



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee

**September 12, 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.



WORKFORCE SOLUTIONS
of the Coastal Bend

Workforce Services Committee Meeting
Staples Career Center - 520 N. Staples Street - Conference Room #1
Corpus Christi, Texas
September 12, 2019 – 3:00 pm

AGENDA

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I. Call to Order: <i>Velma Soliz-Garcia, Chair</i>	
II. Roll Call.....	3
III. Announcement on Disclosure of Conflicts of Interest <i>Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting, and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time. Note: Information on open meetings is included at the end of this agenda.</i>	
IV. Public Comments	
V. Discussion and Possible Action on Minutes of the May 7, 2019 Workforce Services Committee Meeting.....	4-6
VI. Items for Discussion and Possible Action:.....	7
1. Policy#4.0.100.06 – Incentives/Stipends: <i>Pam Ross</i>	8-13
2. Policy#4.1.104.04 – Individual Training Accounts (ITAs): <i>Alba Silvas</i>	14-23
3. Policy#4.0.120.04 – Limited English Proficiency (LEP): <i>Alba Silvas</i>	24-26
4. WIOA – Alternative Funding for Statewide Activities: <i>Alba Silvas</i>	27-33
VII. Information Only:	
1. Services to Workers	
a. Policy Review Schedule – <i>Alba Silvas</i>	34-36
b. Program Updates: <i>Alba Silvas</i>	37-38
c. Veterans Services: <i>Alba Silvas</i>	39
2. Services to Youth	
a. YOU! Program Update: <i>Alba Silvas</i>	40-41
3. Services to Business	
a. Hurricane Harvey Activities: <i>Alba Silvas</i>	42
4. Local Labor Market Information	
a. Jobs and Employment Report: <i>Amy Villarreal</i>	43-47

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Equal Opportunity Employer/Program

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

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

Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988 or 7-1-1 (voice)

5. Performance Measure Update
 a. Board Contract Year 2019: *Andrea Byrd*.....48-53

6. Facilities Update: *Amy Villarreal*.....54

VIII. 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.

**Workforce Services Committee
Roll Call Roster
September 12, 2019**

_____ Velma Soliz-Garcia, Chair

_____ Gary Allsup, Vice-Chair

_____ Randy Giesler

_____ Vince Goodwine

_____ Kari Kelley

_____ Manny Salazar

_____ Sandra Julia Bowen

_____ Ray De Los Santos Jr.

_____ Michelle Flower

Signed

Printed Name

MINUTES
Workforce Solutions of the Coastal Bend – Workforce Services Committee
Staples Career Center – 520 N. Staples Street, Conference Room #1
Corpus Christi, Texas
May 7, 2019 – 11:30 am

Committee Members

Present

Velma Soliz-Garcia, Chair
Gary Allsup, Vice Chair
Randy Giesler
Vince Goodwine
Kari Kelley
Sandra Julia Bowen
Michelle Flower

Other Board Members Present

Victor Gonzalez Jr.
Gloria Perez

Absent

Manny Salazar
Ray De Los Santos Jr.

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Alba Silvas, Workforce Solutions
Pam Ross, Workforce Solutions
Andrea Byrd, Workforce Solutions
Robert Ramirez, Workforce Solutions
Larry Peterson, Workforce Solutions
Shelby Simms, Workforce Solutions
Jennifer Ledford, Workforce Solutions
Heather Cleverley, Workforce Solutions
Janet Neely, Workforce Solutions
Manuel Ugues, SERCO of Texas, Inc.
Robert Gonzales, SERCO of Texas, Inc.
Karen Casey, Texas Veterans Commission

I. Call to Order

Ms. Soliz-Garcia called the meeting to order at 11:30 am.

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. Discussion and Possible Action on Minutes of the February 7, 2019 Workforce Services Committee Meeting

Mr. Giesler moved to approve the minutes of the February 7, 2019 Workforce Services Committee meeting. The motion was seconded and passed.

VI. Items for Discussion and Possible Action:

1. Policy #4.5.100.06 – Work Search Requirement
2. Policy #4.0.101.11 – Support Services
3. Policy #4.2.100.02 – Service Strategies

Ms. Silvas and Ms. Ross presented information on recommended updates to Board policies (included on pages 8-24 of the May 7 agenda packet). The updates reflect DOL final regulations and terminology changes. A correction was noted on an approval date in the footnote.

Ms. Kelley moved to recommend to the Executive/Finance Committee approval of the revised policies as corrected. The motion was seconded and passed.

VII. Information Only:

1. *Local Labor Market Information*

a. Jobs & Employment Report – March 2019

Ms. Villarreal provided local labor market information for March 2019 (included on pages 25-28 of the May 7 agenda packet).

2. *Procurement Update: Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System*

Mr. Ramirez provided procurement update on Management and Operations of the Workforce Solutions of the Coastal Bend Career Center System (included on pages 29-33 of the May 7 agenda packet).

3. *Services to Business*

a. Hurricane Harvey Activities

Ms. Silvas provided information on Hurricane Harvey activities (included on page 34 of the May 7 agenda packet).

Ms. Kelley stated it was amazing the Mobile Unit was in Rockport at the beach. People were commenting on Facebook regarding the Mobile Unit and inquiring where it was located. Ms. Kelley

4. *Services to Workers*

a. WE Summit – Women Empowered

Ms. Byrd provided information on WE Summit – Women Empowered (included on page 35 of the May 7 agenda packet).

b. Veterans Services

Ms. Silvas provided information on Veteran Services (included on page 36 of the May 7 agenda packet).

c. Program Updates

Ms. Ross and Ms. Silvas provided program updates (included on pages 37-38 of the May 7 agenda packet).

d. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 39-41 of the May 7 agenda packet).

e. Workforce Commission Initiative (WCI) Excellence in Rural Service Delivery

Ms. Silvas provided information on Workforce Commission Initiative (WCI) Excellence in Rural Service Delivery (included on page 42 of the May 7 agenda packet).

f. Customer Service Training

Ms. Ross provided information on Customer Service Training (included on page 43 of the May 7 agenda packet).

5. *Services to Youth*

a. YOU! Program Update

Ms. Silvas provided a handout and YOU! program updates (included on page 44 of the May 7 agenda packet).

6. *Performance Measure Update*

a. Board Contract Year 2019

Ms. Byrd presented a performance measure update for the Board Contract Year 2019 (included on pages 45-50 of the May 7 agenda packet).

7. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 51 of the May 7 agenda packet).

VIII. Adjournment

The meeting adjourned at 12:32 pm.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI. Board Policies Related Policies and Procedures

BACKGROUND INFORMATION

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

Policy #4.0.100.06- Incentives/Stipends

Lay-out changes were made to policy to outline specific requirements to WIOA YOUTH and TANF/CHOICES and Non-custodial Parents (NCP) as per *TWC WD-Letter 15-19 effective 06.21.19*.

Policy #4.1.104.04 – Individual Training Accounts (ITA)

Board policy updated to reflect changes:

Validate there are no “sequence” of services required prior to creation of an ITA.

US Department of Veterans Affairs (VA) benefits for education and training services are not the same as “other grant assistance” and therefore not required to be exhausted prior to utilizing WIOA funds for education and training services.

Added In-School-Youth (ISY) to eligible population in the creation of an ITA. *TWC WD-Letter 14-19 effective 09.14.19*.

Added ITs/Training contracts, target occupations in another workforce area to which an adult, DW or out-school-youth is willing to commute or relocate; *TWC WD-Letter 14-19 effective 09.14.19*.

Policy #4.0.120.04 – Limited English Proficiency (LEP)

Board policy will reflect changes to be in compliance with *TWC WD-Letter 16-19 effective 07.18.19* requiring the collection of LEP participant status, documenting and maintenance of confidentiality.

RECOMMENDATION

Board Professionals recommend the approval of policies as amended.



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

CATEGORY: Workforce Programs-General **No:** 4.0.100.065
TITLE: Incentives/Stipends
SUPERSEDES: 4.0.100.054, dtd May 10, 2012 February 24, 2017
EFFECTIVE: February 24, 2017 September 27, 2019
BOARD APPROVAL: February 23, 2017 September 26, 2019
DATE REVIEWED: February 8, 2017 September 12, 2019

I PURPOSE:

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

II DEFINITIONS:

Incentive – A tangible award that inspires participants to work toward an achievement(s) to move toward self-sufficiency. stimulates one to take action and/or work harder.

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

III POLICY STATEMENT:

General

Workforce Solutions of the Coastal Bend may provide incentives or stipends to participants in eligible programs as stipulated in this policy, under special circumstances, when approved by the Board's President/CEO, stipulated in a special initiative contracts as defined by the Board, or other initiatives requested by the service provider with prior approval by the Board. as stipulated in this policy.

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

~~For incentive and stipend programs that are not specifically identified in this policy, t~~The service provider must implement a system to collect and analyze data that will demonstrate the effectiveness of anthe incentive program. The service provider must also analyze the effectiveness of the incentive or stipend program every six (6) months and submit supporting data to the Board's President/CEO for reauthorization.

