



WORKFORCE SOLUTIONS
of the Coastal Bend

Board of Directors Meeting

February 25, 2021

3:00 pm

Join Zoom Meeting

<https://us02web.zoom.us/j/83491731769?pwd=NnpCZi9jVjREYtZtQUpXSnVhUUFQQT09>

834 475 4499 US Toll-free
Meeting ID: 834 9173 1769
Passcode: 912636

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.

XI.	Discussion and Possible Action to Authorize the President/CEO to enter into negotiations and subsequent execution of a Lease Agreement for Office Space for One Stop Career Center Staff relocation and other business purposes subject to review and approval of the final lease terms by the Executive Committee.....	21-26
XII.	Discussion and Possible Action for the ratification of the Organization’s Strategic Goals.....	27
XIII.	Discussion and Possible Action to recommend the approval of WFSCB Strategic Business Plan in accordance with the WD Letter 18-20.....	28
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	1. Policy# 4.0.102.02 – Basic Skill Deficient: <i>Andrea Byrd</i>	31-40
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	3. Policy# 4.0.106.02 – Reasonable Distance: <i>Catherine Cole</i>	44-46
	4. Policy# 4.0.115.07 – Program Non-Compliance: <i>Alba Silvas</i>	47-53
	5. Policy# 4.0.103.04 – Case Management: <i>Alba Silvas</i>	54-59
	<i>(Recommended for approval at the February 11, 2021 Workforce Services Committee)</i> <i>(The Board Agenda is contingent on approval of Executive/Finance Committee Meeting on Wednesday, February 24, 2021. Any items not approved will not be voted on.)</i>	
XV.	Information Only:	
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	3. IT Policy 7.0.101.03: <i>Shileen Lee</i>	66-69
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	5. Update on Procurement of Direct Child Care Services Management: <i>Robert Ramirez</i>	71-72
	6. Update on Future Procurements and Contract Renewals: <i>Robert Ramirez</i>	73-90
	7. Performance Measure Update: <i>Amy Villarreal</i>	91-97
	8. Strategic Planning 2021 – 2025: <i>Amy Villarreal</i>	98
XVI.	Adjournment	

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

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

Consent Agenda. Items listed under the Consent Agenda have previously been reviewed and recommended for

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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)

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

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Workforce Solutions Board of Directors
Roll Call Roster
February 25, 2021

_____ Gloria Perez, **Chair**; Private Sector – City of Corpus Christi
_____ Afuso, Mary; Post-Secondary Education – City of Corpus Christi
_____ Allsup, Gary; Public Assistance Agency – City of Corpus Christi
_____ Bowen, Sandra Julia; Private Sector – Jim Wells County
_____ Cantu, Arnoldo; Private Sector – Duval County
_____ De Los Santos, Ray; Private Sector – Refugio County
_____ Florence, Tracy; CBO – Bee County
_____ Flower, Michelle; Private Sector – City of Corpus Christi
_____ Gatewood, Jesse; Organized Labor – Nueces County
_____ Giesler, Randy; Private Sector – Live Oak County
_____ Gleason, Mary; Literacy Council – City of Corpus Christi
_____ Gonzalez, Jr., Victor, **Past Chair**; Private Sector – City of Corpus Christi
_____ Goodwine, Vince, **Parliamentarian**; Private Sector – Nueces County
_____ Hoggard, Justin; Adult Basic & Continuing Education – Bee County
_____ Hunter, Ofelia; CBO/OL – Jim Wells County
_____ Keener, Marcia **Secretary**; CBO – San Patricio County
_____ Lopez, Omar; Private Sector – City of Corpus Christi
_____ Nelson, Travis, Private Sector – City of Corpus Christi
_____ Owen, John W., **Vice Chair**; Vocational Rehabilitation Agency – City of Corpus Christi
_____ Ramirez, Carlos; Private Sector – Kleberg County
_____ Salazar, Manny; CBO – Kleberg County
_____ Sample, Edward; Private Sector – City of Corpus Christi
_____ Soliz-Garcia, Velma, **Treasurer**; Education Agency – San Patricio County
_____ Temple, Susan; Private Sector – San Patricio County
_____ Unda, C. Michelle; Private Sector – City of Corpus Christi
_____ Vasey, Iain; Economic Development – City of Corpus Christi
_____ Wilson, Catrina; CBO – City of Corpus Christi
_____ Wisner, Liza; Private Sector – City of Corpus Christi

Signed

Printed Name

MINUTES

Workforce Solutions of the Coastal Bend – Annual Board of Directors Meeting

Join Zoom Meeting

<https://us02web.zoom.us/j/87566527768?pwd=OENjMkMzSkdoNnI2VmZ6eDZVMjJuQT09>

Toll Free Dial-In

888 475 4499 US Toll-free

Meeting ID: 875 6652 7768

Passcode: 005494

December 10, 2020 - 3:00 pm

Board Members

Present

Gloria Perez, Chair; private sector – City of CC
Mary Afuso; post-secondary education – City of CC
Gary Allsup; public assistance – City of CC
Sandra Julia Bowen; private sector – Jim Wells County
Arnoldo Cantu; private sector – Duval County
Rosie Collin; Secretary; ps – Nueces County
Ray De Los Santos; private sector – Refugio County
Tracy Florence; CBO – Bee County
Michelle Flower; private sector – City of Corpus Christi
Sara Garza; public employment service – City of CC
Jesse Gatewood; organized labor – Nueces County
Randy Giesler; private sector - Live Oak County
Mary Gleason; literacy council – City of CC
Victor M. Gonzalez, Jr., Past Chair; ps – City of CC

Vince Goodwine, Parliamentarian; ps – Nueces County
Justin Hoggard; adult basic & cont. ed – Bee County
Ofelia Hunter; CBO/OL – Jim Wells County
Marcia Keener; CBO – San Patricio County
Travis Nelson; private sector – City of CC
John Owen, Vice Chair; vocational rehab. – City of CC
Carlos Ramirez; private sector – Kleberg County
Manny Salazar; CBO – Kleberg County
Velma Soliz-Garcia, Treasurer; ed – San Patricio County
Susan Temple; private sector – San Patricio County
C. Michelle Unda; private sector – City of CC
Iain Vasey; economic development – City of CC
Catrina Wilson; CBO – City of CC
Liza Wisner; private sector – City of CC

Absent

Omar Lopez; private sector – City of CC

Edward Sample; ps & vet rep. – City of CC

Vacancies

Private Sector – Kenedy County

CEO Council Members

Present

Judge Jim Huff, Lead CEO; Live Oak County
Judge Robert Blaschke; Refugio County
Judge Barbara Canales; Nueces County
Judge Gilbert N. Saenz; Duval County

Absent

Judge David Krebs; San Patricio County
Judge Rudy Madrid; Kleberg County
Mayor Joe McComb; City of Corpus Christi
Judge C. H. “Burt” Mills, Jr.; Aransas County
Judge George Morrill; Bee County
Judge Eric Ramos; Brooks County
Judge Juan Rodriguez, Jr.; Jim Wells County
Judge Louis E. Turcotte, III; Kenedy County

Others Present

Ken Trevino, WS President/CEO
Amy Villarreal, WS Chief Operating Officer
Shileen Lee, WS Chief Financial Officer
Alba Silvas, WS Director of Programs & Planning
Robert Ramirez, WS Procurement & Contracts Specialist
Larry Peterson, WS Internal Auditor EO/504 Coordinator
Kimberlee Mbulo, WS Accountant II
Pam Ross, WS Contract Manager
Andrea Byrd, WS Contract Manager
Terrie Rodriguez, WS Finance Manager
Norma Ochoa, WS Education Liaison

Lucy Sierra, WS Executive Assistant
Serafin Leal, WS Network Administrator
Valerie De La Cruz, WS Texas Rising Star Site Assessor
Xena Mercado, WS Design & Digital Content Specialist
Denise Woodson, WS Director of Child Care Programs
Christina Miller, WS Child Care Quality Program Spec.
Vicki Stonum, WS Child Care Quality Services Liaison
Missy Morrison, WS IT Specialist
Lucinda Garcia, Legal Counsel
Maggie Turner, Nueces County
Chakib Chehadi, C2GPS, LLC

Janet Neely, WS Administrative Assistant
Jennifer Ledford, WS Student HireAbility Navigator
Isabel Gonzales, WS Texas Rising Star Assessor/Mentor
Rufino Martinez, WS Outreach Analyst

Karen Casey, Texas Veterans Commission
Neil Hanson, BakerRipley
Kenia Dimas, BakerRipley

I. Call to Order

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

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

Ms. Garcia stated as counsel for Workforce Solutions she would like to express her heartfelt appreciation for the privilege and honor to represent this august body occupant.

Ms. Perez thanked Ms. Garcia and stated we appreciate her. Ms. Garcia thanked Ms. Perez.

V. Board Comments

Mr. Trevino welcomed new staff member Lucy Sierra, Executive Assistant for Workforce Solutions of the Coastal Bend, who replaced Heather Cleverley. Ms. Sierra stated she looks forward to working with everyone.

VI. Discussion and Possible Action on Minutes of the September 17, 2020 Board of Directors Meeting

Dr. Gleason moved to approve the minutes of the September 17, 2020 Board of Directors meeting. The motion was seconded by Ms. Soliz-Garcia and passed.

VII. Discussion and Possible Action on Minutes of the November 5, 2020 Board of Directors Meeting

Mr. Vasey moved to approve the minutes of the November 5, 2020 Board of Directors meeting. The motion was seconded by Mr. Owen and passed.

Ms. Perez stated VIII. CEO Council Report, IX. Chairman's Report and X. Organizational/Operational Update from President/CEO will be covered in the annual meeting. Per Ms. Perez the items will be bypassed.

XI. Year-In-Review Committee Reports

Child Care Services

Ms. Keener provided a year-in-review report for the Child Care Services Committee (included on page 12 of the December 10 agenda packet).

Ms. Keener thanked all the Child Care Committee members. Ms. Keener stated it has been an interesting year and thanked them for hanging with them throughout the changes and general chaos.

Ms. Keener also thanked Ms. Woodson and her staff, as well as our contractor, BakerRipley for working with us so closely and doing such a marvelous job during a very difficult year.

Public Relations

Mr. Gatewood provided a year-in-review report for the Public Relations Committee (included on page 13 of the December 10 agenda packet).

Mr. Gatewood thanked all the board members that attended the meetings that gave them a quorum for this year. Mr. Gatewood thanked the staff for doing a standup job for keeping us in the public eye for the employers and the job seekers.

Workforce Services

Mr. De Los Santos, Jr. provided a year-in-review report for the Workforce Services Committee (included on pages 14-15 of the December 10 agenda packet).

Mr. De Los Santos stated this organization has done a superb job at all levels to maintain professional agility and adaptability in a time that has been very much unprecedented. Mr. De Los thanked everyone from C2 Global and their staff to Mr. Trevino, Ms. Villarreal, Ms. Silvas, Ms. Byrd and board staff; the committee members that made all the committee meetings, participated and provided meaningful input; the board members of the board; Madam Chair for her leadership through all of this; our CEO Council and our CEO Lead Judge Huff; and he also wanted to thank Judge Blaschke for allowing Mr. De Los Santos to serve on behalf of Refugio County as part of this group. Mr. De Los Santos mentioned it has been a rough year, we stayed very focus, we got a lot of important things done and you will hear more about it in Mr. Trevino's report.

Ad Hoc Nominating

Ms. Bowen provided a report on the November 4, 2020 Ad Hoc Nominating Committee meeting (included on page 16 of the December 10 agenda packet).

Ms. Bowen expressed how honored she was to serve as this year's Ad Hoc Nominating Committee Chairwomen alongside a wonderful, dedicated committee. Ms. Bowen thanked the Ad Hoc Nominating Committee members, Mr. Trevino and his staff.

Ms. Bowen added a personal note as a board of directors who represents Jim Wells County alongside Ofelia Hunter, she would like to share this. Ms. Bowen stated she has been approached by several people in our area and they have nothing but positive and good things to say about Workforce Solutions of the Coastal Bend and its staff, and what we have to offer them. Ms. Bowen included the impact of the rural area is important to her and it is nice to hear this type of feedback. Ms. Bowen thanked everyone who has dedicated their time and effort to our continued success even through a pandemic.

After a review of the Bylaws, committee structures and attendance records, the Committee approved the nomination of the following slate of officers:

- Chair – Gloria Perez
- Vice Chair – John Owen
- Secretary – Marcia Keener
- Treasurer – Velma Soliz-Garcia
- Parliamentarian – Vince Goodwine

Ms. Bowen thanked everyone for their time on behalf of herself and her committee.

XIV. Discussion and Possible Action on Nomination and Election of Officers for 2021

Ms. Perez announced the following slate of officers recommended by the Ad Hoc Nominating Committee (included on pages 21-22 of the December 10 agenda packet).

Chair – Gloria Perez
Vice Chair – John Owen
Secretary – Marcia Keener
Treasurer – Velma Soliz-Garcia
Parliamentarian – Vince Goodwine

Ms. Perez requested nominations from the floor. None were made.

Mr. Vasey moved to accept the 2021 slate of officers as presented. The motion was seconded by Mr. De Los Santos, Jr. and passed.

Ms. Perez congratulated the team.

Mr. Gonzalez congratulated the slate of officers.

XII. Discussion and Possible Action to Approve FY 2021 Budget Amendment #1

Ms. Lee presented information on FY 2021 Budget Amendment #1 (included on pages 17-20 of the December 10 agenda packet). The amendment was recommended for approval by the Executive/Finance Committee.

Mr. Gonzalez moved to approve FY 2021 Budget Amendment #1. The motion was seconded by Mr. De Los Santos, Jr. and passed.

XIII. President/CEO Report

Annual Update

Mr. Trevino stated 2020 has been an extraordinary year of change and challenge. Mr. Trevino mentioned that Ms. Villarreal, Ms. Lee, Madam Chair and Judge Huff have agreed to be part of this presentation. Mr. Trevino stated it is a privilege to present the 2020 Annual Report on behalf of the team. Mr. Trevino informed everyone that the report would be available to everyone and would be emailed out, as well as hardcopy.

Mr. Trevino introduced Ms. Perez, Chairwomen and expressed his appreciation and gratitude for her. Mr. Trevino informed the Board of Directors that she has represented them very well. Mr. Trevino recognized Ms. Perez for her sincerity and dedication to this Board of Directors and that is unparalleled.

Ms. Perez thanked Mr. Trevino. Ms. Perez stated as Mr. Trevino mentioned it has been a very difficult year due to the pandemic. As Chair she has been very involved and has been part of the team. Ms. Perez mentioned as a volunteer of this Board for 12 years, she is prouder now more than she has ever been to be part of this Board, and specially to serve as Chair alongside Mr. Trevino and the team. Ms. Perez expressed how proud she is that other organizations in our region have looked to us for leadership and for direction during these unprecedented times.

Ms. Perez thanked Ms. Flower for her leadership at Valero.

Ms. Perez stated that when we started the year Mr. Trevino and his team had the year all planned out and we had major changes scheduled. But then when the pandemic hit Ms. Perez stated she saw Mr. Trevino's role immediately changed. His team came together and implemented a virtual plan to

continue providing services to our job seekers and our employers. Ms. Perez mentioned they did not miss a beat. Mr. Trevino and the team went from normal day to day operations to a very successful virtual operation. Ms. Perez witnessed Mr. Trevino's leadership skills develop as a community leader not only for our Coastal Bend area but for the whole 11 county region. His role in our region became more important than ever. What was really important to Ms. Perez was when there was Board and Committee meetings Mr. Trevino never failed to recognize his team for the work they have done. Mr. Trevino is truly a servant leader and has done an amazing job. Mr. Trevino was in contact with Texas Workforce Commission and all the local leadership on a daily basis.

Ms. Perez also expressed sincere appreciation to our contractors, C2 Global and BakerRipley we were successful together.

Ms. Perez thanked the board members for their leadership and support. Ms. Perez included all of the board members who attended the committee and board meetings were so very important this year because we had to take care important agenda items. Ms. Perez thanked the board members again and thanked them for being part of the team.

Ms. Perez thanked Judge Huff and the CEO Council for their leadership and to support Mr. Trevino and our team.

Ms. Perez ended with it has been a difficult year but an amazing one. Ms. Perez stated she is so proud of the board, contractors and our team.

Mr. Trevino thanked Ms. Perez and appreciated her kind words. Mr. Trevino expressed how much it meant to him for Ms. Perez to share in that success and recognize our team means so much. He speaks for the entire team including our service providers that we have so much respect for Ms. Perez and gratitude for the dedication and time she puts into this. It does take a lot of time as a volunteer and Ms. Perez put in that time and caring. Mr. Trevino expressed his appreciation for Ms. Perez for serving as Chair.

Mr. Trevino introduced Live Oak County Judge Jim Huff. Mr. Trevino thanked Judge Huff for his service as Chairman of the Chief Elected Officials Council. Mr. Trevino mentioned it is really such an important role that Judge Huff, the judges and the mayor play in appointing our Board of Directors and it is part of the government system of who we are. Mr. Trevino recognized Judge Huff and stated we certainly appreciate his dedication over these many years of working with Workforce Solutions and the iterations of Workforce Solutions.

Judge Huff thanked Mr. Trevino. Judge Huff echoed and underlined Ms. Perez comment about the organization as a total. Judge Huff mentioned Workforce Solutions of the Coastal Bend is one of the meetings he really enjoys coming to. Judge Huff stated you can tell things are being done, they are being done for the right reason and the right way. He mentioned not all meetings he attends have the same height of supremacy or reach the same height.

Judge Huff provided a report on CEO Council meetings and actions during 2020.

Judge Huff stated with the support and vision of his fellow County Judges, Mayor of Corpus Christi and our Board of Directors he thanked Workforce Solutions of the Coastal Bend for staying the course throughout this pandemic with much more work to come. Judge Huff thinks this could be a textbook exercise the way the organization has functioned of how to deal with unusual times and adversity. Judge Huff congratulated everyone on behalf of the CEO Council.

Ms. Perez and Mr. Trevino thanked Judge Huff. Mr. Trevino expressed his appreciation for Judge Huff and his leadership. Mr. Trevino mentioned he remembers Judge Huff from his first day on the job, as tough as it was when he started in 2010. Mr. Trevino remembered Judge Huff putting his hand on his shoulder and saying hang in there, stay the course. Mr. Trevino stated he remembered that from 10 years ago and he appreciates that to this day. Mr. Trevino stated it was his way of saying that Judge Huff offered appreciation and was going to give him the opportunity to do his job as the CEO of this organization.

Judge Huff thanked Mr. Trevino.

Mr. Trevino mentioned that Ms. Villarreal and Ms. Lee will also be presenting on the 2020 Annual Report.

Mr. Trevino presented the 2020 Annual Report including: Strategic Board Goals; Population & Job Growth; Regional Trends; Largest Occupations in the Coastal Bend; Largest Employers in the Coastal Bend; Educational Achievement; Total Job Postings Requiring Education; Coastal Bend Workforce By the Numbers; Annual Unemployment Rate; and Monthly Unemployment Rate.

