



# Workforce Services Committee Meeting

**May 9, 2024**  
**1:30 pm**

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

**Join Zoom Meeting**

<https://us02web.zoom.us/j/85925131273?pwd=RjhJblA5RWVhYzJ3WVR5REZDMUdKZz09>

**Toll Free Dial-In**

888 475 4499 US Toll-free

Meeting ID: 859 2513 1273

Passcode: 247530

[www.workforcesolutionscb.org](http://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

**A**ccountability – 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.

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

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

**I**ntegrity – 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.

**T**enacity – 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.

**U**nderstanding – We are serious and passionate about delivering our services with compassion and empathy.

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

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

## Disclosure and Declaration of a Conflict of Interest

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

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

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

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

## Code of Ethics

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

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



**Workforce Services Committee Meeting**

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

Join Zoom Meeting

<https://us02web.zoom.us/j/85925131273?pwd=RjhJblA5RWVhqc3J3WVR5REZDMUdKZz09>

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**Thursday, May 9, 2024 – 1:30pm**

**AGENDA**

Page

I. Call to Order: *Manny Salazar, Chair*

II. TOMA Rules: *Janet Neely*

III. Roll Call: *Janet Neely*.....3

IV. **Announcement on Disclosure of Conflicts of Interest**  
 Any Conflicts of Interest or Appearance of a Conflict of Interest with items on this agenda shall be declared at this time. Members with conflicts will refrain from voting and are asked to refrain from discussion on such items. Conflicts discovered later in the meeting shall be disclosed at that time. Note: Information on open meetings is included at the end of this agenda.

V. **Public Comments**

VI. **Discussion and Possible Action on Minutes of the February 15, 2024, Workforce Services Committee Meeting**.....4-7

VII. **Items for Discussion and Possible Action:**.....8

1. Board Policy # 4.0.100.07- Incentives/Stipends: *Alba Silvas*.....9-14
2. Board Policy # 4.0.101.14- Support Services: *Alba Silvas*.....15-24
3. Board Policy # 4.0.115.09- Program Non-Compliance: *Alba Silvas*.....25-31
4. Board Policy # 4.0.120.05- Limited English Proficiency: *Alba Silvas*.....32-34

(cont. page 2)

A proud partner of the **AmericanJobCenter** network

**Equal Opportunity Employer/Program**

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

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

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

5. Board Policy # 4.0.122.03- Outreach: *Alba Silvas*.....35-37  
6. Board Policy # 4.0.124.01- Documentation and Verification of Participation Activities Choices/SNAP  
E&T: *Alba Silvas*.....38-40  
7. Board Policy # 4.1.104.08- Individual Training Accounts (ITAs): *Alba Silvas*.....41-51

VIII. **Information Only:**

1. Services to Workers  
a. Policy Review Schedule: *Alba Silvas*.....52-54  
b. Program Updates & Veterans Services: *Alba Silvas*.....55-56  
  
2. Services to Business  
a. Business Solutions Report: *Linda Stewart*.....57-58  
  
3. Local Labor Market Intelligence  
a. Jobs & Employment Report – Q2: *Allyson Riojas*.....59-63  
  
4. Performance Measure Update  
a. Board Contract Year 2023-24: *Alba Silvas*.....64-70  
  
5. Facilities Update: *Shileen Lee*.....71

IX. **Adjournment**

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

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

**Texas Open Meetings Act (TOMA).** All public meetings are required to follow all parts of the Texas Open Meetings Act. Therefore, we will be holding this meeting both in-person at the **Mission Career Center, Mission Training Room** and on **ZOOM**. With this format, comes some changes to what is required of board members and the public.

- The presiding member (Chair or designee) must be in-person at the meeting location, 4981 Ayers Street, Corpus Christi, Texas.
- Board members must be visible on camera in order to count toward the quorum and in order to vote.
- The public and all presenters will need to be visible while presenting information.

This hybrid meeting format will allow us to meet TOMA rules, while still ensuring the safety of those who must attend.

A proud partner of the  network

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**Workforce Services Committee  
Roll Call Roster  
May 9, 2024  
(4 = Quorum)**

\_\_\_\_\_ Manny Salazar, Chair

\_\_\_\_\_ Travis Nelson, Vice-Chair

\_\_\_\_\_ Lance Brown

\_\_\_\_\_ Randy Giesler

\_\_\_\_\_ Dr. Leonard Rivera

\_\_\_\_\_ Randy Seitz

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Printed Name

**MINUTES**  
**Workforce Solutions Coastal Bend – Workforce Services Committee**  
**Mission Career Center – 4981 Ayers Street – Mission Training Room**  
**Corpus Christi, Texas**

Join Zoom Meeting  
<https://us02web.zoom.us/j/86899921149?pwd=bINKejBpc24wNDdrLzMyRjV0OWtaQT09>

**Toll Free Dial-In**  
888 475 4499 US Toll-free

**Meeting ID:** 868 9992 1149  
**Passcode:** 270874

**February 15, 2024 – 1:30 pm**

**Committee Members**

**Present**

Manny Salazar, Chair  
Travis Nelson, Vice Chair  
Lance Brown  
Randy Giesler  
Leonard Rivera  
Randy Seitz  
Brittany Sotelo

**Absent**

**Others Present**

Ken Trevino, Workforce Solutions  
Alba Silvas, Workforce Solutions  
Shileen Lee, Workforce Solutions  
Janet Neely, Workforce Solutions  
Catherine Cole, Workforce Solutions  
Allyson Riojas, Workforce Solutions  
Milanda Ballesteros, Workforce Solutions  
Zachary James, Workforce Solutions  
Celina Leal, Workforce Solutions  
Ernest Herrera, Workforce Solutions  
Ricardo Munoz, Workforce Solutions  
Esther Velazquez, Workforce Solutions  
Samantha Smolik, Workforce Solutions  
Luis Rodriguez, Workforce Solutions  
Imelda Trevino, Workforce Solutions  
Xena Mercado, Workforce Solutions  
Tony Armadillo, Workforce Solutions  
Geri Escobar, C2GPS, LLC  
Linda Stewart, C2GPS, LLC  
Robert Reyna, C2GPS, LLC  
Autumn Villafranco, C2GPS, LLC  
Deborah Varner, C2GPS, LLC  
Kenia Dimas, BakerRipley

**Other Board Members Present**

**I. Call to Order**

Mr. Salazar called the meeting to order at 1:31 pm.

**II. TOMA Rules**

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

**III. Roll Call**

The roll was called and a quorum was present.

Mr. Salazar welcomed new board members to the Workforce Services Committee.

Mr. Lance Brown, Manager Asset Training with Cheniere Energy. Judge David Krebs, San Patricio County appointed Mr. Brown and he is representing Private Sector replacing Ms. Rosie Collin.

Mr. Randy Seitz, President/CEO with Bee Area Partnership. Judge George (Trace) Morrill III, Bee County appointed Mr. Seitz and he is representing Community Based Organization replacing Ms. Tracy Florence.

**IV. Announcement on Disclosure of Conflicts of Interest**

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

**V. Public Comments**

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

**VI. Discussion and Possible Action on Minutes of the September 7, 2023 Workforce Services Committee Meeting**

Dr. Rivera moved to approve the minutes of the September 7, 2023 Workforce Services Committee meeting. The motion was seconded by Ms. Sotelo and passed.

**VII. Review of Committee Charter, Initiatives, and Strategic Board Goals for BCY 2024**

Mr. Salazar provided information on the Review of Committee Charter, Initiatives, and Strategic Board Goals for BCY 2024 (included on page 7 of the February 15 agenda packet).

Workforce Services Committee Charter:

Responsible for monitoring all issues associated with the delivery of programs through the business and career centers and the quality of those services and services to persons with disabilities. Review issues associated with all workforce programs and make recommendations to the Board. Responsible for planning of facilities and physical locations of the centers and Board offices. Responsible for reviewing all issues associated with coordinating secondary and post-secondary education programs with the workforce training programs. Review issues associated with alternative learning programs, and review the quality issues of all these programs.

Agenda topics may include, but are not limited to: Core and Intensive Workforce Employment and Training Services and performance; services to persons with disabilities; Business Services activities and performance.

Board Strategic Goals:

Established in 2010, the strategic board goals were set to work towards increasing educational and employment opportunities for the people of the Coastal Bend region, including youth and those with barriers to employment.

1. Establish and Strengthen Partnerships
2. Effectively/Efficiently Target Rural Area Services
3. Increase Workforce Awareness
4. Expand Innovative Services to Business
5. Explore New Revenue Opportunities
6. Improve Internal Efficiencies
7. Refine Board Culture

Mr. Salazar congratulated Workforce Solutions Coastal Bend's newly appointed Chief Operating Officer Ms. Alba Silvas.

**VIII. Information Only:**

1. *Services to Workers*
  - a. Policy Review Schedule  
Mr. Salazar presented the Policy Review Schedule (included on pages 8-10 of the February 15 agenda packet).

b. Program Updates

Ms. Silvas provided program updates (included on pages 11-12 of the February 15 agenda packet).

Ms. Ballesteros provided information on the Eligible Training Provide (ETPL) (included on page 11 of the February 15 agenda packet).

Mr. Trevino provided information on the New Opportunities (included on page 11 of the February 15 agenda packet).

Ms. Riojas provided information on the TWIST-WIT Case Management System with the launch date of Spring 2024 (included on page 11 of the February 15 agenda packet).

Ms. Escobar provided an update on the Operations of Career Centers (included on page 12 of the February 15 agenda packet).

Partnership Highlights

Judge Waller and Office of the Attorney General  
Baptist Child and Family Services (BCFS)  
Corpus Christi Army Depot  
Del Mar College  
Crossroads – AEL  
Texas A&M – Kingsville Continuing Education  
TWC – Vocation Rehabilitation Services (VRS)

Mr. Reyna provided an update on Career Center Customer Traffic; Services to Workforce Career Center Customers and Unemployment Insurance (UI) Assistance (included on page 12 of the February 15 agenda packet).

Ms. Silvas provided an update on Veterans Services (included on page 12 of the February 15 agenda packet).

