

**PANHANDLE WORKFORCE DEVELOPMENT  
CONSORTIUM'S GOVERNING BODY  
2021 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 2021 Consortium's Governing Body meeting schedule. The Body 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 25, 2021
May 27, 2021
August 26, 2021
December 9, 2021 (Tentatively)



## **NOTICE OF MEETING**

The regular meeting of the Panhandle Workforce Development Consortium's Governing Body will be held at 11:30 a.m. on Thursday, December 10, 2020. Due to the current COVID-19 crisis this meeting will be held by videoconference pursuant to Texas Government Code Section 551.127. The Governor of Texas, in accordance with Section 418.016 of the Texas Government Code, has proclaimed that a state of disaster now exists across Texas and the rules requiring government officials and members of the public to be physically present at a specified meeting location have been suspended until further notice.

Members of the public interested in attending this meeting may do so by logging onto <https://us02web.zoom.us/j/82140224400?pwd=WnR1T2hFQjJsOTZPb0hDc01wSWdnZz09> (Meeting ID: 821 4022 4400 - Password: 328835) or may participate by phone (346) 248-7799 (Meeting ID: 821 4022 4400 - Password: 328835)

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

The Panhandle Workforce Development Consortium's Governing Body 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 Body as a whole. Individual Body 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**

Consider the approval of the minutes of the August 27, 2020 meeting of the Governing Body.

4. **CURRENT MEMBERSHIP LIST**

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

Review of agenda items presented and concurrence with actions taken at the December 9, 2020 meeting of the Panhandle Workforce Development Board.

6. **FINAL PUBLIC COMMENT PERIOD**

7. **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 3<sup>rd</sup> day of December, 2020, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



\_\_\_\_\_  
Leslie Hardin

AN EQUAL OPPORTUNITY EMPLOYER / PROGRAM  
Auxiliary aids and services are available upon request to individuals with disabilities  
Relay Texas: 711



PANHANDLE REGIONAL PLANNING COMMISSION  
Panhandle Workforce Development Consortium's Governing Body  
Minutes  
August 27, 2020

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, August 27, 2020 at 11:30 a.m. Due to the current COVID-19 crisis this meeting was held by videoconference pursuant to Texas Government Code Section 551.127.

Judge Keeter, Chair, presided.

MEMBERS PRESENT:

- Ginger Nelson, City of Amarillo
- Dan Looten, County of Carson
- D J Wagner, County of Deaf Smith
- Cindy Irwin, County of Hutchinson
- Terri Beth Carter, County of Sherman
- Harold Keeter, County of Swisher

MEMBERS ABSENT:

- Chris Porter, County of Gray

OTHERS PRESENT:

Anna Lewis, Monica Martinez and Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

Lori Bigham, Kathy Cabezuela, Leslie Hardin, Georgette Pond, Heather Reid, and Marin Rivas.

1. CALL TO ORDER

The meeting was called to order by Judge Keeter noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

There were no public comments.

3. MINUTES

Members considered the minutes from the June 4, 2020 meeting of the Governing Body. Judge Carter moved to accept the minutes as presented. Judge Looten seconded; the motion carried.

4. CURRENT MEMBERSHIP LIST

No action was required.

5. ELECTION OF OFFICERS

Members considered individuals to serve as the group's officers for the coming year of July 1, 2020 through June 30, 2021. Judge Carter moved to elect Judge Looten and Judge Wagner to serve as the Governing Body's Chair and Vice Chair, respectively. Judge Irwin seconded the motion; the motion carried.

6. APPOINTMENT OF A MEMBER TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the appointment of an individual to serve on the Workforce Development Board. Mayor Nelson moved to appoint Ms. Betty Bara, Co-Owner, La Fiesta Grande, Amarillo, Texas to serve as a Private Sector representative for a term thru June 30, 2022. Judge Carter seconded the motion; the motion carried.

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

Members reviewed agenda items presented and concurrence with actions taken at the August 26, 2020 meeting of the Panhandle Workforce Development Board. Judge Carter moved to renew the Service Delivery Contract with Huxford Group, LLC. Judge Wagner seconded the motion; the motion carried.

Judge Looten moved to approve local policy updates. Judge Carter seconded; the motion carried.

Judge Irwin moved to accept all actions taken at the Workforce Development Board meeting. Judge Carter seconded the motion; the motion carried.

8. FINAL PUBLIC COMMENT PERIOD

There were no public comments.

9. ADJOURN

There being no further business to come before the Body, Judge Wagner moved that the meeting adjourn. Judge Looten seconded; the meeting adjourned.

**PANHANDLE WORKFORCE DEVELOPMENT CONSORTIUM'S GOVERNING BODY  
CURRENT MEMBERSHIP  
JULY 1, 2020 – JUNE 30, 2021**

**CITY OF AMARILLO**

The Honorable Ginger Nelson  
Mayor, City of Amarillo  
P. O. Box 1971  
Amarillo, Texas 79105-0001  
(806) 378-3013 / (806) 679-0911  
(806) 378-9394 fax  
[ginger.nelson@amarillo.gov](mailto:ginger.nelson@amarillo.gov)

**AT- LARGE**

The Honorable DJ Wagner \*\*  
Judge, County of Deaf Smith  
Deaf Smith County Courthouse  
Hereford, Texas 79045  
(806) 363-7000  
(806) 363-7022 fax  
[judgewagner@wtrt.net](mailto:judgewagner@wtrt.net)

**AREA I (DALLAM, HARTLEY,  
MOORE, OLDHAM AND  
SHERMAN COUNTIES)**

The Honorable Terri Carter  
Judge, County of Sherman  
P. O. Box 165  
Stratford, Texas 79084-0165  
(806) 366-2021  
(806) 366-3011 fax  
[cojudge@co.sherman.tx.us](mailto:cojudge@co.sherman.tx.us)

**AREA II (HANSFORD, HEMPHILL,  
HUTCHINSON, LIPSCOMB, OCHILTREE AND  
ROBERTS COUNTIES)**

The Honorable Cindy Irwin  
Judge, County of Hutchinson  
P.O. Box 790  
Stinnett, Texas 79083  
(806) 878-4000  
(806) 878-4048 fax  
[judgeirwin@hutchinsoncnty.com](mailto:judgeirwin@hutchinsoncnty.com)

**AREA III (BRISCOE, CASTRO,  
DEAF SMITH, PARMER AND  
SWISHER COUNTIES)**

The Honorable Harold Keeter  
Judge, County of Swisher  
119 South Maxwell  
Tulia, Texas 79088  
(806) 995-3504  
(806) 995-2214 fax  
[h.keeter@swisher-tx.org](mailto:h.keeter@swisher-tx.org)

**AREA IV (ARMSTRONG,  
CARSON, POTTER AND  
RANDALL COUNTIES)**

The Honorable Dan Looten \*  
Judge, County of Carson  
P.O. Box 369  
Panhandle, Texas 79068  
(806) 537-3622  
(806) 537-2244 fax  
[dan.looten@co.carson.tx.us](mailto:dan.looten@co.carson.tx.us)

**AREA V (CHILDRESS, COLLINGSWORTH,  
DONLEY, GRAY, HALL AND  
WHEELER COUNTIES)**

The Honorable Chris Porter  
Judge, County of Gray  
205 N. Russell  
Pampa, Texas 79065  
(806) 669-8007  
(806) 669-3048 fax  
[chris.porter@graycch.com](mailto:chris.porter@graycch.com)

\* Chairman

\*\* Vice-Chairman

# **PANHANDLE WORKFORCE DEVELOPMENT BOARD**

## **2021 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 2021 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 24, 2021
May 26, 2021
August 25, 2021
December 8, 2021 (Tentatively)



## **NOTICE OF MEETING**

The regular meeting of the Panhandle Workforce Development Board will be held at 12:30 p.m. on Wednesday, December 9, 2020. Due to the current COVID-19 crisis this meeting will be held by videoconference pursuant to Texas Government Code Section 551.127. The Governor of Texas, in accordance with Section 418.016 of the Texas Government Code, has proclaimed that a state of disaster now exists across Texas and the rules requiring government officials and members of the public to be physically present at a specified meeting location have been suspended until further notice.

Members of the public interested in attending this meeting may do so by logging onto <https://us02web.zoom.us/j/85626211303?pwd=Sl1BRHZVd2phZTFnYVZSOFRaGdnQT09> (Meeting ID: 856 2621 1303 - Passcode: 523253) or may participate by phone (346) 248-7799 (Meeting ID: 856 2621 1303 - Passcode: 523253).

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

The Panhandle Workforce Development Board 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**

Members will be asked to consider approval of the minutes from the Board's meeting held on August 26, 2020. Also attached for informational purposes are the minutes of the August 27, 2020 meeting of the Panhandle Workforce Development Consortium's Governing Body. Please note that the group concurred with the actions of the Board.

### **4. LOCAL EMPLOYER OF EXCELLENCE AWARD**

The Texas Workforce Commission has announced Finalists for 2020 Texas Workforce Solutions Employers Awards.

### **5. REPORTS ON GRANTS**

A review of reports on the Panhandle's grants for October 1, 2019 – September 30, 2020. No action by the Board is required.



6. **LOCAL MONITORING REPORT**

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

7. **POLICY UPDATES**

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

- a) Complaints Hearings and Appeals (Non-Discrimination)
- b) Equal Opportunity (EO) Discrimination Complaint Procedures
- c) Supportive Services Policy
- d) Work-Based Training Services and Related Policy Governing Non-Financial Agreements
- e) National or Local Disasters
- f) Workforce Innovation and Opportunity Act (WIOA) Priority of Service
- g) ITAs (Individual Training Accounts)
- h) Child Care Services
- i) Child Care Services Preventing, Detecting, Reporting Suspected Fraud
- j) SNAP E&T (Supplemental Nutrition Assistance Employment & Training Program) Timely and Reasonable Attempt to Contact Current Participants (*RESCINDED*)
- k) UI (Unemployment Insurance) Work Test Requirements: Minimum Work Search Contacts

Public comment opportunity and Member vote will be recognized.

8. **CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES**

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

9. **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.

10. **CURRENT MEMBERSHIP LIST**

11. **FINAL PUBLIC COMMENT PERIOD**

12. **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 3<sup>rd</sup> day of December, 2020, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



Leslie Hardin



**ITEM 3**



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Board

Minutes

August 26, 2020

The regular meeting of the Panhandle Workforce Development Board was held on Wednesday, August 26, 2020 at 12:30 p.m. Due to the current COVID-19 crisis, this meeting was held by videoconference pursuant to Texas Government Code Section 551.127.

Mr. Charlie Rivas, Chair, presided.

MEMBERS PRESENT:

- Jay Barrett, Amarillo Area Center for Academic Learning
- Dr. Tamara Clunis, Amarillo College
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Matt Parker, Baptist St. Anthony's Health System
- Jason Henderson, Bell Helicopter, Textron
- Irene Arnold, Downtown Women's Center, Inc.
- Kevin Caddell, Furniture Fashions, LTD
- Drew Downs, International Brotherhood of Electrical Workers Local 602
- Michael Wright, Moore County News - Press
- Kristi Hanes, Night & Day, Care & Play Inc.
- Shawna Elliott, Pampa Chamber of Commerce
- Magi York, Panhandle Community Services
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- Norman Bearden, Texas Workforce Commission
- Valarie Robbins, Texas Workforce Solutions Vocational Rehabilitation Services
- David Parker, United Supermarkets, LLC

MEMBERS ABSENT:

- Lisa White, Amarillo Public Library
- Francisco Apodaca, Apodaca Brothers
- John West, Central South Carpenters Regional Council
- Texas D. "Tex" Buckhaults, Clarendon College
- Heather Freeman, CNS Pantex
- Laura Lopez, Hunting Titan Inc.
- Tonya McWilliams, Texas Health and Human Services Commission
- Art Martinez, Whiteface Heating & Air, Inc.

## OTHERS PRESENT:

Kim Barr, Ray Flores, Carroll Foshée, Frances Garcia, Anna Lewis, Tina Maloney, Monica Martinez, Trent Morris, Noelle Salazar, and Stacie White, Workforce Solutions Panhandle.

## STAFF PRESENT:

Lori Bigham, Kathy Cabezuela, Leslie Hardin, Georgette Pond, Heather Reid, Marin Rivas, and Trenton Taylor.

### 1. CALL TO ORDER

The meeting was called to order by Mr. Charlie Rivas, noting that a quorum was present.

### 2. INITIAL PUBLIC COMMENT PERIOD

There were no public comments.

### 3. MINUTES

Members considered the minutes from the Board's June 3, 2020 meeting. Mr. Caddell moved to approve the minutes as presented. Ms. Robbins seconded; the motion carried.

### 4. APPOINTMENT OF EXECUTIVE COMMITTEE

The Chair, Mr. Charlie Rivas, appointed Ms. Griffin (Vice Chair), Ms. Arnold, Mr. Barrett, Mr. Henderson, Mr. West, and Mr. Wright, to serve on the Executive Committee from July 1, 2020 to June 30, 2021. No action by the Board was required.

### 5. LOCAL EMPLOYER OF EXCELLENCE AWARD

Members considered the Board's 2020 Nominations for the Employer of Excellence Awards. Mr. Caddell moved to award the following:

- Vision Computers, Pampa, Texas - Local Employer of Excellence Award
- Xcel Energy, Amarillo, Texas - Veteran-Friendly Employer of the Year Award
- Caviness Beef Packers, Hereford, Texas - Large Employer of the Year Award

Ms. York seconded the motion; the motion carried.

### 6. REPORTS ON GRANTS

Members heard a staff review of reports on the Panhandle's grants for October 1, 2019 – June 30, 2020. No action by the Board was required.

### 7. LOCAL MONITORING REPORT

Staff provided an update on Monitoring Reviews, Fiscal and Program Risk Assessments and the Fiscal Integrity Report. No action by the Board was required.

8. RENEWAL OF SERVICE DELIVERY CONTRACT WITH HUXFORD GROUP, LLC

Members considered the final annual renewal option of PRPC's Contract with Huxford Group, LLC. Ms. York moved to approve the renewal for service delivery of Workforce Development and Child Care services in the Panhandle Workforce Development Area for the period of October 1, 2020 to September 30, 2021. Ms. Arnold seconded the motion; the motion carried.

9. POLICY UPDATES

Members were asked to consider and approve various local policy updates and one new policy.

- Case Management (update) – Ms. Griffin moved to approve. Mr. Wright seconded; the motion carried.
- Supportive Services (update) – Ms. Griffin moved to approve. Mr. Caddell seconded; the motion carried.
- Transportation Support Services (update) – Mr. Caddell for approval. Mr. Wright seconded the motion; the motion carried.
- Workforce Innovation and Opportunity Act (WIOA) Youth Program Participation (update) – Ms. Griffin moved to approve. Mr. Caddell seconded the motion; the motion carried.
- Child Care Services (update) – Mr. Barrett moved for approval. Ms. Griffin seconded the motion; the motion carried.
- Short-Term Training (new) Ms. York moved for approval. Ms. Arnold seconded the motion; the motion carried.

10. PROGRAM PRESENTATION – SKILLS DEVELOPMENT PROGRAM

Members heard an overview of the Local Skills Development Program from Ms. Monica Martinez, Workforce Solutions Panhandle Program Manager, and Ms. Anna Lewis, Workforce Solutions Panhandle – Special Projects. No action by the Board was required.

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. DOCTOR'S REPORT ON WORKFORCE ACTIVITIES

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

13. CURRENT MEMBERSHIP LIST

No action by the Board was required.

14. FINAL PUBLIC COMMENT PERIOD

There were no public comments.

15. ADJOURN

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



PANHANDLE REGIONAL PLANNING COMMISSION  
Panhandle Workforce Development Consortium's Governing Body  
Minutes  
August 27, 2020

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, August 27, 2020 at 11:30 a.m. Due to the current COVID-19 crisis this meeting was held by videoconference pursuant to Texas Government Code Section 551.127.

Judge Keeter, Chair, presided.

MEMBERS PRESENT:

- Ginger Nelson, City of Amarillo
- Dan Looten, County of Carson
- D J Wagner, County of Deaf Smith
- Cindy Irwin, County of Hutchinson
- Terri Beth Carter, County of Sherman
- Harold Keeter, County of Swisher

MEMBERS ABSENT:

- Chris Porter, County of Gray

OTHERS PRESENT:

Anna Lewis, Monica Martinez and Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

Lori Bigham, Kathy Cabezuela, Leslie Hardin, Georgette Pond, Heather Reid, and Marin Rivas.

1. CALL TO ORDER

The meeting was called to order by Judge Keeter noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

There were no public comments.

3. MINUTES

Members considered the minutes from the June 4, 2020 meeting of the Governing Body. Judge Carter moved to accept the minutes as presented. Judge Looten seconded; the motion carried.

4. CURRENT MEMBERSHIP LIST

No action was required.

5. ELECTION OF OFFICERS

Members considered individuals to serve as the group's officers for the coming year of July 1, 2020 through June 30, 2021. Judge Carter moved to elect Judge Looten and Judge Wagner to serve as the Governing Body's Chair and Vice Chair, respectively. Judge Irwin seconded the motion; the motion carried.

6. APPOINTMENT OF A MEMBER TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the appointment of an individual to serve on the Workforce Development Board. Mayor Nelson moved to appoint Ms. Betty Bara, Co-Owner, La Fiesta Grande, Amarillo, Texas to serve as a Private Sector representative for a term thru June 30, 2022. Judge Carter seconded the motion; the motion carried.

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

Members reviewed agenda items presented and concurrence with actions taken at the August 26, 2020 meeting of the Panhandle Workforce Development Board. Judge Carter moved to renew the Service Delivery Contract with Huxford Group, LLC. Judge Wagner seconded the motion; the motion carried.

Judge Looten moved to approve local policy updates. Judge Carter seconded; the motion carried.

Judge Irwin moved to accept all actions taken at the Workforce Development Board meeting. Judge Carter seconded the motion; the motion carried.

8. FINAL PUBLIC COMMENT PERIOD

There were no public comments.

9. ADJOURN

There being no further business to come before the Body, Judge Wagner moved that the meeting adjourn. Judge Looten seconded; the meeting adjourned.



**ITEM 4**



## Finalists for 2020 Texas Workforce Solutions Large and Small Employers of the Year Announced by TWC

Date: November 16, 2020

Media Contact: Cisco Gamez

Phone: 512-463-8556

Xcel Energy Inc. Wins Veteran Friendly Employer of the Year Award

AUSTIN –The Texas Workforce Commission (TWC) announced today that S&B Engineers and Constructors, Doctors Hospital at Renaissance and Amazon are the finalists for the 2020 Texas Workforce Solutions Large Employer of the Year Award. Computer Crusher Recycling Company, Hobbs Bonded Fibers and Research & Advanced Methods Industries are the finalists for the 2020 Texas Workforce Solutions Small Employer of the Year Award.

TWC also named Xcel Energy Inc. (Xcel Energy) as this year's Veteran Friendly Employer of the Year winner, which honors a private-sector employer whose efforts to recruit and hire veterans have had a significant effect on the local workforce development area and across the state. Xcel Energy currently employs more than 1,000 veterans, nearly 10% of its workforce. Xcel Energy's network of support services for veterans and active military is part of its longstanding commitment for diversity and inclusion in the workplace. In addition to its programs for hiring and retention, Xcel Energy does business with more than 140 veteran entrepreneurs and provides outreach to veterans groups in the communities it serves.

"We are proud to recognize these Texas businesses for the value they provide to their communities and for their efforts in hiring veterans," said TWC Chairman Bryan Daniel. "These finalists and Veteran Friendly Employer of the Year are leading the way in excellence, and TWC is honored to recognize their outstanding efforts and achievements."

The finalists were chosen from among 51 private-sector employers nominated by local workforce partners for their contributions to the Texas workforce through innovation and collaboration with their local Workforce Solutions Office and their local community.

"Congratulations to all our finalists and Veteran Friendly Employer of the Year! These companies represent a commitment to the Texas Workforce and our Veterans through their ongoing development and training efforts," said TWC Commissioner Representing Labor Julian Alvarez. "Hiring veterans isn't just the right thing to do, it's good for business because of the skills, talent and character that they add to the workplace."

These employers exemplify TWC's mission to promote and support a workforce system that creates value and offers employers, individuals and communities the opportunity to achieve and sustain economic prosperity.

"The Large and Small Employer of the Year and the Veteran Friendly Employer of the Year highlight those businesses that support their communities by establishing effective partnerships that address local challenges and propel area industries to greater success," said TWC Commissioner Representing Employers Aaron Demerson. "We

are honored to recognize these top-notch employers for both their contributions and investments to our first-class Texas workforce.”

The 2020 Employer of the Year winners will be announced at the 24th Annual Texas Workforce Conference Employer Awards, which will take place virtually online on Wednesday, December 9.

The Texas Workforce Commission is a state agency dedicated to helping Texas employers, workers and communities prosper economically. For details on TWC and the services it offers in coordination with its network of local workforce development boards, call 512-463-8942 or visit [www.texasworkforce.org](http://www.texasworkforce.org). To receive notifications about TWC programs and services subscribe to our [email updates](#).

Last Verified: November 16, 2020

Equal Opportunity Employer/Program

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

Deaf, hard-of-hearing or speech-impaired customers may contact TWC through the relay service provider of their choice. [Equal opportunity is the law](#).

For questions, compliments or complaints, call 800-628-5115



**ITEM 5**



MEMORANDUM

DATE: December 9, 2020

TO: Members of the Panhandle Workforce Development Board, the Panhandle Workforce Development Consortium's Governing Body, PRPC and Contractor Staff

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 during our program year 2020. The period covered in the report is from October 1, 2019 through September 30, 2020.

The charts on page 4 provide figures on the workers and families who have utilized services funded through one or more of our grants. These services are delivered through our Workforce Solutions offices and 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 5-7 show the Board's nineteen contracted measures. These reports are for the Board Contract year 2020 (BCY20), which began October 2019. TWC made some performance adjustments due to the impact of COVID-19. There were 4 BCY20 performance measures where COVID-19 impacted performance one way or another. Therefore, TWC changed the year end performance periods as follows:

- March 2019 to Feb 2020 (3 measures):
  - # of Employers Receiving Workforce Assistance
  - Choices Full Work Rate
  - Average Children Served per Day in Child Care
- December 2018 to November 2019 (1 measure):
  - Claimant Reemployment within 10 weeks (this period is slightly earlier because claimants from the December 2019 and later monthly cohorts had their 10 weeks ending in the COVID-19 period).

Page 8 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 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.

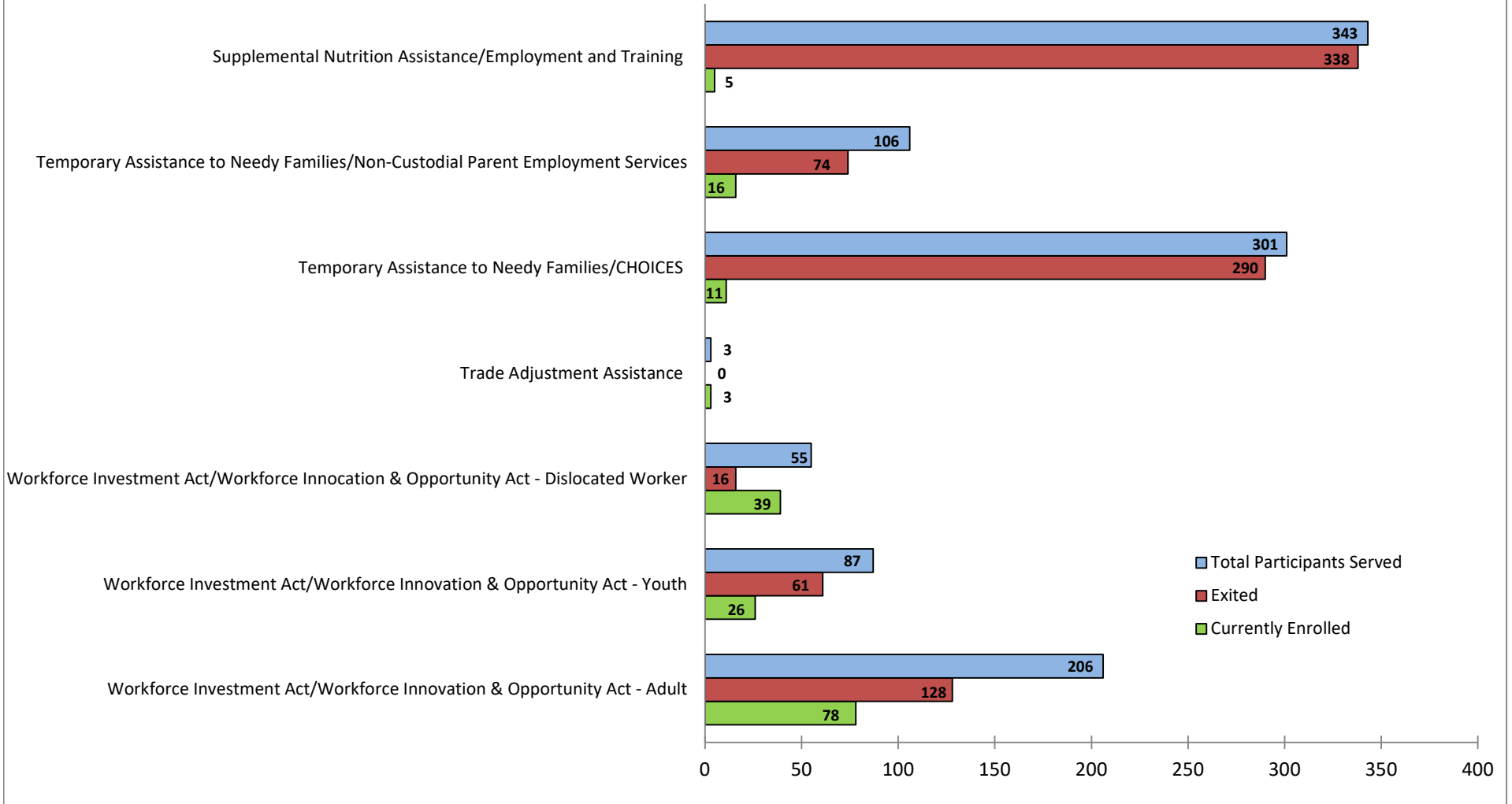
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities 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

BOARD NAME: **PANHANDLE**

**BOARD CONTRACT YEAR 2020 YEAR END REPORT**

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP										
Contracted Measures		7	10	0	100.00%										
Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To

## Reemployment and Employer Engagement Measures

TWC 1	Claimant Reemployment within 10 Weeks	MP	101.15%	65.42%	65.42%	66.17%	68.66%	67.85%	1,956 / 2,956	71.66%	68.84%	64.12%	58.16%	12/18	11/19
TWC 2	# of Employers Receiving Workforce Assistance	+P	111.42%	2,539	2,539	2,829	2,750	2,837	----- / -----	1,231	1,714	1,210	859	3/19	2/20

1. Because of the impact of COVID-19 on demand for services, we adjusted the BCY20 performance period to Dec 2018 to Nov 2019 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.
2. Because of the impact of COVID-19 on demand for services, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.

## Program Participation Measures

TWC 3	Choices Full Work Rate - All Family Total	+P	109.77%	58.26%	58.26%	63.95%	66.02%	60.53%	20 / 32	65.98%	63.57%	61.59%	64.64%	3/19	2/20
TWC 4	Avg # Children Served Per Day - Combined	MP	99.43%	2,291	2,291	2,278	2,244	1,923	594,501 / 261	2,300	2,257	2,242	2,312	3/19	2/20
	# of EWC Children Served	---	-----	-----	-----	459	n/a	n/a	----- / -----	-----	-----	-----	-----	4/20	9/20

3. Because of the impact of COVID-19 on demand for services and participation requirements, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.
4. TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas, especially essential workers. Because part of the impact of these actions was to raise costs temporarily to the point where many local Boards would not have enough money to meet these targets, we adjusted the BCY20 performance period to Mar 2019 to Feb 2020 to reflect how Boards were doing before COVID-19 and to ensure that no Board would be considered to have failed to meet BCY20 performance solely because of COVID-19.

## WIOA Outcome Measures

LBB-K 5	Employed/Enrolled Q2 Post Exit - C&T Participants	MP	104.57%	69.00%	69.00%	72.15%	72.75%	71.79%	6,846 / 9,489	72.41%	71.65%	72.15%	72.30%	7/18	6/19
LBB-K 5	Employed/Enrolled Q2-Q4 Post Exit - C&T Participants	MP	102.05%	84.00%	84.00%	85.72%	85.97%	84.91%	5,776 / 6,738	86.38%	86.64%	87.05%	82.35%	1/18	12/18
TWC 5	Median Earnings Q2 Post Exit - C&T Participants	+P	108.63%	\$5,524.00	\$5,524.00	\$6,000.82	\$6,008.28	\$4,847.79	n/a / 6,400	\$5,668.00	\$6,260.17	\$6,052.37	\$6,149.32	7/18	6/19
LBB-K 5	Credential Rate - C&T Participants	+P	138.07%	60.00%	60.00%	82.84%	74.15%	82.28%	140 / 169	84.38%	76.09%	85.71%	85.71%	1/18	12/18
DOL-C 5	Employed Q2 Post Exit - Adult	MP	108.90%	79.30%	79.30%	86.36%	83.41%	81.31%	171 / 198	92.31%	90.57%	81.82%	82.26%	7/18	6/19
DOL-C 5	Employed Q4 Post Exit - Adult	MP	103.44%	77.90%	77.90%	80.58%	86.56%	82.13%	166 / 206	75.93%	78.33%	82.05%	86.79%	1/18	12/18
DOL-C 5	Median Earnings Q2 Post Exit - Adult	---	-----	-----	-----	\$7,850.14	\$6,361.41	\$3,236.41	n/a / 169	\$6,479.96	\$7,761.49	\$9,773.76	\$9,477.39	7/18	6/19
DOL-C 5	Credential Rate - Adult	MP	96.44%	88.10%	88.10%	84.96%	79.25%	87.26%	96 / 113	91.30%	73.53%	95.45%	85.29%	1/18	12/18

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

BOARD NAME: **PANHANDLE**

**BOARD CONTRACT YEAR 2020 YEAR END REPORT**

Source Notes	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
<b>WIOA Outcome Measures</b>															
DOL-C 5	Employed Q2 Post Exit – DW	MP	109.04%	79.20%	79.20%	86.36%	80.65%	87.50%	19 22	81.82%	66.67%	100.00%	100.00%	7/18	6/19
DOL-C 5	Employed Q4 Post Exit – DW	+P	110.11%	80.50%	80.50%	88.64%	75.00%	88.89%	39 44	77.78%	100.00%	100.00%	66.67%	1/18	12/18
DOL-C 5	Median Earnings Q2 Post Exit – DW	---	-----	-----	-----	\$9,560.24	\$7,196.72	\$9,104.90	n/a 19	\$12,150.06	\$6,467.47	\$6,627.16	\$7,268.94	7/18	6/19
DOL-C 5	Credential Rate – DW	+P	120.05%	83.30%	83.30%	100.00%	90.48%	94.12%	14 14	100.00%	100.00%	100.00%	100.00%	1/18	12/18
DOL-C 5	Employed/Enrolled Q2 Post Exit – Youth	MP	96.50%	83.50%	83.50%	80.58%	82.67%	85.94%	83 103	79.31%	80.00%	89.29%	71.43%	7/18	6/19
DOL-C 5	Employed/Enrolled Q4 Post Exit – Youth	+P	113.34%	71.30%	71.30%	80.81%	85.48%	83.15%	80 99	80.00%	83.33%	79.31%	80.00%	1/18	12/18
DOL-C 5	Credential Rate – Youth	MP	100.19%	78.80%	78.80%	78.95%	66.67%	83.82%	30 38	75.00%	72.73%	75.00%	90.91%	1/18	12/18



# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target

As Originally Published

## BOARD CONTRACT YEAR 2020 YEAR END REPORT

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
			Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	C&T Participants				Adult				DW				Youth						
	Clmnt ReEmpl within 10 Weeks	Empls Rcvg Wkfc Assist			Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credentia Rate	+P	MP	-P	% MP & +P
Alamo	96.21%	98.31%	106.00%	99.83%	103.54%	102.88%	113.62%	124.52%	103.08%	99.72%	n/a	96.62%	100.09%	92.45%	n/a	105.27%	96.17%	99.28%	110.43%	4	13	0	100%
Borderplex	96.62%	95.27%	100.96%	98.66%	99.45%	100.04%	111.39%	132.08%	102.94%	96.58%	n/a	107.28%	99.09%	99.38%	n/a	100.67%	93.90%	95.01%	144.68%	3	14	0	100%
Brazos Valley	95.48%	109.28%	99.00%	96.39%	99.83%	99.13%	106.04%	114.38%	88.98%	94.57%	n/a	82.24%	105.86%	111.57%	n/a	115.13%	122.95%	94.88%	104.17%	6	9	2	88%
Cameron	95.92%	98.18%	100.17%	104.44%	109.07%	100.85%	110.25%	142.28%	94.66%	94.55%	n/a	105.17%	102.68%	90.53%	n/a	97.78%	97.08%	95.25%	78.10%	3	13	1	94%
Capital Area	100.00%	107.10%	104.76%	100.53%	105.36%	103.79%	112.26%	130.73%	107.26%	97.64%	n/a	111.70%	106.30%	98.57%	n/a	108.38%	112.95%	104.51%	107.59%	6	11	0	100%
Central Texas	100.91%	105.39%	105.81%	99.61%	94.67%	99.89%	106.69%	108.92%	103.36%	104.41%	n/a	128.91%	109.64%	92.90%	n/a	106.57%	97.86%	92.84%	97.38%	5	11	1	94%
Coastal Bend	97.14%	97.32%	100.56%	101.02%	102.51%	100.90%	112.62%	80.65%	110.06%	99.29%	n/a	79.38%	97.60%	99.50%	n/a	76.67%	99.03%	95.50%	82.42%	2	11	4	76%
Concho Valley	96.48%	95.56%	96.65%	99.45%	104.55%	99.62%	102.47%	136.37%	90.25%	101.56%	n/a	101.49%	121.91%	97.69%	n/a	112.99%	110.18%	91.71%	74.63%	4	12	1	94%
Dallas	95.66%	102.85%	96.45%	101.67%	101.41%	101.57%	109.97%	131.67%	93.55%	94.50%	n/a	107.51%	98.56%	95.72%	n/a	95.73%	97.65%	98.14%	120.86%	3	14	0	100%
Deep East	98.73%	96.77%	99.87%	98.11%	102.15%	98.71%	110.26%	139.67%	92.80%	90.73%	n/a	90.65%	90.84%	90.50%	n/a	117.11%	100.97%	99.06%	92.58%	3	14	0	100%
East Texas	94.99%	112.50%	100.96%	96.38%	103.25%	100.61%	106.35%	127.67%	103.98%	100.01%	n/a	94.26%	94.70%	99.86%	n/a	106.51%	104.83%	108.49%	111.04%	4	12	1	94%
Golden Cresce	97.44%	98.76%	108.04%	98.14%	109.87%	104.38%	116.68%	126.40%	104.97%	95.61%	n/a	97.35%	102.88%	97.92%	n/a	96.61%	90.08%	120.21%	152.44%	6	11	0	100%
Gulf Coast	96.18%	98.18%	101.52%	97.42%	96.10%	98.85%	107.82%	106.67%	96.73%	92.92%	n/a	90.79%	88.72%	82.30%	n/a	78.72%	95.03%	97.70%	127.85%	3	11	3	82%
Heart of Texas	96.14%	104.86%	109.02%	97.88%	104.70%	100.89%	104.35%	111.93%	107.78%	122.56%	n/a	89.49%	103.12%	113.88%	n/a	69.44%	111.72%	103.14%	80.37%	5	9	3	82%
Lower Rio	94.77%	101.76%	103.66%	102.55%	108.58%	97.64%	109.63%	135.83%	95.87%	98.65%	n/a	107.05%	98.90%	97.93%	n/a	98.29%	95.23%	101.39%	88.70%	3	12	2	88%
Middle Rio	94.84%	98.34%	97.90%	100.80%	103.93%	97.24%	101.64%	138.25%	95.44%	94.01%	n/a	92.57%	118.06%	105.27%	n/a	74.08%	98.35%	91.56%	123.90%	3	12	2	88%
North Central	95.50%	94.70%	98.53%	98.91%	97.30%	103.04%	118.29%	113.82%	99.13%	97.40%	n/a	90.59%	97.46%	96.32%	n/a	94.36%	103.86%	108.38%	124.77%	3	13	1	94%
North East	105.10%	106.15%	101.85%	101.91%	99.23%	101.05%	105.86%	122.15%	107.59%	110.90%	n/a	112.87%	98.96%	103.08%	n/a	75.17%	106.81%	91.13%	102.73%	6	10	1	94%
North Texas	101.75%	108.10%	101.43%	98.87%	100.16%	101.73%	103.95%	144.73%	100.00%	99.32%	n/a	117.40%	100.00%	111.11%	n/a	57.01%	87.82%	111.02%	105.75%	5	10	2	88%
Panhandle	101.15%	111.42%	109.77%	99.43%	104.57%	102.05%	108.63%	138.07%	108.90%	103.44%	n/a	96.44%	109.04%	110.11%	n/a	120.05%	96.50%	113.34%	100.19%	7	10	0	100%
Permian Basin	98.12%	101.45%	92.03%	99.61%	106.23%	100.12%	107.33%	122.22%	89.08%	83.52%	n/a	96.10%	116.32%	97.22%	n/a	91.79%	109.78%	122.55%	73.25%	5	8	4	76%
Rural Capital	96.32%	97.85%	104.36%	99.40%	105.33%	105.07%	114.63%	137.88%	101.17%	102.51%	n/a	108.57%	107.32%	101.44%	n/a	111.11%	100.68%	102.33%	122.73%	6	11	0	100%
South Plains	100.67%	96.94%	102.58%	100.20%	102.80%	99.26%	107.72%	145.83%	110.98%	108.05%	n/a	97.57%	121.00%	105.69%	n/a	106.28%	116.43%	125.23%	137.76%	7	10	0	100%
South Texas	98.97%	112.54%	105.76%	100.07%	98.06%	100.89%	94.69%	155.17%	97.78%	112.31%	n/a	107.72%	114.42%	111.73%	n/a	131.58%	126.92%	120.21%	115.58%	10	6	1	94%
Southeast	99.72%	100.53%	99.49%	99.17%	105.67%	99.64%	105.11%	120.62%	106.83%	103.21%	n/a	103.59%	101.89%	100.61%	n/a	121.86%	95.64%	96.61%	111.04%	5	12	0	100%
Tarrant	96.73%	98.89%	96.95%	99.00%	102.59%	102.50%	114.64%	128.88%	98.09%	94.01%	n/a	92.78%	91.10%	96.28%	n/a	88.89%	89.58%	92.64%	75.68%	2	12	3	82%
Texoma	94.53%	104.08%	97.82%	99.76%	103.87%	102.99%	105.42%	135.62%	102.71%	106.38%	n/a	101.79%	114.42%	111.11%	n/a	120.00%	100.71%	96.47%	94.53%	5	11	1	94%
West Central	95.54%	103.63%	101.76%	99.55%	98.84%	98.81%	105.40%	117.12%	100.26%	81.96%	n/a	90.05%	105.06%	83.48%	n/a	111.11%	104.08%	106.72%	109.89%	3	12	2	88%
+P	1	8	6	0	7	1	23	27	2	3	0	4	6	6	0	9	6	6	12				127
MP	23	19	21	28	20	27	4	0	24	23	0	21	21	20	0	12	20	22	9				314
-P	4	1	1	0	1	0	1	1	2	2	0	3	1	2	0	7	2	0	7				35
% MP & +P	86%	96%	96%	100%	96%	100%	96%	96%	93%	93%	N/A	89%	96%	93%	N/A	75%	93%	100%	75%				93%
From	12/18	3/19	3/19	3/19	7/18	1/18	7/18	1/18	7/18	1/18	7/18	1/18	7/18	1/18	7/18	1/18	7/18	1/18	1/18				From
To	11/19	2/20	2/20	2/20	6/19	12/18	6/19	12/18	6/19	12/18	6/19	12/18	6/19	12/18	6/19	12/18	6/19	12/18	12/18				To