Mr. Trevino introduced the next two most important people Ms. Lee and Ms. Villarreal. Mr. Trevino stated it has been a pleasure for him to get to know Ms. Lee and to work with her. Mr. Trevino recognized Ms. Lee for being a phenomenal CFO. Mr. Trevino acknowledged she has done an incredible job for us during a very trying time. We operate and manage under her leadership, managing very well, a very complexed budget with lots of funding streams. Mr. Trevino stated how honored he is to work with someone that is so talented and really gets this. Mr. Trevino acknowledged Ms. Lee's learning curve and that she got this from day one. We were concerned that hiring a CFO it was going to take years to bring them up to speed. Ms. Lee brought herself up to speed and she is a mentor to so many people on this staff including Mr. Trevino and he mentioned he learns from her every day.

Ms. Lee thanked Mr. Trevino. Ms. Lee stated it is truly a pleasure for her to work with Mr. Trevino, Ms. Villarreal and this entire organization as well. Ms. Lee included she could not have asked for a better group of people to work for/alongside.

Ms. Lee mentioned everything she will be presenting would not have been possible without each member of our team but especially our finance team. Ms. Lee expressed her appreciation for Ms. Rodriguez the Accounting Manager and our entire fiscal staff for all their hard work.

Ms. Lee presented the Financial Operations 2020 of the 2020 Annual Report.

Mr. Trevino stated this organization is blessed to have Ms. Lee in this position in this moment of time. Mr. Trevino mentioned Ms. Lee brings a sense of calm in the work she does to this organization. Ms. Lee has a very difficult job, but she does it with what appears to Mr. Trevino as ease and calm. Mr. Trevino included Ms. Lee is a calming influence in these offices as well.

Mr. Trevino introduced our Chief Operating Officer Ms. Villarreal. Mr. Trevino stated it has been a highlight of his career to see Ms. Villarreal grow as a leader and grow into the leader that she is today. Over these last ten years Ms. Villarreal has demonstrated servant leadership. Mr. Trevino stated he can tell you without a doubt that Ms. Villarreal loves this organization and she deeply cares about our team, she deeply cares about this community and those are all recipes for success. Mr. Trevino included we are sharing in that success right now through her leadership.

Ms. Villarreal thanked Mr. Trevino. Ms. Villarreal mentioned that Mr. Trevino's mentorship over the last 10 years has been invaluable to her and has allowed our organization to flourish regardless of the challenges we have faced. Economic booms, busts, hurricanes and now a pandemic Ms. Villarreal thinks ultimately our organization is stronger for all of it. Ms. Villarreal stated as Mr. Trevino mentioned Ms. Lee has been a phenomenal addition to our team. Our ability to do quick assessments of what our needs are and then take even quicker action on the part of our CFO and her team. Ms. Villarreal mentioned to order the things that we needed, allowed us to get ahead of the pandemic, the shortages that came with it, supplies and technology wise.

Ms. Villarreal presented the Safety Protocol Process of the 2020 Annual Report.

Ms. Villarreal stated we have 147 people that work within our Career Centers, 30 plus on our Board team and the remainder are our service providers. Ms. Villarreal stated we would have not been able to be successful in everything that we do without each of them doing their part just as Ms. Lee and Mr. Trevino both mentioned.

Ms. Villarreal thanked C2GPS and BakerRipley for their collaboration and successful implementation of emergency management plans. Ms. Villarreal also thanked them for the many staffing and scheduling adjustments that had to occur for the last year.

Ms. Villarreal acknowledged Mr. Ruben Aceves our Facilities Manager and our entire IT Department for all their work this year. They had to adapt quickly and assist our staff with the shift from in person to virtual services and all the mix of services between.

Ms. Villarreal acknowledged our Director of Programs and Planning Ms. Silvas for the tremendous support that she provides to Ms. Villarreal this year and every year since Ms. Silvas has been here. Ms. Silvas and her team have insured that we continue to effectively provide services to customers in our programs while meeting the performance and program goals of each of our initiatives at the state and national levels.

Ms. Villarreal presented the 2020 Annual Report including: Safety Protocol Timeline; Child Care Services During COVID-19 – Cleaning Supplies Distribution; and Child Care Services During COVID-19 – Workforce Funded, Enhanced Reimbursement, and Essential Workers.

Ms. Villarreal mentioned Ms. Woodson and her team and all the pivots, the changes that had to be done to assist our providers, parents and the children with our services due to COVID-19.

Ms. Villarreal also presented the 2020 Annual Report including: Child Care Service Program; YOU! Youth Opportunities Unlimited; Job Seeker Services; Occupational Credentials Paid For By WFSCB Training Dollars; Regional Trends; Special Programs Assisting Job Seekers; Employer Services; Hiring Events and Career Center Traffic; Veterans Priority of Service; Special Programs Assisting Job Seekers; Special Programs Assisting Employers; Special Programs Women (WE) Empowered Summit; Special Programs Assisting Employers & Job Seekers – Skills Development Fund; Grant Opportunities; and the Coming In 2021;

Ms. Villarreal recognized Ms. Byrd for a successful event and all her work she did to put this together. Ms. Villarreal also acknowledged Ms. Mercado and Mr. Martinez for their work to put this virtual event together.

Ms. Villarreal thanked the Public Relations team for all their work and what they have got done this year. Ms. Villarreal recognized and expressed her appreciation for Ms. Mercado and Mr. Martinez for their continued support.

Mr. Trevino thanked Ms. Villarreal for her leadership and mentioned she continues to elevate the mission of this organization. Mr. Trevino could not have imagined going through this year without Ms. Villarreal, working side by side with her making all the decisions. Mr. Trevino noted he could tell the Board of Directors and the CEO Council Ms. Villarreal is a very decisive person and that they work very well together. Mr. Trevino stated he thinks their styles compliment one another to the benefit of the organization and to the benefit of this community. Mr. Trevino thanked Ms. Villarreal for all her hard work.

Mr. Trevino stated it takes the entire team contributing towards this common mission and thanked them for that.

Mr. Trevino thanked the CEO Council for appointing this Board of Directors. Mr. Trevino informed Judge Huff that he could say without a doubt that in his opinion this is the strongest and most unified Board of Directors that Workforce Solutions and the iterations along the years have ever seen. Mr. Trevino expressed how proud he is to be a part of this team, to be part of a collection of professionals that is so willing to step up, so willing to serve this region, so willing to serve their fellow human that might be in trouble. The opportunity to lift people up, we talk about that all the time in this organization that we have this opportunity right now in our hands, right now in our possession, to lift others up and that is exactly what we are doing. Mr. Trevino stated we will continue to rise to that occasion whether it will be hurricanes, pandemics or huge swings in this economy or all three at the same time we are going to continue to rise up. We will continue to rise up to this occasion, meet the demands, meet the needs of this community through the organizational development, management, leadership of Workforce Solutions and all of the volunteers that you see here listed on this slide Executive/Finance, Child Care Services, Public Relations and Workforce Services. Mr. Trevino mentioned everything you just heard the story of Workforce Solutions is done at this committee level to bring that forward to the Board of Directors for decision making and all the team members that are contributing to make these committees work the right way. We have find tuned and we have refined the organizational culture of the Board of Directors by slimming down to four committees. Mr. Trevino stated he is sure many of you remember when this organization had eight or nine committees and it felt like we were meeting constantly. We have been able to move these meetings quarterly and we were also meeting on a monthly basis ten years ago. It was just too much, and it was always planning the next committee meeting. Mr. Trevino acknowledged we have become more efficient and more effective because we are working together and together, we are stronger.

Mr. Trevino concluded we are poised as an organization with the team in place; with the leadership structure in place; with the Board of Directors; the support of the County Judges; the support of the Mayor; we are poised to have the next ten years. Mr. Trevino stated a strategic plan in place to deliver services to this community to continue to elevate our mission in this community to serve more and more people in new ways that we had not even thought were possible before. Mr. Trevino noted its with that optimism and with that hope we conclude this report Madam Chair. Mr. Trevino expressed his appreciation for everything Ms. Perez has done.

Mr. Trevino thanked everyone! Mr. Trevino announced to the Board of Directors we have a small token of appreciation for them which is a branded Workforce Solutions Yeti.

Ms. Perez thanked Mr. Trevino, Ms. Villarreal and Ms. Lee for an amazing report. Ms. Perez inquired if the report would be emailed to everyone and then hard copied later.

Mr. Trevino responded the report would be emailed out later today or tomorrow. There would be two links one consisting of this report and you could flip through it on your own and the other link would be the presentation in its entirety. Then there will be hard copies provided later.

Judge Huff recognized Mr. Trevino for a great job. Judge Huff mentioned he knows that one of the things Mr. Trevino does is surround himself with good people and that is the key to being successful. The leadership starts at the top and Judge Huff appreciates everything Mr. Trevino does, he appreciates what our committee members do and volunteering their time. Judge Huff acknowledged Workforce Solutions of the Coastal Bend as a great organization and he thinks this organization could be a service imprint for any other in our United States. Judge Huff stated he knows Mr. Trevino has been recognized for the program Mr. Trevino has put together and Judge Huff ended with more power to you my friend.

Ms. Unda congratulated Mr. Trevino and the entire staff for a phenomenal job.

Mr. Ramirez mentioned this year has been very difficult as a small business owner. Mr. Ramirez stated he has been greatly affected by the pandemic. He mentioned that Workforce Solutions of the Coastal Bend sees how the pandemic has affected their businesses and the people it has affected because that's who are base is and that's who we are here to help. Mr. Ramirez expressed how proud he is to be a part of this organization and thanked everyone who is a part of this organization as well.

Ms. Garcia stated her observations of representing Workforce Solutions of the Coastal Bend for a number of years they plan, they organize, they implement, and they anticipate, and they are on the cutting edge and she has seen this throughout the years. Ms. Garcia congratulated and thanked Mr. Trevino and his staff.

XV. Adjournment

The meeting adjourned at 4:32 pm.

COMMITTEE REPORT

IX-1. Child Care Services

Committee: Child Care Services

Mary Gleason, Chair

Sandra Bowen, Vice Chair

Mary Afuso

Justin Hoggard

Ed Sample

Catrina Wilson

Gary Allsup

Date of Committee meeting: February 9, 2021

The Committee did have a quorum.

The following items were discussed at the meeting:

1. Summary of Child Care Performance for the First Quarter of BCY2021
2. Summary of Child Care Performance for the Month of January of the Second Quarter of BCY2021
3. Action Plan for Child Care Performance for the Second Quarter of BCY2021
4. Analysis of Coastal Bend Child Care
5. Extension of Child Care Enhanced Reimbursement Rate Payments
6. child Care Business Supports
7. Child Care Customer Services Portal Update
8. Update on Child Care Quality Program Activities

The Committee took the following action:

The Committee approved the Minutes of the November 10, 2020 Child Care Services Committee Meeting.

The Committee reviewed the Committee Charter and Initiatives for BCY2021

COMMITTEE REPORT

IX-2. Public Relations

Committee: Public Relations

Jesse Gatewood, Chair

Carlos Ramirez

C. Michelle Unda

Tracy Florence

Arnoldo Cantu

Omar Lopez

Ofelia Hunter

Liza Wisner

Date of Committee meeting: February 10, 2021

The Committee did have a Quorum.

The following items were discussed at the meeting:

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

The following items were discussed at the meeting:

1. Minutes of the November 10, 2020 Public Relations Committee Meeting.
 - a. Approved
2. Review of the Public Relations Committee Charter
 - a. No changes
3. Review of the Awareness/Outreach Plan
 - a. 2021 Content Calendar Discussion
 - b. Current and Complete Projects
 - c. Media/Social Media/Outreach

The following items were provided as information only at the meeting:

1. Jobs and Employment Report
2. Employer and Partner Data Requests

COMMITTEE REPORT

IX-3. Workforce Services

Committee: Workforce Services

Ray De Los Santos, Jr., Chair

Michelle Flower, Vice Chair

Randy Giesler

Iain Vasey

Manny Salazar

Travis Nelson

Susan Temple

Date of Committee meeting: February 11, 2021

The Committee did have a Quorum.

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

- Approved Workforce Services Committee Meeting Minutes; November 12,2020.
- Approved the Workforce Services Committee Initiatives for BCY2021 and Charter.
- Approved to Authorize the President/CEO to enter into negotiations and subsequent execution of a Lease Agreement for Office Space for One Stop Career Center Staff relocation and other business purposes subject to review and approval of the final lease terms by Executive Committee.
- Five Board Policies:
 - Policy #4.0.102.02- Basic Skill Deficient
 - Policy #4.0.123.00- Common Exit (new policy)
 - Policy #4.0.106.02- Reasonable Distance
 - Policy #4.0.115.07- Program Non-Compliance
 - Policy #4.0.103.04- Case Management

The following information items were discussed at the meeting:

Workforce Center Services:

- Policy Review Schedule- Updated schedule was brought to the committee to list updated board policies to date; a total of 5 Policies YTD.
- Program Updates- The committee was made aware of activities due to COVID-19 and information regarding impact to program and grant rules, revamping of services delivery and continuous progress for implementation of virtual services. Provided Committee information on current funding status and new program year funding. Specific information regarding WIOA Statewide Funds discussed.
- Mr. Rick Zamarripa updated the committee on Career Center staffing, operations, services to Jobseekers.

- Mr. Robert Reyna updated the committee on Services to Businesses, virtual Job Fairs and Focus on Quality.
- Ms. Andrea Byrd updated the committee on Services to YOUTH: WIOA, Foster Youth, Student HireAbility, and South Texas Career Connection(STCC)
- Mr. Rufino Martinez presented information on Unemployment and Labor Market information.
- Ms. Andrea Byrd presented information on Performance Measure; discussion regarding Credential Rates/performance. Mr. Rick Zamarripa provided information on specific activities to make improvement on measure not being met.

Detailed information can be found in Workforce Services Committee Packet, e-mailed to Board of Directors, by Ms. Lucy Sierra on February 9th, 2021.

The Committee took the following action:

1. Approved the minutes of November 12, 2020 Workforce Services Committee Meeting.
2. Approved Committee Initiative and Charter for BCY2021
3. Approved to Authorize the President/CEO to enter into negotiations and subsequent execution of a Lease Agreement for Office Space for One Stop Career Center Staff relocation and other business purposes subject to review and approval of the final lease terms by Executive Committee.
4. Approved for recommendation 5 Board Policies.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

X. FY 2021 Budget Amendment #2

BACKGROUND INFORMATION

The proposed budget amendment #2, includes an overall revenue increase for fund finalizations for FY20 Carryover and new contracts, for a total of \$1,898,541.

The increase in the budget will be adjusted in Management and Oversight in the following categories: Salaries and Benefits for Special Projects staff, Communication Expense for new office phone, staff laptops, and IT switch, and Professional fees for potential cost related to IT Strategic plan. Under One Stop Operations the following categories will be adjusted: Facilities for the moving and storage cost associated with Sunrise Mall location, Communication expense for phone and data increase, and Consulting fees for final progress billing for IT Strategic plan. The largest increase under Contracted services for direct client expenses.

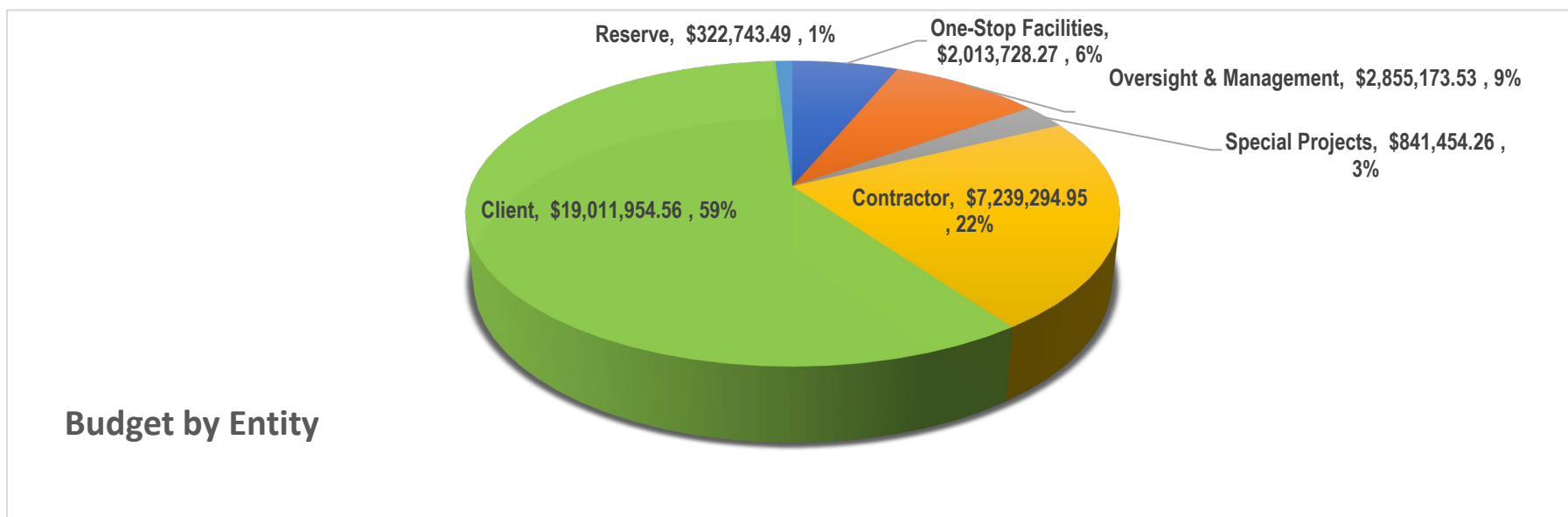
RECOMMENDATION

We are requesting approval on budget amendment #2 of the BCY2021 budget.