2. *Services to Business*

a. Business Solutions Report

Ms. Stewart presented the Business Solutions Report (included on pages 13-14 of the February 15 agenda packet).

Mr. Seitz recognized Mr. Lenny Anzaldua for doing a fantastic job. Mr. Seitz stated every time we have a company that needs employees or we have a workforce need, Mr. Anzaldua is on the spot.

Ms. Stewart recognized Ms. Mercado and the Public Relations team for their great work.

3. *Local Labor Market Intelligence*

a. Jobs and Employment Report – Q1

Ms. Silvas presented the Jobs and Employment Report – Q1 (included on pages 15-19 of the February 15 agenda packet).

4. *Performance Measure Update*

a. Board Contract Year 2023-24

Ms. Silvas presented a performance measure update for the Board Contract Year 2023-24 (included on pages 20-23 of the February 15 agenda packet).



5. *Facilities Update*

Ms. Lee provided a facilities update (included on page 24 of the February 15 agenda packet).

**IX. Adjournment**

The meeting adjourned at 2:48 pm.

## DISCUSSION AND POSSIBLE ACTION

### VII – 1-7. Board Policies

## BACKGROUND INFORMATION

#### 1. Board Policy 4.0.100.07- Incentives/Stipends:

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

#### 2. Board Policy 4.0.101.14- Support Services:

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

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

#### 3. Board Policy 4.0.115.09- Program Non-compliance

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

#### 4. Board Policy 4.0.120.05- Limited English Proficiency

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

#### 5. Board Policy 4.0.122.03- Outreach

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

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

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

#### 7. Board Policy 4.1.104.08- Individual Training Accounts (ITAs)

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

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

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

## RECOMMENDATION

The Workforce Services Committee consider approval of Board Policies as presented and recommendation to Board Of Directors' approval.

**POLICY**  
**-DRAFT**

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

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**I PURPOSE:**

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

**II DEFINITIONS:**

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

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

**III POLICY STATEMENT:**

General

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

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

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

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

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

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

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

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

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

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

The value of nonmonetary incentives must be:

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

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

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

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

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

[WorkInTexas.com](http://WorkInTexas.com)

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

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

#### TWIST

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

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

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

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

- ~~→ The type of payment; and~~
- ~~→ What the customer achieved.~~

### Eligible Programs

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

### Choices

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

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

### Non-Custodial Parent (NCP) Choices

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

### WIOA Youth

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

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

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

**M. PROCEDURES:**

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

**V. RELATED POLICY INFORMATION:**

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

TWC Choices Guide revised March 2024 and all subsequent revisions.

Noncustodial Parent Choices: A Comprehensive Guide

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

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

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

**VI. RESPONSIBILITIES:**

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

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

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

**VII. DISTRIBUTION:**

Board of Directors

Board Staff

Service Provider Staff

**VIII. SIGNATURES:**

\_\_\_\_\_  
Reviewed by EO Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date





**POLICY-DRAFT**

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

**TITLE:** ~~Support Services~~

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

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

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

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

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**I. PURPOSE:**

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

**II. DEFINITIONS:**

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

**III. POLICY STATEMENT:**

General

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

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

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

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

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

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

#### Resource and Service Coordination

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

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

#### Allowable Support Services

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### Support Services Not Allowed

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

#### Limits and Other Support Services

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

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

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

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

#### Methods of Payment

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

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

circumstances to document the issuance.

### Termination of Support Services

Support services are terminated based on the following reasons:

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

### Overpayment

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

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

### Contracted Service Provider Action Required

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

## **M. PROCEDURES:**

### Determination of Need

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

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

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

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

### Documentation

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

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

### **V. RELATED POLICY INFORMATION:**

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

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

POLICY TITLE: Support Services  
POLICY NUMBER: 4.0.101.143

DATE: [054/263/200724](#)  
REVISION: [095/4723/20204](#)

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

**VI. RESPONSIBILITIES:**

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

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

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

**VII. FORMS AND INSTRUCTIONS: N/A**

**VIII. DISTRIBUTION:**

Board of Directors

Board Staff

Service Provider Staff

**IX. SIGNATURES:**

\_\_\_\_\_  
Reviewed by EO Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date



**Support Services  
Limits  
Attachment A**

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

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

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



**POLICY-DRAFT**

**CATEGORY:** \_\_\_\_\_ **Program Operations No:**  
**4.0.115. 089**

**TITLE:** **Program Non-Compliance**

**SUPERSEDES:** \_\_\_\_\_ **4.0.115.078** dated **September 17, 2020** **5.20.2022**

**EFFECTIVE:** \_\_\_\_\_ **May 20, 2022** **May 10,**  
**2024**

**BOARD APPROVAL:** \_\_\_\_\_ **May 19, 2022** **May 9,**  
**2024**

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

**I. PURPOSE:**

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

**II. DEFINITIONS:**

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

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

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

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

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

*Initiating a penalty* – Workforce Solutions Coastal Bend (WFSCB) ~~center~~ staff’s notification to HHSC that a customer receiving TANF or SNAP is in non-compliance with Choices (TANF) or SNAP E&T (SNAP).

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

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

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

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

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

*OAG - Office of Attorney General*

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

*TANF* – Temporary Assistance for Needy Families

### III. POLICY STATEMENT:

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

#### PROGRAM SPECIFICS

##### Choices and SNAP E&T

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

##### A. Outreach – Choices and SNAP E&T

1. Recipients shall be informed of required information such as the right to appeal and consequences of failure to respond to the outreach notice,
2. Outreach letter must state the day the ABAWD reports to the Workforce Solutions Office is the first day of job search.
3. A second outreach letter is not required.

##### B. Timely and Reasonable Attempt – Choices

1. Timely and Reasonable for a Choices participant is a 7-day time period and is conducted by ~~workforce~~ [WFSCB](#) staff,
2. Day 1 is the close of business on the date of non-cooperation or discovery of non-compliance, whichever occurs later,
3. A letter will be mailed to schedule an appointment within five (5) calendar days. If a Choices mandatory individual is in noncompliance, a penalty must be initiated by the seventh (7) calendar day unless there is a good cause determination or recipient resumes cooperation with all program requirements,
4. If no good cause is determined, the recipient must be informed of the violation, the right to appeal and the procedures to reinstate benefits.

##### C. Timely and Reasonable Attempt – SNAP E&T

1. Timely and Reasonable for a SNAP E&T participant is conducted by HHSC.
2. SNAP recipients have a three-day grace or compliance period beginning Day 1. Day 1 of the compliance period begins the day the recipient is in non-compliance with SNAP E&T requirements. Staff must not penalize a participant during this initial three-day compliance period. If there is no contact made with the participant on the fourth day, a penalty is initiated with HHSC.
3. Boards must use business days to calculate the compliance period. Holidays are excluded from the compliance period calculations.
4. After a penalty is initiated on the fourth day, HHSC conducts the timely and reasonable attempt prior to imposing a penalty,

D. Data Entry – Choices and SNAP E&T

1. The non-cooperation date for a Choices recipient is the date non-cooperation was determined after the timely and reasonable attempt,
2. The non-cooperation date for a SNAP recipient is the *actual* date of non-cooperation.
3. Good Clause Claim Actions must include a good cause reason in the Good Cause Tab.

E. ~~Workforce~~WFSCB staff must ensure that participants agree to a specific, preferred method of contact. Voice mail or text is considered appropriate only if the participant indicated that this was his or her preferred method of contact.

F. Good Cause

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

## NCP CHOICES – PLANNED GAP IN SERVICE

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

### NCP Choices Outreach

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

### Ongoing Participation

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

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

### **30-day Request to Remove**

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

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

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

### All Other Workforce Programs

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

#### IV. PROCEDURES:

##### Documentation

All actions taken with participants that are in program noncompliance must be documented in ~~counselor~~ [WorkInTexas\(WIT\)](#) or a [Board approved Case Management System in Case](#) # Notes to justify the determinations made and actions taken.

##### Choices

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

##### SNAP E&T

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

##### NCP Choices

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

#### V. RELATED POLICY INFORMATION:

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) (Public Law 104-193);

House Bill 2292;

40 TAC Chapter Sections 811.13, 811.14, 811.15, 811.16

WD Letter 18-14 dated 7/12/2014 entitled Planned Gap in Service for Noncustodial Parent Choices Program TWC Choices Guide, revised ~~February 2020~~ [March 2024](#), and all subsequent revisions

TWC Noncustodial Parent Choices: A Comprehensive Guide revised February 2020 and all subsequent revisions

TWC Supplemental Nutrition Assistance Program Employment and Training Guide revised ~~March 2022~~ [March 2024](#) and all subsequent revisions

40 TAC §800.58, .79, .92©, .121

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

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

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

#### VI. RESPONSIBILITIES:

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

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



**VII. DISTRIBUTION:**

~~FRI~~ Board of Directors     ~~FRI~~ Board Staff     ~~FRI~~ Contracted Career Center Staff

**VIII. SIGNATURES:**

*Harvey Petersen*  
Reviewed by EO Officer

6/7/22  
Date

*Ken Trevino*  
President/CEO

06/10/2022  
Date

\_\_\_\_\_  
Reviewed by EO Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date



## POLICY-DRAFT

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

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### I. PURPOSE:

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

### II. DEFINITIONS:

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

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

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

### III. POLICY STATEMENT:

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

### IV. PROCEDURES:

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

Page 1 of 3

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

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

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

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

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

## V. RELATED POLICY INFORMATION:

Texas Workforce Commission LEP Guide for Workforce Professionals

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

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

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

§38.9 (g)(3)

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

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

**VI. RESPONSIBILITIES:**

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

**VII. FORMS AND INSTRUCTIONS:**

N/A

**VIII. DISTRIBUTION:**

Board of Directors       Board Professionals       Service Provider Professionals

**~~VI.~~IX. SIGNATURES:**

\_\_\_\_\_  
**Reviewed by EO Officer**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**President/CEO**

\_\_\_\_\_  
**Date**



**PPOLICY-DRAFT**

<b>CATEGORY:</b>	<b>Program Operations</b>	<b>No:</b>
<b>4.0.122.023 TITLE:</b>	<b>Outreach</b>	
<b>SUPERCEDES:</b>	<b>4.0.122.012, dated <del>December 14, 2012</del> <u>October 31, 2014</u></b>	
<b>EFFECTIVE:</b>	<b><del>October 31, 2014</del> <u>May 23<del>10</del>, 2024</u></b>	
<b>BOARD APPROVAL:</b>	<b><del>October 30, 2014</del> <u>May 22<del>9</del>, 2024</u></b>	
<b><u>DATE OF LAST REVIEWED:</u></b>	<b><del>October 30, 2014</del> <u>May 9<del>8</del>, 2024</u></b>	

**I. PURPOSE:**

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

**II. DEFINITIONS:**

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

**III. POLICY STATEMENT:**

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

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

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

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

**IV. PROCEDURES:**

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

**V. RELATED POLICY INFORMATION**

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

**VI. RESPONSIBILITIES**

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

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

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

**VII. FORMS AND INSTRUCTIONS**

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

**VIII. DISTRIBUTION:**

- Board of Directors     Board Staff     Contracted Service Provider Staff

**IX. SIGNATURES**

\_\_\_\_\_  
**Reviewed by EO Officer**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**President/CEO**

\_\_\_\_\_  
**Date**

POLICY TITLE: Outreach  
 POLICY NUMBER:

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



**POLICY**

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

**I. PURPOSE:**

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

**II. DEFINITIONS:**

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

*Verification* – The actual proof of a workparticipation activity.

