



WORKFORCE SOLUTIONS
of the Coastal Bend

Board of Directors Meeting

May 23, 2019

3:00 pm

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

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.

3. Policy 1.0.113.00 – Approval Process for Contracts, Contract Renewals and Contract Amendments: *Shileen Lee*.....35-38
(Recommended for approval at the May 16, 2019 Executive/Finance Committee Meeting)
4. Policy 4.5.100.06 – Work Search Requirement: *Amy Villarreal*.....39-41
5. Policy 4.0.101.11 – Support Services: *Amy Villarreal*.....42-50
6. Policy 4.2.100.02 – Service Strategies: *Pam Ross*.....51-54
(Recommended for approval at the May 7, 2019 Workforce Services Committee meeting)

XIII. Information Only:

1. Financial Dashboard: *Shileen Lee*.....55-58
2. Teacher Externship Program: *Robert Ramirez*.....59
3. Procurement Update Career Center Services: *Robert Ramirez*.....60-64
4. Update on Future Procurements and Contract Renewals: *Robert Ramirez*.....65-85
5. Performance Measure Update: *Andrea Byrd*.....86-91

XIV. Discussion and Possible Action Regarding Contract with SERCO of Texas, Inc. for Career Center Services Delivery System and Youth Development Services, including, but not limited to performance issues, sanctions, termination, other remedies and all matters related thereto (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.071: Consultation with Workforce Attorney and Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas Rule 1.05).....92

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

XVI. Adjournment

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

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

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

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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 23, 2019

- _____ Victor M. Gonzalez, Jr., **Chair**; Private Sector – City of Corpus Christi
- _____ Afuso, Mary; Post-Secondary Education – City of Corpus Christi
- _____ Aguilar, Noemi; Adult Basic & Continuing Education – Bee County
- _____ Allsup, Gary; Public Assistance Agency – City of Corpus Christi
- _____ Bowen, Sandra Julia; Private Sector – Jim Wells County
- _____ Cantu, Arnoldo; Private Sector – Duval County
- _____ Collin, Rosie, **Secretary**; Private Sector – City of Corpus Christi
- _____ De Los Santos, Ray; Private Sector – Refugio County
- _____ Florence, Tracy; CBO – Bee County
- _____ Flower, Michelle; Private Sector – City of Corpus Christi
- _____ Garza, Sara; Public Employment Service – City of Corpus Christi
- _____ Gatewood, Jesse; Organized Labor – Nueces County
- _____ Giesler, Randy; Private Sector – Live Oak County
- _____ Gleason, Mary; Literacy Council – City of Corpus Christi
- _____ Goodwine, Vince, **Parliamentarian**; Private Sector – Nueces County
- _____ Jones, Parrish; Private Sector – City of Corpus Christi
- _____ Keener, Marcia; CBO – San Patricio County
- _____ Kelley, Kari; Private Sector – Aransas County
- _____ Lopez, Omar; Private Sector – City of Corpus Christi
- _____ McKaughan, Joan; Private Sector – San Patricio County
- _____ Owen, John W., **Treasurer**; Vocational Rehabilitation Agency – City of Corpus Christi
- _____ Perez, Gloria, **Past Chair**; Private Sector – City of Corpus Christi
- _____ Portis, Verna; Private Sector – City of Corpus Christi
- _____ Ramirez, Carlos; Private Sector – Kleberg County
- _____ Rodriguez, Jr., Cleo; Economic Development – City of Corpus Christi
- _____ Salazar, Manny; CBO – Kleberg County
- _____ Sample, Edward; Private Sector – City of Corpus Christi
- _____ Soliz-Garcia, Velma, **Vice Chair**; – Education Agency – San Patricio County
- _____ Unda, C. Michelle; Private Sector – City of Corpus Christi
- _____ Wilson, Catrina – CBO – City of Corpus Christi

Signed

Printed Name

MINUTES
Workforce Solutions of the Coastal Bend – Board of Directors Meeting
Staples Career Center, 520 N. Staples Street, Conference Room #1
Corpus Christi, TX
February 21, 2019 - 3:00 pm

Board Members

Present

Mary Afuso; post-secondary education – City of CC
Noemi Aguilar; adult basic & continuing ed; Bee County
Gary Allsup; public assistance – City of CC
Sandra Julia Bowen; private sector – Jim Wells County
Rosie Collin; private sector – San Patricio County
Ray De Los Santos; private sector – Refugio County
Tracy Florence; CBO – Bee County
Sara Garza; public employment service – City of CC
Jesse Gatewood; organized labor – Nueces County

Mary Gleason; literacy council – City of CC
Victor M. Gonzalez, Jr., Chair; ps – City of CC
Marcia Keener; CBO – San Patricio County
Gloria Perez, Past Chair; private sector – City of CC
Carlos Ramirez; private sector – Kleberg County
Cleo Rodriguez Jr.; economic development – City of CC
Manny Salazar; CBO – Kleberg County
Edward Sample; ps & vet rep. – City of CC
Velma Soliz-Garcia; education – San Patricio County

Absent

Arnoldo Cantu; private sector – Duval County
Michelle Flower; private sector – City of Corpus Christi
Randy Giesler; private sector - Live Oak County
Vince Goodwine, private sector – Nueces County
Parrish Jones, Secretary; private sector – City of CC
Kari Kelley; private sector – Aransas County

Omar Lopez; private sector – City of CC
Joan McKaughan; private sector – San Patricio County
John Owen, Treasurer; vocational rehab. – City of CC
Verna Portis; private sector – City of CC
C. Michelle Unda; private sector – City of CC
Catrina Wilson; CBO – City of CC

Vacancies

CBO – Jim Wells County

Private Sector – Kenedy County

Others Present

Ken Trevino, WS President/CEO
Amy Villarreal, WS Deputy Exec. Director
Shileen Lee, WS Chief Financial Officer
Robert Ramirez, WS Procurement & Contracts Specialist
Larry Peterson, WS QA Monitor & EO Coordinator
Alba Silvas, WS Contract Manager
Pam Ross, WS Contract Manager
Andrea Byrd, WS Contract Manager
Shelby Simms, WS Resource and Worksite Coordinator
Denise Woodson, WS Director of Child Care Programs
Monika De La Garza, WS Communications & Outreach
Rufino Martinez, WS Outreach Analyst

Xena Mercado, WS Design & Digital Content Specialist
Heather Cleverley, WS Exec. Coord. to President/CEO
Janet Neely, WS Administrative Assistant
Lucinda Garcia, Legal Counsel
Manuel Ugues, SERCO of Texas, Inc.
Rita Soto, SERCO of Texas, Inc.
Hope Rangel, SERCO of Texas, Inc.
Karen Casey, Texas Veterans Commission
Neil Hanson, BakerRipley, Inc.
Kenia Dimas, BakerRipley, Inc.
Henry Guajardo, Golden Crescent WDB
Dale Hoyt, Unique HR

I. Call to Order

Mr. Gonzalez called the meeting to order at 3:00 pm.

II. Roll Call

The roll was called and a quorum was present.

III. Announcement on Disclosure of Conflicts of Interest

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

IV. Public Comments

There were no public comments.

V. Board Comments

Mr. Gonzalez introduced Henry Guajardo, Executive Director of Workforce Solutions Golden Crescent.

Mr. Trevino recognized Mr. Guajardo as a great partner to Workforce Solutions. Mr. Trevino stated Mr. Guajardo is well respected at the State of Texas as CEO.

Mr. Guajardo thanked the Board members for volunteering and serving on Workforce Solutions Board. Mr. Guajardo mentioned Workforce Solutions Golden Crescent will be getting a mobile unit soon. Mr. Guajardo thanked everyone for the opportunity to come see the Workforce Solutions of the Coastal Bend Mobile Career Center.

Mr. Gonzalez thanked Mr. Guajardo for attending the Ribbon Cutting Ceremony of the Mobile Career Center.

VI. Discussion and Possible Action on Minutes of the December 13, 2018 Board of Directors Meeting

Ms. Keener moved to approve the minutes of the December 13, 2018 Board of Directors meeting. The motion was seconded and passed.

VII. Chairman's Report

Annual Board of Directors Meeting

Mr. Gonzalez stated we closed out the year with our Annual Board of Directors meeting and reception on Thursday, December 13, 2018 at the Omni Corpus Christi Hotel.

Mobile Unit Delivery

Mr. Gonzalez thanked everyone for joining us for the Ribbon Cutting for the Mobile Career Center that arrived on January 24, 2019.

Meetings with President/CEO

Mr. Gonzalez attended a meeting with Mr. Trevino on December 18, 2018 to discuss year in review and goals/objectives for 2019. Mr. Gonzalez also attended several meetings with Mr. Trevino on January 11, 2019; February 1, 2019; and February 7, 2019 to receive Workforce updates.

Mr. Gonzalez announced he was very proud to state Mr. Trevino attended the US Conference of Mayors/Workforce Development Council meeting in January where he was elected to the Board of Trustees for 2019.

CEO Council

The CEO Council is scheduled to meet at 12 noon on Friday, February 22, 2019 at the Keach Family Library in Robstown.

VIII. President/CEO Report

Mr. Trevino provided highlights from the following President/CEO report distributed at the meeting, including: meeting with Judge David Krebs San Patricio; meeting with Judge Gilbert Saenz Duval County; meeting with Judge Barbara Canales Nueces County; meeting with Judge Juan Rodriguez Jim Wells County; meeting with Judge Eric Ramos Brooks County; meeting with Andres Alcantar EVP/COO Texas Association of Business; and meeting with TWC Chair Ruth Hughs.

- CCREDC Board of Directors Meeting – December 13
- Annual Board of Directors Meeting – December 13
- Meeting with Victor Gonzalez, Jr. Chair – December 18
- United Corpus Christi Chamber of Commerce Board Meeting – December 19
- Corpus Christi Medical Center Board of Directors Meeting – December 20

- Coastal Texas Stakeholders Meeting with GLO Commissioner George P. Bush – December 20
- CEE Executive Board Meeting – January 4
- Meeting with Judge Burt Mills, Richard Bullock, and John Buckner, CEO of the COG Aransas County – January 8
- Meeting with Emily Campbell March of Dimes District Director – January 10
- Meeting with Judge David Krebs San Patricio County – January 10
- Meeting with Judge Gilbert Saenz Duval County – January 11
- US Conference of Mayors WDC Meetings – January 22-25 Washington DC
- Del Mar College Foundation Board of Trustees Meeting – January 28
- Meeting with Alma Barrera CEO Nueces County Community Action Corp.– January 29
- Finance Meeting Victor Gonzalez, Jr, John Owen and Shileen Lee – February 1
- Meeting with Judge Barbara Canales Nueces County – February 4
- Meeting with SERCO Leadership – February 5
- Meeting with Judge Juan Rodriguez Jim Wells County – February 5
- Meeting with Dr. Janet Cunningham, CEO Citizens for Educational Excellence – February 6
- Hosted the Mayors Interagency Meeting with Community Stakeholders – February 7
- Meeting with Judge Eric Ramos Brooks County – February 8
- TAWB/EDC Council Meetings – February 10-12
- Meeting with Andres Alcantar EVP/COO Texas Association of Business – February 12
- Meeting with TWC Chair Ruth Hughs – February 12
- Meeting with Richard Bullock, Emily Martinez, and John Buckner CEO of the COG – February 15
- Meeting with At Large City Council Member Paulette Guajardo – February 19
- Meeting with Melissa Barrera Executive Director Downtown Management District – February 20

Upcoming Events:

- AEP Grand Opening Corpus Christi Service Center – February 25
- United Corpus Christi Chamber Board Meeting – February 26
- Corpus Christi Medical Center Board Meeting – February 28

Mr. Trevino stated he has set up an open line of communication with the Judges.

IX. Committee Reports

Child Care Services

Ms. Keener provided a report on the February 6, 2019 Child Care Services Committee meeting (included on page 9 of the February 21 agenda packet). Ms. Woodson provided additional information.

Ms. Keener thanked Ms. Woodson and recognized Board Staff for being strategic.

Public Relations

Mr. Gatewood provided a report on the February 6, 2019 Public Relations Committee meeting (included on page 10 of the February 21 agenda packet). Ms. De La Garza provided a handout on the Q1 Report and provided additional information on the eblast.

Mr. Gatewood welcomed new Board Staff Xena Mercado, Design and Digital Content Specialist.

Workforce Services

Ms. Soliz-Garcia provided a report on the February 7, 2019 Workforce Services Committee meeting (included on pages 11-12 of the February 21 agenda packet).

X. Discussion and Possible Action to Approve FY 2019 Budget Amendment #2:

Ms. Lee presented information on FY 2019 Budget Amendment #2 (included on pages 13-15 of the February 21 agenda packet). The amendment reflects additional revenues and carryover funds, and was recommended for approval by the Executive/Finance Committee.

Ms. Gleason moved to approve FY 2019 Budget Amendment #2. The motion was seconded and passed.

XI. Consent Agenda Action Items:

1. Policy #4.0.115.04 – Program Non-Compliance
2. Policy #1.0.110.03 – Equal Employment Opportunity
3. Policy #1.0.112.02 – Discrimination Complaint Procedure
4. Policy #1.0.114.02 – Storage and Use of Disability-Related and Medical Information
5. Policy #4.0.118.03 – Accessibility
6. Policy #4.0.120.02 – Limited English Proficiency
7. Policy #4.0.121.03 – Reasonable Accommodation
8. Policy #5.0.102.03 – Equal Opportunity
9. Policy #6.0.102.02 – Accessibility for Person with Disabilities

Ms. Soliz-Garcia moved to approve all items on the Consent Agenda. The motion was seconded and passed.

XII. Service Provider Reports

1. *SERCO of Texas, Inc.*

Mr. Ugues provided a report on Areas of Service and Benefits of Workforce Solutions of the Coastal Bend on behalf of SERCO of Texas, Inc.

Mr. Ugues provided an update on responding to the needs of Sam Kane during the furloughed. Mr. Ugues thanked Ms. Silvas for all information and assistance provided. Mr. Ugues stated we will remain available to assist customers of the Sam Kane Furlough.

2. *BakerRipley, Inc.*

Mr. Hanson provided a report on behalf of BakerRipley, Inc. and thanked Ms. Keener for her kind words.

Mr. Hanson introduced Kenia Dimas, Director of Child Care for BakerRipley, Inc.

XIII. Information Only:

1. *Financial Dashboard*

Ms. Lee presented the December Financial Dashboard (included on pages 90-93 of the February 21 agenda packet).

2. *Monitoring Report*

Mr. Peterson provided a Monitoring Report for the months of September 2018 – January 2019 (included on pages 94-97 of the February 21 agenda packet). TWC requires that monitoring results be reported to all relevant parties and to the Board of Directors. The monitoring staff conduct fiscal and

program reviews for compliance with federal and state laws and regulations, and compliance with TWC and local policies.

Workforce Solutions – Board

Fiscal & Program Reviews

➤ **TWC Monitoring – April 16-20, 2018**

- The Board Monitoring function for both fiscal and programs has been certified for another three years.
- TWC Monitoring report issued October 17, 2018 stated that the Board did not have complete support documentation with all of the required information to show that an annual physical inventory of equipment was complete.

Conclusion:

- The Board provided a copy of the completed physical inventory of all equipment and property at all locations as of September 2018 to ensure compliance with inventory requirements per the TWC Financial Manual for Grants and Contracts (FMGC).

➤ **Local Match Contracts – 2018-2019**

○ Del Mar College	\$186,464 drawing down	\$370,736
○ Coastal Bend College	\$200,000 drawing down	\$397,649
○ City of Corpus Christi	\$300,000 drawing down	\$596,474
○ Texas A&M Kingsville	\$120,000 drawing down	\$238,590
○ Texas A&M Corpus Christi	<u>\$ 70,000</u> drawing down	<u>\$139,177</u>
Direct Child Care Dollars	\$876,464 drawing down	\$1,742,626

➤ **Local Match Contract Certifications – 2nd half of 2017-2018**

- \$500,000 in Expenditures were certified and submitted to TWC.

➤ **Child Care Local Match Agreements 2017-2018 – Monitoring Reviews**

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

Conclusion: No issues noted

SERCO

Program Reviews

➤ **WIOA – Adult/Dislocated Review 9/24/18**

- Five participants did not have an assessment in file or in TWIST and/or did not contain a signed assessment by the customer and/or Workforce staff.
- One participant does not have an open active service in TWIST after the initial contact.
- One (1) participant file did not contain the backup documentation for numerous support services.
- Four customers had no contact after initial appointment and/or no contact since their CC resigned and a replacement CC was appointed
- Four participants gained employment according to case notes, yet the job verification was not in the file.
- Two cases had no assessment in the file or in TWIST.
- One case had no assessment case note yet, an assessment was in TWIST.
- One case had an assessment case note yet, the assessment was not entered in TWIST.
- One case had an assessment in the file but was not signed by customer or CC.
- Three participants Service Level Plans were not up-to-date in TWIST.
- One case had numerous late case notes.

Conclusion:

- **The overall error rate for this review is 10.97% with an error rate of 30% in TWIST data entry.**
- **The overall error rate for the Final Report dated 2/6/19 is 5.71% with an error rate of 24% in TWIST data entry.**
- SERCO remains on the CAP implemented by the Board 8/13/18.

➤ **WIOA – Youth Services Review 1/29/19**

- Two participants' files did not have an assessment Service Plan signed by the customer.
- Four participants Service Plan in TWIST are not closed out with actual completion dates as the participants cases were exited from the program.
- Three cases had the service activity of Job Search Assistance opened in TWIST without a qualifying Youth Element open.
- One case had disallowed cost of \$50 as the customer was given transportation for Hurricane Harvey, which is not a part of the Youth Program.
- One case was closed to Follow-up when the file was called for as part of this monitoring review on 1/7/19. The case should have been exited to Follow-up on 12/4/18.
- The overall error rate for this review is 8.1%.

