



Workforce Services Committee

**February 6, 2020
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
February 6, 2020 – 3:00 pm

AGENDA

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I. Call to Order: <i>Ray De Los Santos, Jr., 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 November 14, 2019 Workforce Services Committee Meeting.....	4-6
VI. Discussion and Possible Action on Committee Initiatives for BCY 2020 and Review of Charter.....	7
VII. Items for Discussion and Possible Action:.....	8
1. Policy#4.0.101.11 – Support Services: <i>Alba Silvas</i>	9-18
2. Policy#4.1.104.05 – Individual Training Account (ITA) policy: <i>Alba Silvas</i>	19-27
VIII. Information Only:	
1. Services to Workers	
a. Policy Review Schedule: <i>Alba Silvas</i>	28-30
b. Program Updates: <i>Alba Silvas</i>	31-32
c. Veterans Services: <i>Alba Silvas</i>	33-34
2. Services to Youth	
a. YOU! Program Update: <i>Andrea Byrd</i>	35
3. Services to Business	
a. Hurricane Harvey Activities: <i>Alba Silvas</i>	36
b. Business Solutions Report: <i>Alba Silvas</i>	37
4. Local Labor Market Information	
a. Jobs and Employment Report: <i>Amy Villarreal</i>	38-42

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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*.....43-48
- 6. Facilities Update: *Amy Villarreal*.....49

IX. Adjournment

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

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

**Workforce Services Committee
Roll Call Roster
February 6, 2020**

_____ Ray De Los Santos, Jr., Chair

_____ Gary Allsup, Vice-Chair

_____ Randy Giesler

_____ Travis Nelson

_____ Kari Kelley

_____ Manny Salazar

_____ Sandra Julia Bowen

_____ Susan Temple

_____ 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
November 14, 2019 – 3:00 pm

Committee Members

Present

Velma Soliz-Garcia, Chair
Sandra Julia Bowen
Ray De Los Santos, Jr.
Michelle Flower
Kari Kelley
Manny Salazar
Susan Temple

Absent

Gary Allsup, Vice Chair
Randy Giesler
Vince Goodwine
Dr. Marc Puig

Others Present

Ken Trevino, Workforce Solutions
Amy Villarreal, Workforce Solutions
Shileen Lee, Workforce Solutions
Alba Silvas, Workforce Solutions
Pam Ross, Workforce Solutions
Monika De La Garza, Workforce Solutions
Jennifer Ledford, Workforce Solutions
Catherine Cole, Workforce Solutions
Heather Cleverley, Workforce Solutions
Janet Neely, Workforce Solutions
Lucinda Garcia, Legal Counsel
Ramsey Olivarez, C2GPS, LLC
Rita Soto, C2GPS, LLC
Angie Garcia, C2GPS, LLC

Other Board Members Present

Victor M. Gonzalez, Jr.
Gloria Perez
Marcia Keener
Jesse Gatewood

- I. Call to Order**
The meeting was called to order at 3:02 pm.
- II. Roll Call**
The roll was called and a quorum was present.
- III. Announcement on Disclosure of Conflicts of Interest**
Attention was called to the Disclosure and Declaration of Conflict of Interest guidelines and disclosures were requested at this time. None were made.
- IV. Public Comments**
There were no public comments.
- V. Discussion and Possible Action on Minutes of the September 12, 2019 Workforce Services Committee Meeting**
Mr. Gonzalez moved to approve the minutes of the September 12, 2019 Workforce Services Committee meeting. The motion was seconded and passed.
- VI. Items for Discussion and Possible Action:**
 1. *Targeted Occupations List Activities 2020-2021*
Ms. Villarreal presented information on the Targeted Occupations List Activities 2020-2021 (included on page 7 of the November 14 agenda packet).
- VII. Information Only:**
 1. *Services to Workers*
 - a. Policy Review Schedule
Ms. Silvas presented the Policy Review Schedule (included on pages 8-10 of the November 14 agenda packet). Ms. Silvas thanked the Workforce Services Committee for always supporting the cause. Ms. Soliz-Garcia thanked everyone for the set up of the Policy Review Schedule.

b. Program Updates

Ms. Silvas and Ms. Ross provided program updates (included on pages 11-12 of the November 14 agenda packet).

Mr. Olivarez mentioned new staff member Shelly Key, Managing Director for C2 Global Professional Services, LLC. Ms. Key was hired on from Texas A&M University – Kingsville and was the Executive in the Administration Department. Ms. Silvas stated Ms. Key would attend the next Board of Directors meeting on Thursday, December 12, 2019.

c. Veterans Services

Ms. Silvas provided information on Veterans Services (included on page 13 of the November 14 agenda packet). Ms. Silvas stated the 8th Annual Hiring Red, White & You Statewide Veterans Hiring Fair event was a success. In attendance was State Representative Todd Hunter, Chairman Eliseo Cantu and General Counsel Les Trobman. Also, in attendance from our Board of Directors was Mr. Gonzalez and Ms. Perez.

2. *Services to Youth*

a. YOU! Program Update

Ms. Silvas provided a YOU! Program update (included on page 14 of the November 14 agenda packet). Ms. Silvas welcomed Josh Sosa who was hired to do Youth/WIOA. Ms. Soto introduced new staff member Josh Sosa, Youth Manager for C2 Global Professional Services, LLC.

3. *Services to Business*

a. Hurricane Harvey Activities

Ms. Silvas provided information on Hurricane Harvey activities (included on page 15 of the November 14 agenda packet). Ms. Villarreal added additional information.

4. *Local Labor Market Information*

a. Jobs & Employment Report – September 2019

Ms. Villarreal provided local labor market information for September 2019 (included on pages 16-20 of the November 14 agenda packet). Ms. Villarreal stated the numbers for the local labor market for October 2019 would be in Friday, November 15, 2019.

5. *Performance Measure Update*

a. Board Contract Year 2019

Ms. Villarreal presented a performance measure update for the Board Contract Year 2019 (included on pages 21-26 of the November 14 agenda packet).

6. *Facilities Update*

Ms. Villarreal provided a facilities update (included on page 27 of the November 14 agenda packet). Ms. Villarreal stated a co-location of Vocational Rehabilitation Services (VRS) in Beeville and Kingsville Career Centers. Kingsville and Beeville set-up of additional workstations has been completed.

Ms. Villarreal mentioned Sinton, Sunrise and Staples Career Centers will receive a refresh to include painting and furniture updates. Staples and Sunrise will replace cubicle walls.

Ms. Villarreal provided information on the relocation of the Board staff and Vocational Rehabilitation Services moving into Staples Career Center. Ms. Villarreal stated we are still in the process of negotiating and working things out.

VIII. Adjournment

The meeting adjourned at 3:43 pm.

DISCUSSION AND POSSIBLE ACTION

VI. Committee Initiatives for 2020 and Review of Charter

BACKGROUND INFORMATION

Workforce Services Committee Charter:

WORKFORCE SERVICES

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

RECOMMENDATION

The Workforce Services Committee consider initiatives for 2020 and take any appropriate action on the information presented.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

VII. Board Policies Related Policies and Procedures

BACKGROUND INFORMATION

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

Policy #4.0.101.11- Support Services

Due to Workforce Development Division, Technical Assistance Bulletin 293 dated January 14, 2020; revisions were made to strengthened board policy regarding post-employment retention services and budget worksheets.

Section V- Related Policy Information updated to include the guidelines of Technical Assistance Bulletin #293.

Policy #4.1.104.05 – Individual Training Accounts (ITA)

Due to Workforce Development Division, Technical Assistance Bulletin 204 dated January 17, 2020; revisions were made to update terminology: Eligible Training Provider System (ETPS) to Eligible Training Provider/Program List (ETPL). Policy revision also provides guidance on where the ETPL is found in The Workforce Information System of Texas (TWIST) and must be used when issuing an ITA for training services.

Section VI- Related Policy Information updated to include the guidelines of Technical Assistance Bulletin #294.