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

**III. POLICY STATEMENT:**

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

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

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

**IV. DIRECTIVES:**

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

POLICY TITLE: Documentation and Verification of Work Activities  
 POLICY NUMBER: 4.0.124.01<sup>9</sup>

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

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

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

**V. RELATED POLICY INFORMATION:**

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

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

Texas Workforce Commission Choices Rules: 40 TAC, Chapter 811

~~WD Letter 08-11 dtd February 17, 2011 entitled Choices Guide~~ revised March 2024

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

~~WD Letter 35-09 dtd September 29, 2009 entitled New Supplemental Nutrition~~

Assistance Program Employment and Training ~~Rules~~ Guide revised February 21, 2023

WD Letter 12-23 Workfare dtd July 27, 2023

~~FFY'10 SNAP E&T State Plan~~

**VI. RESPONSIBILITIES:**

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

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

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

**VII. FORMS AND INSTRUCTIONS:**

N/A

**VIII. DISTRIBUTION:**

     Board

X Board Staff

X Contracted Staff

**SIGNATURES:**

\_\_\_\_\_  
Reviewed by EO Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
President/CEO

\_\_\_\_\_  
Date

POLICY TITLE: Documentation and Verification of Work Activities  
POLICY NUMBER: 4.0.124.019

DATE:  
~~05/2/23~~ 05/23/2024  
~~Revision date: 05/23/May~~  
~~9,2024-~~



**POLICY-DRAFT**

CATEGORY: \_\_\_\_\_ Workforce Programs- WIOA No:

4.1.104.087

TITLE: \_\_\_\_\_ Individual Training Accounts (ITAs)

SUPERSEDES: \_\_\_\_\_ 4.1.104.067, dtd 02/21/2020

EFFECTIVE: \_\_\_\_\_ May 20, 2022 May 23, 2024

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

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

**I. PURPOSE:**

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

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

**II. DEFINITIONS:**

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

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Revision-Date:05/2319/20242

*ITA* – Individual Training Accounts are training accounts provided to eligible WIOA candidates to utilize in the funding of approved programs.

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

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

### **III. POLICY STATEMENT**

All training for which an ITA is issued must be included on the statewide Eligible Training Provider List (ETPL) available in [The Workforce Information System of Texas \(TWIST\) Board announced system including WorkInTexas and EdVera, using the Select Provider button in the Service Detail window](#). Additionally, the ITA issued must be consistent with the Board’s Business and Strategic Plan. If a training provider is removed from the ETPL, enrolled students can remain in the training program until they complete their training or exit the program.

#### **WIOA Funding**

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

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

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

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

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

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

### **Exceptions to ITAs**

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

- 1) Training is received through approved on-the-job or incumbent worker training provided by an employer or through an approved customized training program; or,
- 2) The Board determines there is an insufficient number of eligible providers of training services in the Coastal Bend region to accomplish the purposes of a system of ITAs; or
- 3) The Board determines that there is a training services program of demonstrated effectiveness offered in the Coastal Bend by a community-based organization or another private organization which serves participant populations that face multiple barriers to employment, including one or more of the following categories:
  - a) Individuals with substantial language or cultural barriers;
  - b) Offenders;
  - c) Homeless individuals;
  - d) Individuals with disabilities; or
  - e) Other such population defined by the Board.
- 4) The Board enters into a pay-for-performance contract that:
  - a) specifies a fixed amount to be paid to the service provider based on achievement of specified levels of performance for target populations within a defined time period; and
  - b) requires outcomes that must be independently validated prior to disbursement of funds.

### **ITA Limits**

The lifetime limit of an ITA is \$7,000 per program participant. The use of ITA funds is limited to tuition expenses, fees, and such books and supplies as are required by the training provider for any student enrolled in course of study covered by the ITA. If the customer is in need of remediation or basic skills or prerequisite training for participation in the principle course of study, up to two courses in any combination (other than two in the same subject) is allowable. No participant can be enrolled for more than two and one half (2½) academic years (5 semesters, 4 summer sessions, 10 quarters or 7 trimesters). Exceptions to these limits may be made on a case-by-case basis. Exceptions to the maximum limit and duration of an ITA must be submitted to the Board President/CEO or designee with well documented justification for approval. Requests for an exception must include evidence that supports that all efforts were made to identify, secure, and use other financial resources prior to seeking WIOA funding.

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

### **IV. ~~IV.~~ PROCEDURES:**

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

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

The FEP/ISS shall identify the skill training for the occupation in demand that will be pursued and the required skill competency level associated with the additional training service. In addition to the FEP/ISS, documentation supporting the participant's eligibility must be maintained in the participant's case file. The documentation must support the fact that the training is needed in order for the participant to gain the appropriate level of employment at a self-sufficient wage. If training

services are identified as an appropriate and necessary step toward achievement of employment for the participant in an appropriate occupation included on the Board’s targeted occupations list, the customer can choose the appropriate training provider from among those in the Eligible Training Provider List (ETPL). To help ensure that participants will complete their chosen training program, the participant will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the training period without the use of student loans.

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

Taking into account the cost of the training as shown in the ETPL, as well as other resources available to the participants, such as the GI Bill, other assistance from the Veterans Affairs (VA), Hazelwood Act, Texas Grant Monies, assistance from the Vocational Rehabilitation Services (VRS) and other such agencies, private scholarships, Pell Grants and others, an ITA is created for the participant. VA training benefits do not require to be exhausted prior to accessing WIOA funds for training.

A “deposit” for an ITA is made to the participant’s account sufficient to cover costs associated with tuition, fees, books, school/supplies/materials as identified in ETPL, less the sum of other resources available to the participant. All payments made to training providers from this ITA account and the balance remaining in the account must be documented in the participant’s case file and entered into [TWIST WorkInTexas and any other board approved case management system](#). At no time should the ITA account’s initial deposit be exceeded without the signed approval of the Career Center Manager, based on well-justified and documented good cause. Expenditures made in excess of the initial deposit without Career Center Manager approval based on well-justified and documented good cause may not be reimbursable to the service provider.

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

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

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

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

Participants enrolled in training are expected to:

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

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

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

### Service Provider Responsibilities

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



- Written procedures for timely data entry of ITA information into [TWISTWorkInTexas\(WIT\)](#) and other board approved tracking data bases such as Gazelle (program eligibility, agreements, verification of participant’s enrollment into a vocational training component, financial assistance, funding sources, training amounts, transaction amounts, ITA balances, etc.)
  - A process for tracking and documenting all resources paying for the participant’s training including WIOA Title I funds to ensure non-duplication of payments.
  - Internal procedures for the issuance of financial support services including method of disbursement of funds and authorization for approval with Participant Agreement forms (cash reimbursement, lines of credit, etc.).
  - A process for documenting how other sources of funding were sought and/or how they apply to the cost of an ITA.
  - The internal procedure for the issuance of a check request. This must include identification of those individuals who are required and authorized to approve/sign ITAs. It must also specify the use of Participant Agreement forms.
  - A process on how ITA and financial assistance policies, procedures will be disseminated to participants of the WFSCB Career Center in simple, concise, understandable language.
- A process to collect and coordinate the documentation of participant enrollment and attendance, grade/progress reports, and case management contacts required during enrollment in training services.
- 
- A process for providing the following to participants:
    - Labor market information on targeted demand occupations and related skill standards/skill competencies of eligible program for which an ITA may be issued; Access to the list of eligible certified training providers through the ETPL; Performance and cost information relating to the approved training programs offered by eligible providers; and
    - Information on available local work-based training providers, on-the-job training (OJT), customized training, paid or unpaid work experience opportunities, internships, registered apprenticeships, or incumbent worker training that meets the performance standards (for example, entered employment and retention) for that occupation; and
    - On-going information on the status of their individual ITA account.
  - Report deposits, withdrawals, and balances by participant to the Board on a quarterly basis and compare the total obligation to available budget.
  - A process that documents the need for WIOA financial assistance and the participant’s expected expenses for the entire training period; this will require the creation of form(s) or worksheets. The procedure will be developed to provide career center team members clear direction on the process for completing the form, frequency of update, and/or timeframes. The form at a minimum must include: Training Program, Training Provider, Cost, duration of training, Pell grant applied for or received; and any other forms of

assistance(grant/scholarship), has the participant or any other source already paid for the training prior to WIOA Eligibility, budget for the duration of training(living expenses), amount of WIOA funds, Pell Funds, and other funding to be applied; Acknowledgment will be validated by signature of participant and career center team member.