Conclusion:

- **The overall error rate for this review is 8.1% with an error rate of 17% in Youth Assessments.**
- **The overall error rate for the previous review dated 8/16/18 review was 17% with an error rate of 20% in Youth Assessments.**
- SERCO remains on the CAP implemented by the Board 8/13/18.

➤ **TANF/Choices Review 11/13/18**

- One case had no job search hour's case note for October weeks 1 and 2.
- One case had no case note for Good Cause for August 2018.
- One case should have been issued a penalty for not meeting hour's requirement as of 9/21.
- One case did have a T&R letter sent and penalty issued 8/20/18. However, a penalty should have been no later than 8/10/18 as no job search hours had been reported.
- Nine cases had multiple errors with job search or activity hours entered or not entered issues in TWIST. Numerous cases have the wrong number of hours enter in TWIST as compared to the timesheet documentation in the file. Numerous cases have a number of time conversion errors from minutes to hours.
- One timesheet was signed on Sept. 14th, yet the hours for Sept. 15th were data entered.
- One case had a Transportation SS of \$70 for Sept. week 4, yet documentation only support 4 days at \$10 or \$40. The other \$30 is disallowed costs.
- One case should have been Good Caused for July 2018 as the 1836A was received from the CU on July 12, 2018.

Conclusion:

- **The overall error rate for this review is 9.56% with an error rate of 53% in TWIST data entry.**
- **The overall error rate for the Final Report dated 2/5/19 (outside of this reporting period) is 8.69% with an error rate of 41% in TWIST data entry.**
- SERCO remains on the CAP implemented by the Board 1/19/18.

➤ **SNAP E&T Review – Report 10/22/18**

- One customer turned in Job Search Worksheets for July 2018 but were dated June 2018. The hours were accepted and entered into TWIST. There was no assessment case note.

- One customer's Job Search was not open as an allowable activity, yet job search is part of the Service Plan in TWIST.
- One customer with an open Workfare activity did not have their scheduled work hours calculation documented in TWIST.
- One customer was penalized prior to the timely and reasonable letter being issued.
- One customer was not sent a timely and reasonable letter or timely penalized for non-cooperation.
- Two cases had late case notes.
- Seven cases had Service Plans that were not completed in TWIST as the file was closed.
- One case did not have an assessment case note in TWIST.
- One case did not have the work hours entered in TWIST correctly.
- One case did not have a case note that justified or addressed other local resources for the transportation support service.
- One case did not have a penalty entered in TWIST that was justified.
- One case did not have an assessment case note that documented the customer's 30-hour job search requirement. One (1) case two weeks participation was not reported to HHSC.
- Two (2) cases had penalties reported late to HHSC.
- One (1) case did not have a penalty reported as was appropriate.
- Two (2) cases should have been closed for non-cooperation with a penalty.

SNAP E&T Report 1/22/19

- One customer's Assessment/Service Plan was not signed by the customer.
- One customer turned in their signed Job Search Worksheets for Week 4 of November 2018 but, the worksheet was not signed or dated by the receiving staff.
- Two customer's timely and reasonable letters were not sent timely and one of the two was not penalized (12/26) until the file was called for review on 1/2/19.
- One customer's support service \$10 gas card was entered in TWIST but was never given too or received by the customer.
- One case did not have an appropriate Failed to Participate Good Cause Recommended, under Good Cause Tab, after the Career Counselor found out that Customer was employed.
- One case had several Job Search Hour Sheets that were late data entered.
- One case had Supervised Job Search not correctly converted from minutes to hours thus hour entered into TWIST were wrong.
- One case had no Workfare hour's calculation in the case notes.
- Two cases had Service Plan that were not completed in TWIST as the file was closed.
- The penalty date entered in TWIST in two (2) cases is not correct.
- Staff corrected the support service by deletion of the \$10.00 entry in TWIST.
- One (1) case two weeks participation was not reported timely to HHSC.
- One (1) case was closed inappropriately without HHSC recommendation for unsubsidized employment and retention.

Conclusion:

- **The overall error rate for 10/22/18 review is 12.96% with an error rate of 59% in TWIST data entry.**

- **The overall error rate for 1/22/19 review is 7.21% with an error rate of 35% in TWIST data entry.**
- SERCO remains on the CAP implemented by the Board 1/19/18.

BakerRipley, Inc.

Program Review

➤ **Child Care File Reviews (2)**

Finding:

- Two (2) participants' income were calculated incorrectly.

Conclusion:

- A training session was held to review and implement best practices for gathering and processing income/wage documents.
- BakerRipley staff is to be commended for outstanding reviews.

3. Update on Future Procurements and Contract Renewals

Mr. Ramirez provided an update on future procurements and contract renewals (included on pages 98-115 of the February 21 agenda packet).

4. Performance Measure Update

Ms. Byrd presented the December 2018 Performance Measure Update (included on pages 116-121 of the February 21 agenda packet).

- XIV. Discussion and Possible Action Regarding Contract with SERCO of Texas, Inc. for Career Center Services Delivery System and Youth Development Services, including, but not limited to performance issues, remedies and all matters related thereto (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.071: Consultation with Workforce Attorney and Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas Rule 1.05)**

Refer to XV. Vote after close session.

- XV. Discussion and Possible Action on Procurement for Career Center Services Delivery System and Youth Development Services. (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.071: Consultation with Workforce Attorney and Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas Rule 1.05)**

The meeting was called into closed session at 4:15 pm. The closed session ended at 4:50 pm.

Ms. Soliz-Garcia moved to approve the Executive/Finance Committee's recommendation to seek procurement for the Career Center Services Delivery System and Youth Development Service provided further that such request for proposals be solicited for the term commencing October 1, 2019. The motion was second by Ms. Garza and passed.

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

No action taken.

- XVII. Adjournment**

The meeting adjourned at 4:53 pm.

COMMITTEE REPORT

IX - 1

Committee: Child Care Services

Marcia Keener, Chair

Mary Gleason, Vice Chair

Mary Afuso

Noemi Aguilar

Sara Garza

Verna Portis

Cleo Rodriguez Jr.

Ed Sample

Date of Committee meeting: May 9, 2019

The committee did have a quorum.

The following items were discussed at the meeting:

1. Let's Talk About Child Care: The Who, What, When, Why, and How
2. Summary of Child Care Performance for the Second Quarter of BCY2019
3. Summary of Child Care Performance for the Month of April of the Third Quarter of BCY2019
4. Action Plan for Child Care Performance for the Third Quarter of BCY2019
5. Analysis of Coastal Bend Child Care
6. Update on Child Care Quality Program Activities

The Committee took the following action:

1. Approved the Minutes of the February 6, 2019 Child Care Services Committee Meeting.
2. Approved revisions to Policy#2.0.410.00 – Recoupment of Funds

Additional comments:

COMMITTEE REPORT

IX - 2

Committee: Public Relations

Jesse Gatewood, Chair
Joan McKaughan, Vice Chair
Parrish Jones
Carlos Ramirez
C. Michelle Unda
Catrina Wilson
Tracy Florence
Arnoldo Cantu
Omar Lopez

Date of Committee meeting: May 7, 2019

The committee did have a quorum.

The following items were discussed at the meeting:

The Public Relations Committee continues to meet to review ideas on how to increase the awareness and outreach efforts of services that Workforce Solutions of the Coastal Bend (WFSCB) offers to both employers and job seekers. Handouts were distributed and a slide presentation was provided at the meeting. Discussion items for this meeting include but are not limited to the following list.

The following items were discussed at the meeting:

1. Women Empowered Summit Overview – The Strategic Marketing Action Plan will highlight the team’s efforts on promotion, recruitment and preparation for this first annual event.
2. March of Dimes 2019 – A recap of Team Workforce’s fundraising efforts and participation in this year’s event will be presented.
3. Q2 Report Final – 2nd Quarterly Report (Jan-Mar 2019) - The purpose of this report is to provide interim and annual updates to the public regarding workforce employment, training, child care, youth, business services and veterans. The committee will see the Q2 Report that will be distributed at the May 23rd Board of Directors meeting.
4. Texas Workforce Commission (TWC) Jobs and Education for Texans (JET) Grant Presentations - Ruth R. Hughs, TWC Chair and Commissioner Representing Employers presented checks to Alice, Corpus Christi and Gregory Portland Independent School Districts – A brief overview from the press events will be presented.
5. YOU Choose! Career Expo – Plans are underway for the third annual youth-focused event scheduled on September 25, 2019. Included in this partnership will be the Ready for College and Career Conference in coordination with TWC’s Career in Texas Industries Week. Plans will be discussed.
6. Events, Outreach and Job/Career/Hiring Fairs - An overview of some of the major events that WFSCB has participated in and promoted will be highlighted.
7. Media/Social/Outreach Coverage - February – April 2019 (TV, Print, Radio & Social Media Platforms)
8. Labor Market Information – Local Labor Market Information for March 2019.

COMMITTEE REPORT

IX - 3

Committee: Workforce Services

Velma Soliz-Garcia, Chair

Gary Allsup

Randy Giesler

Vince Goodwine

Kari Kelley

Manny Salazar

Sandra Julia Bowen

Ray De Los Santos Jr.

Michelle Flower

Date of Committee meeting: May 7, 2019

The following items were discussed at meeting:

The committee did have a quorum.

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

- Three (3) Board Policies:
 - Policy #4.5.100.06- Work Search Requirement
 - Policy #4.0.101.11- Support Services
 - Policy #4.2.100.02- Service Strategies

The following information items were discussed at the meeting:

Local Labor Information: Jobs & Employment Report. Unemployment rate at 4.4%.

Procurement Update: Status and Timelines on procurement for Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System, on schedule.

Services to Business:

- Hurricane Harvey Activities
 - 536 Participants served and 136 relief employment opportunities
 - Grant end date 09.30.19, possibility of extension to 12.31.19
 - Department of Labor (DOL) audit visit to the Coastal Bend, week of May 13th-17th

Services to Workers:

- WE Summit-Women Empowered: 03.23.19. Texas A&M Corpus Christi Tx. 200 individuals in attendance. 20 women selected to be part of post-forum mentoring program with United Corpus Christi Chamber of Commerce.
- Veterans Services- TWC Grant for Military Family Support extended in Coastal Bend in the amount of \$54,704 to designed to meet the needs of military spouses entering the job

market. DOL Veterans Employment conducted an audit visit at Sunrise Career Center on 04.15.19 to ensure priority of services to Veterans and service delivery is compliance with WIOA Rules. No Findings.

- Program Updates- The committee was made aware of program status.
 - Choices and SNAP E&T Corrective Action Plan (CAP) Effective 01.19.18
 - WIOA-Adult Dislocated and Youth Corrective Action Plan (CAP) Effective 08.13.19

Corrective Action Plans remain in place, Board Staff continue to work with SERCO of Texas on strategies for improvement. Concerns with TWIST data entry continue to be one of the main areas.

- Policy Review Schedule- Updated schedule was brought to the committee to demonstrate updated board policies year to date; a total of 12 policies for 2019 Calendar year.
- Workforce Commission Initiative (WCI) Excellence in Rural Service Delivery, TWC grant in the amount of \$103,675.00 received to create innovative ways for service delivery in the most rural and remote areas. Funds to be utilized for staffing and work with community partners to implement or enhance online and/or virtual services and support the mobile unit operations.
- Customer Service Training, DLO Three-Dimensional Development provided customer service training to Board and all contractor(s) staff. The training focused on sustainable customer center designed and the outcome will be to move customer service from basic expectations to elevated experiences using benchmark and measurement to gauge staff behavior.

Services to Youth:

- YOU CHOOSE! 3rd Annual Career Expo! 2019. September 25, 2019, American Bank Center.
- YOU Earn and Learn! 3rd Annual. Scheduled to serve 65 students during Summer 2019.
- YOU Learn! 5th Annual. Educator Externship 2019. 100 Educators to be served in June 2019.
- YOU Navigate! Student HireAbility Navigator. 39 Activities with ESC and VRS from January-March 2019.
- WIOA Youth Enrollment 257; 78% of Goal. Goal is 330.

Facilities Update:

- Kingsville and Beeville Career Center- Vocational Rehabilitation Services (VRS) Update.

Performance Measures Update:

- Board Contract Year 2019- February 2019 Final Release.

The Committee took the following action:

1. Approve the minutes of February 7, 2019 Workforce Services Committee Meeting.
2. Approved three (3) Board Polices presented.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

X. FY 2019 Budget Amendment #3

BACKGROUND INFORMATION

The Workforce Solutions Board of Directors approved the FY 2019 Operating Budget on September 27, 2018. Budget Amendment #3 is attached with a detailed budget narrative.

RECOMMENDATION

The Executive/Finance Committee recommend to the Board of Directors approval of FY 2019 Budget Amendment #3.

**WORKFORCE SOLUTIONS OF THE COASTAL BEND
BUDGET NARRATIVE
FY 2019**

The proposed budget amendment #3, includes an overall revenue increase for contract closeouts, budget finalization, and for a total increase of \$2,871,461.

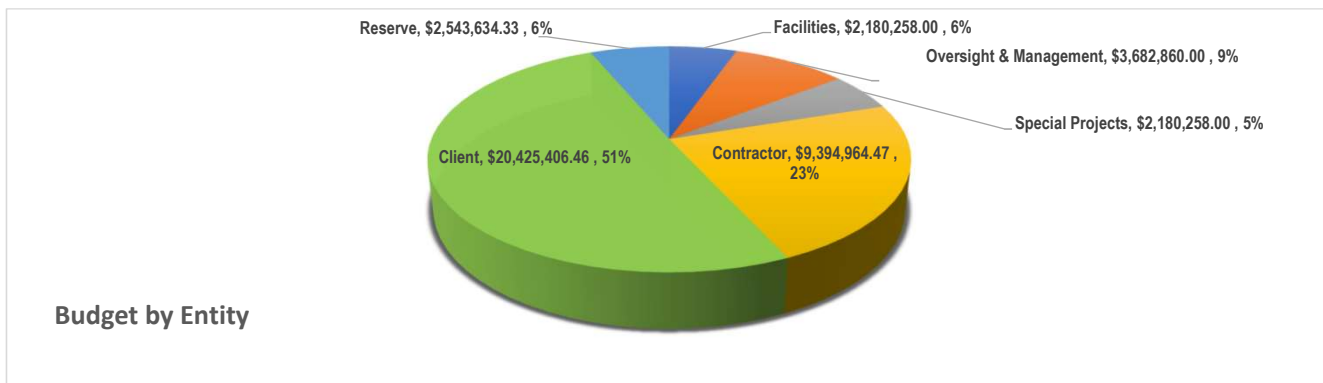
The increase in the budget will be adjusted in the following categories: \$350,000 to oversight and management for potential facility rent and buildout; \$200,000 for one-stop furniture; and remaining \$2,321,461 in contracted services budget in the reserve for a total of \$2,871,461.

We are requesting approval on budget amendment #3 of the BCY2019 budget.

Program	Amended Budget #2 FY2019	Fund Finalization / New Funds	Revised Funds Available 3/31/2019
Noncustodial Parent Choices Program	110,300	32,103	142,403
SNAP E&T	184,405	380,241	564,646
SNAP E&T ABAWD	75,690	127,013	202,703
Resource Administration Grants	6,470	0	6,470
Workforce Commission Initiatives- Red White	6,090	5,360	11,450
Workforce Commission Initiatives-- TVLP Vet	6,351	769	7,120
Workforce Commission Initiatives-- CC Quality Conference	1,786	488	2,274
Workforce Commission Initiatives--Foster Care Conference	923	144	1,067
Workforce Commission Initiatives--Career in Texas Industries	50,000	0	50,000
Workforce Commission Initiatives--Excellence in Rural Service Delivery	0	103,675	103,675
Reemployment Services and Eligibility Assessment	175,074	42,707	217,781
Child Care Quality	367,718	367,106	734,824
TANF Choices	2,954,390	257,543	3,211,933
Child Care Attendance Automation Service	87,264	13,073	100,337
Child Care	10,471,578	4,892,535	15,364,113
Child Care Local Initiative	1,783,397	(40,771)	1,742,626
NDW - Texas Oil & Gas	730,433	(652,596)	77,837
Child Care DFPS	2,625,855	(711,281)	1,914,574
Trade Act Services for Dislocated Workers	116,442	46,500	162,942
Wagner-Peyser Employment Services	147,275	5,763	153,038
WOS - Externship for Teachers	105,162	0	105,162
WIOA - PY17 Adult Allocation	1,475,278	(1,075,834)	399,444
WIOA - PY17 Dislocated Worker Allocation	1,247,070	(1,026,115)	220,955
WIOA - PY17 Youth Allocation	1,534,960	(1,402,035)	132,925
WIOA - PY18 Rapid Response	33,999	0	33,999
NDW - Hurricane Harvey	5,633,000	1,500,000	7,133,000
WWRCCA for Hurricane Harvey	100,000	0	100,000
WIOA - PY18 Adult Allocation	2,122,280	0	2,122,280
WIOA - PY18 Dislocated Worker Allocation	1,489,075	0	1,489,075
WIOA - PY18 Youth Allocation	2,216,638	0	2,216,638
WOS - Military Family Support	49,631	5,073	54,704
Summer Earn and Learn	230,000	0	230,000
Apprenticeship Texas Expansion Grant	199,100	0	199,100
Women's Entrep.	0	58,333	58,333
Grand Total	\$36,337,633	\$2,871,461	\$39,209,094

**Workforce Solutions of the Coastal Bend
FY 2019 BUDGET
For the twelve month period ending September 30, 2019**

	A FY2019 Amended Budget	B FY2019 Amended #3	C FY2019 Amended Budget	Difference C -A
Grant revenue	\$36,337,633	\$2,871,461	\$ 39,209,094	\$ 2,871,461
EXPENSES				
Oversight & Management 10%				
Salaries and benefits	\$ 2,914,524	\$ -	\$ 2,914,524	\$ -
Facilities and related expense	59,884	50,000	109,884	50,000
Furniture, Equipment & Software	300,087	300,000	600,087	300,000
General administrative expense	194,837	-	194,837	-
Communication expense	29,144	-	29,144	-
Professional fees & service	31,050	-	31,050	-
Staff development expense	41,267	-	41,267	-
Travel expense	104,715	-	104,715	-
Total Oversight & Management Expense	\$ 3,675,508	\$ 350,000	\$ 4,025,508	\$ 350,000
One Stop Operations 6%				
Facilities and related expense	\$ 889,099	\$ -	\$ 889,099	\$ -
Furniture, Equipment & Software	439,596	200,000	639,596	200,000
General administrative expense	377,134	-	377,134	-
Communication expense	162,573	-	162,573	-
Professional fees & service	98,771	-	98,771	-
Client	-	-	-	-
Total One Stop Operation	\$ 1,967,174	\$ 200,000	\$ 2,167,174	\$ 200,000
Contracted services 0.84472	\$ 30,694,951	\$ 2,321,461	\$ 33,016,412	\$ 2,321,461
Total expense	\$ 36,337,633	\$ 2,871,461	\$ 39,209,094	\$ 2,871,461
Changes in net assets	(0)	0	(0)	(0)



ITEM FOR DISCUSSION AND POSSIBLE ACTION

XI. Accept the Independent Audit for the Year Ended September 30, 2018 as Presented by Alonzo, Bacarisse, Irvine, and Palmer, P.C.