RECOMMENDATION

Board Professionals recommend the approval of policies as amended.



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY-DRAFT

CATEGORY:	Program Operations	No: 4.0.101.110
TITLE:	Support Services	
SUPERSEDES:	4.0.101. 109 , dated October 31, 2014	
EFFECTIVE:	September 28, 2018 <u>February 21, 2020</u>	
BOARD APPROVAL:	September 27, 2018 <u>February 20, 2020</u>	
LAST REVIEW:	September 13, 2018 <u>February 6, 2020</u>	

I PURPOSE:

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

II DEFINITIONS:

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

III POLICY STATEMENT:

General

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

Support services may be provided to eligible and active job seekers enrolled in workforce programs or other special initiatives such as Workforce Innovation and Opportunity Act (WIOA) Intensive or Training Services, Choices for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Non-Custodial Parent (NCP) Choices programs, and National Dislocated Worker Grants(NDWG).

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

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

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

Resource and Service Coordination

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

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

Allowable Support Services

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

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

garage conducting the diagnostic check.

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

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

- Documentation from a vendor that repairs requested are needed for the vehicle to be operable and safe;
- Verification of ownership of vehicle;
- Prepayment is prohibited;
- Payment will be paid directly to vendor after completion of repairs and receipt of invoice;

- Procurement of car repairs will require three (3) written bids; and
- Proof of issuance of current auto insurance

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

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

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

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

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

Transportation - Transportation services are provided via the most economical means available. Public transportation agencies or other providers who have contracts or agreements with the Board and/or Contracted Service Providers and are cooperating with efforts to create a regional transportation system should have first priority. In determining the proper use of transportation services, Contracted Service Providers must evaluate the individual's need for transportation services and act prudently in determining the best method or option in terms of availability and cost. Contracted Service Providers shall first look at public transportation as the primary means for transportation such as bus tokens or bus passes. However, if other options are considered such as

taxi cabs, car pools, and van shuttles (if necessary for large groups), contractor must include supporting documentation justifying the non-use of public transportation. For example, cases may exist in an emergency or in special circumstances where public transportation cannot meet the individual's needs, such as working late nights or weekends when public transit is not available, or living in remote areas lacking public transportation. Essentially, proper screening of transportation needs must be performed and the latter options used as the last resort.

Car pooling of two or more participants as a means for transportation is encouraged. Each rider may receive a travel allowance and he/she would be responsible for paying the driver.

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

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

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

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

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

Work-Related Expenses – Work-related expenses may be paid in advance or as a reimbursement if necessary for a participant to accept or retain employment paying at least the federal minimum wage. Such expenses may include, but are not limited to tools, uniforms, work boots, equipment, housing expenses and the cost of vocationally required examinations or certificates. More expensive items such as tools and work boots will require verification from the employer that these items are required.

Support Services Not Allowed

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

Limits and Other Support Services

Exception requests for supportive services that exceed Board limits may be submitted to Board President/CEO, Deputy Director, or designee. These requests must be submitted **prior to** payment

request with written justification on a case by case basis.

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

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

Methods of Payment

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

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

Termination of Support Services

Support services are terminated based on the following reasons:

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

Overpayment

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

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

Contracted Service Provider Action Required

Contracted Service Providers will establish support service procedures according to the policy stated above and consistent with the regulations of each specific funding source. Procedures will remain

on file and be provided to all appropriate Career Center staff and any subcontractor or training provider who may be affected. The Contracted Service Provider will ensure that all Career Center staff and subcontractors are trained on the support service policy and procedures, as appropriate.

M. PROCEDURES:

Determination of Need

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

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

- Determination of the individual's financial need for the service(s);
- Justification of service(s);
- Support of the final decision to provide or deny requested service(s);
- Assurance that the amounts paid for the various allowable support service items are reasonable and consistent with Board, Federal and State regulations;
- Provisions to ensure services being paid for are not otherwise reasonably available to the individual from other resources;
- Provisions to ensure the financial information provided by the individual is reasonably accurate;
- Requirements that a re-assessment and update of participants' financial data be complete prior to issuing a new voucher for support services; and
- Requirements for recurrent payments, such as transportation, child care, etc., to ensure continued receipt of support contingent on training attendance and/or performance.
- Assessment and determination to issue allowable post-employment/retention support services must be documented for funding streams allowing post-employment/retention support services.

Documentation

Documentation of resource exploration and rationale for approval, non-approval, and termination of support services provided to individuals will be entered in TWIST for tracking purposes. The participant's IEP will also support the services the participant needs to be successful. Referral to other community resources and results of those referrals are also to be apparent in the file.

Allowable support services that are limited to a one-time expense require documentation in TWIST and the support service voucher that states the date of the last time the individual received the one-time payment or states no payment received in the last 12 months. The date last received must be at least 12 months from the date the request is made.

V. RELATED POLICY INFORMATION:

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

- a. Texas Workforce Commission Workforce Investment Act (WIA) Rules: 40 TAC Chapter 841
- b. Texas Workforce Commission Choices Rules: 40 TAC Chapter 811
- c. Texas Workforce Commission Supplemental Nutrition Assistance Program Employment and Training Rules: 40 TAC Chapter 813

POLICY TITLE: Support Services
POLICY NUMBER: 4.0.101.101

DATE: 4/26/2007
REVISION: 09/20/1802/06/2020

- d. Texas Workforce Commission Child Care Services Rules: 40 TAC Chapter 809, and in accordance with the Board approved Child Care Policies
- e. NCP Choices: A Comprehensive Guide
- f. WD Letter 06-10, issued February 2, 2010, and entitled "Trade Adjustment Assistance: Statewide Commuting Area and Reasonable Cost of Training Standard"
- g. Texas Workforce Commission –WIOA Guidelines for Adults, Dislocated and Youth, issued August 2015 and revised September 26, 2016, revised June 6, 2018 and effective July 6, 2018
- h. U.S Department of Labor Training and employment guidance Letter WIOA No.19-16, issued March 1, 2017
- i. U.S. Department of Labor Training and employment guidance Letter WIOA No. 21-16, issued March 2, 2017
- j. Texas Workforce Commission- Trade Adjustment Assistance Guide, issued April 2016.
- k. Training and Employment Guidance Letter (TEGL) 1-17, Operational Guide for National Dislocated Worker Grant, and Changes and updates: TEGL 02-15, Operational Guidance for National Dislocated Worker Grants pursuant to WIOA. Issued August 1, 2017.
- kl. [Workforce Development Division- Technical Assistance Bulletin 293, dated January 14, 2020](#)

VI. RESPONSIBILITIES:

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

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

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

VII. FORMS AND INSTRUCTIONS: N/A

VIII. DISTRIBUTION:

- Board of Directors
- Board Staff
- Contracted Service Provider

IX. SIGNATURES:

Reviewed by EO Officer

Date

POLICY TITLE: Support Services
 POLICY NUMBER: 4.0.101.101

DATE: 4/26/2007
 REVISION: [09/20/1802/06/2020](#)

President/CEO

Date

**Support Services
Limits
Attachment A**

Allowable Support Services	Board Approved	Limits and Duration
Auto Insurance	YES	\$100; One-time expense
Bus Passes	YES	Current Rate
Car Repairs	YES	Maximum - up to \$500; Limited to minor repairs. One-Time Expense; Requires verification of need from vendor
Child Care	YES	Maximum - Established Reimbursement Rate; Paid while in program.
Clothing/Uniforms	YES	Maximum- up to \$200; One-Time Expense
Dental Exams	NO	
Dental Work	NO	
Driver Education Course	YES	Maximum- up to \$150; One-Time Expense
Eye Exams	YES	Maximum- up to \$150; One-Time Expense
Eye Glasses	YES	Maximum - up to \$200; One-Time Expense
Food Handler Health Card	YES	Current Rate; One-Time Expense
Hearing Exams	YES	Maximum - up to \$150; One-Time Expense
Hearing Aids	YES	Maximum- up to \$250; One-Time Expense
Incentives/Stipends for Job Retention	YES	See policy #4.0.100.05 Incentives/Stipends
Mileage –	YES	Rate not to exceed \$15.00 per day for in or out of town travel.
Housing Assistance	YES	Maximum – up to \$600; One-Time Expense; full time work or training; plan for future payments
Test/Certification Fees/GED	YES	Maximum - Current Rate; One-Time Expense
Utilities	YES	Maximum - up to \$150; less than 2 months past due; may include a combination of 2 or more utilities
Tools, work boots, equipment	YES	Actual cost; full time work or training; tools and work boots for work requires verification from employer as required