REPORT ON THE PANHANDLE WORKFORCE DEVELOPMENT AREA'S  
WORKFORCE DEVELOPMENT GRANTS FOR THE PERIOD  
OCTOBER 1, 2019 - SEPTEMBER 30, 2020

Panhandle YTD September 2020 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
<b>GRANTS PROVIDING SERVICES TO LOW-INCOME ADULTS/YOUTH AND DISLOCATED WORKERS</b>									
Workforce Innovation & Opportunity Act/Adult	528,753	477,041	90%	484,779	359,082	74%	1,013,532	836,123	82%
Workforce Innovation & Opportunity Act/Youth	429,755	370,095	86%	290,000	232,719	80%	719,755	602,814	84%
Workforce Innovation & Opportunity Act/DLW	434,788	447,593	103%	150,000	58,864	39%	584,788	506,458	87%
Workforce Innovation & Opportunity Act/Rapid Response	17,680	17,680	100%	-	-	0%	17,680	17,680	100%
Workforce Innovation & Opportunity Act/Alternative Funding	308,162	202,199	66%	-	-	0%	308,162	202,199	66%
Workforce Innovation & Opportunity Act/ National Disaster Recovery Dislocated Worker Grant	56,331	21,498	38%	115,000	105,800	0%	171,331	127,297	74%
Workforce Innovation & Opportunity Act/COVID-19 Response-Rapid Response	30,000	14,876	50%	-	-	0%	30,000	14,876	50%
Workforce Innovation & Opportunity Act/COVID-19 Response	65,000	62,251	96%	75,000	59,637	0%	140,000	121,888	87%
Reemployment Services and Eligibility Assessment	103,133	103,306	100%	-	-	0%	103,133	103,306	100%
Trade Adjustment Assistance	400	265	66%	15,600	13,511	87%	16,000	13,775	86%
<b>GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS</b>									
Temporary Assistance to Needy Families/CHOICES	1,061,229	1,044,233	98%	47,500	39,325	83%	1,108,729	1,083,557	98%
Temporary Assistance to Needy Families/CHOICES - Summer Youth	-	-	0%	67,500	67,402	100%	67,500	67,402	100%
Temporary Assistance to Needy Families/Non-Custodial Parents Employment Service	141,810	137,652	97%	16,000	14,907	93%	157,810	152,560	97%
Supplemental Nutrition Assistance/Employment and Training	292,644	286,430	98%	59,000	29,060	49%	351,644	315,489	90%
<b>GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS</b>									
Child Care/Formula and Match	1,901,148	1,941,024	102%	10,446,116	10,574,639	101%	12,347,264	12,515,663	101%
Child Care Formula - PSOC and Essential Worker	179,086	179,086	100%	503,237	-	0%	682,323	179,086	26%
Child Care Formula - Cares Act (EW)	-	-	0%	1,307,454	632,029	48%	1,307,454	632,029	48%
Child Care Formula - 25% Supplemental Payment	1,993,186	1,517,135	76%	-	-	0%	1,993,186	1,517,135	76%
Child Care Quality Improvement	294,798	241,672	82%	198,589	148,920	75%	493,387	390,592	79%
CCP - Family and Protective Services	-	-	0%	1,500,000	1,193,450	0%	1,500,000	1,193,450	80%
Child Care/ Automated Attendance	89,089	71,051	80%	-	-	0%	89,089	71,051	80%
<b>GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES</b>									
Wagner-Pegser Employment Service	154,980	130,470	84%	-	-	0%	154,980	130,470	84%
Wagner-Pegser Employment Service TANF	53,545	45,823	86%	-	-	0%	53,545	45,823	86%
Veterans Employment Service	7,890	6,455	82%	-	-	0%	7,890	6,455	82%
<b>GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS</b>									
Workforce Commission Initiatives Grant - Foster Care Youth Conference	1,725	913	53%	-	-	0%	1,725	913	53%
Workforce Commission Initiatives Grant - Texas Veterans Leadership Program	2,779	2,993	108%	-	-	0%	2,779	2,993	108%
Workforce Commission Initiatives Grant - Youth Career Fairs	50,000	32,848	66%	-	-	0%	50,000	32,848	66%
Workforce Commission Initiatives Grant - Hiring Red, White and You!	2,000	1,925	96%	-	-	0%	2,000	1,925	96%
Workforce Commission Initiatives Grant - Rural Service Delivery	361,917	361,435	100%	4,400	-	0%	366,317	361,435	99%
Workforce Commission Initiatives Grant - Child Care Quality Conference	1,526	-	0%	-	-	0%	1,526	-	0%
Yr Round Work Experience	112,500	25,811	23%	-	-	0%	112,500	25,811	23%
Hireability Navigator	100,000	101,598	102%	-	-	0%	100,000	101,598	102%
Infrastructure Support Services Contract	2,067	-	0%	-	-	0%	2,067	-	0%
High Demand Job Training	149,901	-	0%	-	-	0%	149,901	-	0%
Skills Development Fund COVID Special Initiative	37,500	1,061	3%	150,000	110,678	0%	187,500	111,740	60%
<b>TOTAL</b>	<b>8,965,322</b>	<b>7,846,418</b>	<b>88%</b>	<b>15,430,175</b>	<b>13,640,023</b>	<b>88%</b>	<b>24,395,497</b>	<b>21,486,441</b>	<b>88%</b>



## **ITEM 6**



## MEMORANDUM

DATE: December 9, 2020

TO: Panhandle Workforce Development Board

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, the Panhandle Regional Planning Commission (PRPC) is required to oversee administration, fiscal, and program monitoring for the delivery of Workforce Development Services and Child Care Services, under the Panhandle Workforce Development Area Service Delivery System Contract.

Fiscal and Program Monitoring activities conducted by Texas Workforce Commission (TWC), Health and Human Services Commission (HHSC), the external Fiscal monitor, and the Board's internal program monitor includes: 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.

The status of the Annual Fiscal and Program Operating Systems Review conducted by TWC earlier this year resulted in two (2) management letters. The significance of a management letter is that a board has demonstrated that controls exist to support proper administration of fiscal and program operating systems. The program operating systems reviewed that resulted in the first management letter includes: Child Care Services, Choices, Employment Services (ES), Trade Adjustment Assistance (TAA), and Workforce Innovation and Opportunities Act (WIOA) programs. The Panhandle Board received a second management letter stemming from the TWC annual review as TWC has begun to report the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) review results separately from the annual report. Two other current ongoing monitoring activities are the Board's Annual Fiscal Monitoring Review, and the Board's Semi-Annual Program Monitoring Review. Both reviews began in November 2020, with final reports due by January 31, 2021 for both. Other upcoming reviews scheduled for 2021 includes: the Board's next Semi-Annual Program Monitoring Review, the Annual Fiscal and Program Operating Systems Review conducted by TWC scheduled to begin the week of March 29, 2021, and the SNAP E&T Review in Texas conducted by HHSC scheduled for May.

The following report lists details of the updated status for the reviews of the current Workforce Solutions Panhandle contractor Huxford Group, LLC's service delivery since the last report provided to the Panhandle Workforce Development Board at the August 2020 meeting including detailed information of upcoming scheduled reviews.

# Texas Workforce Commission

A Member of Texas Workforce Solutions

**Report #20.01.0001**

November 23, 2020

Mr. Marin Rivas, Workforce Development Director  
Workforce Solutions Panhandle  
P. O. Box 9257  
Amarillo, Texas 79105

Dear Mr. Rivas:

Our review of the programs administered by Workforce Solutions Panhandle indicates that controls exist to support proper administration of fiscal and program operating systems.

We were on site the week of July 6, 2020, and reviewed Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, Trade Adjustment Assistance, and Workforce Innovation and Opportunities Act programs administered by the Board. The review covered the period April 1, 2019, to January 31, 2020, 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 Millan, Director of Field Operations  
Subrecipient Monitoring  
Regulatory Integrity Division

cc: Charlie Rivas, 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  
Nicholas E. Lalpui, Regional Administrator, Employment and Training Administration, USDOL  
M. Frank Stluka, Regional Director, Office of State Systems, Employment and Training Administration, USDOL  
Bryan Daniel, Chairman and Commissioner Representing the Public, TWC  
Julian Alvarez, III, Commissioner Representing Labor, TWC  
Aaron Demerson, Commissioner Representing Employers, TWC  
Edward Serna, Executive Director, TWC  
Randy Townsend, Deputy Executive Director, TWC  
Courtney Arbour, Director, Workforce Development Division, TWC  
Reagan Miller, Director, Child Care and Early Learning Division, TWC  
Paul D. Carmona, Director, Regulatory Integrity Division, TWC  
Chris Nelson, Chief Financial Officer, TWC  
Adam Leonard, Director, Operational Insight Division, TWC

Bryan Daniel, Chairman  
Commissioner Representing  
the Public

Julian Alvarez  
Commissioner Representing  
Labor

Aaron Demerson  
Commissioner Representing  
Employers

Edward Serna  
Executive Director

# Texas Workforce Commission

A Member of Texas Workforce Solutions

**Report #20.01.0001**

November 23, 2020

Mr. Marin Rivas, Workforce Development Director  
Workforce Solutions Panhandle  
P. O. Box 9257  
Amarillo, Texas 79105

Bryan Daniel, Chairman  
Commissioner Representing  
the Public

Julian Alvarez  
Commissioner Representing  
Labor

Aaron Demerson  
Commissioner Representing  
Employers

Edward Serna  
Executive Director

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 April 1, 2019, to January 31, 2020, 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*

Mary B. Millan, Director of Field Operations  
Subrecipient Monitoring  
Regulatory Integrity Division

cc: Charlie Rivas, 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  
Julian Alvarez, III, Commissioner Representing Labor, TWC  
Aaron Demerson, Commissioner Representing Employers, TWC  
Edward Serna, Executive Director, TWC  
Randy Townsend, Deputy Executive Director, TWC  
Courtney Arbour, Director, Workforce Development Division, TWC  
Reagan Miller, Director, Child Care and Early Learning Division, TWC  
Paul D. Carmona, Director, Regulatory Integrity Division, TWC  
Chris Nelson, Chief Financial Officer, TWC  
Adam Leonard, Director, Operational Insight Division, TWC

**REPORT ON THE PANHANDLE WORKFORCE DEVELOPMENT AREA'S  
MONITORING REVIEWS**

**April 2020 – May 2021**

<b>Administration of Fiscal and Program Control Monitoring Conducted by Texas Workforce Commission (TWC)</b>			
Monitoring Review	Date of review	Period Covered	Status
Annual Fiscal and Program Operating Systems	April 13, 2020 – April 17, 2020	April 1, 2019 – January 31, 2020	Management Letter
Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)	April 13, 2020 – April 17, 2020	April 1, 2019 – January 31, 2020	Management Letter

<b>Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA</b>			
Monitoring Review	Date of review	Period Covered	Status
Annual Fiscal Monitoring	November 2020	October 2020 – September 2021	Ongoing

<b>Workforce Development and Child Care Services Program Monitoring Conducted by Internal Monitor – Kathy Cabezuela, Program Specialist</b>			
Monitoring Review	Date of review	Period Covered	Status
Program Operating Systems	November 2020 – January 2021	February 1, 2020 – September 30, 2020	Ongoing
Program Operating Systems	February 2021 – March 2021	October 1, 2020 – December 31, 2020	Upcoming

<b>Administration of Fiscal and Program Control Monitoring Conducted by Texas Workforce Commission (TWC)</b>			
Monitoring Review	Date of review	Period Covered	Status
Fiscal and Program Operating Systems	March 29, 2021 – April 2, 2021	February 1, 2020 – December 31, 2021	Upcoming

<b>The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Conducted by Health and Human Services Commission (HHSC)</b>			
Monitoring Review	Date of review	Period Covered	Status
Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) in Texas	May 2021	Federal Fiscal Year (FFY) 2021	Upcoming



**Policy documentation for (a) through (k)  
to be covered in Agenda Item 7  
will be forwarded  
in a separate document.**

**ITEM 7**





**ITEM 7a**

# PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

## Chapter 1-Universal Policies for Workforce Customers

### Section 1.4

### Complaints, Hearings, and Appeals-*Update* Effective 12-09-2020

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy and attachments regarding federal requirements that Boards must ensure that specified notices are used to inform customers that the information contained in a document or communication is available in other languages; and programs are administered in a manner that is not discriminatory based on a disability. Updated information in this policy revision is highlighted in bold typeface.

**BACKGROUND:** To maintain uniformity and consistency across all Panhandle Workforce Development Board-administered Workforce Development Services in protecting due process rights, TAC (Texas Administrative Code) Chapter 823 Rules require Boards to establish local policy to ensure that WSP (Workforce Solutions Panhandle) Customers are notified in writing regarding their right to file a complaint regarding Workforce Services, and their right to appeal any adverse action. Failure to inform Customers of these rights risks violating due process principles. Chapter 823 specifically applies to complaints and determinations related to Federally-funded or State -funded Workforce Services administered by the Boards, which includes:

- ES (Employment Services);
- Child Care Services;
- TANF (Temporary Assistance to Needy Families) Choices;
- Choices NCP (Non-Custodial Parent)
- SNAP E&T (Supplemental Nutrition Assistance Employment & Training) Program;
- WIOA (Workforce Innovation and Opportunity Act) Adults, Dislocated Workers, and Youth; and
- ETP (Eligible Training Providers) receiving WIOA funds or other funds for Training Services.

NOTE: This policy does not apply to EO (Equal Opportunity) or discrimination complaints, or job-service related complaints, which must be submitted separately, as per Panhandle WDBA EO policy.

#### **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

WSP will ensure information about complaint and appeal procedures is provided to individuals, Eligible Training Providers, and others in a way to be easily understood by the affected individuals, including Youth, individuals with disabilities, and individuals with LEP (Limited English Proficiency). Complaint and appeal information will be disseminated utilizing Attachment 1 to this policy, and will be:

- Provided in writing to all Workforce Program Customers;
- Provided in writing to any individual who states a verbal complaint about Workforce Services or WSP Staff;
- Provided in writing to any individual who states they disagree with a determination

- decision they have received;
- Posted in a public location at each Workforce Solutions location; and
- Placed in each Workforce Solutions Program Customer's file.

A complaint is defined as a verbal statement declaring that Customer believes a situation or outcome is unsatisfactory or unacceptable. A formal complaint is defined as a written statement declaring that a Customer believes a situation or outcome is unsatisfactory or unacceptable. An appeal is defined as a written request for review of an adverse determination or decision resulting in denial, reduction, or termination of benefits or services administered by TWC (Texas Workforce Commission) and the Panhandle WDA (Workforce Development Area) Board through WSP.

This chapter establishes a dispute resolution process that can be started in one of two ways. The first allows a person to file an appeal following a written determination issued by a Board or its designee. If a written determination has been issued, an appeal must be filed with the Board within 14 (fourteen) calendar days. The other method of initiating the process is for a person to complain of alleged violations of any law, rule, or regulation relating to any Federal or State-funded Workforce service. If no written determination is issued regarding an adverse action or perceived violation, a person may file a complaint within 180 days of the adverse action or violation.

WSP will implement procedures which comply with TWC WD (Workforce Development) Letter 08-08, and specifically outline how non-discrimination Customer complaints and appeals received by WSP Staff will be responded to and addressed, to include the following provisions:

- WSP will contact Workforce Solutions Customers immediately upon receipt of a non-discrimination complaint, and will initially attempt to resolve complaints received from Customers in an informal manner at the WSP office. The informal resolution process must be completed within 5 (five) business days of receipt of a complaint.
- On or before 5th business day, if informal resolution results in an agreement between the parties the matter will be considered resolved. WSP will forward the details of the resolution response to the designated Panhandle WDBA email address, and document the complaint and resolution details in the Customer's case file the same day.
- If on the 6th business day after receipt of a non-discrimination complaint, WSP has been unable to resolve the complaint informally, or if a Customer chooses not to participate in an informal of the informal resolution and their response to the complaint, along with supporting documentation representing both sides of the issues involved in the complaint, and signed copies of the required Notice of Right to File a Complaint form and the Required Complaint Form (Attachments to this policy: Attachment 1 in English, or Attachment 2 in Spanish) to the designated Panhandle WDBA email address. WSP will document the complaint details in the Customer's case file and in TWIST (The Workforce Information System of Texas) the same day.

- Panhandle WDA Board Staff will review the complaint information submitted by WSP and proceed with the next course of action including attempting informal resolution, or conducting Fact-Finding to gather additional information as deemed necessary to facilitate a written determination.
- Board Staff will immediately contact the Customer by telephone to acknowledge receipt of their complaint, and to offer informal resolution.
- If the Customer agrees to informal resolution, it must be concluded no more than 5 (five) business days after Board Staff receives the complaint.
- When informal resolution results in an agreement between the parties at this stage, the matter will be considered resolved.
- If on the 6th business day after receipt of the complaint, Panhandle WDA Board Staff have been unable to resolve a non-discrimination appeal informally, or if the Customer chose not participate in an informal resolution process, Board Staff will issue a written determination to the Customer based on the documentation WSP provided and any additional information obtained through Board Staff fact-finding. The determination will include information regarding the Customer's right to appeal a Board determination within 14 (fourteen) calendar days.
- Within 5 (five) business days of receiving a written appeal to a Panhandle WDA Board determination, Board Staff will schedule a formal hearing with the Regional Appeals Officer. The Regional Appeals Officer will conduct a hearing and issue a decision within 60 (sixty) calendar days of the original filing of the complaint.
- If no decision is mailed within the 60 (sixty) calendar day time period, or a Customer disagrees with the Regional Appeals Officer decision, a Customer may submit a written appeal to TWC no later than 90 (ninety) calendar days from the filing date of the original appeal. Appeals to TWC must be submitted in writing to the address on the Notice of Right to File a Complaint form.
- Following the conclusion of the TWC appeal hearing, the TWC hearing officer will promptly issue a determination on behalf of TWC.

WSP will utilize Attachment 1 to this policy-the Required Notice of Right to File a Complaint form, along with the Required Complaint Form in English, or Attachment 2 of this form in Spanish, and provide them to Customers in the manner described in this policy. WSP will maintain signed and dated originals of these forms in the Customer's case file, provide copies to Customers, and forward copies with complaint documentation submitted to Panhandle WDA Board Staff.

A sample complaint log including the required elements is included in attachment 3 to this policy. Panhandle WDA Board Staff and WSP will develop and maintain separate logs for non-discriminatory and discriminatory written complaints and appeals. Board Staff will

monitor both logs on a regular basis (i.e. monthly, quarterly, etc.) and conduct periodic follow-ups with complainants to ensure that issues have been resolved satisfactorily.

Attachment 4 to this policy, Chapter 823: Integrated Complaints, Hearings, and Appeals Matrix, provides explanation and guidance in handling Customer non-discriminatory complaints and appeals. WSP will make Staff aware of and adhere to the requirements, procedures, and time frames set forth in TWC WD (Workforce Development) Letter 08-08 and the Chapter 823 Matrix.

TWC WD Letter 08-08 Letter provides attachments for sample letters in English and Spanish for use in issuing written determinations. WSP may utilize the letters and forms, or may develop separate forms and letters. However, all forms and letters which WSP develops will comply with WD Letter 08-08, and contain the required information, including current Workforce Program information and references, as well as proper logos and required tag lines.

**Per 29 CFR 38.40 (Code of Federal Regulations) and TWC WD Letter 02-19, as amended, the Board, through WSP, must ensure that vital information in written documents or communications is translated into languages spoken by a significant number or portion of the population eligible to be served by Workforce Solutions Offices in the local workforce development area. WSP must also ensure that outreach information is conveyed in languages spoken by a significant number or portion of the workforce areas' general population to satisfy affirmative outreach requirements.**

**Translations must be made readily available in hard copy, upon request, or electronically, such as on the wspanhandle.com website. WSP will include the Babel notice provided in WD 02-19 in English, Spanish, and/or Vietnamese on written communications of vital information. Examples of outreach information documents that contain vital information are listed in WD 02-19.**

**The definition of vital information and the Babel notice are listed in WD 02-19. The Babel notice in English is: "This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request." The Spanish and Vietnamese Babel Notices are contained in WD 02-19.**

**29 CFR 38.12(h) requires that licensing and certification programs are administered in a manner that is not discriminatory based on a disability.**

**29CFR 38.12(i) states recipients (WSP) must not impose or apply eligibility criteria that screen out or tend to screen out individuals with disabilities or any class of individuals with disabilities from fully and equally enjoying any aid, benefit, service, training, program, or activity, unless such criteria can be shown to be necessary for the provision of any aid, benefit, service, training, program, or activity being offered.**

**29 CFR 38.12(k) prohibits recipients from placing a surcharge on a particular individual with a disability, or any group of individuals with disabilities, to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required to provide that individual or group with the nondiscriminatory treatment required by WIOA Title I or this part.**

**29 CFR 38.12(o)(1) states that nothing in this part requires an individual with a disability to accept any accommodation, aid, benefit, service, training, or opportunity provided under WIOA Title I or this part that such individual chooses not to accept.**

**29 CRF 38.14(a): With regard to any aid, benefit, service, training, and employment, recipients must provide reasonable accommodations to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship.**

**ATTACHMENTS: Appendix A Chapter 1-Universal Policies to Workforce Customers for revised attachments as listed below.**

**RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers Section 1.4 Complaints, Hearings, and Appeals-Update Effective 05-23-2018 including replacing the following attachments with revised forms:**

**Attachment 1- Notice of Right to File a Complaint and Complaint Form-English, and  
Attachment 2- Notice of Right to File a Complaint and Complaint Form-Spanish**

# WORKFORCE SOLUTIONS

## PANHANDLE

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### PANHANDLE WORKFORCE DEVELOPMENT BOARD ORIENTATION TO DISCRIMINATION COMPLAINT PROCEDURES FORM (29 CFR Part 38)

This Orientation to Discrimination Complaint Procedures form addresses discrimination complaint procedures for the listed programs and services administered in the local workforce development area by the Workforce Development Board and its Contractors:

**Workforce Innovation and Opportunity Act (WIOA)**  
**Temporary Assistance for Needy Families (TANF) / CHOICES**  
**Supplemental Nutrition Assistance Employment & Training (SNAP E&T) Program**  
**Child Care Services (CCS)**  
**Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)**

THE RECIPIENT OF THE FEDERAL FINANCIAL ASSISTANCE IS:

**Panhandle Workforce Development Board**  
**415 SW Eighth Avenue**  
**Amarillo, TX 79101**

**Equal Opportunity (EO) Officer: Lori Bigham**  
**Telephone Number: (806) 372-338 or toll-free 1-800-477-4562**  
**Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voice)**

The Panhandle Workforce Development Board (the Board) shall resolve equal opportunity complaints in a fair and prompt manner. Acts of restraint, interference, coercion, discrimination, or reprisal towards complainants exercising their rights to file a complaint under this procedure are prohibited. This procedure applies to all applicants and participants who have cause to file a discrimination complaint related to activities or programs administered by the Board. If you have an equal opportunity complaint concerning any of these programs, you may submit your written complaint to the Board or Contractor EO Officer, as appropriate.

After your equal opportunity complaint has been received, the EO Officer will notify you of the next step in the complaint process. As long as you wish to pursue your complaint, the Board or Contractor will follow the steps described below. You should study the Discrimination Complaint Procedure carefully, and if you feel that the required steps are not being followed, contact the EO Officer. Remember, if you feel you are not being provided enough help at any stage of the complaint process, you should contact:

**Texas Workforce Commission (TWC)**  
**Equal Opportunity Monitoring**  
**101 E. 15<sup>th</sup> St., Room 504**  
**Austin, TX 78778-0001**

**Telephone Numbers:**  
**(512) 463-2400**  
**Relay Texas: 1-800-735-2989**  
**TTY 1-800-735-2988 (Voice)**

#### **EQUAL OPPORTUNITY IS THE LAW**

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

**What to do if you believe you have experienced discrimination.** If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

#### **PROCEDURES ON HOW TO FILE A COMPLAINT**

##### **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) and TRADE READJUSTMENT ALLOWANCES (TRA):**

If you think you have been subjected to equal opportunity discrimination under a WIOA Title I or a TAA/TRA financially assisted program or activity, you may file a discrimination complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210. If you file your complaint with the Board or Contractor, you must wait until you receive a written Notice of Final Action or 90 days have passed (whichever is sooner) before you can file with the CRC. If the written Notice of Final Action is not issued within 90 days of the day you filed your complaint, you have 30 days following the 90-day deadline to file a complaint with CRC (that is, within 120 days of the day you first filed your complaint). If you receive a written Notice of Final Action on your complaint but are dissatisfied with the decision, you may file a complaint with CRC. However, you must file your CRC complaint within 30 days of receiving the Notice of Final Action.

##### **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):**

If you think you have been subjected to equal opportunity discrimination under a TANF/Choices and/or Child Care (CC) program or activity receiving federal financial assistance, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or U.S. Department of Health and Human Services (HHS), the Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Those filing complaints against child care program services receiving USDA federal financial assistance may choose to contact the U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. If you file your complaint with the Board or Contractor, you must wait until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before you can file with the U.S. Department of Health and Human Services.

##### **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):**

If you think you have been subjected to discrimination under a SNAP E&T financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410, (202) 260-1026. If you file your complaint with the Board or Contractor, you must wait until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before filing with the U.S. Department of Agriculture.

#### **Please do not sign this notice until you have read it and understand its contents.**

By my signature below, I acknowledge this orientation to the discrimination complaint procedure and the statement regarding Equal Opportunity Is the Law. I affirm that I have read the *Orientation to Discrimination Complaint Procedures Form* and that I have been given the opportunity to ask questions about its contents. I understand that the One-Stop application form is not a job application; rather, this form is used to determine my eligibility to receive program services and to meet federal reporting requirements. I further understand that failure to provide the requested information may prevent me from receiving services.

Applicant Signature \_\_\_\_\_ Printed Name \_\_\_\_\_ Date \_\_\_\_\_

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.

Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.

#### **AN EQUAL OPPORTUNITY EMPLOYER / PROGRAM**

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

# WORKFORCE SOLUTIONS

## PANHANDLE

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### PANHANDLE WORKFORCE DEVELOPMENT BOARD FORMULARIO PARA LA ORIENTACIÓN A LOS PROCEDIMIENTOS DE QUEJA DE DISCRIMINACIÓN (29 CFR Part 38)

Este Formulario para la Orientación a los Procedimientos de Queja de Discriminación explica los procedimientos de queja de discriminación para los programas y los servicios mencionados administrados en el Local Workforce Development Area por el Workforce Development Board y sus contratistas:

- Workforce Innovation and Opportunity Act (WIOA)
- Temporary Assistance for Needy Families (TANF) / CHOICES
- Supplemental Nutrition Assistance Employment & Training (SNAP E&T) Program
- Child Care Services (CCS)
- Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)

RECIPIENTE DEL APOYO FINANCIERO FEDERAL ES:  
Panhandle Workforce Development Board  
412 SW Eighth Avenue  
Amarillo, TX 79101

Oficial de Igualdad de Oportunidades (EO): Lori Bigham  
Número telefónico: (806) 372-3381 o sin costa 1-800-477-4562  
Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voz)

El Panhandle Workforce Development Board (el Board) resolverá quejas de la igualdad de oportunidades de una manera justa y expedita. Se prohíben los actos de internamiento, de interferencia, de la coerción, de la discriminación, o de la represalia hacia los denunciantes que ejercitan sus derechos de presentar una queja conforme a este procedimiento. Este procedimiento se aplica a todos los aspirantes y participantes que tengan causa para presentar una queja de la discriminación relacionada con las actividades o los programas administrados por el Board. Si tiene una queja de la igualdad de oportunidades referente a cualquiera de estos programas, puede presentar su queja oficial por escrito al Oficial de EO del Board o del contratista, como sea apropiado.

Después de que se haya recibido su queja de la igualdad de oportunidades, el oficial del EO le notificará del paso siguiente en el proceso de la queja. Mientras desea perseguir su queja, el Board o el contratista seguirá los pasos descritos abajo. Debe estudiar el procedimiento de queja de la discriminación cuidadosamente, y si se siente que los pasos requeridos no se están siguiendo, póngase en contacto con el oficial del EO. Recuerde que si se siente que no le están proporcionando bastante ayuda en cualquier etapa del proceso de la queja, usted debe ponerse en contacto con:

**Texas Workforce Commission (TWC)  
Equal Opportunity Monitoring  
101 E. 15<sup>th</sup> St., Room 504  
Austin, TX 78778-0001**

**Números telefónicos:  
512-463-2400  
Relay Texas: 1-800-735-2989  
TTY 1-800-735-2988 (Voz)**

#### LA IGUALDAD DE OPORTUNIDADES ES LA LEY

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos: contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Innovación y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA. El beneficiario no deberá discriminar en los siguientes áreas: decidiendo quién será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante. Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificadas.

**Qué hacer si usted cree haber sido discriminado/a:** Si cree haber sufrido discriminación en un programa o actividad con apoyo financiado a tenor del Título I de la WIOA, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210. Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada previamente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presento su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en presente la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con el resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

#### INSTRUCCIONES DETALLADAS PARA CLASIFICAR UNA QUEJA

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) y TRADE READJUSTMENT ALLOWANCES (TRA):** Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del Título I de la WIOA o TAA/TRA, puede presentar una queja dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al CRC. Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted puede presentar una queja con el CRC. La queja CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presentó su queja con el destinatario. Si éste le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla con el CRC dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):** Si cree haber sufrido discriminación en un programa o actividad a tenor TANF/Choices y/o Child Care Services (CC) que recibe asistencia financiera federal, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con la Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Si cree haber sufrido discriminación en un programa o actividad a tenor de la CC que recibe asistencia financiera federal de USDA, puede proponerse en contacto con el U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Dept. of Health and Human Services.

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):** Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del programa SNAP E&T, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410 o llame al 202-260-1026. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Dept. of Agriculture.

**Favor de no firmar sin haber leído este aviso y haber comprendido su contenido:** Por mi firma abajo, reconozco esta orientación al procedimiento de queja de la discriminación y la declaración con respecto a que la igualdad de oportunidades es la ley. Afirmo que he leído el Formulario para la Orientación a los Procedimientos de Queja de Discriminación y que me han dado la oportunidad de hacer preguntas acerca de su contenido. Entiendo que el formulario One-Stop no es solicitud para trabajo; se utiliza para determinar mi elegibilidad para recibir servicios de programa y para cumplir con requisitos federales de información. Entiendo también que la falta de proporcionar la información pedida puede evitar que reciba servicios.

Firma del solicitante \_\_\_\_\_ Nombre en letra de molde \_\_\_\_\_ Fecha \_\_\_\_\_

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.

**EMPLEADOR CON IGUALDAD DE OPORTUNIDAD DE EMPLEO/PROGRAMAS**

Ayudas auxiliares y servicios están disponibles a petición para individuos con incapacidades

Attachment 7-PWDBA Complaint Policy

Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voz); 1-800-622-4954 (Español)

Revised December 2020





**ITEM 7b**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 1 Universal Policies for Workforce Customers**

**EO (Equal Opportunity) Discrimination Complaint Procedures-*Update***

**Section 1.7**

**Effective 12-09-2020**

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy and attachments regarding federal requirements that Boards must ensure that Babel notices are used to inform customers that the information contained in a document or communication is available in other languages. Updates also include requirements that programs are administered in a manner that is not discriminatory based on a disability. The EO (Equal Opportunity) Discrimination Complaints EO Officer and references to WIOA have been changed on the attachments to this policy. Updated information in this policy revision is highlighted in bold typeface.

**BACKGROUND:** 29 CFR (Code of Federal Regulations) sets forth the requirements for recipients of WIOA (Workforce Innovation and Opportunity Act) funds to disseminate EO policy, and requires recipients of WIOA funds to provide initial and continuing notice that they do not discriminate on any prohibited basis, and provide the notice to:

- Registrants, applicants, and eligible registrants and applicants;
- WIOA Participants;
- Applicants for employment and employees;
- Unions or professional organizations that hold collective bargaining or professional agreements with the recipient;
- Sub-recipients that receive WIOA Title I financial assistance from the recipient; and
- Members of the public, including those with impaired vision or hearing and those with LEP (Limited English Proficiency).

29 CFR 38.9 requires recipients of WIOA funds to take appropriate steps to ensure that communications with individuals with disabilities are as effective as communications with others. 29 CFR requires recipients of WIOA funds to ensure meaningful access to each individual served or encountered who has LEP so that those individuals are effectively informed about, and/or able to participate in, the program or activity.

**29 CFR 38.12(h) requires that licensing and certification programs are administered in a manner that is not discriminatory based on a disability.**

**29CFR 38.12(i) states recipients must not impose or apply eligibility criteria that screen out or tend to screen out individuals with disabilities or any class of individuals with disabilities from fully and equally enjoying any aid, benefit, service, training, program, or activity, unless such criteria can be shown to be necessary for the provision of any aid, benefit, service, training, program, or activity being offered.**

**29 CFR 38.12(k) prohibits recipients from placing a surcharge on a particular individual with a disability, or any group of individuals with disabilities, to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required**

**to provide that individual or group with the nondiscriminatory treatment required by WIOA Title I or this part.**

**29 CFR 38.12(o)(1) states that nothing in this part requires an individual with a disability to accept any accommodation, aid, benefit, service, training, or opportunity provided under WIOA Title I or this part that such individual chooses not to accept.**

**29 CFR 38.14(a): With regard to any aid, benefit, service, training, and employment, recipients must provide reasonable accommodations to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship.**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

In addition to meeting all the requirements in TWC (Texas Workforce Commission) WD (Workforce Development) Letter 16-14, as amended, including provision of forms for individuals who have vision or hearing impairments, WSP (Workforce Solutions Panhandle) Staff will ensure all Workforce Customers sign an Orientation to Discrimination Complaint Procedures Form, attachment 6 (English) or attachment 7 (Spanish) to this policy as appropriate, at first contact. Customers will be provided with the signed original, and copies of signed forms which will be made accessible in electronic or paper files per retention requirements stated in TWC's FMGC (Financial Manual for Grants and Contracts) and Panhandle WDBA policy. WSP ensure that all WSP Staff responsible for discrimination complaint processing is adequately trained in these processes and procedures. WSP will also post attachment 8 to this policy-EO is the Law Notice-English, and attachment 9-EO is the Law Notice-Spanish, per TWC WD Letter 16-14, as amended.

TWC WD letter 18-07, Change 2 regarding processing discrimination complaints requires that a Vocational Rehabilitation (VR) representative must be identified at all facilities where a VR program operates, whether the VR office is stand-alone or integrated into a Workforce Solutions Office, and requires that individual be responsible for receiving discrimination complaints from VR customers. WSP will refer all such complaints to designated VR staff.