Incentives shall be disbursed only to individuals that exceed the minimum requirements of a program, employer, educational institution, or training provider. ~~For example, nonmonetary incentives can be~~

POLICY TITLE: Incentives/Stipends
POLICY NUMBER: 4.0.100.065

DATE: 5/10/2017
REVISION: 02/23/2017

awarded for the following:

~~Job retention, wage gains, and career progression~~

- ~~• Successful completion of training services~~
- ~~• Attainment of educational goals~~
- Participation in workforce services by individuals not required to comply with program provisions

A participant must be informed about the availability and requirements of an incentive prior to the participant completion of the achievement that the incentive is intended to encourage. A participant's goal to achieve an incentive will be evident in the individual's employment plan.

Incentives or stipends shall not be disbursed until the participant meets all stipulated requirements and ~~service provider staff~~ verifies the attainment of the achievement, program outcome(s).

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

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

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

The value of nonmonetary incentives must be:

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

~~For example:~~

- ~~• Participants who remain in continuous full-time employment for 90 days receive a \$50 prepaid gas card.~~
- ~~• Exempt Choices participants who participate in an identified core activity for 30 days or more receive a coupon or gift certificate worth up to \$25.~~

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

~~Except where specified in this policy or designated within a special initiative, incentives/stipends shall not be disbursed for more than \$50.00 in value.~~

~~Approval for incentives/stipends to eligible customers, other than as stipulated in this policy or in a specific contract, shall be obtained prior to disbursement of incentive.~~

Incentive plans developed for each allowable program will be provided to the appropriate Board Contract Manager prior to implementation. At a minimum, the plan will include purpose of the incentives, participants eligible, incentives earned for each achievement, realistic minimum and maximum time frames to achieve the incentive and a start and end date. Notification will also be provided if an incentive ends prior to the planned end date and,

if applicable, implemented again with a new start and end date. Approved Incentive plans will be effective for the current BCY as funds permit. At the beginning of each new Board Contract Year the appropriate Contract Manager will review and approved the Incentive plan before it is effective.

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

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

Justification for issuance of incentive/stipend awards will be verified and documented in the customer file.
TWIST

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

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

Once the participant has been determined eligible to receive a nonmonetary incentive, Ddata entry of incentive/stipend disbursements shall be entered in TWIST under the Service Tracking menu, Support Services -code 219-incentives, in a timely manner. Coding information will be entered into TWIST as per WD Letter 27-08, Change 1, page 5. Information entered under support service code 219-Incentives will designate the following:

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

Incentives/stipends shall not be disbursed to customers participating in a Workforce Program that does not allow incentives to be granted.

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

~~Incentive/stipends may only be earned under one initiative at a time. The initiative paying the highest payment will be utilized whenever possible.~~

~~Unless specified by a special initiative, work related incentive/stipend payments may be awarded to participants for retaining of employment per the following payment points:~~

- ~~☐ 3 months \$100.00~~
- ~~☐ 6 months \$150.00~~
- ~~☐ 9 months \$200.00~~

Eligible Programs

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

Choices

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

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

Non-Custodial Parent (NCP) Choices

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

WIOA Youth

~~Service provider staff may implement a Youth Incentive Program at anytime if there are sufficient funds included in their contract budget for the awarding incentive.~~

~~Incentive disbursements may be made only to youth participating in a program tied directly to education, successful completion of a work experience or training. Such incentives for achievement could include improvements marked by testing or other successful outcomes. WIOA youth funding is not used to fund incentives for completing job readiness training or classes. Service Provider, if sufficient funds exists, may develop a WIOA YOUTH Incentive Program and must present to Board Contract Management prior to implementation.~~

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

- attainment of a high school diploma or certificate of high school equivalency;

POLICY TITLE: Incentives/Stipends
POLICY NUMBER: 4.0.100.065

DATE: 5/4/201202/24/2017
REVISION: 02/23/201709/26/19

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

IV. PROCEDURES:

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

V. RELATED POLICY INFORMATION:

Federal Register, [20CFR Title 20, Volume 65](#), Part 652 and Parts 660 through 671; Workforce Investment Act of 1998;

40 TAC, Chapter 811 [Choices](#)

[TWC Choices Guide](#)

[Noncustodial Parent Choices: A Comprehensive Guide](#)

~~[Wagner-Peyser Act; 2003 Amended Rules for Food Stamps Employment and Training WD 27-08, Change 1, dtd 06/18/2010](#)~~

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

~~[TWC WIOA Implementation Q&A Reference August 18, 2015.](#)~~

TWC WIOA Guidelines for Adults, Dislocated Workers and Youth ~~dtd~~ [June 11, 2019](#) ~~?~~ [September 26, 2016.](#)

[TWC WD Letter 15-19 dated 05/21/2019. Guidelines for the Provision of Incentives for Workforce Innovation and Opportunity Act YOUTH and Choices, Including NCP Choices Participants](#)

VI. RESPONSIBILITIES:

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

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

Service providers shall ensure that appropriate procedures are ~~implemented~~ [implemented](#), and that relevant staff receive training regarding the requirements of this policy.

~~VI~~ — FORMS AND INSTRUCTIONS:

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: Workforce Programs- WIOA - - No:
4.1.104.043
TITLE: Individual Training Accounts (ITAs)
SUPERSEDES: 4.1.104.023, dtd 10/26/2012
EFFECTIVE: ~~February 24, 2017~~ September 27, 2019
BOARD APPROVAL: ~~February 23, 2017~~ September 26, 2019
DATE REVIEWED : ~~February 8, 2017~~ September 12, 2019

I. PURPOSE:

An Individual Training Account (ITA) is an account established by Workforce Solutions of the Coastal Bend for the purpose of providing training to eligible Workforce Investment Opportunity Act (WIOA) adults, dislocated workers, ~~and~~ Out Of School Youth (OSY) or In School Youth (ISY) participant eligible for training services. ~~From time to time other funding sources require ITA's to be used to fund occupational skills training.~~ Establishment and uses of ITA's is governed by WIOA Titles I-IV Rules. ~~the~~. The ITA document is a cost disclosure and agreement between the program and the participant. It sets up an account for the participant and indicates the amount of funds budgeted for the training program and all supportive cost for the duration of the training program.

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

II. DEFINITIONS:

ITA - Individual Training Accounts. Training accounts provided to eligible WIOA candidates to utilize in the funding of approved programs.

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

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

III. POLICY STATEMENT

All training for which an ITA is issued must be listed in the Eligible Training Provider System (ETPS). Additionally, consistent with the Board's Business & Strategic Plan, ~~customers must receive core and intensive services before being considered and referred to training services.~~

WIOA Funding

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

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

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

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

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

- 1) Written evidence from employers that confirms projected annual openings for the occupation at a level equivalent to the Board's current annual opening criteria for targeted occupations;
- 2) Written evidence from employers that verifies completers of the training will be paid at a wage that is in compliance with the Board's current wage criteria for targeted occupations; and

- 3) Written evidence that the skill set which will be acquired through the skill training meets current skill needs of Coastal Bend employers.

Exceptions to ITAs

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

- 1) Training is received through approved on-the-job or incumbent worker training provided by an employer or through an approved customized training program; or,
- 2) The Board determines there is an insufficient number of eligible providers of training services in the Coastal Bend region to accomplish the purposes of a system of ITAs; or
- 3) The Board determines that there is a training services program of demonstrated effectiveness offered in the Coastal Bend by a community-based organization or another private organization which serves participant populations that face multiple barriers to employment, including one or more of the following categories:
 - a) Individuals with substantial language or cultural barriers;
 - b) Offenders;
 - c) Homeless individuals;
 - ~~c)d)~~ Individuals with disabilities; or
 - e) Other such population defined by the Board.

~~d) — 4~~

4) The Board enters into a pay-for-performance contract that:

- a) specifies a fixed amount to be paid to the service provider based on achievement of specified levels of performance for target populations within a defined time period; and
- b) requires outcomes that must be independently validated prior to disbursement of funds.

ITA Limits

The lifetime limit of an ITA is \$7,000 per program participant. The use of ITA funds is limited to tuition expenses, fees, and such books and supplies as are required by the training provider for any student enrolled in course of study covered by the ITA. If the customer is in need of remediation or basic skills or prerequisite training for participation in the principle course of study, up to two courses in any combination (other than two in the same subject) is allowable.

No participant can be enrolled for more than two and one half (2½) academic years (5 semesters, 4 summer sessions, 10 quarters or 7 trimesters). Exceptions to these limits

may be made on a case-by case basis. However, exceptions to the maximum limit and duration of an ITA must be submitted to the President/CEO of Workforce Solutions of the Coastal Bend with well documented justification for approval. Requests for an exception must include evidence that supports that all efforts were made to identify, secure, and use other financial resources prior to seeking WIOA funding.

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

IV. PROCEDURES:

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

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

The FEP/ISS shall identify the skill training for the occupation in demand that will be pursued and the required skill competency level associated with the additional training service. In addition to the FEP/ISS, documentation supporting the participant's eligibility must be maintained in the participant's case file. The documentation must support the fact that the training is needed in order for the participant to gain the appropriate level of employment at a self-sufficient wage. If training services are identified as an appropriate and necessary step toward achievement of employment for the participant in an appropriate occupation included on the Board's targeted occupations list the customer can choose the appropriate training provider from among those in the Eligible Training Provider System (ETPS). ~~This determination that the training identified is required for the participant to achieve an appropriate level of employment at a self-sufficient wage must be supported by documentation in the participant's case file.~~

To help ensure that participants will complete their chosen training program, the participant will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the training period without the use of student loans.

