Requests for an exception must include evidence that supports that all efforts were made to identify, secure, and use other financial resources prior to seeking WIOA funding.

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

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

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

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

The FEP/ISS shall identify the skill training for the occupation in demand that will be pursued and the required skill competency level associated with the additional training service. In addition to the FEP/ISS, documentation supporting the participant's eligibility must be maintained in the participant's case file. The documentation must support the fact that the training is needed in order for the participant to gain the appropriate level of employment at a self-sufficient wage. If training services are identified as an appropriate and necessary step toward achievement of employment for the participant in an appropriate occupation included on the Board's targeted occupations list, the customer can choose the appropriate training provider from among those in the Eligible Training Provider List (ETPL). To help ensure that participants will complete their chosen training program, the participant will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the training period without the use of student loans.

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

Taking into account the cost of the training as shown in the ETPL, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans Affairs (VA), Hazelwood Act, Texas Grant Monies, assistance from the Vocational Rehabilitation Services

(VRS) and other such agencies, private scholarships, Pell Grants and others, an ITA is created for the participant. VA training benefits do not require to be exhausted prior to accessing WIOA funds for training.

A “deposit” for an ITA is made to the participant’s account sufficient to cover costs associated with tuition, fees, books, school/supplies/materials~~the cost of training~~, as identified in ETPL, less the sum of other resources available to the participant. All payments made to training providers from this ITA account and the balance remaining in the account must be documented in the participant’s case file and entered into TWIST. At no time should the ITA account’s initial deposit be exceeded without the signed approval of the Career Center Manager, based on well-justified and documented good cause. Expenditures made in excess of the initial deposit without Career Center Manager approval based on well-justified and documented good cause may not be reimbursable to the service provider.

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

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

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

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

Participants enrolled in training are expected to:

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

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

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

#### Service Provider Responsibilities

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

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

- A process to collect and coordinate the documentation of participant enrollment and attendance, grade/progress reports, and case management contacts required during enrollment in training services.
- A process for providing the following to participants:
  - Labor market information on targeted demand occupations and related skill standards/skill competencies of eligible program for which an ITA may be issued; Access to the list of eligible certified training providers through the ETPL; Performance and cost information relating to the approved training programs offered by eligible providers; and
  - Information on available local work-based training providers, on-the-job training (OJT), customized training, paid or unpaid work experience opportunities, internships, registered apprenticeships, or incumbent worker training that meets the performance standards (for example, entered employment and retention) for that occupation; and
  - On-going information on the status of their individual ITA account.
- Report deposits, withdrawals, and balances by participant to the Board on a quarterly basis and compare the total obligation to available budget.
- A process that documents the need for WIOA financial assistance and the participant's expected expenses for the entire training period; this will require the creation of form(s) or worksheets. The procedure will be developed to provide career center team members clear direction on the process for completing the form, frequency of update, and/or timeframes. The form at a minimum must include: Training Program, Training Provider, Cost, duration of training, pell grant applied for or received; and any other forms of assistance(grant/scholarship), has the participant or any other source already paid for the training prior to WIOA Eligibility, budget for the duration of training(living expenses), amount of WIOA funds, Pell Funds, and other funding to be applied; Acknowledgment will be validated by signature of participant and career center team member.

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

- Assisting participants in applying for any financial aid that would cover expenses associated with attending training.
- The Career Center will be responsible for ensuring that Board funds purchase required tools, books, supplies, uniforms, etc.
- Conducting financial tracking for each service on the Financial Client Management System.
- Board approved pamphlets that communicate the policies, procedures, and financial tracking elements pertaining to ITAs for distribution to participants.
- Ensuring that each voucher will be valid **only** for the amount and length of time specified on the voucher, and each participant **must** follow his/hers individual FEP/ISS.
- Ensuring that a copy of the ITA vouchers issued are kept in the participant's file and in the accounting file.

- Developing an agreement with each local training institution that details the method of payment from all sources dedicated to completion of training.
- Adherence to Grievance procedure 29 CFR 37.70 – 37.80.

## **V. TRADE ADJUSTMENT ASSISTANCE (TAA)-ITA**

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

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

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

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

○ only full-time training will be approved for Petition Numbers less than 70,000.  
Service Provider will comply with Trade Act Services Applicable Rules:

- Trade Adjustment Assistance (TAA) Reauthorization Act of 2015, Public Law 114-27.
- Trade Adjustment Assistance Extension Act of 2011, Pub. L. 112-40;
- Omnibus Trade Act of 2010, Pub. L. 111-344;
- Trade Adjustment Assistance Reform Act of 2002, Pub. L. 107-210
- Trade Act of 1974, Pub. L.93-618;19 U.S.C 2271-2322;
- Trade Regulations at 20 Code of Federal Regulation(C.F.R.) Parts 617 and 618 and 29 C.F.R. part 90.
- U.S. Department of Labor (DOL) Training and Employment Guidance Letters (TEGLS) are available on DOL’s web site at (<http://www.doleta.gov/tradeact/directives.cfm>) including but not limited to:
  - TEGL 11-02, issued October 10, 2002; TEGL 22-08 issued may 15, 2009; TEGL 10-11 issued November 18, 2011; TEGL 05-15 issued September 4, 2015.
- 40 Texas Administrative Code (TAC), Chapter 849, Employment and Training services for Dislocated Workers eligible for Trade Benefits, as amended;
- Texas Workforce Commission (TWC), Trade Adjustment Assistance Guide, April 2016 and subsequent issues; and
- Workforce Development (WD) Letters and other Agency Policy Directives.

## **VI. RELATED POLICY INFORMATION:**

WIOA Act of 2014 Regulations 20 CFR Part 680

Subpart B- Training Services, Subpart C- Individual Training Accounts and

Subpart D- Eligible Training Providers

WIOA-Guidelines for Adults, Dislocated Workers and Youth. Effective July 6, 2018.

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

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

TWC, WD-Letter 14-19 Change 1 dated ~~August 15, 2019~~ February 17, 2020. Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Contracts

TWC, WD-Letter 29-19 dated November 7, 2019; effective immediately. Statewide Eligible Training Provider List.

Workforce Development Division- Technical Assistance Bulletin 294- dated January 17, 2020.

TWC, WD-Letter 05-19 Change 1 dated January 12, 2021; effective immediately. Workforce Innovation and Opportunity Act, Eligible Training Provider Program, Eligibility Criteria and Performance Expectations – Update.

## **VI. RESPONSIBILITIES:**

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

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

**VII. FORMS AND INSTRUCTIONS:**

**VIII. DISTRIBUTION:**

Board of Directors     Board Professionals     Service Provider Professionals

**IX. SIGNATURES:**

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

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**President/CEO**

\_\_\_\_\_  
**Date**



POLICY - Draft

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CATEGORY:	Workforce Programs- General	No: 4.0.103.0405
TITLE:	Case Management	
SUPERSEDES:	4.0.103.0304, dtd 5.24.2018	
EFFECTIVE:	<del>February 26, 2024</del> <u>May 20, 2022</u>	
BOARD APPROVAL:	<del>February 26, 2024</del> <u>May 19, 2022</u>	
DATE OF LAST REVIEW:	<del>November 12, 2020</del> <u>May 5, 2022</u>	

I. PURPOSE:

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

II. DEFINITIONS:

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

III. POLICY STATEMENT:

A. General – All Workforce Programs

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

Case management will be based on the following principles:

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

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

**Consultive** – As much as possible, decisions will be made in consultation with the customer through consistent dialogue and input from the customer. WFSCB Career Center Staff providing case management will assist customer in self-directed activities by demonstrating how to make sound decisions based on knowledge of themselves and the world of work as well as understanding program rules, purposes of the assigned activities, and benefits of program participation. While the emphasis will be on such positive factors, customers will also be made aware of the consequences of failure to comply with federal/state laws, rules, and regulations.

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

**Comprehensive** – Case management will provide close contact with program rules and requirements, support services are available to the customer to overcome barriers, and that the customer makes progress through allowable activities towards the ultimate goal of employment.

### **Assessment**

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

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

### **WorkInTexas.com**

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

## **Training**

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

Training may also be provided through job skills training activities. Post-employment service strategies are used to address the training needs of individuals and encourage their career progression toward the established self-sufficiency wage.

## **Referrals**

Referral programs are to be developed to provide individuals identified as having higher than average barriers to employment with referrals to pre-employment and post-employment services offered by community-based and other organizations that provide employment services specifically for persons with high levels of barriers to employment.

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

## **Fidelity Bonding**

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

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

## **Nonvocational Education**

Nonvocational education is a nonwork SNAP E&T activity that provides educational programs or activities to improve basic skills or otherwise improve employability. It incorporates the following:

- Adult Basic Education
- Basic Skills and Literacy
- High School Equivalency (HSE) and high school instruction
- English as a Second Language
- Post-secondary education that does not result in a baccalaureate or advanced degree
- Work Readiness training.

In addition to basic skills and literacy, workforce development services must include financial literacy training.

In accordance with 7 CFR §273.7(d)(1)(ii)(c),

1. Federal E&T funds used for activities within the education component do not supplant non-federal funds for existing educational services and activities; and
2. The costs charged to E&T do not exceed the costs charged for Non-E&T participants.

Workforce Solutions Office staff must provide evidence of compliance with these supplanting and cost parity requirements upon request by the Food and Nutrition Service (FNS), Health and Human Services Commission (HHSC), and Texas Workforce Commission (TWC). Workforce Solutions Office Staff must provide documentation indicated in the TWIST Counselor Note that states:

1. Payment has been verified as being from a non-federal source; and/or
2. The cost of training has been verified to be the same for SNAP and non-SNAP training participants.

## **IV. PROCEDURES:**

### **Documentation**

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

Support Services provided to customer will be documented in the customer's file, justified, and recorded in TWIST, and requested through the appropriate financial management system so that costs may be assigned and reported according to grant and category. Additional information regarding Support Services can be found in Board Policy 4.0.101.13. Support Services and subsequent changes to the Support Services Policy.

### **Coordination**

In cases where a participant is enrolled in more than one program, or referred to activities provided by an outside provider, procedures will include appropriate coordination between programs and/or agencies to ensure continuity of services, sharing of customer information, accurate reporting, and compliance with program rules and regulations.

## **V. RELATED POLICY INFORMATION:**

Texas Labor Code 301  
Texas Health and Safety Code  
45 CFR Part 265 – Data Collection and Reporting Requirements  
45 CFR, Chapter 809 – Childcare Services  
US DOL Training and Employment – TEGL 01-17  
US DOL Training and Employment – WIOA TEGL 19-16 – Issued March 2017  
US DOL Training and Employment – WIOA TEGL 21-16 – Issued March 2017  
TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth – revised April 2020 and all subsequent revisions  
TWC TAA Guide – Issued April 2016  
TWC Choices Rules Chapter 811  
TWC Choices Guide revised February 2020 and all subsequent revisions  
SNAP E&T Rules Chapter 813  
TWC SNAP E&T Guide revised **March 2022** and all subsequent revisions  
TWC NCP Choices Guide revised February 2020 and all subsequent revisions  
TWC NCP Choices Guide revised February 2020 and all subsequent revisions

## **VI. RESPONSIBILITIES:**

Board staff shall ensure that appropriate Contracted Service Provider(s) are aware of and comply with this policy.