Contract N	Program	Original Budget FY2021	Amendment #2 Fund Finalization / New Fund	Revised Funds Available 12/31/2020
2219WCI000	Workforce Commission Initiatives--Excellence in Rural Service Delivery	27,414	0	27,414
2219ATG000	Apprenticeship Texas Expansion Grant	194,648	0	194,648
2219WOS002	Women's Entrep.	57,953	(57,953)	0
2219WOA001	WIOA - PY19 Adult Allocation	163,634	0	163,634
2219WOD001	WIOA - PY19 Dislocated Worker Allocation	538,144	0	538,144
2219WOY001	WIOA - PY19 Youth	375,078	0	375,078
2219WAF001	WIOA - Alternative Funding for Statewide Activity	674,665	(385,575)	289,090
2220TAN000	TANF Choices	33,349	0	33,349
2220REA000	Reemployment Services & Eligibility Assessment	10,000	0	10,000
2220CCQ000	Child Care Quality (CCQ)	368,613	(190,457)	178,156
2220CCA000	Child Care Automatic Attendance (CAA)	9,648	0	9,648
2220CCF000	Child Care	11,376	0	11,376
2220CCP000	Child Care DFPS	401,745	0	401,745
2220TRA002	Trade Act Services for Dislocated Workers	58,704	(58,704)	0
2221TRA001	Trade Act Services for Dislocated Workers	0	18,412	18,412
2220WPA001	WPA	47,255	99,147	146,402
2220BSA001	BSA - Board Service Awards	22,450	0	22,450
2220BSA002	BSA - Texas Hireability	39,211	0	39,211
2220COS002	Skills Development Fund	115,000	0	115,000
2220WOS001	Military Family Support	8,000	(8,000)	0
2220COV001	COVID-Response Statewide	147,675	(47,500)	100,175
2220NDW001	COVID-19 Disaster Recovery	45,230	1,450,744	1,495,974
2220WCI001	WCI - Workforce Commission Initiatives	61,221	0	61,221
2220WOA001	WIOA - PY20 Adult Allocation	1,644,710	0	1,644,710
2220WOD001	WIOA - PY20 Dislocated Worker Allocation	1,338,028	0	1,338,028
2220WOY001	WIOA - PY20 Youth	1,726,103	0	1,726,103
2220WOR001	WIOA - PY20 Rapid Response	21,548	0	21,548
2221TAN000	TANF Choices	2,496,098	0	2,496,098
2221REA001	Reemployment Services & Eligibility Assessment	0	268,355	268,355
2221SNE000	SNAP E&T	502,451	0	502,451
2221SNE000	SNAP E&T- ABAWD (Dec)	158,669	0	158,669
2221NCP000	Non-Custodial Parent (NCP)	142,403	0	142,403
2221WPA001	Employment Services	499,809	(404,346)	95,463
2221CCA000	Child Care Automatic Attendance (CAA)	89,527	10,810	100,337
2221CCQ000	Child Care Quality (CCQ)	328,433	276,487	604,920
2221CCF000	Child Care (Oct)	14,292,650	746,426	15,039,076
2221CCP000	Child Care DFPS	1,448,000	0	1,448,000
2221CCM000	Child Care Local Match (Oct)	1,800,566	0	1,800,566
2221RAG001	Resource Administration Grants	0	6,923	6,923
2221WCI001	WCI - Workforce Commission Initiatives	0	47,543	47,543
Non-TWC	VET (10/01/20-09/30/21)	36,000	1,411	37,411
Non-TWC	STUDENT HIRABILITY (09/01/20-08/31/21)	100,000	0	100,000
Non-TWC	KINGSVILLE/BEEVILLE/STAPLES VR Monthly Expenses	44,443	49,818	94,261
Non-TWC	Walmart (PATHS)	295,357	0	295,357
Non-TWC	Perkins / Riz	0	75,000	75,000
	Grand Total	\$30,375,808	\$1,898,541	\$32,274,349

**Workforce Solutions of the Coastal Bend
FY 2020-21 BUDGET
For the twelve month period ending September 30, 2021**

	A FY2021 Budget	B Budget FY21 Amendment #2	C FY2021 Amended Budget	Difference C-A
Grant revenue	\$30,375,808	\$1,898,541	\$32,274,349	\$ 1,898,541
EXPENSES				
Oversight & Management				
Salaries and benefits	\$ 2,626,143	\$ 55,000	\$ 2,681,143	55,000
Facilities and related expense	250,185		250,185	-
Furniture, Equipment & Software	20,000		20,000	-
General administrative expense	187,975		187,975	-
Communication expense	28,982	47,000	75,982	47,000
Professional fees & service	90,963	50,000	140,963	50,000
Staff development expense	35,500		35,500	-
Travel expense	38,000	-	38,000	-
Total Oversight & Management Expense	\$ 3,277,748	\$ 152,000	\$ 3,429,748	\$ 152,000
One Stop Operations 6%				
Facilities and related expense	\$ 1,229,121	\$ 100,000	\$ 1,329,121	\$ 100,000
Furniture, Equipment & Software	172,279		172,279	-
General administrative expense	338,221		338,221	-
Communication expense	86,607	42,000	128,607	42,000
Professional fees & service	5,500	35,000	40,500	35,000
Client	5,000	-	5,000	-
Total One Stop Operation	\$ 1,836,728	\$ 177,000	\$ 2,013,728	\$ 177,000
Contracted services	\$ 25,261,331	\$ 1,569,541	\$ 26,830,872	\$ 1,569,541
Total expense	\$ 30,375,808	\$ 1,898,541	\$ 32,274,349	\$ 1,898,541
Changes in net assets	(0)	0	0	0



CONFIDENTIAL



WORKFORCE SOLUTIONS of the COASTAL BEND
Potential Relocation Sites
Corpus Christi, Texas



Prepared by: George B. Clower 11/12/20

	LOCATION/CENTER	LEASE SZIE	LEASE/NNN PRICE/YR.	GLA	ZONING	BUS STOP	PARKING	NOTES
1	4951-4989 Ayers St. MISSION SHOPPING CENTER	±24,973 ft ²	\$14.00 per ft ² NNN - \$2.25 per ft ²	±163,067 ft ²	CG-2 General Com.	Yes	650+	The LL put a new roof, HVAC and restrooms to the space. The LL will be completely redoing the parking and lightening in 2021.
2	4302 Ayers St. PORTAIRES S.C.	±16,650 ft ²	\$10.75 per ft ² NNN - \$4.25 per ft ²	±116,710 ft ²	CG-2 General Com. Ltd	Yes	87	This space has an open floor plan and would require to be built out for the intended use. A TI Allowance maybe available.
3	4444 Corona Drive - #201 TOWN & COUNTRY S.C.	±10,228 ft ² to ±16,828 ft ²	\$10.00 per ft ² NNN - \$4.82 per ft ²	±94,700 ft ²	CG-2 General Com.	Yes	310	This space will require acomplete build out. The space was formerly occupied by a gym and a dry cleaners.
4	4215 S. Staples St. FROST BANK BUILDING	±9,963 ft ²	\$12.00 per ft ² NNN - \$6.00 ft ²	±44,000 ft ²	CBD Downtown Com.	Yes	100+	This space was formerly occupied by Frost Bank. The space has high ceilings and has shared common areas within the space.



POTENTIAL SITE LOCATIONS
CORPUS CHRISTI, TEXAS
FALL 2020

#



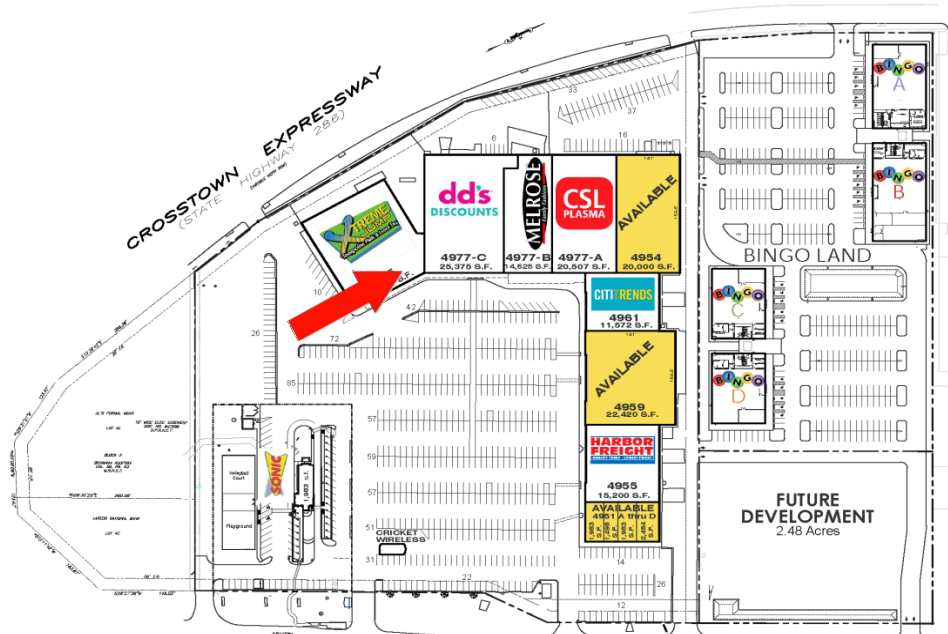
THE CLOVER CO.
Brokerage • Development • Management

1 4981 Ayers St. - MISSION SHOPPING CENTER



Address: 4981 Ayers St., Corpus Christi, Nueces County, TX
 Bldg. Size: ±24,973 ft²
 GLA: ±163,067 ft²
 Zoning: CG-2 (General Commercial District)
 Spaces: 650+
 Lease Rate: \$14.00 per ft²
 NNN: \$2.25 per ft²
 Note: This space was formerly occupied by Extreme Jump. LL did put a new roof, new electrical and new restrooms in the space. LL will be completely redoing the the parking lot, landscaping and lightening at the center.

SITE PLAN



AERIAL



2 4302 Ayers St. - PORTAIRES SHOPPING CENTER



Address: 4302 Ayers St., Corpus Christi, Nueces County, TX

Bldg. Size: ±16,650 ft²

GLA: ±116,710 ft²

Zoning: CG-2 (General Commercial District)

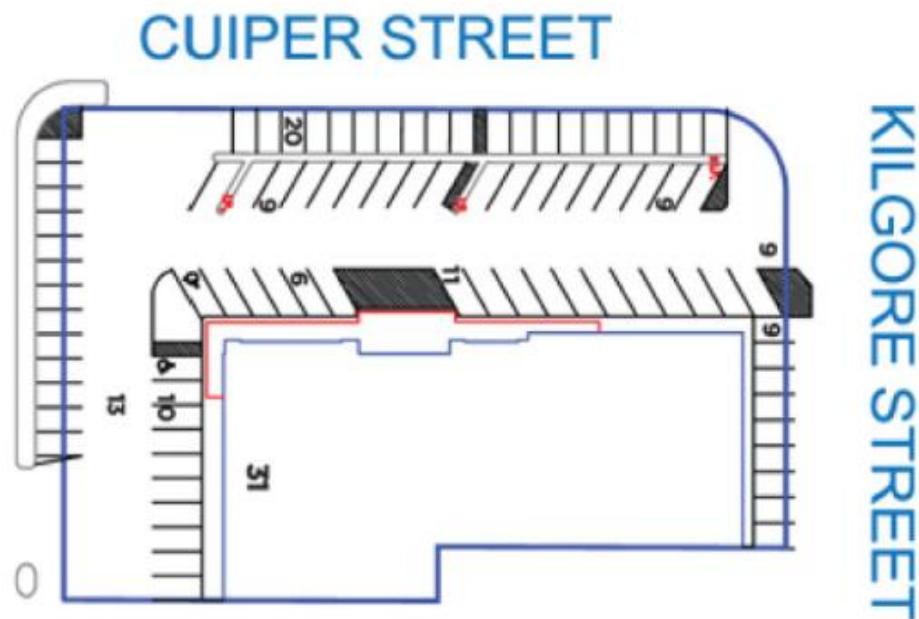
Spaces: 87

Lease Rate: \$10.75 per ft²

NNN: \$4.25 per ft²

Note: This space was formerly occupied by Bealls department store. This space has an open floor plan and would require the space to be build out for the intended use by Workforce. A TI Allowance may be available by the LL.

FLOOR PLAN



AERIAL

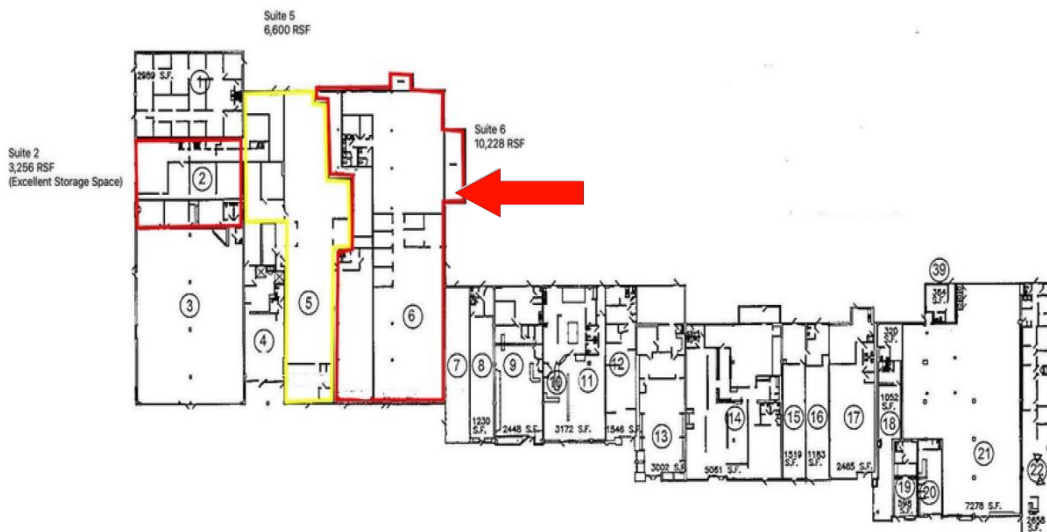


3 4444 S. Alameda St. - TOWN & COUNTRY SC



- Address: 4444 S. Alameda St., Corpus Christi, Nueces County, Texas
- Bldg. Size: ±10,228 ft² to ±16,828 ft²
- GLA: ±94,700 ft²
- Zoning: CG-2 (General Commercial District)
- Spaces: 310
- Lease Rate: \$10.00 per ft²
- NNN: \$4.82 per ft²
- Note: This space is a former gym space and dry cleaning space. The spaces will need to be completely renovated for Workforce's use. There is adequate parking. Tenants include: Spec's, Town & Country, Suzanne's & Cancun.

SITE PLAN



AERIAL



4 4215 S. Staples St. - STAPLES ST. BUILDING



Address: 4215 S. Staples St., Corpus Christi, Nueces County, Texas

Bldg. Size: ±9,963 ft²

GLA: ±44,000 ft²

Zoning: CG-2 (General Commercial District)

Spaces: 100+

Lease Rate: \$12.00 per ft²

NNN: \$6.00 per ft²

Note: This space was formerly occupied by Frost Bank who relocated to SPID. The space will need to be renovated to allow for office use. Other Tenants in the building include KW Realty (shown in RED below).

FLOOR PLAN



AERIAL



DISCUSSION AND POSSIBLE ACTION

XII. Discussion and Possible Action for the ratification of the Organization's Strategic Goals

BACKGROUND INFORMATION

Review of Board Goals and tactics.

RECOMMENDATION

Board staff recommends the ratification of the organization's strategic goals.

DISCUSSION AND POSSIBLE ACTION

XIII. Discussion and Possible Action to recommend the approval of WFSCB Strategic Business Plan in accordance with the WD Letter 18-20

BACKGROUND INFORMATION

Information will be provided during the 2021-0209 – Ad Hoc Strategic Planning Committee Meeting.

RECOMMENDATION

Board staff recommend the approval of WFSCB Strategic Business Plan.

ITEM FOR DISCUSSION AND POSSIBLE ACTION

XIV. Board Policies

BACKGROUND INFORMATION

Board Professionals have reviewed and made recommended changes to each of the following Board Policies.

Policy #4.0.102.02 - Basic Skill Deficient

Policy revised to expand on definitions provided by TWC Guidelines regarding credentials with further defining the difference between adult and youth populations. The more significant change happened in youth assessment tool, allowing for other tools besides TABE to be utilized.

Policy #4.0.123.00 – Common Exit

Newly developed policy to provide guidance received via TWC-WD Letter 27-20 Issued December 2, 2020 titled: Common Exit Policy. The Policy provides critical terminology definition applicable programs and databases (TWIST and Work-in-Texas WIT).

Policy #4.0.106.02 - Reasonable Distance

Revision to reflect information provided via specifically to TWC-RESEA Program Guide Effective January 2021. In the scenario where participant is unable to access public transportation or resides 50 miles or more from a career center or any other significant impediment are to be considered for exemption from RESEA Participation.

Policy #4.0.115.07 - Program Non-Compliance Previously presented to and approved by committee on November 12, 2020

TWC revised the Supplemental Nutrition and Assistance Employment and Training (SNAP E&T) Guide based on legislative changes. This Board policy was brought forward to the Workforce Services Committee on September 3, 2020 to add changes to Timely and Reasonable attempt. This is the time frame that a customer in non-compliance can claim good cause, re-engage to participate or not contact and workforce staff initiates a penalty with the Texas Department of Health and Human Services (HHSC). Workforce staff was responsible to determine appropriate action during the 7 day Timely and Reasonable period. An additional legislative change was added since the September meeting which designated (HHSC) to be responsible for the timely and reasonable period versus the workforce staff. Workforce staff is only responsible to initiate a penalty after the participant's 3-day grace period.

Other changes to the policy were made to provide additional direction for outreach and further explanation of what is an appropriate method of contact from a participant.

Policy #4.0.103.04 - Case Management Previously presented to and approved by committee on November 12, 2020

A TWC training for the Supplemental Nutrition Assistance Program (SNAP) provided guidance on the new legislative changes. TWC emphasized required Board policies for the SNAP program. The time frame for job retention services, minimum of 30 days and allowed up to 90 days, had to be defined by the Board.

This was added to the case management policy as provides guidance on pre- and post-employment services. Fidelity Bonding and WorkInTexas.com was also added as case management functions.

RECOMMENDATION

Board Professionals recommend the approval of policies as amended.



POLICY

CATEGORY: Program Services **No: 4.0.102.01**
TITLE: Basic Skills Deficiencies
SUPERSEDES: 4.0.102.00 dtd April 27, 2007
EFFECTIVE: June 29, 2012
BOARD APPROVAL: June 28, 2012
DATE OF LAST REVIEW: September 18, 2014

POLICY

CATEGORY: Program Services **No: 4.0.102.02**
TITLE: Basic Skills Deficiencies
SUPERSEDES: 4.0.102.01 dtd, June 29, 2012
EFFECTIVE: February 26, 2021
BOARD APPROVAL: February 25, 2021
DATE OF LAST REVIEW: February 11, 2021

I. PURPOSE:

To provide guidance on addressing Basic Skills Deficiencies, including Limited English Proficiency (LEP), English as a Second Language, (ESL), and math and literacy deficiencies.

II. DEFINITIONS:

II. DEFINITIONS:

- a. Basic Skills Goal – A measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.
- b. English As A Second Language (ESL) - A term used to describe customers whose primary language is other than English.
- c. Limited English Proficiency (LEP) – A term used to describe customers with limited English language skills.
- d. Literacy - The ability to read, write, and understand sentences and longer text. This

POLICY TITLE: Basic Skills Deficiencies
 POLICY NUMBER: 4.0.102.024

Date : 4/26/2007, 02/26/2021
 Last Review: 9/18/2014, 02/11/2021

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includes the ability to read and understand written material presented in different ways, such as in a chart, sign, or newspaper article.

e. Post-test – A test administered to a participant at regular intervals during the program to show progress

f. Pre-test – A test used to assess a participant’s basic literacy or math skills, which is administered to a participant up to six months prior to the date of participation or within 60 days following the date of participation.

Basic Skills Deficient for Adult

a. An individual who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society satisfies the basic skills deficient requirement for WIOA adult services.

b. If using an assessment instrument to assess basic skills, Boards must use assessment instruments that are valid and appropriate for the target population and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

Boards may:

a. determine the method of assessment and process used to determine an individual’s inability to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society; and

b. based on the method of assessment or assessment tool used, set benchmarks for assessment results that determine basic skills deficiency.

TWIST Data Entry: Regardless of how basic skills deficiency is determined, documentation must be maintained in a hard case file and in TWIST Counselor Notes.

III. Basic Skills Deficient – The individual computes or solves problems, reads, writes, or speaks English at or below the eighth grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society

Basic Skills Deficient for Youth

a. An individual who meets either of the following criteria satisfies the basic skills deficient requirement for WIOA youth services:

b. Is a youth who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

c. Is a youth who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

d. Skill levels “at or below the eighth-grade level” may be determined by a grade level of 8.9 or below received on a generally accepted standardized test.

Boards may:

a. determine the method of assessment and process used to determine a youth’s inability to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society; and

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b. based on the method of assessment or assessment tool used, set benchmarks for assessment results that determine basic skills deficiency.