**Per 29 CFR §38.40 and TWC WD Letter 02-19, as amended, WSP must ensure that vital information in written documents or communications is translated into languages spoken by a significant number or portion of the population eligible to be served by Workforce Solutions Offices in the local workforce development area. WSP must also ensure that outreach information is conveyed in languages spoken by a significant number or portion of the workforce areas' general population to satisfy affirmative outreach requirements.**

**Translations must be made readily available in hard copy, upon request, or electronically, such as on the wspanhandle.com website. WSP will include the Babel notice provided in WD 02-19 in English, Spanish, and/or Vietnamese on written communications of vital information. Examples of outreach information documents that contain vital information are listed in WD 02-19.**

**The definition of vital information and the Babel notice are listed in WD 02-19. The Babel notice is English is: “This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.” The Spanish and Vietnamese Babel Notices are contained in WD 02-19.**

**WSP will administer programs in a manner that is not discriminatory based on a disability, per 29 CFR 38.12.**

**The required changes have been made to the appropriate attachments to this policy for use by WSP staff.**

**ATTACHMENTS: Appendix A Chapter 1-Universal Policies to Workforce Customers**

**RESCISSIONS: Chapter 1 Universal Policies for Workforce Customers Section 1.7 EO (Equal Opportunity) Discrimination Complaint Procedures-Update Effective 02-27-2019 and replacing the following attachments with updated forms:**

**Attachment 2- Decision Tree for Designated Complaint Takers**

**Attachment 3- Decision Tree for Board EO Officer**

**Attachment 6- Notice of Right to Complain-English**

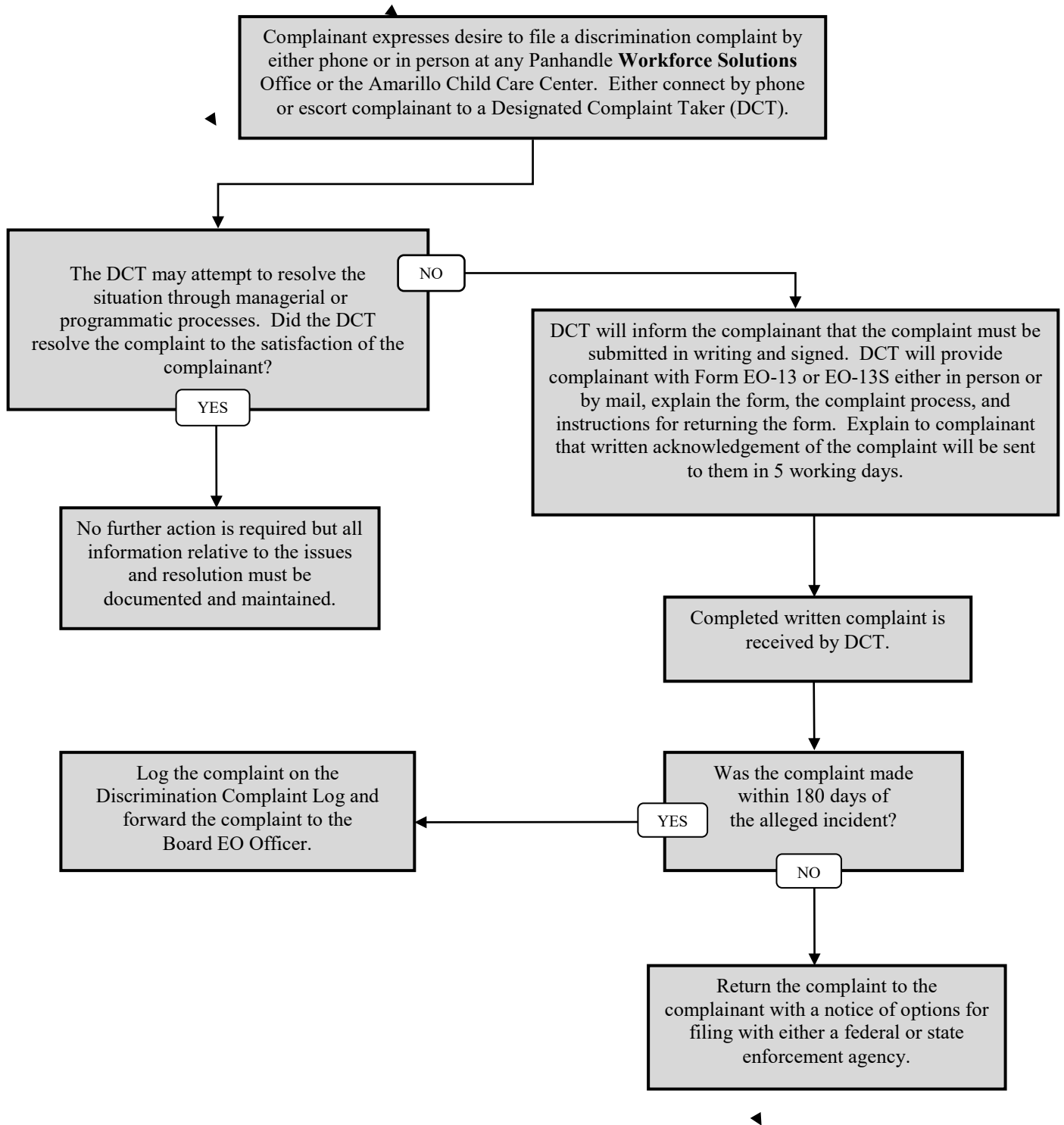
**Attachment 7- Notice of Right to Complain-Spanish**

**Attachment 8- EO is the Law Notice-English**

**Attachment 9- EO is the Law Notice-Spanish**

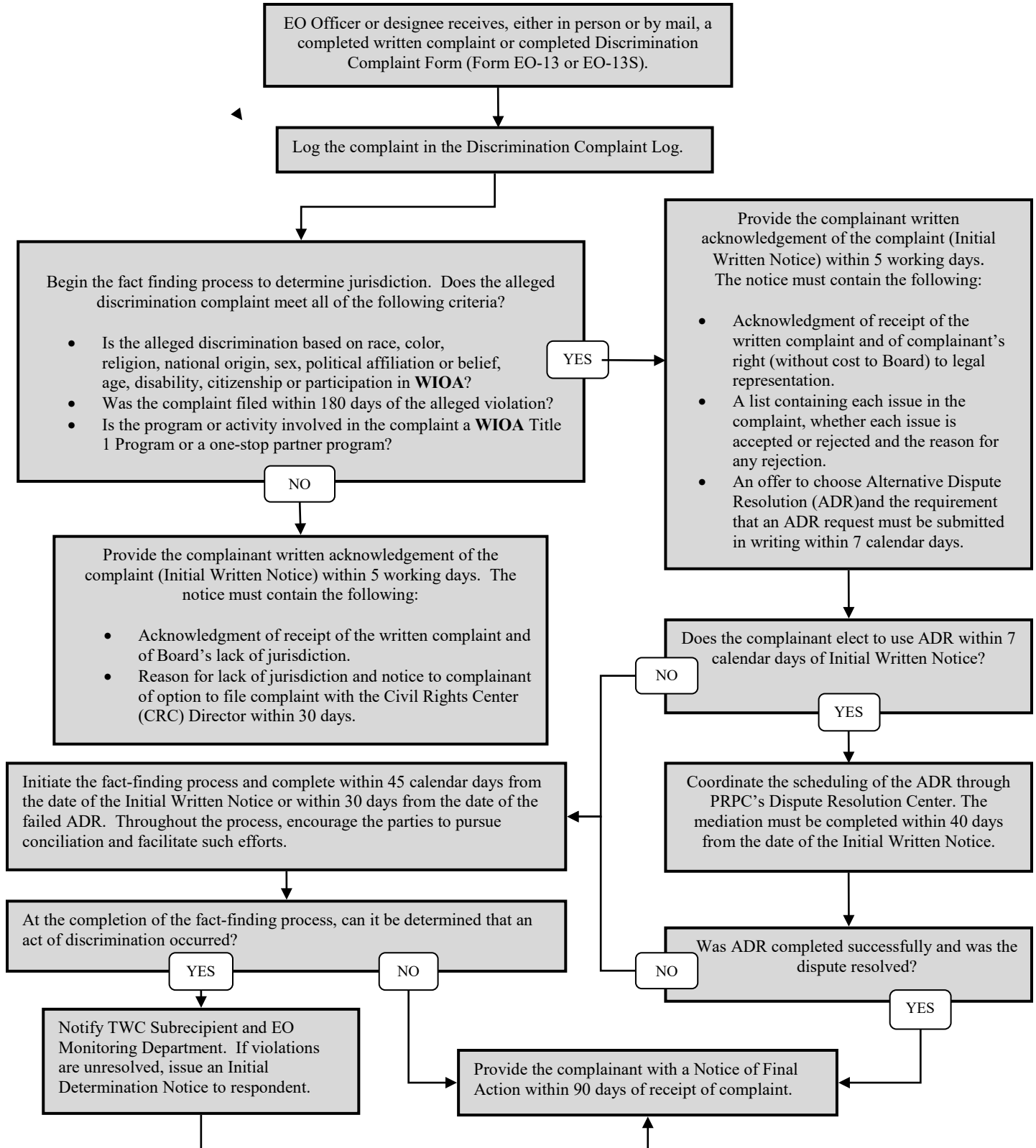
## Decision Tree for Designated Complaint Takers

**This flow chart represents a guide for Panhandle Workforce Solutions Center Staff in processing an individual's complaint alleging unlawful discrimination, including Child Care Services.**



# Decision Tree For Board Equal Opportunity (EO) Officer

**This flowchart is a broad guide for the Board EO Officer or designee in processing complaints alleging unlawful discrimination that has originated from any Panhandle WDA Workforce Solutions Center, including Child Care Services. The Board EO Officer will continuously pursue resolution during the process.**



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# WORKFORCE SOLUTIONS

## PANHANDLE

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### NOTICE OF RIGHT TO FILE A COMPLAINT

#### General

Participating in workforce services administered by the Panhandle Workforce Development Board grants you the right to file a complaint regarding your workforce services. These rights are guaranteed through the Texas Workforce Commission's (TWC) complaints, hearings and appeals procedures at 40 TAC, Chapter 823.

**NOTICE: This process does not pertain to matters alleging violations of discrimination or equal opportunity requirements under the Workforce Innovation and Opportunity Act (WIOA) or matters governing job service related complaints. There is a separate process in place.**

#### The Complaint Process

##### What is a Complaint?

A complaint is a written statement alleging a violation of any law, regulation, or rule relating to any federal or state-funded workforce service. You are encouraged to first discuss the complaint with staff where the issues originated.

##### Who may file a complaint?

- Texas Workforce Center customers – Individuals who have applied for or are eligible to receive federal- or state-funded workforce funded services administered by TWC or the Board. These services include child care; Temporary Assistance for Needy Families (TANF) Choices, Choices Non-Custodial Parent (NCP); Supplemental Nutrition Assistance Employment & Training (SNAP E&T) Program; Project Re-Integration of Offenders (RIO); Workforce Innovation and Opportunity Act (WIOA) Adults, Dislocated Workers, 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. These individuals may be child care or other service providers that have a received a written statement issued by the Board, Workforce Solutions Panhandle (WSP), 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 Panhandle Board, through WSP.
- Previously employed individuals who believe they have been displaced by a Workforce Solutions Panhandle customer participating in work-based services such as subsidized employment, work experience, or workfare.

##### How do I file a complaint?

- Complaints must be in writing using the attached complaint form.
- Complaints must be filed within 180 calendar days of the alleged violation.
- Complaints should be filed at the service level where the complaint originated for optimal and immediate satisfaction.

##### How will the complaint be resolved?

- Immediately upon receipt of a written complaint, Workforce Solutions Panhandle (WSP) will offer the affected individual an opportunity for informal resolution to occur at the WSP office, and coordinate that process with all concerned parties.
- The informal resolution process will be completed within 5 business days of receipt of a written complaint.
- When informal resolution results in an agreement between the parties, the matter will be considered resolved.

- If on the 6<sup>th</sup> business day no informal agreement is reached, or the customer chose not to participate in informal resolution, WSP will provide a response to the customer including information about their appeal rights, and send a copy of the response with documentation including the reason, along with the required signed forms, to the designated Panhandle WDA Board email address.
- Board staff will immediately contact the customer and attempt to resolve the non-discrimination complaint in an informal manner, within 5 business days from receipt of the WSP information.
- If on the 6<sup>th</sup> business day no agreement has been reached, or the customer chose not to participate in informal resolution, Board staff will issue a written determination to the customer.
- Board staff will inform customers that they have the right to submit a written appeal to a Board determination within 14 calendar days. Appeals must be submitted in writing to:

Lori Bigham  
PRPC  
415 SW Eighth Ave  
Amarillo, Texas 79105  
(806) 372-3381

- Within 5 business days of receiving a written appeal, Board staff will schedule a formal hearing with the Regional Appeals Officer.
- A formal hearing will be coordinated and conducted by an impartial Regional Hearing Officer, and a decision mailed to the parties within 60 calendar days of the original filing.
- If no decision was mailed within the 60 calendar day time period a party may submit an appeal to the Texas Workforce Commission no later than 90 calendar days after the filing date of the original appeal.
- If a party disagrees with the Regional Hearing Officer's decision, a written appeal may be filed with the Texas Workforce Commission within 14 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 15<sup>th</sup> St., Room 410  
Austin, Texas 78778-0001

- Following the conclusion of the TWC Appeal hearing, the hearing officer will promptly issue a written decision on behalf of TWC.

**Other Rights:** When a determination for denial, reduction or termination of services is issued to one of the parties identified on the left, they have a right to appeal that determination. Details of these rights and instructions for filing an appeal will be included with the written determination.

##### **Please do not sign this notice until you have read it and understand its contents.**

This is to certify that I have read the **Notice of Right to File a Complaint** and that I have been given the opportunity to ask questions about its contents.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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.  
Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.

#### AN EQUAL OPPORTUNITY EMPLOYER / PROGRAM

*Auxiliary aids and services are available upon request to individuals with disabilities*  
Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voice); 1-800-622-4954 (Español)



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**NOTICE OF RIGHT TO FILE A COMPLAINT**

**COMPLAINT FORM**

This complaint process does not pertain to matters of discrimination or equal opportunity requirements under WIOA, or matters governing job service-related complaints.

Complainant's Information (Person Filing the Complaint)	Respondent's Information (Complaint Filed Against)
Name (Last, First, MI)	Name (Individual, Organization, Business)
Mailing Address (Street, City, ZIP)	Mailing Address (Street, City, ZIP)
Telephone (Day Phone)	Telephone (Day Phone)

Complaint (*Provide a clear and brief statement of the facts, including relevant dates and any known violation of law, regulations, or rules related to any federal- or state-funded workforce service. If additional space is needed, you may use the reverse side of this form or attach a separate statement of no more than 5 pages.*)

**Certification**

I certify that the information furnished is true and accurately stated to the best of my knowledge.

Signature of Complainant

Date Signed

FOR OFFICIAL USE

Individual Receiving Complaint: \_\_\_\_\_ Title: \_\_\_\_\_

City: \_\_\_\_\_ Telephone: \_\_\_\_\_

Date complaint was received: \_\_\_\_\_ Action Taken: \_\_\_\_\_

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.  
 Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.

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## AVISO DE DERECHO A PRESENTAR UNA QUEJA

### General

Al participar de los servicios de desarrollo laboral que administra la Comisión de la Fuerza Laboral de Texas (la Comisión) o el Consejo de Desarrollo de la Fuerza Laboral (Consejo) de Panhandle usted tiene derecho a presentar un reclamo en relación a sus servicios de la Fuerza laboral. Sus derechos quedan garantizados a través de los procedimientos de reclamos, audiencias y apelaciones de la Comisión (TWC) en el Capítulo 823 del título 40 del Código Administrativo de Texas (TAC).

**Este proceso no se refiere a asuntos que aleguen violaciones de discriminación o requisitos de igualdad de oportunidades bajo la Ley de Innovación y Oportunidad de la Fuerza Laboral (WIOA) o asuntos que rigen las quejas relacionadas con el servicio de empleo.**

### El Proceso del Reclamo

#### ¿Qué es una queja?

Una queja es una declaración escrita que alega una violación de cualquier ley, regulación o regla relacionada con cualquier servicio de fuerza de trabajo financiado por el gobierno federal o estatal. Le recomendamos que primero analice la queja con el personal donde se originaron los problemas.

#### ¿Quién puede presentar una queja?

- Clientes de Texas Workforce Center: personas que solicitaron o son elegibles para recibir servicios financiados por la fuerza laboral financiados por el gobierno federal o estatal administrados por la TWC o El Consejo de Administración. Estos servicios incluyen cuidado de niños; Asistencia Temporal para Familias Necesitadas (TANF) Opciones, Opciones Padre sin custodia (NCP); Programa de Asistencia de Nutrición Suplementaria Empleo y Capacitación (SNAP E & T); Reintegración del Proyecto de Delincuentes (RIO); Ley de Innovación y Oportunidad de la Fuerza de Trabajo (WIOA), Adulto, Trabajador Desplazado y Jóvenes; y Proveedores de Capacitación Elegibles que reciben fondos de WIOA u otros fondos para servicios de capacitación.
- Otras partes interesadas afectadas por el sistema de fuerza laboral de Texas, incluidos los subreceptores. Estos individuos pueden ser proveedores de cuidado infantil u otros proveedores de servicios que hayan recibido una declaración escrita emitida por El Consejo de Administración, Workforce Solutions Panhandle (WSP) 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 la TWC o El Consejo de Administración, a través de WSP.
- Personas previamente empleadas que creen que han sido desplazadas por un cliente de Workforce Solutions Panhandle que participa en servicios basados en el trabajo, como empleo subsidiado, experiencia laboral o asistencia laboral.

#### ¿Cómo hago para presentar una queja?

- Las quejas deben hacerse por escrito **junto con** el formulario adjunto de quejas.
- Las quejas se deben presentar dentro de los 180 días de la violación que se alega.
- Las quejas deberían presentarse al nivel de los servicios donde se originó la queja para una satisfacción óptima e inmediata.

#### ¿Cómo se resolverá la queja?

- Inmediatamente después de recibir una queja por escrito, Workforce Solutions Panhandle (WSP) ofrecerá a la persona afectada la oportunidad de que se produzca una resolución informal en la oficina de WSP, y coordinará ese proceso con todas las partes interesadas.
- El proceso de resolución informal se completará dentro de los 5 días hábiles de una queja por escrito.
- Cuando la resolución informal resulta en un acuerdo entre las partes, el asunto se considerará resuelto.
- Si el sexto día hábil no se llega a un acuerdo informal, o el cliente decide no participar en una resolución informal, WSP responderá al cliente incluyendo información sobre sus derechos de apelación y enviará una copia de la

respuesta con documentación que incluya la razón, junto con los formularios requeridos y firmados, a la dirección de correo electrónico de El Consejo de Administración WDA de Panhandle designada.

- El personal de El Consejo de Administración se comunicará inmediatamente con el cliente e intentará resolver la queja de no discriminación de manera informal, dentro de los 5 días hábiles posteriores a la recepción de la información WSP.
- Si el sexto día hábil no se llegó a un acuerdo, o si el cliente optó por no participar en una resolución informal, el personal de la El Consejo de Administración emitirá una resolución por escrito al cliente.
- El personal de El Consejo de Administración informará a los clientes que tienen el derecho de presentar una apelación por escrito a la determinación de El Consejo de Administración dentro de los 14 días calendario. Las apelaciones deben presentarse por escrito a:
- Las apelaciones a la Comisión se enviarán por correo a la siguiente dirección:  
Lori Bigham  
PRPC  
415 SW Eighth Ave  
Amarillo, Texas 79105  
(806) 372-3381
- Dentro de los 5 días hábiles de haber recibido una apelación por escrito, el personal de El Consejo de Administración programará una audiencia formal con el Oficial de Apelaciones Regional.
- Una audiencia formal será coordinada y conducida por un Oficial de Audiencias Regional imparcial, y una decisión enviada por correo a las partes dentro de los 60 días calendario de la presentación original.
- Si no se envió ninguna decisión dentro del período de 60 días calendario, una parte puede presentar una apelación a la Comisión de la Fuerza Laboral de Texas a más tardar 90 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 regionales, se puede presentar una apelación por escrito ante la Comisión de la Fuerza Laboral de Texas dentro de los 14 días calendario a partir de la fecha de envío de esa decisión.
- Las apelaciones presentadas ante la Comisión de la Fuerza Laboral de Texas deben presentarse por escrito con:

TWC Appeals  
Texas Workforce Commission  
101 East 15th St., Room 410,  
Austin, Texas 78778-0001

- Después de la conclusión de la audiencia de apelación de TWC, el oficial de audiencias emitirá una decisión por escrito de inmediato en nombre de TWC.

**Otros derechos:** cuando se emite una determinación de denegación, reducción o finalización de los servicios a una de las partes identificadas a la izquierda, tiene derecho a apelar dicha determinación. Los detalles de estos derechos e instrucciones para presentar una apelación se incluirán en la determinación por escrito.

#### Favor de no firmar sin haber leído este aviso y comprender su contenido.

Esto es para certificar que he leído el Aviso de Derecho a Presentar una Queja y que se me ha dado la oportunidad de hacer preguntas sobre su contenido.

Nombre (en letra de molde)

Firma

Fecha

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.

**EMPLEADOR CON IGUALDAD DE OPORTUNIDAD DE EMPLEO/PROGRAMAS**  
*Ayudas auxiliares y servicios están disponibles a petición para individuos con incapacidades*  
Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voz); 1-800-622-4954 (Español)



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## AVISO DE DERECHO A PRESENTAR UNA QUEJA

### FORMULARIO DE QUEJAS

Este proceso de reclamo no se refiere a asuntos de discriminación o requisitos de igualdad de oportunidades bajo WIOA, o asuntos que rigen las quejas relacionadas con el servicio del trabajo.

Complainant's Information (Persona que presenta la queja)	Respondent's Information (Queja Presentada Contra)
*NOMBRE (Apellido, Nombre)	*NOMBRE (Individual, Organización, Negocios)
*DIRECCIÓN DE CORREO	*DIRECCIÓN DE CORREO
TELÉFONO # (DE DIA)	TELÉFONO # (DE DIA)

**Queja** (Proporcionar una declaración clara y breve de los hechos, que incluya los datos relevantes y cualquier violación conocida de la ley, de reglamentaciones o normas relacionadas con cualquier servicio de desarrollo laboral con financiación federal o estatal. Si necesitase espacio adicional, puede utilizar la parte trasera de este formulario o el Consejo de Administración una declaración por separado de no más de 5 páginas.)

Certifico que la información consignada precedentemente es verdadera y correcta al mayor de mi conocimiento.

Firma del Reclamante

Fecha

#### PARA USO OFICIAL

Individual Receiving Complaint: \_\_\_\_\_ Title: \_\_\_\_\_  
 City: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 Date complaint was received: \_\_\_\_\_ Action Taken: \_\_\_\_\_

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.

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 Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voz); 1-800-622-4954 (Español)

# PANHANDLE WORKFORCE DEVELOPMENT BOARD NOTICE

## *Equal Opportunity Is the Law*

The Panhandle Workforce Development Board, as a recipient of federal financial assistance, must provide the following notice that it does not discriminate on any prohibited ground.

### **EQUAL OPPORTUNITY IS THE LAW**

It is against the law for this recipient of federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I—financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

### **WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION**

If you think that you have been subjected to discrimination under a WIOA Title I—financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with

either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or

- Director, Civil Rights Center (CRC), US Department of Labor 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210 or electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the CRC (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

If you wish to file a complaint, please ask for the Workforce Solutions Office Manager, or contact:

Panhandle Workforce Development Board  
Lori Bigham, EO Officer  
415 SW 8th Avenue  
Amarillo, TX 79105  
806-372-3381 / Fax 806-373-3268  
Relay Texas: 711 or 1-800-735-2989 (TDD) 1-800-735-2988 (Voice)

Boone Fields, TWC EO Officer  
101 E. 15th Street, Room 504  
Austin, Texas 78778  
(512) 463-2400 / Fax: (512) 463-7804  
Relay Texas: 1-800-735-2989 (TDD) 1-800-735-2988 (Voice)

### **EQUAL OPPORTUNITY EMPLOYER / PROGRAM**



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. Auxiliary aids and services are available upon request to individuals with disabilities. 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. Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/ chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.

# PANHANDLE WORKFORCE DEVELOPMENT BOARD NOTICE

## *La Igualdad de Oportunidades Es La Ley*

The Panhandle Workforce Development Board, como recipiente de asistencia financiera federal, tiene que proveer la siguiente noticia que no discrimina por motivos de cualquier base prohibido.

### LA IGUALDAD DE OPORTUNIDADES ES LA LEY

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos: contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo, el embarazo, parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el status transgénero, y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Innovación y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA. El beneficiario no deberá discriminar en los siguientes áreas: decidiendo quién será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante. Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

### QUÉ HACER SI USTED CREE HABER SIDO DISCRIMINADO/A

Si usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El Oficial de Igualdad de Oportunidad del recipiente (o la persona que el recipiente haya designado para este propósito);

- El Oficial de Igualdad Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto); o bien con

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.

Ayudas auxiliares y servicios están disponibles a petición para individuos con incapacidades.

- El Director, Civil Rights Center (CRC), US Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210 o electrónicamente como indica el sitio web del CRC [www.dol.gov/crc](http://www.dol.gov/crc).

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada previamente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presento su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en que presento la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con el resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

Si desea presentar una queja, sírvase preguntar por el Administrador de Oficinas Central (Workforce Solutions Office Manager), o comuníquese con:  
Panhandle Workforce Development Board  
Lori Bigham, EO Officer  
415 SW 8th Avenue  
Amarillo, TX 79105  
806-372-3381/Fax 806-373-3268  
Relay Texas: 711 or 1-800-735-2989 (TDD) 1-800-735-2988 (Voz);  
1-800-622-4954 (Español)

Boone Fields, Oficial de Igualdad Oportunidades de la TWC  
101 E. 15th Street, Room 504  
Austin, Texas 78778 512) 463-2400/ Fax: (512) 463-7804 Relay Texas:  
1-800-735-2989 (TDD) 711 or 1-800-735-2988 (Voz); 1-800-622-4954 (Español)

**EMPLEADOR CON IGUALDAD DE OPORTUNIDAD DE EMPLEO/PROGRAMAS**





**ITEM 7c**

# PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

## Chapter 1-Universal Policies for Workforce Customers

### Section 1.20

### Supportive Services Policy-*Update*

Effective 12-09-2020

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) Supportive Services policy specifically related to the provision of Supportive Services to eligible WIOA Dislocated Workers under a NDWG (National Dislocated Worker Grant), and adding PPE (Personal Protective Equipment) to the list of Supportive Service Needs on Attachment 1 to this policy. Updated information in this policy revision is highlighted in bold typeface.

**BACKGROUND:** The WIOA (Workforce Innovation and Opportunity Act) defines “Supportive Services” as “Services such as transportation, Child Care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized”. WIOA Supportive 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.

#### **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

WIOA Supportive Services may be limited, and are subject to Workforce Program funding. Supportive Services are not considered an entitlement nor a reward. WSP (Workforce Solutions Panhandle) Staff will ensure WIOA Customers are aware of existing restrictions and limitations pertaining to the provision of Supportive Services, and that WIOA Supportive Services are not guaranteed.

WSP will establish local procedures for the provision of appropriate and allowable Supportive Services for Customers enrolled in WIOA which complies with applicable **DOL (Dept. of Labor) TEGLs (Training and Employment Guidance Letters), TWC (Texas Workforce Commission) WD (Workforce Development letters) as amended**, and Panhandle WDBA policies, as updated. Supportive Services may be provided to Customers in the Choices, Choices NCP (Non-Custodial Parent), or SNAP E&T (Supplemental Nutrition Employment & Training) Programs, **as well as eligible WIOA Dislocated Worker participants under a NDWG (National Dislocated Worker Grant)** per current Federal and State Rules and Regulations, **including the WIOA Guide**, as well as current WDBA policies and local WSP procedures.

WSP local procedures will describe the process followed and considerations involved in the assessment of need for and authorization of supportive services and associated costs during the grant period.

Due to complicated eligibility provisions and staff-intensive oversight and administrative requirements, needs-related payments will not be provided to Panhandle WDA WIOA participants. In lieu of income support payments, PRPC will not limit the total cost of supportive services that may be authorized per participant, except for training and support limits established by WDA policy for WIOA participants.

Examples of Supportive Services include, but are not limited to:

- Housing (rent or mortgage payments);
- Utilities (gas, water, electric service payments);
- Transportation assistance;
- Health care;
- Drug and alcohol abuse counseling and referral;
- Individual and family counseling referral;
- Accommodations and materials for individuals with disabilities;
- Job coaching referrals;
- Child Care and dependent care;
- Temporary shelter;
- Financial counseling;
- Follow-up/post termination counseling;
- Work related expenses (tools, uniforms, etc.); and
- Post-employment/job retention expenses (specific items required to maintain employment).

WSP will ensure that the definitions in TWC (Texas Workforce Commission) WD (Workforce Development) Letter 43-11, as amended, are used when implementing priority of service for eligible Foster Youth, which includes provision of Supportive Services. To ensure that eligible Foster Youth receive priority over all other equally qualified individuals—except eligible veterans—in the receipt of Workforce Services, they also must have access to needed Support Services (for example, Child Care and transportation).

### **Eligibility**

1. Before providing any type of WIOA Supportive Services, WSP Staff must verify a Customer's eligibility for the WIOA Program and the Services in which they will be enrolled. **This applies to Dislocated Worker Participants under an NDWG.**
2. WSP Staff will accurately determine and thoroughly evaluate each Customer's specific individual/family supportive service needs.
3. Supportive Services provided will be reasonable and necessary to address barriers to employment or Workforce Program participation, and will be allowable under the Federal and State Rules and Regulations of the Workforce Program under which services will be provided.
4. WSP Staff will be diligent in monitoring Customer attendance, participation, and continued eligibility for ongoing transportation assistance, in compliance with Federal and State Rules and Regulations for the applicable Workforce Programs.
5. TANF (Temporary Assistance to Needy Families) funds may not be used for medical costs.

### **Determining and Assessing Need**

1. WSP Case Management Staff is responsible for preparation, coordination, and updating of

comprehensive Service Plans for all WSP (Workforce Solutions Panhandle) Customers receiving Career or Training Services, and ensuring access to Workforce Development activities and Supportive Services as outlined in those Service Plans.

2. WSP will establish local procedures to obtain a complete picture of a Customer's current individual/family financial situation, identifying immediate barriers to employment, and corresponding Supportive Services which may remove those barriers.
3. Customers should 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, and through completion of financial literacy training. WIOA Program Rules require Customers who apply for WIOA Services complete a financial planning worksheet.
4. WSP Case Management Staff will work in partnership with Customers to develop an effective strategy to address existing financial issues, and discuss the completed strategy with Customers. How each Customer's individual goals and objectives for becoming self-sufficient are identified and mutually agreed upon will be documented per Panhandle WDBA policy.
5. Before any Supportive Services are provided to a Customer enrolled in the WIOA Program, a clearly demonstrated need must be established. A detailed justification with specific reasoning for providing Supportive Services will be thoroughly explained and documented in TWIST (The Workforce Information System of Texas) Counselor Notes. The mere fact that a WIOA Customer requests Supportive Services cannot serve as the sole justification for providing assistance. WSP Staff who provide WIOA Supportive Services will describe in detail the specific reasons why a WIOA Customer requires a particular supportive service, for example, in order to obtain or retain employment, complete work based or occupational training, or participate in required program activities such as job search.

### **Community Resources**

1. Prior to providing supportive service assistance to WIOA Customers, WSP WIOA Staff will explore local community resources to determine potential sources of referrals. Staff will utilize **Attachment 1 to this policy, the renamed Currently Available Local Community Resources Form**. A current local community resource list will be updated and maintained by WSP and made available to all WSP Staff.
2. WIOA Program funding may not duplicate or supplant community resources. WSP WIOA Staff will review existing local community resources, and determine whether they meet the specific needs of the WIOA Customer. If no existing local community resources meet the Customer's needs, Workforce Development funds may be utilized. Under no circumstances may services be duplicated. WIOA Staff will briefly document this process, and place a copy of the current local community resources list in the WIOA Customer's file.
3. Referrals of WIOA Customers to local community partner organizations for assistance with Supportive Services needs will be documented in Customer Service Plans.



4. WSP Staff should maintain good relationships with local community partner organizations and Service Providers to facilitate appropriate referrals.

### **Provision of Supportive Services**

1. Supportive 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, **including NDWGs**.
2. Although a supportive service is allowable, total Supportive Services costs per Customer will be reasonable and justifiable.
3. Supportive Services may be available to Customers, however, program funding limitations may apply.
4. Post-employment Supportive Services under WIOA may be provided to a Customer, after proper documentation of the specific job-related need, along with verification of the requirement is obtained from an employer.
5. Detailed justification regarding a WIOA Customer's inability to retain employment without receiving specific post-employment Supportive Services will be thoroughly documented in the Customer's Service Plan and corresponding TWIST Counselor Notes before services are provided.
6. WSP Staff should consult Program Managers to seek guidance regarding the appropriateness and reasonability of providing simultaneous or multiple payments to the same Customer, especially if the Customer has stopped participating in training or employment activities, or continually does not report for scheduled appointments, with no contact or explanation.
7. Attendance in WIOA occupational training will be verified before any Supportive Services are provided.
8. Supportive Services provided to a Customer who is not participating or cooperating may be discontinued, according to the applicable Workforce Program Rules, and no further payments made until the Customer reports and provides the required documentation, or is determined to have had good cause for failing to cooperate/participate.
9. Authorized Supportive Services will not exceed contracted pass-through funds.
10. Panhandle WDBA policies outline supportive service payment authorizations, and purchasing required work or training related items from local vendors, including credit card purchases.

### **Limitations and Restrictions**

1. WSP Staff will remain in compliance with Workforce Program Federal and State Rules and Regulations regarding provision of Supportive Services, including the types and frequency of payments allowed, and the limitations and restrictions particular to each Workforce Program.

2. Panhandle WDBA policy outlines payment authorization submission deadlines and procedures involving emergency payments.
3. Child Care Services are outlined in TWC Child Care Services Rules, and current Panhandle WDBA policy.
4. Transportation support will be provided according to WDBA policy.
5. Residential assistance with rent, mortgage or utilities payments is limited to a maximum yearly total amount of \$3500 per Customer/family participating in any Workforce Program, except WIOA. If a Choices or SNAP E&T Customer's specific needs exceed the \$3500 limit, WSP Staff may submit a waiver request to the WSP Director and Panhandle WDBA Workforce Development Director for consideration of approval.
6. For WIOA Customers, the \$3500 limit on residential support is included in the existing WIOA training and support lifetime cap of \$8000.
7. WSP Staff will assist Customers in preparing a training and support budget which maximizes available WIOA funds throughout the length of training, and allow for post-employment support as deemed necessary and included in the budget
8. Supportive service funds will be maximized by carefully considering the feasibility and reasonableness of the amounts and frequency of supportive service payments, and making adjustments accordingly.
9. WIOA allows incentive payments to Youth Customers for recognition of performance, attendance, and active participation in activities directly related to employment and training only at this time.
10. Panhandle WDBA policy outlines additional restricted items and services.

### **Residential Support**

1. WSP Staff will advise WIOA Customers that residential Supportive Services assistance for housing (rent or mortgage payments) or for utilities (gas, water, electric bill payments) are primarily provided on a one-time, emergency basis only.
2. Residential assistance should be considered a last resort, not the first resort, and will only be provided to WIOA Customers after all local resources have been explored, as detailed in the community resources attachment to this policy.
3. WIOA Customers who receive residential assistance will be encouraged to complete financial literacy training, after residential assistance is provided, to assist them in achieving financial empowerment and taking control of their finances.
4. WIOA Youth Program Customers are required to complete financial literacy training, per WIOA Rules, regardless of whether they receive any residential Supportive Services.

5. The Choices Guide states financial literacy training will be made available to Choices Customers.
6. WSP Staff who issue Supportive Services should complete financial literacy training, so they can convey the benefits to their Customers. Current Staff should complete the training as soon as possible, within 90 (ninety) days from the release date of this policy. New Staff should complete the training within 90 (ninety) days of employment. The WSP Staff training log should be updated per WDBA policy and WSP procedures.

### **Documentation**

1. WSP Staff will ensure Supportive Services provided to Customers are consistent with Customer Service Plans.
2. Provision of Supportive Services will be documented within one calendar week of providing services, including the specific type, amounts and number of support payments to be made. For WIOA Customers, the estimated length of time for which the particular supportive service will be provided will be documented.
3. Full explanation and detailed justification of a WIOA Customer's need for Supportive Services will be documented within one calendar week of providing services.
4. Financial literacy training completion will be entered in TWIST under the correct code in the Service Tracking-Service Information screen, added to the Customer's Service Plan, and documented per WDBA policy, and WSP local procedures.

### **Termination**

1. Supportive Services provided to Workforce Program Customers during program participation, or for post-employment retention purposes, will be discontinued immediately when a Customer is found to be ineligible for services, according to the applicable Workforce Program Federal and State Rules and Regulations.
2. WSP Staff who serve Choices Customers will comply with Choices Program Rules and WDBA policy regarding timely and reasonable attempts to contact Customers, and request sanctions for non-participation, including terminating all current Supportive Services.

**This policy is intended to promote pathways to economic liberty**, to ensure Supportive Services funds are spent wisely, and available funds are maximized and distributed among Customers fairly and equitably. It is not intended to prevent any eligible Workforce Program Customers from receiving appropriate and approved Supportive Services.

### **WAIVERS AND EXCEPTIONS:**

In special or extraordinary circumstances in which a Customer's unique Workforce related needs conflict with Panhandle WDBA policy, WSP may submit a waiver request for consideration to be granted, if warranted, per Panhandle WDBA Waiver policy.

**ATTACHMENTS:** See Appendix A Chapter 1-Universal Policies to Workforce Customers

**RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers Section 1.20 Supportive Services Policy-Update Effective 08-22-2018, including replacing Attachment 1-211 – United Way Helpline Information and renaming to Currently Available Local Community Resources Form.**

# PANHANDLE WORKFORCE DEVELOPMENT AREA

## Currently Available Local Community Resources Quarter, Year

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

<b>Supportive Service Needs:</b>	<b>Service Available (Yes/No)</b>	<b>Provider Contact Information</b>	<b>Eligibility Criteria</b>
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 drug tests/physical exams			
<b>PPE-Personal Protection Equipment</b>			

Comments:

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**ITEM 7d**

# **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

## **Chapter 1-Universal Policies for Workforce Customers**

### **Work-Based Training Services and Related Policy**

**Section 1.25**

**Governing Non-Financial Agreements-*Update***

**Effective 12-09-2020**

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy for Work-Based Training Services and Employment Activities available in the Panhandle Workforce Development Board Area, including temporary employment for participants under an NDWG (National Dislocated Worker Grant). This update adds attachments for a revised Non-Financial Agreement, new Temporary Employment Agreement, associated modification request forms, and a revised OJT (On the Job Training) Contract. Updated information in this policy is in bold typeface.