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

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

**VII. DISTRIBUTION:**

Board of Directors     Board Staff     Service Provider Staff

**VIII. SIGNATURES:**

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date



POLICY - Draft

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<b>CATEGORY:</b>	<b>Program Operations</b>	<b>No: 4.0.115. <del>0708</del></b>
<b>TITLE:</b>	<b>Program Non-Compliance</b>	
<b>SUPERSEDES:</b>	<b>4.0.115. <del>06-07</del> dated September 17, 2020</b>	
<b>EFFECTIVE:</b>	<b><del>February 26, 2021</del> <u>May 20, 2022</u></b>	
<b>BOARD APPROVAL:</b>	<b><del>February 25, 2021</del> <u>May 19, 2022</u></b>	
<b>DATE OF LAST REVIEW:</b>	<b><del>November 12, 2020</del> <u>May 5, 2022</u></b>	

**I. PURPOSE:**

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

**II. DEFINITIONS:**

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

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

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

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

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

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

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

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

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

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

*OAG - Office of Attorney General*

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

*TANF* – Temporary Assistance for Needy Families

### **III. POLICY STATEMENT:**

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

#### **PROGRAM SPECIFICS**

##### **Choices and SNAP E&T**

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

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

1. Recipients shall be informed of required information such as the right to appeal and consequences of failure to respond to the outreach notice,
2. Outreach letter must state the day the ABAWD reports to the Workforce Solutions Office is the first day of job search.
3. A second outreach letter is not required.

###### **B. Timely and Reasonable Attempt – Choices**

1. Timely and Reasonable for a Choices participant is a 7-day time period and is conducted by workforce staff,
2. Day 1 is the close of business on the date of non-cooperation or discovery of non-compliance, whichever occurs later,
3. A letter will be mailed to schedule an appointment within five (5) calendar days. If a Choices mandatory individual is in noncompliance, a penalty must be initiated by the seventh (7) calendar day unless there is a good cause determination or recipient resumes cooperation with all program requirements,
4. If no good cause is determined, the recipient must be informed of the violation, the right to appeal and the procedures to reinstate benefits.

###### **C. Timely and Reasonable Attempt – SNAP E&T**

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

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

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

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D. Data Entry – Choices and SNAP E&T

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

E. Workforce staff must ensure that participants agree to a specific, preferred method of contact. Voice mail or text is considered appropriate only if the participant indicated that this was his or her preferred method of contact.

F. Good Cause

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

## **NCP CHOICES – PLANNED GAP IN SERVICE**

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

### NCP Choices Outreach

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

### Ongoing Participation

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

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

### **30-day Request to Remove**

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

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

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

### All Other Workforce Programs

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

**IV. PROCEDURES:**

Documentation

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

Choices

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

SNAP E&T

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

NCP Choices

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

**V. RELATED POLICY INFORMATION:**

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) (Public Law 104-193);  
House Bill 2292;  
40 TAC Chapter Sections 811.13, 811.14, 811.15, 811.16  
WD Letter 18-14 dated 7/12/2014 entitled Planned Gap in Service for Noncustodial Parent Choices Program TWC Choices Guide, revised February 2020, and all subsequent revisions  
TWC Noncustodial Parent Choices: A Comprehensive Guide revised February 2020 and all subsequent revisions  
TWC Supplemental Nutrition Assistance Program Employment and Training Guide revised March 2022 and all subsequent revisions  
40 TAC §800.58, .79, .92©, .121  
TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth revised April 2020 and all subsequent revisions.  
Farm Security & Rural Investment Act of 2002 (Public Law 107-161)  
United States Department of Agriculture Food and Nutrition Services Rules & Regulations, 7 CFR Part 273(I) issued June 19, 2002VI.

**VI. RESPONSIBILITIES:**

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

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

**VII. DISTRIBUTION:**

Board of Directors    Board Staff    Contracted Career Center Staff

**VIII. SIGNATURES:**

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date

**WIOA Target Occupations List**

Board Name:	<b>Coastal Bend</b>	Date Submitted or Updated:
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Standard Occupational Classification (SOC)	Target Occupation Job Title (Name)	Annual Average Employment 2020	Annual Average Employment 2030	Number Change 2020-2030	Percent Change 2020-2030	Annual Change in Employment (Growth)	Hourly Rate (Entry Wage)	Hourly Rate (Experienced Wage)	Typical Education Needed for Entry into Occupation	Are there Eligible Training Providers (ETPs) offering training for this occupation?	How many individuals will ETPs train and/or certify to fill current openings?	Additional Rationale, Local Wisdom, and Comments	Is this a Career Pathway Occupation? (yes or no)	Labor Market and Career Information Data Source(s)
13-2011	Accountants and Auditors	1,545	1,589	43	3%	1.44	\$ 23.98	\$ 40.38	Bachelor's degree	Yes	12		no	as LMI, Texas Wages.
49-3011	Aircraft Mechanics and Service Technicians	1,058	887	(171)	(16%)	-0.02	\$ 27.01	\$ 34.77	Postsecondary nondegree award	Yes	5		No	as LMI, Texas Wages.
17-3011	Architectural and Civil Drafters	152	147	(5)	(3%)	2.57	\$ 21.24	\$ 31.40	Associate's degree	Yes	2	Major projects such	no	as LMI, Texas Wages.
49-3021	Automotive Body and Related Repairers	286	318	31	11%	0.91	\$ 14.99	\$ 25.13	High school diploma or equivalent	Yes	54		No	as LMI, Texas Wages.
49-3023	Automotive Service Technicians and Mechanics	1,268	1,236	(32)	(3%)	0.29	\$ 12.92	\$ 25.97	Postsecondary nondegree award	Yes	3		No	as LMI, Texas Wages.
43-3031	Bookkeeping, Accounting, and Auditing Clerks	2,550	2,402	(147)	(6%)	0.74	\$ 13.12	\$ 22.29	Some college, no degree	Yes	7		No	as LMI, Texas Wages.
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	510	520	10	2%	1.28	\$ 15.62	\$ 26.90	High school diploma or equivalent	Yes	4		No	as LMI, Texas Wages.
53-3052	Bus Drivers, Transit and Intercity	331	359	27	8%	0.57	\$ 11.84	\$ 18.37	High school diploma or equivalent	Yes	10	The demand for city	No	
53-5021	Captains, Mates, and Pilots of Water Vessels	164	195	30	18%	1.63	\$ 17.27	\$ 32.76	Postsecondary nondegree award	Yes	0	Growing operations	No	as LMI, Texas Wages.
47-2031	Carpenters	1,786	1,743	(44)	(2%)	2.34	\$ 16.24	\$ 21.57	High school diploma or equivalent	Yes	15		No	as LMI, Texas Wages.
35-1011	Chefs and Head Cooks	100	139	40	40%	3.04	\$ 14.23	\$ 26.98	Postsecondary nondegree award	Yes	10	Local employers an	Yes	
51-8091	Chemical Plant and System Operators	337	325	(12)	(3%)	-	\$ 35.30	\$ 45.23	High school diploma or equivalent	Yes	3		No	Modeling, Texas Wac
39-9011	Childcare Workers	2,737	2,485	(252)	(9%)	0.82	\$ 8.53	\$ 10.67	High school diploma or equivalent	Yes	20	Although data show	Yes	
29-2018	Clinical Laboratory Technologists and Technicians	516	534	17	3%	-	\$ 12.56	\$ 24.26	Bachelor's degree	Yes	8		no	as LMI, Texas Wages.
15-1211	Computer Systems Analysts	302	338	36	12%	1.94	\$ 30.50	\$ 55.51	Bachelor's degree	Yes	5	Growing new busin	Yes	
15-1232	Computer User Support Specialists	548	569	22	4%	1.46	\$ 15.33	\$ 23.24	Some college, no degree	Yes	10		no	as LMI, Texas Wages.
47-2061	Construction Laborers	4,947	4,603	(345)	(7%)	2	\$ 12.85	\$ 17.61	Postsecondary nondegree award	Yes	15	Scaffolding specific	No	
33-3012	Correctional Officers and Jailers	1,188	1,082	(106)	(9%)	-0.04	\$ 16.49	\$ 20.94	High school diploma or equivalent	Yes	2		No	as LMI, Texas Wages.
53-7021	Crane and Tower Operators	414	388	(27)	(6%)	3.50	\$ 27.93	\$ 35.20	Postsecondary nondegree award	Yes	4	Major projects such	No	as LMI, Texas Wages.
31-9091	Dental Assistants	451	453	2	0%	0.69	\$ 13.53	\$ 18.88	Postsecondary nondegree award	Yes	10	Health Care is a larg	Yes	
17-3023	Electrical and Electronic Engineering Technologists and Technicians	169	165	(4)	(2%)	0.97	\$ 25.76	\$ 41.43	Associate's degree	Yes	5		no	as LMI, Texas Wages.
47-2111	Electricians	1,342	1,269	(73)	(5%)	1.89	\$ 17.72	\$ 29.40	Postsecondary nondegree award	Yes	12		No	as LMI, Texas Wages.
25-2021	Elementary School Teachers, Except Special Education	2,366	2,353	(13)	(1%)	0.37	\$ 19.97	\$ 29.66	Bachelor's degree	Yes	5		No	as LMI, Texas Wages.
29-2041	Emergency Medical Technicians and Paramedics	465	539	74	16%	0.51	\$ 10.87	\$ 20.84	Postsecondary nondegree award	Yes	4		no	as LMI, Texas Wages.
43-6011	Executive Secretaries and Executive Administrative Assistants	472	392	(80)	(17%)	-1.45	\$ 18.91	\$ 28.09	High school diploma or equivalent	Yes	2	This is an occupatio	No	as LMI, Texas Wages.
33-2011	Firefighters	565	618	53	9%	0.19	\$ 18.90	\$ 24.48	Postsecondary nondegree award	Yes	2		No	as LMI, Texas Wages.
11-1021	General and Operations Managers	4,481	4,566	85	2%	1.62	\$ 19.81	\$ 56.89	Bachelor's degree	Yes	10	50	no	as LMI, Texas Wages.
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	759	764	5	1%	1.23	\$ 17.37	\$ 27.20	Postsecondary nondegree award	Yes	16		No	as LMI, Texas Wages.
53-3032	Heavy and Tractor-Trailer Truck Drivers	3,871	3,537	(333)	(9%)	1.33	\$ 16.25	\$ 23.73	Postsecondary nondegree award	Yes	20		No	as LMI, Texas Wages.
49-9041	Industrial Machinery Mechanics	892	880	(12)	(1%)	1.76	\$ 17.46	\$ 31.16	High school diploma or equivalent	Yes	3		No	as LMI, Texas Wages.
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	678	563	(115)	(17%)	-0.66	\$ 14.39	\$ 30.89	High school diploma or equivalent	Yes	4		No	as LMI, Texas Wages.
29-2061	Licensed Practical and Licensed Vocational Nurses	1,668	1,855	188	11%	-0.13	\$ 18.50	\$ 24.84	Postsecondary nondegree award	Yes	4	Although negative g	no	as LMI, Texas Wages.
51-4041	Machinists	487	461	(26)	(5%)	0.15	\$ 16.28	\$ 29.87	Postsecondary nondegree award	Yes	5		No	as LMI, Texas Wages.
31-9092	Medical Assistants	1,530	1,841	311	20%	1.62	\$ 11.78	\$ 15.45	Postsecondary nondegree award	Yes	8	The need to meet th	Yes	as LMI, Texas Wages.
29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians	548	590	42	8%	-	\$ 12.76	\$ 19.96	Postsecondary nondegree award	Yes	4		no	as LMI, Texas Wages.
43-6013	Medical Secretaries and Administrative Assistants	1,680	1,803	123	7%	1.17	\$ 12.47	\$ 17.80	High school diploma or equivalent	Yes	2		No	as LMI, Texas Wages.
25-2022	Middle School Teachers, Except Special and Career/Technical Education	1,200	1,187	(13)	(1%)	0.37	\$ 20.16	\$ 29.29	Bachelor's degree	Yes	5		No	as LMI, Texas Wages.
15-1244	Network and Computer Systems Administrators	461	460	(2)	(0%)	1.57	\$ 19.65	\$ 33.01	Bachelor's degree	Yes	5		no	as LMI, Texas Wages.
31-1131	Nursing Assistants	2,106	2,268	163	8%	-0.77	\$ 11.73	\$ 14.91	Postsecondary nondegree award	Yes	15	Although negative g	Yes	as LMI, Texas Wages.
19-5011	Occupational Health and Safety Specialists	459	407	(6)	(11%)	2.00	\$ 23.59	\$ 41.24	Bachelor's degree	Yes	5		no	as LMI, Texas Wages.
47-2073	Operating Engineers and Other Construction Equipment Operators	1,653	1,604	(49)	(3%)	2.12	\$ 15.33	\$ 24.29	High school diploma or equivalent	Yes	2		no	as LMI, Texas Wages.
23-2011	Paralegals and Legal Assistants	573	690	117	20%	0.85	\$ 15.90	\$ 25.89	Associate's degree	Yes	3		no	as LMI, Texas Wages.
51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	991	879	(112)	(11%)	-0.37	\$ 30.59	\$ 41.84	High school diploma or equivalent	Yes	3		No	as LMI, Texas Wages.
59-2052	Pharmacy Technicians	680	649	(31)	(5%)	1.43	\$ 13.47	\$ 18.62	Postsecondary nondegree award	Yes	5	The onset of COVID	Yes	
31-9097	Phlebotomists	156	171	16	10%	2.01	\$ 14.31	\$ 17.83	Postsecondary nondegree award	Yes	12		No	as LMI, Texas Wages.
31-2021	Physical Therapist Assistants	142	194	52	37%	1.87	\$ 22.43	\$ 35.31	Associate's degree	Yes	7		no	as LMI, Texas Wages.
47-2152	Plumbers, Pipefitters, and Steamfitters	1,066	999	(67)	(6%)	2.46	\$ 15.72	\$ 28.95	Postsecondary nondegree award	Yes	12		No	as LMI, Texas Wages.
33-3051	Police and Sheriffs Patrol Officers	1,480	1,563	83	6%	0.29	\$ 16.60	\$ 31.62	High school diploma or equivalent	Yes	5		No	as LMI, Texas Wages.
29-2034	Radiologic Technologists and Technicians	515	527	12	2%	0.48	\$ 21.18	\$ 40.57	Associate's degree	Yes	6		no	as LMI, Texas Wages.
29-1141	Registered Nurses	4,502	4,807	305	7%	0.61	\$ 22.69	\$ 37.37	Bachelor's degree	Yes	50		no	as LMI, Texas Wages.
47-5012	Rotary Drill Operators, Oil and Gas	227	160	(67)	(30%)	-	\$ 18.56	\$ 34.08	No formal educational credential	Yes	2		No	as LMI, Texas Wages.
53-6011	Sailors and Marine Oilers	220	239	19	9%	1.75	\$ 12.05	\$ 20.54	No formal educational credential	Yes	0	Growing operations	No	as LMI, Texas Wages.
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	1,846	1,838	(8)	(0%)	0.38	\$ 20.02	\$ 28.85	Bachelor's degree	Yes	4		No	as LMI, Texas Wages.
33-9032	Security Guards	1,240	1,207	(33)	(3%)	0.75	\$ 9.98	\$ 16.47	High school diploma or equivalent	Yes	3		No	as LMI, Texas Wages.
21-1093	Social and Human Service Assistants	416	476	60	14%	1.03	\$ 12.03	\$ 18.50	High school diploma or equivalent	Yes	10	In order to provide it	no	as LMI, Texas Wages.
51-4121	Welders, Cutters, Solderers, and Brazers	1,500	1,314	(187)	(12%)	1.28	\$ 18.02	\$ 29.58	Postsecondary nondegree award	Yes	11		no	as LMI, Texas Wages.
49-9081	Wind Turbine Service Technicians	83	92	9	11%	-	\$ 16.09	\$ 24.79	Postsecondary nondegree award	Yes	1		No	as LMI, Texas Wages.
15-1256	Software Developers and Software Quality Assurance Analysts and Testers	420	585	165	39%	-	\$ 31.98	\$ 57.48	Bachelor's degree	Yes	5	There are 30+ dista	No	as LMI, Texas Wages.