Notes :

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

Addendum: Board Policy 4.0.10.09. NDW Hurricane Harvey Grant

Effective: April 9, 2018

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


WORKFORCE SOLUTIONS
of the Coastal Bend
POLICY-DRAFT

CATEGORY:	Workforce Programs- WIOA	No: 4.1.104.054
TITLE:	Individual Training Accounts (ITAs)	
SUPERSEDES:	4.1.104.034, dtd 10/26/2012	
EFFECTIVE:	September 27, 2019 <u>February 21, 2020</u>	
BOARD APPROVAL:	September 26, 2019 <u>February 20, 2020</u>	
DATE REVIEWED :	September 12, 2019 <u>February 6, 2020</u>	

I. PURPOSE:

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

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

II. DEFINITIONS:

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

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

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

III. POLICY STATEMENT

All training for which an ITA is issued must be included on the statewide ~~listed in the~~ Eligible Training Provider/~~Program List System~~ (ETPLS) available in The Workforce Information System of Texas(TWIST), using the Select Provider button in the Service Detail window. Additionally, consistent with the Board's Business & Strategic Plan..

WIOA Funding

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

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

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

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

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

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

Exceptions to ITAs

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

- 1) Training is received through approved on-the-job or incumbent worker training provided by an employer or through an approved customized training program; or,

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

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

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

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 ETPLS, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans Affairs(VA), Hazelwood Act, Texas Grant Monies, assistance from the Vocational Rehabilitation Services(VRS) and other such agencies, private scholarships, Pell Grants and others, an ITA is created for the participant. VA training benefits do not require to be exhausted prior to accessing WIOA funds for training. A "deposit" is made to the participant's account sufficient to cover the cost of training, as identified in ETPLS, 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 ETPLS, 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 ETPLS, 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 ETPLS 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 ETPLS 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 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, 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 [ETPLS](#); 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 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 TEGs, the participant is advised:
 - full-time or part-time training may be approved by TRA allowances will not be paid for any week in which training is part-time for Petition Numbers greater or equal to 70,000 or
 - only full-time training will be approved for Petition Numbers less than 70,000.

Service Provider will comply with Trade Act Services Applicable Rules:

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

VI. RELATED POLICY INFORMATION:

WIOA Act of 2014 Regulations 20 CFR Part 680

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

Subpart D- Eligible Training Providers

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

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

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

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

[TWC, WD- letter 29-19 dated November 7, 2019;effective immediately. Statewide Eligible Training Provider List.](#)

Policy Title: Individual Training Accounts (ITAs)
Policy Number: 4.1.104.054

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Origination Date: 03/08/2007
Revision Date:02/20/2020/26/19

VI. RESPONSIBILITIES:

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

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

VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

INFORMATION ONLY

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

BACKGROUND INFORMATION

Board Staff will be presenting Policy Review Schedule- As of February 2020

Two (2) Policies updated for review, recommend for approval- February 2020

Attachment: Policy Review Schedule.

Policy Review Schedule-2020

<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
	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.01	Anonymous Complaints and Communications
	1.0.116.01	Approval Process for Micro-Purchases
	1.0.117.00	Firearms and Weapons Restrictions of WFSCB Premises
Workforce Programs		
	4.0.100.06	Incentives/Stipends
02.20.2020	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
	4.0.115.05	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
	4.0.118.02	Accessibility
	4.0.120.04	Limited English Proficiency (LEP)
	4.0.121.03	Reasonable Accommodations
	4.0.122.02	Outreach
WIOA		

Policy Review Schedule-2020

<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
02.20.2020	4.1.104.04	Individual Training Accounts (ITAs)
	4.1.105.00	Apprenticeship Programs
Choices		
	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		
	4.5.100.06 (Annual)	Work Search Requirement
Quality Assurance & Monitoring		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	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
	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

VIII - 1b. Services to Workers – Program Updates

BACKGROUND INFORMATION

Board Staff will provide updates on:

1. Transitioning of Service Provider- C2GPS.

Key Management positions such as Human Resources, Center Supervisors are filled. Five (5), Front-line staff positions remaining vacant. Board Staff have initiated individual services/ program meetings to assess transition and ensure service delivery is concurrently taking place. C2GPS will ensure ALL Centers are equipped to be true one-stop centers by having representation of all workforce programs.

2. Target Occupation List (TOL).

Updating the TOL is in progress. The activities lined-up to accomplish the update include surveying area employers, school districts, higher education partners and economic development entities. Board staff is on target to bring to the committee an updated TOL by Spring of 2020 for discussion and recommendation to approve.

3. Excellence in Rural Service Delivery Initiative.

Funding available to provide innovative ways to inform and connect with job seekers in the most rural and remote areas in our eleven (11) counties. Purchase of ten (10) KIOSKS is the main activity related to this project; other activities include purchase of marketing material, costs associated with deploying mobile career center and wages utilized for youth and business solutions teams.

4. Pursuit of Advanced Training in High-Demand Skills (PATHS) for TEXAS.

PATHS for Texas, 3-year Project with a budget of \$300,000, was initiated by the Texas Workforce Investment Council (TWIC), in partnership with the local workforce development boards, is a statewide initiative that will leverage Texas' existing workforce development strengths in regional sector partnerships. PATHS will design and implement innovative practices that upskill incumbent retail workers, aid employee retention, and propel individuals' career pathways within retail and/or into other sectors.

- WFSCB is one of six (6) local workforce development boards to be a part of this statewide project with the Walmart National Giving Program. Goal is to serve 50 Individuals in our area.
- WFSCB's objective will be met by digital learning models and industry-based certifications utilizing the Penn Foster statewide online portal. It provides job readiness

certifications and trainings in basic skills, customer service/soft skills, core skills, front-line and first-time supervisory management, mentoring and coaching and technology.

- WFSB will offer our own Career Ready Workforce Certification (CRWC) to also be a resource to deliver job readiness and learn essential skills.
- Goodwill Industries of South Texas has agreed to partner with WFSCB for outreach and engagement and coordination of computer classes Goodwill offers that would enhance the success of the digital learner.
- CVS is also being targeted as a partner. Opportunities for their current workers will be provided to gain credential, upward advancement, employment retention and wage gain during and after the course of this initiative.
- WFSCB will also assess each participant for possible co-enrollment in other workforce funded programs and extend all allowable and support services to enhance the participant experience and ensure successful completion.

Board Chair Victor Gonzalez and President/CEO Ken Trevino attended a Governor's visit November 12th at the Omni Dallas Hotel to support the initiative.

INFORMATION ONLY

VIII - 1c. Services to Workers – Veterans Services

BACKGROUND INFORMATION

Veterans Services

Monthly Veterans Employment and Resources Committee- began in September 2019 and have continued to take place. Matrix below lists the entities and representatives making the committee substantial for collaboration.

Attendees	
Endeavors	Hector Revilla
Nueces County Veterans Service Officer	JJ De La Cerda
Texas A&M University-Corpus Christi	Art Montiel
Texas Veterans Commission	Durashia Frizzell James Wilson Marlene Reifenberger Karen Casey
Texas Veteran Leadership Program	Gina Bohnert
Veteran Affairs – HUD VASH	Cindy Soliz Veronica Barbosa
Veterans Upward Bound	Alison Horton
Workforce Solutions of the Coastal Bend	Alba Silvas Catherine Cole Robert Gonzales Elida Rangel Hilda Olguin (Vacant) Mike Garza

Throughout the meetings, entities provide information on events and projects. Some of these events include Job-Clubs for Veterans and Military Spouses. Other topics include services offered to our veterans to help combat homelessness and veterans seeking education and job search services.

