



# Board of Directors Meeting

**May 19, 2022**

**3:00 pm**

**Staples Career Center  
520 N. Staples Street, Conference Room #1  
Corpus Christi, TX**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/81322067458?pwd=Ump2dmFwKzZ2b3h3QTR1SVBxMW11UT09>

**Toll-Free Call In**

888 475 4499 US Toll-free

**Meeting ID: 813 2206 7458**

**Passcode: 553329**

[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.



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## Board of Directors Meeting

Staples Career Center – 520 N. Staples Street – Conference Room #1  
Corpus Christi, Texas

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**Thursday, May 19, 2022 – 3:00 pm**

## AGENDA

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Page

- I. Call to Order: *Gloria Perez, Chair*
- II. TOMA Rules: *Janet Neely*
- III. Roll Call: *Jesse Gatewood, Secretary*.....4
- 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. **Board Comments**
- VII. **Discussion and Possible Action on Minutes of the February 24, 2022 Board of Directors Meeting**.5-13
- VIII. **Chair’s Report:** *Gloria Perez*
- IX. **President/CEO’s Report:** *Ken Trevino*
  - Business Development, Public Relations and Organizational Update

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<b>X. Committee Reports</b>	
* Child Care Services	Marcia Keener, Chair.....14-15
* Public Relations	C. Michelle Unda, Chair.....16
* Workforce Services	Manny Salazar, Chair.....17-18
* Ad Hoc Youth	Liza Wisner, Chair.....19-20
<b>XI. Discussion and Possible Action to Approve the Draft External Audit Report: ABIP/Shileen Lee...</b>	<b>21-55</b>
<i>(Reviewed and Approved for recommendation by Executive/Finance Committee on May 12, 2022)</i>	
<b>XII. Discussion and Possible Action on Purchases over \$50k for New Facility Buildout: Shileen Lee.</b>	<b>56-57</b>
<i>(Reviewed and Approved for recommendation by Executive/Finance Committee on May 12, 2022)</i>	
<b>XIII. Discussion and Possible Action to Approve FY 2022 Budget Amendment #3: Shileen Lee.....</b>	<b>58-61</b>
<i>(Reviewed and Approved for recommendation by Executive/Finance Committee on May 12, 2022)</i>	
<b>XIV. Consent Agenda Action Items: (a note on Consent Agenda items is included at the end of this agenda):</b>	
1. 4.1.104.07 – Individual Training Account (ITA) Policy.....	62-72
<i>(Recommended for approval at the May 5, 2022 Workforce Services Committee)</i>	
2. 4.0.103.05 – Case Management Policy.....	73-78
<i>(Recommended for approval at the May 5, 2022 Workforce Services Committee)</i>	
3. 4.0.115.08 – Program Non-Compliance Policy.....	79-84
<i>(Recommended for approval at the May 5, 2022 Workforce Services Committee)</i>	
4. 2022-2023 Target Occupation List Revision #1.....	85-86
<i>(Recommended for approval at the May 5, 2022 Workforce Services Committee)</i>	
5. Discussion and Possible Action to Approve the President/CEO's Execution of a Contract for General Contractor Services – Mission Plaza Phase I.....	87
<i>(Recommended for approval at the May 12, 2022 Executive/Finance Committee)</i>	
6. Discussion and Possible Action to Authorize the President/CEO to Execute a Contract for IT Professional Services.....	88
<i>(Recommended for approval at the May 12, 2022 Executive/Finance Committee)</i>	
7. Discussion and Possible Action to Authorize the President/CEO to Execute the Options for Renewal of Contracts for Fiscal Year 2022-23.....	89-90
<i>(Recommended for approval at the May 12, 2022 Executive/Finance Committee)</i>	
<b>XV. Information Only:</b>	
1. Financial Report as of 03/31/2022: Shileen Lee.....	91-96
2. Facilities Update: Amy Villarreal.....	97
3. Update on Procurements and Contracts: Esther Velazquez.....	98-108
4. Performance Measure Update: Amy Villarreal.....	109-116
<b>XVI. Adjournment</b>	

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**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, 520 N. Staples Street, 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 Solutions Board of Directors

## Roll Call Roster

May 19, 2022

(16 = Quorum)

- \_\_\_\_\_ Gloria Perez, **Chair**; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Barrera, Alma; Public Assistance – City of Corpus Christi
- \_\_\_\_\_ Bowen, Sandra Julia; Private Sector – Jim Wells County
- \_\_\_\_\_ Cantu, Arnoldo; Private Sector – Duval County
- \_\_\_\_\_ Chavez, Andrea; Public Employment Service – TWC/City of Corpus Christi
- \_\_\_\_\_ Collin, Rosie; Private Sector – City of Corpus Christi
- \_\_\_\_\_ De Los Santos II, Raynaldo, **Vice Chair**; Private Sector – Refugio County
- \_\_\_\_\_ Denson, Kiwana; Post-Secondary Education – City of Corpus Christi
- \_\_\_\_\_ Evans, Eric; Private Sector – Aransas County
- \_\_\_\_\_ Florence, Tracy; CBO – Bee County
- \_\_\_\_\_ Flower, Michelle; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Gatewood, Jesse, **Secretary**; Organized Labor – Nueces County
- \_\_\_\_\_ Giesler, Randy; Private Sector – Live Oak County
- \_\_\_\_\_ Gleason, Mary; Literacy Council – City of Corpus Christi
- \_\_\_\_\_ Gonzalez, Jr., Victor M., **Past Chair**; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Hoggard, Justin; Adult Basic and Continuing Education – Bee County
- \_\_\_\_\_ Hunter, Ofelia; CBO/OL – Jim Wells County
- \_\_\_\_\_ Keener, Marcia; CBO – San Patricio County
- \_\_\_\_\_ Lopez, Omar; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Lozano, Michelle; Private Sector – Nueces County
- \_\_\_\_\_ Nelson, Travis; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Owen, John W., **Treasurer**; Vocational Rehabilitation Agency – City of Corpus Christi
- \_\_\_\_\_ Ramirez, Carlos; Private Sector – Kleberg County
- \_\_\_\_\_ Salazar, Manny; CBO – Kleberg County
- \_\_\_\_\_ Sample, Edward, **Parliamentarian**; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Soliz-Garcia, Velma; – Education Agency – San Patricio County
- \_\_\_\_\_ Temple, Susan; Private Sector – San Patricio County
- \_\_\_\_\_ Unda, C. Michelle; Private Sector – City of Corpus Christi
- \_\_\_\_\_ Vasey, Iain; Economic Development – City of Corpus Christi
- \_\_\_\_\_ Wilson, Catrina; CBO – City of Corpus Christi
- \_\_\_\_\_ Wisner, Liza; Private Sector – City of Corpus Christi

\_\_\_\_\_  
Signed

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

## MINUTES

### **Workforce Solutions of the Coastal Bend – Board of Directors Meeting Staples Career Center – 520 N. Staples Street – Conference Room #1 Corpus Christi, Texas**

#### **Join Zoom Meeting**

<https://us02web.zoom.us/j/88455636234?pwd=NkE1cHlVUFlaNi8xemY1a202MjVKQT09>

#### **Toll-Free Call In**

**888 475 4499 US Toll-free**

**Meeting ID: 884 5563 6234**

**Passcode: 060775**

**February 24, 2022 - 3:00 pm**

#### **Board Members**

##### **Present**

Gloria Perez, Chair; private sector – City of CC  
Alma Barrera; public assistance – City of CC  
Sandra Julia Bowen; private sector – Jim Wells County  
Andrea Chavez; public employment serv – City of CC  
Ray De Los Santos; private sector – Refugio County  
Tracy Florence; CBO – Bee County  
Michelle Flower; private sector – City of Corpus Christi  
Jesse Gatewood; organized labor – Nueces County  
Mary Gleason; literacy council – City of CC  
Victor M. Gonzalez, Jr., Past Chair; ps – City of CC  
Justin Hoggard; adult basic & cont. ed – Bee County

Ofelia Hunter; CBO/OL – Jim Wells County  
Marcia Keener, Secretary; CBO – San Patricio County  
Omar Lopez; private sector – City of CC  
John Owen, Vice Chair; vocational rehab. – City of CC  
Carlos Ramirez; private sector – Kleberg County  
Manny Salazar; CBO – Kleberg County  
Edward Sample; ps & vet rep. – City of CC  
C. Michelle Unda; private sector – City of CC  
Iain Vasey; economic development – City of CC  
Catrina Wilson; CBO – City of CC  
Liza Wisner; private sector – City of CC

##### **Absent**

Arnoldo Cantu; private sector – Duval County  
Rosie Collin; private sector – Nueces County  
Kiwana Denson; post-secondary ed – City of CC  
Eric Evans; private sector – Aransas County  
Randy Giesler; private sector - Live Oak County

Michelle Lozano; private sector – Nueces County  
Travis Nelson; private sector – City of CC  
Velma Soliz-Garcia, Treasurer; edu – San Patricio Cnty  
Susan Temple; private sector – San Patricio County

##### **Vacancies**

Private Sector - Kenedy County

Public Employment Service – City of CC

##### **Others Present**

Ken Trevino, WS President/CEO  
Amy Villarreal, WS Chief Operating Officer  
Shileen Lee, WS Chief Financial Officer  
Janet Neely, WS Executive Assistant  
Esther Velazquez, WS Procurement & Contracts Spec.  
Larry Peterson, WS Internal Auditor EO/504 Coordinator  
Alba Silvas, WS Director of Programs & Planning  
Catherine Cole, WS Contract Manager  
Allyson Riojas, WS Contract Manager  
Norma Ochoa, WS Education Liaison  
Luis Rodriguez, WS Career & Ed. Outreach Specialist  
Samantha Smolik, WS Career & Ed. Outreach Specialist

Xena Mercado, WS Communications Manager  
Rufino Martinez, WS Outreach Analyst  
Artug Altug, WS Design & Digital Content Specialist  
Serafin Leal, WS Network Administrator  
Ruben Gonzalez, WS IT Assistant  
Chakib Chehadi, C2GPS, LLC  
Geri Escobar, C2GPS, LLC  
Robert Reyna, C2GPS, LLC  
Angelina Garcia, C2GPS, LLC  
Karen Casey, Texas Veterans Commission  
Neil Hanson, BakerRipley  
Kenia Dimas, BakerRipley

#### **I. Call to Order**

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

Ms. Perez thanked everyone for attending the Board of Directors 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 noted that due to the new TOMA rules we do have a laptop setup here at 520 N. Staples Street and it is listed on the zoom call as Public. The laptop is available and open to the public.

**V. Board Comments**

Dr. Gleason thanked Workforce Solutions Coastal Bend for the 2021 Annual Reports she received and expressed how excited she was to receive them.

**VI. Discussion and Possible Action on Minutes of the December 9, 2021 Board of Directors Meeting**

Mr. Gonzalez, Jr. moved to approve the minutes of the December 9, 2021 Board of Directors meeting. The motion was seconded by Mr. De Los Santos II and passed.

**VII. Chairman's Report**

*Committee Chair & Vice-Chair Appointments*

Ms. Perez worked with Vice Chair, Raynaldo De Los Santos II to solidify all Committee Chair and Vice Chair appointments.

Ms. Perez thanked Mr. De Los Santos II for collaborating with her on the Committee Chair and Vice Chair appointments.

Ms. Perez thanked Ms. Keener, Ms. Unda, Mr. Salazar and Ms. Wisner for agreeing to Chair the Committee they were assigned to.

*Workforce Solutions Coastal Bend Committee Meetings – February 8-17*

Ms. Perez attended the Workforce Solutions Coastal Bend Committee Meetings except for one. You will hear those reports later in the meeting. They were all outstanding and I would like to express my gratitude to everyone in attendance.

*Workforce Solutions Coastal Bend Annual Report 2021*

Ms. Perez mentioned the 2021 Workforce Solutions Coastal Bend Annual Reports have been emailed and hard copies mailed out to our Board of Directors, business partners and community leaders.

*Meeting with Mr. Trevino*

Ms. Perez mentioned she met with President/CEO, Mr. Trevino to obtain weekly briefings.

Ms. Perez congratulated Mr. Trevino on being elected in January to the Workforce Development Council Board of Trustees which is part of the U.S. Conference of Mayors. Mr. Trevino has been involved with the U.S. Conference of Mayors for 10 years. When Mr. Trevino started with Workforce Solutions of the Coastal Bend Mayor Joe Adame recommended him to the U.S. Conference of Mayors. Mr. Trevino was on the Board for 5 years and now he is on the Board of Trustees. Ms. Perez congratulated Mr. Trevino again and mentioned he

represents us on a state level, local level and most of all nationally. Ms. Perez included Mr. Trevino always knows what is going on.

*Next CEO Council Meeting*

Ms. Perez provided date on next CEO Council meeting which will be held at 12:00pm on Friday, March 4, 2022 at the Keach Family Library in Robstown. The meeting will be a hybrid meeting both in person and on Zoom.

**VIII. President/CEO Report**

Mr. Trevino stated that the report in front of the Board members is a bullet point list of his meetings to represent of Public Relations, Business Development and Organizational updates.

Mr. Trevino expressed his gratitude to the team for putting the Board of Directors agenda together and to be presenting on it. Mr. Trevino included he shares everyone's enthusiasm for their positivity energy in the February Committee meetings.

Mr. Trevino mentioned you will receive some performance measures as in the previous meetings. Mr. Trevino stated we are going to make those improvements that need to be made in terms of performance. He included that you also received the 2021 Annual Report at the Annual Board of Directors meeting that showed all the great things that we are doing as an organization. Mr. Trevino mentioned he did not want the performance metrics to negate or shrink all the great work this team has done from BakerRipley, C2 Global Services and all the team at Workforce Solutions Coastal Bend. Mr. Trevino recognized the whole team for doing an amazing job. 2021 was a tough year and 2020 was an even tougher year.

Mr. Trevino met with Commissioner Alvarez in San Diego on February 23. He mentioned to see what is going on in the western part of our community was enthusiasm and hope with those students that was hopefully those superintendents. Mr. Trevino expressed how proud he is to serve with this team, especially being around the large group of students brought back a renewed energy.

Mr. Vasey thanked Mr. Trevino and Ms. Villarreal not just for the presentations that made it to our Board of Directors respect valuable discussion and the raising of the talent training programs, but he wanted to thank them for the daily and weekly work they do with them. As their portal and economics on whenever they have a client that asks the Labor force question training Program. How are we going to recruit Labor and bring these folks into the room? Mr. Vasey stated they did a stellar job represented in this organization and he wanted to compliment them on their efforts, results and the data.

Ms. Perez thanked Mr. Vasey and expressed her appreciation for his comments.

Ms. Perez stated we are also proud to have Mr. Vasey on our board as our partner, and she knows he is a go to person for all of us.

- CCREDC Board of Directors Meeting – December 9
- Annual Board of Directors Meeting – December 9
- US Chamber Update: Infrastructure Funding Briefing/Omicron Variant Updates/Worker Shortage Crisis/Child Care Report and More – December 10
- TAWB Federal Issues Update – December 14
- United Corpus Christi Chamber of Commerce Board of Directors Meeting – December 15
- SentinelOne Meeting – Ruth Hughs – December 15
- Corpus Christi Housing Authority Board Meeting – December 15
- Business Solutions Strategy Update Meeting with Amy Villarreal, Norma Ochoa and C2 – December 15
- Corpus Christi Medical Center Board of Trustees Meeting – December 16

## Board of Directors Meeting Minutes

February 24, 2022

Page 4 of 9

- COVID-19 NDW Monthly Board Call – December 17
- Texas Workforce Commission Call – December 17
- NAWB High Impact Directors Meeting – December 17
- Del Mar College Foundation Board of Trustees Meeting – December 20
- Mission Plaza Final Design Review – December 21
- Program Strategy Session Meeting with Amy Villarreal, Shileen Lee, Alba Silvas and Norma Ochoa – January 6
- 2022 Committee Structure Assignments Meeting with Chair Gloria Perez and Vice-Chair Raynaldo De Los Santos II – January 6
- CCREDC Live! Monthly Breakfast Meeting – January 11
- Aim Hire Texas Briefing Webinar – January 11
- Meeting with Manny Salazar – January 12
- Business Solutions Strategy Update Meeting with Amy Villarreal, Norma Ochoa and C2 – January 12
- TAWB EDC Meeting – January 12
- CCREDC Board of Directors Meeting – January 13
- Education to Employment Partners Board of Directors Meeting – January 13
- Log4j Discussion – January 14
- Texas Workforce Commission Call – January 14
- Corpus Christi Regional Workforce & Education Partnership Planning Meeting – January 14
- Child Care Meeting – January 19
- Meeting with Norma Ochoa on CBAQP Position (Gretchen Arnold Discussion) – January 19
- LMI Release Date – Reference Month: December 2021 – January 21
- COVID-19 NDW Monthly Board Call – January 21
- Corpus Christi Medical Center Board of Trustees Meeting – January 25
- Meeting with Victor Gomez – JPV Healthcare Affiliate - January 25
- 2022 Quarterly New Ways to Work Board Meeting – January 26
- Corpus Christi Economic Development Corporation Annual Meeting & Luncheon – January 26
- TAWB EDC Meeting – January 26
- Texas Workforce Commission Call – January 28
- Corpus Christi Housing Authority Board Meeting – January 28
- TWC FY22 Monitoring Visit – January 31-February 4
- Coastal Bend Monitoring Entrance Conference – January 31
- TAMU-CC's College of Business and Coastal Bend Business Innovation Center – Innovation and Entrepreneurship Seminar – January 31
- Building a Regional Ecosystem for Innovation and Entrepreneurship – Presented by Dr. Jonathan York – January 31
- Meeting with C2 Leadership – January 31
- Meeting with C2 Aaron Smith – January 31
- Performance Improvement Plan Meeting with Board Professionals and C2 – February 1
- Daily Status Update Meeting with Jaime Payne Texas Workforce Commission – February 1
- WFSCB & Goodwill Industries of South Texas – February 2
- Daily Status Update Meeting with Jaime Payne Texas Workforce Commission – February 2
- Meeting with Michelle Flower, Valero & TMISD Foundation – February 2
- Business Solutions Update Meeting with Amy Villarreal, Norma Ochoa and C2 – February 3
- Daily Status Update Meeting with Jaime Payne Texas Workforce Commission – February 3
- Various Funding Sources Meeting with Board Professionals and C2 – February 4
- Coastal Bend Monitoring Exit Conference – February 8
- Child Care Services Committee Meeting – February 8

- Public Relations Committee Meeting – February 9
- TAWB EDC Meeting – February 9
- CCREDC Board of Directors Meeting – February 10
- Workforce Services Committee Meeting – February 10
- Ad Hoc Youth Committee Meeting – February 10
- Monthly PATHS for Texas Update – February 11
- Texas Workforce Commission Call – February 11
- Corpus Christi Medical Center; Gregory-Portland Independent School District & WFSCB Partnership Discussion Luncheon Meeting – February 11
- Child Care Relief Funding 2022 Meeting – February 11
- Team Management Meeting – February 11
- Texas Workforce Commission ABA Amendment Questions and Discussion – February 11
- United Corpus Christi Chamber of Commerce Board of Directors HYBRID Meeting – February 16
- Meeting with Legal Counsel Lucinda Garcia – February 16
- Performance Improvement Plan Meeting – February 16

**Upcoming Events:**

- Board of Directors meeting – February 24
- Chief Elected Official Council meeting – March 4

**IX. Committee Reports**

*Child Care Services*

Ms. Keener provided a report on the February 8, 2022 Child Care Services Committee meeting (included on page 12 of the February 24 agenda packet).

Ms. Keener thanked the Child Care Committee, team and everyone for attending.

*Public Relations*

Ms. Unda provided a report on the February 9, 2022 Public Relations Committee meeting (included on page 13 of the February 24 agenda packet). Ms. Mercado provided additional information.

Mr. Ramirez mentioned that Public Relations has made some major advances, especially technology wise and he is happy with that.

Mr. Trevino echoed Commissioner Alvarez who inquired who did all the cameras belong to and how did you all get this. Commissioner Alvarez asked if this was Mr. Trevino's team, or did he hire somebody to do this. Mr. Trevino mentioned that we did not hire somebody and this is our in house team that is producing these.