**WIOA Target Occupations List**

Board Name:	<b>Coastal Bend</b>	Date Submitted or Updated:	
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Standard Occupational Classification (SOC)	Target Occupation Job Title (Name)	Annual Average Employment 2020	Annual Average Employment 2030	Number Change 2020–2030	Percent Change 2020–2030	Annual Change in Employment (Growth)	Hourly Rate (Entry Wage)	Hourly Rate (Experienced Wage)	Typical Education Needed for Entry into Occupation	Are there Eligible Training Providers (ETPs) offering training for this occupation?	How many individuals will ETPs train and/or certify to fill current openings?	Additional Rationale, Local Wisdom, and Comments	Is this a Career Pathway Occupation? (yes or no)	Labor Market and Career Information Data Source(s)
15-1212	Information Security Analysts	63	83	20	32%	-	\$ 26.71	\$ 48.52	Bachelor's degree	Yes	5	There are 30+ dista	No	as LMI, Texas Wages,
49-9044	Millwrights	54	42	20	(12%)	-	\$ 21.33	\$ 29.73	Postsecondary nondegree award	Yes	10	There are 30+ dista	No	as LMI, Texas Wages,

## INFORMATION ONLY

VIII – 1a. Services to Workers – Policy Review Schedule

## BACKGROUND INFORMATION

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

Workforce Services Committee 05.05.22- 3 Policies for review/update.

Year-to-Date: 3

## Policy Review Schedule-2022

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b>Board Administration</b>		
	1.0.100.01	Responsibilities of the Local Workforce System
	1.0.101.01	Standards of Conduct and Conflict of Interest
	1.0.102.01	Policy Development
	1.0.103.02	Open Meetings Policy
	1.0.104.02	Public Information Policy
	1.0.105.01	Reporting Conflict of Interest, Fraud and Abuse
	1.0.106.02	New Board Member Orientation and Training
	1.0.107.03	Communication Process
	1.0.108.00	Restrictions on Lobbying Activities and Expenditures
	1.0.109.00	Businesses Employing Undocumented Workers
	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.01	Anonymous Complaints and Communications
	1.0.116.01	Approval Process for Micro-Purchases
	1.0.117.00	Firearms and Weapons Restrictions of WFSCB Premises
<b>Workforce Programs</b>		
	4.0.100.06	Incentives/Stipends
	4.0.101.13	Support Services
	4.0.102.02	Basic Skills Deficiencies
05.05.22	4.0.103.05	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
	4.0.106.02	Reasonable Distance
	4.0.107.03 (Annual)	Determination of Self-Sufficiency
	4.0.109.02	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.05	Customer File Documentation
	4.0.113.05	OJT, Subsidized Employment, and Customized Training
05.05.22	4.0.115.08	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
	4.0.118.02	Accessibility
	4.0.120.04	Limited English Proficiency (LEP)
	4.0.121.03	Reasonable Accommodations
	4.0.122.02	Outreach
	4.0.123.00	Common Exit

## Policy Review Schedule-2022

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b><u>WIOA</u></b>		
	4.0.124.00	Documentation and Verification of Work Activities: Choices/SNAP E&T
	4.1.101.02	Follow-Up Services for WIOA Adults & Dislocated Workers
	4.1.103.01	Youth Eligibility Criteria
05.05.22	4.1.104.07	Individual Training Accounts (ITAs)
	4.1.105.01	Apprenticeship Programs
	4.1.106.00	National Dislocated Worker Grants
<b><u>Choices</u></b>		
	4.2.100.02	Service Strategies
<b><u>Child Care</u></b>		
	4.3.100.06	Child Care Eligibility
	4.3.102.04	Assessing and Collecting Parent Share of Cost
	4.3.103.00	Attendance Requirements for Child Care Services
	4.3.104.00	Reapplication for Child Care Provider Agreement
	4.3.105.01	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.03	Child Care Provider Reimbursement Rate
	4.3.109.01	Eligible Child Care Providers
	4.3.111.00	American Recovery and Reinvestment Act (ARRA)
<b><u>Unemployment Insurance</u></b>		
	4.5.100.08 (Annual)	Work Search Requirement
<b><u>Quality Assurance &amp; Monitoring</u></b>		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
<b><u>Property &amp; Facilities</u></b>		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
	6.0.101.01	Emergency Management & Business Recovery/Continuity of Operations Plan
	6.0.102.01	Accessibility for Persons with Disabilities
<b><u>Information Technology &amp; Data Management</u></b>		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
<b><u>Public Relations</u></b>		
	8.0.100.02	Strategic Marketing Standards and Guidelines

## INFORMATION ONLY

### VIII – 1b. Services to Workers – Program Updates & Veterans Services

## BACKGROUND INFORMATION

Board staff will provide updates on programs/grants, operation of career centers, and Veterans Services.

#### 1. Updates as of March 31, 2022.

PROGRAM/GRANT	UPDATES	FUNDING
1. CHOICES. 2. WIOA- Adult, Dislocated, Youth 3. SNAP Employment & Training 4. Non-Custodial Parent (NCP) 5. Re-Employment Services (RESEA)	All are active. Full Outreach and Enrollment. Caseload numbers provided in performance update section.	March Marks halfway point of a Program Year. Board Of Directors to receive a detail fiscal program expenditure report at full Board Meeting scheduled for May 19.
OPPORTUNITIES/ NEW FUNDING		
1. Texas Internship Initiative 2. Texas Apprenticeship Expansion 3. Educator Externship 4. WCI-Red, White &You! Veteran Job Fair. 5. WCI- You Choose Career Expo! 6. SEAL- Summer Earn & Learn	Outreach for participants and employer is on-going. Staff will provide brief update on the confirmed numbers.	1. \$100K, to serve 40. 2. \$100K to serve 50. 3. \$200K to serve 80. 4. \$10K 5. \$35K 6. Pay for each deliverable.

2. Operation of Career Centers: Update to be provided by C2GPS Management regarding:
- Career Center Operations and Staffing: Alice/Kingsville Career Center Manager Vacancy. Management team providing onsite support and leadership to offices via a rotation schedule. An internal candidate has been selected to fill vacancy and transfer will take place in May.
  - Staples Center Operations: ceased working on rotation schedule. To strengthen oversight and improve service delivery, all program staff have been brought back to office. A small number of Customer Solutions Representatives have been selected to operate Virtual Resource Center.
  - Business Solutions Unit Integration Efforts: Details will be presented at Services to Business part of this agenda.
  - Services to Workforce Career Center Customers, Job Seekers. Work-in-Texas Services Report (Jan-March 2022)  
 Unique Customers Served: **6,895**. Total Services Provided: **46,715**, New User Registrations: **1,621**.
  - UI Claimants Assistance. Work-in-Texas Report (Oct-Dec.2021)  
**296** Unemployment Claimants received services, profiled. **363** UI Claim assistance. **2105** claimants assisted in-person or virtually with job search and workforce services.
  - VOS Greeter: **6,628** Unique Customers entered into our Customer Tracking System & provided **7,928** services.

### 3. Veterans Services:

- WFSCB Veteran Contact Jotform referrals Q2: 16 referrals.
- WFSCB presented on military spouse and veteran services at the South Texas Military Task Force Meeting on February 9<sup>th</sup>. Attendees included military and community leaders.
- Texas Veteran Network (TVN)- Program Coordinator position is vacant. TVN recruiting to fill vacancy. WFSCB working closely with TVN Leadership to assist.
- Military Family Support Program (MFSP) 7 military spouses were enrolled during this timeframe. Military Family Employment Advocated met with NAS Kingsville Fleet and Family Services to secure timeslots for TAPS meetings and work with military spouses within their facility two times a month.
- VFW Career & Resource Fair- January 20<sup>th</sup>, Omni Hotel. Hosted by VFW and in partnership with WFSCB, TVLP, and TVC.
  - 75 job seekers registered and attended the career fair.
    - 55 – Veteran/Active Duty/Guard/Reserve/Spouse/Dependent
    - 16 – General Public
    - 04 – Unknown Status
  - 18 employers attended the job fair.
  - 17 job offers made on site and 9 scheduled interviews were made.

## **INFORMATION ONLY**

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

## **BACKGROUND INFORMATION**

Board staff will extend invitation to committee members to attend Youth Ad hoc meeting. The meeting will provide information on all the Youth activity taking place throughout our 11- County Region. The list below is representation of agenda.