These meetings also help organizations with similar services be able to partner up to find additional ways to service our veterans. For example, it was mentioned that the VA and Endeavors partner up to buy basic household needs for homeless veterans. Our WIOA staff and Center Manger were able to discuss and promote Women @ Work and how it can serve female veterans who are job searching and need basic household items and other needs. With having WIOA staff attending meetings, WIOA staff can help provide information on services that can be provided to veterans that are wanting to enter the workforce or go to school.

At the last meeting, WFSCB Board was able to share of a possible apprenticeship activity with Aeolus Energy for Blade Technicians; these entities would assist us in the recruitment phase in identifying potential veterans to be enrolled.

Save the Date: Thursday November 5, 2020. 9^h Annual, Hiring, Red, White and YOU!

INFORMATION ONLY

VIII - 2. Services to Youth

BACKGROUND INFORMATION

Board Staff will provide updates on:

1. YOU! Youth Opportunities Unlimited- Activities

- 3rd Annual YOU! Navigate- Student HireAbility Programs and Lunch and Learn.
- 4th Annual YOU! Choose Career Expo- September 24, 2020.
- 4th Annual YOU! Summer Earn and Learn (SEAL)- Pending TWC Goals.
- 6th Annual YOU! Learn- Educator Externship- June/July 2020. 140 Educators.
- WIOA- Statewide Funding- YOU! Student Project. Summer 2020. 40 Students.

2. WIOA YOUTH- Program Year Update as of December 31, 2019.

- Participants Served 118, New Enrollments 27. PY begin date October 1,2020.
- Youth Program will continue to make a concentrated effort to increase services to both In and Out of School Youth directly related to the 14 Youth Program Elements. Promotion and implementation of the TWC tools such as Jobs Y'all, Career Explorer, Career Check, Texas Reality Check, Internship Texas.
- A special emphasizes will be placed on strengthening our service to Foster Youth in agreement with our standing MOU as this is a priority population to be served. C2GPS Youth Manager has met with BCFS to review the referral process and ramp-up referrals. Next Meeting is scheduled for February 21, 2020.
- Youth Services will continue to elevate sharing in demand occupation and industry awareness through participation in ISD's Career Events, Orientations, and community partner events.
- Recent Activities include:
 - Community Partner meetings: BCFS Foster Care, ESC2, City of Corpus Christi. ISDs- Robstown, Gregory-Portland, West-Oso. Upcoming: Alice ISD, Aransas Pass, Port Aransas.
- Participant Expenditures YTD:
 - Out of School Youth (OSY): Budget _____ Expenditures _____ (0%)
 - In School Youth (ISY): Budget _____ Expenditures _____ (0%)

INFORMATION ONLY

VIII - 3a. Services to Business – Hurricane Harvey

BACKGROUND INFORMATION

Board Staff will provide updates on:

1. Hurricane Harvey Relief Initiative (HHRI) as of 12.31.2019

- 624- Intensive job search, assessment and training.
- 169- Contracts executed for Relief Employment. \$3,086,689.96
- 350- Support Services Transactions (transportation, work-related, clothing, utilities, housing). \$142,955.21
- Deployment of Mobile Career Center continues! Visit www.workforcesolutionscb.org for monthly calendar.
- HHRI Grant will continue through December 31, 2020.

INFORMATION ONLY

VIII – 3b. Services to Business – Business Solutions Report

BACKGROUND INFORMATION

Staff will provide updates on:

1. Business Solutions Report.

- Robert Reyna, Business Solutions Manager. Activities for Q1: October-December 2019 and Upcoming activities for Q2: January-March 2020.

INFORMATION ONLY

VIII - 4. Jobs & Employment Report

BACKGROUND INFORMATION

Labor Market Intelligence Update

According to the latest employment statistics, the Coastal Bend regional unemployment rate increased 0.2 percent to 4.3% for the month of December 2019. This rate, however, is 0.2 percent lower from this time last year.

The Corpus Christi Metropolitan Statistical Area (MSA) unemployment rate also increased slightly by 0.2 percent over the month.

Five of the 11 Coastal Bend counties experienced increases over the month with Aransas and Kenedy counties remaining unchanged over the month. All 11 counties decreased or remained unchanged year-over-year.

Even though the unemployment rate increased over the month in the Coastal Bend region, there are over 2,300 more workers employed in the region from a year ago. This trend should continue as the demand for skilled workers in the Health Care Industry continues to grow. Over 1,200 jobs are currently available in the Health Care Industry alone in WorkInTexas.com. Registered Nurses and Licensed Vocational Nurses remain at the top of list of in-demand occupations currently for hire.

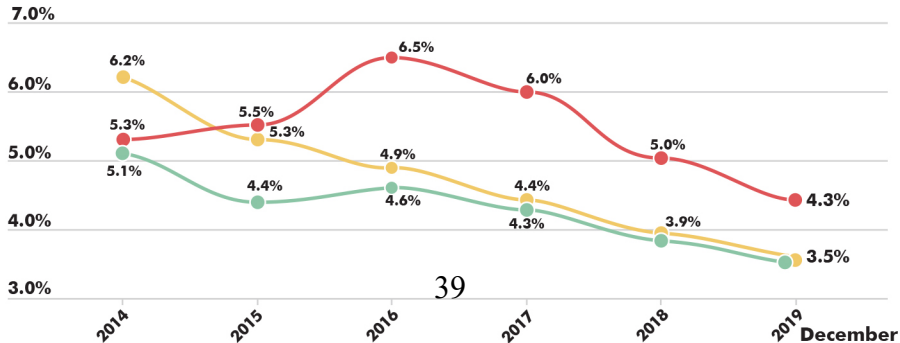
Over the year, Financial Activities grew by 4.8 percent followed by Leisure and Hospitality at 2.4 percent in the Corpus Christi Metropolitan Statistical Area (MSA).

BACKGROUND

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

UNEMPLOYMENT TRENDS

● Coastal Bend ● Texas ● United States



Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data December 2019						Previous Monthly Data November 2019				Year Ago December 2018			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	164,556,000	158,803,000	5,753,000	3.5	0.0	-0.4	164,347,000	158,536,000	5,811,000	3.5	163,240,000	156,945,000	6,294,000	3.9
Texas	State	14,188,089	13,697,783	490,306	3.5	0.1	-0.2	14,148,208	13,662,193	486,015	3.4	13,920,780	13,404,409	516,371	3.7
Corpus Christi	MSA	209,848	200,959	8,889	4.2	0.2	-0.3	210,817	202,304	8,513	4.0	208,998	199,632	9,366	4.5
Coastal Bend	WDA	266,973	255,594	11,379	4.3	0.2	-0.2	268,147	257,113	11,034	4.1	265,130	253,215	11,915	4.5
Aransas	County	10,227	9,834	393	3.8	0.0	-0.8	10,267	9,879	388	3.8	10,231	9,765	466	4.6
Bee	County	9,741	9,314	427	4.4	-0.1	-0.3	9,792	9,353	439	4.5	9,863	9,403	460	4.7
Brooks	County	2,564	2,431	133	5.2	0.1	-0.2	2,514	2,386	128	5.1	2,436	2,305	131	5.4
Duval	County	5,125	4,883	242	4.7	0.2	0.0	5,135	4,905	230	4.5	5,032	4,798	234	4.7
Jim Wells	County	17,526	16,671	855	4.9	0.2	0.0	17,797	16,955	842	4.7	17,197	16,390	807	4.7
Kenedy	County	244	235	9	3.7	0.0	-0.6	244	235	9	3.7	234	224	10	4.3
Kleberg	County	13,318	12,764	554	4.2	-0.2	-0.4	13,407	12,823	584	4.4	13,194	12,581	613	4.6
Live Oak	County	5,481	5,320	161	2.9	-0.3	-0.5	5,304	5,132	172	3.2	5,092	4,921	171	3.4
Nueces	County	169,160	162,333	6,827	4.0	0.1	-0.3	170,024	163,445	6,579	3.9	168,558	161,331	7,227	4.3
Refugio	County	3,126	3,017	109	3.5	-0.2	-0.5	3,137	3,020	117	3.7	3,084	2,961	123	4.0
San Patricio	County	30,461	28,792	1,669	5.5	0.4	0.0	30,526	28,980	1,546	5.1	30,209	28,536	1,673	5.5