BACKGROUND INFORMATION

Alonzo, Bacarisse, Irvine, and Palmer, P.C. has completed an Independent Audit for the Year Ended September 30, 2018 for Workforce Solutions of the Coastal Bend.

RECOMMENDATION

The Executive/Finance Committee recommend to the Board of Directors acceptance of the Independent Audit for the Year Ended September 30, 2018 as presented by Alonzo, Bacarisse, Irvine, and Palmer, P.C.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XII. Board Policies Related Policies and Procedures

BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to the following Board policies.

Policy #3.0.408.01 - Travel

Policy #2.0.410.2 – Recoupment of Funds

Policy #1.0.113.00 – Approval Process for Contracts, Contract Renewals and Contract Amendments

(Recommended for approval at the May 16, 2019 Executive/Finance Committee Meeting)

Policy #4.5.100.06- Work Search Requirement

Policy #4.0.101.11 – Support Services

Policy #4.2.100.02 – Service Strategies

(Recommended for approval at the May 7, 2019 Workforce Services Committee meeting)

RECOMMENDATION

The Board of Directors approve the policies as reviewed and approved by the Workforce Services Committee on May 7, 2019.

The Board of Directors approve the policies as reviewed and approved by the Executive/Finance Committee on May 16, 2019.

POLICY

CATEGORY: Employee Benefits **No: 3.0.408.01**
SUBJECT: Travel Expenses
SUPERSEDES: February 1, 2005; March 1, 2013, January 1, 2014
EFFECTIVE: January 1, 2014May 24~~16~~, 2019

POLICY

Travel expenses only apply to out-of-town travel. Costs of travel for business associated with Workforce Solutions’ business needs will be reimbursed to employees and Board members upon proper approval. Travel reimbursement will be provided in accordance with State Guidance and guidance in the Financial Management of Grants and Contracts.

OPERATING PROCEDURE

Prior to incurring any travel expenses, employees and Board members must be authorized, (have prior approval of the President/CEO for the travel). A Request for Training/Travel form must be signed and submitted to Workforce Solutions’ travel coordinator prior to any travel. Travel expenses will only be reimbursed if they were a legitimate business expense, were reasonable in amount, can be documented, and were necessary and in compliance with all requirements.

Authorized (employee or Board member) travelers may request an advance payment to cover expected expenses upon submitting a justification for expenses in advance and receiving proper approval (authorization to travel). The Travel Coordinator will complete the Travel Expense Report for all advances. After travel, the Final Closeout section and the daily log of travel (TWC form) of the Travel Expense Report must be completed within seven days of completion of the travel in order to qualify for additional reimbursement unless good cause justifies a later submission. Additional reimbursement requests must be accompanied by proper documentation, including receipts for all additional expenses. Additional expenses will be reimbursed for the authorized traveler only. Family members may accompany the authorized traveler at the traveler’s own expense, provided the presence of the family members does not conflict with the employee’s business purpose.

Transportation expenses will be reimbursed only for the quickest and most economical means of transportation to reach the desired location. An employee choosing to take another means of transportation will be reimbursed only at the cost of the quickest and least expensive means of transportation. Car rental, taxis, and other forms of ground transportation must comply with this policy of quickest and most economical means. The President/CEO must approve car rentals in advance. Using the guide below, the size of the car will be determined based on the total number of travelers who will be occupying the vehicle.

Compact - 1 - 2 Travelers

Intermediate – 3 Travelers _____

Workforce Solutions will follow the State Coordination of Travel rule. Coordination of travel must occur when two, three, or four authorized travelers travel on the same dates with the same itinerary to conduct the same business. When coordination of travel is required, Workforce Solutions may reimburse only one of the authorized travelers for mileage.

Mileage advances for out-of-town travel will be calculated to result in the most economical means of transportation. Company vehicles are always the first option. If the company vehicles are not available, the Travel coordinator will make a car rental reservation with Enterprise through the State travel agency. If the employee prefers to take their own vehicle, the employee may be reimbursed the lesser of the actual odometer readings at the current state rate or the calculated cost of the car rental plus a fuel allowance.

Meal expenses will be reimbursed on a ~~per diem~~GSA basis, according to the current state ~~per diem~~ rate. The ~~per diem~~GSA rate will be pro-rated at 75% of the current state ~~per diem~~ rate for the 1st and last day of travel. Meals provided at business events paid for by Workforce Solutions will be deducted from ~~per diem~~ reimbursement or travel advance. A continental breakfast is not considered a meal for purposes of reducing ~~per diem~~ reimbursement or travel advance.

Reasonable lodging expenses will be reimbursed at actual cost, not to exceed the current State rate per night, but must receive prior approval. Upon proper approval, the Travel Coordinator will secure reservations for the lodging. Only expense of the room and any parking will be reimbursed for lodging. Other charges will be subject to other provisions of this policy.

Miscellaneous business expenses will be reimbursed provided they are reasonably related to the employee's business purpose. Final miscellaneous business expenses will be approved by the President/CEO.

The following types of business expenses will not be allowed:

- Additional expenses for travel by a spouse or family member
- personal expenses
- personal entertainment
- alcoholic beverages
- individual services such as dry cleaning or laundry
- any unlawful activity
- any expense that is being reimbursed from another source
- any expense subject to a ~~per diem~~GSA reimbursement or group purchase

RELATED POLICY INFORMATION:

RESPONSIBILITIES:

N/A

I. FORMS AND INSTRUCTION:

~~N/A~~ **TWC Travel Form**

II. DISTRIBUTION:

Board of Directors

Board Staff

Contractor Staff

Customers

III. SIGNATURES

Reviewed by EO Officer

Date

President/CEO

Date

**Texas Workforce Commission
Form F5 Travel Voucher
Table of Contents**

Tab Order	Tab Name	Tab Description
Tab 1	Table of Contents	Table of contents
Tab 2	Instructions	Instructions
Tab 3	F5 Voucher	Travel reimbursement request cover page
Tab 4	In State	In-state travel expense itemization
Tab 5	Out of State	Out-of-state travel expense itemization
Tab 6	F-6 Continuation 1 of 4	Continuation page for In State and Out of State tabs, if needed
Tab 7	F-6 Continuation 2 of 4	Continuation page for In State and Out of State tabs, if needed
Tab 8	F-6 Continuation 3 of 4	Continuation page for In State and Out of State tabs, if needed
Tab 9	F-6 Continuation 4 of 4	Continuation page for In State and Out of State tabs, if needed

Texas Workforce Commission, Form F5 Travel Voucher Instructions

General Instructions: Use this form to submit a claim for reimbursement of employee travel expenses. Submit a hard copy of the signed voucher to the Travel Unit, 101 E. 15th Street, Room 446, Austin, Texas 78778-0001. You must complete, sign and submit the tab named F5 Voucher for all requests. (Note: The F5 Voucher tab includes a macro that will cause the screen to flash when it runs.) If requesting reimbursement for in-state travel expenses you must also complete and attach the tab named In State. If requesting reimbursement for out of state travel expenses you must also complete and attach the tab named Out of State. Both the In State and Out of State tabs include a section named Record of Transportation and Duties Performed. If additional space is needed to detail the Record of Transportation and Duties Performed, use one or more of the four tabs named F-6 Continuation 1 of 4, 2 of 4, 3 of 4, or 4 of 4, as needed, and attach to the voucher. Ensure that all entries are complete and accurate before submitting. The following tables provide form field descriptions.

For questions about accounting codes, consult your Division Budget Analyst. Contact the Travel Unit at (512) 463-2448 or by emailing travel@twc.state.tx.us if you have other questions, problems or suggestions.

Field Names & Descriptions: F5 Voucher Tab, Rows 8 through 28, Payee and Account Code Information

Field	Description
Pay to	Payroll name and office address.
Job Title	Job title
Designated Headquarters	City where you are stationed.
TINS Number	Employee TINS Number. This is your "7" payee number.
Travel Advance or Supplemental	If you received a Travel Advance, write "Travel Advance"; if this is a supplemental claim, write "Supplemental".
Voucher Travel Dates	Enter the dates that the travel began and ended as mm/dd/yyyy.
% Distrib	Only complete this blank if you are splitting expenses between two or more Cost Centers or Grants.
\$ Distrib	The monetary distribution will be distributed by formula. Finance Use only.
Account	Account code will be inferred based on the type of expense incurred. Finance Use only.
Dept (Department)	Use your Department/Cost Center Number. Consult your Division Budget Analyst for the correct coding to use.
Approp (Appropriation)	Use the Appropriation number, if speedchart is not applicable. Consult your Division Budget Analyst for the correct coding to use.
Bud Ref (Budget Reference)	Fiscal Year in which the travel occurred.
Grant	Use the Grant number. (Project or Program Code, if speedchart is not applicable.) Consult your Division Budget Analyst for the correct coding to use.
Strategy	Use the Strategy number, if speedchart is not applicable. Consult your Division Budget Analyst for the correct coding to use.
Function	Use the Function code, if speedchart is not applicable. Consult your Division Budget Analyst for the correct coding to use.
Track	Use the track code if a certain Project is being tracked. Consult your Division Budget Analyst for the correct coding to use.
Speedchart	Speedchart for allocating costs. Consult your Division Budget Analyst for the correct coding to use.

Field Names & Descriptions: F5 Voucher Tab, Rows 29-44, Expense Itemization for In-State Travel

Field	Description
Fares, Public Transportation	Enter Taxi or Shuttle, Air Fare and Rental Car amounts in the spaces provided. Only claim amounts you paid. Do not include amounts that are direct billed. Turn in receipts.
Personal Car Mileage	Will automatically link from the total of Daily Mileage in In-State and F-6 Continuation pages. Will automatically multiply miles by \$0.535.
Meals and/or Lodging	Will automatically link from the In-State Meals Schedule.
Parking	Key in total parking amount. Itemize amounts in the narrative.
Gas	Key in total gas amount. Turn in receipts.
Other Travel Expenses (Itemize)	Driver services, attendant care, money orders, business telephone calls, toll road fees, etc.
Local Hotel/Occupancy Tax	Enter the appropriate local hotel/occupancy taxes from the receipt. Turn in hotel receipt.
State Hotel Tax	For a hotel in Galveston, South Padre Island, Port Aransas, Corpus Christi, Quintana or Surfside Beach, enter the state hotel taxes in the row that corresponds to that location. For a hotel in another location, enter the state hotel taxes on the row named State Hotel Tax (Other than Galveston, South Padre Island, Port Aransas, Corpus Christi, Quintana or Surfside Beach). In any case, enter the appropriate state hotel taxes from the receipt. Turn in hotel receipt.
Actual Expense	Will automatically link from the In State tab.

Field Names & Descriptions: F5 Voucher Tab, Rows 44-53, Expense Itemization for Out-of-State Travel

Field	Description
Fares, Public Transportation	Enter Taxi or Shuttle, Air Fare and Rental Car amounts in the spaces provided. Only claim amounts you paid. Do not include amounts that are direct billed. Turn in receipts.
Personal Car Mileage	Will automatically link from the total of Daily Mileage on Out of State page. Will automatically multiply miles by \$0.535.
Meals and/or Lodging	Will automatically link from the Out-of-State Meals Schedule.
Parking	Key in total parking amount. Itemize amounts in the narrative.
Other Travel Expenses (Itemize)	Driver services, attendant care, money orders, business telephone calls, toll road fees, etc.
Actual Expense	Will automatically link from the Out of State tab.

Field Names & Descriptions: F5 Voucher Tab, Rows 54-58, Certification, Signatures, and Contact Person Information

Field	Description
Signature of Traveler & Date	By signing the voucher, you certify that expenses are true, correct and unpaid.
Supervisor Signature & Date	Supervisory signature required.
Contact Person's Name	Person to call for questions on this voucher.
Phone number	Use 10 digit telephone number.

Field Names & Descriptions: In State and Out of State Tabs, Meal & Lodging Detail

(The field names and descriptions for the meal and lodging detail required on the In State and Out of State tabs are identical. Use the tab that corresponds to the type of travel that occurred. The In State and Out of State Tabs each also require a Record of Transportation and Duties Performed, which is discussed in the next table.)

Field	Description
Name	This field auto populates from the F5 Voucher tab.
Dates Covered	This field auto populates from the F5 Voucher tab.
a. Leave Headquarters (Date, Hour, Min., am/pm)	Enter date, hour, and minute to show when travel commenced. Please use a capital A to indicate a.m., and a capital P to indicate p.m., in the appropriate section. When traveling by air, use flight departure time. Twelve noon should be shown as N and midnight as M.
b. Arrive Headquarters (Date, Hour, Min., am/pm)	Enter date, hour, and minute to show when travel was completed. Use a capital A to indicate a.m. and a capital P to indicate p.m., in the appropriate section. When traveling by air, use airport arrival time. Reasons for delays or schedule changes should be noted on voucher.
c. Meals	Use the column named c. Meals when meal reimbursement is subject to per diem limitations. Enter actual amount spent on meals, not to exceed locality rate. If authorized to receive reimbursement for actual meal costs in excess of per diem limitations, enter the total meal cost in the column named f. Actual Meals.
d. Lodging	Use the column named d. Lodging when lodging reimbursement is subject to per diem limitations. Enter actual amount spent on lodging, not to exceed locality rate. Do not include occupancy taxes in this column. Turn in hotel receipt with a \$0.00 balance due. If authorized to receive reimbursement for actual lodging costs in excess of the locality rate, enter the lodging cost in the column named g. Actual Lodging.
e. Total	Will automatically add amounts entered in the columns named c. Meal and d. Lodging, by date.
f. Actual Meals	Prior approval to claim actual expenses must be received from a Commissioner or the Executive Director. When authorized, enter actual cost of meals not to exceed twice the maximum meal rate allowance.
g. Actual Lodging	Prior approval to claim actual expenses must be received from a Commissioner or the Executive Director. Enter cost of lodging (single rate) not to exceed twice the maximum lodging rate allowance. DO NOT INCLUDE OCCUPANCY TAXES IN THIS COLUMN.
h. Total	Will automatically add amounts entered in the columns named f. Actual Meals and g. Actual Lodging, by date.
i. Total Meals and Lodging	Grand total of amounts entered in the columns named c. Meals and d. Lodging.
j. Total Actual	Grand total of amounts entered in the columns named f. Actual Meals and g. Actual Lodging.

Field Names & Descriptions: In State, Out of State, and Continuation Tabs, Record of Transportation and Duties Performed

(The field names and descriptions for the record of transportation and duties performed are identical on the In State, Out of State, and Continuation tabs. Use the tab that corresponds to the type of travel that occurred, or if needed, the continuation tab.)

Field	Description
Date	Enter, chronologically, each date employee was in travel status.
Record of Transportation & Duties Performed	Enter record of transportation and duties performed.
Total Daily Mileage	Show point-to-point breakdown, including intra-city mileage claims.



POLICY

CATEGORY:	Finance	No.: 2.0.410.0321
SUBJECT:	Recoupment of Funds	
SUPERSEDES:	June 30, 2015 <u>October 31, 2016</u> October 1, 2003 , No. 2.0.410.0210	
EFFECTIVE:	June 30 <u>October 31</u> May 24, 2019 <u>65</u>	

I. PURPOSE:

The purpose of this policy is to set procedures for the recoupment of funds owed to Workforce Solutions of the Coastal Bend, (the Board).

II. DEFINITIONS:

Board-Coastal Bend Workforce Development Board dba Workforce Solutions of the Coastal Bend.