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

- Assisting participants in applying for any financial aid that would cover expenses associated with attending training.
- The Career Center will be responsible for ensuring that Board funds purchase required tools, books, supplies, uniforms, etc.
- Conducting financial tracking for each service on the Financial Client Management System.
- Board approved pamphlets that communicate the policies, procedures, and financial tracking elements pertaining to ITAs for distribution to participants.
- Ensuring that each voucher will be valid **only** for the amount and length of time specified on the voucher, and each participant **must** follow his/hers individual FEP/ISS.
- Ensuring that a copy of the ITA vouchers issued are kept in the participant's file and in the accounting file.
- Developing an agreement with each local training institution that details the method of payment from all sources dedicated to completion of training.
- Adherence to Grievance procedure 29 CFR 37.70 – 37.80.

#### **V. ~~V.~~ TRADE ADJUSTMENT ASSISTANCE (TAA)-ITA**

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

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

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

- The participant is Trade certified;
- no suitable employment is available for the participant;
- the participant is qualified to undertake and complete the training based on comprehensive assessment of the participant's knowledge, skills and abilities and interests;

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

Service Provider will comply with Trade Act Services Applicable Rules:

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

**VI. ~~VI.~~ RELATED POLICY INFORMATION:**

WIOA Act of 2014 Regulations 20 CFR Part 680

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

Subpart D- Eligible Training Providers

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

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

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

TWC, WD-Letter 14-19 Change 1 dated– February 17, 2020. Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Contracts

TWC, WD-Letter 29-19 dated November 7, 2019; effective immediately. Statewide Eligible Training Provider List.

Workforce Development Division- Technical Assistance Bulletin 294- dated January 17, 2020.

TWC, WD-Letter 05-19 Change 1 dated January 12, 2021; effective immediately. Workforce Innovation and Opportunity Act, Eligible Training Provider Program, Eligibility Criteria and Performance Expectations – Update.

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

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

**VI.VII. RESPONSIBILITIES:**

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

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

**VII.VIII. FORMS AND INSTRUCTIONS:**

**VIII.IX. DISTRIBUTION:**

Board of Directors  Board Professionals \_\_\_\_\_  Service Provider Professionals

**IX.X. SIGNATURES:**

Policy Title: Individual Training Accounts (ITAs)

05/2308/202407

Policy Number: 4.1.104.087

Page 10 of 11

—Origination-Date:

Revision-Date:05/2319/20242

\_\_\_\_\_  
**Reviewed by EO Officer**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**President/CEO**

\_\_\_\_\_  
**Date**

## INFORMATION ONLY

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

## BACKGROUND INFORMATION

Board Professionals will be presenting Policy Review Schedule; **Attached.**

Workforce Services Committee 05.09.2024. Year-to-Date: 7

In February the Committee was informed that due to case management system change from TWIST to WIT several board policies would need to be updated:

1. Board Policy 4.0.100.07- Incentives/Stipends:
2. Board Policy 4.0.101.14- Support Services:
3. Board Policy 4.0.115.09- Program Non-compliance
4. Board Policy 4.0.120.05- Limited English Proficiency
5. Board Policy 4.0.122.03- Outreach
6. Board Policy 4.0.124.01- Documentation and Verification of Participation Activities Choices/SNAP E&T
7. Board Policy 4.1.104.08- Individual Training Accounts (ITAs)

Additional Policies will be presented at September Committee Meeting.

# Policy Review Schedule-2024

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
<b>Board Administration</b>		
	1.0.100.01	Responsibilities of the Local Workforce System
	1.0.101.01	Standards of Conduct and Conflict of Interest
	1.0.102.01	Policy Development
	1.0.103.02	Open Meetings Policy
	1.0.104.02	Public Information Policy
	1.0.105.01	Reporting Conflict of Interest, Fraud and Abuse
	1.0.106.02	New Board Member Orientation and Training
	1.0.107.03	Communication Process
	1.0.108.00	Restrictions on Lobbying Activities and Expenditures
	1.0.109.00	Businesses Employing Undocumented Workers
	1.0.110.03	Equal Employment Opportunity
	1.0.111.00	Fraud, Waste, theft, and Program Abuse
	1.0.112.02	Discrimination Complaint Procedure
	1.0.113.00	Approval Process for Contracts, Contract Renewals, and Contract Amendments
	1.0.114.02	Storage and Use of Disability-Related and Medical Information
	1.0.115.01	Anonymous Complaints and Communications
	1.0.116.01	Approval Process for Micro-Purchases
	1.0.117.00	Firearms and Weapons Restrictions of WFSCB Premises
<b>Workforce Programs</b>		
	05.09.2024 4.0.100.07	Incentives/Stipends
	05.09.2024 4.0.101.14	Support Services
	4.0.102.02	Basic Skills Deficiencies
	4.0.103.06	Case Management
	4.0.104.02	Workforce Professional Development and Continuous Improvement
	4.0.106.02	Reasonable Distance
	4.0.107.03 (Annual)	Determination of Self-Sufficiency
	4.0.109.02	Credentials
	4.0.110.02	Integrated Complaints, Hearings, and Appeals
	4.0.111.05	Customer File Documentation
	4.0.113.06	OJT, Subsidized Employment, and Customized Training
	05.09.2024 4.0.115.09	Program Non-Compliance
	4.0.117.03	Priority of Service and Data Collection
	4.0.118.02	Accessibility
	05.09.2024 4.0.120.05	Limited English Proficiency (LEP)
	4.0.121.03	Reasonable Accommodations
	05.09.2024 4.0.122.03	Outreach
	4.0.123.00	Common Exit

# Policy Review Schedule-2024

<u>Category</u>	<u>Policy Number</u>	<u>Policy Title</u>
05.09.2024	4.0.124.01	Documentation and Verification of Work Activities: Choices/SNAP E&T
<b>WIOA</b>		
	4.1.101.02	Follow-Up Services for WIOA Adults & Dislocated Workers
	4.1.103.01	Youth Eligibility Criteria
05.09.2024	4.1.104.08	Individual Training Accounts (ITAs)
	4.1.105.01	Apprenticeship Programs
	4.1.106.00	National Dislocated Worker Grants
<b>Choices</b>		
	4.2.100.02	Service Strategies
<b>Child Care</b>		
	4.3.100.06	Child Care Eligibility
	4.3.102.04	Assessing and Collecting Parent Share of Cost
	4.3.103.00	Attendance Requirements for Child Care Services
	4.3.104.00	Reapplication for Child Care Provider Agreement
	4.3.105.01	Child Care Related Funds Recovery
	4.3.106.01	Termination of Child Care
	4.3.107.00	Children of Military Parents on Deployment
	4.3.108.03	Child Care Provider Reimbursement Rate
	4.3.109.01	Eligible Child Care Providers
	4.3.111.00	American Recovery and Reinvestment Act (ARRA)
<b>Unemployment Insurance</b>		
	4.5.100.09 (Annual)	Work Search Requirement
<b>Quality Assurance &amp; Monitoring</b>		
	5.0.100.02	Oversight and Monitoring
	5.0.101.03	Data Integrity
	5.0.102.03	Equal Opportunity - Accessibility Monitoring
<b>Property &amp; Facilities</b>		
	6.0.100.00	Smoking in Workforce Solutions of the Coastal Bend Facilities
	6.0.101.01	Emergency Management & Business Recovery/Continuity of Operations Plan
	6.0.102.01	Accessibility for Persons with Disabilities
<b>Information Technology &amp; Data Management</b>		
	7.0.100.03	Use of Electronic Media and Services
	7.0.101.02	Computer and Personally Identifiable Information Systems Access and Security
<b>Public Relations</b>		
	8.0.100.02	Strategic Marketing Standards and Guidelines



## INFORMATION ONLY

### VIII – 1b. Services to Workers – Program Updates & Veterans Services

## BACKGROUND INFORMATION

Board Professionals will provide updates on programs/grants, operation of career centers, and Veterans Services.

#### 1. Updates as of March/April, 2024.

PROGRAM/GRANT	UPDATES
<ol style="list-style-type: none"> <li>1. CHOICES.</li> <li>2. WIOA- Adult, Dislocated, Youth</li> <li>3. SNAP Employment &amp; Training</li> <li>4. Non-Custodial Parent (NCP)</li> <li>5. Re-Employment Services (RESEA)</li> <li>6. Workforce Commission Initiatives (YOU CHOOSE! &amp; Hiring Red, White &amp; You).</li> <li>7. Summer Earn &amp; Learn</li> </ol>	<p>The Program Year (PY) began Oct. 1, 2023. And Q2 just wrapped up March 31, 2024 Marking the midway point of program and contract year. Program meetings take place monthly to review initiatives. Operations meetings with board and C2 Management taking place to discuss service delivery, programs, business services, quality assurance, fiscal. Areas for further discussion include: Youth Services and Partnerships to enhance outreach and coordination with community partners. On-going marketing and promotion of activities: Summer Earn and Learn(SEAL) continue. YOU CHOOSE! 2024 and Hiring Red White &amp; YOU 2024 Early Fall events.</p> <p><b>Recognition</b> presented to WFSCB Wings of Texas for SEAL showcases the work conducted by team members, C2GPS service provider and partnership with Vocational Rehabilitation Services.</p> <p><b>Recognition</b> presented to WFSCB and C2GPS for NCP. Attainment of child support payments leading the State.</p> <p><b>Recognition</b> board and C2GPS team members hosted Lightcast Training in February 12-14<sup>th</sup>; to increase Labor Market data reporting capacity.</p>
NEW OPPORTUNITIES/PROJECTS	NOTES
1. Educator Externship- TWC	Received Notification of Award \$183K. 9 <sup>th</sup> Annual- To serve 80 Educators.
2. Educator Externship- Private	Received Notification of Award \$20K. To serve 20 Educators.
3. Texas Internship Initiative- TWC	Received negotiation notice for 100K. to serve 35 Students
4. PATHS- Walmart- Private	Grant may be extended to August 2024. 450K. 127 Participants served; 299 certifications NRF earned.
5. Eligible Training Provide(ETPL)	EdVera System- Launch date Spring 2024
6. TWIST-WIT Case Management System	Launch date Sprint 2024- Major impact. Board and C2 started practice of data entry, services, assessments Summer 2023: Key input to TWC.

