



Board of Directors Meeting

May 22, 2024

3:00 pm

**Mission Career Center
4981 Ayers Street, Mission Training Room
Corpus Christi, TX**

Join Zoom Meeting

<https://us02web.zoom.us/j/82776972673?pwd=Z2thVXFzSG0rSXFBWUFRUIBYd2lodz09>

Toll-Free Call In

888 475 4499 US Toll-free

Meeting ID: 827 7697 2673

Passcode: 747108

www.workforcesolutionscb.org

Strategic Goals

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

Mission Statement

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

Value Statement

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

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

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

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

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

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

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

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

Disclosure and Declaration of a Conflict of Interest

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

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

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

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

Code of Ethics

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

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



Board of Directors Meeting

Mission Career Center – 4981 Ayers Street – Mission Training Room
Corpus Christi, Texas

Join Zoom Meeting

<https://us02web.zoom.us/j/82776972673?pwd=Z2thVXFzSG0rSXFBUFRUIBYd2lodz09>

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

Meeting ID: 827 7697 2673
Passcode: 747108

Wednesday, May 22, 2024 – 3:00 pm

AGENDA

Page

- I. **Call to Order:** *Raynaldo De Los Santos, Jr., 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 28, 2024 Board of Directors Meeting**.....5-8
- VIII. **Chair’s Report:** *Raynaldo De Los Santos, Jr.*
 - Board Updates, Key Meetings, Items of Interest, and Communication

(cont. page 2)

A proud partner of the **AmericanJobCenter** network

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.
Deaf, hard-of-hearing or speech impaired customers may contact
Relay Texas: 1.800.735.2989 (TDD) and 1.800.735.2988 or 7-1-1 (voice)

IX. President/CEO's Report: Ken Trevino	
• Business Development, Public Relations and Organizational Update	
X. CFO Report: Shileen Lee	9-13
• Financial Review as of March 31, 2024	
• Audit Update	
• BCY24-25 Planning Allocations	
XI. Committee Reports	
* Child Care Services	Marcia Keener, Chair.....14-15
* Youth Services	Liza Wisner, Chair.....16-17
* Workforce Services	Manny Salazar, Chair.....18-19
* Public Relations	C. Michelle Unda, Chair.....20-23
XII. Consent Agenda Action Item: (a note on Consent Agenda items is included at the end of this agenda):	
1. FY 2024 Budget Amendment #3.....	24-26
<i>(Reviewed and Approved for recommendation by Executive/Finance Committee on May 15, 2024)</i>	
2. To Authorize the President/CEO to Execute the Options for Renewal of Contracts and Leases for Fiscal Year 2024-25.....	27-28
<i>(Reviewed and Approved for recommendation by Executive/Finance Committee on May 15, 2024)</i>	
3. Board Policy #4.0.100.07 – Incentives/Stipends.....	29-35
<i>(Reviewed and Approved for recommendation by Youth Services Committee on May 8, 2024 & Workforce Services Committee on May 9, 2024)</i>	
4. Board Policy #4.0.101.14 – Support Services.....	36-46
<i>(Reviewed and Approved for recommendation by Workforce Services Committee on May 9, 2024)</i>	
5. Board Policy #4.0.115.09 – Program Non-Compliance.....	47-54
<i>(Reviewed and Approved for recommendation by Workforce Services Committee on May 9, 2024)</i>	
6. Board Policy #4.0.120.05 – Limited English Proficiency.....	55-57
<i>(Reviewed and Approved for recommendation by Workforce Services Committee on May 9, 2024)</i>	
7. Board Policy #4.0.122.03 – Outreach.....	58-60
<i>(Reviewed and Approved for recommendation by Workforce Services Committee on May 9, 2024)</i>	
8. Board Policy #4.0.124.01 – Documentation and Verification of Participation Activities Choices/SNAP E&T.....	61-63
<i>(Reviewed and Approved for recommendation by Workforce Services Committee on May 9, 2024)</i>	
9. Board Policy #4.1.104.08 – Individual Training Accounts (ITAs).....	64-74
<i>(Reviewed and Approved for recommendation by Workforce Services Committee on May 9, 2024)</i>	
XIII. Information Only:	
1. Facilities/IT Updates: Shileen Lee.....	75
2. Update on Procurements and Contracts: Esther Velazquez.....	76-84
3. Performance Measure Update: Alba Silvas.....	85-91
XIV. Adjournment	

(cont. page 3)

A proud partner of the  network

Equal Opportunity Employer/Program

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

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

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

Notice: *The Chair of the Board of Directors will be at 4981 Ayers Street, Corpus Christi, Texas where the Chair will preside over the Meeting.*

Notice: *One or more members of the Board of Directors may attend via video conference.*

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

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

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

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 the **Mission Career Center, Mission Training Room** 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, 4981 Ayers 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.

A proud partner of the  network

Equal Opportunity Employer/Program

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

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

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

Workforce Solutions Board of Directors

Roll Call Roster

May 22, 2024

(16 = Quorum)

- _____ De Los Santos, Jr., Raynaldo, **Chair**; Private Sector – Refugio County
- _____ Bernal, Hector; Private Sector – City of Corpus Christi
- _____ Bevan, Jason; Private Sector – Nueces County
- _____ Bowen, Sandra Julia, **Vice Chair**; Private Sector – Jim Wells County
- _____ Brown, Lance; Private Sector – San Patricio County
- _____ Chavez, Andrea; Public Employment Service – TWC/City of Corpus Christi
- _____ Evans, Eric; Private Sector – Aransas County
- _____ Faught, Leslie; Education Agency – San Patricio County
- _____ Flower, Michelle; Private Sector – City of Corpus Christi
- _____ Garcia III, Jose R. “Joey”; Private Sector – Duval County
- _____ Gatewood, Jesse, **Secretary**; Organized Labor – Nueces County
- _____ Giesler, Randy; Private Sector – Live Oak County
- _____ Gonzalez, Jr., Victor M., **Parliamentarian**; 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
- _____ Leal, Criselda; Literacy Council – City of Corpus Christi
- _____ 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
- _____ Perez, Gloria, **Past Chair**; Private Sector – City of Corpus Christi
- _____ Ramirez, Carlos; Private Sector – Kleberg County
- _____ Rivera, Leonard; Post-Secondary Education – City of Corpus Christi
- _____ Salazar, Manny; CBO – Kleberg County
- _____ Seitz, Randy; CBO – Bee County
- _____ Temple, Susan; Private Sector – San Patricio County
- _____ Tobar, Michelle; Child Care Workforce – Nueces County
- _____ Unda, C. Michelle; Private Sector – 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 Coastal Bend – Board of Directors Meeting
Mission Career Center – 4981 Ayers Street – Mission Training Room
Corpus Christi, Texas

Join Zoom Meeting

<https://us02web.zoom.us/j/82302070882?pwd=UDRuV2hSVDB3RHRZUWFvOUxiSWtrQT09>

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

Meeting ID: 823 0207 0882
Passcode: 345367

February 28, 2024 - 3:00 pm

Board Members

Present

Hector Bernal; private sector – City of CC	Criselda Leal; literacy council – City of CC
Jason Bevan; private sector – Nueces County	Omar Lopez; private sector – City of CC
Sandra Bowen, Vice Chair ; private sector – Jim Wells County	Travis Nelson; private sector – City of CC
Lance Brown; private sector – San Patricio County	John Owen, Treasurer ; vocational rehab. – City of CC
Andrea Chavez; public employment serv – City of CC	Gloria Perez, Past Chair ; private sector – City of CC
Eric Evans; private sector – Aransas County	Leonard Rivera; post-secondary ed – City of Corpus
Leslie Faught; education agency – San Patricio County	Randy Seitz; CBO – Bee County
Michelle Flower; private sector – City of Corpus Christi	Susan Temple; private sector – San Patricio County
Jose R. “Joey” Garcia III; private sector – Duval County	Michelle Tobar; child care workforce – Nueces County
Jesse Gatewood, Secretary ; organized labor – Nueces County	C. Michelle Unda; private sector – City of CC
Randy Giesler; private sector - Live Oak County	Catrina Wilson; CBO – City of CC
Victor M. Gonzalez, Jr., Parliamentarian ; ps – City of CC	

Absent

Raynaldo De Los Santos, Jr., Chair ; private sector – Refugio County	Michelle Lozano; private sector – Nueces County
Justin Hoggard; adult basic & cont. ed – Bee County	Carlos Ramirez; private sector – Kleberg County
Ofelia Hunter; CBO/OL – Jim Wells County	Manny Salazar; CBO – Kleberg County
Kimberley D. James; public assistance – City of CC	Brittany Sotelo; economic development – City of CC
Marcia Keener; CBO – San Patricio County	Liza Wisner; private sector – City of CC

Vacancies

Private Sector – Kenedy County	Private Sector – Brooks County
--------------------------------	--------------------------------

Others Present

Ken Trevino, WS President/CEO	Denise Woodson, WS Director of Child Care Programs
Alba Silvas, WS Chief Operating Officer	Tony Armadillo, WS Design & Digital Content Specialist
Shileen Lee, WS Chief Financial Officer	Vicki Stonum, WS Child Care Quality Program Liaison
Janet Neely, WS Executive Assistant	Geri Escobar, C2GPS, LLC
Allyson Riojas, WS Contract Manager	Linda Stewart, C2GPS, LLC
Xena Mercado, WS Communications Manager	Robert Reyna, C2GPS, LLC
Ricardo Munoz, WS QA Monitor EO Officer/504 Coordinator	Robert Gonzalez, C2GPS, LLC
Zachary James, WS IT Coordinator	Kristi Vidaure, C2GPS, LLC
Catherine Cole, WS Contract Manager	Neil Hanson, BakerRipley
Esther Velazquez, WS Contracts & Procurement Specialist	Kenia Dimas, BakerRipley
Milanda, Ballesteros, WS Contract Specialist	Button Frizzell, Texas Veterans Commission

I. Call to Order

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

II. TOMA Rules

Ms. Neely provided information on the Texas Open Meetings Act (TOMA) Rules.

III. Roll Call

The roll was called and a quorum was present.

IV. Announcement on Disclosure of Conflicts of Interest

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

V. Public Comments

Due to the new TOMA rules we do have a laptop set up at 4981 Ayers Street and it is listed on the zoom call as Public. The laptop is available and open to the public.

Mr. Trevino welcomed new Board Members Ms. Michelle Tobar and Mr. Jason Bevan.

Ms. Michelle Tobar, Academy Director/Civil Rights Coordinator with St. Bartholomew's Episcopal Academy. Judge Connie Scott, Nueces County appointed Ms. Tobar and she is representing Child Care Workforce.

Mr. Jason Bevan, Sr. Manager, Corpus Christi Site Operations with Tesla. Judge Connie Scott, Nueces County appointed Mr. Bevan and he is representing Private Sector.

VI. Board Comments

Ms. Bowen apologizes for not being able to attend the meeting in person and thanks Ms. Perez for presenting at the Board of Directors meeting.

VII. Discussion and Possible Action on Minutes of the November 16, 2023 Board of Directors Meeting

Mr. Owen moved to approve the minutes of the November 16, 2023 Board of Directors meeting. The motion was seconded by Mr. Gonzalez and passed.

VIII. Discussion and Possible Action on Minutes of the December 14, 2023 Annual Board of Directors Meeting

Ms. Bowen moved to approve the minutes of the December 14, 2023 Annual Board of Directors meeting. The motion was seconded by Dr. Rivera and passed.

IX. Chair's Report

Ms. Perez mentioned Workforce Solutions Coastal Bend hosted our newest Texas Workforce Commissioner Joe Esparza, Representing Employers. Commissioner Esparza spent two days within the region. Commissioner Esparza attended the Del Mar College Tour/Briefing; WFSCB Stakeholder Roundtable; and the Port Corpus Christi Boat Tour and was extremely impressed with what he saw. Ms. Perez stated that Mr. Trevino set the bar extremely high.

X. President/CEO's Report

Mr. Trevino provided information on the Business Development, Public Relations, and Organizational Update. Mr. Trevino announced the 2023 Annual Report and the Local Labor Market Intelligence was distributed at the meeting. He recognized the team for all the great work presented in the Annual Report.

Mr. Trevino recognized Ms. Alba Silvas on her new role as Chief Operating Officer. Mr. Trevino mentioned it was the easiest decision he has made so far this year. Mr. Trevino noted that this was not something that was given, it was earned. Mr. Trevino congratulated Ms. Silvas on her well-deserved position as Chief Operating Officer.

Ms. Perez mentioned at the Executive/Finance Committee Meeting everyone was pleased with the 2023 Annual Report.

Mr. Trevino stated Commissioner Esparza was very pleased with his visit to the Coastal Bend. The Commissioner is making his rounds and we were the first board regions that he visited. Mr. Trevino stated we set the bar high and it was definitely a team effort. The Commissioner got a private tour with Del Mar College, presentation from Port Corpus Christi and a Boat Tour of the inner harbor.

Ms. Perez noted it was an amazing time with Commissioner Esparza and the Workforce Solutions Coastal Bend team.

XI. Financial Report as of December 31, 2023

Ms. Lee presented the December Financial Report (included on pages 14-17 of the February 28 agenda packet).

XII. Committee Reports

Child Care Services

Ms. Woodson provided a report on the February 13, 2024 Child Care Services Committee (included on pages 18-22 of the February 28 agenda packet).

Ad Hoc Youth

Mr. Lopez provided a report on the February 14, 2024 Ad Hoc Youth Committee (included on pages 23-24 of the February 28 agenda packet).

Workforce Services

Mr. Nelson provided a report on the February 15, 2024 Workforce Services Committee (included on pages 25-26 of the February 28 agenda packet).

Mr. Nelson thanked Workforce Services Committee Chair, Mr. Salazar and mentioned how proud he is to be apart of the Workforce Services Committee.

Public Relations

Ms. Unda provided a report on the February 15, 2024 Public Relations Committee (included on pages 27-29 of the February 28 agenda packet).

XIII. Consent Agenda Action Items:

1. FY 2024 Budget Amendment #2
2. Board Policy #3.0.409.00 – Training and Development
3. Board Policy #3.0.404.00 - Holidays

Mr. Gatewood moved to approve all items on the Consent Agenda. The motion was seconded by Ms. Wilson and passed.

XIV. Information Only:

1. *Monitoring Report*

Mr. Munoz provided the following Monitoring Report and significant observations completed during the months of August 2023 – February 2024 (included on pages 45-46 of the February 28 agenda packet). TWC requires that monitoring review results be reported to all relevant parties and to the Board of Directors. The monitoring staff conduct fiscal and program reviews for compliance with federal and state laws and regulations, and compliance with TWC and local policies.

Mr. Trevino commended Mr. Munoz for his work to mitigate or preempt anything that Texas Workforce Commission might see on the front end.

2. *Facilities/IT Update*

Ms. Lee provided a Facilities and IT update (included on pages 47 of the February 28 agenda packet).

3. *Update on Procurements and Contracts*

Ms. Velazquez provided an update on Procurements and Contracts (included on pages 48-56 of the February 28 agenda packet).

4. *Performance Measure Update*

Ms. Silvas presented the Performance Measure Update for September 2023 (included on pages 57-60 of the February 28 agenda packet).

Mr. Gatewood welcomed new board members Ms. Tobar and Mr. Bevan.

Ms. Perez thanked everyone for attending the Board of Directors Meeting.

XV. Adjournment

The meeting adjourned at 4:06 pm.

FINANCIAL REPORT – EXECUTIVE/FINANCE

X. CFO Report

BACKGROUND INFORMATION

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

Financial Report as of 3/31/2024

Profit Loss

As of March 31, 2024, we are halfway into the FY24 and are trending at 46% expended overall. The small under expenditure is in One Stop Operations due the phase three Mission project being budgeted there but has not incurred costs at this time.

There are only three categories that are over a straight-line percentage of 50%, all being under Oversight and Management. There will not be a budget movement for these at this time.

Looking at the graph it illustrates that 88% of our expenditures are coming from direct contractor activity with only 7% on Oversight and Management and 5% on One-Stop Facilities.

Balance Sheet

The next page is the balance sheet to show that we are regularly reconciling both sides of our financial statements.

Contracts Open

The next page is a listing of open funding streams. In the center of the page, you will see the grey items; these are open contracts that have had budget adjustments. On the far right you will see items in yellow that are 10% +/- the TWC straight-line method. None of concern at this point; we are working on Youth with the contractor, but a large amount of activity does take place in the summer.

Audit Update

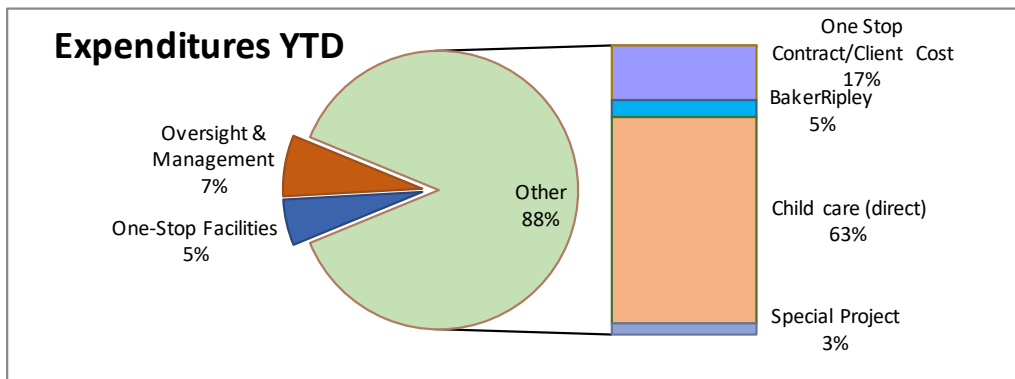
The external audit performed by ABIP is underway and about 85-90% complete. There is not a draft available at this time. Audit will be completed before the federal audit clearing house 6/30/2024 deadline and the full report brought to you at the next set of meetings.

