

**Panhandle Workforce
Development Board
Meeting Agenda
December 6, 2023**

PANHANDLE WORKFORCE DEVELOPMENT BOARD

2024 Meeting Calendar

I want to thank you for your dedication and commitment to the people of the Texas Panhandle and know that I am very honored and grateful to be a part of the Panhandle Workforce Development Board!

We are providing you with the 2024 Board meeting schedule. The Board must meet a minimum of four times this year. However, there may be a rare occasion that necessitates having an additional meeting. This would only occur when a board action is necessary and time is a factor.

As always if you ever have questions or wish to discuss issues and opportunities, please give me a call.

Thank You!

Marin

February 21, 2024
May 22, 2024
August 21, 2024
December 11, 2024 (Tentatively)



NOTICE OF MEETING

A meeting of the Panhandle Workforce Development Board will be held at 12:30 p.m. on Wednesday, December 6, 2023. Board members and individuals from the public may access the meeting in person at 3120 Eddy Street, Amarillo, Randall County, Texas. Lunch will be served to Board members at 12:00 p.m.

In order to accommodate Board Members and members of the public who may want to access the meeting remotely a hybrid link is provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and has been posted in the Administrative Office of the Panhandle Regional Planning Commission.

Board members and individuals of the public interested in attending this meeting by videoconference may do so by logging onto:

<https://us02web.zoom.us/j/87358341334?pwd=M3lDUWczeWIUTzJkK2VDTitLS2hSdz09>

Or may participate by phone (346) 248-7799

Meeting ID: 873 5834 1334 - Passcode: 112995

A copy of the full agenda packet for this meeting can be found on the PRPC's website at <http://www.theprpc.org>

The PWDB shall provide an opportunity for oral comments from the public during the meeting. Each person wishing to make a public comment shall be limited to three (3) minutes and limited to speaking once per comment period. Comments shall be directed to the Board as a whole. Individual Board members will not respond to questions. In the event that a group of persons supporting/opposing the same position desires to be heard, in the interest of time, a spokesperson shall be designated to express the group's position.

AGENDA

1. CALL TO ORDER

2. INITIAL PUBLIC COMMENT PERIOD

3. MINUTES

- a) Members will be asked to consider approval of the minutes from the Board's meeting held on August 23, 2023.

Also attached, for informational purposes, are:

- b) Minutes of the August 24, 2023 meeting of the Panhandle Workforce Development Consortium's Governing Body. Please note that the group concurred with the actions of the Board. No action by the Board is required.

4. LOCAL EMPLOYER OF EXCELLENCE AWARD

The Panhandle Workforce Development Board 2023 Local Employer of the Excellence Award Recognition for Cacique Foods, LLC will be presented. No action by the Board is required.

5. APPOINTMENT OF EXECUTIVE COMMITTEE 2023-2024

The Chair has appointed members to the Executive Committee for the current year which covers July 1, 2023 to June 30, 2024. No action by the Board is required.

6. PROGRAM PRESENTATION – WIOA PROGRAM SERVICES

Jennifer Galloway, Training Services Program Manager with Workforce Solutions Panhandle, will provide a Workforce Innovation and Opportunity Act (WIOA) Program services overview. No action by the Board is required.

7. BOARD ATTESTATION & COMMUNITY IMPACT STATEMENT

Members will be provided with the Board Attestation & Community Impact Statement submitted last month to the Texas Workforce Commission (TWC), as part of the Panhandle Workforce Development Board's 2023-24 Board Oversight Capacity. No action by the Board is required.

8. REPORTS ON GRANTS

A review of reports on the Panhandle's grants for October 1, 2022 – September 30, 2023 will be presented. No action by the Board is required.

9. BYLAWS FOR CHILD CARE ADVISORY COMMITTEE

Members will be asked to consider the approval of the Bylaws for the Panhandle Workforce Development Board's Child Care Advisory Committee.

10. APPOINTMENT OF THE CHILD CARE ADVISORY COMMITTEE

Members will be asked to consider the appointment of eight volunteers to serve as the Panhandle Workforce Development Board's Child Care Advisory Committee.

11. **UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES**

Members will be asked to consider proposed updates to current local PWDB policy:

- a) Customer Incentives
- b) Support Services
- c) Components of WIOA Youth Program Participation
- d) NCP Choices Case Closure
- e) Child Care Services
- f) Child Care Services – Preventing, Detecting, Reporting Suspected Fraud, and Recovery of Improper Payments, and Corrective Action

Public comment opportunity and Member vote will be recognized.

12. **LOCAL MONITORING REPORT**

Members will be provided with an update on monitoring activities. No action by the Board is required.

13. **CONTRACTOR’S REPORT ON WORKFORCE ACTIVITIES**

Huxford Group, LLC President and WSP Director, Mr. Trent Morris, will discuss recent and upcoming regional workforce activities. No action by the Board is required.

14. **DIRECTOR’S REPORT ON WORKFORCE ACTIVITIES**

Workforce Development Director, Mr. Marin Rivas, will discuss recent and upcoming regional workforce activities. No action by the Board is required.

15. **CURRENT MEMBERSHIP LIST**

Informational item only. No action by the Board is required.

16. **FINAL PUBLIC COMMENT PERIOD**

17. **ADJOURN**

PUBLIC NOTICE

This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); and Section 551.053 (Notice Requirements of a Political Subdivision Extending into Four or More Counties). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and has been posted in the Administrative Office of the Panhandle Regional Planning Commission.

Posted this 29th day of December 2023, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



Leslie Hardin



ITEM 3a
Workforce Development Board
Minutes



PANHANDLE REGIONAL PLANNING COMMISSION
Panhandle Workforce Development Board
Minutes
August 23, 2023

The regular meeting of the Panhandle Workforce Development Board was held at 12:30 p.m. on Wednesday, August 23, 2023.

In order to accommodate Board members and members of the public who wanted to access the meeting remotely, a hybrid link was provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Panhandle Workforce Development Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice was filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and was posted in the Administrative Office of the Panhandle Regional Planning Commission.

Board members and individuals from the public who desired to attend in person, accessed the meeting at Workforce Solutions Panhandle, 3120 Eddy Street, Amarillo, Randall County, Texas.

Mr. Caddell presided.

MEMBERS PRESENT:

- Jay Barrett, AmTech Career Academy
- Ryan Bradley, Hunting Titan
- Kevin Caddell, Furniture Fashions, LTD
- Sonja Clark, Bell Textron, Inc.
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Kristi Hanes, Night & Day, Care & Play Inc.
- Crystal Hermesmeyer, Shamrock Economic Development Corporation
- Lisa Lillard, Texas Health and Human Services Commission
- Jahnel McClain, Goodwill Industries of Northwest Texas
- Amy Moran, CNS Pantex
- David Parker, Harwell & Cook Orthodontics
- John Roberts, Central South Carpenters Regional Council
- Paul Salazar, West Texas Electrical Joint Apprenticeship & Training Committee
- Geneva Tiller, Texas Workforce Solutions Vocational Rehabilitation Services
- Uriel Villa, Edward Jones Investments

MEMBERS ABSENT:

- Francisco Apodaca, Apodaca Brothers
- Betty Bara, La Fiesta Grande
- Texas “Tex” Buckhaults, Clarendon College
- Tamara Clunis, Amarillo College
- Amy Rambo, BSA Health System
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- Lisa White, Amarillo Public Library
- Magi York, Panhandle Community Services

OTHERS PRESENT:

Lisa Whatley, AmTech Career Academy; Sarah Barnes, Jason Britsch, Alissa Carter, Phillip Flores, Ray Flores, Jennifer Galloway, Karron Gilbreath, Trent Morris, and April Slatter, Workforce Solutions Panhandle.

STAFF PRESENT:

Gracie Aragon, Kathy Cabezuela, Rosie Gonzalez, Leslie Hardin, Jolene Ortega, Mike Peters, Heather Reid, Marin Rivas, and Trenton Taylor.

1. CALL TO ORDER

Mr. Caddell called the meeting to order noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the Board’s May 24, 2023 meeting. Mr. Salazar moved to approve the minutes as presented. Mr. Roberts seconded the motion; the motion carried.

4. ELECTION OF OFFICERS

Members were asked to elect new Officers (Chair and Vice-Chair) for the coming year covering the period of July 1, 2023 through June 30, 2024. Mr. Roberts made a motion to elect Mr. Caddell to serve as Chair. Ms. Hanes seconded the motion; the motion carried. Ms. Lillard made a motion to elect Mr. Parker to serve as Vice-Chair. Mr. Roberts seconded the motion; the motion carried.

5. PROGRAM PRESENTATION – TEACHER EXTERNSHIP

Phillip Flores, Business Services Representative with Workforce Solutions Panhandle, provided a Business Services / Teacher Externship overview. No action by the Board was required.

6. REPORT ON GRANTS

Staff presented reports on the Panhandle’s grants for October 1, 2022 – June 30, 2023. No action by the Board was required.

7. ADVISORY COMMITTEES

Members were asked to consider the creation of two committees to assist the Panhandle Workforce Development Board in its duties:

- Child Care – Individuals with expertise in child care or early childhood education, and/ or interest in developing policies to assist Texas children to enter school with the foundational knowledge and skills to be curious, confident and successful learners; and
- Youth/Young Adult – Individuals with expertise and/or interest in developing policies to assist youth and young adults between the ages of 16-24 in assessment of skills and interests, and determining career options and reaching goals.

Ms. Clark moved to create the two committees, as recommended. Mr. Barrett seconded the motion; the motion carried.

8. PARTNERSHIP AGREEMENT AND BYLAWS

Members were asked to consider updates to the Board's Bylaws and the Partnership Agreement with the Panhandle Workforce Development Consortium's Governing Body for the Panhandle Workforce Development Area. Mr. Roberts moved to approve the updates. Mr. Parker seconded the motion; the motion carried.

9. LOCAL MONITORING REPORT

Members were updated on monitoring activities. No action by the Board was required.

10. WORKFORCE DEVELOPMENT PROGRAM OPERATION AND SERVICE DELIVERY CONTRACT RENEWAL 2023-2024

Members were asked to consider completion and execution of a contract renewal with Huxford Group, LLC to deliver workforce development and child care program services for the period of October 1, 2023 through September 30, 2024. Ms. Hanes moved to approve the completion and execution of the renewal. Mr. Salazar seconded the motion; the motion carried.

11. CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES

Mr. Trent Morris, Huxford Group, LLC President and Workforce Solutions Panhandle Director, discussed recent and upcoming regional workforce activities. No action by the Board was required.

12. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

Mr. Marin Rivas discussed recent and upcoming regional workforce activities. No action by the Board was required.

13. CURRENT MEMBERSHIP LIST

Informational item only. No action by the Board was required.

14. FINAL PUBLIC COMMENT PERIOD

None.

15. ADJOURN

There being no further business to come before the Board, Ms. Clark moved that the meeting adjourn. Mr. Barrett seconded the motion; the meeting adjourned.



ITEM 3b
Consortium's Governing Body
Minutes



PANHANDLE REGIONAL PLANNING COMMISSION
Panhandle Workforce Development Consortium's Governing Body
Minutes
August 24, 2023

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, August 24, 2023, at 11:30 a.m.

In order to accommodate Body's members and members of the public who wanted to access the meeting remotely, a hybrid link was provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Panhandle Workforce Development Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice was filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and was posted in the Administrative Office of the Panhandle Regional Planning Commission (PRPC).

Body members and individuals from the public who desired to attend in person, accessed the meeting at the PRPC office at 415 S.W. 8th Avenue, Amarillo, Potter County, Texas.

Judge D J Wagner, Chair, presided.

MEMBERS PRESENT:

- D J Wagner, County of Deaf Smith
- Chris Porter, County of Gray
- Terri Carter, County of Sherman
- Harold Keeter, County of Swisher

MEMBERS ABSENT:

- Cole Stanley, City of Amarillo
- Dan Looten, County of Carson
- Cindy Irwin, County of Hutchinson

OTHERS PRESENT:

Carter Estes, Amarillo Mayor's Office; Phillip Flores, and Trent Morris, Workforce Solutions Panhandle

STAFF PRESENT:

Gracie Aragon, Kathy Cabezuela, Natasha Clower, Rosie Gonzalez, Leslie Hardin, Jolene Ortega, Heather Reid, and Marin Rivas

1. CALL TO ORDER

Judge Wagner called the meeting to order, noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered the minutes from the May 25, 2023 meeting of the Governing Body. Judge Carter moved for approval. Judge Keeter seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only. No action by the Body was required.

5. ELECTION OF OFFICERS

Members were asked to elect new Officers (Chair and Vice Chair) for the coming year covering the period of July 1, 2023 through June 30, 2024. Judge Keeter moved to re-elect Judge Wagner to a second term as Chair and Judge Irwin to a second term as Vice-Chair. Judge Carter seconded the motion; the motion carried.

6. APPOINTMENTS OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

The body considered the appointment of two new individuals to serve on the Panhandle Workforce Development Board. Judge Carter made a motion to approve the appointments of Mr. Jason Vaden and Mr. Brian Wasden, as presented. Judge Porter seconded the motion; the motion carried.

7. GOVERNANCE AGREEMENTS

Members were asked to consider updates to the Panhandle Workforce Development Consortium's Interlocal Agreement; and the Consortium's Partnership Agreement with the Panhandle Workforce Development Board. Judge Keeter moved to approve the updates as presented. Judge Carter seconded the motion; the motion carried.

8. ITEMS CONSIDERED AT THE LAST MEETING OF THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members were asked to review agenda items presented and consider concurrence with actions taken at the August 23, 2023 meeting of the Panhandle Workforce Development Board:

8a. MINUTES

Minutes from the PWDB meeting held on May 24, 2023.

8b. ELECTION OF OFFICERS

Board members elected Mr. Kevin Caddell to serve as the Board's Chair and Mr. David Parker to serve as the Board's Vice Chair.

8c. PROGRAM PRESENTATION

Phillip Flores, Business Services Representative with Workforce Solutions Panhandle, provided an overview of the Summer 2023 Teacher Externship Program.

8d. REPORTS ON GRANTS

A review of reports on the Panhandle's grants for October 1, 2022 – June 30, 2023.

8e. ADVISORY COMMITTEES

Members were asked to consider the creation of two committees to assist the Panhandle Workforce Development Board in its duties:

- Child Care – Individuals with expertise in child care or early childhood education, and/or interest in developing policies to assist Texas children to enter school with the foundational knowledge and skills to be curious, confident and successful learners; and
- Youth/Young Adult – Individuals with expertise and/or interest in developing policies to assist youth and young adults between the ages of 16-24 in assessment of skills and interests, and determining career options and reaching goals.

8f. PANHANDLE WORKFORCE DEVELOPMENT BOARD BYLAWS

Members were asked to consider updates for the Board's Bylaws.

8g. LOCAL MONITORING REPORT

Members were updated on monitoring activities.

8h. WORKFORCE DEVELOPMENT PROGRAM OPERATION AND SERVICE DELIVERY CONTRACT RENEWAL 2023-2024

Members were asked to consider completion and execution of a contract renewal with Huxford Group, LLC to deliver workforce development and child care program services for the period of October 1, 2023 through September 30, 2024.

8i. CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES

Mr. Trent Morris, Huxford Group, LLC President and Workforce Solutions Panhandle Director, discussed recent and upcoming regional workforce activities.

8j. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

Mr. Marin Rivas discussed recent and upcoming regional workforce activities.

8k. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

Judge Carter moved to approve action needed for the Body and to concur with actions taken at the PWDB meeting. Judge Keeter seconded the motion; the motion carried.

9. FINAL PUBLIC COMMENT PERIOD

None.

10. ADJOURN

There being no further business to come before the Body, Judge Carter moved to adjourn the meeting. Judge Porter seconded the motion; the motion carried and the meeting adjourned.



ITEM 4

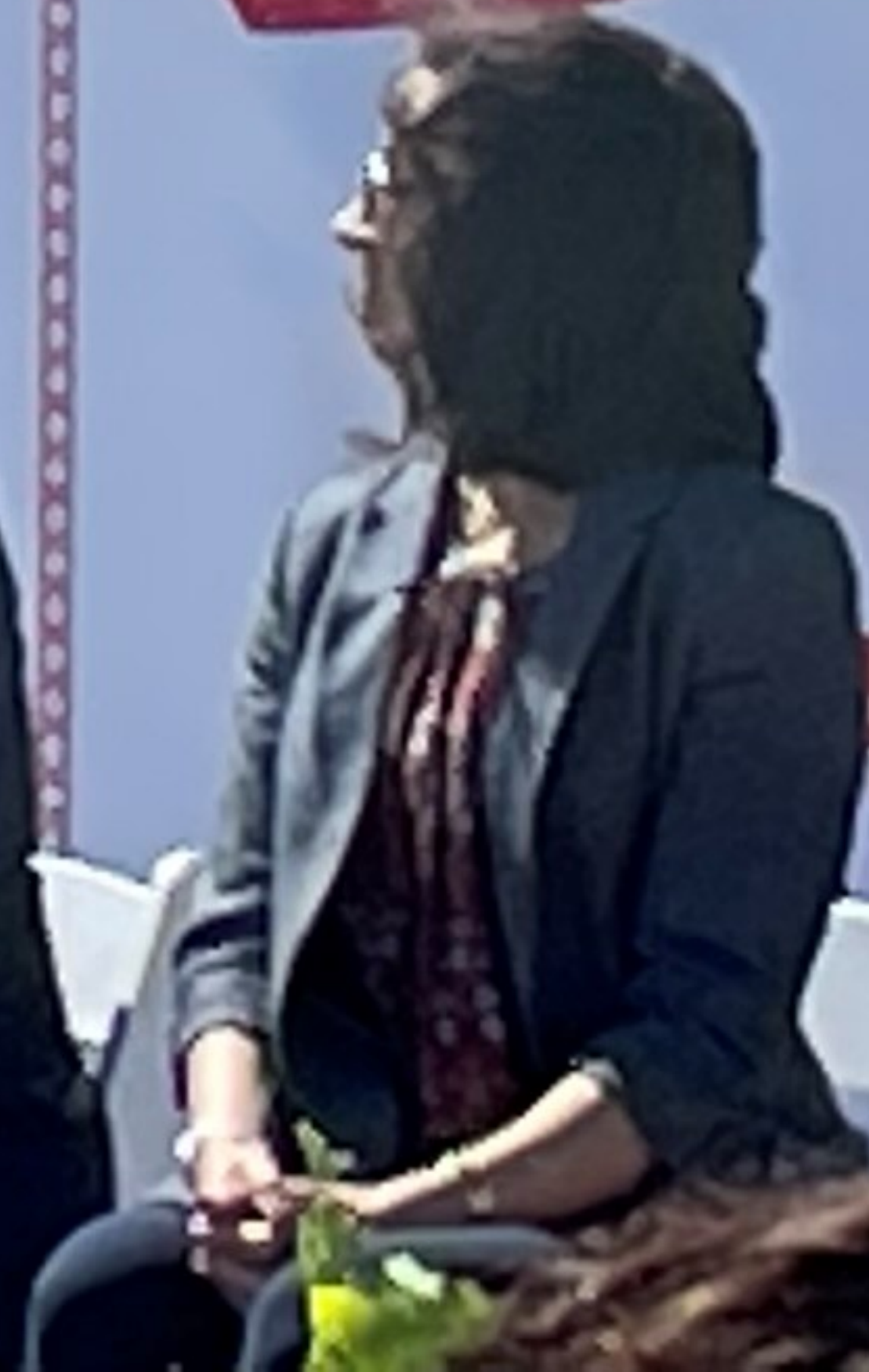
2023 Texas Workforce Commission Annual Conference Local Employer of Excellence Award

The Local Employer of Excellence Award honors one private-sector employer in each local workforce development area whose efforts and initiatives, in relationship with the Texas workforce system, have had a positive effect on workers, the community, and other employers. The recognition of one employer who, as a customer of, and collaborator with, the Local Workforce Development Board, created or used innovative approaches to support the Texas workforce system's mission statement and helps ensure that Texas remains economically competitive.

Workforce Solutions Panhandle proudly selected Cacique Foods, LLC for the Local Employer of Excellence Award at the 2023 Texas Workforce Commission Annual Conference. Cacique Foods, a Hispanic foods producer in Amarillo, has made a significant impact on the Texas Panhandle by creating up to 200 jobs in the first phase and anticipating a total of 500 jobs through their recent \$88 million investment in a state-of-the-art dairy processing facility. Their collaboration with Workforce Solutions Panhandle and the Panhandle Workforce Development Board, along with active engagement in training programs and partnerships with educational institutions, showcase their commitment to equipping the workforce with necessary skills and resources. Cacique Foods' dedication to fostering economic growth and supporting the Texas workforce system's mission makes them a deserving candidate for this prestigious award.



Cacique®



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AMARILLO
AND OPENING

MAY 11, 2022



ITEM 5

An Executive Committee will be comprised of the Chairperson, Vice Chairperson and five additional members appointed by the Chairperson, giving consideration to a balanced representation of the Board as a whole. The Executive Committee will identify, analyze and develop recommendations on items, issues and initiatives as deemed appropriate by the Chairperson. At the discretion of the Chairperson, the Executive Committee may act on behalf of the Board on matters requiring such prompt action that the Board cannot be convened for a special meeting. Such actions will be subject to ratification by the Board.

EXECUTIVE COMMITTEE
PANHANDLE WORKFORCE DEVELOPMENT BOARD
FOR JULY 1, 2023 – JUNE 30, 2024

– CHAIR –

PRIVATE SECTOR (AREA I – DALLAM, HARTLEY, MOORE, OLDAHM, AND SHERMAN COUNTIES)

Mr. Kevin Caddell, Owner
Furniture Fashions, LTD
Dalhart, Texas

– VICE CHAIR –

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker, Chief Operating Officer
Harwell & Cook Orthodontics
Amarillo, Texas

– CHAIR APPOINTMENTS –

PRIVATE SECTOR (AREA II - HANSFORD, HEMPHILL, HUTCHINSON, LIPSCOMB, OCHILTREE AND ROBERTS COUNTIES)

Ms. Michelle Griffin, President
Amarillo National Bank – Borger Branch
Borger, Texas

POST- SECONDARY EDUCATION

Mr. Texas D. “Tex” Buckhaults, President
Clarendon College
Clarendon, Texas

SECONDARY EDUCATION

Mr. Jay Barrett, Principal
Amarillo Area Center for Advanced Learning
Amarillo Independent School District
Amarillo, Texas

PRIVATE SECTOR – AT LARGE

Mr. Charlie Rivas, Chief Executive Officer
Rivas Environmental Consultants
Amarillo, Texas

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Kristi Hanes, Co-Owner/Director
Night & Day, Care & Play, Inc.
Amarillo, Texas



ITEM 7a

Board Oversight Capacity - Attestation

BOARD OVERSIGHT CAPACITY

Board Attestation

Purpose

As required by law ([Texas Labor Code §302.048](#)), the Texas Workforce Commission (TWC) evaluates Board capacity to oversee and manage local funds and the delivery of local workforce services, and makes the evaluation results available.

Board Name: Panhandle

Form Submitter: Leslie Hardin, Program Manager

Board Attestation

Develop, maintain, and upgrade comprehensive fiscal management systems.

- ✓ Does the Board, during its regularly scheduled meetings, include a quarterly review of the financial status of the Board and its service provider, for all funding sources it administers?

Yes No

Hire, train, and retain qualified staff to carry out the Board's oversight activities.

- ✓ Has the Board hired or retained qualified staff (Executive Director, Chief Financial Officer, Program Director, Contract Management Staff, Monitoring staff) to oversee contractor?

Yes No

Oversee and improve the operations of Workforce Solutions Offices served by the Board

- ✓ Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with the local contractor?

Yes No

- ✓ Has the Board applied its service improvement policy when necessary?

Yes No

Manage the contractors' performance across multiple Board programs

- ✓ Does the Board hold performance oversight meetings, do performance reviews, or during its regularly scheduled meetings include a review of its status on contracted performance measures at least 4 times throughout the year?

Yes No



ITEM 7b
Board Oversight Capacity
Community Impact Statement

Community Impact Statement

Oversight

The Panhandle Workforce Development Board (PWDB) continued its oversight of the Workforce Solutions Panhandle (WSP) system with its focus on assisting job seekers in finding self-sustaining, stable employment, as well as helping employers in finding qualified workers and services.

Business and Employer Services

Business Services Unit (BSU)

This WSP specialized division is tailored to meet employers' workforce needs. The WSP Business Service Representatives (BSRs) work with employers and offer customized business consulting services, such as addressing human resource challenges and identifying the skills sets needed by industry.

During 2023, the BSU hosted a substantial number of job fairs and hiring events, totaling 118 in number. The locations of these events were strategically distributed throughout the Texas Panhandle area, catering to a diverse range of job seekers and employers. The events encompassed both large-scale job fairs and more intimate hiring events, aiming to provide comprehensive employment opportunities and support to the local workforce.

2023 Event Totals	
Number of Events	118
Employers Served	534
Rural Employers Served	185
Job Seekers Served	8,105
Reported Hires	1,293

Job Fairs

Job Fairs are held for multiple employers. WSP hosts the semiannual Amarillo Job Fair, *Hiring Red, White & You!* Veterans Job Fair, and several regional events throughout the year, providing large-scale recruitment opportunities to the business communities of Amarillo and the surrounding areas.

Large-Format Job Fairs	
Number of Events	8
Employers Served	300
Job Seekers Served	2,829
Reported Hires	566

Hiring Events

Hiring Events, held for a single employer, are generally smaller and more personal events that allow for one-on-one communication between the employer and job candidate.

Single Employer Hiring Events	
Number of Events/Employers Served	108
Job Seekers Served	2,046
Reported Hires	721

Career Fairs

Career fairs are an essential part of connecting what students explore when they start to participate in post-secondary and career planning in middle and high school, and how they apply it later as they come closer to realizing those plans.

Career Fairs hosted during 2023 included the *Exploring Pathways into Careers (EPIC)* High School Career Fair and the AmTech Career Fair.

Career Fairs	
Number of Events	2
Employers Served	126
Students Served	3,230

Rapid Response & Layoff Aversion

The BSU at WSP benefits employers in the Texas Panhandle area by offering Rapid Response and Layoff Aversion services. These services are crucial in assisting employers during challenging times and promoting economic stability in the region.

Rapid Response Services:

- **Timely Support:** The unit provides employers with immediate assistance when facing layoffs or closures. This timely response helps mitigate the negative impacts of such situations;
- **Customized Solutions:** WSP tailors its support to meet the specific needs of each employer, ensuring that the provided assistance aligns with the unique circumstances of the business; and
- **Resource Coordination:** Employers can rely on the unit to coordinate resources such as unemployment insurance information, job placement assistance, and retraining opportunities for affected employees.

Layoff Aversion Services:

- **Preventing Layoffs:** The BSU works closely with employers to identify strategies and alternatives to layoffs, helping to retain skilled and experienced workers during economic downturns;
- **Cost Savings:** By helping employers avoid layoffs, the unit contributes to cost savings for businesses, reducing the need for costly recruitment, and training of new employees; and
- **Maintaining Workforce Stability:** Layoff aversion services contribute to the overall stability of the regional workforce, which, in turn, benefits the broader community and economy.

During 2023, the Rapid Response services and activities offered by the BSU at WSP encompassed technical assistance to companies such as Owens Corning, Arden Companies, and AIG, among others. These services were designed to provide valuable support to these businesses during periods of economic challenges, facilitating effective navigation of issues like layoffs and closures.

Furthermore, the unit extended its Rapid Response services to businesses located in the Texas Panhandle region that had been adversely affected by weather-related closures. This inclusive approach acknowledged the unique needs and circumstances of these businesses, reaffirming WSP's commitment to aiding the broader community and promoting the recovery and resilience of local businesses in the face of weather-related disruptions.

Labor Market Information

The BSU at WSP played a pivotal role in supporting economic development throughout the Texas Panhandle in 2023. Their efforts extended beyond individual company assistance to collaborating with various stakeholders in the region, resulting in several noteworthy accomplishments:

Assistance to Economic Development Corporations (EDCs): The BSU actively assisted EDCs throughout the Texas Panhandle by providing critical reports and data. This invaluable information aids EDCs in attracting new employers to the area, fostering economic growth, and expanding job opportunities.

Engagement with Professional Associations: BSU staff actively participated in knowledge-sharing initiatives by presenting at prominent events. Notable presentations were made at the Panhandle Human Resources Association, the Amarillo EDC's "Build your Talent Toolbox" program, the Dalhart EDC's Workforce Consortium, and at the regional Amarillo College campuses. These presentations allowed for the dissemination of expertise and best practices in workforce development.

Role of Workforce and Labor Market Information: Recognizing the significance of Workforce and Labor Market Information, the BSU emphasizes the importance of accurate, objective, relevant, timely, and accessible Labor Market Information for the Texas Panhandle's economy. This information serves multiple key purposes, including:

- Building a skilled workforce to enhance business competitiveness and spur economic growth;
- Strengthening career pathways and guiding skill attainment for improved job prospects, economic opportunities, and career advancement;
- Understanding the dynamic nature of work and its impact on the workforce and the regional economy; and
- Ensuring the effective allocation of workforce training and education funds.

Collaborative Efforts: The BSU's collaboration extends to working closely with colleges, universities, and employers. This collaborative approach fosters a cohesive ecosystem that focuses on aligning workforce development with the needs of both businesses and the workforce, ultimately contributing to the overall prosperity of the Texas Panhandle.

The BSU at WSP in 2023 actively engaged with EDCs, professional associations, and educational institutions to provide essential data, share expertise, and promote the importance of Workforce and Labor Market Information. These efforts played a crucial role in supporting economic development, job growth, and education in the Texas Panhandle region.

Career Pathways Mapping

WSP’s Business Services staff, in cooperation with the Panhandle Community Partnership worked on creating an interactive website to clearly visualize career pathway maps. This tool features Target Occupations from the Panhandle Workforce Development Area (PWDA), including wage, education requirements, and up-to-date Labor Market Information.

Pathways link increasing levels of certification, education, and employment; and support students in choosing among the opportunities that interest them.

This tool is designed for community colleges, their K-12 partners, and four-year institutions to use in mapping strong, seamless career pathways. Clear career pathways maps enable more students to advance through college, attain credentials with labor market value, and earn wages that sustain their families. The website can be viewed by visiting <https://panhandlecommunitypartnership.com/>

Teacher Externships

In partnership with Region 16 Education Service Center (ESC) and Panhandle Community Partnership, WSP provided teacher externships in the summer of 2023. These externships provided an experience in which teachers spent time in a workplace to learn through direct experience about trends, skills requirements and opportunities in industries related to their subject, to enrich and strengthen their teaching, and bring relevance to student learning.

2023 Summer Teacher Externship	
Successfully Completed Externship	41
Rural Teachers	52%
Lesson Plans Submitted	100%
Employers Recruited to Host an Extern	38
Rural Employers	42.11%
Teachers Outreached	1,407
Students that will Benefit	5,978
Stipends Issued	\$41,000.00

Employer Services

WSP plays a crucial role in providing a comprehensive array of employment-related services to employers across the 26 counties that constitute the PWDA in Texas. These services are instrumental in supporting the local economy, fostering workforce development, and assisting businesses in finding and retaining skilled talent. Here's an overview of how WSP serves employers within its designated area:

Job Posting and Matching: WSP operates an online job portal where employers can post job openings. They utilize advanced matching algorithms to connect job seekers with suitable employment opportunities, helping employers find qualified candidates efficiently.

Recruitment Assistance: WSP offers recruitment assistance to employers, including pre-screening and assessment of candidates to ensure they meet the required qualifications. This saves employers valuable time and resources in the hiring process.

Labor Market Information: WSP provides employers with up-to-date Labor Market Information specific to the Panhandle region. This data includes wage trends, workforce demographics, and industry insights, allowing employers to make informed decisions about their workforce needs.

Customized Workforce Solutions: WSP collaborates closely with local employers to develop tailored workforce solutions. This includes creating on-the-job training programs, apprenticeships, and other initiatives that align with the unique needs of businesses in the area.

Training and Skill Development: Employers can access training resources and programs to enhance the skills of their workforce. WSP offers information on available training grants and programs to assist with upskilling and retraining efforts.

Tax Credits and Incentives: WSP educates employers about tax credits and hiring incentives that may be available to them for hiring specific target groups, such as veterans, individuals with disabilities, or individuals from economically disadvantaged backgrounds.

Job Fairs and Recruitment Events: WSP organizes job fairs and recruitment events that connect local employers with a diverse pool of job seekers. These events provide an excellent opportunity for businesses to meet potential candidates face-to-face.

Interview Facilities: Some WSP offices offer dedicated interview facilities where employers can conduct job interviews. These facilities are equipped with the necessary amenities to make the hiring process convenient.

Employee Retention Strategies: WSP offers guidance to employers on effective employee retention strategies, including best practices for creating a positive workplace culture and reducing turnover.

Compliance Assistance: WSP assists employers in understanding and complying with labor laws and regulations, ensuring that they maintain a legal and safe work environment.

Workforce Development Partnerships: WSP actively collaborates with local educational institutions, industry associations, and community organizations to develop strategic partnerships that benefit both employers and the workforce.

By facilitating job matching, providing labor market data, and fostering partnerships, the center plays a pivotal role in supporting economic growth and enhancing the region's workforce.

Employers	
Services to Employers	18,680
New Employers Registered in BCY23	169
Unduplicated Employers Served	1,624
Subsidized/Unpaid Employment Agreement	117

WSP staff utilize the WorkInTexas.com website to efficiently connect employers with qualified candidates within the PWDA. They post job openings on the platform, customize listings to meet employer needs, and employ targeted outreach to ensure job postings reach relevant demographics.

Staff also leverage the platform's candidate search and matching capabilities to identify and refer potential candidates to employers, streamlining the hiring process. Monitoring tools and communication features help track performance and facilitate interactions with both employers and job seekers, making WorkInTexas.com a valuable resource for supporting workforce development and local businesses in the region.

Employer Job Postings	
Job Orders Placed	5,862
Employers Posting Jobs	663
Job Openings	10,699
Job Referrals	25,194
Applications Submitted	11,705

Branding/News Media

Beginning in October 2022, WSP has garnered noteworthy recognition through extensive media coverage, amassing a total of more than 20 news stories across various mediums, including television, newspapers, and online platforms. These stories have spotlighted a range of impactful initiatives undertaken by WSP, underscoring significant contributions to the community.