## 2. Operation of Career Centers: Update to be provided by C2GPS Management regarding:

- Career Center Operations and Staffing. Mobile Unit hired team member on March 1, 2024. RESEA Program fully staffed as of April 22, 2024.
- Outreach and Service Delivery Strategies. Choices team members began home visits to engage exempt customers in an effort to increase enrollment and participation, increase case loads and expenditures. This effort will also assist in reducing the dependence on public assistance by assisting with employment obtainment.
- High School and Higher Education Engagement. High Schools: A.C. Jones, Falfurrias, Ingleside, Kaifer Early College, Mathis, Mary Carroll, Richard King, Richard Milburn Academy, Sinton, Skidmore-Tynan, Taft. Higher Education Institutions: Coastal Bend College, Del Mar College, South Texas Vocational Technical Institute, Texas A&M Kingsville, Texas A&M TRIO-EOC.
- Community and Industry Partnerships: Baker Ripley Child Care Services, Baptist Child & Family Services, Board led meeting with Community Action Corporation of South Texas, Goodwill Industries of South Texas. Corpus Christi Police Department. Activities included referral process, resource sharing, development of agreements/MOU.
- Mobile Career Center. 7 events. Del Mar College 5 students, Robstown Early College 22 students, Flatiron Dragados hiring event 36 job seekers, Church Unlimited 8 customers, South Texas Vocational Technical Institute, Woodsboro 5 customers, Gregory-Portland High School 4 students. Services ranged from resume preparation, job search assistance, WIOA recruitment.
- Career center customer traffic; in-person or virtual(January-March 2024)  
Staples 6,391, Alice 965, Beeville 793  
Falfurrias 20, Kingsville 983, Rockport 128, Sinton 1,044.
- Services to Workforce Career Center Customers(January- March 2024)  
New WIT Registrations: 3,103  
Unique Customers Served: 6,256  
Total Job Referrals Made: 7,033  
Total Services Received: 38,921
- Unemployment Insurance (UI) Assistance(January- March 2024)  
RESEA Claimants Served: 205  
Individuals Assisted with UI Claim Assistance: 430  
Unique Claimants Assisted with Workforce Services: 1,431

## 3. Veterans Services:

- Military Family Support Program(MFSP) remains an on-going partnership.
- Engagement with Texas Veterans Network.
- Planning for hiring events for 2024. Including Hiring Red, White & You!

## INFORMATION ONLY

VIII – 2a. Services to Business – Business Solutions Report

## BACKGROUND INFORMATION

Board Team Members and C2 Management will provide updates on Business Services for Q2. January-March 2024.

### 1. Activity Spotlight- Job Fairs and Hiring Events

Employers-85

Job Seekers- 455

- Annual VFW Career Expo.
- Iron Horse Tools
- OnPoint Contracted Turnaround Services(2)
- Whataburger
- San Patricio EDC Career Expo and Job Fair
- Flatiron Dragados

#### San Patricio EDC Career Expo and Job Fair, 2/29/24

- Employers 40 across all sectors
- School Districts
- Community Partners 4
- Job Seekers 116
- Conditional Job Offers 72

#### Healthcare Job Fair, 3/26/24

- Employers 11, including but not limited to:
  - Christus Spohn & Driscoll Children's Hospital first time participants
  - Texas Health and Human Services
  - Nueces Center for Mental Health and Intellectual Disabilities (Mhid)
- Job Seekers 61
- Conditional Job Offers 26

### 2. Innovation, Growth and Capacity Building

#### Strategic Goal: Improve Internal Efficiencies

- Data Driven Decision-Making: Lightcast labor market intelligence training and certification

#### Build Awareness of Employer Needs – Employer Panels

- Jole Enterprise Contracted Turnaround Services
- Nueces County Human Resources
- Coastal Plains Integrated Health

Strategic Goals: Effectively/Efficiently Target Rural Area Service; Increase Workforce Solutions Awareness

- New or Re-Engaged Employer Engagements
  - Public Service - 5
  - Professional Skills and Trades - 5
  - Healthcare - 6
  - Business - 7

**3. Annual Projects Work Underway**

- Summer Earn and Learn(SEAL) Employer Recruitment- Goal 65 students placements
- Educator Externship (EDEX)- Goal 25 employer worksites

## INFORMATION ONLY

### VIII – 3a. Local Labor Market Information – Jobs & Employment Report – Q2

## BACKGROUND INFORMATION

### 1. Jobs and Employment Report

The release by the Texas Workforce Commission for March 2024, the unemployment rate for the Coastal Bend region decreased (-0.2%) from 4.7% in February 2024 to 4.5%. Ten out of the eleven counties in the Coastal Bend region experienced a decrease in their unemployment rates. As of March 2024, the 4.5% unemployment rate represented 11,854 residents seeking employment.

#### Year-Over-Year Shifts

Coastal Bend's unemployment rate decreased by (-0.1%) from 4.6% in March 2023 to 4.5% in March 2024. Within the eleven counties of the Coastal Bend region, six counties witnessed a reduction in their unemployment rates during the same period.

#### Sectors Driving Growth

Both the Coastal Bend region and the Corpus Christi Metropolitan Statistical Area (MSA) displayed growth in diverse industries, weekly wages, and year-over-year employment statistics.

The Construction industry experienced a 17.6% increase region wide, followed by the Financial Activities industry which increased to 6.5% compared to March 2023.

For the Corpus Christi MSA, the Mining, Logging and Construction industry lead the growth rate with a 11.7% increase in 2023, followed by the Financial Activities industry with a 4.4% year-over-year.

### 2. Labor Market Data Requests

#### Q1: October-December 2023 Reports

1. Construction Industry and Economy Overview of San Patricio county. (10.03.2023)
2. Economy and Industry Overview Reports (grant applicant) (11.03.2023)
3. Occupational Wages for Liberty county. (11.27.2023)
4. Race/Ethnicity/Socio-Economic Status for the Coastal Bend region. (11.27.2023)
5. Special Education Teachers for projection and data for the ETPL list (11.27.2023)
6. Advanced Manufacturing Industry: Manufacturing, Aerospace, Chemical, Renewable Energy (12.11.2023)
7. Business combined with Engineering Occupations (12.12.2023)
8. New Plastic Pipe and Fittings Project – Wage and Industry information (12.18.2023)
9. Manufacturing Industry/Occupations and Wage Assessment (12.19.2023)

#### Q2: January-March 2024 Reports

1. Average Hourly Wage for Tech Industry (1.17.2024)
2. Registered Nurses Pre-COVID19 to Present (1.19.2024)
3. Steel Industry Overview, Economy Overview and Salary Assessment for occupations (1.22.2024)
4. NAS Kingsville requesting total number of Veterans in Kenedy and Kleberg county (1.22.2024)
5. Cost of Labor for Steel companies (1.22.2024)

6. Demographics/Institution Completions (1.24.2024)
7. Wage Assessment/Occupation Overview - Software Developers/Engineers (2.01.2024)
8. Workforce Data from 2010-Present - Wages, Housing Affordability for MSA and WDA (2.06.2024)
9. Manufacturing Occupational Wages (2.12.2024)
10. In-demand occupations/short term training/ETPL list/Duration of Training/POC information (2.14.2024)
11. Regional Market need for Master's in HR Management (2.15.2024)
12. Impact Scenario of Celanese entering Kleberg County (2.15.2024)
13. Places of Work vs. Place of Residency - Corpus Christi MSA (2.19.2024)
14. Developers inquiry (2.21.2024)
15. Top 10 Employers and Total number of Employees for Bee County (2.21.2024)
16. Bee County HUD and LMI (low to moderate income) Status (2.21.2024)
17. County Overview Reports (2.28.2024)
18. Wage Assessment for Early Childhood Occupations (2.29.2024)
19. Regional Comparison Report for high wages and COL for Coastal Bend, Dallas, Houston, and San Antonio. (3.06.2024)
20. Scaffolders, Painters, Insulators occupation overview, wages, commuters in San Patricio, Unemployment (3.07.2024)
21. Kleberg County Economy Overview, Community Indicators Report, and Unemployment by Industry (3.11.2024)
22. Sales Occupation wage comparison across Texas (3.12.2024)
23. Welding Occupation Presentation (3.21.2024)
24. Top 10 Occupations in Business, Health Care, Trades, and Public Service with Education Requirements to fulfill a comfortable living wage including COL Index in Coastal Bend. (3.26.2024)
25. Manufacturing Site E&I Occupation Industry overview and wage assessment (3.29.2024)

# Coastal Bend Workforce Area

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

Area	Area Type	Latest Monthly Data March 2024						Previous Monthly Data February 2024				Year Ago March 2023			
		Labor Force	Employment	Unemployment	Rate	M+-	Y+-	Labor Force	Employment	Unemployment	Rate	Labor Force	Employment	Unemployment	Rate
United States	Nation	167,960,000	161,356,000	6,604,000	3.9	-0.3	0.3	167,285,000	160,315,000	6,970,000	4.2	166,783,000	160,741,000	6,043,000	3.6
Texas	State	15,276,869	14,653,971	622,898	4.1	-0.3	0.1	15,295,668	14,629,593	666,075	4.4	15,058,520	14,453,735	604,785	4.0
Corpus Christi	MSA	210,463	201,283	9,180	4.4	-0.2	-0.1	210,836	201,115	9,721	4.6	207,815	198,443	9,372	4.5
Coastal Bend	WDA	265,549	253,695	11,854	4.5	-0.2	-0.1	265,890	253,320	12,570	4.7	262,344	250,287	12,057	4.6
Aransas Pass	County	9,624	9,177	447	4.6	-0.4	-0.6	9,647	9,169	478	5.0	9,570	9,075	495	5.2
Bee	County	9,477	8,998	479	5.1	-0.3	-0.1	9,484	8,968	516	5.4	9,496	9,001	495	5.2
Brooks	County	2,308	2,166	142	6.2	0.0	1.0	2,300	2,158	142	6.2	2,370	2,247	123	5.2
Duval	County	5,034	4,809	225	4.5	-0.3	0.1	5,032	4,792	240	4.8	5,043	4,822	221	4.4
Jim Wells	County	16,252	15,385	867	5.3	-0.2	-0.3	16,213	15,320	893	5.5	15,968	15,078	890	5.6
Kenedy	County	134	125	9	6.7	0.7	0.5	134	126	8	6.0	129	121	8	6.2
Kleberg	County	13,464	12,852	612	4.5	-0.6	-0.2	13,539	12,842	697	5.1	13,357	12,723	634	4.7
Live Oak	County	5,234	5,023	211	4.0	-0.1	0.2	5,182	4,967	215	4.1	5,058	4,864	194	3.8
Nueces	County	170,593	163,365	7,228	4.2	-0.3	-0.2	170,964	163,215	7,749	4.5	168,339	161,008	7,331	4.4
Refugio	County	3,183	3,054	129	4.1	-0.3	0.2	3,170	3,032	138	4.4	3,108	2,988	120	3.9
San Patricio	County	30,246	28,741	1,505	5.0	0.1	-0.2	30,225	28,731	1,494	4.9	29,906	28,360	1,546	5.2