BCY24-25 Planning Allocations

Planning estimate allocations were approved by the commission in April and published on the TWC website. Attached are the preliminary budget allocations. Since we are only halfway through the year this is informational only. Currently all funds except child care have a small decrease in budget with an overall net increase of .3%. These are considered preliminary as there are often adjustments before the FY begins.

WORKFORCE SOLUTIONS COASTAL BEND
STATEMENT OF ACTIVITIES
For the Month Ending
March 31, 2024

	FY2023 Amended Budget	Current	YTD	% Expended
REVENUES				
Grant revenue - federal	45,965,344	3,771,483	21,010,156	46%
Grant revenue - Non federal	30,000	1,324	8,487	
	45,995,344	3,772,807	21,018,643	46%
EXPENSES				
Oversight & Management				
Salaries and benefits	2,452,772	186,615	1,143,169	47%
Facilities and related expense	298,100	20,876	124,971	42%
Furniture, equipment, & software	118,881	2,552	43,471	37%
General administrative expense	196,500	10,548	79,495	40%
Communication expense	43,000	6,130	28,757	67%
Professional fees and services	108,000	3,217	26,004	24%
Staff development expense	30,000	800	19,508	65%
Travel expense	75,000	3,086	42,709	57%
Total Oversight & Management Expense	3,322,253	233,825	1,508,085	45%
One Stop Operations				
Facilities and related expense	1,997,873	155,337	853,180	43%
Furniture, equipment, & software	540,000	27,644	158,661	29%
General administrative expense	161,500	13,884	48,332	30%
Communication expense	170,000	12,954	72,653	43%
Professional fees and services	-	-	2,500	#DIV/0!
Total One Stop Operations	2,869,373	209,818	1,135,327	40%
Contracted services	39,803,718	3,424,101	18,675,922	47%
Total expense	45,995,344	3,867,744	21,319,333	46%



**WORKFORCE SOLUTIONS COASTAL BEND
BALANCE SHEET**

For the Month Ending
March 31, 2023

ASSETS

Current Assets		
Cash & Cash Equivalents	\$	91,244
Money Market Account	\$	667,170
Due from TWC		2,637,725
Accounts Receivable		11,438
Prepaid Expense		128,288
Other Assets		71,467
Total Current Assets	\$	3,607,632
Fixed Assets		
Building Improvements	\$	1,904,457
Furniture and Equipment		586,940
Less Accumulated Depreciation		(1,967,151)
Net Fixed Assets	\$	524,246
Total Assets	\$	4,131,878

LIABILITIES

Current Liabilities		
Accounts Payable	\$	2,578,702
Accrued Expense		936,270
Accrued Vacation		80,916
Total Current Liabilities	\$	3,595,887

NET ASSETS

Unrestricted-Non-Federal Fund	\$	461,232
Temporarily Restricted- Ticket to Work/Other		(449,487)
Investment in Fixed Assets		524,246
Total Net Assets	\$	535,991
Total Liabilities and Net Assets	\$	4,131,878

Contract No.	Contract Program	Begin Date	End Date	Current Budget	Cum. Expenditures	Budget Balance	% Expended	TWC % Target
Expires 5/31/2024								
Non TWC	Walmart - PATHS	1/1/20	5/16/24	\$450,000.00	\$347,519.04	\$102,480.96	77%	NA
2223TAN003	TANF-Texas Internship Initiative	3/21/23	5/31/24	\$100,000.00	\$60,703.72	\$39,296.28	61%	NA
Expires 6/30/2024								
2222WOA001	WIOA - FY23 Adult Allocation (Oct)	10/1/22	6/30/24	\$1,269,498.00	\$1,269,495.00	\$3.00	100%	100%
2222WOA001	WIOA - PY22 Adult Allocation (July)	7/1/22	6/30/24	\$347,949.00	\$347,949.00	\$0.00	100%	100%
2222WOD001	WIOA - FY23 Dislocated Worker Allocation (Oct)	10/1/22	6/30/24	\$1,317,859.00	\$1,317,859.00	\$0.00	100%	100%
2222WOD001	WIOA - PY22 Dislocated Worker Allocation (July)	7/1/22	6/30/24	\$390,538.00	\$390,538.00	\$0.00	100%	100%
2222WOY001	WIOA - PY22 Youth Allocation	7/1/22	6/30/24	\$1,695,253.00	\$1,695,253.00	\$0.00	100%	100%
2223WOR001	WIOA - PY23 Rapid Response	7/1/23	6/30/24	\$27,255.00	\$2,162.01	\$25,092.99	8%	NA
Expires 7/31/2024								
2224WOZ001	WOZ - Upskilling and Training	1/1/24	7/31/24	\$99,329.00	\$19,300.80	\$80,028.20	19%	NA
Expires 8/31/2024								
Non TWC	3024VRS058-Student Hireability	9/1/23	8/31/24	\$113,000.00	\$36,765.48	\$76,234.52	33%	NA
Expires 9/30/2024								
2224NCP001	Noncustodial Parent Choices Program	9/1/23	9/30/24	\$142,403.00	\$128,015.76	\$14,387.24	90%	8%
Non TWC	Wage Services for Paid WE 3018VRS171	9/1/23	9/30/24	\$112,500.00	\$36,051.22	\$76,448.78	32%	NA
Non TWC	2223COL001 - VR Colocation	9/1/23	9/30/24	\$144,349.00	\$62,975.60	\$81,373.40	44%	NA
2224RAG001	Resource Administration Grants	10/1/23	9/30/24	\$6,923.00	\$3,461.52	\$3,461.48	50%	54%
2224REA001	Reemployment Services and Eligibility Assessment	10/1/23	9/30/24	\$577,268.00	\$353,309.55	\$223,958.45	61%	54%
2224SNE001	SNAP E&T	10/1/23	9/30/24	\$486,108.00	\$189,297.87	\$296,810.13	39%	54%
2224TRA001	Trade Act Services for Dislocated Workers	10/1/23	9/30/24	\$10,000.00	\$0.00	\$10,000.00	0%	NA
2224TVC001	TVC	10/1/23	9/30/24	\$37,412.00	\$34,485.19	\$2,926.81	92%	NA
2224WCI001	WCI - Workforce Commission Initiatives	10/1/23	9/30/24	\$56,291.00	\$12,030.54	\$44,260.46	21%	NA
Expires 10/31/2024								
2224TAF001	TANF Choices	10/1/23	10/31/24	\$2,904,299.00	\$1,030,031.22	\$1,874,267.78	35%	46%
2224CCQ001	Child Care- CCQ	5/31/23	10/31/24	\$1,783,506.00	\$197,822.85	\$1,585,683.15	11%	NA
2223TIP001	WIOS - Texas Partnership Initiative	12/28/22	10/31/24	\$150,000.00	\$0.00	\$150,000.00	0%	NA
Non TWC	Kingsville - TIP	12/28/22	10/31/24	\$150,000.00	\$0.00	\$150,000.00	0%	NA
Expires 12/31/2024								
2224CCF001	Child Care	5/31/23	12/31/24	\$25,517,704.00	\$11,489,418.07	\$14,028,285.93	42%	31%
2224CCM001	Child Care - Local Match	10/1/23	12/31/24	\$1,897,372.00	\$0.00	\$1,897,372.00	0%	NA
2224CCP001	Child Care - DFPS	9/1/23	12/31/24	\$672,000.00	\$517,523.06	\$154,476.94	77%	NA
2224WPA001	Wagner-Peyser Employment Services	10/1/23	12/31/24	\$1,694.00	\$364.83	\$1,329.17	22%	NA
2224WOS001	Military Family	1/1/24	12/31/24	\$55,240.00	\$12,699.50	\$42,540.50	23%	23%
Expires 1/31/2025								
2224EXT001	Externships for Teachers	2/1/24	1/31/25	\$183,170.00	\$0.00	\$183,170.00	0%	NA
Expires 2/28/2025								
Non TWC	TEA	4/10/23	2/28/2025	\$561,500.00	\$23,945.18	\$537,554.82	4%	NA
Expires 6/30/2025								
2223WOA001	WIOA - PY23 Adult Allocation (July)	7/1/23	6/30/25	\$521,797.00	\$521,797.00	\$0.00		
2223WOA001	WIOA - PY23 Adult Allocation (Oct)	7/1/23	6/30/25	\$1,733,337.00	\$919,760.89	\$813,576.11	64%	60%
2223WOD001	WIOA - PY23 Dislocated Worker Allocation (July)	7/1/23	6/30/25	\$387,100.00	\$387,100.00	\$0.00		
2223WOD001	WIOA - PY23 Dislocated Worker Allocation (July)	7/1/23	6/30/25	\$1,184,884.00	\$628,474.71	\$556,409.29	65%	60%
2223WOY001	WIOA - PY23 Youth Allocation	7/1/23	6/30/25	\$2,449,912.00	\$1,193,774.28	\$1,256,137.72	49%	30%
				\$47,537,450.00	\$23,229,883.89	\$24,307,566.11		

**Workforce Solutions of the Coastal Bend
Allocations Information BCY 2024-25**

Funding	Final Allocation 23-24	Planning Estimates Allocation 24-25	Variance	% Change
WIOA Adult-	\$ 2,255,134	\$ 2,174,121	\$ (81,013)	-3.6%
WIOA Dislocated Worker	1,571,984	1,383,160	(188,824)	-12.0%
WIOA Youth-	2,449,912	2,356,190	(93,722)	-3.8%
WIOA Subtotal	\$ 6,277,030	\$ 5,913,471	\$ (363,559)	-7.2%
WIOA Rapid Response	\$ 27,255	\$ 25,111	\$ (2,144)	-7.9%
TANF (Oct)	2,904,299	2,792,256	(112,043)	-3.9%
SNAP E&T	486,108	447,018	(39,090)	-8.0%
SNAP E&T- ABAWD	-	-	-	#DIV/0!
Employment Serv (Oct)	518,424	473,609	(44,815)	-8.6%
Child Care Quality (CCQ)	1,256,954	574,152	(682,802)	-54.3%
Others Subtotal	\$ 5,193,040	\$ 4,312,146	\$ (880,894)	-16.9%
Child Care (Oct)	27,326,747	28,707,617	1,380,870	5.1%
Child Care Local Match (Oct)	1,897,372	1,861,912	(35,460)	-1.9%
Child Care Subtotal	\$ 29,224,119	\$ 30,569,529	\$ 1,345,410	4.7%
Total	\$ 40,694,189	\$ 40,795,146	\$ 100,957	0.3%
OTHER				
AEL (not in budget)				
WIOA Adult Education and Literacy (AEL)	1,935,041	1,862,861	(72,180)	-3.7%

COMMITTEE REPORT

XI – 3. Child Care Services

Committee: Child Care Services

Marcia Keener, Chair

Dr. Justin Hoggard, Vice Chair

Andrea Chavez

Dr. Criselda Leal

Michelle Lozano

Michelle Tobar

Catrina Wilson

Date of Committee meeting: May 7, 2024

The Committee did have a quorum.

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

- Approved the minutes of the February 13, 2024 Child Care Services Committee Meeting.

The following information items were discussed and are for information purposes only:

- Child Care Performance:

1. Summary of Child Care Performance for the Second Quarter of BCY2024

The Board's TWC performance measure target for BCY2024 is **3,214** average number of children served per day. At the beginning of BCY2024, the Board adjusted the TWC performance measure target to **4,269** average number of children enrolled per day in care to ensure that all its child care funding allocation, including local match funding, would be exhausted by December 31, 2024. The performance measure target increased by **1,055** children.

At the end of March 2024, there were **3,939** children enrolled in the CCS Program. This is an increase of **439** children since December 2023. This enrollment tentatively places our child care performance at **122.56%** for the contract year.

2. Summary of Child Care Performance for the Month of April of the Third Quarter of BCY2024

As of April 22, 2024, an additional **83** children have enrolled in the CCS Program. This brings enrollment to **4,022** children in care. The TWC and Board's performance measure perspectives are listed below.

TWC Performance Measure – **125.14%**

WFSCB's Adjusted Performance Measure – **106.14%**

TWC conducted a mid-year review of the child care performance measure targets in March. The child care performance measure target for Coastal Bend was adjusted from **3,214** to **3,242** average number of children served per day. This is an increase of **28** children.

3. Action Plan for Child Care Performance for the Remainder of the Third Quarter of BCY2024

The action plan for child care performance for the remainder of the third quarter of BCY2024 is to continue actively enrolling children from the wait list. The Board will continue promoting the CCS Program on its social media platforms to generate interest in our CCS Program in our 11-county region.

As of May 7, 2024, there are **4,073** children enrolled in the CCS Program. The goal is to enroll an additional **103** children during the months of May and June of the third quarter. If this goal is met, we will have **4,176** children enrolled in the CCS Program at the end of the third quarter of BCY2024.

Ms. Kenia Dimas provided a summary of the CCS Program operational and community outreach activities conducted during the second quarter of BCY2024. She stated that the focus for staff this contract year has been on “connection.” Connection to the families and providers in our community, to the Board, and to each other.

Board staff provided updates on the status of the Texas Rising Star (TRS) Entry Level Designated (ELD) providers and the Texas Child Care Connection (TX3C) System.

Detailed information can be found in the Child Care Services Committee Meeting Packet emailed to the Board of Directors by Ms. Janet Neely. The packet contains detailed narratives and provides further explanation of all matters discussed and presented to the Committee.

The Committee took the following action:

1. The Committee approved the Minutes of the February 13, 2024 Child Care Services Committee Meeting.

Meeting adjourned at 3:56 p.m.

COMMITTEE REPORT

XI – 2. Youth Services

Committee: Youth Services

Liza Wisner, Chair

Omar Lopez, Vice-Chair

Dr. Leslie Faught

Michelle Flower

Jose R. “Joey” Garcia III

Ofelia Hunter

Date of Committee meeting: May 8, 2024

The Committee did have a Quorum.

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

- Approved the Youth Services Committee Meeting Minutes of February 14th, 2024.
- Approved the Board Policy 4.0.100.07 – Incentives/Stipends.

The following information items were discussed and for information only:

Services to Youth:

- Program Updates- Mr. Robert Reyna and Ms. Catherine Cole provided an update on WIOA school engagements and work experience for WIOA Youth Participants.
- Performance Updates- Ms. Catherine Cole provided an overview of the youth performance from the latest published MPR for February 2024.

Services to Special Community Populations:

- Student HireAbility Navigator- Ms. Catherine Cole provided updates to activities serving students with disabilities and the update to the upcoming event SEAL.
- Foster Youth- Ms. Catherine Cole gave a brief overview of the Foster Youth updates and initiatives.

Programs and Engagements:

- Texas Internship Initiative (TII)- Ms. Catherine Cole provided an update on the TII Grant and the partner provider, Education to Employment (E2E), and their program, Emerging Professionals, and their interns.
- Educator Externship (EDEX) – Ms. Geri Escobar provided an update on the Educator Externship and the recruitment of local educators and employers for the summer program.
- Tri-Agency Regional Convener Grant- Ms. Catherine Cole provided an update on the strategic plan being developed for the grant.
- Career and Education Outreach Program (CEOP)- Ms. Samantha Smolik and Mr. Luis Rodriguez gave a program update to the Career and Education Outreach Program. For the First Quarter, Ms. Smolik provided:
 - An update to school engagements,
 - An update to activities,
 - An update to their total VR numbers of 5277 youth served.

Celebrating Participant Success:

- Ms. Catherine Cole spoke regarding Ms. Emily Elizondo career success in participating in the WIOA Youth Program.

Detailed information can be found in the Youth Services Committee Packet, e-mailed to the Board of Directors, by Ms. Janet Neely on Wednesday, May 1st, 2024.

Meeting adjourned at: 4:26 PM

COMMITTEE REPORT

XI – 3. Workforce Services

Committee: Workforce Services

Manny Salazar, Chair

Travis Nelson, Vice Chair

Lance Brown

Randy Giesler

Dr. Leonard Rivera

Randy Seitz

Date of Committee meeting: May 9, 2024

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 15, 2024.
- Approved for recommendation as presented Board Policies:
 - 4.0.100.07- Incentive/Stipends
 - 4.0.101.14- Support Services
 - 4.0.115.09- Program Non-Compliance
 - 4.0.120.05- Limited English Proficiency
 - 4.0.122.03- Outreach
 - 4.0.124.01- Documentation and Verification of Participation Activities Choices/SNAP E&T
 - 4.1.104.08- Individual Training Accounts (ITAs)

The following information items were discussed and for information only:

- Services To Workers-
 - Policy Review Schedule- Seven Policies. Schedule Updated.
 - Program Updates- updates on programs, wrapped-up for half of program year as of March 31, 2024. Operation meetings taking place with C2GPS Regarding the service delivery, quality assurance, fiscal, and business services. For further discussion partnerships and youth services continue to be areas in need of attention. Took time to recognize: Award presented to WFSCB by Wings of Texas for Summer Earn and Learn (SEAL), NCP received recognition from TWC for attainment of Child Support payments ranking #1 region in the state, and recognition to Board Team members and C2GPS for attending and completing LMI training provided by Lightcast.
 - An update regarding the staffing, center traffic, unemployment assistance and WIT registration was provided by C2GPS Management Team. Over-all for Q2 January-March 2024 there was an over all traffic increase vs Q1 October- December 2023. Outreach and Service Strategies currently taking place were presented by C2GPS management, in efforts to engage with community partners. Activity for Mobile Career Center was provided to include deployment of unit to rural communities.
 - Veterans services highlights reported were the planning stages for 2024 Hiring Red, White and You- to take place in November 2024.

- Services To Business-
 - Ms. Linda Stewart presented on the activities relate to: Activity Spotlights such as Hiring events, Business, Healthcare, and Professional Skills and Trades Sectors connections with employer and job seekers. In addition, data regarding Job and Hiring Fairs was provided. Presentation wrapped-up with Ms. Linda Stewart presenting on current projects in the works: SEAL, Educator Externship.

- Local Labor Market Information-
 - Ms. Allyson Riojas provided update on Coastal Bend's Unemployment Rate at 4.5 for March 2024; this reflects a -02% from the February rate of 4.7%. Discussion on high demand occupations and reasoning for UI rate took place. Labor Market requests for **Q2 at 25 vs. Q1 at 9**. Mr. Manny Salazar commended Ms. Riojas for prompt response to LMI requests.