1. WIOA YOUTH Program. Goals, enrollments, expenditures.
2. Foster Youth Services. Collaboration with partners.
3. Texas Internship Initiative Grant (TII). Current Grant.
4. YOU! CHOOSE Career Expo 2022! September 21, 2022.
5. YOU Navigate! Student HireAbility Navigator Update. Actively Recruiting!
6. Education Outreach Program. VRS Goggles Demonstration.
7. South Texas Career Connection (STCC). The collaboration continues.

The Youth Ad Hoc Meeting will highlight another great participant success story, to Celebrate Success.

## INFORMATION ONLY

### VIII – 3a. Services to Business – Business Solutions Report

## BACKGROUND INFORMATION

### **Business Solutions Report 2<sup>nd</sup> Quarter BCY 2022 Workforce Services Committee Meeting**

#### **Key Efforts and Plan of Work**

- Enhanced two-way communication for effective coordination between Career Center Staff and BSU with continued focus on better outcomes for employer partners
- Enhanced communication for an improved quality over quantity approach to job fairs and hiring events, to achieve better positive outcomes
- Promotion of a service delivery plan based on relationship building and strengthening to offer customized employer experience, responsive solutions to circumstances, and consistent effective engagement throughout the program year in partnership with WFSCB Business and Education Department

#### **Employer Accounts and Job Postings**

- 46 New Employer Accounts created in Work in Texas
- 618 New Job Postings
- 3,159 total openings created in Work in Texas by Staff

#### **Employer Engagement**

- **Summary of Q2 Hiring Event Activity**

Total In-Person Hiring Events	7
Total Virtual Hiring Events	3
Total Job Postings Offered at Hiring Events	327
Job Openings Offered at Hiring Events	7,422
Job Seekers Attending	684
Employers Attending Hiring Events	79
Number of Hires Reported from Hiring Events	128
Jobs Now Postings	85

- **January**

**BOMy LLC Hiring Event  
January 3, 2022**

Openings	50
Job Seekers	8
Offers Made	7

**Veteran Career and Resource Job Fair  
January 20, 2022**

Employers	18
Openings	308
Job Seekers	98
Offers Made	10
Interviews Scheduled	10

**Coastal Bend *Virtual* Hiring Event  
January 26, 2022**

Employers	11
Openings	1,477
Job Seekers	5
Offers Made	0

- **February**

**Southwest Business Corporation (SWBC) Hiring Event  
February 10, 2022**

Openings	40
Job Seekers	76
Offers Made	32

**Public Service *Virtual* Job Fair  
February 10, 2022**

Employers	6
Openings	3,761
Job Seekers	24
Offers Made	0

**San Patricio EDC Professional Skills & Trades Job Fair  
February 24, 2022**

Employers	20
Openings	744
Job Seekers	348
Veterans	27
Offers Made	44

- **March**

**SWBC Hiring Event  
March 3, 2022**

Openings	20
Job Seekers	27
Offers Made	12

**Business Sector Job Fair  
March 15, 2022**

Employers	9
Openings	195
Job Seekers	32
Offers Made	0

**Coastal Bend *Virtual* Hiring Event  
March 23, 2022**

Employers	11
Openings	757
Job Seekers	7
Offers Made	0

**SWBC Hiring Event  
March 30, 2022**

Openings	70
Job Seekers	59
Offers Made	23

- Work Experience Employer Worksite Agreements
  - 118 developed to date in Knack with 225 total openings
  - Working on recruitment and placements
- Corpus Christi Regional Economic Development Corporation Activity
  - Attended CCREDC Annual Meeting in January at TAMUCC Performing Arts Center
  - Attended virtually January's CCREDC Monthly Breakfast
  - Attended in person February's CCREDC Monthly Breakfast
- San Pat EDC - Business Liaison and Director of Business & Education Engagement attended Private Investor Reception March 1, 2022
- Employer Insight Staff Training – Public Service City of Corpus Christi February 2022 (Staples Center)

- Industry Employer Panel Discussion – Public Service - Texas Dept of Criminal Justice, Professional Skills and Trades Signet Maritime Corp, Business First Command Financial Services and Health Care Mental Health Intellectual Disability – March 2022 (utilized OWL for rural center staff virtual attendance)
- South Texas Career Connection CTE Career Expo – 20 employers at San Diego High School – February 23, 2022
- Digital Business Solutions Grant (HOME Grant)
  - 25 Applicants - 88% of \$75,000 expended as of April 11, 2022
  - \$6,067.48 currently obligated (purchases in process for two applications)
  - 1 application pending documentation for Purchase Order Processing to expend the remaining \$2,715

### **Continuing and Future Efforts**

- Employer Insight Training for Center Staff
- Industry Employer Panel Discussion to promote full utilization of worksite with Career Staff
- Recruiting for Coastal Bend Virtual Job Fairs and Job Postings
- City or Corpus Christi Hiring Event scheduled – April 5, 2022 (American Bank Center)
- SWBC Hiring Event scheduled – April 6, 2022 (Staples Center)
- BSU and NAAFCO Beeville to begin hiring process for several positions April 2022
- Educator Externship recruitment - 30 employers
- Summer Earn and Learn recruitment - 65 employers
- Apprenticeship Texas Expansion Grant – in planning discussions with Kiewit Offshore Services
- All Business Liaisons will partner with South Texas Vo-Tech as members of their Program Advisory Committee to share program graduation rates, specific curriculum changes that have impact on student success rate and employed graduates in the field
- Corpus Christi Medical Center Unveiled event planning beginning
- Corpus Christi Army Depot Business Services – JobsUSA center staff training to support jobseeker application process; public information sessions
- Texas Industry Partnership – Application in process for the Kingsville Chamber of Commerce

## INFORMATION ONLY

### VIII – 4a. Local Labor Market Information - Jobs & Employment Report

## BACKGROUND INFORMATION

### Jobs and Employment Report

The Corpus Christi Metropolitan Statistical Area (MSA) added nearly 2,000 jobs over the month as the unemployment rate fell from 6.3% in February 2022 to 5.3% in March of 2022. The unemployment rate for the Coastal Bend region fell from 6.5% to 5.4% over the month.

The *Leisure and Hospitality Industry Super Sector* continues to lead all industry sectors in job growth, adding 700 jobs over the month for the Corpus Christi MSA. Approximately 5,200 jobs have been added over the year across all industry sectors.

Job opportunities are at record high numbers with over 10,000 job openings now available in WorkInTexas.com. Employers have listed Customer Service Skills along with Interpersonal Skills as the top job skills needed for employment.

## BACKGROUND

Local Labor Market information for March 2022 is included on the following pages.

# Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data March 2022						Previous Monthly Data February 2022				Year Ago March 2021			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	164,409,000	158,458,000	5,952,000	3.6	-0.2	-2.4	163,991,000	157,722,000	6,270,000	3.8	160,631,000	150,940,000	9,691,000	6.0
Texas	State	14,414,591	13,779,772	634,819	4.4	-0.3	-2.0	14,373,632	13,698,584	675,048	4.7	14,137,958	13,233,703	904,225	6.4
Corpus Christi	MSA	204,497	193,591	10,906	5.3	-1.0	-2.6	204,562	191,637	12,925	6.3	204,036	187,897	16,139	7.9
Coastal Bend	WDA	259,108	245,036	14,072	5.4	-1.1	-2.8	258,936	242,232	16,704	6.5	259,257	237,952	21,305	8.2
Aransas	County	9,374	8,878	496	5.3	-1.1	-2.8	9,336	8,734	602	6.4	9,372	8,614	758	8.1
Bee	County	9,205	8,627	578	6.3	-1.3	-3.1	9,134	8,444	690	7.6	9,615	8,707	908	9.4
Brooks	County	2,530	2,368	162	6.4	-1.5	-3.9	2,551	2,350	201	7.9	2,502	2,244	258	10.3
Duval	County	5,541	5,240	301	5.4	-1.1	-3.9	5,553	5,194	359	6.5	5,452	4,943	509	9.3
Jim Wells	County	15,598	14,518	1,080	6.9	-1.3	-4.5	15,606	14,329	1,277	8.2	15,838	14,027	1,811	11.4
Kenedy	County	211	202	9	4.3	-1.2	-1.1	201	190	11	5.5	185	175	10	5.4
Kleberg	County	13,499	12,840	659	4.9	-1.0	-2.9	13,362	12,572	790	5.9	13,508	12,450	1,058	7.8
Live Oak	County	4,923	4,694	229	4.7	-0.8	-2.7	4,883	4,612	271	5.5	5,048	4,675	373	7.4
Nueces	County	165,319	156,971	8,348	5.0	-1.0	-2.6	165,388	155,460	9,928	6.0	164,960	152,365	12,595	7.6
Refugio	County	3,104	2,956	148	4.8	-1.0	-3.0	3,084	2,904	180	5.8	3,073	2,834	239	7.8
San Patricio	County	29,804	27,742	2,062	6.9	-1.1	-2.5	29,838	27,443	2,395	8.0	29,704	26,918	2,786	9.4

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

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

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

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

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

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

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

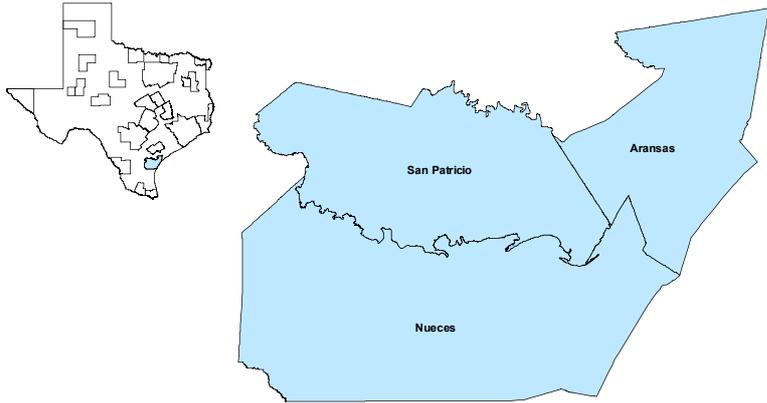
<b>Less than High School</b>	<b>\$15,437</b>	<b>Some College or Associates</b>	<b>\$28,739</b>	<b>Graduate or Professional</b>	<b>\$56,681</b>
<b>High School &amp; GED</b>	<b>\$26,818</b>	<b>Bachelor's</b>	<b>\$44,078</b>		

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

## Corpus Christi MSA

March 2022



MSA Labor Force Statistics				
	Mar-22	Feb-22	Mar-21	Yearly Change
Civilian Labor Force	204,497	204,562	204,036	461
Employed	193,591	191,637	187,897	5,694
Unemployed	10,906	12,925	16,139	-5,233
Unemployment Rate	5.3%	6.3%	7.9%	-2.6%

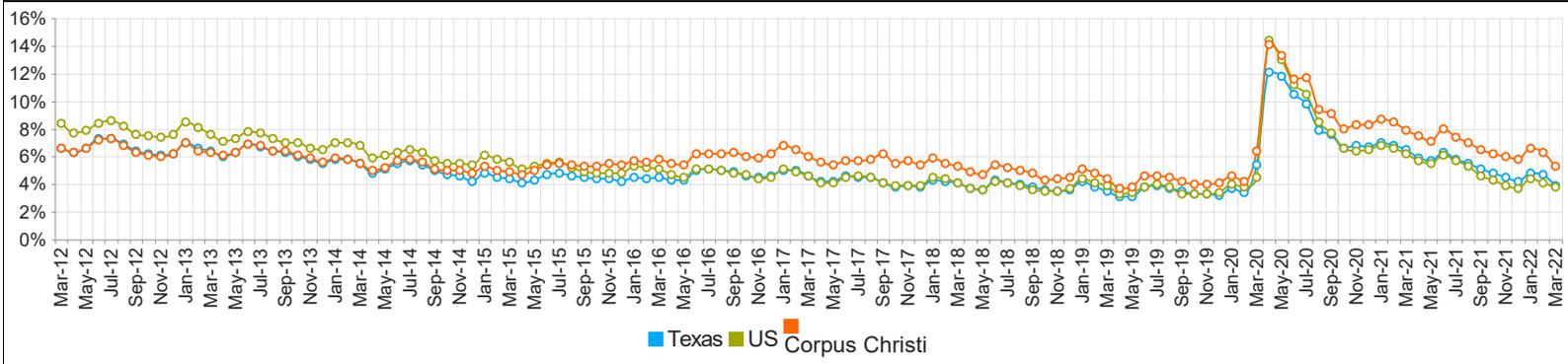
  

Texas Labor Force Statistics				
	Mar-22	Feb-22	Mar-21	Yearly Change
Civilian Labor Force	14,536,934	14,539,759	14,143,869	393,065
Employed	13,973,965	13,854,598	13,228,565	745,400
Unemployed	562,969	685,161	915,304	-352,335
Unemployment Rate	3.9%	4.7%	6.5%	-2.6%