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

Taking into account the cost of the training as shown in the ETPS, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans ~~Affairs(VA)Administration~~, Hazelwood Act, Texas Grant Monies, assistance from the ~~Division of Assistive and Rehabilitative Services (DARS) and Division of Blind Services (DBS) Vocational Rehabilitation Services(VRS)~~ and other such agencies, private scholarships, Pell Grants and others, an ITA is created for the participant. VA training benefits do not require to be exhausted prior to accessing WIOA funds for training. A "deposit" is made to the participant's account sufficient to cover the cost of training, as identified in ETPS, less the sum of other resources available to the participant. All payments made to training providers from this ITA account and the balance remaining in the account must be documented in the participant's case file and entered into TWIST. At no time should the ITA account's initial deposit be exceeded without the signed approval of the Career Center manager, based on well-justified and documented good cause. Expenditures made in excess of the initial deposit without Career Center manager approval based on well-justified and documented good cause may not be reimbursable to the service provider.

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

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

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

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

Participants enrolled in training are expected to:

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

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

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

Service Provider Responsibilities

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

- Written procedures for timely data entry of ITA information into TWIST and other board approved tracking data bases such as Gazelle (program eligibility, agreements, verification of participant's enrollment into a vocational training component, financial assistance, funding sources, training amounts, transaction amounts, ITA balances, etc.)
- A process for tracking and documenting all resources paying for the participant's training including WIOA Title I funds to ensure non-duplication of payments.

- Internal procedures for the issuance of financial support services including method of disbursement of funds and authorization for approval with Participant Agreement forms (cash reimbursement, lines of credit, etc.).
- A process for documenting how other sources of funding were sought and/or how they apply to the cost of an ITA.
- The internal procedure for the issuance of a check request. This must include identification of those individuals who are required and authorized to approve/sign ITAs. It must also specify the use of Participant Agreement forms.
- A process on how ITA and financial assistance policies and procedures will be disseminated to participants of the WFSCB Career Center in simple, concise, understandable language.

- A process to collect and coordinate the documentation of participant enrollment and attendance, grade/progress reports, and case management contacts required during enrollment in training services.
- A process for providing the following to participants:
 - Labor market information on targeted demand occupations and related skill standards/skill competencies of eligible program for which an ITA may be issued; Access to the list of eligible certified training providers through the ETPS; Performance and cost information relating to the approved training programs offered by eligible providers; and
 - Information on available local work-based training providers, on-the-job training(OJT), customized training, paid or unpaid work experience opportunities, internships, registered apprenticeships, or incumbent worker training that meets the performance standards(for example, entered employment and retention) for that occupation; and
 - On-going information on the status of their individual ITA account.
- Report deposits, withdrawals and balances by participant to the Board on a quarterly basis and compare the total obligation to available budget.

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

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

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

V. TRADE ADJUSTMENT ASSISTANCE (TAA)-ITA

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

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

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

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

- only full-time training will be approved for Petition Numbers less than 70,000.

Service Provider will comply with Trade Act Services Applicable Rules:

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

VI. RELATED POLICY INFORMATION:

~~Workforce Investment Act of 1998~~

~~WIOA Act of 2014 Regulations 20 CFR Part 66380~~

~~Subpart B- Training Services, Subpart C- Individual Training Accounts and Subpart D- Eligible Training Providers~~

~~40 TAC 861~~

~~Title IV of the Higher Education Act of 1965~~

~~WD Letter 24-14, Change 1~~

~~WIOA- TWC Guidelines for Adults, Dislocated Workers and Youth. September 26, 2016. Effective July 6, 2018.~~

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

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

TWC, WD-Letter 14-19 dated August 15, 2019. Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Contracts

VI. RESPONSIBILITIES:

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

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

VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

IX. SIGNATURES:

~~IX.~~

Reviewed by EO Officer **Date**

President/CEO **Date**



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

CATEGORY:	Workforce Programs- General	No: 4.0.120.042⁴³
TITLE:	Limited English Proficiency (LEP)	
SUPERSEDES:	4.0.120.0-32, dated <u>December 18, 2018</u>10/12/2012	
EFFECTIVE:	<u>February 21, 2019</u>September 27, 2019	
BOARD APPROVAL:	<u>February 21, 2019</u>September 26, 2019	
DATE OF LAST REVIEW:	<u>Dec. 18, 2018</u>September 12, 2019	

I. PURPOSE:

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

II. DEFINITIONS:

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

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

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

III. POLICY STATEMENT:

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

IV. PROCEDURES:

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

- A. Alternate language assistance will be provided to LEP individuals to assist in giving and receiving accurate and effective information. This will include access to translators (work with written documents) and interpreters (translate spoken language).
- B. The “Babel notice” will be provided in all communications of vital information to the public.
- C. Businesses will be assisted to successfully link to the LEP population.
- D. Case Management will focus on the strengths of the LEP customer such as abilities, positive traits, and transferable job skills rather than concentrate on limited English language and

education skills.

- E. English as a Second Language (ESL) classes offered are linked directly to participation in activities leading to employment and developed by the customer's Individual Employment Plan (IEP). In any instance in which ESL is provided as a stand-alone service, the IEP must document why ESL is the only service needed for employment.
- F. Focus job training efforts, including ESL classes, on industries that provide high-growth, high-demand jobs.
- G. Provide training to career center staff on how to effectively work with LEP customers to include effective communication and cultural context.
- H. Ensure that all documents related to programs that have a high contact rate with limited English skills participants are translated into the appropriate language ~~and understood and understood.~~
- I. Under Trade Adjustment Assistance (TAA), ESL classes must be included in the training plan if the participant needs the classes as a prerequisite for vocational skills training.
- J. Record the LEP Status of each applicant, registrant, participant, and participation ended during the applicable program year, in addition to recording the preferred language of LEP customers, in a manner that ensures confidentiality and allows for accurate reporting.

V. RELATED POLICY INFORMATION:

Texas Workforce Commission LEP Guide for Workforce Professionals

Texas Workforce Commission WD Letter 47-09 dated 11/30/2009 and entitled "Job Training Course Requirements for English as a Second Language Classes."

Discrimination prohibited based on national origin, including limited English proficiency - 29 CFR §38.9 (g)(3)

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

VI. RESPONSIBILITIES:

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

VII. FORMS AND INSTRUCTIONS:

N/A

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VI.1 - WIOA – Alternative Funding for Statewide Activities

BACKGROUND INFORMATION

Board Professionals prepared a board plan outlining four (4) separate initiatives utilizing Workforce Innovation and Opportunity Act (WIOA) Alternative Funding. These funds may be used for discretionary employment and training activities. Historically these funds intended for Boards have been made available through an application or competitive process, requiring Boards to apply. In order to streamline the administrative process, TWC has extended flexibility to boards to focus efforts on managing the delivery of services to customers. Boards are still responsible for eligibility, registration and reporting on each one of the customers served with WIOA Alternative Funding.

One of the requirements prior to implementing these initiatives is approval of Local Workforce Development Board.

WFSCB received a total amount of \$812,796.00; Grant award period 07.15.19 to 08.31.20

1. Individual Training Accounts \$315,006
2. Educator Externships \$200,000
3. Youth Projects \$205,450.50
4. Women Entrepreneur Bootcamp Interns \$18,449.50

The **attachment** provides the break-down budget on how these funds will be utilized and divided amongst the four (4) identified initiatives.

Attachment: WIOA Alternative Funding Board Plan

RECOMMENDATION

Board Professionals recommend the approval of WIOA Alternative Funding plan as presented; and authorize the President/CEO to approve future changes made to the plan in order to provide continuous services to eligible customers.

WIOA Statewide Funding -Coastal Bend

Initial Plan for \$812,796

Executive Summary/Project Description

Workforce Solutions of the Coastal Bend and its partners plan to utilize WIOA Statewide funding to develop and implement the following four initiatives. These initiatives will be shared as part of the UpSkill Coastal Bend project. WFSCB will lead its education, community and economic development partners in this collaborative project to enhance the skills of our local job seekers through UpSkill Coastal Bend. This will include a website with links to all the training opportunities, programs, and funding opportunities available through Texas Workforce Solutions, each of the local training institutions, community resources, and economic development organizations. This brand will help consolidate all the resources available for job seekers and employers in the region and throughout the state.

1. Individual Training Accounts - \$315,006

Workforce Solutions of the Coastal Bend (WFSCB), will utilize Individual Training Accounts (ITAs) and support services to provide scholarships to job seekers in in-demand occupations that pay wages of more than \$12/hr.

An (ITA) is an account established by WFSCB for the purpose of providing training to eligible statewide participants. The ITA document is a cost disclosure and agreement between WFSCB and the participant. It sets up an account for the participant and indicates the amount of funds budgeted for the training program and all supportive cost for the duration of the training program.

All training for which an ITA is issued must be listed in the Eligible Training Provider System (ETPS). Additionally, it must be consistent with the Board's Business & Strategic Plan and approved Target Occupation List (TOL). WFSCB's TOL includes the following industry clusters: Construction and Industrial, Business, Information Technology, Education, Health Care, Public Service and a miscellaneous category which includes the following occupations: Aircraft mechanic, automotive body and repairers, automotive service technicians and mechanics, and emerging technologies.