- Performance Measure Update-
 - The committee was presented with March 2024 performance measures: 2 exceeding, 11 meeting and 3 not meeting. Discussion on the Measurable Skills Gains (the 3 measures not being met) took place; Dr. Leonard Rivera provided input for potential actions to assist in meeting these measures. The committee was informed regarding the 24 measures for the new program year beginning in October 2024. Currently, there are 22 measures.

- Facilities Update-
 - Ms. Shileen Lee provided update on the build-out of Mission Career Center in Corpus Christi with a potential date of June 1st for some operations to be at Mission Center. Update on lease update for rural centers and the work being conducted for site/locations including Portland.

Detailed information can be found in Workforce Services Committee Packet e-mailed to Board of Directors, by Ms. Janet Neely. 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 15, 2024, Workforce Services Committee Meeting.
2. Reviewed and approved seven (7) board policies for recommendation to the Board of Directors as presented.

Meeting adjourned at: 2:35 pm

COMMITTEE REPORT

XI – 4. Public Relations

Committee: Public Relations

C. Michelle Unda, Chair

Carlos Ramirez, Vice-Chair

Hector Bernal

Jason Bevan

Eric Evans

Susan Temple

Date of Committee meeting: May 9, 2024

The Committee did have a quorum.

The following items were discussed at the meeting:

- Xena Mercado provided an overview of the Strategic Board Goals, describing which goals the Communications Department are actively working towards.
 - The Communications Department's main function is to support Goal 3, Increasing Workforce Awareness, however we are able to support other goals as well, such as:
 - Goal 1. Establishing and Strengthening Partnerships by aligning our brand with our Community Partner's brands.
 - Goal 2. Effectively and Efficiently Targeting Rural Area Services through targeted digital marketing campaigns.
 - Goal 4. Expanding Innovative Services to Business by providing marketing value to businesses that partner with us on Workforce Initiatives.
 - Goal 6. Improving Internal Efficiencies by working with other departments to streamline workflows improving Marketing Protocols.
- The Communications Team reviewed the Quarterly Performance Report: Event Promotion, Recap and Public Relations:
 - **San Patricio County EDC Career Expo & Job Fair** – The Communications Team published 3 posts about this high energy event, resulting in strong visibility and engagement on both Facebook and LinkedIn. Facebook's best performing post showed 8,177 Post Impressions with 2,249 Engagements, and LinkedIn's best performing post boasted 1,518 with an engagement rate of 81.41%
 - **San Patricio County EDC Career Expo & Job Fair - Facebook Ad** – 29 Day ad run with \$200 resulted in 104,007 Post Impressions, 4,806 Engagements, 1,482 Clicks, with a Cost Per Click of \$0.14.
 - **Harbor Bridge Project Hiring Event** – The Communications Team works closely with the Business Solutions Team to create flyers, promote upcoming hiring events through our digital channels, and attends high profile events, such as this one, to ensure quality media coverage and storytelling.

- **JET Grant Presentation** – March 26th - This JET Grant will support training for welding occupations in collaboration with Rockport-Fulton ISD and Del Mar College. This story was published on Facebook and LinkedIn, where are most engaging audience is, and resulted in 1,287 Post Impressions and 154 Engagements on Facebook, whereas LinkedIn reached 1,863 Impressions, 528 Engagements, 462 Clicks and a Click-Through Rate of 24.8%.
- **Elevate 361 Grand Opening** – A revamped initiative to re-engage out-of-school young adults looking for advising and resources for education and career advising. Partnering with Education to Employment Partners and Education Service Center 2, WFSCB now has a Career Counselor positioned here to further extend WFSCB's reach to young adults ages 16-24.
- **Mission Moment – SkillsUSA** - Team Workforce volunteered to help facilitate SkillsUSA District Leadership Conference on April 4th & 5th. High Social Media Engagement was highlighted here whereas LinkedIn's Post Engagement Rate was nearly 40% and Facebook reached over 250 Engagements out of 1,413 Post Impressions.
- **Mission Moment – This One's For the Gals** - Team Workforce volunteered for a 2nd year to assist This One's For The Gals in hosting the Coastal Bend Women in Industry Conference. High Social Media Engagement was highlighted on LinkedIn, boasting 1,060 Engagements, at a 75.34% Engagement Rate. This post also reached 1,407 Impressions, 996 Clicks, with a Click-Through Rate of 70.9%.
- **Spirit of the ADA Award presented by Wings of Texas** - Workforce Solutions Coastal was been recognized as Organization Advocate of the Year by Wings of Texas at the 2024 Spirit of the ADA Awards! WFSCB is proud to receive this Award for the outstanding services Team Workforce continues to provide to people with disabilities, through partnerships with TWS – Vocational Rehabilitation Services and initiatives like Summer Earn and Learn.
- **Nueces County Hiring Event** – The Communications Team assisted in the promotion of this hiring event by publishing a Press Release and promoting through digital channels, Facebook, LinkedIn, Instagram and Email. Social Media posts feature high engagement on both Facebook (444 Engagements) and LinkedIn (54.59% Engagement Rate).
- **Branding Update – Empower YOU! Flyer** – New YOU! Branding initiated by a need to re-engage out-of-school young adults, featuring a modern and diverse design with messaging that speaks to what is important to the customer, financial freedom and empowerment.
- **Branding Update – NEW Child Care Flyers** – The Child Care Assistance flyer was developed out of a need to promote Child Care Services. The Workforce Child Care Provider flyer was developed from a need to encourage new child care providers to consider opening their own center, and offers assistance with that process. Both flyers were designed with compelling visuals and clear messaging and the goal of ensuring the audience understands the message while providing a vehicle to engage with the Child Care Team.
- **Public Relations** - We've participated in 7 stories in the last quarter with our Media Partners, KIII and KRIS, sharing Labor Market Information and promoting Summer Earn and Learn.
- Xena Mercado and Tony Armadillo reviewed Upcoming Events and Ongoing Projects.
 - **Mission Plaza Career Center Announcement** – PR Committee members were shown a sneak peak of the new Window Graphics that will adorn the front façade of the New Mission

Plaza Career Center. The Communications Team provided a brief overview of the announcement strategy to include both digital and print announcements as well a PR Event Grand Opening Ribbon Cutting Ceremony. Date TBA.

- **Photo Best Practices Workshop** – The Communications Team curated a workshop to encourage team members from other departments to take photos at community engagement events that they attend. This workshop featured what to look for when taking photos for social media, including tips like who to prioritize in photos, taking staged and candid shots, framing and angling, removing clutter if possible, and much more. Our strategy is to host this workshops for all contractor staff as well, prioritizing those who regularly engage with community partners and events. More Marketing Workshops are being created as well as a new Marketing Request Form built out with efficiency and quality protocols.
- **[Educator Externship Program](#)** – This popular summer program is being held June 24 – 28 and July 15 – 19. The Communications Team has developed Marketing Collateral, posted to the wfscb.org website and to social media. Storytelling strategiest are being adjusted this year to enlist educators as content creators so they can help us tell the story through the week. We'll be offering incentives to educators who are the most engaged in this process.
- **[Summer Earn & Learn](#)** – The Communications Team provides tremendous support to this program, including creating multiple flyers to promote this program to potential participants, to employers, as well as flyers for the corresponding events like the Employer Disability Awareness Training and SEAL Signing Day. A landing page is created and updated specially to provide a hub of information for all those involved or wanting to get involved. Press Releases are curated and Media is engaged to assist in the promotion of this program and to help tell the story throughout the summer. Additionally, our team assisted with the branding of many promotional materials that the team will get to share with participants at the Signing Day.
- **[Employer Disability Awareness Training – Announcement](#)** – This training opportunity is free and open to all employers, not just Summer Earn & Learn employers. This will be held on May 16th at the Mission Plaza Career Center. RSVP to Attend.
- **[SEAL Signing Day – June 5th at La Palmera Mall](#)** - Board Members are encouraged to attend. This is a heart-warming event to kicks off the Summer Earn & Learn program, where participants are celebrated, inspired, and encouraged to make the most of their summer work opportunities. [Visit the WFSCB YouTube page to see the recap video from last year's SEAL Program.](#)
- Other Upcoming Events:
 - WFSCB will be Live on Facebook at the Premont Signing Day May 16th.
 - Save the Date! The Maritime Expo & Career Fair will be held on Oct. 2nd at the Ortiz Center. Promotional materials are currently in progress.
- Tony Armadillo reviewed Social Media and Web Analytics:
 - Audience Report 1/1/2024 - 4/10/2024
 - Facebook is still our largest audience. From quarter to quarter, we've increased our following to 7,521 (+35). We have also seen growth of our Instagram following with a total of 367 followers (+5). We have seen significant growth with following on our LinkedIn Platform, with 2,767 Followers (+209).

- Post Engagement Rate
 - Facebook 8.2%
 - LinkedIn 20.18%
 - Instagram 9.73%
 - Twitter 8.53%
- Brand Awareness Report (January 1 – April 10th)
 - Facebook
 - 293,802 Page Impressions
 - 197,604 Post Impressions
 - LinkedIn
 - 24,402 Page Impressions
 - 22,980 Post Impressions
 - Instagram
 - 2,274 Profile Impressions
 - 2,051 Post Impressions
- Web Analytics (January 1 through April 10, 2024)
 - Total Users – 17,784
 - New Users – 17,237
 - Sessions – 25,832
 - Views – 63,797
 - The top pages users are visiting, with an exception of the home page, are:
 - Child Care - 6,924 Views
 - Job Seekers Page - 5,615 Views
 - Hot Jobs / Jobs Start Here - 3,793 Views
 - Child Care Waitlist - 3,441 Views
 - Most of our web users are in Corpus Christi (3,200), but we are seeing double and triple digit gains of users in our rural areas.

The Committee took the following action:

1. Approved the minutes of February 15, 2024 Public Relations Committee Meeting.

Meeting adjourned at: 4:16 pm

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XII – 1. FY 2024 Budget Amendment #3

BACKGROUND INFORMATION

The Workforce Solutions Board of Directors approved the FY 2023-24 Operating Budget on September 21, 2023. Budget Amendment #3 is attached with a detailed budget narrative.

RECOMMENDATION

The Board of Directors approval of FY 2024 Budget Amendment #3.

**WORKFORCE SOLUTIONS OF THE COASTAL BEND
BUDGET NARRATIVE
FY 2024**

The proposed budget FY24 Amendment #3 is to adjust for new funds, additional funds, and one fund finalization; the amendment includes an overall revenue increase of \$407,984.

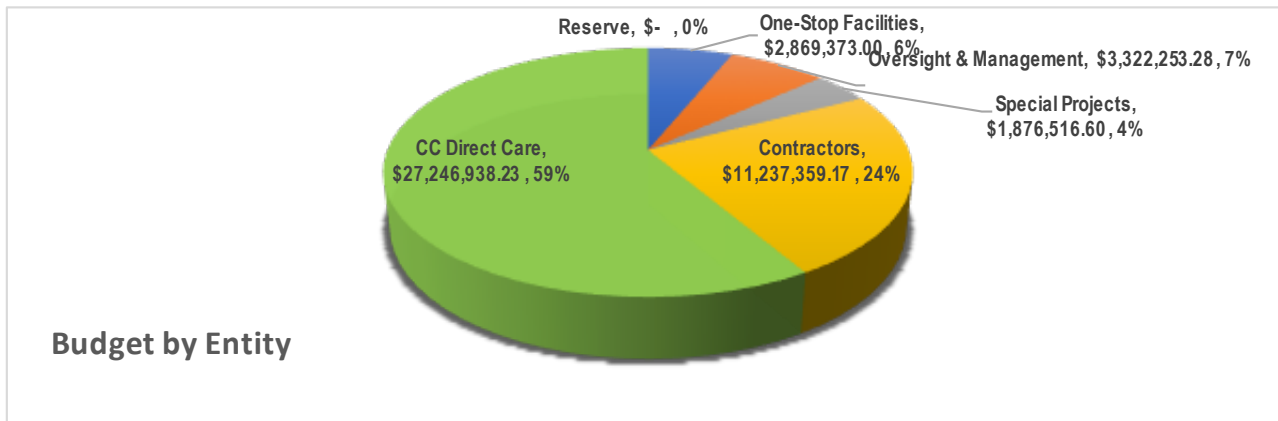
The proposed amendment has minimal movements within the Contracted Services categories of Direct Child Care and Contractors. As noted in the budget area column the exact amounts are listed by funding stream that ties back to the budget category. These movements are directly related to the programmatic activity and therefore the majority going to the contractor.

We are requesting approval on the final BCY2024 budget (Amendment #3).

Contract No.	Program	Budget Area	Amended Budget	Amendment#3	Total Amended Budget 23-24	Comments
Non-TWC	Walmart (PATHS)	Special Proj	182,868		182,868	
2223NCP001	Non-Custodial Parent (NCP)	One-Stop	137,468		137,468	
2223WOA001	WIOA - PY22 Adult Allocation	One-Stop	2,255,507		2,255,507	
2223WOD001	WIOA - PY22 Dislocated Worker Allocation	One-Stop	1,643,285		1,643,285	
2223WOY001	WIOA - PY22 Youth Allocation	One-Stop	2,262,706		2,262,706	
2223WOR001	WIOA - PY23 Rapid Response	One-Stop	26,925		26,925	
2223CCF001	Child Care	Childcare	1,652,646		1,652,646	
2224CCF001	Child Care	Childcare	25,517,704		25,517,704	
2223CCM001	Child Care Local Match	Childcare	1,880,444		1,880,444	
2224CCM001	Child Care Local Match	Childcare	1,897,372		1,897,372	
2223CCQ001	Child Care Quality (CCQ)	Special Proj	294,401		294,401	
2224CCQ001	Child Care Quality (CCQ)	Special Proj	1,783,506		1,783,506	
2224CCP001	Child Care - DFPS	Childcare	523,146	148,854	672,000	Add'l Funds
2223SNE001	SNAP E&T	One-Stop	486,108		486,108	
2223TAF001	Temporary Assistance for Needy Families/Choices	One-Stop	2,904,299		2,904,299	
2223TRA001	Trade Act Services for Dislocated Workers	One-Stop	10,000		10,000	
2223WOS001	Military Family Support	One-Stop	14,050		14,050	
2224WOS001	Military Family Support	One-Stop	55,240		55,240	
2223TAN003	Texas Internship Initiative	Special Proj	70,489		70,489	
2223WOS002	WOS - Middle Skills Initiative	One-Stop	54,699	(23,369)	31,330	Fund Closeout
2223TIP001	WIOS - Texas Partnership Initiative	Special Proj	300,000		300,000	
2223REA001	Reemployment Services and Eligibility Assessment	One-Stop	70,000		70,000	
2224REA001	Reemployment Services and Eligibility Assessment	One-Stop	577,268		577,268	
2224RAG001	Resource Administration Grants	One-Stop	6,923		6,923	
2224TVC001	TVC	One-Stop	37,412		37,412	
2223WPA001	Wagner-Peyser Employment Services	One-Stop	36,459		36,459	
2224WPA001	Wagner-Peyser Employment Services	One-Stop	1,694		1,694	
2224WOZ001	Upskilling and Training	One-Stop	-	99,329	99,329	New Fund
2224EXT001	Externships for Teachers	One-Stop	-	183,170	183,170	New Fund
Non-TWC	SEAL	Special Proj	230,000		230,000	
Non-TWC	2023 Convener Grant	Special Proj	560,386		560,386	
Non-TWC	STUDENT HIRABILITY (09/01/20-08/31/21)	Special Proj	113,000		113,000	
Non-TWC	KINGSVILLE/BEEVILLE/STAPLES VR Monthly Expenses	Special Proj	281,467		281,467	
Non-TWC	Wage Service for Paid WE 3018VRS171	Special Proj	77,872		77,872	
Non-TWC	POCC-Seal, Edex, CEOP	Special Proj	50,000		50,000	
	Grand Total		45,995,344	407,984	46,403,328	

**Workforce Solutions of the Coastal Bend
Allocations Information BCY 2023-24
For the twelve month period ending September 30, 2024**

	A FY2024 Amended Budget	B FY2024 Amendment#3	Difference B - A
Grant revenue	45,995,344.45	46,403,328.39	\$ 407,984
Total revenue	\$ 45,995,344	\$ 46,403,328	\$ 407,984
EXPENSES			
Oversight & Management			
Salaries and benefits	\$ 2,452,772	\$ 2,452,772	\$ -
Facilities and related expense	298,100	298,100	-
Furniture, Equipment & Software	118,881	118,881	-
General administrative expense	196,500	196,500	-
Communication expense	43,000	43,000	-
Professional fees & service	108,000	108,000	-
Staff development expense	30,000	30,000	-
Travel expense	75,000	75,000	-
Total Oversight & Management Expense	\$ 3,322,253	\$ 3,322,253	\$ -
One Stop Operations			
Facilities and related expense	\$ 1,997,873	\$ 1,997,873	\$ -
Furniture, Equipment & Software	540,000	540,000	-
General administrative expense	161,500	161,500	-
Communication expense	170,000	170,000	-
Professional fees & service	0	0	-
Client	-	-	-
Total One Stop Operation	\$ 2,869,373	\$ 2,869,373	\$ -
Contracted services	\$ 39,803,718	\$ 40,211,702	\$ 407,984
Total expense	\$ 45,995,344	\$ 46,403,328	\$ 407,984
Changes in net assets	0	0	(0)



ITEM FOR DISCUSSION AND POSSIBLE ACTION

XII – 2. To Authorize the President/CEO to Execute the Options for Renewal of Contracts and Leases for Fiscal Year 2024-25

BACKGROUND INFORMATION

Board Professionals has conducted a review of the expectations detailed in the contracts listed below. Based upon the review, Board Professionals has determined it is advisable to proceed with the options for the contract renewals for the upcoming Fiscal Year 2024-25, subject to successful contract negotiations. The contract renewals are as follows:

Grant Agreements

Management of Direct Child Care Services

Contract Renewal 3 of 3 with BakerRipley for an additional one-year period from October 1, 2024 to September 30, 2025. The contract amount for the current fiscal year (FY23-24) is \$31,887,391. The amount for the new contract for the upcoming fiscal year will be determined based upon the new fiscal allocations and contract negotiations.