TWIST Data Entry: Regardless of how basic skills deficiency is determined, documentation must be maintained in a hard case file and in TWIST Counselor Notes.

III. Youth Program Design

The design framework of local youth programs must:

a. Provide for an objective assessment of each youth participant, including a review of the academic and occupational skill levels and service needs, for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy. The objective assessment must include a review of:

1. basic skills;
2. occupational skills;
3. work experience;
4. employability;
5. interests;
6. aptitudes;
7. support service needs; and
8. developmental needs.

b. As discussed in 20 CFR §681.290, in assessing basic skills, Boards must use assessment instruments that:

1. are valid and appropriate for the target population;
2. provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities;
3. are appropriate, fair, cost-effective, and well-matched to the test administrator's qualifications; and
4. are easy to administer and interpret results.

Special Note: For purposes of the basic skills assessment portion of the objective assessment, Boards are neither required to use assessments approved for use in the US Department of Education's National Reporting System (NRS), nor are they required to determine an individual's grade-level equivalent or educational functioning level (EFL), although use of these tools is permitted. Rather, Boards may use other formalized testing instruments designed to measure skills-related gains.

In contrast to the initial assessment described above, if measuring EFL gains after program enrollment under the measurable skill gains indicator, Boards must use an NRS-approved assessment for both the EFL pre- and posttest to determine an individual's educational functioning level.

Boards will always use NRS-approved assessments when assessing the basic skills of youth.

a. A new assessment of a participant is not required if the Board determines that it is appropriate to use a recent assessment (made within the last six months) of the participant conducted as part of another education or training program. When using a prior assessment, Boards must ensure that appropriate staff:

b. receive a copy of the assessment, including results;

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- c. ensure that the previous assessment complies with youth requirements, including academic and occupational skill-level assessments;
- d. include assessment documentation in the case file;
- e. enter comprehensive objective assessment service, TWIST code 8, using the appropriate WIOA youth fund code; and
- f. enter complete details in the TWIST *Counselor Note*.

IV. Develop, and update as needed, an individual service strategy for each youth participant that:

- a. is directly linked to one or more indicators of performance (as described in WIOA §116(b)(2)(A)(ii));
- b. identifies appropriate career pathways that include education and employment goals;
- c. considers career planning and the results of the objective assessment; and
- d. prescribes achievement objectives and services for the participant; and
- e. Provide case management of youth participants, including follow-up services.

Basic Skills Goal—A measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

English As A Second Language (ESL)—A term used to describe customers whose primary language is other than English.

Limited English Proficiency (LEP)—A term used to describe customers with limited English language skills.

Literacy—The ability to read, write, and understand sentences and longer text. This includes the ability to read and understand written material presented in different ways, such as in a chart, sign, or newspaper article.

Post-test—A test administered to a participant at regular intervals during the program to show progress

Pre-test—A test used to assess a participant's basic literacy or math skills, which is administered to a participant up to six months prior to the date of participation or within 60 days following the date of participation.

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I.V. POLICY STATEMENT:

LEP

- a.** Workforce Solutions of the Coastal Bend contracted service provider(s) shall ensure meaningful access by LEP customer to all critical services.
- b.** Reasonable steps must be implemented to ensure that LEP persons receive the full benefits offered by each Career center in the Coastal Bend region.
- c.** Assessments to determine the language (s) needs of the population within the delivery system will be coordinated by the contracted service provider(s). When the Career Center is reviewing the delivery systems, efforts shall be made to determine if any program system limits participation or denies participation to a significant proportion of the population it serves relative to language barriers.

VI. Access to Services

Contracted Service Providers may use any of the following options and methods for providing meaningful access to Limited English Proficient beneficiaries:

- 1.** Identification and annual assessment of the language(s) needs of the affected population that are likely to be encountered;
- 2.** Estimating the number of Limited English Proficient persons that are eligible for services and that are likely to be affected by its program or activity
- 3.** Outreach to the Limited English Proficient (LEP) communities, advertising program eligibility and the availability of free language assistance;
- 4.** Posting of signs in the Career Center lobbies and waiting areas, in language(s) identified as language used by Limited English Proficient persons, informing customers of their right to free interpreter services and inviting them to identify themselves as persons needing language assistance;
- 5.** Use of "I Speak Cards" or similar resources by Career Center staff and other customer contact personnel so that customers can identify their primary languages;
- 6.** Requiring Career Center staff to note the language of the Limited Speaking Proficient customer in his/her record so that all subsequent interaction will be conducted in the appropriate language;
- 7.** Employment of staff, bilingual in appropriate languages, in customer contact positions.
- 8.** Contracts with interpreting services that can provide qualified interpreters in languages(s) that has been determined the language(s) needs of the population within the delivery area in a timely manner;

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9. Formal arrangements with community groups for qualified and timely interpreter services by community volunteers;

- i. An arrangement with a telephone language interpreter line;
- ii. Translation of application forms, instructional, informational and other key documents into appropriate languages other than English. Oral interpretation of documents for persons who speak languages not regularly encountered;
- iii. Procedures for effective telephone communication between Career Center staff and Limited English Proficient persons, including instructions for English-speaking employees to obtain assistance from bilingual staff or interpreters when initiating or receiving calls from Limited English Proficient persons;
- iv. Notice to and training of all staff with respect to service provider's Title VI and Section 188 obligation to provide language assistance to Limited English Proficient persons, and on the language assistance policies and procedures to be followed in securing such assistance in a timely manner;
- v. Insertion of notices, in appropriate languages, about the right of Limited English Proficient customers to free interpreters and other language assistance, in brochures, pamphlets, manuals, and other materials disseminated to the public and to staff;
- vi. Notice to the public regarding the language policies and procedures, plus notice to and consultation with community organizations that service Limited English Proficient persons regarding problems and solutions, including standards and procedures for using their members as volunteer interpreters;
- vii. Will use the Orientation to Complaint form as a tool whereby the customer is given instruction on how to file a complaint regarding the provision of language assistance or any program service; and
- viii. Appointment of a senior level employee with the Workforce Career Center system to coordinate the language assistance program and ensure that there is regular monitoring of the program. The monitoring reports will be submitted to the Board's monitor.

Contracted Service Providers should not require a beneficiary to use friends or family members as interpreters. Family and friends may not be competent to act as interpreters, since they may lack familiarity with specialized terminology. However, a family member or friend may be used as an interpreter if this approach is requested by the Limited English Proficient (LEP) individual and the use of such a person would not compromise the effectiveness of services or violate the beneficiary's confidentiality, and the beneficiary is first advised that a free interpreter is available.

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VII. Basic Skills Deficiencies

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Job training courses may include basic skills deficiencies. Basic Skills Deficiencies (literacy and numeracy) training may be offered as a stand-alone service, but must be a part of a continuum of services leading to employment.

Providers must document that basic skills deficiency courses are linked to a participant's job training services and detail when the classes are being provided in relation to other services.

ii.viii. PROCEDURES:

The documentation supporting the need for basic skills deficiency must include a pre- and post-test to identify the need the need for the training and to measure any change in basic-skills proficiency.

The following assessment tool may be used to document basic skills deficiency when referred from another agency.

- TABE
- ABLE
- CASAS
- WorkKeys

TABE is the only assessment tool that should be used by Workforce Solutions of the Coastal Bend to determine Basic Skills Deficiency. If an out of school youth is referred and has already been tested using a test other than TABE, the youth will be required to TABE test in order to capture pre- and post-test scores.

- The pre- and post-test to measure basic skills deficiencies must be administered in English.
- The pre-test must be administered no earlier than six (6) months prior to, or no later than 60 days following the date of the first Service.
- The post-test must be administered no later than one year from the date of the first Service.
- The Career Center Contracted Service Provider must retain all pre- and post-test information, including scores and educational functioning levels. The information pertaining to WIA-WIOA out-of- school youth shall be entered into TWIST.

iii.ix. RELATED POLICY INFORMATION:

- Workforce Innovation and Opportunity Act Guidelines for Adults, Dislocated Workers, and Youth, Effective April 3, 2020
- TWC WD Letter 24-01, Prohibition Against Discrimination Based on Disability or Limited English Proficiency in the Administration of Workforce Services, dtd 6.22.2001
- TWC WD Letter 27-07, Integrated Data Collection and Performance Management, dtd 8.01.2007
- TWC WD Letter 34-07, Coordination of Rapid Response Services with Adult Basic Education Providers, dtd 05.27.2007

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e. TWC WD Letter 47-009, Job Training Course Requirements for English as a Second Language Classes, dtd 11.30.2009 Texas Workforce Commission WD Letter 47-09 dated 11/30/2009 and entitled "Job Training Course Requirements for English as a Second Language Classes."

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

g. §38.9 (g)(3)

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IV.X. RESPONSIBILITIES:

The contract manager must ensure that Workforce Career Center staff is aware and complies with this policy.

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POLICY-NEW DRAFT

CATEGORY:	Program Services	No: 4.0.123.00
TITLE:	Common Exit	
SUPERSEDES:	N/A	
EFFECTIVE:	February 26, 2021	
BOARD APPROVAL:	February 25, 2021	
DATE OF LAST REVIEW:	February 11, 2021	

I. PURPOSE:

To implement a common exit policy that will promote service delivery that focuses on customer needs, where specific programs serve to fund required services. The purpose of this policy is to provide contracted service provider staff with guidance on the Texas Workforce Commission's (TWC) Common Exit policy and related processes.

II. DEFINITIONS:

Common Exit: Common exit will occur when:

- no participatory services from any programs included in common exit policy are received within 90 days; and
- no other services are keyed that prevent exit, such as Planned Gap or Good Cause

Common Exit Process: A participant enrolled in multiple DOL-administered programs is exited only when all exit criteria are met for all programs included in the common exit policy.

Participatory Services: Staff closure of the *Program Detail* screen or screens does not impact common exit of participants. The *Program Detail* exit information is used to show that a participant has completed an individual program, but actual exit is based on the last participatory service provided to a participant.

- Participatory services, identified in the Service Matrix, include:
 - training services;
 - individualized career services;
 - staff-assisted basic career services; and
 - youth program elements.

Common Exit programs: Common exit applies to all programs listed below in which a participant is concurrently enrolled. Enrollment in applicable programs does not need to occur on the same date for

~~common exit to apply.~~
POLICY NUMBER: 4.0.123.00

Date: 02/26/2021
Revision: 02/11/2021

- The following programs are included in TWC’s common exit process:
 - **WIOA core programs:**
 - ▣ WIOA Adult
 - ▣ WIOA Dislocated Worker
 - WIOA Youth
 - Wagner-Peyser Employment Service
 - **Other DOL-administered programs:**
 - ▣ National Dislocated Worker Grant
 - Veterans Employment Services
 - Trade Adjustment Assistance (TAA)
 - **Non-DOL-administered programs:**
 - Temporary Assistance for Needy Families (TANF) funded programs
 - Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

III. POLICY STATEMENT:

The Board shall ensure that contracted service provider implements common exit process.

TWIST Data Entry Notice:

- **Service Provider staff** must enter *Exit Date* and *Exit Reason* and close a *Program Detail* for the program or programs in TWIST when no further services are planned for a participant.
- **Service Provider staff** shall not enter Planned Gap in services unless the participant is scheduled to return for specific services on a specific date.

WIT Data Entry Notice:

- Boards must ensure that staff members do not manually close participant POPs in WorkInTexas.com. Exit will automatically be applied to participants in WorkInTexas.com following 90 consecutive days without a participatory service.

IV. PROCEDURES:

N/A

V. RELATED POLICY INFORMATION:

- WD 27-07, issued August 1, 2007, and entitled “Integrated Data Collection and Performance Management
- WD 27-20, issued December 2, 2020 and entitled “Common Exit Policy”
- TEGL 14-18, “Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the
- U.S. Department of Labor (DOL),” published March 25, 2019
- TEGL 19-16, Attachment 2, “Participation Level Services Chart WIOA Title I Adult, Title I Dislocated Worker, and Title III Employment Service Programs,” published March 1, 2017
- TEGL 10-16, Change 1, “Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs,” published August 23,

POLICY TITLE: Common Exit
POLICY NUMBER: 4.0.123.00

Date: 02/26/2021
Revision: 02/11/2021

2017

- TEGL 10-16, Change 1, Attachment 1, "Definitions of Terms Related to the Performance Accountability System"
- BCY'20 LWDA Contracted Performance Measure Definitions
- Service Matrix October 2020

VI. RESPONSIBILITIES:

Board Staff shall ensure that all relevant staff and service provider(s) are informed of and comply with this policy. The Contracted Service Provider(s) shall ensure that appropriate procedures are implemented, and that relevant staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date



POLICY

CATEGORY:	Program Operations	No:
4.0.106.024 TITLE:	Reasonable Distance	
SUPERSEDES:	4.0.106.010 dated AugustFebruary, 29, 20142	
EFFECTIVE:	MONTHAugust ##29,February 26 202114	
DATE APPROVAL:	February 25	
	August ##28, 20212014	
DATE OF LAST REVIEW:	February 11,	
	2021August ##28, 202114	

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I. PURPOSE:

To provide criteria in determining reasonable distance for determining good cause for participants.

II. DEFINITIONS:

Reasonable Distance – Any distance to program activities or an available job, which would require a daily commuting time of not more than two hours round trip.

III. POLICY STATEMENT:

All Board contractors shall establish procedures for determining good cause according to the “reasonable distance” definition provided in this policy.

Participants shall be informed that they have the option to accept services or employment beyond a reasonable distance, even if good cause status is available to gain the benefits of workforce services and employment.

In the case of RESEA participants, following parameters prescribed by TWC, if a participant is unable to access public transportation, resides 50 miles or more from a Workforce Solutions of the Coastal Bend Career Center, or has other geographic conditions that create a significant impediment to traveling to the nearest Workforce Solutions of the Coastal Bend Career Center are to be considered for exemption from participating in RESEA. In the case of virtual participation, if the participant is unable to access remote technologies, the participant will also be deemed in favor of consideration for distance exemption.

Workforce Solutions of the Coastal Bend will follow present and future TWC Guidance regarding physical and virtual services by program which may activate reasonable distance at any given time. If a reasonable distance is determined for a participant, it will be up to the Contractor to present the best service and delivery plan for the participants that are in reasonable distance.

IV. PROCEDURES:

When a participant qualifies for and accepts good cause, the reason for good cause must be

POLICY TITLE: Reasonable Distance
POLICY NUMBER: 4.0.106.024

DATE: 4/26/2007
REVISION:

documented in that individual's case record and in TWIST.

V. RELATED POLICY INFORMATION:

[RESEA Program Guide. Effective January 2021](#)

TAC §811, §813

Texas Labor Code 301.0015, 302.002(d)

45 CFR

40 TAC, Chapter 811

VI. RESPONSIBILITIES:

Board staff shall ensure all Contracted Service Providers are aware of and comply with this policy.

VII. FORMS AND INSTRUCTIONS:

N/A

VIII. DISTRIBUTION:

Board of Directors
Staff

Board Staff

Contracted Service Provider

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date



POLICY
-DRAFT

CATEGORY:	Program Operations	No: 4.0.115. 067
TITLE:	Program Non-Compliance	
SUPERSEDES:	4.0.115.056 dated December February 21, 2018	
EFFECTIVE:	September 17, 2020	
BOARD APPROVAL:	December 10	
DATE OF LAST REVIEW:	September 17, 2020	
	November 12, 2020	
	September 3, 2020	

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I. PURPOSE:

To outline the responsibilities of the Career Center Service Provider regarding timely and reasonable attempts to contact customers who are in noncompliance of program requirements.

II. DEFINITIONS:

Choices – employment services available to an adult or teen head of household in a family who is an applicant, conditional applicant, recipient, former recipient or sanctioned family of TANF

Conditional Applicant – an adult or teen head of household in a family who left TANF in a sanctioned status, but reapplies for cash assistance, who must attend a Workforce Orientation for Applicants (WOA) and demonstrate cooperation with Choices work requirements for four consecutive weeks

Contact method – communication via letter, phone call, voice mail, e-mail or in person

Good cause – a determination that a mandatory or exempt work registrant is temporarily unable to participate because of individual or family circumstances or a crisis.

HHSC – Texas Health and Human Services Commission who determines eligibility for TANF and SNAP benefits.

Initiating a penalty – Workforce center staff’s notification to HHSC that a customer receiving TANF or SNAP is in non-compliance ~~cooperation~~ with Choices (TANF) or

Policy Title: Program Non Compliance
Policy Number: 4.0.115.076

Effective Date: 12/10/2020-
09/18/2020 Last Review:

SNAP E&T (SNAP).

Mandatory Individual – a Choices adult or teen head of household in a family who is classified as a conditional applicant, mandatory recipient or sanctioned family who is

eligible for support services and whose failure to meet participation requirements could result in denial of cash benefits

Mandatory Work Registrant – a SNAP household member who is required to register for SNAP E&T services and is classified as General Population or an Able-Bodied Adult Without Dependents (ABAWD).

Noncustodial Parent Choices Program (NCP Choices) –employment program that targets low-income, unemployed, or underemployed NCPs who are behind on their child support payments.

Non-compliance cooperation – Choices or SNAP E&T participant does not respond to outreach notices or other appointments by close of business on date scheduled or failure to meet participation requirements which is day one of the timely and reasonable attempt timeframe. ~~fails to participate in accordance to the Employment Plan.~~

OAG - Office of Attorney General

SNAP E&T – Supplemental Nutrition Assistance Program Employment and Training to assist SNAP recipients in obtaining employment.

TANF – Temporary Assistance for Needy Families

III. POLICY STATEMENT:

Compliance of program requirements are required and considered part of all Workforce programs. Participant non-compliance cooperation or non-participation such as missed appointments or failure to complete work activities should be documented and followed up by Workforce Career Center staff in accordance with this policy.

PROGRAM SPECIFICS

Choices and SNAP E&T

A recipient's non-cooperation of program requirements shall be handled by the following criteria and guidelines to adhere to the Texas Workforce Commission's program rules and guides:

A. Outreach – Choices and SNAP E&T

1. Recipients shall be informed of required information such as the right to appeal and consequences of failure to respond to the outreach notice,

1.2. Outreach letter must state the day the ABAWD reports to the

Policy Title: Program Non Compliance
Policy Number: 4.0.115.076

Effective Date: 12/10/2020-
09/18/2020 Last Review:

Workforce Solutions Office is the first day of job search.

~~2.3.~~ A second outreach letter is not required.

B. Timely and Reasonable Attempt - Choices

1. Timely and Reasonable for a Choices participant is a 7-day time period and is conducted by workforce staff,

2. Day 1 is the close of business on the date of non-cooperation or discovery of non-compliance, whichever occurs later,

~~2-3.~~

3. A letter will be mailed to schedule an appointment within 5 calendar days. ~~along with concurrent phone calls, voice mail, email or in-person contact,~~

~~4. SNAP recipients have a three-day grace period in the first 3 days of the seven-day period and are still considered in compliance;~~

5. ~~_____~~ If a Choices mandatory individual ~~or a SNAP mandatory work registrant is in non-compliance non-cooperates,~~ a penalty must be initiated by the seventh calendar day unless there is a good cause determination or recipient resumes cooperation with all program requirements,

~~6.5.~~ If no good cause is determined, the recipient must be informed of the violation, the right to appeal and the procedures to reinstate benefits.