(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)

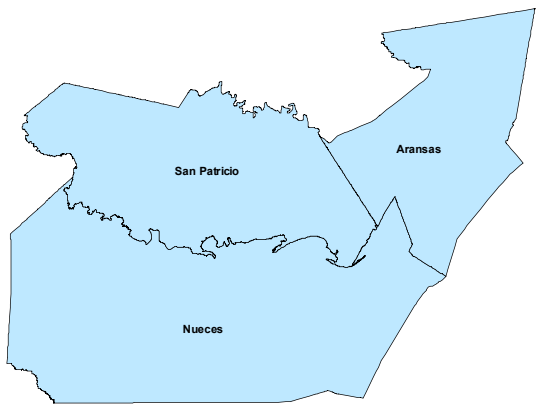
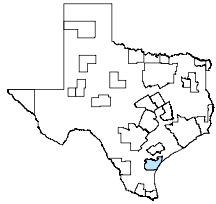
Less than High School	\$15,437	Some College or Associates	\$28,739	Graduate or Professional	\$56,681
High School & GED	\$26,818	Bachelor's	\$44,078		

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

Corpus Christi MSA

December 2019



MSA Labor Force Statistics

	Dec-19	Nov-19	Dec-18	Yearly Change
Civilian Labor Force	209,848	210,817	208,998	850
Employed	200,959	202,304	199,632	1,327
Unemployed	8,889	8,513	9,366	-477
Unemployment Rate	4.2%	4.0%	4.5%	-0.3%

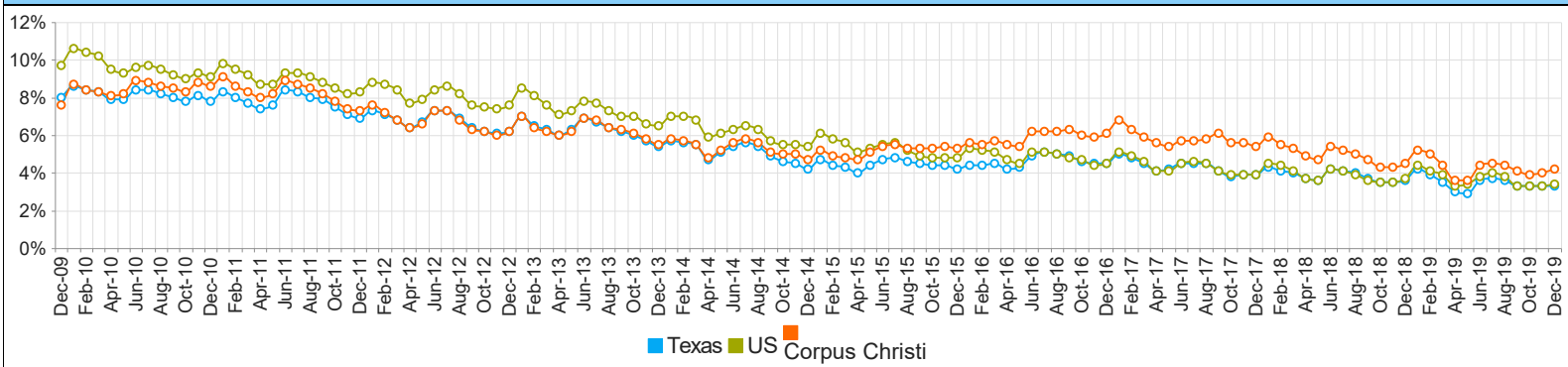
Texas Labor Force Statistics

	Dec-19	Nov-19	Dec-18	Yearly Change
Civilian Labor Force	14,228,471	14,264,714	13,975,415	253,056
Employed	13,758,042	13,787,798	13,473,628	284,414
Unemployed	470,429	476,916	501,787	-31,358
Unemployment Rate	3.3%	3.3%	3.6%	-0.3%

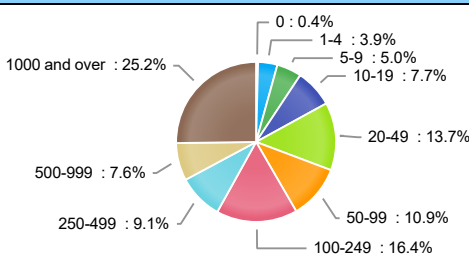
US Labor Force Statistics

	Dec-19	Nov-19	Dec-18	Yearly Change
Civilian Labor Force	164,007,000	164,386,000	162,510,000	1,497,000
Employed	158,504,000	158,945,000	156,481,000	2,023,000
Unemployed	5,503,000	5,441,000	6,029,000	-526,000
Unemployment Rate	3.4%	3.3%	3.7%	-0.3%

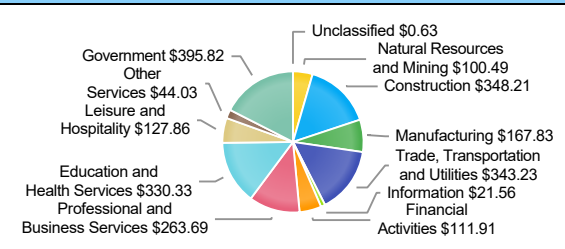
Historical Unemployment Rates



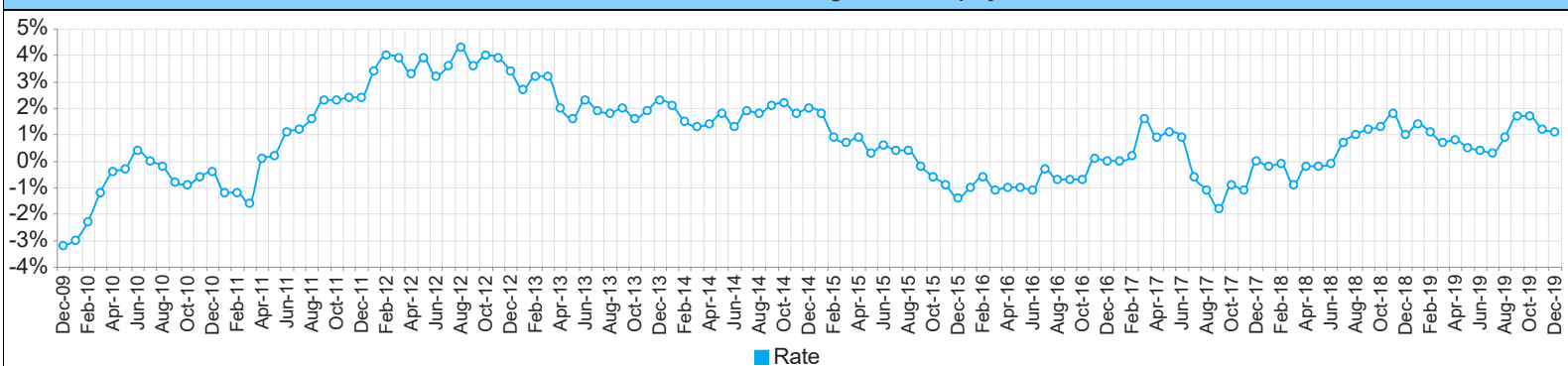
Employment by Size Class (2nd Quarter 2019)