Among the highlighted achievements are:

- Job Fairs & Hiring Events
- Natural Disaster Assistance for employers and affected citizens
- Rapid Response information for job seekers
- Job Training and equipment grants to local employers and educational institutions
- Labor Market Information

This commitment to empowering the local workforce has been showcased through appearances on local radio and television shows, where staff have played a pivotal role in promoting WSP and fostering connectivity between job seekers and potential employers.

Community Outreach

Education Outreach Specialist

The Education Outreach Specialist (EOS) is a new position with WSP. The EOS provides in-school services to school districts in the region. Services provided to these districts are career guidance, career preparation, and workforce information to students. There are sixty-one school districts and three charter schools with two hundred twenty-six (226) campuses in a 26,000 square mile area in the Texas Panhandle region. Six school districts have signed commitment documents to work with the EOS, and five others are in the process. More districts are being contacted monthly. Every district contacted to participate has been very excited and receptive to the services the EOS can provide. Of course, the goal is to serve all the districts in the region at some point, but the goal is to start small and deliver excellent services.

There is a wide range of services that an EOS can provide. Each district can personalize their services to fit the needs and demands of their students. Specialists provide engaging and interactive presentations/workshops to 6th-12th grade students in a classroom setting on the following topics: labor market and high-demand jobs, employability skills, work-based learning, and postsecondary pathways. Students can be empowered to make well-informed postsecondary decisions using resources and other existing tools provided by the Texas Workforce Commission (TWC). Virtual reality career exploration is an option as well. School campuses can utilize up to 10 virtual reality headsets and get hands-on experience in high-demand industries, including manufacturing, hospitality and tourism, skilled trades, warehouse and storage, public safety, automotive, health science, information technology, architecture, and construction. The main focus of the EOS is to provide each district with specialized instruction conducive to the needs of their district and build great relationships with students.

Social Media

WSP employs diverse social media platforms to engage a wide audience in the PWDA.

Facebook, WSP's main page caters to all 26 Panhandle counties, offering valuable information and updates. Additionally, 12 localized pages target specific cities and job seekers, tailoring content to their unique needs. The WSP Facebook Page can be viewed at <https://www.facebook.com/WSPanhandle/>

LinkedIn is used for professional networking, connecting with employers, industry leaders, and job seekers. LinkedIn Page can be viewed at <https://www.linkedin.com/company/workforce-solutions-panhandle/>

YouTube houses a catalog of 40+ occupation-specific videos featuring local professionals. These videos align with Texas Panhandle's Target Occupations list and educate middle and high school students about potential careers. Hometown Success Videos can be viewed at <http://www.hometownsuccess.net/>

WSP's Business Services team strategically uses Facebook, LinkedIn, Instagram, and YouTube to engage job seekers, employers, and educational institutions effectively.

Social Media Totals	
Total Followers	Page Reach
15,496	248,094

Across all social media platforms, WSP has amassed a dedicated following of 15,496 individuals. Furthermore, the cumulative reach of WSP's social media content for the current year, 2023, stands at an impressive 248,094 individuals. These figures underscore the vital role that social media plays in the WSP organization's communication strategy, facilitating information dissemination and active engagement with the PWDA's communities.

Social Media		
Facebook		
Pages	Total Followers	Page Reach
Workforce Solutions Panhandle	6,417	233,894
Amarillo Job Pop	2,126	2,823
Borger Job Pop	1,253	1,842
Pampa Job Pop	1,134	1,526
Dumas Job Pop	1,002	1,610
Hereford Job Pop	794	1,243
Dalhart Job Pop	780	1,031
Youth Connections	356	240
Career Explorer	180	221
Childress Mobile Workforce Unit	47	256
Perryton Mobile Workforce Unit	42	362
Tulia Mobile Workforce Unit	33	429
Dimmitt Mobile Workforce Unit	14	116
Instagram		
Workforce Solutions Panhandle	516	2,501
Twitter		
Workforce Solutions Panhandle	802	Unavailable

Google's Business Profile Interactions for WSP refer to the various ways in which users engage with WSP's Google Business Profile. This includes actions such as viewing the profile, clicking on the website link, requesting directions, or making phone calls. These interactions provide valuable insights into how users are discovering and engaging with WSP through Google Search and Maps, enabling the organization to optimize its online presence and better serve the target audience.

Google Search Results	
Business Profile Interactions - Amarillo	22,176
Calls	7,960
Directions	4,448
Website Clicks	9,761
Business Profile Interactions - Borger	2,496
Calls	1,044
Directions	804
Website Clicks	732
Business Profile Interactions - Hereford	972
Calls	276
Directions	578
Website Clicks	144

GovDelivery

In an era of rapid information dissemination, effective communication is paramount for government agencies like WSP. The utilization of GovDelivery has revolutionized how Business Services staff outreach both employers and job seekers, streamlining the process and enhancing the reach of critical information.

Bulletins* Topics Sent

- **Monthly Texas Panhandle Labor Market Update for Employers**
- **WSP Job Fairs and Hiring Event Information**
- **Matters of Public Interest to the Press**
- **Employer and Job Seeker Newsletters**

The implementation of GovDelivery has significantly augmented the outreach capabilities of Business Services staff at WSP. By leveraging this platform, they can efficiently deliver vital information to employers, job seekers, the press, and other stakeholders. This streamlined communication process ensures that crucial updates and resources are readily accessible, contributing to a more informed and connected community. GovDelivery has become an indispensable tool in enhancing the agency's mission to serve the workforce needs of the Texas Panhandle region.

Subscribers	
Total Subscribers	17,919
Employers	2,402
Job Seekers	11,215

***Bulletins: A Brief Overview** A bulletin, in the GovDelivery context, is a concise and targeted message that serves as a vital tool for conveying information to a specific audience. These messages are designed to be clear, informative, and relevant to the recipients. They are a means of directly connecting with subscribers and conveying timely updates.

Bulletin Analytics	
Bulletins Sent	27
Total Recipients	68,408
Total Delivered	62,976
Unique Email Opens	20,871
Unique Email Open Rate (%)	33.2%

GovDelivery Engagement by Month		
Month	Unique Recipients	Engagement Rate
Sep 2023	11,264	53.07%
Aug 2023	11,231	48.12%
Jul 2023	10,831	42.56%
Jun 2023	10,177	34.06%
May 2023	10,039	31.97%
Apr 2023	8,419	31.63%

GovDelivery is a powerful digital communication platform that serves as a crucial link between WSP and its customers. It enables the efficient delivery of vital services and initiatives to both job seekers and employers.

Job Seeker Services

WSP is dedicated to assisting job seekers in the Panhandle region by offering a comprehensive range of services tailored to meet the diverse needs of individuals seeking employment. The organization provides a variety of essential services aimed at enhancing the employability and career prospects of job seekers.

Workforce Solutions Panhandle Offices

WSP operates three (3) brick-and-mortar offices strategically located in Amarillo, Borger, and Hereford. These physical offices serve as crucial hubs for delivering employment and workforce development services to individuals and businesses. WSP's offices are strategically positioned to serve a diverse range of job seekers and employers throughout the Panhandle region. Each office is tailored to the unique needs

and industries of its respective community, ensuring that workforce services are accessible and relevant to the local population.

Office Visits	
Office Visit Total	15,135
Amarillo Office	12,184
Amarillo Virtual Services	2,042
Borger Office	2,126
Borger Virtual Services	1,241
Hereford Office	825
Hereford Virtual Services	453

Mobile Workforce Office

The Mobile Workforce Development Office serves as a moving extension of WSP's Workforce Centers. It travels to rural areas within the PWDA, including Pampa, Dimmitt, Dumas, Childress, Perryton, and Tulia, to provide essential services to job seekers. These services include:

- Work registration on WorkInTexas.com
- Assistance with online job applications
- Support with résumé writing
- Information on available training services
- Assistance with accessing Child Care services
- Information about the Adult Education & Literacy Programs

During recent weather-related disasters, the Mobile Workforce Office traveled to Perryton to assist residents and business owners. This mobile office enabled residents to apply for unemployment benefits and learn about other community services. Additionally, the Mobile Workforce Office was deployed at on-site job fairs. For instance, it was utilized by Cacique Foods during hiring events at Hodgetown Baseball Park and the company's new Amarillo plant.

Mobile Workforce Office	
Rural Customers Served	884
Amarillo Customers Served	380
Times Mobile Workforce Office Was Deployed	100
Panhandle Products Job Fair	313
Cacique Job Fair (Hodgetown)	255
Cacique Job Fair (Cacique Plant)	125
Hilmar Cheese (Dalhart)	62
PalAmerican Job Fair (Childress)	5
Perryton	82

Having the office on-site allowed potential candidates to explore available job opportunities, submit online applications, and create and print resumes. In total, the Mobile Workforce Development Services Unit served 1,264 unique customers during 100 visits.

Career Services

The Career Services department at WSP provides job seekers with personalized support to enhance their employability. Services include career counseling, resume assistance, interview preparation, job search strategies, skill development, access to job listings, job placement assistance, and ongoing support. Its goal is to empower individuals to make informed career decisions and secure meaningful employment.

Job Seeker Office Visits & Services	
Office Visit Totals	15,135
Amarillo Office	12,184
Borger Office	2,126
Hereford Office	825
Unique Customers Served	7,863
Total Job Seeker Services	32,762
Total Job Referrals	17,854
Hires/Went to Work	11,694
RESEA Orientations	666
Job Developments	42
New WorkInTexas.com Registrations	2,695

Job Seeker Virtual Assistance	
Amarillo Virtual	2,042
Borger Virtual	1,241
Hereford Virtual	453

Veteran Services

Recognizing the unique needs of veterans transitioning into civilian careers, WSP provides specialized support to veterans, including job placement assistance, skills translation, and access to resources tailored to their military experience.

In 2023, 7% of customers were Priority of Service Veterans. 5,238 services were provided to Priority of Service Veterans, 15.98% of total services. Of the veterans assisted, 21 served fewer than 180 days in the military, 28 were the qualified spouse of a veteran, and 501 were eligible veterans.

Veteran Status	Distinct Users	Total Services
<= 180 days	21	66
Eligible Veteran	501	5,034
Other Eligible Person	28	138
Total	550	5,238

Veteran Services	
Unique Veterans Served	550
Total Services	5,238
Total Job Referrals	1,669
Hires/Went to Work	82
RESEA Orientations	15
Job Developments	9
New WorkInTexas.com Registrations	155

Vocational Rehabilitation Services

WSP collaborates with Texas Workforce Solutions - Vocational Rehabilitation Program to support individuals with disabilities in achieving their employment goals by providing training, assistive technology, and job placement services.

Workshops

WSP's Career Services (CS) staff plays a crucial role in assisting job seekers by conducting a variety of in-person workshops tailored to address their specific needs. These workshops have proven to be valuable resources for individuals seeking employment. These free and in-person workshops, thoughtfully delivered by the CS staff, encompass a range of essential topics to enhance job seekers' skills and prospects.

Workshops Attended	
Interview Workshop	279 Workshop Attendees
Resume Workshop	
WorkInTexas.com Workshop	
Over 50 Job Search Workshop	
Job Readiness Workshop	

Workforce Innovation and Opportunity Act (WIOA)

Adult & Dislocated Worker Training Services

WSP offers training and upskilling opportunities to Adults and Dislocated Workers to equip them with the skills needed for in-demand careers in the region.

By The Numbers	
Applications	287
Total Enrolled in Training	255
Adult	217
Dislocated Worker	38
Enrollment Rate	88.5%
Total Went to Work	107 (67.7%)

Adult Worker customers in training at WSP benefit from tailored programs aimed at enhancing their skills and employability. WSP training initiatives are designed to meet the unique needs of adult learners, helping them acquire new skills or refine existing ones. Through WSP training opportunities, these individuals gain the tools and knowledge necessary to secure meaningful employment and advance their careers in today's competitive job market.

Adult Customers in Training	
Registered Nurse	62
Commercial Driver License	48
Licensed Vocational Nurse	35
Certified Nurse Assistant	32
Respiratory Care	7
Mental Health Technician	6
Law Enforcement	5
Medical Assistant	4
Phlebotomy	4
Firefighter	3
Medical Laboratory Technician	3
Business Management	2
Welding	2
Physical Therapy	1
Automotive Tech	1

CIS/Networking/Cyber Security	1
Industrial Technology	1
Total	217
Total Rural Percentage	25.8%

Dislocated Worker customers in training at WSP receive specialized assistance to rebuild their careers after unexpected job loss or displacement. WSP training programs are designed to equip them with the necessary skills and resources to transition smoothly into new employment opportunities. By offering relevant training and support, we empower Dislocated Workers to chart a fresh path toward career success and economic stability.

Dislocated Worker Customers in Training	
Commercial Driver License	10
Licensed Vocational Nurse	4
Business	3
Registered Nurse	2
Respiratory Therapist	1
Sonography	1
Respiratory Care	1
Mental Health Technician	1
Law Enforcement	1
Other Targeted Occupations	14
Total	38
Total Rural	26.3%

The **National Dislocated Worker Grant** was a vital resource offered by WSP. This grant provided essential support and financial assistance to workers who had been dislocated due to unforeseen circumstances, such as natural disasters or economic downturns. It aimed to help individuals swiftly recover and re-enter the workforce by offering a range of services, including job training, career guidance, and support in securing new employment opportunities. The National Dislocated Worker Grant played a crucial role in rebuilding careers and communities during times of crisis, fostering resilience and economic stability.

National Dislocated Worker Grant Ended: 3/31/2023				
Goal	Target	PY '22 Totals	PY '23 Totals	Cumulative Totals
Participants enrolled in project	155	177	12	189
Participants placed in Disaster Relief Employment (DRE)	37	37	0	37

Participants placed in (DRE) and career and training services	5	7	0	7
Participants receiving career and training services	92	94	14	108
Supportive Services (not a Deliverable of the grant but is tracked in TWIST and reported)	*	111	6	117

The **Employment Rate at Exit** is a key performance indicator used to measure the success of workforce development programs. It reflects the percentage of program participants who successfully secure employment upon program completion. This metric provides valuable insights into the effectiveness of job training and placement initiatives, indicating how well they prepare individuals for the workforce. A high Employment Rate at Exit signifies the positive impact of these programs in helping participants achieve their employment goals and contribute to a thriving labor market.

Employment Rate at Exit	
Numerator	107
Denominator	158
Rate	67.72%

Young Adult Training Services

Young Adults, under the age of 24, who are experiencing difficulties are eligible for workforce benefits based on individual circumstances. Training Services can assist motivated Young Adults who are authorized to work in the United States, registered with Selective Service (if required), and are experiencing challenges to workforce success.

By The Numbers	
Customers in training	57
Customers in a workforce-paid internship	23
Customers in staff-assisted job search	10
Financial Literacy	57
Total Served	89
Rural Participant Percentage in 2023	22.5%

The Young Adult Training program offers a diverse range of training opportunities for young adults, with participants currently engaged in or having completed training across various programs. These programs encompass a wide spectrum of skills and industries, equipping Young Adults with the tools they need for successful career paths. These training initiatives are designed to empower participants with the knowledge and expertise necessary to excel in today's competitive job market, fostering a brighter future for our young workforce.

Young Adults in Training	
Program	Graduates
Law Enforcement Officers	Total 41
Nurses	
Phlebotomist	
Firefighter	
Certified Nurse Assistant	
HVAC	
Licensed Vocational Nurse	
Medical Assistant	
Welding	

Noncustodial Parent Program

For Noncustodial Parents seeking employment and financial stability, WSP offers services to connect them with job opportunities, vocational training, and resources to meet their child support obligations.

Noncustodial Parent CHOICES Program	
Total served	79
Establishment Cases	32
Enforcement Cases	47
Successfully Completed	14
Obtained Employment	39
% Obtained Employment	49.37%
Average weeks to employment	3.56

CHOICES & SNAP E&T

The **Choices Program** assists applicants, recipients, and former recipients of Temporary Assistance for Needy Families (TANF) cash assistance to transition from welfare to work through participation in work-related activities, including job search, job readiness classes to prepare for work, and subsidized employment. Support services such as childcare assistance, transportation assistance, and work-related expenses may be available to eligible participants.

The Choices Program is designed to help recipients find employment, or if already employed, will help recipients find a better job. WSP Career Specialists work with customers one-on-one, to provide customized services catered to addressing their needs and helping reach their goals.

The **Supplemental Nutrition Assistance Program Employment and Training** (SNAP E&T) provides recipients the opportunity for work-based activities and educational and training services. The Texas Health and Human Services Commission (HHSC) is responsible for determining a customer’s eligibility.

WSP Career specialists work closely with participants to identify and address special needs and barriers to gainful employment through the development of an individual employment plan. Included in the plan is an assessment of educational strengths, vocational aptitudes, and skills. Career specialists assist participants in attaining established goals and help discover new goals of employment.

By The Numbers		
	CHOICES	SNAP E&T
Total served	559	1,454
Employed	84	327
Support Services	14	262
Short-Term Training	7	35
Work Experience	5	0
Paid Internships	4	0

TANF Summer Work Experience Program

The PWDA’s Summer Work Experience program serves youth from rural communities in the Texas Panhandle. Participants worked for the local school districts where they live and were given work assignments that provided them an opportunity to learn skills and work habits that will benefit them throughout their working careers. Students qualify for this summer program based on family income. A total of 40 participants were placed at eight (8) rural school districts.

TANF Summer Youth Work Experience	
Participants	40
Successfully Completed 4 weeks	92.5%
Rural Participants	100%
Worksite Schools	8
Hours Worked	6,372.34
Wages Paid	\$61,736.58

Summer Earn & Learn

The Summer Earn & Learn (SEAL) program provides students with disabilities with work readiness training and paid work experience. SEAL is a statewide strategy that includes employability skills training and paid work experience for students with disabilities.

Summer Earn and Learn	
Total Referrals	56
Number of Participants Placed at a Worksite	50
Completed Work Readiness	60.7%
Successfully Completed Placement	82%
Rural Participants	50%
Participating Worksites	40
Hours Worked	5718.57
Wages Paid	\$67,142.44

Subsidized Child Care

Child Care Services

To assist job seekers with child care responsibilities, WSP provides information and referrals to child care providers and assistance programs, enabling parents to balance work and family responsibilities effectively.

WSP is currently assisting 1,381 families and providing services for 2,039 children each day. PRPC has agreements with 107 PWDA Child Care Providers to provide services to WSP customers throughout the Panhandle of which 55% are Texas Rising Star (TRS) certified. Approximately 62% of the children served through WSP are enrolled in a TRS certified program.

Child Care	
Average number of children served daily	2,192
Families served in 2023	2,250
Children Served in a certified Texas Rising Star Center in 2023	2,234

Child Care Provider Services

WSP collaborates with child care providers to ensure that they have access to the necessary training and resources to offer high-quality childcare services, benefiting job-seeking parents in the region.

Effective October 1, 2022 TRS is mandatory and all child care providers who accept Child Care subsidies will be required to be certified. WSP TRS mentor staff began onboarding activities with thirty-four (34) providers in October 2022 and TRS assessor staff conducted initial assessments between January 2023 and August 2023.

Provider Services
107 total providers – 55% TRS certified
27 providers received initial certification for Texas Rising Star between January 2023 & August 2023
Of the 27 providers who received initial certification: <ul style="list-style-type: none">• 9 providers scored out at a 2-Star level = 33%• 15 providers scored out at a 3-Star level = 56%• 3 providers scored out at a 4-Star level = 11%
84% of the certified Texas Rising Star providers maintained or increased their star level during Annual Monitoring Visits between October 2022 & September 2023
80 Child Care Provider Staff Received Scholarships – 69% New Students
WSP expended approximately \$143,630 on scholarships to child care teachers and directors.

Child Care Quality Improvement

WSP's Child Care Services program is dedicated to improving child care services in the PWDA. This report outlines the program's key areas of support and fund allocation.

Indoor/Outdoor Learning Materials - Child care providers received \$309,105 to acquire indoor and outdoor learning materials. These resources include educational toys, art supplies, and outdoor play equipment. The aim was to create engaging learning environments for children, fostering creativity and development.

Curriculum - A budget of \$147,460 was allocated to provide child care providers with curriculum resources. These resources included lesson plans and educational tools aligned with early learning standards. This supports structured and educationally rich programs that prepare children for school.

Texas Rising Star Program Bonuses - Providers were incentivized to participate in the TRS Program through financial bonuses totaling \$146,000, distributed as follows:

- *Initial TRS Bonuses (\$116,000)*: Recognizing providers who achieve TRS certification, encouraging adherence to quality standards.
- *Annual Monitoring Visit Bonuses (\$30,000)*: Rewarding providers who consistently meet program standards, promoting year-round commitment to quality care.

WSP's Child Care Services program is committed to enhancing child care quality. By providing materials, curriculum resources, and TRS incentives, it promotes the growth and development of children in the region's child care facilities.

Amarillo College Scholarships

The WSP Child Care Quality Scholarship Initiative played a pivotal role in empowering students pursuing child development/early childhood education majors at Amarillo College for the Fall II 2023 semester. Amarillo College has been a crucial partner in delivering this scholarship opportunity, offering flexible learning options such as evening and online classes. Furthermore, the courses taken within this program contribute towards fulfilling the annual Child Care Regulation and TRS training hour requirements, enhancing the educational and professional development of scholarship recipients.

Results: The impact of the WSP Child Care Quality Scholarship Initiative on Amarillo College students can be summarized as follows:

1. **Financial Allocation:** An approximate total of \$142,000.00 has been dedicated to scholarships for child development/early childhood education majors at Amarillo College. This financial commitment underscores the Initiative's dedication to supporting students in these vital fields of study.
2. **Scholarship Recipients:** On average, 30 deserving students receive scholarships each semester. This consistent support ensures that a substantial number of individuals can pursue their educational aspirations without undue financial burden.
3. **New Recipients:** A noteworthy total of 46 new scholarship recipients have been welcomed into the program for the Fall II 2023 semester. This expansion reflects the Initiative's commitment to broadening access to quality education and professional development opportunities.
4. **Total Impact:** In total, 71 individuals have benefited from the WSP Child Care Quality Scholarship Initiative. This impressive number highlights the significant and far-reaching impact of the Initiative, not only on the lives of individual students but also on the community and the field of child development/early childhood education as a whole.

The WSP Child Care Quality Scholarship Initiative has proven to be a valuable resource for Amarillo College students pursuing child development/early childhood education majors during the Fall II 2023 semester. Through substantial financial support, consistent scholarship awards, and the inclusion of new recipients, the Initiative has demonstrated its commitment to enhancing educational opportunities in this critical field. The total number of 71 scholarship recipients underscores the profound and positive influence of this program on both individuals and the community. Amarillo College looks forward to continuing its partnership with WSP to further enrich the educational experiences of its students.

High Demand Job Training (HDJT) Projects

High-Demand Job Training (HDJT) programs utilize Economic Development Corporations' regional tax dollars to bring matching federal grants to the region through TWC. The combined funding is then used to purchase equipment and supplies for eligible educational institutions for the purpose of developing career and technical education courses and may include courses offering dual-credit and technical education programs. For the Fiscal Years of 2018-2023, PRPC has partnered with the Economic and Community Development Corporations in Amarillo, Borger, Childress, Clarendon, Dalhart, Pampa, Perryton, and Shamrock; Clarendon College and Frank Phillips College; and the Independent School Districts (ISDs) of Amarillo, Bushland, Canyon, Highland Park, and River Road. These projects have invested more than \$2,170,000 in students – the future workforce of the Panhandle.

Success Stories

WSP's achievements highlight local job seekers, graduates from training programs, and employers who proudly collaborate with WSP. These stories illustrate the tangible impact of our services on individuals' lives. They go beyond mere event listings, portraying meaningful transformations and demonstrating how these transformations benefit both the individuals involved and the Texas Panhandle communities. A compelling success story relies on concrete evidence to underscore the program's value. WSP's Success Stories can be explored at <https://wspanhandle.com/success-stories/>.



ITEM 8



MEMORANDUM

DATE: December 6, 2023

TO: Members of the Panhandle Workforce Development Board and the Panhandle Workforce Development Consortium's Governing Body

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Reports on the Panhandle Workforce Development Area's Grants

Attached are reports that provide the basic information needed to assess how well we served our customers, met performance expectations, and utilized available grant funding.

The charts on page 4, provides figures on the workers and families who have utilized services funded through one or more of our grants, during Board Contract year 2023, which runs from October 1, 2022 through September 30, 2023. These services are delivered through our Workforce Solutions offices and the website, which are operated by the Huxford Group LLC under contract with PRPC. Assistance is provided by local staff of the Texas Workforce Commission (TWC) and Texas Veterans Commission (TVC).

The charts on page 5-8 show the Board's twenty-two contracted measures. The End of Year reports are for the Board Contract year 2023.

Page 9 provides budget and expenditure data for separate grants, and is broken out into two groups. Shown first are the administrative and operating costs for PRPC and the Huxford Group, including those associated with personnel and facilities. Shown second are training and supportive services costs, which include all payments to participants, employers, training institutions, and vendors providing assistance to eligible clients. The fiscal report represents the Board Contract year 2023, which runs from October 1, 2022 through September 30, 2023.

The ratio of expenditures to budgeted funds varied to some extent by grant, but was generally consistent with expectations. Staff will discuss performance and review fiscal variances at the meeting.

Please contact us at (806) 372-3381 or (800) 477-4562 if you have questions or comments.

The grants included in this report are provided to us for different purposes, come with different expectations, and are subject to different rules and regulations. A brief description of each grant follows:

The ***Supplemental Nutrition Assistance/Employment and Training grant*** provides case management and assists recipients of Food Stamps assistance to transition from public assistance to work through participation in work-related activities, including job search and job readiness, education, training activities, and support services. Clients are generally required to participate in one or more of those activities.

The ***Temporary Assistance to Needy Families/Non-Custodial Parent Employment Services grant*** provides case management and assists low-income unemployed or underemployed noncustodial parents who are behind on their child support payments and whose children are current or former recipients of public assistance. Clients are required to participate through a court order in Workforce work-related activities, including job search and job readiness, basic skills training, education, vocational training, and support services.

The ***Temporary Assistance to Needy Families/CHOICES grant*** provides case management and assists applicants, recipients, non-recipient parents, and former recipients of TANF (cash assistance) to transition from welfare to work through participation in work-related activities, including job search and job readiness, basic skills training, education, vocational training, and support services. Parents are generally required to participate in one or more of those activities.

The ***Trade Adjustment Assistance grant*** provides additional training resources and relocation assistance to dislocated workers affected by trade-related layoffs. Trade Adjustment Assistance for Workers is a federally funded program, with no costs to employers, that helps workers who are adversely affected by foreign imports or job shifts to a foreign country. Assistance is provided to eligible workers in the form of reemployment services, training, job search, relocation, and support benefits.

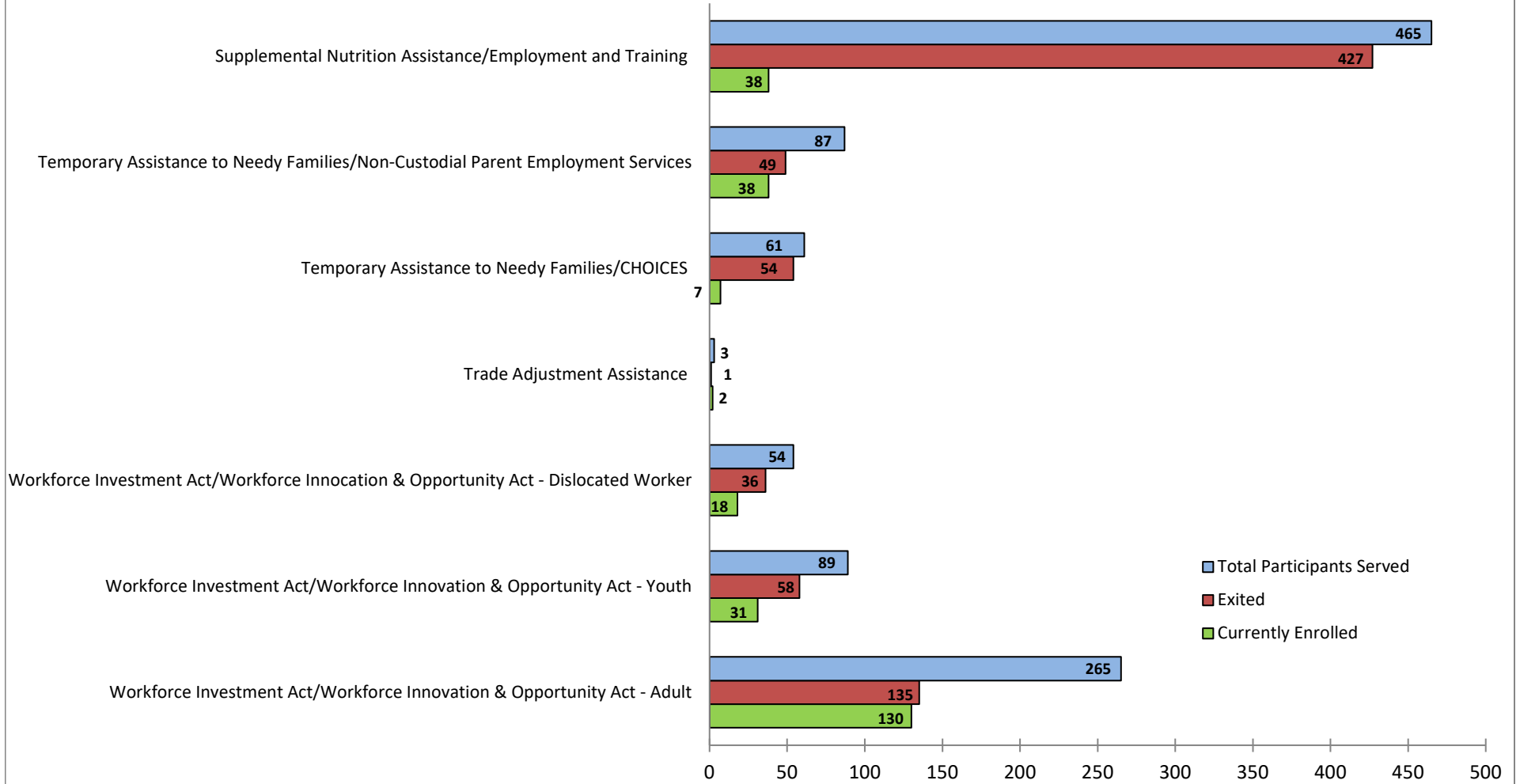
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities designed to enhance the employability, occupational attainment, retention and earnings of adults, dislocated workers and youth. WIOA improves the quality of the workforce, reduces welfare dependency, and enhances the productivity and competitiveness of the Texas economy.

Our ***Child Care/Formula and Federal Match grants*** fund day care services for children from eligible families. Resources obtained from local contributors are required in order to access matching federal funds. Resources to purchase services for children in foster care are provided through our ***Family and Protective Services grant***. The ***Child Care/Quality Improvement grant*** supports professional development for child care providers and staff. The ***Child Care Automated Attendance*** grant supports systems that link children's attendance to provider payments.

The ***Wagner-Peyser Employment Services, Reemployment Assistance and Veterans Services grants*** pay for costs associated with the TWC and TVC employees who are housed in our facilities. The Employment Service program provides comprehensive recruiting, job search, and related services to businesses and job seekers to connect employers and job seekers. ES coordinates job openings between states and administers the unemployment insurance (UI) work test to verify that individuals receiving UI benefits are registered for work and are actively seeking employment.

Participant Data by Grant

Information on the grants below is for workforce program participants receiving staff-assisted training and/or supportive services.
Participants may be served by more than one grant.



BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **PANHANDLE**

FINAL RELEASE
As Originally Published 11/21/2023
AUGUST 2023 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		6	15	3	87.50%											
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

WIOA Outcome Measures

DOL-C 1,2	Employed Q2 Post Exit – Adult (DOL)	MP	102.03%	83.60%	83.60%	85.30%	83.00%	82.20%	162		82.30%	82.50%	82.60%	93.80%	7/21	6/22
DOL-C 1,2	Employed Q4 Post Exit – Adult (DOL)	MP	102.34%	81.30%	81.30%	83.20%	85.80%	76.50%	178		89.20%	79.30%	80.70%	86.00%	1/21	12/21
DOL-C 1,2	Median Earnings Q2 Post Exit – Adult (DOL)	+P	115.24%	\$9,200.00	\$9,200.00	\$10,602.40	\$9,668.97	\$8,517.35	n/a		\$11,064.63	\$9,512.25	\$10,383.63	\$12,663.12	7/21	6/22
DOL-C 1,2,3	Credential Rate – Adult (DOL)	MP	95.53%	85.00%	85.00%	81.20%	88.30%	88.50%	125		88.90%	77.80%	86.80%	75.00%	1/21	12/21
DOL-C 4,5	Measurable Skills Gains - Adult (DOL)	-P	33.83%	66.80%	66.80%	22.60%	59.80%	76.00%	28		-----	-----	-----	-----	7/23	8/23
DOL-C 1,2	Employed Q2 Post Exit – DW (DOL)	MP	98.54%	82.20%	82.20%	81.00%	82.80%	92.30%	51		75.00%	86.70%	81.80%	84.60%	7/21	6/22
DOL-C 1,2	Employed Q4 Post Exit – DW (DOL)	MP	100.37%	81.40%	81.40%	81.70%	70.00%	91.70%	67		88.90%	84.00%	66.70%	93.30%	1/21	12/21
DOL-C 1,2	Median Earnings Q2 Post Exit – DW (DOL)	MP	94.95%	\$10,900.00	\$10,900.00	\$10,350.00	\$9,273.93	\$7,249.64	n/a		\$8,673.67	\$10,350.00	\$14,698.93	\$13,301.73	7/21	6/22
DOL-C 1,2,6	Credential Rate – DW (DOL)	MP	93.67%	83.70%	83.70%	78.40%	95.70%	100.00%	40		83.30%	64.30%	92.90%	72.70%	1/21	12/21
DOL-C 4,5	Measurable Skills Gains - DW (DOL)	-P	33.05%	71.10%	71.10%	23.50%	68.90%	70.90%	4		-----	-----	-----	-----	7/23	8/23
DOL-C 1,2	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	102.25%	80.00%	80.00%	81.80%	73.70%	78.30%	54		77.80%	82.40%	77.80%	92.30%	7/21	6/22
DOL-C 1,2	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	105.63%	76.40%	76.40%	80.70%	86.50%	72.40%	50		71.40%	81.80%	74.10%	94.10%	1/21	12/21
DOL-C 1,2	Median Earnings Q2 Post Exit – Youth (DOL)	+P	130.02%	\$5,800.00	\$5,800.00	\$7,540.91	\$8,290.69	\$5,692.95	n/a		\$10,205.74	\$8,040.00	\$8,885.80	\$4,623.50	7/21	6/22
DOL-C 1,2,7	Credential Rate – Youth (DOL)	MP	105.41%	85.00%	85.00%	89.60%	90.90%	84.20%	43		83.30%	90.00%	94.70%	84.60%	1/21	12/21
DOL-C 4,5	Measurable Skills Gains - Youth (DOL)	-P	23.77%	67.30%	67.30%	16.00%	67.30%	81.80%	4		-----	-----	-----	-----	7/23	8/23
LBB-K 2	Employed/Enrolled Q2 Post Exit – C&T Participants Except Other	MP	104.99%	68.10%	68.10%	71.50%	64.90%	65.60%	3,368		71.30%	71.70%	70.10%	73.10%	7/21	6/22
LBB-K 2	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants Except Other	MP	103.24%	83.40%	83.40%	86.10%	85.70%	81.00%	3,147		85.80%	85.10%	87.20%	86.40%	1/21	12/21
LBB-K 2	Credential Rate – C&T Participants	+P	113.62%	70.90%	70.90%	80.56%	88.33%	87.50%	203		85.11%	74.63%	88.57%	75.00%	1/21	12/21

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: **PANHANDLE**

FINAL RELEASE
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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. These changes are reflected in this report.
- 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.
- 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 discussions. After discussions with local Boards, TWC agreed that it would update targets at the beginning of the 2nd year and those updates are reflected in this report.
- 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 is ONE known issue with this data related to the MSG start and end dates that in some cases might result in a person being reported in the wrong year. This is a very limited number of cases and has an even lesser impact on this year than last but it is being addressed and resolved for EOY reporting.
- 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 is 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.

Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	+P	105.70%	60.00%	60.00%	63.42%	69.80%	66.67%	1,491 2,351	69.12%	64.04%	64.80%	54.04%	7/22	5/23
TWC	Employers Receiving Workforce Assistance from Boards or Self-Service	+P	107.04%	1,661	1,765	1,778	n/a	n/a	---	---	---	---	---	10/22	8/23

Program Participation Measures

TWC	Choices Full Engagement Rate - All Family Total	+P	119.56%	50.00%	50.00%	59.78%	62.42%	12.72%	6 10	60.26%	67.15%	49.05%	64.10%	10/22	8/23
TWC	Avg # Children Served Per Day - Comb. (Oct-Mar)	MP	100.74%	2,156	2,156	2,172	n/a	n/a	282,374 130	---	---	---	---	10/22	3/23
TWC	Avg # Children Served Per Day - Comb. (Apr-Sep)	MP	97.46%	2,240	2,240	2,183	n/a	n/a	237,965 109	---	---	---	---	4/23	8/23
TWC 8	Avg # Children Served Per Day - Combined	MP	99.23%	2,194	2,198	2,177	1,983	1,934	520,339 239	2,144	2,200	2,251	2,083	10/22	8/23

- TWC performance had a mid-year adjustment to targets that resulted in a reduction in targets for the first half of the year (Oct to Mar) and then added funding to allow targets to return to the original levels from Apr to Sep. This means that the individual Apr-Sep MPRs will be a weighted average based on 6 months of the Oct to Mar target and however many months we have of the Apr to Sep target. The EOY target is the average of the two 6 month targets.

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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE

As Originally Published 11/21/2023

AUGUST 2023 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	95.45%	93.84%	105.03%	101.45%	29.94%	100.24%	99.88%	99.36%	101.46%	30.96%	96.23%	96.48%	114.44%	86.59%	16.85%
Borderplex	107.66%	101.63%	140.55%	114.46%	15.39%	90.05%	99.34%	99.27%	92.59%	25.00%	113.75%	117.54%	106.39%	120.32%	63.98%
Brazos Valley	95.90%	97.14%	100.66%	102.94%	18.25%	100.00%	100.00%	77.30%	95.65%	0.00%	103.35%	110.00%	92.57%	65.60%	11.23%
Cameron	99.76%	109.25%	117.41%	105.76%	43.27%	107.83%	94.36%	84.22%	129.37%	n/a	113.95%	102.08%	111.29%	115.29%	12.27%
Capital Area	98.91%	100.68%	121.66%	95.82%	63.78%	104.91%	99.47%	106.65%	100.13%	70.32%	105.58%	112.96%	106.40%	90.71%	46.27%
Central Texas	102.51%	105.66%	123.18%	100.82%	11.33%	108.89%	108.80%	96.04%	106.24%	23.88%	100.84%	95.78%	100.45%	58.82%	16.67%
Coastal Bend	109.29%	90.85%	98.46%	94.14%	22.01%	102.92%	94.49%	100.81%	94.47%	11.00%	96.09%	88.56%	99.47%	86.50%	3.45%
Concho Valley	92.22%	94.14%	108.63%	90.91%	0.00%	109.59%	119.76%	119.56%	102.00%	0.00%	104.60%	98.55%	142.19%	104.20%	0.00%
Dallas	91.10%	92.01%	89.39%	99.52%	57.94%	99.64%	97.06%	116.12%	99.53%	56.08%	96.50%	94.58%	103.58%	86.27%	33.28%
Deep East	104.08%	105.85%	86.41%	92.69%	39.18%	113.02%	108.86%	98.72%	110.94%	31.25%	88.67%	108.33%	95.91%	88.55%	61.50%
East Texas	100.00%	100.71%	83.99%	92.47%	29.51%	102.66%	95.66%	99.15%	85.51%	35.16%	106.37%	107.10%	96.68%	95.80%	0.00%
Golden Crescent	107.66%	108.84%	111.58%	80.44%	17.70%	98.01%	112.69%	123.64%	108.59%	19.74%	105.04%	92.64%	113.38%	117.65%	12.35%
Gulf Coast	102.40%	91.88%	86.82%	93.00%	41.62%	98.02%	95.57%	107.34%	91.71%	42.05%	96.65%	97.64%	106.73%	101.03%	13.73%
Heart of Texas	104.44%	108.84%	57.21%	94.12%	13.06%	98.30%	95.53%	98.20%	95.65%	120.05%	97.22%	94.94%	100.79%	93.61%	15.14%
Lower Rio	90.17%	100.98%	107.98%	106.59%	47.72%	100.91%	99.87%	115.03%	110.94%	60.76%	106.97%	99.17%	106.27%	105.68%	39.59%
Middle Rio	98.54%	110.70%	100.81%	114.35%	72.35%	121.65%	104.79%	129.36%	117.65%	40.96%	84.24%	92.54%	87.15%	57.12%	0.00%
North Central	92.20%	91.56%	92.10%	94.14%	26.52%	95.44%	102.89%	99.75%	96.69%	22.94%	104.38%	106.04%	107.89%	76.54%	23.73%
North East	100.00%	113.16%	98.66%	104.24%	39.07%	99.02%	95.21%	114.81%	88.94%	59.10%	110.25%	117.38%	111.66%	157.50%	43.80%
North Texas	102.18%	92.24%	101.70%	98.71%	54.20%	121.65%	113.05%	124.73%	103.76%	77.75%	59.83%	120.48%	62.09%	117.65%	21.44%
Panhandle	102.03%	102.34%	115.24%	95.53%	33.83%	98.54%	100.37%	94.95%	93.67%	33.05%	102.25%	105.63%	130.02%	105.41%	23.77%
Permian Basin	102.41%	99.02%	91.57%	98.43%	31.59%	101.09%	100.00%	119.29%	96.46%	18.92%	96.81%	104.10%	93.12%	107.85%	40.57%
Rural Capital	92.08%	97.86%	113.89%	107.18%	22.46%	100.93%	96.89%	99.82%	106.59%	0.00%	99.87%	106.27%	105.40%	101.65%	7.24%
South Plains	108.73%	118.57%	110.45%	106.38%	39.18%	94.70%	102.63%	108.45%	105.29%	59.10%	99.13%	96.39%	84.89%	96.82%	0.00%
South Texas	77.05%	89.39%	103.24%	117.65%	48.12%	98.73%	80.29%	121.72%	117.65%	59.10%	92.64%	96.11%	91.39%	117.65%	0.00%
Southeast	100.12%	93.73%	98.21%	99.19%	18.59%	98.18%	99.40%	96.92%	89.81%	0.00%	99.31%	94.38%	85.12%	80.82%	11.53%
Tarrant	95.29%	89.42%	99.54%	82.00%	54.12%	96.96%	99.40%	102.67%	87.52%	43.36%	102.30%	95.48%	98.81%	97.29%	19.49%
Texoma	98.56%	108.36%	102.87%	106.47%	26.87%	88.46%	102.17%	100.41%	107.88%	0.00%	92.13%	100.36%	118.67%	106.47%	28.31%
West Central	101.57%	96.06%	90.11%	110.43%	22.12%	110.39%	106.11%	130.94%	117.65%	41.63%	100.00%	96.61%	84.98%	100.82%	0.00%
+P	0	3	8	4	0	4	3	10	6	1	3	4	7	6	0
MP	27	23	15	22	0	23	24	16	18	0	22	23	16	13	0
-P	1	2	5	2	28	1	1	2	4	26	3	1	5	9	28
% MP & +P	96%	93%	82%	93%	0%	96%	96%	93%	86%	4%	89%	96%	82%	68%	0%
From	7/21	1/21	7/21	1/21	7/23	7/21	1/21	7/21	1/21	7/23	7/21	1/21	7/21	1/21	7/23
To	6/22	12/21	6/22	12/21	8/23	6/22	12/21	6/22	12/21	8/23	6/22	12/21	6/22	12/21	8/23

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 10/22-3/23 YTD-Only)	+P	MP	-P	% MP & +P
	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q2-Q4 Post-Exit	Credential Rate								
Alamo	98.97%	104.92%	95.47%	93.10%	110.08%	127.68%	111.34%	4	13	5	77%
Borderplex	98.24%	103.24%	124.37%	92.17%	104.55%	115.90%	119.97%	8	10	4	82%
Brazos Valley	97.36%	101.68%	77.24%	101.85%	93.14%	103.64%	105.54%	1	14	7	68%
Cameron	105.58%	101.44%	125.50%	99.32%	110.27%	114.42%	113.29%	10	8	3	86%
Capital Area	100.44%	104.92%	93.88%	85.85%	106.88%	114.14%	110.08%	5	12	5	77%
Central Texas	101.17%	101.56%	100.24%	98.68%	89.50%	113.38%	108.93%	3	14	5	77%
Coastal Bend	101.17%	102.64%	102.30%	102.13%	107.93%	113.48%	99.56%	2	15	5	77%
Concho Valley	106.46%	104.56%	102.03%	105.19%	108.16%	107.78%	97.93%	7	12	3	86%
Dallas	98.83%	102.88%	111.41%	87.58%	105.36%	116.60%	106.67%	5	11	6	73%
Deep East	101.91%	102.40%	114.10%	99.68%	110.15%	114.68%	103.66%	5	11	6	73%
East Texas	103.52%	104.08%	97.05%	108.44%	104.32%	101.90%	105.73%	2	15	5	77%
Golden Crescent	109.69%	106.83%	102.92%	95.78%	111.67%	145.46%	93.70%	9	8	5	77%
Gulf Coast	97.80%	102.52%	97.09%	94.83%	95.83%	117.50%	103.68%	1	16	5	77%
Heart of Texas	104.85%	105.28%	94.03%	104.36%	94.88%	122.86%	104.28%	3	14	5	77%
Lower Rio	105.73%	101.20%	125.74%	106.21%	106.00%	143.82%	105.84%	8	11	3	86%
Middle Rio	102.50%	94.72%	91.72%	96.95%	88.89%	126.76%	93.52%	6	6	10	55%
North Central	98.53%	104.32%	96.59%	89.93%	110.64%	131.72%	83.25%	2	14	6	73%
North East	92.22%	103.00%	114.29%	97.85%	120.40%	99.38%	96.17%	8	9	5	77%
North Texas	102.64%	103.24%	119.48%	104.58%	91.63%	110.14%	102.60%	7	9	6	73%
Panhandle	104.99%	103.24%	113.62%	105.70%	107.04%	119.56%	97.46%	6	13	3	86%
Permian Basin	104.11%	102.52%	103.20%	106.84%	95.09%	103.14%	101.15%	2	17	3	86%
Rural Capital	101.32%	106.24%	118.80%	91.25%	102.83%	122.02%	110.68%	5	13	4	82%
South Plains	103.96%	103.12%	111.86%	110.48%	117.84%	99.28%	104.34%	5	13	4	82%
South Texas	96.18%	99.28%	141.04%	96.52%	116.24%	121.38%	107.80%	8	8	6	73%
Southeast	105.29%	103.12%	94.03%	108.43%	110.06%	106.06%	114.31%	5	10	7	68%
Tarrant	99.56%	103.48%	86.97%	93.91%	108.16%	104.52%	111.68%	2	12	8	64%
Texoma	100.73%	104.92%	125.94%	96.28%	88.38%	91.68%	112.46%	3	13	6	73%
West Central	93.83%	102.64%	121.21%	116.61%	100.70%	105.30%	102.36%	7	10	5	77%
+P	5	3	13	8	16	21	14	139			
MP	21	24	9	12	6	6	11	331			
-P	2	1	6	8	6	1	3	145			
% MP & +P	93%	96%	79%	71%	79%	96%	89%	76%			
From	7/21	1/21	1/21	7/22	10/22	10/22	4/23	From			
To	6/22	12/21	12/21	5/23	8/23	8/23	8/23	To			

REPORT ON THE PANHANDLE WORKFORCE DEVELOPMENT AREA'S
WORKFORCE DEVELOPMENT GRANTS FOR THE PERIOD
OCTOBER 1, 2022 - SEPTEMBER 30, 2023

Panhandle YTD SEPTEMBER 2023 Report									
	Administration and Service Delivery Costs			Training and Support			Total		
	Total Budgeted	Total Expended	Percent Expended	Total Budgeted	Total Expended	Percent Expended	Total Budgeted	Total Expended	Percent Expended
GRANTS PROVIDING SERVICES TO LOW-INCOME ADULTS/YOUTH AND DISLOCATED WORKERS									
Workforce Innovation & Opportunity Act/Adult	556,990	516,788	93%	400,000	357,244	89%	956,990	874,032	91%
Workforce Innovation & Opportunity Act/Youth	431,129	413,396	96%	241,980	172,329	71%	673,109	585,725	87%
Workforce Innovation & Opportunity Act/DLW	474,609	459,462	97%	130,000	53,043	41%	604,609	512,505	85%
Workforce Innovation & Opportunity Act/Rapid Response	19,750	6,018	30%	-	-	0%	19,750	6,018	30%
Workforce Innovation & Opportunity Act/Statewide Middle Skills	10,482	4,811	46%	31,000	9,509	31%	41,482	14,320	35%
Workforce Innovation & Opportunity Act/Teacher Externship	36,293	31,546	87%	33,000	29,000	88%	69,293	60,546	87%
Reemployment Services and Eligibility Assessment	202,879	183,426	90%	-	-	0%	202,879	183,426	90%
Trade Adjustment Assistance	2,455	1,500	61%	21,000	20,723	99%	23,455	22,222	95%
GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS									
Temporary Assistance to Needy Families/CHOICES	1,017,592	968,052	95%	45,000	11,798	26%	1,062,592	979,850	92%
TANF Summer Youth Project	-	-	0%	75,000	61,795	82%	75,000	61,795	82%
Temporary Assistance to Needy Families/NCP	142,951	132,898	93%	14,000	12,618	90%	156,951	145,516	93%
Supplemental Nutrition Assistance/Employment & Training - General Population	211,486	192,258	91%	35,000	35,135	100%	246,486	227,393	92%
Supplemental Nutrition Assistance/Employment & Training - ABAWD	-	-	0%	-	-	0%	-	-	0%
GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS									
Child Care Formula / Match	2,391,348	2,077,503	87%	14,355,076	14,014,451	98%	16,746,424	16,091,953	96%
Child Care Quality Improvement	297,836	125,070	42%	487,500	481,664	99%	785,336	606,734	77%
Child Care Quality Mentor and Assessor	525,147	423,602	81%	-	-	0%	525,147	423,602	81%
Child Care Quality CRRSA TRS Incentives	202,948	200,492	99%	132,500	131,869	100%	335,448	332,362	99%
CCP - Family and Protective Services	40,000	38,162	95%	714,000	713,964	100%	754,000	752,126	100%
GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES									
Wagner-Peyser Employment Service	170,500	154,369	91%	-	-	0%	170,500	154,369	91%
Veterans Employment Service	18,259	17,089	94%	-	-	0%	18,259	17,089	94%
GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS									
Workforce Commission Initiatives - TVLP	3,057	3,041	99%	-	-	0%	3,057	3,041	99%
Workforce Commission Initiatives - Jobs Y'all	35,000	28,991	83%	-	-	0%	35,000	28,991	83%
Workforce Commission Initiatives - Hiring Red, White and You!	1,650	1,530	93%	-	-	0%	1,650	1,530	93%
Workforce Commission Initiatives - Foster youth	1,212	903	74%	-	-	0%	1,212	903	74%
Summer Earn & Learn	66,000	64,656	98%	68,000	67,752	100%	134,000	132,408	99%
Hireability Navigator	113,000	88,892	79%	-	-	0%	113,000	88,892	79%
High Demand Job Training Grant	300,000	134,586	45%	-	-	0%	300,000	134,586	45%
TOTAL	7,272,514	6,269,041	86%	16,783,056	16,172,893	96%	24,055,570	22,441,935	93%



ITEM 9

**BYLAWS OF THE
PANHANDLE WORKFORCE DEVELOPMENT BOARD’S
CHILD CARE ADVISORY COMMITTEE**

ARTICLE I

Name

The name of this body will be the Panhandle Workforce Development Board’s (PWDB) Child Care Advisory Committee, hereinafter referred to as the “Committee”.

ARTICLE II

Authority

House Bill (HB) 619, 87th Texas Legislature, Regular Session (2021), added §302.0062 to the Texas Labor Code, requiring the Texas Workforce Commission (TWC) to prepare a child care workforce strategic plan for improving the quality of the infant, toddler, preschool, and school-age child care workforce in Texas and to update the strategic plan every three years. The bill requires the strategic plan to include recommendations and best practices, one of which is the recommendation that Boards improve, sustain, and support the child care workforce.

Based on the HB 619 requirements, TWC’s three-member Commission approved the Child Care Workforce Strategic Plan 2023–2025 (Plan), which includes specific goals, strategies, and action plans for implementation. Action Item 3.2.2 in the Plan requires Boards to establish local Child Care Committees.

ARTICLE III

Purpose

The purpose of the Committee is to develop strategies to increase the availability of child care and prekindergarten programs for the residents of the Texas Panhandle, and to provide input and guidance to the PWDB, as specified in authorizing legislation.

ARTICLE IV

Support Staffing

The PWDB Staff representative and the Child Care Services (CCS) Contractor representative serving on the Committee will support and assist the Committee in the capacities of preparation, administrative and facilitation tasks of scheduled meetings, as well as providing technical assistance and support of content, information, products and activities to be considered by the Committee and, ultimately, presented to the PWDB.

ARTICLE V

Budget

Funding for the operation of the Committee will be provided through resources made available through the State of Texas as specified in authorizing legislation.

ARTICLE VI

Committee Membership

Membership of the Committee will consist of individuals who are willing to serve on the Committee and are elected by the PWDB in an Open Public Meeting. The Committee will consist of eight (8) members. Composition of the membership will be as described below:

Representatives of Licensed child care centers participating in TWC’s Child Care Services (CCS) program	2
Representative of Licensed or registered child care homes participating in CCS	1
Representative of current or former CCS families	1
Representative of PWDB CCS Contractor	1
Representative of PWDB Staff	1
Representatives of other child care stakeholders that represent the interests of the children and/or the families served	2

ARTICLE VII

Terms

Appointments and reappointments will be made for two (2) years, from July 1 through June 30. Members may be reappointed to serve additional terms at the discretion of the PWDB. Persons appointed to fill seats on the Committee vacated by members with unexpired terms will serve for the time remaining in the unexpired terms.

ARTICLE VIII

Officers

1. Chairperson

The Chairperson of the Committee will be elected from among members with the term of office for one year, from July 1 through June 30. A member may serve for no more than two (2) consecutive terms as Chairperson.

2. Vice Chairperson

The Committee members will select a Vice Chairperson who will, in the absence of the Chairperson, preside at meetings and perform such additional duties as are required of the Chairperson. The term of office of the Vice Chairperson will be for one (1) year, from July 1 through June 30. A member may serve for no more than two (2) consecutive terms as Vice Chairperson.

ARTICLE IX

Meetings

1. Regular Meetings

a. The Committee will meet at least quarterly. The time and place of all meetings will be determined by the Chairperson, in conjunction with PWDB and CCS Contractor support staff.

- b. Members will be notified of meetings not less than five (5) working days in advance, in coordination with members' schedules/availability. Meetings will be publicly announced and open and accessible to the general public.
- c. At any meeting, a quorum will be required for the final and official transaction of business. A quorum will exist when more than fifty percent (50%) of the members are present. Any actions taken in the absence of a quorum will be subject to ratification at the next meeting of the Committee, or of the PWDB, at which a quorum is present, whichever occurs first. No votes will be taken by proxy.

2. Special Meetings

Special meetings of the Committee may be called by the Chairperson, upon notice to the membership, three (3) working days prior to such meeting. Notice of each special meeting will state the date, time and location, and an agenda will be included, stating the purpose of the meeting. No business other than that stated in the agenda will be transacted at any special meeting.

3. Minutes of Meetings

All decisions, including the basis for the decision, and recommendations to be made to the PWDB, will be recorded and reflected in the minutes of the meeting. Minutes of the proceedings of each Committee meeting will be prepared and distributed to the membership prior to the next scheduled meeting. The minutes, agendas and supporting materials from all meetings of the Committee, will be maintained on permanent file, and will be made available to the public upon request.

4. Report of Activities at Committee Meetings

All activities of the Committee meeting will be reported at the next meeting of the PWDB and PWDB members will be asked to consider the activities and concur with any Committee votes taken.

6. Expenses

- a. Members will not receive any salary or wages for their service, but will be reimbursed for reasonable and necessary expense incurred in the performance of authorized official business of the Committee.
- b. Members attending regular, or special, meetings of the Committee, outside the municipality where they reside, will be paid mileage.

ARTICLE X

Disclosure

- 1. Members of the Committee will declare in writing all substantial business interests and representational interests that they, or their immediate family members, have with a business or organization which has received, currently receives, or is likely to receive funding which falls under the purview of the Committee or the PWDB.
- 2. Disclosure will be made as soon as the member becomes aware of the financial interest. Members will be responsible for updating their written declarations in the event of change.

Responsibility for reviewing this information and advising the Chairperson on potential conflicts will be assigned to PWDB staff.

3. In the event that a Committee member, or immediate family member, has a business or organizational interest that would be primarily affected by any official Committee action, that member will disclose the nature and extent of the interest before any discussion or decision. The member may be counted in determining the presence of a quorum for the meeting but shall not be counted as voting for or against the matter in question.
4. In the event that a Committee member who has declared a disclosure also serves as a member of the PWDB, the member shall abstain from voting on, or participating in any decision regarding, a Committee action when the action is presented to the PWDB. When a PWDB agenda item presenting a Committee action is opened in the PWDB meeting, the PWDB member may be present for discussion but may, at the discretion of the PWDB Chair, be required to temporarily leave the PWDB meeting during the final deliberation and vote on the matter.
5. Failure by any member to adhere to the above requirements will be grounds for expulsion from the Committee and, if applicable, the PWDB.

ARTICLE XI

Amendments

These Bylaws may be altered, amended, or repealed at any regularly scheduled meeting of the PWDB by a majority vote of the members present.

ARTICLE XII

Period

These Bylaws become effective upon approval by the PWDB, and will remain in effect until the membership acts to amend or rescind this document, or until statutory authority ceases.

Mr. Kevin Caddell, Chairperson
Panhandle Workforce Development Board

Date



ITEM 10

The Panhandle Workforce Development Board (PWDB) Child Care Advisory Committee will assist the Board in developing strategies to increase the availability of child care and prekindergarten programs for the residents of the Texas Panhandle, and to provide input and guidance to the PWDB, as specified in authorizing legislation. The Child Care Advisory Committee will present recommendations to the PWDB.

CHILD CARE ADVISORY COMMITTEE
PANHANDLE WORKFORCE DEVELOPMENT BOARD
FOR JULY 1, 2023 – JUNE 30, 2025

Licensed Child Care Center Participating in CCS

Ms. Kristi Hanes, Owner/Director
Night & Day Care & Play
Amarillo, Texas

Licensed Child Care Center Participating in CCS

Ms. Kim Winegeart, Owner/Director
Community Day Care Center, Inc.
Pampa, Texas

Licensed Child Care Home Participating in CCS

Ms. Veronica Oviedo, Owner/Director
Hearts and Hands
Dimmitt, Texas

Current or Former Child Care Services Families

Ms. Mikki Wossum
Former Child Care Services
Amarillo, Texas

PWDB Child Care Services Contractor

Ms. Karron Gilbreath, Lead Provider Services Specialist
Workforce Solutions Panhandle
Amarillo, Texas

PWDB Staff

Ms. Gracie Aragon, Workforce Development Program Specialist
Panhandle Regional Planning Commission
Amarillo, Texas

Child Care Stakeholder

Ms. Trena Rider, Faculty/Program Coordinator Early Childhood Education
Amarillo College
Amarillo, Texas

Child Care Stakeholder

Ms. Victoria Hughes, Operation First Five Facilitator & Community Organizer
Operation First Five-Amarillo
Amarillo, Texas

**PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB)
CHILD CARE ADVISORY COMMITTEE MEMBERSHIP
JULY 1, 2023 – JUNE 30, 2025**

**LICENSED CHILD CARE CENTER
PARTICIPATING IN CCS**

Ms. Kristi Hanes
Co-Owner/Director
Night & Day, Care & Play Inc.
2831 Mays Street
Amarillo, Texas 79109
(806) 352-2186 / (806) 322-0986 fax
nightandday@arn.net

**LICENSED CHILD CARE CENTER
PARTICIPATING IN CCS**

Ms. Kim Winegeart
Co-Owner/Director
Community Day Care Center, Inc.
1100 Gwendolen Avenue
Pampa, Texas 79065
(806) 665-0735
cdccbaby@gmail.com

**LICENSED CHILD CARE HOME
PARTICIPATING IN CCS**

Ms. Veronica Oviedo
Co-Owner/Director
Hearts and Hands
1514 South Highway 385
Dimmitt, Texas 79027
(806) 240-2737
heartsandhandspreschoolcare@gmail.com

**CURRENT OR FORMER
CHILD CARE FAMILY**

Ms. Mikki Wossum
Former CCS Family
4714 Goodnight Trail
Amarillo, Texas 79109
(806) 640-4912
mwossum@attebury.com

CHILD CARE STAKEHOLDER

Ms. Victoria Hughes
Operation First Five Facilitator
& Community Organizer
Operation First Five-Amarillo
301 South Polk Street
Amarillo, Texas 79101
(806) 683-4248
victoriahughes012@gmail.com

CHILD CARE STAKEHOLDER

Ms. Trena Rider
Faculty/Program Coordinator
Early Childhood Education
Amarillo College
2201 South Washington Street
Amarillo, Texas 79109
(806) 371-5279, 806-341-1100 (cell)
tjrider21@actx.edu

PWDB CHILD CARE SERVICES CONTRACTOR

Ms. Karron Gilbreath
Lead Provider Services Specialist
Workforce Solutions Panhandle
3120 Eddy Street
Amarillo, Texas 79106
(806) 350-1726
kgilbreath@wspanhandle.com

PWDB STAFF

Ms. Gracie Aragon
Workforce Development Program Specialist
Panhandle Regional Planning Commission
415 Southwest 8th Avenue
Amarillo, Texas 79105
(806) 372-3381
garagon@theprpc.org

* Chairman

** Vice-Chairman



ITEM 11 - Policy (a) Customer Incentives

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter I-Universal Policies for Workforce Customers

Policy 1.6

Customer Incentives

Effective 12-6-2023

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy. Updated information in this policy is in **bold** typeface.

BACKGROUND: Customer Incentives help promote positive employment, training, and education outcomes for Workforce Development Program participants, and are a way to encourage the participation of workforce customers, and to reward participants for achieving goals. The Texas Workforce Commission (TWC) limits use of incentives to nonmonetary incentives only.

Nonmonetary incentives are any items or experiential rewards that can be assigned a monetary value but that have no actual redeemable monetary value other than through acquisition of the good or service.

Incentives do not include Support Services such as Child Care, transportation, or reimbursement of work-related expenses. **Under the Workforce Innovation and Opportunity Act (WIOA) Title 1, adults and dislocated workers are not eligible to receive incentives. TWC has also determined that nonmonetary participant incentives are not an allowable use of allocated Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T), Employment Services (ES), or Child Care funds.**

Incentives are not an entitlement, and are subject to availability of funds.

PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY: **The provision of Incentives will align with [TWC Workforce Development \(WD\) Letter 15-19](#), as updated. Workforce Solutions Panhandle (WSP) may offer nonmonetary incentives to WIOA Youth, Choices, Noncustodial Parent (NCP) Choices, and Choices Plus Program participants, as allowable by the funding stream, who exceed the minimum requirements of a program, employer, educational institution, or training provider. The participants must achieve or exceed goals that are not included as a basic requirement of participation in the Programs.**

WSP will:

- **Ensure that a participant is informed about the opportunity to receive an Incentive before the participant completes the activity or milestone that the Incentive is intended to encourage;**
- **Describe conditions, time frames, limitations, and deadlines that a participant must meet for the receipt and use of Incentives, including informing the participant that gaps in employment will affect the earning of Incentives that require employment retention;**
- **Set forth realistic minimum and maximum time frames for participants working toward an Incentive;**
- **Ensure that the Incentive(s) are outlined for the participant in writing prior to the commencement of the program or service;**

- Ensure that the provision of Incentives is in alignment with WSP’s Customer Incentives procedures, including maintaining WSP-established documentation submission requirements;
- Ensure that the Incentive(s) are accurately documented, and in a timely manner, in the participants’ Case Notes; and
- Adhere to proper internal control and accountability measures for Incentives, including maintaining records for issuance and reconciling of all Incentives. All materials used for Incentive payments, such as payment vouchers and gift cards, will be adequately safeguarded, and distributed solely for authorized purposes.

Customers engaged in documented and sustained full-time self-employment may earn Incentives only if the customer also participates in business/entrepreneurial support systems such as the “The ‘Blueprint’ for Entrepreneurial Success” at [WT Enterprise Center](#) and the Small Business Development Center at [America’s SBDC at WTAMU](#).

At the time the need to incentivize a specific outcome is identified for a Workforce Development Program participant, the creation of a Customer Incentive must be documented in the participant’s Service Plan, and in The Workforce Information System of Texas (TWIST) Counselor Notes, under Support Service Code 219 Incentives, per TWC Workforce Development (WD) Letter 15-19, as updated, as the basis for an Incentive payment. TWIST Counselor Note documentation will comply with current PWDB Case Management policy, including specific details and time frames required.

Incentives for Workforce Development Program participants utilizing the Metrix Learning Online Platform, the tool for enhancing job-related skills for job-seekers, may be an option as a local strategy to encourage greater Program participation.

WIOA Youth Program

Under [20 CFR §681.640](#), nonmonetary incentive payments are allowed for Youth Program participants if the incentives are connected to recognition of achievement of milestones in a program directly tied to education, training, or the successful completion of a work experience that occurs during program participation, including during the provision of Follow-up Services. Participants will be informed of the potential of earning incentive(s) during Follow-up Services prior to the participant’s Program Exit and staff will utilize the opportunity of earning incentive(s) during Follow-up Services to ensure continued communication with Youth Program participants during this time.

WIOA Youth Incentives must be tied to **one of** the fourteen (14) WIOA Youth Program Elements, and/or **one of** the five (5) WIOA Youth Program Performance Indicators:

- a) Employed/Enrolled - 2nd Quarter After Exit - Youth
- b) Employed/Enrolled - 4th Quarter After Exit - Youth
- c) Median Earnings - 2nd Quarter After Exit - Youth
- d) Credential Rate - Youth
- e) Measurable Skills Gains - Youth

The rationale for providing any Incentives must be thoroughly documented in the WIOA Youth Program participant’s case notes and be included in the Individual Service Strategy (ISS). Incentives may be awarded only after proper documentation verifying the achievement for

which the incentive will be paid is obtained and submitted. Documentation may include, but is not limited to, a copy of a transcript, GED certificate, diploma, certificate of completion, or attendance records.

~~Youth Incentives must be provided in accordance with Attachment A to this policy – WIOA Youth Customer Incentives Desk Aid.~~

WIOA Youth Program Incentives will be considered as follows:

Type of Incentive/ Activity	Incentive Amount	Frequency	Definitions/Limitations
Training or Educational Credential	\$250	Once per achievement during WIOA Youth Program participation, or within one (1) year after exit	Completion of a high school diploma, GED, or postsecondary certificate or degree. Incentives may be awarded only after ninety (90) days of active participation in the WIOA Youth Program, of which at least one (1) calendar month is spent in preparation for the specified outcome. The active participation must include regular contact with the assigned case manager. Occupational training credentials must be tied to employment in the same area in which youth participants were trained using WIOA Youth Program funds.
Placement in Employment, Education, or Training	\$100	Once in Q2 and in Q4 After Exit	Must be verified and documented in the WIOA Youth Program participant’s ISS.
Retention in Unsubsidized Employment, Education, or Training	\$200	Once in Q4 After Exit	Verified by WIOA Youth Program case manager through wage record information. Gaps in employment will delay the earnings of incentives.
Financial Literacy Education and/or Entrepreneurial Skills Training	\$50	Once per course or module completed	Available only to WIOA Youth Program participants enrolled in an education or training program or activity which leads to a recognized postsecondary credential or employment. Youth participants must submit proof of completion.
Work Experience Completed	\$50/\$100	Initial at 50% Completion (Based on # of Weeks) and Final at 100% Completion	Initial incentive issued at 50% completion of work experience, and final incentive issued at 100% completion of work experience, verified by WIOA Youth Program case manager, and based on employer recommendations and evaluations indicating Youth Program participants are performing at a level which warrants issuing the incentives.
Other Assigned Work	\$50	One per month	Other assigned work experience or training activities may include non-wage earning employment activities

Type of Incentive/ Activity	Incentive Amount	Frequency	Definitions/Limitations
Experience or Training Activities			beyond those usually expected of youth, such as unpaid work experience opportunities and internships designed to enhance employment, training, and education outcomes.