WFSCB will utilize existing ITA Board Policy-4.1.104.03, effective February 24, 2017 as the principal guidance for implementation of this project.

2. Educator Externships - \$200,000

WFSCB in partnership with Citizens for Educational Excellence (CEE) and C2GPS will immerse 140 eligible educators from 15 area school districts in a one-week (5-day) externship program with employers who provide high wage, high demand jobs in the region. The five days will include orientations, an overview of local labor market intelligence, interaction with training providers, and exposure to Port of Corpus Christi, in addition to the 3-day externship on-site with an employer.

The selected 140 educators will be placed at an externship site(s) and will learn vital and locally career focus areas of Processing/Refinery, Health, Leisure/Hospitality, Public Service and STEM.

The externships will provide basic industry and employer information educators will use to create a lesson plan. The lesson plan will be implemented with the educator's students in the Fall of 2020.

Specifically, the externship will provide the skill sets required for a given industry. Educators can then inform, educate, and guide students to industries that match their skills sets. Connecting classroom content to the real world and workplace will help students understand and develop the academic and technical skills they need to enter the workforce and compete for jobs in demand.

3. Youth Projects - \$205,450.50

WFSCB's Youth Opportunities Unlimited (YOU!) WoRK initiative will engage 50 in and out-of-school youth in an essential skills program and subsidized employment activities that will give them the tools to earn the career of their dreams. The initiative will partner the tools from WRK including tablets and laptops for each participant. The youth will participate in a series of essential skills trainings and in the end, participate in an 8-week paid work experience with a local employer.

4. Women Entrepreneur Bootcamp Interns - \$18,449.50

WFSCB intends to enhance the 2020 Women Empowered (WE) Summit or Women's Entrepreneur Bootcamp by providing funding to the United Corpus Christi Chamber of Commerce for 20 internships for candidates who attend the WE Summit and apply for the internship. These 20 women will receive an orientation, several online and in-person training sessions with subjects that range from social media to financial literacy and business planning from organizations like LiftFund and the Small Business Development Center. These aspiring entrepreneurs will also receive a chamber membership good for one year.

The remaining \$73,890 will be allocated to board administrative costs for the duration of the grant term.

Targeted Participants

The list below will provide a description and the number of participants per initiative.

1. Individual Training Accounts

40, WIOA Statewide eligible individuals will be targeted. The outreach activities will include recruitment activities in our in-house orientations and collaboration with ETPS approved training institutions.

2. Educator Externships

140 Coastal Bend middle and high school teachers, counselors and administrators. Participants must also be: 14 years of age or older; A United States(U.S) citizen or a non-citizen authorized to work in the U.S; If male, meet U.S Military Selective Service registration requirements.

3. Youth Projects

Fifty (50) in and out of school youth.

4. Women Entrepreneur Bootcamp Interns

Twenty (20) Women Entrepreneurs

Match and/or Leveraged Resources

As appropriate, WFSCB will leverage the resources of community partners and WIOA funding to enhance these projects. Details for each initiative are listed below.

1. Individual Training Accounts

Not applicable for this initiative.

2. Educator Externships

WFSCB will generate formal letters of agreement with employers which will provide the specific amount of leveraged funds toward the program in order to meet the twenty-five percent (25%) leverage requirement. For this project the required leverage amount is \$50,000.

3. Youth Projects

WFSCB will use WIOA Youth funding to provide the 50 students with 8-weeks of work experience totaling \$144,000.

4. Women Entrepreneur Bootcamp Interns

WFSCB will leverage the relationships with the UCCCC and its partners to enhance the services provided through the WEB Intern initiative.

Cost per Participant

WFSCB provides the cost per participant for each initiative below.

1. Individual Training Accounts

Cost per \$7500 (including transportation and one-time support service)

2. Educator Externships

Cost per \$1,464.28

3. Youth Projects

Cost per \$3,809.01

4. Women Entrepreneur Bootcamp Interns

Cost per \$672.47

Planned Activities

WFSCB will complete the following activities for each initiative.

1. Individual Training Accounts

Activities for implementation of project will include those outlined in ITA Board Policy 4.1.104.03. WFSCB will revamp its marketing strategy to reach out to individuals in our 11 County Region.

2. Educator Externships

- * January-April 2020- Begin media campaign to recruit educators and collect interest forms.
- * April-May 2020- A Welcome and informational session will commence the recruitment in spring of 2020, for interested educators. This session will allow for an opportunity for meet and greet fellow educators, ask questions about eligibility requirements and documentation, externship activities and meet the WFSCB, CEE and C2GPS team.
- * May-June 2020- Complete Eligibility activities.
- * June-July 2020- Begin Externships. Due to the number of educators, there will be three (3) cohorts of 40-50 educators each. Day one of externship will kick-off with a presentation on local labor market information, economic and employment projects, visit to training institutions such as Del Mar College, Texas A&M Corpus Christi, Craft Training Center. On day one educators will receive and overview of weeks' activities and will be provided specifics on the individual assigned externship site. NEPRIS will be introduced to educators. Days 2-4 educators will be placed and explored various worksites representing the vital and local career focus areas of processing/refinery, public service, hospitality, health, professional skills and STEM. Day five, last day of externship the educators will receive a detailed orientation on utilization of NEPRIS, begin outline for lesson plan and complete surveys. On this last day convening, the educators will share externship experienced and shared lessons learned. If transportation support service was requested, the educator will be assessed for transportation assistance.
- * July-September 2020- Educators will submit final lesson plan and receive stipend. Employers will complete surveys.

3. Youth Projects

- ✓ October -December 2019- Identify WIOA Youth interested in participating in YOU WoRK!
- ✓ April 2019- Begin WRK Orientation & Curriculum.
- ✓ June 2019- Start YOU WRK Subsidized Employment Activities.

4. Women Entrepreneur Bootcamp Interns

- January-March 2019- Internship Application and Selection Process
- April- August 31, 2020- Internship Activities and Chamber Membership

Required Activities

WFSCB will implement all required activities for each of the following initiatives.

1. Individual Training Accounts

- Document WIOA Statewide Eligibility.
- Enroll 40 individuals in training activities and create ITAs.
- Provide career counseling during the length of training and assess for on-going support services.
- Ensure training completion documentation is secured to account for credential obtained.
- Complete all required data entry.

2. Educator Externships

- * Enroll Educators in teacher externships, lasting at least three(3) days in length, during summer of 2020.
- * Develop formal letters of agreements among the school districts, at least 15.
- * Develop formal letters of agreements with employers, at least 20.
- * Develop and track Leveraged Funds agreements for contributing partners and/or employers.
- * Conduct Orientation for employers and teachers involved in externship prior to externship starting.
- * Require enrolled educators to develop an outline for a lesson plan to be presented to students in the fall of 2020.
- * Conduct evaluation or survey of the program with employers and educators.
- * Complete all required data entry.

3. Youth Projects

- ✓ YOU Eligibility
- ✓ YOU Enrollment
- ✓ Data Entry
- ✓ Activity Completion
- ✓ Survey

4. Women Entrepreneur Bootcamp Interns

- YOU Eligibility
- YOU Enrollment
- Data Entry
- Activity Completion

Community Partners

WFSCB will work with all of our education, employment, and economic development partners to make these initiatives a success.

1. Individual Training Accounts

WFSCB will continue to utilize training institutions appearing on ETPS. Typically, these training providers have been a referral source for our training programs and therefore WFSCB will continue on these efforts.

2. Educator Externships

WFSCB will partner with at least 15 area school districts, 20 area employers, CEE, Port of Corpus Christi, United Corpus Christi Chamber of Commerce, Del Mar College, Coastal Bend College, and Craft Training Center; in various ways these partners continue to support WFSCB projects. Partners understand the connection between education and employment and want local students to be informed and make sound decisions about their future.

3. Youth Projects

WFSCB will use our partners with the local chambers, economic development and employers to ensure the success of this initiative.

4. Women Entrepreneur Bootcamp Interns

United Corpus Christi Chamber of Commerce

INFORMATION ONLY

VII-1a. Services to Workers – Policy Review Schedule

BACKGROUND INFORMATION

Board Staff will be presenting Policy Review Schedule- As of September 2019

Nine (9) Policies updated for review and approval- February 2019

Three (3) Policies updated for review and approval- May 2019

Three (3) Policies updated for review and approval- September 2019

Attachment: Policy Review Schedule.