Wages by Industry (in millions) (2nd Quarter 2019)



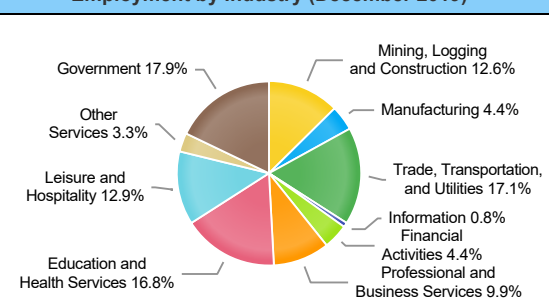
Annual Growth Rate Total Non-agricultural employment



Employment by Industry (December 2019)

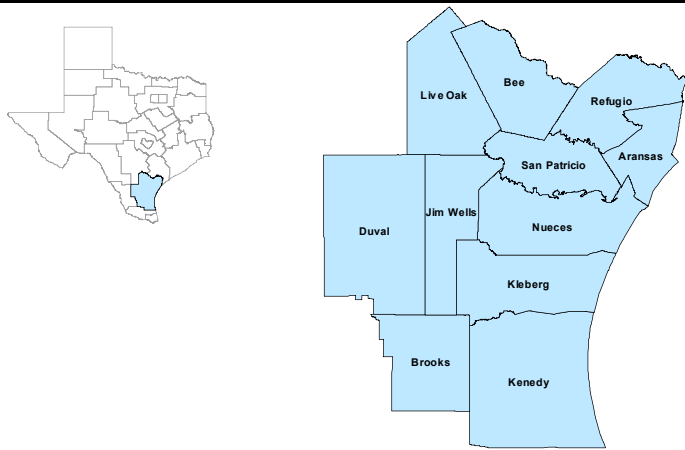
Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	197,600	-0.2%	1.1%
Mining, Logging and Construction	24,900	-1.6%	1.6%
Manufacturing	8,600	0.0%	1.2%
Trade, Transportation, and Utilities	33,700	0.9%	-0.3%
Information	1,600	0.0%	-5.9%
Financial Activities	8,700	1.2%	4.8%
Professional and Business Services	19,600	-1.5%	-0.5%
Education and Health Services	33,100	0.0%	2.2%
Leisure and Hospitality	25,500	-0.4%	2.4%
Other Services	6,500	0.0%	3.2%
Government	35,400	0.0%	0.3%

Employment by Industry (December 2019)



Coastal Bend Workforce Development Area

December 2019



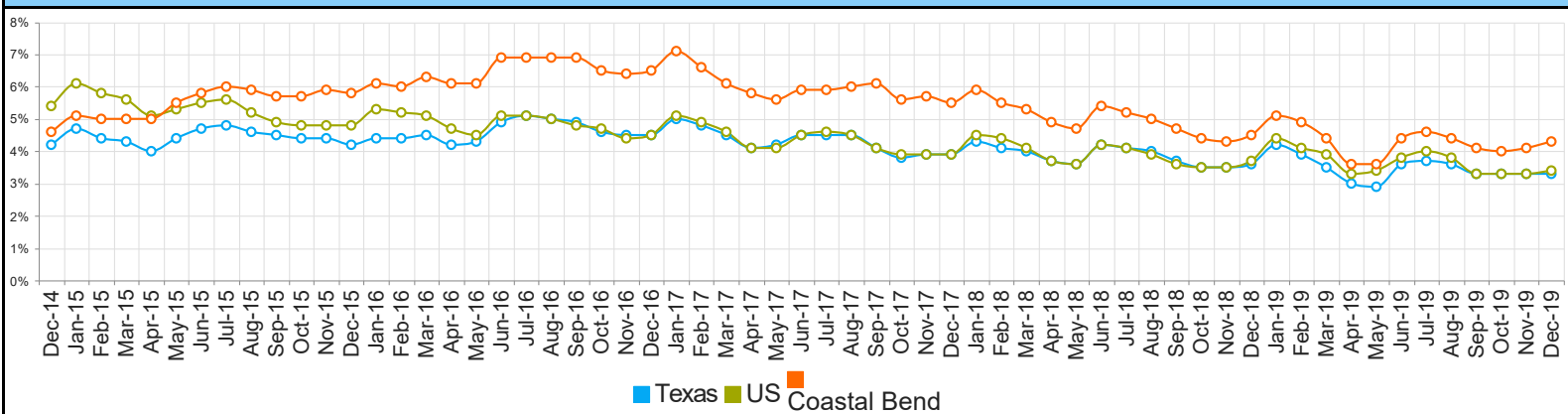
WDA Labor Force Statistics				
	Dec-19	Nov-19	Dec-18	Yearly Change
Civilian Labor Force	266,973	268,147	265,130	1,843
Employed	255,594	257,113	253,215	2,379
Unemployed	11,379	11,034	11,915	-536
Unemployment Rate	4.3%	4.1%	4.5%	-0.2%

Texas Labor Force Statistics				
	Dec-19	Nov-19	Dec-18	Yearly Change
Civilian Labor Force	14,228,471	14,264,714	13,975,415	253,056
Employed	13,758,042	13,787,798	13,473,628	284,414
Unemployed	470,429	476,916	501,787	-31,358
Unemployment Rate	3.3%	3.3%	3.6%	-0.3%

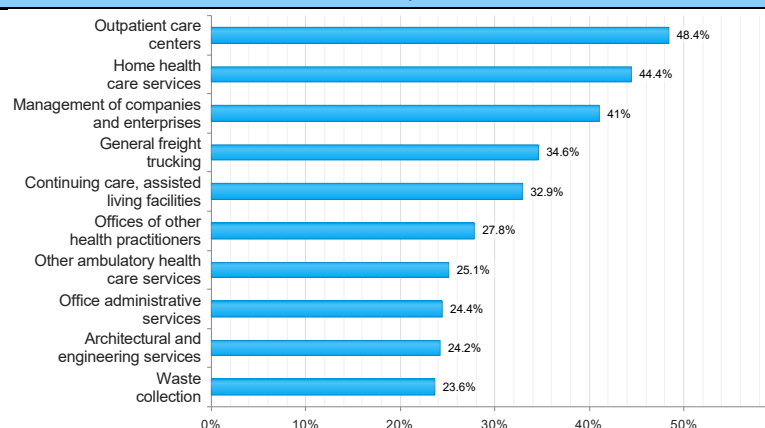
US Labor Force Statistics				
	Dec-19	Nov-19	Dec-18	Yearly Change
Civilian Labor Force	164,007,000	164,386,000	162,510,000	1,497,000
Employed	158,504,000	158,945,000	156,481,000	2,023,000
Unemployed	5,503,000	5,441,000	6,029,000	-526,000
Unemployment Rate	3.4%	3.3%	3.7%	-0.3%

Continued Claims for the Week of the 12th				
	Dec-19	Nov-19	Dec-18	Yearly Change
WDA	2,805	2,321	2,208	597
Texas	101,789	93,700	89,560	12,229

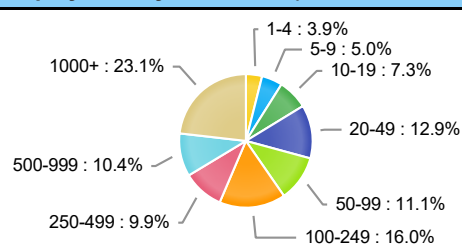
Historical Unemployment Rates



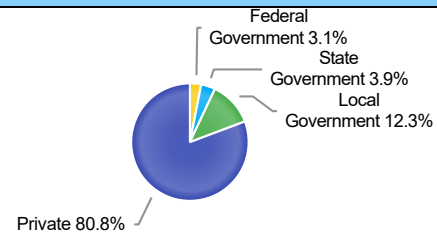
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2016-2026)



Employment by Size Class (2nd Quarter 2019)