C. Timely and Reasonable Attempt – SNAP E&T

1. Timely and Reasonable for a SNAP E&T participant is conducted by HHSC.

2. SNAP recipients have a three-day grace or compliance period beginning Day 1. Day 1 of the compliance period begins the day the recipient is in non-compliance with SNAP E&T requirements. Staff must not penalize a participant during this initial three-day compliance period. If there is no contact made with the participant on the fourth day, a penalty is initiated with HHSC.

3. Boards must use calendar days to calculate the compliance period. When the third day of the compliance period, or the fourth day when initiating a penalty, falls on a weekend or holiday, the third day moves to the next business day.

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

~~_____~~ Determination of good cause is determined by HHSC for SNAP recipients in non-compliance and by workforce center staff for Choices.

~~C.D.~~ Data Entry – Choices and SNAP E&T

1. The non-cooperation date for a Choices recipient is the date non-cooperation was determined after the timely and reasonable attempt,

2. The non-cooperation date for a SNAP recipient is the *actual* date of non-cooperation.

3. Good Clause Claim Actions must include a good cause reason in the Good Cause Tab.

~~D.E.~~ Workforce staff must ensure that participants agree to a specific, preferred

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method of contact. Voice mail or text is considered appropriate only if the participant indicated that this was his or her preferred method of contact.

E.F. Good Cause

- ~~1. Determination of good cause is determined by HHSC for SNAP recipients in non-compliance and by workforce center staff for Choices,~~
Good cause claims for SNAP recipients before and after a penalty is initiated will be processed per TWC rules,
- ~~2.~~
- ~~3.~~ A Choices conditional applicant must be offered an opportunity to determine good cause in every month their 4 weeks of participation covers,
- 4.3.SNAP E&T** - After a good cause has been recommended to HHSC for non-cooperation, the participant will not start or resume participation until after a decision is made by HHSC that good cause is granted. Until the good cause decision is received, workforce staff will keep the customer engaged, at a minimum, by a weekly appointment. Workforce career center staff will check daily for a response from HHSC on the good cause determination and make contact efforts prior to the weekly appointment if good cause is granted so that participation can start immediately.

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NCP CHOICES – PLANNED GAP IN SERVICE

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

NCP Choices Outreach

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

OngOngoing Participation

After the date of noncompliance with participation requirements, such as a missed appointment or the date of discovery of noncompliance by Workforce Career Center staff, a NCP Choices participant has one business day to contact.

If the NCP Choices participant does not contact Workforce Career Center staff within one business day of noncompliance, the participant will be mailed a letter to schedule an appointment within five (5) calendar days. In addition to the letter, concurrent phone calls, emails, text or in person contacts will be initiated. If no contact is made by the NCP Choices participant for the scheduled appointment, continued efforts to engage the participant will be continued weekly up to 30 days from date of non-compliance. At the end of 30 days, Workforce Career Center staff will use TWIST service code 11 – Planned Gap in Service to track cases that are pending approval from OAG or the court of a

request to remove a noncompliant NCP Choices participant from the program.

30-day Request to Remove

Workforce Career Center staff cannot close a noncompliant NCP Choices participant’s case until receiving approval from the OAG or the court. Timely removal, through administrative or court proceedings, ensures that the NCP Choices program maintains swift and certain consequences for noncompliant NCP Choices participants.

A request to remove the noncompliant NCP Choices participant will be sent to the OAG on the same date TWIST service code 11 is opened. While the request to remove is pending and upon initiation by the noncompliant NCP Choices participant, Workforce Career Center staff will allow the noncompliant participant to resume participation in services, close service code 11 and withdraw a request to remove from the OAG. .

Upon approval to remove from the OAG or the court, Workforce Career Center staff will close all services and program details, including TWIST service code 11 – Planned Gap in Service.

All Other Workforce Programs

Individuals participating in programs, other than Choices, SNAP E&T and NCP Choices, who are in noncompliance, shall be removed from the program if all attempts to re-engage fail.

IV. PROCEDURES:

Documentation

All actions taken with participants that are in program noncompliance must be documented in counselor notes to justify the determinations made and actions taken.

Choices and SNAP E&T

The seven (7) day timely and reasonable attempt policy will be followed for non-compliance.

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SNAP E&T

The 30 day grace period is when the participant is in compliance and may not be penalized.

NCP Choices

30-day Request to remove will be followed using TWIST service code 11 – Planned Gap in Service to track cases pending approval from OAG or the court to remove the noncompliant NCP Choices participant from the program.

V. RELATED POLICY INFORMATION:

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA)

(Public Law 104-193); House Bill 2292;

40 TAC Chapter Sections 811.13, 811.14, 811.15, 811.16

TAC Section 813.13

WD Letter 18-14 dated 7/6/12/2014 entitled Planned Gap in Service for Noncustodial Parent Choices Program

TWC Choices Guide-, revised February 2020 and all

subsequent revisions Texas Workforce Commission

TWC Noncustodial Parent Choices: A Comprehensive

Guide revised February 2020 and all subsequent revisions

TWC Supplemental Nutrition Assistance Program Employment and Training

Guide revised October 2020 and all subsequent revisions

40 TAC §800.58, .79, .92©, .121

Workforce Investment Act of 1998

TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth revised April 2020 and all subsequent revisions.

Farm Security & Rural Investment Act of 2002 (Public Law 107-161)

United States Department of Agriculture Food and Nutrition Services Rules & Regulations, 7 CFR Part 273(I) issued June 19, 2002VI.

RESPONSIBILITIES:

Board staff shall ensure that the Workforce Career Center Service Provider is aware of and complies with this policy.

The Workforce Career Center Service Provider shall train all applicable staff on this policy and implement procedures that comply with this policy.

VII. FORMS AND INSTRUCTIONS:

Attachment 1: Choices and SNAP E&T Timely and Reasonable Attempt Desk Aid

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VIII.VII. DISTRIBUTION:

x Board of Directors Board Staff Contracted Career Center Staff

IX.VIII. SIGNATURES:

Larry Peterson 09/17/2020
Reviewed by EO Officer Date

Ken Trevino 09/17/2020
President/CEO Date



POLICY-DRAFT

CATEGORY:	Workforce Programs- General	No:	4.0.103.043
TITLE:	Case Management		
SUPERSEDES:	4.0.103.032, dtd. 057.2417.20182014-		
EFFECTIVE:	<u>December 11, 2020.</u>		
BOARD APPROVAL:	May 25, 2018 <u>December 10, 2020</u>		
DATE OF LAST REVIEW:	May 24, 2018 <u>November 12, 2020</u> <u>May 3, 2018</u>		

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I. PURPOSE:

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

II. DEFINITIONS:

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

III. POLICY STATEMENT:

A. General – All Workforce Programs

Career Center Service providers for Workforce Solutions of the Coastal Bend may determine an organizational structure for providing case management to job seekers. Case management shall be provided by WFSCB Career Center staff that have been trained and demonstrate competency in required and specialized job functions.

Case management will be based on the following principles:

Customer Oriented - Provision of quality services will be based on the individual needs and best interests of each customer, stressing ease of access and convenience, according to high standards of customer service.

Individualized - Services will be personalized, based on appropriate respect for the dignity and individual rights of each customer. This approach will help to develop a relationship of mutual trust and respect which fosters a cooperative relationship aimed at helping the customer gain independence as a contributing member of society.

Consultative- As much as possible, decisions will be made in consultation with the customer through consistent dialogue and input from the customer. WFSCB Career Center staff providing case management will assist customers in self-directed activities by demonstrating how to make

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sound decisions based on knowledge of themselves and the world of work as well as understanding program rules, purposes of the assigned activities, and benefits of program participation. While the emphasis will be on such positive factors, customers will also be made aware of the consequences of failure to comply with federal/state laws, rules, and regulations.

Confidentiality- Customers' rights to privacy and confidentiality will be protected and customer information shared with other WFSCB staff or other service providers strictly on a need to know basis, according to federal/state rules and regulations and Board policy.

Comprehensive- Case management will provide close contact and monitoring of each customer's status, with appropriate intervention to ensure that there is compliance with program rules and requirements, support services are available to the customer to overcome barriers, and that the customer makes progress through allowable activities towards the ultimate goal of employment.

Assessment

Ongoing assessments will be performed to determine the employability and retention needs of the customer, including wage advancement and career development. Assessments will also identify individuals with higher than average barriers to employment so those individuals may be referred to community-based organizations and other entities, to address the barriers; higher than average barriers may include individuals with such issues as, family violence, substance abuse, mental health and disability-related issues. Assessments shall include evaluations of strengths and potential barriers to obtaining and retaining employment, such as:

- 1) skills and abilities, employment, and educational history in relation to employers' workforce needs in the local labor market;
- 2) pre- and post-employment skills development needs to determine the necessity for job-specific training;
- 3) unmet housing needs and whether those needs are a barrier to full participation in the workforce and progressions to self-sufficiency;
- 4) support services needs; and
- 5) individual and family circumstances that may affect participation, including the existence of family violence, substance abuse, mental health, disability-related issues, or the need for parenting skills training.

WorkInTexas.com

Workforce Solutions Office staff should complete the *Job Seeker Registration* information in WorkInTexas.com to identify occupational choices for which the job seeker qualifies. It is recommended that Workforce Solutions Office staff completes the registration information before the job seeker enters the job search activity. Workforce Solutions Office staff is responsible for helping the job seeker understand how to use WorkInTexas.com and the circumstances under which the job seeker should change or update his or her registration information.

Training

If the skills assessment indicates that an individual requires job-specific training for placement in a job paying wages that equal or exceed the Board's identified self-sufficiency wage the service provider must, to the extent ~~that funds are available and to the extent~~ allowed under the applicable program, place the individual in training designed to improve employment/wage/job retention opportunities.

Training may also be provided through job skills training activities. Post-employment service strategies

are used to address the training needs of individuals and encourage their career progression toward the established self-sufficiency wage.

Referrals

Referral programs are to be developed to provide individuals identified as having higher than average barriers to employment with referrals to pre-employment and post-employment services offered by

Community-based and other organizations that provide employment service specifically for persons with high levels of barriers to employment.

Collaborative partnerships with housing authorities and sponsors of local housing programs and services for individuals identified as having unmet housing needs will be utilized.

Fidelity Bonding

Fidelity bonding helps at-risk job applicants, such as ex-offenders, public assistance recipients and disadvantaged youth who lack a work history, get and keep a job. Free fidelity bonding services are offered to reduce employers' concerns about hiring at-risk job applicants which is an insurance policy that protects the employer against employee acts of dishonesty such as larceny, embezzlement, and theft. Workforce staff are required to share this employer incentive with both job seeker and employer as a competitive edge to the at-risk applicant. Either the job applicant or the prospective employer can request bonding through any Workforce Solutions office.

B. Supplemental Nutrition Assistance Program Employment and Training (SNAPE&T)

Information on job retention services, support services, and the job retention period is to be shared with recipients at the employment planning meeting or before the recipient begins participation in regular SNAP E&T services.

Job Retention services, support services, or both must be received by SNAP E&T participants if requested, for a minimum of 30 days and not more than 90 days. Day one of the job retention period begins the day after a SNAP recipient enters full- or part-time employment. SNAP E&T participants in the Coastal Bend may receive retention services up to 90 days. However, before using SNAP E&T funds to provide job retention services or support services, careful consideration must be considered when determining the amount of funds available for outreach for regular SNAP E&T services to Aabled Bodies Adults without Dependents (ABAWDS) and the General Population.

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IV. PROCEDURES:

Documentation

Case management includes the ongoing maintenance of supporting documentation regarding a program participant's planned goals, key decisions, status, and progress in all relevant areas of The Workforce Information System of Texas (TWIST) including but not limited to assessment, counselor notes, service tracking, and performance outcomes. ~~Appropriate paper documentation will be kept in the program participant's paper file.~~

Support services provided to customers will be documented in the customer's ~~paper~~ file, justified and recorded in ~~the~~ TWIST system, and requested through the appropriate financial management system so that costs may be assigned and reported according to grant and category. Additional information regarding Support Services can be found in Board Policy 4.0.101.1309 Support Services and subsequent changes to the Support Services Policy.

Coordination

In cases where a participant is enrolled in more than one program, or referred to activities provided by

an outside provider, procedures will include appropriate coordination between programs and/or agencies to ensure continuity of services, sharing of customer information, accurate reporting, and compliance with program rules and regulations.

V. RELATED POLICY INFORMATION:

Texas Labor Code 301
Texas Health and Safety Code
45 CFR Part 265- Data Collection and Reporting Requirements

45 CFR, Chapter 809- Childcare Services
US DOL Training and Employment- TEGL 01-17
US DOL Training and Employment- WIOA TEGL 19-16- Issued Marqh 2017
US DOL Training and Employment- WIOA TEGL 21-16- Issued March 2017
TWC WIOA Guidelines for Adult, Dislocated Worker, and Youth Issued August 2017, revised April 2020 and all subsequent revisions.
TWC TAA Guide, Issued April 2016.
TWC Choices Rules Chapter 811
TWC Choices Guide revised February 2020 and all subsequent revisions
SNAP E&T Rules Chapter 813
TWC SNAP E&T Guide-~~October 2014~~ revised October 2020 and all subsequent revisions
TWC NCP Choices Guide-~~January 2016~~ revised February 2020 and all subsequent revisions

VI. RESPONSIBILITIES:

Board Staff shall ensure that appropriate Contracted Service Provider(s) are aware of and comply

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with this policy.

The Board Monitor shall provide oversight and evaluation of the Contracted Service Provider(s) case management systems.



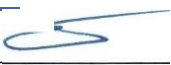

Contracted Service provider(s) shall ensure that appropriate procedures are implemented in accordance to the rules set in Section V. Related Policy Information and that relevant Career Center staff receive training regarding the requirements of this policy.

VII. FORMS AND INSTRUCTIONS:

VIII.VII. DISTRIBUTION:

Board of Directors Board Staff Service Provider Staff

IX.VIII. SIGNATURES:

			
Re _____	-er- _____	Date	
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President/CEO		Date	

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INFORMATION ONLY

XV-1. Monitoring Reports

BACKGROUND

The Texas Workforce Commission (TWC) requires that monitoring review results be reported to all relevant parties and to the Board of Directors. The monitoring staff conduct fiscal and program reviews for compliance with federal and state laws and regulations, and compliance with TWC and local policies. The following is a list of the monitoring reviews and significant observations that were completed during the months of September 2020 - January 2021.

Workforce Solutions – Board

Fiscal & Program Reviews

➤ **Local Match Contracts – 2020-2021**

• Del Mar College	\$185,000 drawing down	\$370,000
• Coastal Bend College	\$140,000 drawing down	\$280,000
• City of Corpus Christi	\$400,283 drawing down	\$800,566
• Texas A&M Kingsville	\$140,000 drawing down	\$280,000
• Texas A&M Corpus Christi	<u>\$ 35,000</u> drawing down	<u>\$ 70,000</u>
Direct Child Care Dollars	\$894,983	\$1,800,566

➤ **Local Match Contract Certifications – 2nd half of 2019-2020**

- \$447,491.50 in Expenditures were certified and submitted to TWC.

➤ **Child Care Local Match Agreements 2019-2020 – Monitoring Reviews**

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

Conclusion: No issues noted

➤ **Equal Opportunity – WIOA Section 188 Checklist Review**

- A review was conducted of the Equal Opportunity nine elements that make up the WIOA Section 188 Checklist to ensure the Board meets the nondiscrimination and accessibility requirements for individuals with disabilities. No issue noted.

➤ **Single Audit Review – BakerRipley Y/E 12/31/19 – The review had no material issues noted.**

➤ **National Dislocated Worker Grant – TX-38 Disaster COVID-19**

- A monthly Worksite Assessment Questionnaire for each participant and their supervisor has been completed from the months of September 2020 – January 2021 without exception. These worksite assessments will continue through the Grant period.

C2 Global Professional Services, LLC

Program Reviews

➤ **WIOA – Adult/Dislocated Worker/National Dislocated Worker - Report 11/18/20**

- Four (4) participants assessment were not signed by either customer (CU) and/or C2 staff acknowledging CU goals and responsibilities.
- One (1) CU service activity (11) Planned GAP in Service opened for July and August 2020 was not an appropriate service activity for no participation in the WIOA program.
- One (1) case assessment dated 9/18/20 is not the same in TWIST as it is in Cabinet.

- Two (2) cases have a Service Plan that needs to be updated as the goal completion dates have expired.

Conclusion:

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

➤ **WIOA – Youth Services – Report 1/6/21**

- One (1) case had no Youth Element service opened in TWIST.
- One (1) participant graduate from High School (HS) on June 5, 2020, yet no data was entered in TWIST for performance and a copy of the Diploma was not in Cabinet.

Conclusion:

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

BakerRipley, Inc.

Fiscal & Program Reviews

➤ **Child Care Fiscal Review (10/1/19 – 7/31/20)**

The review consisted of the following contractual areas:

- | | |
|-------------------|--------------------------------|
| * Cash | * Procurements |
| * Cost Allocation | * Payroll |
| * Disbursements | * Accounting Internal Controls |

The review was performed with no issues noted.

➤ **Child Care File Review**

Finding:

- One (1) case had a transposition error which led to a miscalculation of monthly income. Thus, the monthly income entered in TWIST is not correct. The PSC was not affected.
- One (1) case did not include a check stub for commission earned in the income calculation which led to a miscalculation of monthly income. Thus, the monthly income entered in TWIST is not correct. The PSC was not affected.

Conclusion:

- Management stressed to IES staff the importance of reviewing work carefully on an ongoing basis and assisted them with developing systems that will ensure careful review of their work.

INFORMATION ONLY

XV-2. Financial Report

BACKGROUND

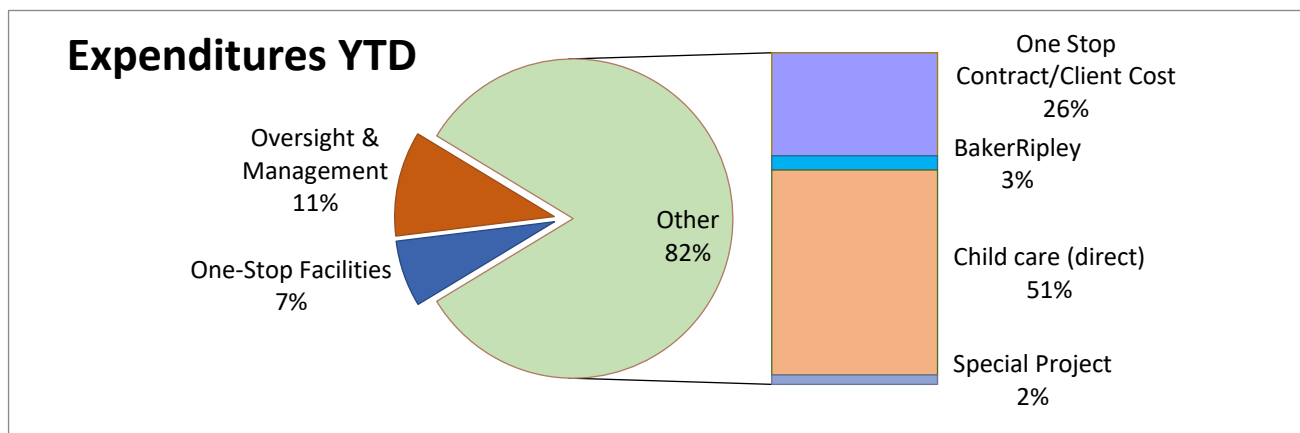
Financial statements are prepared on a monthly basis by Board staff. Attached is a copy of the most recent Financial Report.