Ms. Perez stated major improvements and thanked Mr. Ramirez for his feedback.

*Workforce Services*

Mr. Salazar provided a report on the February 10, 2022 Workforce Services Committee meeting (included on pages 14-15 of the February 24 agenda packet).

*Ad Hoc Youth*

Ms. Wisner provided a report on the February 10, 2022 Ad Hoc Youth Committee meeting (included on pages 16-17 of the February 24 agenda packet). Ms. Cole provided additional information.

Ms. Wisner recognized Ms. Trevino for being appointed to the City of Corpus Christi's Committee for Persons with Disabilities.

Ms. Wisner thanked the Ad Hoc Committee for their support and for serving.

**X. Discussion and Possible Action to Approve FY 2022 Budget Amendment #2:**

Ms. Lee presented information on FY 2022 Budget Amendment #2 (included on pages 18-22 of the February 24 agenda packet). The amendment was recommended for approval by the Executive/Finance Committee.

Mr. Vasey moved to approve FY 2022 Budget Amendment #2. The motion was seconded by Mr. De Los Santos II and passed.

**XI. Consent Agenda Action Items:**

1. Policy #4.3.100.07 – Child Care Eligibility
2. Discussion and Possible on the Purchase of Curriculum for Child Care Center Classrooms
3. 2022-2023 Target Occupation List (TOL)

Mr. Owen moved to approve all items on the Consent Agenda. The motion was seconded by Mr. De Los Santos II and passed.

**XII. Information Only:**

1. *Monitoring Report*

Mr. Peterson provided a Monitoring Report for the months of September 2021 – January 2022 (included on pages 35-38 of the February 24 agenda packet). TWC requires that monitoring results be reported to all relevant parties and to the Board of Directors. The monitoring staff conduct fiscal and program reviews for compliance with federal and state laws and regulations, and compliance with TWC and local policies.

**Workforce Solutions – Board**

Fiscal & Program Reviews

**Local Match Contracts – 2021-2022**

• Del Mar College	\$170,000 drawing down	\$340,000
• Coastal Bend College	\$130,000 drawing down	\$260,000
• City of Corpus Christi	\$442,403 drawing down	\$884,806
• Texas A&M Kingsville	\$140,000 drawing down	\$280,000
• Texas A&M Corpus Christi	<u>\$ 35,000</u> drawing down	<u>\$ 70,000</u>
<b>Direct Child Care Dollars</b>	<b>\$917,403</b>	<b>\$1,834,806</b>

➤ **Local Match Contract Certifications – 2nd half of 2020-2021**

- \$450,141.50 in Expenditures were certified and submitted to TWC.

➤ **Child Care Local Match Agreements 2020-2021 – Monitoring Reviews**

- Del Mar College
- Coastal Bend College
- City Corpus Christi
- TAMU Kingsville
- TAMU Corpus Christi

**Conclusion:** No issues noted

➤ **TWC Monitoring Review (#21.22.0001) – January 25-29, 2021 - Report issued August 3, 2021**  
 Scope: January 1, 2019, thru October 31, 2020

**Finding:**

- Ensure Noncustodial program requirements are met.

**Conclusion:** Requested follow-up monitoring was performed and the finding cleared with the issuance of the TWC Audit Resolution Report on November 4, 2021.

- **Equal Opportunity – WIOA Section 188 Checklist Review – Report 9/7/21**
  - A review was conducted of the Equal Opportunity nine elements that make up the WIOA Section 188 Checklist to ensure the Board meets the nondiscrimination and accessibility requirements for individuals with disabilities. No issue noted.
- **Single Audit Review – C2gps Y/E 9/30/20 – The review had no material issues noted.**
- **TWC Contract Closeouts**
  - All twenty-eight (28) PY20 contracts between Workforce Solutions and TWC were reviewed to ensure proper documentation and timely closure. - No issue noted
- **National Dislocated Worker Grant – TX-38 Disaster COVID-19**
  - A monthly Worksite Assessment Questionnaire for each participant and their supervisor has been completed from the months of September 2021 – January 2022 without exception. These worksite assessments will continue through the Grant period.

## **C2 Global Professional Services, LLC**

### Program Reviews

- **WIOA – Adult/Dislocated Worker/National Dislocated Worker - Report 11/1/21**
  - One (1) participant's signed assessment was not in the customer file (Cabinet).
  - One (1) customer did not have the Service Activity (1) Occupation/Vocational Training opened in TWIST during the customers CDL training at Del Mar.
  - One (1) customer had Job Search as the activity open in TWIST when there was no indication that the customer was job searching.
  - Although a credential was entered for the attainment of the CDL License, no credential was entered in TWIST for the Class A CDL Occupational Certificate which was attained 9/16/21.
  - The service activity end date for the Occupation/Vocational (1) entered in TWIST should be 9/16/21, not 9/22/21 the date of the case note.
  - One (1) customer started CDL training in July, yet there is no case note that the customer finished the class. There is no entry in TWIST Performance Outcome or documentation of completion (Certificate) of the training. Service (1) Occ/Voc. start date in TWIST should be 7/12 not 7/19 per case note 9/14. There is no documentation in the file for the end date of 9/30.
  - One (1) case had late case notes. Cases notes were updated after the auditor notified contractor that the case was being monitored.
  - Three (3) cases do not have the CASAS/TABE test scores entered in TWIST and/or in the participates file.
  - Six (6) cases did not have the Service Plan in TWIST up to date.

### **Conclusion:**

- Corrections were made to the case files and in TWIST, if possible.
- Ongoing technical assistance and training is being provided to staff.

- **WIOA – Youth Services – Report 1/3/22**

**Findings** - The overall error rate for this review is 8.5%.

  - One (1) customer did not have the CASAS test results entered in TWIST.
  - One (1) case does not have an up-to-date assessment.
  - Two (2) cases had no Youth Element service opened in TWIST.

- Four (4) cases had no customer contact from a couple of months to a year.
- One (1) case did not have any case notes for TWIST entries for over a year.
- One (1) customer did not have their Work Experience incentive paid per case note dated 9/10/21.
- One (1) case does not have the Work Experience incentive documentation in the customers file (Cabinet).

**Conclusion:**

- Corrections were made to the case files and in TWIST, if possible.
- Ongoing technical assistance and training is being provided to staff.

➤ **SNAP E&T Review – Report 9/8/21**

**Findings-** The overall error rate for this review was 6.24%.

- Per case note 6/7/21, one (1) customer should have been penalized for non-cooperation on 6/10/21 with a non-cooperation date of 6/7/21.
- One (1) case did not have a penalty or case closure case note in TWIST.
- One (1) case data entry of Job Search Worksheet (JSW) hours were not converted from minutes to hours before entry in TWIST.
- One (1) case did not have Form 1817 faxed to HHSC to report employment on 6/8/21.
- One (1) case should have been closed due to a penalty, yet it remains open.

**Conclusion:**

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

➤ **TANF/Choices Review – Report 1/24/22**

**Findings -** The overall error rate for this review was 9.4%.

- Two cases had late case notes.
- One (1) case did not have a case note to explain the reasoning for entering a Good Cause for the months of September and October 2021.
- One (1) case that had Job Search hours in TWIST, did not have the Job Search Worksheet logs in the file.
- Two (2) customers that obtained employment was not reported to HHSC thru Form 2583.
- One (1) case did not have minutes convert to hours on the Work Activity timesheet for September and October prior to entry in TWIST.
- One (1) case did not have documentation in the file for the transportation advance in October of \$100.
- One (1) case had Job Search hours in the case notes for September Weeks 1, 3, 4, but did not have the Job Search Worksheet logs / Work Activity timesheets hours entered in TWIST.
- One case (1) had a case note (12/13) for Good Cause yet, no Good Cause was entered in TWIST.
- One case (1) should have had a penalty initiated on 11/18, yet no good cause letter was sent, or penalty entered in TWIST.
- One case (1) has Job Search hours entered in error for November week 2 in TWIST

**Conclusion:**

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

➤ **Non-Custodial Parent (NCP) Choices Review – Reports 10/15/21 & 11/4/21**

**Findings -** The overall error rate for the reviews were 33.5% & 1.75% respectively.

- In three (3) cases, OAG was not notified immediately by email that the client was out of compliance with the NCP program.
- Four (4) cases did not have weekly attempts or contact made with the client during the period of which the client was not employed.
- Eleven (11) cases did not have all case notes entered in both TWIST and COLTS within the required 3 days.

**Conclusion:** A tenured staff has been permanently assigned to the NCP program which has brought the program back into compliance with NCP rules and regulations.

**BakerRipley, Inc.**

Program Review

- **Child Care Fiscal Review 11/5/21 – No issues noted**

2. *Financial Report as of 12/31/2021*

Ms. Lee presented the December Financial Report (included on pages 39-42 of the February 24 agenda packet).

3. *IT Strategic Plan Update*

Ms. Lee provided an IT Strategic Plan update (included on page 43 of the February 24 agenda packet).

4. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 44 of the February 24 agenda packet).

5. *Update on Procurements and Contracts*

Ms. Velazquez provided an update on procurements and contracts (included on pages 45-54 of the February 24 agenda packet).

6. *Performance Measure Update*

Ms. Villarreal presented the Performance Measure Update for October 2021 (included on pages 55-61 of the February 24 agenda packet).

Ms. Villarreal mentioned C2 Global Professional Services put themselves on a self-imposed Performance Improvement Plan. Ms. Villarreal included that we have received assurance from leadership team who are present in the meeting today that they have made significant improvement in those numbers.

Mr. Chehadi expressed his appreciation to everyone and thanked them. Mr. Chehadi stated he is unhappy with the performance and assures the changes are coming. He did not expect COVID to happen with the challenges to it brought. Again, Mr. Chehadi assured everyone they are going to get this and come back with some tangible results.

Ms. Escobar provided additional information.

Ms. Perez thanked Mr. Chehadi for attending the Board of Directors meeting and being involved.

Mr. Chehadi mentioned he is available via text or call.

**XIII. Adjournment**

The meeting adjourned at 4:29 pm.

## COMMITTEE REPORT

### X – 1. Child Care Services

**Committee:** Child Care Services

Marcia Keener, Chair

Sandra Bowen, Vice Chair

Mary Gleason

Catrina Wilson

Justin Hoggard

Andrea Chavez

Alma Barrera

**Date of Committee meeting:** May 3, 2022

The Committee did have a quorum.

**The following items were discussed at the meeting:**

**1. Summary of Child Care Performance for the Second Quarter of BCY2022**

The TWC performance target was 2,619 average number of children enrolled per day. We were over enrolled in January and needed to have enrollment drop below 2,619 before we could begin enrolling children for BCY2022. We began actively enrolling children from the wait list in February and continued to enroll children throughout the remainder of the second quarter. The Board increased the performance target to 2,849 children to ensure that the funds allocated for BCY2022 were expended. This is an increase of 230 children over the TWC performance target of 2,619. There were 2,761 children enrolled in the CCS Program at the end of the second quarter which places performance at 105.42%.

**2. Summary of Child Care Performance for the Month of April of the Third Quarter of BCY2022**

During the month of April, we continued to enroll children from the wait list. The goal was to reach the Board's performance target of 2,849 children. There were 2,871 children enrolled in care at the end of April. (22 children over the Board's performance target of 2,849)

**3. Action Plan for Child Care Performance for the Remainder of the Third Quarter of BCY2022**

Being over the Board's performance target at the end of the second quarter is actually a good thing because TWC approved utilizing \$46.25 million dollars of federal child care stimulus funding to increase the number of low-income children receiving subsidies. 24 Boards were eligible to receive this supplemental funding. Coastal Bend will receive an additional \$1,256,693.00. This funding will allow us to enroll an additional 459 children, not to exceed 3,078 children enrolled in care. The action plan for the remainder of the third quarter of BCY2022 is to continue enrolling children into the child care program with the goal being to reach the performance target of 3,078 children enrolled in care.

**4. Analysis of Coastal Bend Child Care**

There are currently 134 providers with Workforce Provider Agreements. The Board and contractor

staff will be conducting outreach activities during the remainder of the contract year to recruit additional child care providers to participate in the Child Care Services (CCS) Program. The recruiting efforts are being done to ensure that there is a healthy base of providers (with spaces available) to meet the demands for child care services.

During the second quarter, we saw decreases in the items listed below.

- Total subsidies paid to providers
- Parent share of cost fees
- The average number of children served
- Customers in training programs

These decreases can be attributed to the attrition of children out of the child care program (which was necessary before we could actually begin enrolling children into the program for BCY2022).

## 5. Update on Child Care Quality Program Activities

Board staff provided an update on the child care quality program professional development training activities that took place during the second quarter of BCY2022 and upcoming professional development training activities and events for the third quarter.

### Professional Development Training Activities

- |            |   |
|------------|---|
| 02-19-2022 | “Is it Time for a Timeout? Self-Care for Child Care Providers”<br>Ms. Jackie Caldwell<br>(This was a virtual training)<br>30 participants (child care directors and assistant directors)<br>attended this training. |
| 02-24-2022 | “Pre-Service Training, Part 2”<br>Dr. Beverly Ashley<br>(This was a virtual training)<br>13 participants attended this training   |

### Additional Professional Development Programs

The Early Childhood Development Quality Services Program in collaboration with **AVANCE** and **Together 4 Children** are providing professional development leadership training programs to child care directors in the Coastal Bend region.

### **The Committee took the following action:**

The Committee approved the Minutes of the February 8, 2022 Child Care Services Committee Meeting.

### **Additional comments:**

## COMMITTEE REPORT

### X – 2. Public Relations

**Committee:** Public Relations

Michelle Unda, Chair

Carlos Ramirez, Vice Chair

Tracy Florence

Arnoldo Cantu

Omar Lopez

Ofelia Hunter

Rosie Collin

Eric Evans

**Date of Committee meeting:** May 4, 2022

The Committee did have a quorum.

#### **The following items were discussed at the meeting:**

- UpskillCoastalbend.org
- STCC Career & Technical Employer Expo – Feb. 23, 2022
- San Patricio EDC Professional Skills & Trades Job Fair – Feb. 24, 2022
- City of Corpus Christi Hiring Event – April 5, 2022
- Current Projects and Program Outreach
- Summer Earn & Learn
- Educator Externship
- YOU Choose! Career Expo
- Buc Day Parade Tailgate Party – May 7<sup>th</sup>
- SEAL Signing Day – May 21<sup>st</sup>
- TWC – Vocational Rehabilitation - Meet & Greet – May 24<sup>th</sup>
- Foster Youth Field Day at the Hooks Stadium – May 27<sup>th</sup>
- Artug - Video Production and Studio Updates
  - CCISD Job Fair Recap Video
  - VR - Services Video
  - CEOP Video
  - LMI Videos
  - YouTube Updates and Strategy
- Rufino - Social Media Updates and Insights

#### **The Committee took the following action:**

The Committee approved the Minutes of the September 8, 2021 and February 9, 2022 Public Relations Services Committee Meeting.

## COMMITTEE REPORT

### X – 3. Workforce Services

**Committee:** Workforce Services

Manny Salazar, Chair

Iain Vasey, Vice Chair

Randy Giesler

Travis Nelson

Susan Temple

Michelle Lozano

**Date of Committee meeting:** May 5, 2022

The Committee did have a quorum.

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

- Approved Workforce Services Committee Meeting Minutes of February 10, 2022.
- Approved the following policies and items for recommendation as revised/presented.
  - 4.1.104.07- Individual Training Account (ITA).
  - 4.0.103.05- Case Management
  - 4.0.115.08- Program Non-Compliance
  - 2022-23 Target Occupation List (TOL) Revision #1.

**The following information items were discussed and for information only:**

Workforce Center Services:

- *Policy Review Schedule*- Shared the schedule for new committee members- 3 policies updated and identified on updated schedule.
- *Program Updates*- The committee was made aware of status of main/core programs such as CHOICES, WIOA, SNAP E&T. All these programs are active, full outreach and enrollment. Summer activities regarding Summer Earn and Learn, Foster Care, Educator Externship and YOU CHOOSE Career Expo 2022 were highlighted. Status of number of ISDs, Educators and Employers participating in these events was provided.
- Ms. Geri Escobar and Robert Reyna, C2GPS, updated the committee on *Career Center staffing, operations, services to Jobseekers*. Mr. Robert Reyna, informed the committee on employer training panels presented to career center team members to narrow the gap between operation/program team members and business solutions.
- Ms. Norma Ochoa updated the committee on *Services to Businesses*. Upcoming Job Fairs and previous outcomes on Hiring events. This update included videos of recent executed job fairs. Board of Directors is highly encouraged to glance at workforce services packet for updates on the work being conducted by Business Services Team.
- Ms. Catherine Cole, provided update on *Veterans services* and our collaboration with Texas Veteran Commission, Texas Veteran Leadership Program, Texas Veteran Network.

- Ms. Alba Silvas presented information on *Unemployment and Labor Market information*. Coastal Bend is at 5.4 as March 2022; last month we were at 6.5% and a year ago we were at 8.2%. All Coastal Bend counties are below 7%, with San Patricio Co. and Jim Wells Co. at 6.9%, the highest in our Coastal Bend Area.
- Ms. Alba Silvas presented information on *Performance Measures*; As of February 8, measures at not meeting (compared to 14 in November 2021), 11 at meeting, and 3 at exceeding. Information on *Caseload and Quality Assurance* review rates was also presented. Over-all progress noted in quality and performance as presented on the committee packet, with several programs error rates noted as low as 1% and 2%. A total of 11 Performance improvement meetings (PIP) have taken place. WFSCB continues to be on a Technical Assistance Plan for CHOICES program. Improvement on caseload size was also noted and service provider made aware.
- A brief update on *Facilities*, was also provided by Ms. Amy Villarreal; specific to the build-out of the 2<sup>nd</sup> Corpus Christi Career Center at Mission Shopping Center. Update on Rockport Job Connections Center, Goodwill Industries.

Detailed information can be found in Workforce Services Committee Packet, e-mailed to Board of Directors, by Ms. Janet Neely on May 3<sup>rd</sup>; The packet contains detailed narratives and provides further explanation of all matters discussed and presented by the committee.

**The Committee took the following action:**

1. Approved the minutes of February 10<sup>th</sup>, 2022, Workforce Services Committee Meeting.
2. Approved the following policies and items for recommendation as revised/presented.
  - 4.1.104.07- Individual Training Account (ITA).
  - 4.0.103.05- Case Management
  - 4.0.115.08- Program Non-Compliance
  - 2022-23 Target Occupation List (TOL) Revision #1.

Meeting adjourned at: 3:17 pm

## COMMITTEE REPORT

### X – 4. Ad Hoc Youth

**Committee:** Ad Hoc Youth

Liza Wisner, Chair

Victor M. Gonzalez, Jr., Vice Chair

Michelle Flower

Velma Soliz-Garcia

Kiwana Denson

**Date of Committee meeting:** May 5, 2022

The Committee did have a Quorum.

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

- Approved the Ad Hoc Youth Committee Meeting Minutes of February 10, 2022.

**The following information items were discussed and for information only:**

**Services to Youth:**

- Program Updates- Ms. Catherine Cole gave a brief overview of the WIOA Youth Program. Ms. Cole stated that 162 total youth participants were in the WIOA Youth Program.
  - Ms. Catherine Cole gave an overview of the difference services the youth participants were in.
  - Ms. Catherine Cole gave an overview of the youth participants per career center locations.
- Performance Updates- Ms. Catherine Cole gave an overview of the monthly performance measures for the Coastal Bend WIOA Youth Program per the Second Quarter.
  - Ms. Catherine Cole gave an update to the progress of the performance improvement plan.
- YOU CHOOSE! Career Expo – Ms. Catherine Cole gave an update on the YOU CHOOSE! Career Expo with the selection date of September 21<sup>st</sup>, 2022 at the Richard M. Borchard Fairgrounds.