#### **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

The Panhandle WDBA (Workforce Development Board Area) will provide work-based activities and occupational exploration opportunities to prepare for and lead individuals into unsubsidized employment, as follows:

1. Placements will offer opportunities for participants to develop or practice clearly specified skills necessary for attaining their employment goals.
2. If unsubsidized employment is available that will meet a participant's needs, Workforce Programs may not fund work-based activities.
3. Work-based activities must not be provided in such a way that creates a disincentive for unsubsidized employment.
4. Work-based activities may not be any longer than that needed by a participant to achieve the goals of the placement.
5. Wages for paid work-based activities will be no lower than the employer's regular hourly wage for entry-level workers in the same or similar position. If the employer has no similarly situated employee, then the Broker will negotiate an appropriate wage with the employer. No trainee may be paid less than minimum wage.
6. A "non-financial placement" is defined as a work-based activity where the worksite is not paid a wage subsidy. "Work Experience" and "Internship" will be non-financial placements.
7. A participant may be placed in Work Experience for a maximum of six months (26 weeks) during program participation.
8. Work-Based Training Services where the worksite does not receive payment to subsidize wages will be called "Internship," except for non-wage-earning activities. Internship placements may be for a period not to exceed one year (52 weeks), except for the WIOA Youth Program. No time limit has been established for WIOA Youth Participants.

9. Work-Based Training Services where the worksite does receive payment to subsidize wages will be called "OJT" (On-The-Job Training). An OJT placement may be for a maximum of six months (26 weeks) except in extraordinary circumstances, with the written approval of the Administrator. Employers will be reimbursed up to a maximum of 50% of the wages paid.
10. All OJT placements will be formalized by an On-The-Job Training Contract, developed jointly by the employer and the Broker (i.e. WSP-Workforce Solutions Panhandle) specifically for each individual who will participate. Specified skills to be developed will be described in a training outline, which will be part of the contract.
11. No work-based placement, except for WIOA Youth in approved circumstances, will exceed the Specific Vocational Preparation Time (SVPT), or usual training time specified, for that occupation. If a participant has experience in the skills required for that occupation, and the specified training time is less than or equal to six months, then the total time of placement must be reduced accordingly. The occupation's SVPT level and/or time needed for training may be found in the Panhandle Career Handbook, the Occupational Outlook Handbook (<http://www.bls.gov/oco/>), or TWC's (Texas Workforce Commission) Career Development Resources at [www.state.tx.us](http://www.state.tx.us).
12. Non-financial placements will be formalized by a Master Non-Financial Agreement (NFA)-**Attachment 1 to this policy, and may be modified through a Master Non-Financial Modification Request-Attachment 2 to this policy.**
13. Specified skills to be developed and/or practiced will be outlined for each individual, and that job description, training outline or participant assignment sheet will become a part of the worksite's Master Non-Financial Agreement.
14. Worksites may receive financial assistance for costs related to the placement of trainees, such as training for supervisors or mentors to be able to effectively work with Trainees. In these cases, a counselor note will be incorporated into the Master Non-Financial Agreement as an addendum to the job description or training outline.
15. The skills outline for a work experience placement may be a "Job Description" or "Training Outline" form; the outline for an internship placement must be a "Training Outline" form. However, the "Training Outline" is recommended for all paid placements in order to document skills gains.
16. The skills outline for unpaid work-based placements TANF (Temporary Assistance to Needy Families) or Choices Work Experience/Skills Training will be a "Participant Assignment Sheet" form.
17. If the worksite will provide training that meets the definition of "related instruction" (WIOA Adults and Dislocated Workers only), the "Training Outline" form must be used. "Related instruction" is defined as "defined curriculum that relates to the work-based placement, and results in documented, measured outcomes."



18. When possible, training or occupational exploration will occur in occupations in demand in the Panhandle WDBA.
19. Any placement in unsubsidized employment, On-the-Job training or customized training will be considered a placement into a demand occupation.
20. **The WSP Business Services Team** will market work-based training options to employers, educating them about such services. **Other Workforce Solutions Panhandle staff may assist the Business Services Team.**
21. Program participants in work-based placements will be covered by worker's compensation insurance.
22. Each work-based activity may be provided concurrently or sequentially with basic or occupational skills training, and may occur sequentially with other work-based activities.

### **Work Experience**

Work Experience under WIOA (Workforce Innovation and Opportunity Act) "is a planned, structured learning experience that takes place in a workplace for a limited period of time." Placements may be with a private for profit, non-profit, or public sector employer.

Wages for paid work experience will equal the employer's regular hourly wage for entry-level workers in the same or similar position. If the employer has no similarly situated employee, then the Broker will negotiate an appropriate wage with the employer. A participant may be placed in Work Experience for no longer than six months.

PRPC (Panhandle Regional Planning Commission) will pay wages and fringe benefits (FICA, Medicare and workers compensation) and will be the employer of record.

WSP will use the proper TWIST (The Workforce Information System of Texas) code for WIOA Work Experience.

Note: Unpaid placements are not allowable under WIOA.

### **Work Experience/Skills Training**

Work Experience/Skills Training for TANF/Choices clients is "unsalaried, work-based, training positions" in the private, for profit, nonprofit or public sector "to improve the employability of participants who have been unable to find employment. The placements are time-limited, and individual positions must be designed to move participants quickly into regular employment."

The number of hours of monthly participation in Work Experience/Skills Training will equal the total value of the individual's TANF and Food Stamp grants divided by minimum wage. For more information, see related Panhandle policies for those programs.

WSP will use the designated TWIST codes for Work Experience/Skills Training.

Participation in work-based activities for 20 (twenty) hours per week is required for SNAP Program Participants who are 18 to 50 year-old ABAWDs (Able Bodied Adults Without Dependents) and are unemployed after four weeks of job search. The intent of the activity is for ABAWDs to earn their Food Stamps. However, the activity may offer an opportunity for skill development.

### **Training Services**

The Choices, SNAP E&T, and WIOA Programs have multiple activities considered "training." This section describes each activity.

### **OJT (On-The-Job Training)**

OJT (On-The-Job Training) is a work-based training activity in the private or public sector. In OJT, a participant employed and paid by the employer learns knowledge and skills essential to the performance of a job while engaging in productive work. The employer provides occupational training in exchange for reimbursement for the extraordinary costs of providing training and related supervision. The training duration is limited to six months (26 weeks) except in extraordinary circumstances, with the written approval of PRPC (Panhandle Regional Planning Commission).

The participant who successfully completes the training will be a permanent employee, usually full-time. The employer may be reimbursed up to as much as 50% of the participant's regular wages during the training period.

Wages for OJT will equal the employer's regular hourly wage for entry-level workers in the same or similar position. If the employer has no similarly situated employee, then the Broker will negotiate an appropriate wage with the employer.

OJT is an allowable activity under the Choices, WIOA and WtW (Welfare to Work) Programs. However, in the Panhandle WDBA, Choices funds are not likely to be used to cover OJT payments. Choices participants may engage in OJT through co-enrollment in either of the other grants.

An OJT Contract form will be used to formalize agreement. PRPC, as the Administrator, WSP ("Broker"), employer and trainee will be signatories to the contract.

Employer eligibility will be based on having a "good track record" or related corrective action plan. Also, OJT will not be permitted within 120 days of an employer' relocation.

WSP will use the proper TWIST code for OJT for all funding sources except WIOA Youth. WSP will use the proper TWIST code for WIOA Youth.

### **Internships**

Internships may include a number of activities authorized under the Choices, WIOA and/or WtW Programs. WSP ("Broker") will develop a Master Non-Financial Agreement with each employer offering Internship opportunities. Panhandle Regional Planning Commission will pay wages and

fringe benefits (FICA, Medicare and Workers Compensation) and will be the employer of record. These activities are listed and described below.

If the Internship will include instruction related to the job placement, then a Training Outline form will be used to describe in detail the skills to be developed, training modalities and measurement methods. If the Internship will provide skill development and/or practice that are not defined as "related instruction," a Job Description form will be used to describe the job tasks, and academic skills and equipment to be used.

### **Community Service Employment**

Community Service Employment is a voluntary unpaid job placement in the public or private non-profit sector. No Panhandle WDBA Program client may be required to participate in unpaid placements. This activity is permitted in the Choices and WIOA Programs.

WSP will use the proper TWIST code for unpaid placements of CHOICES clients. WSP will use the proper TWIST code for unpaid placements of WIOA Adults and Dislocated Workers.

### **Public or Private Sector Job Creation**

WIOA funds may not be spent on public service employment, except to provide disaster relief employment. Such work must be "related to recovery from a single natural disaster" and may not last for more than six months.

### **Work Experience**

Work Experiences for Youth are considered training and are more broadly defined than the activity for Adults and Dislocated Workers, as defined in WIOA §3(44) and 20 CFR (Code of Federal Regulations) §680.70, §681.540, and §681.550. Activities may include a range of opportunities, including internships, job shadowing, supported work, on-the-job training, summer employment that links academic and occupational skills, and instruction in employability or generic workplace skills. Work experiences are "...designed to enable Youth to gain exposure to the working world and its requirements. Work experiences should help Youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide the Youth Participant with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may, in fact, benefit from the activities performed by the Youth".

Youth work experience placements may be for an appropriate limited period, as determined by the assigned case Manager. This period is not limited to twelve months.

In general, the Job Description form will be used for short-term Youth work experiences. However, WSP Staff may use the Training Outline form if it is determined to better meet the needs of individual Youth.

In general, the Training Outline form will be used for Youth work experiences that are provided for a longer period of time, but is not mandated for such placements. WSP will use the designated TWIST code for WIOA Youth work experiences, which includes OJT.

## **National Dislocated Worker Grant (NDWG) Temporary Employment**

**NOTE: this is the only section of this policy that applies to NDWG participants.**

**WIOA eligible participants under a NDWG will be placed in temporary employment according to the grant's requirements, focused on accomplishing the purpose of the grant. Temporary employment activities will comply with applicable Federal statutes and regulations, as well as applicable federal, state, and local regulations, guidance and policies, as amended, including WIOA.**

**Temporary employment may be with a private for profit, non-profit, or public sector employer.**

**Non-Financial employment agreements for NDWG participants will be formalized by a Master Temporary Employment Agreement, Attachment 3 to this policy. It may be modified through a Master Temporary Employment Agreement Modification Request, Attachment 4 to this policy.**

**PRPC will pay wages and fringe benefits (FICA, Medicare, and Workers Compensation) and will be the employer of record. Unpaid placements are not allowable under an NDWG.**

**Work assignments, length of time employed, and wages for temporary employment participants will be negotiated and agreed upon between the WSP Executive Director, the worksite representative, and PRPC (Panhandle Regional Planning Commission) Workforce Development Director, in compliance with grant requirements.**

**WSP staff will develop new or modify existing forms as needed for use with NDWG temporary employment participants. Work-based training forms currently in use for NFA worksite visits and timesheets may be modified for NDWG participants. Current NFA submission deadlines and payroll timeframes will apply to NDWG participants.**

**Temporary employment under an NDWG must be provided in compliance with applicable federal, state rules and regulations, including U.S. DOL (Dept. of Labor), TWC TEGLs (Training and Employment Guidance Letters), and TWC WD (Workforce Development) letters.**

**Temporary Employment Participants will be tracked and their activities documented in a case file, per TEGL 12-19. WSP will use designated TWIST (The Workforce Information System of Texas) codes for NDWG participants in Temporary Employment.**

**Panhandle WDBA policies for Supportive Services and Case Management apply to NDWG participants. Waiver requests may be submitted per policy.**

**ATTACHMENTS:** See Appendix A Chapter 1-Universal Policies to Workforce Customers

**RESCISSIONS:** Chapter 1-Universal Policies for Workforce Customers Work-Based Training Services and Related Policy Section 1.25 Governing Non-Financial Agreements

**Effective 01-22-2002 including Attachment 1-NFA (Non-Financial Agreement); Attachment 2-Non-Financial Agreement (NFA) Modification Request; and Attachment 3-On the Job Training (OJT) Contract.**

**Added: Revised Attachment 1-NFA (Non-Financial Agreement); Attachment 2-Non-Financial Agreement (NFA) Modification Request; and Attachment 3-OJT (On the Job Training) Contract. Added Attachment 4-Master Temporary Employment Agreement; and Attachment 5-Master Temporary Employment Agreement Modification Request.**

**PANHANDLE WORKFORCE DEVELOPMENT AREA  
MASTER NON-FINANCIAL AGREEMENT**

Worksite# \_\_\_\_\_

Contract # \_\_\_\_\_

Worksite County \_\_\_\_\_

Contract Modification # \_\_\_\_\_

The parties identified below as Administrator, Broker and Worksite hereby enter into this nonfinancial agreement and agree to the mutual obligations, performance and accomplishment of the tasks described herein. This Agreement will incorporate individual Job Description(s) and/or Training Outline(s) signed by the Trainee, Worksite Supervisor and Worksite authorized signatory. Changes described in any properly completed and attached Worksite Agreement Modification will be incorporated into the agreement.

**ADMINISTRATOR**

Panhandle Regional Planning Commission  
P. O. Box 9257/415 West 8th  
Amarillo, Texas 79105-9257  
Marin Rivas, Director, Workforce Development  
(806) 372-3381 or (800) 477-4562

\_\_\_\_\_  
Signature/Kyle Ingham, Executive Director

\_\_\_\_\_  
Date

**BROKER**

Workforce Solutions Panhandle-WSP

Contact \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone and Fax Numbers \_\_\_\_\_

\_\_\_\_\_  
Signature/Trent Morris, Director, WSP

\_\_\_\_\_  
Date

**WORKSITE**

Worksite Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone and Fax Numbers \_\_\_\_\_  
Email \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature/Title

\_\_\_\_\_  
Printed Name of Signatory

\_\_\_\_\_  
Date

**WORKSITE INFORMATION**

Type of Organization (Check only one):

Private For-Profit \_\_\_\_\_  
Private Non-Profit \_\_\_\_\_  
Public \_\_\_\_\_

**TERM OF AGREEMENT**

Beginning Date: Date of execution  
Ending Date: August 31, 2022

**PROVISIONS AND ASSURANCES**

## **STATEMENT OF PURPOSE/WORK STATEMENT**

1. Panhandle Regional Planning Commission, hereinafter referred to as the “Administrator,” or its designated contractor, hereinafter referred to as the “Broker,” may assign eligible individuals, hereinafter referred to as “trainees,” to the public or private nonprofit agency or private for-profit organization named on the face of this agreement, hereinafter referred to as the “Worksite,” for temporary paid or unpaid employment. Factors to be considered in making such assignments include the availability of funds and trainees, and the appropriateness of the proposed employment for trainees’ specific needs.
2. The Worksite agrees that the purpose of this agreement is to provide trainees with work experience and/or training which will enhance their employability.
3. The Worksite agrees to provide the employment opportunities stated in the job description(s) attached to and made a part of this agreement.
4. All duties to be performed by trainees assigned to the Worksite will be listed in the attached job description(s).

## **LEGAL AUTHORITY AND COMPLIANCE**

5. This agreement is established between the Administrator and the Worksite pursuant to the provisions of the following laws, as applicable to Trainee, as amended: Balanced Budget Act, P.L. 105-33; Deficit Reduction Act, P.L. 109-171; Food Stamp Act, U.S.C. §§2011-2036; Personal Responsibility and Work Opportunity Reconciliation Act, Social Security Act §§403-419; and/or Workforce Innovation and Opportunity Act, all as amended.
6. The Worksite will comply with the above and related laws and regulations, including child labor laws, during the term of this agreement.
7. Each of the signatories assures that he/she possesses the legal authority to enter into this agreement and to obligate the Worksite to perform specified services.

## **RETENTION OF FULL RIGHTS OF CONTROL**

8. The Worksite agrees that the Administrator is the employer of record for all paid trainees and retains the following rights of control for all trainees assigned to the Worksite. Rights of control include but are not limited to, the right to specify working conditions of trainees, the nature of work performed by trainees, the manner in which trainees may perform work and all other conditions of employment.

## **WAGES/PAYMENTS**

9. Except for unpaid placements, the Administrator agrees to pay wages and fringe benefits to trainees assigned under this agreement.
10. The Administrator will maintain workers compensation insurance coverage for trainees in paid and unpaid placements.
11. Trainees will be paid only for hours worked, except that regular pay will be provided on the day of a work-related injury if the trainee must stop work to obtain medical treatment.
12. Trainees are limited to 40 hours per workweek; however, overtime will be paid if supervisors inadvertently allow more than 40 hours to be worked.

## **TERMINATION OF TRAINEES**

13. The Worksite may terminate a trainee for cause, but only after consultation with an authorized representative of the Broker.
14. The Worksite may terminate a trainee for substandard or unsatisfactory progress or conduct only after notice to the trainee and reasonable opportunity for corrections or improvement of performance is given.

## **CONFLICT OF INTEREST**

15. The Worksite will establish safeguards to prohibit employees and others engaged in the performance of this agreement from using their positions for a purpose that is or gives the appearance of a conflict of interest.

## **NONDISCRIMINATION**

16. The Worksite will not deny training under this agreement or otherwise discriminate against any person because of race, religion, color, sex, national origin, political belief or affiliation, age, temporary medical conditions or physical or mental disability unless based upon a bonafide occupational qualification.

## **UNION, POLITICAL AND SECTARIAN ACTIVITIES**

17. No trainee will be engaged in union, political, sectarian or religious activities during working hours. This prohibition precludes trainees from involvement in the construction, operation or maintenance of any facility used for sectarian instruction or religious worship.

## **SAFETY STANDARDS**

18. The Worksite will not require or permit any trainee to work, be trained or receive services in buildings, surroundings or working conditions that are unsanitary, hazardous or dangerous to health or safety. The Worksite will ensure compliance with applicable federal and state labor standards pertaining to safety of the workplace.

## **LABOR STANDARDS**

19. The Worksite will ensure that the assignment of trainees under this agreement will not result in total or partial displacement of employed workers or in impairment of existing contracts for services.
20. The Worksite will assure that it will not provide work to a trainee in a position that is affected by a hiring freeze, layoff or similar action.

## **SUPERVISORY RESPONSIBILITIES**

21. The Worksite will provide appropriate and sufficient supervision to assigned trainees, according to the guidelines established by the Administrator.

## **MAINTENANCE AND ACCESSIBILITY OF RECORDS**

22. The Worksite will maintain specified records for the term of this agreement. These records will include documentation of the amount of time each trainee has spent on the job, a copy of this agreement, and all other pertinent materials as specified by the Administrator. Such records will be forwarded to the Broker upon termination of this agreement.
23. The Worksite will give the U.S. Department of Labor, the State of Texas, the Administrator and the Broker the right to examine all records relating to this agreement upon request. The Worksite will keep all such records in accessible and good condition.

## **GRIEVANCES**

24. Complaints or grievances by trainees or the Worksite relating to this agreement will be pursued according to procedures established by the Administrator.
25. The Worksite will notify the Administrator in writing of any actions or suits filed and of any claims made against the Administrator, the Worksite, the Broker or any of the parties involved in the implementation and administration of this agreement.

## **CRIMINAL PENALTY FOR FRAUD**

26. The Worksite understands and agrees that it is subject to the criminal provisions of the laws cited above and subsequent federal and state regulations promulgated thereunder.

## **COLLECTIVE BARGAINING AGENT CONCURRENCE**

27. The Worksite assures that this agreement has the concurrence of any applicable collective bargaining agent.
28. The Worksite assures that it is not currently involved in a labor dispute and is not in violation of the Davis-Bacon Labor Practices Act.

## **CHANGES AND MODIFICATIONS**

29. The Worksite understands that changes in this agreement must be made by written modification by the Broker and the Worksite.

## **TERMINATION**

30. The parties hereto, at their discretion, may terminate this agreement for any reason upon providing written notice to the other parties.

## **SOLE AND ONLY AGREEMENT**

31. This agreement constitutes the sole and only agreement of the parties hereto and supersedes any prior understanding between the parties..

**PANHANDLE WORKFORCE DEVELOPMENT AREA  
MASTER NON-FINANCIAL AGREEMENT MODIFICATION REQUEST**

Worksite Name: \_\_\_\_\_

Contract #: \_\_\_\_\_ Modification #: \_\_\_\_\_

Worksite #: \_\_\_\_\_ TWIST ID #: \_\_\_\_\_

Changes:

Additional "Total Wages and Fringe" requested for the Modification:

This request/agreement was made by: \_\_\_\_\_

Worksite Representative Name and Title

at the worksite. The modifications above have been reviewed and approved by:

\_\_\_\_\_  
Workforce Solutions Panhandle Program Manager Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Copies to: Administrator  
Participant

Worksite  
Workforce Solutions Panhandle Staff (Original)





Training/Worksite #		Contract #

**1. ON-THE-JOB TRAINING CONTRACT Contract**

This On-The-Job Training (OJT) Contract is between the Employer and Workforce Solutions Panhandle. The parties agree that the Employer will hire the trainee and will provide all training in accordance with the provisions and terms in this Contract. Workforce Solutions Panhandle will oversee and manage the provision of training under this Contract. The employer will submit invoices to Workforce Solutions Panhandle for reimbursement of training expenses in accordance with the terms and conditions included herein. This Contract includes General Provisions (Item #7) and Training Outline (Item #8), which follow. The parties agree to all the terms in this OJT Contract by affixing their signatures below.

<b>2. ADMINISTRATOR</b>	<b>4. Workforce Solutions</b>
PANHANDLE REGIONAL PLANNING COMMISSION P.O. Box 9257 Amarillo, Texas 79105-9257 Marin Rivas, Director Workforce Development (806) 372-3381	WORKFORCE SOLUTIONS PANHANDLE 1206 SW 7th, Amarillo, Texas 79101 Trent Morris, Director (806) 372-5521 ext. 1632
Kyle Ingham, Executive Director	Workforce Contact Staff/Phone #

**3. EMPLOYER**

Company Name		Authorized Contact		Title
Street Address		City	State	Zip Code
TWC TAX ID/FEIN #	Phone Number	Fax Number	Email Address	
Insurance Company Name	Policy Number	Start Date	End Date	Employer's NAICS Code
Business Designation				
<input type="radio"/> Corporation <input type="radio"/> Not for Profit Corporation <input type="radio"/> Partnership <input type="radio"/> Sole Proprietorship				

**5. TRAINING INFORMATION**

Training Position (Actual Job Title)	ONET Code	Proposed Work/Training Schedule	SVP Code
Job Description			
Primary Supervisor/Trainer Name	Title	Secondary Supervisor/Trainer Name	Title
Training Worksite Street Address	City	State	Zip Code      Phone

<b>6.</b>	<b>OJT DEFINITION</b>
<p>The term "on-the-job training" is defined as "a work based training activity" in which a paid trainee is able to gain the knowledge and skills essential to the performance of a job while engaged in productive work that:</p> <p>a) Provides knowledge or skills essential to the full and adequate performance of the job; <span style="float: right;">b) Provides reimbursement to the employer for a percentage of the wage rate of the trainee, in order to offset the extraordinary costs of providing training and additional supervision related to the training; and</span></p> <p>c) Is limited in duration, as appropriate to the occupation for which the trainee is receiving training, taking into account the content of the training, prior work experience, and the trainee's service strategy as appropriate.</p>	
<b>7.</b>	<b>GENERAL PROVISIONS AND ASSURANCES</b>
<p><b>A. EMPLOYER WILL HIRE AND TRAIN:</b> The trainee will be hired by the employer and will be provided with all necessary instruction, equipment, and materials. The employer agrees to provide On-The-Job Training (OJT) in accordance with the Training Outline included in this contract. The trainee is made aware of all the customary practices of the employer and normal requirements of the job, including personnel practices and policies. Without this OJT, the employer would not have hired or promoted the Trainee for this position. Only employers with no track record or a good track record will be eligible to participate in an OJT Contract.</p>	
<p><b>B. ROLE OF WORKFORCE SOLUTIONS PANHANDLE:</b> Workforce Solutions Panhandle staff will conduct activities on behalf of program participants and other eligible individuals, including but not limited to the following: outreach, recruitment, assessment, counseling, training and job placement, case management, monitoring, and follow-up. The staff will provide assistance to both the employer and the trainee throughout this Contract and for a follow-up period of at least 26 weeks.</p>	
<p><b>C. PAYMENTS:</b> The employer agrees to invoice Workforce Solutions Panhandle for training costs up to the amount specified in this contract. Payments will be based only upon hours actually worked by the Trainee. Payments will not be made for overtime, vacation, sick leave, plant closures, or other paid non-work time. The final Invoice form must be submitted within 30 days after the end of this contract. The employer must submit a monthly invoice with supporting payroll records to request for reimbursement. The Invoice form(s) will be provided by the workforce staff. Workforce Solutions Panhandle Staff will review to ensure the accuracy and completeness. Any invoice and payroll record that is found to violate the terms of this contract must be returned to the employer. In no event shall the total reimbursement payments exceed the agreed total maximum reimbursement amount in the Training Outline, unless properly amended.</p>	
<p><b>D. COMMITMENT TO RETAIN:</b> The Employer agrees that upon successful completion of the Training Outline and/or completion of the Employer's customary probation period, the Trainee will continue to be employed as a regular rather than as a temporary, seasonal, or intermittent member of the Employer's workforce.</p>	
<p><b>E. TRAINEE ELIGIBILITY:</b> Workforce Solutions Panhandle must assess the trainee and find them eligible for training prior to the beginning of this contract. The trainee must have a need for the skills listed in the Training Outline.</p>	
<p><b>F. MAINTENANCE OF EFFORT, LAYOFFS, AND RELOCATION:</b> No currently employed worker will be displaced by the Trainee (including partial displacement such as a reduction in the hours of non-overtime work wages or employment benefits), nor will the Trainee be employed in a job opening when any other individual is on layoff from the same or any substantially equivalent job or when the Employer has terminated the employment of any regular employee or otherwise reduced its workforce with the intention of filling the vacancy so created by hiring the Trainee. The hiring of the Trainee under this Contract may not infringe upon the promotional opportunities of currently employed individuals. The Employer must not have relocated in the last 120 days if the relocation caused the layoff or termination of any individuals at the previous location.</p>	
<p><b>G. PAYROLL RECORDS:</b> The employer will maintain for the trainee accurate hours worked, and payroll records showing all deductions taken and wages paid. The employer agrees to retain these records for three years after the completion of this contract and make such records available for review by Workforce Solutions Panhandle, Administrator and other authorized local, state or federal representatives.</p>	
<p><b>H. FRINGE BENEFITS AND WORKING CONDITIONS:</b> The employer must provide Workers Compensation coverage as prescribed by state law <u>or</u> other medical/accident coverage.</p>	
<p><b>I. DISMISSAL POLICY:</b> Except for serious violations of Employer policies, the Employer will not dismiss the Trainee without contacting the Workforce Solutions Panhandle and allowing for counseling and corrective action to occur. In the event of dismissal for serious violations of Employer policies, the Employer must notify the Workforce Solutions by the end of the first work day after dismissal.</p>	
<p><b>J. TRAINEE WAGES:</b> The Trainee will be placed on the payroll of the Employer and will receive wages, including periodic increases, equal to the normal entry level rate of employees performing similar work. The wages are to be paid through the Employer's normal and customary pay procedures.</p>	
<p><b>K. EEO/AFFIRMATIVE ACTION:</b> No person will be denied employment, excluded from benefits, or suffer discrimination under this Contract because of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or solely because of his/her status as a trainee under this Contract.</p>	

<b>L.</b>	<b>SECTARIAN ACTIVITIES PROHIBITED:</b> The Trainee will not be employed on the construction, operation, or maintenance of any part of any facility that is used or to be used for religious instruction or worship.
<b>M.</b>	<b>DISPUTES:</b> All disputes will be resolved informally between the Trainee, the Employer, the Workforce Solutions Panhandle, and the Administrator. If resolution does not occur to the satisfaction of any party, existing grievance procedures, if any, established by the Employer to resolve disputes with employees, will be used. If the Employer has no internal grievance procedures or if the dispute remains unresolved, the parties agree to participate in and be bound by determinations resulting from the Administrator's grievance, complaint and disallowed cost resolution procedures.
<b>N.</b>	<b>DELEGATION/SUBCONTRACTING:</b> The Employer will not subcontract or assign training duties to any other entity unless specified under this Contract.
<b>O.</b>	<b>TERMINATION FOR NON-PERFORMANCE:</b> Failure to comply with any of the terms and conditions of this Contract will constitute grounds for termination. This contract may be terminated for non-performance by either the Employer, Workforce Solutions Panhandle, or Administrator following written notice to the other party. Such notice must be posted by certified mail; return receipt requested and must specify and document the reason for termination.
<b>P.</b>	<b>TERMINATION FOR CONVENIENCE:</b> Either the Employer, Workforce Solutions Panhandle, or Administrator may terminate this Contract with seven (7) days advance written notice to the other party. Such notice must be posted by certified mail, return receipt requested.
<b>Q.</b>	<b>PROVISION OF FUNDING:</b> If federal or state funds expected to be received by the Workforce Solutions or Administrator are suspended or terminated in whole or in part, funding for this Contract will cease.
<b>R.</b>	<b>MODIFICATIONS:</b> This Contract may be modified at any time by execution of a written, signed modification. If the Training Outline, the total training hours, the hourly wage rate, the term of the Contract, or the work location change, the OJT Contract must be promptly modified.
<b>S.</b>	<b>SAFETY:</b> Throughout the duration of training, the Employer will ensure that the Trainee is provided with relevant safety instructions and equipment necessary for reasonable protection against injury and damage. Where special clothing or equipment is provided to the Employer's regular employees, the Trainee will be provided the same. Local, state and applicable federal health and safety standards will be observed.
<b>T.</b>	<b>MONITORING AND AUDIT:</b> The Employer agrees that the Workforce Solutions Panhandle, Administrator, and/or authorized local, state, or federal representatives have the right to monitor, audit, and review the progress of training and any documents and records pertaining to training for compliance with the terms of the Contract.
<b>U.</b>	<b>FEDERAL, STATE, AND LOCAL LAWS:</b> The Employer agrees to comply with all applicable federal, state and local laws and their implementing rules and regulations including but not limited to: (1) The Workforce Innovation and Opportunity Act (WIOA) as amended, especially the following: <ul style="list-style-type: none"> <li>• Requirements that no funds received under this Contract may be used to assist, promote, or deter union organization;</li> <li>• Requirements that no funds received under this Contract may be used to promote political activities;</li> </ul> (3) The Personal Responsibility and Work Reconciliation Act, as amended; and (4) The Balanced Budget Act as amended.
<b>V.</b>	<b>HOLD HARMLESS:</b> The Employer will hold harmless the Workforce Solutions Panhandle and Administrator, their officers, agency employees, and funding sources from any and all liabilities and claims of any kind, including costs and expenses, on account of any suits or damages, including death, sickness or injury to persons or property from any cause whatsoever arising from or connected with the operations or the services of the Employer, his agents, representatives, or employees. The Employer assumes responsibility for any adverse liabilities (including back pay judgments) emanating for any complaint or non-compliance, or fraud and abuse found against the Employer.
<b>W.</b>	<b>DEBARMENT AND SUSPENSION:</b> The Employer certifies that it is not debarred or suspended from contracting with federal or state governmental entities.

**CERTIFICATION**

I understand and will abide by this Contract and all provisions of the assurances hereby incorporated by reference and made a part of this Contract. The undersigned, as the duly authorized representative of the employer, has authority to commit the employer to this Contract.

**ADMINISTRATOR**

<b>Kyle Ingham</b>		<b>Executive Director</b>	
		Title	
Signature		Date	

**EMPLOYER**

Authorized Company Representative		Title	
		Date	

**WORKFORCE SOLUTIONS PANHANDLE**

<b>Trent Morris</b>		<b>Director</b>	
		Title	
Signature		Date	



## OJT Program Trainee Assessment

### Pre/Post-Training Assessment

Skills Attainment					
Employer Name		Authorized Contact		Phone	
0		0		0	
Trainee Last Name	Trainee First Name	TWIST ID	Grant #	Project Code	
Start Date	Projected Training End Date	Total Training Hours	Hourly Wage Rate	Reimbursement Rate	Total Reimbursement
					\$ -
Required Job Skills for Occupation				Starting Capability	
				<input type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
				<input type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
				<input type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
				<input type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
				<input type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
				<input type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	

Training Plan Completion (Completed at the END of the training)		
Skills Learned	Total Training Hours	Skill Level Attainment
0		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
		<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
<b>Total Training Hours</b>		<b>0</b>

Section 4: Signatures

The information contained in this form is true and correct to the best of my knowledge and accurately represents the skills gained during the training period.

\_\_\_\_\_

Employer Representative

\_\_\_\_\_

Date

\_\_\_\_\_

Workforce Staff

\_\_\_\_\_

Date



### 8. TRAINING OUTLINE AGREEMENT

Section 1: Contract Information					
Training/Worksite #			Contract #		
0			0		
Employer Name		Authorized Contact		Phone	
0		0		0	
Trainee Last Name	Trainee First Name	Trainee's Email		TWIST ID	
0	0			0	
Address		City	State	Zip Code	Phone
Training Positions (Actual Job Title)		ONET CODE	SVP Code	Workforce Program	
0		0	0	WIOA-A WIOA-Y WIOA-DW Choices	
Proposed Work/Training Schedule	Primary Supervisor/Trainer	Title	(Secondary) Supervisor/Trainer	Title	
0	0	0	0	0	
Training Worksite Street Address		City	State	Zip Code	Phone
0		0	0	0	0
Start Date	Training End Date	Total Training Hours	Hourly Wage Rate	Reimbursement Rate	Maximum Reimbursement
1/0/1900	1/0/1900	0	\$ -	0.00%	\$ -
Section 2: Occupational Information and Pre-Training Skills Assessment					
Job Title			Projected Hours per Week		
0					
Description of Working Conditions and Safety Requirements					
Job Description					
Skills Assessment					
Required Job Skills for Occupation				Initial Capability	
0				<input checked="" type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
0				<input checked="" type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
0				<input checked="" type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
0				<input checked="" type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	
0				<input checked="" type="checkbox"/> Not Skilled <input type="checkbox"/> Somewhat Skilled <input type="checkbox"/> Skilled	

0

- Not Skilled
- Somewhat Skilled
- Skilled

Please provide the trainee's prior education, Training, and work experience.

**Section 3: Training Plan**

Skills to be Learned	Training Method	Estimated Training Hours	Anticipated Skill Level Attainment
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled

**Total Training Hours**

**0**

**Section 4: Certification of Training Plan**

Employer agrees to provide skills training for the trainee as outlined in the above Training Plan. The Trainee agrees to put forth his/her best efforts to acquire all necessary work skills and to fulfill all work requirements. Deviation from the approved training plan without prior approval of Workforce Solutions staff shall result in nullification of the training contract and forfeiture of all payments.

**TRAINEE**

\_\_\_\_\_  
Trainee's Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**EMPLOYER**

\_\_\_\_\_  
Authorized Representatives Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**WORKFORCE SOLUTIONS**

\_\_\_\_\_  
Staff Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





Site Visit Form

Name of Employer		Name of Supervisor		Title
0		0		0
		Job Title	Start Date	Projected End Date
		0	1/0/1900	1/0/1900
Trainee Last Name	Trainee First Name	Trainee Position	Total Projected Training Hours	
0	0	0	0	

*Trainee Interview Questions*

*What is the name of the trainer that has provided the training?*

*Are the methods listed in the training outline use to teach the necessary skills? If no, please explain.*

*Do trainer(s) give you feedback about the quality of your work? If no, please explain.*

*Do you have any concerns about safety? If yes, please explain.*

*What could make this OJT better?*

Skills to be Learned	To what extent have you learned the skill listed? (Please	Score
0	Significant 5 4 3 2 1 Nothing	
0	Significant 5 4 3 2 1 Nothing	
0	Significant 5 4 3 2 1 Nothing	
0	Significant 5 4 3 2 1 Nothing	
0	Significant 5 4 3 2 1 Nothing	
0	Significant 5 4 3 2 1 Nothing	
	Significant 5 4 3 2 1 Nothing	
Total		0

\_\_\_\_\_  
Signature of Trainee

\_\_\_\_\_  
Date



**OJT Program  
Progress Report and Invoice # 1**

Employer Contact Information			
Name	Authorized Contact	Phone	
0	0	0	
Mailing Address	City	State	Zip Code
0	0	0	0

Trainee Information				
Trainee Last Name	Trainee First Name	TWIST ID	Grant #	Project Code
0	0	0	0	0
Start Date	Training End Date	Training Worksite #	Contract #	County #
1/0/1900	1/0/1900	0	0	
Workforce Program				

Progress Report			
Training/Payroll Period Ending:		Month of Training Period:	
Complete the evaluation of the trainee for each invoice period. Be as accurate as possible for how the trainee is progressing through the training plan. Check the appropriate rating box for each item.			

Competency	Rating				
Ability to Learn	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Attitude	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Conduct	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Motivation/Initiative	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quality of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quantity of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Safety Practices	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Appearance/Hygiene	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Overall Rating	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent

**Skills Evaluation**

Complete and evaluate what was learned during this training period. The "skills to be learned" should reflect those listed on the training plan.

Current Capability: 1=  
 Beginning - Can do only simple parts of each task/skill; needs extremely close supervision.  
 2=Intermediate - Can do most of the task; needs close supervision.  
 3=Skilled - Can do all parts of the task/skill; needs only intermittent supervision.

Skills to be Learned	Training Hours for this Period	Expected Rating	Current Capability:	Rate
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	

0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
	Percentage Attained	#DIV/0!	0	Total Rate score 0

**Reimbursable Hours**

Complete the calendar with the trainee's reimbursable hours worked for the invoice time period. Fill in the date and reimbursable hours worked for each applicable day for the invoice time period. Information recorded here should only include reimbursable hours. Reimbursement for the extraordinary costs of training will be based on a percentage of the standard wage as outlined in the OJT contract. Overtime, holidays, sick time, and vacation time, etc. will not be reimbursed. Payroll records which support hours worked must accompany this invoice.

Month		January				Year				1900			
1st		2nd		3rd		4th		5th		6th		7th	
8th		9th		10th		11th		12th		13th		14th	
15th		16th		17th		18th		19th		20th		21st	
22nd		23rd		24th		25th		26th		27th		28th	
								29th		30th		31st	

**Total Hours to be Reimbursed this Reporting Period: = 0**

Pay Period Beginning	Pay Period Ending	Total Wages Paid	Non-Reimbursable Hours
	1/0/1900		

**Reimbursement Amount**

<b>Hourly Rate</b>	x	<b>Reimbursable Hours</b>	=	<b>Reimbursement Rate</b>	x		=	<b>Total Amount Due</b>
\$ -	x	0	=	0.00%	x		=	<b>\$0.00</b>
Cumulative Training Hours Worked		Cumulative Reimbursement			Maximum Amount		Potential Balance	
0		\$0.00			\$ -		\$ -	

**Signatures**

I certify that the financial information transmitted herein is true and correct to the best of my knowledge. I further certify that all disbursements and obligations are for the purposes outlined in the contract agreement.