Choices/Choices Plus Programs

WSP will identify Choices participants who are eligible to receive a nonmonetary Incentive and may award an Incentive for the following:

- **Job retention, wage gains, and career progression**
- **Successful completion of training services**
- **Attainment of educational goals**
- **Voluntarily participating in Choices services when individuals are exempt**

Choices and Choices Plus Programs Incentives will be considered as follows:

Unsubsidized Job Retention – Employment of at least 30 hours per week		
Number of Weeks		
4	8	16
\$100	\$200	\$300
No more than the three specified job retention Incentives may be earned in a twelve-month period.		

Employer-Recognized Credential		
Prior to/after unsubsidized employment	In Addition to Unsubsidized Employment	
Training Short Course	Training Occupational Certificate (40 contact hours or more)	Passing GED Sections OR Entire Test
Additional \$100 per successful completion of approved course	Additional \$250 per successful completion of approved program	\$50 each section OR \$250 for receiving GED

Choices participants may only receive Incentives for completing occupational certificates of 40 or more contact hours or for passing one or more sections of the GED while engaged in unsubsidized employment and meeting participation requirements. If no longer receiving Temporary Assistance for Needy Families (TANF), Choices Plus individuals may receive these Incentives only if engaged in unsubsidized employment of at least 30 hours per week.

Choices/Choices Plus incentives may be awarded in addition to those provided by other programs, but only one Incentive may be earned for each accomplishment.

Any [Texas Health and Human Services Personal Responsibility Agreement \(PRA\)](#) violation will postpone award of earned Incentives until the participant is PRA-compliant. During a PRA violation, Incentives may continue to be earned if unsubsidized employment and participation expectations are met.

NCP Choices Program

The NCP Choices program targets low-income unemployed or underemployed NCPs who are behind on their child support payments or have had a child support obligation established. The intent of the program is ultimately to encourage NCPs who are not making child support payments to resume their commitments to the child(ren). WSP staff will perform their duties under this Program with this intent as the goal.

NCP Choices Program Incentives will be considered as follows:

Unsubsidized Job Retention – Average of 30 hours per week	
No more than the three specified job retention Incentives may be earned in a 12-month period.	
Number of Weeks	Amount of Incentive
4	\$100
<p>The NCP’s weeks of unsubsidized full-time employment used to calculate the number of weeks will be utilized from at least 4 different weeks, with an average of 30 hours per week. Any Pay Statement Documentation that brings the average calculation below 30 hours, may be omitted from the calculation. The weeks of unsubsidized full-time employment used to calculate the number of weeks for the award, are not required to:</p> <ul style="list-style-type: none"> • Include all weeks of employment during the 4 weeks of unsubsidized job retention; • Be consecutive; or • Be with the same employer. 	
Number of Weeks	Amount of Incentive
12	\$200
<p>The NCP’s weeks of unsubsidized full-time employment used to calculate the number of weeks will be utilized from at least 12 different weeks, with an average of 30 hours per week. Any Pay Statement Documentation that brings the average calculation below 30 hours, may be omitted from the calculation. The weeks of unsubsidized full-time employment used to calculate the number of weeks for the award, are not required to:</p> <ul style="list-style-type: none"> • Include all weeks of employment during the 12 weeks of unsubsidized job retention; • Be consecutive; or • Be with the same employer. 	

Number of Weeks	Amount of Incentive
26	\$300
<p>Pay Statement Documentation of the NCP’s weeks of unsubsidized full-time employment used to calculate the number of weeks will be utilized from 26 different weeks ***, with an average of 30 hours per week. The weeks of unsubsidized full-time employment used to calculate the number of weeks for the 26-week award are not required to be with the same employer.</p> <p>*** If it becomes evident that an NCP is at risk of not being able to complete 26 weeks of unsubsidized job retention at an average of 30 hours per week, before the end of the 6-month Retained Employment period, a new Job Retention Incentive may be established in the Individual Employment Plan (IEP). The revised IEP will reflect a new job retention incentive for \$200 to be paid, if the NCP completes unsubsidized full-time employment at an average of 30 hours per week, for at least 20 different weeks. The NCP’s weeks of unsubsidized full-time employment used to calculate the number of weeks of at least 20 different weeks, at an average of 30 hours per week, are not required to:</p> <ul style="list-style-type: none"> • Include all weeks of employment during the 26 weeks of unsubsidized job retention. Pay statement documentation showing hours worked less than 30 hours per week, for up to, but not more than, six (6) weeks, may be omitted from the calculation; • Be consecutive; or • Be with the same employer. 	

Employer-Recognized Credential		
Prior to/after unsubsidized employment	In Addition to Unsubsidized Employment	
Training Short Course	Training Occupational Certificate (40 contact hours or more)	Passing GED Sections OR Entire Test
Additional \$100 per successful completion of approved course	Additional \$250 per successful completion of approved program	\$50 each section OR \$250 for receiving GED

NCP participants may only receive Incentives for completing occupational certificates of 40 or more contact hours or for passing one or more sections of the GED while engaged in unsubsidized employment and meeting participation requirements.

NCP Incentives may be awarded in addition to those provided by other programs, but only one Incentive may be earned for each accomplishment.

Nonmonetary Incentives provide the opportunity to improve employment, training and education outcomes. WSP will develop procedures for, and ensure compliance, by program:

- **Eligibility – program participants will meet, at a minimum, program participation requirements;**
- **Limitations – appropriate limitations are developed and implemented; and**

- ~~Documentation – Incentives are accurately and properly documented in TWIST in a timely manner.~~

~~Details about specific types of Incentives, which may be given to Choices, Choices NCP, and Choices Plus Customers, for achievement and participation in program activities, including Incentive amounts, frequency, and limitations, are outlined in Attachment B to this policy – *Choices, Choices NCP, and Choices Plus Customer Incentives Desk Aid*.~~

~~**ATTACHMENTS:** See Appendix A, Chapter 1 – Universal Policies Attachments, Universal – 1.6 Customer Incentives Attachments,~~

- ~~Attachment A *WIOA Youth Customer Incentives Desk Aid*, Effective 5-27-2021; and~~
- ~~Attachment B *Choices, Choices NCP, and Choices Plus Customer Incentives Desk Aid*, Effective 12-7-2022~~

~~**RESCISSIONS:** PWDB Manual, Chapter 1-Universal Policies for Workforce Customers, Section 1.6 Customer Incentives Effective 12-7-2022, and Appendix A, Chapter 1 - Universal Policies Attachments, Universal - 1.6 Customer Incentives Attachments, Attachment A *WIOA Youth Customer Incentives Desk Aid*, Effective 5-27-2021 and Attachment B *Choices, Choices NCP, and Choices Plus Customer Incentives Desk Aid*, Effective 12-7-2022.~~

RESCINDED - CHOICES, CHOICES NCP, AND CHOICES PLUS CUSTOMER INCENTIVES DESK AID

Unsubsidized Job Retention*			Employer-Recognized Credential		
Number of Weeks			Prior to/after unsubsidized employment	In Addition to Unsubsidized Employment	
4	Choices 8 NCP 12	Choices 16 NCP 26	Training Short Course	Training Occupational Certificate (40 contact hours or more)	Passing GED Sections OR Entire Test
\$100	\$200	\$300	Additional \$100 per successful completion of approved course	Additional \$250 per successful completion of approved program	\$50 each section OR \$250 for receiving GED

*-Employment of at least 30 hours per week for Choices/Choices Plus, and at the required average of 30 hours per week for Choices NCP

- Choices, Non-Custodial Parents (NCP) and Choices Plus participants may be eligible to earn nonmonetary Incentives. However, no more than the three specified job retention Incentives may be earned in a twelve-month period.
- Choices and NCP participants may only receive Incentives for completing occupational certificates of 40 or more contact hours or for passing one or more sections of the GED while engaged in unsubsidized employment AND meeting participation requirements. If no longer receiving TANF, Choices Plus individuals may receive these Incentives only if engaged in unsubsidized employment of at least 30 hours per week.
- Customers engaged in documented and sustained full-time self-employment may earn Incentives only if the customer also participates in business/entrepreneurial support systems such as training offered by the Entrepreneurial Alliance or Small Business Development Center.
- Incentives will only be awarded after submission of participation documentation. Submission requirements will be established by the Workforce Solutions Panhandle contractor.
- Gaps in employment will affect the earning of Incentives that require employment retention.
- Any Personal Responsibility Agreement (PRA) violation will postpone award of earned Incentives until the participant is PRA-compliant. During a PRA violation, Incentives may continue to be earned if unsubsidized employment and participation expectations are met.
- To maintain eligibility for Incentives, Choices/NCP participants who lose employment must contact their case manager and engage in Workforce Solutions staff-assisted job search assistance as soon as possible, unless they find other employment at an average of 30 hours per week.
- Choices/NCP/Choices Plus incentives may be awarded in addition to those provided by other programs, but only one Incentive may be earned for each accomplishment.
- Training Incentives may be provided by any funding source for which the expense is allowable.
- Training achievements must be described in TWIST Counselor Notes.
- TWIST data entry of Incentives will be conducted as specified in TWC WD Letter 15-19, as updated.
- If after 12 weeks of employment, it becomes evident that an NCP customer is at risk of not being able to complete 26 weeks of unsubsidized job retention at an average of 30 hours per week before the end of the 6-month Retained Employment period, due to employer business necessity, a revised service plan for the remainder of the customer's time on the NCP program, will be completed immediately. The revised service plan will reflect a new job retention Incentive established for \$200 to be paid, if the NCP customer completes unsubsidized full-time employment at an average of **not less than** 30 hours per week, **calculated cumulatively**, for at least 20 weeks. Weeks of employment do not have to be with the same employer. Detailed TWIST counselor notes regarding the circumstances and necessity for a revised service plan and a new Incentive will be completed per PWDB Case Management Policy at the time the NCP case manager determines a customer is at risk of not completing 26 weeks of unsubsidized employment.

RESCINDED - WIOA YOUTH CUSTOMER INCENTIVES DESK AID

Type of Incentive/Activity	Incentive Amount	Frequency	Definitions/Limitations
Training or Educational Credential	\$250	Once per achievement during WIOA youth program participation, or within 1 year after exit	Completion of a high school diploma, GED, or postsecondary certificate or degree. Incentives may be awarded only after 90 days of active participation in the WIOA youth program, of which at least one calendar month is spent in preparation for the specified outcome. The active participation must include regular contact with the assigned case manager. Occupational training credentials must be tied to employment in the same area in which youth participants were trained using WIOA Youth funds.
Placement in Employment, Education, or Training	\$100	Once in Q2 and in Q4 After Exit	Must be verified and documented in the WIOA youth participant's service plan.
Retention in Unsubsidized Employment, Education, or Training	\$200	Once in Q4 After Exit	Verified by WIOA youth case manager through wage record information. Gaps in employment will delay the earnings of incentives.
Financial Literacy Education and/or Entrepreneurial Skills Training	\$50	Once per course or module completed	Available only to WIOA youth participants enrolled in an education or training program or activity which leads to a recognized postsecondary credential or employment. Youth participants must submit proof of completion.
Work Experience Completed	\$50/\$100	Initial at 50% Completion (Based on # Weeks) and Final at 100% Completion	Initial incentive issued at 50% completion of work experience, and final incentive issued at 100% completion of work experience, verified by WIOA youth case manager, and based on employer recommendations and evaluations indicating youth participants are performing at a level which warrants issuing the incentives.
Other Assigned Work Experience or Training Activities	\$50	One per month	Other assigned work experience or training activities may include non-wage earning employment activities beyond those usually expected of youth, such as unpaid work experience opportunities and internships designed to enhance employment, training, and education outcomes.

- WIOA youth participants may be eligible to earn nonmonetary incentives based on active participation, attendance, and performance in activities related to training and work experience activities only at this time. WIOA youth incentives may be modified once final WIOA rules are published.
- The rationale for providing any incentives must be thoroughly documented in a WIOA youth participant's employment plan, and incentives awarded must be fully detailed in corresponding TWIST Counselor Notes. Notation must include how planned incentives are tied to one or more of the 14 WIOA Youth program elements and/or WIOA Youth performance measures.
- Incentives may be awarded only after proper documentation verifying the achievement for which the incentive will be paid is obtained and submitted. Documentation may include, but is not limited to, a copy of a transcript, GED certificate, diploma, certificate of completion, or attendance records. Case managers must document completion of all incentive requirements and incentives issued in the WIOA youth participants' service plan and detailed in corresponding TWIST Counselor Notes.
- Multiple incentives may be earned for each activity as noted, with the exception of incentives for retention in unsubsidized employment, education, or training. Incentives for other assigned work experience or training activities as specified in the WIOA youth participants' service plan may only be earned once per month.



ITEM 11 - Policy (b) Support Services

<p style="text-align: center;">PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL Chapter I-Universal Policies for Workforce Customers Policy U 1.20 Support Services Effective 12-6-2023</p>

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy. Updated information in this policy is in **bold** typeface.

BACKGROUND: Support Services may be provided for the purposes of obtaining or retaining employment, completing occupational or work-based training designed to lead to employment, or participating in workforce program activities with the ultimate goal of self-sufficiency.

WSP will provide appropriate and allowable Support Services for eligible customers in the following programs: Temporary Assistance for Needy Families (TANF)/Choices; Non-Custodial Parent (NCP) Choices; Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T); and the Workforce Innovation and Opportunity Act (WIOA). ~~including WIOA Dislocated Worker participants under National Dislocated Worker Grants (NDWG).~~

PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:

WIOA defines Support Services as “Services such as (1) transportation, (2) child care, (3) dependent care, (4) housing, and (5) needs-related payments that are necessary to enable an individual to participate in activities authorized”.

- Specific information on (1) transportation, and transportation-related expenses, is available in the Panhandle Workforce Development Board (PWDB) Manual, Chapter I - Universal Policies for Workforce Customers, Policy U 1.22 Transportation Support Services, including Transportation Support Services – Attachment A; and Policy U 1.21 Maximum Mileage Reimbursement Rate;
- Regarding (2) child care and (3) dependent care, the Texas Workforce Commission (TWC) Child Care Services Guide states: “Child care services are support services for workforce employment, job training and other services under Texas Government Code, Chapter 2308, and Chapter 801.” Specific information is available in the Panhandle Workforce Development Board Manual, Chapter III, Policy CC 3.1 – Child Care Services;
- Specific Information on (4) housing is addressed in this policy document as residential assistance with rent, mortgage or utilities payments, referred to as “Residential Support”.
- (5) needs-related payments will not be provided to PWDB program participants.

The PWDB sets the limits for the total cost of support services that may be authorized *per participant*, by workforce program. The *overall* amount of funding available for Support Services to customers is subject to total workforce program funding and may be limited. Support Services are not considered an entitlement nor a reward.

WSP staff will ensure customers are aware of existing limitations and restrictions pertaining to the provision of Support Services.

Community Resources

Workforce program funding should not duplicate or supplant community resources. WSP staff will regularly explore local community resources to determine potential sources of referrals.

1. A Current Local Community Resource List ~~as in the template of Attachment 1 to this policy, *Currently Available Local Community Resources Form*~~, will be maintained, updated and made available to all WSP staff on a quarterly basis.

Note: Prior to providing Support Service assistance for WIOA customers, WSP staff are required to refer to the Current Local Community Resource List to determine whether any meet the specific needs of the WSP customer.

If no existing local community resources meet the customer's needs, workforce program funds may be utilized. WSP staff will briefly document the review process in the customer's **Individual Employment Plan (IEP)/Individual Service Strategy (ISS) Customer Service Plan and The Workforce Information System of Texas (TWIST) Counselor Notes** and case notes, and place a copy of the Current Local Community Resources List in the customer's file.

2. Referrals of customers to local community partner organizations, for assistance with Support Services needs, will be documented in **IEPs, ISSs, and case notes. Customer Service Plans and TWIST Counselor Notes.**

Provision of Support Services

1. Support Services will be provided according to each specific State-mandated Workforce Program's Rules and Requirements, as well as federal and State Rules and Regulations.
2. Although a Support Service is allowable, the Support Service must be cost-reasonable and justifiable.
3. Information on Support Services for purchasing required work-related or training items; payment authorizations and submission deadlines; and procedures involving policy waiver requests, are addressed in the following PWDB policies:

Chapter I-Universal Policies for Workforce Customers

- Policy U1.5 - Credit Card Purchases for Training and Support Services
- Policy U1.13 - Payment Authorizations for Training and Support Services
- Policy U1.14 - Payment Authorization Deadlines
- Policy U1.15 - Policy Waiver Requests
- Policy U1.16 - Purchasing Work-Related or Training Items and Services

4. **PWDB policy prohibits the provision, purchasing and distributing of food as a Support Service. WSP will provide Program participants with the identification of other available community, State, and/or federal resources, such as Supplemental Nutrition Assistance Program (SNAP) and food banks, for food provision, as well as the documentation of referrals to these services, when necessary.**

5. WSP will ensure compliance with [TWC WD Letter 43-11](#), as amended, when implementing priority of service for eligible Foster Youth, regarding provision of Support Services.
6. Post-employment/Job Retention Support Services may be provided to a customer, with verification of the purchase requirement obtained from the customer's employer. Detailed

justification will be thoroughly documented in the **IEP/ISS and case notes**. **Customer's Service Plan and corresponding TWIST Counselor Notes**.

7. Support Services provided to a customer who is not participating/cooperating must be discontinued, according to the applicable workforce program Rules, and no further Support Services provided until the customer resumes participation/cooperation, or is determined to have had “good cause” for failing to cooperate/participate.
8. Full explanation and detailed justification of the provision of Support Services will be documented within one calendar week of providing services, including the specific type, amounts and number of support payments to be made. The estimated length of time for which the particular Support service will be provided, will be documented in the **IEP/ISS and case notes**. **Service Plan and in TWIST counselor notes**.
9. Program-specific stipulations:
 - **SNAP E&T** –
 - a) Job Retention services or support services, will be provided for a minimum of 30 days and not more than 60 days, after SNAP recipients who participated in specific, regular SNAP E&T activities enter full- or part-time employment; and
 - b) Advance payments for anticipated expenses for customers in the coming month, and reimbursements for documented expenses incurred for support services for customers, are prohibited.

- **WIOA Youth** –

As referenced in TWC's WIOA Guidelines, effective 8/10/2023, local Boards must establish policy regarding food as a support service. PWDB policy prohibits the provision, purchasing and distributing of food as a support service. WSP will provide Youth Program participants with the identification of other available community, State, and/or federal resources for food provision, as well as the documentation of referrals to these services, when necessary.

Eligibility

1. WSP staff will verify the customer's eligibility for the applicable workforce program(s) and the service(s) in which they will be enrolled, and will accurately determine and thoroughly evaluate each customer's specific individual/family Support service needs, before providing any type of Support Services.
2. WSP staff will be diligent in monitoring customer attendance, participation, and continued eligibility for ongoing Support Services assistance, in compliance with federal and State Rules and Regulations for the applicable workforce programs.

Determining and Assessing Need

1. Support Services provided must be reasonable and necessary to address barriers to employment or workforce program participation, and be allowable under the federal and State Rules and Regulations of the workforce program(s) under which services will be provided.
2. A customer's request for Support Services cannot serve as the sole justification for providing assistance.

3. Before any Support Services are provided to a customer enrolled in a workforce program, a clearly demonstrated need must be determined (e.g., in order to obtain or retain employment; complete work-based or occupational training; or participate in required program activities such as job search) and WSP staff will assess how a particular Support service would meet that need.
4. A detailed justification with specific reasoning for providing Support Services will thoroughly explain and documented in case notes.
5. Customers will be encouraged to complete a financial planning worksheet to identify short-term and long-term needs. Financial issues identified on the worksheet can be addressed in the form of a budget.

Note: WIOA Program Rules require customers who apply for WIOA Services complete a financial planning worksheet.

6. Staff should evaluate the provision of Support Services to any customer who is co-enrolled in multiple workforce programs to ensure that there is no duplication of Support Services.
7. WSP Case Management staff will work in partnership with customers to develop an effective strategy to address existing financial issues, objectives for becoming self-sufficient, and individual goals. Once mutually agreed upon, these will be documented in the customer's **IEP/ISS and case notes Service Plan** and in ~~TWIST counselor notes~~, as appropriate according to the workforce program.
8. WSP Case Management staff is responsible for preparation, coordination, and updating of comprehensive **IEPs and ISSs Service Plans** for all WSP customers receiving Career or Training Services, and ensuring access to workforce program activities and Support Services, as outlined in those **IEPs and ISSs Service Plans**.

Financial Literacy Training

1. Staff:

- WSP staff who issue Support Services will complete financial literacy training, so they can convey the benefits to their customers. New staff will complete the training within ninety (90) days of employment.

2. Customers:

- Customers who receive residential Support Service assistance will be encouraged to complete Financial Literacy training to assist them in achieving control of their finances.

Notes: (a) All WIOA Youth Program customers are required to complete Financial Literacy training (see WIOA Regulations at [20 CFR, Chapter V, Part 681, Subpart C - Youth Program Design, Elements, and Parameters, § 681.500](#)); and

(b) The [TWC Choices Guide](#), Section B502.a, states that, as per [Texas Labor Code §302.0027](#), Financial Literacy training will be made available to Choices Program customers.

- Once Financial Literacy training is completed, staff will ~~enter as a service into TWIST under the appropriate code in the Service Tracking Service Information screen~~, and confirm inclusion in the Customer's **IEP/ISS Service Plan**, by adding/updating.

Limitations/Maximum Yearly Caps

- **Choices or SNAP E&T** - Residential assistance with rent, mortgage or utilities payments is allowable for Choices or SNAP E&T participants. If a Choices or SNAP E&T customer's Residential Support specific needs exceed a maximum yearly total amount of \$3,500, WSP staff will notify the PWDB by email, through panhandletwist@theprpc.org, demonstrating the expenditures are cost reasonable and justifiable for the provision of support.
- **NCP** – Support services are limited to a maximum yearly total amount of \$3,500 per participant. If an NCP participant's specific needs exceed a maximum yearly total amount of \$3,500, WSP staff will submit a waiver request as per PWDB Manual, Chapter I - Universal Policies for Workforce Customers, Policy U1.15, Policy Waiver Requests.
- **WIOA** – For WIOA participants, residential assistance with rent, mortgage or utilities payments is limited to a maximum yearly total amount of \$3,500, which will be included in the existing WIOA training and support lifetime cap of \$8,000. Residential Support will be provided (a) on a one-time, emergency basis, or (b) as part of the customer's original Service Plan. For consideration in any situations which do not fit these criteria, WSP Management staff will submit a waiver request as per PWDB Manual, Chapter I - Universal Policies for Workforce Customers, Policy U 1.15, Policy Waiver Requests.

Termination of Support Services

Support Services provided to Workforce Program customers during program participation, or for post-employment/job retention purposes, will be discontinued immediately:

1. When a Customer is found to be ineligible for services, according to the applicable Workforce Program federal and State Rules and Regulations.
2. For customers for whom WSP staff who have requested sanctions for non-participation/non-cooperation.

Continuity of Support Service Provision During Emergency/Disaster Declarations

To protect the health and safety of WSP staff and customers, WSP staff will follow PWDB Continuity of Service During Emergency/Disaster Declaration protocols described below, for providing Support service assistance to workforce program customers, as needed, upon issuance of any federal, State, and local government Emergency/Disaster Declaration(s).

Any temporary protocol does not replace any current policies for providing Support Service assistance; it is intended to be followed in addition to those policies. The WSP Director can submit a detailed request, for modifications to these protocols, to the Workforce Development Director for consideration at any time.

Under these protocols, when a determination has been made that in-person contact/transactions are to be suspended, WSP staff will follow the current procedures already in place for contact/transactions with PWDB rural (remote) customers. The preferred methods of providing assistance to program customers are:

- Through the WSPanhandle.com website Customer Portal,

- Electronically by email and/or text, (i.e., mobile/cell phone or Apptoto Messaging Application), and
- Through the United States Postal Service (USPS) mail.

WSP staff will document the contact methods used for each customer in case notes.

Non-In-Person (Remote) Contact/Transaction Protocols

WSP Staff have the option to send documents and request forms for the customer to “sign” and return. “Signing”, in this case, can be accomplished by using the WSPanhandle.com website Customer Portal to upload documents, or by sending/receiving electronic attachments, copies, or screen shots of completed and signed documents by email or text, and using the “Consent to Do Business Electronically/Electronic Signature” language. This language must be included, with the documentation, in the message sent to the customer:

- *“You acknowledge that you consent to doing business with Workforce Solutions Panhandle electronically, and use electronic signatures instead of using paper documents.”*
- *“By replying to any message containing a document which requires your signature, your reply serves as your signature until a signed copy of the document is received from you.”*

Staff and customers should use a “Read Receipt” request for email contacts.

Special Populations

WSP management will utilize PWDB-approved alternate procedures for methods of handling requests for Support Services assistance from customers who state they have no access or capability to communicate and receive assistance through any of the above methods (i.e., no access to computers or mobile/cell phones). WSP staff seeking coordination, with local agencies and organizations which serve members of the community who are in need, is highly encouraged.

ATTACHMENT FORM: Chapter I - Universal Policies to Workforce Customers, Support Services, Attachment A, *Currently Available Local Community Resources Form*.

RESCISSIONS: Chapter 1 - Universal Policies for Workforce Customers, Section 1.20, **Supportive Services Policy - Update, Effective 12-7-2022.**

PANHANDLE WORKFORCE DEVELOPMENT BOARD

Currently Available Local Community Resources Quarter, Year

This form is to be completed on a quarterly basis, and made available to all Workforce Solutions Panhandle (WSP) staff.

When WSP staff determines a workforce customer needs supportive services, staff will first consult the current quarter local community resources list, and make appropriate referrals based on the information available.

WSP staff will place a copy of the current quarterly local community resources list in the customer’s case file, and document referrals as per PWDB policy and WSP procedures.

When WSP staff become aware of new or additional local community assistance, it will be verified through 211 - United Way Helpline, and the quarterly list will be updated and provided to all WSP staff.

Supportive Service Needs:	Service Available (Yes/No)	Provider Contact Information	Eligibility Criteria
Gas for personal vehicle transportation			
City of Amarillo bus tickets			
Utility payments (gas or electrical service)			
Housing (rent or mortgage payments)			
Work related clothing and shoes			
Work related personal safety equipment (steel toe boots, gloves, goggles, etc.)			
Work related small hand tools (mechanic, carpentry, electrical)			
Scrubs for work or occupational training			
Personal vehicle repairs, tires, fees			
Personal hygiene care items			
Diapers required by child care provider			
Pre-employment tests/exams (drug tests, physical exams, background checks)			
PPE-Personal Protection Equipment			

Comments:



ITEM 11 - Policy (c) Components of WIOA Youth

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter II - Workforce Innovation and Opportunity Act (WIOA)

Section 2.3 WIOA Youth

WIOA Youth Eligibility and Key Components of WIOA Youth Program Participation
Policy WY 2.3.1 **Effective 12-6-2023**

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy. Updated information in this policy is in **bold** typeface.

BACKGROUND: **The Workforce Innovation and Opportunity Act (WIOA) of 2014 enacted a comprehensive youth employment program for serving eligible youth, ages 14-24, who face barriers to education, training, and employment.**

WIOA enhances the Youth Program design through an increased emphasis on individual participant needs **with** ~~by adding new~~ components, such as career pathways, as part of both the objective assessment and development of the Individual Service Strategy (ISS). In addition, the ISS must directly link to one or more of the Youth performance indicators.

Funds for youth services are allocated to states and local areas based on a formula. The WIOA Youth Program focuses primarily on Out-of-School (OSY) youth, requiring local areas to expend a minimum of 75% of WIOA youth funds on them.

~~WIOA sets out a number of changes for the Youth Program, including eligibility requirements, as outlined in attachments to this policy. The most significant overall change is to focus resources primarily on actively outreaching and serving Out of School Youth (OSY). WIOA raises the minimum percentage of funds required to be spent on OSY from 30% to 75%. This intentional shift refocuses the program to serve OSY during a time when large numbers of Youth and Young Adults are Out of School and not connected to the labor force.~~

Because WIOA prioritizes work experience, opportunities for work experience are critical components of the Youth Program. The program design under WIOA includes creating and developing effective connections to local employers from In-Demand Industry sectors and occupations.

WIOA aims to make the overall Workforce system more employer-driven, especially for Youth Program participants, by placing emphasis on training that is directly connected to jobs requiring skills that are In-Demand. Engaging private sector employers on a large scale, and devoting sufficient resources and staff to job development efforts which focus on identifying and responding to local employers' needs, are key elements in creating these opportunities.

~~Although Youth Councils are no longer required under WIOA, Workforce Solutions Panhandle (WSP) will establish a PWDB Youth resource group to develop effective strategies which best serve the primary purpose of finding and serving OSY. Community based organizations with a demonstrated record of success in serving eligible Youth must be included in this group, and can provide best practices for outreaching and engaging at-risk and OSY. The group should focus efforts towards cultivating new relationships and reinforcing existing ties with local employers to create linkages for Youth to employment and training opportunities in demand occupations.~~

PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:

WIOA Youth Eligibility

To be eligible to participate in the WIOA Youth Program and receive WIOA Youth Services, an individual must meet the general eligibility requirements, and meet one or more of the designated Youth criteria. In-School (IS) Youth must be low-income, and meet one or more of the designated criteria, while OSY are only required to meet one or more of the criteria. **Workforce Solutions Panhandle (WSP) staff will utilize a WIOA Youth Program Eligibility Desk Aid, attachment to this policy, which contains detailed eligibility requirements as established in the Texas Workforce Commission's (TWC) Workforce Innovation and Opportunity Act (WIOA) Guidelines, as updated, at <https://www.twc.texas.gov/sites/default/files/wf/docs/wioa-guidelines-twc.pdf>, and included in its WSP Operational Procedure, WIOA Youth Eligibility and Program Elements.**

The McKinney-Vento Education for Homeless Children and Youths Program ([full text of the McKinney-Vento Homeless Assistance Act](#)), defines an "Unaccompanied Youth" as a "homeless (or self-supporting, and at-risk of being homeless) child or youth not in the physical custody of a parent or guardian." The PWDB has established policy, under TWC Technical Assistance (TA), that an eligible Unaccompanied Youth, under the age of 18, without a legal guardian or documentation of legal guardianship, may be served under the WIOA Youth Program. If no adult is recognized as the Youth's guardian, WSP will submit a written email request to PWDB staff at panhandletwist@theprpc.org for permission to serve the Youth. This request will include:

- 1) A brief explanation of Youth's lack of Parent/Legal Guardianship status;
- 2) The category of the Youth's Living Situation, such as:
 - Shelter or juvenile Center
 - Hospital or other institution
 - Living with a friend or relative not designated as a legal guardian
 - Public or private place not ordinarily used as a regular sleeping accommodation, including a car, park, abandoned building, bus station, airport, or camp ground
- 3) Documentation of occupancy and type of facility, institution, center, or other lodging, if available; or if not, detailed in a WSP Self-Attestation Form; and
- 4) Written justification for the provision of services that summarizes the initial assessment of the Youth's plan for living and self-support during the period of service.

Youth Program Design

The design framework of ~~local~~ **the PWDB's** Youth Programs must include the following:

- **Objective Assessment** of each Youth Program participant's academic and occupational skills **level and service needs**, and supportive service needs, per current PWDB policy, and identifying career pathways. A copy of the Basic Skills Assessment, whether administered by WSP or an external training provider, will be placed in the Youth Program participant's file.

For purposes of the basic skills assessment portion of the objective assessment, administration of a new assessment instrument for a participant is not required if an

assessment of the participant has been conducted, within the previous twelve (12) months, as part of another education or training program.

- Individual Service Plan (ISP) Strategy (ISS) directly linked to one or more of the WIOA Youth Program Performance Indicators:
 - a) **Employed/Enrolled - 2nd Quarter After Exit - Youth**
 - b) **Employed/Enrolled - 4th Quarter After Exit - Youth**
 - c) **Median Earnings - 2nd Quarter After Exit - Youth**
 - d) **Credential Rate - Youth**
 - e) **Measurable Skills Gains - Youth**

The ISS will identify appropriate career pathways, **considering career planning and the results of the objective assessment, and prescribe achievement objectives and services for the participant.** The **ISP ISS** will be developed and updated as needed for each Youth Program participant.

- Case Management provided to Youth Program participants. WSP has the discretion to determine what specific program services a Youth Program participant receives based on each participant's objective assessment and ISS.

Youth Program Elements

The WIOA Youth Program includes 14 program elements that are required to be made available to Youth Program participants:

- 1) Tutoring and dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent.
- 2) Alternative secondary school Services or dropout recovery services, as appropriate.
- 3) Paid and unpaid work experience that have academic and occupational education as a component of the work experience, including summer and year-round employment, pre-apprenticeship, internship, job shadowing, and On-the-Job-Training (OJT) as defined in WIOA §3(44). **WIOA prioritizes work experience through a required 20% minimum expenditure rate for the work experience program element.**
- 4) Occupational Skills Training which includes priority consideration for Training Programs that lead to recognized postsecondary credentials that align with in-demand jobs. Proposed regulations allow Individual Training Accounts (ITAs) for older OSY aged 18 to 24.
- 5) Education offered concurrently with and in the same context as Workforce preparation activities and training for a specific occupation or occupational cluster.
- 6) Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- 7) Support Services defined as services that are necessary to enable an individual to participate in activities authorized under WIOA. **PWDB policy prohibits the provision, purchasing and distributing of food as a support service. WSP will provide Youth Program participants with the identification of other available community, State, and/or federal resources, such as Supplemental Nutrition Assistance Program (SNAP) and food**

banks, for food provision, as well as the documentation of referrals to these services, when necessary.