Contractor-Child Care Contractor responsible for implementing Child Care Services within the area

Debtor- An individual responsible for the care and supervision of the child identified as the child’ natural parent, adoptive parent, stepparent, or legal guardian.

III. POLICY STATEMENT:

The Board is committed to the highest standards of accountability in its handling and expenditure of public funds. The Board shall make every reasonable effort to recoup any and all funds owed to the Board due to the following actions:

- Fraud/program abuse;
- Theft;
- Malfeasance;
- Misapplication of funds;
- Gross mismanagement/Negligence;
- Incorrect payments;
- Employee/participant misconduct;
- Cost of child care services provided during appeal process which turns unfavorable towards the parent;
- Willful disregard of federal, state, and local rules, regulations, policies and procedures, and program requirements;
- Failure to observe accepted standards of administration; and
- As a result of Board, TWC, DOL monitoring reviews or audits.

Failure to respond or take appropriate action to make arrangements for payment of funds owed may be cause for the Board to refer the case for prosecution through the appropriate law enforcement agency. Prosecution will be sought under the Texas Penal Code and other state and

federal laws. The TWC tracking and reporting system, PIRTS will be used for all items that meet criteria.

IV. PROCEDURES:

Under discovery that funds are owed to the Board, the Contractor will follow procedures outlined in WD-21-16, Change 1. The Board will monitor through reporting that the Contractor is following these procedures and provide oversight as necessary. The Board Child Care Director will approve contractor procedures to ensure all program rules are be followed and updated as necessary. ~~dependent on the action causing the requirement for recoupment of funds, the following procedures will be processed:~~

- ~~▪ Written notification will be sent to the debtor via certified mail by the Contractor.~~
- ~~▪ The notification shall include the following:~~
 - ~~• Information on the debt owed;~~
 - ~~• Amount of the debt;~~
 - ~~• Required timeframe for response. Required to schedule a meeting, within ten days of receipt of letter, to discuss options and resolution for repayment;~~
 - ~~• Name and title of staff person to contact;~~
 - ~~• Statement advising if no contact made within the 10 day timeframe, prosecution for recoupment of funds owed will be sought.~~
- ~~▪ Before negotiating a new agreement, the Contractor will verify that the debtor does not have any other outstanding agreements. Past due balance must be paid prior to negotiating a new agreement. If the prior past due balance cannot be liquidated, the balance must be carryover to the new agreement. Debtors can only have one outstanding Payment Plan Agreement at any time.~~
- ~~▪ Upon meeting with the debtor and a payment plan has been initiated and agreed upon, a formal Payment Plan Agreement shall be completed in the Child Care Recoupment database and signed by both parties (debtor and the Contractor). A copy of the completed form will be given to the debtor and an electronic copy will be forwarded to the Board's Fiscal Department. After verifying the parent information in TWIST, the Fiscal Department will approve and transfer the formal Payment Plan Agreement to the active cases in the child care recoupment database.~~
- ~~▪ The Board's Fiscal Department will mail recoupment statements to the debtor once a remonthpayment agreement is established. The Contractor will send a demand letter from the child care recoupment database if overpayment is not remitted timely (see attached document). If the payment is not received within 30 days of the pay by date, the Contractor will issue a 15th day termination letter to the debtors in the active case file.~~
 - Once recoupment for any reason is identified Contractor will pay Board and track and recoup any payments.
 - Contractor will provide Board Child Care Director and CFO a monthly listing of all recoupments.
 - ~~▪ Payments received are processed once a week as follows:~~

~~• The Board's Finance Department collects the money orders from the safe, and gives the money orders to the receptionist to log in. The receptionist prepares a check log and returns the money orders and a hard copy of the check log to the Finance Manager or Chief Financial Officer. The Chief Financial Officer or Finance Manager verifies the log against the money orders. After signing the log, the Chief Financial Officer or Finance Manager releases the log and money orders to the Accountant III for deposit. The Accountant III submits an electronic deposit to the bank and creates a batch to post to the accounting system. The Finance Manager posts the deposit and updates the debtor account in the child care recoupment database. The finance Manager attached the payment log to the deposit and submits the deposit to the Chief Finance Officer for approval. Copies of money orders and statements for the weekly deposit are forwarded to the accountant for filing in the debtor's file.~~

~~▪ If the debt collection efforts agreed upon prove unsuccessful, recoupment of outstanding funds may be sought by prosecution through the appropriate law enforcement agency. The debtor shall be notified by certified mail that such action will be taken for failure to pay as agreed.~~

Questionable Costs

In the event that questionable costs are discovered and the process completed as per Board policy, such costs are payable to the Board. Notification will be sent to the service provider by the Board's President/CEO. Payments are due into the Board within five working days upon receipt of the notification.

Note: Refer to Policy No. 4.3.105.01 "Child Care Related Funds Recovery", and Policy No. 2.0.412.01 "Questionable Costs" for detailed procedures.

V. RELATED POLICY INFORMATION:

WD Letter 13-11, Change 1

[WD Letter 21-16, Change 1](#)

VI. FORMS:

~~Payment Plan Agreement~~

~~Recoupment Statement~~

~~Demand Letters~~

VII. DISTRIBUTION:

X Board

X Board Staff

X Contracted Staff

VIII. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

POLICY

CATEGORY: Board Administration No.: 1.0.113.00
01
TITLE: Approval Process for Contracts, Contract Renewals, and Contract Amendments
SUPERSEDES: ~~New~~1.0.113.00
EFFECTIVE: ~~October 29, 2010~~ May 17, 2019
BOARD APPROVAL: ~~October 28, 2010~~ May 24, 2019
DATE OF LAST REVIEW: ~~September 15, 2011~~ July 17, 2014

I. PURPOSE:

To establish a policy for the approval process of all contracts and grants administered and executed by the Board and concurred by the Chief Elected Officials (CEO) Council.

II. DEFINITIONS:

The following definitions clarify the meaning and ~~usage of the various terms used in this policy and are~~ usage of the various terms used in this policy and is applicable and binding for that purpose. Unless a specific legal authority is cited, they are not intended to be definitions for legal or general use.

Amendment - a Board contract revision occurring during the contract period which is not a renewal or extension of the contract period beyond the current contract end date. An amendment may include an increase or decrease in funds, a change in budget line items, or change in the scope of services or performance requirements.

Extension or Renewal – a Board contract revision to provide additional time and funds beyond the current contract end date. An extension of a contract may include but is not limited to changes and/or renegotiation of terms and conditions, funding and budget, scope of services, and performance requirements.

Board – Board of Directors of the Coastal Bend Workforce Development Board

Board Professionals – staff of the Coastal Bend Workforce Development Board

Contract – a formal or legal binding written agreement between two parties which contains the agreed upon terms and conditions for provision of services and/or goods to be provided by one party for payment by the second party. The TWC - FMGC provides a technical definition in Chapter 15.

Incoming Grant/Contract Awards – Incoming grant or contract awards are financial assistance provided directly to the Board from TWC or other state/federal grantor agencies to provide project or program services to the Coastal Bend Workforce Development Area. Typically these

awards are formula funded and allocated to each of the local Workforce Development Areas based on demographics, levels of unemployment and poverty, and local economic conditions. Special demonstration or pilot project awards may also be provided to local LWDAs as the need is determined and areas or Boards are selected through an application process.

Non-Program or non-programmatic – pertaining to contracts for services which are not delivered to or for the job seeker or employer customer, but are allowable services, administrative in nature and necessary for operation of the Board. These non-program services include but are not limited to legal, audit, marketing, and insurance services, etc.

Program or programmatic – pertains to allowable services provided to or for the benefit of the Board job seeker and employer customers. These program services include but are not limited to Child care, youth programs, and workforce center operations, etc.

Service Providers – an entity that provides a service under contract to the Board

TWC - Texas Workforce Commission

FMGC - The Financial Manual for Grants and Contracts. The FMGC is provided by the TWC as the financial guide and compiles all applicable financial and related federal, state and agency requirements that apply to the Board and other recipients and ~~subrecipients~~ sub recipients of TWC funds.

Threshold Amount - a local Board and CEO Partnership Agreement for the cumulative dollar amount for the life or duration of a contract to include all extensions or renewals if/when specified and allowed by the solicitation document and contract provisions. Board contract amendments as defined above are not included and do not apply to this definition due to their unforeseen nature and lack of opportunity to provide timely execution and as such do not require similar approval but only notification of the responsible authorities.

III. POLICY STATEMENT:

This policy provides the protocol for approval and execution of all contracts and grants by the responsible authorities. The process follows an order of precedence with approval solicited from and given first by the applicable Board Committee(s), second by a quorum of the full Board of Directors, third the requisite approval and signatory authority of the Board President/CEO, and finally the concurrence of the CEO Council.

The policy stipulates the signatory authorities and necessary steps in this contract review and approval process and outlines the responsibilities, and general guidelines for such review, approval, and execution of all contracts to which the Board is a party to.

All contracts and grants will be subject to this process and shall be executed in compliance with all applicable Federal, State, and local rules, policies, procedures, including but not limited to the Texas Workforce Commission (TWC) Financial Manual for Grants and Contracts (FMGC) and the Board's Procurement Procedural Manual.

It is the responsibility of the Board Professional Staff proposing procurement and contract actions to ensure that appropriate advance planning and adequate time allocation is allowed to implement this process.

All contracts and incoming grants will be reviewed and approved as follows:

A. Approval and Concurrence of Program Service Delivery Contracts and Non-Program Service Contracts ~~over the~~over the Threshold Amount.

All Program and non-program contracts which are entered into by and between the Board and its service providers which exceed ~~the threshold~~the threshold amount shall require review and approval of the applicable Board Committee(s) – Child Care, Finance, Operations, Executive, a quorum of the Board of Directors, and the Board President/CEO. Additionally, the CEO Council shall have and exercise authority of concurrence over the Board’s approval of these contracts. If a specific contractor is written into a grant to perform work this would be provided to the applicable Board Committee(s) for information only.

If a contract is extended or renewed for a subsequent contract period causing it to ~~exceed the~~exceed the threshold amount in accordance with the provisions of the CEO Partnership Agreement, it shall require a review and approval by the Board, its committees, Board President/CEO, and concurrence by the CEO Council.

Contracts which are only amended to ~~exceed the~~exceed the threshold amount by \$5,000 shall not require approval and concurrence but shall be submitted to ~~the Finance~~the Finance Committee, Board, and CEO Council for notification at the next scheduled meetings. This action will be limited to a one-time occurrence per contract.

B. Approval of Contracts/Subcontracts under the ~~Threshold~~Threshold Amount

All contracts under ~~the threshold~~the threshold amount shall require approval only by the Board President/CEO. The President/CEO will provide timely notification of these actions to the Board.

C. Incoming Grant and Contract Awards

Approval Requirements

All incoming grants and contracts awarded to the Board shall require approval and signature of the Board President/CEO.

Notification Requirements

Notice shall be given to the Board, its Committees, and the CEO Council of all incoming grant or contract awards, including amendments or extensions ~~over the~~over the Threshold Amount.

IV. PROCEDURES

Board Professional staff will develop procedures for timely notification of contract and grant awards.

V. RELATED POLICY INFORMATION:

N/A

VI. RESPONSIBILITIES:

The President/CEO shall distribute this policy and procedures to the Board of Directors, CEO Council, and Board Professionals~~s~~ staff. Board Professionals~~s~~ staff shall implement the policy and procedures.

VII. FORMS AND INSTRUCTIONS

N/A

VIII. DISTRIBUTION:

Board

Board Staff

Contracted Staff

IX. SIGNATURES:

Reviewed by EEO Officer

Date

President/CEO

Date



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY -DRAFT

CATEGORY:	Workforce Programs-Unemployment Insurance	No: 4.5.100.055<u>56</u>
TITLE:	Work Search Requirement	
SUPERSEDES:	4.5.100.045	
EFFECTIVE DATE:	December 15, 2017 <u>May 24, 2019</u>	
DATE APPROVED:	December 14, 2017 <u>May 23, 2019</u>	
DATE REVIEWED:	December 5, 2017 <u>May 7, 2019</u>	

I. PURPOSE

To receive Unemployment Insurance (UI) benefits, claimants must have worked for employers who pay UI taxes, must be unemployed through no fault of their own, and must be physically able to work, available for work and actively seeking work. The work test is administered in two ways. Unless exempted by Texas Workforce Commission (TWC) policy, UI claimants must be registered for work, generally through the local career centers or WorkInTexas.com. Claimants must also make a personal work search log and keep a record of work search contacts they have made and work search activities which improve their chance for finding employment.

Workforce Boards are required to review their work search requirement annually. Texas maintains high expectations regarding the percent of claimants entering employment. The Board, through its service providers, has devoted considerable effort and resources to improving performance on claimant employment rates. Increasing the level of work search participation by UI claimants is expected to more fully engage both claimants and employers in the continuous improvements necessary to maintain and exceed State performance standards.

The intended benefit for claimants will be, a higher percent return to work sooner. Claimants will restore their earning power and enjoy the dignity associated with work. The intended benefit for employers will be potential savings on UI taxes, and having a more readily-available, skilled workforce.

II. DEFINITIONS

Work Search Contact/Work Search Activities- A contact by a UI claimant with an employer to ask for work, complete an application, or submit a resume. Examples of work search activities include registering for work, attending career center orientations, job readiness workshops, job search seminars, job club meetings, job fairs, resume preparation workshops, etc.

MSA- Metropolitan Statistical Area- This classification is intended to provide nationally consistent definitions for collecting, tabulating, and publishing Federal statistics for a set of geographic areas. The Corpus Christi MSA consists of Aransas, Nueces, and San Patricio counties.

III. POLICY STATEMENT

TWC requires a combination of three (3) work search contacts or work search activities during each claim week. No Board action is required for this level of UI work search requirement. The Board adopts the State requirement of three (3) work search contacts or activities for the following counties: Brooks, Duval, ~~Kenedy and Live Oak, Refugio, Kenedy, Aransas, Bee, Kleberg, Nueces, and San Patricio~~

The work search requirement will be a combination of five (5) work search contacts or work search activities each claim week for the following counties: ~~Jim Wells, Live Oak, Refugio, Aransas, Bee, Kleberg, Nueces and San Patricio.~~ See the table below.

The Board of Directors has adopted the following UI policy. The effective date will be as soon as the programming changes can be implemented by TWC.

County	Contacts/Activities Per Week	Explanation
Brooks, Duval, Kenedy, Refugio, Aransas, Bee, Kleberg, Nueces, San Patricio and Live Oak.	3	Basic State requirement
Jim Wells, Live Oak, Refugio, Aransas, Bee, Kleberg, Nueces and San Patricio.	5	Career Centers located in or near these counties offer additional work search activities for the public, including UI claimants.

IV. PROCEDURES

Board staff will continue to review the UI work search requirement on at least an annual basis to see if adjustments in the work search requirement are necessary. Changes, if needed, will be recommended to the Board for approval. Board staff will notify TWC of changes in the local UI work search requirement.

TWC will program its automated claim filing system to give claimants the current UI work search requirement for the Board area. When claimants contact TWC by telephone or internet to file their UI claims, TWC will officially notify each claimant of their specific work search requirement. Field staff will notify TWC of availability issues detected during the work test. All eligibility issues on UI claims will be investigated by TWC. Final determinations on eligibility for UI benefits will be made by TWC.

V. RELATED POLICY INFORMATION

TWC Rule 40 TAC 815.28

[TWC Workforce Development Letter 01-12](#)

VI. RESPONSIBILITIES

The Contract Manager shall ensure that all relevant staff and the Workforce Solutions Career Center service providers are informed of and comply with this policy. The Workforce Solutions Career Center service providers shall ensure that appropriate procedures are implemented and that relevant staff receives training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS

POLICY TITLE: Work Search Requirements
POLICY NUMBER: 4.5.100.056

DATE: ~~4/15/2017~~ May 24, 2019
REVISED: ~~4/2/05/17~~ May 7, 2019.

N/A

VIII. DISTRIBUTION

Board of Directors

Board Staff

Service Provider Staff

IX. SIGNATURES

Reviewed by EO Officer

Date

President/CEO

Date



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

CATEGORY:	Program Operations	No: 4.0.101.1<u>10</u>
TITLE:	Support Services	
SUPERSEDES:	4.0.101.09, dated October 31, 2014	
EFFECTIVE:	September 28, 2018 <u>May 24, 2019</u>	
BOARD APPROVAL:	September 27, 2018 <u>May 23, 2019</u>	
LAST REVIEW:	September 13, 2018 <u>May 7, 2019</u>	

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) ~~Intensive or Training Services~~, 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).

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.110

DATE: ~~4/26/2007~~ 05.24.19
REVISION: ~~-09/20/18~~ 05.07.19

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.

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.

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.

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 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.

Car pooling 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.

Assistance for housing expenses may only be provided to individuals who are working full-time or attending full-time training.

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.

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 may include, but are not limited to tools, uniforms, work boots, equipment, housing expenses and the cost of vocationally required examinations or certificates. More expensive items such as tools and work boots will require verification from the employer that these items are required.

Support Services Not Allowed

No program funds will be authorized for reconnection fees, deposits for utilities 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, 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

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.1¹⁹

DATE: 4/26/2007 05.24.19
REVISION: -09/20/18 05.07.19

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.

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.

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 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

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POLICY NUMBER: 4.0.101.1¹⁹

DATE: 4/26/2007 05.24.19
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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.