Management and Operations of the Career Center System

Contract Renewal 1 of 3 with C2 Global Professional Services for an additional one-year period from October 1, 2024 to September 30, 2025. The contract amount for the current fiscal year (FY23-24) is \$8,634,889. The amount for the new contract for the upcoming fiscal year will be determined based upon the new fiscal allocations and contract negotiations.

Professional & Consulting Services

Banking Services

Contract Renewal 1 of 3 with Frost Bank for an additional one-year period from October 1, 2024 to September 30, 2025. The contract amount for the current fiscal year (FY23-24) is based on actual bank fee rates. The renewal contract will be similarly structured.

Commercial Real Estate Broker Services

Contract Renewal 2 of 3 with The Clower Company for an additional one-year period from October 1, 2024 to September 30, 2025. The terms of the Commercial Buyer/Tenant Representation Agreement state that all fees and commissions are to be paid by the Landlord. The renewal contract will be similarly structured.

IT Professional Services

Contract Renewal 3 of 3 with Vertical Computers for an additional one-year period from October 1, 2024 to September 30, 2025. The contract amount for the current fiscal year (FY23-24) is \$100,000. The contract renewal amount will be \$100,000.

One-Stop Career Center Leases

At the request of Board staff, periodic cost price market analyses for all locations is conducted by the Board's real estate broker. The analysis reports indicate that the base rents are competitively priced within the real estate market. Leases eligible for renewal are as follows:

Lease renewal with Coastal Bend College (Beeville Campus) for an additional one-year period from October 1, 2024 through September 30, 2025 (Renewal 3 of 4). The annual base rent amount for the current fiscal year (FY23-24) is \$49,014. The renewal amount for the annual base rent will be \$49,014.

Other Contracts

Economic and Labor Market Information Tool

Contract renewal with Lightcast for the period from October 1, 2024 to September 30, 2025. The contract amounts for the current fiscal year (FY23-24) are \$16,000 (Developer Agreement) and \$7,500 (Career Coach Agreement). The contract renewal amounts will be \$16,000 and \$7,500 respectively.

Transportation Service Providers (for participants)

Contract Renewal 1 of 3 with Rural Economic Assistance League (REAL) for an additional one-year period from October 1, 2024 to September 30, 2025. The contract amount for the current fiscal year (FY23-24) is \$5,000. The contract renewal amount will be \$5,000.

The above contracts and leases 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 to authorize the President/CEO to execute options for renewal of contracts and leases for Fiscal Year 2024-25 as listed above. The renewals will be subject to availability of funds and successful contract negotiations.

DISCUSSION AND POSSIBLE ACTION

XII – 3-9. Board Policies

BACKGROUND INFORMATION

3. Board Policy 4.0.100.07- Incentives/Stipends:

Revisions include the update to remove TWIST as the database utilized for capturing all case management information. WorkInTexas (WIT) is now the case management system to be utilized.

4. Board Policy 4.0.101.14- Support Services:

Revisions include the update to remove TWIST as the database utilized for capturing all case management information. WorkInTexas (WIT) is now the case management system to be utilized.

Additional Change page 5- Limits and Other Support Services section: deleted Deputy Director, inserted Chief Operating Officer.

5. Board Policy 4.0.115.09- Program Non-compliance

Revisions include the update to remove TWIST as the database utilized for capturing all case management information. WorkInTexas (WIT) is now the case management system to be utilized.

6. Board Policy 4.0.120.05- Limited English Proficiency

Revisions include page 2- Procedures section: J. insert requirement for service provider to identify point of contacts at career center to remain in compliance with EO 2024 Letter01-24. Effective May 1, 2024

7. Board Policy 4.0.122.03- Outreach

Revisions include the removal of TWIST as the database utilized for capturing all case management information. WorkInTexas (WIT) is now the case management system to be utilized.

8. Board Policy 4.0.124.01- Documentation and Verification of Participation Activities Choices/SNAP E&T

Revisions include the removal of TWIST as the database utilized for capturing all case management information. WorkInTexas (WIT) is now the case management system to be utilized.

9. Board Policy 4.1.104.08- Individual Training Accounts (ITAs)

Revisions include the update to remove TWIST as the database utilized for capturing all case management information. WorkInTexas (WIT) is now the case management system to be utilized.

Additional Change page 1- Purpose section: insert language regarding In School Youth (ISY) available when TWC-DOL waiver is active.

Additional Change page 2- in addition to WIT also added the new ETPL system EdVera.

RECOMMENDATION

The Board of Directors approval of Board Policies as presented.

POLICY
-DRAFT

CATEGORY: Workforce Programs-General **No:4.0.100.076**
TITLE: Incentives/Stipends
SUPERSEDES: 4.0.100.065, dtd ~~September~~February 274, 20197
EFFECTIVE: ~~May 23~~September 27, 202419
BOARD APPROVAL: ~~May~~September 226, 202419
DATE OF LAST REVIEW: ~~May~~September 912,

202419

I PURPOSE:

This policy clarifies disbursement of incentives or stipends to eligible customers participating in Workforce Programs.

II DEFINITIONS:

Incentive –A tangible award that inspires participants to work toward an achievement(s) to move toward self-sufficiency.

Stipend – A fixed non-cash or cash payment amount provided at regular intervals.

III POLICY STATEMENT:

General

Workforce Solutions ~~of the~~ Coastal Bend may provide incentives or stipends to participants in eligible programs as stipulated in this policy, special initiative contracts as defined by the Board, or other initiatives requested by the service provider with prior approval by the Board.

Incentive and stipend programs shall be fiscally sound and promote positive employment, training, and education outcomes. Sufficient funds must be budgeted from available resources to support this policy, particularly as it applies to participants who choose to target long-term achievements.

The service provider must implement a system to collect and analyze data that will demonstrate the effectiveness of an incentive program.

Incentives shall be disbursed only to individuals that exceed the minimum requirements of a program, employer, educational institution, or training provider.

A participant must be informed about the availability and requirements of an incentive

prior to the participant completion of the achievement that the incentive is intended to encourage.— A participant’s goal to achieve an incentive will be evident in the individual’s employment plan.

Incentives or stipends shall not be disbursed until the participant meets all stipulated requirements and verifies the attainment of the achievement.

Incentive payments will be awarded using nonmonetary incentives such as gift cards or pre-purchased items. Incentives offering cash or check incentives to eligible customers are prohibited.

A menu of available nonmonetary incentives must be outlined in writing.— It is recommended at least three incentives are of comparable value from which the participant may select.

Internal control measures are required to track inventories of nonmonetary incentives. Incentives intended for a special initiative with a specific timeframe will be disbursed by the end of that timeframe.

The value of nonmonetary incentives must be:

- Connected to the size and nature of the achievement for which they are awarded; and
- Scaled to inspire participants to work toward the achievements.

Unless specified in a special initiative, contract stipend payments will be awarded using gift cards or pre-purchased items.

Incentive plans developed for each allowable program will be provided to the appropriate Board Contract Manager prior to implementation.— At a minimum, the plan will include purpose of the incentives, participants eligible, incentives earned for each achievement, realistic minimum and maximum time frames to achieve the incentive and a start and end date.— Notification will also be provided if an incentive ends prior to the planned end date and, if applicable, implemented again with a new start and end date. Approved Incentive plans will be effective for the current BCY as funds permit.— At the beginning of each new Board Contract Year the appropriate Board Contract Manager will review and approve the Incentive plan before it is effective.

Participants must be advised that documented evidence of attainment of an incentive goal must be provided within thirty (30) days of the attainment to claim the incentive. Once documented evidence is received, staff have up to seven days to request the incentive.

Incentives/Stipends for customers are allowable as short-term, non-recurrent benefits and are not intended to meet recurrent or ongoing needs.

WorkInTexas.com

Case Notes will reflect when a participant was notified of a possible eligibility for a

nonmonetary incentive. Case Notes will be entered with the goals and objectives that must be met for the incentive payment to be made in the participant's WorkInTexas.com Individual Employment Plan (IEP)/Individual Service Strategy. Once the participant has been determined eligible to receive a nonmonetary incentive, data entry of incentive/stipend disbursements shall be entered in WorkInTexas.com (WIT) or the Board approved Case Management System under the activity code 484 – Support Service – Incentives – Youth Funded for WIOA Youth and activity code 643 – Support Service – Incentives for Choices and NCP Choices, respectively.

Information entered under the appropriate incentive code will designate the following:

- Actual Begin Date is the date the participant received the nonmonetary incentive;
- Projected End Date is the same as the begin date;
- Total Enrollment Cost is the actual amount of the incentive payment;
- Last Activity Date is the same as the begin date;
- Completion Code selected is Successful Completion; and
- Case Note is created and contains:
 - ▶ The date the nonmonetary incentive payment (or voucher) was issued;
 - ▶ The type of payment (TOP); and
 - ▶ What the customer achieved.

TWIST

~~Counselor notes will reflect when a participant was notified of a possible eligibility for a nonmonetary incentive. TWIST data entry will reflect in the individual's employment plan the:~~

- ~~Start date is either the date the participant was notified of possible eligibility for a nonmonetary incentive or is the date on which activity toward achievement begins;~~
- ~~Planned end date is the deadline to reach the achievement;~~
- ~~End date is the actual date of achievement;~~
- ~~Actual amount is the value of the incentive; and~~
- ~~Comments section notes:-~~
 - ~~The date the incentive payment (or voucher) was issued;~~
 - ~~The type of payment; and~~
 - ~~What the customer achieved~~

~~Once the participant has been determined eligible to receive a nonmonetary incentive, data entry of incentive/stipend disbursements shall be entered in TWIST under the Service Tracking menu, Support Services code 219 incentives. Information entered under support service code 219 Incentives will designate the following:~~

- ~~Start date is the date the participant received the nonmonetary incentive;~~
- ~~Planned End Date is the same as the start date;~~
- ~~End Date is the same as the start date;~~
- ~~Actual Amount is the value of the incentive; and~~
- ~~Comments section contains:-~~
 - ~~The date the nonmonetary incentive payment (or voucher) was issued;~~
 - ~~The type of payment; and~~

→ ~~What the customer achieved.~~

Eligible Programs

Service providers will follow incentive guidelines and strategies by the eligible programs below:

Choices

All Choices Eligible participants, mandatory and exempt, will be eligible for incentives in any allowable ~~participation-work~~ activity as long as the incentive demonstrates achievements above minimum requirements.— Incentives that encourage early engagement (applicants), quick entry into the workforce, retention of employment, job promotion, wage gains and successful completion of training services or attaining an education goal related to employment are achievement outcomes most beneficial to the goal of self-sufficiency.

Job Retention - In the case of an individual losing employment based on good reasons, retention will remain in effect as long as the individual regains employment within 4 weeks of job loss. Pattern of job loss may result in non-payment of incentives.

Non-Custodial Parent (NCP) Choices

Employment, retention up to 6 months and wage gains will be the main achievements for incentives.

WIOA Youth

Incentive disbursements may be made only to youth participating in a program tied directly to education, successful completion of either a work experience or training. Such incentives for achievement could include improvements marked by testing or other successful outcomes.- WIOA youth funding is not used to fund incentives for completing job readiness training or classes.

Examples of activities or milestones completed that could result in the provision of an incentive for WIOA Youth, Choices, and NCP Choices participants are:

- attainment of a high school diploma or Texas Certificate of High School Equivalency;
 - completion of an industry-recognized certificate or credential or completed occupational skills training;
 - successful completion of training services, vocational educational training, or other educational services;
 - attainment of unsubsidized employment directly related to the training program;
- and
- successful completion of a work experience program.

M. PROCEDURES:

Service providers must develop internal procedures for the provision of incentives/stipends. Procedures must contain adequate controls for authorization of incentives.

V. RELATED POLICY INFORMATION:

Federal Register, 20CFR Part 652 and Parts 660 through 671; Workforce Investment Act of 1998;
40 TAC, Chapter 811 Choices

TWC Choices Guide revised March 2024 and all subsequent revisions.

Noncustodial Parent Choices: A Comprehensive Guide

National Archives and Records Administration (NPRM) Federal Register, Volume 81, Part 603, 651, 652 Workforce Investment Act: Final Rule August 19, 2016.

-
TWC WIOA Guidelines for Adults, Dislocated Workers and Youth March 18, 2024 and all subsequent revisions.~~June 11, 2019.~~

TWC WD Letter 15-19, Change 1 dated ~~035/1821/202419~~. Guidelines for the Provision of Incentives for Workforce Innovation and Opportunity Act YOUTH and Choices, Including NCP Choices Participants – Updates

VI. RESPONSIBILITIES:

Board ~~Professionals~~staff shall ensure that all service provider staff are aware of and comply with this policy.

The Board Monitor shall provide oversight and evaluation of the service provider’s disbursement of incentives and stipends to eligible customers.

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

VII. DISTRIBUTION:

Board of Directors

Board Staff

Service Provider Staff

VIII. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date



POLICY-DRAFT

CATEGORY: ~~-Program Operations~~ **No: 4.0.101.143**

TITLE: ~~Support Services~~

SUPERSEDES: ~~4.0.101.12-13, dated June 25, 2020~~

EFFECTIVE: ~~September 18, 2020~~ May 23, 2024

BOARD APPROVAL: ~~September 17, 2020~~ May 22, 2024

DATE OF LAST REVIEW: ~~September 3, 2020~~ May 9, 2024

I. PURPOSE:

This policy provides guidelines to be followed in administering support services for all Board programs. These guidelines are intended to ensure consistency and fiscal accountability for the management of workforce services and programs.

II. DEFINITIONS:

Reasonable costs – A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstance prevailing at the time the decision was made to incur the cost. The question of reasonableness is particularly important when governmental units or components are predominately federally funded.

III. POLICY STATEMENT:

General

Support Services are to be used as a means to assist individuals in obtaining employment and are solely intended for that purpose. All expenses must be reasonable and necessary to assist a participant in achieving the goals of his or her Individual Employment Plan (IEP). Support services are provided to individuals who have barriers to education and training, obtaining, retaining, or advancing in employment, and who require additional assistance to enable them to participate in work-related activities. Provision of services is subject to availability of resources and funding. Support services are coordinated with the employer, when appropriate.

Support services may be provided to eligible and active job seekers enrolled in workforce

programs or other special initiatives such as Workforce Innovation and Opportunity Act (WIOA) , Choices for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Non-Custodial Parent (NCP) Choices programs, and National Dislocated Worker Grants(NDWG).

The need for support services shall be determined by an ongoing assessment with a support services plan that addresses the need(s), referrals for community services, activities for which the support service is being provided, an estimate of the amount of total funds needed, and the length of time support services will be provided.

Requests for support services shall require a budget worksheet depicting the current financial situation of the individual and shall include an assessment of all financial resources available to the individual including, but not limited to; Pell grants, student loans, scholarships, household income, Medicaid, SNAP E&T, and other sources of assistance. Counselor Notes will state how the determination to issue support service was made; information from budget worksheet must support the counselor note entry.

A Support Service designated as a One-Time Expense is defined as a single payment/purchase, no greater than the established maximum amount, and received once in a twelve-month period.

Resource and Service Coordination

Board funds will be considered a last resource for providing support services. Contracted Service Providers must ensure that support services are not available through other agencies and that they are necessary for the individual to participate in Board funded programs. The Contracted Service Provider must establish linkages for referrals to other community partners prior to using program funds. The Contracted Service Provider must establish procedures addressing coordination with other entities to ensure non-duplication of resources and services and follow up that individual needs were met.

Contracted Service Providers will maintain a complete up-to-date list of services available in the community and make the list available to all individuals. Referrals are to be made, as determined appropriate, to include low-income housing, application for Health and Human Services Commission (HHSC) benefits, low-cost medical assistance, substance abuse treatment, vocational or physical rehabilitation, and other needed services.

Allowable Support Services

The Support Services limits on amounts and duration allowable by the Board are found as an attachment to the policy. This includes limitations on co-enrolled TAA and WIOA Dislocated worker – funded support services as per WD letters referenced in Section V – Related Policy Information. For NDWG, WFSCB reserves the right to implement a support service schedule to quickly implement programs and extend support services to the affected eligible populations and communities named on the specific NDWG. The President/CEO will approve the NDWG support service schedule which may include adjustments to limits on amounts and frequency of allowable support services.

The President/CEO may also approve allowable support services to be adjusted on limits for amounts and frequency during a declared health pandemic, economic condition/crisis, or a natural disaster, for program eligible participants.

Car Repairs - Car repairs will be approved only for repairs that would allow a vehicle to be operable and safe to drive. Repairs may include: replacing worn out tires, brakes, batteries, and other essential parts. A guideline to consider in evaluating these repairs is those that are essential for passing a vehicle state inspection. Additionally, one-time maintenance checks for oil and filter change or wheel alignments may also be allowed. Included also under allowable repairs is a diagnostic check for the evaluation of the repairs that are needed and towing charges, if the vehicle is inoperable. The towing charge may be deducted from the actual repairs if the towing is provided from the same vendor or garage conducting the diagnostic check.

Vehicle repairs are not intended for major repairs such as: replacing air conditioning compressors or major engine/transmission overhauls.