\_\_\_\_\_

Trainee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Employer

\_\_\_\_\_

Date

\_\_\_\_\_

Workforce Staff

\_\_\_\_\_

Date



**OJT Program  
Progress Report and Invoice # 2**

Employer Contact Information			
Name	Authorized Contact	Phone	
0	0	0	
Mailing Address	City	State	Zip Code
0	0	0	0

Trainee Information				
Trainee Last Name	Trainee First Name	TWIST ID	Grant #	Project Code
0	0	0	0	0
Start Date	Training End Date	Training Worksite #	Contract #	County #
1/0/1900	1/0/1900	0	0	0
				Workforce Program
				0

**Progress Report**

Training/Payroll Period Ending:                      Month of Training Period:                     

*Complete the evaluation of the trainee for each invoice period. Be as accurate as possible for how the trainee is progressing through the training plan. Check the appropriate rating box for each item.*

Competency	Rating				
Ability to Learn	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Attitude	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Conduct	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Motivation/Initiative	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quality of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quantity of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Safety Practices	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Appearance/Hygiene	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Overall Rating	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent

**Skills Evaluation**

Complete and evaluate what was learned during this training period. The "skills to be learned" should reflect those listed on the training plan.

Current Capability: 1=  
 Beginning - Can do only simple parts of each task/skill; needs extremely close supervision.  
 2=Intermediate - Can do most of the task; needs close supervision.  
 3=Skilled - Can do all parts of the task/skill; needs only intermittent supervision.

Skills to be Learned	Training Hours for this Period	Expected Rating	Current Capability:	Rate
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	

0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
	Percentage Attained	#DIV/0!	0	Total Rate score 0

**Reimbursable Hours**

Complete the calendar with the trainee's reimbursable hours worked for the invoice time period. Fill in the date and reimbursable hours worked for each applicable day for the invoice time period. Information recorded here should only include reimbursable hours. Reimbursement for the extraordinary costs of training will be based on a percentage of the standard wage as outlined in the OJT contract. Overtime, holidays, sick time, or vacations, etc. will not be reimbursed. Payroll records which support hours worked must accompany this invoice.

Month		January				Year				1900			
1st		2nd		3rd		4th		5th		6th		7th	
8th		9th		10th		11th		12th		13th		14th	
15th		16th		17th		18th		19th		20th		21st	
22nd		23rd		24th		25th		26th		27th		28th	
								29th		30th		31st	

**Total Hours to be Reimbursed this Reporting Period: = 0**

Pay Period Beginning	Pay Period Ending	Total Wages Paid	Non-Reimbursable Hours
	1/0/1900		

**Reimbursement Amount**

Hourly Rate	x	Reimbursable Hours	=	Reimbursement Rate	x		=	Total Amount Due
\$ -	x	0	=	0.00%	x		=	<b>\$0.00</b>
Cumulative Training Hours Worked		Cumulative Reimbursement			Maximum Amount		Potential Balance	
0		\$0.00			\$ -		\$ -	

**Signatures**

I certify that the financial information transmitted herein is true and correct to the best of my knowledge. I further certify that all disbursements and obligations are for the purposes outlined in the contract agreement.

\_\_\_\_\_

Trainee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Employer

\_\_\_\_\_

Date

\_\_\_\_\_

Workforce Staff

\_\_\_\_\_

Date



**OJT Program  
Progress Report and Invoice # 3**

Employer Contact Information			
Name	Authorized Contact	Phone	
0	0	0	
Mailing Address	City	State	Zip Code
0	0	0	0

Trainee Information				
Trainee Last Name	Trainee First Name	TWIST ID	Grant #	Project Code
0	0	0	0	0
Start Date	Training End Date	Training Worksite #	Contract #	County #
1/0/1900	1/0/1900	0	0	0

**Progress Report**

Training/Payroll Period Ending:                      Month of Training Period:                     

*Complete the evaluation of the trainee for each invoice period. Be as accurate as possible for how the trainee is progressing through the training plan. Check the appropriate rating box for each item.*

Competency	Rating				
Ability to Learn	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Attitude	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Conduct	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Motivation/Initiative	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quality of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quantity of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Safety Practices	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Appearance/Hygiene	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Overall Rating	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent

**Skills Evaluation**

Complete and evaluate what was learned during this training period. The "skills to be learned" should reflect those listed on the training plan.

Current Capability: 1=  
 Beginning - Can do only simple parts of each task/skill; needs extremely close supervision.  
 2=Intermediate - Can do most of the task; needs close supervision.  
 3=Skilled - Can do all parts of the task/skill; needs only intermittent supervision.

Skills to be Learned	Training Hours for this Period	Expected Rating	Current Capability:	Rate
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	

0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
	Percentage Attained	#DIV/0!	0	Total Rate score
				0

**Reimbursable Hours**

Complete the calendar with the trainee's reimbursable hours worked for the invoice time period. Fill in the date and reimbursable hours worked for each applicable day for the invoice time period. Information recorded here should only include reimbursable hours. Reimbursement for the extraordinary costs of training will be based on a percentage of the standard wage as outlined in the OJT contract. Overtime, Holidays, sick time, or vacations, etc. will not be reimbursed. Payroll records which support hours worked must accompany this invoice.

Month		January				Year				1900			
1st		2nd		3rd		4th		5th		6th		7th	
8th		9th		10th		11th		12th		13th		14th	
15th		16th		17th		18th		19th		20th		21st	
22nd		23rd		24th		25th		26th		27th		28th	
								29th		30th		31st	

**Total Hours to be Reimbursed this Reporting Period: = 0**

Pay Period Beginning	Pay Period Ending	Total Wages Paid	Non-Reimbursable Hours
	1/0/1900		

**Reimbursement Amount**

Hourly Rate	x	Reimbursable Hours	=	Reimbursement Rate	x		=	Total Amount Due
\$ -	x	0	=	0.00%	x		=	<b>\$0.00</b>
Cumulative Training Hours Worked		Cumulative Reimbursement			Maximum Amount		Potential Balance	
0		\$0.00			\$ -		\$ -	

**Signatures**

I certify that the financial information transmitted herein is true and correct to the best of my knowledge. I further certify that all disbursements and obligations are for the purposes outlined in the contract agreement.

\_\_\_\_\_

Trainee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Employer

\_\_\_\_\_

Date

\_\_\_\_\_

Workforce Staff

\_\_\_\_\_

Date



**OJT Program  
Progress Report and Invoice # 4**

Employer Contact Information			
Name	Authorized Contact	Phone	
0	0	0	
Mailing Address	City	State	Zip Code
0	0	0	0

Trainee Information				
Trainee Last Name	Trainee First Name	TWIST ID	Grant #	Project Code
0	0	0	0	0
Start Date	Training End Date	Training Worksite #	Contract #	County #
1/0/1900	1/0/1900	0	0	0
				Workforce Program
				0

Progress Report			
Training/Payroll Period Ending:		Month of Training Period:	
<i>Complete the evaluation of the trainee for each invoice period. Be as accurate as possible for how the trainee is progressing through the training plan. Check the appropriate rating box for each item.</i>			

Competency	Rating				
Ability to Learn	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Attitude	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Conduct	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Motivation/Initiative	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quality of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quantity of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Safety Practices	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Appearance/Hygiene	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Overall Rating	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent

**Skills Evaluation**

Complete and evaluate what was learned during this training period. The "skills to be learned" should reflect those listed on the training plan.

Current Capability: 1=  
 Beginning - Can do only simple parts of each task/skill; needs extremely close supervision.  
 2=Intermediate - Can do most of the task; needs close supervision.  
 3=Skilled - Can do all parts of the task/skill; needs only intermittent supervision.

Skills to be Learned	Training Hours for this Period	Expected Rating	Current Capability:	Rate
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	



0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
	Percentage Attained	#DIV/0!	0	Total Rate score 0

**Reimbursable Hours**

Complete the calendar with the trainee's reimbursable hours worked for the invoice time period. Fill in the date and reimbursable hours worked for each applicable day for the invoice time period. Information recorded here should only include reimbursable hours. Reimbursement for the extraordinary costs of training will be based on a percentage of the standard wage as outlined in the OJT contract. Overtime, holidays, sick time, or vacations, etc. will not be reimbursed. Payroll records which support hours worked must accompany this invoice.

Month		January				Year				1900			
1st		2nd		3rd		4th		5th		6th		7th	
8th		9th		10th		11th		12th		13th		14th	
15th		16th		17th		18th		19th		20th		21st	
22nd		23rd		24th		25th		26th		27th		28th	
								29th		30th		31st	

**Total Hours to be Reimbursed this Reporting Period: = 0**

Pay Period Beginning	Pay Period Ending	Total Wages Paid	Non-Reimbursable Hours
	1/0/1900		

**Reimbursement Amount**

Hourly Rate	x	Reimbursable Hours	=	Reimbursement Rate	x		=	Total Amount Due
\$ -	x	0	=	0.00%	x		=	<b>\$0.00</b>

Cumulative Training Hours Worked	Cumulative Reimbursement	Maximum Amount	Potential Balance
0	\$0.00	\$ -	\$ -

**Signatures**

I certify that the financial information transmitted herein is true and correct to the best of my knowledge. I further certify that all disbursements and obligations are for the purposes outlined in the contract agreement.

\_\_\_\_\_

Trainee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Employer

\_\_\_\_\_

Date

\_\_\_\_\_

Workforce Staff

\_\_\_\_\_

Date



**OJT Program  
Progress Report and Invoice # 5**

Employer Contact Information			
Name	Authorized Contact	Phone	
0	0	0	
Mailing Address	City	State	Zip Code
0	0	0	0

Trainee Information				
Trainee Last Name	Trainee First Name	TWIST ID	Grant #	Project Code
0	0	0	0	0
Start Date	Training End Date	Training Worksite #	Contract #	County #
1/0/1900	1/0/1900	0	0	0

Progress Report			
Training/Payroll Period Ending:		Month of Training Period:	
<i>Complete the evaluation of the trainee for each invoice period. Be as accurate as possible for how the trainee is progressing through the training plan. Check the appropriate rating box for each item.</i>			

Competency	Rating				
Ability to Learn	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Attitude	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Conduct	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Motivation/Initiative	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quality of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Quantity of Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Safety Practices	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Appearance/Hygiene	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent
Overall Rating	<input type="checkbox"/> Poor	<input type="checkbox"/> Marginal	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent

**Skills Evaluation**

Complete and evaluate what was learned during this training period. The "skills to be learned" should reflect those listed on the training plan.

Current Capability: 1=  
 Beginning - Can do only simple parts of each task/skill; needs extremely close supervision.  
 2=Intermediate - Can do most of the task; needs close supervision.  
 3=Skilled - Can do all parts of the task/skill; needs only intermittent supervision.

Skills to be Learned	Training Hours for this Period	Expected Rating	Current Capability:	Rate
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	

0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
0			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
			<input type="checkbox"/> Beginning <input type="checkbox"/> Intermediate <input type="checkbox"/> Skilled	
	Percentage Attained	#DIV/0!	0	Total Rate score 0

**Reimbursable Hours**

Complete the calendar with the trainee's reimbursable hours worked for the invoice time period. Fill in the date and reimbursable hours worked for each applicable day for the invoice time period. Information recorded here should only include reimbursable hours. Reimbursement for the extraordinary costs of training will be based on a percentage of the standard wage as outlined in the OJT contract. Overtime, holidays, sick time, or vacations, etc. will not be reimbursed. Payroll records which support hours worked must accompany this invoice.

Month		January				Year				1900			
1st		2nd		3rd		4th		5th		6th		7th	
8th		9th		10th		11th		12th		13th		14th	
15th		16th		17th		18th		19th		20th		21st	
22nd		23rd		24th		25th		26th		27th		28th	
								29th		30th		31st	

**Total Hours to be Reimbursed this Reporting Period: = 0**

Pay Period Beginning	Pay Period Ending	Total Wages Paid	Non-Reimbursable Hours
	1/0/1900		

**Reimbursement Amount**

<b>Hourly Rate</b>	x	<b>Reimbursable Hours</b>	=	<b>Reimbursement Rate</b>	x		=	<b>Total Amount Due</b>
\$ -	x	0	=	0.00%	x		=	\$0.00

Cumulative Training Hours Worked	Cumulative Reimbursement	Maximum Amount	Potential Balance
0	\$0.00	\$ -	\$ -

**Signatures**

I certify that the financial information transmitted herein is true and correct to the best of my knowledge. I further certify that all disbursements and obligations are for the purposes outlined in the contract agreement.

\_\_\_\_\_

Trainee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Employer

\_\_\_\_\_

Date

\_\_\_\_\_

Workforce Staff

\_\_\_\_\_

Date

**PANHANDLE WORKFORCE DEVELOPMENT AREA  
MASTER TEMPORARY EMPLOYMENT AGREEMENT**

Worksite # \_\_\_\_\_

Contract # \_\_\_\_\_

Worksite County \_\_\_\_\_

Contract Modification # \_\_\_\_\_

The parties identified below as Administrator, Broker and Worksite hereby enter into this temporary work agreement and agree to the mutual obligations, performance and accomplishment of the tasks described herein. This Agreement will incorporate individual Job Description(s) and/or Training Outline(s) signed by the Worksite Supervisor, and Worksite authorized signatory. Changes described in any properly completed and attached Master Temporary Employment Agreement Modification Request will be incorporated into the agreement.

**ADMINISTRATOR**

Panhandle Regional Planning Commission  
P. O. Box 9257/415 West 8<sup>th</sup> Ave  
Amarillo, Texas 79105-9257  
Marin Rivas, Director, Workforce Development  
(806) 372-3381 or (800) 477-4562

\_\_\_\_\_  
Signature/Kyle Ingham, Executive Director

\_\_\_\_\_  
Date

**BROKER**

Workforce Solutions Panhandle (WSP)

Contact \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone and Fax Numbers \_\_\_\_\_

\_\_\_\_\_  
Signature/Trent Morris, Director, WSP

\_\_\_\_\_  
Date

**WORKSITE**

Worksite Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone and Fax Numbers \_\_\_\_\_  
Email \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature/Title

\_\_\_\_\_  
Printed Name of Signatory

\_\_\_\_\_  
Date

**WORKSITE INFORMATION**

Type of Organization (Check only one):

Private For-Profit \_\_\_\_\_  
Private Non-Profit \_\_\_\_\_  
Public \_\_\_\_\_

**TERM OF AGREEMENT**

Beginning Date: Date of execution  
Ending Date: August 31, 2022

## PROVISIONS AND ASSURANCES

### STATEMENT OF PURPOSE/WORK STATEMENT

1. Panhandle Regional Planning Commission, hereinafter referred to as the "Administrator," or its designated contractor, hereinafter referred to as the "Broker," may assign eligible individuals, hereinafter referred to as "Participants," to the public or private non-profit agency or private for-profit organization named on the face of this agreement, hereinafter referred to as the "Worksite," for temporary paid employment. Factors to be considered in making such assignments include the availability of funds and Participants, and the appropriateness of the proposed temporary employment.
2. The Worksite concurs that the purpose of this agreement is to provide Participants with temporary employment.
3. The Worksite agrees to provide the temporary employment stated in the job description(s) attached to and made a part of this agreement.
4. All duties to be performed by Participants assigned to the Worksite will be listed in the attached job description(s).

### LEGAL AUTHORITY AND COMPLIANCE

5. This agreement is established between the Administrator and the Worksite pursuant to the provisions of all applicable federal statutes, regulations, policies, and guidance as presently in effect and as may become effective during the term of this Grant Award, specifically including 20 Code of Federal Regulations (C.F.R.) Parts 675 through 687, and 29 C.F.R. Part 37, and the applicable State plan.
6. The Worksite will comply with the above and related laws and regulations, including child labor laws, during the term of this agreement.
7. Each of the signatories assures that he/she possesses the legal authority to enter into this agreement and to obligate the Worksite to perform specified services.

### RETENTION OF FULL RIGHTS OF CONTROL

8. The Worksite agrees that the Administrator is the employer of record for all paid Participants and retains the following rights of control for all Participants assigned to the Worksite. Rights of control include but are not limited to, the right to specify working conditions of Participants, the nature of work performed by Participants, the manner in which Participants may perform work and all other conditions of temporary employment.

### WAGES/PAYMENTS

9. The Administrator agrees to pay wages and fringe benefits to Participants assigned under this agreement.
10. The Administrator will maintain workers' compensation insurance coverage for Participants.
11. Participants will be paid only for hours worked, except that regular pay will be provided on the day of a work-related injury if the Participant must stop work to obtain medical treatment.
12. Participants will be paid for overtime for hours worked in excess of 40 hours per week.

### TERMINATION OF PARTICIPANTS

13. The Worksite may terminate a Participant for cause, but only after consultation with an authorized representative of the Broker.
14. The Worksite may terminate a Participant for substandard or unsatisfactory progress or conduct only after notice to the Participant and reasonable opportunity for corrections or improvement of performance is given.

### CONFLICT OF INTEREST

15. The Worksite will establish safeguards to prohibit employees and others engaged in the performance of this agreement from using their positions for a purpose that is or gives the appearance of a conflict of interest.

### NONDISCRIMINATION

16. The Worksite will not deny temporary employment under this agreement or otherwise discriminate against any person because of race, religion, color, sex, national origin, political belief or affiliation, age, temporary medical conditions or physical or mental disability unless based upon a bona fide occupational qualification.

### UNION, POLITICAL AND SECTARIAN ACTIVITIES

17. No Participant will be engaged in union, political, sectarian or religious activities during working hours. This prohibition precludes Participants from involvement in the construction, operation, or maintenance of any facility used for sectarian instruction or religious worship.

### SAFETY STANDARDS

18. The Worksite will not require or permit any Participant to work, be trained or receive services in buildings, surroundings or working conditions that are unsanitary, hazardous or dangerous to health or safety. The Worksite will ensure compliance with applicable federal and state labor standards pertaining to safety of the workplace. Participants must also receive appropriate safety training in accordance with Occupational Safety and Health Act (OSHA) to assure safe working conditions.

### LABOR STANDARDS

19. The Worksite will ensure that the assignment of Participants under this agreement will not result in total or partial displacement of employed workers or in impairment of existing contracts for services.
20. The Worksite will assure that it will not provide work to a Participant in a position that is affected by a hiring freeze, layoff, or similar action.

### SUPERVISORY RESPONSIBILITIES

21. The Worksite will provide appropriate and sufficient supervision to assigned Participants, according to the guidelines established by the Administrator.

### MAINTENANCE AND ACCESSIBILITY OF RECORDS

22. The Worksite will maintain specified records for the term of this agreement. These records will include documentation of the amount of time each Participant has spent on the job, a copy of this agreement, and all other pertinent materials as specified by the Administrator. Such records will be forwarded to the Broker upon termination of this agreement.
23. The Worksite will give the U.S. Department of Labor, the State of Texas, the Administrator, and the Broker the right to examine all records relating to this agreement upon request. The Worksite will keep all such records in accessible and good condition.

### GRIEVANCES

24. Complaints or grievances by Participants or the Worksite relating to this agreement will be pursued according to procedures established by the Administrator.
25. The Worksite will notify the Administrator in writing of any actions or suits filed and of any claims made against the Administrator, the Worksite, the Broker or any of the parties involved in the implementation and administration of this agreement.

### CRIMINAL PENALTY FOR FRAUD

26. The Worksite understands and agrees that it is subject to the criminal provisions of the laws cited above and subsequent federal and state regulations promulgated thereunder.

### COLLECTIVE BARGAINING AGENT CONCURRENCE

27. The Worksite assures that this agreement has the concurrence of any applicable collective bargaining agent.
28. The Worksite assures that it is not currently involved in a labor dispute and is not in violation of the Davis-Bacon Labor Practices Act.

### CHANGES AND MODIFICATIONS

29. The Worksite understands that changes to this agreement must be made by the Worksite and the Broker using a designated Modification Request form.

### TERMINATION

30. The parties hereto, at their discretion, may terminate this agreement for any reason upon providing written notice to the other parties.

### SOLE AND ONLY AGREEMENT

31. This agreement constitutes the sole and only agreement of the parties hereto and supersedes any prior understanding between the parties.

**PANHANDLE WORKFORCE DEVELOPMENT AREA**  
**MASTER TEMPORARY EMPLOYMENT AGREEMENT**  
**MODIFICATION REQUEST**

Worksite Name: \_\_\_\_\_

Contract #: \_\_\_\_\_ Modification #: \_\_\_\_\_

Worksite #: \_\_\_\_\_ TWIST ID #: \_\_\_\_\_

Changes requested:

Additional "Total Wages and Fringe" requested for the Modification:

This request/agreement was made by: \_\_\_\_\_  
Worksite Representative Name and Title

The modifications above have been reviewed and approved by:

\_\_\_\_\_  
Workforce Solutions Panhandle Program Manager Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Copies to: Administrator  
Participant

Worksite  
Workforce Solutions Panhandle Staff (Original)



**ITEM 7e**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 1-Universal Policies for Workforce Customers**

**Section 1.26**

**National or Local Disasters-Update**

**Effective 12-09-2020**

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy for workforce activities during national or local disasters, including NWDGs (National Dislocated Worker Grants). Updated information is highlighted in bold typeface.

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

In the case of a national or local disaster declaration, all workforce activities will be in compliance with existing and modified **will comply with applicable Federal statutes and regulations, as well as applicable federal, state, and local regulations, guidance and policies, as amended, including WIOA** guidance related to **NDWGs (National Dislocated Worker Grants)**. This includes **TEGL 12-19 National Dislocated Worker Grant Program Guidance and Attachment 1-National Dislocated Worker Grants Program Guidance, and TEGL 14-18 Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor (DOL) and Attachment 6-National Dislocated Worker Grants.**

**Eligibility**

**Eligibility for services provided under a NDWG is based on WIOA Dislocated Worker eligibility requirements outlined in the WIOA Guide, as amended, as well as TWC guidance provided in the form of TWC WD letters.**

**Overtime**

When there are extenuating circumstances **related** to the nature of the work, and there is a business necessity which requires additional work beyond 40 hours in a week, overtime will be allowed, **except for WIOA Youth participants. Overtime will be** subject to available funds and the timeframe for service delivery **and Work-Based** activities (contact tracing, e.g.).

**Related Panhandle WDBA Program Policies**

Panhandle Workforce Development Board Area program policies related to **Work-Based Activities**, Supportive Services, and Case Management remain in effect during a declared disaster, **and/or under a NDWG**. However, if there are circumstances that necessitate adjustments due the nature of the disaster, WSP (Workforce Solutions Panhandle) staff will document the justification for the adjustments in TWIST (The Workforce Information System of Texas) Counselor Notes. The WSP Director will notify Panhandle WDA Board staff when adjustments occur.

**The provisions in existing Panhandle WDBA Work-Based Training policy apply to NDWG participants.**

**ATTACHMENTS:** None

**RESCISSIONS:** None





**ITEM 7f**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 2-WIOA**

**Section 2.1 All WIOA Program Participants**

**Subsection 2.1.2**

**WIOA Priority of Service-*Update***

**Effective 12-09-2020**

**PURPOSE:**

To update policy regarding the federal requirement that WIOA programs are administered in a manner that is not discriminatory based on a disability. Updated information in this policy revision is highlighted in bold typeface.

**BACKGROUND:**

While WIOA (Workforce Innovation and Opportunity Act) adult eligibility requirements remain mostly consistent with WIA (Workforce Investment Act), there are some significant changes to the service priority provisions. Consistent with WIA, priority for adult services must be given to recipients of public assistance and other low-income individuals, with added priority for individuals who are basic skills deficient. Under WIA, this priority applies only when adult funds are restricted. Under WIOA, however, priority access to services by members of this group applies automatically. Boards are no longer allowed to make a declaration of restricted or unrestricted funds.

**29 CFR 38.12(h) requires that licensing and certification programs are administered in a manner that is not discriminatory based on a disability.**

**29CFR 38.12(i) states recipients must not impose or apply eligibility criteria that screen out or tend to screen out individuals with disabilities or any class of individuals with disabilities from fully and equally enjoying any aid, benefit, service, training, program, or activity, unless such criteria can be shown to be necessary for the provision of any aid, benefit, service, training, program, or activity being offered.**

**29 CFR 38.12(k) prohibits recipients from placing a surcharge on a particular individual with a disability, or any group of individuals with disabilities, to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required to provide that individual or group with the nondiscriminatory treatment required by WIOA Title I or this part.**

**29 CFR 38.12(o)(1) states that nothing in this part requires an individual with a disability to accept any accommodation, aid, benefit, service, training, or opportunity provided under WIOA Title I or this part that such individual chooses not to accept.**

**29 CRF 38.14(a): With regard to any aid, benefit, service, training, and employment, recipients must provide reasonable accommodations to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship.**

## **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

Consistent with WIOA, individualized career services and training services will be given on a priority basis, regardless of funding levels. **In addition, WSP will administer programs and services in a manner that is not discriminatory based on a disability, per the cited references in 29 CFR 38.12.** Veterans and eligible spouses will continue to receive priority of service for all federal and state funded job training programs, which include WIOA programs. The existing guidance on priority of service for veterans remains in effect. (See WD Letter 25-15, issued on October 26, 2015, Applying Priority of Service and Identifying and Documenting Eligible Veterans and Transitioning Service Members.) Under state law, foster youth and former foster youth, as defined below, will also be given priority in the receipt of federal and state funded services. (See WD Letter 43-11 as amended, Priority of Service for Eligible Foster Youth, for additional details.)

In addition to the eligibility criteria that all participants are required to meet, some programs also have priorities that establish a rank order to be observed in enrolling or serving participants. These priorities can be of two types: a) statutory; or, b) discretionary. The following provides guidance on how priority of service interacts with these two types of priorities.

### **Programs with Statutory Priorities**

Some programs are required by law to provide a priority or preference for a particular group of individuals or require the program to spend a certain portion of program funds on a particular group of persons. An example of this type of priority is the priority for low-income individuals and for recipients of public assistance for the WIOA adult formula programs. For programs with this type of mandatory priority, program operators must determine the status of each individual person in a priority group and apply priority of service. Priority for WIOA individualized career services and training services must be provided in the following order:

1. Eligible veterans and eligible spouses (as defined in WD Letter 25-15) who are also recipients of public assistance, low-income, or basic skills deficient.
2. Foster youth and former foster youth, as defined in WD Letter 43-11, issued on November 3, 2011, and entitled, "Priority of Service for Eligible Foster Youth", who are also recipients of public assistance, low income, or basic skills deficient.
3. All other individuals who are recipients of public assistance, low-income, or basic skills deficient.
4. All other eligible veterans and eligible spouses.
5. All other foster youth and former foster youth.
6. All other individuals, including any local priority groups established by the Panhandle Workforce Development Area (WDA) Board.

The local priority group established by the Panhandle Workforce Development Area (WDA) Board is all adults who at the time of WIOA enrollment have not completed a high school

diploma, GED, or other high school equivalency, and have not completed a GED, nor are currently attending GED or equivalency classes.

Priority of service means that a person is given priority in order of the priority groups over non-covered persons for the receipt of employment, training, and placement services provided under a qualified WIOA program. Priority means that a person in a priority group is entitled to precedence over non-covered persons for services. This means that a person in a priority group either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the person in a priority group receives access to the service instead of or before the non-covered person.

For services such as classroom training, priority of service applies to the selection procedure, as follows:

- First, if there is a waiting list for the formation of a training class, priority of service is intended to require a person in a priority group to go to the top of that list.
- Second, priority of service applies up to the point at which an individual is both approved for funding and accepted or enrolled in a training class.

Therefore, once a non-covered person has been both approved for funding and accepted/enrolled in a training class, priority of service is not intended to allow a person in a priority group who is identified subsequently to "bump" the non-covered person from that training class.

The application of priority of service varies by program depending on the eligibility requirements of the particular program. Qualified job training programs fall into two basic categories: universal access programs and programs that require prospective participants to meet specified eligibility criteria.

### **Universal Access Programs**

For workforce programs that operate or deliver services to the public as a whole without targeting specific groups, a person in a priority group must receive priority of service over all other program participants. For example, the primary universal access services are the "core" services delivered through the One-Stop system under the Wagner-Peyser and WIOA programs. A person in a priority group will receive the first level of priority in universal access programs. For example, an eligible priority person requests universal services, however, all seats in the resource area are being used by non-eligible persons and there are several non-eligible persons in line. In this case, the eligible priority person would receive priority by being moved to the front of the line, but would not displace one of the non-eligible persons already using a computer.

### **Programs with Eligibility Criteria**

Eligibility criteria identify basic conditions that each and every participant in a specific program is required to meet. A person in a priority group must first meet any and all of the statutory eligibility criteria in order to be considered eligible for enrollment in the program, receipt of priority for enrollment in the program, and priority for receipt of services. For example, for services such as classroom training, priority of service applies to the selection procedure as follows:

First, if there is a waiting list for the formation of a training class, the eligible veteran will receive priority by being moved to the top of that list. Second, priority of service applies when an individual is both approved for funding and accepted or enrolled in a training class. Therefore, once a non-eligible person has been both approved for funding and accepted or enrolled in a training class, an eligible veteran who is identified subsequently will not take the place of the non-eligible person from that training class.

**ATTACHMENTS:**

None

**RESCISSIONS: Chapter 2-WIOA Section 2.1 All WIOA Program Participants  
Subsection 2.1.2 WIOA Priority of Service-Update Effective 02-21-2018**



**ITEM 7g**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 2-WIOA**

**Section 2.2 WIOA Adults and Dislocated Workers**

**Subsection 2.2.4**

**ITAs (Individual Training Accounts)-*Update* Effective 12-09-2020**

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy regarding ITAs (Individual Training Accounts), which will be used to authorize the funding of Training Services for WIOA (Workforce Innovation and Opportunity Act) Participants funded under the Adult and Dislocated Worker grants, including NDWGs (National Dislocated Worker Grants). Updated information is highlighted in bold typeface.

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

Adults **and Dislocated Workers** who have been determined to need training may access training with an ITA which enables them to choose among available training providers, **per the WIOA Guide**. This includes the following key policy issues:

- Customer choice, including **additional** information about eligible Training Programs;
- Eligibility and suitability for an ITA;
- Training in occupations targeted by the Panhandle Workforce Development Board as those most likely to offer local employment, career growth, and self-sufficiency;
- Eligible training providers;
- Funding limits and coordination with other resources;
- Cancellation/forfeiture of ITAs;
- Exceptions that allow non-ITA training; and
- **Temporary employment activities under an NDWG will be in compliance with applicable federal, state rules and regulations, including U.S. DOL (Dept. of Labor), TWC TEGs (Training and Employment Guidance Letters) as amended, and TWC WD (Workforce Development) letters as amended.**

**ATTACHMENTS:** None

**RESCISSIONS:** Chapter 2-WIOA Section 2.2 WIOA Adults and Dislocated Workers  
Subsection 2.2.4 ITAs (Individual Training Accounts) Effective 03-11-2002



**ITEM 7h**



**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 3-Child Care Services**

**Section 3.1**

**Child Care Services-Update**

**Effective 12-09-2020**

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) Child Care Services policy regarding Attachment 1-FY'21 for Child Care Provider Reimbursement Rates; Attachment 2-Board Contract Year 2020 Income Eligibility Code Card for Child Care Services Effective October 1, 2020-September 30, 2021; and Attachment 3- Board Contract Year 2021 Income Ranges for Parent Share of Cost Assessment Effective October 1, 2020-September 30, 2021. Updated information in this policy is highlighted in bold typeface.

**BACKGROUND:** The CCDBG (Child Care Development Block Grant) Act of 2014 authorizes the federal CCDF (Child Care Development Fund), 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 TWC (Texas Workforce Commission) is the CCDF Lead Agency in Texas, and the CCDF program is administered by the 28 Local Workforce Development Boards. Additionally, the TDFPS (Texas Department of Family and Protective Services) is responsible for administering the health and safety requirements of the CCDF program.

**TWC COVID-19 Essential Workers Eligibility Category**

On March 24, 2020, the Texas Workforce Commission's (TWC) three-member Commission authorized TWC and Local Workforce Development Boards to implement emergency child care in response to the COVID-19 global pandemic. The Commission's actions included the expansion of TWC's definition of children needing services to include children of specified COVID-19 essential workers, and distributing funds to Local Workforce Development Boards to support COVID-19 child care related costs.

On April 7, 2020, TWC authorized the prioritization of child care services within a new TWC COVID-19 Essential Workers Eligibility Category. Additionally, to provide greater clarity on eligibility for TWC COVID-19 Essential Worker child care, on May 5, 2020, the Commission approved a refined definition of "health care worker" to focus on first serving those providing services to COVID-19 patients. The Commission's action also updated the prioritization of care for these essential workers and added other essential health care workers (based on CISA-Cybersecurity Infrastructure Security Agency guidance) to priority 5.

Based on these actions, child care services for TWC COVID-19 Essential Workers must be prioritized in the following order:

1. Workers in child care services that support workers in other essential functions
2. Pharmacy workers and COVID-19 health care workers (as defined below)
3. First responders
4. Critical infrastructure workers in grocery, utilities, and trucking
5. Other identified infrastructure workers, which include the following:
  - a. Critical state and local government staff;
  - b. Mail/delivery services workers;
  - c. Other essential health care workers (as defined under "Health Care/Public

Health” in CISA’s Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19);

- d. Bank workers;
- e. Gas station workers;
- f. Military personnel; and
- g. Restaurant workers and food delivery workers.

- 6. Other critical occupations identified by the Panhandle WDA Board:
  - a. Dairy, meat, and cheese manufacturing and production workers
  - b. Plumbers, electricians, HVAC techs, and auto mechanics
  - c. Oil & gas refinery workers

For the purposes of prioritizing funds for essential workers, a COVID-19 health care worker is defined as follows: One who delivers care and services to patients with confirmed, presumed, or suspected COVID-19 infections either directly as doctors and nurses or indirectly as aides, helpers, laboratory technicians, medical waste handlers, and other workers at health care facilities who have direct occupational exposure to COVID-19 resulting from the performance of their duties.

Reference: TWC WD (Workforce Development) Letter09-20, as amended.

### **Temporary Provision of Child Care Assistance to Essential Workers**

On March 31, 2020, Governor Abbott issued Executive Order GA 14 implementing Essential Services and Activities Protocols for the entire state of Texas. The protocols direct all Texans to minimize non-essential gatherings and in-person contact with people who are not in the same household. The Governor’s Executive Order renews and amends his previous order enforcing federal social distancing guidelines for COVID-19. These protocols allow exceptions for essential activities and services based on the Department of Homeland Security’s guidelines on the Essential Critical Infrastructure Workforce. Examples of these essential services include healthcare, grocery stores, banking and financial services, utilities, child care for essential service employees, and government services.

Child day care operations are encouraged to remain open to serve essential service employees and children receiving protective daycare services authorized by the Department of Family & Protective Services (DFPS). The Governor’s order mandates that child care providers can only provide child care services for essential service employees and for children receiving protective day care services.

A parent is designated as an Essential Service Employee or Essential Worker according to the guidelines set by the U.S. Department of Homeland Security (USDHS) in its Guidance on the Essential Critical Infrastructure Workforce at:

[https://www.cisa.gov/sites/default/files/publications/CISA\\_Guidance\\_on\\_the\\_Essential\\_Critical\\_Infrastructure\\_Workforce\\_Version\\_2.0\\_Updated.pdf](https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential_Critical_Infrastructure_Workforce_Version_2.0_Updated.pdf).

As of the original effective date of this temporary protocol, Workforce Solutions Panhandle (WSP) Child Care staff will notify all parents on the current wait list to inform them about the

opportunity to apply for child care services under the Essential Worker child care services Essential Worker Grant. Parents determined to be Essential Workers per the USDHS guidelines and enrolled under the Essential Worker Grant retain their position on the wait list until regular Child Care Grant funds become available and enrollments resume.

When regular Child Care Grant funds become available and enrollments resume, WSP Child Care staff will follow existing procedures for working the current wait list. Parents will have the option to enroll in the Essential Child Care Grant or the regular Child Care Grant. WSP child care staff will document actions taken by the parent in a corresponding TWIST Counselor Note.

WSP Child Care staff will follow TWC Child Care directives, guidance, and instructions for processing child care applications of Essential Workers, including appropriate TWIST data entry. WSP child care staff will comply with the CDC guidelines for businesses and offices on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>.

This temporary protocol remains in effect until notification by the Panhandle Workforce Development Director. The Workforce Solutions Panhandle Director can submit a detailed request for modifications to this protocol to the Workforce Development Director for consideration at any time.

#### **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

WSP (Workforce Solutions Panhandle), the Child Care Services sub-contractor for the Panhandle WDBA, 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 which outlines requirements for the provision of Child Care Services in the Panhandle WDBA. This Panhandle WDBA policy outlines each section of Chapter 809 rules where policy is required. In the absence of specific policy, the Child Care Services Rules and Child Care Services Guide, as amended, and TWC WD letters as amended, apply. The following policy provisions are organized by the sections in Chapter 809 Child Care Services Rules, as amended.

#### **§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 based on whether the individual is enrolled for the next semester.

#### **§809.18(b) Maintenance of a Waiting List**

When funding is not available for all Parents who request Child Care Services assistance, waiting list process and procedures will include the following, at a minimum:

- Steps for determining precursory eligibility for Child Care Services before placing a Parent on the waiting list; Ensuring the provision of Child Care Services adheres to the priority groups outlined in §809.43, including serving children experiencing homelessness per §809.2 & §809.52;
- Children of Parents who are eligible for Choices, TANF (Temporary Assistance for Needy Families), or SNAP E&T (Supplemental Nutrition Assistance Program

Employment & Training), and children who need transitional care per §809.48 who are assured Child Care Services, will not be placed on the waiting list; and

- Parents will be advised 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 60 (sixty) days.

#### **§809.19 Assessing the Parent Share of Cost**

Parent Share of Cost will be assessed only at the following times (Part B-608):

- 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, and resulting assessment which necessitates reducing the Parent Share of Cost;
- Upon resumption of work, job training, or education activities following temporary changes, or
- Upon resumption of work, job training, or education activities during the three-month continuation of care period.