Documentation

Documentation of resource exploration and rationale for approval, non-approval, and termination of support services provided to individuals will be entered in TWIST 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 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:

- a. Texas Workforce Commission Workforce Investment Act (WIA) Rules: 40 TAC Chapter 841
- b. Texas Workforce Commission Choices Rules: 40 TAC Chapter 811
- c. Texas Workforce Commission Supplemental Nutrition Assistance Program Employment and Training Rules: 40 TAC Chapter 813
- d. Texas Workforce Commission Child Care Services Rules: 40 TAC Chapter 809, and in accordance with the Board approved Child Care Policies
- e. NCP Choices: A Comprehensive Guide
- f. WD Letter 06-10, issued February 2, 2010, and entitled "Trade Adjustment Assistance: Statewide Commuting Area and Reasonable Cost of Training Standard"
- g. Texas Workforce Commission –WIOA Guidelines for Adults, Dislocated and Youth, issued August 2015 and revised September 26, 2016, revised June 6, 2018 and effective July 6, 2018
- h. U.S Department of Labor Training and employment guidance Letter WIOA No.19-16, issued March 1, 2017
- i. U.S. Department of Labor Training and employment guidance Letter WIOA No. 21-16,

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issued March 2, 2107

- j. Texas Workforce Commission- Trade Adjustment Assistance Guide, issued April 2016.
- k. Training and Employment Guidance Letter(TEGL) 1-17, Operational Guide for National Dislocated Worker Grant, and Changes and updates: TEGL 02-15, Operational Guidance for National Dislocated Worker Grants pursuant to WIOA. Issued August 1, 2017.

VI. RESPONSIBILITIES:

Board Staff shall ensure that Contracted Service Provider Staff are aware of and comply with this policy.

Contracted Service Providers shall ensure that appropriate procedures are implemented and that relevant 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 Contracted Service Provider

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 \$200; 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 policy #4.0.100.05 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 \$600 <u>\$750</u> ; One-Time Expense; full time work or training; plan for future payments
Test/Certification Fees/GED	YES	Maximum - Current Rate; One-Time Expense
Utilities	YES	Maximum - up to \$150; 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

Notes :

- TAA has limitations as TWC Trade Adjustment Act Assistance Guide April 2016.
- NDWG limitations based on Support Services Limits approved by WFSCB. TEGL 01-17.

Addendum: Board Policy 4.0.10.09. NDW Hurricane Harvey Grant

Effective: April 9, 2018

Allowable Support Services	Board Approved Limits and Duration	NDW Hurricane Harvey Grant
Auto Insurance	\$ 100; One time expense	No Change
Bus Passes	Current Rate	No Change
Car Repairs	Maximum—up to \$500; limited to minor repairs. One Time expense; Requires verification of need for vendor	Maximum—up to \$1000; One Time expense; Requires verification of need for vendor; Limited to minor car repairs
Child Care	Maximum—Established Reimbursement Rate; Paid while in program	No Change
Clothing/Uniforms	Maximum—up to \$200; One Time expense	Maximum—up to \$300; One Time expense
Driver Education Course	Maximum—up to \$150; One Time expense	No Change
Eye Exams	Maximum—up to \$150; One Time expense	No Change
Eye Glasses	Maximum—up to \$200; One Time expense	No Change
Food Handler Health Card	Current Rate; One Time expense	No Change
Hearing Exam	Maximum—up to \$150; One Time expense	No Change
Hearing Aids	Maximum—up to \$250; One Time expense	No Change
Incentives/Stipends for Job Retention	See policy #4.0.100.05 Incentive/Stipends	No Change
Mileage—Gas Cards	Rate not to exceed \$15.00 per day for in or out of town travel	No Change
Housing Assistance	Maximum—up to \$600; One Time expense; full time work or training; plan for future payments	Maximum—up to \$1000 per month, up to 2 months in for a 12 month period;
Test/Certification Fees/GED	Maximum—Current Rate; One Time expense	-
Utilities	Maximum—up to \$150; less than 2 months past due; may include a combination of 2 or more utilities	Maximum—up to \$300 for a 12 month period; less than 2 months past due; may include a combination of 2 or more utilities
Tools, , equipment	Maximum up to \$3000.00; full time work or training; tools for work requires verification from employer as required. One Time expense	No Change
Workboots/shoes	Actual Cost; full time work or training; Workboots/shoes for work requires verification from employer as required	No Change
-	-	Support Services allowed for eligible participants actively participating in allowable services as per NDW Hurricane Harvey Grant Operational Guidelines



WORKFORCE SOLUTIONS
of the Coastal Bend

POLICY

CATEGORY: _____ Workforce Programs- Choices No: 4.2.100.042
SUBJECT: _____ Service Strategies
SUPERSEDES: _____ Policy # 4.2.100.001 dated May 21, 2015 ~~December 11, 2008~~
EFFECTIVE: _____ May 24, 2019 ~~June 26, 2015~~
BOARD APPROVAL: _____ May 23, 2019
June 25, 2015
DATE OF LAST REVIEW: May 21,
2019

I. PURPOSE:

To establish criteria and provide guidance on the implementation of strategies in providing Choices Eligible services in the Coastal Bend area.

II. DEFINITIONS:

Applicant – an adult or a teen head of household in a family who applies for TANF cash assistance, who previously did not leave TANF in a sanctioned status.

Career Ready Workforce Certification (CRWC) – a four day training acquiring 14 “soft skill” competencies and Continuing Education Units (CEUs).

Choices Eligible – an individual eligible to receive Choices services including an adult or teen head of household who is an applicant, conditional applicant, recipient, non-recipient parent, former recipient, or sanctioned family.

Concentrated Services – job placement services concentrated on Choices Eligible participants approaching their state or federal time limit such as targeted outreach and targeted job development.

Conditional Applicant – an adult or teen head of household in a sanctioned status, but who is reapplying for TANF cash assistance that must demonstrate cooperation with Choices program requirements for four consecutive weeks.

Extended TANF recipients – a recipient who receives TANF cash assistance past the 60-month federal time limit because of a hardship exemption.

Former TANF Recipient – an adult or teen head of household who no longer receives TANF cash assistance because of employment.

Risk of returning to TANF cash assistance – he or she is a SNAP recipient or receives Commission-funded child care

TANF – Temporary Assistance for Needy Families

III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend shall coordinate all career center services to implement a system that promotes self-sufficiency among Choices Eligible participants. ~~The Texas Workforce Commission (TWC) Choices Rules Chapter 811 and the TWC Choices Guide will be followed in developing strategies and operating procedures.~~

Strategies to provide Choices Eligible services shall demonstrate:

- Concentrated efforts to immediately engage applicants in workforce career center services and informs customers of all available support services, including TANF applicant child care;
- Applicants and conditional applicants make an informed decision of their options to withdraw from TANF, continue with TANF certification, or apply for One Time TANF based on information provided;
- Outreach methods, appointment letters, and facilitation techniques specific to each Choices Eligible in an effort to motivate and engage more customers that want to participate rather than have to participate;
- A standardized Work First design which engages Choices Eligible participants *immediately* with activities that promote employment outcomes such as sharing labor market information, registering in WorkInTexas.com, providing job leads, having employers on site who hire, and a written appointment to start structured job readiness activities;
- Job readiness activities should be structured to prepare Choices-eligible participants to look for and successfully retain employment. Job readiness activities should include but are not limited to subjects like, completing a job application, essential (soft) skills, resume writing, and interview preparation.
- Job readiness activities should be scheduled based on the assessment of the Choices-eligible participant and their experience with the world of work. Participants with limited job search and employment experience should be scheduled for job readiness activities concurrent to job search activities.
- Assessments are built on strengths instead of barriers and is an ongoing process, not a one-time event;
- Family Employment Plans (FEP) are developed to anchor a commitment from the participant and used as a planning document for *continuous* engagement of work activities with scheduled services that promote the plan and keep the participant productive;
- Promotion of fewer workshops offered more frequently, focused on the participant not the program, and with topics such as WorkInTexas.com, Job Search, Applying for Jobs Online and Interviewing;
- ~~Job clubs provide network opportunities along with job search topics. are offered for networking and not job search workshops;~~
- Career Ready Workforce Certification (CRWC) will be attended when available and appropriate for participant to attend;
- Choices staff will provide Choices Eligible participants with job referrals in WorkInTexas.com;
- All Career Center staff, to include the Business Service Unit (BSU), support the Choices

- staff to provide Choices Eligible participants with job referrals, employment opportunities, job development, job fairs and hiring events with targeted occupations specific to the Choices population;
- Incentive are provided to Choices Eligible participants when funding is available in an effort to improve employment, training, and education outcomes;
 - Post-employment services will be monitored the length of time the Choices Eligible participants receive TANF cash assistance to ensure hours of employment required are reported at least monthly.
 - Post-employment services are provided to applicants, conditional applicants, and former recipients who have obtained employment but require additional assistance in retaining employment once a Choices Eligible participant leaves TANF due to employment based on family circumstances and the risk of returning to TANF cash assistance.funding-available;
 - Financial Literacy Training is provided to enhance financial skills.
 - Choices Eligible participants with disabilities include reasonable accommodations to allow access and participate in services, where applicable by law.
 - Concentrated job placement services will be targeted to Choices Eligible participants approaching their state or federal time limit irrespective of any extension of time due to a hardship exemption for recipients who 1) have six months or less remaining of their state TANF time limit, 2) have twelve months or less remaining of their 60-month federal TANF time limit and 3) are extended TANF recipients.

Contracted service providers may determine an organizational structure for providing services to Choices Eligible participants. - Choices services shall be provided by staff that are continuously trained in order to demonstrate competency in required and specialized job functions such as facilitation, outreach, and case management.

IV. PROCEDURES:

The contracted service provider shall develop operating procedures that comply with this policy.

V. RELATED POLICY INFORMATION:

Deficit Reduction Act of 2005 (Public Law 109-71)
 45 C.F.R. Parts 261
 TWC Choices Rules, 40 TAC, Chapter 811
 TWC Choices Guide, June 2013
 TWC WD Letter 08-13, dated 01/06/2013 and entitled Implementation of Amended Chapter 811, Choices Rules

INFORMATION ONLY

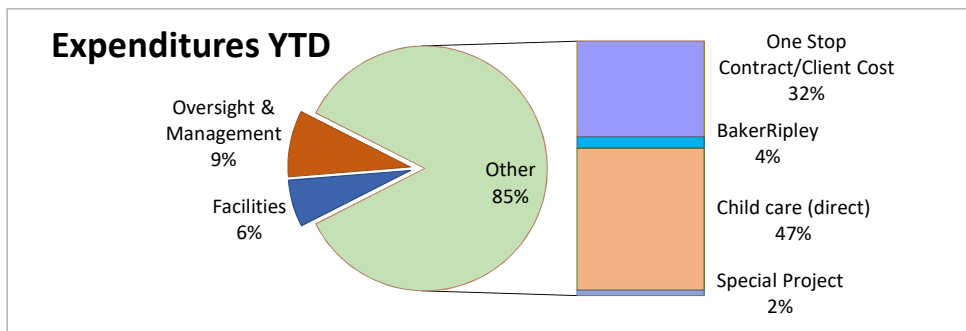
XIII.1. Financial Report

BACKGROUND

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

**WORKFORCE SOLUTIONS OF THE COASTAL BEND
STATEMENT OF ACTIVITIES
For the Month Ending
March 31, 2019**

	FY2019 Amended Budget	Current Expenses	YTD	% Expended
REVENUES				
Grant revenue - federal	\$ 39,179,094	\$ 2,403,666	\$ 14,960,154	38%
Grant revenue - Non federal	30,000.00	307.17	1,803.33	
	<u>\$ 39,209,094</u>	<u>\$ 2,403,974</u>	<u>\$ 14,961,958</u>	38%
EXPENSES				
Oversight & Management				
Salaries and benefits	\$ 2,914,524	\$ 172,797	\$ 1,099,841	38%
Facilities and related expense	109,884	5,123	23,886	22%
Furniture, equipment, & software	600,087	5,721	32,953	5%
General administrative expense	194,837	10,911	76,689	39%
Communication expense	29,144	2,091	11,674	40%
Professional fees and services	31,050	(155)	16,379	53%
Staff development expense	41,267	2,699	13,140	32%
Travel expense	104,715	9,308	36,597	35%
Total Oversight & Management Expense	<u>\$ 4,025,508</u>	<u>\$ 208,494</u>	<u>\$ 1,311,158</u>	33%
One Stop Operations				
Facilities and related expense	\$ 889,099	\$ 46,363	\$ 314,372	35%
Furniture, equipment, & software	639,596	6,986	385,503	60%
General administrative expense	377,134	9,658	130,593	35%
Communication expense	162,573	10,223	65,025	40%
Professional fees and services	98,771	4,521	33,450	34%
Total One Stop Operations	<u>\$ 2,167,174</u>	<u>\$ 77,752</u>	<u>\$ 928,943</u>	43%
Contracted services	\$ 33,016,412	\$ 2,117,728	\$ 12,721,857	39%
Total expense	<u>\$ 39,209,094</u>	<u>\$ 2,403,973.63</u>	<u>\$ 14,961,958</u>	38%
Changes in net assets	<u>\$ 0.00</u>	<u>\$ -</u>	<u>\$ -</u>	



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

For the Month Ending
March 31, 2019

ASSETS

Current Assets

Cash & Cash Equivalents	\$	84,355
Money Market Account	\$	406,002
Due from TWC		2,282,139
Accounts Receivable		13,552
Prepaid Expense		95,847
Other Assets		16,004
Total Current Assets	\$	2,897,898

Fixed Assets

Building Improvements	\$	1,643,996
Furniture and Equipment		441,016
Less Accumulated Depreciation		(1,320,290)
Net Fixed Assets	\$	764,723

Total Assets

\$ 3,662,621

LIABILITIES

Current Liabilities

Accounts Payable	\$	2,228,768
Accrued Expense		369,406
Accrued Vacation		56,345
Total Current Liabilities	\$	2,654,520

NET ASSETS

Unrestricted-Non-Federal Fund	\$	32,618
Temporarily Restricted-Ticket to Work/Other		210,760
Investment in Fixed Assets		764,723
Total Net Assets	\$	1,008,101

Total Liabilities and Net Assets

\$ 3,662,621

**WORKFORCE SOLUTIONS OF THE COASTAL BEND
CONTRACTS OUTSTANDING
As of March 31, 2019**

Contract No.	Contract Program	Begin Date	End Date	Current Budget	Cum Expenditures	Budget Balance	% Expended	TWC % Target
Expires 6/30/2019								
2218ZOT001	Women's Entrepreneurship	4/2/2018	4/2/2019	58,333.00	412.50	57,920.50	1%	N/A
Expires 6/30/2019								
2217WOA000	WIOA - PY17 Adult Allocation	7/1/2017	6/30/2019	1,475,278.00	1,475,278.00	-	100%	88%
2217WOD000	WIOA - PY17 Dislocated Worker Allocation	7/1/2017	6/30/2019	1,247,070.00	1,238,490.86	8,579.14	99%	88%
2217WOY000	WIOA - PY17 Youth Allocation	7/1/2017	6/30/2019	1,534,960.00	1,534,960.00	-	100%	88%
2218WOR000	WIOA - PY18 Rapid Response	7/1/2018	6/30/2019	33,999.00	13,309.49	20,689.51	39%	N/A
Expires 8/31/2019								
2218WDR000	WWRCCA for Hurricane Harvey	2/23/2018	8/31/2019	100,000.00	40,359.64	59,640.36	40%	72%
Expires 9/30/2019								
2217NDW001	NDW - Hurricane Harvey	8/28/2017	9/30/2019	5,633,000.00	5,340,997.18	292,002.82	95%	75%
2219NCP000	Noncustodial Parent Choices Program	9/1/2018	9/30/2019	142,403.00	61,423.86	80,979.14	43%	54%
2219RAG000	Resource Administration Grants	10/1/2018	9/30/2019	6,470.00	6,470.00	-	100%	50%
2219REA000	Reemployment Services and Eligibility Assessment	10/1/2018	9/30/2019	217,781.00	119,584.09	98,196.91	55%	50%
2219SNE000	SNAP E&T	10/1/2018	9/30/2019	676,534.00	330,191.75	346,342.25	49%	50%
Expires 10/31/2019								
2219CCQ000	Child Care Quality	10/1/2018	10/31/2019	717,154.00	226,754.94	490,399.06	32%	46%
2219TAF000	TANF Choices	10/1/2018	10/31/2019	2,878,896.00	855,273.72	2,023,622.28	30%	46%
Expires 11/30/2019								
2219CAA000	Child Care Attendance Automation Service	10/1/2018	11/30/2019	100,337.00	49,487.67	50,849.33	49%	43%
Expires 12/31/2019								
2219ATG000	Apprenticeship Texas	1/16/2019	12/19/2019	199,100.00	-	199,100.00	0%	N/A
Expires 12/31/2019								
2219CCF000	Child Care	10/1/2018	12/31/2019	13,197,833.00	5,188,043.81	8,009,789.19	39%	40%
2219CCM000	Child Care Local Initiative	10/1/2018	12/31/2019	1,742,626.00	-	1,742,626.00	0%	40%
2219CCP000	Child Care DFPS	9/1/2018	12/31/2019	1,894,523.00	901,149.28	993,373.72	48%	44%
2219TRA000	Trade Act Services for Dislocated Workers	10/1/2018	12/31/2019	162,942.00	27,573.32	135,368.68	17%	40%
2219WOS001	Military Family	1/1/2019	12/31/2019	54,704.00	-	54,704.00	0%	25%
2219WPA000	Wagner-Peyser Employment Services	10/1/2018	12/31/2019	109,233.00	16,017.17	93,215.83	15%	40%
2219WPA001	Wagner-Peyser Employment Services	3/4/2019	12/31/2019	23,754.00	7,407.14	16,346.86	31%	11%
Expires 1/31/2020								
2219WCI000	WCI - Workforce Commission Initiatives	10/1/2018	1/31/2020	175,586.00	13,757.82	161,828.18	8%	40%
3019VRS222	Summer Earn and Learn	2/1/2019	1/31/2020	\$230,000	-	230,000.00	0%	N/A
Expires 6/30/2020								
2219EXT001	Teacher Externship	2/22/2019	2/28/2020	\$147,873	-	147,873.00	0%	7%
Expires 6/30/2020								
2218WOA000	WIOA - PY18 Adult Allocation	7/1/2018	6/30/2020	\$2,122,280.00	846,722.10	1,275,557.90	40%	30%
2218WOD000	WIOA - PY18 Dislocated Worker Allocation	7/1/2018	6/30/2020	\$1,489,075.00	304,549.74	1,184,525.26	20%	30%
2218WOY000	WIOA - PY18 Youth Allocation	7/1/2018	6/30/2020	<u>2,216,638.00</u>	<u>\$660,431.78</u>	<u>1,556,206.22</u>	30%	30%
Grand Total				38,588,382.00	19,258,645.86	19,329,736.14		

INFORMATION ONLY

XIII-2. Teacher Externship Program

BACKGROUND

During the last five years, WFSCB has been participating in the State's Summer Teachers Externship Program. This is a program for educators working in school districts located in our 11-county area. The program provides externships for middle school teachers, high school teachers, school counselors, and school administrators.