**Services to Special Community Populations:**

- Student HireAbility Navigator- Ms. Imelda Trevino provided updated activities that occurred for the Second Quarter, highlighting her involvement with assistive technology upgrades to all centers, the Texas Transition Conference, The Rise School of Corpus Christi, and swearing into the City of Corpus Christi Committee for Persons with Disabilities.
- Summer Earn and Learn (SEAL) – Ms. Imelda Trevino announced the kickoff to SEAL for May 21<sup>st</sup> with the goal of serving 65 students. There are 35 current referrals and urged for all to spread the word regarding SEAL registrations.
  - A SEAL Signing Day will occur on May 21<sup>st</sup> at the ESC2 building to celebrate students with disabilities meeting their employers. This opportunity is being funded by University of the Incarnate Word.
- Foster Care Youth- Ms. Catherine Cole gave a brief overview of the Foster Care Youth activities that occurred during the Second Quarter and the three referrals for Foster Care Youth from Baptist Child and Family Services (BCFS).
  - Ms. Catherine Cole announced WFSCB will be volunteering at the Agape Ranch Bed Build on May 14<sup>th</sup>.

- Ms. Catherine Cole announced a Foster Care Youth event called Night at the Hooks Game in partnership with DFPS PAL Program, BCFS, and University of the Incarnate Word. This opportunity is being funded by University of the Incarnate Word.

Programs and Engagements:

- Texas Internship Initiative (TII)- Ms. Catherine Cole gave an update on the TII Grant and the partner provider, Education to Employment (E2E), and their program, Emerging Professionals, and their 34 interns.
- Career and Education Outreach Program (CEOP)- Ms. Norma Ochoa gave a program update to the CEOP and an introduction to the Career & Education Outreach Specialists, Mr. Luis Rodriguez and Ms. Samantha Smolik.
  - Ms. Samantha Smolik and Mr. Luis Rodriguez gave an in-depth overview of the resources and curriculum they share to students and educators throughout the Coastal Bend and Jim Hogg County.
  - Ms. Samantha Smolik and Mr. Luis Rodriguez shared how Coastal Bend is unique and one of the top Boards to able to share career exploration through virtual reality headsets to Coastal Bend students.
- Women in Industry Conference – Ms. Norma Ochoa gave an overview of the Women in Industry Conference to which 200 Coastal Bend rural school students attended.
- Signet Maritime Tour – Ms. Norma Ochoa gave an overview of the partnership meeting between Signet Maritime, Corpus Christi Independent School District, and Workforce Solutions Coastal Bend.
- South Texas Career Connection (STCC)- Ms. Norma Ochoa gave a program update of the STCC and the three school districts involved: Benavides ISD, Jim Hogg County ISD, and San Diego ISD.
  - Discussion and a video of the STCC Career Expo event was played during the presentation.

Celebrating Participant Success:

- Ms. Catherine Cole spoke of a WIOA Youth Participant's, Mr. Peter Montoya, experience in the program and the success he found through work experience opportunities and completing his Emergency Medical Technician certification from Coastal Bend College HALO Flight EMS Training Academy.

Detailed information can be found in the Ad Hoc Youth Committee Packet, e-mailed to Board of Directors, by Ms. Janet Neely on Tuesday, May 3<sup>rd</sup>, 2022.

Meeting adjourned at: 4:38 PM

## **ITEM FOR DISCUSSION AND POSSIBLE ACTION**

XI. Draft External Audit Report

## **BACKGROUND INFORMATION**

Alonzo, Bacarisse, Irvine, and Palmer, P.C. has completed an Independent Audit for the Year Ended September 30, 2021 and 2020 for Workforce Solutions Coastal Bend.

## **RECOMMENDATION**

The Board of Directors accept the Draft External Audit Report for Year Ended September 30, 2021 and 2020 as presented by Alonzo, Bacarisse, Irvine, and Palmer, P.C.

DRAFT

# COASTAL BEND WORKFORCE DEVELOPMENT BOARD

ANNUAL FINANCIAL AND COMPLIANCE REPORTS

SEPTEMBER 30, 2021 AND 2020

**abip**

CPAs | ADVISORS

CLIENT **FOCUSED.** RELATIONSHIP **DRIVEN.**



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**COASTAL BEND WORKFORCE DEVELOPMENT BOARD**

**CERTIFICATE OF BOARD OF DIRECTORS**

I, \_\_\_\_\_, Chairman of the Board of Directors of Coastal Bend Workforce Development Board, do hereby certify that this accompanying audit report for fiscal years ended September 30, 2021 and 2020, from ABIP, PC, was reviewed and \_\_\_\_\_ approved / \_\_\_\_\_ disapproved at a meeting of the Board of Directors held on the 19th day of May, 2022.

\_\_\_\_\_  
Chairman, Board of Directors

\_\_\_\_\_  
Date



INDEPENDENT AUDITOR'S REPORT

To the Board of Directors  
Coastal Bend Workforce Development Board  
Corpus Christi, Texas

**Report on the Financial Statements**

We have audited the accompanying financial statements of Coastal Bend Workforce Development Board (a non-profit organization), which comprise the statements of financial position as of September 30, 2021 and 2020, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

***Management's Responsibility for the Financial Statements***

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

***Auditor's Responsibility***

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

***Opinion***

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Coastal Bend Workforce Development Board as of September 30, 2021 and 2020, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

***Other Matters******Other Information***

Our audits were conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal and state awards, as required by Title 2, U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, and the *State of Texas Single Audit Circular*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

***Other Reporting Required by Government Auditing Standards***

In accordance with *Government Auditing Standards*, we have also issued our report dated May 19, 2022 on our consideration of Coastal Bend Workforce Development Board's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Coastal Bend Workforce Development Board's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Coastal Bend Workforce Development Board's internal control over financial reporting and compliance.

San Antonio, Texas  
May 19, 2022

**FINANCIAL SECTION**



## STATEMENTS OF FINANCIAL POSITION

September 30,

	<u>2021</u>	<u>2020</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$ 864,438	\$ 1,001,094
Grants receivable	2,957,368	3,394,767
Account receivable - subcontractor	5,508	-
Account receivable - other	3,836	2,660
Other assets	<u>213,410</u>	<u>236,382</u>
Total current assets	<u>4,044,560</u>	<u>4,634,903</u>
PROPERTY AND EQUIPMENT		
Property and equipment	2,268,300	2,268,300
Less: accumulated depreciation	<u>(1,967,151)</u>	<u>(1,812,445)</u>
Net property and equipment	<u>301,149</u>	<u>455,855</u>
Total assets	<u>\$ 4,345,709</u>	<u>\$ 5,090,758</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable	\$ 1,701,751	\$ 1,980,784
Accrued expenses	770,645	415,550
Deferred revenue	904,472	1,571,025
Accrued vacation	<u>94,735</u>	<u>100,105</u>
Total current liabilities	<u>3,471,603</u>	<u>4,067,464</u>
Total liabilities	<u>3,471,603</u>	<u>4,067,464</u>
NET ASSETS		
Without donor restrictions:		
Unrestricted	572,957	567,439
Investment in property and equipment, net	<u>301,149</u>	<u>455,855</u>
Total net assets	<u>874,106</u>	<u>1,023,294</u>
Total liabilities and net assets	<u>\$ 4,345,709</u>	<u>\$ 5,090,758</u>

The accompanying notes are an integral part of these financial statements.

**COASTAL BEND WORKFORCE DEVELOPMENT BOARD**

**DRAFT**

**STATEMENT OF ACTIVITIES AND CHANGE IN NET ASSETS**

**For the year ended September 30, 2021**

	WITHOUT DONOR RESTRICTIONS		
	UNRESTRICTED	INVESTMENT IN PROPERTY AND EQUIPMENT	TOTAL
<b>SUPPORT AND REVENUE</b>			
Grant revenue	\$ 30,442,449	\$ -	\$ 30,442,449
Grant revenue - non federal	327,610	-	327,610
Interest income - non federal	236	-	236
Program income	2,995	-	2,995
Total support and revenue	30,773,290	-	30,773,290
<b>EXPENSES</b>			
Administration	1,540,859	-	1,540,859
Program services	29,226,913	-	29,226,913
Total expenses	30,767,772	-	30,767,772
Increase in net assets	5,518	-	5,518
<b>OTHER REVENUES AND (EXPENSES)</b>			
Depreciation expense	-	(154,706)	(154,706)
Change in net assets	5,518	(154,706)	(149,188)
<b>NET ASSETS AT BEGINNING OF YEAR</b>	<b>567,439</b>	<b>455,855</b>	<b>1,023,294</b>
<b>NET ASSETS AT END OF YEAR</b>	<b>\$ 572,957</b>	<b>\$ 301,149</b>	<b>\$ 874,106</b>

The accompanying notes are an integral part of these financial statements.

**COASTAL BEND WORKFORCE DEVELOPMENT BOARD**

**DRAFT**

**STATEMENT OF ACTIVITIES AND CHANGE IN NET ASSETS**

**For the year ended September 30, 2020**

	WITHOUT DONOR RESTRICTIONS		
	UNRESTRICTED	INVESTMENT IN PROPERTY AND EQUIPMENT	TOTAL
<b>SUPPORT AND REVENUE</b>			
Grant revenue	\$ 33,778,719	\$ -	\$ 33,778,719
Grant revenue - non federal	362,224	-	362,224
Interest income - non federal	2,574	-	2,574
Program income	-	-	-
Total support and revenue	34,143,517	-	34,143,517
<b>EXPENSES</b>			
Administration	1,285,259	-	1,285,259
Program services	32,756,174	-	32,756,174
Total expenses	34,041,433	-	34,041,433
Increase in net assets	102,084	-	102,084
<b>OTHER REVENUES AND (EXPENSES)</b>			
Fixed assets - additions	-	44,613	44,613
Depreciation expense	-	(204,363)	(204,363)
Change in net assets	102,084	(159,750)	(57,666)
<b>NET ASSETS AT BEGINNING OF YEAR</b>	<b>465,355</b>	<b>615,605</b>	<b>1,080,960</b>
<b>NET ASSETS AT END OF YEAR</b>	<b>\$ 567,439</b>	<b>\$ 455,855</b>	<b>\$ 1,023,294</b>

The accompanying notes are an integral part of these financial statements.

## STATEMENT OF FUNCTIONAL EXPENSES

For the year ended September 30, 2021

	<u>ADMINISTRATION</u>	<u>PROGRAM SERVICES</u>	<u>TOTAL</u>
Direct care	\$ -	\$ 16,707,610	\$ 16,707,610
Communication expense	17,831	183,013	200,844
Insurance	24,660	33,402	58,062
Bank fees	2,751	-	2,751
Outreach/public notices	1,116	7,525	8,641
Office expense	158,079	296,300	454,379
Professional fees	105,417	72,962	178,379
Program services	-	8,971,383	8,971,383
Rent and rent related	63,845	1,142,943	1,206,788
Salaries and fringe benefits	1,110,078	1,649,580	2,759,658
Subscription/membership	14,906	107,057	121,963
Software	1,224	23,394	24,618
Travel/staff development/conference fee	9,529	26,816	36,345
Building improvement	2,038	4,928	6,966
Discretionary	29,385	-	29,385
	<u>\$ 1,540,859</u>	<u>\$ 29,226,913</u>	<u>\$ 30,767,772</u>

The accompanying notes are an integral part of these financial statements.

## STATEMENT OF FUNCTIONAL EXPENSES

For the year ended September 30, 2020

	<u>ADMINISTRATION</u>	<u>PROGRAM SERVICES</u>	<u>TOTAL</u>
Direct care	\$ -	\$ 19,986,487	\$ 19,986,487
Communication expense	14,612	164,830	179,442
Furniture and equipment	-	7,572	7,572
Insurance	18,786	31,500	50,286
Bank fees	600	-	600
Outreach/public notices	2,799	7,762	10,561
Office expense	44,534	614,249	658,783
Professional fees	84,069	24,087	108,156
Program services	-	9,472,173	9,472,173
Rent and rent related	10,619	713,755	724,374
Salaries and fringe benefits	1,032,575	1,522,606	2,555,181
Subscription/membership	15,086	42,868	57,954
Software	125	99,387	99,512
Travel/staff development/conference fee	29,698	27,059	56,757
Building improvement	-	21,442	21,442
Discretionary	31,756	20,397	52,153
	<u>\$ 1,285,259</u>	<u>\$ 32,756,174</u>	<u>\$ 34,041,433</u>

The accompanying notes are an integral part of these financial statements.

## STATEMENTS OF CASH FLOWS

For the year ended September 30,

	<u>2021</u>	<u>2020</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in net assets	\$ (149,188)	\$ (57,666)
Adjustments to reconcile change in net assets to cash provided by operating activities		
Depreciation expense	154,706	204,363
(Increase) decrease in operating assets		
Grants receivable	437,399	(1,280,237)
Accounts receivable	(6,684)	9,814
Other assets	22,972	(52,282)
Increase (decrease) in operating liabilities		
Accounts payable	(279,033)	(363,185)
Deferred revenue	(666,553)	1,571,025
Accrued expenses	355,095	(31,142)
Accrued vacation	<u>(5,370)</u>	<u>30,562</u>
Net cash provided by (used in) operating activities	<u>(136,656)</u>	<u>31,252</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property and equipment	<u>-</u>	<u>(44,613)</u>
Net cash provided by (used in) investing activities	<u>-</u>	<u>(44,613)</u>
Net increase (decrease) in cash and cash equivalents	(136,656)	(13,361)
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	<u>1,001,094</u>	<u>1,014,455</u>
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>\$ 864,438</u>	<u>\$ 1,001,094</u>

The accompanying notes are an integral part of these financial statements.

## NOTES TO FINANCIAL STATEMENTS

September 30, 2021 and 2020

(1) Organization and nature of activities

On July 1, 1997, the Private Industry Council (PIC) of Corpus Christi/Nueces County and the Rural Coastal Bend Services Delivery Areas merged to form the Coastal Bend Workforce Development Board (the Board) to comply with the Workforce and Economic Competitiveness Act Chapter 2308 of the Texas Government Code (the Act). The Board was incorporated under the Texas Non-Profit Corporation Act for the purpose of implementation and development of workforce related activities and programs in the eleven county Coastal Bend region. The Board, through the partnership and the interlocal agreements with the Coastal Bend Chief Elected Officials Council, is designated as the grant recipient and the administrative entity for the workforce development area. The Board receives funding from local, state and federal sources, and must comply with spending, reporting and record keeping requirements of these entities.

(2) Summary of significant accounting policies

## Financial statement presentation

The Board classifies its financial statements to present two (2) classes of net assets:

- *Net assets without donor restrictions* include those net assets whose use is not restricted by donor-imposed stipulations. Restricted grant proceeds or contributions whose restrictions are met in the same reporting period are reported as revenue without donor restrictions.
- *Net assets with donor restrictions* include net assets subject to donor-imposed restrictions that may or will be satisfied by the actions of the Board or the passage of time. The Board had no net assets with donor restrictions at September 30, 2021 and 2020.

## Basis of accounting

The financial statements of the Board have been prepared on the accrual basis of accounting and accordingly reflect all significant receivables, payables and other liabilities.

## Estimates

Management uses estimates and assumptions in preparing the financial statements. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the report of revenues and expenses.

## Allowances for uncollectable

No allowance for uncollectable has been established. All receivables from the state and sub-recipients are deemed fully collectible.

## NOTES TO FINANCIAL STATEMENTS

September 30, 2021 and 2020

(2) Summary of significant accounting policies (continued)

## Cash and cash equivalents

For the purpose of the statement of cash flows, the Board considers all unrestricted highly liquid investments with an initial maturity of three months or less to be cash equivalents. This includes cash in bank, certificates of deposit, and money market accounts.

## Revenue/receivable concentrations

The Board receives substantially all of its revenue from grants through federal and state agencies. Grant revenue is recorded by the Board as it is earned with the offset to a receivable. The Board does not recognize an allowance for bad debt, as all receivables are deemed collectable.

## Functional expense allocation

Costs incurred by the Board in providing management and oversight of various programs have been summarized on a functional basis. Accordingly, these costs are recognized among the programs either as administrative or program and are distributed to the various funding sources based upon an established cost allocation plan on a monthly basis. Unassignable administrative and program costs are allocated to each grant based upon each grant's proportional share of total Workforce Center's expenses.

## Fixed assets

The Board capitalizes property and equipment with a unit cost of \$5,000 or more and a useful life greater than 1 year for depreciation and financial statement presentation. Asset purchases under \$5,000 are expensed. The Board tracks property with a unit cost of \$500 or more to comply with internal policy. The valuation of the fixed assets is cost, if purchased, or fair market value, if donated. The Texas Workforce Commission (TWC) has an interest in all property purchased with TWC funds.

## Income taxes

Income taxes are not provided for in the financial statements since the Board is exempt from federal income taxes and filing IRS Form 990 under Section 501(c)(3) of the Internal Revenue Code. The Board is not classified as a private foundation.

NOTES TO FINANCIAL STATEMENTS

September 30, 2021 and 2020

(3) Deposits and collateral

At September 30, 2021 and 2020, the total bank balances were \$901,265 and \$1,013,263, respectively. Bank balances of \$250,000 are covered by federal depository insurance. At September 30, 2021 and 2020, all of the Board’s bank balances were covered by federal depository insurance as well as collateralized securities held by the pledging institution.

(4) Grants receivable

	<u>2021</u>	<u>2020</u>
Due from Texas Workforce Commission		
Child Care	\$ 1,279,342	\$ 2,030,850
Choices/TANF	405,573	421,241
Wagner-Peyser Employment Services	9,697	2,503
NCP	279	-
Military Family Support Pilot	-	7,175
Workforce Innovation and Opportunity Act Adult	42,206	164,959
Summer Earn and Learn Program	93,174	-
Workforce Innovation and Opportunity Act Dislocated	140,250	286,770
Workforce Investment Act and Opportunity Alternative Statewide	143,370	47,322
Workforce Innovation and Opportunity Act Youth	269,638	248,568
Workforce Innovation and Opportunity Act Rapid Response	1,417	532
Disabled Vets Outreach	2,696	-
Resource Administration Grant	23	6,923
SNAP E & T	376,436	132,470
IKEA Home	4,852	-
Trade Act Services	1,041	2,415
Vocational Rehabilitation	56,943	5,092
Service Fund	13,883	13,883
Reemployment Services and Eligibility Assessment	8,949	-
COVID-19 Disaster Recovery	107,375	24,064
Upskill	<u>224</u>	<u>-</u>
 Total due from Texas Workforce Commission	 <u>\$ 2,957,368</u>	 <u>\$ 3,394,767</u>

NOTES TO FINANCIAL STATEMENTS

September 30, 2021 and 2020

(5) Deferred revenue

	<u>2021</u>	<u>2020</u>
Deferred revenue		
Child Care Protective Services	\$ 13,401	\$ 1,361,087
NCP	5,429	
Workforce Innovation and Opportunity Act Adult	26,247	15,006
Workforce Innovation and Opportunity Act Dislocated	1,536	5,056
Workforce Innovation and Opportunity Act Alternative Statewide	146,920	-
Board Service Award	-	19,086
Student Hireability	87,921	8,566
Reemployment Services and Eligibility Assessment	-	3,413
Women's Entrepreneurship	-	500
Workforce Commission Initiatives	-	2,147
COVID-19 Disaster Recovery	-	10,775
Military Family Support Pilot	5,162	-
SNAP E & T	376,264	-
Perkins	11,418	-
Vocational Rehabilitation	102	-
Walmart Foundation	<u>230,072</u>	<u>145,389</u>
Total deferred revenue	<u>\$ 904,472</u>	<u>\$ 1,571,025</u>

(6) Fixed assets

	<u>BALANCE</u> <u>10/1/2020</u>	<u>ADDITIONS</u>	<u>DELETIONS</u>	<u>BALANCE</u> <u>9/30/2021</u>
Fixed assets:				
Equipment	\$ 582,856	\$ -	\$ -	\$ 582,856
Software	21,915	-	-	21,915
Building improvements	<u>1,663,529</u>	<u>-</u>	<u>-</u>	<u>1,663,529</u>
Total fixed assets	<u>2,268,300</u>	<u>-</u>	<u>-</u>	<u>2,268,300</u>
Accumulated depreciation:				
Equipment	(329,701)	(90,226)	-	(419,927)
Software	(21,165)	(750)	-	(21,915)
Building improvements	<u>(1,461,579)</u>	<u>(63,730)</u>	<u>-</u>	<u>(1,525,309)</u>
Total accumulated depreciation	<u>(1,812,445)</u>	<u>(154,706)</u>	<u>-</u>	<u>(1,967,151)</u>
Fixed assets - net	<u>\$ 455,855</u>	<u>\$ (154,706)</u>	<u>\$ -</u>	<u>\$ 301,149</u>

NOTES TO FINANCIAL STATEMENTS

September 30, 2021 and 2020

(7) Compensated absences

The Board employees are granted vacation pay in varying amounts based on length of service. Accrued unused vacation is paid upon an employee’s termination. Compensated absences are charged to the applicable program when taken. The earned amount as of September 30, 2021 and 2020, was \$94,735 and \$100,105, respectively.