- 8) Adult mentoring for a duration of at least 12 months both during and after program participation.
- 9) Follow-up Services for not fewer than 12 months after the completion of participation. **Follow-up services may be provided beyond 12 months at WSP's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual, and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than a contact attempt or contact made for securing documentation in order to report a performance outcome. Follow-up services may include:**
 - a) Leadership development opportunities and support services;**
 - b) Regular contact with a youth participant's employer, including assistance in addressing work-related problems;**
 - c) Assistance in securing better-paying jobs, career pathway development, and further education or training;**
 - d) Work-related peer support groups;**
 - e) Adult mentoring;**
 - f) Supportive services;**
 - g) Financial literacy education;**
 - h) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local workforce area, such as career awareness, career counseling, and career exploration services; and**
 - i) Services necessary to ensure the success of youth participants in employment and/or postsecondary education.**
- 10) Comprehensive guidance and counseling, which may include referrals to drug and alcohol abuse counseling, and mental health counseling.
- 11) Financial literacy education, as described in the Code of Federal Regulations (CFR), Title 20, Chapter V, Part 681.500, <https://www.ecfr.gov/current/title-20/chapter-V/part-681.500>, may include activities which:
 - a) Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;**
 - b) Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;**
 - c) Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit;**

- d) Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
 - e) Educate participants about identity theft, ways to protect themselves from identify theft, and how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity and financial data;
 - f) Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials;
 - g) Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling;
 - h) Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and
 - i) Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including, where possible, timely and customized information, guidance, tools, and instruction.
- 12) Entrepreneurial skills training.
- 13) Labor market and employment information about local in-demand occupations, as well as career awareness, career counseling, and career exploration services.
- 14) Activities to help Youth prepare for and transition to postsecondary education and training.

Youth Services Providers and Referrals

While it is not required **for WSP** to provide every program service to all Youth Program participants, the participant must receive **written** information regarding the full array of applicable or appropriate services available, **including those** through other providers or partners. **A copy of this information document will be signed by the Youth Program participant and WSP, and saved within the Youth Program participant's case file.** Youth Program participants must be referred to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis. In order to meet their Basic Skills and training needs, Youth Program applicants who do not meet the eligibility requirements, or who cannot be served by the Youth Program, will be referred for further assessment, as necessary, or referred to appropriate programs to meet the skills and training needs of the Youth.

Youth Program Elements – (3) Paid & Unpaid Work Experience; (4) Occupational Skills Training; (5) Education offered concurrently with Workforce Preparation; (7) Support Services; (9) Follow-up Services; (11) Financial Literacy Education and (13) Labor Market Information – are provided by WSP. The other Youth Program Elements are available through external youth service providers. When needed, WSP Training Services staff will contact the external provider via phone or email. The detail and outcome of the referral will be documented in the Youth's ISS and Case Notes. For referrals of a medical or legal nature,

a confidential document will be maintained electronically as outlined in WSP Operational Procedure.

Incentives for Youth

Under 20 CFR §681.640, nonmonetary incentive payments are allowed for Youth Program participants if the incentives are connected to recognition of achievement of milestones in a program directly tied to education, training, or the successful completion of a work experience that occurs during program participation. Nonmonetary incentives are any items or experiential rewards that can be assigned a monetary value but that have no actual redeemable monetary value other than through acquisition of the good or service. Youth Program incentives must be tied to the 14 WIOA Youth Program elements, WIOA Youth performance measures, and completion of goals identified in the ~~Service Plan~~ Youth Program participant's ISS. WSP will ensure that WIOA-funded nonmonetary incentive payments are in alignment with PWDB Policy U 1.6, Customer Incentives and WSP's WIOA Youth Program Customer Incentives Desk Aid.

~~WIOA allows incentive payments to Youth Participants for recognition of performance, attendance, and active participation in activities directly related to employment and training only at this time. Additional Youth incentives may be added to this policy once final WIOA Rules are published. Youth incentives must be provided in accordance with policy per PWDB Policy 1.6, Customer Incentives, including the WIOA Youth Incentives Desk Aid attachment to the policy.~~

Youth Program Participant Work Experience/Paid Internship Payment of Overtime Wages

WIOA Youth Program work experience or paid internship work schedules are designed to be 40 hours per week or less. In addition, applicable child labor laws which dictate the working conditions and number of hours that Youth are permitted to work, will be followed.

If there is a business necessity directly related to a Youth Program Intern's training which requires additional work beyond 40 hours in a week, the employer or Intern's supervisor will notify the WIOA case manager, who will seek prior approval from the WIOA Program Manager before the overtime hours are scheduled and worked.

For extenuating circumstances when overtime becomes necessary in addition to the assigned work schedule, and prior approval is not possible, the employer or intern's supervisor will notify the WIOA case manager as soon as possible regarding the overtime hours worked.

Overtime should be treated as a rare exception, and overtime hours kept to as few hours as possible.

WIOA case managers will thoroughly document all overtime discussions with an employer or supervisor in ~~The Workforce Information System of Texas (TWIST) Counselor Case~~ Notes, ~~per PWDB policy~~, including notation that additional employer training regarding overtime restrictions was provided.

ATTACHMENTS: See Appendix B Chapter 2 WIOA

RESCISSIONS: Chapter 2-WIOA, Section 2.3 WIOA Youth, Subsection 2.3.1, WIOA Youth Eligibility and Key Components of Youth Program Participation, Effective 08-27-2020; and Subsection 2.3.2, Serving Eligible Youth under 18 Who Do Not Have a Legal Guardian, Effective 05-25-2016.

RESCINDED

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 2-WIOA

Section 2.3 WIOA Youth

Serving Eligible Youth under 18 Who Do Not Have a Legal Guardian

Subsection 2.3.2

Effective 05-25-2016

PURPOSE: To establish Panhandle WDBA (Workforce Development Board Area) policy for serving eligible WIOA (Workforce Innovation and Opportunity Act) Youth Under 18 years of age Who Do Not Have a Legal Guardian.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) identifies Youth with the barriers of homelessness, runaway and foster child statuses as potentially eligible for the WIOA Youth Program, and therefore establishes them as high priority populations to receive program services. Youth with these barriers are unlikely to have a legal guardian or documentation of such legal guardianship. Per the Texas Workforce Commission, “there is nothing in the law that requires Parent or legal guardian permission. The Board could set a policy if they wish” to serve any Youth without a legal guardian.

For Youth under 18, a legal guardian is required only for the purpose of identifying family size for eligibility determination. If there is no “family” other than the Youth, per the definition of that term found in TWC’s (Texas Workforce Commission) WIOA Eligibility Guidelines, then eligibility determination would be based only on the Youth ’s income.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

In the Panhandle WDBA (Workforce Development Board Area), a minor Youth without a legal guardian or documentation of legal guardianship may be served under the WIOA Youth Program.

In the event that a Parent or legal guardian is not available to give a minor Youth permission to participate in the program, an “unofficial guardian” may sign as the guardian if recognized as such by a school district or other public entity. For example, if a Youth lives with grandparents due to the Parents’ incarceration and the school recognizes the grandparents as guardians, then the grandparents may give written permission for WIOA participation.

If no Adult is recognized as a guardian, such as with homeless or runaway Youth, the WSP (Workforce Solutions Panhandle) Contractor will submit a written request to PRPC (Panhandle Regional Planning Commission) for permission to serve the individual. This request should be accompanied by a brief written justification for the provision of services that summarizes the “initial assessment” of the Youth ’s plan for living and self-support during the period of service. PRPC will respond to the request within 1 (one) business day once the summary has been submitted.

ATTACHMENTS: None

RESCISSIONS: None



ITEM 11 - Policy (d) NCP Choices Case Closure

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL Chapter V- Noncustodial Parent (NCP) Choices Policy NCP 5.1 Case Closure Effective 12-6-2023

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy. Updated information in this policy revision is highlighted in **bold typeface**.

BACKGROUND: Initiated in August 2005, the NCP Choices program is a collaborative effort of the Texas Workforce Commission (TWC), the Office of the Attorney General (OAG) of Texas, Local Workforce Development Boards, Workforce Solutions Office staff, and family court judges.

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

The NCP Choices program targets low-income unemployed or underemployed NCPs who are behind on their child support payments or have had a child support obligation established. **The intent of the program is ultimately to encourage NCPs who are not making child support payments to resume their commitments to the child(ren). WSP staff will perform their duties under this Program with this intent as the goal.**

Regarding closure of an NCP Program participant's case, PWDB policy follows the Texas Workforce Commission (TWC) NCP Choices Guide, Section B-400, Case Closure, Subsection B-404: Reasons for Removal.

1) B-404.a Meets NCP Choices Program Requirements: **The NCP meets the program requirements (i.e., retained employment for six months) so confirmation from the OAG is not required to close the NCP's case; however, Workforce Solutions Panhandle (WSP) will notify the OAG of the case closure by email.**

If an NCP loses their job before the six-month tracking period has ended, then at the end of six months from the date the NCP first enters employment, the case should be closed whether or not the NCP obtains subsequent employment. WSP must notify the OAG of the case closure by e-mail.

WSP, through its Operational Procedures, will ensure the Case Closure Process is completed appropriately and timely.

~~No confirmation from the OAG, or the court, is required to close an NCP participant's case, once the participant meets the program requirements (e.g., retained employment for six months). However, WSP may communicate the case closure to the OAG.~~

~~WSP staff will:~~

- ~~• Accurately enter employment outcomes into TWIST;~~
- ~~• Enter information into TWIST Counselor Notes and COLTS within **three (3) business days** of exit indicating that the NCP has successfully completed the NCP Choices program;~~
- ~~• Close the case and all services in TWIST by entering the exit date and completion reason as completed successfully in the TWIST Program Detail; and~~

- Close the case in COLTS by entering the end date in the Date Services Terminated box and saving the record.

2) B-404.b Noncompliance with NCP Choices Program Requirements: The PWDB determines noncompliance with workforce-related requirements and submits requests to OAG for case closure based on the following program guidelines:

For noncompliant NCP Choices participants, WSP will attempt to reengage the NCP, prior to submitting a Request to Remove.

- If an NCP does not appear for the NCP's first meeting with WSP staff or does not return after the first meeting, WSP staff must attempt to contact and reengage the NCP weekly until the customer is noncompliant for thirty (30) consecutive days.
- If an NCP is noncompliant with NCP Choices program requirements for at least thirty (30) consecutive days, WSP staff will submit a Request to Remove to the OAG.
- If an NCP is complying with NCP Choices program requirements, but has not obtained employment after 180 days of participation, WSP staff will submit a Request to Remove to the OAG.

WSP staff will submit all Requests to Remove to the OAG as described above, by email, within seven calendar days.

After a Request to Removal for an NCP Choices participant has been submitted to the OAG, the OAG staff will review the circumstances of the case and respond to WSP staff, by email, within a reasonable amount of time (usually 10-15 business days) of their determination on case closure. WSP staff will proceed according to the OAG's response to the Request:

- a) That the case remain open, because an indication of partial compliance was observed that suggests the potential for program success for that individual; or
- b) For removal. WSP staff will not close the case until receipt of written notification from the OAG. regarding administrative removal.

WSP staff will:

- Close all NCP Choices services in The Workforce Information System of Texas (TWIST) for the NCP Choices participant;
- Open a TWIST Service Code 11 - Planned Gap in Service, which denotes that the approval to remove, is pending;
- Document all actions in TWIST Counselor Notes and Choices Online Tracking System (COLTS); and
- Allow the participant, upon the participant's initiation, to resume participation in NCP Choices services, while the Request to Remove is pending.

Once WSP receives written notification of OAG's approval of the Request to Remove, staff will:

- Enter information into TWIST Counselor Notes and COLTS within **three (3) business days** of exit indicating that the NCP has exited the NCP Choices program;
- Close the case and all services in TWIST, including the Planned Gap service code, by entering the exit date and exit reason in the TWIST Program Detail; and
- Close the case in COLTS by entering the end date in the Date Services Terminated box and saving the record.

WSP, through its Operational Procedures, will ensure the Case Closure Process is completed appropriately and timely.

3) B-404.c NCP Choices Participant Becomes Ineligible or Unable to Participate: WSP staff will immediately submit a Request to Remove to the OAG if an NCP becomes ineligible or unable to participate in NCP Choices program for any of the following reasons:

- Deceased;
- Jailed on charges unrelated to child support;
- Medically unable to work (NCP must provide case manager with proper documentation, and the medical reason must extend past 30 days);
- Not legally allowed to work in the United States;
- Moved out of the Panhandle Workforce Development Area; or
- WSP staff discovers that the NCP does not meet all of the program eligibility requirements.

WSP staff will not close the case until receipt of **written** notification from OAG regarding administrative removal. **WSP will:**

- Close all NCP Choices services in TWIST for the NCP Choices participant;
- Open a TWIST Service Code 11 – Planned Gap in Service, which denotes that the approval to remove, is pending; and
- Document all actions in TWIST Counselor Notes and COLTS.

Once WSP receives written notification of OAG’s approval of the Request to Remove, staff will:

- Enter information into TWIST Counselor Notes and COLTS within **three (3) business days** of exit indicating that the NCP has exited the NCP Choices program;
- Close the case and all services in TWIST, including the Planned Gap service code, by entering the exit date and exit reason in the TWIST Program Detail; and
- Close the case in COLTS by entering the end date in the Date Services Terminated box and saving the record.

WSP, through its Operational Procedures, will ensure the Case Closure Process is completed appropriately and timely.

ATTACHMENTS: None

RESCISSIONS: Chapter 5 - Non-Custodial Parent (NCP) Choices, Section 5.1, Case Closure-Update, Effective 12-27-2022



ITEM 11 - Policy (e)

Child Care Services

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 3-Child Care Services

Policy CC 3.1

Child Care Services

Effective 12-6-2023

PURPOSE: To update Panhandle Workforce Development Board Child Care Services policy. New information in this update is in **bold** typeface, with ~~strikethroughs~~ indicating language that has been removed.

BACKGROUND: The Child Care Development Block Grant (CCDBG) Act of 2014 authorizes the federal Child Care Development Fund (CCDF), which is the primary federal funding source for providing Child Care subsidy assistance to low-income families and for improving the quality of care for all children. The Texas Workforce Commission (TWC) is the CCDF lead agency in the State of Texas, and the CCDF program is administered by the 28 local workforce development boards across the State. Additionally, the Texas Department of Family and Protective Services (TDFPS) is responsible for administering the health and safety requirements of the CCDF program. Workforce Solutions Panhandle (WSP) provides direct service delivery for the PWDB.

PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:

WSP, the Child Care Services sub-recipient for the PWDB, will develop, revise, and implement local procedures for managing Child Care Services, which comply with current Child Care Services Rules and regulations, all applicable State and federal guidelines and issuances, and this policy. This policy outlines requirements for the provision of Child Care Services for the PWDB. This policy outlines each section of the Texas Administrative Code (TAC) Chapter 809 Child Care Services (CCS) Rules where local policy is required. This policy could be superseded by the TAC Chapter 809 CCS Rules, as amended; the TWC Child Care Services (CCS) Guide, as amended; TWC Workforce Development (WD) Letters, as amended; and TWC guidance and directives, whichever is dated later.

Initial Job Search Child Care

~~As of October 2022, a new section of the CCS Rules was added under §809.56 – *Child Care during Initial Job Search*. This new section makes a permanent change from a TWC Initiative under TWC WD Letter 13-21, Change 1, into requirements under the CCS Rules §809.2(27)(C) by adding to the definition of “Working” to include “engaging in job search at the time of eligibility determination or redetermination as described in §809.56.~~

~~If Child Care during Initial Job Search began or ended prior to 10/3/2022, the provisions in the new CCS Rules do not apply. The case must be worked based on guidance provided in WD 13-21, Change 1. If the family is authorized for Child Care during Initial Job Search on or after 10/3/2022, the new CCS rules apply.~~

TAC Chapter 809 Child Care Services Rules

Reference: *The following PWDB policy provisions are organized by the sections in the TAC Chapter 809 CCS Rules, as amended, found at:*

<https://www.twc.texas.gov/files/twc/rules-chapter-809-child-care-services-twc.pdf>; and
[https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=4&ti=40&pt=20&ch=809](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=40&pt=20&ch=809).

§809.2(1)(C) Definitions-Making Progress

The determination for whether an individual is making progress toward successful completion of a job training or educational program will be demonstrated through continued enrollment in the training or educational program upon eligibility redetermination as described in CCS Rules §809.42.

§809.2(10)(C) Definitions-Education Program: “Undergraduate” replaces “Postsecondary”

CCS Rules §809.2(10) defines an Educational Program as a program that leads to:

- (A) a high school diploma;
- (B) a Certificate of High School Equivalency; or
- (C) an undergraduate degree from an institution of higher education.

Item C in the definition of an Education Program replaces the term “Postsecondary” with “undergraduate” throughout the rules.

Note: Prior to October 3, 2022, parents who were determined eligible based on enrollment in a graduate degree program will be allowed to complete the current semester.

§809.2(27)(C) Definitions-Working: Adds Job Search in Item C

Chapter 809.2(27) defines Working as:

- (A) activities for which one receives monetary compensation such as a salary, wages, tips, and commissions;
- (B) participation in Choices or Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) activities; or
- (C) engaging in job search at the time of eligibility determination or redetermination as described in CCS Rules §809.56.

§809.14(c) Coordination of Child Care Services

WSP will inform the local school districts and open-enrollment charter schools regarding opportunities to partner with child care providers in the Panhandle Workforce Development Area (PWDA) to expand access to and provide facilities for prekindergarten (pre-K) programs.

§809.18 Maintenance of a Waiting List

WSP will:

- Ensure that a list of parents and children waiting for child care services, because of the lack of funding or lack of providers, is maintained and available to the Board upon request;

- Ensure that waiting list process and procedures will include that the child is potentially eligible for child care services prior to placing the child on the waiting list;
- Exempt children from the waiting list who are directly referred from a recognized pre-kindergarten (Pre-K) or Head Start (HS)/Early Head Start (EHS) partnership, as described in CCS Rules §809.22, to a child care provider to receive services in the contracted partnership program subject to the availability of funding;
- Ensure communication to parents:
 - Prior to ~~12/1/2023~~ **2/5/2024**, by advising parents of the waiting list process, including informing parents that they have sole responsibility for providing confirmation of continued inclusion on the waiting list, at least every sixty (60) days; and
 - After ~~12/1/2023~~ **2/5/2024**, by contacting the parent every three (3) months and shall remove the child from the waiting list if the parent indicates that child care services are no longer required, or does not respond to WSP **within two (2) weeks**, regarding the continued need for child care services;
- Ensure the provision of child care services adheres to the priority groups outlined in CCS Rules §809.43, including serving children experiencing homelessness per §809.2 & §809.52; and
- Reach out to wait-listed families of potentially eligible children and provide those families application and referral information for recognized partnerships, according to WSP processes and procedures or at the Board's direction.

§809.19 Parent Share of Cost (PSoC)

Reference: *TAC CCS Rules and TWC CCS Guide, Parts B-D.*

➤ **Assessing the PSoC**

PSoC will be assessed only at the following times (Part B-607):

- Initial eligibility determination;
- 12-month eligibility redetermination;
- Upon the addition of a child in care that would result in an additional amount for the child;
- Upon a parent's report of a change in income, family size, or number of children in care, that would result in a reduced parent share of cost assessment; or
- Upon resumption of work, job training, or education activities following temporary changes, which includes a parent's report of family income after initial job search;

Parents meeting one or more of the following criteria are exempt from paying the PSoC for the duration of the 12-month eligibility period:

- Parents who are participating in Choices or in Choices Child Care as described in Part D-300;
- Parents who are participating in SNAP E&T Services or in SNAP E&T Child Care as described in Part D-500;
- Parents of a child receiving Child Care Services for children experiencing homelessness as defined in Part D-600; or
- Parents with children receiving protective services child care, including parents of children authorized by Department of Family and Protective Services (DFPS) for former protective services child care, as described in D-902, unless DFPS assesses a parent share of cost.

Child Care Services may be terminated during the 12-month eligibility period for failure to pay the PSoC, per Part D-901.a, as a program violation has occurred. WSP Child Care Staff will work with parents to determine why payments are not being made and possibly temporarily reduce the PSoC if necessary, as described in Part B-604 of the Child Care Services Guide, and this policy.

PSoC will be determined by a sliding fee scale based on the family's size and gross monthly income, and the number of children in care. WSP Child Care staff will abide by the TWC Board Contract Income Ranges for Parent Share of Cost (PSoC) Assessments, including associated WD letters, as amended and released by TWC annually.

Consistent with CCDF regulations in CCS Rules §98.45(k), the PSoC assessment will not be considered in the cost of care nor the amount of the Child Care Services Provider reimbursement.

➤ **Re-assessing the PSoC**

PSoC will be reassessed upon resumption of work, job training, or education activities following temporary changes as described in Part D-804 of the TWC CCS Guide. However, the newly assessed PSoC must not exceed the amount assessed at the most recent eligibility determination, except upon the addition of a child in care. (Part B-608)

Pursuant to Part B-604, a new PSoC will be assessed upon a parent's report of a change in income, family size, or number of children in care that would result in a reduced PSoC assessment.

If the reported change in income is determined to be a substantial decrease in earnings, as defined in Part D-107.b, then the PSoC must be reassessed based on the new, lower reported income. WSP will require documentation of a decrease in earnings when the PSoC is reduced. In addition, the changes to the PSoC will be documented in The Workforce Information System of Texas (TWIST) Counselor Notes or in the case file, per PWDB Policy.

An assessed PSoC may be reviewed for a possible temporary reduction if there are extenuating circumstances that jeopardize a family's self-sufficiency, and the assessed PSoC may be temporarily reduced if warranted by the circumstances. The requirements for handling temporary reductions as stated in Part B-604.c of the TWC CCS Guide will be followed.

➤ **Changes to PSoC During the 12-Month Eligibility Period**

Any change to a parent's share of cost will be effective at the beginning of the first full month and staff will make an explanatory TWIST Counselor Note.

➤ **Selecting One Provider to Be Paid PSoC When Multiple Providers Used:**

If a parent uses more than one Child Care Services Provider, TWIST automatically apportions the PSoC among the different providers. However, when multiple providers are used, WSP Child Care staff will select one provider for all new and existing customers to collect the PSoC. This means the customer will pay the full cost share to a single provider and will not pay a portion to several different providers. Selection of the single provider will be based on either the provider location of the youngest child in care, or the provider location utilizing the most care, whichever dollar amount is higher.

Staff will adjust the apportioned Paid PSoC in the provider section in TWIST by recording the full Paid PSoC in the Authorized line for one provider and by using the Authorized line to remove the PSoC from any other provider.

WSP will follow Operational Procedures to determine, assign, and modify a single provider, *and* designating the method used for prorating PSoC according to the requirements as previously described in this policy. WSP is responsible for notifying providers of any changes to collection of PSoC.

➤ **Prorating Changes to PSoC for New Enrollments and Terminations**

The PWDB continually seeks ways to support the efforts of parents to become self-sufficient. In any circumstance where PSoC requires an adjustment, Child Care staff will establish and consistently use the same method and tool to pro rate the PSoC for the remaining month which best achieves the highest level of reliability and accuracy in the calculations.

Child Care staff may override prorated PSoC fees determined by TWIST system calculations, and will enter a corresponding TWIST Counselor Note detailing the override.

➤ **Parent Failure to Pay PSoC:**

If a parent fails to pay their PSoC, the PWDB will not reimburse the Child Care Services Provider.

When the parent fails to pay the PSoC, the PWDB does not require parents to repay the Provider before being eligible for future Child Care Services.

➤ **Frequent Terminations for Failure to Pay PSoC:**

While PWDB Policy sets a PSoC that is affordable to all eligible families in the PWDB, and is not a barrier to families receiving assistance, if frequent terminations are occurring due to failure to pay the PSoC, the PWDB may revise the PSoC fee schedule to ensure that those fees are not a barrier to assistance for families at certain income levels, if determined necessary.

The PWDB definition of what constitutes frequent terminations is 20%. WSP will immediately notify the PWDB staff at the designated email address when the 20% threshold for terminations has been reached.

WSP will advise Child Care Services Providers they are required to report a nonpayment of PSoC as an applicable program violation to WSP within thirty (30) days of the payment due date.

WSP will follow a process for evaluating a family's financial circumstances for possible reduction of the PSoC before an early termination for nonpayment of PSoC. An assessment of the family's financial situation for extenuating circumstances must be completed each time the family is reported for non-payment, documented in the customer case file and TWIST, and will include these details:

- Evaluating a family's financial situation for extenuating circumstances that may affect affordability of the assessed PSoC;
- Offering a temporary reduction in the PSoC if the family has extenuating circumstances that warrant a reduction;

- Documenting the evaluation of the family’s financial situation and any temporary reduction granted; and
- Identifying and assessing the circumstances that may jeopardize a family’s self-sufficiency.

WSP will maintain a list of all terminations due to failure to pay the PSoC, including details on family size, income, family circumstances, and the reason for the termination made accessible to PWDB staff in a shared file until such time that TWC completes necessary upgrades in TWIST to assist WSP and PWDB staff in identifying patterns of frequent terminations.

WSP will follow a process to reevaluate affordability of Child Care Services in the PWDB and will implement the process once the 20% threshold for terminations has been reached. These procedures will include provisions for:

- General criteria for assessing the general affordability of the PSoC including: reviewing the labor market, housing costs, and economic conditions in the PWDB, as well as other factors which are relevant in determining general affordability, such as prevailing wage;
- Determining whether local economic conditions have changed, and ascertain if the sliding fee scale in the PSoC policy is a barrier to assistance; and
- Reporting the methods and results of findings to the Panhandle Workforce Development Director before any changes to the PSoC sliding fee scale will be made.

➤ **Reductions in PSoC**

A parent is allowed two (2) Parent-initiated PSoC reduction requests within an eligibility period. An assessment of the family’s financial situation for extenuating circumstances must be completed and documented in the case file and TWIST each time a parent requests a reduction in their PSoC, including the final decision for each request.

All changes in PSoC will be fully detailed and documented in a TWIST Counselor Note. Child Care staff will document their actions and record full details including entering the dollar amounts of the PSoC for the previous month and the dollar amount for the current month. Justification for all changes to PSoC will be entered in a corresponding TWIST Counselor Notes explaining in detail how all actions taken with customers are appropriate and necessary, and mirror activities and services entered in TWIST.

A parent who qualifies for both reductions described below, will receive the greater of the two.

- **Parents who chose a Texas Rising Star (TRS) certified provider**

The reduction in PSoC, described below, is allowable for a parent in which, at a minimum, one child is enrolled at a TRS-certified Provider.

An eligible parent will receive a 30% reduction for enrolling their child/ren at a TRS-certified Provider.

Cases will be assessed and reduction applied at the following times:

- At initial enrollment
- At recertification
- Transfer from non-TRS Provider

A parent will continue to receive this reduction if one of the following applies:

- The TRS provider loses TRS Certification
- The parent moves or changes employment within the service delivery area and no TRS-certified providers are available to meet the needs of the parent's changes circumstances.

Fees will revert to originally assessed PSoC if a parent transfers all of their child/ren to a non-TRS provider, as the parent no longer qualifies for the reduction. The change will be effective at the beginning of the first full month.

If a parent transfers to another workforce area in which a reduction for selection of a Texas Rising Star provider is not offered, the reduction will no longer apply.

- **Families with Part-Time/Blended/Part-Week Referrals**

The reductions in PSoC, described below, are allowable for a family in which all children are in part-time care. Part-time care includes part-time, blended, and part-week referrals as defined in ~~TWC WD Letter 07-21~~ **described in CCS Rules 809.93**.

Eligible families will receive a 25% reduction for each part-time/blended/part-week referral.

Cases will be assessed and reduction applied at the following times:

- At initial enrollment
- At recertification
- When household composition changes and new PSoC is to be calculated
- When a parent requests a fee reduction
- Upon a referral change, as applicable

Fees will revert to the originally assessed PSoC amount if a child's care changes from part-time to full-time, as the family no longer qualifies for the reduction. The change will be effective at the beginning of the first full month.

§809.20 Maximum Provider Reimbursement Rates

§809.20(a)-(d) WSP Child Care staff will abide by the Maximum Child Care Services Provider Reimbursement Rates, and the Increased Rates for Child Care Provider Reimbursements, including associated WD letters, as amended, and released by TWC.

§809.20(e) Child with Disabilities: WSP will follow Operational Procedures to ensure that providers that are reimbursed for additional staff or equipment needed to assist in the care of a child with disabilities are paid a rate up to 190 percent of the provider's reimbursement rate for a child of that same age.

§809.20(f) Transportation: Providers that offer transportation will be reimbursed up to the maximum Provider reimbursement rate as shown on the Attachment to this policy, as updated.

§809.20(g) Non-traditional Hours: Non-traditional hours of operation consist of providing evening and over-night time care after 9:00 pm and before 6:00 am.

A minimum of 75% of a child's care must be during non-traditional hours for that child's maximum reimbursement rate for non-traditional hours to apply.

§809.22 Direct Referrals to Recognized Partnerships

- 1) Allows children to be served through recognized partnerships, to be directly referred for child care services;
- 2) Exists between a child care provider and one of the following:
 - A public school prekindergarten provider,
 - A local education agency, or
 - A Head Start or Early Head Start (HS/EHS) program;
- 3) Requires both parties to enter an agreement such as memorandum of understanding; and
- 4) Serves children under six who are dually enrolled in both programs.

WSP must ensure that children who were directly referred from a recognized partnership, are exempt from the waitlist, subject to the availability of funding and the availability of subsidized slots at the partnership site.

WSP will ensure that priority of service is applied to the pool of direct partnership referrals if funding is limited or if the number of direct referrals exceeds the number of available subsidized slots at a partnership site.

§809.41 A Child's General Eligibility for Child Care Services

§809.41(a)(3)(A)(i) Statewide Income Limit

Except for a child receiving or needing protective services, for a child to be eligible to receive child care services, at the time of eligibility determination or redetermination, the child must reside with a family within the PWDA whose income does not exceed 85% of state median income (SMI) for a family of the same size.

§809.41(a)(3)(B) Parents Who Require Child Care in Order to Work, Including Job Search, or Attend Job Training or Educational Program

As per the definition of “Work”, job search is an allowable activity for child care services eligibility.

§809.41(b) A Child's General Eligibility for Child Care Services-Time Limits

WSP shall ensure that child care services while the parent is enrolled full-time in an undergraduate educational program is provided for, but does not exceed, a cumulative total of 60 months.

§809.41(c) Children of Parents Attending an Educational Program

Parents attending an educational program that leads to a degree from an institution of higher education are exempt from residing with the child. Justification for the exemption, including time limits, must be completely documented.

§809.42 Eligibility Verification, Determination, and Redetermination

§809.42(a) Parent Rights: Once a signed application and all necessary documentation are received by WSP, completion of the initial determination and notification to parents must occur within twenty (20) days, as referenced in 809.71(6).

Time Limits While in Education Program: Past performance or attendance in an education or job training program must not be considered in initial eligibility for Child Care Services. The **tracking of the** cumulative total 60-month time limit for full-time undergraduate education **begins began** as of 10/3/2022 and is for parents meeting all activity requirements through education. For families previously receiving Child Care Services during education, this time limit **will start starts** over effective 10/3/2022.

WSP staff will ~~develop and implement~~ **ensure through** Operational Procedures for how to obtain and retain appropriate documentation to support the determination that the parent is making progress through continued enrollment in the training or educational program upon eligibility redetermination.

§809.42(b) WSP will ensure that eligibility for child care services shall be redetermined no sooner than 12 months following the initial determination or most recent redetermination, except for:

- A child experiencing homelessness, as described in §809.52; or
- Child Care during Job Search as described in §809.56.

§809.43(a) Priority for Child Care Services

In accordance with State and federal regulations, WSP will ensure that Child Care Services are provided according to the priority groups described in this section the Child Care Services Rules, including provision of Child Care Services for children of families with very low income, children with special needs, and children experiencing homelessness, as follows:

1. The first priority group is automatically assured Child Care Services, and includes children of families with very low income, and/or eligible for the following:
 - Choices Child Care as referenced in §809.45;
 - Temporary Assistance to Needy Families (TANF) Applicant Child Care as referenced in §809.46;
 - SNAP E&T Child Care as referenced in §809.47; or
 - Transitional Child Care as referenced in §809.48.
2. The second priority group is served after the first priority group, subject to the availability of funds, in the following order of priority, and includes children with special needs, and vulnerable populations:
 - 1) Children who need to receive protective services Child Care as referenced in §809.49 of the Child Care Rules;
 - 2) Children of a qualified veteran or qualified spouse as defined in §801.23;
 - 3) Children of a foster youth as defined in §801.23;
 - 4) Children experiencing homelessness defined in §809.2 & described in §809.52;
 - 5) Children of parents on military deployment as defined in §809.2 whose parents are unable to enroll in military-funded Child Care assistance programs;
 - 6) Children of teen parents as defined in §809.2; and
 - 7) Children with disabilities as defined in §809.2.

Foster youth will be served according to the provisions outlined in TWC WD letter 43-11, as amended.

WSP will follow Operational Procedures ensuring that disabilities are documented. Acceptable forms of documentation include confirmation of the child's enrollment in or receipt of benefits from one or more of the following programs:

- Supplemental Security Income (SSI) benefits;
- Social Security Disability Insurance (SSDI) benefits;
- Texas Health and Human Services Commission, Early Childhood Intervention (ECI) program;
- Head Start program that identified the child as having a disability; and
- Public school special education services, including Early Childhood Special Education.

Documentation from a qualified health care provider is also acceptable. All documentation for children with disabilities will be completed in the documentation log for each child and placed in the customer file. All medical documents will be placed in a separate file and location apart from the case file.

3. The third priority group designated by this PWDB policy includes:

- Parents who are receiving services from workforce partners and participating in programs funded by the PWDB, such as Workforce Innovation and Opportunity Act (WIOA); and
- Adding siblings of a child who is already receiving Child Care Services but who are not currently receiving Child Care Services themselves.