The following rules will be adhered to in request for approval of payment(s) for vehicle repairs:

- Documentation from a vendor that repairs requested are needed for the vehicle to be operable and safe;
- Verification of ownership of vehicle;
- Prepayment is prohibited;
- Payment will be paid directly to vendor after completion of repairs and receipt of invoice;
- Procurement of car repairs will require three (3) written bids; and
- Proof of issuance of current auto insurance

If the vehicle is owned by another individual, the following safeguards must be in place:

- Before inclusion of the vehicle's use in an IEP, a signed statement indicating that the participant has use of the vehicle for employment-related purposes, along with a copy of supporting ownership documentation, must be provided; and
- Before repairing a third-party vehicle, a hold harmless agreement or other protection is signed by the vehicle owner and maintained in the participant's case file.
- Proof of issuance of current auto insurance for owner of vehicle and participant

Certificate of General Equivalence (GED) Testing Payments – The cost of GED testing and certificate is paid through direct payments to the GED test centers and the Texas Education Agency (TEA). Prior to approval of payment, verification will be obtained from the educational provider that the individual is ready for testing.

Child Care - Child care services may be provided to income eligible families who need child care to support their participation in education or work activities as defined in the TWC rules and Board approved Child Care Policies.

Training or Education-Related Expenses - Actual costs of the required items to participate in education and training are allowable and should be listed on the degree plan or syllabi. Such item(s) include uniforms/clothing, equipment/ supplies/tools, drug tests, exams, licenses, certifications, TASP/other exams for admission.

Short-Term Educational and Work Readiness Services (STEWRS)- Actual Costs to prepare program eligible participant for unsubsidized employment and increase employability. Short-Term is defined as six months or less. These services may be provided by an approved vendor identified via a set protocol by the board professionals such as a Request for Application (RFA) process. The RFA

process will require approved vendor(s) to be active and in good standings with TWC's Career Schools & Colleges at all times. Those vendors in an "exemption" status will not be considered. The approved STEWRS vendor list will list: services cost, length, enrollment contact, location of services, in person, hybrid or virtual services, type of a credential, certification, and skill to be obtained. Allowable maximum cost will be actual cost reflected on approved vendor list. Justification for these types of services must be justified and evident in counselor notes, [TWISTWorkInTexas \(WIT\)](#) and [any other board approved case management system](#) Tracking, and support services documentation. Career Center Staff must not deviate from approved vendor list limits. STEWRS may be provided as a One-Time Expense, which is defined as a single payment/purchase, no greater than the established maximum amount, and received once in a twelve-month period .

Transportation - Transportation services are provided via the most economical means available. Public transportation agencies or other providers who have contracts or agreements with the Board and/or Contracted Service Providers and are cooperating with efforts to create a regional transportation system should have first priority. In determining the proper use of transportation services, Contracted Service Providers must evaluate the individual's need for transportation services and act prudently in determining the best method or option in terms of availability and cost. Contracted Service Providers shall first look at public transportation as the primary means for transportation such as bus tokens or bus passes. However, if other options are considered such as ride-sharing services, taxi cabs, car pools, and van shuttles (if necessary for large groups), contractor must include supporting documentation justifying the non-use of public transportation. For example, cases may exist in an emergency or in special circumstances where public transportation cannot meet the individual's needs, such as working late nights or weekends when public transit is not available, or living in remote areas lacking public transportation. Essentially, proper screening of transportation needs must be performed and the latter options used as the last resort.

[Carpooling](#) of two or more participants as a means for transportation is encouraged. Each rider may receive a travel allowance and he/she would be responsible for paying the driver.

Other services that fall under the allowable transportation costs include: fees for obtaining a driver's license, state vehicle inspections, auto insurance and a State Issued Identification Card.

Individuals between 18 and 24 years of age are required to complete a driver education course and present the original certificate of completion at the driver license office when obtaining their driver license for the first time. Customers who can show an employment or training-related need, have access to a reliable vehicle upon obtaining their driver license, and include obtaining a driver license in their Individual Employment Plan can receive one-time assistance with the expense.

Housing Assistance- support of housing expenses shall include a plan that demonstrates the customer's ability to pay the remaining balance (if applicable) and the expense in the future without assistance.

Utilities- utilities necessary for daily living such as electricity, water, and gas may be paid together in a single month or for no more than two months and cannot exceed the established maximum amount in a 12 month period. For example, an electric bill and a water bill may both be paid if together they do not exceed the established maximum amount.

Communication Expenses- expenses necessary to assist towards the cost of telephone, cell phone and internet charges. Amount will be applied to basic plans, not additional added features costs.

Work-Related Expenses – Work-related expenses may be paid in advance or as a reimbursement if necessary for a participant to accept or retain employment paying at least the federal minimum wage. Such expenses include those listed on Attachment A- Support Services Limits, Allowable Support Services Column. — More expensive items such as tools and work boots will require verification from the employer that these items are required.

Service Provider(s) must have in place the directive in place outlining the procedures for advancement or reimbursement payments.

Support Services Not Allowed

No program funds will be authorized for reconnection fees, deposits for utilities, communication expenses or housing, long- distance telephone bills, utility bills more than two (2) months past due, traffic fines and/or penalties, damages, and other settlements resulting from violations (or alleged violations), personal vehicle payments, or vehicle title fees (registration).

Limits and Other Support Services

Exception requests for supportive services that exceed Board limits may be submitted to Board President/CEO, [Chief Operating Officer](#)~~Deputy Director~~, or designee. These requests must be submitted **prior to** payment request with written justification on a case by case basis.

Board professionals also reserve the right to make final determinations regarding this policy based on changes to federal/state laws and regulations, program guidelines, or Board discretion.

For NDWG, WFSCB reserves the right to implement a support service schedule to quickly implement programs and extend support services to the affected eligible populations and communities named on the specific NDWG. The President/CEO will approve the NDWG support service schedule which may include adjustments to limits on amount and frequency of allowable support services.

The President/CEO may also approve allowable support services to be adjusted on limits for amounts and frequency during a declared economic condition/crisis and/or a natural disaster, for program eligible participants.

Methods of Payment

No payment of support services, with the exception of reimbursements, will be made directly to the participant. Receipts are required and must be maintained for all reimbursements. All other payments are payable directly to the vendor after receipt of invoice. Payment methods are limited to gas cards, credit card payments, checks and incentive cards. Other payment methods not listed, must be pre-approved by WFSCB Chief Financial Officer.

Service Provider must ensure protocols are in place for issuing support services to an individual other than the participant. At a minimum these protocols must address hardship or extenuating

circumstances to document the issuance.

Termination of Support Services

Support services are terminated based on the following reasons:

- Immediately upon determination of failure to meet program requirements;
- ~~Support service system is being abused;~~
- ~~Support service system is being abused;~~
- Support service funding is not available;
- Individual is making unsatisfactory progress;
- Re-determination of financial need reveals individual has other resources to meet needs or no longer needs the service; or
- Individual exceeds income eligibility guidelines or other eligibility criteria.

Overpayment

If overpayment to an individual occurs, the Service Providers will include, at a minimum, the following action(s) as appropriate:

- Deductions of the overpayment from future payments; or
- Written notification(s), via certified mail, of the overpayment and reasonable repayment arrangements to collect;
- If overpayment is not recovered after sufficient notice via certified mail, the participant will be notified that legal action may be taken unless repayment is received within 30 calendar days; and
- If overpayment is not recovered, the participant will not be eligible for any support service until such funds are repaid.

Contracted Service Provider Action Required

Contracted Service Providers will establish support service procedures according to the policy stated above and consistent with the regulations of each specific funding source. Procedures will remain on file and be provided to all appropriate Career Center staff and any subcontractor or training provider who may be affected. The Contracted Service Provider will ensure that all Career Center staff and subcontractors are trained on the support service policy and procedures, as appropriate

M. PROCEDURES:

Determination of Need

Support services shall not be provided without an individual participant's determination of need. The net result of this determination must validate the need and amount of any services awarded.

Procedures to determine an individual's need, at a minimum, should include:

- Determination of the individual's financial need for the service(s);
- Justification of service(s);
- Support of the final decision to provide or deny requested service(s);
- Assurance that the amounts paid for the various allowable support service items are reasonable and consistent with Board, Federal and State regulations;
- Provisions to ensure services being paid for are not otherwise reasonably available to the individual from other resources;

- Provisions to ensure the financial information provided by the individual is reasonably accurate;
- Requirements that a re-assessment and update of participants' financial data be complete prior to issuing a new voucher for support services; and
- Requirements for recurrent payments, such as transportation, child care, etc., to ensure continued receipt of support contingent on training attendance and/or performance.
- Assessment and determination to issue allowable post-employment/retention support services must be documented for funding streams allowing post-employment/retention support services.

Documentation

Documentation of resource exploration and rationale for approval, non-approval, and termination of support services provided to individuals will be entered in [TWIST WorkInTexas \(WIT\) and any other board approved case management system](#) for tracking purposes. The participant's IEP will also support the services the participant needs to be successful. Referral to other community resources and results of those referrals are also to be apparent in the file.

Allowable support services that are limited to a one-time expense require documentation in [TWIST WorkInTexas\(WIT\) and any other board approved case management system](#) and the support service voucher that states the date of the last time the individual received the one-time payment or states no payment received in the last 12 months. The date last received must be at least 12 months from the date the request is made.

V. RELATED POLICY INFORMATION:

Laws and regulations governing specific funding sources, as applicable, including the following:

- Texas Workforce Commission Workforce Investment Act (WIA) Rules: 40 TAC Chapter 841
- Texas Workforce Commission Choices Rules: February 2020- [revised March 2024 and all subsequent revisions.](#)
- Texas Workforce Commission Supplemental Nutrition Assistance Program Employment and Training Rules: 40 TAC Chapter 813
- Texas Workforce Commission Child Care Services Rules: 40 TAC Chapter 809, and in accordance with the Board approved Child Care Policies
- NCP Choices: A Comprehensive Guide
- [TWC](#) WD Letter 06-10, issued February 2, 2010, and entitled "Trade Adjustment Assistance: Statewide Commuting Area and Reasonable Cost of Training Standard"
- Texas Workforce Commission –WIOA Guidelines for Adults, Dislocated and Youth, issued August 2015 and revised September 26, 2016, revised June 6, 2108 and effective July 6, 2018, revised April 2020 and effective April 3, 2020. [Revised March 18, 2024 and all subsequent revisions.](#)
- U.S Department of Labor Training and employment guidance Letter WIOA No.19-16, issued March 1, 2017
- U.S. Department of Labor Training and employment guidance Letter WIOA No. 21-16, issued March 2, 2017
- Texas Workforce Commission- Trade Adjustment Assistance Guide, issued May 2020.
- Training and Employment Guidance Letter (TEGL) 1-17, Operational Guide for National Dislocated Worker Grant, and Changes and updates: TEGL 02-15, Operational Guidance

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.143

DATE: 05/26/2024
REVISION: 09/17/2024

for National Dislocated -Worker Grants pursuant to WIOA. Issued August 1, 2017.
l. Workforce Development Division- Technical Assistance Bulletin 293, dated January 14, 2020,
lm. TWC WD-Letter 15-19, Change 1 dated March 18, 2024. Guidelines for the Provision of Incentives for Workforce Innovation and Opportunity Act(WIOA) Youth, and Choices, Including NCP Choices Participants Update.

VI. RESPONSIBILITIES:

Board ProfessionalsStaff shall ensure that Contracted Service Provider Staff are aware of and comply with this policy and rules outlined in the Related Policy Information documents.

Contracted Service Providers shall ensure that appropriate procedures are implemented and that ~~it~~ Career Center staff receive training regarding the requirements of this policy. Contracted Service provider must ensure that support services provided to participants are allowable under each program's rules and regulations.

The Board Monitor shall provide oversight and evaluation of the Contracted Service Provider's disbursement of support services to eligible customers.

VII. FORMS AND INSTRUCTIONS: N/A

VIII. DISTRIBUTION:

Board of Directors

Board Staff

Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

**Support Services
Limits
Attachment A**

Allowable Support Services	Board Approved	Limits and Duration
Auto Insurance	YES	\$100; One-time expense
Bus Passes	YES	Current Rate
Car Repairs	YES	Maximum - up to \$500; Limited to minor repairs. One-Time Expense; Requires verification of need from vendor
Child Care	YES	Maximum - Established Reimbursement Rate; Paid while in program.
Clothing/Uniforms	YES	Maximum- up to 400; One-Time Expense
Dental Exams	NO	
Dental Work	NO	
Driver Education Course	YES	Maximum- up to \$150; One-Time Expense
Eye Exams	YES	Maximum- up to \$150; One-Time Expense
Eye Glasses	YES	Maximum - up to \$200; One-Time Expense
Food Handler Health Card	YES	Current Rate; One-Time Expense
Hearing Exams	YES	Maximum - up to \$150; One-Time Expense
Hearing Aids	YES	Maximum- up to \$250; One-Time Expense
Incentives/Stipends for Job Retention	YES	See board policy Incentives/Stipends
Mileage –	YES	Rate not to exceed \$15.00 per day for in or out of town travel.
Housing Assistance	YES	Maximum – up to \$1,500; One-Time Expense;
Test/Certification Fees/GED	YES	Maximum - Current Rate; One-Time Expense
Short Term Educational and Work Readiness Services(STEWRS)	YES	Actual Cost Listed on Board Approved List; One-Time Expense.
Utilities	YES	Maximum - up to \$750; less than 2 months past due; may include a combination of 2 or more utilities
Tools, work boots, equipment	YES	Actual cost; full time work or training; tools and work boots for work requires verification from employer as required
Communication Expenses: Telephone, cell phone, internet services.	YES	Maximum- to \$75 or actual cost, whichever is lower. No deposit, no late fees allowed: One-time expense

Notes : TAA has limitations as TWC Trade Adjustment Act Assistance Guide April 2016.

- NDWC limitations based on Support Services Limits approved by WFSCB. TEGL 01

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.143

DATE: 05/26/2024
REVISION: 095/4723/2024

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.143

DATE: ~~054/263/2007~~24
REVISION: ~~095/4723/2020~~4



WORKFORCE SOLUTIONS
of the Coastal Bend

WORKFORCE SOLUTIONS
C O A S T A L B E N D

POLICY-DRAFT

CATEGORY: _____ **Program Operations No:**
4.0.115. 089

TITLE: **Program Non-Compliance**

SUPERSEDES: _____ **4.0.115.078** dated **September 17, 2020** **5.20.2022**

EFFECTIVE: _____ **May 20, 2022** **May 10,**
2024

BOARD APPROVAL: _____ **May 19, 2022** **May 9,**
2024

DATE OF LAST REVIEW: **May 5, 2022** **May 8, 2024**

I. PURPOSE:

To outline the responsibilities of the ~~Contracted 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 reappplies for cash assistance, who must attend a Workforce Orientation for Applicants (WOA) and demonstrate cooperation with Choices ~~work~~ participation 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 Solutions Coastal Bend (WFSCB) ~~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~~ [WFSCB](#) 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~~ [WFSCB](#) 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 days to calculate the compliance period. Holidays are excluded from the compliance period calculations.
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 Clause Claim Actions must include a good cause reason in the Good Cause Tab.

E. ~~Workforce~~WFSCB 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~~WFSCB staff will keep the customer engaged, at a minimum, by a weekly appointment. ~~Workforce career center~~WFSCB staff will check daily for a response from HHSC on the good cause determination and make contact efforts prior to the weekly appointment if good cause is granted so that participation can start immediately.

NCP CHOICES – PLANNED GAP IN SERVICE

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

NCP Choices Outreach

NCP Choices ~~Workforce Career Center staff~~WFSCB 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~~WFSCB, an NCP Choices participant has one business day to contact.

If the NCP Choices participant does not contact ~~Workforce Career Center staff~~WFSCB 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~~WFSCB 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~~WFSCB 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~~WFSCB 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~~WFSCB 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~~ [WorkInTexas\(WIT\)](#) or a [Board approved Case Management System in Case](#) ~~n~~ 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~~ [March 2024](#), 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~~ [March 2024](#) and all subsequent revisions

40 TAC §800.58, .79, .92©, .121

TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth revised ~~April 2020~~ [August 2023](#) 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:

FR Board of Directors FR Board Staff FR Contracted Career Center Staff

VIII. SIGNATURES:

Harry Peterson
Reviewed by EO Officer

6/7/22
Date

Ken Trevino
President/CEO

06/10/2022
Date

Reviewed by EO Officer

Date

President/CEO

Date



POLICY-DRAFT

CATEGORY:	Workforce Programs- General	No: 4.0.120.054
TITLE:	Limited English Proficiency (LEP)	
SUPERSEDES:	4.0.120.0-43, dated December 18, 2018	
EFFECTIVE:	September 27, 2019 <u>May 23, 2024</u>	
BOARD APPROVAL:	September 26, 2019 <u>May 22, 2024</u>	
DATE OF LAST REVIEW:	September 12, 2019 <u>May 9, 2024</u>	

I. PURPOSE:

To ensure the development and implementation of effective workforce services for customers with Limited English Proficiency (LEP), especially Spanish-speaking customers.

II. DEFINITIONS:

Limited English proficient (LEP) individual means an individual whose primary language for communication is not English and who has a limited ability to read, speak, write, and/or understand English: Characteristics of persons who are LEP:

- Do not speak English as their primary language.
- Have a limited ability to read, speak, write, or understand English.
- Native language is not English.
- Live in a family or community environment in which a language other than English is dominant.

Babel notice - a short notice included in a document or electronic medium (e.g., Web site, “app,” email) in multiple languages informing the reader that the communication contains vital information, and explaining how to access language services to have the contents of the communication provided in other languages.

III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend will ensure reasonable measures are taken to provide an integrated approach to effectively deliver employment, literacy, and training services to persons with Limited English Proficiency. The Board will include a “Babel notice,” indicating in appropriate languages that language assistance is available, in all communications of vital information, such as hard copy letters or decisions or those communications posted on Web sites.

IV. PROCEDURES:

Policy Title: Limited English Proficiency (LEP)
Policy Number: 4.0.120.054

Page 1 of 3

Origination Date: ~~05/10/24~~ 05/23/2024
Revision Date: ~~05/23/2019~~ 05/23/2024

The following measures will be taken by service provider to develop the capacity to serve LEP customers:

- A. Alternate language assistance will be provided to LEP individuals to assist in giving and receiving accurate and effective information. This will include access to translators (work with written documents) and interpreters (translate spoken language).
- B. The “Babel notice” will be provided in all communications of vital information to the public.
- C. Businesses will be assisted to successfully link to the LEP population.