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

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

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

<b>Coastal Bend Texas</b>	<b>All Occupations- All Occupations-</b>	<b>Average \$17.76/hr.</b>	<b>Entry level \$10.89/hr.</b>	<b>Experienced workers \$29.14/hr.</b>	<b>Top 10% \$33.56/hr.</b>
		<b>Average \$18.76/hr.</b>	<b>Entry level \$11.70/hr.</b>	<b>Experienced workers \$33.25/hr.</b>	<b>Top 10% \$39.64/hr.</b>

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

<b>Less than 9<sup>th</sup> grade</b>	<b>7.0%</b>	<b>12<sup>th</sup> grade &amp; GED</b>	<b>27%</b>	<b>Associates degree</b>	<b>8.0%</b>	<b>Graduate or Professional</b>	<b>11%</b>
<b>9<sup>th</sup> thru 11<sup>th</sup> grade</b>	<b>10%</b>	<b>Some College</b>	<b>24%</b>	<b>Bachelor's degree</b>	<b>13%</b>		

- Median earnings Corpus Christi by education for persons 25 years of age & up (Census AFF/ACS):

**\$27,211** (\$36,380 male/\$22,328 female)

<b>Less than High School &amp;</b>	<b>\$15,437</b>	<b>Some College or Associates Bachelor's</b>	<b>\$44,078</b>	<b>Graduate or Professional</b>	<b>\$56,681</b>
	<b>\$26,818</b>				

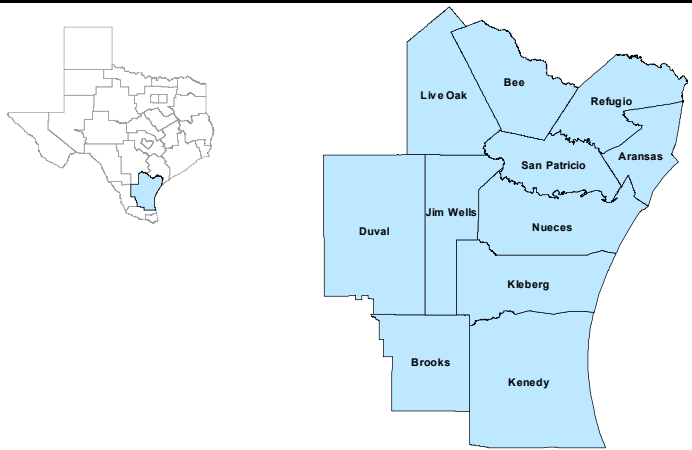
A proud partner of the  network

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

Deaf, hard-of-hearing or speech impaired customers may contact **Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988or 7-1-1 (Voice)**

## Coastal Bend Workforce Development Area

March 2024



WDA Labor Force Statistics				
	Mar-24	Feb-24	Mar-23	Yearly Change
Civilian Labor Force	265,549	265,757	262,344	3,205
Employed	253,695	253,208	250,287	3,408
Unemployed	11,854	12,549	12,057	-203
Unemployment Rate	4.5%	4.7%	4.6%	-0.1%

Texas Labor Force Statistics				
	Mar-24	Feb-24	Mar-23	Yearly Change
Civilian Labor Force	15,276,869	15,295,403	15,058,520	218,349
Employed	14,653,971	14,629,674	14,453,735	200,236
Unemployed	622,898	665,729	604,785	18,113
Unemployment Rate	4.1%	4.4%	4.0%	0.1%

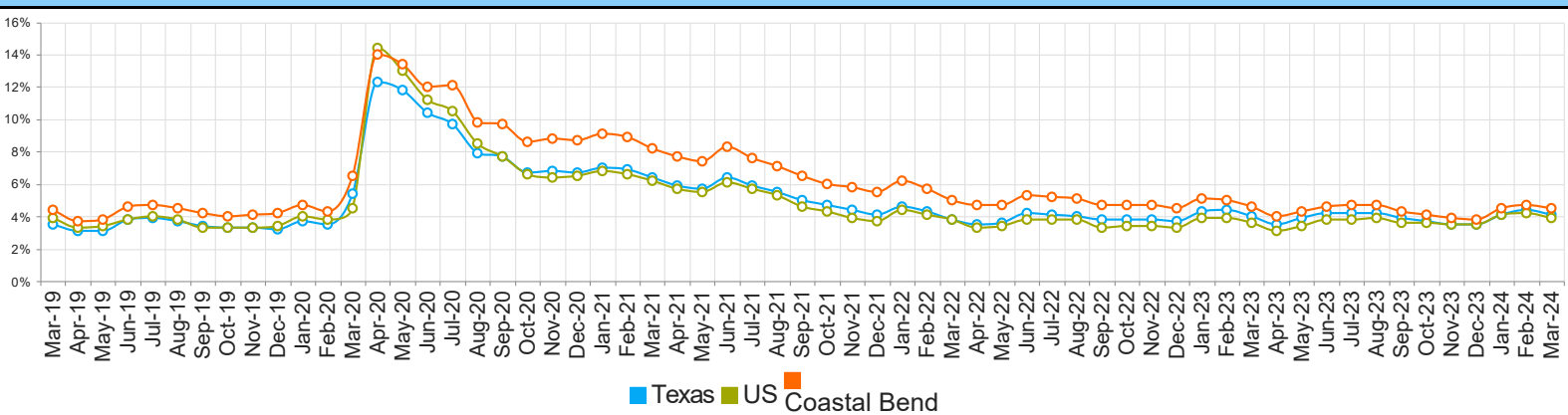
  

US Labor Force Statistics				
	Mar-24	Feb-24	Mar-23	Yearly Change
Civilian Labor Force	167,960,000	167,285,000	166,783,000	1,177,000
Employed	161,356,000	160,315,000	160,741,000	615,000
Unemployed	6,604,000	6,970,000	6,043,000	561,000
Unemployment Rate	3.9%	4.2%	3.6%	0.3%

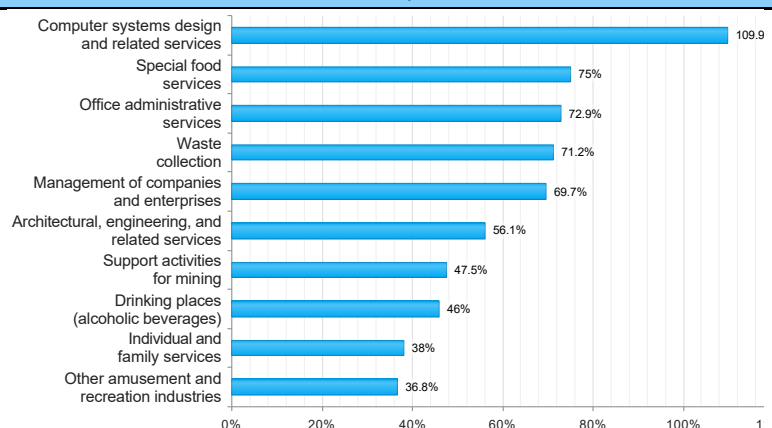
  

Continued Claims for the Week of the 12th				
	Mar-24	Feb-24	Mar-23	Yearly Change
WDA	2,015	1,780	1,721	294
Texas	120,439	115,533	103,413	17,026

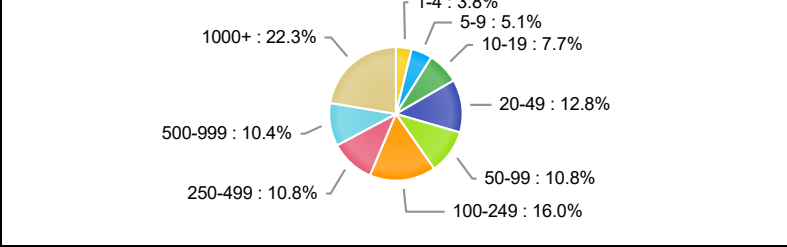
## Historical Unemployment Rates



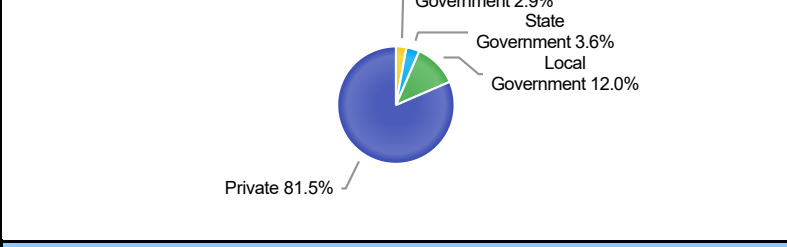
## Projected Top Ten Fastest Growing Industries in WDA (% Growth 2020-2030)