Contract No.	Contract Program	Begin Date	End Date	Current Budget	Cum. Expenditures	Budget Balance	% Expended	TWC % Target
Expires 12/31/2020								
2220CCQ001	Child Care Quality	10/1/2019	12/31/2020	\$603,459.00	\$413,002.47	\$190,456.53	68%	100%
2220CCF001	Child Care	10/1/2019	12/31/2020	\$21,431,961.00	\$19,886,927.38	\$1,545,033.62	93%	100%
2220CCM001	Child Care Local Initiative	10/1/2019	12/31/2020	\$1,789,966.00	\$1,789,966.00	\$0.00	100%	100%
2220CCP001	Child Care - DFPS	9/1/2019	12/31/2020	\$1,593,100.00	\$1,138,671.51	\$454,428.49	71%	94%
2220REA001	Reemployment Services and Eligibility Assessment	9/30/2019	12/31/2020	\$264,388.00	\$264,388.00	\$0.00	100%	100%
2220TRA001	Trade Act Services for Dislocated Workers	10/1/2019	12/31/2020	\$62,412.00	\$3,657.75	\$58,754.25	6%	100%
2220WOS001	Military Family Support	1/1/2020	12/31/2020	\$54,704.00	\$54,704.00	\$0.00	100%	46%
2220BSA001	BSA - Board Service Awards	1/1/2020	12/31/2020	\$30,000.00	\$30,000.00	\$0.00	100%	100%
2220BSA002	BSA - Texas Hireability	1/1/2020	12/31/2020	\$50,000.00	\$50,000.00	\$0.00	100%	100%
2219ATG000	Apprenticeship Texas Expansion Grant	1/16/2019	12/31/2020	\$199,100.00	\$183,249.44	\$15,850.56	92%	NA
Expires 3/31/2021								
2220NDW001	NDW - Coronavirus	5/5/2020	3/31/2021	\$1,524,465.00	\$87,086.73	\$1,437,378.27	6%	48%
Expires 5/31/2021								
2219WCI000	WCI - Workforce Commission Initiatives-Rural Expansion	10/1/2018	5/31/2021	\$175,586.00	\$148,666.65	\$26,919.35	85%	NA
Expires 6/30/2021								
2220WCI001	WCI - Workforce Commission Initiatives	10/1/2019	6/30/2021	\$75,467.00	\$17,072.35	\$58,394.65	23%	NA
2220COV001	COV - Coronavirus - WIOA Statewide	6/19/2020	6/30/2021	\$135,756.00	\$123,468.89	\$12,287.11	91%	NA
2220WPA001	Wagner-Peyser Employment Services	10/1/2019	6/30/2021	\$283,217.00	\$159,820.40	\$123,396.60	56%	81%
2219WOA001	WIOA - PY19 Adult Allocation (July)	7/1/2019	6/30/2021	\$303,747.00	\$303,747.00	\$0.00	100%	100%
2219WOA001	WIOA - PY19 Adult Allocation (Oct)	7/1/2019	6/30/2021	\$1,330,849.00	\$1,211,537.93	\$119,311.07	91%	100%
2219WOD001	WIOA - PY19 Dislocated Worker Allocation (July)	7/1/2019	6/30/2021	\$265,659.00	\$265,659.00	\$0.00	100%	100%
2219WOD001	WIOA - PY19 Dislocated Worker Allocation (Oct)	7/1/2019	6/30/2021	\$1,098,142.00	\$997,074.60	\$101,067.40	91%	100%
2219WOY001	WIOA - PY19 Youth Allocation	7/1/2019	6/30/2021	\$1,711,066.00	\$1,643,171.08	\$67,894.92	96%	100%
2220COS002	Skills Development Fund	6/15/2020	6/30/2021	\$115,000.00	\$0.00	\$115,000.00	0%	NA
2220WOR001	WIOA - PY20 Rapid Response	7/1/2020	6/30/2021	\$22,417.00	\$1,070.26	\$21,346.74	5%	NA
Expires 8/31/2021								
2219WAF001	WIOA - Alternative Funding for Statewide Activity	7/15/2019	8/31/2021	\$427,221.00	\$188,195.96	\$239,025.04	44%	68%
Non TWC	KINGSVILLE/BEEVILLE/STAPLES VR EXPENSES	8/1/2020	8/31/2021	\$94,261.14	\$13,795.52	\$80,465.62	15%	NA
Non TWC	3018VRS133 - STUDENT HIRABILITY (09/01/20-08/31/21)	8/1/2020	8/31/2021	\$100,000.00	\$52,945.28	\$47,054.72	53%	NA
Non TWC	Perkins/Riz	7/1/2020	8/31/2021	\$75,000.00	\$11,773.21	\$63,226.79	16%	NA
Expires 9/30/2021								
2221NCP001	Noncustodial Parent Choices Program	9/1/2020	9/30/2021	\$142,403.00	\$31,288.42	\$111,114.58	22%	25%
2221RAG001	Resource Administration Grants	10/1/2020	9/30/2021	\$6,923.00	\$2,151.05	\$4,771.95	31%	25%
2221SNE001	SNAP E&T	10/1/2020	9/30/2021	\$661,120.00	\$414,733.45	\$246,386.55	63%	25%
2221TVC001	Texas Veteran's Commission	10/1/2020	9/30/2021	\$37,411.00	\$10,133.15	\$27,277.85	27%	25%
2221WCI001	WCI - Workforce Commission Initiatives	10/1/2020	9/30/2021	\$47,543.00	\$4,667.67	\$42,875.33	10%	25%
Expires 10/31/2021								
2221CCQ001	Child Care Quality	10/1/2020	10/31/2021	\$604,920.00	\$31,051.88	\$573,868.12	5%	15%
2221TAF001	TANF Choices	10/1/2020	10/31/2021	\$2,496,098.00	\$434,400.32	\$2,061,697.68	17%	15%
Expires 11/30/2021								
2221CAA001	Child Care Attendance Automation Service	10/1/2020	11/30/2021	\$100,337.00	\$15,058.31	\$85,278.69	15%	NA
Expires 12/31/2021								
2221CCF001	Child Care	10/1/2020	12/31/2021	\$15,039,076.00	\$2,737,711.82	\$12,301,364.18	18%	13%
2221CCM001	Child Care Local Initiative	10/1/2020	12/31/2021	\$1,800,566.00	\$0.00	\$1,800,566.00	0%	13%
2221CCP001	Child Care - DFPS	9/1/2020	12/31/2021	\$1,448,000.00	\$286,756.65	\$1,161,243.35	20%	19%
2221REA001	Reemployment Services and Eligibility Assessment	10/1/2020	12/31/2021	\$268,355.00	\$72,383.03	\$195,971.97	27%	13%
2221TRA001	Trade Act Services for Dislocated Workers	10/1/2020	12/31/2021	\$18,412.00	\$0.00	\$18,412.00	0%	NA
2221WPA001	Wagner-Peyser Employment Services	10/1/2020	12/31/2021	\$95,463.00	\$0.00	\$95,463.00	0%	13%
2221WOS001	Military Family Support	1/1/2021	12/31/2021	\$54,704.00	\$0.00	\$54,704.00	0%	0%
Expires 3/31/2022								
Non-TWC	Walmart - PATHS	1/1/2020	3/31/2022	\$300,000.00	\$7,312.13	\$292,687.87	2%	NA
Expires 6/30/2022								
2220WOA001	WIOA - PY20 Adult Allocation (July)	7/1/2020	6/30/2022	\$323,028.00	\$0.00	\$323,028.00	0%	20%
2220WOA001	WIOA - PY20 Adult Allocation (Oct)	7/1/2020	6/30/2022	\$1,321,682.00	\$416,817.71	\$904,864.29	32%	20%
2220WOD001	WIOA - PY20 Dislocated Worker Allocation (July)	7/1/2020	6/30/2022	\$275,893.00	\$0.00	\$275,893.00	0%	20%
2220WOD001	WIOA - PY20 Dislocated Worker Allocation (Oct)	7/1/2020	6/30/2022	\$1,062,135.00	\$21,291.05	\$1,040,843.95	2%	20%
2220WOY001	WIOA - PY20 Youth Allocation	7/1/2020	6/30/2022	\$1,726,103.00	\$176,116.36	\$1,549,986.64	10%	20%
				\$61,647,115.14	\$33,701,524.41	\$27,945,590.73		

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

For the Month Ending
December 31, 2020

	FY2021 Amended Budget	Current Expenses	YTD	% Expended
REVENUES				
Grant revenue - federal	32,244,349	3,226,791	7,977,766	25%
Grant revenue - Non federal	30,000	75	221	
	32,274,349	3,226,866	7,977,987	25%
EXPENSES				
Oversight & Management				
Salaries and benefits	2,681,143	211,440	668,175	25%
Facilities and related expense	250,185	3,959	12,214	5%
Furniture, equipment, & software	20,000	4,521	15,729	79%
General administrative expense	187,975	71,497	109,842	58%
Communication expense	75,982	5,527	33,557	44%
Professional fees and services	90,963	2,099	15,594	17%
Staff development expense	35,500	1,975	5,009	14%
Travel expense	38,000	(4,056)	(4,056)	-11%
Total Oversight & Management Expen	3,379,748	296,961	856,065	25%
One Stop Operations				
Facilities and related expense	1,329,121	157,618	400,581	30%
Furniture, equipment, & software	172,279	7,739	21,582	13%
General administrative expense	338,221	46,337	57,183	17%
Communication expense	128,607	9,878	30,794	24%
Professional fees and services	40,500	6,417	31,417	78%
Total One Stop Operations	2,008,728	227,989	541,557	27%
Contracted services	26,830,872	2,525,536	6,659,648	25%
Total expense	32,219,349	3,050,486	8,057,270	25%



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

For the Month Ending
December 31, 2020

ASSETS

Current Assets

Cash & Cash Equivalents	\$	111,675
Money Market Account	\$	682,214
Due from TWC		1,670,059
Accounts Receivable		3,115
Prepaid Expense		204,250
Other Assets		48,718
Total Current Assets	\$	2,720,031

Fixed Assets

Building Improvements	\$	1,656,504
Furniture and Equipment		335,226
Less Accumulated Depreciation		(1,560,236)
Net Fixed Assets	\$	431,494

Total Assets	\$	<u>3,151,524</u>
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LIABILITIES

Current Liabilities

Accounts Payable	\$	1,367,124
Accrued Expense		1,051,957
Accrued Vacation		69,166
Total Current Liabilities	\$	2,488,247

NET ASSETS

Unrestricted-Non-Federal Fund	\$	143,312
Temporarily Restricted-Ticket to Work/Other		88,472
Investment in Fixed Assets		431,494
Total Net Assets	\$	663,277

Total Liabilities and Net Assets	\$	<u>3,151,524</u>
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POLICY

CATEGORY:	Information Technology & Data Management	No: 7.0.101.03
TITLE:	Computer & Personally Identifiable Information Access & Security	
SUPERSEDES:	7.0.101.02, dtd September 13, 2018	
EFFECTIVE:	February 25, 2021	
BOARD APPROVAL:	February 25, 2021	
REVIEW DATE:	January 26, 2021	

I. PURPOSE:

To establish access criteria for contracted service providers and the public to the Coastal Bend Workforce Development Board ("Board") and/or Texas Workforce Commission (TWC) Information Systems.

II. DEFINITIONS:

Board – The Coastal Bend Workforce Development Board, operating as Workforce Solutions of the Coastal Bend.

Service Providers – A business entity or person, except a state agency, who contracts with the Board to provide workforce services, including One-Stop services.

Approved User – An individual who is *authorized* by the Board's Network Administrator to utilize and access the computer and/or information system bought or maintained by the Board.

Public – Individuals who are not approved users are deemed *unauthorized* by the Board's Network Administrator to connect to, utilize and access the information systems maintained by the Board, regardless of affiliation.

III. POLICY STATEMENT:

TWC grants the Board access to its information systems to enable its staff and service provider staff the resources to accomplish their assigned duties. The security of the data stored including physical security is critical and as a result the Board has zero tolerance for any and all violations.

Only approved users who have written authorization to access the Board's and TWC's computers and the information system are entitled to use and/or access the equipment and network services. Approved users are required to safeguard their computer passwords and customer files to ensure against unauthorized use. Members of the public are not allowed to connect, use or access the system regardless of affiliation. Permitting members of the public to connect to Board and/or TWC computers and network systems is prohibited and in violation of this policy. Failure by approved users to strictly comply with this policy will result in the immediate revocation of access privileges and may be subject to prosecution under one or more applicable statutes.

All information, whether written, or in electronic format, is the property of the Board and is subject to the Public Information Act. To secure all data, approved users are prohibited from deleting any files or information from the Board's computers. Any intentional violations are subject to prosecution and fines under Section 552.351 of the Act. Although retention schedules vary, the Board's retention of records will be in accordance to the Texas State Library and Archives Commission (TSLAC).

IV. PROCEDURES:

To grant authorization, all prospective users must complete the forms listed below. The authorization is subject to the approval of the Network Administrator. **New staff must complete P41 form and Security Awareness training upon employment. Thereafter, the P41 and the security awareness training will be renewed annually for all staff during the 1st quarter of each contract year.** The approved user granted authorization is responsible for reading and understanding this policy and the related forms.

The following information is provided as an illustration of prohibited uses and responsibilities and is not intended to address all situations. All questions may be referred to the Network Administrator.

A. Computer Use

Computers cannot be used for transmitting, retrieving, receipt or storing of any communication that is illegal or contrary to Board policy or business interests or that could cause the appearance of such.

Approved users are prohibited from engaging in, attempting to engage in or assisting others in:

- Sharing personal or confidential information of customers;
- Permitting the public to connect to, use or access the computers and information systems.
- Monitoring or intercepting the files or electronic communications of other employees or third parties;
- Hacking or obtaining access to systems or accounts without authorization to use;
- Making or attempting to make any deliberate, unauthorized change to data on an Information Technology (IT) system;
- Using or permitting others to log-in with approved user's password; and
- Breaching, testing or monitoring computer or network security systems.

B. Passwords

Approved users are prohibited from allowing any member of the public or any other approved user from using their Board issued password. Passwords must be used **only** by the approved user. Approved users are strictly responsible for the protection and use of their passwords. Failure to strictly comply with this policy will result in the immediate revocation of access privileges and may be punishable as a criminal offense under Chapter 33 of the Texas Penal Code.

Passwords are assigned to approved users at the request of a direct supervisor and with the approval of the Center Manager. Logon or system passwords must be used on computers situated in areas frequented by the public.

Passwords must meet the following guidelines:

- a. Not easily discernible and must contain numbers and letters.
- b. At least one lowercase and one uppercase letter.
- c. At least 8 characters in length.
- d. Cannot be reused.
- e. Kept in a secured location.

C. Software

Downloading of any unauthorized software is strictly prohibited. This includes all freeware, shareware, toolbars, screensavers, hardware, I-tunes or internet utilities, etc. Only software downloaded and installed by the Board's I.T. personnel is approved for use.

All Board computer property is subject to unannounced review. Any software, media, etc. that has been installed without approval, is in violation of this policy and will be removed.

D. Personal Use

The computers, electronic media and services made available by the Board are provided to assist approved users in the performance of their jobs. Use of electronic media (sending or receiving) for personal, non-business purposes during non-working hours is not encouraged. However, all personal use must comply with this policy. Streaming video and/or audio is NOT allowed.

E. Physical Security

Minimum protection standards (MPS) establish a uniform method and minimum standards of physically protecting data and systems that require safeguarding. These standards must be applied. Because local factors might require additional security measures, management must analyze local circumstances to determine space, container, and other physical security needs.

MPS require two barriers for the protection of PII under normal operating conditions.

Some examples of barriers are:

- Staff presence
- Locked office, locked file cabinet, or another lockable container
- Access control system such as a card reader
- Restricted access by means of keypad entry or secondary-level card key access
- Out of plain sight; as a second barrier only

F. Review & Monitoring of Usage

The Board reserves the right to review and monitor usage to detect inappropriate or illegal use which may be in violation of Board or TWC policies and agreements.

The Board reserves the right to review all electronic files and messages to the extent necessary to ensure electronic media and services are used in compliance with the law, this policy and other Board policies.

Approved users should note that electronic communications are not private and remain the property of the Board and/or TWC.

V. RELATED POLICY INFORMATION:

WD Letter 11-16, Access and Data Security for Workforce Applications, dtd June 15, 2016
WD Letter 02-18, Handling and Protection of Personally Identifiable Information and Other Sensitive Information, dtd March 23, 2018

VI. RESPONSIBILITIES:

President/CEO – Responsible for the Board’s adherence to this policy.
Information Technology Department - Responsible for reviewing and granting authorization and monitoring compliance to this policy.
Service Providers Staff – Responsible for coordinating the Board’s compliance and communicating this policy to staff.

VII. FORMS AND INSTRUCTIONS:

Form P-41 – TWC Information System Security agreement for Board Users and Other Users.
Security and Privacy Agreements as required by TWC and the Board
Request for User Access to Health and Human Services Commission (HHSC) Systems

VIII. DISTRIBUTION:

Board of Directors Board Staff Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date

INFORMATION ONLY

XV-4. Facilities Updates

BACKGROUND INFORMATION

Board Professionals will provide update on:

- Career Center Activities & Updates
 - COVID19
 - Colocation of Vocational Rehabilitation Services (VRS)
- Career Center Lease Agreement Regarding Sunrise Career Center

INFORMATION ONLY

XV-5. Update on Procurement of Direct Child Care Services Management

BACKGROUND

Every four years the Board tests the market to ensure the best possible contracted services are delivered at our area career centers. On January 2021, WFSCB staff developed a Request for Proposals (RFP) timeline (see attachment) and the content of the request for proposals to reflect the needs of the workforce area.

On November 2020, Board staff reported to the Executive/Finance Committee that all contract renewals had been exhausted for the current child care service contract and our need to test the market. Therefore, we are continuing to share this information to ensure transparency in one of the largest procurements WFSCB will make in the next four years.

The public will be notified of the intended procurement and a virtual pre-proposal conference will be held to share more details about the procurement with potential proposers.

Applications and proposals will be due on March 16, 2021 and April 19, 2021, respectively.

The procurement takes place in three steps.

- Step one is an Application phase where staff evaluates the experience of the proposer for basic qualifications to effectively manage and deliver child care services in our workforce area. Applicants must score a 75 or above to proceed to the proposal phase.
- Step two is the Proposal phase where staff invites the proposer to submit a proposal describing how they would implement the requested services. The resulting proposals will be submitted to independent evaluators contracted by WFSCB to give an independent assessment of each proposal. The proposals will be evaluated using a standardized evaluation instrument incorporating the RFP scoring criteria. The proposals will be reviewed to determine which proposal is most responsive to the RFP, based on the scoring criteria, and would therefore be likely to provide the requested services. The independent evaluators will submit their evaluation instruments to include identified strengths and weaknesses of each proposal to a lead evaluator for review of accuracy and consistency. The lead evaluator will then submit an evaluation report for Board consideration. The report will be handed out to the Board of Directors at the meeting.
- Step three will be selection of an entity by the Board of Directors for contract negotiations. WFSCB staff will subsequently be charged to negotiate a contract with the selected proposer. Part of the contract negotiations may include a pre-award survey of the proposer's ability to deliver the services as proposed and the current financial integrity of the proposer. (This review is a routine requirement in such large contracts.)