Case Management will focus on the strengths of the LEP customer such as abilities, positive traits, and transferable job skills rather than concentrate on limited English language and education skills.

- D. English as a Second Language (ESL) classes offered are linked directly to participation in activities leading to employment and developed by the customer’s Individual Employment Plan (IEP). In any instance in which ESL is provided as a stand-alone service, the IEP must document why ESL is the only service needed for employment.
- E. Focus job training efforts, including ESL classes, on industries that provide high-growth, high-demand jobs.
- F. Provide training to career center staff on how to effectively work with LEP customers to include effective communication and cultural context.
- G. Ensure that all documents related to programs that have a high contact rate with limited English skills participants are translated into the appropriate language and understood.
- H. Under Trade Adjustment Assistance (TAA), ESL classes must be included in the training plan if the participant needs the classes as a prerequisite for vocational skills training.
- I. Record the LEP Status of each applicant, registrant, participant, and participation ended during the applicable program year, in addition to recording the preferred language of LEP customers, in a manner that ensures confidentiality and allows for accurate reporting.
- I.J. [Identifies point of contacts \(POCs\) at each career center to train career center team members and maintain- compliance with WIOA 188: which prohibits discrimination based on limited English proficiency. In addition, works with career center service provider management to place Language Access Services & Translations accommodations. POCs must be provided via monthly service deliverables report.](#)

V. RELATED POLICY INFORMATION:

Texas Workforce Commission LEP Guide for Workforce Professionals

Texas Workforce Commission WD Letter 47-09 dated 11/30/2009 and entitled

“Job Training Course Requirements for English as a Second Language Classes.”

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

§38.9 (g)(3)

Texas Workforce Commission WD Letter 16-19 dated 07/18/19- Collection of Limited English Proficiency Status and Preferred Language Data

[2024 Equal Opportunity \(EO\) Letter- 01-2024. – rescinds EO Letter 03-01.](#)

VI. RESPONSIBILITIES:

Contracted Service providers must ensure Career Center professionals are apprised of and complies with the requirements of this policy.

VII. FORMS AND INSTRUCTIONS:

N/A

VIII. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

~~VI.~~IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date



PPOLICY-DRAFT

CATEGORY:	Program Operations	No:
4.0.122.023 TITLE:	Outreach	
SUPERCEDES:	4.0.122.012, dated December 14, 2012 <u>October 31, 2014</u>	
EFFECTIVE:	October 31, 2014 <u>May 2310, 2024</u>	
BOARD APPROVAL:	October 30, 2014 <u>May 229, 2024</u>	
<u>DATE OF LAST REVIEWED:</u>	October 30, 2014 <u>May 98, 2024</u>	

I. PURPOSE:

This policy establishes criteria for the design and implementation of outreach activities within Workforce Solutions of the Coastal Bend region.

II. DEFINITIONS:

Outreach- The established process of reaching out to customers of the workforce system. This process may vary based on program specifications and the customers to be served.

III. POLICY STATEMENT:

Outreach conducted by contracted service providers (Contractors) shall be timely, efficient and effective based on the following principles:

- Outreach procedures for each specified program will ensure compliance with applicable rules and regulations. In addition, programmatic procedures for individual programs will also include state and local Workforce Board plans;
- Strategies will be linked to the organization's mission and will define targets, goals, and milestones;
- Delivery of workshops and orientations will:
 - Adhere to all Strategic Marketing Standards and Guidelines;
 - Be offered based on employer and customer need to obtain employment;
 - Be consistent in delivery, presentation, message and collaterals throughout the region;
 - Have facilitators who are customer friendly, dynamic, engaging, and knowledgeable of all Workforce Career Center services and program expectations;
 - Have efficient customer flow such as organized sign in and form completion, starting on time, and easy, immediate access to services ;
 - Include WorkInTexas.com and local labor market information;
 - Include Business Service representatives and employers to offer job openings and employer expectations when appropriate
- Co-enrollments will be considered where appropriate;
- Outreach will have a specific goal of minimizing the timeframe between outreach or referrals, contact, and service provision;

POLICY TITLE: Outreach
POLICY NUMBER:

DATE: 05/11/23 200824
Revision: 05/23/2 202410/302014

- Customers who repeatedly utilize the Career Center Resource Library be identified and referred to appropriate workshops and orientations to educate on available intensive services;

- Community partners and community linkages will be utilized to maximize efforts and establish specific referral mechanisms where appropriate;
- TWISTWorkInTexas(WIT) and any other Board approved case management system tools and reports will be utilized to monitor, evaluate effectiveness, and where appropriate, modify program outreach and referral provisions;
- Customer rights to privacy and confidentiality will be protected in accordance with federal/state rules and regulations and local Workforce Board policy.

IV. PROCEDURES:

Written outreach procedures will be developed by the contractor regarding the responsibilities and timeframes for outreach efforts. This will include components such as strategies to meet program requirements and goals, targeted population, frequency of outreach (daily, weekly, bi-weekly), parties responsible for outreach, etc. Outreach tools in the TWISTWorkInTexas(WIT) and any other Board approved case management system database will be used, as appropriate, for each specified program. Routine outreach methods such as letters, personal visits, posters, web sites, flyers, telephone follow-up, and social media platforms will be utilized to promote Workforce Career Center services.

V. RELATED POLICY INFORMATION

Texas Workforce Commission Supplemental Nutrition Assistance Program-(SNAP) Employment & Training, (SNAP E&T) Rules: Chapter 813
 SNAP Employment and Training: A Comprehensive Guide
 Texas Workforce Commission Choices Rules: 40 TAC Chapter 811
 Strategic Marketing Standards and Guidelines

VI. RESPONSIBILITIES

Designated Board staff shall ensure that all relevant staff and appropriate contractors are aware of and comply with this policy.

The Board Monitor shall provide oversight and evaluation of the contractor’s outreach systems.

Contractors shall ensure that appropriate procedures are implemented and that relevant staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS

Resources for forms and instructions include, but are not limited to, Standard Operating Procedures, TWISTWorkInTexas(WIT) and any other Board approved case management Database, Center Material Service Guide, and Strategic Marketing Standards and Guidelines.

VIII. DISTRIBUTION:

- Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES

 Reviewed by EO Officer

 Date

 President/CEO

 Date

POLICY TITLE: Outreach
 POLICY NUMBER:

DATE: 05/11/23
 Revision: 05/23/2024



POLICY

CATEGORY: Workforce Programs _____ **No:**
4.0.124.001 TITLE: Documentation and Verification of ~~Work~~Participation Activities:
Choices/ SNAP E&T
SUPERSEDES: ~~New~~4.0.124.00 dtd December 16, 2011
EFFECTIVE: ~~December 16, 2011~~May 10, 2024 May 23, 2024
BOARD APPROVAL: ~~December 15, 2011~~May 9, 2024 May 22, 2024
DATE OF LAST REVIEW: May 9-8, 2024

I. PURPOSE:

To provide criteria for documentation and verification of workparticipation activities for Choices and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) participation hours.

II. DEFINITIONS:

Documentation – The written information about the provided verification and other details about the Choices or SNAP E&T participant’s activities

Verification – The actual proof of a workparticipation activity.

WorkParticipation Activities – activities that count for participation which lead to self-sufficiency such as unsubsidized employment, subsidized employment, on-the-job training, job search/job readiness, vocational education and training and educational services.

III. POLICY STATEMENT:

Board staff will provide technical assistance and guidance to contractors on the interpretation of TWC directives as needed. Clarifications may be delivered in terms of procedures versus a board policy.

All participation hours are to be reported using ~~Daily Time Tracking in TWIST~~a WorkInTexas (WIT) or a any Board approved Case Management System database and verification will be needed on activities required by TWC.

Job search will be calculated as two hours of participation per job contact.

IV. DIRECTIVES:

The ~~Workforce Center Operator~~Workforce Solutions Coastal Bend (WFSCB) staff shall

POLICY TITLE: Documentation and Verification of Work Activities
POLICY NUMBER: 4.0.124.010

design and utilize a job search log that adheres to all applicable rules, regulations, and workforce development letters.

If job search logs are incomplete or information related to a specific contact is missing, ~~workforce center~~ WFSCB staff shall not report hours of participation associated with those contacts.

In accordance with the parameters established in federal law and regulations - to the extent possible - all Choices and SNAP E&T policies and procedures are to be aligned.

V. RELATED POLICY INFORMATION:

Deficit Reduction Act of 2005 (Public Law 109-171)

U. S. Department of Health and Human Services, Administration for Children and Families, Temporary Assistance for Needy Families Interim Final Rule, 45 CFR, Parts 261, et al.

Texas Workforce Commission Choices Rules: 40 TAC, Chapter 811

~~WD Letter 08-11 dtd February 17, 2011 entitled Choices Guide~~ [revised March 2024](#)

Texas Workforce Commission Supplemental Nutrition Assistance Program Employment and Training Rules: 40 TAC Chapter 813

~~WD Letter 35-09 dtd September 29, 2009 entitled New Supplemental Nutrition Assistance Program Employment and Training Rules~~ [Guide revised February 21, 2023](#)

[WD Letter 12-23 Workfare dtd July 27, 2023](#)

[FFY'10 SNAP E&T State Plan](#)

VI. RESPONSIBILITIES:

Board contract managers shall ensure that all relevant staff and appropriate contractor(s) are aware of and comply with this policy.

Board Monitor shall provide oversight and evaluation of the contractor(s) verification and documentation of allowable [workparticipation](#) activities.

Contractor(s) shall ensure that appropriate procedures are implemented and that relevant staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS:

N/A

VIII. DISTRIBUTION:

Board

Board Staff

Contracted Staff

SIGNATURES:

[Reviewed by](#) EO Officer

Date

President/CEO

Date

POLICY TITLE: Documentation and Verification of Work Activities
POLICY NUMBER: 4.0.124.010

DATE:
~~05/12/23~~ 05/23/2024
~~Revision date: 05/23/May~~
~~9,2024.~~



POLICY-DRAFT

CATEGORY: _____ Workforce Programs- WIOA No:
4.1.104.087

TITLE: _____ Individual Training Accounts (ITAs)

SUPERSEDES: _____ 4.1.104.067, dtd 02/21/2020

EFFECTIVE: _____ May 20, 2022 May 23, 2024

BOARD APPROVAL: - ~~May 19, 2022~~, May 23, 2024

DATE OF LAST REVIEWED: ~~May 5, 2022~~ May 9, 2024

I. PURPOSE:

-An Individual Training Account (ITA) is an account established by Workforce Solutions of the Coastal Bend for the purpose of providing training ~~services~~ to eligible participants for Workforce Investment Opportunity Act (WIOA) Adult, Dislocated Worker, Out Of School Youth (OSY) or In School Youth (ISY)(when a TWC-DOL Waiver is active for 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:

Policy Title: Individual Training Accounts (ITAs)
~~05/2308/202407~~
Policy Number: 4.1.104.087

Page 1 of 11 _____ ~~—~~Origination Date:

Revision ~~Date:~~ 05/2319/20242

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 \(TWIST\) Board announced system including WorkInTexas and EdVera, 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. ~~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 WIA.

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..

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 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 WorkInTexas and any other board approved case management system](#). 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 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 [TWISTWorkInTexas\(WIT\)](#) 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, 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. ~~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 base on a comprehensive assessment of the participant’s knowledge, skills and abilities;
- there is a reasonable expectation of employment following completion of training;
- the training is reasonably available to the participant from training providers, in which consideration of training providers is not limited to the providers appearing on the Eligible Training Provider List.
- The lifetime limit of an ITA \$7,000.00, listed for Adult and Dislocated Worker, per program participant is not applicable to TAA Participant.
- the training is available at a reasonable cost and at the lowest cost in cases where more than one (1) similar training for the same occupation is available to the participant;
- the participant is not using personal funds, including loans, for any part of the required costs of Trade approved training;
- training can be completed in its entirety within the training duration maximums stipulated with the Petition Number assigned to the certification;
- training supports a specific occupational goal, and any remedial or prerequisite component is supportive of such goal and;
- pursuant to governing TEGLS, the participant is advised:
 - full-time or part-time training may be approved by TRA allowances will not be paid for any week in which training is part-time for Petition Numbers greater or equal to 70,000 or
 - only full-time training will be approved for Petition Numbers less than 70,000.

Service Provider will comply with Trade Act Services Applicable Rules:

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

[TWC- WIOA Guidelines for Adults, Dislocated and Youth, revised March 18, 2024.](#)

[TWC,WD Letters issued subsequently the above mentioned rules & regulations.](#)

VI.VII. 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.VIII. FORMS AND INSTRUCTIONS:

VIII.IX. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

IX.X. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

Policy Title: Individual Training Accounts (ITAs)
~~05/2308/202407~~
Policy Number: 4.1.104.087

Page 11 of 11 _____ ~~—Origination Date:~~

Revision ~~Date:~~ 05/2319/20242

INFORMATION ONLY

XIII – 1. Facilities/IT Updates

BACKGROUND INFORMATION

Board Professionals will provide update on:

- **Facilities:**
 - Progress of New Career Center in Corpus Christi; Ph2 and Ph 3.
 - Colocation options
 - Sinton AC

- **IT: Mobile Unit**

INFORMATION ONLY

XIII – 2. Update on Procurements and Contracts

BACKGROUND

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

UPDATE ON PROCUREMENTS

Ongoing Procurements	Date of Issuance	Anticipated Date of Contract	Anticipated Cost	Over \$50,000 Approval Required	Comments
Request for Applications (RFA) for Professional Development Trainers to Provide Training to Child Care Providers	March 4, 2024	Various dependent upon training dates	TBD	NO	RFA will remain open until August 16, 2024

Future Procurements	Anticipated Date of Issuance	Anticipated Date of Contract	Anticipated Cost	Over \$50,000 Approval Required	Comments
Request for Statement of Qualifications (RFQ) for 401(k) Plan Administrator for Bundled Services	TBD	TBD	TBD	YES	
Request for Proposals (RFP) for General Contractor Services Mission Plaza Phase III	TBD	TBD	TBD	YES	
Request for Statement of Qualifications (RFQ) for Legal Services	June 24, 2024	October 1, 2024	\$35,000	NO	Current contract for legal services terms out on September 30, 2024.

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

SUBRECIPIENT / CONTRACTOR LOG 2023-2024

NAME	CONTRACTORS	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
C2 Global Professional Services, LLC	Management and Operation of Career Center System (Including Youth Services)	\$8,625,642	Year 1 (3 renewals)	10/1/23 – 09/30/24
BakerRipley	Direct Child Care Services	\$31,887,391	Renewal 2 of 3	10/1/23 – 09/30/24

NAME	PROFESSIONAL & CONSULTING SERVICES	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
Wood, Boykin & Wolter, P.C.	Legal Services	\$35,000	Renewal 3 of 3	10/1/23 – 9/30/24
CLK Architects & Associates	Architecture, Design & Certified Space Planning Services	<i>Pending</i>	Renewal 2 of 3	10/1/23 – 9/30/24
Vertical Computers	IT Professional Services	\$100,000	Renewal 2 of 3	10/1/23 – 9/30/24
ABIP, PC	Financial Audit Services	\$44,050	Renewal 1 of 3	10/1/23 – 9/30/24
The Clower Company	Commercial Real Estate Broker Services	N/A	Renewal 1 of 3	10/1/23 – 9/30/24
Frost Bank	Banking Services	Fee Based	Year 1 (3 renewals)	10/1/23 – 9/30/24

SUBRECIPIENT / CONTRACTOR LOG 2023-2024

NAME	CAREER CENTERS	ANNUAL BASE RENT	CONTRACT STATUS	CONTRACT PERIOD
PAK 56 Plaza LLC, SGT 44 Pirate LLC	Lease Agreement for Office Space Pirate Plaza, Sinton (≈ 3,650 sq ft)	\$76,444	Year 2 of 4	1/01/24 – 12/31/24
Texas Workforce Commission	Building Use Lease Agreement Staples, Corpus Christi (≈ 22,616 sq ft)	\$0		10/1/23 – 9/30/24
Coastal Bend College	Lease Agreement for Office Space Beeville (≈3,850 sq ft)	\$49,014	Year 2 of 4	10/1/23 – 9/30/24
Coastal Bend College	Lease Agreement for Office Space Alice (≈2,730 sq ft)	\$34,902	Year 4 of 4	2/1/24 – 1/31/25
Coastal Bend College	Lease Agreement for Office Space Kingsville (≈3,191 sq ft)	\$40,711	Year 4 of 4	5/1/24 – 4/30/25
B-Y Mission Plaza CC, LTD	Shopping Center Lease Agreement Ayers (Mission Plaza), Corpus Christi (≈ 24,973 sq ft) <i>Lease Term 2021–2032</i>	\$305,670	Year 3 of 11	1/1/24 - 12/31/24
Goodwill Industries of South Texas	MOU for Office Space Rockport (≈ 612 sq ft)	\$11,985	Year 3 of 3	5/1/24 – 4/30/25
City of Falfurrias Economic Development Accelerator (F-EDA)	Office and Membership Lease Falfurrias (≈ 132 sq ft)	\$7,200	Year 1	6/20/23 – 6/20/24

NAME	OTHER CONTRACTS / AGREEMENTS	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
Rural Economic Assistance League, Inc. (REAL)	Transportation Assistance Services to Aransas, Bee, Brooks, Duval, Jim Wells, Live Oak, Refugio, & San Patricio Counties	NTE \$5,000	Year 1 (3 renewals)	10/11/23 – 9/30/24
Economic Modeling, LLC (Lightcast)	Developer Agreement for Economy and LMI Tool	\$16,000	Renewal	10/1/23 – 9/30/24
Economic Modeling, LLC (Lightcast)	Career Coach Agreement	\$7,500	Renewal	10/1/23 – 9/30/24
Sec Ops, Inc.	Security Guard Service Agreement	Per Contracted Hourly Rates	Year 1	10/1/23 – 9/30/24