Policy Review Schedule-2019

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
Board Administration		
	1.0.100.01	Responsibilities of the Local Workforce System
	1.0.101.01	Standards of Conduct and Conflict of Interest
	1.0.102.01	Policy Development
	1.0.103.02	Open Meetings Policy
	1.0.104.02	Public Information Policy
	1.0.105.01	Reporting Conflict of Interest, Fraud and Abuse
	1.0.106.02	New Board Member Orientation and Training
	1.0.107.03	Communication Process
	1.0.108.00	Restrictions on Lobbying Activities and Expenditures
	1.0.109.00	Businesses Employing Undocumented Workers
02.21.19	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
02.21.19	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
02.21.19	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.01	Anonymous Complaints and Communications
	1.0.116.01	Approval Process for Micro-Purchases
	1.0.117.00	Firearms and Weapons Restrictions of WFSCB Premises
Workforce Programs		
09.26.19	4.0.100.06	Incentives/Stipends
05.23.19	4.0.101.11	Support Services
	4.0.102.01	Basic Skills Deficiencies
	4.0.103.03	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
	4.0.106.01	Reasonable Distance
	4.0.107.03 (Annual)	Determination of Self-Sufficiency
	4.0.109.03	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.04	Customer File Documentation
	4.0.113.04	OJT, Subsidized Employment, and Customized Training
02.21.19	4.0.115.05	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
02.21.19	4.0.118.02	Accessibility
09.26.19 & 02.21.19	4.0.120.04	Limited English Proficiency (LEP)
02.21.19	4.0.121.03	Reasonable Accommodations
	4.0.122.02	Outreach
WIOA		

Policy Review Schedule-2019

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
	4.0.124.00	Documentation and Verification of Work Activities: Choices/SNAP E&T
	4.1.101.02	Follow-Up Services for WIOA Adults & Dislocated Workers
	4.1.103.01	Youth Eligibility Criteria
09.26.19	4.1.104.04	Individual Training Accounts (ITAs)
	4.1.105.00	Apprenticeship Programs
Choices		
05.23.19	4.2.100.02	Service Strategies
Child Care		
	4.3.100.06	Child Care Eligibility
	4.3.102.04	Assessing and Collecting Parent Share of Cost
	4.3.103.00	Attendance Requirements for Child Care Services
	4.3.104.00	Reapplication for Child Care Provider Agreement
	4.3.105.01	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.03	Child Care Provider Reimbursement Rate
	4.3.109.01	Eligible Child Care Providers
	4.3.111.00	American Recovery and Reinvestment Act (ARRA)
Unemployment Insurance		
05.23.19	4.5.100.06 (Annual)	Work Search Requirement
Quality Assurance & Monitoring		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
02.21.19	5.0.102.03	Equal Opportunity - Accessibility Monitoring
Property & Facilities		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
	6.0.101.01	Emergency Management & Business Recovery/Continuity of Operations Plan
02.21.19	6.0.102.01	Accessibility for Persons with Disabilities
Information Technology & Data Management		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
Public Relations		
	8.0.100.02	Strategic Marketing Standards and Guidelines

INFORMATION ONLY

VII-1b. Services to Workers – Program Updates

BACKGROUND INFORMATION

Board Staff will provide updates on:

1. Transitioning of Service Providers regarding the management and operations of the career center delivery system: including activities outlined in transition agreements executed August 1, 2019 with SERCO of Texas and C2GPS.
2. Corrective Action Plan (CAP) Status for SERCO of Texas, will remain in place until September 30, 2019. Board Staff will continue to prioritize the activities to ensure quality customer service delivery.
3. Work-in-Texas (WIT) Plus! “soft-launch” 08.19.19. Board staff working with TWC and Serviced Provider Staff for jobseekers and employers’ applications.
4. Work Ready Koncepts (WRK) Mobile Learning Program.

Background:

WRK created a Mobile Learning Program as a unique training experience focused on building the skills necessary to increase employment marketability. The program can be tailored to serve an individual's unique goals with a library of over 6,000 training courses using technology and support.

The WRK Mobile Learning Platform is delivered via internet connected devices and includes support by mentors during the entire time the customer is enrolled in the program. The program also includes reports on each participant’s progress. Participants are provided a laptop and tablet as well as filtered internet access in their homes. At completion of their individual employment plan, participants graduate and gain ownership of the laptop and one-year free internet access.

Update:

The Mobile Learning Platform was implemented in the Choices program for Temporary Assistance to Needy Families (TANF) participants the end of May 2019. Participants selected demonstrate a high degree of commitment to complete workplace skills training and obtain employment. Participants will be able to apply for jobs, stay in touch with employers, access employment opportunities on social media, play interactive and educational goals with their children, and help with schoolwork.

During the first 60 days, 27 participants were enrolled with 93% of enrolled learners meeting or exceeding participation requirements with the completion of 1,746 modules and 126 courses such as customer service, communication, essential workplace skills,

critical thinking and Microsoft office. Learners have also actively been communicating with mentors.

The program outcome has been so promising, that a few licenses have recently been purchased to test success for other special populations.

INFORMATION ONLY

VII-1c. Services to Workers – Veterans Services

BACKGROUND INFORMATION

Veterans Services

Board Staff will be providing information on collaboration with Texas Veterans Commission (TVC), Texas Veterans Leadership Program (TVLP), Texas Workforce Commission Veterans Network Collaboration with Alamo Area Council of Governments and Military Family Support Pilot Program.

INFORMATION ONLY

VII-2. Services to Youth

BACKGROUND INFORMATION

1. YOU! Youth Opportunities Unlimited Events.

Board staff will provide updates on the following initiatives:

- YOU CHOOSE! 3rd Annual, Career Expo! 2019. Update: September 25, 2019, American Bank Center.
34 Schools from 23 different Districts have registered for YOU CHOOSE for a total of 1892 Students.
- YOU Earn and Learn! 3rd Annual, SEAL 2019. **Completed-67** Students Served.
- YOU Learn! 5th Annual, Educator Externship 2019. **Completed- 97** Educators Participated.
- YOU Navigate! Student HireAbility Navigator. July 2019, presentation at Texas Association of Vocational Adjustment Class (TAVAC) Conference in Austin, Tx. Collaboration with ESC2, Charting the Course Events and Regional Capacity Building Transition Conference in May.

2. WIOA Youth as of June 30, 2019.

- **Program Year Enrollment Goal: 330.**
 - As of June 30th, the participant served goal has been met.
 - Main area of WIOA Youth continues to be Out-of-School Youth placements in a paid work experience activity. ISY had an increase in work experience placements due to the summer months, this should show a decrease in this activity after August as student return to school. The paid work experience provides youth invaluable work experience skills and knowledge to enhance their resumes as they explore career pathways.
- YOU! continues to elevate service delivery by providing workshops throughout the region such as Financial Literacy, Leadership Development, Essential Skills and Entrepreneurial Skills. The development of the YOU! Leadership Council was established in the Fall of 2018 to promote leadership development, promote participation in WIOA YOUTH and YOU! Activities.

- Some of these activities include partnering with BCFS for their annual Foster Youth “Hunting for Success” Conference on June 14th.
- Summer Youth Job Fair, May 22, 201. Specifically used to enhance job interviewing skills and summer job opportunities @ La Palmera Mall, 326 Job Seekers and 38 employers!

INFORMATION ONLY

VII-3. Services to Business

BACKGROUND INFORMATION

Hurricane Harvey Relief Initiative (HHRI) Update 07.31.19.

Career Center Services:

577- Intensive job search, assessment and training.

160- Contracts executed for Relief Employment.

350- Support Services Transactions (transportation, work-related, clothing, utilities, housing)

Workforce Mobile Units:

Unit continues to be deployed to impacted communities for employment services. SERCO of Texas provides the staffing to drive the unit and coordinate with board staff the scheduling of deployment.

Board Staff are marketing the availability of unit for community and hiring events, and school district activities.

Monitoring Events:

DOL conducted a monitoring visit to Coastal Bend the week of May 13, 2019.

Two (2) program findings were identified: Counselor Notes and implementation of Follow-up Services to customers. Board Staff has provided documentation to TWC to provide resolution to these program findings.

DOL visit highlighted a National Best Practice related to the marketing campaign to inform our Hurricane Harvey impacted communities about the services available.

Final DOL Audit Report is pending. Upon receipt, Board Internal Auditor will provide final report to Board of Directors for review.

HHRI Grant will continue through December 31, 2019. Board Staff continues to work with TWC on any possible grant extensions.