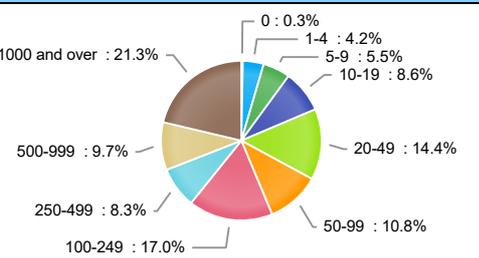
  

US Labor Force Statistics				
	Mar-22	Feb-22	Mar-21	Yearly Change
Civilian Labor Force	164,274,000	163,725,000	160,397,000	3,877,000
Employed	158,106,000	156,942,000	150,493,000	7,613,000
Unemployed	6,168,000	6,782,000	9,905,000	-3,737,000
Unemployment Rate	3.8%	4.1%	6.2%	-2.4%

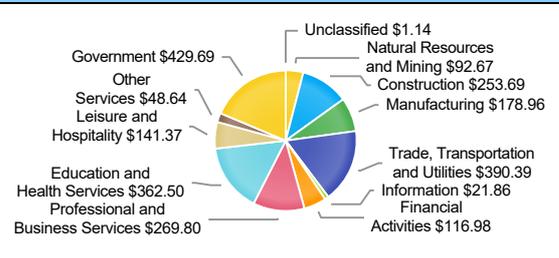
### Historical Unemployment Rates



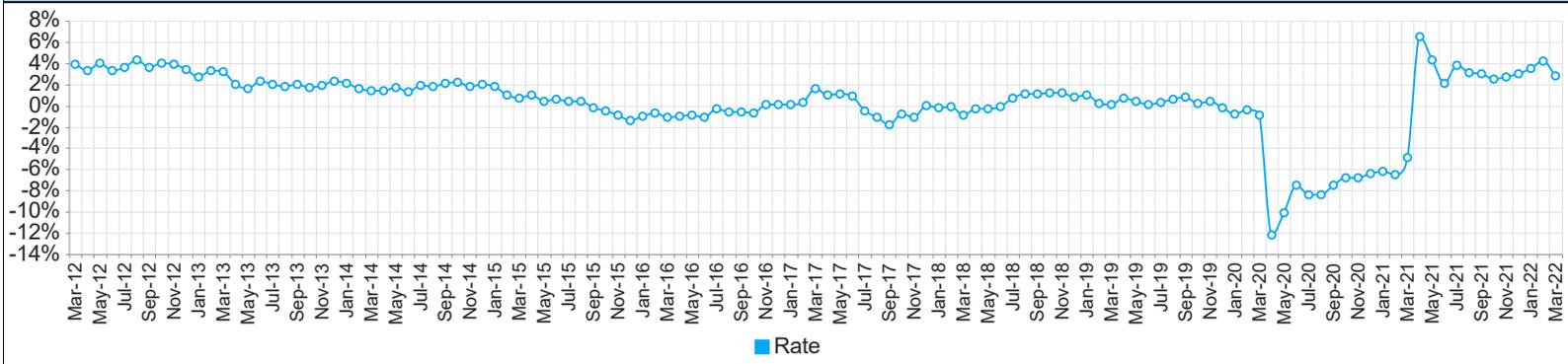
### Employment by Size Class (3rd Quarter 2021)



### Wages by Industry (in millions) (3rd Quarter 2021)



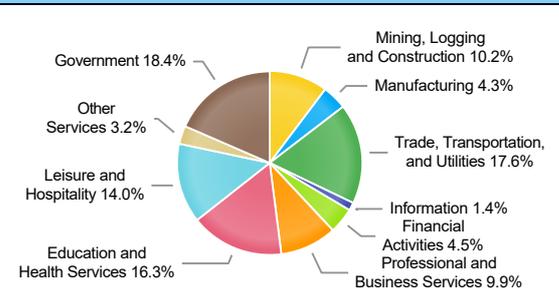
### Annual Growth Rate Total Non-agricultural employment



### Employment by Industry (March 2022)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	188,700	0.5%	2.8%
Mining, Logging and Construction	19,300	-1.5%	-3.0%
Manufacturing	8,100	0.0%	1.2%
Trade, Transportation, and Utilities	33,300	0.3%	2.1%
Information	2,700	0.0%	8.0%
Financial Activities	8,500	1.2%	3.7%
Professional and Business Services	18,700	1.6%	2.7%
Education and Health Services	30,700	-0.6%	1.0%
Leisure and Hospitality	26,500	2.7%	10.4%
Other Services	6,100	0.0%	7.0%
Government	34,800	0.6%	2.4%

### Employment by Industry (March 2022)



## Coastal Bend Workforce Development Area

March 2022



WDA Labor Force Statistics				
	Mar-22	Feb-22	Mar-21	Yearly Change
Civilian Labor Force	259,108	258,936	259,257	-149
Employed	245,036	242,232	237,952	7,084
Unemployed	14,072	16,704	21,305	-7,233
Unemployment Rate	5.4%	6.5%	8.2%	-2.8%

Texas Labor Force Statistics				
	Mar-22	Feb-22	Mar-21	Yearly Change
Civilian Labor Force	14,536,934	14,539,759	14,143,869	393,065
Employed	13,973,965	13,854,598	13,228,565	745,400
Unemployed	562,969	685,161	915,304	-352,335
Unemployment Rate	3.9%	4.7%	6.5%	-2.6%

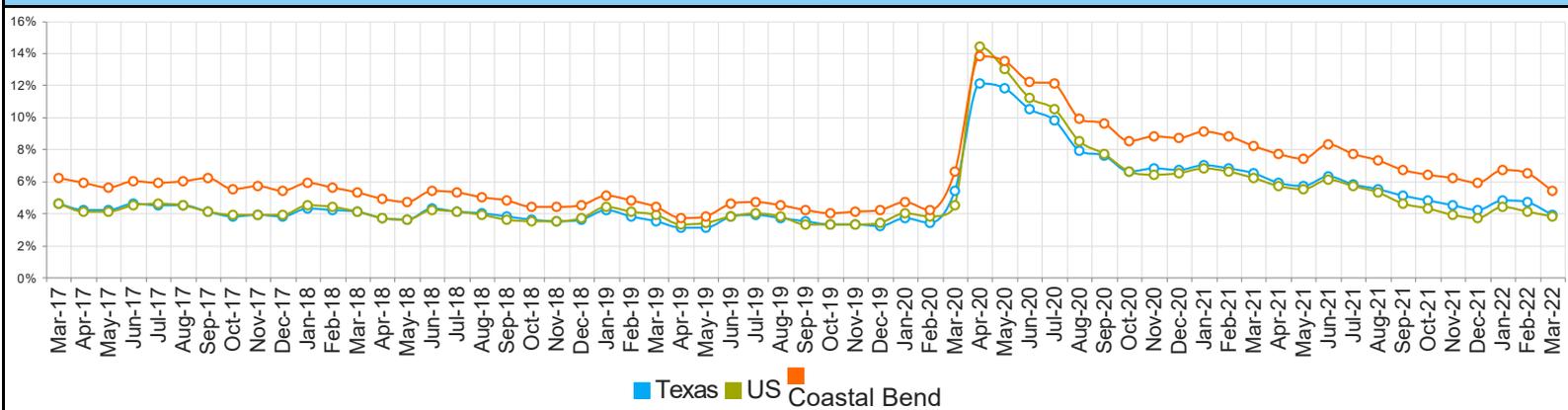
  

US Labor Force Statistics				
	Mar-22	Feb-22	Mar-21	Yearly Change
Civilian Labor Force	164,274,000	163,725,000	160,397,000	3,877,000
Employed	158,106,000	156,942,000	150,493,000	7,613,000
Unemployed	6,168,000	6,782,000	9,905,000	-3,737,000
Unemployment Rate	3.8%	4.1%	6.2%	-2.4%

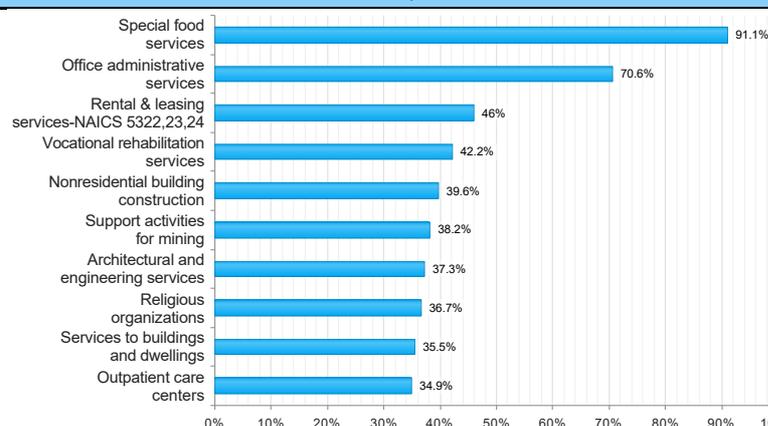
  

Continued Claims for the Week of the 12th				
	Mar-22	Feb-22	Mar-21	Yearly Change
WDA	2,129	2,115	4,887	-2,758
Texas	73,246	77,497	214,987	-141,741

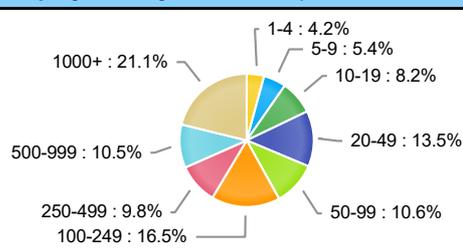
## Historical Unemployment Rates



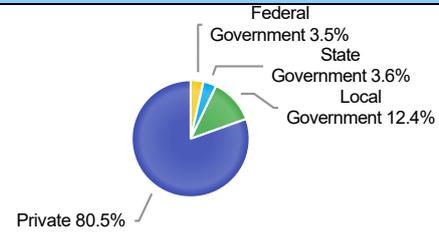
## Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



## Employment by Size Class (3rd Quarter 2021)



## Employment by Ownership (3rd Quarter 2021)



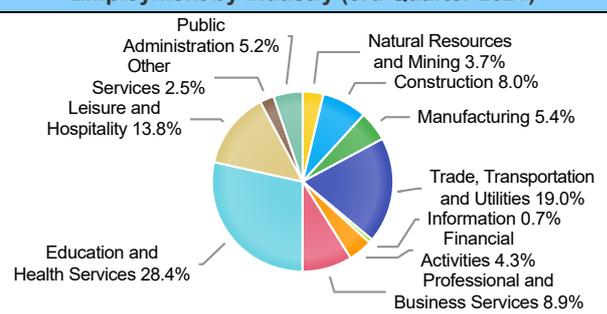
## Average Weekly Wage (3rd Quarter 2021)

	Q3 2021	Q2 2021	Q3 2020	Quarterly Change	Yearly Change
WDA	\$971	\$944	\$918	\$27	\$53
Texas	\$1,228	\$1,210	\$1,149	\$18	\$79
US	\$1,251	\$1,240	\$1,172	\$11	\$79