WSP will ensure that children in the first and second priority groups are enrolled before enrolling children from Board-established priority groups.

§809.44 Calculating Family Income

Family income will be calculated in accordance with TWC guidelines that take into account irregular fluctuations in earnings, and temporary increases in income, including temporary increases that result in monthly income exceeding 85% SMI will not affect eligibility or PSoC.

In order to simplify the eligibility determination process for self-employed individuals, Child Care Services applicants may take a standard deduction. The applicant provides documentation of the gross income from self-employment, and eligibility Staff deducts a standard percentage to determine the net self-employment amount. Child Care Services applicants in the PWDB, may use a Standard Deduction of 30% as an option to determine net income for self-employment.

WSP Child Care Services Staff will:

- Verify that a self-employment business or enterprise is in existence and covers the eligibility period for Child Care Services at initial eligibility determination and at eligibility redetermination using one of the documents listed in D-109b;
- Ensure that business expenses for self-employment enterprises are verified at initial eligibility determination, eligibility redetermination, and following a reported change in family income; and
- Follow the guidelines as stated in Part D-106 through Part D-11 regarding calculating family income, including income exclusions and inclusions, bonuses, lump sum payments, unearned income, and lack of income documentation, in their entirety.

§809.44(b)&(c) Calculating Family Income - Exclusions

Income sources per Child Care Services Rules 809.44(b) will be excluded from the family income, and income that is not listed in (b) as excluded from income, will be included as income.

§809.48 Transitional Child Care

As is stated in §809.41(a)(3)(A)(i) Statewide Income Limit, for a child to be eligible to receive Transitional child care services, at the time of eligibility determination or redetermination, the child must reside with a family within the PWDA whose income does not exceed 85% of SMI for a family of the same size.

A parent is eligible for Transitional child care services if the parent requires child care to work or attend a job training or educational program for a combination of at least an average of 25 hours per week for a single-parent family or a total combined 50 hours per week for a dual-parent family. There is no minimum activity requirement for each parent.

If a parent's medical disability or need to care for a physically or mentally disabled family member prevents the parent from participating in work, education, or job training activities for the required hours per week, a reduction to the requirements described above and in §809.48(a)(3) may be provided, on a case-by-case basis. Justification for the reduction including time limits must be completely documented.

§809.50 At-Risk Child Care

As is stated in §809.41(a)(3)(A)(i) Statewide Income Limit, for a child to be eligible to receive At-Risk child care services, at the time of eligibility determination or redetermination, the child must reside with a family within the PWDA whose income does not exceed 85% of SMI for a family of the same size.

A parent is eligible for At-Risk child care services if the parent requires child care to work or attend a job training or educational program for a combination of at least an average of 25 hours per week for a single-parent family or a total combined 50 hours per week for a dual-parent family. There is no minimum activity requirement for each parent.

If a parent's medical disability or need to care for a physically or mentally disabled family member prevents the parent from participating in work, education, or job training activities for the required hours per week, a reduction to the requirements described above and in §809.50(a)(2) may be provided, on a case-by-case basis. Justification for the reduction including time limits must be completely documented.

§809.56(a)-(f) Child Care during Initial Job Search

As of October 2022, this new section has been added to the Child Care Services Rules which is referenced throughout the new Rules. WSP will ensure, through its procedures, the requirements in §809.56 including in subsection (f) that the parent in child care job search:

- Registers with the State's labor exchange system, currently WorkInTexas.com; and
- Has access to the appropriate services available through the One-Stop delivery network.

§809.71 Parent Rights

In addition to the other requirements in this section of the CCS Rules, WSP will inform families and providers of new program violation rules, as required in TWC WD Letter 04-18, Child Care Early Terminations Due to Program Violations – Implementation and Actions, as amended.

§809.71(3) Parent Rights –Transfers

PWDB policy does not place a limit on the number or frequency of transfers of a child from one Child Care Provider to another.

WSP will ensure that parents receive information about the PWDB’s policies regarding transferring children from one provider to another, which shall include a waiting period of two weeks before the effective date of a transfer, except in cases:

- In which the provider is subject to a Child Care Regulation (CCR) probationary status or corrective action, as described in CCS Rules §809.94;
- When the transfer is authorized by Child Protective Services (CPS) for a child in protective services; or
- On a case-by-case basis determined by the PWDB. For consideration, by the PWDB, of this exemption to the two-week waiting period, WSP Child Care Services staff will update and implement the Operational Procedure to submit a request and documentation to the panhandletwist@theprpc.org email.

Parents will be informed of WSP procedures which require that the parent submit, two weeks prior to the effective date of the transfer, a Transfer Request to WSP Child Care Services staff.

WSP Child Care Services staff will enter information regarding Transfer Requests and authorized exceptions to the two-week waiting period requirement into TWIST Counselor Notes.

§809.73 Parent Reporting Requirements

Parents must report changes to WSP within fourteen (14) calendar days of the change. If the parent does not report the change within that time period, the change does not have to be made retroactive from the actual date of the reduction. Parents will not be required to report any changes during the twelve (12) month period other than those specified in CCS Rules §809.73(a)- (b).

Failure to report changes described in the Child Care Services Rules as stated may result in fact-finding for suspected fraud, as described in Subchapter F - Fraud Fact-Finding and Improper Payments, of the Rules.

§809.74 Parent Appeal Rights

WSP will provide a Form **CC**1071 - Notice of Right to File an Appeal to an Adverse Action, to a parent receiving a Notice of Determination resulting in a denial, reduction or termination of benefits or services.

§809.78(d)(1)(2) Attendance Standards and Notice and Reporting Requirements

Reference: CCS Rules §809.78 and TWC WD Letter ~~08-21~~ 08-23 Texas Child Care Connection and Child Care Automated Attendance and Manual Absence Tracking

Attendance standards and notice and reporting requirements, as set forth in §809.78, will become effective in conjunction with the implementation of the new automated attendance tracking and child care case management system—the Texas Child Care Connection (TX3C), scheduled for February 5, 2024. Absence notifications to families and providers must begin with the launch of the new system.

As per WD Letter 08-21, a Child Care Provider report consisting of five (5) consecutive absences will count as one Child Care Provider Notice for the child.

Multiple attempts to contact the Child Care parent and Child Care Provider prior to terminating services per CCS Rules §809.78(d)(2) require Child Care staff to provide written notice to the parent and the Child Care Provider at reasonable times through established communication channels of the child's absences and the potential termination of services. Such written notice, to the parent and the Provider, shall be provided, at a minimum, as soon as practicable after the child reaches fifteen (15) absences [based upon the receipt of three (3) Provider Notices of five (5) consecutive absences each], and thirty (30) absences [based upon receipt of six (6) Provider Notices of five (5) consecutive absences each], within a 12-month eligibility period, as described below:

- Attempt #1: Attempt number one will be included within each of the written notices (15 and 30 day). These (15 and 30 day) written notices will serve dual purposes. First and foremost, the written notices will meet the requirements of CCS Rules §809.78(d)(1). Secondly, in addition to the written notices, the letter to parents must contain a clear invitation and request for the parent to contact Child Care staff to discuss the child's absences and to determine why the child is absent.
- Attempt #2: Child Care staff will make a second attempt to contact the parent by texting, emailing, phone, letter, or in person.

The definition of “Excessive Absences” is set forth in CCS Rules §809.2(11) as more than forty (40) absences based upon the receipt of eight (8) Provider Notices.

Child Care staff will document all attempts made to contact parents and Child Care Providers to determine why the child is absent and to explain the importance of regular attendance in TWIST Counselor Notes, as previously described.

§809.92(d) Provider Responsibilities and Reporting Requirements - Child Care Services Providers Published Rate Costs

Child Care Services Providers are not allowed to charge parents eligible for Child Care Services the difference between the Provider's published rate and the amount of the PWDB reimbursement rate (including the assessed PSoC).

§809.111 General Fraud Fact-Finding Procedures

WSP will follow Fraud Fact-Finding procedures that comply with the CCS Rules and TWC CCS Guide as amended, TWC WD Letter 21-16, as amended, and relevant PWDB policy.

Appropriate Corrective Action will be taken against a Child Care Services Provider or parent who violates the rules and expectations related to the automated attendance system requirements.

Any actions deemed appropriate by WSP will comply with current PWDB Child Care Services Fraud policy, and will include the involvement of the PWDB staff.

§809.113 Action to Prevent or Correct Suspected Fraud

PWDB policy is any actions deemed appropriate by WSP will comply with current PWDB Child Care Services Fraud Policy, and will include the involvement of the PWDB Staff.

§809.115(d) Corrective Adverse Actions - Child Care Services Provider

WSP will follow Operational Procedures to take corrective action consistent with subsections (a) - (c) of CCS Rules §809.115 against a Child Care Services Provider when a Provider performs the attendance reporting function on behalf of a parent.

§809.115(e) Corrective Adverse Actions - Parent

WSP will develop procedures to take corrective action consistent with subsections (a) - (c) of CCS Rules §809.115 against a parent when a parent violates TWC’s rules and procedures related to attendance reporting.

§809.135 TRS Process for Reconsideration

The TRS Program is not subject to Chapter 823 of the CCS Rules, the Integrated Complaints, Hearings, and Appeals rules. Upon completion of the full assessment and prior to the confirmation of a star level, a Child Care Services Provider will be allowed to submit a reconsideration request if the request is received by WSP within ten (10) business days from the date of the notification to the Provider of the star level. WSP will then have twenty (20) business days to reassess the Provider. WSP will establish operations procedures for the implementation of the reconsideration process.

ATTACHMENTS:

- **Board Contract Year 2024 Child Care Provider Payment Rates—Effective October 1, 2023;**
- **Board Contract Year 2024 Income Limit Eligibility Code Card for Child Care Services—Effective: October 1, 2023–September 30, 2024;**
- **Income Ranges for Parent Share of Cost Assessment—Effective October 1, 2023–September 30, 2024;**

FORMS:

- **CC1071 - Notice of Right to File an Appeal to an Adverse Action (English)**
- **CC1071 - Notice of Right to File an Appeal to an Adverse Action (Spanish)**

RESCISSIONS:

- **PWDB Chapter 3 Child Care Services, Section 3.1 Child Care Services-Update, Effective 5-24-2023;**
- **Fiscal Year 2023 Child Care Provider Reimbursement Rates—Effective October 1, 2022;**
- **Board Contract Year 2023 Income Limit Eligibility Code Card for Child Care Services—Effective: October 1, 2022–September 30, 2023;**

- **Income Ranges for Parent Share of Cost Assessment—Effective October 1, 2022–September 30, 2023; and**
- **Form 1071 - Notice of Right to File an Appeal to an Adverse Action—Revised March 2023.**

Board Contract Year 2024 Child Care Provider Payment Rates—Effective October 1, 2023

Panhandle Workforce Development Area

Provider Type	Provider Rating	Infant FT	Infant PT	Toddler FT	Toddler PT	Preschool FT	Preschool PT	School-age FT	School-age PT	School-age BT
LCCC	Reg	\$35.00	\$32.51	\$31.60	\$29.10	\$30.20	\$25.80	\$29.40	\$24.80	\$25.47
LCCC	TRS2	\$36.76	\$34.14	\$33.19	\$30.56	\$31.72	\$27.10	\$30.88	\$26.05	\$26.76
LCCC	TRS3	\$37.50	\$34.83	\$33.86	\$31.18	\$32.36	\$27.65	\$31.51	\$26.58	\$27.30
LCCC	TRS4	\$41.20	\$37.00	\$36.60	\$32.80	\$33.02	\$28.21	\$32.15	\$27.12	\$27.86
LCCC	TSR	\$36.76	\$34.14	\$33.19	\$30.56	\$31.72	\$27.10	-	-	-
LCCH	Reg	\$30.40	\$28.60	\$29.20	\$27.60	\$28.60	\$26.00	\$27.80	\$25.00	\$25.41
LCCH	TRS2	\$31.93	\$30.04	\$30.67	\$28.99	\$30.04	\$27.31	\$29.20	\$26.26	\$26.69
LCCH	TRS3	\$32.94	\$30.65	\$31.29	\$29.58	\$30.65	\$27.86	\$29.79	\$26.79	\$27.23
LCCH	TRS4	\$36.60	\$33.20	\$33.40	\$30.18	\$31.27	\$28.42	\$30.39	\$27.33	\$27.78
LCCH	TSR	\$31.93	\$30.04	\$30.67	\$28.99	\$30.04	\$27.31	-	-	-
RCCH	Reg	\$29.00	\$27.20	\$28.40	\$26.20	\$27.33	\$23.53	\$25.60	\$23.00	\$23.38
RCCH	TRS2	\$30.46	\$28.57	\$29.83	\$27.52	\$28.70	\$24.71	\$26.89	\$24.16	\$24.56
RCCH	TRS3	\$31.68	\$29.15	\$30.43	\$28.08	\$29.28	\$25.21	\$27.44	\$24.65	\$25.06
RCCH	TRS4	\$35.20	\$31.20	\$32.00	\$28.65	\$29.87	\$25.72	\$28.00	\$25.15	\$25.57
RCCH	TSR	\$30.46	\$28.57	\$29.83	\$27.52	\$28.70	\$24.71	-	-	-
Relative	None	\$11.50	\$10.25	\$10.00	\$7.90	\$10.00	\$7.75	\$9.75	\$8.25	\$8.47

Source: Texas Workforce Commission (TWC) Workforce Development (WD) Letter 20-23
Attachment 1 - Board Contract Year 2024 Child Care Provider Payment Rates

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Document Location: Panhandle Workforce Development Board Policy Manual
Chapter III - Child Care Services
Policy CC 3.1 Child Care Services
Attachment - BCY'24 Child Care Provider Payment Rates

LCCC = Licensed child care center
LCCH = Licensed child care home
RCCH = Registered child care home
TRS = Texas Rising Star
TSR = Texas School Ready
FT = Full time
PT = Part time
BT = Blended

Board Contract Year 2024 Income Limit Eligibility Code Card for Child Care Services

Effective: October 1, 2023–September 30, 2024

Gross Annual Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$14,580	\$21,870	\$25,515		\$29,160	\$27,017	\$36,842	\$39,298	\$41,754
2	\$19,720	\$29,580	\$34,510	\$36,482	\$39,440	\$35,330	\$48,178	\$51,390	\$54,601
3	\$24,860	\$37,290	\$43,505	\$45,991	\$49,720	\$43,643	\$59,514	\$63,481	\$67,449
4	\$30,000	\$45,000	\$52,500	\$55,500	\$60,000	\$51,956	\$70,850	\$75,573	\$80,296
5	\$35,140	\$52,710	\$61,495	\$65,009	\$70,280	\$60,269	\$82,185	\$87,664	\$93,143
6	\$40,280	\$60,420	\$70,490	\$74,518	\$80,560	\$68,582	\$93,521	\$99,756	\$105,991
7	\$45,420	\$68,130	\$79,485	\$84,027	\$90,840	\$70,141	\$95,647	\$102,023	\$108,400
8	\$50,560	\$75,840	\$88,480	\$93,536	\$101,120	\$71,700	\$97,772	\$104,290	\$110,809
9	\$55,700	\$83,550	\$97,475	\$103,045	\$111,400	\$73,258	\$99,898	\$106,558	\$113,218
10	\$60,840	\$91,260	\$106,470	\$112,554	*	\$74,817	\$102,023	\$108,825	\$115,626
11	\$65,980	\$98,970	\$115,465	*	*	\$76,376	\$104,149	\$111,092	\$118,035
12	\$71,120	\$106,680	*	*	*	\$77,934	\$106,274	\$113,359	\$120,444
13	\$76,260	\$114,390	*	*	*	\$79,493	\$108,400	\$115,626	\$122,853
14	\$81,400	\$122,100	*	*	*	\$81,052	\$110,525	\$117,894	\$125,262
15	\$86,540	*	*	*	*	\$82,611	\$112,651	\$120,161	\$127,671

*** Families at these income levels are not eligible for Child Care and Development Fund (CCDF) – supported child care because these income figures exceed 85 percent (%) of the state median income (SMI) for a family of the same size.**

Sources: U.S. Department of Health and Human Services Poverty Guidelines, Federal Register, Vol. 88, No. 12, published January 19, 2023, U.S. Department of Health and Human Services State Median Income Estimates, Low Income Home Energy Assistance Program (LIHEAP) Information Memorandums (IM) 2023-02, May 24, 2023, State Median Income Estimates FY 2024.

Gross Monthly Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$1,215	\$1,823	\$2,126	\$2,248	\$2,430	\$2,251	\$3,070	\$3,275	\$3,479
2	\$1,643	\$2,465	\$2,876	\$3,040	\$3,287	\$2,944	\$4,015	\$4,282	\$4,550
3	\$2,072	\$3,108	\$3,625	\$3,833	\$4,143	\$3,637	\$4,959	\$5,290	\$5,621
4	\$2,500	\$3,750	\$4,375	\$4,625	\$5,000	\$4,330	\$5,904	\$6,298	\$6,691
5	\$2,928	\$4,393	\$5,125	\$5,417	\$5,857	\$5,022	\$6,849	\$7,305	\$7,762
6	\$3,357	\$5,035	\$5,874	\$6,210	\$6,713	\$5,715	\$7,793	\$8,313	\$8,833
7	\$3,785	\$5,678	\$6,624	\$7,002	\$7,570	\$5,845	\$7,971	\$8,502	\$9,033
8	\$4,213	\$6,320	\$7,373	\$7,795	\$8,427	\$5,975	\$8,148	\$8,691	\$9,234
9	\$4,642	\$6,963	\$8,123	\$8,587	\$9,283	\$6,105	\$8,325	\$8,880	\$9,435
10	\$5,070	\$7,605	\$8,873	\$9,380	*	\$6,235	\$8,502	\$9,069	\$9,636
11	\$5,498	\$8,248	\$9,622	*	*	\$6,365	\$8,679	\$9,258	\$9,836
12	\$5,927	\$8,890	*	*	*	\$6,495	\$8,856	\$9,447	\$10,037
13	\$6,355	\$9,533	*	*	*	\$6,624	\$9,033	\$9,636	\$10,238
14	\$6,783	\$10,175	*	*	*	\$6,754	\$9,210	\$9,824	\$10,438
15	\$7,212	*	*	*	*	\$6,884	\$9,388	\$10,013	\$10,639

* Families at these income levels are not eligible for CCDF - supported child care because these income figures exceed 85 percent (%) of SMI for a family of the same size.

Source: Texas Workforce Commission (TWC) Workforce Development (WD) Letter 24-23, Attachment 1
Board Contract Year 2024 Federal Poverty Guidelines and State Median Income Amounts
for Determining Eligibility and Parent Share of Cost for Child Care Services
Board Contract Year 2024 Income Limit Eligibility Code Card for Child Care Services

* * *

Document Location: Panhandle Workforce Development Board Policy Manual
Chapter III - Child Care Services
Policy CC 3.1 Child Care Services
Attachment - BCY'24 Income Limit Eligibility Code Card for Child Care Services

Income Ranges for Parent Share of Cost Assessment
Effective October 1, 2023–September 30, 2024

		Federal Poverty Guidelines (FPG)																	
Family Size	0% - 50%		>50% - 75%		>75% - 100%		>100% - 125%		>125% - 150%		>150% - 175%		>175% - 185%		>185% - 200%		>200FPG% - 85% SMI		
	2	\$0	\$822	\$823	\$1,232	\$1,233	\$1,643	\$1,644	\$2,054	\$2,055	\$2,465	\$2,466	\$2,876	\$2,877	\$3,040	\$3,041	\$3,287	\$3,288	\$4,550
3	\$0	\$1,036	\$1,037	\$1,554	\$1,555	\$2,072	\$2,073	\$2,590	\$2,591	\$3,107	\$3,108	\$3,625	\$3,626	\$3,833	\$3,834	\$4,143	\$4,144	\$5,621	
4	\$0	\$1,250	\$1,251	\$1,875	\$1,876	\$2,500	\$2,501	\$3,125	\$3,126	\$3,750	\$3,751	\$4,375	\$4,376	\$4,625	\$4,626	\$5,000	\$5,001	\$6,691	
5	\$0	\$1,464	\$1,465	\$2,196	\$2,197	\$2,928	\$2,929	\$3,660	\$3,661	\$4,392	\$4,393	\$5,125	\$5,126	\$5,417	\$5,418	\$5,857	\$5,858	\$7,762	
6	\$0	\$1,678	\$1,679	\$2,517	\$2,518	\$3,357	\$3,358	\$4,196	\$4,197	\$5,035	\$5,036	\$5,874	\$5,875	\$6,210	\$6,211	\$6,713	\$6,714	\$8,833	
7	\$0	\$1,893	\$1,894	\$2,839	\$2,840	\$3,785	\$3,786	\$4,731	\$4,732	\$5,678	\$5,679	\$6,624	\$6,625	\$7,002	\$7,003	\$7,570	\$7,571	\$9,033	
8	\$0	\$2,107	\$2,108	\$3,160	\$3,161	\$4,213	\$4,214	\$5,267	\$5,268	\$6,320	\$6,321	\$7,373	\$7,374	\$7,795	\$7,796	\$8,427	\$8,428	\$9,234	
9	\$0	\$2,321	\$2,322	\$3,481	\$3,482	\$4,642	\$4,643	\$5,802	\$5,803	\$6,962	\$6,963	\$8,123	\$8,124	\$8,587	\$8,588	\$9,283	\$9,284	\$9,435	
10	\$0	\$2,535	\$2,536	\$3,803	\$3,804	\$5,070	\$5,071	\$6,338	\$6,339	\$7,605	\$7,606	\$8,873	\$8,874	\$9,380	\$9,381	*	*	\$9,636	
11	\$0	\$2,749	\$2,750	\$4,124	\$4,125	\$5,498	\$5,499	\$6,873	\$6,874	\$8,247	\$8,248	\$9,622	\$9,623	*	*	*	*	\$9,836	
12	\$0	\$2,963	\$2,964	\$4,445	\$4,446	\$5,927	\$5,928	\$7,408	\$7,409	\$8,890	\$8,891	*	*	*	*	*	*	\$10,037	
13	\$0	\$3,178	\$3,179	\$4,766	\$4,767	\$6,355	\$6,356	\$7,944	\$7,945	\$9,533	\$9,534	*	*	*	*	*	*	\$10,238	
14	\$0	\$3,392	\$3,393	\$5,087	\$5,088	\$6,783	\$6,784	\$8,479	\$8,480	\$10,175	\$10,176	*	*	*	*	*	*	\$10,438	
15	\$0	\$3,606	\$3,607	\$5,409	\$5,410	\$7,212	\$7,213	\$9,015	\$9,016	*	*	*	*	*	*	*	*	\$10,639	

*** Families at these income levels are not eligible for Child Care and Development Fund–supported child care because these income figures exceed 85 percent of the state median income for a family of the same size.**

State Median Income (SMI)																		
Family Size	0% - 20%		>20% - 30%		>30% - 40%		>41% - 50%		>51% - 60%		>61% - 70%		>71% - 75%		>75% - 80%		>80% - 85% SMI	
2	\$0	\$1,071	\$1,072	\$1,606	\$1,607	\$2,141	\$2,142	\$2,677	\$2,678	\$3,212	\$3,213	\$3,747	\$3,748	\$4,015	\$4,016	\$4,282	\$4,283	\$4,550
3	\$0	\$1,323	\$1,324	\$1,984	\$1,985	\$2,645	\$2,646	\$3,306	\$3,307	\$3,968	\$3,969	\$4,629	\$4,630	\$4,959	\$4,960	\$5,290	\$5,291	\$5,621
4	\$0	\$1,574	\$1,575	\$2,362	\$2,363	\$3,149	\$3,150	\$3,936	\$3,937	\$4,723	\$4,724	\$5,511	\$5,512	\$5,904	\$5,905	\$6,298	\$6,299	\$6,691
5	\$0	\$1,826	\$1,827	\$2,740	\$2,741	\$3,653	\$3,654	\$4,566	\$4,567	\$5,479	\$5,480	\$6,392	\$6,393	\$6,849	\$6,850	\$7,305	\$7,306	\$7,762
6	\$0	\$2,078	\$2,079	\$3,117	\$3,118	\$4,157	\$4,158	\$5,196	\$5,197	\$6,235	\$6,236	\$7,274	\$7,275	\$7,793	\$7,794	\$8,313	\$8,314	\$8,833
7	\$0	\$2,125	\$2,126	\$3,188	\$3,189	\$4,251	\$4,252	\$5,314	\$5,315	\$6,376	\$6,377	\$7,439	\$7,440	\$7,971	\$7,972	\$8,502	\$8,503	\$9,033
8	\$0	\$2,173	\$2,174	\$3,259	\$3,260	\$4,345	\$4,346	\$5,432	\$5,433	\$6,518	\$6,519	\$7,605	\$7,606	\$8,148	\$8,149	\$8,691	\$8,692	\$9,234
9	\$0	\$2,220	\$2,221	\$3,330	\$3,331	\$4,440	\$4,441	\$5,550	\$5,551	\$6,660	\$6,661	\$7,770	\$7,771	\$8,325	\$8,326	\$8,880	\$8,881	\$9,435
10	\$0	\$2,267	\$2,268	\$3,401	\$3,402	\$4,534	\$4,535	\$5,668	\$5,669	\$6,802	\$6,803	\$7,935	\$7,936	\$8,502	\$8,503	\$9,069	\$9,070	\$9,636
11	\$0	\$2,314	\$2,315	\$3,472	\$3,473	\$4,629	\$4,630	\$5,786	\$5,787	\$6,943	\$6,944	\$8,100	\$8,101	\$8,679	\$8,680	\$9,258	\$9,259	\$9,836
12	\$0	\$2,362	\$2,363	\$3,542	\$3,543	\$4,723	\$4,724	\$5,904	\$5,905	\$7,085	\$7,086	\$8,266	\$8,267	\$8,856	\$8,857	\$9,447	\$9,448	\$10,037
13	\$0	\$2,409	\$2,410	\$3,613	\$3,614	\$4,818	\$4,819	\$6,022	\$6,023	\$7,227	\$7,228	\$8,431	\$8,432	\$9,033	\$9,034	\$9,636	\$9,637	\$10,238
14	\$0	\$2,456	\$2,457	\$3,684	\$3,685	\$4,912	\$4,913	\$6,140	\$6,141	\$7,368	\$7,369	\$8,596	\$8,597	\$9,210	\$9,211	\$9,824	\$9,825	\$10,438
15	\$0	\$2,503	\$2,504	\$3,755	\$3,756	\$5,007	\$5,008	\$6,258	\$6,259	\$7,510	\$7,511	\$8,762	\$8,763	\$9,388	\$9,389	\$10,013	\$10,014	\$10,639

Source: Texas Workforce Commission (TWC) Workforce Development (WD) Letter 24-23, Attachment 2
Board Contract Year 2024 Federal Poverty Guidelines and State Median Income Amounts
for Determining Eligibility and Parent Share of Cost for Child Care Services
Income Ranges for Parent Share of Cost Assessment

* * *

Document Location: Panhandle Workforce Development Board Policy Manual
Chapter III - Child Care Services
Policy CC 3.1 Child Care Services
Attachment - Income Ranges for Parent Share of Cost Assessment

STEPS FOR FILING AN APPEAL OF AN ADVERSE ACTION

NOTICE OF RIGHT TO FILE AN APPEAL TO AN ADVERSE ACTION

Notice: This process does not pertain to matters alleging violations of non-discrimination or Equal Opportunity requirements under the Workforce Innovation and Opportunity Act (WIOA) or matters governing job service related complaints.

What is an Appeal?

An appeal is a written request filed by a party with the Panhandle Workforce Development Board (Board) for a review in response to a determination or decision. A party receiving a notice of determination resulting in a denial, reduction or termination of benefits or services administered by the Board has the right to file an appeal of that determination. These rights and related procedures are in the Texas Workforce Commission's (TWC) Integrated Complaints, Hearings and Appeals rules 40 TAC (Texas Administrative Code) Chapter 823.

Who may file an appeal?

- Workforce Solutions customers who have applied for, or are eligible to receive, federally-funded or state-funded workforce services administered by TWC or the Board. These services include, in addition to Child Care: Temporary Assistance for Needy Families (TANF) Choices; Supplemental Nutrition Assistance Employment & Training (SNAP E&T) Program; Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth; and Eligible Training Providers receiving WIOA funds or other funds for training services.
- Other interested parties affected by the Texas Workforce System, including sub-recipients who may be Child Care providers or other service providers that have a received a written statement issued by the Board, a Workforce Solutions Center, or TWC relating to an adverse action, or a provider or contractor, related to denial or termination of eligibility, under programs administered by the TWC or the Board.
- Previously employed individuals who believe they have been displaced by a Workforce Solutions customer participating in work-based services such as subsidized employment, or work experience.

How will the appeal be resolved?

- Within 5 (five) business days of the receipt of an appeal, Panhandle Regional Planning Commission (PRPC) or its contractor will offer the affected party an opportunity for informal resolution including, but not limited to, meetings with case managers or their supervisors, reviews of the case file, and coordinate that process with all parties.
- The informal resolution process should be completed within 15 (fifteen) business days of the receipt of an appeal.
- When informal resolution results in an agreement between the parties, the matter will be considered resolved.
- If no agreement is reached within the 15 (fifteen) business days, the PRPC designee will take steps to schedule a formal hearing.
- A formal hearing will be coordinated and conducted by an impartial Board Hearing Officer and a decision mailed to the parties within 60 (sixty) calendar days of the original filing.
- If no decision was mailed within the 60 (sixty) calendar day time period, a party may submit an appeal to the Texas Workforce Commission no later than 90 (ninety) calendar days after the filing date of the original appeal.
- If a party disagrees with the Board Hearing Officer's decision, an appeal may be filed with the Texas Workforce Commission within 14 (fourteen) calendar days of the mailing date of that decision.
- Appeals submitted to the Texas Workforce Commission must be filed in writing with: TWC Appeals, Texas Workforce Commission, 101 East 15th St., Room 410, Austin, TX 78778-0001
- Following the conclusion of the TWC Appeal hearing, the hearing officer will promptly issue a written decision on behalf of TWC.

Step 1 - If you have received notice of an adverse action, you are encouraged to first **discuss the determination with staff where the action originated.** You may contact Workforce Solutions Panhandle at:

3120 Eddy St.
Amarillo, TX 79106
(806) 372-2836
(800) 658-2662 toll-free

Step 2 - If, after discussing the determination with Workforce Solutions Panhandle staff, you still wish to appeal the determination, you must **submit your appeal in writing. Include a photocopy of the Notice of Determination being referenced in your appeal.**

Step 3 - **Complete the following** (the * symbol designates required information). This appeal is a request for Board review of a Notice of Determination (Denial, Reduction or Termination of Services) I received:

dated: * _____ Case No. * _____

Step 4 - ***Check one box below** - "I appeal because I believe that:"

- "Workforce Solutions Staff did not follow proper procedure(s)"
- "My determination is based upon a Workforce Solutions Staff error or miscalculation"
- "Other" _____

Step 5 - **Complete the following:** (Note: Any change of mailing address during this process must be reported immediately to the PRPC designee.)

* _____
Print Name

* _____
Mailing Address

* _____ * _____ * _____
City State ZIP

* _____ * _____
Home Telephone Number Daytime Telephone Number

Step 6 - ***You must submit a clear and concise written statement (in addition to this form) of the facts of the alleged violation, the dates on which the alleged violation occurred and names, titles, and addresses of persons who may have knowledge of the facts of the complaint.** Up to five additional sheets may be used and relevant documentation should be included.

Step 7 - ***Certification: I certify** that the information furnished is true and accurately stated to the best of my knowledge.

* _____ *

Signature Date

Step 8 - Appeals must be filed on or before the appeal due date listed on the Notice of Determination (Denial, Reduction or Termination of Services). Appeals may be forwarded through Workforce Solutions complaint takers at:

Workforce Solutions Panhandle
3120 Eddy St.
Amarillo, TX 79106

or sent directly to the PRPC designee:
Appeals Representative
PRPC
P.O. Box 9257
Amarillo, TX 79105
Fax (806) 373-3268

This document contains vital information about the requirements, rights, determinations and/or responsibilities of access to the services of the workforce system. Language services, including interpretation and translation documents, are available free of charge upon request.

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.

AVISO AL DERECHO DE PRESENTAR UNA APELACIÓN ANTE UNA ACCIÓN ADVERSA

Aviso: Este proceso no se refiere a asuntos que alegan violaciones de los requisitos de no discriminación o de la Igualdad de Oportunidades según la Ley de Innovación y Oportunidades de la Fuerza Laboral (WIOA) o asuntos que gobiernan las quejas relacionadas con el servicio laboral.

¿Qué es una apelación?

Una apelación es una solicitud por escrito presentada por una parte ante el Consejo de Desarrollo de la Fuerza Laboral del Panhandle para una revisión en respuesta a una determinación o decisión. La parte que reciba un aviso de determinación que resulte en una negación, reducción o terminación de beneficios o servicios administrados por el Consejo de Administración tiene derecho a presentar una apelación de esa determinación. Estos derechos y procedimientos relacionados se encuentran en las reglas integradas de quejas, audiencias y apelaciones de la Comisión de la Fuerza Laboral de Texas (TWC), 40 TAC (Código Administrativo de Texas), Capítulo 823.

¿Quién puede presentar una apelación?

- Clientes de Workforce Solutions quienes han aplicado por, o son elegibles para recibir, servicios de fuerza laboral financiados con fondos federales o estatales administrados por TWC o el Consejo de Administración. Estos servicios incluyen, Cuidado Infantil: Asistencia Temporal para Familias Necesitadas (TANF) Opciones; Programa de Asistencia de Nutrición Suplementaria Empleo y Capacitación (SNAP E & T); la Ley de Innovación y Oportunidades de la Fuerza Laboral (WIOA) Adulto, Trabajador Dislocado y Jóvenes; y proveedores de capacitación elegibles que reciben fondos de WIOA u otros fondos para servicios de entrenamiento.
- Otras partes interesadas afectadas por el sistema de la Fuerza Laboral de Texas, incluyendo subreceptores que pueden ser proveedores de Cuidado Infantil u otros proveedores de servicios que hayan recibido una declaración escrita emitida por el Consejo de Administración, el centro de Workforce Solutions, o TWC relacionada con una acción adversa, o un proveedor o contratista, relacionada con la negación o terminación de la elegibilidad, bajo programas administrados por TWC o el Consejo de Administración.
- Personas previamente empleadas que creen que han sido desplazadas por un cliente de Workforce Solutions que participa en servicios basados en el trabajo, como empleo subsidiado o experiencia laboral.