Teachers and administrators participating in the program will gain workplace related experiences that they can develop into curriculum for their students. The primary focus for the program is to provide teachers with job-relevant experiences as it applies to Math, Science, English, communication skills, work ethics, and social skills. The teachers completing the program are expected to incorporate these "real world" examples and problems into lesson plans for their students, thus making the connection between academic skills and the workplace.

The grant approved by the State provides funding in the amount of \$147,873.

WFSCB will contract with Citizens of Education Excellence (CEE) to immerse eligible teachers, school counselors, and administrators from at least 15 local school districts in a one-week/5 day externship program with high-wage, high demand employers in the Coastal Bend region. The contract with CEE for the Teacher Externship Program is in the amount of \$92,300.

INFORMATION ONLY

XIII.3 - Procurement Update: Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System

BACKGROUND INFORMATION

During the last few months, the Board Professionals have been working on the development of the RFP (Request for Proposals) for the Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System.

On April 2, 2019, Workforce Solutions of the Coastal Bend (WFSCB) issued the solicitation for the above-mentioned contract service. On April 11, 2019, WFSCB held a pre-proposal conference to provide an orientation to interested parties to explain and/or clarify the RFP and answer questions. The pre-proposal conference was well attended.

The procurement process contained several unique features. Most importantly was the three-step phase that allows Workforce Solutions the opportunity to fully vet potential proposers prior to the submission of proposals. The three-step phase includes:

- √ Application Phase – Interested parties must submit an application for qualification as a proposer. The application includes information regarding the organization’s history, experience, performance, and fiscal integrity. Entities have to score a 75 or above to “pass” the application phase and be eligible to submit a proposal. This process provides Workforce Solutions the opportunity to examine the proposer’s history, qualifications, demonstrated workforce experience, and fiscal management systems, prior to the submission of proposals.
- √ Proposal Phase – Successful applicants (with a score of 75 or above) can submit a proposal for the contract services. Proposers must address the Board’s goals, site staffing and operations, program functions, employer and job seeker services, customer outcomes, quality of services, continuous improvement, and managing data systems and budgets.
- √ Pre-Award Review and Successful Contract Negotiations Phase – of A pre-award review of the selected entity will be conducted to determine the program and fiscal integrity of the entity and to verify proposal and application elements. Subsequently, contract negotiations will be held with the selected service provider.

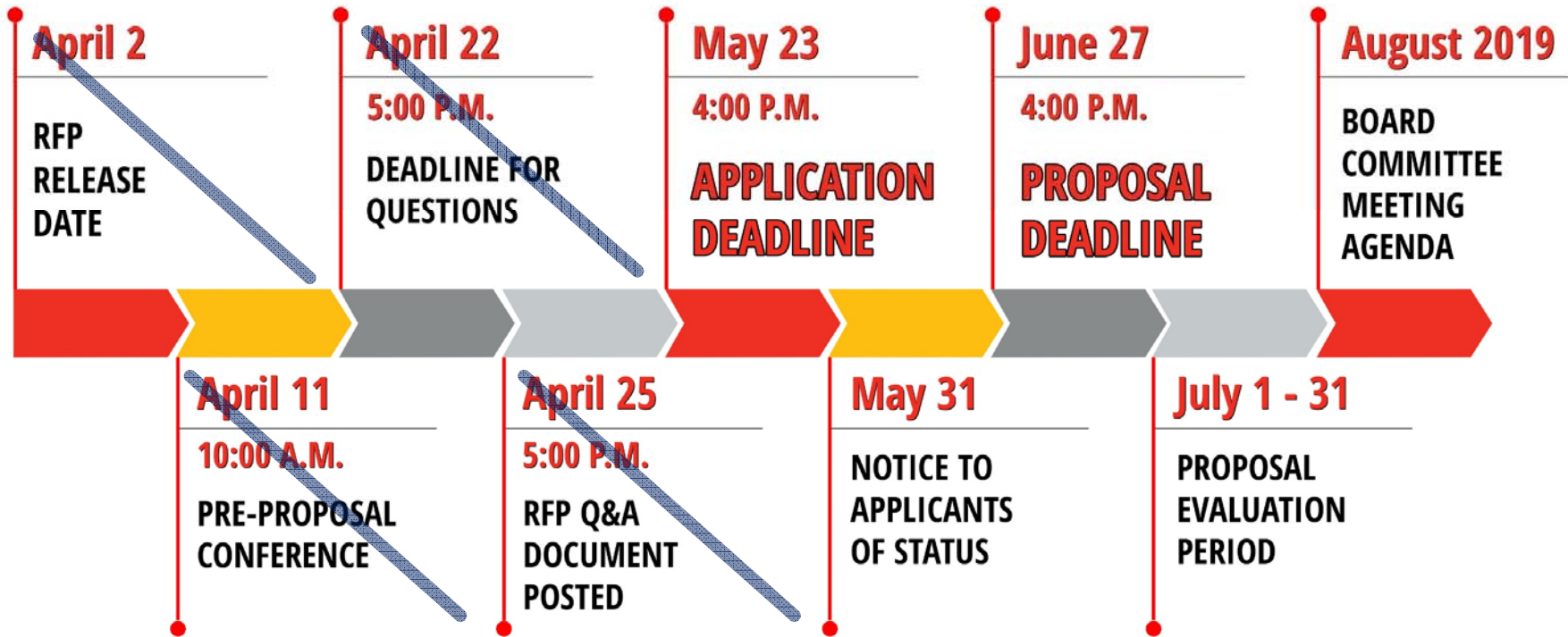
In summary, the above process provides for a continuous quality review of the proposer’s organization capacity and systems integrity. The process allows the Board to address any potential concerns or problems in an effective and efficient manner.

Attached for your information is a status report of the RFP Procurement Timeline and a list of agencies, organizations, and individuals that have expressed an interest in the procurement process.



PROCUREMENT SCHEDULE 2019

All procurement deadlines are **Central Standard Time (CST)**



WORKFORCE SOLUTIONS OF THE COASTAL BEND

RFP PROCUREMENT TIMELINE

STATUS REPORT – MAY 2019

<i>Dates</i>	<i>Type of Activities</i>	<i>Outcomes</i>	<i>Status</i>
February- March	Planning Meetings on RFP for the Management and Operations of the Career Center System (includes Youth Development Program Services)	Board Professionals discussed the RFP approach and the proposed service delivery model, activities, and performance outcomes.	Completed
March	First Draft of RFP	Board Professionals worked to develop the first draft of the RFP.	Completed
March 20	Final Draft of RFP	Plan meetings by Board Professionals to finalize the RFP.	Completed
March 18	Release of Request For Qualifications (RFQ) for Proposal Reading Services	An RFQ was issued for reader services and posted on our website. Notices of the RFQ were mailed to potential respondents with reader services and workforce program experience.	Completed
March 31 - April 19	Notice & Advertisements of RFP	Notice and copy of the RFP was published on the Board's website and social media. Notices of the RFP were also published in the Sunday editions of the local newspaper and the Texas Register for 4 weeks. Notices were also mailed and/or e-mailed to numerous agencies/organizations.	Completed
April 2	Release of the RFP	RFP was formally issued.	Completed
April 11	Pre-Proposal Conference on Management and Operations of the Career Center System	A meeting was held to provide an orientation to potential proposers to explain and/or clarify the RFP and answer questions.	Completed

Dates	Type of Activities	Outcomes	Status
April 22	Deadline for Proposer Questions	During the Q&A period, proposers may submit questions related to the RFP submission	Completed
April 25	RFP Q&A Responses Due to Proposers	Q&A will be posted on our website	Completed
April 22-29	Selection of Independent Evaluators	The selection was made of the independent evaluators for the evaluation and rating of proposals.	Completed
May 23	Applications Due From Potential Proposers	Applications for the RFP for the Career Center System are due.	Pending
May 24-30	Review of Applications; Determination of Application Status	By Board Staff	Pending
May 31	Notice to Applicants (Regarding Application Status)	By Board Staff	Pending
June 27	Deadline for Submission of Proposals		Pending
July 1- 31	Evaluation of Proposals	By Independent Evaluators	Pending
August 15	Executive Committee Meeting (to review evaluation results by Independent Evaluators)	Executive Committee reviews Evaluator Reports and Prepares Recommendations for Board Action	Pending
August 22	Board of Directors Meeting (to authorize CEO/President to negotiate and execute contract with approved provider)	Board Reviews all Proposal Summaries and Executive Committee Recommendation; and Takes Action	Pending
August/September	Pre-Award Survey/Contract Negotiations with Approved Service Provider	By Board Staff and/or Hired Consultant	Pending
August/September	Contract Draft Discussion/Letter of Intent Issued	By Board Staff	Pending
October 1st	Contract Start Date	Selected Contractor Begins Contract Services	Pending

*Key Dates in Bolding Lettering

WORKFORCE SOLUTIONS OF THE COASTAL BEND

LIST OF AGENCIES/ORGANIZATIONS

Management and Operations of the Career Center System

SERCO of Texas, Inc.

Unique Employment Services, Inc.

BakerRipley

Maximus

Southwest Key

CECT Workforce Solutions, LLC

C2 Global Professional Services, LLC

Arbor Employment and Training, LLC (d.b.a. ResCare Workforce Services)

Zeke Romo (representing himself interested in the Managing Director/PEO model)

INFORMATION ONLY

XIII-4. Update on Future Procurements and Contract Renewals

BACKGROUND

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

Update on Future Procurements

Procurement	Anticipated Date of Procurement	Anticipated Date of Contract/Purchase	Anticipated Cost	Over \$30,000 Approval Required	Comments
Request for Qualifications (RFQ) for Proposal Reading Services	March 18, 2019	May 2019	Cost will vary depending on how many proposals are received from potential service providers	No	The RFQ was issued on March 18, 2019 to solicit potential independent evaluators to read and evaluate proposals submitted as a result of the RFP for the Management and Operations of the Career Center System.
Request for Qualifications (RFQ) for Real Estate Commercial Brokerage Services	April 8, 2019	May 2019	Broker fees are expected to be paid by the property owner or leasing agent	No	The RFQ was issued on April 8, 2019 to seek responses from qualified individuals and firms for real estate commercial brokerage advisory services. These services are needed to assist the board with current and future office space needs in the Greater Corpus Christi area and surrounding counties in the Coastal Bend region.
Request for Proposals (RFP) for Gasoline Cards (for program participants)	May 2019	October 1, 2019	Costs will vary based on need for gas cards for transportation services	Yes	Since our contract with the current contractor will end on September 30, 2019, we will need to test the market. An RFP will be issued in May 2019 to solicit potential vendors that provide cards in different denominations for the purchase of fuel. The cards will be issued to eligible participants in need of transportation services.
Request for Proposals (RFP) for Banking Services	May/June 2019	October 1, 2019	Costs will vary depending on demand for specific banking services	No	Since our contract with the current contractor will end on September 30, 2019, we will need to test the market. An RFP will be issued in May or June 2019 to seek proposals from banking institutions that provide financial and depository services.

SUBCONTRACTOR LOG 2018-2019

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
SERCO of Texas, Inc.	Master	Management and Operation of Workforce Centers (and Youth Development Services)	\$9,549,108.37	Amendment #1 – To make changes to the Contract’s Statement of Work, Attachment A-2, “Performance Measures BCY 2019”, and Budget, Attachment B. The budget provides for a net increase in the total contract amount of \$272,614.73. Amendment #2 – To make changes to the contract budget. The amendment to the budget provides for a net increase in the total contract amount of \$2,421,901.20.	Renewal # 1 (of 3 contract renewals)	10/01/18 – 09/30/19
BakerRipley	Master	Direct Child Care Services	\$16,498,156.08		Renewal #1 (of 3 contract renewals)	10/01/18 – 09/30/19
dlo Three Dimensional Development L.L.C.	Master	Outreach Services	\$30,000.00		Renewal #3 (of 4 contract renewals)	10/01/18 – 9/30/19
Unique Employment Services	Master	Temporary Staffing Services	\$429,464.00	Amendment #1 – To make changes to the Contract’s Signature Page and Attachment B, “Fee/Costs Summary Form”. Amendment #2 – To incorporate changes to the contract’s Attachment A, “Statement of Work” and to include the revised “National	Renewal #1 (of 1 contract renewal)	10/01/18 – 9/30/19

SUBCONTRACTOR LOG 2018-2019

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
				Disaster Relief Worksite Agreement".		
dlo Three Dimensional Development L.L.C.	Master	Development of a Customer Service Training Curriculum & Delivery of Training Services	\$33,896.00	Amendment #1 – To increase the contract amount by an additional \$17,143.50. The additional funds are needed to pay for the work to be done on the projects planned through the month of September.	Renewal #1 (of 1 contract renewal)	10/01/18 – 9/30/19
KAS Consulting Group	Master	Development of a Training Curriculum and Delivery of Training Services	\$22,630.43 (plus travel expenses)	Amendment #1 – To extend the contract's end date from December 31, 2018 to February 28, 2019. Amendment #2 – To extend the contract's end date from February 28, 2019 to April 30, 2019. And to increase the total contract amount by \$982.16.	Renewal #1 (of 1 contract renewal)	10/01/18 – 4/30/19
SERCO of Texas, Inc.	Master	Summer Earn and Learn (SEAL) Program	\$223,500.00		Year 1	3/25/19 – 9/30/19
Citizens for Education Excellence	Master	Teacher Externship Program	\$92,300.00		Year 1	4/01/19 – 9/30/19

PROFESSIONAL & CONSULTING SERVICES

Wood, Boykin, & Wolter, P.C.	Master	Legal Services	Per Contract Legal Fees - \$15,000	Amendment #1 – To make changes to the Contract's Attachment A, Statement of Work and Attachment B, Fee Schedule. The attorney's fees	Renewal #3 (of 4 contract renewals)	10/01/18 – 9/30/19
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SUBCONTRACTOR LOG 2018-2019

				were increased and additional language regarding requesting proposed changes to the contract were included.		
JDB Public Relations	Master	Consulting Services	Not to Exceed \$1,800 (plus travel expenses)		Year 1	12/19/18 – 3/30/19
dlo Three Dimensional Development L.L.C.	Master	Consulting Services	Not to Exceed \$7,500.00		Year 1	11/20/18 – 9/30/19
ABIP, P.C.	Master	Financial Audit Services	\$30,400.00		Renewal #2 (of 2 contract renewals)	3/13/19 – 9/30/19
Gallion Consulting, Inc.	Master	Document Management & Software & Scanning	\$19,000.00		Renewal #3 (of 4 contract renewals)	12/17/18 – 9/30/19

LEASE AGREEMENTS

PAK 56 Plaza LLC, SGT 44 Pirate LLC	Master	Lease Agmt. for Center Office in Pirate Plaza Office – Sinton, TX	\$5,118.17 per mo., approx. 3,650 sq. ft./\$1.40	<u>Early Termination</u> – with 90-day written notice.	Year 2 of 5 Year Lease, Exp: 12/31/22	1/01/19 – 12/31/19
Sunrise CC LLC	Master	Lease Agmt. For Sunrise Mall Center – Corpus Christi	\$14,743.92 per mo., approx. 16,026 sq. ft./\$.92	<u>Early Termination</u> – with 90- day written notice.	Year 2 of 5 Year Lease Exp: 12/31/22	1/01/19 – 12/31/19
Texas Workforce Commission	Master	Building Use Lease Agreement for Staples Center – Corpus Christi	Approx. sq. ft. 22,616			10/01/18 – 9/30/19

SUBCONTRACTOR LOG 2018-2019

Office Lease - Coastal Bend College	Master	Lease Agreement for Center Office at CBC Beeville, Campus	\$4,084.50 per month (includes utilities and janitorial services), approx. 3,850 sq. ft./\$1.06 plus insurance fee		Year 3 of 3 Year Lease Exp: 9/30/19	10/01/18 – 9/30/19
Office Lease – Coastal Bend College	Master	Lease Agreement for Center Office at CBC Alice Campus	\$2,908.50 per month (includes utilities and janitorial services) approx. 2,730 sq. ft./\$1.06 plus insurance fee		Year 2 of 3 Year Lease Exp: 1/31/21	2/01/19 – 1/31/20
Office Lease – Coastal Bend College	Master	Lease Agreement for Center Office at CBC Kingsville Campus	\$3,392.55 per month (includes utilities and janitorial services) approx. 3,191 sq. ft./\$1.06 plus insurance fee		Year 1 of 3 Year Lease Exp: 4/30/21	5/01/18 – 4/30/19
Brooks County Independent School District	MOU	Lease Agreement	No monthly lease payments. Pay only for		Year 1 of 2 Year Lease Exp: 8/31/20	9/01/18 – 8/31/19