SUBRECIPIENT / CONTRACTOR LOG 2023-2024

NAME	OTHER CONTRACTS / AGREEMENTS	CONTRACT AMOUNT	CONTRACT STATUS	CONTRACT PERIOD
McLemore Building Maintenance	Janitorial Service Agreement	\$145,556	Year 1	10/9/23 – 10/8/24
Turnkey Lawn Care & Services	Lawn Care Service Agreement for Staples Center	\$3,000	Year 1	3/5/24 – 2/28/25
Education to Employment Partners	Externship for Teachers	\$65,729	Year 1	3/1/24 – 9/30/24

TWC GRANTS & CONTRACTS LOG 2023–2024

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Workforce Innovation and Opportunity Act – Adult	2222WOA001	To provide job seekers and workers with the high-quality career services, education, 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.	\$1,617,444	7/1/22 – 6/30/24
		Amendment #1 – Revised general terms & conditions and the statement of work financial requirements.		
Workforce Innovation and Opportunity Act – Dislocated Worker	2222WOD001	To support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,708,397	7/1/22 – 6/30/24
		Amendment #1 – Revised statement of work financial requirements. Amendment #2 – Revised general terms & conditions and the statement of work financial requirements.		
Agency Board Agreement	2223ABA001	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	10/1/22 – 9/30/24
		Amendment #1 – Revised terms & conditions Amendment #2 – Revised Board Guidelines for Security		
Texas Internship Initiative	2223TAN003	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	3/21/23 – 5/31/24
Texas Industry Partnership	2223TIP	To assist with the purchase of equipment, software and to create the space needed to implement an Airframe & Power Plant certification program in collaboration with the Kingsville Chamber of Commerce and Coastal Bend College.	\$150,000	12/28/22 – 10/31/24
		Amendment #1 – Revised statement of work project requirements & uniform administrative requirements. Amendment #2 - Revised statement of work project requirements, financial requirements, uniform administrative requirements and to extend grant end date.		
Workforce Innovation and Opportunity Act - Adult	2223WOA001	To provide job seekers and workers with the high-quality career services, education, 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.	\$2,255,134	7/1/23 – 6/30/25
Workforce Innovation and Opportunity Act – Dislocated Worker	2223WOD001	To support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,571,984	7/1/23 – 6/30/25

TWC GRANTS & CONTRACTS LOG 2023–2024

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Workforce Innovation and Opportunity Act – Rapid Response	2223WOR001	To support the planning and delivery of Rapid Response services to dislocated workers, including trade-affected workers.	\$27,255	7/1/23 – 6/30/25
Workforce Innovation and Opportunity Act – Youth	2223WOY001	To provide funds to plan and deliver high quality 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.	\$2,449,912	7/1/23 – 6/30/25
		Amendment #1 – Increased grant award amount by \$6,650 and revised uniform administrative requirements.		
Corpus Christi Building Use Agreement	3124LSE013 AOB FY24	Staples Workforce Center	\$30,000	10/1/23 – 9/30/24
Interagency Cooperation Contract Vocational Rehabilitation Student HireAbility Navigators (SHN)	3024VRS058	Support, expand, and enhance the pre-employment transition services to students with disabilities by establishing partnerships and developing innovative and evidence-based approaches to service delivery.	\$678,000	9/1/23 – 8/31/25
Interagency Cooperation Contract Vocational Rehabilitation Paid Work Experience (PWE)	3024VRS108	To pay wages and associated taxes & fees for VR participants placed in paid work experience.	\$562,500	10/1/23 – 9/30/25
Child Care Services Formula Allocation	2224CCF001	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.	\$25,517,704	5/31/23 – 12/31/24
		Amendment #1 – To reduce the Child Care and Development Fund Discretionary funds by \$1,974,578. Amendment #2 - Revised statement of work financial requirements, uniform administrative requirements, and to extend the budget period for the Covid-19 discretionary funds to 9/30/24.		
Child Care and Development Fund Child Care Local Match	2224CCM001	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.	\$1,897,372	10/1/23 – 12/31/24
Texas Department of Family and Protective Services (DFPS) Child Care	2224CCP001	To purchase child care services for children who are deemed eligible and authorized for services by DFPS.	\$0	9/1/23 – 12/31/24
		Amendment #1 – Revised statement of work project requirements.		
CCDF Quality Improvement Activity	2224CCQ001	Local Board 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.	\$1,783,506	5/1/23 – 10/31/24

TWC GRANTS & CONTRACTS LOG 2023–2024

NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		Amendment #1 - to reduce Child Care Quality funding by \$82,274 and to add \$608,826 in TRS Mentor Funding.		
Externships for Teachers	2224EXT001	To inform educators on the most up-to-date skill sets needed for a specific vocation or industry. Teachers will create specific lesson plans for students, linking them to real-world industries and jobs. Students will become familiar with both academic and technical skill sets for the modern workforce.	\$183,170	2/1/24 – 1/31/25
Noncustodial Parent Choices Program	2224NCP001	Employment program that targets low-income, unemployed, or underemployed NCPs who are behind on their child support payments. Goals of the program are to help NCPs who have substantial barriers to employment and career advancement, become economically self-sufficient while also making consistent child care payments.	\$142,403	9/1/23 – 9/30/24
Resource Administration Grant	2224RAG001	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	10/1/23 – 9/30/24
Reemployment Services and Eligibility Assessment	2224REA001	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.	\$577,268	10/1/23 – 9/30/24
		Amendment #1 – increased grant award amount by \$150,000 and revised statement of work project, financial & uniform administrative requirements.		
Supplemental Nutrition Assistance Program Employment & Training	2224SNE001	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.	\$486,108	10/1/23 – 9/30/24
Temporary Assistance for Needy Families/Choices	2224TAF001	To end the dependence of needy parents on public assistance by promoting job preparation, work, and marriage through the provision of services.	\$2,904,299	10/1/23 – 10/31/24
Trade Act Services for Dislocated Workers	2224TRA001	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.	\$10,000	10/1/23 – 9/30/24

TWC GRANTS & CONTRACTS LOG 2023–2024

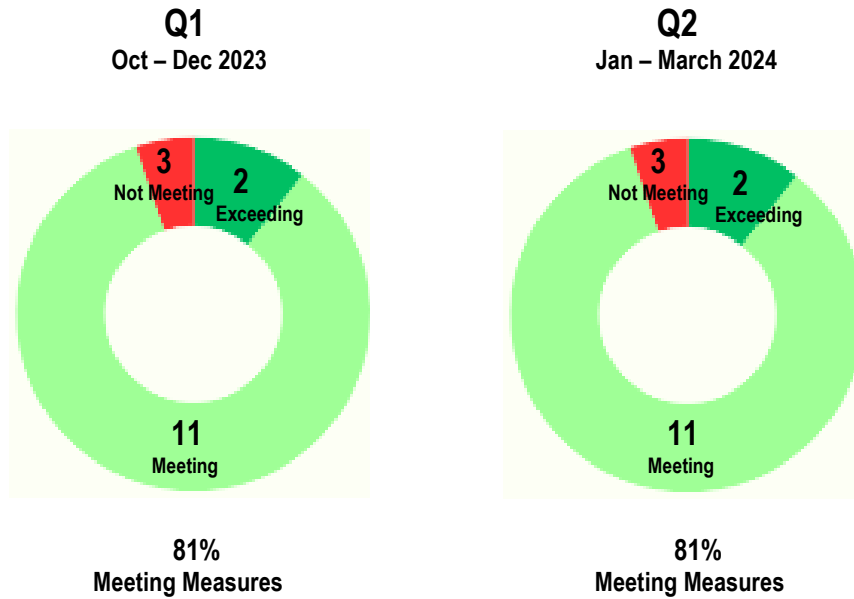
NAME	TWC CONTRACT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Texas Veterans Commission - Resource Administration Grant	2224TVC001	To acquire and support shared facilities and in those facilities, to acquire goods and services that support access to and use of common equipment, hardware platforms, consumables, and telecommunications networks amongst Board and Texas Veterans Commission (TVC) employees.	\$37,412	10/1/23 – 9/30/24
		Amendment #1 - revised statement of work project requirements.		
Workforce Commission Initiatives	2224WCI001	To fund projects that strengthen and add value to the delivery system in its workforce area.	\$56,291	10/1/23 – 9/30/24
		Amendment #1 - revised statement of work project requirements.		
Military Family Support	2224WOS001	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.	\$55,240	1/1/24 – 12/31/24
Workforce Innovation and Opportunity Act – Upskilling & Training to Address Skills Gaps	2224WOZ001	To connect individuals with employers in high-demand industries by funding upskilling and job training that leads to industry-recognized credentials in high-demand occupations to support in-need industries, including health care, transportation, semiconductor and technology, broadband development, and construction.	\$99,329	1/1/24 – 7/31/24
Wagner-Peyser Employment Services	2224WPA001	To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services into the Workforce Solutions Offices.	\$1,694	10/1/23 – 12/31/24

INFORMATION ONLY

XIII – 3. Performance Measure Update BCY 2023 – 2024

BACKGROUND INFORMATION

Performance Measure Update (February 2024 Final Release) Performance Synopsis Board Contract Year: 2024



Background

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

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

Explanation of Measures **in Negative Performance** for February 2024

Performance Measure	Current		Current Performance	YTD Current % Target	EOY % Goal
	Numerator	Denominator			
Measurable Skills Gains - Adult	82	155	52.90%	79.19%	66.80%
Measurable Skills Gains – Dislocated Worker	22	36	61.10%	84.04%	72.70%
Measurable Skills Gains - Youth	45	67	67.20%	89.24%	75.30%

Board Actions: Performance Update

Improvement to the above measures were observed from Q1 to Q2.

C2GPS has introduced tools and strategies aimed at enhancing its overall performance to transition them into meeting status.

BCY24 Performance Measure Changes

For BCY25, TWC proposed two (2) changes (one measure involves a calculation update and the other shifts the measure to better align with TWC’s focus on assisting employers with their talent needs).

1. **Claimant Reemployment within 10 Weeks** undergoes minor changes that occurred as TWC reviewed the 20-year-old methodology and made updates in developing our new Enterprise Data Warehouse (EDW)/Tableau report. Examples of Methodology Changes:
 - a. Changing the 10 Week Start Date to the Monday after a claim is complete and determined Monetarily Eligible.
 - b. Updating the code to account for differences in the way new Work In Texas (WIT), old WIT, and TWIST recorded a hire through job development service; and
 - c. Updating the claim analysis that identifies probable return to work.
2. **Employer Workforce Assistance (#EWA)** is changed to Texas Talent Assistance to Employers (#TTA). The change aligns this measure with a new Successful Texas Talent Assistance Rate (STTAR) measure that TWC proposed for BCY25. Texas Talent Assistance is a subset of services that can be provided to employers, but each is specifically associated with helping the employer with their talent needs (primarily through posting, recruiting, referring, and training). This will mean that the Service Measure (output) is coupled with a Service Quality (outcome) measure for employers for the first time.

BCY25 Performance Measure New Measures/Changes

For BCY25, TWC proposed four (4) changes: the replacement of two (2) existing measures and the addition of two (2) new measures bringing the total number of contracted measures from 22 to 24.

1. **Successful Texas Talent Assistance Rate** will be added as a *new measure*. This measure serves as a new Employer Service Outcome measure. The measure looks at the employers who received Texas Talent Assistance in the prior year and who had successful outcomes. Employers who received services associated with hiring are considered to have been successfully served if they make a New Employment Connection of a TWC Active TWC Job Seeker (both defined below under #2) within the next two (2) calendar quarters.
2. **Active Job Seeker New Employment Connection Rate** to be added as a new measure *replacing* Career & Training Employed/Enrolled Q2 Post Exit. The Employed/Enrolled measure is not well aligned with customer need as it doesn’t matter how long it takes to get a person a job or into education – as long as they are employed or enrolled in education/training in the 2nd quarter after exit (even if they were unemployed for 4 years doing job search), it is considered successful. In addition, WIOA-based measures like Employed/Enrolled Q2 Post-Exit only include outcomes of “participants” who people determined eligible for services and then receive at least one staff-assisted service that is not an information-only service (an information-only service is something generic which is unrelated to the specific needs of the individual job seeker) on at least one day.

3. **Employment Connection Rate** to be added as a new measure *replacing* Career & Training Employed/Enrolled Q2-Q4 Post Exit. The Employed/Enrolled Q2-Q4 measure is not as flawed as the Employed/Enrolled Q2 measure but it still only focuses on Participants and does not allow data to measure the impact of the system helping job seekers self-service successfully. This new measure looks at all New Employment Connections made between a TWC-served Active Job Seeker or Training/Education participant and an employer to determine what percentage of those connections last at least two additional quarters.
4. **Job Search Success Rate** to be added as a *new measure*. The measure looks at the percentage of parents who were enrolled in Initial Job Search Child Care and who became employed at a sufficient level to qualify them to extend access to subsidized child care, as evidenced the continuation of CC after the Initial Job search period. This takes a concept that had been run for incentive awards and makes it a contracted measure.

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE

As Originally Published 4/10/2024

FEBRUARY 2024 REPORT

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	89.54%	87.38%	78.28%	63.76%	123.95%	101.17%	93.41%	92.81%	92.94%	88.15%	95.50%	81.33%	114.64%	95.31%	97.63%
Borderplex	106.58%	99.26%	159.34%	101.29%	111.39%	104.77%	82.86%	134.31%	66.14%	80.38%	102.00%	96.39%	101.12%	121.73%	104.76%
Brazos Valley	94.26%	98.50%	102.24%	81.88%	53.08%	105.17%	91.59%	114.60%	92.10%	86.65%	111.58%	84.34%	86.08%	109.49%	69.28%
Cameron	99.75%	101.97%	109.69%	99.41%	78.30%	132.63%	131.41%	100.47%	117.65%	n/a	117.59%	117.36%	79.22%	97.83%	71.90%
Capital Area	89.73%	95.65%	104.27%	82.71%	94.05%	100.40%	99.34%	120.82%	83.06%	87.06%	86.05%	86.18%	117.90%	68.59%	44.41%
Central Texas	93.90%	103.81%	89.62%	93.53%	74.97%	98.30%	94.96%	114.71%	109.65%	80.02%	87.52%	95.06%	113.30%	128.47%	81.47%
Coastal Bend	93.18%	104.35%	95.25%	97.98%	79.19%	112.08%	103.57%	108.30%	93.18%	84.04%	100.28%	91.57%	109.63%	106.45%	89.24%
Concho Valley	106.97%	129.25%	94.72%	90.87%	83.98%	108.15%	59.88%	91.90%	117.65%	117.16%	125.00%	60.24%	62.30%	69.83%	169.49%
Dallas	96.72%	94.69%	107.89%	80.24%	88.56%	93.43%	110.25%	100.81%	61.29%	82.09%	96.44%	94.59%	89.73%	88.68%	68.39%
Deep East	106.75%	97.91%	91.17%	103.11%	80.35%	104.26%	105.76%	97.33%	88.24%	109.38%	90.93%	85.22%	83.66%	93.03%	102.46%
East Texas	97.42%	96.97%	85.61%	71.71%	93.27%	103.83%	99.34%	98.45%	94.44%	108.16%	100.51%	97.95%	89.95%	109.49%	58.98%
Golden Crescent	102.46%	116.06%	114.03%	122.28%	63.37%	109.28%	91.62%	74.27%	100.82%	59.10%	116.63%	137.55%	125.56%	118.91%	71.98%
Gulf Coast	96.81%	98.64%	81.92%	81.14%	94.31%	99.00%	96.34%	120.17%	86.29%	93.53%	98.05%	93.42%	109.51%	56.01%	58.47%
Heart of Texas	90.31%	123.00%	117.79%	115.60%	85.53%	106.45%	101.32%	124.49%	79.37%	100.00%	96.23%	91.91%	79.86%	77.32%	56.97%
Lower Rio	102.87%	82.04%	83.03%	105.65%	96.41%	102.43%	107.36%	90.52%	108.24%	100.59%	85.59%	93.94%	136.14%	94.53%	83.29%
Middle Rio	102.46%	82.04%	58.13%	117.65%	82.71%	101.34%	123.30%	159.17%	117.65%	92.25%	130.96%	87.78%	42.57%	49.06%	61.35%
North Central	92.11%	91.84%	93.82%	76.40%	88.84%	100.52%	97.47%	97.82%	87.19%	90.96%	92.00%	103.03%	93.07%	134.75%	91.02%
North East	100.48%	92.25%	127.96%	110.71%	96.71%	100.13%	108.28%	101.35%	108.99%	118.20%	107.13%	105.42%	150.35%	84.00%	50.18%
North Texas	78.23%	106.53%	118.93%	70.59%	79.04%	85.16%	119.76%	70.93%	122.85%	99.39%	139.47%	60.24%	92.91%	n/a	92.20%
Panhandle	99.28%	110.82%	121.54%	110.10%	72.46%	108.22%	100.00%	97.91%	107.54%	96.20%	130.13%	93.13%	87.71%	94.12%	89.15%
Permian Basin	99.88%	101.45%	86.19%	99.31%	98.65%	95.13%	97.96%	91.30%	88.42%	101.72%	109.71%	80.36%	151.67%	74.22%	80.64%
Rural Capital	120.36%	92.37%	96.99%	66.47%	51.50%	114.99%	87.08%	108.76%	85.18%	89.45%	103.49%	98.92%	108.19%	88.24%	57.91%
South Plains	113.88%	96.71%	115.44%	102.94%	83.18%	110.85%	119.76%	107.53%	117.65%	118.20%	116.18%	97.52%	117.65%	124.38%	82.94%
South Texas	110.38%	115.92%	107.45%	117.65%	98.00%	120.65%	123.65%	83.10%	117.65%	101.30%	108.42%	96.67%	122.66%	106.94%	96.44%
Southeast	80.74%	100.77%	76.98%	93.49%	67.65%	114.99%	95.09%	91.17%	132.28%	99.30%	92.63%	94.73%	101.78%	112.23%	88.59%
Tarrant	100.27%	94.29%	93.45%	100.29%	82.71%	98.81%	94.61%	88.76%	104.89%	93.62%	93.03%	95.94%	83.92%	84.62%	105.59%
Texoma	112.83%	103.42%	135.54%	99.88%	75.19%	n/a	87.65%	n/a	132.28%	73.88%	99.58%	66.18%	135.16%	78.47%	84.75%
West Central	114.23%	104.08%	78.36%	102.94%	92.12%	121.65%	119.76%	64.19%	78.47%	83.38%	128.73%	100.97%	153.85%	n/a	40.86%
+P	5	5	8	6	2	7	7	7	8	3	9	2	11	6	1
MP	19	20	11	13	8	19	17	15	10	13	16	17	7	9	7
-P	4	3	9	9	18	1	4	5	10	11	3	9	10	11	20
% MP & +P	86%	89%	68%	68%	36%	96%	86%	81%	64%	59%	89%	68%	64%	58%	29%
From	7/22	1/22	7/22	1/22	7/23	7/22	1/22	7/22	1/22	7/23	7/22	1/22	7/22	1/22	7/23
To	12/22	6/22	12/22	6/22	2/24	12/22	6/22	12/22	6/22	2/24	12/22	6/22	12/22	6/22	2/24