Parents meeting one or more of the following criteria are exempt from paying the Parent Share of Cost 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 §809.2; or
- Parents whose children are receiving protective Child Care services pursuant to §809.49 and §809.54(c)(1), unless TDFPS assesses the Parent Share of Cost.

Child Care Services Providers will not receive reimbursement for Parent fees if a Parent fails to pay their fees.

Parent Share of Cost 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 Income Ranges for PSOC (Parent Share of Cost) Assessments, including associated WD letters, as amended and released by TWC.**

Consistent with CCDF regulations in §98.45(k), the Parent Share of Cost assessment will not be considered in the cost of care nor the amount of the Child Care Services Provider reimbursement. Pursuant to Part B-604 of the Child Care Services Guide, a new Parent Share of Cost 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 Parent Share of Cost 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 Parent Share of Cost must be reassessed based on the new,

lower reported income. WSP will require documentation of a decrease in earnings when the Parent Share of Cost is reduced. In addition, the changes to the Parent Share of Cost will be documented in TWIST Counselor Notes or in the case file, per Panhandle WDBA Policy.

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

Parents must report changes to WSP within 14 (fourteen) 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 12 (twelve) month period other than those specified in §809.73(a)- (b).

**Changes to Parent Share of Cost:**

Any increase to a parent's share of cost will be effective on the first day of the following month.

Any decrease in a parent's share of cost for the situations where Parent Share of Cost can be reassessed as described in Part B-608 of the Child Care Guide as noted in this policy, will be made effective within 7 (seven) business days in the current month in which new information was obtained. If the 7 (seven) business day period overlaps to a new month, staff will make an explanatory TWIST Counselor Note. Reductions for Parent Share of Cost as a result of redeterminations will be made effective as of the start date in which the new eligibility period begins.

The Panhandle Workforce Development Board continually seeks ways to support the efforts of parents to become self-sufficient. In every circumstance where Parent Share of Cost requires an adjustment, Child Care staff will establish and consistently use the same method and tool to prorate the Parent Share of Cost for the remaining month which best achieves the highest level of reliability and accuracy in the calculations.

Child Care staff will override prorated Parent Share of Cost fees determined by TWIST system calculations to match the prorated fees determined by the prorating tool, and enter a corresponding TWIST Counselor Note detailing the override.

Failure to report changes described in the Child Care Services Rules as stated may result in fact-finding for suspected fraud.

Parent Share of Cost will be reassessed upon resumption of work, job training, or education activities following temporary changes as described in Part D-804. However, the newly assessed Parent Share of Cost must not exceed the amount assessed at the most recent eligibility determination (except upon the addition of a child in care. (Part B-609)

Per Part D-901.a of the Child Care Services Guide, Child Care Services may not be terminated during the 12-month eligibility period for failure to pay the Parent Share of Cost, unless 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 Parent Share of Cost if necessary, as described in Part B-604 of the Child Care Services Guide, and this policy.

**Selecting One Provider to Be Paid Parent Share of Cost When Multiple Providers Used:**

If a parent uses more than one child care provider, TWIST automatically apportions the parent share of cost 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 Parent Share of Cost. 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 Parent Share of Cost in the provider section in TWIST by recording the full Paid Parent Share of Cost in the Authorized line for one provider and by using the Authorized line to remove the parent share of cost from any other provider.

WSP will develop procedures to determine, assign, and modify a single provider, *and* designating the method used for prorating Parent Share of Cost according to the requirements as previously described in this policy. WSP is responsible for notifying providers of any changes to collection of Parent Share of Cost.

**Frequent Terminations for Failure to Pay Parent Share of Cost:**

While Panhandle WDBA Policy sets a Parent Share of Cost that is affordable to all eligible families in the Panhandle WDBA, and is not a barrier to families receiving assistance, if frequent terminations are occurring due to failure to pay the Parent Share of Cost, the Panhandle Workforce Development Board may revise the Parent Share of Cost fee schedule to ensure that those fees are not a barrier to assistance for families at certain income levels, if determined necessary.

The Panhandle WDBA definition of what constitutes frequent terminations is 20%. WSP will immediately notify Panhandle WDB 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 Parent Share of Cost as an applicable program violation to WSP within 30 (thirty) days of the payment due date.

WSP will develop and implement a process for evaluating a family's financial circumstances for possible reduction of the Parent Share of Cost before an early termination for nonpayment of Parent Share of Cost. 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 Parent Share of Cost;

- Identifying and assessing the circumstances that may jeopardize a family's self-sufficiency;
- Offering a temporary reduction in the Parent Share of Cost if the family has extenuating circumstances that warrant a reduction; and
- Documenting the evaluation of the family's financial situation and any temporary reduction granted.

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

The Panhandle WDBA definition of what constitutes frequent terminations is 20%. WSP will immediately notify Panhandle WDA Board Staff at the designated email address when the 20% threshold for terminations has been reached.

WSP will develop a process to reevaluate affordability of Child Care Services in the Panhandle WDBA 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 Parent Share of Cost including: reviewing the labor market, housing costs, and economic conditions in the Panhandle WDBA, 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 Parent Share of Cost 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 Parent Share of Cost sliding fee scale will be made.

**Parent-Initiated Parent Share of Cost Reduction Requests:**

Panhandle WDBA policy establishes that a Parent is allowed two (2) Parent-initiated Parent Share of Cost 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 Parent Share of Cost, including the final decision for each request.

Panhandle WDBA policy does not allow a request to reduce the Parent Share of Cost amount assessed pursuant to subsection (a)(1)(B) of this section upon the Parent's selection of a TRS (Texas Rising Star) certified Child Care Services Provider at this time.

Because Panhandle WDBA policy states that Child Care Services Providers will not be reimbursed when the Parent fails to pay the Parent Share of Cost, the Board does not require Parents to repay the Provider before being eligible for future Child Care Services.

All changes in Parent Share of Cost 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 Parent Share of Cost for the previous month and the dollar amount for the current month. Justification for all changes to Parent Share of Cost 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.

**§809.20 Maximum Provider Reimbursement Rates**

**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.**

Child Care Services Providers that offer transportation will be reimbursed up to the maximum Provider reimbursement rate as shown on attachment 1 to this policy, as updated.

In addition to complying with this section of the Child Care Services Rules as stated, WSP will ensure that:

- Reimbursement for Child Care Services is paid only to the Provider;
- Regulated Child Care Services Providers are reimbursed based on a child's monthly enrollment authorization;
- Providers cannot charge the difference between their published rate and the Panhandle WDBA reimbursement rate; and
- Child Care Services Providers will not receive reimbursement of Parent fees if the Parent fails to pay their fees.

The Panhandle Workforce Development Board will not pay any Parent Share of Cost that is not collected. \* (see note on last page of this document)

The Panhandle Workforce Development Board has established a higher enhanced reimbursement rate than those specified in B-703.a, as shown on Attachment 1 to this policy, and as updated.

**§809.41(a)(1)(B) A Child's General Eligibility for Child Care Services-Children with Disabilities**

A child with disabilities who is under 19 (nineteen) years of age meets the age requirement for eligibility for Child Care Services.

The Panhandle Board will not pay a higher rate of reimbursement in these cases, nor pay for any additional staff or equipment.

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

Child Care Services may be provided up to 4 years for a Parent attending an educational program, for a total of 8 semesters for Fall and Spring attendance, or no more than a total of 12 (twelve) semesters for Fall, Spring, and Summer attendance.



The minimum number of weeks a Parent can request suspension of Child Care Services while attending school is 2 (two) weeks, and the maximum number of weeks that can be requested is 14 (fourteen) weeks. (Part D-806)

**§809.41(c) A Child's General Eligibility for Child Care Services-Children of Parents Attending a Post-Secondary Education Program**

**There are no provisions in this policy** for child care services to be based on the type of education or degree level (such as an advanced degree) pursued by the parent.

**There are no provisions in this policy** that place any type of restrictions related to requiring an attachment to a target or demand occupation as a condition of initial eligibility or eligibility redetermination.

**§809.41(d) A Child's General Eligibility for Child Care Services-Children of Parents Attending an Educational Program**

Parents attending an educational program that leads to a postsecondary degree from an institution of higher education are exempt from residing with the child.

**§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;
  - TANF (Temporary Assistance for Needy Families) 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 §809.5;
  - 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 Texas Workforce Commission (TWC) Workforce Development (WD) letter 43-11, as amended.

WSP will develop local 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
- Public school special education services, including preschool programs for children with disabilities (PPCD)

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 Panhandle Workforce Development Board Area policy includes:

- Parents who are receiving services from workforce partners and participating in programs funded by the Panhandle Workforce Development Board, such as WIOA; and
- Adding siblings of a child who is already receiving Child Care Services but who are not currently receiving Child Care Services themselves. \*(see note on last page of this document)

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 Parent Share of Cost. Income sources per 809.44(b) will be excluded from the family income, and income that is not listed in subsection (b) of this section as excluded from income, will be included as income.

The Panhandle WDBA income eligibility limits may not exceed 85% of SMI.

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 Panhandle Workforce Development Board Area, 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-109c;
- 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-107 through Part D-111 regarding calculating family income, including income exclusions and inclusions, bonuses, lump sum payments, unearned income, and lack of income documentation, in their entirety.

A child must meet the criteria to be eligible to receive Child Care Services, at the time of eligibility determination or re-determination, as stated in this section of the rules. The exception is a child receiving or needing protective services as described in §809.49.

In addition, Child Care services eligibility procedures, including forms, will include the following requirements:

1. Ensure only eligible Parents receive Child Care Services, and no child is enrolled in Child Care Services before eligibility has been completed, reviewed, and verified prior to authorizing care, except for children experiencing homelessness as outlined in §809.52.
2. Give priority for services to children experiencing homelessness, as stated in §809.43. Families meeting the §809.52 definition of experiencing homelessness are considered as having income that does not exceed 85% of the state median income. Therefore, income eligibility determinations for families with a child experiencing homelessness are not required.
3. Eligibility determination may only be considered when a signed application and all associated documents which comply with all federal and state statutes and regulations and local policy are received by WSP within 20 (twenty) days.

Past performance or attendance in an education or job training program must not be considered in initial eligibility for Child Care Services. A Parent's progress toward completion of the education or job training program must be based only on the Parent's performance while receiving Child Care Services, as a lack of stable Child Care can contribute to a Parent's inability to work toward successful completion of the education or training activity. (Part D-101.c)

Parents attending a program that leads to a postsecondary degree from an institution of higher education may be exempted from residing with the child, on a case by case basis. Justification for the exemption including time limits must be completely documented.

#### **§809.48 Transitional Child Care & §809.50 At-Risk Child Care-Minimum Activity Requirements for Parents**

All At-Risk and Transitional Parents are required to participate in a combination of training,

education, or employment activities for an average of 25 hours per week for a Single-Parent Family, or an average of 50 combined hours per week for a Two-Parent Family.

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 in subsection (a)(2) of this section may be provided, on a case by case basis. Justification for the reduction including time limits must be completely documented.

### **§809.71 Parent Rights**

In addition to the other requirements in this section of the Child Care Child Care Services Rules, WSP will send written notification of the possible termination of Child Care Services for excessive unexplained absences to Parents. Parents will also be sent written notification of possible termination of Child Care Services for failure to pay the Parent Share of Cost. These notices will be sent at least 15 (fifteen) calendar days before termination.

### **§809.71(3) Parent Rights -Transfers**

A Parent receiving Child Care Child Care Services assistance will be allowed to transfer a child from one Child Care Services Provider to another after the Parent submits a transfer request to WSP Child Care Child Care Services Staff, and there is no limit on the number or frequency of transfers of a child from one Child Care Provider to another.

During a pandemic, such as the Coronavirus (COVID-19), if a provider closes due to exposure to the virus, there will be a two-week waiting period before children at the affected provider location may be enrolled at a new child care provider location. A two-week waiting period would help to ensure that children who may have been exposed to the virus do not immediately transfer to a new child care provider, risking further transmission. However, if a child is tested, and the parent provides proof the test result is negative, an exception to the two-week period could be authorized. This may also apply to outbreaks of other infectious or communicable diseases at a child care provider location.

If a child care provider experiences an outbreak of an infection—for example, lice—and closes to address the outbreak, if a parent is able to demonstrate that his or her child does not have lice, through a doctor's note or some other mechanism, an exception to the two-week period could be authorized.

WSP Child Care Services management will develop procedures for implementing the two-week waiting period, and for timely consideration of any exceptions to the waiting period requirement, on a case-by-case basis.

WSP Child Care services staff will enter TWIST Counselor Notes detailing the reason for imposing a two-week transfer waiting period, and for authorized exceptions to this requirement.

### **§809.75 Child Care During Appeal**

WSP will inform families and Child Care Services Providers of new program violation rules by

letter as required in TWC WD Letter 04-18, as amended. Sample notification letters are attached to the WD letter for adaptation by WSP. \*(see note on last page of this document)

### **§809.78 Attendance Standards and Notice and Reporting Requirements**

Multiple attempts to contact the child care parent and child care provider prior to terminating services per §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, at a minimum when a child reaches 15 and 30 general absences cumulatively 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 days) written notices will serve dual purposes. First and foremost, the written notices will meet the requirements of §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.

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. \*(see note on last page of this document)

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

Child Care Services Providers are prohibited from charging Parents eligible for Child Care Services the difference between the Provider's published rate and the amount of the Panhandle WDBA reimbursement rate (including the assessed Parent Share of Cost).

\*(see note on last page of this document)

### **§809.95 Provider Automated Attendance Agreement**

Lost CCAA (Child Care Attendance Automation) cards will be handled is as follows:

- Parents will be made aware that they must notify WSP Child Care Child Care Services Staff of a lost CCAA card within 2 (two) business days of the first Z-day (non-swipe); and
- WSP childcare staff will implement procedures to expedite the process of replacing lost CCAA cards, including adjusting Z-days appropriately.

### **§809.111 General Fraud Fact-Finding Procedures**

WSP will develop Fraud Fact-Finding procedures that comply with this section of the Child Care Child Care Services Rules and Child Care Services Guide as amended, TWC WD Letter 21-16, as amended, and relevant Panhandle WDBA 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 Panhandle WDBA Child Care Services Fraud policy, and will include the involvement of the Panhandle WDA Board Staff.

**§809.113 Action to Prevent or Correct Suspected Fraud**

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

**§809.115 Corrective Adverse Actions**

WSP will develop procedures to take corrective action consistent with subsections (a) - (c) of this section against a Child Care Services Provider when a Provider:

- Possesses, or has on the premises, attendance cards without the Parent being present at the Provider site;
- Accepts or uses an attendance card or PIN (Personal Identification Number) of a Parent or secondary cardholder; or
- Performs the attendance reporting function on behalf of a Parent.

WSP will develop procedures to take corrective action consistent with subsections (a) - (c) of this section against a Parent when a Parent or Parent's secondary cardholder gives his or her card to a Provider or PIN to a Provider.

**§809.135 TRS Process for Reconsideration**

The TRS Program is not subject to Chapter 823 of the Child Care Services 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 10 (ten) business days from the date of the notification to the Provider of the star level. WSP will then have 20 (twenty) business days to reassess the Provider. WSP will establish operations procedures for the implementation of the reconsideration process.

\*Note: Unless superseded by TWC guidance and directives, including but not limited to TWC WD letters, as amended.

Any waiver requests to this policy must be submitted per current Panhandle WDBA policy.

**ATTACHMENTS:** See Appendix C Chapter 3-Child Care Services

**RESCISSIONS: Child Care Services Policy-*Update* Chapter 3, Section 3.1, Effective 08-27-2020, including Attachment 1- Increased Rates for Child Care Provider Reimbursements Effective October 1, 2019; Attachment 2-Income Eligibility Code Card Effective October 1, 2019; and Attachment 3- Income Ranges for PSOC (Parent Share of Cost) Assessment Effective October 1, 2019.**

**FY'21 Child Care Provider Reimbursement Rates—Effective October 1, 2020**

**Panhandle**

Provider Type	Provider Rating	Infant FT	Infant PT	Toddler FT	Toddler PT	Preschool FT	Preschool PT	School-age FT	School-age PT
LCCC	Reg	\$27.00	\$23.66	\$24.70	\$21.59	\$22.66	\$16.64	\$21.22	\$14.95
LCCC	TRRS2	\$29.54	\$26.38	\$27.37	\$24.41	\$25.43	\$19.63	\$24.06	\$17.97
LCCC	TRRS3	\$32.82	\$29.31	\$30.41	\$27.12	\$28.25	\$21.81	\$26.73	\$19.96
LCCC	TRRS4	\$36.46	\$32.56	\$33.78	\$30.13	\$31.38	\$24.23	\$29.69	\$22.17
LCCC	TSR	-	-	-	-	\$23.80	\$17.48	-	-
LCCH	Reg	\$23.29	\$20.40	\$21.46	\$19.17	\$20.32	\$16.75	\$18.51	\$14.54
LCCH	TRRS2	\$26.02	\$23.27	\$24.29	\$22.08	\$23.19	\$19.73	\$21.45	\$17.56
LCCH	TRRS3	\$28.91	\$25.85	\$26.98	\$24.53	\$25.76	\$21.92	\$23.83	\$19.51
LCCH	TRRS4	\$32.12	\$28.72	\$29.97	\$27.25	\$28.62	\$24.35	\$26.47	\$21.67
LCCH	TSR	-	-	-	-	\$21.34	\$17.59	-	-
RCCH	Reg	\$22.32	\$19.29	\$21.01	\$18.05	\$19.52	\$14.93	\$16.81	\$12.83
RCCH	TRRS2	\$25.11	\$22.20	\$23.86	\$21.00	\$22.42	\$17.94	\$19.80	\$15.87
RCCH	TRRS3	\$27.90	\$24.66	\$26.51	\$23.33	\$24.91	\$19.93	\$21.99	\$17.63
RCCH	TRRS4	\$30.99	\$27.40	\$29.45	\$25.92	\$27.67	\$22.14	\$24.43	\$19.58
RCCH	TSR	-	-	-	-	\$20.50	\$15.68	-	-
Relative	None	\$111.50	\$10.25	\$10.00	\$7.90	\$10.00	\$7.75	\$9.75	\$8.25

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

**Board Contract Year 2021 Income Limit Eligibility Code Card  
for Child Care Services**

Effective October 1, 2020–September 30, 2021

Gross Annual Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$12,760	\$19,140	\$22,330	\$23,606	\$25,520	\$23,475	\$32,012	\$34,146	\$36,280
2	\$17,240	\$25,860	\$30,170	\$31,894	\$34,480	\$30,699	\$41,862	\$44,653	\$47,443
3	\$21,720	\$32,580	\$38,010	\$40,182	\$43,440	\$37,922	\$51,712	\$55,159	\$58,607
4	\$26,200	\$39,300	\$45,850	\$48,470	\$52,400	\$45,145	\$61,562	\$65,666	\$69,770
5	\$30,680	\$46,020	\$53,690	\$56,758	\$61,360	\$52,368	\$71,411	\$76,172	\$80,933
6	\$35,160	\$52,740	\$61,530	\$65,046	\$70,320	\$59,592	\$81,261	\$86,679	\$92,096
7	\$39,640	\$59,460	\$69,370	\$73,334	\$79,280	\$60,946	\$83,108	\$88,649	\$94,189
8	\$44,120	\$66,180	\$77,210	\$81,622	\$88,240	\$62,300	\$84,955	\$90,619	\$96,282
9	\$48,600	\$72,900	\$85,050	\$89,910	\$97,200	\$63,655	\$86,802	\$92,588	\$98,375
10	\$53,080	\$79,620	\$92,890	\$98,198	*	\$65,009	\$88,649	\$94,558	\$100,468
11	\$57,560	\$86,340	\$100,730	*	*	\$66,363	\$90,495	\$96,528	\$102,561
12	\$62,040	\$93,060	*	*	*	\$67,718	\$92,342	\$98,498	\$104,655
13	\$66,520	\$99,780	*	*	*	\$69,072	\$94,189	\$100,468	\$106,748
14	\$71,000	\$106,500	*	*	*	\$70,426	\$96,036	\$102,438	\$108,841
15	\$75,480	*	*	*	*	\$71,781	\$97,883	\$104,408	\$110,934
Gross Monthly Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$1,063	\$1,595	\$1,861	\$1,967	\$2,127	\$1,956	\$2,668	\$2,846	\$3,023
2	\$1,437	\$2,155	\$2,514	\$2,658	\$2,873	\$2,558	\$3,488	\$3,721	\$3,954
3	\$1,810	\$2,715	\$3,168	\$3,349	\$3,620	\$3,160	\$4,309	\$4,597	\$4,884
4	\$2,183	\$3,275	\$3,821	\$4,039	\$4,367	\$3,762	\$5,130	\$5,472	\$5,814
5	\$2,557	\$3,835	\$4,474	\$4,730	\$5,113	\$4,364	\$5,951	\$6,348	\$6,744
6	\$2,930	\$4,395	\$5,128	\$5,421	\$5,860	\$4,966	\$6,772	\$7,223	\$7,675
7	\$3,303	\$4,955	\$5,781	\$6,111	\$6,607	\$5,079	\$6,926	\$7,387	\$7,849
8	\$3,677	\$5,515	\$6,434	\$6,802	\$7,353	\$5,192	\$7,080	\$7,552	\$8,024
9	\$4,050	\$6,075	\$7,088	\$7,493	\$8,100	\$5,305	\$7,233	\$7,716	\$8,198
10	\$4,423	\$6,635	\$7,741	\$8,183	*	\$5,417	\$7,387	\$7,880	\$8,372
11	\$4,797	\$7,195	\$8,394	*	*	\$5,530	\$7,541	\$8,044	\$8,547
12	\$5,170	\$7,755	*	*	*	\$5,643	\$7,695	\$8,208	\$8,721
13	\$5,543	\$8,315	*	*	*	\$5,756	\$7,849	\$8,372	\$8,896
14	\$5,917	\$8,875	*	*	*	\$5,869	\$8,003	\$8,537	\$9,070
15	\$6,290	*	*	*	*	\$5,982	\$8,157	\$8,701	\$9,244

\* Indicates income that exceeds 85 percent of SMI for a family of the same size. Families at these income levels are not eligible for child care that is paid for through the federal Child Care and Development Fund.

Sources: US Department of Health and Human Services Annual Update of the HHS Poverty Guidelines, *Federal Register*, Vol. 85, No. 12, published January 17, 2020

US Department of Health and Human Services State Median Income Estimates for Optional Use in FY 2020 and Mandatory Use in FY 2021, LIHEAP IM 2020-02, published May 29, 2020



**Board Contract Year 2021 Income Ranges for Parent Share of Cost Assessment**  
Effective October 1, 2020–September 30, 2021

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	\$718	\$719	\$1,077	\$1,078	\$1,437	\$1,438	\$1,796	\$1,797	\$2,155	\$2,156	\$2,514	\$2,515	\$2,658	\$2,659	\$2,873	\$2,874	\$3,954
3	\$0	\$905	\$906	\$1,358	\$1,359	\$1,810	\$1,811	\$2,263	\$2,264	\$2,715	\$2,716	\$3,168	\$3,169	\$3,349	\$3,350	\$3,620	\$3,621	\$4,884
4	\$0	\$1,092	\$1,093	\$1,637	\$1,638	\$2,183	\$2,184	\$2,729	\$2,730	\$3,275	\$3,276	\$3,821	\$3,822	\$4,039	\$4,040	\$4,367	\$4,368	\$5,814
5	\$0	\$1,278	\$1,279	\$1,917	\$1,918	\$2,557	\$2,558	\$3,196	\$3,197	\$3,835	\$3,836	\$4,474	\$4,475	\$4,730	\$4,731	\$5,113	\$5,114	\$6,744
6	\$0	\$1,465	\$1,466	\$2,198	\$2,199	\$2,930	\$2,931	\$3,663	\$3,664	\$4,395	\$4,396	\$5,128	\$5,129	\$5,421	\$5,422	\$5,860	\$5,861	\$7,675
7	\$0	\$1,652	\$1,653	\$2,477	\$2,478	\$3,303	\$3,304	\$4,129	\$4,130	\$4,955	\$4,956	\$5,781	\$5,782	\$6,111	\$6,112	\$6,607	\$6,608	\$7,849
8	\$0	\$1,838	\$1,839	\$2,757	\$2,758	\$3,677	\$3,678	\$4,596	\$4,597	\$5,515	\$5,516	\$6,434	\$6,435	\$6,802	\$6,803	\$7,353	\$7,354	\$8,024
9	\$0	\$2,025	\$2,026	\$3,038	\$3,039	\$4,050	\$4,051	\$5,063	\$5,064	\$6,075	\$6,076	\$7,088	\$7,089	\$7,493	\$7,494	\$8,100	\$8,101	\$8,198
10	\$0	\$2,212	\$2,213	\$3,317	\$3,318	\$4,423	\$4,424	\$5,529	\$5,530	\$6,635	\$6,636	\$7,741	\$7,742	\$8,183	\$8,184	*	*	\$8,372
11	\$0	\$2,398	\$2,399	\$3,597	\$3,598	\$4,797	\$4,798	\$5,996	\$5,997	\$7,195	\$7,196	\$8,394	\$8,395	*	*	*	*	\$8,547
12	\$0	\$2,585	\$2,586	\$3,878	\$3,879	\$5,170	\$5,171	\$6,463	\$6,464	\$7,755	\$7,756	*	*	*	*	*	*	\$8,721
13	\$0	\$2,772	\$2,773	\$4,157	\$4,158	\$5,543	\$5,544	\$6,929	\$6,930	\$8,315	\$8,316	*	*	*	*	*	*	\$8,896
14	\$0	\$2,958	\$2,959	\$4,437	\$4,438	\$5,917	\$5,918	\$7,396	\$7,397	\$8,875	\$8,876	*	*	*	*	*	*	\$9,070
15	\$0	\$3,145	\$3,146	\$4,718	\$4,719	\$6,290	\$6,291	\$7,863	\$7,864	*	*	*	*	*	*	*	*	\$9,244

\* Indicates income that exceeds 85 percent of SMI for a family of the same size. Families at these income levels are not eligible for child care that is paid for through the federal Child Care and Development Fund.

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	\$930	\$931	\$1,395	\$1,396	\$1,861	\$1,862	\$2,326	\$2,327	\$2,791	\$2,792	\$3,256	\$3,257	\$3,488	\$3,489	\$3,721	\$3,722	\$3,954
3	\$0	\$1,149	\$1,150	\$1,724	\$1,725	\$2,298	\$2,299	\$2,873	\$2,874	\$3,447	\$3,448	\$4,022	\$4,023	\$4,309	\$4,310	\$4,597	\$4,598	\$4,884
4	\$0	\$1,368	\$1,369	\$2,052	\$2,053	\$2,736	\$2,737	\$3,420	\$3,421	\$4,104	\$4,105	\$4,788	\$4,789	\$5,130	\$5,131	\$5,472	\$5,473	\$5,814
5	\$0	\$1,587	\$1,588	\$2,380	\$2,381	\$3,174	\$3,175	\$3,967	\$3,968	\$4,761	\$4,762	\$5,554	\$5,555	\$5,951	\$5,952	\$6,348	\$6,349	\$6,744
6	\$0	\$1,806	\$1,807	\$2,709	\$2,710	\$3,612	\$3,613	\$4,515	\$4,516	\$5,417	\$5,418	\$6,320	\$6,321	\$6,772	\$6,773	\$7,223	\$7,224	\$7,675
7	\$0	\$1,847	\$1,848	\$2,770	\$2,771	\$3,694	\$3,695	\$4,617	\$4,618	\$5,541	\$5,542	\$6,464	\$6,465	\$6,926	\$6,927	\$7,387	\$7,388	\$7,849
8	\$0	\$1,888	\$1,889	\$2,832	\$2,833	\$3,776	\$3,777	\$4,720	\$4,721	\$5,664	\$5,665	\$6,608	\$6,609	\$7,080	\$7,081	\$7,552	\$7,553	\$8,024
9	\$0	\$1,929	\$1,930	\$2,893	\$2,894	\$3,858	\$3,859	\$4,822	\$4,823	\$5,787	\$5,788	\$6,751	\$6,752	\$7,233	\$7,234	\$7,716	\$7,717	\$8,198
10	\$0	\$1,970	\$1,971	\$2,955	\$2,956	\$3,940	\$3,941	\$4,925	\$4,926	\$5,910	\$5,911	\$6,895	\$6,896	\$7,387	\$7,388	\$7,880	\$7,881	\$8,372
11	\$0	\$2,011	\$2,012	\$3,017	\$3,018	\$4,022	\$4,023	\$5,028	\$5,029	\$6,033	\$6,034	\$7,039	\$7,040	\$7,541	\$7,542	\$8,044	\$8,045	\$8,547
12	\$0	\$2,052	\$2,053	\$3,078	\$3,079	\$4,104	\$4,105	\$5,130	\$5,131	\$6,156	\$6,157	\$7,182	\$7,183	\$7,695	\$7,696	\$8,208	\$8,209	\$8,721
13	\$0	\$2,093	\$2,094	\$3,140	\$3,141	\$4,186	\$4,187	\$5,233	\$5,234	\$6,279	\$6,280	\$7,326	\$7,327	\$7,849	\$7,850	\$8,372	\$8,373	\$8,896
14	\$0	\$2,134	\$2,135	\$3,201	\$3,202	\$4,268	\$4,269	\$5,335	\$5,336	\$6,402	\$6,403	\$7,469	\$7,470	\$8,003	\$8,004	\$8,537	\$8,538	\$9,070
15	\$0	\$2,175	\$2,176	\$3,263	\$3,264	\$4,350	\$4,351	\$5,438	\$5,439	\$6,526	\$6,527	\$7,613	\$7,614	\$8,157	\$8,158	\$8,701	\$8,702	\$9,244



**ITEM 7i**

# PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

## Chapter 3-Child Care Services

### Preventing, Detecting, Reporting Suspected Fraud, and Recovery of

#### Section 3.2 Improper Payments, and Corrective Action-Update Effective 12-09-2020

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy adding Attachment 1-Form 1071 Notice of Right to File an Appeal-Steps for Filing an Appeal of an Adverse Action, with required language translation information added. The PRPC complaint taker designee has been changed on this form. Updated information in this policy revision is highlighted in bold typeface.

**BACKGROUND:** TWC (Texas Workforce Commission) 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 PRPC (Panhandle Regional Planning Commission) 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 WD (Workforce Development) letters and policies.

This Panhandle WDBA policy addresses changes resulting from the CCDBG (Child Care Development Block Grant) 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 WSP (Workforce Solutions Panhandle), as the Panhandle WDBA 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).

- *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 Panhandle WDBA 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.
- *PIRTS (Program Integrity Reporting Tracking System)*: A tool for use in reporting and tracking Child Care Services Fact-Finding, Fraud Determinations, and Recoupments.

#### **PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

Workforce Solutions Panhandle (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**

- *RID (Regulatory Integrity Division) -51 (Child Care Services Customer Awareness Form):*

WSP Child Care Services Staff will ensure that customers receiving Child Care Services are notified of eligibility requirements and their responsibilities. The customer's case file will include a signed RID-51 Child Care Services Customer Awareness Form.

The RID-51 can be read over the phone, however, WSP staff will:

- Fully respond to the customer's questions;
- Annotate the form based on the phone conversation;
- Send a copy of the form to the customer for signature, with instructions for its return;
- Retain the signed copy in the customer's file; and
- Complete the RID-51 as instructed, at both initial certification and recertification, to ensure the customer understands his or her responsibilities for the continued receipt of Child Care Services, and the consequences of failing to provide required or updated information.

The RID-51 is available on the TWC (Texas Workforce Commission) Intranet at:

[http://intra.twc.state.tx.us/intranet/pi/html/oi\\_letters\\_forms.html](http://intra.twc.state.tx.us/intranet/pi/html/oi_letters_forms.html).

- *CCAA (Child Care Automated Attendance) Card Agreement:*

At the point of eligibility certification Child Care Services, or recertification, Customers will also sign the CCAA (Child Care Automated Attendance) Card Agreement, to ensure the customers understand their responsibilities, and the consequences for failing to provide required information.

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

At the beginning of the Child Care Services application process, WPS 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 Panhandle Workforce Development Board Area.

If there is any indication that a Child Care applicant is on a repayment plan in any Board area, WPS 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. WPS 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 Panhandle WDBA, 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 areas, including the PWDBA. 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 Panhandle WDBA Child Care Services Customers regarding all overpayments and repayment plans, including details of all non-compliance issues and follow-up action, within 3 (three) 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](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
- CCAA System-as necessary
- Child Care Unemployment Insurance Early Warning Report-twice a month (detailed information available in TAB (Technical Assistance Bulletin) 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)
- Child Care Cases with the Same SSN (Social Security Number) TWIST Web Report #187-monthly (detailed information available in TAB 276)
- Child Care Clients with the Same SSN TWIST Web Report #188-monthly (detailed information available in TAB 276)
- Identity Mismatch Verification Report-weekly (see TAB 249)
- TDFPS (Texas Department of Family and Protective Services) Disputed Claims Report received by PRPC from TWC and forwarded to WPS-as received from PRPC
- TDFPS Corrective/Adverse Action Report-weekly
- TDFPS Ineligible Provider/Monitoring Frequency Report-weekly
- TSR (Texas School Ready) 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 3 (three) 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 (Workforce Development) 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 3 (three) working days of discovery to designated Panhandle WDBA Board 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 10 (ten) 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 Panhandle WDBA Board 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 Panhandle WDBA Board 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 1 (one) 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 10 (ten) 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 10 (ten) working days.

Neither Panhandle WDBA Board 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 OI (Office of Investigations). 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, Board 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 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 Panhandle WDBA 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 10 (ten) 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 Panhandle WDBA 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 Panhandle WDBA Board Staff at their email addresses.

Board Staff will have 10 (ten) working days to examine the Fraud Fact-Finding results, Allegation(s), and the Final Product Recommendation(s) 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 Panhandle WDBA Board 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 Panhandle WDBA Child Care Services Policy, any actions deemed appropriate by WSP will include the involvement of Panhandle WDBA Board staff.

All Fraud Fact-Finding information will be summarized in a TWIST Counselor Note per Panhandle WDBA 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 1071 Notice of Right to File An Appeal-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 within 30 (thirty) calendar days.** If informal resolution is not possible, customers may subsequently submit a written appeal to the Regional

Hearing Officer per Panhandle WDBA 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.

### **SIA (Service Improvement Agreement)**

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.

### **Corrective Action for Violations of Attendance Reporting**

WSP will develop procedures to ensure that all corrective action taken against a Child Care Provider is consistent with Chapter 809, section G of the Child Care Services Rules, when a

Provider does any of the following:

- Possess, or has on the premises, attendance cards without the Parent being present at the proper site;
- Accepts or uses an attendance card or PIN (Personal Identification Number) of a Parent or secondary cardholder; or
- Performs the attendance reporting function on behalf of a Parent.

### **Action to Correct Suspected Fraud**

Once the Suspected Fraud reporting processes in TWC WD letter 21-16, as amended, and this Panhandle WDBA 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 Panhandle WDBA 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 30 (thirty) days and send a Demand letter.
- If there is no response to the Demand letter, WSP will notify the Panhandle 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 WD 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 30 (thirty) days and send the final debt to TWC Collections.
- WSP will enter all collection actions and results in PIRTS.

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 letters 05-04 and 05-18, as amended.

WSP will develop and implement operational procedures which demonstrate compliance with TWC WD Letter 05-18 and this Panhandle WDBA 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 Panhandle WDBA Board 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 Panhandle WDBA Records Retention and Disposition policy.

**ATTACHMENTS: See Appendix C, Chapter 3 Child Care Services Policy Attachments; added Attachment 1-Form 1071 Notice of Right to File an Appeal to Adverse Action-Steps**

**for Filing an Appeal of an Adverse Action, changed PRPC complaint taker designee, and required language translation information added to this form.**

**RESCISSIONS: Chapter 3, Child Care Services, Section 3.2, Preventing, Detecting, Reporting Suspected Fraud, and Recovery of Improper Payments, and Corrective Action-  
*Update*, Effective 05-22-2019**



# 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 15<sup>th</sup> 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 Child Care at:

1206 SW. 7<sup>th</sup> Ave.  
Amarillo, TX 79101  
(806) 372-2836  
(800) 658-2662 toll-free

**Step 2** - If, after discussing the determination with Workforce Solutions Panhandle Child Care 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  
1206 SW 7<sup>th</sup> Ave.  
Amarillo, TX 79101

or sent directly to the PRPC designee:  
Kathy Cabezuela  
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.



**ITEM 7j**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 6-SNAP E&T**

**Timely and Reasonable Attempt to Contact Current SNAP E&T Participants**

**Section 6.1**

**RESCINDED**

**Effective 10-01-2020**

**PURPOSE:** To rescind Panhandle WDBA (Workforce Development Board Area) policy for Timely and Reasonable Attempt to Contact Current Participants in SNAP E&T (Supplemental Nutrition and Assistant Program Employment & Training).

**BACKGROUND:** WSP (Workforce Solutions Panhandle) Staff is responsible for determining noncooperation with SNAP E&T requirements and for initiating a sanction request in TWIST (The Workforce Information System of Texas), which includes a prior timely and reasonable attempt to contact the participant.

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

If the SNAP E&T Participant does not contact WSP Staff within 1 (one) business day of noncompliance, a timely and reasonable attempt to contact the participant by phone, voice mail, text, e-mail, letter, or in person will be initiated to determine whether the participant was in compliance, or had good cause.

When WSP Staff calls a SNAP E&T Participant, it is only considered an appropriate, timely, and reasonable attempt if a telephone conversation with the participant actually occurs. Leaving a voice mail for the participant or sending a text message is considered appropriate only if the participant indicated during the employment planning meeting that voice mail or text message was his or her preferred method of contact and the preferred method of contact was documented in TWIST Counselor Notes.

WSP Staff will develop procedures which comply with all the requirements regarding noncooperation as outlined in Part B-113 of the SNAP E&T Guide including any forms or letters deemed necessary.

**ATTACHMENTS:** None

**RESCISSIONS:** This entire policy is rescinded due to TWC mandated changes in the SNAP E&T Program as of October 21, 2020.