Employment by Ownership (2nd Quarter 2019)



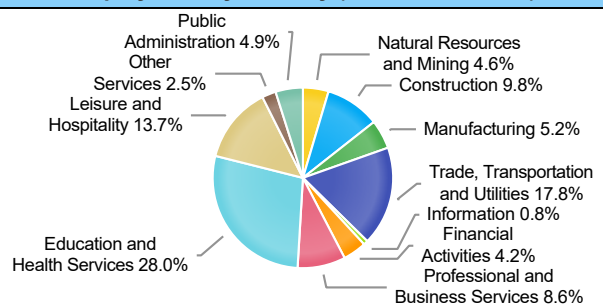
Average Weekly Wage (2nd Quarter 2019)

	Q2 2019	Q1 2019	Q2 2018	Quarterly Change	Yearly Change
WDA	\$901	\$918	\$868	\$-17	\$33
Texas	\$1,102	\$1,204	\$1,062	\$-102	\$40
US	\$1,095	\$1,184	\$1,055	\$-89	\$40

Employment by Industry (2nd Quarter 2019, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	11,090	4.6%	-0.3%	0.9%
Construction	23,445	9.8%	1.7%	-1.4%
Manufacturing	12,604	5.2%	1.3%	1.3%
Trade, Transportation and Utilities	42,702	17.8%	0.1%	-0.8%
Information	1,921	0.8%	0.6%	0.8%
Financial Activities	10,065	4.2%	-0.1%	2.1%
Professional and Business Services	20,585	8.6%	-0.6%	2.3%
Education and Health Services	67,164	28.0%	-0.3%	0.6%
Leisure and Hospitality	32,909	13.7%	6.4%	2.4%
Other Services	5,892	2.5%	0.7%	-0.2%
Public Administration	11,848	4.9%	0.9%	0.2%

Employment by Industry (2nd Quarter 2019)



INFORMATION ONLY

VIII – 5. Performance Measure Update

BACKGROUND INFORMATION

Performance Update (November 2019 Final Release)

Summary

November 2019 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding three (3) measures, meeting eight (8) and not meeting five (5).

Board Contract Year 2020, eleven (11) of the sixteen (16) measures are meeting or exceeding; five (5) measures not meeting on a Year-to-Date Performance Period. The measure criteria for BCY20 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 - Greater than 105%	+P - Meeting performance - Greater than 110%
MP - Meeting performance - Greater than 97.5% and Equal to or Less than 105%	MP - Meeting performance - Greater than 95% and Equal to or Less than 110%
MP - Meeting At Risk - Equal to or Greater than 95% and Equal to or Less than 97.5%	MP - Meeting At Risk - Equal to or Greater than 90% and Equal to or Less than 95%
-P - Not meeting performance - Less than 95%	-P - Not meeting performance - Less than 90%
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

MP Claimant Reemployment Within 10 Weeks

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

N/A # 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)

+P Average Number Children Served Per Day - Combined

The Average Number of Units of Low Income, Transitional, Homelessness, Choices, TANF Applicant, SNAP E&T, and Former DFPS Child Care paid for or subsidized by CCDF or Title XX funds 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.

+P 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

+P Employed Q2 Post Exit – Adult

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

-P 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

-P 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 1/10/2020
NOVEMBER 2019 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		3	8	5	68.75%											
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes																

Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	MP	100.39%	59.42%	59.42%	59.65%	64.86%	63.81%	723	1,212	59.65%				7/19	8/19
	# of Employers Receiving Workforce Assistance	N/L	N/L	----	----	N/L	N/L	3,603	N/L	N/L	N/L	N/L	N/L	N/L	10/19	11/19
1									N/L	N/L						

1. In August 2019, TWC implemented a replacement for its WorkInTexas.com online labor exchange system. Unfortunately, TWC is currently unable to connect and unduplicate data across the old and new systems, which prevents us from accurately reporting performance at this time. When the issue is resolved, we will begin reporting this measure again.

Program Participation Measures

TWC	Choices Full Work Rate - All Family Total	-P	90.36%	50.00%	50.00%	45.18%	59.23%	54.02%	46	104	45.18%				10/19	11/19
TWC	Avg # Children Served Per Day - Combined	+P	111.02%	2,641	2,641	2,932	2,834	2,302	128,987	44	2,932				10/19	11/19

WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	103.67%	69.00%	69.00%	71.53%	69.00%	68.48%	4,462	6,238	71.53%				7/18	9/18
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	102.54%	84.00%	84.00%	86.13%	85.21%	84.35%	3,228	3,748	86.13%				1/18	3/18
TWC	Median Earnings Q2 Post Exit – C&T Participants	+P	127.01%	\$5,433.00	\$5,433.00	\$6,900.22	\$5,669.16	\$5,514.25	n/a	4,154	\$6,900.22				7/18	9/18
LBB-K	Credential Rate – C&T Participants	-P	81.48%	60.00%	60.00%	48.89%	61.69%	54.88%	22	45	48.89%				1/18	3/18
DOL-C	Employed Q2 Post Exit – Adult	+P	114.77%	78.80%	78.80%	90.44%	74.13%	80.52%	123	136	90.44%				7/18	9/18
DOL-C	Employed Q4 Post Exit – Adult	-P	86.15%	80.10%	80.10%	69.01%	76.34%	83.19%	49	71	69.01%				1/18	3/18
DOL-C	Median Earnings Q2 Post Exit – Adult	---	----	----	----	\$12,875.74	\$7,948.25	\$7,880.54	n/a	121	\$12,875.74				7/18	9/18
DOL-C	Credential Rate – Adult	-P	78.92%	72.40%	72.40%	57.14%	60.49%	44.27%	12	21	57.14%				1/18	3/18
DOL-C	Employed Q2 Post Exit – DW	MP	91.19%	79.20%	79.20%	72.22%	80.19%	82.16%	39	54	72.22%				7/18	9/18
DOL-C	Employed Q4 Post Exit – DW	MP	104.07%	80.50%	80.50%	83.78%	79.43%	83.24%	31	37	83.78%				1/18	3/18
DOL-C	Median Earnings Q2 Post Exit – DW	---	----	----	----	\$8,242.58	\$7,859.47	\$8,383.75	n/a	38	\$8,242.58				7/18	9/18
DOL-C	Credential Rate – DW	MP	100.10%	77.70%	77.70%	77.78%	73.08%	74.00%	7	9	77.78%				1/18	3/18
DOL-C	Employed/Enrolled Q2 Post Exit – Youth	MP	92.36%	73.20%	73.20%	67.61%	68.49%	68.18%	48	71	67.61%				7/18	9/18

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 1/10/2020
NOVEMBER 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
Notes															

WIOA Outcome Measures

DOL-C	Employed/Enrolled Q4 Post Exit – Youth	MP	93.51%	71.30%	71.30%	66.67%	69.27%	66.12%	30	66.67%				1/18	3/18
									45						
DOL-C	Credential Rate – Youth	-P	87.91%	45.50%	45.50%	40.00%	50.00%	55.13%	2	40.00%				1/18	3/18
									5						