SUBCONTRACTOR LOG 2018-2019

			telephone and internet service and for signage and fair share of utilities.			
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OTHER CONTRACTS/AGREEMENTS

Ops Sec, Inc.	Master	Security Guard Services	Per Contract Hourly Rates		Renewal #1 (of 2 contract renewals)	10/01/18 – 9/30/19
Frost Bank	Master	Banking Services	Fee Based		Renewal #4 (of 4 contract renewals)	10/01/18 – 9/30/19
Corpus Christi File Pro, Ltd.	Master	Business Records Storage & Destruction Services	Price Rate for Storage		Renewal #4 (of 4 contract renewals)	10/01/18 – 9/30/19
The Safeguard System, Inc.	Master	Fire and Security Alarm Monitoring, Testing, & Maintenance Services	Per Contract Hourly Rates, Monitoring – Security Alarm \$47.00 mo. Fire \$29.00 mo.		Renewal #1 (of 2 contract renewals)	10/01/18 – 9/30/19
Time Warner Cable	Master	Dedicated Access Service Lines Agreement	\$575.00 per mo. – HUB lines to local center sites & 774.00 per mo. – HUB line to TWC		Extended on a year to year basis	Initial Term of Service will commence on date of connectivity
Time Warner Cable	Master	Dedicated Access Service Installation Agreement	\$2,000 – one- time fee		Extended on a year to year basis	Installation of WAN Project

SUBCONTRACTOR LOG 2018-2019

James C. Wendlandt	Agmt.	Employee (401) Retirement Plan	Fee Based			10/01/17 – 9/30/18
Rural Economic Assistance League, Inc. (REAL)	Agmt.	Transportation Assistance Services to Aransas, Bee, Brooks, Duval, Jim Wells, Live Oak, Refugio, and San Patricio counties	Not to Exceed \$5,000.00	<u>Amendment #1</u> – To amend the contract’s Attachment A, Budget page. The purpose of the change is to include a contract amount as a funding obligation “Not to Exceed \$5,000.00.	Year 1 (2 contract renewals)	10/01/18 – 9/30/19
County of Kleberg Human Services	Agmt.	Transportation Assistance Services to Kleberg and Kenedy counties.			Year 1 (2 contract renewals)	10/22/18 – 9/30/19
Valero Payment Services Company	Master	Purchase of Gas Cards for Program Participants	Not to Exceed \$276,287.00	<u>Amendment #1</u> – To amend the Contract’s Signature Page and Attachment B, Budget. The purpose of the changes are to primarily delete current language included under the “Funding Obligation” which read “Based on Card Purchase” and replace it with: Not to Exceed \$276, 287.	Renewal #4 (of 4 contract renewals)	10/01/18 – 9/30/19
Grunwald Printing Co.	Master	Print Shop and Copy Services	Not to Exceed \$4,000.00	<u>Amendment #1</u> – To amend the Contract’s Signature Page. The purpose of the changes are to primarily delete current language included under the “Funding Obligation” which read “Per Pricing on Purchased Orders” and replace it with: Not to Exceed \$4,000.00.	Year #1 (1 contract renewal)	10/01/18 – 9/30/19
Economic Modeling, LLC (EMSI)	Master	Economy and LMI Tool	\$16,000.00		Renewal #1 (2 contract renewals)	5/01/18 – 4/30/19

SUBCONTRACTOR LOG 2018-2019

F&D's Lawn Service	Master	Lawn Maintenance Service	\$225.00 (1 st time) \$125.00 (on-going)		1 Year contract	10/01/18 – 9/30/19
A+ Center for Education, LLC	Master	Child Care Professional Development Training	\$6,000.00 (plus travel expenses)	Amendment #1 – To increase the amount by \$1,500 to pay for the additional training scheduled on February 20, 2019. Amendment #2 - To increase the amount by \$1,500 to pay for the additional training scheduled on March 13, 2019.	Renewal #1 (of 1 contract renewal)	10/08/18 – 9/30/19
Enlightenment Consulting, LLC	Master	Child Care Professional Development Training	\$2,400.00	Amendment #1 – To increase the amount by \$1,200 to pay for the additional training scheduled on March 20, 2019.	Renewal #1 (of 1 contract renewal)	11/13/18 – 9/30/19
United Way of the Coastal Bend	MOU	Volunteer Income Tax Assistance (VITA)	\$3,888.00		Year 1	8/01/18 – 7/31/20
John M. Hart	LOA	Volunteer Income Tax Assistance (VITA)	Per Hourly Rate		Year 1	1/10/19 – 7/31/19
KAS Consulting Group, LLC	Master	Child Care Professional Development Training	\$2,400.00 (plus travel expenses)	Amendment #1 – To increase the amount by \$1,200 to pay for the additional training scheduled on March 6, 2019.	Renewal #1 (of 1 contract renewal)	2/18/19 – 9/30/19
WKMC Architects, Inc.	Master	Certified Space Planning Services	\$1,600.00		Year 1 (3 contract renewals)	3/20/19 – 9/30/19
Richardson Educator Consulting Services	Master	Child Care Professional Development Training	\$700.00 (plus travel expenses)		Renewal #1 (of 1 contract renewal)	4/09/19 – 9/30/19

TWC GRANTS & CONTRACTS LOG 2018–2019

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Agency Board Agreement for an Integrated Workforce System	2216ABA000	<p><u>Amendment #1</u> – To amend the grant period beginning on 2/01/16 to terminate on 9/30/2019.</p> <p><u>Amendment #2</u> – To make changes to the “Terms and Conditions” and Attachment A, “Safeguards for TWC Information”. These changes are made to comply with the integration of the Vocational Rehabilitation Prog.</p>	To establish the nature of the working relationship between the Agency and the local Workforce Board to include the goals, responsibilities and obligations with respect to the administration of these programs, or other service delivery programs.		2/01/16 – 9/30/19
National Dislocated Worker Grant (NDW) Project TX-31 Oil & Gas	2217NDW000		To provide funds to assist with temporarily expanding capacity to serve dislocated workers impacted by the downturn in the oil and gas and related industries, including manufacturing, transportation, logistics, supply chain businesses, and other industries. This will enhance dislocated workers’ employability and earnings, meet the increased demand for employment and training services, and quickly reemploy laid-off workers.	\$730,433	10/11/16 – 12/31/18
Military Family Support Pilot Program	2217WOS000	<u>Amendment #1</u> – To make changes to the project’s statement of	The Military Family Support Pilot Program is a program designed to better meet the needs of military	\$49,631	1/01/17 – 12/31/18

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		<p>work regarding the program activities and performance measures.</p> <p><u>Amendment #2</u> – To make changes to the project’s statement of work regarding the program activities and performance measures and reporting periods. And to extend the end date from 2/28/18 to 12/31/18..</p>	<p>spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, and if funding is available, to support training in high-demand occupations.</p>		
Workforce Innovation and Opportunity Act – Dislocated Worker	2217WOD000		To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,247,070	7/01/17 – 6/30/19
Workforce Innovation and Opportunity Act - Youth	2217WOY000	<u>Amendment #2</u> – To increase the grant amount by \$7,813 and make administrative changes to the contract.	To provide funds to plan and deliver services to low income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education.	\$1,534,960	7/01/17 – 6/30/19
Workforce Innovation and Opportunity Act - Adult	2217WOA000	<u>Amendment #2</u> – To increase grant amount by \$7,397, for a total	To provide job seekers and workers with the high-quality career services, education and training, and supportive	\$1,475,278	7/01/17 – 6/30/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		amended grant amount of \$1,475,278 and to make administrative changes to the grant.	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.		
National Dislocated Worker Disaster Grant Project – Hurricane Harvey	2217NDW001	<p><u>Amendment #1</u> – To make changes to the SOW project requirements.</p> <p><u>Amendment #2</u> – To increase the grant award by \$1,000,000. The purpose of the funding is to expand service capacity to the local area.</p> <p><u>Amendment #3</u> – To make changes to the project and administrative requirements and to increase the grant amount by \$2,000,000.00.</p> <p><u>Amendment #4</u> – To make changes to the SOW project requirements.</p> <p><u>Amendment #5</u> – To make changes to the SOW project and administrative requirements and to increase the grant</p>	To provide funds to assist individuals residing in Workforce Development Areas affected by Hurricane Harvey. The grant funds will provide a basis to ensure an effective workforce investment system response to create temporary employment opportunities to assist with clean-up, recovery, and humanitarian efforts in counties impacted in the Board area.	\$5,633,000	8/28/17 – 9/30/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		amount by \$1,000,000 for a total of \$5,633,000.00			
Texas Department of Family and Protective Services (TDPS) Child Care	2218CCP000		To purchase child care services who are deemed eligible and authorized for services by (TDPS). Under this grant, the Board will provide child care services by making the established network of child care providers in the local workforce area available to all DFPS referrals.		9/01/17 – 12/31/18
Child Care and Development Fund Child Care Local Match	2218CCM000		Matching funds to assist families who meet eligibility to have access to direct child care services so that they can work or attend school or training.	\$1,783,397	10/01/17 – 12/31/18
CCDF Quality Improvement Activity	2218CCQ000	<p><u>Amendment #1</u> – To update the award official name to Reagan Miller.</p> <p><u>Amendment #2</u> – To increase the grant amount by \$20,494 for a total of \$250,102, and increases non-Allocated Child Care funds by \$12,602 for a total of 117,616. Additionally, some administrative changes were made.</p> <p><u>Amendment #3</u> – To amend the current end date of the grant</p>	<p>Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency.</p> <p><u>Child Care Alloc.</u>- \$250,102</p> <p><u>Non-Allocated CC funds (Mentors/Assessors)</u> - \$117,616</p>	\$367,718	10/01/17 – 1/31/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		period from 10/31/18 to 1/31/19.			
Child Care Attendance Automation	2218CAA000		To provide the needed resources for the statewide implementation of a standardized Child Care Attendance Automation Services.	\$74,027	10/01/17 – 11/30/18
Temporary Assistance for Needy Families/Choices	2218TAN000		To end the dependence of needy parents on public assistance by promoting job preparation, work, and marriage through the provision of services.	\$2,954,390	10/01/17 – 10/31/18
Child Care Services Formula Allocation	2218CCF000	<u>Amendment #1</u> – To make updates on the financial section requirements and the name of the awarding official. <u>Amendment #2</u> – To make changes to SOW financial and administrative requirements and to add Child Care Formula funding of \$1,004,197.	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.	\$10,471,578	10/01/17 – 12/31/18
Trade Act Services for Dislocated Workers	2218TRA000		The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include training for a new occupation, as rapidly and as effective as possible.	\$104,442	10/01/17 – 12/31/18
Wagner-Peyser Employment Services	2218WPA000	<u>Amendment #1</u> – To make changes to the Administrative	To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded	\$147,275	10/01/17 – 12/31/18

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		Requirements and to add \$11,955 from the Board's unspent TWC State held Salary and Longevity distribution to the ES Operating Funds.	Employment Services (ES) into the Workforce Solutions Offices.		
Reemployment Services & Eligibility Assessment	2218REA000		The intent of RESEA is to provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. The RESEA program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services.	\$175,074	11/01/17 – 10/31/18
Student Hireability Navigator Program	3018VRS133		To provide Student Hireability Navigator services to referred VR participants as identified by local TWC Vocational Rehabilitation staff (VR staff). Student Hireability Navigator services support TWC's Vocational Rehabilitation Services for individuals with disabilities.	\$150,000	3/01/18 – 8/31/19
Wage Services for Paid Work Experience	3018VRS171		Under this agreement, the Board will provide paid work experience services to include payment of the student's wages and associated costs for participants identified by the local TWC Vocational rehabilitation staff (VR staff).	\$112,500	4/01/18 – 9/30/19
Externships for Teachers	2218WOS000		WFSCB will provide a Summer Teacher Externship (Program) for educators working in districts located in the area. Teachers participating in the program will gain workplace related experiences	\$105,162	4/04/18 – 2/28/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
			that they can develop into curriculum for their students. The primary focus is to provide teachers with job-relevant experiences as it applies to math, science, English, communications skills, work ethics, and social skills. The teachers will incorporate these “real world” examples and problems into lesson plans for their students, thus making the connection between academic skills and the workplace.		
Workforce Innovation and Opportunity Act - Adult	2218WOA000	<u>Amendment #1</u> – To make revisions to the SOW Project, Financial, and Uniform Administrative requirements. Additionally, the grant award was increase by \$2,239.00 to a new amended grant award amount of \$2,122,280.	To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce.	\$2,122,280	07/01/18 – 6/30/20
Workforce Innovation and Opportunity Act – Dislocated Worker	2218WOD000	<u>(1)Amendment #1 - To make revisions to the SOW Project and Financial Administrative requirements.</u>	To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,489,075	07/01/18 – 6/30/20
Workforce Innovation and Opportunity Act - Youth	2218WOY000	<u>Amendment #1</u> – To make revisions to the SOW project requirements and financial requirements.	To provide funds to plan and deliver services to low income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment,	\$2,216,638	7/01/18 – 6/30/20

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
			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.		
Workforce Innovation and Opportunity Act – Rapid Response	2218WOR000	<u>Amendment #1</u> – To make changes to the SOW project and financial requirements.	To provide funds to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent closure or mass layoff, or a natural or other disaster resulting in a mass job dislocation.	\$33,999	7/01/18 – 6/30/19
Noncustodial Parent Choice Program	2219NCP000		To assist NCPs who have substantial barriers to employment and career advancement to become self-sufficient while also making consistent child support payments.	\$142,403	9/01/18 – 9/30/19
Child Care Services Formula Allocation	2219CCF000	<u>Amendment #1</u> – To make admin. changes to the contract’s “Standard Terms & Conditions”.	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.	\$13,197,833	10/01/18 – 12/31/19
Child Care and Development Fund Child Care Local Match	2219CCM000		Matching funds to assist families who meet eligibility to have access to direct child care services so that they can work or attend school or training.	\$1,742,626	10/01/18 – 12/31/19
Child Care Attendance Automation	2219CAA000		To provide the needed resources for the statewide implementation of a standardized Child Care Attendance Automation Services.	\$100,337	10/01/18 – 11/30/19
Wagner-Peyser Employment Services	2219WPA000	(2)Amendment #1 – To amend grant award	To provide funds to establish an organizational framework to integrate	\$135,223	10/01/18 – 12/31/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		amount for the purpose of transferring \$26,000 from the operation grant to salary/longevity to maintain temporary employees. Also, made changes to the administrative requirements.	the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices.		
CCDF Quality Improvement Activity	2219CCQ000		Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency. <u>Child Care Alloc.</u> - \$304,907 <u>Non-Allocated CC funds (Mentors/Assessors)</u> - \$263,885 Add't CC Quality Improvement Activities - \$148,362	\$717,154	10/01/18 – 10/31/19
Corpus Christi Building Use Agreement	2219ADM001		To provide the Board with office space. The building has 22,616 square feet of office space located at 520 N. Staples.		10/01/18 – 9/30/19
Resource Administration Grant	2219RAG000		To provide the Board funds 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.	\$6,470	10/01/18 – 9/30/19
Trade Act Services for Dislocated Workers	2219TRA000		The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include	\$162,942	10/01/18 – 12/31/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
			training for a new occupation, as rapidly and as effective as possible.		
Reemployment Services and Eligibility Assessment	2219REA000		The intent of RESEA is to provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. The RESEA program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services.	\$217,781	10/01/18 – 9/30/19
Temporary Assistance for Needy Families/Choices	2219TAF000		To end the dependence of needy parents on public assistance by promoting job preparation, work, and marriage through the provision of services.	\$2,878,896	10/01/18 – 10/31/19
Supplemental Nutrition Assistance Program Employment & Training	2219SNE000	(3)Amendment #1 – To add BCY 2019 SNAP Able-Bodied Adults Without Dependents (ABAWD) Only funding of \$184,540. And to make some revisions to the Administrative Requirements.	The Supplemental Nutrition Assistance Program (SNAP) is designed to assist SNAP recipients obtaining employment through participation in allowable job search, training, education, or workfare activities that promote long-term self-sufficiency.	\$676,534.00	10/01/18 – 9/30/19
Apprenticeship Texas Expansion Grant	2219ATG000		The Apprenticeship Texas Expansion Grant will provide support to the Board to engage local industry and workforce partners in developing new Registered Apprenticeship training programs and expand existing RA training programs - including new occupations and underrepresented populations.	\$199,100	12/20/18 – 12/19/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
(4) Military Family Support Grant Award	2219WOS001	(5) Amendment #1 – To amend the SOW requirements. No changes to the grant award amount.	The Military Family Support Pilot Program is a program designed to better meet the needs of military spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, and if funding is available, to support training in high-demand occupations.	\$54,704.00	1/01/2019 – 12/31/2019
(6) Externships for Teachers	2219EXT001		WFSCB will provide a Summer Teacher Externship (Program) for educators working in districts located in the area. Teachers participating in the program will gain workplace related experiences that they can develop into curriculum for their students. The primary focus is to provide teachers with job-relevant experiences as it applies to math, science, English, communications skills, work ethics, and social skills. The teachers will incorporate these “real world” examples and problems into lesson plans for their students, thus making the connection between academic skills and the workplace.	\$147,873	2/22/2019 – 2/28/20
(7) Wagner-Peyser Employment Services Reimbursement Fee	2219WPA001		To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices.	\$23,754.00	3/01/19 – 12/31/19
(8) Infrastructure Support Services and Shared Cost Agreement	2219COL001		Agreement to establish the relationship between TWC and WFSCB in regard to: physically co-locating and integrating	\$21,339.00	2/28/19 -8/31/19

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
			TWC Vocational Rehabilitation (VR) staff at the Board's offices and TWC's reimbursement of the Board for TWC VR's share of initial start-up, recurring monthly, and shared costs of Workforce Solutions Offices(s).		