## Employment by Size Class (3rd Quarter 2023)



## Employment by Ownership (3rd Quarter 2023)

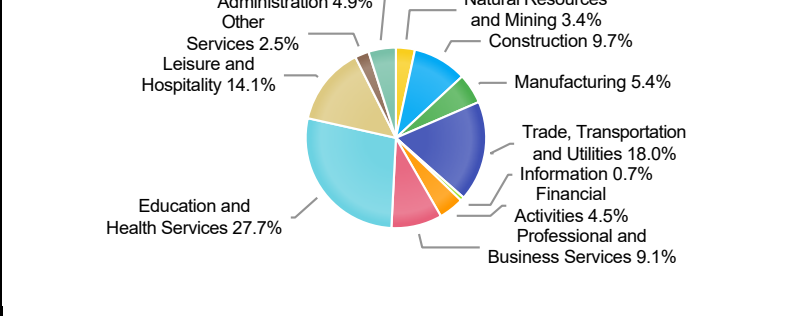


Average Weekly Wage (3rd Quarter 2023)					
	Q3 2023	Q2 2023	Q3 2022	Quarterly Change	Yearly Change
WDA	\$1,053	\$1,036	\$1,036	\$17	\$17
Texas	\$1,335	\$1,321	\$1,332	\$14	\$3
US	\$1,334	\$1,332	\$1,333	\$2	\$1

## Employment by Industry (3rd Quarter 2023, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	8,183	3.4%	-1.5%	1.2%
Construction	23,100	9.7%	1.9%	17.6%
Manufacturing	12,869	5.4%	0.8%	3.2%
Trade, Transportation and Utilities	42,676	18.0%	0.5%	-0.9%
Information	1,668	0.7%	2.1%	-1.9%
Financial Activities	10,665	4.5%	3.1%	6.5%
Professional and Business Services	21,622	9.1%	-1.1%	2.3%
Education and Health Services	65,831	27.7%	-2.5%	1.4%
Leisure and Hospitality	33,470	14.1%	0.4%	4.0%
Other Services	5,907	2.5%	-3.3%	2.3%
Public Administration	11,621	4.9%	0.7%	0.5%

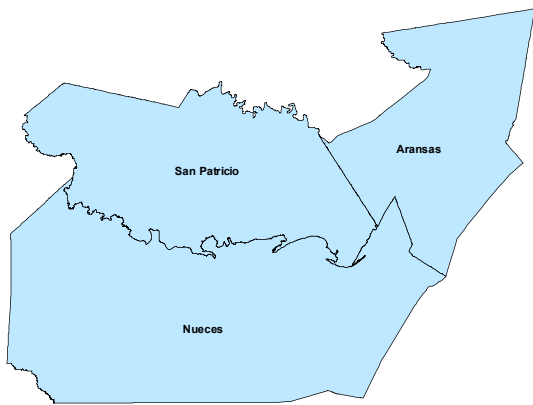
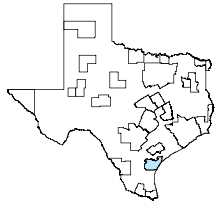
## Employment by Industry (3rd Quarter 2023)





## Corpus Christi MSA

March 2024



### MSA Labor Force Statistics

	Mar-24	Feb-24	Mar-23	Yearly Change
Civilian Labor Force	210,463	210,715	207,815	2,648
Employed	201,283	201,010	198,443	2,840
Unemployed	9,180	9,705	9,372	-192
Unemployment Rate	4.4%	4.6%	4.5%	-0.1%

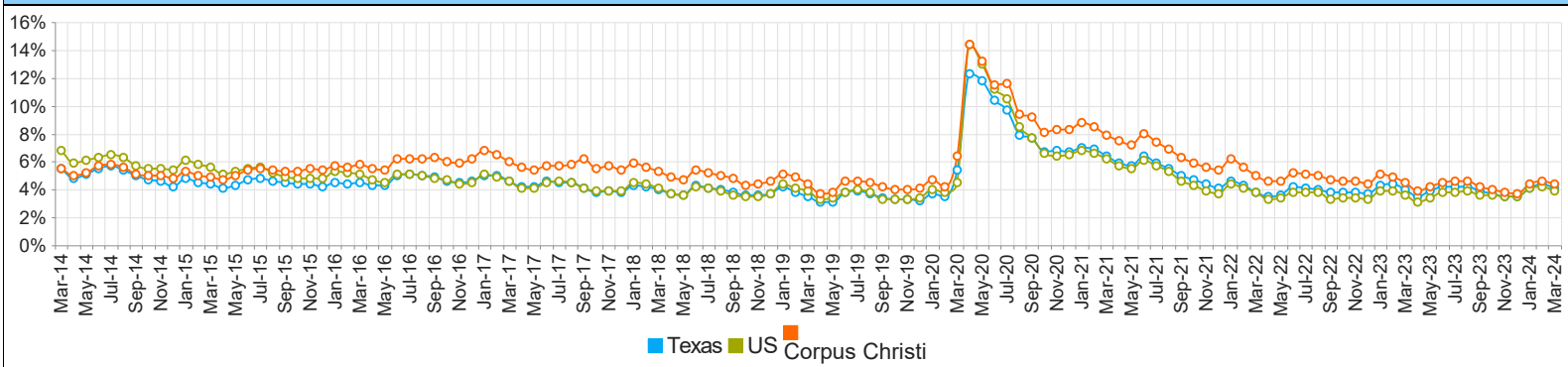
### Texas Labor Force Statistics

	Mar-24	Feb-24	Mar-23	Yearly Change
Civilian Labor Force	15,276,869	15,295,403	15,058,520	218,349
Employed	14,653,971	14,629,674	14,453,735	200,236
Unemployed	622,898	665,729	604,785	18,113
Unemployment Rate	4.1%	4.4%	4.0%	0.1%

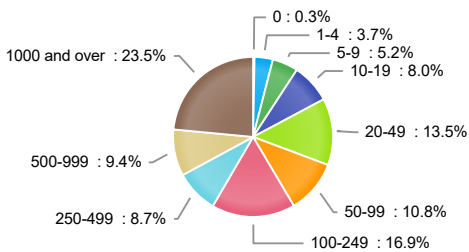
### US Labor Force Statistics

	Mar-24	Feb-24	Mar-23	Yearly Change
Civilian Labor Force	167,960,000	167,285,000	166,783,000	1,177,000
Employed	161,356,000	160,315,000	160,741,000	615,000
Unemployed	6,604,000	6,970,000	6,043,000	561,000
Unemployment Rate	3.9%	4.2%	3.6%	0.3%

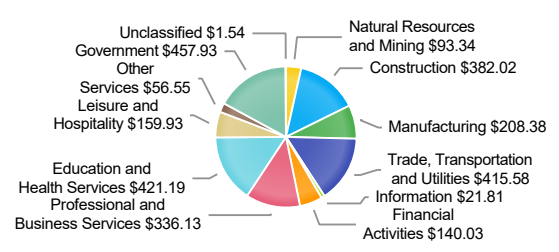
### Historical Unemployment Rates



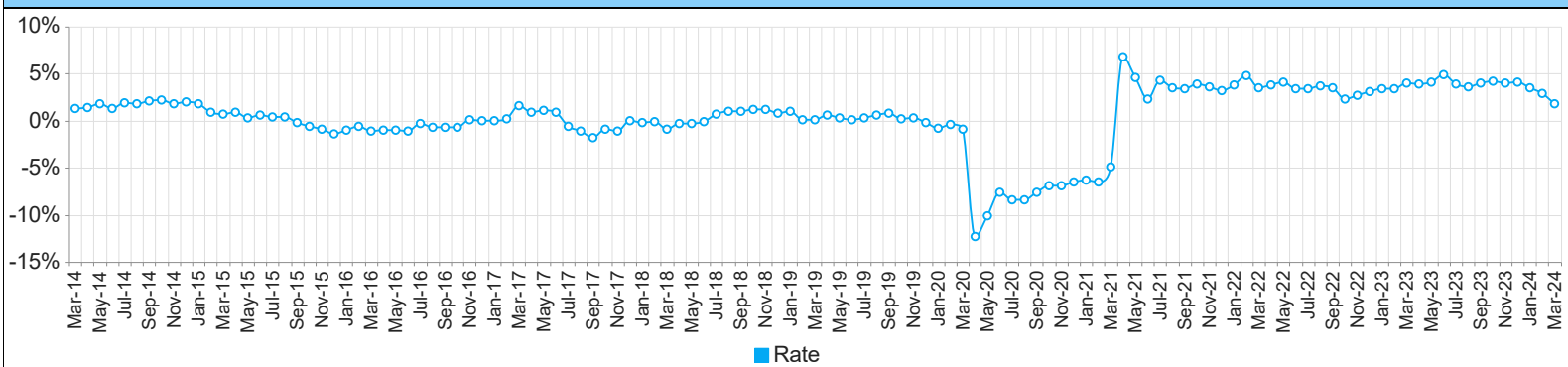
### Employment by Size Class (3rd Quarter 2023)



### Wages by Industry (in millions) (3rd Quarter 2023)



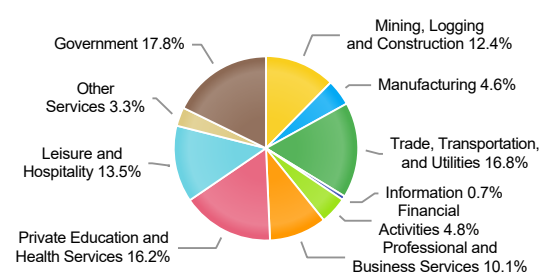
### Annual Growth Rate Total Non-agricultural employment



### Employment by Industry (March 2024)

Industry	Current Month Employment	% Monthly Change	% Yearly Change
Total Nonfarm	199,800	0.0%	1.8%
Mining, Logging and Construction	24,800	-0.4%	11.7%
Manufacturing	9,100	0.0%	3.4%
Trade, Transportation, and Utilities	33,500	-0.3%	0.0%
Information	1,400	0.0%	0.0%
Financial Activities	9,500	0.0%	4.4%
Professional and Business Services	20,100	-2.0%	-1.5%
Private Education and Health Services	32,400	-0.3%	0.3%
Leisure and Hospitality	27,000	1.5%	0.4%
Other Services	6,500	1.6%	1.6%
Government	35,500	0.6%	0.6%