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 Rcvg Wkfc Asst Fm Bds or Self Svc	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	n/a	n/a	n/a	n/a	n/a	n/a	93.63%	2	7	7	56%
Borderplex	n/a	n/a	n/a	n/a	n/a	n/a	116.61%	5	8	3	81%
Brazos Valley	n/a	n/a	n/a	n/a	n/a	n/a	115.38%	3	7	6	63%
Cameron	n/a	n/a	n/a	n/a	n/a	n/a	102.61%	5	7	3	80%
Capital Area	n/a	n/a	n/a	n/a	n/a	n/a	102.08%	2	6	8	50%
Central Texas	n/a	n/a	n/a	n/a	n/a	n/a	106.03%	4	7	5	69%
Coastal Bend	n/a	n/a	n/a	n/a	n/a	n/a	109.56%	2	11	3	81%
Concho Valley	n/a	n/a	n/a	n/a	n/a	n/a	101.65%	5	6	5	69%
Dallas	n/a	n/a	n/a	n/a	n/a	n/a	95.85%	1	8	7	56%
Deep East	n/a	n/a	n/a	n/a	n/a	n/a	97.76%	0	12	4	75%
East Texas	n/a	n/a	n/a	n/a	n/a	n/a	100.60%	0	12	4	75%
Golden Crescent	n/a	n/a	n/a	n/a	n/a	n/a	87.84%	7	4	5	69%
Gulf Coast	n/a	n/a	n/a	n/a	n/a	n/a	102.54%	1	10	5	69%
Heart of Texas	n/a	n/a	n/a	n/a	n/a	n/a	96.99%	4	7	5	69%
Lower Rio	n/a	n/a	n/a	n/a	n/a	n/a	98.62%	1	11	4	75%
Middle Rio	n/a	n/a	n/a	n/a	n/a	n/a	93.63%	5	3	8	50%
North Central	n/a	n/a	n/a	n/a	n/a	n/a	97.21%	1	12	3	81%
North East	n/a	n/a	n/a	n/a	n/a	n/a	80.71%	4	9	3	81%
North Texas	n/a	n/a	n/a	n/a	n/a	n/a	90.43%	4	4	7	53%
Panhandle	n/a	n/a	n/a	n/a	n/a	n/a	82.67%	4	8	4	75%
Permian Basin	n/a	n/a	n/a	n/a	n/a	n/a	91.26%	1	9	6	63%
Rural Capital	n/a	n/a	n/a	n/a	n/a	n/a	97.67%	2	7	7	56%
South Plains	n/a	n/a	n/a	n/a	n/a	n/a	103.43%	9	5	2	88%
South Texas	n/a	n/a	n/a	n/a	n/a	n/a	113.01%	8	7	1	94%
Southeast	n/a	n/a	n/a	n/a	n/a	n/a	94.70%	3	8	5	69%
Tarrant	n/a	n/a	n/a	n/a	n/a	n/a	107.06%	1	11	4	75%
Texoma	n/a	n/a	n/a	n/a	n/a	n/a	94.72%	4	3	7	50%
West Central	n/a	n/a	n/a	n/a	n/a	n/a	90.30%	5	4	6	60%
+P	0	0	0	0	0	0	6	93			
MP	0	0	0	0	0	0	12	213			
-P	0	0	0	0	0	0	10	137			
% MP & +P	N/A	N/A	N/A	N/A	N/A	N/A	64%	69%			
From							10/23	From			
To							2/24	To			

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 4/10/2024
FEBRUARY 2024 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP										
Contracted Measures		2	11	3	81.25%										
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes									YTD Den						

WIOA Outcome Measures

DOL-C 1,2	Employed Q2 Post Exit – Adult (DOL)	MP	93.18%	83.60%	83.60%	77.90%	80.00%	75.10%	60 77	76.60%	80.00%			7/22	12/22
DOL-C 1,2	Employed Q4 Post Exit – Adult (DOL)	MP	104.35%	73.50%	73.50%	76.70%	73.50%	66.10%	79 103	77.30%	76.30%			1/22	6/22
DOL-C 1,2	Median Earnings Q2 Post Exit – Adult (DOL)	MP	95.25%	\$9,200.00	\$9,200.00	\$8,762.59	\$8,467.70	\$7,835.61	n/a 60	\$10,416.50	\$6,557.52			7/22	12/22
DOL-C 1,2,3	Credential Rate – Adult (DOL)	MP	97.98%	74.20%	74.20%	72.70%	65.90%	60.60%	32 44	76.20%	69.60%			1/22	6/22
DOL-C 1,2,4	Measurable Skills Gains - Adult (DOL)	-P	79.19%	66.80%	66.80%	52.90%	64.70%	54.20%	82 155	----	----	----	----	7/23	2/24
DOL-C 1,2	Employed Q2 Post Exit – DW (DOL)	+P	112.08%	81.10%	81.10%	90.90%	84.60%	77.40%	20 22	84.60%	100.00%			7/22	12/22
DOL-C 1,2	Employed Q4 Post Exit – DW (DOL)	MP	103.57%	78.50%	78.50%	81.30%	78.90%	76.90%	61 75	79.60%	83.90%			1/22	6/22
DOL-C 1,2	Median Earnings Q2 Post Exit – DW (DOL)	MP	108.30%	\$10,800.00	\$10,800.00	\$11,696.25	\$11,694.25	\$8,513.83	n/a 20	\$15,833.13	\$10,798.75			7/22	12/22
DOL-C 1,2,5	Credential Rate – DW (DOL)	MP	93.18%	85.00%	85.00%	79.20%	80.30%	71.40%	19 24	82.40%	71.40%			1/22	6/22
DOL-C 1,2,4	Measurable Skills Gains - DW (DOL)	-P	84.04%	72.70%	72.70%	61.10%	69.70%	69.40%	22 36	----	----	----	----	7/23	2/24
DOL-C 1,2	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	100.28%	71.70%	71.70%	71.90%	68.90%	70.40%	46 64	75.70%	66.70%			7/22	12/22
DOL-C 1,2	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	91.57%	75.90%	75.90%	69.50%	72.00%	65.20%	41 59	86.70%	63.60%			1/22	6/22
DOL-C 1,2	Median Earnings Q2 Post Exit – Youth (DOL)	MP	109.63%	\$4,400.00	\$4,400.00	\$4,823.93	\$3,779.69	\$3,227.33	n/a 42	\$5,480.02	\$3,299.76			7/22	12/22
DOL-C 1,2,6	Credential Rate – Youth (DOL)	MP	106.45%	57.40%	57.40%	61.10%	58.30%	42.90%	11 18	42.90%	72.70%			1/22	6/22
DOL-C 1,2,7	Measurable Skills Gains - Youth (DOL)	-P	89.24%	75.30%	75.30%	67.20%	75.30%	73.40%	45 67	----	----	----	----	7/23	2/24
LBB-NK 2	Employed/Enrolled Q2 Post Exit – C&T Participants Except Other	---	----	----	----	66.80%	68.90%	60.90%	2,622 3,925	66.80%	66.80%			7/22	12/22
LBB-K 2	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants Except Other	---	----	----	----	85.30%	85.60%	84.10%	3,027 3,548	86.10%	84.50%			1/22	6/22
LBB-K 2	Credential Rate – C&T Participants	---	----	----	----	72.17%	72.53%	58.02%	83 115	72.88%	71.43%			1/22	6/22

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: COASTAL BEND

FINAL RELEASE
As Originally Published 4/10/2024
FEBRUARY 2024 REPORT

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

WIOA Outcome Measures

- WIOA 116 requires states to update WIOA targets at the end of the year using the statistical adjustment model that has been updated with the final local casemix and economic conditions. Boards negotiate 2 years of targets at a time with the second year potentially having the most significant adjustments from what was negotiated since little was known about the casemix or economy at the time of the negotiation. To minimize the risk of a significant shift in the target at the end of the year when there was no time to make adjustments and, as the result of after discussions with local Boards, TWC agreed that it would update targets at the beginning of the year and during the year as well as at the end of the year. For BCY24 there will be a Beginning of Year Estimate, a Mid-Year Estimate, and an End of Year Final Target Adjustment. For BCY25, targets will be updated on a quarterly basis during the year as the casemix and economic data matures.
- This measure is now sourced from the TWC EDW and aligns, but not necessarily match depending on timing, with what you see on the Tableau dashboard. There are no known issues with this data, its report, or population into the MPR.
- This measure was corrected to ensure that a Participant is included in the Adult Credential Rate ONLY if the person received Training Services (other than OJT) funded by WIOA Adult Local funding by the Board being reported. If the person was included in the Credential Rate for another Board or program but does not meet the previous conditions, the person would not be included in this measure for this Board. The data should align, but not necessarily match depending on timing, with what you see on the Tableau dashboard.
- TWC has updated the MSG calculation code to ensure that only it uses DOL-approved tests (including CASAS).
- This measure was corrected to ensure that a Participant is included in the DW Credential Rate ONLY if the person received Training Services (other than OJT) funded by WIOA DW Local funding by the Board being reported. If the person was included in the Credential Rate for another Board or program but does not meet the previous conditions, the person would not be included in this measure for this Board. The data should align, but not necessarily match depending on timing, with what you see on the Tableau dashboard.
- This measure was corrected to ensure that a Participant is included in the Youth Credential Rate ONLY if the person was an OSY and received Training Services (other than OJT) OR an OSY who went back into education OR was ISY (and in all cases, funded by WIOA Youth Local funding by the Board being reported). If the person was included in the Credential Rate for another Board or program but does not meet the previous conditions, the person would not be included in this measure for this Board. The data should align, but not necessarily match depending on timing, with what you see on the Tableau dashboard. The original June publication had an error regarding ISY that has been corrected with this reissued report.
- TWC has updated the MSG calculation code to ensure that only it uses DOL-approved tests (including CASAS) and also better addresses when an In School Youth graduates and does not continue in education or training.

Reemployment and Employer Engagement Measures

	Claimant Reemployment within 10 Weeks	---	----	----	----	60.96%	61.71%	62.59%	1,663 2,728	62.40%	58.79%			7/23	11/23
	Employers Receiving Workforce Assistance from Boards or Self-Service	---	----	----	----	1,489	2,778	n/a	----	----	----	----		10/23	2/24

Program Participation Measures

	Choices Full Engagement Rate - All Family Total	---	----	----	----	51.54%	56.85%	45.03%	27 53	53.68%	48.34%			10/23	2/24
LBB-K 8	Avg # Children Served Per Day - Combined	+P	109.56%	3,242	3,242	3,552	3,403	2,780	387,135 109	3,494	3,637			10/23	2/24

- Targets reflect Commission approval of mid-year adjustments on 4/1/24.

WFSCB Glossary of Terms

Program Title	Acronym	Program Description
Able-bodied Adult Without Dependents	ABAWD	An individual 18 yrs.+ , but under the age of 50, without dependents. SNAP-ABAWD recipients are referred by the Texas Health and Human Services Commission (HHSC).
Board Contract Year	BCY	Board Contract Year (runs from Oct. 1 - Sept. 30)
Career & Education Outreach Program	CEOP	Provides career information to students at public middle and high schools, grades six through twelve, to direct students towards high-growth/high-demand occupations. Students receive in-depth information and directions on career choices as well as access to workforce resources.
Dislocated Worker	DW	An individual who has been terminated or laid off from employment is not eligible for unemployment benefits due to insufficient earnings and is unlikely to return to a previous industry or occupation.
Department of Labor	DOL	United States Department of Labor
Educator Externship	EDEX	Informs teachers of the skill sets needed for in-demand jobs, and allows the teachers to inform and guide students toward employment in industries that match their skill sets.
Employment Services (Wagner-Peyser)	ES	Services for employers and job seekers to ensure employers have access to qualified workers. Provides job matching and recruitment services to employers and job seekers.
Eligible Training Provider	ETP	Training providers certified by the Texas Workforce Commission to provide WIOA-funded training programs.
Eligible Training Program List	ETPL	A comprehensive list of training programs approved for WIOA-funded training using Individual Training Accounts.
Fiscal Year	FY	The fiscal year is the accounting period of the federal government. It begins on October 1 and ends on September 30 of the next calendar year.
Individual Training Accounts	ITA	An account established for eligible WIOA customers for training in an array of state-approved training programs. ITAs may be used only for programs included on the statewide ETPL.
Local Workforce Development Board	LWDB	Local workforce development board established in accordance with WIA Section 117, for the purpose of policy planning for a local area and has the responsibility to ensure that the workforce needs of employers and job seekers in the geographic area governed by the local unit of government are met.
Monthly Performance Report	MPR	Performance accountability indicators used to assess the effectiveness of states and local workforce systems to achieve positive outcomes for individuals served by the six core workforce programs.
Migrant and Seasonal Farmworker Program	MSFW	A nationally directed program created by Congress in response to the chronic seasonal unemployment and underemployment experienced by migrant and seasonal farmworkers (MSFW). Provides funding to help migrant and seasonal farmworkers and their families achieve economic self-sufficiency.
National Dislocated Worker	NDW	A grant awarded to areas affected by major disaster or national catastrophe to assist in disaster relief employment and assist the substantial number of workers who were forced to relocate from an area in which a disaster has been declared.
On-the-Job Training	OJT	One-on-one training located at the job site for participants who already have some job-related skills. By participating in training as an employee, the participant acquires new skills and knowledge and receives the same wages and benefits as current employees in the same or similar position.
Program Year	PY	Program Year (for example, Program Year 2022: PY'22; –period varies for state and federal years)
Reemployment Services and Eligibility Assessment	RESEA	A federal grant program designed to allow states to provide intensive reemployment assistance to individuals who are receiving unemployment benefits and are determined likely to exhaust their benefits before becoming reemployed.
Rapid Response	RR	Provides immediate on-site assistance to workers who have job losses due to businesses closure or worker reduction. Designed to transition workers to their next employment as soon as possible.

WFSCB Glossary of Terms

Program Title	Acronym	Program Description
Summer Earn and Learn	SEAL	A summer program that offers basic work-based learning and training services for students with disabilities such as, pre-employment work readiness training and preparation for the work experience placement; work experience to help gain familiarity with the workplace environment and develop transferable job skills; and paid compensation for time worked on the job.
Student HireAbility Navigator	SHAN	Student HireAbility Navigator's role is to expand and improve access to employment and training services and to increase employment opportunities for students with disabilities by creating strong partnerships between vocational rehabilitation (VR) Workforce Solutions offices, independent school districts (ISDs), community organizations, employers.
Supplemental Nutrition Assistance Program Employment & Training	SNAP E&T	Designed to assist SNAP recipients in obtaining employment through participation in allowable job search, training, education, or workforce activities that promote long-term self-sufficiency. SNAP recipients are referred by the Texas Health and Human Services Commission (HHSC).
Trade Adjustment Assistance	TAA	A federally funded program, with no costs to employers, who helps workers who are adversely affected by foreign import or job shifts to a foreign country.
Texas Education Agency	TEA	The branch of government in Texas responsible for public education. TEA is responsible for the oversight of public primary and secondary education in the state of Texas.
Texas Internship Initiative	TII	Provides part-time paid internships in Middle-Skill areas of accounting, business, construction management, engineering, healthcare, and information technology. Participating senior high school students must pass a dual-credit course to be placed in an internship with a local business. This grant is in partnership with Education to Employment (E2E) for the Coastal Bend.
Texas Industry Partnership Program	TIP	Supports collaborations between local workforce development boards and industry partners through the leveraging of matching contributions of cash or qualifying expenditures for occupational job training. Match funds must support certain WIOA (Workforce Innovation and Opportunity Act) activities and focus on eight designated industry clusters.
Texas Veterans Commission	TVC	A state agency that assists veterans, their families, and survivors through services provided by federal, state, local government, and private organizations.
Texas Veterans Leadership Program	TVLP	A non-profit agency that provides services to veterans to help find employment and achieve successful transitions back into civilian life.
The Workforce Information System of Texas	TWIST	TWIST is a centralized point of reporting intake and case management 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, Unemployment Insurance, SNAP E&T, TANF, Supplemental Security Income, and the Texas Department of Criminal Justice.
Vocational Rehabilitation Services	VRS	A federal program that helps individuals with physical or mental disabilities get and/or keep a job.
Work Experience	WE	A work-based learning opportunity in which program-eligible customers learn both essential and technical skills for long-term employment. Businesses are referred to as "work experience sites." Intended to be short-term (12 or fewer weeks) and part-time work experience can be a volunteer, internship, or temporary short-term paid-work setting.
Workforce Innovation and Opportunity Act	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.
Work In Texas	WIT	A comprehensive online job search resource and matching system developed and maintained by TWC. It provides recruiting assistance to Texas employers and job search assistance to any individual seeking work in Texas.
Workforce Opportunity Tax Credit	WOTC	A federal tax credit that the government provides to private-sector businesses for hiring individuals from nine target groups that have historically faced significant barriers to employment.