RFP PROCUREMENT TIMELINE

November 19, 2020	Update Executive/Finance Committee on Procurement Activities
December	Meetings of Board Professionals (to discuss the development, content, and expectations of the RFP)
January 2021	1 st Draft of RFP Due
February 3 rd	Final Draft of RFP Due
February 9-16	Prepare RFP Document for Publication
February 16-21	Notice and Advertisement of RFP for Direct Child Care Services
February	Update - Child Care Services, Executive/Finance Committee and Board of Director's Meetings
February 22-26	Issue RFQ for Independent Evaluators
February 24th	Pre-Proposal Conference for Direct Child Care Services - 2:00 p.m.
March 3 rd	Deadline for Questions
March 9 th	RFP Q&A Response Due to Interested Parties
March 12 th	Selection of Independent Evaluators (for proposal reading)
March 16th	Applications Due, 4:00 p.m.
March 18-26	Review of Applications & Determination of Applicant Status
March 29 th	Notice to Applicants (Regarding Application Status)
April 19th	Proposals Due, 4:00 p.m.
April 21-29	Evaluation of Proposals (by Independent Evaluators)
May 13 th	Executive/Finance Committee Meeting (to review evaluation results)
May 20 th	Board Meeting (to authorize CEO/President to negotiate and execute contract with approved service provider)
May 21 st	CEO Council Meeting (to concur with Board's approval of provider)
May/June	Pre-Award Survey/Contract Negotiations with Approved Provider
July-August	Contract Draft Due/Letter of Intent Issued
October 1 st	Contract Start Date

*Schedule is subject to change.

INFORMATION ONLY

XV-6. Update on Future Procurements and Contract Renewals

BACKGROUND

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

Update on Future Procurements

Procurement	Anticipated Date of Procurement	Anticipated Date of Contract/Purchase	Anticipated Cost	Over \$50,000 Approval Required	Comments
No Updates to Report					

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

NAME	ID#	ACTIVITY	CONTRACT AMOUNT	LATEST CONTRACT AMENDMENT STATUS	CONTRACT STATUS	CONTRACT PERIOD
C2 GPS	Master	Management and Operation of Workforce Centers (and Youth Development Services)	\$8,693,237.24		Renewal #1 (of 3 contract renewals)	10/01/20 – 09/30/21
BakerRipley	Master	Direct Child Care Services	\$17,531,191.45		Renewal #3 (of 3 contract renewals)	10/01/20 – 09/30/21

PROFESSIONAL & CONSULTING SERVICES

Wood, Boykin, & Wolter, P.C.	Master	Legal Services	Per Contract Legal Fees - \$20,000.00		Year #1 (3 contract renewals)	10/01/20 – 9/30/21
Alonzo, Bacarisse, Irving, & Palmer, P.C.	Agmt.	Financial Audit Services	\$41,175.00		Renewal #1 (of 2 contract renewals)	1/01/21 – 12/31/21

LEASE AGREEMENTS

PAK 56 Plaza LLC, SGT 44 Pirate LLC	Master	Lease Agmt. for Center Office in Pirate Plaza Office – Sinton, TX	\$5,216.67 per mo., approx. 3,650 sq. ft./\$.143	Early Termination – with 90-day written notice.	Year 4 of 5 Year Lease, Exp: 12/31/22	1/01/21 – 12/31/21
Sunrise CC LLC	Master	Lease Agmt. For Sunrise Mall Center – Corpus Christi	\$15,481.12 per mo., approx. 16,026 sq. ft./\$.97		Year 4 of 5 Year Lease, Exp: 12/31/22	1/01/21 – 12/31/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

Texas Workforce Commission	Master	Building Use Lease Agreement for Staples Center – Corpus Christi	Approx. sq. ft. 22,616			10/01/20 – 9/30/21
Office Lease - Coastal Bend College	Master	Lease Agreement for Center Office at CBC Beeville Campus	\$4,084.50 per month (includes utilities and janitorial services), approx. 3,850 sq. ft./\$1.06 plus insurance fee		Year 2 of 3 Year Lease Exp: 9/30/22	10/01/20 – 9/30/21
Office Lease – Coastal Bend College	Master	Lease Agreement for Center Office at CBC Alice Campus	\$2,908.50 per month (includes utilities and janitorial services) approx. 2,730 sq. ft./\$1.06 plus insurance fee		Year 3 of 3 Year Lease Exp: 1/31/21	2/01/20 – 1/31/21
Office Lease – Coastal Bend College	Master	Lease Agreement for Center Office at CBC Kingsville Campus	\$3,392.55 per month (includes utilities and janitorial services) approx. 3,191 sq. ft./\$1.06 plus insurance fee		Year 3 of 3 Year Lease Exp: 4/30/21	5/01/20 – 4/30/21

OTHER CONTRACTS/AGREEMENTS

Sec Ops, Inc.	Master	Security Guard Services	Per Contract Hourly Rates		Year #1 (2 contract renewals)	10/01/20 – 9/30/21
Frost Bank	Master	Banking Services	Fee Based		Renewal #1 (of 3 contract renewals)	10/01/20 – 9/30/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

The Safeguard System, Inc.	Master	Fire and Security Alarm Monitoring, Testing, & Maintenance Services	\$10,000.00		Year #1 (2 contract renewals)	10/01/20 – 9/30/21
Time Warner Cable	Master	Dedicated Access Service Lines Agreement	\$575.00 per mo. – HUB lines to local center sites & 774.00 per mo. – HUB line to TWC		Extended on a year-to-year basis	Initial Term of Service will commence on date of connectivity
Time Warner Cable	Master	Dedicated Access Service Installation Agreement	\$2,000 – one- time fee		Extended on a year-to-year basis	Installation of WAN Project
James C. Wendlandt	Agmt.	Employee (401) Retirement Plan	Fee Based			10/01/20 – 9/30/21
Rural Economic Assistance League, Inc. (REAL)	Agmt.	Transportation Assistance Services to Aransas, Bee, Brooks, Duval, Jim Wells, Live Oak, Refugio, and San Patricio counties	Not to Exceed \$5,000.00		Year #1 (2 contract renewals)	10/01/20 – 9/30/21
County of Kleberg Human Services	Agmt.	Transportation Assistance Services to Kleberg and Kenedy counties.	Not to Exceed \$5,000		Year #1 (2 contract renewals)	10/01/20 – 9/30/21
Valero Payment Services Company	Master	Purchase of Gas Cards for Program Participants	Not to Exceed \$204,000		Renewal #1 (of 3 contract renewals)	10/01/20 – 9/30/21
Economic Modeling, LLC (EMSI)	Master	Economy and LMI Tool	\$16,000.00		Year #1 (2 contract renewals)	10/01/20 – 9/30/21
WKMC Architects, Inc.	Master	Certified Space Planning Services	\$4,010.00 (plus travel expenses)		Renewal #2 (of 3 contract renewals)	10/01/20 – 9/30/21

SUBRECIPIENT/CONTRACTOR LOG 2020-2021

The Clower Company	Agmt.	Commercial Real Estate Brokerage Services	Broker fees paid by seller/landlord		Renewal #2 (of 2 contract renewals) Exp: 5/30/22	10/01/20 – 9/30/21
M&Rs Elite Janitorial Solutions, LLC	Master	Janitorial Cleaning Services (Career Centers in Corpus Christi & Sinton)	\$131,520.00		Renewal #1 (of 3 contract renewals)	10/01/20 – 9/30/21
Grunwald Printing Co.	Master	Print Shop and Copy Services	\$11,000.00		Year #1 (1 contract renewal)	12/07/20 – 9/30/21
Moss Adams, LLC	Master	Information Technology Assessment and Strategic Plan	\$28,580 (plus travel expenses)		Contract Extension	10/01/20 – 12/31/20
Adaptive Construction Solutions, Inc.	Master	Registered Apprenticeship Training Project	\$186,000		Year 1	8/03/20 – 12/31/20
Texas A&M Engineering Extension Service	Agmt.	COVID-19 Short-Term Training	Reimbursement Per Training Course		Renewal #1 (of 1 contract renewal)	10/01/20 – 9/30/21
Del Mar College, Center for Economic Development	Agmt.	COVID-19 Short-Term Training	Reimbursement Per Training Course		Renewal #1 (of 1 contract renewal)	10/01/20 – 9/30/21
Customer Experience Solutions/Virtual Learning Development	Agmt.	COVID-19 Short-Term Training	Reimbursement Per Training Course		Renewal #1 (of 1 contract Renewal)	10/01/20 – 9/30/21

TWC GRANTS & CONTRACTS LOG 2020–2021

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
National Dislocated Worker Disaster Grant Project – Hurricane Harvey	2217NDW001	<p><u>Amendment #1</u> – To make changes to the SOW project requirements.</p> <p><u>Amendment #2</u> – To increase the grant award by \$1,000,000. The purpose of the funding is to expand service capacity to the local area.</p> <p><u>Amendment #3</u> – To make changes to the project and administrative requirements and to increase the grant amount by \$2,000,000.00.</p> <p><u>Amendment #4</u> – To make changes to the SOW project requirements.</p> <p><u>Amendment #5</u> – To make changes to the SOW project and administrative requirements and to increase the grant amount by \$1,000,000 for a total of \$5,633,000.00</p>	To provide funds to assist individuals residing in Workforce Development Areas affected by Hurricane Harvey. The grant funds will provide a basis to ensure an effective workforce investment system response to create temporary employment opportunities to assist with clean-up, recovery, and humanitarian efforts in counties impacted in the Board area.	\$8,233,000	8/28/17 – 12/31/20

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		<p><u>Amendment #6</u> – To make some revisions to the SOW and administrative requirements and to increase the grant amount by \$1,500,000.</p> <p><u>Amendment #7</u> – To make a change to the contract end date from 9/30/19 to 12/31/19.</p> <p><u>Amendment #8</u> – To increase the grant award amount by \$441,683.00.</p> <p><u>Amendment #9</u> – To amend the grant period from 12/31/19 to 12/31/20, make revision to the SOW, and administrative requirements, and increase the grant award by \$658,317.</p>			
Workforce Innovation and Opportunity Act - Adult	2219WOA001	<p><u>Amendment #1</u> – To make changes to the grant’s standard terms and conditions and administrative requirements and increase the grant award amount by \$4,000 to a total</p>	To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports including education and training for their current workforce.	\$1,634,596	7/01/19 – 6/30/21

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		amended grant award amount of \$1,634,596.			
Workforce Innovation and Opportunity Act - Dislocated Worker	2219WOD001	<u>Amendment #1</u> – To make changes to the federal award terms and conditions.	To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,363,801	7/01/19 – 6/30/21
Workforce Innovation and Opportunity Act - Youth	2219WOY001	<u>Amendment #1</u> – To increase the grant award amount by \$5,047.00 and make changes to the award terms and conditions and administrative requirements.	To provide funds to plan and deliver services to low income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education.	\$1,711,066	7/01/19 – 6/30/21
Women's Entrepreneurship Boot Camp	2219WOS002	<u>Amendment #1</u> – To make changes to the SOW and amend the grant end date from 6/30/20 to 12/31/20. <u>Amendment #2</u> – To make changes to the SOW reporting and amend the contract end date from 12/31/20 to 6/30/21.	WFSCB along with its partners, Texas A&M-CC and the United Corpus Christi Chamber of Commerce will deliver a Women's Entrepreneurship Bootcamp branded the Women Empowered (WE) Summit through a full day workshop format that will help 200 aspiring women entrepreneurs and business owners in the 11-county Coastal Bend region create, sustain, or expand a business in Texas and to help existing women-owned businesses gain access to the resources of the TWC and other state agencies. The event is planned for June 2020.	\$58,207	7/01/19 – 12/31/20

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Infrastructure Support Services and Shared Costs Agreement	2220COL001	<p><u>Amendment #1</u> – To make changes to the cost appendix and add a one-time start-up costs for Beeville. The contract amount was increased by \$51,329.09 to an amended contract amount of \$92,658.09.</p> <p><u>Amendment #2</u> – To extend the contract through 10/31/20 and make changes to the General Terms & Conditions and SOW.</p>	To provide the needed infrastructure for the successful integration of the TWC Vocation Rehabilitation (VR) staff at the Board’s Workforce Solutions offices.	\$92,658,09	12/09/19 – 10/31/20
Child Care Services Formula Allocation	2220CCF001	<p><u>Amendment #1</u> – To increase grant funds in the amount of \$765,476 and to make revisions to the General Terms & Conditions and Administrative Requirements.</p> <p><u>Unilateral Amendment #2</u> – To make administrative changes and unilaterally amend the grand award to include the COVID-19 Supplemental Distribution to include \$509,836 for Parent</p>	Child Care services are provided to families who meet the eligibility criteria. These direct child care services allow parents to work or to attend school or training, which helps them achieve economic self-sufficiency.	\$18,385,508	10/01/19 – 12/31/20

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		<p>Share of Cost and \$439,214 for Essential Care, for a total of \$949,050. The total revised allocation for this grant is \$15,180,699.</p> <p><u>Unilateral Amendment #3</u> – To make administrative changes and unilaterally amend the grant award to include \$3,219,371 for direct care for Frontline Essential Personnel. The total revised allocation for this grant is \$18,400,070.</p> <p><u>Amendment #4</u> – To make administrative and financial requirement changes and changes to the project SOW. Also, to amend the grand award by adding in Amendment #3, by 50% to \$1,609,686 and increase Child Care Supplemental Distribution funds by \$1,1548,516 to provide funding for Child Care</p>			

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		<p>Enhancement Reimbursement rates. The total amended grant award is reduced to \$17,938,900. <u>Amendment #5</u> – make revisions to the contract's administrative requirements and to add \$446,608 to allow the Board to meet current financial obligations. These additional funds can be used for allowable CC Enhanced Reimbursement Rates.</p>			
Texas Department of Family and Protective Services (DFPS)	2220CCP001	Amendment #1 – To make revisions to the General Terms & Conditions.	To purchase child care services who are deemed eligible and authorized for services by (TDPS). Under this grant, the Board will provide child care services by making the established network of child care providers in the local workforce area available to all DFPS referrals.		9/01/19 – 12/31/20
Child Care and Development Fund Child Care Local Match	2220CCM001	<u>Amendment #1</u> – To revise the special federal terms and conditions.	Matching funds to assist families who meet eligibility to have access to direct child care services so that they can work or attend school or training.	\$1,789,966	10/01/19 – 12/31/20
Wagner-Peyser Employment Services	2220WPA001	<u>Amendment #1</u> – To make changes to the SOW and administrative	To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded	\$184,129	10/01/19 – 12/31/20

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
		requirements and to amend grant amount to include TANF Supplemental Distribution Funds approved by TWC includes \$93,492 to hire temporary staff for mission critical activities as determined by the WFSCB in response to COVID-19. The amended grant award is \$184,129.	Employment Services (ES) into the Workforce Solutions Offices.		
Child Care Attendance Automation	2220CAA001		To provide the needed resources for the statewide implementation of a standardized Child Care Attendance Automation Services.	\$100,337	10/01/19 – 11/30/20
Trade Act Services for Dislocated Workers	2220TRA001		The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include training for a new occupation, as rapidly and as effective as possible.	\$62,412	10/01/19 – 12/31/20
Reemployment Services and Eligibility Assessment	2220REA001		The intent of RESEA is to provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. The RESEA program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services.	\$264,388	10/01/19 – 12/31/20

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Workforce Commission Initiatives	2220WCI001	<u>Amendment #1</u> – To amend the grant period end date from 9/30/20 to 12/31/20 and to make changes to the grant's SOW.	The purpose of the funds is to fund projects that strengthen and add value to the delivery system in its workforce area.	\$75,467	10/01/19 – 12/31/20
CCDF Quality Improvement Activity	2220CCQ001	<u>Amendment #1</u> – To amend the grand award amount by increasing the total by \$15,622 and revising the award terms and conditions.	Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency.	\$603,459	10/01/19 – 10/31/20
Military Family Support Program	2220WOS001		The Military Family Support Pilot Program is a program designed to better meet the needs of military spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, and if funding is available, to support training in high-demand occupations.	\$54,704	01/01/20 – 12/31/20
Board Service Award – Texas Hireability	2220BSA002		This is the grant award recognizing excellence by the Workforce Solutions of the Coastal Bend in the Texas Hireability category.	\$50,000	01/01/20 – 12/31/20
Agency Board Agreement	2220ABA001		To establish the nature of the working relationship between the Agency and the local Workforce Board to include the goals, responsibilities and obligations with respect to the administration of these programs, or other service delivery programs.		02/01/20 – 9/30/22

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
TX-34 - Disaster Recovery Dislocated Worker Grant – COVID – 19	2220NDW001		Funds to be supplemented resources that provide flexibility to communities in responding to and recovery from unexpected events that cause large-scale job loss that exceed the capacity of the state and local area to address formula resources.	\$73,721	5/05/20 – 3/31/21
Skills Development Funds CCOVID -19	2220COS002		To provide training in response to the direct needs of the COVID-19 Pandemic. Training will target the business processes to respond to the needs of COVID-19 related necessities, as well as those businesses that are retooling. Approximately, \$2,000 will be made available per qualifying participants.	\$115,000	6/02/20-6/30/21
COVID-19 Rapid Response Statewide Funds	2220COVID001		To allow for services with the purpose of supporting the planning and delivery of Rapid Response services to Dislocated Workers resulting from lay-offs, Lay-off Aversion activities, and minimize the negative impacts of dislocation of workers, employers, and communities, and carrying out activities to facilitate remote access to services, including training services, technology purchases, the supply of PEE and cleaning and disinfecting supplies.	\$183,256	6/12/20 – 6/30/21
Workforce Innovation and Opportunity Act – Adult	2220WOA001	(1)Amendment #1 – To make revisions to the contract's Standard Term & Conditions and Performance Measures.	To provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other	\$1,644,710	7/01/20 – 6/30/22

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
			supports including education and training for their current workforce.		
Workforce Innovation and Opportunity Act – Youth	2220WOY001		To provide funds to plan and deliver services to low income youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with good job along a career pathway or enrollment in post-secondary education.	\$1,726,103	7/01/20 – 6/30/22
TX-34 Disaster Recovery Dislocated Worker Grant – COVID -19	2220NDW001		Funds to be supplemented resources that provide flexibility to communities in responding to and recovery from unexpected events that cause large-scale job loss that exceed the capacity of the state and local area to address formula resources.	\$73,721	5/05/20 – 3/31/21
Workforce Innovation and Opportunity Act – Dislocated Worker	2220WOD001		To provide funds to support the planning and delivery of service to dislocated workers, including trade-affected workers and ranked unemployment insurance claimants.	\$1,338,028	7/01/20 – 6/30/22
Supplemental Nutrition Assistance Program Employment & Training	2221SNE001		The Supplemental Nutrition Assistance Program (SNAP) is designed to assist SNAP recipients obtaining employment through participation in allowable job search, training, education, or workfare activities that promote long-term self-sufficiency.	\$787,787	10/01/20 – 9/30/21

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Child Care Services Formula Allocation	2221CCF001		Child Care services are provided to families who meet the eligibility criteria. These direct child care services allow parents to work or to attend school or training, which helps them achieve economic self-sufficiency.	\$15,039,076	10/01/20 – 12/31/21
CCDF Quality Improvement Activity	2221CCQ001		Local Boards areas and their subcontractors that implement child care quality improvement activities shall do so according to the rules and regulations established by the lead agency.	\$604,920	10/01/20 - 10/31/21
Reemployment Services and Eligibility Assessment	2221REA001		The intent of RESEA is to provide claimants with access to a widely array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. The RESEA program targets claimants who are mostly likely to exhaust benefits and be in need of reemployment services	\$268,355	10/01/20 – 12/31/21
Trade Act Services for Dislocated Workers	2221TRA001		The purpose of this grant is to assist Trade certified dislocated workers in locating new jobs, which may include training for a new occupation, as rapidly and as effective as possible.	\$18,412	10/01/20 – 12/31/21
Wagner-Peyser Employment Services	2221WPA001		To provide funds to establish an organizational framework to integrate the delivery of Wagner-Peyser funded Employment Services (ES) into the Workforce Solutions Offices.	\$95,463	10/01/20 – 12/31/21

NAME	TWC CONTRACT #	AMENDMENT #	ACTIVITY	AWARD AMOUNT	GRANT PERIOD
Workforce Commission Initiatives	2221WCI001		The purpose of the funds is to fund projects that strengthen and add value to the delivery system in its workforce area.	\$45,543	10/01/20 – 9/30/21
(2) Military Family Support Program	2221WOS001		The Military Family Support Pilot Program is a program designed to better meet the needs of military spouses entering the job market at military installations in Texas. The program will provide enhanced job search assistance, assessment of skills, LMI, resume writing and interview skills, and if funding is available, to support training in high-demand occupations.	\$54704	1/01/21 – 12/31/21
(3) Temporary Assistance for Needy Families/Choices	2221TAF001		To end the dependence of needy parents on public assistance by promoting job preparation, work, and marriage through the provision of services.	\$2,496,098	10/01/20 – 10/31/21

(1) Signed 1/25/21
(2) Signed 12/17/20
(3) Signed 9/01/20

INFORMATION ONLY

XV-7. Performance Update (November 2020 Final Release)

BACKGROUND INFORMATION

Summary

November 2020 Final Release Monthly Performance Report (MPR) has Workforce Solutions of the Coastal Bend exceeding three (3) measures, meeting four (4) and not meeting four (4).