INFORMATION ONLY

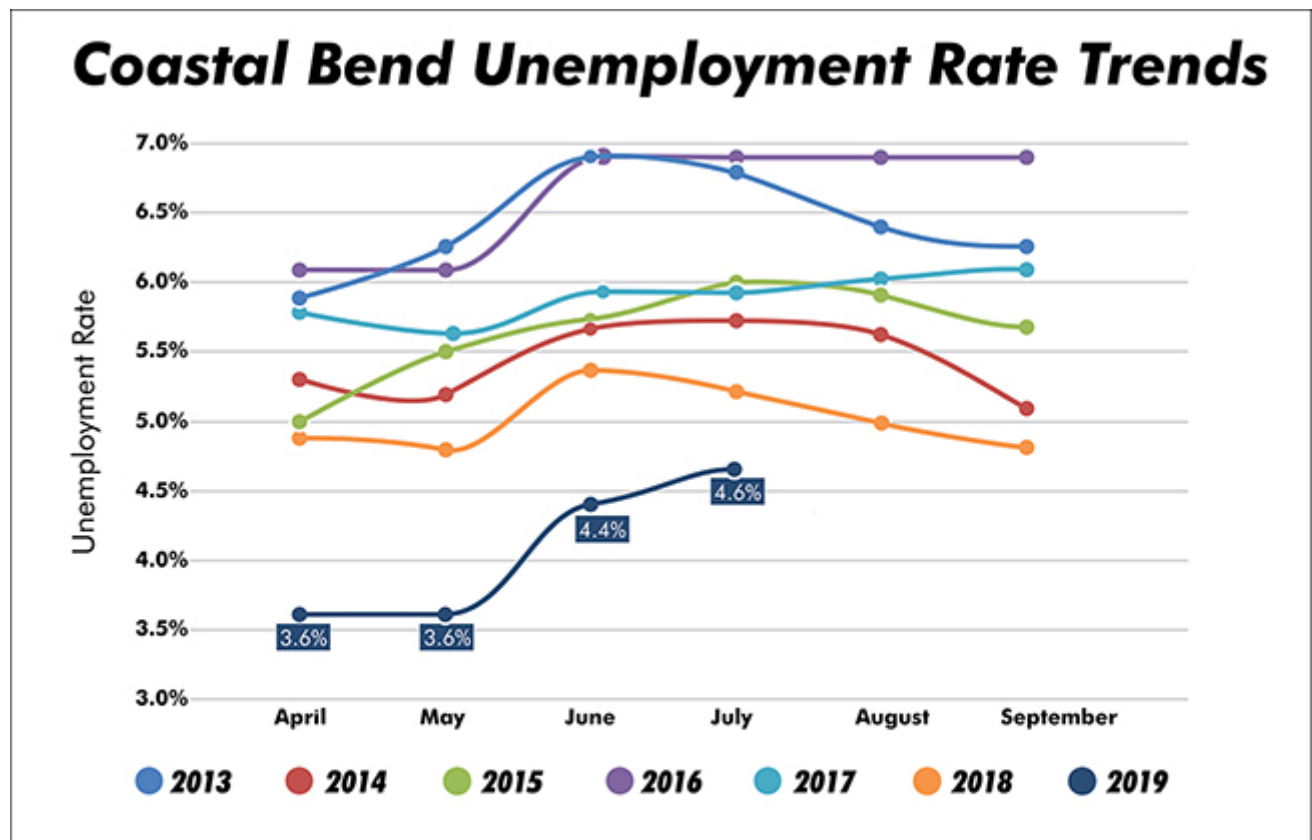
VII-4. Jobs & Employment Report

BACKGROUND INFORMATION

Labor Market Intelligence Update

The July 2019 unemployment rate for the Coastal Bend region increased to 4.6% over the month from 4.4% in June 2019. This is a new all-time low for the month of July in the Coastal Bend region.

Summer employment normally fluctuates as it relates to the *Government and Education Industries* in our region. This includes numerous occupations within the independent school districts, colleges and universities. The months of August and September gradually level off as seen in the graph below.



After September, the unemployment rate adjusts to normal levels as workers in the Government and Education Industries return to the labor force.

The Corpus Christi Metropolitan Statistical Area (MSA) increased as well to 4.6% unemployment rate while also decreasing 0.2% from this time last year.

Due to the cyclical pattern of Education occupations in the Coastal Bend region, all 11 counties experienced increases in their unemployment rates over the month. Additionally, the 11 Coastal Bend counties decreased from July 2018.

The opportunity to find quality employment has never been better with seasonal jobs in *Retail Sales* and the *Food Service* industry. Numerous skilled occupations such as welders, pipefitters, CDL drivers and nurses are still in-demand as well.

BACKGROUND

Local labor market information for July 2019 is included on the following pages.

Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data July 2019						Previous Monthly Data June 2019				Year Ago July 2018			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	163,351,000	157,288,000	6,063,000	3.7	0.0	-0.2	162,981,000	157,005,000	5,975,000	3.7	162,209,000	155,964,000	6,245,000	3.9
Texas	State	14,019,218	13,543,410	475,808	3.4	0.0	-0.4	14,014,743	13,532,128	482,615	3.4	13,838,916	13,315,696	523,220	3.8
Corpus Christi	MSA	206,536	197,207	9,329	4.5	0.1	-0.2	207,658	198,597	9,061	4.4	209,449	199,832	9,759	4.7
Coastal Bend	WDA	263,044	251,054	11,990	4.6	0.2	-0.6	264,340	252,748	11,592	4.4	265,322	251,443	13,879	5.2
Aransas	County	10,097	9,653	444	4.4	0.2	-1.1	10,149	9,720	429	4.2	10,265	9,702	563	5.5
Bee	County	9,730	9,276	454	4.7	0.4	-0.5	9,805	9,380	425	4.3	9,917	9,400	517	5.2
Brooks	County	2,549	2,379	170	6.7	0.9	-1.0	2,515	2,369	146	5.8	2,473	2,283	190	7.7
Duval	County	5,179	4,943	236	4.6	0.3	-1.3	5,189	4,964	225	4.3	5,088	4,790	298	5.9
Jim Wells	County	17,812	16,967	845	4.7	0.1	-1.0	17,846	17,027	819	4.6	17,133	16,151	982	5.7
Kenedy	County	249	240	9	3.6	1.2	-0.5	249	243	6	2.4	243	233	10	4.1
Kleberg	County	13,011	12,374	637	4.9	0.3	-0.5	13,087	12,480	607	4.6	13,120	12,406	714	5.4
Live Oak	County	4,883	4,698	185	3.8	0.1	-0.2	4,901	4,720	181	3.7	5,196	4,989	207	4.0
Nueces	County	166,463	159,282	7,181	4.3	0.1	-0.6	167,381	160,401	6,980	4.2	168,381	160,095	8,286	4.9
Refugio	County	3,095	2,970	125	4.0	0.1	-0.9	3,090	2,968	122	3.9	3,165	3,009	156	4.9
San Patricio	County	29,976	28,272	1,704	5.7	0.2	-0.7	30,128	28,476	1,652	5.5	30,341	28,385	1,956	6.4

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

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

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

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

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

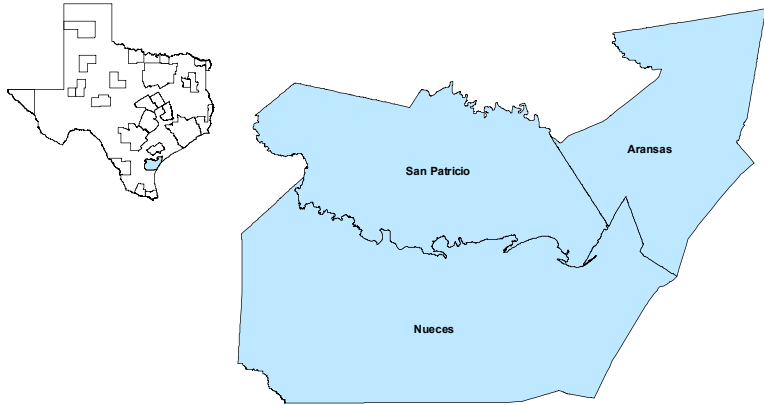
Less than 9th grade	8.7%	12th grade & GED	27.7%	Associates degree	7.0%	Graduate or Professional degrees	8.4%
9th thru 11th grade	9.3%	Some College	25.1%	Bachelors degree	13.8%		

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

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

Corpus Christi MSA

July 2019

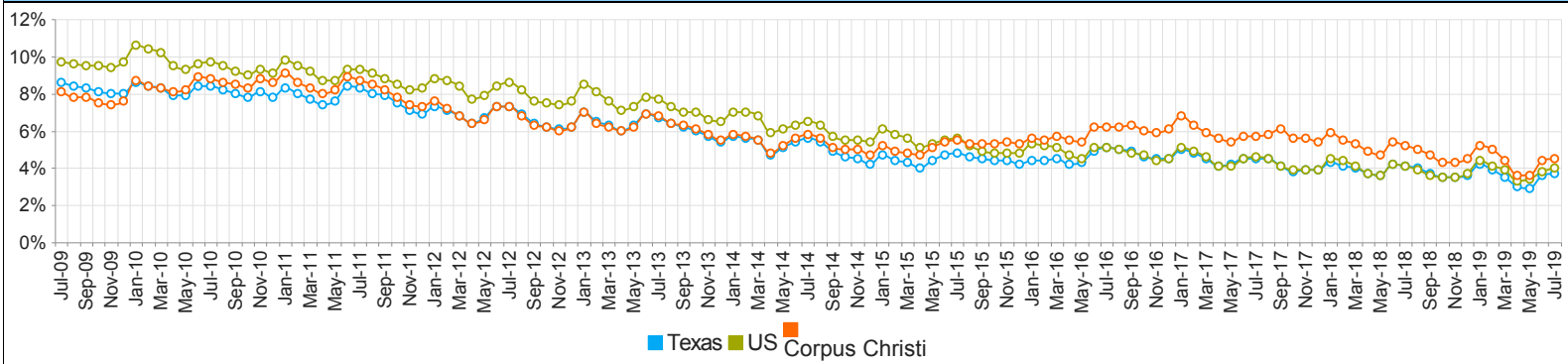


MSA Labor Force Statistics				
	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	206,536	207,658	208,987	-2,451
Employed	197,207	198,597	198,182	-975
Unemployed	9,329	9,061	10,805	-1,476
Unemployment Rate	4.5%	4.4%	5.2%	-0.7%

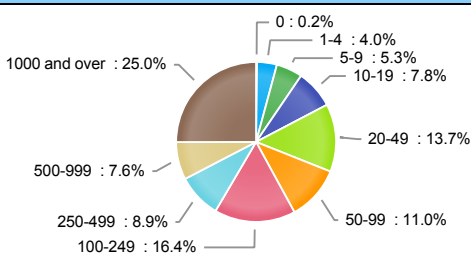
Texas Labor Force Statistics				
	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	14,066,138	14,041,604	13,887,986	178,152
Employed	13,542,200	13,540,702	13,320,601	221,599
Unemployed	523,938	500,902	567,385	-43,447
Unemployment Rate	3.7%	3.6%	4.1%	-0.4%