### Employment by Industry (March 2024)

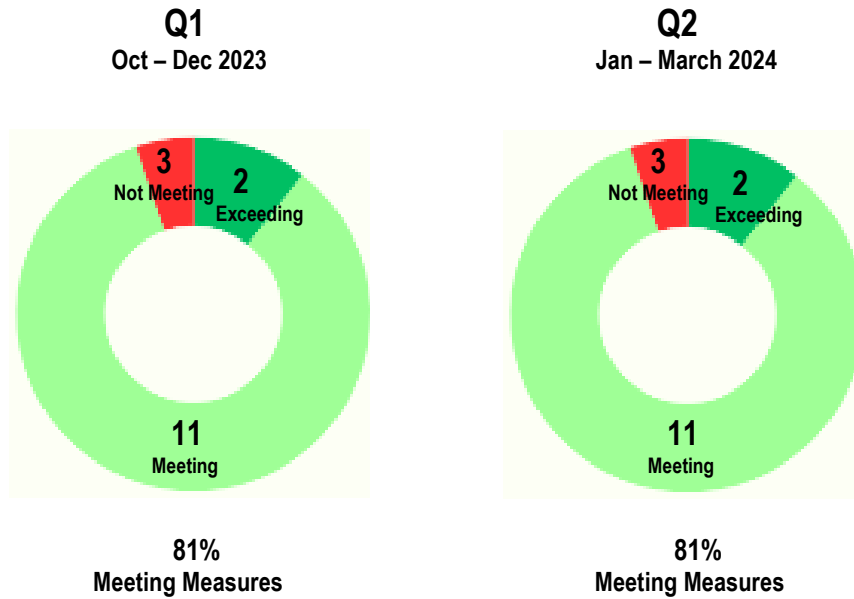


## INFORMATION ONLY

VIII – 4a. Performance Measure Update BCY 2023 – 2024

## BACKGROUND INFORMATION

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



### Background

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

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

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

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

**Board Actions: Performance Update**

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

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

**BCY24 Performance Measure Changes**

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

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

**BCY25 Performance Measure New Measures/Changes**

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

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

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

# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

**FINAL RELEASE**

As Originally Published 4/10/2024

**FEBRUARY 2024 REPORT**

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

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

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

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Rcvg Wkfc Asst Fm Bds or Self Svc	Choices Full Engagement Rate	Average # Children Served Per Day-Combined	+P	MP	-P	% MP & +P
	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q2-Q4 Post-Exit	Credential Rate								
Alamo	n/a	n/a	n/a	n/a	n/a	n/a	93.63%	2	7	7	56%
Borderplex	n/a	n/a	n/a	n/a	n/a	n/a	116.61%	5	8	3	81%
Brazos Valley	n/a	n/a	n/a	n/a	n/a	n/a	115.38%	3	7	6	63%
Cameron	n/a	n/a	n/a	n/a	n/a	n/a	102.61%	5	7	3	80%
Capital Area	n/a	n/a	n/a	n/a	n/a	n/a	102.08%	2	6	8	50%
Central Texas	n/a	n/a	n/a	n/a	n/a	n/a	106.03%	4	7	5	69%
Coastal Bend	n/a	n/a	n/a	n/a	n/a	n/a	109.56%	2	11	3	81%
Concho Valley	n/a	n/a	n/a	n/a	n/a	n/a	101.65%	5	6	5	69%
Dallas	n/a	n/a	n/a	n/a	n/a	n/a	95.85%	1	8	7	56%
Deep East	n/a	n/a	n/a	n/a	n/a	n/a	97.76%	0	12	4	75%
East Texas	n/a	n/a	n/a	n/a	n/a	n/a	100.60%	0	12	4	75%
Golden Crescent	n/a	n/a	n/a	n/a	n/a	n/a	87.84%	7	4	5	69%
Gulf Coast	n/a	n/a	n/a	n/a	n/a	n/a	102.54%	1	10	5	69%
Heart of Texas	n/a	n/a	n/a	n/a	n/a	n/a	96.99%	4	7	5	69%
Lower Rio	n/a	n/a	n/a	n/a	n/a	n/a	98.62%	1	11	4	75%
Middle Rio	n/a	n/a	n/a	n/a	n/a	n/a	93.63%	5	3	8	50%
North Central	n/a	n/a	n/a	n/a	n/a	n/a	97.21%	1	12	3	81%
North East	n/a	n/a	n/a	n/a	n/a	n/a	80.71%	4	9	3	81%
North Texas	n/a	n/a	n/a	n/a	n/a	n/a	90.43%	4	4	7	53%
Panhandle	n/a	n/a	n/a	n/a	n/a	n/a	82.67%	4	8	4	75%
Permian Basin	n/a	n/a	n/a	n/a	n/a	n/a	91.26%	1	9	6	63%
Rural Capital	n/a	n/a	n/a	n/a	n/a	n/a	97.67%	2	7	7	56%
South Plains	n/a	n/a	n/a	n/a	n/a	n/a	103.43%	9	5	2	88%
South Texas	n/a	n/a	n/a	n/a	n/a	n/a	113.01%	8	7	1	94%
Southeast	n/a	n/a	n/a	n/a	n/a	n/a	94.70%	3	8	5	69%
Tarrant	n/a	n/a	n/a	n/a	n/a	n/a	107.06%	1	11	4	75%
Texoma	n/a	n/a	n/a	n/a	n/a	n/a	94.72%	4	3	7	50%
West Central	n/a	n/a	n/a	n/a	n/a	n/a	90.30%	5	4	6	60%
<b>+P</b>	0	0	0	0	0	0	6	93			
<b>MP</b>	0	0	0	0	0	0	12	213			
<b>-P</b>	0	0	0	0	0	0	10	137			
<b>% MP &amp; +P</b>	N/A	N/A	N/A	N/A	N/A	N/A	64%	69%			
From							10/23	From			
To							2/24	To			

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods\*

BOARD NAME: **COASTAL BEND**

*FINAL RELEASE*

As Originally Published 4/10/2024

**FEBRUARY 2024 REPORT**

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		2	11	3	81.25%											
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num	YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Notes																
<b>WIOA Outcome Measures</b>																
DOL-C 1,2	Employed Q2 Post Exit – Adult (DOL)	MP	93.18%	83.60%	83.60%	77.90%	80.00%	75.10%	60 77		76.60%	80.00%			7/22	12/22
DOL-C 1,2	Employed Q4 Post Exit – Adult (DOL)	MP	104.35%	73.50%	73.50%	76.70%	73.50%	66.10%	79 103		77.30%	76.30%			1/22	6/22
DOL-C 1,2	Median Earnings Q2 Post Exit – Adult (DOL)	MP	95.25%	\$9,200.00	\$9,200.00	\$8,762.59	\$8,467.70	\$7,835.61	n/a 60	\$10,416.50	\$6,557.52				7/22	12/22
DOL-C 1,2,3	Credential Rate – Adult (DOL)	MP	97.98%	74.20%	74.20%	72.70%	65.90%	60.60%	32 44		76.20%	69.60%			1/22	6/22
DOL-C 1,2,4	Measurable Skills Gains - Adult (DOL)	-P	79.19%	66.80%	66.80%	52.90%	64.70%	54.20%	82 155		----	----	----	----	7/23	2/24
DOL-C 1,2	Employed Q2 Post Exit – DW (DOL)	+P	112.08%	81.10%	81.10%	90.90%	84.60%	77.40%	20 22		84.60%	100.00%			7/22	12/22
DOL-C 1,2	Employed Q4 Post Exit – DW (DOL)	MP	103.57%	78.50%	78.50%	81.30%	78.90%	76.90%	61 75		79.60%	83.90%			1/22	6/22
DOL-C 1,2	Median Earnings Q2 Post Exit – DW (DOL)	MP	108.30%	\$10,800.00	\$10,800.00	\$11,696.25	\$11,694.25	\$8,513.83	n/a 20	\$15,833.13	\$10,798.75				7/22	12/22
DOL-C 1,2,5	Credential Rate – DW (DOL)	MP	93.18%	85.00%	85.00%	79.20%	80.30%	71.40%	19 24		82.40%	71.40%			1/22	6/22
DOL-C 1,2,4	Measurable Skills Gains - DW (DOL)	-P	84.04%	72.70%	72.70%	61.10%	69.70%	69.40%	22 36		----	----	----	----	7/23	2/24
DOL-C 1,2	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	100.28%	71.70%	71.70%	71.90%	68.90%	70.40%	46 64		75.70%	66.70%			7/22	12/22
DOL-C 1,2	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	91.57%	75.90%	75.90%	69.50%	72.00%	65.20%	41 59		86.70%	63.60%			1/22	6/22
DOL-C 1,2	Median Earnings Q2 Post Exit – Youth (DOL)	MP	109.63%	\$4,400.00	\$4,400.00	\$4,823.93	\$3,779.69	\$3,227.33	n/a 42	\$5,480.02	\$3,299.76				7/22	12/22
DOL-C 1,2,6	Credential Rate – Youth (DOL)	MP	106.45%	57.40%	57.40%	61.10%	58.30%	42.90%	11 18		42.90%	72.70%			1/22	6/22
DOL-C 1,2,7	Measurable Skills Gains - Youth (DOL)	-P	89.24%	75.30%	75.30%	67.20%	75.30%	73.40%	45 67		----	----	----	----	7/23	2/24
LBB-NK 2	Employed/Enrolled Q2 Post Exit – C&T Participants Except Other	---	----	----	----	66.80%	68.90%	60.90%	2,622 3,925		66.80%	66.80%			7/22	12/22
LBB-K 2	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants Except Other	---	----	----	----	85.30%	85.60%	84.10%	3,027 3,548		86.10%	84.50%			1/22	6/22
LBB-K 2	Credential Rate – C&T Participants	---	----	----	----	72.17%	72.53%	58.02%	83 115		72.88%	71.43%			1/22	6/22

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 4/10/2024  
**FEBRUARY 2024 REPORT**

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

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

## Reemployment and Employer Engagement Measures

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

## Program Participation Measures

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

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



## **INFORMATION ONLY**

VIII – 5. Facilities Update

## **BACKGROUND INFORMATION**

Board Professionals will provide update on:

- Facilities: Progress of New Career Center in Corpus Christi.
- Leases of Rural Centers Updates

## WFSCB Glossary of Terms

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

## WFSCB Glossary of Terms

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