(8) Operating leases

Commitments under lease agreements for facilities provide for minimum annual rental payments as follows:

<u>September 30,</u>	<u>Amount</u>
2022	\$ 302,228
2023	201,663
2024	201,663
2025	209,811
2026	226,107
2027-2030	<u>866,744</u>
	<u>\$ 2,008,216</u>

Rental expense for the year ended September 30, 2021 and 2020 was \$465,403 and \$386,618, respectively.

(9) Retirement plan

The Board provides employees the opportunity to participate in the Board’s retirement plan. The plan is a 401(k) profit sharing plan. The Board’s profit sharing plan and the provisions in this policy are subject to the rules and regulations of the Employee Retirement Income Security Act (ERISA) and the Internal Revenue Service. The vesting period for participating employees for contributions made before October 1, 2013 is as follows:

<u>Years of Service</u>	<u>Vesting Percentage</u>
1	20%
2	40%
3	60%
4	80%
5 or more	100%

Benefits under the plan are based on the employee’s vested interest in the value of his/her account at the time their benefits become payable as a result of his/her retirement or other separation from service or other distribution event. That value will depend on the contributions credited to their account and on the investment performance of the nest fund established to hold and invest those contributions. On September 24, 2021 the Board changed the vesting period to 100% vested on day one of the employee’s employment date and all active employees were 100% vested as of that date.

## NOTES TO FINANCIAL STATEMENTS

September 30, 2021 and 2020

(9) Retirement plan (continued)

Employees who have completed at least 1,000 hours of service within 6 consecutive months are eligible to participate in the 401(k) profit sharing plan.

Effective October 1, 2013 employees can make plan contributions up to the maximum allowed by the plan, not to exceed the IRS limits, and they can choose to make contributions before paying taxes and/or after-tax contributions through the plan's Roth 401(k) option. Employees may increase or decrease their contributions to the plan each payroll period. Employees are automatically 100% vested in their contributions and roll over contributions.

Coastal Bend Workforce Development Board will make a safe harbor matching contribution equal to 100% of the first 5% of eligible pay that the employee contributes.

More specific information on the retirement plan can be found in the summary plan description of the plan.

Existing and new employees, who have previously worked with any workforce organization (Board, One-Stop contractors, or TWC) within the State of Texas, shall be allowed to carry over their years of service earned at that organization to the Board's retirement plan. Contributions paid during the fiscal period were \$57,120 and \$57,960 for years ended 2021 and 2020, respectively.

(10) Economic dependence

Coastal Bend Workforce Development Board receives a significant portion of its revenue from pass-through funds of federal and state grants. The Board operated during the fiscal year under one major source of funds, the Texas Workforce Commission. The grant amounts are appropriated each year at the federal and state level. If significant budget cuts are made at the federal and state level, the amount of funds the organization receives could be reduced significantly and have an adverse impact on its operations.

(11) Contingencies

Individual grants are subject to additional financial and compliance audits by the grantors or their representatives. Such audits could result in requests for reimbursements to the grantor agency for expenditures disallowed under terms of the grants. The Board's management is of the opinion that disallowance, if any, will not have a material effect on the financial statements.

(12) Subsequent events

Management has evaluated subsequent events through May 19, 2022, the date the financial statements were available to be issued. No significant subsequent events occurred.

**SINGLE AUDIT SECTION**



INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING  
AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS  
PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

To the Board of Directors  
Coastal Bend Workforce Development Board  
Corpus Christi, Texas

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Coastal Bend Workforce Development Board (a nonprofit organization), which comprise the statements of financial position as of September 30, 2021 and 2020, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements, and have issued our report thereon dated May 19, 2022.

### **Internal Control Over Financial Reporting**

In planning and performing our audit of the financial statements, we considered Coastal Bend Workforce Development Board's (the Board) internal control over financial reporting (internal control) as a basis for designing the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Board's internal control. Accordingly, we do not express an opinion on the effectiveness of the Board's internal control.

*A deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

**Compliance and Other Matters**

As part of obtaining reasonable assurance about whether Coastal Bend Workforce Development Board’s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

**Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Board’s internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Board’s internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

San Antonio, Texas  
May 19, 2022

INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE FOR EACH MAJOR  
FEDERAL AND STATE PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE  
REQUIRED BY THE UNIFORM GUIDANCE AND THE STATE OF TEXAS SINGLE AUDIT CIRCULAR

To the Board of Directors  
Coastal Bend Workforce Development Board  
Corpus Christi, Texas

### **Report on Compliance for Each Major Federal and State Program**

We have audited Coastal Bend Workforce Development Board's compliance with the types of compliance requirements described in the *OMB Compliance Supplement* and the State of Texas Single Audit Circular that could have a direct and material effect on each of Coastal Bend Workforce Development Board's major federal and state programs for the year ended September 30, 2021. Coastal Bend Workforce Development Board's major federal and state programs are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

#### ***Management's Responsibility***

Management is responsible for compliance with federal and state statutes, regulations, and the terms and conditions of its federal and state awards applicable to its federal and state programs.

#### ***Auditor's Responsibility***

Our responsibility is to express an opinion on compliance for each of Coastal Bend Workforce Development Board's major federal and state programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; the audit requirements of Title 2, U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance); and the audit requirements of the State of Texas Single Audit Circular. Those standards, the Uniform Guidance, and the State of Texas Single Audit Circular require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal or state program occurred. An audit includes examining, on a test basis, evidence about Coastal Bend Workforce Development Board's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal and state program. However, our audit does not provide a legal determination of Coastal Bend Workforce Development Board's compliance.

### ***Opinion on Each Major Federal and State Program***

In our opinion, Coastal Bend Workforce Development Board complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal and state programs for the year ended September 30, 2021.

### **Report on Internal Control over Compliance**

Management of Coastal Bend Workforce Development Board is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Coastal Bend Workforce Development Board's internal control over compliance with the types of requirements that could have a direct and material effect on each major federal and state program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal and state program and to test and report on internal control over compliance in accordance with the Uniform Guidance and the State of Texas Single Audit Circular, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Coastal Bend Workforce Development Board's internal control over compliance.

*A deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal or state program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal or state program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal or state program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance and the State of Texas Single Audit Circular. Accordingly, this report is not suitable for any other purpose.

San Antonio, Texas  
May 19, 2022

COASTAL BEND WORKFORCE DEVELOPMENT BOARD

DRAFT

SCHEDULE OF EXPENDITURES OF FEDERAL AND STATE AWARDS

Year ended September 30, 2021

GRANTOR/PASS-THROUGH GRANTOR PROGRAM TITLE	FEDERAL ALN NUMBER	PASS-THROUGH GRANTOR'S NUMBER	AWARD AMOUNT	CURRENT FISCAL YEAR EXPENDITURES	PASS-THROUGH TO SUBRECIPIENTS
<b>FEDERAL FUNDS</b>					
<b>U.S. Department of Labor</b>					
Passed Through Texas Workforce Commission and Texas Veteran's Commission:					
<b>Employment Service Cluster</b>					
Wagner-Peyser Employment Services	17.207	2221WPA001	\$ 139,347	\$ 82,278	\$ 54,743
Wagner-Peyser Employment Services	17.207	2220WPA001	175,760	46,348	98,727
Workforce Commission Initiatives	17.207	2221WCI001	17,709	17,709	-
Workforce Commission Initiatives	17.207	2220WCI001	22,126	15,448	7,489
Reemployment Services and Eligibility Assessment	17.225	2221REA001	268,355	266,514	205,817
Reemployment Services and Eligibility Assessment	17.225	2220REA001	264,388	4,095	4,095
Resource Administrative Grant	17.207	2221RAG001	5,192	5,192	5,192
Disabled Veterans Outreach Program	17.801	2221TVCO01	37,411	37,411	6,000
<b>Total Employment Service Cluster</b>			<u>930,288</u>	<u>474,995</u>	<u>382,063</u>
<b>WIOA Cluster</b>					
Workforce Innovation and Opportunity Act - Adult	17.258	2221WOA001	1,514,463	(846)	-
Workforce Innovation and Opportunity Act - Adult	17.258	2220WOA001	1,644,710	1,501,030	1,175,032
Workforce Innovation and Opportunity Act - Adult	17.258	2219WOA001	1,634,596	175,516	84,487
Military Family Support Pilot	17.258	2221WOS001	54,704	48,273	42,146
Military Family Support Pilot	17.258	2220WOS001	54,704	(7,074)	(7,074)
Women's Entrepreneurship	17.258	2219WOS002	58,207	(254)	-
COVID Response	17.258	2220COV001	91,628	55,579	-
Board Service Award - Navigator	17.258	2220BSA002	50,000	39,211	-
Workforce Innovation and Opportunity Act- Youth	17.259	2219WOY001	1,711,066	387,030	230,796
Workforce Innovation and Opportunity Act- Youth	17.259	2220WOY001	1,726,103	1,517,686	1,214,167
Workforce Innovation and Opportunity Act- Youth	17.259	2221WOY001	1,584,376	100,479	93,255
COVID-19 Disaster Recovery	17.277	2220NDW001	1,524,465	419,790	130,580
Board Service Award - WE	17.278	2220BSA001	15,000	7,450	-
WIOA Alternative Statewide	17.278	2219WAF001	812,796	167,545	29,924
COVID Response	17.278	2220COV001	91,628	42,075	-
Workforce Innovation and Opportunity Act- Dislocated	17.278	2221WOD001	1,314,043	(1,536)	-
Workforce Innovation and Opportunity Act- Dislocated	17.278	2220WOD001	138,028	1,187,884	936,131
Workforce Innovation and Opportunity Act- Dislocated	17.278	2219WOD001	1,363,801	561,719	403,992
Workforce Innovation and Opportunity Act- Rapid Response	17.278	2221WOR001	23,038	2,680	2,655
Workforce Innovation and Opportunity Act- Rapid Response	17.278	2220WOR001	22,417	1,066	1,054
<b>Total WIOA Cluster</b>			<u>15,429,773</u>	<u>6,205,303</u>	<u>4,337,145</u>
Trade Act Services	17.245	2221TRA001	18,412	3,930	3,930
Resource Administration Grant	17.273	2221RAG001	485	485	485
Apprenticeship USA Grants	17.285	2219ATG000	199,100	179,259	179,259
<b>Total U.S. Department of Labor</b>			<u>16,578,058</u>	<u>6,863,972</u>	<u>4,902,882</u>
<b>U.S. Department of Agriculture</b>					
Passed Through Texas Workforce Commission:					
<b>SNAP Cluster</b>					
Supplemental Nutrition Assistance Program	10.561	2220SNE001	648,065	9,604	7,926
Supplemental Nutrition Assistance Program	10.561	2221SNE001	572,333	572,333	319,757
<b>Total U.S. Department of Agriculture</b>			<u>1,220,398</u>	<u>581,937</u>	<u>327,683</u>

COASTAL BEND WORKFORCE DEVELOPMENT BOARD

DRAFT

SCHEDULE OF EXPENDITURES OF FEDERAL AND STATE AWARDS

Year ended September 30, 2021

GRANTOR/PASS-THROUGH GRANTOR PROGRAM TITLE	FEDERAL ALN NUMBER	PASS-THROUGH GRANTOR'S NUMBER	AWARD AMOUNT	CURRENT FISCAL YEAR EXPENDITURES	PASS-THROUGH TO SUBRECIPIENTS
<b><u>FEDERAL FUNDS (CONTINUED)</u></b>					
<b><u>U.S. Department of Health and Human Services</u></b>					
Passed Through Texas Workforce Commission:					
<b>CCDF Cluster</b>					
Child Care Services Formula Grant	93.596	2221CCF001	\$ 3,015,454	\$ 3,015,454	\$ 3,015,454
Childcare Local Initiative Grant	93.596	2221CCM001	1,806,566	1,806,566	1,806,566
Child Care Services Formula Grant	93.575	2220CCF001	13,346,817	10,818,744	9,167,467
Child Care Services Formula Grant	93.575	2220CCF001	14,997,862	1,536,102	1,361,924
Child Care Automation Grant	93.575	2221CAA001	27,086	27,086	-
Childcare Quality Improvement Activity Grant	93.575	2221CCQ001	328,757	297,372	-
Childcare Quality Improvement Activity Grant	93.575	2220CCQ001	587,837	193,753	-
<b>Total CCDF Cluster</b>			<b>34,110,379</b>	<b>17,695,077</b>	<b>15,351,411</b>
<b>TANF Cluster</b>					
Wagner-Peyser Employment Services	93.558	2220WPA001	107,457	106,560	-
Wagner-Peyser Employment Services	93.558	2221WPA001	7,334	7,334	-
Non-Custodial Parent Choices Program	93.558	2220NCP001	85,398	616	307
Non-Custodial Parent Choices Program	93.558	2221NCP001	87,632	87,632	87,632
Temporary Assistance to Needy Families	93.558	2221TAF001	1,812,112	1,688,945	1,482,938
Temporary Assistance to Needy Families	93.558	2221TAN003	100,000	48,649	-
Board Service Award - WE	93.558	2220BSA001	15,000	15,000	-
Workforce Commission Initiatives	93.558	2220WCI001	51,067	7,157	-
Workforce Commission Initiatives	93.558	2221WCI001	25,000	25,000	16,753
<b>Total TANF Cluster</b>			<b>2,291,000</b>	<b>1,986,893</b>	<b>1,587,630</b>
<b>Social Services Block Grant</b>					
Child Care Services Formula Grant	93.667	2221CCF001	44,019	44,019	21,772
<b>Total Social Services Block Grant</b>			<b>44,019</b>	<b>44,019</b>	<b>21,772</b>
<b>Total U.S. Department of Health and Human Services</b>					
			<b>36,445,398</b>	<b>19,725,989</b>	<b>16,960,813</b>
<b>Total Federal Awards</b>					
			<b>36,445,398</b>	<b>27,171,898</b>	<b>22,191,378</b>
<b><u>STATE FUNDS</u></b>					
<u>Texas Workforce Commission</u>					
Temporary Assistance to Needy Families	NA	2221TAF001	294,284	294,284	-
Temporary Assistance to Needy Families	NA	2220TAF001	311,315	62,388	39,042
Non-Custodial Parent Choices Program	NA	2220NCP001	54,490	(281)	-
Non-Custodial Parent Choices Program	NA	2221NCP001	54,771	54,771	29,321
Non-Custodial Parent Choices Program	NA	2222NCP001	54,771	3,819	3,819
Resource Administration Grant	NA	2221RAG001	1,246	1,246	1,246
Supplemental Nutrition Assistance Program	NA	2221SNE001	133,459	133,459	133,459
Child Care Department of Family Protective Services	NA	2220CCP001	1,593,100	(52,699)	(52,699)
Child Care Department of Family Protective Services	NA	2221CCP001	1,448,000	912,611	869,198
Child Care Department of Family Protective Services	NA	2222CCP001	1,032,900	69,394	62,580
Child Care Services Formula Grant	NA	2221CCF001	1,656,696	1,656,696	1,656,696
Workforce Commission Initiatives	NA	2221WCI001	2,000	2,000	-
IKEA Home	NA	2221DON001	75,000	5,529	-
<b>Total State Awards</b>			<b>6,712,032</b>	<b>3,143,217</b>	<b>2,742,662</b>

NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AND STATE AWARDS

September 30, 2021

(1) Basis of presentation

The schedule of expenditures of federal and state awards presents expenditures for all federal and state assistance awards that were in effect for the year ended September 30, 2021 for Coastal Bend Workforce Development Board. The information in this schedule is presented in accordance with the requirements of the Uniform Guidance and State of Texas Single Audit Circular.

(2) Summary of significant accounting policies

Expenditures are reported on the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America as further described in the notes to financial statements.

Coastal Bend Workforce Development Board elected not to use the 10 percent de minimus indirect cost rate.

(3) Relationship to financial statements

Total expenses:

Per statement of activities and change in net assets	\$ 30,767,772
Per schedule of federal awards	<u>27,171,898</u>
	<u>\$ 3,595,874</u>

Non federal and state expenses:

State	\$ 3,143,217
Non-federal	<u>452,657</u>
	<u>\$ 3,595,874</u>

SCHEDULE OF FINDINGS AND QUESTIONED COSTS

For the year ended September 30, 2021

SECTION I: SUMMARY OF AUDITOR’S RESULTS

**Financial Statements**

Type of auditor’s report issued: Unmodified

Internal control over financial reporting:

- Material weakness(es) identified?      Yes   X   No
- Significant deficiencies identified that are not considered to be material weakness(es)?      Yes   X   None reported

Noncompliance material to the financial statements noted?      Yes   X   No

**Federal and State Awards**

Internal control over major programs:

- Material weakness(es) identified?      Yes   X   No
- Significant deficiencies identified that are not considered to be material weakness(es)?      Yes   X   None reported

Type of auditor’s report issued on compliance for major programs: Unmodified

Any audit findings disclosed that are required to be reported in accordance with 2 CFR Section 200.516(a)?      Yes   X   No

Identification of major programs:

Federal:

<u>ALN NUMBER(S)</u>	<u>NAME OF FEDERAL/STATE PROGRAM OR CLUSTER</u>
93.558	Temporary Assistance for Needy Families Cluster
17.258/17.259/17.278	Workforce Innovation and Opportunity Act (WIOA) Cluster
17.277	WIOA Disaster Recovery Dislocated Worker – COVID - 19

State:

N/A	Child Care Department of Family Protective Services
N/A	Temporary Assistance for Needy Families Cluster

Dollar threshold used to distinguish between Type A and Type B programs:

- Federal - \$815,157
- State - \$750,000

Auditee qualified as low-risk auditee?   X   Yes      No

(continued)

**COASTAL BEND WORKFORCE DEVELOPMENT BOARD**

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS**

**For the year ended September 30, 2021**

SECTION II: FINANCIAL STATEMENT FINDINGS

No matters were reported.

SECTION III: FEDERAL AND STATE AWARD FINDINGS AND QUESTIONED COSTS

No matters were reported.

SUMMARY SCHEDULE OF PRIOR YEAR FINDINGS

For the year ended September 30, 2021

<u>FINDINGS/RECOMMENDATION</u>	<u>CURRENT STATUS</u>	<u>MANAGEMENT'S EXPLANATION IF NOT IMPLEMENTED</u>
None	-	No prior year findings

## **ITEM FOR DISCUSSION AND POSSIBLE ACTION**

XII – 1, 2 & 3. Discussion and Possible on Purchases over \$50k for New Facility Buildout

## **BACKGROUND INFORMATION**

1. IT Cabling
2. Burglar Alarm, Security Cameras, Access Control
3. Furniture

## **RECOMMENDATION**

The Board of Directors approve on Purchases over \$50k for New Facility Buildout.

### ***IT Cabling***

<b>Vendor</b>	<b># of Drops</b>	<b>Price</b>	<b>Purch Coop</b>	<b>Extended Price</b>	<b>Comments</b>
Layer3 Communications	113	41,234.00	DIR-CPO-4807	NA	Couldn't quote all the hardware; did include ladder rack. Everything outside of the cable was not in the quote and would be additional charges; no hourly rates provided.
Empire Technologies	120+	<b>30,356.84</b>	No	<b>54,201.19</b>	Comprehensive Quote to include WAP's, IT Room mounting hardware, TV mounts, & audio/video cabling. Ladders and plywood may be removed if provided by GC
210IT	97	15,148.80	No	NA	Had special pricing on 2nd drops but could not quote other hardware items and did not quote furniture cable runs.
Austin Structured Cabling LLC			DIR-CPO-4787		4/27/22 Spoke with someone and they do not have works available to provide services in Corpus at the moment. They are in Austin and have never done any work this far out.
Network Cabling Services, Inc.			DIR-CPO-4782		4/27/22 Spoke with Katherine who forwarded me to Margie Teal. Called Margie and left a voicemail to get back with me. Sent an email of the plans to request a quote.
Triumph Cabling Systems, LLC			DIR-CPO-4781		4/27/22 Spoke with Yolanda Delagarza. Sent her an email of the plans to request a quote. She said she will forward to the estimators.
Southwest Networks, Inc.			DIR-CPO-4784		Called and received a voicemail: In a conference until today 04/27/22. Left a message for him to get back with me. Sent an email.