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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
			Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	C&T Participants				Adult				DW				Youth			+P	MP	-P	% MP & +P
	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit			Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credentia Rate						
	Climnt ReEmpl within 10 Weeks	Emplyrs Rcvg Wkfc Assist	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credentia Rate	+P	MP	-P	% MP & +P		
Alamo	100.54%	n/a	117.60%	113.05%	104.07%	102.73%	116.82%	128.20%	106.90%	88.39%	n/a	99.38%	93.02%	92.35%	n/a	101.11%	92.19%	95.92%	110.43%	5	10	1	94%
Borderplex	99.35%	n/a	109.88%	106.67%	98.65%	101.12%	105.37%	129.17%	92.86%	100.59%	n/a	110.69%	109.43%	99.38%	n/a	107.36%	93.05%	99.43%	116.76%	6	10	0	100%
Brazos Valley	107.32%	n/a	77.46%	96.55%	101.62%	99.56%	114.85%	119.05%	94.74%	87.51%	n/a	72.38%	114.68%	123.30%	n/a	131.58%	105.39%	73.53%	55.55%	6	5	5	69%
Cameron	99.78%	n/a	90.36%	125.99%	113.07%	100.10%	123.81%	146.83%	99.21%	104.02%	n/a	111.86%	114.42%	0.00%	n/a	111.11%	89.94%	94.22%	84.61%	7	5	4	75%
Capital Area	101.49%	n/a	123.66%	114.34%	106.64%	103.62%	106.43%	122.22%	104.10%	90.76%	n/a	100.00%	93.73%	90.65%	n/a	111.89%	125.60%	108.04%	90.65%	7	9	0	100%
Central Texas	109.72%	n/a	124.68%	112.66%	95.91%	99.57%	119.09%	85.37%	98.77%	113.90%	n/a	133.51%	111.62%	87.30%	n/a	103.51%	93.26%	68.09%	0.00%	7	5	4	75%
Coastal Bend	100.39%	n/a	90.36%	111.02%	103.67%	102.54%	127.01%	81.48%	114.77%	86.15%	n/a	78.92%	91.19%	104.07%	n/a	100.10%	92.36%	93.51%	87.91%	3	8	5	69%
Concho Valley	114.36%	n/a	81.32%	109.02%	104.12%	99.90%	106.97%	137.68%	91.68%	109.46%	n/a	78.07%	126.26%	73.27%	n/a	112.99%	112.50%	92.86%	n/a	7	5	3	80%
Dallas	101.76%	n/a	93.14%	118.71%	100.59%	101.67%	108.26%	134.35%	91.14%	91.58%	n/a	109.24%	92.06%	95.68%	n/a	107.10%	95.81%	97.74%	123.75%	4	11	1	94%
Deep East	103.18%	n/a	94.40%	100.82%	104.12%	100.19%	124.98%	142.85%	82.99%	94.91%	n/a	0.00%	77.46%	100.65%	n/a	119.25%	100.37%	93.51%	0.00%	3	8	5	69%
East Texas	98.10%	n/a	97.84%	97.42%	103.93%	101.73%	121.95%	132.25%	102.51%	99.15%	n/a	111.86%	102.37%	89.71%	n/a	115.13%	112.14%	114.86%	90.65%	6	9	1	94%
Golden Cresce	101.41%	n/a	115.88%	102.32%	109.67%	105.06%	123.39%	93.75%	81.60%	120.34%	n/a	97.80%	109.80%	99.10%	n/a	73.11%	n/a	105.19%	152.44%	6	6	3	80%
Gulf Coast	101.50%	n/a	93.46%	99.26%	97.57%	99.56%	106.39%	107.23%	95.71%	94.55%	n/a	92.80%	86.09%	79.60%	n/a	74.88%	86.79%	99.60%	143.34%	3	8	5	69%
Heart of Texas	107.93%	n/a	119.96%	102.71%	102.57%	99.69%	115.88%	66.67%	119.76%	125.63%	n/a	111.86%	116.01%	124.22%	n/a	111.11%	115.07%	89.13%	0.00%	10	3	3	81%
Lower Rio	106.97%	n/a	112.74%	116.92%	108.84%	97.99%	114.24%	122.22%	102.99%	87.21%	n/a	92.18%	99.16%	111.11%	n/a	92.59%	97.94%	98.40%	0.00%	7	7	2	88%
Middle Rio	103.97%	n/a	86.36%	107.64%	102.39%	94.15%	104.31%	153.85%	103.70%	113.90%	n/a	83.89%	118.06%	111.11%	n/a	111.11%	110.10%	89.13%	143.47%	8	4	4	75%
North Central	96.80%	n/a	102.82%	93.57%	100.38%	103.61%	117.08%	126.22%	98.80%	91.50%	n/a	67.84%	102.59%	95.53%	n/a	107.42%	97.20%	109.23%	177.31%	3	11	2	88%
North East	105.27%	n/a	119.18%	114.70%	101.93%	103.33%	110.46%	117.65%	116.55%	115.34%	n/a	117.79%	76.28%	124.22%	n/a	63.49%	101.34%	95.32%	108.77%	9	5	2	88%
North Texas	109.20%	n/a	98.56%	105.39%	101.45%	101.92%	99.88%	142.85%	94.02%	119.19%	n/a	126.10%	125.00%	111.11%	n/a	114.03%	119.76%	90.46%	n/a	9	6	0	100%
Panhandle	103.11%	n/a	120.30%	104.99%	105.77%	102.75%	108.31%	136.37%	113.49%	94.45%	n/a	98.71%	110.48%	109.62%	n/a	120.05%	84.99%	112.20%	95.18%	8	7	1	94%
Permian Basin	106.08%	n/a	70.84%	105.09%	106.77%	101.85%	105.33%	150.80%	82.26%	88.59%	n/a	105.68%	120.63%	111.11%	n/a	111.11%	119.76%	n/a	n/a	9	2	3	79%
Rural Capital	96.03%	n/a	113.90%	106.61%	103.88%	105.32%	118.33%	129.10%	102.10%	86.92%	n/a	n/a	91.83%	106.87%	n/a	111.11%	99.32%	89.87%	137.17%	7	6	2	87%
South Plains	106.61%	n/a	93.80%	107.74%	104.68%	101.95%	107.54%	135.42%	103.16%	96.52%	n/a	87.00%	118.37%	111.11%	n/a	111.11%	119.76%	140.25%	162.07%	10	4	2	88%
South Texas	99.42%	n/a	119.44%	103.49%	98.55%	99.30%	98.79%	135.42%	111.11%	113.90%	n/a	111.86%	114.42%	111.73%	n/a	n/a	123.84%	140.25%	138.70%	10	5	0	100%
Southeast	111.18%	n/a	90.80%	106.92%	106.99%	100.63%	104.58%	133.33%	94.01%	108.77%	n/a	115.10%	93.40%	110.43%	n/a	131.23%	100.61%	122.85%	76.34%	8	6	2	88%
Tarrant	97.94%	n/a	88.14%	102.12%	101.43%	103.29%	119.87%	127.12%	94.65%	97.12%	n/a	83.61%	89.08%	101.92%	n/a	75.88%	87.75%	82.35%	141.04%	3	7	6	63%
Texoma	95.80%	n/a	129.92%	97.17%	105.64%	101.15%	107.02%	140.35%	92.59%	113.90%	n/a	120.63%	n/a	111.11%	n/a	120.00%	119.76%	81.70%	97.91%	9	5	1	93%
West Central	100.98%	n/a	92.32%	112.36%	99.51%	100.77%	111.97%	62.50%	87.08%	110.42%	n/a	118.48%	110.60%	65.91%	n/a	n/a	109.29%	100.18%	0.00%	5	5	5	67%
+P	10	0	12	17	8	2	24	23	5	9	0	11	12	11	0	15	10	5	11	185			
MP	18	0	3	10	20	25	4	0	19	13	0	8	11	11	0	7	13	15	5	182			
-P	0	0	13	1	0	1	0	5	4	6	0	8	4	6	0	4	4	7	9	72			
% MP & +P	100%	N/A	54%	96%	100%	96%	100%	82%	86%	79%	N/A	70%	85%	79%	N/A	85%	85%	74%	64%	84%			
From	7/19		10/19	10/19	7/18	1/18	7/18	1/18	7/18	1/18		1/18	7/18	1/18		1/18	7/18	1/18	1/18	From			
To	8/19		11/19	11/19	9/18	3/18	9/18	3/18	9/18	3/18		3/18	9/18	3/18		3/18	9/18	3/18	3/18	To			

INFORMATION ONLY

VIII – 6. Facilities Update

BACKGROUND INFORMATION

Board Professionals will provide update on:

Sinton Career Center, Sunrise Center and relocation of Board Staff.

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.