## Employment by Industry (3rd Quarter 2021, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	8,212	3.7%	7.8%	13.1%
Construction	17,902	8.0%	-1.7%	-3.5%
Manufacturing	12,207	5.4%	-0.4%	2.2%
Trade, Transportation and Utilities	42,677	19.0%	0.7%	3.3%
Information	1,659	0.7%	0.7%	2.3%
Financial Activities	9,535	4.3%	0.7%	1.8%
Professional and Business Services	19,999	8.9%	-0.5%	5.9%
Education and Health Services	63,620	28.4%	-1.3%	1.1%
Leisure and Hospitality	31,013	13.8%	0.9%	13.0%
Other Services	5,670	2.5%	2.2%	4.9%
Public Administration	11,550	5.2%	0.1%	-5.3%

## Employment by Industry (3rd Quarter 2021)



**INFORMATION ONLY**

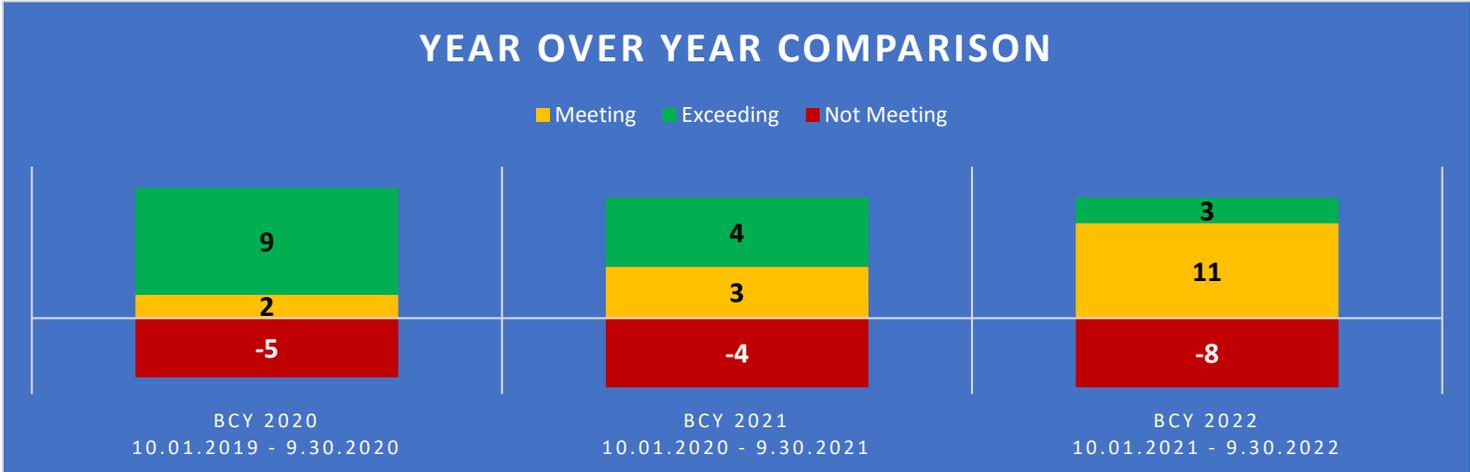
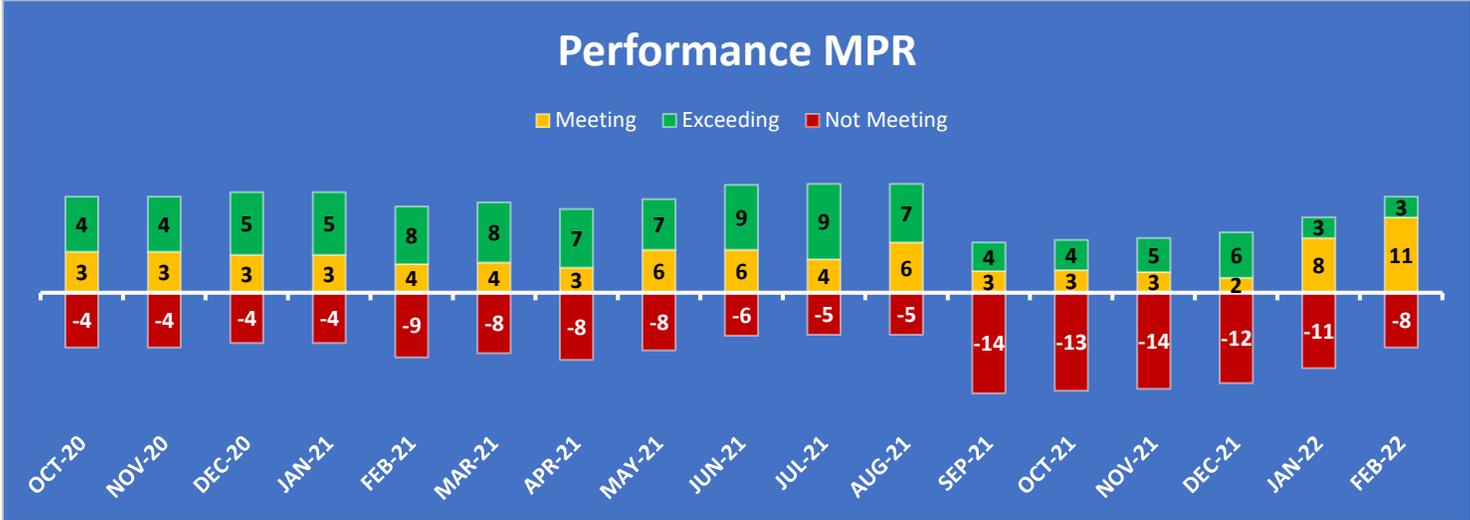
VIII – 5a. Performance Measure Update BCY 2021 - 2022

**BACKGROUND INFORMATION**

**Performance Measure Update (January 2022 Final Release)**

**Performance Synopsis  
Board Contract Year: 2022**

**BCY 2022 Timeframe:** October 1, 2021 – September 30, 2022



**Background**

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

Non-WIOA Measures	WIOA Measures
<b>+P</b> (Exceeding) – Meeting performance – Greater than 105%	<b>+P</b> (Exceeding) – Meeting performance – Greater than 110%
<b>MP</b> – Meeting performance – Greater than 97.5% and Equal to or Less than 105%	<b>MP</b> – Meeting performance – Greater than 95% and Equal to or Less than 110%
<b>MP – Meeting at Risk</b> – Equal to or Greater than 95% and Equal to or Less than 97%	<b>MP – Meeting at Risk</b> – Equal to or Greater than 90% and Equal to or Less than 95%
<b>-P</b> – Not meeting performance – Less than 95%	<b>-P</b> – Not meeting performance – Less than 90%

Explanation of Measures in Negative Performance for February 2022

Performance Measure	Current		YTD Current % Target	Current Performance	EOY % Goal
	Numerator	Denominator			
1. Employed Q4 Post Exit – Adult	85	146	85.03%	58.22%	68.30%
2. Employed Q4 Post Exit – DW	29	42	89.56%	69.05%	77.10%
3. Median Earnings Q2 Post Exit – DW	N/A	39	88.02%	\$6,337.50	\$7,200.00
4. Median Earnings Q2 Post Exit – Youth	N/A	25	79.32%	\$2,458.00	\$3,100.00
5. Measurable Skills Gains – Youth	10	60	73.25%	16.70%	22.80%
6. *Employed/Enrolled Q2 Post Exit – C&T Participants	3,509	6,136	90.35%	57.19%	63.30%
7. *Credential Rate – C&T Participants	37	66	79.97%	56.06%	70.10%
8. Choices Full Engagement Rate – All Family Total	13	61	41.54%	20.77%	50.00%

**Board Actions: Performance Improvement**

**February 1, 2022 – Present** - Board Staff continues to meet with C2GPS (C2) Management on a weekly basis through the Performance Improvement Action process for BCY. As of April 19th, the Board staff has held eleven (11) PIP Meetings with C2 Leadership. The agenda topics are focused on performance improvement, attainment, and sustainability, data integrity, new hire training in TWIST and WIT Systems.

**March 18, 2022** - Board Staff received a communication from TWC, informing us of a Technical Assistance Plan (TAP) process to work on strategies, policies, & procedures for performance improvement on the Choices Full Engagement Rate.

**March 29, 2022** - Board Staff met with C2 Management to discuss in detail the parameters of a TAP imposed by TWC. This process will elevate our coordinating activities with C2 Management.

**C2GPS (C2) Actions: Performance Improvement**

C2 continues to improve on individual measures on the TWC MPR reports. Improvement is noted in 3 measures from January to February MPR's: Credential Rate for Adult, Credential Rate for Dislocated Worker and Measurable Skills Gains for Adult. Projections based on TWC Web Reports, continuous improvement in performance will show positive rates once 3<sup>rd</sup> and 4<sup>th</sup> quarter data is included.

C2 has maintained bi-weekly calls with program staff. During these calls, we continue to discuss topics related to performance outcomes. On February 23 & March 24, technical assistance and training was provided to staff on Credential & Measurable Skills Gains data entry.

Career Counselor caseload report reviews are being conducted weekly to discuss individual cases. Through our internal exit process, we are able to validate all data entry is being entered accurately and timely prior to exit. It also allows us to see trends of exits that will impact future measures.

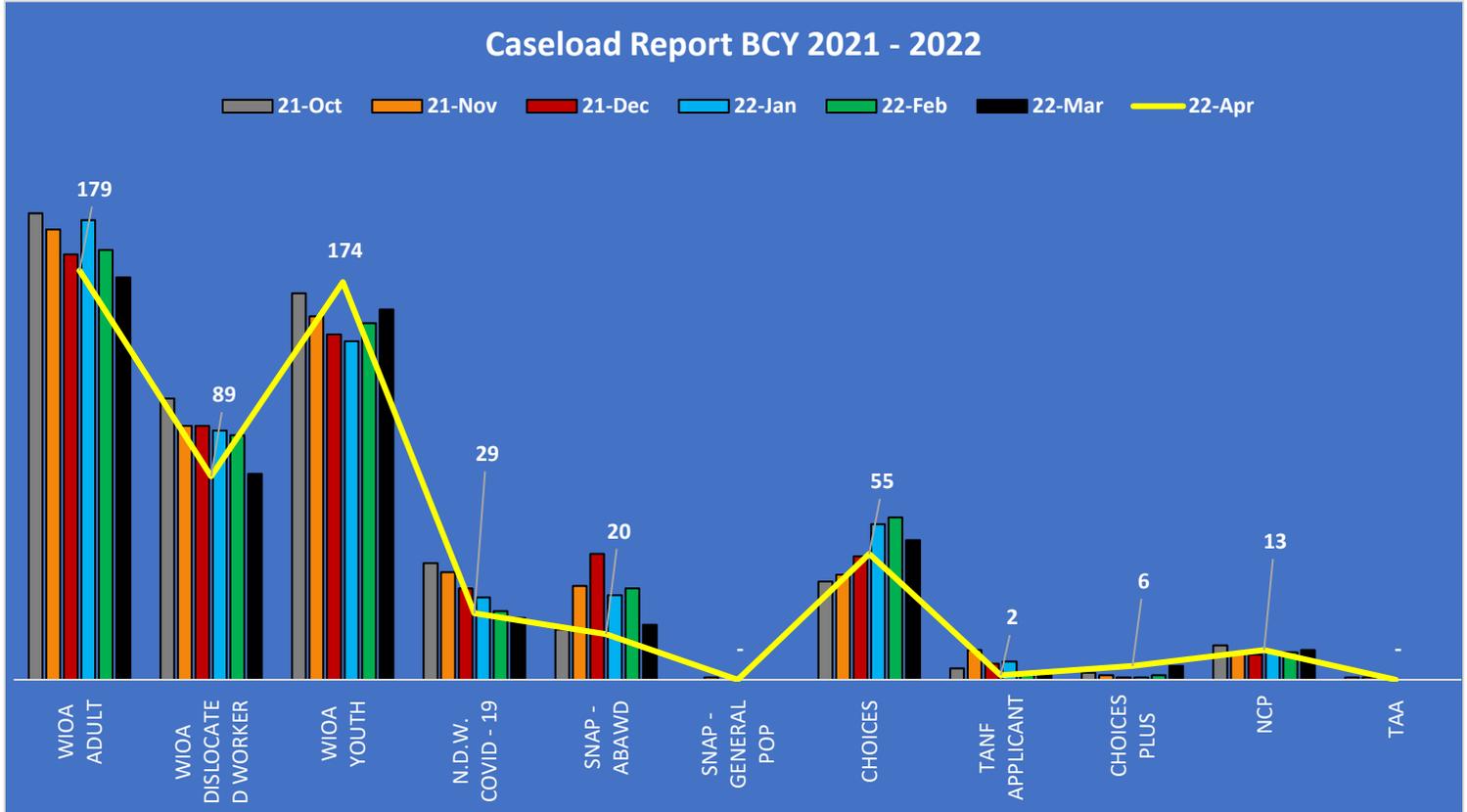
CHOICES Performance continues to trend up month over month since December. Staff continue working with CHOICES customers as they are placed in work activities such as Unsubsidized and Subsidized employment.