### ***Special Systems: Burglar Alarm, Security Cameras, Access Control***

<b>Vendor</b>		<b>Price</b>	<b>Purch Coop</b>		<b>Comments</b>
American Integrated Solutions		65,979.00	No		One page quote; had to research individual systems and ask questions. One system was not accessible via cell phone. Wanted to run CAT cable for special systems but could not quote IT Drops
Empire Technologies		<b>63,459.49</b>	No		Quote was very detailed and even included recurring monitoring options.
Stanley		97,423.15	Goodbuy		Good quote even quoted recurring monitoring charges.

### ***Furniture***

<b>Vendor</b>		<b>Price</b>	<b>Purch Coop</b>		<b>Comments</b>
Gateway		<b>165,913.97</b>	Omnia-70% Discount		Great discount and local showroom to view furniture
TXMAS			55% Discount		Same brands and base pricing but less discount

## **ITEM FOR DISCUSSION AND POSSIBLE ACTION**

XIII. FY 2022 Budget Amendment #3

### **BACKGROUND INFORMATION**

The Workforce Solutions Board of Directors approved the FY 2022 Operating Budget on August 5, 2021. Budget Amendment #3 is attached with a detailed budget narrative.

### **RECOMMENDATION**

The Board of Directors approve FY 2022 Budget Amendment #3.

**WORKFORCE SOLUTIONS OF THE COASTAL BEND**  
**BUDGET NARRATIVE**  
**FY 2022**

The proposed budget FY22 Amendment #3, includes an overall revenue increase for new / additional funds for a total of \$2,919,378.

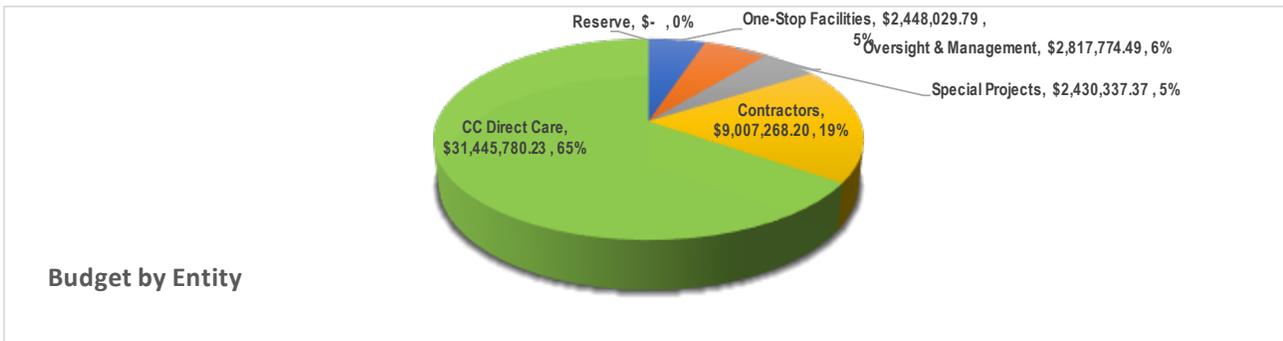
The increase in the budget will be adjusted in Oversight & Management in the General Administrative category for \$15,570 for office supplies; One-Stop Operations under General Administrative category for \$5,000 for office supplies and Communication expense for \$20,000 for new VOIP phone and increase in internet capacity at all locations. The remaining \$2,878,808 will be a net increase to Contracted services. Increases in Special Projects, One-Stop and for Child Care Local Match.

We are requesting approval on budget amendment #3 of the BCY2022 budget.

Contract No.	Program	Comments	Amended Budget	Amendment #3	Available 03/31/2022
Non-TWC	Walmart (PATHS)		229,943		229,943
2220NDW001	COVID-19 Disaster Recovery		506,945		506,945
2221DON001	IKEA Home		69,471		69,471
2220WOA001	WIOA - PY20 Adult Allocation		163,956		163,956
2220WOD001	WIOA - PY20 Dislocated Worker Allocation		149,700		149,700
2220WOY001	WIOA - PY20 Youth		217,613		217,613
2221WOR001	WIOA - PY20 Rapid Response		20,108		20,108
2221TAN003	TANF-Texas Internship Initiative		51,351		51,351
2221TAN000	TANF Choices		92,757		92,757
2221CCQ000	Child Care Quality (CCQ)		31,386		31,386
2221CCF000	Child Care (Oct)		704,200		704,200
2221CCP000	Child Care DFPS		(1,034)		(1,034)
2221WPA001	Employment Services		55,218		55,218
2221WOS001	Military Family Support		6,431		6,431
Non-TWC	Perkins		22,239		22,239
Non-TWC	SEAL		136,826		136,826
2222NCP001	Non-Custodial Parent (NCP)		136,994		136,994
2221WOA001	WIOA - PY21 Adult Allocation (July)		311,865		311,865
2221WOA001	WIOA - PY21 Adult Allocation (Oct)		1,202,598		1,202,598
2221WOD001	WIOA - PY21 Dislocated Worker Allocation (July)		263,276		263,276
2221WOD001	WIOA - PY21 Dislocated Worker Allocation (Oct)		1,050,767		1,050,767
2221WOY001	WIOA - PY21 Youth Allocation		1,584,376		1,584,376
Non-TWC	STUDENT HIRABILITY (09/01/20-08/31/21)		105,000		105,000
Non-TWC	KINGSVILLE/BEEVILLE/STAPLES VR Monthly Expenses		120,144		120,144
2221TRA001	Trade Act Services for Dislocated Workers		489		489
2222CCF001	Child Care		23,158,866		23,158,866
2222CM001	Child Care Local Match	Add'l Funding	0	1,834,806	1,834,806
2222CCP001	Child Care DFPS		1,032,900		1,032,900
2222CCX001	Child Care SIR		9,796,797		9,796,797
2222CCQ001	Child Care Quality (CCQ)		1,418,516		1,418,516
2222RAG001	Resource Administration Grant		6,923		6,923
2222REA001	Reemployment Services & Eligibility Assessment		258,378		258,378
2222SNE001	SNAP E&T	Added ABAWD	527,816	349,001	876,817
2222TAF001	Temporary Assistance for Needy Families/Choices		2,329,375		2,329,375
2222TRA001	Trade Act Services for Dislocated Workers		18,412		18,412
2222TVC001	Texas Veteran's Commission		37,412		37,412
2222WCI002	Workforce Commission Initiatives-RWY		10,000		10,000
2222WCI002	Workforce Commission Initiatives-TVLP		7,476		7,476
2222WCI002	Workforce Commission Initiatives-YOU Choose		35,000		35,000
2222WCI002	Workforce Commission Initiatives-VR Career Exploration Pilot		133,333		133,333
2222WCI002	Workforce Commission Initiatives-CC Short Term Training		61,110		61,110
2222WCI002	Workforce Commission Initiatives-WIOA Add'l Board	Add'l Funding	0	84,761	84,761
2222WPA001	Wagner-Peyser Employment Services		84,878		84,878
Non-TWC	Perkins		80,000		80,000
2222WOS001	Military Family Support	Add'l Funding	0	54,600	54,600
2222ATG20	Apprenticeship Texas	Add'l Funding	0	100,000	100,000
2222EXT001	Externships for Teachers	Add'l Funding	0	166,210	166,210
2222TAN002	Texas Internship Initiative	Add'l Funding	0	100,000	100,000
Non TWC	3022VRS047	Add'l Funding	0	230,000	230,000
	<b>Grand Total</b>		<b>\$46,229,812</b>	<b>\$2,919,378</b>	<b>\$49,149,190</b>

**Workforce Solutions of the Coastal Bend  
FY 2021-22 BUDGET  
For the twelve month period ending September 30, 2022**

	A FY202 Revised Budget	B FY2022 Amendment #3	C FY2022 Amended Budget	Difference C-A
Grant revenue	\$46,229,812	\$2,919,378	\$ 49,149,190	2,919,378
Total revenue	<u>\$46,229,812</u>	<u>\$ 2,919,378</u>	<u>\$ 49,149,190</u>	<u>\$ 2,919,378</u>
<b>EXPENSES</b>				
<b>Oversight &amp; Management</b>				
Salaries and benefits	\$ 2,061,687	\$ -	\$ 2,061,687	-
Facilities and related expense	252,006	-	252,006	-
Furniture, Equipment & Software	96,881	-	96,881	-
General administrative expense	149,405	15,570	164,975	15,570
Staff development expense	15,000	0	15,000	-
Travel expense	40,000	-	40,000	-
<b>Total Oversight &amp; Management Expense</b>	<u>\$ 2,802,204</u>	<u>\$ 15,570</u>	<u>\$ 2,817,774</u>	<u>\$ 15,570</u>
<b>One Stop Operations</b>				
Facilities and related expense	\$ 1,197,451	\$ -	\$ 1,197,451	-
Furniture, Equipment & Software	858,500	0	858,500	-
General administrative expense	157,078	5,000	162,078	5,000
Communication expense	155,000	20,000	175,000	20,000
Professional fees & service	55,000	0	55,000	-
Client	-	-	-	-
<b>Total One Stop Operation</b>	<u>\$ 2,423,030</u>	<u>\$ 25,000</u>	<u>\$ 2,448,030</u>	<u>\$ 25,000</u>
Contracted services	\$ 41,004,578	\$ 2,878,808	\$ 43,883,386	2,878,808
<b>Total expense</b>	<u><b>\$ 46,229,812</b></u>	<u><b>\$ 2,919,378</b></u>	<u><b>\$ 49,149,190</b></u>	<u><b>\$ 2,919,378</b></u>
Changes in net assets	<u>0</u>	<u>0</u>	<u>0</u>	-



## ITEM FOR DISCUSSION AND POSSIBLE ACTION

XIV – 1-4. 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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**CATEGORY:** Workforce Programs- WIOA **No: 4.1.104.067**  
**TITLE:** Individual Training Accounts (ITAs)  
**SUPERSEDES:** 4.1.104.056, dtd 02/21/2020  
**EFFECTIVE:** ~~MONTH ##, 2021 09/24/201~~ May 20, 2022  
**BOARD APPROVAL:** ~~MONTH ##, 2021 May 19, 2022, 09/23/201~~  
**DATE REVIEWED :** ~~MONTH ##, 2021 09/09/2021~~ May 5, 2022

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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:**

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**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>	

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**I. PURPOSE:**

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

**II. DEFINITIONS:**

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

**III. POLICY STATEMENT:**

**A. General – All Workforce Programs**

Career Center 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:**

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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>4.0.115.06-07 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.~~

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

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.

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

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

### NCP Choices Outreach

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

### Ongoing Participation

After the date of noncompliance with participation requirements, such as a missed appointment or the date of discovery of noncompliance by Workforce Career Center staff, 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.
53-5011	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,

## **ITEM FOR DISCUSSION AND POSSIBLE ACTION**

XIV – 5. Discussion and Possible Action to Approve the President/CEO's Execution of a Contract for General Contractor Services – Mission Plaza Phase I.

### **BACKGROUND INFORMATION**

After analysis and a determination of need, Workforce Solutions of the Coastal Bend (WFSCB) made the decision to formally solicit the services of qualified and experienced individuals/firms to assist with the renovation of the new Mission Plaza One Stop Center. WFSCB's use of this procurement process was consistent with TWC FMGC and procurement strategies of other Boards.

A legal notice was advertised in two Sunday editions (January 9 and 16, 2022) of the Caller Times and was posted in the January 14, 2022 edition of the Texas Register. On January 10, 2022 an email blast was sent out by the Texas Coastal Bend Chapter of Associated Builders and Contractors to 173 members. On January 12, 2022 the South Texas Chapter of the Associated General Contractors posted the legal notice in their weekly newsletter, which goes out to 125 of their members. WFSCB staff sent direct email notifications to 15 local firms who were on their vendors list and to 70 HUB vendors from 11 counties, including those in the San Antonio & Austin areas.

On January 18, 2022 a Request for Proposal for General Contractor Services was issued for Phase I of the Mission Plaza office space buildout. In response to the RFP, WFSCB received six (6) proposals, five (5) of which qualified as responsive. The proposals were evaluated and scored by a committee of WFSCB staff. It was the consensus of the evaluation committee to award the contract to the firm of Marshall Company, Ltd.

Successful contract negotiations resulted in a cost-reimbursement contract in the not to exceed amount of \$854,605 which was executed on February 28, 2022.

### **RECOMMENDATION**

The Board of Directors authorize the President/CEO's execution of the contract for General Contractor Services – Mission Plaza Phase I.

## **ITEM FOR DISCUSSION AND POSSIBLE ACTION**

XIV – 6. Discussion and Possible Action to Authorize the President/CEO to Execute a Contract for IT Professional Services.

### **BACKGROUND INFORMATION**

After analysis and a determination of need, In April 2020, Workforce Solutions of the Coastal Bend (WFSCB) procured a third party to perform an assessment of the IT environment and assist in the process of developing an information technology strategic plan for the period of 2021 to 2025. This plan has been developed as the next natural step in WFSCB's technology evolution and in support of WFSCB's mission to support regional economic growth and economic self-sufficiency.

The objective of this planning process is to develop a realistic and practical strategy that captures the business drivers supporting future technology implementations while remaining with anticipated budget and resource constraints. Although the task of defining and prioritizing projects was challenging, WFSCB leadership rose to the challenge by discussing the merits of each proposed project and the ultimate result is a well-defined five-year roadmap for WFSCB to follow.

During the time of the assessment COVID occurred causing delays and other challenges as everyone else experienced. Workforce Solutions Boards across the State felt a strain on IT systems due to the need to work remotely, and with that presented additional challenges. Texas Workforce Commission saw this statewide and procured a third party to do Texas Cybersecurity Framework Assessments (TCF) across the State.

The third party conducted a security program maturity assessment following control objectives based on the Texas Cybersecurity Framework (TCF) and the DIR Security Control Standards Catalog. The approach consisted of artifact reviews and onsite interviews of the associates responsible for the various aspects of security program responsibilities for the Coastal Bend (COB) information security program and supporting elements. The scope of this assessment was based on the maturity of the Board's implemented security objectives as described by the Texas Cybersecurity Framework, specifically the control objectives and capability scoring outlined within the Board Security Plan and the TAC 202 DIR Security Control Standards Catalog.

On April 11, 2022 WFSCB issued a Request for Qualifications (RFQ) for IT Professional Services to solicit responses from professional and qualified firms or individuals to take the results of both the strategic plan and TCF assessment and design and implement a plan over the next three (3) to four (4) years to meet both plans' criteria. Results could include complete managed services or a combination of.

WFSCB staff reviewed responsive proposals and selected a contractor for these services.

### **RECOMMENDATION**

The Board of Directors authorize the President/CEO to execute a contract for IT Professional Services with the selected contractor contingent on successful contract negotiations.

## ITEM FOR DISCUSSION AND POSSIBLE ACTION

XIV – 7. Discussion and Possible Action to Authorize the President/CEO to Execute the Options for Renewal of Contracts for Fiscal Year 2022-23

### BACKGROUND INFORMATION

Board staff have been working on the renewals of current contracts for the new fiscal year beginning October 1, 2022.

A review of the expectations detailed in the contracts listed below has been completed. Based upon the review, Board staff have determined it is advisable to proceed with the options for the contract renewals subject to successful contract negotiations.

The contract renewals are as follows:

#### ***Management and Operations of the Career Center System***

Contract Renewal #3 of 3 with C2 Global Professional Services for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$7,030,157.28. The amount for the new contract for the upcoming fiscal year will be determined based upon the new fiscal allocations and contract negotiations.

#### ***Management of Direct Child Care Services***

Contract Renewal #1 of 3 with BakerRipley for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$19,680,981.19. The amount for the new contract for the upcoming fiscal year will be determined based upon the new fiscal allocations and contract negotiations.

#### ***Legal Services***

Contract Renewal #3 of 3 with Woods, Boykin, Wolter, P.C. for an additional year one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 to September 30, 2022 is \$25,000.00. The contract renewal amount will be the same \$25,000.00.

#### ***Architecture, Design & Certified Space Planning Services***

Contract Renewal #1 of 3 with CLK Architects for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$124,865. The contract renewal amount will be \$50,000.00.

#### ***General Contractor Services – Mission Plaza Phase 1***

Contract Renewal #1 of 3 with Marshall Company, Ltd. for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of February 28, 2022 through September 30, 2022 is \$854,605. The contract renewal amount will be \$1,000,000.00.

#### ***Security Guard Services***

Contract Renewal #2 of 2 with Sec Ops, Inc. for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is per contract hourly.

**Banking Services**

Contract Renewal #3 of 3 with Frost Bank for an additional one-period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 to September 30, 2022 is based on actual bank fee rates.

**Fire and Security Alarm Monitoring, Testing, and Maintenance Services**

Contract Renewal #2 of 2 with The Safeguard System, Inc. for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$10,000.00. The contract renewal amount will be the same \$10,000.00.

**Transportation Service Providers (for participants)**

Contract Renewal #2 of 2 with Rural Economic Assistance League (REAL) and Kleberg County Human Services for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amounts budgeted for REAL and Kleberg during the current fiscal year period of October 1, 2021 through September 30, 2022 is \$5,000.00. The contract renewals amounts for each will be the same \$5,000.00.

**Gasoline Cards (for participants)**

Contract Renewal #3 of 3 with Valero Payment Services Company for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$204,000.00. The contract renewal amount will be the same \$204,000.00.

**Economic and Labor Market Information Tool**

Contract Renewal #2 of 2 with Economic Modeling, LLC for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$16,000.00. The contract renewal amount will be the same \$16,000.00.

Career Coach Agreement Contract Renewal 2 of 2 with Economic Modeling, LLC for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$7,500.00. The contract renewal amount will be the same \$7,500.00.

**Janitorial Services**

Contract Renewal #3 of 3 with M&Rs Elite Janitorial Solutions, LLC for an additional one-year period from October 1, 2022 to September 30, 2023. The contract amount for the current fiscal year period of October 1, 2021 through September 30, 2022 is \$200,000.00. The contract renewal amount will be the same \$200,000.00.

The above contracts were competitively procured, and the services provided have been determined to be satisfactory, and in accordance with the contract's statement of work and terms and conditions.

**RECOMMENDATION**

The Board of Directors authorize the President/CEO to execute options for renewal of contracts for Fiscal Year 2022-23 as listed above. The renewals will be subject to availability of funds and successful contract negotiations.