- (1)Signed 1/26/19
- (2)Signed 3/29/19
- (3)Signed 3/26/19
- (4)Signed 1/30/19
- (5)Signed 3/04/19
- (6)Signed 2/20/19
- (7)Signed 3/04/19
- (8)Signed 3/17/19

INFORMATION ONLY

XIII-5. Performance Measure Update

BACKGROUND INFORMATION

Performance Update (March 2019 Final Release)

Summary

March 2019 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding five (5) measures, meeting twelve (12).

Board Contract Year 2019, seventeen (17) of the seventeen (17) measures are meeting or exceeding on a Year-to-Date Performance Period. The measure criteria for BCY19 incentives have not been published. **Quartile 3**

Background

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

Non-WIOA Measures	WIOA Measures
+P - Meeting performance at >= 105% of target	+P - Meeting performance at >= 110% of target
MP - Meeting performance at >=97.5% of target or better	MP - Meeting performance at >=90% of target or better
MP - Meeting performance but at risk by TWC on the TWC Board Summary Report-Contracted Measures" - 95% to less than 97.5% of target.	MP - Meeting performance but at risk by TWC on the TWC Board Summary Report-Contracted Measures" <95% of target
-P - Not meeting performance at <95% of target	-P - Not meeting performance at <90% of target
N/A – The Median Earning measures for AD/DW continue to be reviewed by TWC Performance Department and targets will be forthcoming.	

Reemployment and Employer Engagement Measures

+P Claimant Reemployment Within 10 Weeks

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

+P # of Employers Receiving Workforce Assistance

The number of employer reporting units served.

Program Participation Measures

+P Choices Full Work Rate

The % of Employment Expected Choices Families that meet their Participation Goal exclusively thru paid employment (or school for teens) supplemented by Employment Preferred Families and those in the 2 month Ramp Up phase who meet participation exclusively thru paid employment (or school for teens)

MP Average Number Children Served Per Day - Combined

The number of customers receiving qualifying services during the performance period.

WIOA Outcome Measures

MP Employed/Enrolled Q2 Post Exit – All Participants

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training IN the 2nd Calendar Quarter after Exit

MP Employed/Enrolled Q2-Q4 Post Exit – All Participants

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training IN the 2nd Quarter after Exit who are ALSO Employed or Enrolled in Education/Training IN BOTH the 3rd and 4th Calendar Quarters after Exit.

MP Median Earnings Q2 Post Exit – All Participants

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

+P Credential Rate – All Participants

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

MP Employed Q2 Post Exit – Adult

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

MP Employed Q4 Post Exit – Adult

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

N/A Median Earnings Q2 Post Exit – Adult

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

MP Credential Rate – Adult

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

MP Employed Q2 Post Exit – DW

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

MP Employed Q4 Post Exit – DW

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

N/A Median Earnings Q2 Post Exit – DW

The Median Earnings in the 2nd Calendar Quarter after Exit for Participants Employed in the 2nd Calendar Quarter after Exit

MP Credential Rate – DW

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

MP Employed/Enrolled Q2 Post Exit – Youth

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training IN the 2nd Calendar Quarter after Exit

MP Employed/Enrolled Q4 Post Exit – Youth

The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training IN the 4th Calendar Quarter after Exit

+P Credential Rate – Youth

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

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 5/3/2019
MARCH 2019 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		5	12	0	100.00%											
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes																

Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	+P	118.66%	54.61%	54.61%	64.80%	63.81%	57.28%	2,967	4,579	67.48%	62.22%			7/18	12/18
TWC	# of Employers Receiving Workforce Assistance	+P	114.28%	2,283	3,136	2,609	3,603	3,305	----	----	2,058	1,937			10/18	3/19

Program Participation Measures

TWC	Choices Full Work Rate - All Family Total	+P	121.46%	50.00%	50.00%	60.73%	54.02%	52.28%	82	134	62.18%	59.29%			10/18	3/19
TWC	Avg # Children Served Per Day - Combined (Discrete Month)	MP	98.63%	3,000	3,060	2,959	n/a	n/a	62,145	21	n/a	n/a	n/a	n/a	3/19	3/19
TWC	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	n/a	2,775	2,302	2,076	360,713	130	2,648	2,905			10/18	3/19

1. TWC modified child care measure status methodology effective with the February MPR to be more consistent with the historic methodology. Generally, <95% of Target is -P, >=105% of Target is +P (unless service level is unsustainable), or else MP. This methodology is applied to the monthly Ramp-up Target if the Board has not yet hit their Combined Target or against the Combined Target itself once the Board has fully ramped up.

WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	98.83%	69.00%	69.00%	68.19%	68.48%	68.10%	7,504	11,004	68.09%	67.91%	68.59%		7/17	3/18
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	101.52%	84.00%	84.00%	85.28%	84.35%	82.49%	7,995	9,375	84.20%	85.07%	86.81%		1/17	9/17
TWC	Median Earnings Q2 Post Exit – C&T Participants	MP	103.01%	\$5,377.68	\$5,338.00	\$5,539.36	\$5,514.25	\$5,274.38	n/a	7,033	\$5,457.05	\$5,559.45	\$5,589.09		7/17	3/18
LBB-K	Credential Rate – C&T Participants	+P	111.57%	60.00%	60.00%	66.94%	54.88%	51.25%	83	124	74.29%	76.92%	54.00%		1/17	9/17
DOL-C	Employed Q2 Post Exit – Adult	MP	92.63%	78.80%	78.80%	72.99%	80.52%	79.76%	227	311	77.25%	68.57%	67.57%		7/17	3/18
DOL-C	Employed Q4 Post Exit – Adult	MP	98.39%	80.10%	80.10%	78.81%	83.19%	80.82%	238	302	71.43%	77.91%	81.44%		1/17	9/17
DOL-C	Median Earnings Q2 Post Exit – Adult	---	-----	-----	-----	\$8,322.00	\$7,880.54	\$7,279.98	n/a	223	\$12,541.50	\$5,019.47	\$4,616.85		7/17	3/18
DOL-C	Credential Rate – Adult	MP	99.80%	65.80%	65.80%	65.67%	44.27%	55.77%	44	67	80.00%	75.00%	45.83%		1/17	9/17
DOL-C	Employed Q2 Post Exit – DW	MP	105.34%	75.10%	75.10%	79.11%	82.16%	76.82%	125	158	79.25%	74.14%	85.11%		7/17	3/18
DOL-C	Employed Q4 Post Exit – DW	MP	101.59%	80.30%	80.30%	81.58%	83.24%	67.95%	124	152	81.82%	75.00%	86.79%		1/17	9/17
DOL-C	Median Earnings Q2 Post Exit – DW	---	-----	-----	-----	\$7,726.88	\$8,383.75	\$6,634.93	n/a	123	\$8,170.97	\$7,726.88	\$6,638.06		7/17	3/18
DOL-C	Credential Rate – DW	MP	96.53%	77.70%	77.70%	75.00%	74.00%	70.83%	30	40	82.35%	50.00%	76.47%		1/17	9/17

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

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 5/3/2019

MARCH 2019 REPORT

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

DOL-C 2	Employed/Enrolled Q2 Post Exit – Youth	MP	101.07%	68.30%	68.30%	69.03%	68.18%	69.00%	<u>107</u> 155		63.16%	76.67%	73.47%		7/17	3/18
DOL-C 2	Employed/Enrolled Q4 Post Exit – Youth	MP	101.04%	67.30%	67.30%	68.00%	66.12%	73.05%	<u>102</u> 150		70.00%	77.78%	60.53%		1/17	9/17
DOL-C 2	Credential Rate – Youth	+P	139.83%	41.40%	41.40%	57.89%	55.13%	65.88%	<u>11</u> 19		33.33%	83.33%	50.00%		1/17	9/17

2. <90% of Target is -P and >= 110% of Target is +P.

3. Targets will be negotiated late in BCY18 when casemix data is available.

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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE
As Originally Published 5/3/2019

MARCH 2019 REPORT

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
			Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Comb (Discr. Mo)	C&T Participants				Adult				DW				Youth			+P	MP	-P	% MP & +P
	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit			Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credentia Rate						
Alamo	114.93%	100.29%	128.08%	102.68%	103.06%	101.89%	106.49%	115.00%	100.55%	102.42%	n/a	74.04%	100.28%	100.74%	n/a	104.64%	99.71%	97.54%	134.96%	5	11	1	94%
Borderplex	110.39%	111.56%	112.30%	100.50%	97.88%	100.58%	104.56%	104.52%	104.74%	109.05%	n/a	90.82%	102.72%	94.58%	n/a	95.44%	97.79%	95.08%	92.43%	3	14	0	100%
Brazos Valley	119.77%	98.52%	76.82%	99.47%	100.94%	98.01%	105.52%	109.38%	110.74%	104.85%	n/a	96.50%	88.21%	102.75%	n/a	117.29%	112.91%	99.57%	63.50%	6	8	3	82%
Cameron	114.37%	103.74%	108.96%	97.08%	108.61%	100.48%	107.36%	146.05%	93.51%	87.60%	n/a	103.34%	107.04%	104.44%	n/a	106.48%	107.88%	99.18%	108.77%	5	11	1	94%
Capital Area	110.51%	104.29%	90.42%	98.09%	102.58%	104.08%	112.57%	107.07%	98.31%	101.82%	n/a	89.08%	95.07%	105.70%	n/a	96.55%	108.83%	116.24%	104.12%	4	11	2	88%
Central Texas	110.07%	101.76%	116.84%	103.71%	92.70%	99.37%	103.59%	99.12%	93.33%	99.04%	n/a	115.18%	102.91%	94.17%	n/a	82.34%	107.38%	99.46%	100.17%	3	12	2	88%
Coastal Bend	118.66%	114.28%	121.46%	98.63%	98.83%	101.52%	103.01%	111.57%	92.63%	98.39%	n/a	99.80%	105.34%	101.59%	n/a	96.53%	101.07%	101.04%	139.83%	5	12	0	100%
Concho Valley	115.27%	106.90%	98.80%	98.51%	106.71%	101.04%	106.33%	129.63%	105.45%	118.98%	n/a	82.94%	114.58%	92.56%	n/a	102.72%	106.74%	122.28%	126.30%	9	7	1	94%
Dallas	107.86%	105.45%	99.00%	101.51%	101.16%	100.54%	105.08%	122.17%	95.49%	97.71%	n/a	94.57%	99.32%	101.82%	n/a	87.16%	107.34%	94.97%	100.69%	4	12	1	94%
Deep East	116.16%	108.08%	94.74%	100.00%	104.10%	100.95%	106.98%	121.38%	108.17%	89.49%	n/a	110.14%	102.13%	95.79%	n/a	101.75%	97.61%	103.21%	136.25%	6	9	2	88%
East Texas	112.07%	126.37%	95.28%	98.94%	98.88%	100.20%	107.13%	99.40%	101.38%	97.09%	n/a	88.41%	101.41%	101.41%	n/a	99.81%	90.21%	100.60%	114.21%	4	12	1	94%
Golden Cresce	113.87%	99.24%	132.52%	99.39%	108.72%	101.85%	113.12%	122.88%	122.39%	111.74%	n/a	106.97%	96.29%	95.73%	n/a	105.47%	118.22%	132.94%	127.03%	10	7	0	100%
Gulf Coast	111.97%	96.11%	99.20%	103.09%	96.57%	98.96%	106.04%	99.77%	99.85%	99.93%	n/a	98.22%	85.10%	96.24%	n/a	96.06%	109.67%	110.68%	153.50%	4	12	1	94%
Heart of Texas	117.02%	125.65%	97.82%	98.47%	102.29%	99.89%	103.84%	137.25%	98.62%	88.68%	n/a	107.27%	116.01%	134.41%	n/a	37.03%	105.22%	101.02%	107.87%	5	10	2	88%
Lower Rio	122.23%	106.23%	111.54%	102.00%	109.97%	100.24%	107.88%	132.27%	99.12%	105.83%	n/a	99.42%	99.66%	101.31%	n/a	103.70%	101.48%	105.57%	117.85%	7	10	0	100%
Middle Rio	106.16%	105.14%	109.66%	102.66%	101.42%	94.27%	103.07%	143.93%	94.44%	85.42%	n/a	101.70%	118.06%	111.11%	n/a	111.11%	109.46%	95.04%	127.53%	8	7	2	88%
North Central	102.55%	118.84%	109.76%	94.13%	97.15%	101.85%	107.50%	117.22%	102.16%	100.83%	n/a	100.23%	101.53%	92.72%	n/a	92.15%	100.83%	100.75%	109.75%	4	12	1	94%
North East	107.43%	93.02%	90.40%	100.58%	99.72%	101.23%	104.67%	78.50%	99.29%	101.93%	n/a	102.69%	114.42%	116.92%	n/a	87.30%	89.82%	114.38%	109.76%	4	8	5	71%
North Texas	112.59%	101.93%	97.54%	99.81%	103.93%	102.23%	103.30%	146.40%	111.11%	105.95%	n/a	112.82%	114.59%	99.41%	n/a	114.03%	95.81%	107.75%	106.87%	6	11	0	100%
Panhandle	123.21%	96.83%	136.60%	97.58%	104.42%	102.20%	103.60%	117.47%	103.49%	113.99%	n/a	87.32%	99.18%	92.84%	n/a	96.04%	95.27%	120.86%	84.61%	5	10	2	88%
Permian Basin	123.25%	102.78%	96.48%	94.43%	108.22%	102.57%	108.62%	133.75%	92.10%	81.36%	n/a	99.29%	117.54%	100.82%	n/a	91.36%	119.76%	122.55%	161.04%	8	7	2	88%
Rural Capital	106.62%	98.45%	97.20%	108.46%	104.61%	105.81%	110.57%	119.53%	102.20%	111.31%	n/a	81.04%	110.20%	108.80%	n/a	111.11%	101.50%	105.04%	121.93%	9	7	1	94%
South Plains	117.27%	100.35%	114.34%	100.71%	101.35%	97.79%	105.62%	126.05%	99.64%	109.20%	n/a	100.41%	97.19%	93.02%	n/a	92.59%	104.79%	119.09%	117.88%	6	11	0	100%
South Texas	108.35%	112.54%	112.48%	96.95%	100.88%	99.21%	103.39%	145.83%	100.00%	102.24%	n/a	104.61%	95.34%	111.73%	n/a	144.72%	108.08%	126.58%	110.96%	8	9	0	100%
Southeast	121.23%	100.43%	99.40%	106.66%	104.20%	100.71%	103.00%	96.57%	101.12%	111.21%	n/a	120.73%	94.10%	109.07%	n/a	100.94%	91.08%	104.08%	96.69%	3	13	1	94%
Tarrant	106.03%	105.35%	99.00%	90.53%	101.25%	101.52%	109.36%	107.22%	103.97%	100.40%	n/a	88.75%	100.46%	98.92%	n/a	90.58%	90.30%	97.02%	63.16%	4	10	3	82%
Texoma	113.03%	98.83%	111.36%	111.26%	106.17%	100.95%	106.40%	128.65%	106.58%	102.92%	n/a	99.52%	114.42%	111.11%	n/a	40.00%	94.10%	102.12%	106.81%	7	8	2	88%
West Central	119.58%	103.01%	91.34%	105.31%	97.74%	98.31%	105.35%	111.12%	107.81%	99.68%	n/a	95.91%	93.19%	93.65%	n/a	111.11%	102.75%	97.64%	0.00%	5	10	2	88%
+P	27	12	13	2	6	1	18	22	3	5	0	4	8	5	0	6	3	9	13	157			
MP	1	15	10	21	21	26	10	5	25	18	0	17	18	23	0	17	24	19	11	281			
-P	0	1	5	5	1	1	0	1	0	5	0	7	2	0	0	5	1	0	4	38			
% MP & +P	100%	96%	82%	82%	96%	96%	100%	96%	100%	82%	N/A	75%	93%	100%	N/A	82%	96%	100%	86%	92%			
From	7/18	10/18	10/18	3/19	7/17	1/17	7/17	1/17	7/17	1/17		1/17	7/17	1/17		1/17	7/17	1/17	1/17	From			
To	12/18	3/19	3/19	3/19	3/18	9/17	3/18	9/17	3/18	9/17		9/17	3/18	9/17		9/17	3/18	9/17	9/17	To			

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XIV. Discussion and Possible Action Regarding Contract with SERCO of Texas, Inc.

BACKGROUND INFORMATION

Discussion and Possible Action Regarding Contract with SERCO of Texas, Inc. for Career Center Services Delivery System and Youth Development Services, including, but not limited to performance issues, sanctions, termination, other remedies and all matters related thereto (Discussion of this item may be conducted in Closed Session Pursuant to TOMA Section 551.071: Consultation with Workforce Attorney and Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas Rule 1.05).

RECOMMENDATION

Glossary of Terms

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