US Labor Force Statistics				
	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	164,941,000	164,120,000	163,734,000	1,207,000
Employed	158,385,000	157,828,000	157,004,000	1,381,000
Unemployed	6,556,000	6,292,000	6,730,000	-174,000
Unemployment Rate	4.0%	3.8%	4.1%	-0.1%

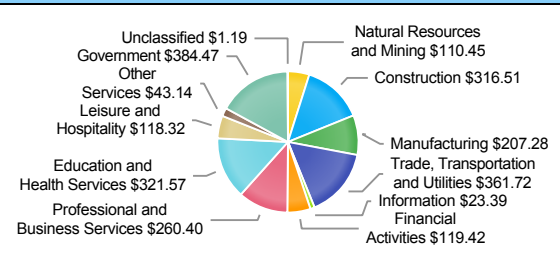
Historical Unemployment Rates



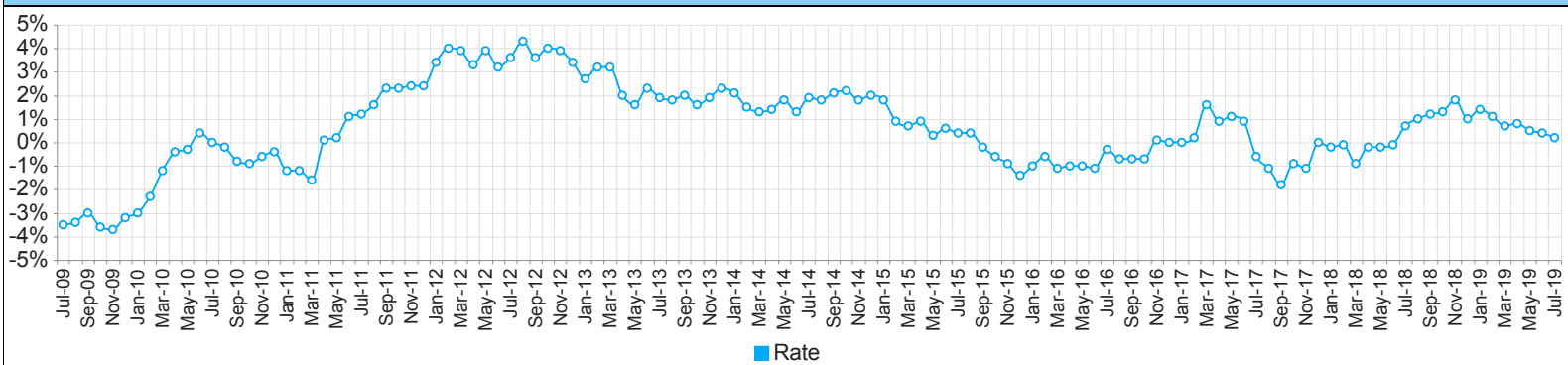
Employment by Size Class (1st Quarter 2019)



Wages by Industry (in millions) (1st Quarter 2019)



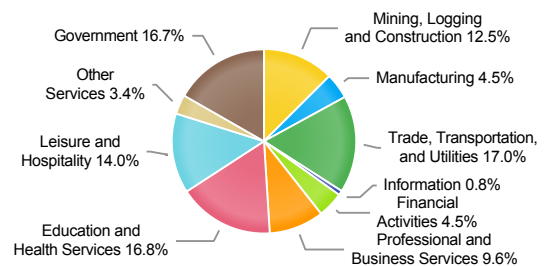
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (July 2019)

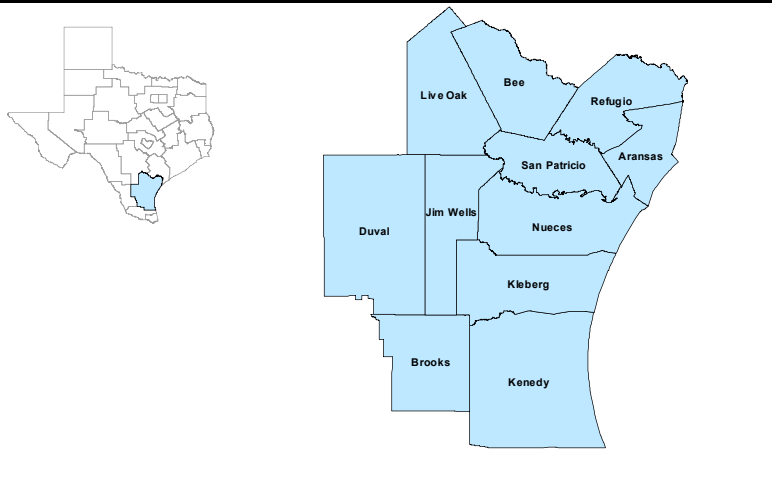
Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	193,000	-1.3%	0.2%
Mining, Logging and Construction	24,200	-0.8%	-0.4%
Manufacturing	8,600	-1.1%	3.6%
Trade, Transportation, and Utilities	32,900	-0.3%	-1.2%
Information	1,600	0.0%	0.0%
Financial Activities	8,600	1.2%	2.4%
Professional and Business Services	18,600	-0.5%	1.1%
Education and Health Services	32,500	0.0%	2.2%
Leisure and Hospitality	27,100	0.4%	-0.7%
Other Services	6,600	-1.5%	1.5%
Government	32,300	-6.4%	-1.5%

Employment by Industry (July 2019)



Coastal Bend Workforce Development Area

July 2019



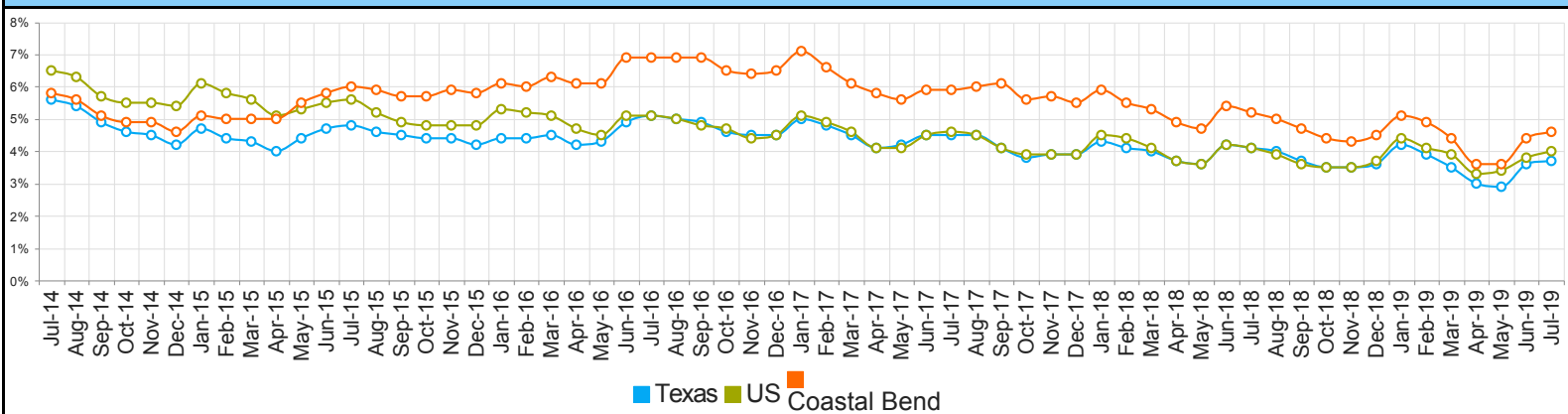
WDA Labor Force Statistics				
	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	263,044	264,340	265,322	-2,278
Employed	251,054	252,748	251,443	-389
Unemployed	11,990	11,592	13,879	-1,889
Unemployment Rate	4.6%	4.4%	5.2%	-0.6%

Texas Labor Force Statistics				
	Jul-19	Jun-19	Jul-18	Yearly Change
Civilian Labor Force	14,066,138	14,041,604	13,887,986	178,152
Employed	13,542,200	13,540,702	13,320,601	221,599
Unemployed	523,938	500,902	567,385	-43,447
Unemployment Rate	3.7%	3.6%	4.1%	-0.4%

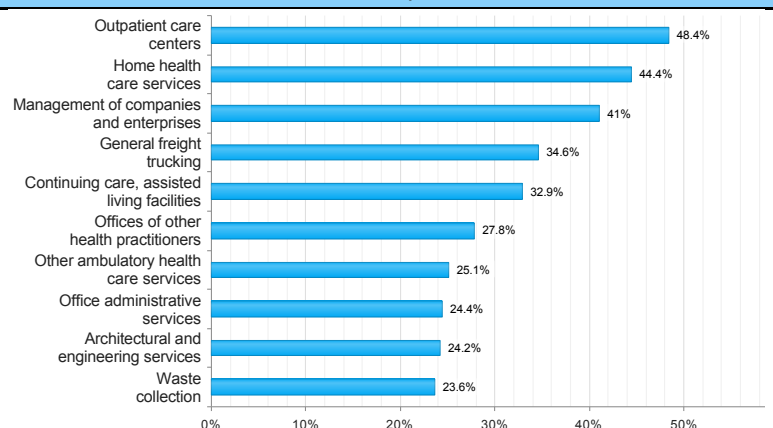
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Employed	158,385,000	157,828,000	157,004,000	1,381,000
Unemployed	6,556,000	6,292,000	6,730,000	-174,000
Unemployment Rate	4.0%	3.8%	4.1%	-0.1%