## **INFORMATION ONLY**

XV – 1. Financial Report as of 03/31/2022

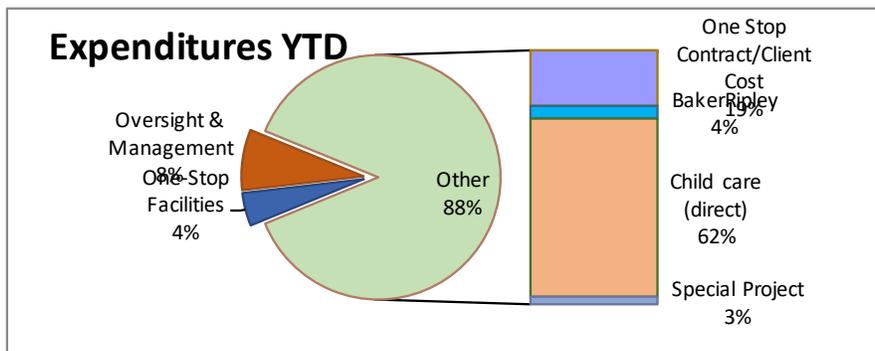
## **BACKGROUND**

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

Contract No.	Contract Program	Begin Date	End Date	Current Budget	Cum. Expenditures	Budget Balance	% Expended	TWC % Target
<b>Expires 4/30/2022</b>								
2221DON001	IKEA Home	4/23/21	4/30/22	\$75,000.00	\$66,021.90	\$8,978.10	88%	NA
<b>Expires 6/30/2022</b>								
2220W0A001	WIOA - FY21 Adult Allocation (Oct)	7/1/20	6/30/22	\$1,321,682.00	\$1,260,398.80	\$61,283.20	95%	92%
2220W0D001	WIOA - PY20 Dislocated Worker Allocation (Oct)	7/1/20	6/30/22	\$1,338,028.00	\$1,288,556.43	\$49,471.57	96%	92%
2220W0Y001	WIOA - PY20 Youth Allocation	7/1/20	6/30/22	\$1,726,103.00	\$1,656,751.72	\$69,351.28	96%	92%
2221TAN003	TANF-Texas Internship Initiative	4/21/21	6/30/22	\$100,000.00	\$73,115.20	\$26,884.80	73%	NA
2221W0R001	WIOA - PY21 Rapid Response	7/1/21	6/30/22	\$23,038.00	\$3,131.15	\$19,906.85	14%	NA
<b>Expires 9/30/2022</b>								
2222NCP001	Noncustodial Parent Choices Program	9/1/21	9/30/22	\$142,403.00	\$76,763.10	\$65,639.90	54%	54%
2222RAG001	Resource Administration Grants	10/1/21	9/30/22	\$6,923.00	\$2,315.85	\$4,607.15	33%	50%
2221REA001	Reemployment Services and Eligibility Assessment	10/1/21	9/30/22	\$258,378.00	\$88,999.10	\$169,378.90	34%	50%
2222SNE001	SNAP E&T	10/1/21	9/30/22	\$876,817.00	\$390,433.10	\$486,383.90	45%	50%
2222TVC001	Texas Veteran's Commission	10/1/21	9/30/22	\$37,412.00	\$16,303.04	\$21,108.96	44%	50%
2222WCI002	WCI - Workforce Commission Initiatives	10/1/21	9/30/22	\$331,680.00	\$148,056.01	\$183,623.99	45%	50%
<b>Expires 10/31/2022</b>								
2222TAF001	TANF Choices	10/1/21	10/31/22	\$2,329,375.00	\$1,143,183.27	\$1,186,191.73	49%	46%
<b>Expires 12/31/2022</b>								
2222CCF001	Child Care	10/1/21	12/31/22	\$23,158,866.00	\$9,457,335.14	\$13,701,530.86	41%	40%
2222CCM001	Child Care Local Match	10/1/21	12/31/22	\$1,834,806.00	\$0.00	\$1,834,806.00	0%	40%
2222CCP001	Child Care - DFPS	9/1/21	12/31/22	\$1,032,900.00	\$403,826.33	\$629,073.67	39%	NA
2222TRA001	Trade Act Services for Dislocated Workers	10/1/21	12/31/22	\$18,412.00	\$0.00	\$18,412.00	0%	NA
2222WOS001	Military Family	1/1/22	12/31/22	\$54,600.00	\$14,386.22	\$40,213.78	26%	25%
2222WPA001	Wagner-Peyser Employment Services	10/1/21	12/31/22	\$84,878.00	\$29,962.20	\$54,915.80	35%	20%
<b>Expires 1/31/2023</b>								
2222ATG20	Apprenticeship Texas	2/21/22	1/31/23	\$100,000.00	\$0.00	\$100,000.00	0%	NA
2222EXT001	Externships for Teachers	2/9/22	1/31/23	\$166,210.00	\$3,726.06	\$162,483.94	2%	NA
<b>Expires 3/31/2023</b>								
2220NDW001	NDW - Coronavirus	5/5/20	3/31/23	\$1,021,148.00	\$635,794.01	\$385,353.99	62%	76%
2222CCQ001	Child Care Quality	10/1/21	3/31/23	\$1,418,516.00	\$186,917.68	\$1,231,598.32	13%	NA
2222CCX001	Child Care - Service Industry Recovery***	10/1/21	3/31/23	\$9,796,797.00	\$609,102.34	\$9,187,694.66	6%	18%
Non-TWC	Walmart - PATHS	1/1/20	3/31/23	\$300,000.00	\$97,382.77	\$202,617.23	32%	NA
<b>Expires 5/31/2023</b>								
2222TAN002	Texas Internship Initiative	2/7/22	5/31/23	\$100,000.00	\$0.00	\$100,000.00	0%	NA
<b>Expires 6/30/2023</b>								
2221W0A001	WIOA - PY22 Adult Allocation (Oct)	7/1/21	6/30/23	\$1,202,598.00	\$515,774.04	\$686,823.96	43%	35%
2221W0A001	WIOA - PY21 Adult Allocation (July)	7/1/21	6/30/23	\$311,865.00	\$280,678.50	\$31,186.50	90%	67%
2221W0D001	WIOA - PY22 Dislocated Worker Allocation (Oct)	7/1/21	6/30/23	\$1,050,767.00	\$296,570.86	\$754,196.14	28%	35%
2221W0D001	WIOA - PY21 Dislocated Worker Allocation (July)	7/1/21	6/30/23	\$263,276.00	\$236,948.40	\$26,327.60	90%	67%
2221W0Y001	WIOA - PY21 Youth Allocation	7/1/21	6/30/23	\$1,584,376.00	\$689,117.43	\$895,258.57	43%	35%
<b>Expires 8/31/2022</b>								
Non TWC	Perkins	7/1/20	8/31/23	\$75,000.00	\$75,000.00	\$0.00	100%	NA
Non TWC	Perkins	12/1/21	8/31/23	\$80,000.00	\$3,531.05	\$76,468.95	4%	NA
Non TWC	KINGSVILLE/BEEVILLE/STAPLES VR EXPENSES	8/1/21	8/31/23	\$120,144.00	\$58,913.52	\$61,230.48	49%	NA
Non TWC	Wage Service for Paid WE 3018VRS171	8/1/20	8/31/23	\$112,500.00	\$13,007.62	\$99,492.38	12%	NA
Non TWC	3018VRS133 - STUDENT HIRABILITY (09/01/21-08/31/22)	8/1/21	8/31/23	\$105,000.00	\$37,383.68	\$67,616.32	36%	NA
Non TWC	3022VRS047	10/1/21	9/30/23	\$460,000.00	\$0.00	\$460,000.00	0%	NA
				<b>\$53,019,498.00</b>	<b>\$19,859,386.52</b>	<b>\$33,160,111.48</b>		

**WORKFORCE SOLUTIONS OF THE COASTAL BEND  
STATEMENT OF ACTIVITIES  
For the Month Ending  
March 31, 2022**

	FY2022 Amended Budget	Current	YTD	% Expended
<b>REVENUES</b>				
Grant revenue - federal	49,119,190	3,198,920	16,762,390	34%
Grant revenue - Non federal	30,000	73	427	
	<b>49,149,190</b>	<b>3,198,994</b>	<b>16,762,816</b>	<b>34%</b>
<b>EXPENSES</b>				
<b>Oversight &amp; Management</b>				
Salaries and benefits	2,061,687	201,376	1,024,863	50%
Facilities and related expenses	252,006	21,070	127,241	50%
Furniture, equipment, & supplies	96,881	7,859	28,366	29%
General administrative expenses	164,975	16,187	80,604	49%
Communication expense	63,225	3,013	18,538	29%
Professional fees and services	124,000	6,704	33,401	27%
Staff development expenses	15,000	724	10,484	70%
Travel expense	40,000	9,011	18,709	47%
<b>Total Oversight &amp; Management</b>	<b>2,817,774</b>	<b>265,944</b>	<b>1,342,206</b>	<b>48%</b>
<b>One Stop Operations</b>				
Facilities and related expenses	1,197,451	59,613	402,906	34%
Furniture, equipment, & supplies	858,500	16,549	206,590	24%
General administrative expenses	162,078	6,039	64,129	40%
Communication expense	175,000	8,964	58,209	33%
Professional fees and services	55,000	31	190	0%
<b>Total One Stop Operations</b>	<b>2,448,030</b>	<b>91,197</b>	<b>732,024</b>	<b>30%</b>
<b>Contracted services</b>	<b>43,883,386</b>	<b>2,841,854</b>	<b>14,688,586</b>	<b>33%</b>
<b>Total expense</b>	<b>49,149,190</b>	<b>3,198,994</b>	<b>16,762,817</b>	<b>34%</b>



**WORKFORCE SOLUTIONS OF THE COASTAL BEND  
STATEMENT OF ACTIVITIES**

For the Month Ending  
March 31, 2022

**ASSETS**

Current Assets

Cash & Cash Equivalents	\$	69,432
Money Market Account	\$	772,470
Due from TWC		2,169,159
Accounts Receivable		4,926
Prepaid Expense		123,603
Other Assets		33,008
Total Current Assets	\$	3,172,597

Fixed Assets

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

**Total Assets**

**\$ 3,260,938**

**LIABILITIES**

Current Liabilities

Accounts Payable	\$	2,065,680
Accrued Expense		777,034
Accrued Vacation		86,354
Total Current Liabilities	\$	2,929,069

**NET ASSETS**

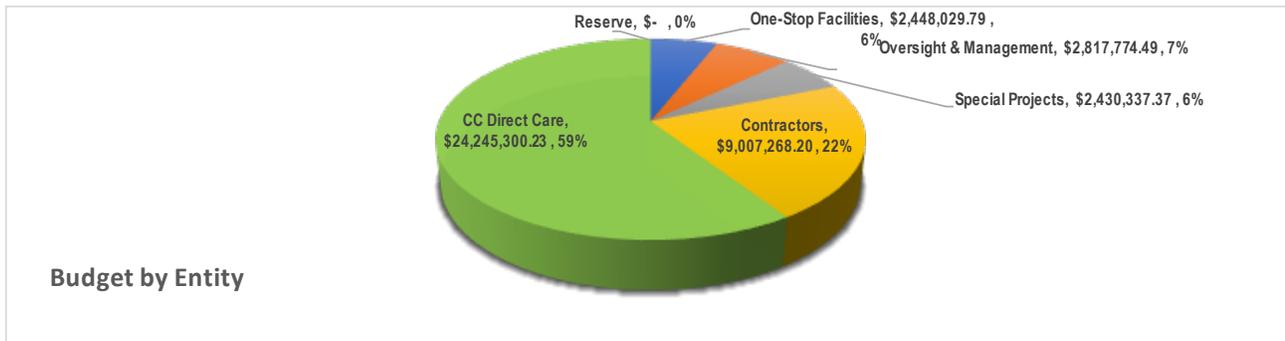
Unrestricted-Non-Federal Fund	\$	259,793
Temporarily Restricted-Ticket to Work/Other		(16,264)
Investment in Fixed Assets		88,341
Total Net Assets	\$	331,869

**Total Liabilities and Net Assets**

**\$ 3,260,938**

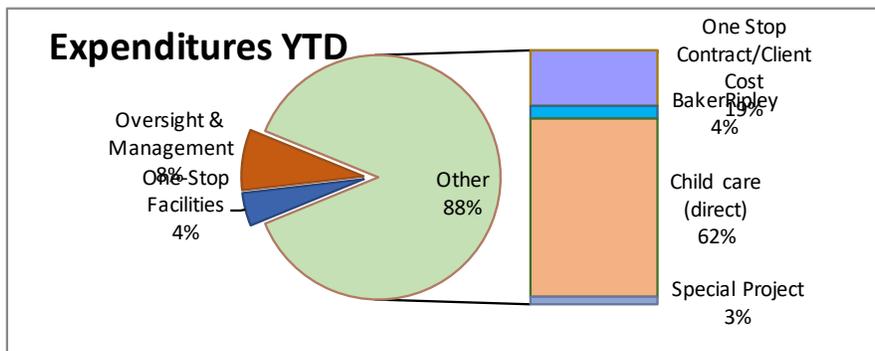
**Workforce Solutions of the Coastal Bend  
FY 2021-22 BUDGET  
For the twelve month period ending September 30, 2022**

	A FY202 Revised Budget	B FY2022 Amendment #3	C FY2022 Amended Budget	Difference C-A
Grant revenue	\$39,029,332	\$2,919,378	\$ 41,948,710	2,919,378
Total revenue	<u>\$39,029,332</u>	<u>\$ 2,919,378</u>	<u>\$ 41,948,710</u>	<u>\$ 2,919,378</u>
<b>EXPENSES</b>				
<b>Oversight &amp; Management</b>				
Salaries and benefits	\$ 2,061,687	\$ -	\$ 2,061,687	-
Facilities and related expense	252,006	-	252,006	-
Furniture, Equipment & Software	96,881	-	96,881	-
General administrative expense	149,405	15,570	164,975	15,570
Staff development expense	15,000	0	15,000	-
Travel expense	40,000	-	40,000	-
<b>Total Oversight &amp; Management Expense</b>	<u>\$ 2,802,204</u>	<u>\$ 15,570</u>	<u>\$ 2,817,774</u>	<u>\$ 15,570</u>
<b>One Stop Operations</b>				
Facilities and related expense	\$ 1,197,451	\$ -	\$ 1,197,451	-
Furniture, Equipment & Software	858,500	0	858,500	-
General administrative expense	157,078	5,000	162,078	5,000
Communication expense	155,000	20,000	175,000	20,000
Professional fees & service	55,000	0	55,000	-
Client	-	-	-	-
<b>Total One Stop Operation</b>	<u>\$ 2,423,030</u>	<u>\$ 25,000</u>	<u>\$ 2,448,030</u>	<u>\$ 25,000</u>
Contracted services	\$ 33,804,098	\$ 2,878,808	\$ 36,682,906	2,878,808
<b>Total expense</b>	<u><b>\$ 39,029,332</b></u>	<u><b>\$ 2,919,378</b></u>	<u><b>\$ 41,948,710</b></u>	<u><b>\$ 2,919,378</b></u>
Changes in net assets	<u>0</u>	<u>0</u>	<u>0</u>	-



**WORKFORCE SOLUTIONS OF THE COASTAL BEND  
STATEMENT OF ACTIVITIES  
For the Month Ending  
March 31, 2022**

	FY2022 Amended Budget	Current	YTD	% Expended
<b>REVENUES</b>				
Grant revenue - federal	49,119,190	3,198,920	16,762,390	34%
Grant revenue - Non federal	30,000	73	427	
	<b>49,149,190</b>	<b>3,198,994</b>	<b>16,762,816</b>	<b>34%</b>
<b>EXPENSES</b>				
<b>Oversight &amp; Management</b>				
Salaries and benefits	2,061,687	201,376	1,024,863	50%
Facilities and related expenses	252,006	21,070	127,241	50%
Furniture, equipment, & supplies	96,881	7,859	28,366	29%
General administrative expenses	164,975	16,187	80,604	49%
Communication expense	63,225	3,013	18,538	29%
Professional fees and services	124,000	6,704	33,401	27%
Staff development expenses	15,000	724	10,484	70%
Travel expense	40,000	9,011	18,709	47%
<b>Total Oversight &amp; Management</b>	<b>2,817,774</b>	<b>265,944</b>	<b>1,342,206</b>	<b>48%</b>
<b>One Stop Operations</b>				
Facilities and related expenses	1,197,451	59,613	402,906	34%
Furniture, equipment, & supplies	858,500	16,549	206,590	24%
General administrative expenses	162,078	6,039	64,129	40%
Communication expense	175,000	8,964	58,209	33%
Professional fees and services	55,000	31	190	0%
<b>Total One Stop Operations</b>	<b>2,448,030</b>	<b>91,197</b>	<b>732,024</b>	<b>30%</b>
<b>Contracted services</b>	<b>36,682,906</b>	<b>2,841,854</b>	<b>14,688,586</b>	<b>40%</b>
<b>Total expense</b>	<b>41,948,710</b>	<b>3,198,994</b>	<b>16,762,817</b>	<b>40%</b>



## **INFORMATION ONLY**

XV – 2. 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

## **INFORMATION ONLY**

XV – 3. Update on Procurements and Contracts

## **BACKGROUND**

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

## UPDATE ON PROCUREMENTS

Ongoing Procurements	Date of Issuance	Anticipated Date of Contract	Anticipated Cost	Over \$50,000 Approval Required	Comments
RFQ for IT Professional Services	April 11, 2022	May 27, 2022	\$100,000	YES	Contractor selected, awaiting Board approval to execute contract.

Future Procurements	Anticipated Date of Issuance	Anticipated Date of Contract	Anticipated Cost	Over \$50,000 Approval Required	Comments
RFP for General Contractor Services (Mission Plaza Phase II)	July	October 1, 2022	TBD	YES	
RFQ for 401K Bundled Services	TBD	TBD	TBD	YES	

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

## SUBRECIPIENT/CONTRACTOR LOG 2021-2022

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
C2 Global Professional Services, LLC	Master	Management and Operation of Workforce Centers (and Youth Development Services)	\$7,030,157.28	Renewal 2 of 3	10/1/21 – 09/30/22
	Amendment #1 – To increase budget by \$539,812.65 Amendment #2 – To decrease budget by \$62,792.92 Amendment #3 – To increase budget by \$252,516.63 and add Externships for Teachers to the statement of work.				
BakerRipley	Master	Direct Child Care Services	\$19,680,981.19	Year 1 (3 renewals)	10/1/21 – 09/30/22

## PROFESSIONAL & CONSULTING SERVICES

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
Wood, Boykin, & Wolter, P.C.	Master	Legal Services	\$25,000	Renewal 2 of 3	10/1/21 – 9/30/22
Alonzo, Bacarisse, Irving, & Palmer, P.C.	Agmt	Financial Audit Services	\$41,175	Renewal 1 of 1	10/1/21 – 9/30/22
CLK Architects & Associates	Master	Architecture, Design & Certified Space Planning Services	NTE \$124,865	Year 1 (3 renewals)	10/1/21 – 9/30/22
Marshall Company, Ltd.	Master	General Contractor Services – Mission Plaza Phase 1	\$854,605	Year 1 (3 renewals)	2/28/22 – 9/30/22

## SUBRECIPIENT/CONTRACTOR LOG 2021-2022

### LEASE AGREEMENTS

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

## SUBRECIPIENT/CONTRACTOR LOG 2021-2022

### OTHER CONTRACTS/AGREEMENTS

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
Sec Ops, Inc.	Master	Security Guard Services	\$100,000	Renewal 1 of 2	10/1/21 – 9/30/22
Frost Bank	Master	Banking Services	Fee Based	Renewal 2 of 3 <i>Pending</i>	10/1/21 – 9/30/22
The Safeguard System, Inc.	Master	Fire and Security Alarm Monitoring, Testing, & Maintenance Services	\$10,000	Renewal 1 of 2	10/1/21 – 9/30/22
Time Warner Cable	Master	Dedicated Access Service Lines Agreement	\$575.00 / month HUB lines to local center sites & \$774 / month HUB line to TWC	Extended on a year-to-year basis	Initial Term of Service will commence on date of connectivity
Time Warner Cable	Master	Dedicated Access Service Installation Agreement	\$2,000 one- time fee	Extended on a year-to-year basis	Installation of WAN Project
Rural Economic Assistance League, Inc. (REAL)	Agmt	Transportation Assistance Services to Aransas, Bee, Brooks, Duval, Jim Wells, Live Oak, Refugio, and San Patricio Counties	NTE \$5,000	Renewal 1 of 2	10/1/21 – 9/30/22
County of Kleberg Human Services	Agmt	Transportation Assistance Services to Kleberg and Kenedy Counties	NTE \$5,000	Renewal 1 of 2	10/1/21 – 9/30/22
Valero Payment Services Company	Master	Purchase of Gas Cards for Program Participants	NTE \$204,000	Renewal 2 of 3	10/1/21 – 9/30/22
Economic Modeling, LLC (EMSI)	Master	Economy and LMI Tool	Developer Agreement \$16,000  Career Coach Agreement \$7,500	Renewal 1 of 2	10/1/21 – 9/30/22
The Clower Company	Agmt	Commercial Real Estate Brokerage Services	Broker fees paid by seller/landlord	Renewal 3 of 3	10/1/21 – 9/30/22