¿Como se resolverá la apelación?

- Dentro de los 5 (cinco) días hábiles del recibo de una apelación, la Comisión de Planificación Regional del Panhandle (PRPC) o su contratista ofrecerán a la parte afectada una oportunidad para una resolución informal que incluye, pero no se limita a, reuniones con administradores de casos o sus supervisores, revisiones del expediente del caso y coordinar ese proceso con todas las partes.
- El proceso de resolución informal se deberá de completar dentro de los 15 (quince) días hábiles de una apelación recibida.
- Cuando la resolución informal resulta en un acuerdo entre las partes, el asunto se considerará resuelto.
- Si no se llega a un acuerdo dentro de los 15 (quince) días hábiles, la persona designada por la PRPC tomará medidas para programar una audiencia formal.
- Una audiencia formal será coordinada y conducida por un Oficial de Audiencias del Consejo de Administraciones imparcial y una decisión enviada por correo a las partes dentro de 60 días calendario de la presentación original.
- Si no se envió ninguna decisión dentro del periodo de 60 días calendario, una parte puede presentar una apelación a la Comisión de la Fuerza Laboral de Texas a más tardar 90 (noventa) días calendario después de la fecha de presentación de la apelación original.
- Si una de las partes no está de acuerdo con la decisión del Oficial de Audiencias del Consejo de Administraciones, se puede presentar una apelación ante la Comisión de la Fuerza Laboral de Texas dentro de los 14 (catorce) días calendario a partir de la fecha del envío de esa decisión.
- Las apelaciones presentadas ante la Comisión de la Fuerza Laboral de Texas deben presentarse por escrito ante: TWC Appeals, Texas Workforce Commission, 101 East 15th St., Room 410, Austin, TX 78778-0001
- Tras la conclusión de la audiencia de apelación con TWC el oficial de audiencias emitirá de inmediato una decisión por escrito en nombre de TWC.

PASOS PARA PRESENTAR UNA APELACIÓN DE UNA ACCIÓN ADVERSA

Paso 1 - Si recibió un aviso de una acción adversa, le recomendamos que primero analice la determinación con el personal donde se originó la acción. Puede comunicarse con Workforce Solutions Panhandle en:

3120 Eddy St.
Amarillo, TX 79106
(806) 372-2836
(877) 658-2662 toll-free

Paso 2 - Si, después de discutir la determinación con el personal de Workforce Solutions Panhandle, aún desea apelar la determinación, debe presentar su apelación por escrito. Incluya una fotocopia del Aviso de Determinación al que se hace referencia en su apelación.

Paso 3 - Complete lo siguiente (el * símbolo indica la información requerida). Esta apelación es una solicitud para que el Consejo de Administración revise un Aviso de Determinación (Negación, Reducción o Terminación de Servicios) que recibió:

Fecha: * _____ Número de caso: * _____

Paso 4 - *Marque una opción - "Yo apelo porque creo que:"

- "El personal de Workforce Solutions no siguió los procedimientos adecuados"
- "Mi determinación se basa en un error o error de cálculo del personal de Workforce Solutions"
- "Otro" _____

Paso 5 - Complete lo siguiente: (Nota: Cualquier cambio de dirección postal durante este proceso debe informarse inmediatamente a la persona designada por PRPC.)

* _____
Nombre Impreso

* _____
Dirección de Correo

* _____ * _____ * _____
Ciudad Estado Código Postal

* _____ * _____
Número de teléfono de casa Número de teléfono de día

Paso 6 - *Debe presentar una declaración escrita clara y concisa (además de este formulario) de los hechos de la presunta violación, las fechas en que ocurrió la presunta violación y los nombres, títulos y direcciones de las personas que puedan tener conocimiento de los hechos de la queja. Se podrán utilizar hasta cinco hojas adicionales y se deberá incluir la documentación pertinente.

Paso 7 - *Certificación: Yo certifico que la información proporcionada es verdadera y correcta a mi leal saber y entender.

* _____ * _____
Firma Fecha

Paso 8 - Las apelaciones deben presentarse en o antes de la fecha límite de apelación que figura en el Aviso de Determinación (Negación, Reducción o Terminación de Servicios). Las apelaciones pueden enviarse a través de los tomadores de quejas de Workforce Solutions en:

Workforce Solutions Panhandle
3120 Eddy St.
Amarillo, TX 79106

O enviado directamente a la persona designada por PRPC:

Representante de Apelaciones
PRPC
P.O. Box 9257
Amarillo, TX 79105
Fax (806) 373-3268



ITEM 11 - Policy (f)
Child Care Services
Preventing, Detecting, Reporting
Suspected Fraud/Recovery of Improper Payments

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL
Chapter III-Child Care Services
Preventing, Detecting, Reporting Suspected Fraud, and Recovery of
Improper Payments, and Corrective Action

Policy CC 3.2 **Effective 12-6-2023**

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy. Updated information in this policy revision is highlighted in **bold** typeface.

BACKGROUND: The Texas Workforce Commission (TWC) contracted funds for Child Care Services can be spent only for individuals or Child Care Providers who meet Child Care Services Program eligibility requirements. The Panhandle Regional Planning Commission (PRPC) has a legal and contractual duty to ensure funds are spent in this manner. TWC, through its monitoring authority in rule, ensures that resources are efficiently and effectively used for authorized purposes and are protected from Fraud, Waste, Theft, and Program Abuse. In executing its authority, TWC assesses such things as compliance with applicable laws, regulations, contract provisions, and official directives, including such documents as TWC Workforce Development (WD) Letters and policies.

This PWDB policy addresses changes resulting from the Child Care Development Block Grant (CCDBG) Act of 2014 and the TWC Child Care Services Rules Chapter 809, as amended. Major changes in law and rules require local Workforce Development Boards to conduct Fact-Finding before Child Care Services are terminated or improper payments are recouped. This policy details the procedures and requirements necessary for TWC, PRPC, and Workforce Solutions Panhandle (WSP), as the PWDB Contractor for Child Care Services, to work in partnership in handling cases of Suspected Fraud, Waste, Theft, and Program Abuse, including Prevention, Detection, Reporting, and Corrective or Adverse Actions.

Definitions

- *Due diligence:* Defined as “[t]he diligence reasonably expected from, and ordinarily exercised by, a person who seeks to satisfy a legal requirement or to discharge an obligation. Also termed *reasonable diligence; common diligence* (Note: Reasonable diligence is defined as “[a] fair degree of diligence expected from someone of ordinary prudence under circumstances like those at issue.” -*Black’s Law Dictionary*, 9th ed. 2009).

WSP will exercise “due diligence” in preventing, detecting, reporting, Fact-Finding, collecting overpayments, and, as appropriate, recommending prosecution referral for cases involving suspected Fraud, Waste, Theft, and Program abuse.

- *Discovery:* The point at which a person or persons exercising due diligence determines that an incident is reportable. Deadlines for reporting are to be measured from that point.
- *Suspected Fraud:* Criteria for suspicion of Fraud is met when an individual(s), by virtue

of the evidence, has intentionally presented information that was known to be false or that the individual(s) reasonably should have known to be false when such information could result in unauthorized benefit to them or some other individual(s).

- *Abuse*: The intentional, wrongful, or improper use or destruction of state resources or a seriously improper practice that does not involve prosecutable fraud. Abuse may include misapplication or misuse of public resources.
- *Theft*: The unlawful appropriation of property with the intent to deprive the owner of that property.
- *Waste*: Any practice that a reasonably prudent individual would deem careless or that allows for inefficient use of resources, items, or services. Waste includes incurring unnecessary costs because of inefficient or ineffective practices, systems, or controls.
- *Fraud*: An individual commits Fraud if, to obtain or increase a benefit or other payment, either for the individual or another individual, the individual makes a false statement or representation, knowing it to be false; or knowingly fails to disclose a material fact.
- *Non-compliance*: The act of not adhering to or abiding by PWDB policies, and all federal and State Rules and Regulations. While Fraud involves non-compliance, non-compliance is not always Fraud. Non-compliance may be the result of misunderstanding, error, poor organization/judgment, incompetence, etc. Fraud generally involves the individual(s) intent.
- *Preponderance of the evidence standard*: A standard that is met if the proposition is more likely to be true than not true; that is, an allegation is found to be “more probable than not.”
- *Clear and convincing evidence standard*: A higher standard carrying a greater burden of persuasion than the preponderance of the evidence standard. Clear and convincing proof means that the evidence presented by a party must be highly and substantially more probable to be true than not and the fact-finder must have a firm conviction of its factuality.
- *Beyond a reasonable doubt evidence standard*: The highest standard used for the burden of proof in American jurisprudence and typically one that only applies in criminal proceedings. In negative terms, the standard is met if there is no plausible reason to believe otherwise. If there is a real doubt, based upon reason and common sense after careful and impartial consideration of all the evidence, or lack of evidence, in a case, then this standard has not been met.
- *Reasonable Incident*: Incidents where the evidence indicates that false information was provided and resulted in an overpayment as defined above. Not all incidents of overpayment are reportable.
- *Program Integrity Reporting Tracking System (PIRTS)*: A tool for use in reporting and tracking Child Care Services Fact-Finding, Fraud Determinations, and Recoupments.

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

WSP is tasked with responsibility for developing and maintaining procedures to prevent and detect Child Care Services Fraud, and for Corrective or Adverse Action. Procedures must include: proper form completion and reporting, monitoring designated reports and systems for Fraud Prevention and Detection, Conducting Fact-Finding for Suspected Fraud, making Fraud Determinations, and taking immediate, appropriate action, including Recovery of Improper Payments in cases determined to be resulting from Fraud or intentional program violations, as described in the section of this policy on guidelines for Payment Recoupment, and TWC WD Letter 05-18, as amended.

Fraud Prevention

Child Care Cases with Repayment TWIST (The Workforce Information System of Texas) Web Report:

At the beginning of the Child Care Services application process, WSP Child Care Services staff will carefully review TWIST Counselor Notes and the TWIST Customer Repayment Schedule Tab to determine if a Child Care Services applicant is on a repayment schedule resulting from overpayments due to Fraud from any Board area, including the PWDB area.

If there is any indication that a Child Care applicant is on a repayment plan in any Board area, WSP Child Care Services Staff will immediately review the Child Care Cases Repayment TWIST Web report to determine the status of the applicant's repayment plan, and proceed as follows:

- If the status of a Child Care applicant's repayment plan is "Complying" or "Closed", the Child Care application process can continue.
- If the status of a Child Care applicant's repayment plan is "Not Complying", the Child Care applicant is not eligible for Child Care Services. WSP Child Care Services staff should advise these applicants they can reapply for Child Care Services only after they become compliant by reestablishing a repayment plan. WSP staff will verify compliance with repayment plans reestablished in other Board areas before providing Child Care.
- If a Child Care Services applicant disputes a repayment plan status which shows they are "Not Complying" with a repayment plan in any Board area, WSP Child Care Services staff can continue with the application process only after verifying compliance in the PWDB area, or receiving written verification from the another Board area showing compliance with a repayment plan, or the repayment plan is closed.

WSP Child Care Services staff will continue to review the Child Care Cases Repayment TWIST Web report on a monthly basis to monitor the compliance status for all Child Care Services customers who are on repayment plans from any Workforce Development Board area(s), including the PWDB area. WSP Child Care Services staff will resolve any new repayment plan compliance issues regarding Child Care Services customers immediately.

If resolution is not possible, WSP staff will follow the guidelines for recommending appropriate corrective or adverse action in this policy.

WSP Child Care Services staff will properly document all information on PWDB Child Care Services customers regarding all overpayments and repayment plans, including details of all non-compliance issues and follow-up action, within three (3) working days of the date of discovery. This includes posting details in all appropriate sections in TWIST, including TWIST Counselor Notes, and the TWIST Customer Repayment Schedule Tab.

WSP staff is responsible for maintaining current recoupment status reports and related documents in the designated PRPC shared drive.

WSP will provide staff training covering all local procedures for preventing, detecting and reporting Child Care Services Fraud at least once per year.

Informational posters regarding reporting suspected Child Care Services Fraud or Program Abuse must be prominently displayed at all WSP offices. Posters are available on the TWC Intranet at: http://intra.twc.state.tx.us/intranet/pi/html/oi_letters_forms.html

Fraud Detection

WSP is responsible for developing and maintaining effective Child Care Services Fraud detection procedures including monitoring and reviewing the following exception reports and systems, and within to the timeframes noted:

- Child Care Cases with Repayment TWIST Web Report-
 - Review at time of application as previously described, and
 - Review monthly to monitor Child Care customers' continued compliance with repayment plans from other Board areas
- Child Care Unemployment Insurance Early Warning Report-twice a month (detailed information available in Technical Assistance Bulletin (TAB) 276)
- Child Care Income Report-quarterly (see TAB 276)
- Relative Income Report-quarterly (see TAB 276)
- Child Care Work and Training Report- quarterly (see TAB 276)
- Identity Mismatch Verification Report-weekly (see TAB 249)
- Texas Department of Family and Protective Services (TDFPS) Disputed Claims Report received by PRPC from TWC and forwarded to WSP,as received from PRPC
- TDFPS Corrective/Adverse Action Report-weekly
- TDFPS Ineligible Provider/Monitoring Frequency Report-weekly
- Texas School Ready (TSR) Grant Participation Inactive List-as received directly from TWC

WSP Child Care Services staff will post information on Child Care cases requiring follow up corrective or adverse action as indicated from the monitoring and review of these reports and systems to the PRPC shared drive within the following the prescribed deadlines.

WSP staff will send an email to Panhandle TWIST within three (3) working days of discovery of any issues indicated as result of reviewing the following reports:

- TDFPS Disputed Claims Report
- TDFPS Corrective/Adverse Action Report
- TDFPS Ineligible Provided/Monitoring Frequency Report
- TSR Grant Participation Inactivation List

Upon detecting suspected incidents of Fraud, Theft, Waste or Program Abuse from sources other than the reports or systems listed in this policy, or for suspected incidents of Fraud detected in any programs other than Child Care Services, WSP staff will follow the Fraud Reporting Policy outlined in in TWC WD Letter 21-16, as amended, and Section 1.8 in this Manual, as updated.

Potential Fraud

Upon becoming aware of any issue of Potential Fraud in the Child Care Services Program, regardless of the dollar amount involved, WSP will send an email within three (3) working days of discovery to designated PWDB staff at their email addresses with complete details of the issue detected.

WSP will then obtain initial cursory information and determine the circumstances and details about the issue(s) of Potential Fraud. Within ten (10) working days of discovery, WSP will evaluate the information gathered, and if WSP determines the situation rises to the level of Suspected Fraud, according to TWC WD Letter 21-16, as amended, and this Policy, WSP will open a case in PIRTS to conduct Fraud Fact-Finding. The same day the PIRTS case is opened, WSP will notify designated PWDB staff at their email addresses and include the PIRTS case number.

Multiple cases may be opened in PIRTS if WSP discovers there is Suspected Fraud for more than one parent and/or Child Care Provider.

If WSP decides that a particular situation warrants additional time to complete initial cursory information gathering before determining if Suspected Fraud exists, WSP may submit a request for consideration for granting additional time by sending an email to the designated PWB staff at their email addresses, including details about the situation, justification for the additional time needed, and the amount of additional time requested. Board staff will respond to these requests within one (1) working day.

If WSP determines from the initial cursory information gathered that an issue of Potential Fraud does not rise to the level of Suspected Fraud, and, therefore, no Fraud Fact-Finding case will be entered in PIRTS, WSP will send an email notification to designated Board staff at their email addresses within the ten (10) working days. WSP will include all the information gathered and the details which support their reasoning for determining why there was no suspected Fraud. Board staff will notify WSP by email whether they agree or disagree with, or need more information about WSP's reasoning for determining why there was no suspected Fraud, within ten (10) working days.

Neither PWDB staff nor WSP may conduct Fact-Finding on Fraud, Waste, or Abuse involving TWC, Board, or WSP Contractor employees, unless specifically directed to do so by the TWC Office of Investigations (OI). TWC OI maintains full jurisdiction over TWC, Board, or WSP Contractor employee investigations. Procedures for this type of Fact-Finding will be followed per TWC WD Letter 21-16, as amended.

If an incident involves an employee, wherein “Employee” includes TWC staff, PWDB members, Board staff, WSP Contractor Staff, and Board Sub-Contractors, it will be reported to OI on Incident Report Form RID-32. Emergency and non-emergency reporting steps will be followed per WD Letter 21-16, as amended, including use and proper submission of the RID-32 Incident Report. Anyone who discovers or suspects from their assessment there is a high-profile incident related to TWC operations or the programs it administers must immediately contact the TWC OI at (512) 463-2393.

- *Predication for Suspected Fraud Reporting and Fact-Finding in TWC Programs-* Suspected Fraud in all programs other than Child Care Services-regardless of the dollar amount involved-must be reported to TWC and Fact-Finding must be conducted in accordance with TWC WD Letter 21-16, as amended.
- *Predication for Suspected Fraud Reporting and Fact-Finding in Child Care Services-*
The Fraud detection reports described in TAB 276, Child Care Fraud Detection Report Tools-Update, must be used to detect potential Fraud.

Pursuant to TWC rule §809.112(a), a parent, Provider, or any other individual in a position to commit Fraud may be suspected of Fraud if the individual presents or causes to be presented to the Board or its Child Care Services Contractor one or more of the items described in PWDB policy Section 1.8. Pursuant to §809.112(b), the Parental actions described in this policy may be grounds for Suspected Fraud and cause for Boards to conduct Fraud Fact-Finding or TWC to initiate a Fraud investigation.

Fact-Finding/Suspected Fraud

WSP will conduct Fraud Fact-Finding for Suspected Fraud and report the results by entering appropriate Allegations and Final Product Recommendations into PIRTS, within ten (10) working days after opening the case in PIRTS. The Fact-Finder’s Desk Aid (RID-55) contains useful information for the Fact-Finding process, forms and sample letters, including question sets to assist in determining the facts of the situation. Fact-Finding training is also available on request by notifying the PRPC Workforce Development Director.

When Fraud Fact-Finding has been concluded and WSP has entered the Allegations and Final Product Recommendations in PIRTS, WSP will notify designated PWDB staff at their email addresses.

Board Staff will have ten (10) working days to examine the Fraud Fact-Finding results, Allegation(s), and the Final Product Recommendation(s) which WSP entered in PIRTS, and to complete the Final Product by entering an Allegation Outcome Decision for each

allegation entered as to whether each allegation is substantiated, or not substantiated.

Prior to entering an Allegation Outcome Decision, Board staff will indicate to WSP by email whether they agree or disagree with, or need more information about the Allegation(s), and the Final Product Recommendation(s) entered in PIRTS by WSP. If Board staff do not agree, Board staff will follow up with WSP and/or any of the parties involved, to obtain the information necessary to resolve the issue(s).

Fraud Determination

After PWDB staff enter Allegation Outcome Decisions in PIRTS, WSP will send all determination letters for Fraud Fact-Finding resulting in an Adverse Action, (i.e., any Recoupment, or Denial or Reduction in benefits or services to a party, including denying, delaying, reducing, suspending, or terminating a Parent's eligibility or child's enrollment against a Customer, Parent, or Provider, according to the requirements in TWC WD Letter 21-16, as amended).

WSP will notify parents of Fraud Fact-Finding results entered in PIRTS.

Per PWDB Child Care Services Policy, any actions deemed appropriate by WSP will include the involvement of PWDB staff.

All Fraud Fact-Finding information will be summarized in a TWIST Counselor Note per PWDB policy, including how parents were notified of the Fraud Fact-Finding results, and all appeals files including results.

Appeals

WSP will inform Child Care Services customers of their right to appeal a Child Care determination or decision, including the appeal process requirements, using **Attachment 1 to this policy**: Form **CC1071** Notice of Right to File an Appeal to **Steps for Filing an Appeal of** an Adverse Action **form**. Customers will submit a clear and concise written statement along with the form to the PRPC designee **- Appeals Representative** within thirty (30) calendar days. If informal resolution is not possible, customers may subsequently submit a written appeal to the Regional Hearing Officer per PWDB policy. After these two steps have been followed, and the customer still disagrees with the outcome, they may submit a final appeal to TWC.

Corrective Action

Failure by a Child Care Provider or parent to comply with TWC Chapter 809 Child Care Services Rules will be considered a breach of contract, which may result in corrective action. WSP is responsible for developing and maintaining effective methods for conducting timely follow up, and recommending corrective action, required to properly address Child Care Services Fraud issues or Rules violations, whether identified from review of exception reports and systems, or from any other sources. This includes proper form completion and submission per TWC Child Care Services Rules.

WSP Child Care Services staff will provide information to the Child Care Services customer or Child Care Provider whose services are subject to corrective action regarding:

- Denial or reduction of services;
- Termination of services for cause;
- Reasons for termination;
- Information regarding appeal rights,
- Recoupment of overpayments; and
- Reapplication procedures.

When determining appropriate corrective action, WSP Child Care Services staff will consider:

- The scope of the violation;
- The severity of the violation; and
- The compliance history of the individual or entity.

Types of Corrective Action:

- Closing intake;
- Moving children to another Child Care Provider selected by the parent;
- Withholding Provider payments or reimbursements of costs incurred;
- Termination of Child Care Services; and
- Recoupment of funds.

Service Improvement Agreement (SIA)

When a Child Care Provider violates a provision of TWC Child Care Services Rules, Chapter 809, Part F, a written SIA may be negotiated between the Provider and WSP, with prior approval by PRPC. At the least, the SIA will include the following:

- Basis for the SIA;
- Steps required to reach compliance, including, if applicable, technical assistance;
- Time limits for implementing the improvements; and
- Consequences of non-compliance.

Action to Correct Suspected Fraud

Once the Suspected Fraud reporting processes in TWC WD Letter 21-16, as amended, and this PWDB policy have been completed, if TWC finds that a Child Care Provider has committed Fraud, WSP may take the following actions, after prior review and approval by PRPC:

- Temporary withholding of payments to the Provider for Child Care Services delivered;
- Non-payment of Child Care Services delivered;
- Recoupment of funds from the Provider;
- Stop authorizing care at the Provider's facility or location; and

- Any other action consistent with the intent of the governing statutes or regulations to Investigate, Prevent or stop Suspected Fraud.

Once the Suspected Fraud reporting processes in TWC WD Letter 21-16, as amended, and this PWDB policy have been completed, if TWC finds that a parent has committed Fraud, WSP may take the following actions, after prior review and approval by PRPC:

- Recouping funds from the parent;
- Prohibiting future Child Care Services eligibility, provided the prohibition does not result in a Choices or SNAP E&T participant becoming ineligible for Child Care Services;
- Limiting the enrollment of the parent's child to a regulated Child Care Provider; or
- Any other action consistent with the intent of the governing statutes or regulations to Investigate, Prevent, or Stop Suspected Fraud.

Recovery of Improper Payments

WSP is delegated with the responsibility for attempting Recovery of Improper Payments as outlined in the Child Care Services Rules, and TWC WD Letters 21-16 and 05-18, as amended, and only those that result from Fraud or intentional program violations:

- After a debt is final (no appeal/appeals exhausted) WSP will send a collection letter. If full repayment is not made or if a repayment schedule is not in place, WSP will wait thirty (30) days and send a Demand letter.
- If there is no response to the Demand letter, WSP will notify the PRPC Workforce Development Director, who will contact TWC to place a warrant hold on the debtor's account, and remove the hold once the debt is repaid. If a debtor has filed bankruptcy, WSP will follow the respective directions in TWC WD Letter 21-16, amended.
- If a repayment plan is in place, and a payment is missed with a current amount due of \$100 or more, wait thirty (30) days and send the final debt to TWC Collections.
- WSP will enter all collection actions and results in PIRTS.
- All cases reported to TWC through PIRTS are closed under the Status section of PIRTS, when the Determination Letter is sent.

TWC Child Care Services Rules have always required attempts for Recovery of all Improper Payments. Regarding Child Care Services receivables established for Child Care Services that occurred before October 1, 2016:

- No further collections actions are required on those receivables if WSP made collection attempts pursuant to applicable TWC policies and procedures; and
- If WSP has attempted to Recover Improper Payments, any outstanding debt will not impact Child Care Services eligibility after October 1, 2016.

Where a court has established a debt for improper payment for Child Care Services, WSP will continue accepting court-ordered restitution, and Child Care Services eligibility is prohibited until the parent repays the court-ordered amount in full.

Where there is a signed repayment agreement with a parent, WSP may continue receiving payments on the debt. However, if a parent ceases making payments under such a voluntary agreement, this debt will not impact eligibility for Child Care Services after October 1, 2016, pursuant to the new parameters set forth by the CCDBG Act reauthorization.

WSP may utilize improper payments recouped for Non-Fraud cases to offset Child Care Services Program operational expenses, such as travel. However, overpayments recouped for Fraud cases will be forwarded to TWC, as described in WD Letter 05-18, as amended.

WSP will develop and implement operational procedures which demonstrate compliance with TWC WD Letter 05-18 and this PWDB policy, as updated, including how recovered overpayments are submitted to TWC, or how overpayments were utilized locally, as permitted.

Procedures will include an accounts receivable process, including how the recovered overpayments have been offset, and documented in a General Ledger showing where the receivables were applied. The General Ledger will be made available to PWDB staff in a file located in the designated shared drive for monitoring and review.

Future Eligibility for Child Care

WSP will ensure that parents with either of the following issues will be prohibited from future Child Care Services eligibility until improper payment is paid in full, provided this does not result in a Choices or SNAP E&T Participant becoming ineligible for Child Care Services:

- Improper payment as a result of Fraud
- Child Care Services provided while awaiting appeal

Record Retention

WSP will retain all associated documentation to support the administrative determination resulting from Fact-Finding of the incident reported to TWC in PIRTS. Associated records may not be purged until the debt is final and paid in full, and will comply with TWC WD Letter 05-14, as amended, as well as current PWDB Records Retention and Disposition policy.

FORMS:

- **CC1071 - Notice of Right to File an Appeal to an Adverse Action (English);**
- **CC1071 - Notice of Right to File an Appeal to an Adverse Action (Spanish).**

RESCISSION: Chapter 3, Child Care Services, Section 3.2, Preventing, Detecting, Reporting Suspected Fraud, and Recovery of Improper Payments, and Corrective Action-Update, Effective 9-23-2021.



ITEM 12



MEMORANDUM

DATE: December 6, 2023

TO: Members of the Panhandle Workforce Development Board and the Panhandle Workforce Development Consortium's Governing Body

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Report on Monitoring Reviews

In its role as administrative and fiscal agent for the Panhandle Workforce Development Board (PWDB), the Panhandle Regional Planning Commission (PRPC) is required to oversee administration, fiscal, and program monitoring for the delivery of Workforce Development and Child Care Services, under the Panhandle Workforce Development Area (PWDA) Service Delivery System Contract.

Fiscal and Program Monitoring activities conducted by the Texas Workforce Commission (TWC), Health and Human Services Commission (HHSC), the External Fiscal Monitor, and the Board's Internal Program Monitor include: reviewing records and supporting documentation, reporting the results of those reviews, and providing recommendations for actions to resolve instances of non-compliance with Service Delivery System Contract requirements.

PRPC's External Fiscal Monitoring Contractor began conducting the Board's Annual Fiscal Monitoring Review the week of October 30, 2023. The review is currently ongoing and a draft report of this review is due December 31, 2023 with the final report due January 31, 2024.

PRPC's Internal Program Monitor has begun the Board's Fall 2023 Semi-Annual Program Monitoring Review. The Final Report is due March 1, 2024.

Upcoming reviews for 2024 include:

- The Board's Spring 2024 Semi-Annual Program Monitoring Review, scheduled to begin March 2024; and
- TWC's FY24 Annual Fiscal and Program Operating Systems Review, scheduled to begin the week of March 4, 2024.

The following detailed report lists updated statuses for the reviews of the current Workforce Solutions Panhandle (WSP) sub-recipient, Huxford Group, LLC's Service Delivery, since the last report provided to the Board at the August 2023 meeting.

**REPORT ON THE PWDA’S MONITORING REVIEWS
February 2023 – November 2023**

Administration of Fiscal and Program Control Monitoring Conducted by Texas Workforce Commission (TWC)			
Monitoring Review	Date of review	Period Covered	Status
Fiscal and Program Operating Systems	February 27, 2023 – March 3, 2023	January 2022 – December 2022	Pending Results
Child Care Eligibility/Improper Payment Monitoring Testing	February 27, 2023 – March 3, 2023	October 2021 – September 2022	Management Letter
Program Operating Systems - Workforce Innovation and Opportunity Act (WIOA)	February 27, 2023 – March 3, 2023	July 1, 2021 – June 30, 2022	Management Letter
Program Operating Systems - Supplemental Nutrition Assistance Program Employment and Training program	February 27, 2023 – March 3, 2023	January 1, 2022 – November 30, 2022	Management Letter

Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA			
Monitoring Review	Date of review	Contract Period	Status
Fiscal Operating Systems	October 30, 2023 – November 3, 2023	October 2022 – September 2023	Pending Results

Workforce Development and Child Care Services Program Monitoring Conducted by Internal Monitor – Kathy Cabezuela, Program Specialist			
Monitoring Review	Date of review	Period Covered	Status
Program Operating Systems	November 2023 – February 2024	January 1, 2023 – September 30, 2023	Ongoing

Please note: text above that is in blue font designates updated information from the previous reports.

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Aaron Demerson
Commissioner Representing
Employers

Alberto Treviño, III
Commissioner Representing
Labor

Edward Serna
Executive Director

August 31, 2023

Mr. Marin Rivas, Workforce Development Director
Workforce Solutions Panhandle
415 Southwest 8th Avenue
Amarillo, Texas 79101

Dear Mr. Rivas:

We recently completed data validation testing of the Child Care and Development Fund (CCDF) program for the State of Texas, as administered by Workforce Solutions Panhandle. Required by the U.S. Department of Health and Human Services Administration for Children and Families, CCDF data validation is a process for verifying data elements in client records by comparing them to source documentation to ensure compliance with federal requirements and appropriateness of fund use. This data validation initiative was conducted to ensure the accuracy of data collected and reported in the CCDF program for the Fiscal Year 2023.

Childcare improper payment testing for your Board resulted in no errors or concerns with improper payments.

Technical assistance for childcare program administration may be provided by contacting TWC Child Care and Early Learning staff.

We appreciate the support of you and your staff and look forward to our continuing partnership to ensure the quality of the data reported by the State of Texas.

Sincerely,



Mary B. Millan, Deputy Division Director
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Aaron Demerson
Commissioner Representing
Employers

Alberto Treviño, III
Commissioner Representing
Labor

Edward Serna
Executive Director

September 28, 2023

Mr. Marin Rivas, Workforce Development Director
Workforce Solutions Panhandle
415 Southwest 8th Avenue
Amarillo, Texas 79101

Dear Mr. Rivas:

We recently completed data validation testing of the Workforce Innovation and Opportunity Act (WIOA) program for the State of Texas, as administered by Workforce Solutions Panhandle. Data validation is required by the U.S. Department of Labor Employment and Training Administration Training and Employment Guidance Letter (TEGL) 07-18, "Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA)," and Workforce Development Letter 27-19, Change 3, "State Data Validation Requirements-Update". It is a process for verifying data elements in client records by comparing them to source documentation to ensure compliance with federal requirements and appropriateness of fund use. This data validation initiative was conducted to ensure the accuracy of data collected and reported to United States Department of Labor (USDOL) for the Fiscal Year 2022.

Attached is a Summary Report that outlines the results for each program tested in your area. The scope of review was from July 1, 2021, through June 30, 2022.

We appreciate the support of you and your staff and look forward to our continuing partnership to ensure the quality of the data reported by the State of Texas.