Board Contract Year 2021, seven (7) of the eleven (11) measures are meeting or exceeding; four (4) measures are not meeting on a Year-to-Date Performance Period. The measure criteria for BCY21 incentives have not been published. **Quartile 3.**

Explanation of Measures in Negative Performance for BCY 2021

**YTD Reporting Data showing 1st Qtr data for 2019 Exiters*

Performance Measure	<u>Current Num/Den</u>	<u>Current % of Target</u>	<u>Action Plan</u>
<u>Employed Q4 Post Exit – DW</u>	<u>30/44</u>	<u>88.43%</u>	<p>Board Actions: <i>On January 12, 2021</i> our Quarterly Performance Meeting was held between Board Contract Management and C2 Performance Management Team to strategize on performance improvement, data integrity, new hire training in TWIST and WIT systems.</p> <p>C2 Actions: Performance Improvement Efforts Staff Training - January 2021 – All WIOA staff were trained/refreshed on credential performance measures, the documentation needed and where it must be entered in TWIST to ensure credit of successful completion.</p> <p>Denominator Reviews & Follow Up: Monthly reviews of program exiters, are conducted. Both staff and management are involved in follow up and research on both credential and employment success. Once this is verified the update is entered in TWIST. TA is given during bi-weekly WIOA meeting on any critical performance area.</p> <p>Tracking Systems & Reporting: Additionally, tracking tools like the PPS, caseload reports and new enrollment reports assist in monitoring current and projected customer recruitments targets. This combined effort through tracking will positively impact performance and increase staff and manager awareness on the contribution they make to enrollments, case management and case closures. Strengthen Assessment – Reviewed with staff at bi-weekly WIOA staff mtg: Concentrated focus on thorough assessment on any customer requesting training. This will review customer’s needs, strengths, barriers, career and employment goals prior to enrolling in training.</p>
<u>Credential Rate – Adult</u>	<u>7/16</u>	<u>66.90%</u>	
<u>Credential Rate - DW</u>	<u>4/9</u>	<u>63.49%</u>	
<u>Credential Rate - Youth</u>	<u>1/12</u>	<u>29.23%</u>	

Special Note: COVID-19 Impact for BCY 21

The following performance measures may be impacted by COVID-19 protocols that were implemented to ensure compliance with guidance from State and Federal authorities/entities.

1. Choices Full Work Rate - All Family Total
2. Avg # Children Served Per Day - Combined
3. Claimant Reemployment within 10 Weeks
4. # of Employers Receiving Workforce Assistance

New Contracted Performance Measures for BCY 2021

- Adult (WOA) – Measurable Skills Gain
- Dislocated Worker (WOD) – Measurable Skills Gain
- Youth (WOY) – Measurable Skills Gain and
- Youth Median Earning Q2 Post Exit

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

N/A 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.

Special Note:

1. **During the period in which work search was suspended, this measure was no longer meaningfully reportable. However, with the reimplementations of work search, we anticipate the measure to become reportable again later this year.**
2. **Though the Texas Workforce System has remained open to the public throughout the COVID-19 pandemic offering services remotely, whether due to lockdowns, general health concerns, or business interruptions, demand foremployer services was generally since March 2020 making current data largely incomparable to prior periods.**

3. **Because of the impact of COVID-19 on demand for services, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.**

Program Participation Measures

N/A 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)

N/A 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.

Special Note: TWC is currently evaluating the impact of the pandemic on performance for this measure and will update the data in a future MPR when the analysis is complete.

4. **TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas. Some of these actions resulted in a increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up but has not yet reached the level of enrollment expected because it takes several months to accomplish this.**

WIOA Outcome Measures

N/A 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

N/A 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.

N/A 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

N/A Credential Rate – All Participants

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

MP Employed Q2 Post Exit – Adult

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

WIOA Outcome Measures

MP Employed Q4 Post Exit – Adult

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

+P 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

+P Employed Q2 Post Exit – DW

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

-P Employed Q4 Post Exit – DW

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

MP 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

-P 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

+P 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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

FINAL RELEASE

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

As Originally Published 1/12/2021

NOVEMBER 2020 REPORT

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
					C&T Participants				Adult				DW				Youth						
	Cmnt ReEmpl within 10 Weeks	Emplrs Rcvg Wkfc Assist	Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	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
					Post-Exit	Post-Exit	Post-Exit	Rate	Post-Exit	Post-Exit	Post-Exit	Rate	Post-Exit	Post-Exit	Post-Exit	Rate	Post-Exit	Post-Exit	Rate				
Alamo	n/a	101.20%	n/a	n/a	n/a	n/a	n/a	n/a	112.15%	110.71%	242.11%	107.94%	85.77%	101.17%	116.97%	122.12%	100.50%	107.54%	146.21%	6	5	1	92%
Borderplex	n/a	108.91%	n/a	n/a	n/a	n/a	n/a	n/a	116.89%	118.16%	157.06%	100.87%	126.98%	108.08%	119.34%	98.17%	109.56%	131.64%	0.00%	7	4	1	92%
Brazos Valley	n/a	129.08%	n/a	n/a	n/a	n/a	n/a	n/a	113.71%	129.58%	199.50%	76.45%	94.79%	0.00%	118.32%	123.00%	99.63%	138.70%	307.69%	8	2	2	83%
Cameron	n/a	107.90%	n/a	n/a	n/a	n/a	n/a	n/a	111.49%	96.95%	119.71%	105.01%	110.81%	106.81%	106.48%	95.58%	97.76%	109.37%	165.85%	5	7	0	100%
Capital Area	n/a	110.68%	n/a	n/a	n/a	n/a	n/a	n/a	130.24%	118.94%	232.62%	114.20%	99.43%	103.63%	174.42%	88.40%	96.97%	128.95%	144.00%	8	3	1	92%
Central Texas	n/a	108.97%	n/a	n/a	n/a	n/a	n/a	n/a	121.59%	108.64%	206.03%	98.94%	99.42%	105.57%	132.47%	96.62%	103.58%	121.28%	0.00%	5	6	1	92%
Coastal Bend	n/a	107.25%	n/a	n/a	n/a	n/a	n/a	n/a	106.24%	107.88%	134.66%	66.90%	117.92%	88.43%	108.81%	63.49%	94.76%	125.29%	29.23%	4	4	4	67%
Concho Valley	n/a	98.39%	n/a	n/a	n/a	n/a	n/a	n/a	105.41%	93.68%	90.92%	122.32%	83.25%	122.10%	144.50%	0.00%	97.66%	157.98%	175.44%	5	5	2	83%
Dallas	n/a	109.36%	n/a	n/a	n/a	n/a	n/a	n/a	94.78%	91.83%	126.03%	108.49%	98.83%	113.66%	102.59%	110.75%	101.02%	103.81%	160.87%	5	7	0	100%
Deep East	n/a	114.29%	n/a	n/a	n/a	n/a	n/a	n/a	134.66%	104.55%	84.85%	133.87%	126.34%	120.16%	94.26%	87.21%	116.40%	108.61%	n/a	6	3	2	82%
East Texas	n/a	128.49%	n/a	n/a	n/a	n/a	n/a	n/a	89.87%	104.70%	90.05%	110.50%	94.41%	85.92%	61.53%	81.06%	99.08%	79.69%	116.95%	3	4	5	58%
Golden Cresce	n/a	101.43%	n/a	n/a	n/a	n/a	n/a	n/a	146.20%	143.06%	94.53%	110.96%	94.48%	80.97%	130.52%	130.96%	78.13%	69.35%	n/a	5	3	3	73%
Gulf Coast	n/a	110.94%	n/a	n/a	n/a	n/a	n/a	n/a	107.84%	103.46%	85.89%	102.48%	99.43%	91.76%	107.65%	92.06%	96.83%	105.56%	132.43%	2	9	1	92%
Heart of Texas	n/a	111.91%	n/a	n/a	n/a	n/a	n/a	n/a	110.61%	104.30%	131.45%	0.00%	108.84%	121.80%	117.33%	142.86%	111.92%	113.15%	187.62%	9	2	1	92%
Lower Rio	n/a	99.79%	n/a	n/a	n/a	n/a	n/a	n/a	126.01%	102.70%	205.46%	97.52%	110.62%	115.31%	187.41%	92.11%	118.06%	96.30%	140.35%	7	5	0	100%
Middle Rio	n/a	101.84%	n/a	n/a	n/a	n/a	n/a	n/a	120.67%	107.22%	127.00%	106.70%	87.41%	99.66%	99.53%	95.24%	130.21%	121.52%	n/a	4	6	1	91%
North Central	n/a	100.30%	n/a	n/a	n/a	n/a	n/a	n/a	115.19%	108.70%	146.00%	97.31%	86.73%	107.56%	113.73%	101.12%	107.35%	107.08%	136.99%	4	7	1	92%
North East	n/a	104.06%	n/a	n/a	n/a	n/a	n/a	n/a	116.20%	130.38%	103.52%	72.55%	118.65%	113.54%	105.41%	102.04%	122.07%	144.09%	n/a	6	4	1	91%
North Texas	n/a	114.67%	n/a	n/a	n/a	n/a	n/a	n/a	87.15%	n/a	31.59%	n/a	n/a	n/a	n/a	n/a	111.11%	142.86%	162.07%	4	0	2	67%
Panhandle	n/a	106.92%	n/a	n/a	n/a	n/a	n/a	n/a	95.65%	108.95%	106.44%	118.89%	121.80%	121.80%	84.04%	114.29%	106.54%	123.84%	145.46%	7	4	1	92%
Permian Basin	n/a	101.97%	n/a	n/a	n/a	n/a	n/a	n/a	116.96%	104.58%	103.64%	104.62%	87.41%	76.29%	236.24%	82.72%	74.40%	104.02%	350.88%	3	5	4	67%
Rural Capital	n/a	107.97%	n/a	n/a	n/a	n/a	n/a	n/a	118.63%	110.87%	225.04%	111.62%	99.60%	100.85%	79.39%	114.29%	91.91%	118.88%	120.00%	8	3	1	92%
South Plains	n/a	104.91%	n/a	n/a	n/a	n/a	n/a	n/a	126.54%	108.64%	147.89%	121.21%	93.24%	121.80%	165.91%	114.29%	104.17%	83.22%	160.00%	7	4	1	92%
South Texas	n/a	90.97%	n/a	n/a	n/a	n/a	n/a	n/a	134.96%	108.64%	107.03%	120.92%	124.07%	133.51%	130.21%	114.29%	104.17%	124.83%	162.07%	8	3	1	92%
Southeast	n/a	106.58%	n/a	n/a	n/a	n/a	n/a	n/a	117.85%	99.02%	93.65%	131.06%	108.84%	120.58%	128.45%	114.29%	106.53%	109.78%	350.88%	7	5	0	100%
Tarrant	n/a	101.54%	n/a	n/a	n/a	n/a	n/a	n/a	112.42%	99.31%	126.34%	107.94%	114.33%	101.51%	104.64%	111.93%	106.09%	116.58%	174.83%	6	6	0	100%
Texoma	n/a	109.37%	n/a	n/a	n/a	n/a	n/a	n/a	130.72%	102.44%	105.34%	107.95%	n/a	n/a	n/a	n/a	91.57%	100.87%	106.67%	2	6	0	100%
West Central	n/a	101.45%	n/a	n/a	n/a	n/a	n/a	n/a	99.59%	134.22%	176.10%	118.93%	108.23%	97.44%	102.94%	57.14%	104.05%	109.40%	n/a	3	7	1	91%
+P	0	16	0	0	0	0	0	0	20	8	16	11	9	10	14	11	6	14	19				154
MP	0	11	0	0	0	0	0	0	6	19	9	12	12	11	9	8	20	11	1				129
-P	0	1	0	0	0	0	0	0	2	0	3	4	5	5	3	7	2	3	3				38
% MP & +P	N/A	96%	N/A	N/A	N/A	N/A	N/A	N/A	93%	100%	89%	85%	81%	81%	88%	73%	93%	89%	87%				88%
From		10/20							7/19	1/19	7/19	1/19	7/19	1/19	7/19	1/19	7/19	1/19	1/19				From
To		11/20							9/19	3/19	9/19	3/19	9/19	3/19	9/19	3/19	9/19	3/19	3/19				To

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **COASTAL BEND**

FINAL RELEASE
As Originally Published 1/12/2021
NOVEMBER 2020 REPORT

Status Summary	With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP
Contracted Measures	3	4	4	63.64%

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

1	Claimant Reemployment within 10 Weeks	---	----	----	----	n/a	60.52%	64.86%	82	82	n/a				7/20	8/20
2,3	# of Employers Receiving Workforce Assistance	---	----	----	----	1,287	2,597	n/a	---	---	1,287				10/20	11/20

- During the period in which work search was suspended, this measure was no longer meaningfully reportable. However, with the reimplementation of work search, we anticipate the measure to become reportable again later this year.
- Though the Texas Workforce System has remained open to the public throughout the COVID-19 pandemic offering services remotely, whether due to lockdowns, general health concerns, or business interruptions, demand for employer services was generally since March 2020 making current data largely incomparable to prior periods.
- Because of the impact of COVID-19 on demand for services, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.

Program Participation Measures

	Choices Full Work Rate - All Family Total	---	----	----	----	2.08%	29.26%	59.23%	4	168	2.08%				10/20	11/20
TWC 4	Avg # Children Served Per Day - Combined	n/a	n/a	n/a	2,710	2,266	2,960	2,834	97,453	43	2,266				10/20	11/20
4	# of EWC Children Served	---	----	----	----	n/a	n/a	n/a	---	---	----	----	----	----	4/20	11/20

- TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas. Some of these actions resulted in a increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up but has not yet reached the level of enrollment expected because it takes several months to accomplish this.

WIOA Outcome Measures

LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	n/a	n/a	n/a	n/a	66.10%	70.73%	69.00%	1,995	3,018	66.10%				7/19	9/19
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	n/a	n/a	n/a	n/a	83.45%	84.76%	85.21%	1,966	2,356	83.45%				1/19	3/19
	Median Earnings Q2 Post Exit – C&T Participants	---	----	----	----	\$5,434.73	\$6,118.73	\$5,669.16	n/a	1,873	\$5,434.73				7/19	9/19
LBB-K	Credential Rate – C&T Participants	n/a	n/a	n/a	n/a	25.58%	48.39%	61.69%	11	43	25.58%				1/19	3/19
DOL-C	Employed Q2 Post Exit – Adult	MP	106.24%	72.70%	72.70%	77.24%	86.73%	74.13%	95	123	77.24%				7/19	9/19
DOL-C	Employed Q4 Post Exit – Adult	MP	107.88%	68.30%	68.30%	73.68%	79.53%	76.34%	56	76	73.68%				1/19	3/19
DOL-C	Median Earnings Q2 Post Exit – Adult	+P	134.66%	\$5,000.00	\$5,000.00	\$6,733.08	\$11,230.06	\$7,948.25	n/a	93	\$6,733.08				7/19	9/19
DOL-C	Credential Rate – Adult	-P	66.90%	65.40%	65.40%	43.75%	57.47%	60.49%	7	16	43.75%				1/19	3/19

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 1/12/2021

NOVEMBER 2020 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 Q2 Post Exit – DW	+P	117.92%	73.50%	73.50%	86.67%	77.30%	80.19%	52 60	86.67%				7/19	9/19
DOL-C	Employed Q4 Post Exit – DW	-P	88.43%	77.10%	77.10%	68.18%	80.10%	79.43%	30 44	68.18%				1/19	3/19
DOL-C	Median Earnings Q2 Post Exit – DW	MP	108.81%	\$7,200.00	\$7,200.00	\$7,834.11	\$7,745.68	\$7,859.47	n/a 52	\$7,834.11				7/19	9/19
DOL-C	Credential Rate – DW	-P	63.49%	70.00%	70.00%	44.44%	59.57%	73.08%	4 9	44.44%				1/19	3/19
DOL-C	Employed/Enrolled Q2 Post Exit – Youth	MP	94.76%	68.50%	68.50%	64.91%	72.49%	68.49%	37 57	64.91%				7/19	9/19
DOL-C	Employed/Enrolled Q4 Post Exit – Youth	+P	125.29%	63.30%	63.30%	79.31%	68.09%	69.27%	46 58	79.31%				1/19	3/19
DOL-C	Credential Rate – Youth	-P	29.23%	28.50%	28.50%	8.33%	37.50%	50.00%	1 12	8.33%				1/19	3/19

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

INFORMATION ONLY

XV-8. Discussion and Possible Action on Strategic Planning Process for 2020 – 2025

BACKGROUND INFORMATION

Information will be provided at the meeting regarding the planning process and objectives through 2025. Items to be discussed include:

- Existing Goals & Values
- Identifying Gaps
- IT Evaluation (TWC & Third Party)
- Next Steps

RECOMMENDATION

Board staff ask for input from the committee.

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.