## SUBRECIPIENT/CONTRACTOR LOG 2021-2022

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
M&Rs Elite Janitorial Solutions, LLC	Master	Janitorial Cleaning Services (Career Centers in Corpus Christi & Sinton)	\$200,000	Renewal 2 of 3	10/1/21 – 9/30/22
JDB Public Relations	Master	Executive Coaching and Leadership Services	NTE \$28,500 + travel expenses	Renewal 1 of 1	10/1/21 – 9/30/22
Education to Employment Partners	Master	Texas Internship Initiative	\$90,911.40	Year 1	4/22/21 – 5/30/22
Education to Employment Partners	Master	Texas Internship Initiative	\$90,910.40	Year 1	4/1/22 – 5/31/23
A+ Center for Education, LLC	Master	Child Care Professional Development Training Services	\$7,200	Renewal 1 of 1	11/30/21 – 9/30/22
	Amendment #1 – To revise Statement of Work by adding a second professional development training activity and to revise Budget by increasing amount by \$1,800. Amendment #2 – To revise Statement of Work by adding a third professional development training activity and to revise Budget by increasing amount by \$1,800. Amendment #3 – To revise Statement of Work by adding a fourth professional development training activity and to revise Budget by increasing amount by \$1,800.				
Enlightenment Consulting, LLC	Master	Child Care Professional Development Training Services	\$2,400	Renewal 1 of 1	2/19/22 – 9/30/22
	Amendment #1 – To revise Statement of Work by adding a second professional development training activity and to revise Budget by increasing amount by \$1,200.				
C2 Global Professional Services	Master	Summer Earn and Learn (SEAL) Program	\$437,000		3/1/22 – 8/30/22
Education to Employment Partners	Master	Externships for Teachers	\$45,900		3/1/22 – 8/30/22

## TWC GRANTS & CONTRACTS LOG 2021–2022

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Agency Board Agreement	2220ABA001	To establish the nature of the working relationship between the Agency and the local Workforce Board to include the goals, responsibilities and obligations with respect to the administration of these programs, or other service delivery programs.	Non-Financial	2/1/20 – 9/30/22
	Amendment #2 – Revisions to definitions, various sections and certifications.			
Workforce Innovation and Opportunity Act – Adult	2220WOA001	To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce.	\$1,644,710	7/1/20 – 6/30/22
	Amendment #1 - Revisions to standard terms & conditions and performance measures.			
Workforce Innovation and Opportunity Act – Youth	2220WOY001	To provide funds to plan and deliver services to low-income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education.	\$1,726,103	7/1/20 – 6/30/22
TX-34 Disaster Recovery Dislocated Worker Grant – COVID -19	2220NDW001	To assist affected individuals residing in the local Workforce Development Board affected by COVID-19. Considered to be supplemental resources that provide flexibility to communities in responding to and recovering from unexpected events that cause large-scale job loss that exceed the capacity of the state and local area to address with formula resources.	\$1,021,148	5/5/20 – 3/31/23
	Amendment #1 – Extended grant period end date from 3/31/21 to 3/31/22, increased grant award amount by \$1,450,744 and revised award terms and conditions. Amendment #2 – Revised statement of work financial requirements. Amendment #3 – Revised statement of work project requirements. Amendment #4 – Revised statement of work project requirements, uniform administrative requirements and decreased (voluntary return) award amount by \$503,317. Amendment #5 – Revised statement of work project requirements, uniform administrative requirements and extending grant period end date to 3/31/23.			
Workforce Innovation and Opportunity Act – Dislocated Worker	2220WOD001	To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,338,028	7/1/20 – 6/30/22

## TWC GRANTS & CONTRACTS LOG 2021–2022

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Texas Internship Initiative	2221TAN003	To expand the program to allow for additional students, STEM areas, and other school districts, as well as a partnership with Texas A&M University – Corpus Christi. At least 40 students will be prepared for internships.	\$100,000	4/21/21 – 6/30/22
Workforce Innovation and Opportunity Act – Dislocated Worker	2221WOD001	To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,314,043	7/1/21 – 6/30/23
	Amendment #1 – Revised general terms and conditions and special federal award terms and conditions.			
Workforce Innovation and Opportunity Act – Rapid Response	2221WOR001	To support the planning and delivery of Rapid Response services to dislocated workers, including trade-affected workers.	\$23,038	7/1/21 – 6/30/22
	Amendment #1 – Revised general terms and conditions and special federal award terms and conditions.			
Workforce Innovation and Opportunity Act – Adult	2221WOA001	To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce.	\$1,514,463	7/1/21 – 6/30/23
	Amendment #1 – Revised general terms and conditions and special federal award terms and conditions.			
Workforce Innovation and Opportunity Act – Youth	2221WOY001	To provide funds to plan and deliver services to low-income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education.	\$1,584,376	7/1/21 – 6/30/23
	Amendment #1 – Revised general terms and conditions and special federal award terms and conditions.			
Apprenticeship Texas Expansion	2222ATG001	To build registered apprenticeship into mainstream education pathway option to help maintain prominence in building the strongest, most adaptable, and most credentialed workforce. Includes apprenticeships in industries such as IT, Healthcare, Advanced Manufacturing, Skilled Trades, and Cybersecurity Services.	\$100,000	2/1/22 – 1/31/23

## TWC GRANTS & CONTRACTS LOG 2021–2022

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Texas Department of Family and Protective Services (DFPS) Child Care	2222CCP001	To purchase child care services for children who are deemed eligible and authorized for services by DFPS.	\$0	9/1/21 – 12/31/22
	Amendment #1 – Revised general terms and conditions and statement of work project requirements.			
Child Care Services Formula Allocation	2222CCF001	Child Care services are provided to families who meet the eligibility criteria. These direct child care services allow parents to work or to attend school or training, which helps them achieve economic self-sufficiency.	\$23,158,866	10/1/21 – 12/31/22
	Amendment #1 - Revised general terms and conditions, special federal award terms and conditions, statement of work – project requirements, uniform administrative requirements, and grant award increased by \$4,700,010.			
CCDF Quality Improvement Activity	2222CCQ001	Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency.	\$1,418,516	10/1/21 – 3/31/23
	Amendment #1 – Revised statement of work – project requirements, financial requirements, uniform administrative requirements, and to extend grant period from 10/31/22 to 3/31/23.			
Service Industry Recovery (SIR) Child Care	2222CCX001	Child Care services are provided to families who meet the eligibility criteria. These direct child care services allow SIR parents to work, and contribute to the state's COVID economic recovery.	\$9,796,797	10/1/21 – 3/31/23
Externship for Teachers	2222EXT001	To be the lead organization for implementing the 7 <sup>th</sup> Annual Youth Opportunities Unlimited (YOU) Learn! Educator Externship program (EdEx) in Summer 2022.	\$166,210	2/9/22 – 1/31/23
Resource Administration Grant	2222RAG001	To acquire and support shared facilities and in those facilities, to acquire goods and services that support access to and use of common equipment, hardware platforms, consumables, and telecommunications networks amongst Board, Agency, and workforce service provider staff.	\$6,923	10/1/21 – 9/30/22
Reemployment Services and Eligibility Assessment	2222REA001	To provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. This program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services.	\$258,378	10/1/21 – 9/30/22
	Amendment #1 – Updated version of special federal award terms and conditions.			

## TWC GRANTS & CONTRACTS LOG 2021–2022

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Supplemental Nutrition Assistance Program Employment & Training	2222SNE001	To provide SNAP recipients employment and training activities that will lead to long-term self-sufficiency inclusive of co-enrollments in other Board administered programs that will assist the recipient in gaining employment.	\$876,817	10/1/21 – 9/30/22
Amendment #1 – Revised uniform administrative requirements and grant award increased by \$349,001.				
Temporary Assistance for Needy Families/Choices	2222TAF001	To end the dependence of needy parents on public assistance by promoting job preparation, work, and marriage through the provision of services.	\$2,329,375	10/1/21 – 10/31/22
Amendment #1 – Revised statement of work – project requirements. Amendment #2 - Revised statement of work – project requirements.				
Texas Internship Initiative	2222TAN02	Recruit, train, place, monitor and evaluate 40 high school student interns in high-demand STEM fields, including accounting, business management/operations, construction management, engineering, healthcare and information technology.	\$100,000	2/7/22 – 5/31/23
Trade Act Services for Dislocated Workers	2222TRA001	To fund required remedial skills training, allowable prerequisite training, and vocational training costs for eligible trade certified dislocated workers. Activities under this grant must seamlessly integrate industry and employer needs with the preparation of job seekers for the transition to new and sustainable employment.	\$18,412	10/1/21 – 12/31/22
Texas Veterans Commission – Resource Administration Grant	2222TVC001	To acquire and support shared facilities and in those facilities, to acquire goods and services that support access to and use of common equipment, hardware platforms, consumables, and telecommunications networks amongst Board and Texas Veterans Commission (TVC) employees.	\$37,412	10/1/21 – 9/30/22
Workforce Commission Initiatives	2222WCI002	To fund projects that strengthen and add value to the delivery system in its workforce area.	\$331,680	10/1/21 – 9/30/22
	Amendment #1 – Revised GTC table of contents, statement of work project & financial requirements, uniform administrative requirements, special federal award terms and conditions & increased grant amount by \$61,110. Amendment #2 – Revised statement of work project requirements, uniform administrative requirements and grant award increased by \$84,761			
Military Family Support	2222WOS001	To better meet the needs of military spouses entering the job market from military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing, interview skills, and if funding is available, to support training in high-demand occupations.	\$54,600	1/1/22 – 12/31/22

## TWC GRANTS & CONTRACTS LOG 2021–2022

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Wagner-Peyser Employment Services	2222WPA001	To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services into the Workforce Solutions Offices.	\$84,878	10/1/21 – 12/31/22
	Amendment #1 - Revised statement of work - project & financial requirements.			

# INFORMATION ONLY

## XV – 4. Performance Measure Update BCY 2021 – 2022

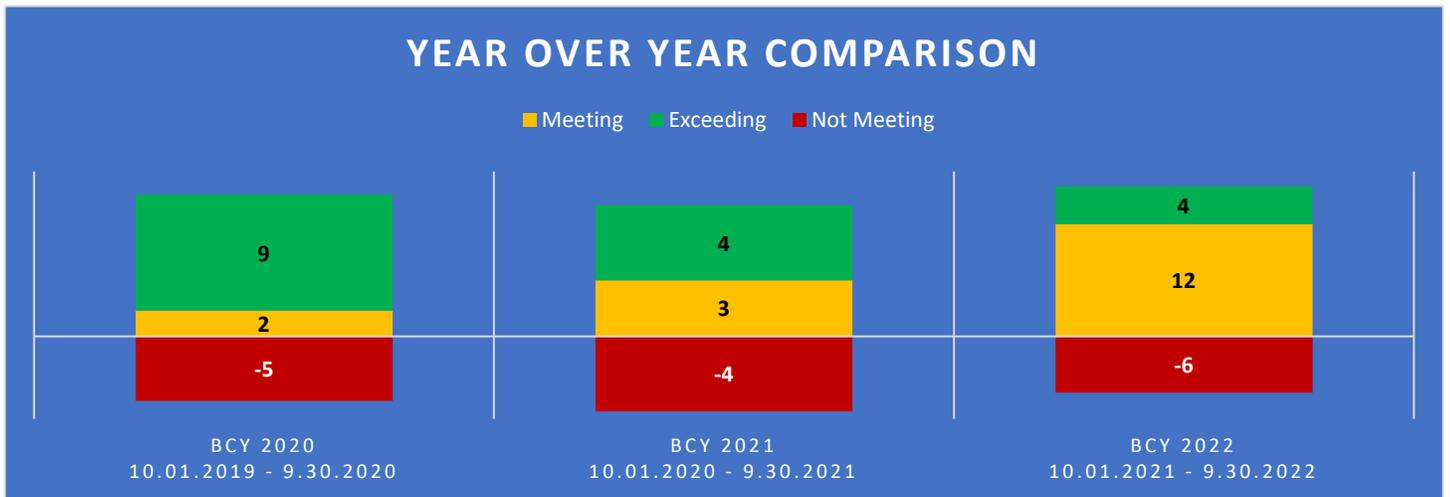
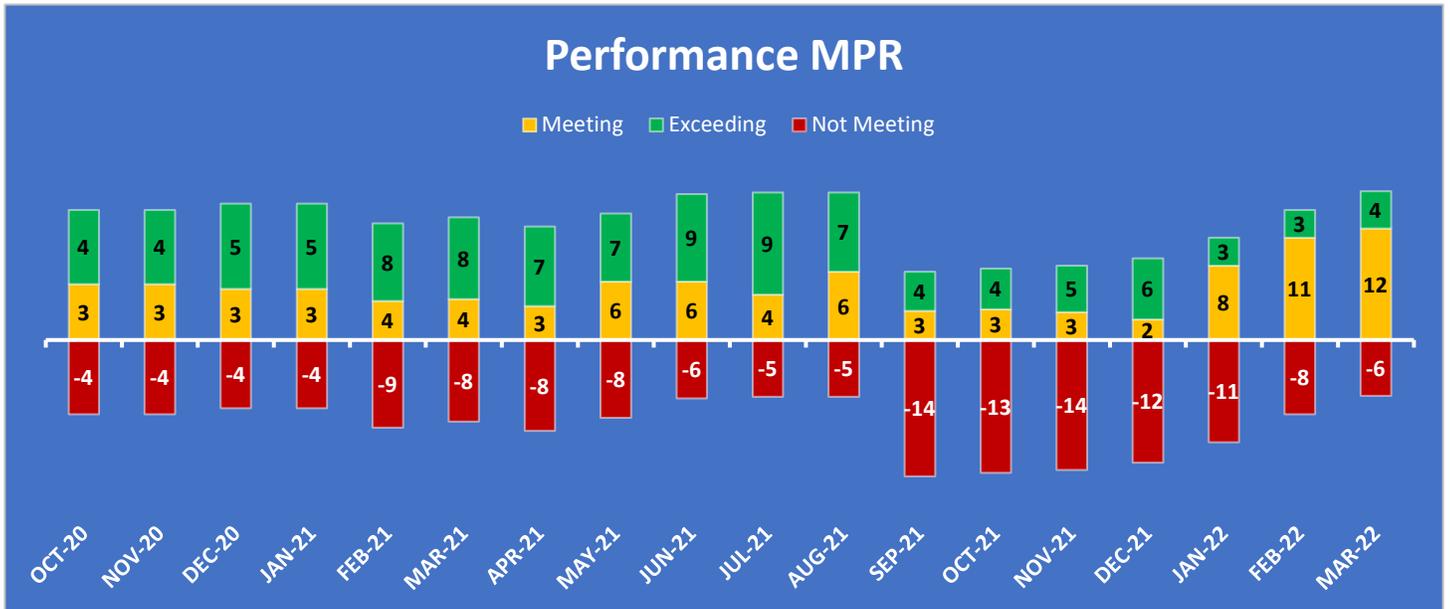
### BACKGROUND INFORMATION

#### Performance Measure Update (March 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 March 2022

Performance Measure	Current		YTD Current % Target	Current Performance	EOY % Goal
	Numerator	Denominator			
1. Employed Q4 Post Exit – Adult	116	190	89.39%	61.05%	68.30%
2. Median Earnings Q2 Post Exit – Youth	N/A	52	75.10%	\$2,327.99	\$3,100.00
3. Measurable Skills Gains – Youth	9	59	67.11%	15.30%	22.80%
4. *Employed/Enrolled Q2 Post Exit – C&T Participants	5,503	9,507	92.78%	58.73%	63.30%
5. *Credential Rate – C&T Participants	55	95	82.58%	57.89%	70.10%
6. Choices Full Engagement Rate – All Family Total	16	60	53.08%	26.54%	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 Dislocated Worker and Measurable Skills Gains for Adults/Projections based on TWC Web Reports, continuous improvement in performance will show positive rates one 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 and 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.

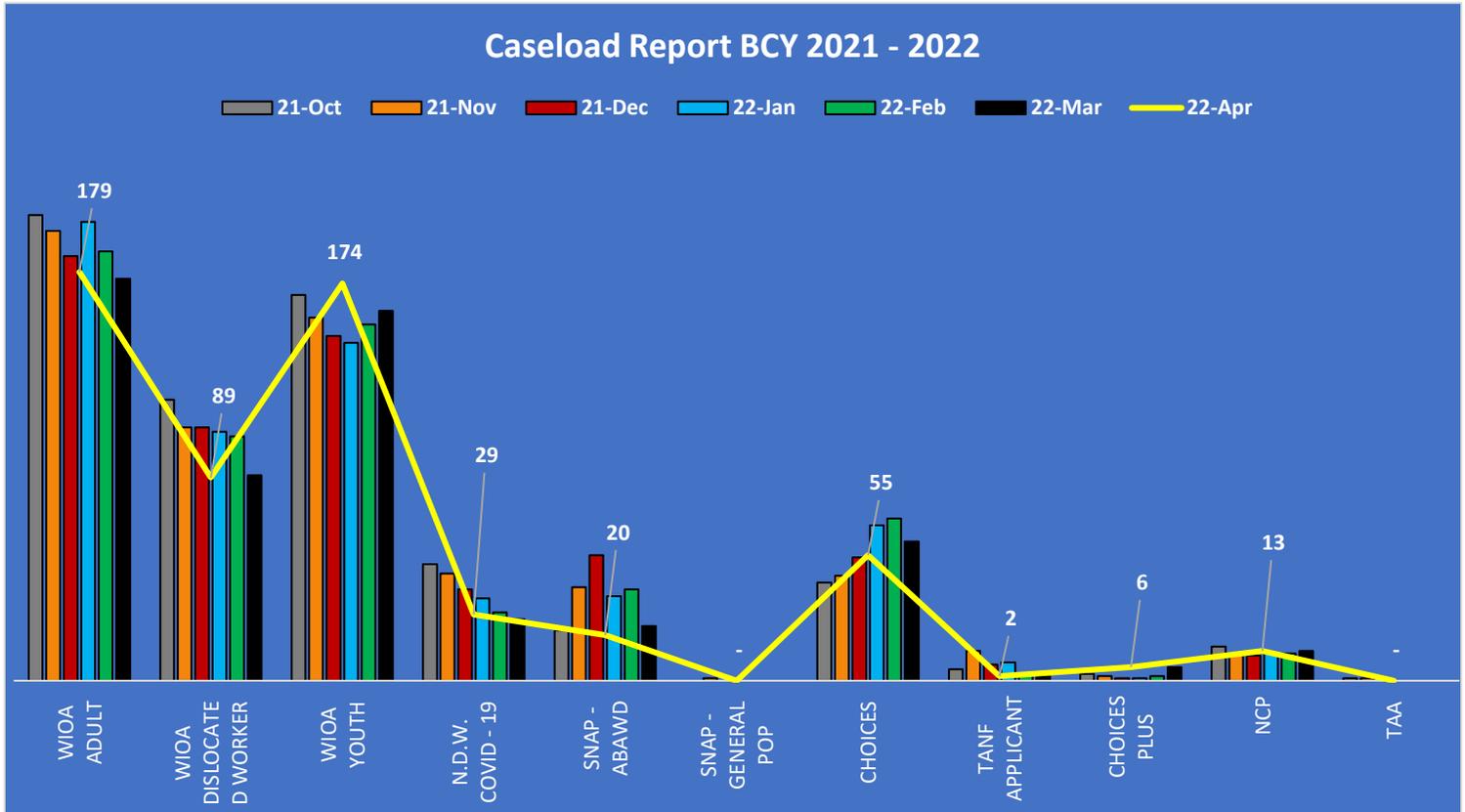
CHOICES Performance continues to trend up month over month since December. Staff continues working with CHOICES customers as they are placed in work activities such as Unsubsidized and Subsidized Employment.