Sincerely,



Mary B. Millan, Deputy Division Director
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

WIOA Data Validation Results Report

PY2023 Data Validation Results for Panhandle (1)



National Dislocated Worker Grant

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	1	0	0%
Supplemental Nutrition Assistance Program (SNAP)	1	0	0%
<i>SUB TOTALS</i>	<i>2</i>	<i>0</i>	<i>0.00%</i>

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	2	0	0%
School Status at Program Entry (WIOA)	2	0	0%
<i>SUB TOTALS</i>	<i>4</i>	<i>0</i>	<i>0.00%</i>

Training

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Program Entry (WIOA)	1	0	0%
Date of Program Exit (WIOA)	2	0	0%
<i>SUB TOTALS</i>	<i>3</i>	<i>0</i>	<i>0.00%</i>

WIOA Adult

Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	10	0	0%
Date Attained Recognized Credential (WIOA)	10	1	10%
Type of Recognized Credential #2 (WIOA)	1	0	0%
Date Attained Recognized Credential #2 (WIOA)	1	0	0%
<i>SUB TOTALS</i>	22	1	4.55%

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	19	0	0%
Veteran Status	1	0	0%
Date of Actual Military Separation	1	1	100%
Employment Status at Program Entry (WIOA)	10	0	0%
Supplemental Nutrition Assistance Program (SNAP)	4	0	0%
Foster Care Youth Status at Program Entry (WIOA)	1	0	0%
Low Income Status at Program Entry (WIOA)	4	0	0%
<i>SUB TOTALS</i>	40	1	2.50%

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	18	0	0%
School Status at Program Entry (WIOA)	18	0	0%
<i>SUB TOTALS</i>	36	0	0.00%

Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	14	0	0%
Date of Program Entry (WIOA)	20	0	0%
Date of Program Exit (WIOA)	18	1	5.56%
<i>SUB TOTALS</i>	52	1	1.92%

WIOA Dislocated Worker

Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	3	0	0%
Date Attained Recognized Credential (WIOA)	3	0	0%
<i>SUB TOTALS</i>	<i>6</i>	<i>0</i>	<i>0.00%</i>

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	4	0	0%
Veteran Status	1	1	100%
Date of Actual Military Separation	1	1	100%
Date of Actual Dislocation	3	0	0%
<i>SUB TOTALS</i>	<i>9</i>	<i>2</i>	<i>22.22%</i>

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	4	0	0%
School Status at Program Entry (WIOA)	4	0	0%
<i>SUB TOTALS</i>	<i>8</i>	<i>0</i>	<i>0.00%</i>

Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	3	0	0%
Date of Program Entry (WIOA)	4	0	0%
Date of Program Exit (WIOA)	3	0	0%
<i>SUB TOTALS</i>	<i>10</i>	<i>0</i>	<i>0.00%</i>

WIOA Youth

Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	7	0	0%
Date Attained Recognized Credential (WIOA)	7	0	0%
Type of Recognized Credential #2 (WIOA)	1	0	0%
Date Attained Recognized Credential #2 (WIOA)	1	0	0%
Category of Assessment #1	4	0	0%
Date of Pre-Test Score #1	4	0	0%
Pre-Test Score #1	4	0	0%
Category of Assessment #2	2	0	0%
Date of Pre-Test Score #2	2	0	0%
Pre-Test Score #2	2	0	0%
Category of Assessment #3	2	0	0%
Date of Pre-Test Score #3	2	0	0%
Pre-Test Score #3	2	0	0%
<i>SUB TOTALS</i>	<i>40</i>	<i>0</i>	<i>0.00%</i>

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	10	0	0%
Individual with a Disability (WIOA)	1	0	0%
Employment Status at Program Entry (WIOA)	4	0	0%
Pregnant or Parenting Youth	2	0	0%
<i>SUB TOTALS</i>	<i>17</i>	<i>0</i>	<i>0.00%</i>

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	9	0	0%
School Status at Program Entry (WIOA)	9	0	0%
<i>SUB TOTALS</i>	<i>18</i>	<i>0</i>	<i>0.00%</i>

Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	7	0	0%
Type of Training Service #2 (WIOA)	6	0	0%
Date of Program Entry (WIOA)	10	0	0%
Date of Program Exit (WIOA)	9	2	22.22%
<i>SUB TOTALS</i>	<i>32</i>	<i>2</i>	<i>6.25%</i>

Texas Workforce Commission

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Bryan Daniel, Chairman
Commissioner Representing
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Aaron Demerson
Commissioner Representing
Employers

Alberto Treviño, III
Commissioner Representing
Labor

Edward Serna
Executive Director

Report #23.01.0001

September 28, 2023

Mr. Marin Rivas, Workforce Development Director
Workforce Solutions Panhandle
415 Southwest 8th Avenue
Amarillo, Texas 79101

Dear Mr. Rivas:

Our review of the Supplemental Nutrition Assistance Program Employment and Training program administered by Workforce Solutions Panhandle indicates fiscal and program systems are effectively managed.

The review covered the period from January 1, 2022, to November 30, 2022, and included tests of transactions and fiscal and program controls.

We appreciate the cooperation and assistance you and your staff provided throughout the review. Should you have any questions, please contact me at (512) 936-3612.

Sincerely,



Mary B. Millan, Deputy Division Director
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

cc: Michelle Griffin, Chair, Workforce Solutions Panhandle
Gwendolyn Jones, Regional Program Manager, U. S. Department of Health and Human Services
Deborah Daniels, Program Specialist, U. S. Department of Health and Human Services
Alisa Matthews, Program Specialist, U. S. Department of Health and Human Services
Bryan Daniel, Chairman and Commissioner Representing the Public, TWC
Vacant, Commissioner Representing Labor, TWC
Aaron Demerson, Commissioner Representing Employers, TWC
Edward Serna, Executive Director, TWC
Randy Townsend, Deputy Executive Director, TWC
Courtney Arbour, Director, Division of Workforce Development, TWC
Reagan Miller, Director, Division of Child Care and Early Learning, TWC
Charles E. Ross, Jr., Director, Division of Fraud Deterrence and Compliance Monitoring, TWC
Chris Nelson, Chief Financial Officer, TWC
Adam Leonard, Director, Division of Information, Innovation and Insight, TWC



ITEM 13



2023 Fall
Amarillo Job
Fair Employer
Survey Report

October 12, 2023

Summary

Employers were invited to participate in a survey aimed at helping the Business Services department of Workforce Solutions Panhandle to assess the effectiveness of their services. This survey encompasses questions regarding their involvement in the 2023 Fall Amarillo Job Fair, which took place on October 10, 2023. It asked questions about the employer's perspective on event quality, interviews, and internship opportunities. Additionally, respondents were prompted to give an overall summary of their experiences. A total of **61** responses were collected from the **96** surveys distributed to employers the morning of the event. Job seeker participation for this event reached an impressive total of **1,146**.

Multiple channels were employed to carry out targeted outreach efforts for the Fall event, with the aim of connecting job seekers with local employers. For this purpose, GovDelivery was once again utilized to effectively outreach over **10,500** job seekers. This marked a significant increase of more than **1,500** in comparison to the outreach efforts of the previous job fair in April 2023.

Social media was once again employed as a tool to engage job seekers. Facebook, in particular, demonstrated its effectiveness, garnering increased views and engagement. Posts on Facebook informing job seekers about the event generated in over 16,000 views and elicited 875 engagements.

Note: The complete survey questionnaire is included in this document for reference.

Current Unemployment Numbers

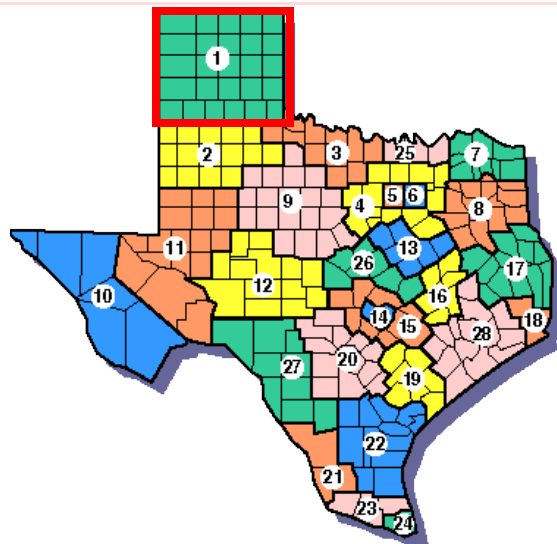
August 2023

Texas: 4.1%

Panhandle: 3.7%

Amarillo (City): 3.5%

Source texasmi.com



Employers

Affordable Counter Tops
Amarillo College – CTE
Amarillo Gear Company
Amarillo ISD
Amarillo VA Healthcare System
Amarillo Tire Distributors
Another Chance House
Asset Protection Unit Inc.
Baptist Community Services
Ben E. Keith Foods
Border States Electric Supply
BSA Health System
Cal Farley's Boys Ranch
Canyon ISD – Transportation
Caprock Home Health Services
Caring Senior Service
Caregiver, Inc.
Cargill
Cenikor Foundation
COA - Animal Management
COA - Human Resources
COA – Emergency Comm. Center
COA – Police Department
City of Amarillo - Transit
Creative Solutions in Healthcare
DSM Semichem
Farmers Insurance District 80
FMC Services, LLC
Giving Home Health Care
Golden Corral
Goodwill Industries of Northwest Texas
Griggs-Schooler-Gordon Funeral Directors
H&R Foods, L.P.
Heroes Home Care
High Demand Nursing
Hilmar Cheese Company
HTeaO
Hunting
International Aerospace Coatings
Jax Transport
JBS Cactus
King Country Trailer and Repair
KT Black
Legacy Rehab and Living
Lubbock Police Department
Martin Transport
Memorial Park Funeral Home & Cemetery
Merrick Pet Care
Midland Police Department
Midwest Machine LLC
Milan Institute
Northwest Texas Healthcare System
NurseCore of Amarillo
Panhandle Community Services
Pantex
Perdue Brandon Fielder Collins & Mott
Pioneer Millworks, Inc
Plains Dairy
Randall County Juvenile Probation
Region 16 Head Start
ResourceMFG/Employbridge
River Road ISD
S.R. Jackson Construction
Sage Oil Vac, Inc.
Shoppa's Material Handling
Sonic Drive-In
SportClips
SSI Foods, LLC
Steam Team
Texas Department of Criminal Justice
TX Dept of Family & Protective Services
TX Dept of Health & Human Services
Texas Panhandle Centers
Texas Veterans Commission
Texas Workforce Commission
TWS – Vocational Rehab Services
Trex Restaurant Equipment
Trinity Lutheran Childcare
U.S. Army
United Supermarkets
Ussery-Roan State Veterans Home
Vernon Transportation
Visiting Angels
Waffle House
West Texas A&M University
West Texas Electrical JATC
Workforce Solutions Panhandle
- Training Services
Xcel Energy

Amarillo Job Fair Employer Survey

2023 Spring Amarillo Job Fair Employer Survey

Thank you for participating in today's job fair. We are committed to making the best possible event it can be. To accomplish this, we need your thoughts, comments, suggestions, and overall input. Your opinions really do matter to us and they can help make a difference.

	Excellent	Good	Fair	Poor
Overall Atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Event Layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Event Communications / Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance at the Job Fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Seeker Turnout (# of job seekers at the event)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Job Seekers at the Event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. How did you learn about the Amarillo Job Fair?

- Workforce Solutions Staff Social Media Website
 News Radio Word-of-Mouth
 Other _____

2. Approximately how many applicants did you meet with today? _____

3. Have you interviewed, or plan to interview, applicants from this event?

- Yes No

4. Have you hired, or do you hope to hire, any job candidates from the event?

- Yes No

5. Does your company currently have an internship program?

- Yes No

6. Would your company participate in an internship program for high school students?

- Yes No

7. Do you (or does your company) use www.WorkInTexas.com?

- Yes No

Comments:

We strive to make this event as beneficial for both employers and job seekers. If you have any comments or suggestions, please share them below.

Survey Results

1. Overall Atmosphere

Answer	Count	Percentage
Excellent	54	89%
Good	7	11%
Fair	0	-
Poor	0	-

2. Location

Answer	Count	Percentage
Excellent	53	87%
Good	7	11%
Fair	1	2%
Poor	0	-

3. Event Layout

Answer	Count	Percentage
Excellent	49	81%
Good	10	16%
Fair	2	3%
Poor	0	-

4. Cost

Answer	Count	Percentage
Excellent	46	75%
Good	15	25%
Fair	0	-
Poor	0	-

5. Pre-Event Communications / Information

Answer	Count	Percentage
Excellent	49	80%
Good	11	18%
Fair	1	2%
Poor	0	-

6. Assistance at the Job Fair

Answer	Count	Percentage
Excellent	49	80%
Good	11	18%
Fair	1	2%
Poor	0	-

7. Job Seeker Turnout

Answer	Count	Percentage
Excellent	34	56%
Good	20	33%
Fair	7	11%
Poor	0	-

8. Quality of Job Seekers at the Event

Answer	Count	Percentage
Excellent	24	39%
Good	27	44%
Fair	10	16%
Poor	-	-

9. Overall Impression

Answer	Count	Percentage
Excellent	44	72%
Good	16	26%
Fair	1	2%
Poor	0	-

10. How did you learn about the Amarillo Job Fair?

Method	Count
Workforce Solutions Staff	47
Social Media	9
Website	6
News	3
Radio	0
Word-of-Mouth	4

11. Approximately how many applicants did you meet with today?

Answer	Count
Affordable Countertops, Inc	15
Amarillo College – Technical Education	40
Amarillo Gear Company	42
Amarillo ISD	102
Amarillo VA Health Care System	100
Amarillo Tire Distributors	4
Another Chance House	30
Baptist Community Services	100
Border States Electric Supply	50
BSA Health System	40
Canyon ISD Transportation	50
Caregiver Inc.	30
Cargill	25
City of Amarillo – Transit	20
Creative Solutions in Healthcare	3
Farmers Insurance – District 80	10
FMC Services, LLC	2
Giving Home Health Care	50
Golden Corral	40
Goodwill Industries of Northwest Texas	93
H&R Foods, Vernon Transportation	35
High Demand Nursing	30
International Aerospace Coatings	30
Legacy Rehabilitation and Living	40
Memorial Park Funeral Home & Griggs-Schooler-Gordon Funeral Directors	60
Midwest Machine LLC	17

Northwest Texas Healthcare System	125
Pantex	70
Perdue Brandon Fielder Collins & Mott LLC	60
Pioneer Millworks	50
Plains Dairy	175
ResourceMFG/EmployBridge	40
River Road ISD	5
S.R. Jackson Construction	50
Sage Oil Vac, Inc.	25
Shoppa's Material Handling	120
Texas Dept of Family & Protective Services	25
Texas Dept of Health & Human Services	65
Texas Veterans Commission	50
Trex Restaurant Equipment	15
Trinity Lutheran Child Care	25
U.S. Army	20
United Supermarkets	80
Ussery Roan Texas State Veterans Home	10
Visiting Angels	20
Waffle House	15
West Texas Electrical JATC	60
Xcel Energy	100
Anonymous Submissions	240
Total Job Seeker/Employer Interactions	
2530	
Average Number of Job Seekers Per Employer	
51	

12. Have you interviewed, or plan to interview, applicants from this event?

Answer	Count	Percentage
Yes	54	89%
No	7	11%

13. Have you hired, or do you hope to hire, any job candidates from the event?

Answer	Count	Percentage
Yes	51	84%
No	10	16%

14. Does your company currently have an internship program?

Answer	Count	Percentage
Yes	22	36%
No	39	64%

Companies who do have internship programs:

Amarillo College – CTE
 Amarillo Gear Company
 Amarillo VA Healthcare System
 Another Chance House
 Baptist Community Services
 Ben E. Keith Foods
 City of Amarillo – Police Department
 Farmers Insurance – District 80
 FMC Services, LLC
 JBS Cactus
 King Country Trailer and Repair
 Memorial Park Funeral Home
 & Griggs-Schooler-Gordon Funeral Directors
 Panhandle Community Services
 Pantex
 Sage Oil Vac, Inc.
 Shoppa's Material Handling
 Texas Dept of Family & Protective Services
 Texas Workforce Commission
 United Supermarkets
 West Texas Electric JATC
 Xcel Energy

15. Would your company participate in an internship program for high school students?

Answer	Count	Percentage
Yes	18	31%
No	41	69%

Companies who are interested in youth internship programs:

Affordable Counter Tops, Inc.
Ben E. Keith
Border States Electric Supply
City of Amarillo – Police Department
City of Amarillo – Transit
Golden Corral
Hunting Titan
King Country Trailer and Repair
Legacy Rehab and Living
Midwest Machine LLC
Pantex
Pioneer Millworks, Inc
S.R. Jackson Construction
Sage Oil Vac, Inc.
Texas Workforce Commission
Trex Restaurant Equipment
West Texas Electrical JATC

16. Do you (or does your company) use www.WorkInTexas.com?

Answer	Count	Percentage
Yes	39	65%
No	21	35%

Comments:

We strive to make this event as beneficial for both employers and job seekers. If you have any comments or suggestions, please share them below.

“Workforce Solutions always keeps AGC well-informed and has great resources.” –
 Amarillo Gear Company

“Turnout was GREAT!” - Golden Corral

“Everything was great!” - Pantex

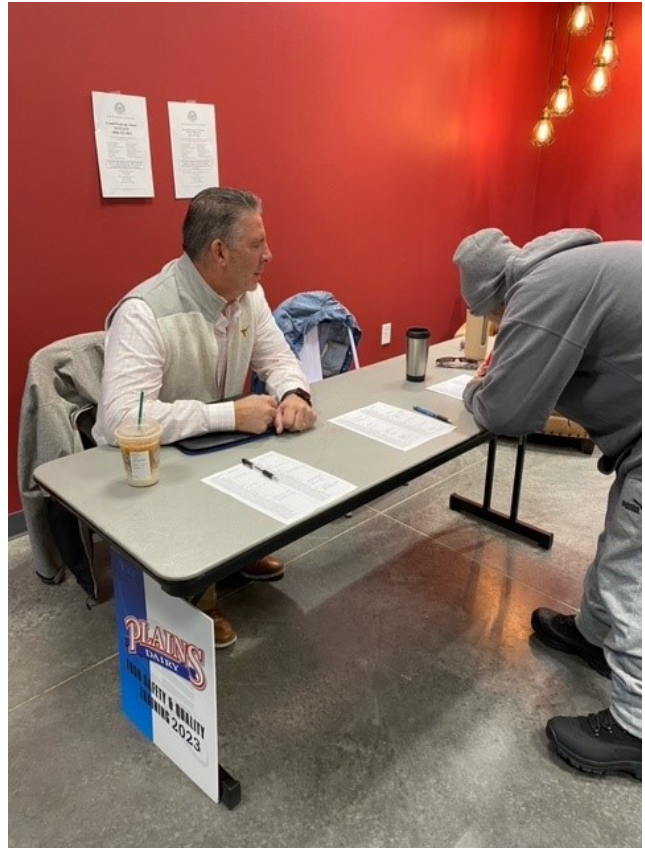


ITEM 14

Texas Workforce Commission Skills Development Fund (SDF) with Plains Dairy



Food Safety & Quality Training (1 of 19 Contracted Courses) WT Enterprise Center, Wednesday 11/29/2023



M E M O R A N D U M

DATE: December 6, 2023

TO: Panhandle Workforce Development Board

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Update on High Demand Job Training Program Grants

In 2022, staff collaborated with the Economic and Community Development Corporations of Amarillo (AEDC), Borger (BEDC) and Perryton (PCDC); the Independent School Districts (ISDs) in Amarillo, Bushland, Canyon, Highland Park, and River Road; and the Frank Phillips College campuses in Borger and Perryton, to facilitate applications for two High Demand Job Training (HDJT) Program grant opportunities from the Texas Workforce Commission (TWC), the 7th and 8th such projects for the Panhandle. This Program matches Workforce Innovation and Opportunity Act (WIOA) funds to local economic development sales tax funding, on a dollar-for-dollar basis. \$300,000 in WIOA funding, matching the regional Economic and Community Development funds, was awarded to PRPC to administer in purchasing training equipment to expand the Career and Technology (CTE); Diesel Mechanics; Farm, Ranch, and Aquacultural Animals; and Welding programs, for preparation of Panhandle students to enter occupations in the Information Technology (IT), Automotive, Animal Science, and Welding industries.

The AEDC has facilitated the purchase of equipment totaling \$168,678.36 including \$59,139.85 for Computer Numerical Control Routing Tables for Randall High School in the Canyon ISD; and Agricultural Technician and Welding equipment for the ISDs of Bushland and Highland Park.

The BEDC has facilitated the purchase of Weld Machines and Fume Extractors totaling \$54,100 for Frank Phillips College in Borger.

The PCDC has facilitated renovations to upgrade a new welding facility for Frank Phillips College in Perryton documenting \$100,000 of expenditures that the HDJT grant matched for the project.

In June, using the grant's matching funds, staff purchased two Diesel Engine Training Benches manufactured by Toolkit Technologies, which are expected to be delivered to Amarillo ISD's AmTech Career Academy in the Spring of 2024. The Training Benches, and related equipment, for a total cost to PRPC of \$115,000 in grant funds, will be utilized with engines and related equipment purchased and owned by Amarillo ISD.

In August, using the grant's matching funds, staff purchased thirteen (13) Lenovo computers for a total of \$49,803.88, to be utilized in the Process Technology computer lab to accommodate PetroSkills training simulations, and two (2) Microsoft Surface Pro Business tablets to be used in conjunction with a Hands-on Process Operator Skills Trainer (HPOST) that was purchased with one of the Frank Phillips College's Jobs & Education for Texans (JET) grant program awards. This equipment has been delivered to the Frank Phillips College campus in Borger.

Staff has competitively procured and purchased an extensive list of items, such as a Mobile Hydraulic Training System (\$12,000); Navistar HeRo (Health Report), JPRO, Davie Kensworth, Eaton, Bendix Brake, Cummins Insite, and Caterpillar Electronic Technician (Cat ET) automotive and engine diagnostic software (\$11,030); an automotive steel hydraulic service jack with 20-ton lifting capacity (\$7,118.90); a Robinair A/C Recovery, Recycling and Recharging Machine (\$4,995); diagnostic devices (4,436.85); electrical training aids (4,126.50); Occupational Safety and Health Administration (OSHA)-approved chemical storage (\$2,780); a charging system battery analyzer (\$1,790.90); and various tools, dollies and storage, from eight vendors, for the Frank Phillips College in Perryton to be utilized in the College's Diesel Mechanic and Welding programs. The equipment, totaling \$90,963.32, has been delivered to the Perryton campus with the exception of the Mobile Hydraulic Training System, which is expected to be shipped in the Spring of 2024.

Staff has also competitively procured and purchased eight (8) computers for the River Road ISD to allow advanced students in Graphic Design and Illustration to gain industry experience; and Agricultural Technician equipment for its Animal Science program, totaling approximately \$35,000, which will also be delivered in the Spring of 2024.

The expenditures described above total an investment of the two 2022-2023 HDJT Program grant projects, by the regional Economic and Community Development Corporations, TWC, and the Panhandle Workforce Development Board of more than \$617,000, and an overall total of more than \$2,171,000 since 2018.

**Panhandle Workforce Development Board (PWDB) and Economic Development
High Demand Job Training (HDJT) Projects To-Date**

<u>#</u>	<u>Term</u>	<u>Training Provider</u>	<u>Items Purchased</u>	<u>Economic Development Entity and Amount of Contribution</u>	<u>PWDB Contribution</u>	<u>TWC Grant</u>	
1	2018- 2019	Frank Phillips College - Borger	Two Level / Flow Process Control Trainers, Pump Maintenance Trainer, Distance Learning equipment, Nursing equipment	Borger Economic Development Corporation	90,000.00	88,654.63	0118 HJT001
2	2018- 2019	Frank Phillips College - Dalhart	Two Process Control Trainers, two Industrial Motor Controls Electrical Trainers, Nursing equipment, Welding Booths	Dalhart Economic Development Corporation	100,178.16	99,997.00	0118 HJT000
3	2019- 2020	Clarendon College	Skill Boss Training System	Childress Municipal Development District, Clarendon Economic Development Corporation, Pampa Economic Development Corporation	10,980.00	10,975.00	0119 WAF001
	2019- 2020	Frank Phillips College - Borger	Amatrol Mechanical Trainer, Flange and Gasket Trainer, Centrifugal Pump, classroom chairs	Borger Economic Development Corporation	55,945.00	49,972.76	
	2019- 2020	Frank Phillips College - Dalhart	Welding booths, welding equipment	Dalhart Economic Development Corporation	48,506.03	48,925.06	
4	2019- 2020	Frank Phillips College - Perryton	Amatrol Process Control Trainer, Programmable Logic Controller training system, Mechanical Fabrication Learning System, computers	Perryton Community Development Corporation	49,754.54	46,696.20	0119 WAF001
	2020- 2021	Amarillo, Bushland, Canyon, Highland Park, and River Road Independent School	Redbird Flight Simulator, Agricultural Technician equipment, welding equipment	Amarillo Economic Development Corporation	102,665.22	90,636.20	
	2020- 2021	Frank Phillips College - Dalhart	Commercial Truck Driving Maneuver Pad and Mobile Light Tower	Dalhart Economic Development Corporation	13,000.00	10,584.63	

<u>Term</u>	<u>Training Provider</u>	<u>Items Purchased</u>	<u>Economic Development Entity and Amount of Contribution</u>	<u>PWDB Contribution</u>			
5	2020-2021	Amarillo, Canyon, Highland Park, and River Road Independent School Districts	Mechatronics Learning System, Ambulance Box, Nursing equipment, Welding equipment	Amarillo Economic Development Corporation	151,449.05	149,809.72	0120 HJT001
	2021-2022	Amarillo Independent School District	Aviation Training Device, welding equipment	Amarillo Economic Development Corporation	66,145.00	42,274.34	
6	2021-2022	Clarendon College - Shamrock	Welding Booths, welders	Shamrock Economic Development Corporation	9,773.10	9,738.36	
	2021-2022	Frank Phillips College - Borger	Two AC/DC Trainers, Laser Shaft Alignment Model, Mechanical Drives Learning System, Flo Serve Acrylic Trainer	Borger Economic Development Corporation	46,603.37	44,583.02	0121 HJT001
	2021-2022	Frank Phillips College - Dalhart	Two Commercial Tractor Trucks and Trailers, Commercial Truck Driving Maneuver Pad, welding equipment	Dalhart Economic Development Corporation	62,942.62	53,065.83	
7	2022-2023	Amarillo, Bushland, Canyon, Highland Park, and River Road Independent School Districts	Diesel Engine Training Benches, Computer Numerical Control Routing Tables, Agricultural Technician equipment, welding equipment	Amarillo Economic Development Corporation	168,678.36	150,000.00	0123 HJT001
	2022-2023	Frank Phillips College - Borger	Weld Machines, Fume Extractors, Computers	Borger Economic Development Corporation	54,100.00	49,803.88	
8	2022-2023	Frank Phillips College - Perryton	Renovations to upgrade welding facility, welding equipment, diesel mechanic tools and equipment	Perryton Community Development Corporation	100,000.00	94,631.84	0123 HJT002
				\$1,130,720	\$1,040,348		

Total amount invested by Economic and Community Development and the Panhandle Workforce Development Board **\$2,171,069**



ITEM 15

**PANHANDLE WORKFORCE DEVELOPMENT BOARD
CURRENT MEMBERSHIP
JULY 1, 2023 – JUNE 30, 2024**

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Kristi Hanes *****

Co-Owner/Director
Night & Day, Care & Play Inc.
2831 Mays Street
Amarillo, Texas 79109
(806) 352-2186 / (806) 322-0986 fax
nightandday@arn.net

Industry Represented: Services (62)
TWC ID #: 075710160
Firm Size: 29 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Betty Bara
Co-Owner
La Fiesta Grande
4704 Van Winkle Drive
Amarillo, Texas 79119
(806) 376-3689 / (806) 355-2826 fax
bettybara@aol.com

Industry Represented: Food (72)
TWC ID #: 021762288
Firm Size: 84
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Amy Moran
Director –
Human Resources Strategy and Operations
Consolidated Nuclear Security, LLC - Pantex
P. O. Box 30020
Amarillo, Texas 79120-0030
(806) 573-7502 ext. 2.1011
amy.moran@cns.doe.gov

Industry Represented: Manufacturing (31)
TWC ID #: 144395778
Firm Size: 4,227
Ethnicity/Gender: W/F
Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Sonja Clark
Site Leader
Bell Textron, Inc.
10201 Airport Blvd.
Amarillo, Texas 79111
(806) 467-4525
sclark@bellflight.com

Industry Represented: Manufacturing (31)
TWC ID #: 002639157
Firm Size: 5,264 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker **
Chief Operating Officer
Harwell & Cook Orthodontics
3420 Thornton Drive
Amarillo, Texas 79109
(806) 353-3593
david@harwellcook.com

Industry Represented: Healthcare (62)
TWC ID #: 07-895859-6
Firm Size: 41 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

(VACANT)

Industry Represented:
TWC ID #:
Firm Size:
Ethnicity/Gender:
Term Expires:

**PRIVATE SECTOR (AREA I - DALLAM,
HARTLEY, MOORE, OLDHAM AND SHERMAN
COUNTIES)**

Mr. Kevin Caddell * / ****
Owner
Furniture Fashions, LTD
1603 Tennessee Blvd.
Dalhart, Texas 79022
(806) 244-5551
Kevin@furnfash.com

Industry Represented: Retail (44)
TWC ID #: 109626740
Firm Size: 8 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

**PRIVATE SECTOR (AREA II - HANSFORD,
HEMPHILL, HUTCHINSON, LIPSCOMB,
OCHILTREE AND ROBERTS COUNTIES)**

Ms. Michelle Griffin ***
President – Borger Branch
Amarillo National Bank
P. O. Box 949
Borger, Texas 79008
(806) 275-5025 / (806) 274-4533 fax
michelle.griffin@anb.com

Industry Represented: Finance (52)
TWC ID #: 000422070
Firm Size: 865 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

**PRIVATE SECTOR (AREA III - BRISCOE,
CASTRO, DEAF SMITH, PARMER AND
SWISHER COUNTIES)**

Mr. Uriel Villa
Financial Advisor
Edward Jones Investments
205 West 4th Street, Suite 101
Hereford, Texas 79045
(806) 364-0041
uriel.villa@edwardjones.com

Industry Represented: Finance (52)
TWC ID #: 20-082297-8
Firm Size: 2 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2026

**PRIVATE SECTOR (AREA IV - ARMSTRONG,
CARSON, POTTER AND RANDALL COUNTIES)**

Ms. Amy Rambo
Senior Human Resource Business Partner
BSA Health System
1600 Wallace Blvd.
Amarillo, Texas 79106
(806) 212-2989 / (806) 212-1600 fax
amy.rambo@bsahs.org

Industry Represented: Healthcare (62)
TWC ID: 138513173
Firm Size: 2,429 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2024

**PRIVATE SECTOR (AREA V - CHILDRESS,
COLLINGSWORTH, DONLEY, GRAY, HALL AND
WHEELER COUNTIES)**

Mr. Ryan Bradley
Plant Manager
Hunting Titan Inc.
11785 Hwy 152
Pampa, Texas 79076
(806) 665-3781
Ryan.Bradley@hunting-intl.com

Industry Represented: Manufacturing (31)
TWC ID: 143344908
Firm Size: 552 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2026

PRIVATE SECTOR (AT LARGE)

Mr. Brian Wasden *****
Owner/General Manager
Kleinstadt Motors
4515 Canyon Drive
Amarillo, Texas 79110
(806) 418-6045
brian.wasden@icloud.com

Industry Represented: Services (54)
TWC ID #: 20-258518-3
Firm Size: 4 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

PRIVATE SECTOR (AT LARGE)

Mr. Charlie Rivas ***
Chief Executive Officer
Rivas Environmental Consultants
200 Winery Road
Amarillo, Texas 79118
(806) 622-2255 / (806) 622-2257 fax
rivas@arn.net

Industry Represented: Services (54)
TWC ID #: 012394527
Firm Size: 0 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2026

PRIVATE SECTOR (AT LARGE)

Mr. Francisco Apodaca
Co-Owner
Apodaca Brothers
801 W. Francis Ave.
Pampa, TX 79065
(806) 669-1169 / (806) 669-1169
12280ehwy60@gmail.com

Industry Represented: Construction (23)
TWC ID #: 119858119
Firm Size: 8 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2024

ECONOMIC DEVELOPMENT ORGANIZATIONS

Ms. Crystal Hermesmeier
Economic Development Director
Shamrock Economic Development Corporation
207 N. Main Street
Shamrock, TX 79079
(806) 256-2516
shamrockedc@gmail.com

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

SECONDARY EDUCATION

Mr. Jay Barrett ***
Principal
AmTech Career Academy
3601 Plains Blvd.
Amarillo, Texas 79102
(806) 326-2800
jay.barrett@amaisd.org

Ethnicity/Gender: W/M
Term Expires: June 30, 2025

POST-SECONDARY EDUCATION

Mr. Texas D. "Tex" Buckhaults ****
President
Clarendon College
P. O. Box 968
Clarendon, Texas 79226
(806) 874-3571
Tex.Buckhaults@clarendoncollege.edu

Ethnicity/Gender: W/M
Term Expires: June 30, 2025

ADULT BASIC AND CONTINUING EDUCATION

Dr. Tamara Clunis
Vice President of Academic Affairs
Amarillo College
P. O. Box 447
Amarillo, Texas 79178
(806) 371-5296 / (806) 354-5891 fax
ttclunis@actx.edu

Ethnicity/Gender: B/F
Term Expires: June 30, 2026

LITERACY ORGANIZATIONS

Ms. Lisa White
Literacy Coordinator
Amarillo Public Library
413 E. 4th
Amarillo, Texas 79101
(806) 378-3043 / (806) 378-9327 fax
lisa.white@amarillolibrary.org

Ethnicity/Gender: W/F
Term Expires: June 30, 2025

VOCATIONAL REHABILITATION ORGANIZATIONS

Ms. Geneva Tiller
Unit Support Coordinator
Texas Workforce Solutions
Vocational Rehabilitation Services
3120 Eddy St.
Amarillo, TX 79106
(806) 372-5521
geneva.tiller@twc.texas.gov

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

COMMUNITY-BASED ORGANIZATIONS

Ms. Magi York ****
Executive Director
Panhandle Community Services
1309 West Eighth Avenue
Amarillo, Texas 79120-2150
(806) 342-6150 / (806) 373-8143
magi.york@pcsvcs.org

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

COMMUNITY-BASED ORGANIZATIONS

Ms. Jahnel McClain
Human Resource Manager
Goodwill Industries of Northwest Texas
1904 Bell Street
Amarillo, Texas 79106
(806) 331-6890 / (806) 331-7207 fax
jmclain@ginwtx.org

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

LABOR ORGANIZATIONS

Mr. Paul Salazar ****
Training Director, JATC
West Texas Electrical Joint Apprenticeship
& Training Committee
102 South Bowie Street
Amarillo, Texas 79106
(806) 372-1581 / (806) 331-6718 fax
psalazarjatc@wtxjatc.org

Ethnicity/Gender: H/M
Term Expires: June 30, 2024

LABOR ORGANIZATIONS

Mr. John Roberts
Council Business Representative
Central South Carpenters Regional Council
12180 Tascosa Road
Amarillo, Texas 79124
(806) 373-4574 / (806) 374-4437 fax
jroberts@cscouncil.net

Ethnicity/Gender: W/M
Term Expires: June 30, 2026

PUBLIC EMPLOYMENT AGENCY

Mr. Jason Vaden
Project Coordinator
Texas Workforce Commission
101 E. 15th St.
Austin, Texas 78778
(512) 936-3442
jason.vaden@twc.texas.gov

Ethnicity/Gender: W/M
Term Expires: June 30, 2026

STATE DEPARTMENT OF HUMAN SERVICES

Ms. Lisa Lillard
Program Manager
Texas Health and Human Services Commission
Region 1 - P.O. Box 3369, 79008
301 West 6th Street 401
Borger, Texas 79007
(806) 273-4446 / (806) 274-5028 fax
Lisa.Lillard@hhs.texas.gov

Ethnicity/Gender: W/F
Term Expires: June 30, 2025

CHILD CARE WORKFORCE

(VACANT) *****

Ethnicity/Gender:
Term Expires:

- * Chairman
- ** Vice Chairman
- *** Executive Committee Member
- **** Cybersecurity Council Member
- ***** Also serves as Veterans Representative
- ***** Also serves as Child Care Representative