# INFORMATION ONLY

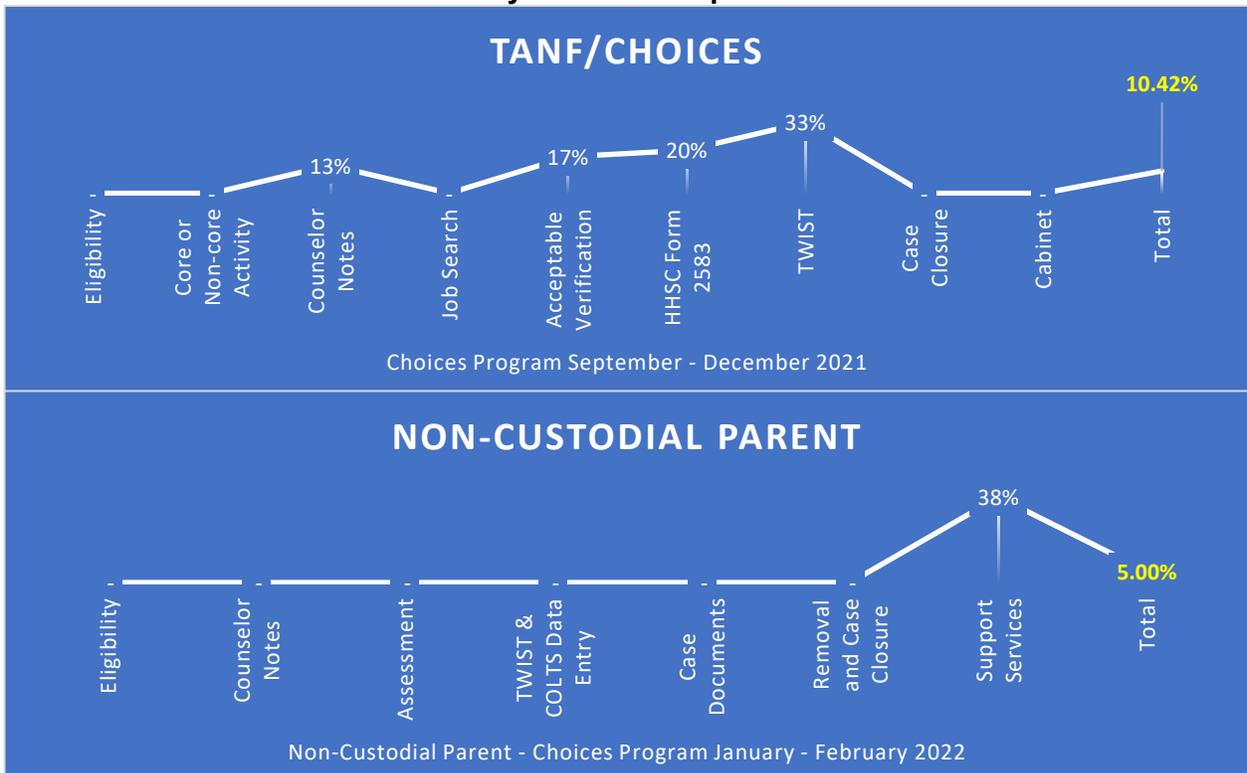
VIII – 5a. Performance Measure Update BCY 2021 – 2022 Continued

## BACKGROUND INFORMATION

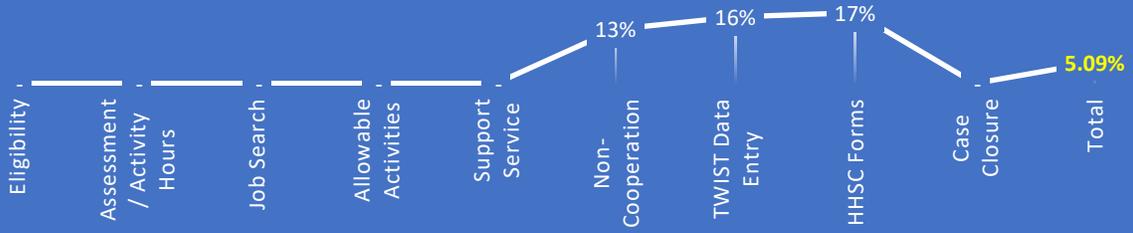
### Caseload Report Update



### Quality Assurance Update

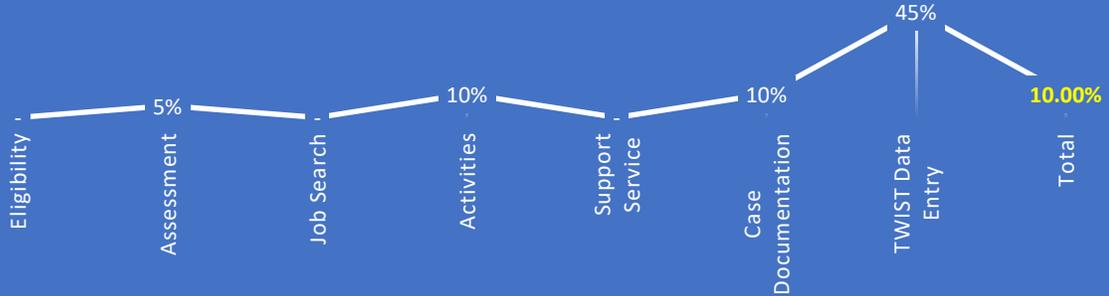


## SNAP E&T



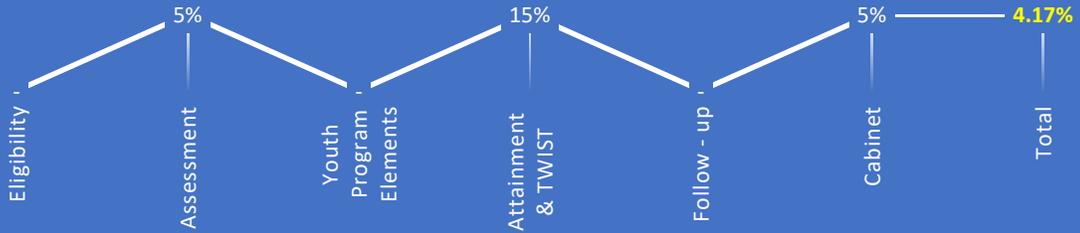
Supplement Nutrition Assistance Program Employment & Training February - March 2022

## WIOA ADULT - DISLOCATED WORKER



WIOA Adult - Dislocated Worker September - October 2021

## WIOA YOUTH PROGRAM



WIOA Youth March - April 2021

# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

**FINAL RELEASE**

As Originally Published 4/1/2022

**FEBRUARY 2022 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	88.30%	102.17%	109.62%	91.33%	75.04%	89.09%	90.06%	120.71%	113.98%	118.64%	97.43%	102.52%	131.72%	132.28%	177.19%
Borderplex	121.70%	108.77%	193.85%	108.60%	137.44%	102.04%	92.88%	140.18%	110.21%	105.24%	117.81%	116.29%	101.47%	94.00%	88.11%
Brazos Valley	115.64%	102.04%	102.64%	109.17%	121.61%	83.64%	69.60%	93.05%	123.00%	86.92%	86.52%	69.35%	258.11%	n/a	250.00%
Cameron	106.60%	110.14%	126.78%	116.93%	93.96%	106.07%	106.81%	150.08%	119.47%	124.33%	107.53%	121.86%	145.45%	207.21%	211.49%
Capital Area	56.06%	106.08%	203.92%	86.34%	92.30%	96.82%	120.89%	139.07%	104.70%	104.33%	110.00%	97.97%	87.19%	120.00%	88.80%
Central Texas	103.36%	85.03%	176.87%	104.47%	86.71%	85.50%	79.17%	123.55%	75.48%	92.75%	73.91%	116.14%	98.09%	80.00%	111.20%
Coastal Bend	94.36%	85.24%	133.47%	94.50%	96.37%	106.71%	89.56%	88.02%	103.86%	120.36%	101.85%	101.71%	79.32%	98.25%	73.25%
Concho Valley	113.87%	94.72%	130.32%	85.02%	119.50%	103.60%	122.10%	203.60%	85.71%	102.00%	130.21%	78.99%	172.69%	234.04%	219.30%
Dallas	83.29%	79.90%	105.56%	113.01%	110.96%	79.76%	92.96%	104.03%	120.00%	124.83%	95.93%	103.34%	149.06%	104.63%	93.24%
Deep East	106.33%	93.40%	104.19%	123.19%	101.51%	104.65%	77.88%	177.34%	116.28%	84.74%	94.28%	107.88%	69.17%	148.15%	185.19%
East Texas	92.59%	104.12%	118.72%	108.84%	101.21%	94.76%	96.65%	166.70%	86.51%	106.81%	94.40%	99.62%	157.74%	210.53%	225.88%
Golden Crescent	112.09%	89.41%	139.33%	104.02%	98.96%	93.69%	88.16%	168.05%	102.00%	157.50%	52.08%	110.96%	75.68%	32.00%	33.40%
Gulf Coast	92.13%	86.74%	122.77%	93.88%	112.24%	94.60%	91.08%	122.18%	78.86%	120.89%	99.43%	101.45%	129.97%	160.41%	161.90%
Heart of Texas	119.83%	93.13%	228.23%	114.27%	153.83%	108.84%	73.08%	172.91%	114.29%	119.11%	133.19%	92.94%	111.43%	54.78%	0.00%
Lower Rio	111.32%	97.32%	97.83%	103.02%	100.00%	85.52%	123.00%	138.16%	117.23%	113.34%	91.62%	93.58%	131.94%	167.02%	210.53%
Middle Rio	118.84%	94.61%	97.03%	78.75%	92.32%	116.55%	121.80%	278.07%	142.86%	119.11%	86.81%	94.79%	115.25%	206.27%	309.92%
North Central	83.32%	81.00%	100.86%	104.59%	92.93%	91.89%	76.86%	110.95%	108.71%	70.70%	102.59%	95.73%	127.31%	133.79%	146.86%
North East	115.16%	100.94%	153.86%	91.90%	112.54%	115.68%	94.61%	109.50%	95.29%	156.61%	113.93%	115.27%	166.35%	155.65%	83.70%
North Texas	101.67%	130.38%	154.01%	60.46%	96.98%	103.60%	0.00%	150.01%	142.86%	146.07%	138.89%	142.86%	375.45%	162.07%	0.00%
Panhandle	96.54%	112.81%	156.66%	116.78%	101.14%	104.40%	81.21%	140.15%	114.29%	114.29%	104.17%	130.03%	199.92%	142.24%	109.20%
Permian Basin	109.65%	107.00%	134.99%	103.98%	92.93%	96.57%	77.88%	187.48%	101.49%	99.85%	100.16%	79.25%	107.73%	58.60%	171.49%
Rural Capital	108.56%	101.72%	172.06%	117.78%	78.40%	98.66%	82.26%	132.71%	87.89%	84.71%	89.09%	103.13%	176.77%	131.36%	132.00%
South Plains	123.19%	95.61%	105.01%	93.21%	101.06%	116.55%	121.80%	145.93%	114.29%	119.00%	130.21%	106.69%	103.78%	133.28%	80.00%
South Texas	131.20%	94.82%	82.99%	120.92%	97.43%	124.07%	133.51%	108.81%	114.29%	107.14%	104.17%	109.81%	195.32%	162.07%	118.02%
Southeast	65.95%	102.32%	116.20%	126.61%	122.37%	81.63%	129.20%	105.90%	57.14%	102.00%	87.59%	94.54%	90.31%	189.12%	202.63%
Tarrant	93.47%	95.65%	133.89%	102.48%	99.31%	95.74%	104.36%	121.77%	97.64%	112.62%	110.77%	96.98%	119.91%	239.86%	136.24%
Texoma	100.55%	119.04%	171.28%	107.05%	73.70%	97.12%	121.80%	105.36%	114.29%	59.57%	116.91%	97.09%	180.64%	96.00%	100.00%
West Central	130.72%	100.66%	156.08%	133.79%	100.57%	110.72%	106.58%	157.59%	114.29%	123.86%	127.17%	93.77%	53.84%	140.35%	350.88%
<b>+P</b>	11	4	19	9	8	5	8	21	15	15	9	7	18	19	17
<b>MP</b>	12	18	8	15	16	17	9	6	7	8	13	18	5	4	3
<b>-P</b>	5	6	1	4	4	6	11	1	6	5	6	3	5	4	8
<b>% MP &amp; +P</b>	82%	79%	96%	86%	86%	79%	61%	96%	79%	82%	79%	89%	82%	85%	71%
From	7/20	1/20	7/20	1/20	7/21	7/20	1/20	7/20	1/20	7/21	7/20	1/20	7/20	1/20	7/21
To	12/20	6/20	12/20	6/20	2/22	12/20	6/20	12/20	6/20	2/22	12/20	6/20	12/20	6/20	2/22