# INFORMATION ONLY

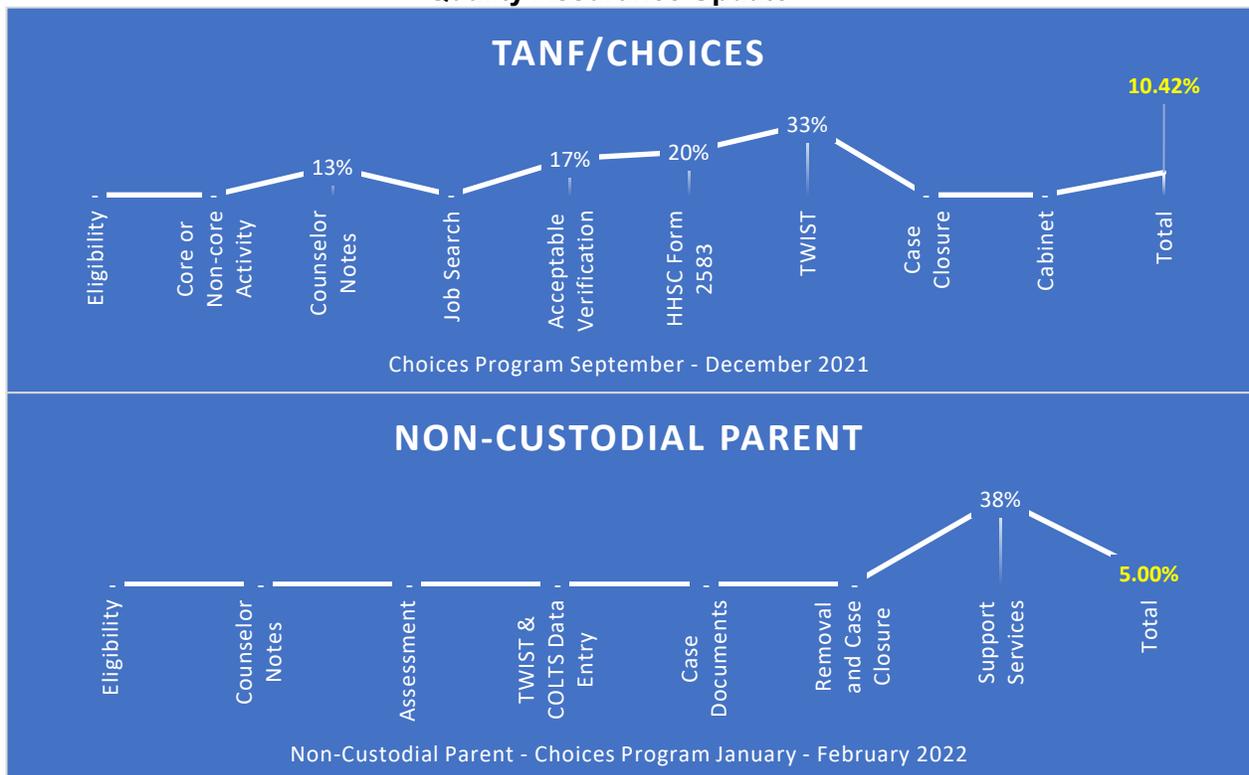
## XV – 4. Performance Measure Update BCY 2021 – 2022 - Continued

### BACKGROUND INFORMATION

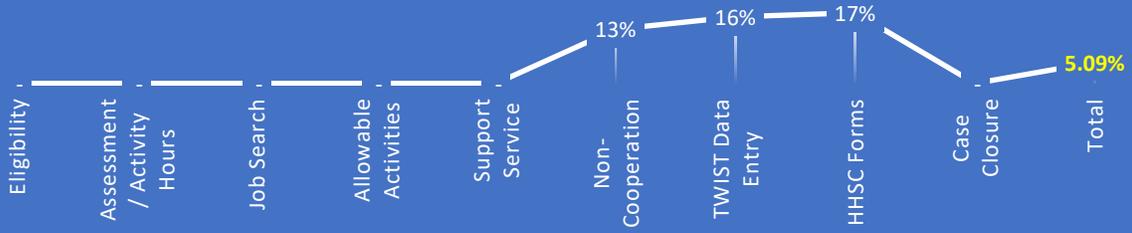
#### Caseload Report Update



#### Quality Assurance Update

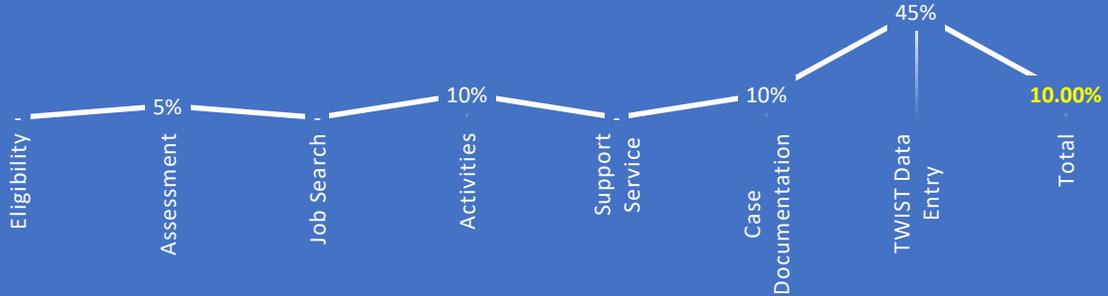


## SNAP E&T



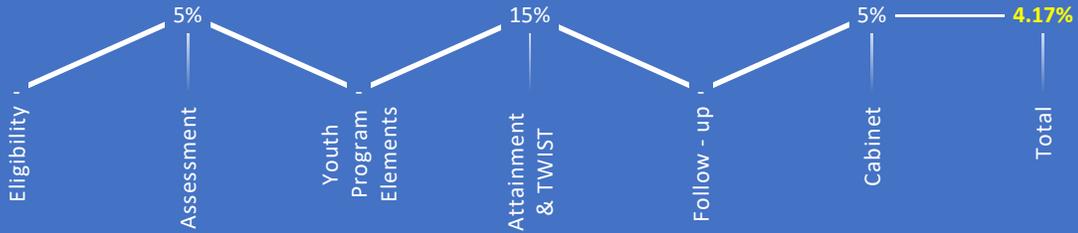
Supplement Nutrition Assistance Program Employment & Training February - March 2022

## 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 5/6/2022

**MARCH 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	92.09%	99.81%	109.98%	85.28%	95.40%	87.82%	93.91%	120.95%	114.25%	134.07%	101.45%	105.78%	131.48%	145.61%	231.58%
Borderplex	120.99%	115.36%	204.27%	110.96%	137.61%	101.17%	90.44%	123.29%	111.65%	109.17%	119.10%	120.06%	108.66%	103.70%	139.43%
Brazos Valley	109.27%	109.25%	112.01%	105.81%	123.52%	86.59%	81.21%	113.15%	92.25%	96.15%	91.33%	77.06%	258.11%	307.69%	256.54%
Cameron	106.80%	109.13%	126.78%	116.08%	98.79%	102.28%	133.51%	111.06%	119.47%	106.57%	109.45%	122.31%	150.52%	212.69%	235.40%
Capital Area	96.38%	103.37%	196.65%	80.65%	109.82%	106.98%	121.92%	138.73%	109.53%	110.99%	106.69%	109.69%	87.19%	134.24%	83.60%
Central Texas	112.04%	99.00%	175.58%	100.36%	82.63%	89.53%	88.20%	107.72%	97.34%	94.86%	83.71%	118.36%	116.49%	60.00%	91.00%
Coastal Bend	101.99%	89.39%	159.62%	91.13%	103.25%	100.84%	95.11%	104.69%	107.14%	133.39%	107.05%	97.73%	75.10%	135.79%	67.11%
Concho Valley	115.94%	99.23%	126.46%	95.57%	119.50%	105.96%	109.89%	220.11%	97.94%	95.29%	130.21%	101.56%	158.17%	234.04%	219.30%
Dallas	90.49%	80.62%	96.92%	110.23%	109.97%	86.48%	91.83%	119.36%	119.86%	114.97%	98.10%	105.73%	144.19%	86.10%	97.34%
Deep East	111.39%	95.19%	104.19%	136.90%	144.07%	114.29%	79.28%	158.86%	116.28%	122.09%	103.07%	109.56%	117.02%	185.19%	240.12%
East Texas	87.70%	104.38%	107.00%	92.13%	116.93%	90.12%	98.54%	158.88%	113.49%	108.10%	98.15%	102.15%	152.01%	219.30%	233.77%
Golden Crescent	112.78%	89.41%	139.33%	72.68%	86.66%	97.98%	97.32%	175.19%	119.00%	148.75%	65.10%	117.36%	102.42%	26.72%	30.80%
Gulf Coast	95.17%	88.93%	124.86%	96.79%	117.97%	97.39%	95.10%	122.03%	87.29%	126.43%	104.08%	103.63%	135.68%	161.88%	171.06%
Heart of Texas	114.38%	102.44%	176.07%	121.20%	142.83%	111.32%	73.08%	204.52%	114.29%	115.89%	128.24%	99.99%	110.51%	96.44%	0.00%
Lower Rio	113.62%	100.14%	100.34%	91.78%	113.29%	98.87%	115.31%	165.86%	102.58%	114.37%	94.15%	94.00%	130.59%	200.35%	208.77%
Middle Rio	104.58%	95.66%	97.03%	74.14%	102.88%	116.55%	121.80%	100.81%	142.86%	142.86%	93.36%	105.32%	54.39%	104.29%	309.92%
North Central	89.08%	85.62%	111.52%	107.19%	101.53%	92.55%	86.25%	112.70%	102.11%	80.53%	109.82%	98.87%	154.50%	128.77%	135.43%
North East	112.04%	113.48%	153.86%	99.64%	115.56%	105.58%	101.29%	101.17%	107.14%	156.79%	120.20%	112.77%	160.96%	150.26%	93.26%
North Texas	99.16%	130.38%	148.17%	78.23%	94.71%	106.84%	118.68%	144.21%	127.00%	148.75%	138.89%	122.44%	375.45%	162.07%	0.00%
Panhandle	102.80%	113.78%	143.47%	114.95%	98.86%	109.31%	73.08%	106.90%	114.29%	107.14%	97.66%	126.63%	209.23%	142.24%	149.20%
Permian Basin	111.58%	112.36%	166.45%	103.21%	86.23%	102.95%	91.35%	142.29%	108.56%	98.14%	91.91%	78.02%	107.73%	100.35%	157.46%
Rural Capital	107.26%	105.56%	172.06%	111.37%	75.53%	96.79%	91.32%	140.60%	106.63%	92.57%	101.05%	101.08%	179.64%	120.96%	136.80%
South Plains	121.30%	107.81%	105.01%	97.45%	96.36%	111.00%	121.80%	148.37%	99.09%	119.00%	130.21%	117.36%	132.01%	106.72%	80.00%
South Texas	128.66%	91.50%	84.26%	120.92%	105.74%	124.07%	133.51%	109.87%	114.29%	95.29%	107.57%	118.04%	205.82%	162.07%	185.63%
Southeast	79.80%	95.42%	128.43%	134.25%	124.28%	97.18%	103.36%	123.72%	76.23%	114.29%	94.47%	87.00%	98.00%	175.44%	219.30%
Tarrant	95.02%	101.17%	131.79%	100.55%	113.10%	96.91%	100.48%	121.61%	92.91%	125.08%	114.02%	98.92%	126.45%	246.85%	156.33%
Texoma	113.16%	114.47%	175.81%	112.34%	73.86%	103.60%	121.80%	109.83%	114.29%	59.57%	116.22%	107.88%	180.64%	87.36%	80.00%
West Central	130.72%	107.88%	162.87%	111.16%	127.53%	104.90%	107.48%	160.41%	114.29%	122.43%	112.40%	91.01%	48.60%	87.72%	350.88%
<b>+P</b>	13	6	20	11	12	5	8	21	14	16	9	9	20	18	18
<b>MP</b>	12	17	7	12	11	19	14	7	12	10	17	16	4	5	3
<b>-P</b>	3	5	1	5	5	4	6	0	2	2	2	3	4	5	7
<b>% MP &amp; +P</b>	89%	82%	96%	82%	82%	86%	79%	100%	93%	93%	93%	89%	86%	82%	75%
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	3/21	9/20	3/21	9/20	3/22	3/21	9/20	3/21	9/20	3/22	3/21	9/20	3/21	9/20	3/22

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	93.14%	105.21%	67.77%	102.58%	107.01%	90.94%	104.99%	8	9	5	77%
Borderplex	99.07%	105.22%	107.55%	101.06%	95.29%	76.96%	76.56%	12	8	2	91%
Brazos Valley	96.65%	106.55%	105.11%	103.78%	92.57%	102.82%	103.67%	8	10	4	82%
Cameron	98.83%	97.45%	125.34%	102.83%	102.16%	61.56%	103.29%	10	11	1	95%
Capital Area	84.41%	106.69%	94.74%	104.81%	99.49%	53.48%	102.24%	6	10	6	73%
Central Texas	94.69%	103.05%	110.40%	103.54%	110.28%	80.50%	88.33%	6	8	8	64%
Coastal Bend	92.78%	103.51%	82.58%	104.79%	106.29%	53.08%	101.87%	4	12	6	73%
Concho Valley	100.44%	106.32%	96.80%	119.04%	109.36%	121.90%	101.38%	12	10	0	100%
Dallas	94.34%	103.15%	108.03%	101.87%	108.72%	85.20%	105.65%	8	9	5	77%
Deep East	95.97%	101.73%	104.61%	104.14%	98.45%	79.58%	96.84%	10	10	2	91%
East Texas	90.08%	98.70%	90.29%	108.63%	113.60%	61.00%	84.26%	8	9	5	77%
Golden Crescent	103.48%	108.72%	99.53%	105.45%	103.52%	51.34%	97.48%	8	7	7	68%
Gulf Coast	89.35%	101.93%	89.04%	99.23%	73.36%	55.64%	109.89%	8	8	6	73%
Heart of Texas	98.91%	109.60%	96.45%	109.52%	108.89%	52.76%	96.14%	13	6	3	86%
Lower Rio	95.72%	96.74%	104.81%	105.74%	107.56%	83.86%	113.69%	11	10	1	95%
Middle Rio	95.53%	89.42%	67.29%	92.38%	102.53%	73.22%	111.74%	6	10	6	73%
North Central	92.67%	104.75%	98.80%	100.97%	109.92%	61.56%	75.71%	6	9	7	68%
North East	99.24%	103.65%	114.41%	99.68%	105.46%	54.28%	92.57%	11	9	2	91%
North Texas	105.18%	108.82%	121.26%	108.25%	110.87%	47.88%	112.89%	16	3	3	86%
Panhandle	99.46%	106.50%	127.75%	118.44%	129.59%	121.66%	99.90%	13	8	1	95%
Permian Basin	94.04%	103.45%	97.82%	101.28%	109.73%	27.34%	94.29%	6	11	5	77%
Rural Capital	93.30%	108.12%	91.71%	104.06%	99.65%	44.74%	95.23%	7	11	4	82%
South Plains	99.89%	104.25%	103.30%	121.06%	104.16%	54.84%	97.63%	9	11	2	91%
South Texas	96.79%	94.59%	142.65%	99.26%	111.63%	105.80%	117.93%	13	7	2	91%
Southeast	94.61%	102.58%	101.58%	108.80%	99.86%	79.28%	101.09%	8	9	5	77%
Tarrant	93.18%	104.15%	102.95%	103.04%	106.19%	48.16%	83.45%	9	10	3	86%
Texoma	98.14%	109.88%	120.46%	101.92%	101.59%	53.24%	103.80%	10	7	5	77%
West Central	91.25%	102.67%	116.72%	105.71%	107.75%	68.78%	101.91%	12	6	4	82%
<b>+P</b>	1	11	11	10	16	3	6	258			
<b>MP</b>	14	15	10	17	10	1	15	248			
<b>-P</b>	13	2	7	1	2	24	7	110			
<b>% MP &amp; +P</b>	54%	93%	75%	96%	93%	14%	75%	82%			
From	7/20	1/20	1/20	7/21	10/21	10/21	10/21	From			
To	3/21	9/20	9/20	12/21	3/22	3/22	3/22	To			

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods\*

BOARD NAME: **COASTAL BEND**

**FINAL RELEASE**  
As Originally Published 5/6/2022  
**MARCH 2022 REPORT**

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		4	12	6	72.73%											
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes																

## WIOA Outcome Measures

DOL-C	Employed Q2 Post Exit – Adult (DOL)	MP	101.99%	72.70%	72.70%	74.15%	69.25%	86.73%	109	147	65.91%	71.43%	81.97%		7/20	3/21
DOL-C	Employed Q4 Post Exit – Adult (DOL)	-P	89.39%	68.30%	68.30%	61.05%	73.35%	79.53%	116	190	57.33%	60.56%	68.18%		1/20	9/20
DOL-C	Median Earnings Q2 Post Exit – Adult (DOL)	+P	159.62%	\$5,000.00	\$5,000.00	\$7,981.13	\$6,116.33	\$11,230.06	n/a	105	\$4,858.95	\$9,034.08	\$9,292.38		7/20	3/21
DOL-C	Credential Rate – Adult (DOL)	MP	91.13%	65.40%	65.40%	59.60%	60.90%	52.00%	28	47	66.70%	65.00%	46.70%		1/20	9/20
DOL-C	Measurable Skills Gains - Adult (DOL)	MP	103.25%	52.30%	52.30%	54.00%	45.70%	45.00%	75	139	----	----	----	----	7/21	3/22
DOL-C	Employed Q2 Post Exit – DW (DOL)	MP	100.84%	73.50%	73.50%	74.12%	75.89%	77.30%	63	85	88.89%	72.73%	67.65%		7/20	3/21
DOL-C	Employed Q4 Post Exit – DW (DOL)	MP	95.11%	77.10%	77.10%	73.33%	69.35%	80.10%	44	60	68.97%	69.23%	83.33%		1/20	9/20
DOL-C	Median Earnings Q2 Post Exit – DW (DOL)	MP	104.69%	\$7,200.00	\$7,200.00	\$7,537.50	\$8,224.47	\$7,745.68	n/a	61	\$6,053.92	\$7,558.46	\$9,324.66		7/20	3/21
DOL-C	Credential Rate – DW (DOL)	MP	107.14%	70.00%	70.00%	75.00%	60.70%	60.70%	9	12	85.70%	75.00%	0.00%		1/20	9/20
DOL-C	Measurable Skills Gains - DW (DOL)	+P	133.39%	56.00%	56.00%	74.70%	58.70%	42.60%	65	87	----	----	----	----	7/21	3/22
DOL-C	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	107.05%	68.50%	68.50%	73.33%	64.20%	72.49%	55	75	70.83%	68.42%	78.13%		7/20	3/21
DOL-C	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	97.73%	63.30%	63.30%	61.86%	68.44%	68.09%	60	97	64.44%	64.29%	54.17%		1/20	9/20
DOL-C	Median Earnings Q2 Post Exit – Youth (DOL)	-P	75.10%	\$3,100.00	\$3,100.00	\$2,327.99	\$2,979.38	\$3,390.40	n/a	52	\$2,197.00	\$3,590.02	\$1,855.55		7/20	3/21
DOL-C	Credential Rate – Youth (DOL)	+P	135.79%	28.50%	28.50%	38.70%	30.50%	29.00%	12	31	20.00%	37.50%	75.00%		1/20	9/20
DOL-C	Measurable Skills Gains - Youth (DOL)	-P	67.11%	22.80%	22.80%	15.30%	34.70%	27.40%	9	59	----	----	----	----	7/21	3/22
LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	-P	92.78%	63.30%	63.30%	58.73%	56.53%	70.73%	5,583	9,507	58.11%	56.63%	61.47%		7/20	3/21
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	103.51%	80.25%	80.25%	83.07%	78.29%	84.76%	3,925	4,725	80.45%	83.89%	85.59%		1/20	9/20
LBB-K	Credential Rate – C&T Participants	-P	82.58%	70.10%	70.10%	57.89%	50.00%	48.39%	55	95	61.29%	60.00%	51.72%		1/20	9/20

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.

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

## Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	MP	104.79%	59.69%	59.69%	62.55%	60.46%	60.52%	2,340 3,741	65.39%	57.94%			7/21	12/21
TWC	# of Employers Receiving Workforce Assistance	+P	106.29%	2,291	3,268	2,435	3,032	2,597	----- -----	1,992	1,740			10/21	3/22

## Program Participation Measures

TWC	Choices Full Engagement Rate - All Family Total	-P	53.08%	50.00%	50.00%	26.54%	2.45%	29.48%	16 60	13.86%	39.22%			10/21	3/22
TWC	Avg # Children Served Per Day - Combined	MP	101.87%	2,619	2,619	2,668	2,570	2,960	346,898 130	2,705	2,630			10/21	3/22
2	# of SIR Children Served	---	-----	-----	-----	336	n/a	n/a	----- -----	-----	-----	-----	-----	8/21	3/22

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 55K 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.

## 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.