**ITEM 7k**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL**

**Chapter 7-Employment Services (ES, RESEA, TAA, UI)**

**UI Work Test Requirements: Minimum Work Search Contacts**

**Section 7.2**

**Effective 12-09-2020**

**PURPOSE:** To update Panhandle WDBA (Workforce Development Board Area) policy for the Minimum Number of Weekly Work Search Contacts required by UI (Unemployment Insurance). This update includes a corrected link to TWC (Texas Workforce Commission) Labor Market Information. Updated information in this policy revision is highlighted in bold typeface.

**BACKGROUND:** To be eligible for UI benefits, UI claimants must be able, available, and actively seeking work. Claimants meet these conditions by registering for work, conducting a work search and accepting suitable employment as specified by the Texas Workforce Commission. Per State Rule §815.28, claimants must make a minimum of three work search contacts per week in order to demonstrate they are “actively seeking work.”

Where local labor market and demographic data support an adjustment, Boards may require that claimants contact more employers, or may reduce the weekly minimum in rural counties only.

**PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:**

Data supporting the review will include, at minimum, the most recent available county population estimates from the Texas State Data Center <http://txsdc.utsa.edu> and LAUS (Local Area of Unemployment Statistics) annual labor force estimates from the TWC at:

**<https://www.twc.texas.gov/businesses/labor-market-information>.**

Other information that may be considered includes the following:

- Status of current, related performance,
- Results of annual review of regional and local labor market conditions conducted for planning purposes,
- Economic development activities,
- Commuting distances for rural residents, and
- Other pertinent labor market and/or demographic data.

PRPC Staff will present recommendations for Board action and will report such decisions to Texas Workforce Commission prior to the State-established annual deadline.

The requirement will be **three (3)** work search contacts for Unemployment Insurance recipients who are residents of Potter and Randall counties, and **three (3)** such contacts for all other residents of the region.

**ATTACHMENTS:** None

**RESCISSIONS:** None



**ITEM 9**

## **Child Care Local Initiative Funding Agreement**

A portion of the State's annual allocation to the Panhandle for child care programs is contingent upon our ability to secure local matching funds. For several years, a significant amount of these matching funds has been secured through a competitive grant under the City of Amarillo's Consolidated Plan for Housing and Community Development.

For the fiscal year ending September 30, 2021, PRPC is requesting \$100,000 in Community Development Block Grant (CDBG) funds to this effort. This would allow us to access \$200,000 in additional federal child care monies. The combined amount of \$300,000 would be used to purchase child care services for children from low-income Amarillo families.

Staff has recommended to the Board of Directors of PRPC to authorize the Executive Director, upon the City of Amarillo's acceptance of PRPC's funding request, to execute a funding agreement with the City of Amarillo for CDBG funds to be used for local child care program match, as specified above.

**\* \* \* \* \***

**Workforce Purchase:  
High Demand Job Training Program – Amarillo ISD**

In August of this year, PRPC staff collaborated with the Amarillo Economic Development Corporation and local Independent School Districts (ISDs) to facilitate a second High Demand Job Training Project utilizing funding from the Texas Workforce Commission (TWC) to match Workforce Innovation and Opportunity Act (WIOA) funds to local economic development sales tax funding, on a dollar-for-dollar basis. The funds, which were awarded to PRPC to administer, may be used to purchase equipment for the Amarillo ISD's new Career Academy to facilitate occupational training of students in Career & Technology Education (CTE).

Amarillo ISD is requesting that PRPC utilize a portion of the funding to purchase equipment, including a belt sander, planers, lathes and band saws, from Fastenal and available to government entities through the Texas Comptroller of Public Accounts - Statewide Procurement Division's (SPD) Texas Multiple Award Schedule (TXMAS) Program, a State Contract purchasing option streamlining the procurement process, at a cost of \$91,846.20 as documented in the attached quote.

Staff has recommended to the Board of Directors of PRPC to authorize the Executive Director to purchase the equipment as described above from Fastenal, for the amount of \$91,846.20, pending the receipt of grant funds from the Texas Workforce Commission and the sales tax monies from the Amarillo Economic Development Corporation.

\* \* \* \* \*

# Fraud Alert

Office of Inspector General for the U.S. Department of Labor

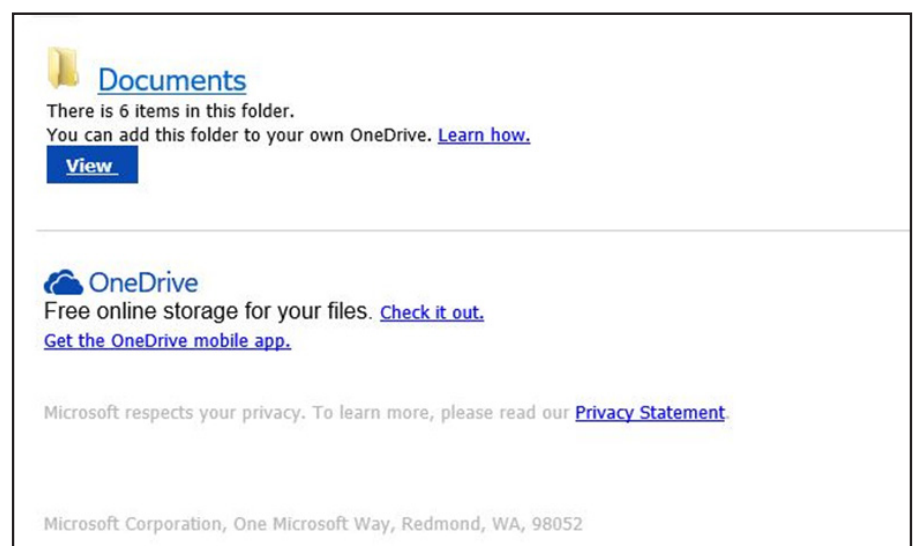


## UNEMPLOYMENT INSURANCE PHISHING FRAUD ALERT

This is a Fraud Alert from the Office of Inspector General at the U.S. Department of Labor.

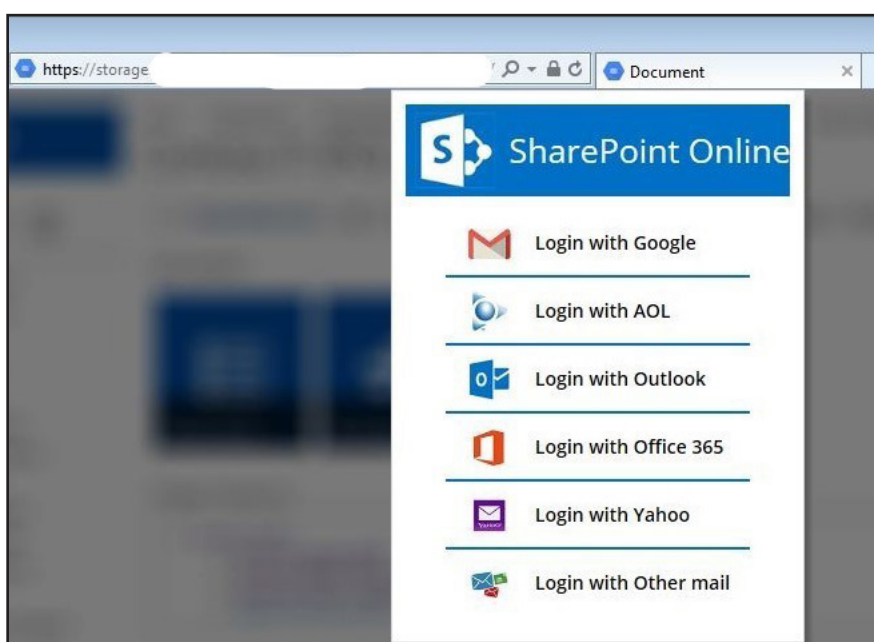
Scammers are sending emails to trick you into giving them your personal information. They will steal your passwords, account numbers, and/or Social Security numbers. With this information they can gain access to your email, bank, or other accounts.

The U.S. Department of Labor Office of Inspector General has discovered a scam, where scammers are sending emails using the names of companies or someone you know and trust. The scammers are using familiar icons, folder names, and programs to trick you into giving your personal information to them. To the right is a sample from a scam email:



If you receive an email similar to this, you can protect yourself by hovering over the link, but not clicking on it, to see where it will take you. Most scammers will use a URL shortened to hide the website's true identity. You can also call the sender to inquire if this was a legitimate email from them.

The links send the victim to a webpage which looks like a Microsoft SharePoint website. It further requires the user to sign-in using a Google, Microsoft, Apple, Yahoo!, or other user account. Here's a real world example of a phishing webpage from an email.



Once you have signed into your personal account, the scammers will have your username and password. They will have access to the files you have stored on-line and your contact lists. They may use this contact list to send the same scam email to your friends and family.

The scammers may use your personal information to collect unemployment insurance in your name or change your bank account number to one of their own.

**No State Work Force Agency requires you to use a secondary account to sign into their system.** Every State Work Force Agency requires you to create a user account with their website. While you may have to provide your personal email address, you will not be asked to log on with that email address.

If you would like to report an allegation of fraud involving unemployment insurance or other U.S. Department of Labor activities or programs, please contact the OIG Hotline at: <https://www.oig.dol.gov/hotline.htm> or 202-693-6999 or 1-800-347-3756.

## [TWC UI Fraud Submission](#)

TWC is always working to address potential fraud situations [and reminds all UI claimants to be vigilant.](#)

If TWC determines that your information has been potentially compromised, we will contact you. Businesses or individuals who receive correspondence from TWC when no claim has been filed should report it through our fraud submission portal:

### [Report Fraud Reportar Fraude](#)

If you encounter difficulties with the portal email [TWC.fraud@twc.state.tx.us](mailto:TWC.fraud@twc.state.tx.us) or leave a message at the TWC Fraud Hotline at 800-252-3642

### [How to Report Identity Theft to Social Security Administration](#)

## Tri-Agency Workforce Initiative submits report to Governor Abbott

Date: November 18, 2020

Media Contact: James Bensen

Phone: 512-636-6994

Report Addresses Education and Workforce Needs to Spur Economic Growth Across Texas

Nov. 18, 2020, Austin, TX – The Tri-Agency Workforce Initiative, a joint endeavor among the Commissioners of the Texas Education Agency (TEA), the Texas Higher Education Coordinating Board (THECB), and the Texas Workforce Commission (TWC), today released its latest report to Gov. Greg Abbott.

The mission of the Tri-Agency Workforce Initiative is to build a strong Texas workforce and ensure that Texans are prepared for jobs in the industries that power the state’s economy today and tomorrow.

Earlier this year, Gov. Abbott asked the agencies to marshal their combined resources to address long-term education and employment needs across the state. “It is imperative that we build upon the resources of House Bill 3 and accompanying legislation to ensure today’s students and tomorrow’s workforce are prepared to meet Texas’ long-term workforce needs in a comprehensive and efficient manner,” Gov. Abbott said in his [Feb. 13 announcement](#).

The report, titled “Linking Education and Workforce: Spurring Economic Growth Across Texas,” focuses on three statewide priorities:

- Supporting efficient and flexible pathways to earning high-value credentials that are linked to high-wage, in-demand jobs.
- Ensuring students receive the necessary support to succeed at all stages of their educations and in their transitions to the workforce.
- Creating a robust infrastructure for agency collaboration around common goals, data, and processes to ensure improved student outcomes.

“The work of the Tri-Agency Initiative is an important reinforcement of TEA’s commitment to ensure that every child is prepared for college, career, or the military. It takes a dedicated, collaborative effort to ensure all students in K-12 are prepared to pursue any career that they should choose,” said Texas Education Commissioner Mike Morath.

“The Texas Higher Education Coordinating Board, along with our Tri-Agency partners, is committed to advancing meaningful, effective strategies to address the state’s education and workforce needs,” said Commissioner of Higher Education Harrison Keller. “Jobs increasingly follow skills, and by achieving the Tri-Agency Workforce Initiative’s priorities, we will help future generations of Texans achieve academic and workforce success.”

The Tri-Agency’s vision is that Texans of all ages have access to high-quality education and workforce training that empowers them to achieve their full potential. Gov. Abbott [established](#) the group in 2016 to



assess local economic activity, examine workforce challenges and opportunities, and consider innovative approaches to meeting the state's workforce goals. The aim is to collaborate and develop strong links between education and industry to help Texas grow in economic prosperity.

“Maintaining a strong, skilled and growing Texas workforce requires planning and commitment. This report is not the final product, but the continuation of sustained statewide collaborations,” said TWC Chairman Bryan Daniel. “My fellow TWC Commissioners, Aaron Demerson and Julian Alvarez, and I are prepared to implement strategic initiatives to expand opportunities for current and future Texas workers to meet the needs of Texas’ diverse industries.

More information, including progress on the priorities, will be regularly posted on the Tri-Agency Initiative [website](#).

###

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###

The Texas Workforce Commission is a state agency dedicated to helping Texas employers, workers and communities prosper economically. For details on TWC and the services it offers in coordination with its network of local workforce development boards, call 512-463-8942 or visit [www.texasworkforce.org](http://www.texasworkforce.org). To receive notifications about TWC programs and services subscribe to our [email updates](#).

[Return to Top](#)

Last Verified: November 20, 2020

Equal Opportunity Employer/Program

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

Deaf, hard-of-hearing or speech-impaired customers may contact TWC through the relay service provider of their choice. [Equal opportunity is the law](#).

For questions, compliments or complaints, call 800-628-5115

[Texas Workforce Commission Values](#): Community, Responsibility, Innovation, Accountability, Commitment to Excellence and Partnership.

©2011 Texas Workforce Commission [Sitemap](#) [Policies](#) [Open Records](#) [Report fraud](#): 800-252-3642

# 2021 STATE POLICY ISSUES

## 87<sup>th</sup> Texas Legislature



The COVID-19 public health crisis and economic disruption has impacted millions of Texans in every region. Local Workforce Development Boards working on the ground in communities across Texas agree that the demand for services directed to both employers and job seekers will grow to unprecedented levels. As such, an increased and sustained commitment to post-secondary education and workforce training programs are vital to ensure we can respond quickly to current and projected demands for new workers in key industries, while helping those who have lost their jobs as a result of this crisis to transition to new family-supporting jobs. The Texas Association of Workforce Boards (TAWB) believes the 87th Texas Legislature should focus on these issues that promote a predictable and reliable business climate, while avoiding legislation that distracts from critical priorities. TAWB's policy issues reflect those of the state's 60x30TX Plan, and the state's leading business, economic development and education associations.

### Priority Issues

- 1. Maintain funding levels for workforce training programs administered by the Texas Workforce Commission (TWC) in collaboration with Workforce Development Boards and other workforce development partners to respond to the anticipated need for training, re-training and upskilling of Texas' dislocated and incumbent workers, including:**
  - TWC Skills Development Fund
  - TWC Skills Development Fund COVID-19 Special Training Initiative
  - TWC Skills for Small Business Program
  - TWC Career and Education Outreach Specialist Program
  - TWC Apprenticeship Training Program
  - TWC Jobs and Education for Texans (JET) Program
  - Adult Basic Education (ABE) and Accelerate Texas
  - Child Care Services
  - Temporary Assistance to Needy Families (TANF)/Choices services
- 2. Maintain funding levels for public education and public post-secondary institutions to ensure achievement of the goals of the Texas 60x30 Plan targeted to meeting the skilled workforce needs of Texas employers, including:**
  - Public school funding at levels authorized in HB3 by the 86<sup>th</sup> Texas Legislature.
  - Development of a state broadband plan to expand high speed internet access across the state.
  - Expanded teacher quality initiatives at every level of the education continuum.
  - Increased funding for Texas Community Colleges.
  - Continued funding for Texas State Technical College (TSTC) on its full commission rate.
  - Provide additional support and resources for students of lower economic status, students with language barriers and students with special needs.
  - Expand and fund quality full day early pre-kindergarten programs.

## Workforce Training

- Incentivize the development of additional fast-start, fast-finish upskilling programs that award industry-recognized credentials for in-demand occupations as identified by local WDBs.
- Expand apprenticeships and internships and incentivize and/or remove barriers for business participation, including:
  - provide employer tax credits for employers providing internships for high school and community college students that are aligned to the demand occupations in the local region;
  - increase apprenticeship and internship opportunities for people with disabilities; and
  - incentivize the development of apprenticeships and internships for veterans and require that college credit and credit toward industry certifications be awarded for demonstrated skills arising from the military training of veterans.
- Provide greater access to training and employment opportunities, including:
  - eliminate unnecessary barriers for ex-offenders to obtain occupational licenses required by the State.
  - permit ex-offenders to access on-line training and education and general studies courses.
  - reform the requirements to shorten/combine curriculum necessary for obtaining occupational licenses.
- Expansion of competency-based training initiatives and practices such as digital badging.

## Education

- Expand dual course study programs, certificate programs and workforce continuing education programs at both high school and middle school levels; Require contact hour reimbursement for community colleges offering dual credit programs toward recognized industry certifications that do not involve college credit courses.
- Expand the number of Industry-based Certifications in Texas, including expediting the process related to the Texas Education Agency's approval of Industry-based certifications for public school accountability.
- Encourage/support partnerships between school districts and employers such as P-TECH and early college high school academies.
- Increase the availability of Career & Technology Education (CTE) programs in public community and technical colleges and independent school districts, and the promotion of the opportunities that can result from CTE.
- Increase science, technology, engineering and mathematics (STEM) curriculum in elementary and middle schools across the state and ensure that proficient teachers are delivering the curriculum.
- Develop initiatives to increase the number of elementary school students attaining basic skills before their exit to middle/intermediate schools, including the abilities to read English on grade level by the conclusion of the 3<sup>rd</sup> Grade and to perform basic math functions.

## Economic Development

- Protect the Economic Development Sales Tax for economic development purposes.
- Continue to support state Economic Development Programs, including the Texas Enterprise Fund, and Governor's University Research Initiative.
- Reauthorize Chapter 313 of the Texas Tax Code designed to help Texas compete for businesses making large capital investments in the state.
- Maintain local government control for public education, economic development and workforce development..

## *About the Texas Association of Workforce Boards*

TAWB represents the 28 local workforce development boards in Texas and the more than 700 business and community leaders across Texas who serve as volunteers on those boards. TAWB's goal is to ensure a highly skilled, well-trained talent supply for Texas employers and an employer-driven workforce system.

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**Texas Association of Workforce Boards**

**P.O. Box 703278  
Dallas, Texas 75370  
tawb.org**

# New Skills Now!

**New Skills Now** is a new initiative through Workforce Solutions Panhandle with funding from the Texas Workforce Commission Skills Development Fund. The initiative is designed to:

(A) rapidly train new or incumbent employees with the necessary skills in response to COVID-19, and

(B) provide short-term training to individuals who have lost employment due to COVID-19 and want to increase their choices in employment by learning a new skill set.

## Participate in New Skills Now!

[CLICK HERE TO APPLY FOR NEW SKILLS NOW!](#)

### Available Courses

- Accounting Fundamentals (Online – Amarillo College)
- Accounting Fundamentals II (Online – Amarillo College)
- QuickBooks Online Series (Online – Amarillo College)
- Customer Service 101 (Online – Jody Holland)
- Clean & Safe Trained (Online – Jody Holland)|Clean & Safe Trained (Online – Jody Holland)
- Forklift Certification (In-Person – Amarillo College)
- Leadership Mastery (Online – Jody Holland)
- Certified Nurse Aide (CNA) (In-Person – Amarillo College)
- Heartsaver CPR (In-Person – Clarendon College)
- Introduction to Microsoft Excel (Online – Amarillo College)
- Intermediate Microsoft Excel (Online – Amarillo College)
- Advanced Microsoft Excel (Online – Amarillo College)
- Project Management Essentials with CAPM Prep (Online – Amarillo College)
- Mastering Project Management with PMP® Prep (Online – Amarillo College)
- CDL Commercial Driver License (In-Person – Amarillo College)

## Metrix Online Learning Platform

Texas Workforce Commission has partnered with Metrix Learning to help Texas residents brush up on skills to prepare for better employment opportunities. The Metrix online learning platform provides Texans free online job readiness courses.

[Click here](#) for a one-minute video overview of Metrix Learning.

The Metrix online learning platform provides unlimited access to more than 5,000 Skillsoft courses used by many Fortune 500 companies. Courses are broken into 30- to 60-minute modules and are presented in English and Spanish. Courses include:

- Customer Service
- Microsoft Office; Adobe; Quick Books
- Analytical Skills; Data Management/Reporting
- Time Management; Leadership Skills
- Health & Safety; First Aid
- And many more skill tracks.

You can sign up for Metrix using your WorkInTexas.com account by following these steps:

1. Log in to [WorkInTexas.com](#).
2. In the Directory of Services, click "Education Services" and "Online Learning Resources".
3. Click the blue Metrix Learning logo.



4. Click the "Register here" link to automatically create your Metrix account and go to the Metrix site.

### **Register for METRIX Learning**

[Register here](#) in order to create a Metrix Learning online portal account.

If you do not have a WorkInTexas.com account, you can sign up through the Metrix Portal at <https://tx.metrixlearning.com/>

## Metrix Customer Support

If you are having trouble accessing the Metrix online learning platform, contact Metrix Learning customer support directly:

- Email [Support@MetrixLearning.com](mailto:Support@MetrixLearning.com)

- Call (518) 462-1780 (toll free 1-844-691-1780), Monday through Friday from 8:00 a.m. to 6:00 p.m.

### **How to Access Health Care and Manufacturing Courses in Metrix**

Metrix Learning offers specialized content including:

- 1,000+ courses in health care topics such as billing and coding, HIPAA, home health aide, and CNA
- 700+ courses in manufacturing topics such as math, blueprint reading, electrical, and green energy.

To access this content, please contact your local workforce solutions office to request a specialized health care or manufacturing license in Metrix. To find the local workforce office nearest you, visit our Workforce Solutions Directory. You can also email your request to TWC at [skillsenhancement@twc.texas.gov](mailto:skillsenhancement@twc.texas.gov).

## Invitation Email for Metrix – Generic Link

### Subject Line: Upgrade Your Skills with the Texas Workforce Commission

#### **Prepare to Get Back to Work with Free Online Courses**

Texans are tough. When we face hard times, we bounce back. But the COVID-19 pandemic makes it difficult. For Texans facing job losses, whether temporary or permanent, social distancing measures make getting back on your feet tougher.

This is why the Texas Workforce Commission has partnered with Metrix Learning to provide a unique opportunity for training and education, giving you the new skills you need to find the job you've always dreamed about. It's online, and it's free.

The Texas Workforce Commission is proud to announce its new Skills Enhancement Initiative to help recently unemployed Texas residents take charge of their futures and prepare to get back to work. ***The Skills Enhancement Initiative provides Texans receiving unemployment benefits free online training.*** This initiative will enable recently laid-off workers to demonstrate the kind of initiative employers are looking for by upgrading their skills even while most bricks-and-mortar education and training providers remain closed. Technical assistance and content coaching are available upon request.

Click here – <https://youtu.be/-v76yd0iWUs> – for a one-minute video overview of the initiative.

Through the Skills Enhancement Initiative, the Metrix online learning platform provides unlimited access to more than 5,000 Skillssoft courses used by many Fortune 500 companies. Courses are broken into 30- to 60-minute modules. Courses (presented in English and Spanish) include:

- Customer Service
- Microsoft Office; Adobe; Quick Books
- Analytical Skills; Data Management/Reporting
- Time Management; Leadership Skills
- Health & Safety; First Aid
- And many more skill tracks.



**Click here – <https://twc.texas.gov/skillsenhancement> – to get your free online learning license today.**

Questions? Contact: [support@metrixlearning.com](mailto:support@metrixlearning.com)

## **Prepárese para Volver al Trabajo con Cursos Gratuitos en Línea**

Los Tejanos son duros. Cuando nos enfrentamos a tiempos difíciles, nos recuperamos. Pero la pandemia de COVID-19 lo dificulta. Para los Tejanos que se enfrentan a pérdidas de trabajo, ya sean temporales o permanentes, las medidas de distanciamiento social hacen que ponerse de pie sea más difícil.

Es por eso que la Comisión de la Fuerza Laboral de Texas se ha asociado con Metrix Learning para prestar una oportunidad única de capacitación y educación, dándole las nuevas habilidades que necesita para encontrar el trabajo que siempre ha soñado. Está en línea, y es gratis.

La Comisión de la Fuerza Laboral de Texas se enorgullece en anunciar su nueva Iniciativa de Mejora de Habilidades para ayudar a los residentes de Texas recientemente desempleados a hacerse cargo de su futuro y prepararse para volver al trabajo. ***La Iniciativa de Mejora de Habilidades presta a los Tejanos que reciben beneficios de desempleo capacitación gratuita en línea.*** Esta iniciativa les permitirá a los trabajadores recientemente despedidos demostrar el tipo de iniciativa que las compañías buscan al mejorar sus habilidades, incluso mientras la mayoría de los proveedores tradicionales de educación y capacitación permanecen cerrados. Asistencia técnica y entrenamiento de contenido están disponibles al ser pedidos.

Pulse aquí – <https://youtu.be/-v76yd0iWUs> – para ver un video resumen de la iniciativa en un minuto.

A través de la Iniciativa de Mejora de Habilidades, la plataforma de aprendizaje en línea de Metrix proporciona acceso ilimitado a más de 5,000 cursos de Skillsoft utilizados por muchas compañías de Fortune 500. Los cursos se dividen en módulos de 30 a 60 minutos. Los cursos (presentados en Inglés y Español) incluyen:

- Servicio al Cliente
- Microsoft Office; Adobe; Quick Books
- Habilidades para Análisis;

- Administración de Datos/Informes
- Administración del Tiempo; Habilidades de Liderazgo
- Salud y Seguridad; Primeros Auxilios
- Y muchas más trayectorias de habilidad.

**Pulse aquí – <https://twc.texas.gov/skillsenhancement> – obtener su licencia de aprendizaje gratuita en línea hoy.**

Preguntas, comuníquese con: [support@metrixlearning.com](mailto:support@metrixlearning.com)

## Texas Unemployment Rate is 6.9 Percent in October

Date: November 20, 2020

Media Contact: Cisco Gamez

Phone: 512-463-8556

### *Texas Adds 118,100 Nonfarm Positions Over the Month*

AUSTIN – Texas' private sector added 136,300 jobs over the month, and the Texas unemployment rate fell to 6.9 percent in October from 8.3 percent in September. The Texas unemployment rate for October 2020 is in line with the National unemployment rate of 6.9 percent.

"While the unemployment rate captures only a snapshot of our economy at a specific moment in time, the job growth we have seen over the past 6 months shows an enduring strength in the state's economy," said TWC Chairman Bryan Daniel. "To maximize our efforts, TWC will continue to provide opportunities for Texans to enhance their jobs skills, search for new jobs and participate in other workforce services at one of our many Workforce Solutions Offices."

In October, the Professional and Business services sector added 45,200 jobs—the largest monthly increase recorded for this industry since the series began in 1990. Leisure and Hospitality added 27,700 jobs and Trade, Transportation, and Utilities added 19,300 jobs.

"While the economy may look a bit different, one thing holds true: skilled workers are in-demand," said TWC Commissioner Representing Labor Julian Alvarez. "TWC is proud to promote on-the-job training through Registered Apprenticeship Programs which help Texans build skills and create careers while earning an income."

The Amarillo Metropolitan Statistical Area (MSA) recorded October's lowest unemployment rate among Texas MSAs with a not seasonally adjusted rate of 4.4 percent, followed by the College Station-Bryan MSA with the second lowest rate of 4.6 percent. The Abilene MSAs recorded the third lowest rate of 4.9 percent.

"Our Texas employers continue to make positive strides, even during the uncertainty of this pandemic," said Commissioner Representing Employers Aaron Demerson. "My office is committed to ensuring our state resources and TWC services are available to help our Texas employers as they navigate these uncharted waters, continue to safely open their doors and take care of business."

Employment estimates released by TWC are produced in cooperation with the U.S. Department of Labor's Bureau of Labor Statistics. All estimates are subject to revision. To access this and more employment data, visit [TexasLMI.com](https://www.texaslmi.com).

**The Texas Labor Market & Career Information Data for November is scheduled to be released on Friday, December 18, 2020 at 9:00 a.m. (CDT).**

**Civilian Labor Force Estimates for Texas Metropolitan Statistical Areas Not Seasonally Adjusted (In Thousands)**

	October 2020				September 2020				October 2019			
	C.L.F.	Emp.	Unemp.	Rate	C.L.F.	Emp.	Unemp.	Rate	C.L.F.	Emp.	Unemp.	Rate
<b>United States</b>	161,053.00	150,433.00	10,620.00	6.6	160,073.00	147,796.00	12,277.00	7.7	164,576.00	159,067.00	5,510.00	3.3
<b>Texas</b>	14,094.30	13,144.00	950.30	6.7	14,199.00	13,035.20	1,163.80	8.2	14,161.30	13,687.00	474.30	3.3
<b>Abilene</b>	78.7	74.8	3.9	4.9	79.6	74.9	4.7	5.8	80	77.8	2.3	2.8
<b>Amarillo</b>	128.7	123	5.7	4.4	128.4	121.9	6.5	5.1	133	129.7	3.3	2.4
<b>Austin-Round Rock</b>	1,257.00	1,193.30	63.7	5.1	1,262.20	1,182.20	80	6.3	1,251.70	1,219.70	32	2.6
<b>Beaumont-Port Arthur</b>	171.1	154	17.2	10	172.9	151.6	21.3	12.3	174.6	165.8	8.9	5.1
<b>Brownsville-Harlingen</b>	164.2	148.6	15.6	9.5	167.3	149.1	18.2	10.9	166.7	158.1	8.5	5.1
<b>College Station-Bryan</b>	138.8	132.4	6.4	4.6	137.7	130.1	7.6	5.5	139.2	135.5	3.7	2.6
<b>Corpus Christi</b>	200.7	183.9	16.8	8.4	203.5	183.3	20.2	9.9	207.2	198.9	8.3	4
<b>Dallas-Fort Worth-Arlington</b>	4,029.40	3,785.00	244.4	6.1	4,044.20	3,745.80	298.4	7.4	4,012.00	3,886.00	126	3.1
<b>Dallas-Plano-</b>	2,723.30	2,560.00	163.3	6	2,738.40	2,538.30	200.1	7.3	2,704.30	2,620.30	84	3.1

<b>Irving MD</b>												
<b>Fort Worth-Arlington MD</b>	1,306.10	1,225.10	81.1	6.2	1,305.70	1,207.40	98.3	7.5	1,307.70	1,265.70	42	3.2
<b>El Paso</b>	364.2	338	26.3	7.2	367.6	336.1	31.5	8.6	368.5	354.9	13.6	3.7
<b>Houston-The Woodlands-Sugar Land</b>	3,429.40	3,163.90	265.5	7.7	3,475.50	3,143.20	332.3	9.6	3,449.60	3,324.80	124.9	3.6
<b>Killeen-Temple</b>	176.7	165.9	10.8	6.1	178.4	165.4	13	7.3	178.6	172.2	6.4	3.6
<b>Laredo</b>	116.5	107.4	9.1	7.8	118.1	107.1	10.9	9.3	119	114.9	4.1	3.4
<b>Longview</b>	97.3	89.9	7.3	7.5	97.8	89.2	8.6	8.8	100	96.5	3.6	3.6
<b>Lubbock</b>	162.4	154.1	8.3	5.1	163	153.1	9.8	6	164.3	159.9	4.4	2.7
<b>McAllen-Edinburg-Mission</b>	352.6	315.6	37	10.5	360	314.4	45.5	12.7	354.5	334.4	20.1	5.7
<b>Midland</b>	105	96.6	8.5	8.1	105.3	95.3	10	9.5	111	108.7	2.3	2.1
<b>Odessa</b>	86.4	76.6	9.8	11.4	88	76.5	11.5	13	88.4	86	2.4	2.7
<b>San Angelo</b>	53.4	50.3	3.1	5.9	53.9	50.1	3.8	7	55.5	53.8	1.6	2.9
<b>San Antonio-New Braunfels</b>	1,211.00	1,135.30	75.7	6.3	1,219.30	1,125.80	93.5	7.7	1,219.70	1,183.50	36.2	3
<b>Sherman-Denison</b>	64.2	60.9	3.3	5.1	65.1	61.2	3.9	6	64.3	62.4	1.9	3
<b>Texarkana</b>	65.4	61.4	3.9	6	66	61.3	4.8	7.2	65.3	62.7	2.6	3.9

<b>Tyler</b>	108.1	101.6	6.5	6	108.9	101.1	7.8	7.1	107.6	104.1	3.4	3.2
<b>Victoria</b>	45.2	41.8	3.4	7.4	45.8	41.8	4	8.7	46.1	44.6	1.5	3.3
<b>Waco</b>	129.1	122.1	6.9	5.4	129.7	121.5	8.2	6.3	126.4	122.4	4	3.2
<b>Wichita Falls</b>	64.7	60.8	3.9	6	65.2	60.7	4.6	7	65.7	63.7	1.9	2.9

### Texas Nonagricultural Wage and Salary Employment Seasonally Adjusted

INDUSTRY TITLE	Oct 2020*	Sep 2020	Oct 2019	Sep '20 to Oct '20		Oct '19 to Oct '20	
				Absolute Change	Percent Change	Absolute Change	Percent Change
<b>Total Nonagricultural</b>	12,390,700	12,272,600	12,889,900	118,100	1	-499,200	-3.9
<b>Total Private</b>	10,447,700	10,311,400	10,906,900	136,300	1.3	-459,200	-4.2
<b>Goods Producing</b>	1,832,300	1,812,900	1,931,800	19,400	1.1	-99,500	-5.2
<b>Mining and Logging</b>	193,300	191,200	243,200	2,100	1.1	-49,900	-20.5
<b>Construction</b>	755,500	746,100	784,400	9,400	1.3	-28,900	-3.7
<b>Manufacturing</b>	883,500	875,600	904,200	7,900	0.9	-20,700	-2.3
<b>Service Providing</b>	10,558,400	10,459,700	10,958,100	98,700	0.9	-399,700	-3.6
<b>Trade, Transportation, and Utilities</b>	2,458,000	2,438,700	2,529,900	19,300	0.8	-71,900	-2.8
<b>Information</b>	199,300	197,500	209,600	1,800	0.9	-10,300	-4.9
<b>Financial Activities</b>	813,600	807,900	805,500	5,700	0.7	8,100	1
<b>Professional and Business Services</b>	1,827,800	1,782,600	1,810,100	45,200	2.5	17,700	1
<b>Education and Health Services</b>	1,686,300	1,674,400	1,757,200	11,900	0.7	-70,900	-4
<b>Leisure and Hospitality</b>	1,206,400	1,178,700	1,413,900	27,700	2.4	-207,500	-14.7
<b>Other Services</b>	424,000	418,700	448,900	5,300	1.3	-24,900	-5.5
<b>Government</b>	1,943,000	1,961,200	1,983,000	-18,200	-0.9	-40,000	-2

###mmh

*The Texas Workforce Commission is a state agency dedicated to helping Texas employers, workers and communities prosper economically. For details on TWC and the services it offers in coordination with its network of local workforce development boards, call 512-463-8942 or visit [www.texasworkforce.org](http://www.texasworkforce.org). To receive notifications about TWC programs and services subscribe to our [email updates](#).*

Last Verified: November 20, 2020

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[Texas Workforce Commission Values](#): Community, Responsibility, Innovation, Accountability, Commitment to Excellence and Partnership.

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# TEXAS

## LABOR MARKET REVIEW



NOVEMBER 2020



The monthly Texas Labor Market Review brings you the most current labor market highlights and happenings across the Lone Star State. The information that follows is produced and published on a monthly basis and includes data on nonagricultural job trends, the labor force, job postings, and other relevant indicators for both the state and sub-state areas. Additional data and historical information is available on our website: [TexasLMI.com](http://TexasLMI.com).

For additional information,  
please contact:

1-866-938-4444

[lmci@twc.state.tx.us](mailto:lmci@twc.state.tx.us)

## OCTOBER 2020 MONTHLY INDICATORS



CES program  
Page 2

INDUSTRY EMPLOYMENT  
SEASONALLY ADJUSTED

↑ 118,100



LAUS program  
Page 5

UNEMPLOYMENT RATE  
SEASONALLY ADJUSTED

↓ 6.9%



HWOL  
Page 8

HWOL INDEX

↑ 4.0%



More Indicators  
Page 10

INITIAL CLAIMS  
FOUR-WEEK MOVING AVERAGE

↓ 13,061



# CURRENT EMPLOYMENT STATISTICS

## Statewide Industry Employment (Seasonally Adjusted)

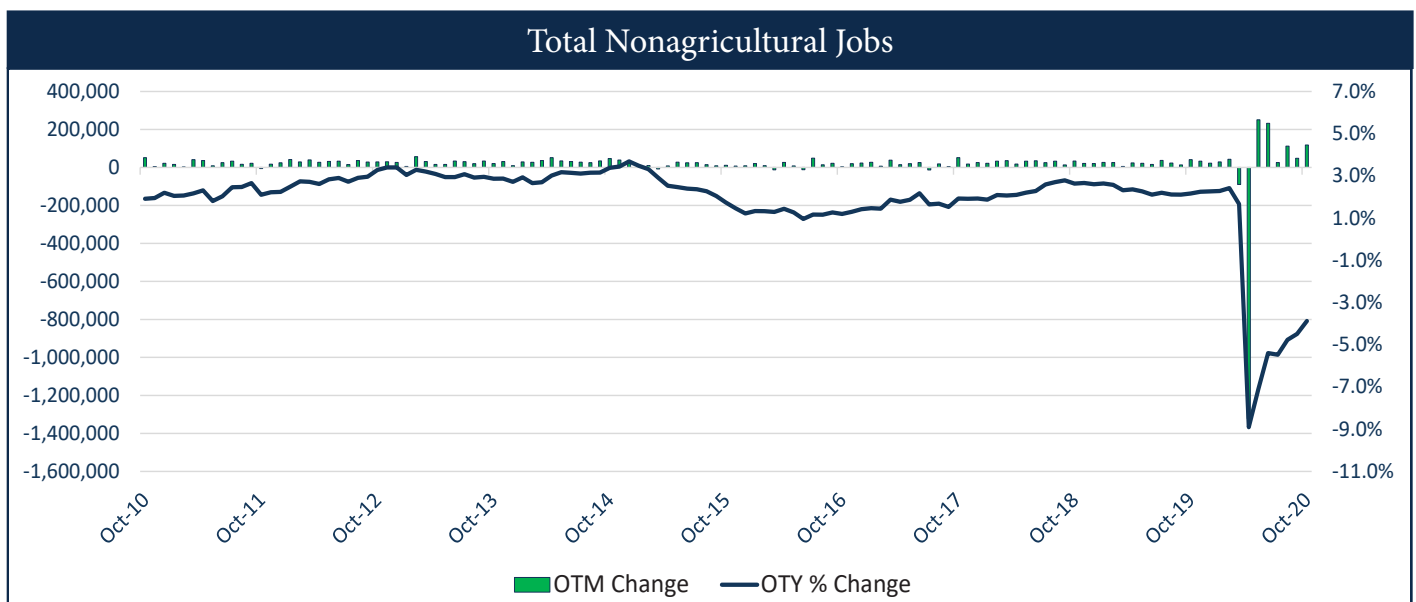
After a revised over-the-month increase of 48,100 jobs in September, Total Nonagricultural Wage and Salary Employment grew at a faster pace in October with 118,100 jobs added. The private sector added 136,300 jobs after a gain of 46,800 positions in September. Overall, ten of the 11 major industries added jobs over the month. Since

October 2019, Texas shed 499,200 jobs including 459,200 private sector positions. Despite this, Total Nonfarm employment grew by 786,000 jobs since April 2020. Two major industries achieved positive annual growth in October, the most since March 2020 when widespread closures related to COVID-19 began.