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	Choices Full Engagement Rate	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	91.72%	104.15%	63.40%	103.30%	106.60%	82.58%	106.26%	8	8	6	73%
Borderplex	97.25%	102.87%	103.17%	100.61%	96.22%	69.68%	76.60%	7	12	3	86%
Brazos Valley	97.44%	104.15%	114.12%	105.99%	96.03%	105.22%	104.10%	8	8	5	76%
Cameron	94.03%	95.04%	121.47%	104.09%	102.25%	56.94%	104.34%	11	9	2	91%
Capital Area	81.26%	105.53%	95.65%	104.37%	100.05%	45.04%	103.06%	5	11	6	73%
Central Texas	92.76%	102.24%	112.84%	102.81%	108.21%	79.96%	85.68%	6	6	10	55%
Coastal Bend	90.35%	102.11%	79.97%	103.90%	106.44%	41.54%	100.92%	3	11	8	64%
Concho Valley	97.88%	105.18%	85.59%	120.14%	108.47%	116.28%	101.63%	13	5	4	82%
Dallas	91.74%	101.82%	114.02%	102.35%	111.09%	76.20%	106.25%	8	9	5	77%
Deep East	95.40%	99.35%	114.12%	103.07%	97.26%	71.04%	96.17%	6	12	4	82%
East Texas	86.95%	97.94%	97.00%	109.22%	107.14%	58.80%	84.00%	7	11	4	82%
Golden Crescent	102.51%	106.58%	106.99%	103.46%	101.75%	44.30%	96.48%	7	8	7	68%
Gulf Coast	88.09%	99.98%	85.68%	99.82%	75.45%	53.30%	109.71%	8	8	6	73%
Heart of Texas	99.87%	107.99%	80.63%	110.24%	107.64%	43.90%	96.14%	12	5	5	77%
Lower Rio	91.93%	93.26%	105.61%	105.24%	108.86%	80.12%	115.43%	12	6	4	82%
Middle Rio	89.56%	83.53%	93.47%	93.38%	102.59%	66.06%	113.28%	10	5	7	68%
North Central	90.79%	103.61%	99.77%	101.27%	107.52%	55.80%	76.46%	5	10	7	68%
North East	97.73%	101.77%	108.00%	98.88%	99.90%	45.96%	92.57%	10	9	3	86%
North Texas	104.72%	109.43%	123.20%	108.47%	109.07%	42.54%	112.89%	14	4	4	82%
Panhandle	95.59%	105.91%	128.90%	118.27%	113.73%	105.98%	100.31%	14	7	1	95%
Permian Basin	92.67%	100.60%	97.42%	101.16%	107.53%	29.00%	93.00%	4	12	6	73%
Rural Capital	88.74%	109.37%	116.72%	104.51%	100.64%	30.74%	94.30%	8	6	8	64%
South Plains	96.35%	103.07%	102.28%	122.56%	93.38%	49.34%	97.31%	9	10	3	86%
South Texas	93.67%	92.41%	142.65%	100.10%	108.03%	102.34%	120.55%	11	8	3	86%
Southeast	92.46%	100.83%	97.26%	108.10%	99.84%	72.38%	101.58%	7	9	6	73%
Tarrant	91.52%	104.49%	102.30%	103.07%	106.00%	44.70%	82.64%	8	11	3	86%
Texoma	97.16%	110.02%	118.87%	100.27%	101.96%	50.56%	103.02%	8	11	3	86%
West Central	91.93%	100.80%	123.64%	105.96%	102.05%	67.34%	102.73%	12	7	3	86%
+P	0	8	14	10	14	3	7	241			
MP	11	17	8	17	12	1	13	238			
-P	17	3	6	1	2	24	8	136			
% MP & +P	39%	89%	79%	96%	93%	14%	71%	78%			
From	7/20	1/20	1/20	7/21	10/21	10/21	10/21	From			
To	12/20	6/20	6/20	11/21	2/22	2/22	2/22	To			

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

**FINAL RELEASE**

Year-to-Date Performance Periods\*

As Originally Published 4/1/2022

BOARD NAME: **COASTAL BEND**

**FEBRUARY 2022 REPORT**

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP									
Contracted Measures		11	11	8	63.64%									
Measure	Status	Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR1	QTR2	QTR3	QTR4	From	To

## WIOA Outcome Measures

DOL-C	Employed Q2 Post Exit -Adult MOU	MP	94.36%	72.70%	72.70%	68.60%	69.25%	86.73%	59 86	65.91%	71.43%			7/20	12/20
DOL-C	Employed Q4 Post Exit -Adult IDOL	-P	85.24%	68.30%	68.30%	58.22%	73.35%	79.53%	85 146	56.00%	60.56%			1/20	6/20
DOL-C	Median Earnings Q2 Post Exit -Adult IDOL	+P	133.47%	\$5,000.00	\$5,000.00	\$6,673.63	\$6,116.33	\$11,230.06	n/a 56	\$4,858.95	\$9,034.08			7/20	12/20
DOL-C	Credential Rate - Adult IDOU	MP	94.50%	65.40%	65.40%	61.80%	60.90%	52.00%	21 34	61.50%	61.90%			1/20	6/20
DOL-C	Measurable Skills Gains • Adult IDOU	MP	96.37%	52.30%	52.30%	50.40%	45.70%	45.00%	70 139	---	---	---	---	7/21	2/22
DOL-C	Employed Q2 Post Exit - DW MOU	MP	106.71%	73.50%	73.50%	78.43%	75.89%	77.30%	40 51	88.89%	72.73%			7/20	12/20
DOL-C	Employed Q4 Post Exit - DW IDOL	.p	89.56%	77.10%	77.10%	69.05%	69.35%	80.10%	29 42	68.97%	69.23%			1/20	6/20
DOL-C	Median Earnings Q2 Post Exit - DW IDOU	-P	88.02%	\$7,200.00	\$7,200.00	\$6,337.50	\$8,224.47	\$7,745.68	n/a 39	\$6,053.92	\$7,558.46			7/20	12/20
DOL-C	Credential Rate - DW IDOU	MP	103.86%	70.00%	70.00%	72.70%	60.70%	60.70%	8 11	85.70%	50.00%			1/20	6/20
DOL-C	Measurable Skills Gains • OW IDOU	+P	120.36%	56.00%	56.00%	67.40%	58.70%	42.60%	60 89	---	---	---	---	7/21	2/22
DOL-C	Employed/Enrolled Q2 Post Exit - Youth IDOL	MP	101.85%	68.50%	68.50%	69.77%	64.20%	72.49%	30 43	70.83%	68.42%			7/20	12/20
DOL-C	Employed/Enrolled Q4 Post Exit - Youth IDOU	MP	101.71%	63.30%	63.30%	64.38%	68.44%	68.09%	47 73	64.44%	64.29%			1/20	6/20
DOL-C	Median Earnings Q2 Post Exit - Youth IDOU	.p	79.32%	\$3,100.00	\$3,100.00	\$2,458.98	\$2,979.38	\$3,390.40	n/a 27	\$2,197.00	\$3,590.02			7/20	12/20
DOL-C	Credential Rate - Youth IDOU	MP	98.25%	28.50%	28.50%	28.00%	30.50%	29.00%	7 25	18.80%	44.40%			1/20	6/20
DOL-C	Measurable Skills Gains • Youth IDOU	-P	73.25%	22.80%	22.80%	16.70%	34.70%	27.40%	10 60	---	---	---	---	7/21	2/22
BB-K	Employed/Enrolled Q2 Post Exit - C&T Participants	-P	90.35%	63.30%	63.30%	57.19%	56.53%	70.73%	3,509 6,136	58.11%	56.57%			7/20	12/20
BB-K	Employed/Enrolled Q2-Q4 Post Exit - C&T Participants	MP	102.11%	80.25%	80.25%	81.94%	78.29%	84.76%	2,700 3,295	80.39%	83.89%			1/20	6/20
BB-K	Credential Rate - C&T Participants	.p	79.97%	70.10%	70.10%	56.06%	50.00%	48.39%	37 66	54.84%	57.14%			1/20	6/20

1. Because of the nature of this measure (the lack of lag between going into the denominator and when it would be reasonable to achieve a gain), this data is often not meaningful until the last few months the Program Year.

## Reemployment and Employer Engagement Measures

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

**FINAL RELEASE**

Year-to-Date Performance Periods\*

As Originally Published 4/1/2022

BOARD NAME: **COASTAL BEND**

**FEBRUARY 2022 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	QTR2	QTR 3	QTR 4	From	To
Notes																

## Reemployment and Employer Engagement Measures

-TWC	Claimant Reemployment within 10 Weeks	MP	103.90%	59.69%	59.69%	62.02%	60.46%	60.52%	2,051	3,307	65.28%	54.46%			7/21	11/21
-TWC	# of Employers Receiving Workforce Assistance	+P	106.44%	2,128	3,268	2,265	3,032	2,597	--	--	1,993	1,490			10/21	2/22

## Program Participation Measures

-TWC	Choices Full Engagement Rate - All Family Total	-P	41.54%	50.00%	50.00%	20.77%	2.45%	29.48%	13	61	13.86%	31.14%			10/21	2/22
TWC	Avg# Children Served Per Day - Combined	MP	100.92%	2,619	2,619	2,643	2,570	2,960	282,801	107	2,706	2,542			10/21	2/22
-	# of SIR Children Served	--	--	--	--	253	n/a	n/a	--	--	--	--	--	--	8/21	2/22

2. The Service Industry Recovery Child Care Program (SIR) is a medium term, COVID-19 recovery-related child care program to serve the children of Service Industry Workers who might not normally qualify for subsidized child care. The program seeks to enroll nearly SSK eligible children in care by March of 2022 and each enrolled child will be eligible for up to 12 months of care.

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**

VIII – 6. Facilities Updates

## **BACKGROUND INFORMATION**

Board Professionals will provide update on:

- Facilities: Progress of New Career Center in Corpus Christi.
- New Program Year: Rural Centers Lease Updates and partnerships

## Glossary of Terms

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