Continued Claims for the Week of the 12th				
	Jul-19	Jun-19	Jul-18	Yearly Change
WDA	2,540	2,581	2,512	28
Texas	103,612	101,617	103,675	-63

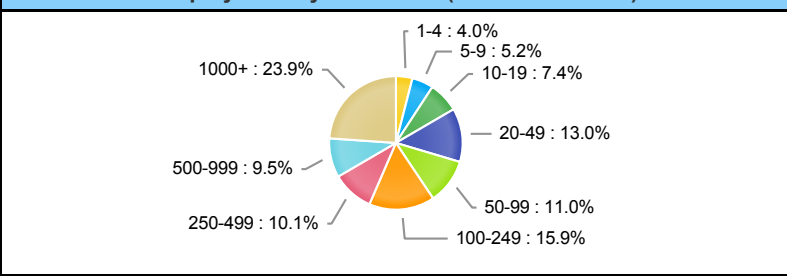
Historical Unemployment Rates



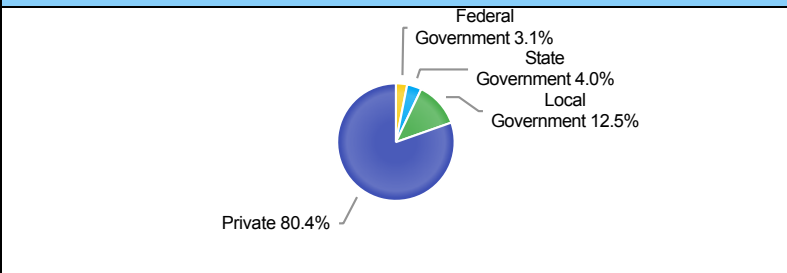
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2016-2026)



Employment by Size Class (1st Quarter 2019)



Employment by Ownership (1st Quarter 2019)



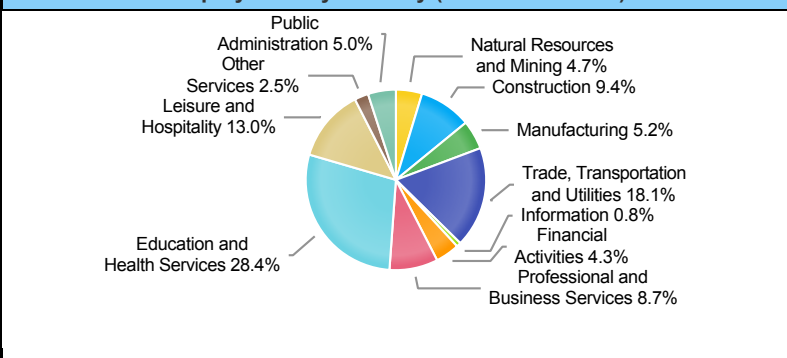
Average Weekly Wage (1st Quarter 2019)

	Q1 2019	Q4 2018	Q1 2018	Quarterly Change	Yearly Change
WDA	\$924	\$933	\$899	\$-9	\$25
Texas	\$1,204	\$1,148	\$1,168	\$56	\$36
US	N/A	\$1,144	\$1,152	N/A	N/A

Employment by Industry (1st Quarter 2019, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	11,075	4.7%	-2.2%	5.5%
Construction	22,308	9.4%	-5.7%	-8.9%
Manufacturing	12,175	5.2%	-2.9%	-1.3%
Trade, Transportation and Utilities	42,677	18.1%	-1.9%	0.1%
Information	1,904	0.8%	-1.1%	-3.4%
Financial Activities	10,081	4.3%	0.7%	4.2%
Professional and Business Services	20,674	8.7%	-2.6%	2.8%
Education and Health Services	67,036	28.4%	0.0%	1.6%
Leisure and Hospitality	30,820	13.0%	0.5%	1.8%
Other Services	5,834	2.5%	-1.0%	1.4%
Public Administration	11,746	5.0%	-1.6%	-0.6%

Employment by Industry (1st Quarter 2019)



*The average weekly wage for U.S. for the latest quarter is not available. It will be updated shortly.

INFORMATION ONLY

VII - 5 – Performance Measure Update

BACKGROUND INFORMATION

Performance Update (June 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 8/7/2019
JUNE 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	120.29%	54.61%	54.61%	65.69%	63.81%	57.28%	4,746	7,225	67.70%	63.04%	66.34%		7/18	3/19
TWC	# of Employers Receiving Workforce Assistance	+P	113.14%	2,709	3,136	3,065	3,603	3,305	----	----	2,054	1,933	1,821		10/18	6/19

Program Participation Measures

TWC	Choices Full Work Rate - All Family Total	+P	123.50%	50.00%	50.00%	61.75%	54.02%	52.28%	71	115	62.18%	60.44%	62.62%		10/18	6/19
TWC	Avg # Children Served Per Day - Combined (Discrete Month)	MP	95.00%	3,060	3,060	2,907	n/a	n/a	58,140	20	n/a	n/a	n/a	n/a	6/19	6/19
TWC	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	n/a	2,837	2,302	2,076	553,246	195	2,648	2,904	2,963		10/18	6/19

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	99.96%	69.00%	69.00%	68.97%	68.48%	68.10%	10,092	14,633	68.12%	67.93%	68.72%	71.21%	7/17	6/18
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	101.32%	84.00%	84.00%	85.11%	84.35%	82.49%	9,986	11,733	84.25%	85.08%	87.01%	84.10%	1/17	12/17
TWC	Median Earnings Q2 Post Exit – C&T Participants	+P	106.16%	\$5,338.00	\$5,338.00	\$5,666.91	\$5,514.25	\$5,274.38	n/a	9,484	\$5,491.81	\$5,505.55	\$5,603.90	\$6,132.64	7/17	6/18
LBB-K	Credential Rate – C&T Participants	MP	101.73%	60.00%	60.00%	61.04%	54.88%	51.25%	94	154	74.29%	74.36%	54.90%	37.93%	1/17	12/17
DOL-C	Employed Q2 Post Exit – Adult	MP	94.07%	78.80%	78.80%	74.13%	80.52%	79.76%	278	375	77.84%	67.61%	67.12%	79.69%	7/17	6/18
DOL-C	Employed Q4 Post Exit – Adult	MP	95.31%	80.10%	80.10%	76.34%	83.19%	80.82%	284	372	71.43%	77.65%	82.04%	64.79%	1/17	12/17
DOL-C	Median Earnings Q2 Post Exit – Adult	---	-----	-----	-----	\$7,948.25	\$7,880.54	\$7,279.98	n/a	274	\$12,559.23	\$5,019.47	\$4,525.44	\$6,376.25	7/17	6/18
DOL-C	Credential Rate – Adult	MP	91.93%	65.80%	65.80%	60.49%	44.27%	55.77%	49	81	80.00%	75.00%	45.83%	35.71%	1/17	12/17
DOL-C	Employed Q2 Post Exit – DW	MP	106.14%	75.10%	75.10%	79.71%	82.16%	76.82%	165	207	79.63%	73.68%	88.37%	79.25%	7/17	6/18
DOL-C	Employed Q4 Post Exit – DW	MP	98.92%	80.30%	80.30%	79.43%	83.24%	67.95%	166	209	81.13%	75.56%	87.04%	73.68%	1/17	12/17
DOL-C	Median Earnings Q2 Post Exit – DW	---	-----	-----	-----	\$7,726.88	\$8,383.75	\$6,634.93	n/a	163	\$8,213.74	\$7,963.36	\$6,224.95	\$7,606.03	7/17	6/18
DOL-C	Credential Rate – DW	MP	91.57%	77.70%	77.70%	71.15%	74.00%	70.83%	37	52	82.35%	50.00%	77.78%	54.55%	1/17	12/17

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 8/7/2019

JUNE 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	100.28%	68.30%	68.30%	68.49%	68.18%	69.00%	<u>150</u> 219		62.20%	76.67%	73.47%	68.97%	7/17	6/18
DOL-C 2	Employed/Enrolled Q4 Post Exit – Youth	MP	102.93%	67.30%	67.30%	69.27%	66.12%	73.05%	<u>133</u> 192		66.67%	77.97%	59.76%	80.00%	1/17	12/17
DOL-C 2	Credential Rate – Youth	+P	120.77%	41.40%	41.40%	50.00%	55.13%	65.88%	<u>10</u> 20		33.33%	80.00%	50.00%	0.00%	1/17	12/17

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

3. Targets will be negotiated late in BCY19 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.

INFORMATION ONLY

VII-6 – Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

Co-location of Vocational Rehabilitation Services (VRS) in Beeville & Kingsville Career Centers. Kingsville complete and Beeville working with TWC and CBC. Sinton, Sunrise and Staples Career Centers will receive a refresh to include painting and furniture updates. Staples and Sunrise will replace cubicle walls.

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.