Industry	Oct 2020	Monthly Change	Annual Change	Annual % Change
Total Nonagricultural	12,390,700	118,100	-499,200	-3.9
Private	10,447,700	136,300	-459,200	-4.2
Goods-Producing	1,832,300	19,400	-99,500	-5.2
Mining & Logging	193,300	2,100	-49,900	-20.5
Construction	755,500	9,400	-28,900	-3.7
Manufacturing	883,500	7,900	-20,700	-2.3
Service-Providing	10,558,400	98,700	-399,700	-3.6
Trade, Transportation & Utilities	2,458,000	19,300	-71,900	-2.8
Information	199,300	1,800	-10,300	-4.9
Financial Activities	813,600	5,700	8,100	1.0
Professional & Business Services	1,827,800	45,200	17,700	1.0
Education & Health Services	1,686,300	11,900	-70,900	-4.0
Leisure & Hospitality	1,206,400	27,700	-207,500	-14.7
Other Services	424,000	5,300	-24,900	-5.5
Government	1,943,000	-18,200	-40,000	-2.0

### Highlights

- Professional and Business Services employment grew for the sixth consecutive month reporting a series-high gain of 45,200 jobs in October.
- Financial Activities employment reached 813,600 jobs in October and was 2,600 positions short of the series-high employment level set in March 2020.
- Leisure and Hospitality added 27,700 positions over the month. Accommodation and Food Services gained 21,500 jobs with Arts, Entertainment, and Recreation adding 6,200 positions.



# CURRENT EMPLOYMENT STATISTICS

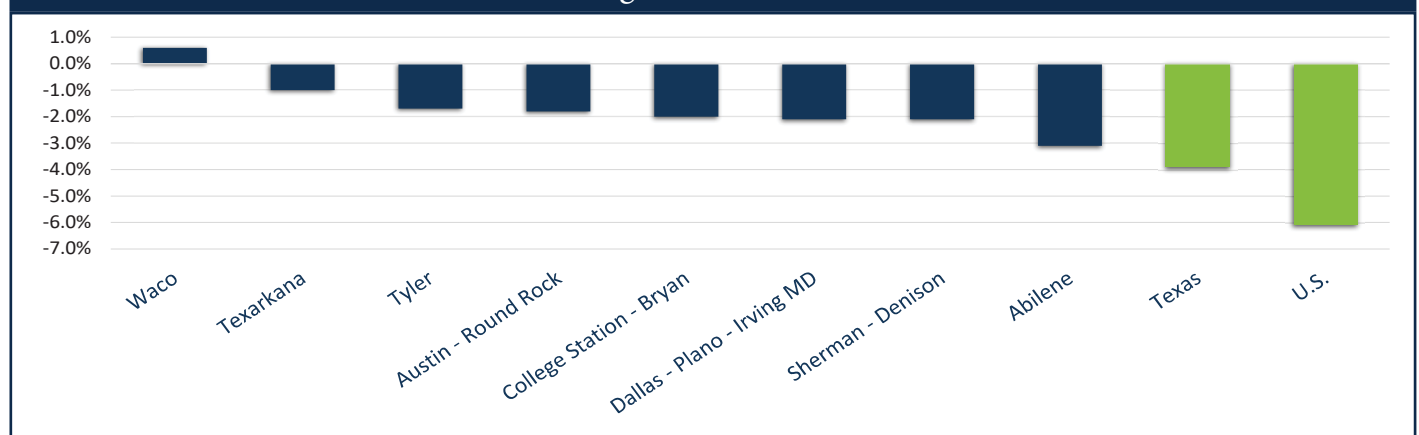
Metro Areas (Seasonally Adjusted)

Metro Areas	Oct 2020	Monthly Change	Annual Change	Annual % Change
Abilene MSA	70,900	-100	-2,300	-3.1
Amarillo MSA	115,100	200	-6,300	-5.2
Austin-Round Rock MSA	1,107,600	11,600	-20,400	-1.8
Beaumont-Port Arthur MSA	153,900	1,700	-11,600	-7.0
Brownsville-Harlingen MSA	136,300	-100	-8,800	-6.1
College Station-Bryan MSA	121,700	200	-2,500	-2.0
Corpus Christi MSA	179,100	-100	-15,300	-7.9
Dallas-FW-Arlington MSA	3,723,500	40,100	-90,800	-2.4
Dallas-Plano-Irving MD	2,660,900	22,400	-57,600	-2.1
Fort Worth-Arlington MD	1,062,400	18,700	-34,700	-3.2
El Paso MSA	311,100	1,800	-15,400	-4.7
Houston MSA	3,018,200	19,400	-150,700	-4.8
Killeen-Temple MSA	141,800	800	-4,600	-3.1
Laredo MSA	101,300	500	-7,100	-6.5
Longview MSA	92,800	300	-7,000	-7.0
Lubbock MSA	145,600	700	-5,000	-3.3
McAllen MSA	257,100	-1,000	-16,400	-6.0
Midland MSA	101,300	1,900	-13,500	-11.8
Odessa MSA	74,100	300	-9,100	-10.9
San Angelo MSA	46,500	-100	-3,100	-6.3
San Antonio MSA	1,046,900	8,500	-44,100	-4.0
Sherman-Denison MSA	47,400	-400	-1,000	-2.1
Texarkana MSA	60,300	-200	-600	-1.0
Tyler MSA	104,600	700	-1,800	-1.7
Victoria MSA	39,000	100	-2,700	-6.5
Waco MSA	123,800	1,500	700	0.6
Wichita Falls MSA	57,300	0	-2,600	-4.3

## Highlights

- Eighteen of 26 metro areas added jobs over the month for a combined employment increase of 91,300. Twenty-five metro areas had negative over-the-year growth.
- The Dallas-Plano-Irving Metropolitan Division had the largest monthly employment increase among metro areas with 22,400 jobs added. The area gained 182,700 positions since April.
- The Houston-The Woodlands-Sugar Land MSA added 19,400 jobs over the month. Since April the MSA gained 162,800. Over the year the area contracted by 150,700 positions.
- The Fort Worth-Arlington MD added 18,700 jobs in October. The area added 82,900 since April, but lost 34,700 jobs over the last 12 months.
- The Austin-Round Rock MSA added 11,600 jobs in October with 100,400 positions being added since April 2020. Over the year the MSA contracted by 20,400 positions.
- The San Antonio-New Braunfels MSA added 8,500 positions for a 0.8 percent increase in October. The MSA added 73,100 jobs since April.

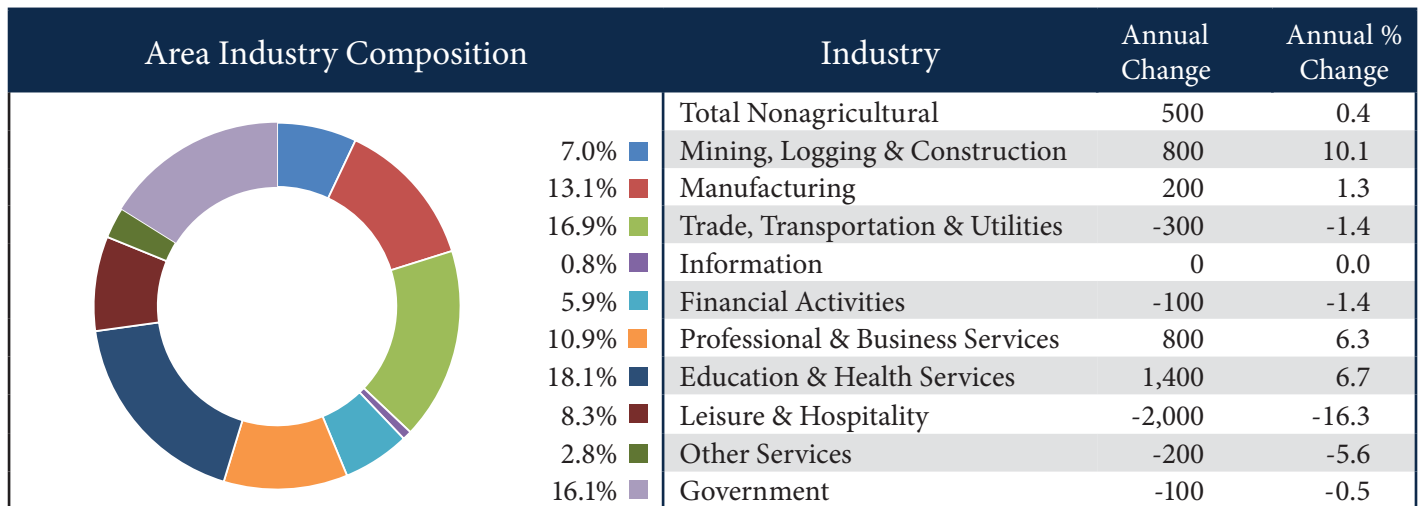
## Fastest Growing Metro Areas Over the Year



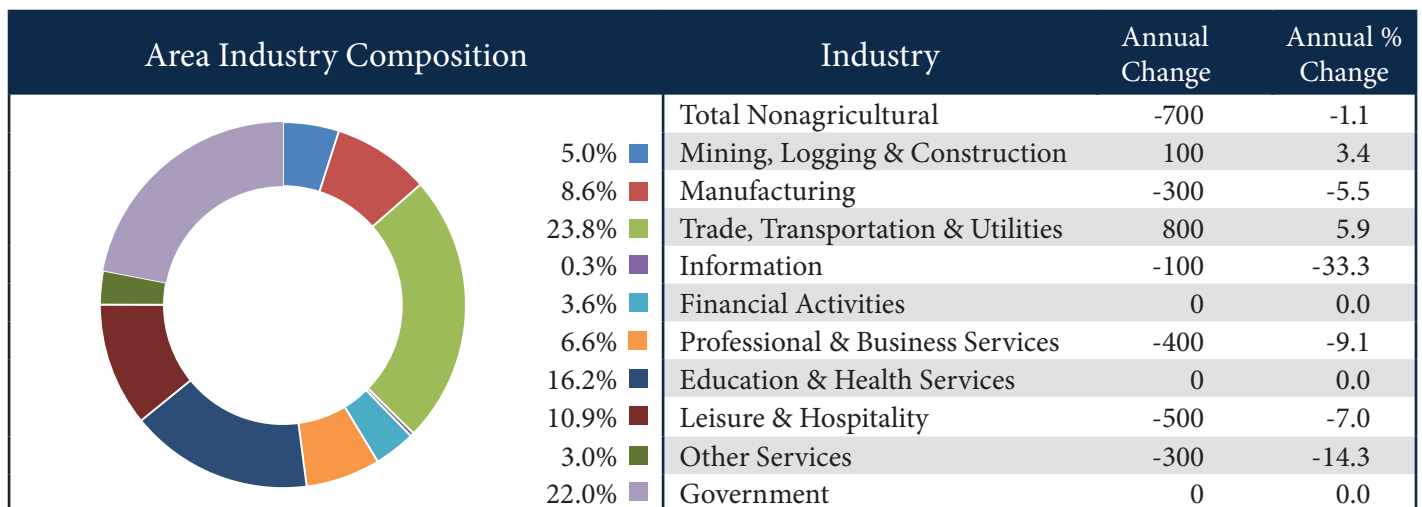
# CURRENT EMPLOYMENT STATISTICS

Fastest Growing Metro Areas Over-the-Year (Not Seasonally Adjusted)

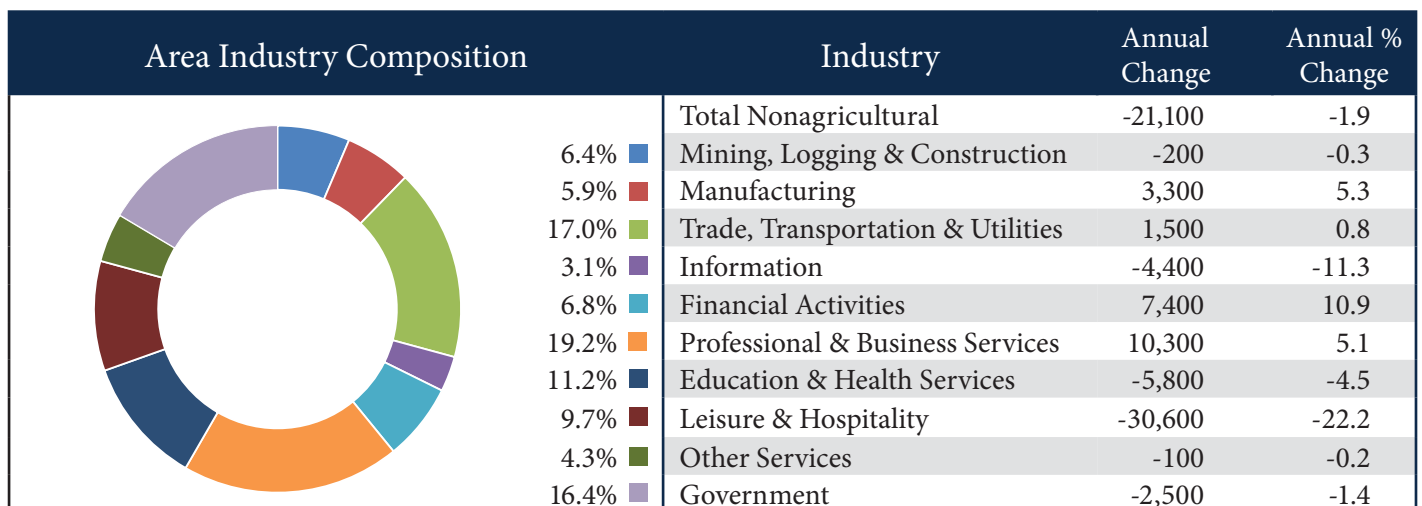
## Waco MSA



## Texarkana MSA



## Austin-Round Rock MSA



[Download CES excel data sheets \(include industry-level data\)](#)

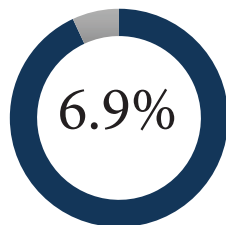
# LOCAL AREA UNEMPLOYMENT STATISTICS

Texas & the U.S. (Seasonally Adjusted)

## Texas October 2020

■ Employed  
13,111,800

■ Unemployed  
979,100

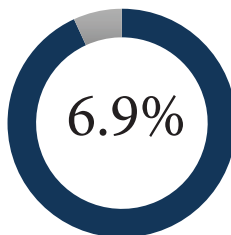


Date	CLF	Employment	Unemployment	Rate
Oct 2020	14,090,900	13,111,800	979,100	6.9
Sep 2020	14,219,500	13,045,700	1,173,800	8.3
Oct 2019	14,160,900	13,663,800	497,100	3.5

## U.S. October 2020

■ Employed  
149,806,000

■ Unemployed  
11,061,000

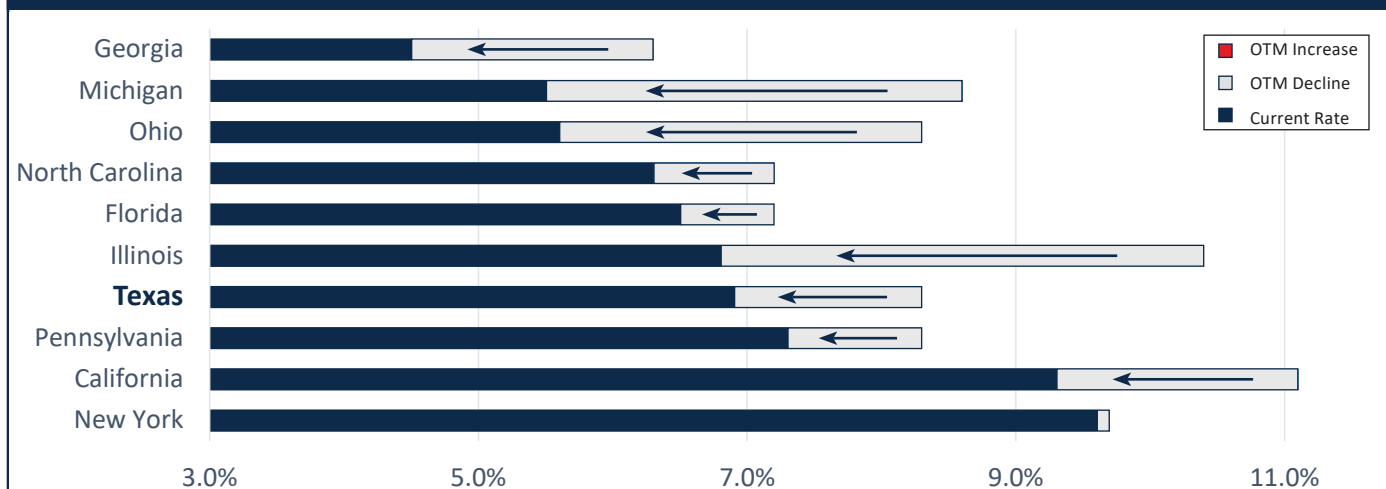


Date	CLF	Employment	Unemployment	Rate
Oct 2020	160,867,000	149,806,000	11,061,000	6.9
Sep 2020	160,143,000	147,563,000	12,580,000	7.9
Oct 2019	164,401,000	158,544,000	5,857,000	3.6

## Highlights

- Over the month the Texas seasonally adjusted unemployment rate dropped to 6.9 percent, equal to the U.S. rate.
- The state's seasonally adjusted labor force participation rate was 62.9 percent in October.
- Texas' seasonally adjusted LAUS employment was up 66,100 from last month.
- Summarizing the not seasonally adjusted estimates, the Texas unemployment rate decreased to 6.7 percent in October. This was 3.4 percentage points higher than the unemployment rate in October 2019.

## 10 Largest States' Unemployment Rates



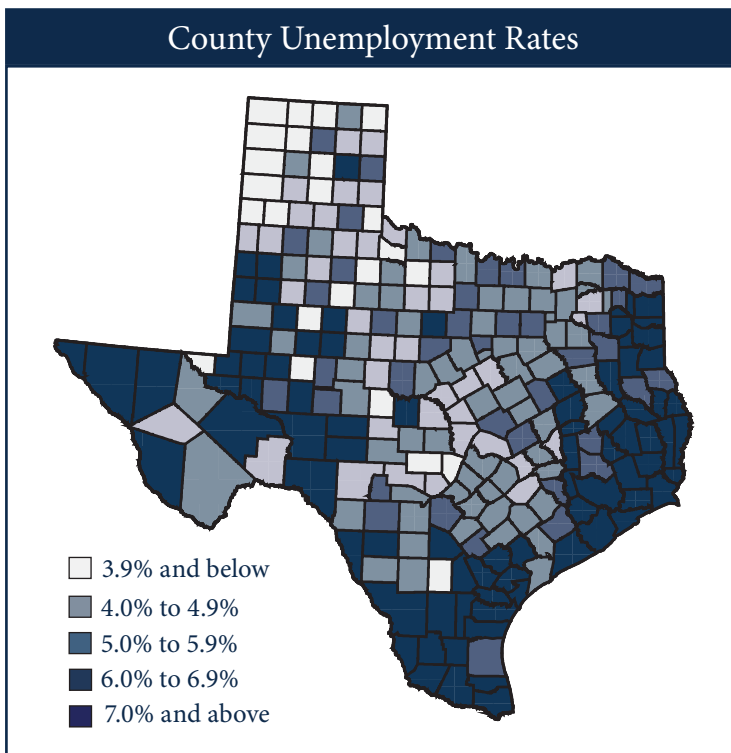
# LOCAL AREA UNEMPLOYMENT STATISTICS

Substate Areas (Not Seasonally Adjusted)

## County Highlights

- Unemployment rates varied considerably across counties, ranging from a low of 0.4 percent in Loving County to a high of 15.4 percent in Starr County.
- Six counties had an unemployment rate of 3.0 percent or less.
- King County experienced the largest unemployment rate decrease of 0.3 percentage points over the year.
- In October 2020, two counties experienced an increase in their unemployment rates over the month, while 252 counties experienced a decrease.
- Over the year, the civilian labor force increased in 48 counties, while 206 counties in the state experienced a decline.

## County Unemployment Rates



## Texas Metro Areas Ranked by Unemployment Rate

Rank	Area	Rate	Rank	Area	Rate
1	Amarillo	4.4	0	United States	6.6
2	College Station-Bryan	4.6	0	Texas	6.7
3	Abilene	4.9	15	El Paso	7.2
4	Austin-Round Rock	5.1	16	Victoria	7.4
4	Lubbock	5.1	17	Longview	7.5
4	Sherman-Denison	5.1	18	Houston-The Woodlands-Sugar Land	7.7
7	Waco	5.4	19	Laredo	7.8
8	San Angelo	5.9	20	Midland	8.1
9	Texarkana	6.0	21	Corpus Christi	8.4
9	Tyler	6.0	22	Brownsville-Harlingen	9.5
9	Wichita Falls	6.0	23	Beaumont-Port Arthur	10.0
12	Dallas-Fort Worth-Arlington	6.1	24	McAllen-Edinburg-Mission	10.5
12	Killeen-Temple	6.1	25	Odessa	11.4
14	San Antonio-New Braunfels	6.3			

## Metro Area Highlights

- Over the month, all 25 metropolitan areas experienced a decrease in their unemployment rates.
- Over the year, all Texas metropolitan areas experienced an increase in their unemployment rates.
- The Odessa MSA experienced the largest over the year change, rising 8.7 percentage points.

# CURRENT POPULATION SURVEY

## 12-Month Moving Average Unemployment Rates

### Texas Unemployment Rates by Demographic

Gender (age 16+)	Oct 2020	Sep 2020	Oct 2019
Female	7.3%	7.0%	3.6%
Male	6.6%	6.3%	3.5%

Age (16+)	Oct 2020	Sep 2020	Oct 2019
Age 16-19	17.8%	18.3%	13.1%
Age 20-24	11.3%	11.1%	6.7%
Age 25-34	7.5%	7.2%	3.6%
Age 35-44	5.2%	4.8%	2.2%
Age 45-54	5.2%	4.9%	2.4%
Age 55-64	6.1%	5.8%	2.6%
Age 65+	5.5%	5.4%	2.7%

Race (age 16+)	Oct 2020	Sep 2020	Oct 2019
White	6.4%	6.2%	3.3%
Black	10.1%	9.6%	5.5%
Hispanic	8.2%	7.9%	3.9%

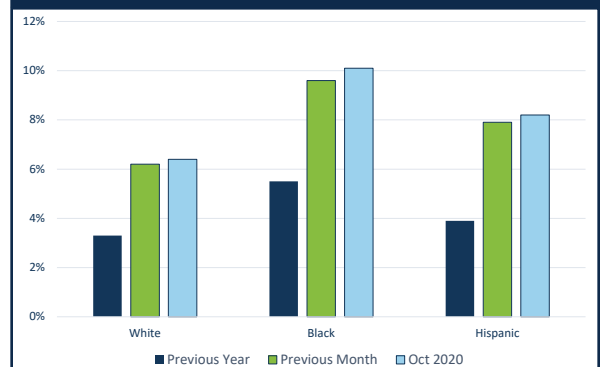
Other Categories (age 18+)	Oct 2020	Sep 2020	Oct 2019
Veterans	4.8%	4.5%	3.0%

Education (age 25+)	Oct 2020	Sep 2020	Oct 2019
Less than High School	9.5%	9.0%	3.0%
High School Diploma	7.6%	7.3%	3.2%
Some College or Associate Degree	6.3%	6.0%	2.8%
Bachelor's Degree or Higher	3.9%	3.6%	2.3%

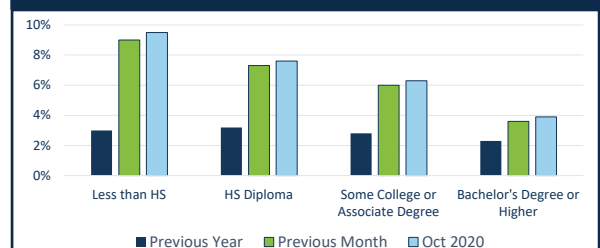
### Highlights

- The unemployment rate for males increased by 3.1 percentage points over the year to a rate of 6.6 percent, while the rate for women increased by 3.7 percentage points to 7.3 percent.
- The veteran unemployment rate increased over the month by 0.3 percentage points to 4.8 percent in October.
- Individuals with some college education or associate degree had an unemployment rate of 6.3 percent. Those with a bachelor's degree and higher had an unemployment rate of 3.9 percent and those with a high school diploma had a rate of 7.6 percent.
- Of the new entrants into Texas' labor force in October, less were men (18,500) than women (21,100).
- The number of people not in the labor force because they are discouraged over job prospects in Texas increased to 49,900, up from a level of 34,400 a year ago.

### Unemployment Rates by Race



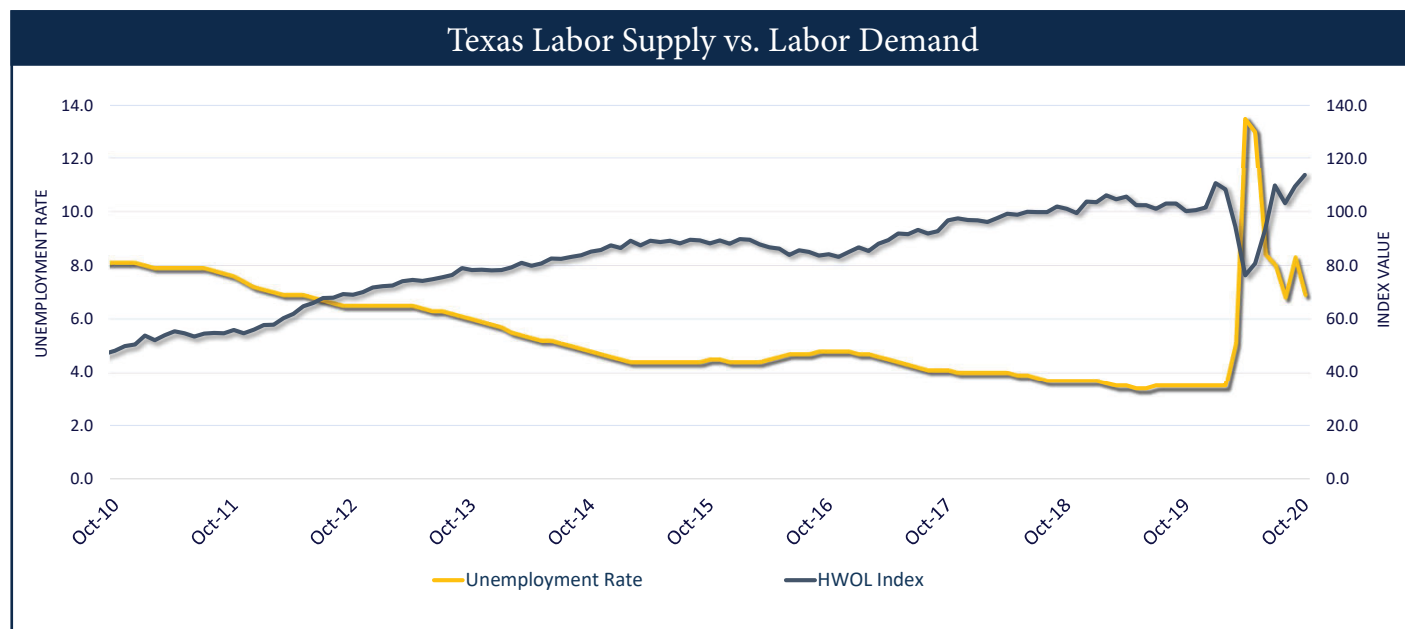
### Unemployment Rates by Education



[Download all LAUS excel data sheets](#)

# HELP WANTED ONLINE

Statewide Online Job Postings Data (Seasonally Adjusted)



## Highlights

- The Conference Board®-Burning Glass® Help Wanted OnLine™ (HWOL) Index increased over the month to 114.0 in October, a change of 4.0 percent.
- The October Supply/Demand rate was 1.97 unemployed for each advertised vacancy with a total of 481,943 more unemployed workers than advertised vacancies.

### Top Employers by Postings

Employer	Oct 2020
Hospital Corporation of America	2,996
Baylor Scott & White Health	2,558
Anthem Blue Cross	2,224
Amazon	2,157
Houston Methodist	2,132
Christus Health	2,076
Lowe's Companies, Inc	2,046
UnitedHealth Group	1,740
USAA	1,739
Southwestern Medical Center	1,614

### Top Occupations by Postings

Occupation	Oct 2020
Registered Nurses	22,231
Sales Representatives, Wholesale and Manuf., Except Technical and Scientific Products	16,806
Retail Salespersons	15,631
Customer Service Representatives	14,786
Software Developers, Applications	12,401
First-Line Supervisors of Retail Sales Workers	11,075
Computer Occupations, All Other	10,449
Heavy and Tractor-Trailer Truck Drivers	9,834
Managers, All Other	9,573
Laborers and Freight, Stock, and Material Movers, Hand	8,385

# EMPLOYMENT NEWS

## Media Update

### Job Gains

#### CBRE Move to Dallas Will Bring More Growth

Dallas Morning News

DALLAS, TX — Commercial property giant CBRE Group is moving its headquarters from Los Angeles to Dallas. The move to Dallas will bring more jobs as CBRE grows in the years ahead, CEO Robert Sulentic said. “This is such a prominent place for growth for our company,” Sulentic said. “We believe that Dallas will be a great place to source talent — a great place for real estate talent and a great place for tech talent,” he added.

The company’s biggest employment center is in the Dallas area, where it has more than 3,150 workers. CBRE has expanded its workforce in North Texas by almost 70% since 2012. One of its largest operating units — developer Trammell Crow Co. — is based here. And Sulentic, who was previously the head of Crow, has been working out of the Dallas office for years.

#### Amazon, Target and UPS Hiring Thousands

Dallas Morning News

DALLAS, TX — Amazon, Target and UPS are planning to hire thousands of North Texans as the holiday shopping season looms during a pandemic that’s testing the limits of retailers’ brick and mortar and delivery operations. Retailers have been slow to hire this holiday season as they try to assess how much demand they will need to meet during an unprecedented shopping season, according to global outplacement firm Challenger, Gray & Christmas Inc.

“Consumers are spending more online than they did in 2019,” said Challenger, Gray & Christmas vice president Andrew Challenger in a statement. “To accommodate the increase, online retailers as well as transportation and warehousing companies have been doing a lot of hiring during the pandemic.”

### Job Losses

#### Pioneer Natural Resources Lays Off 300

Dallas Morning News

DALLAS, TX — Irving-based Pioneer Natural Resources laid off about 300 employees as the oil and gas driller continues to suffer amid the COVID-19 pandemic. The layoffs were evenly split between Pioneer’s Irving corporate office and Permian Basin operations, the company said.

Spokesman Tadd Owens told The Dallas Morning News that laid-off workers would receive severance packages that include 1½ times their base annual salary, a \$24,000 medical/health care stipend and pro-rata vesting of existing stock awards. Global oil prices have gained some since reaching all-time lows earlier this year. Oil prices are expected to continue to struggle in the fourth quarter as demand remains low.

#### Hyatt Regency, Methodist Southlake Hospital Cut Jobs in Dallas Area

Dallas Morning News

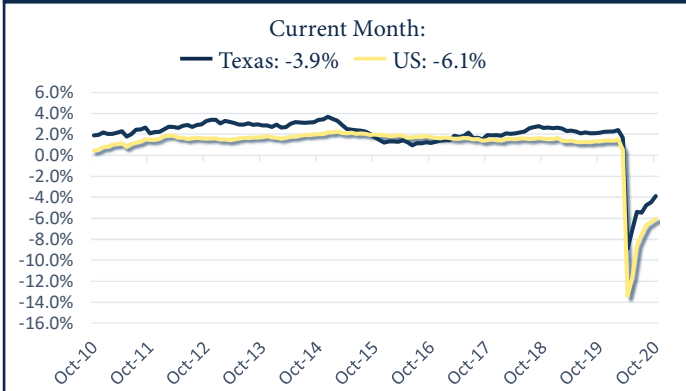
DALLAS, TX — Hyatt Regency Hotel in Dallas is permanently eliminating 101 jobs as the economic impact of COVID-19 lingers in the hotel sector. Methodist Southlake Hospital, a physician-owned acute care hospital, is ending a management agreement that now covers 153 in its transition to becoming a part of the larger Methodist Health System.

The hotel and medical facility disclosed their plans in letters released by the Texas Workforce Commission. Companies conducting mass layoffs must notify the state. The pandemic decimated the closely intertwined hotel and events industries, and Hyatt Regency noted that layoffs and temporary furloughs at its Reunion Boulevard location began in March. It permanently eliminated 101 jobs in October covering a broad range of hotel services, including sales and event managers, receptionists, security, restaurant servers and revenue analysts, the company said.



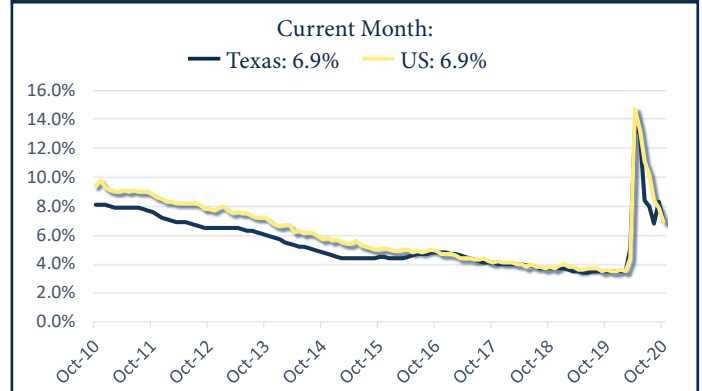
# KEY INDICATORS

## Total Nonag Annual Employment Growth (Seasonally Adjusted)



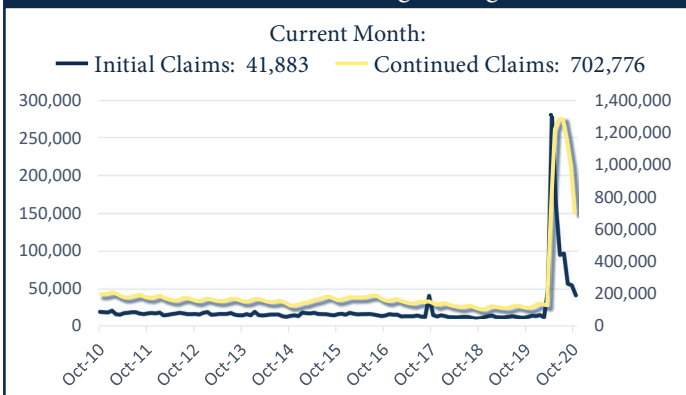
Source: TWC/Bureau of Labor Statistics

## Unemployment Rates (Seasonally Adjusted)



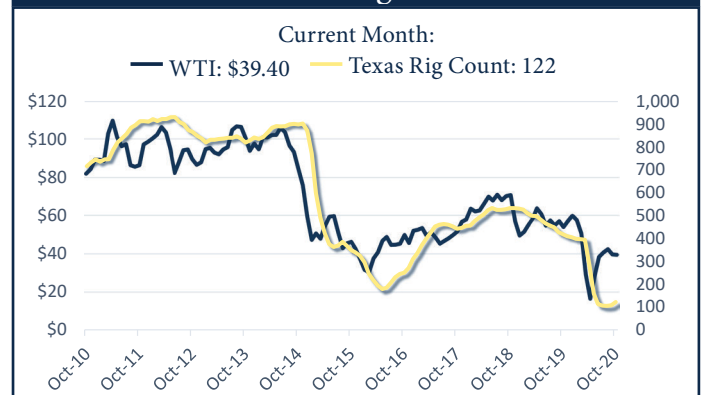
Source: TWC/Bureau of Labor Statistics

## Initial and Continued Claims (Four-Week Moving Average)



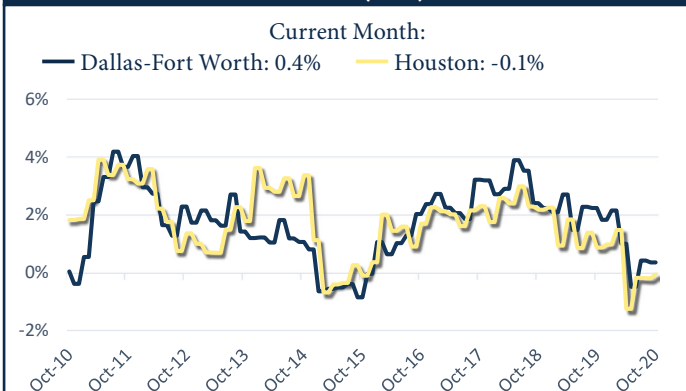
Source: TWC

## West Texas Intermediate Crude Oil vs. Texas Rig Count



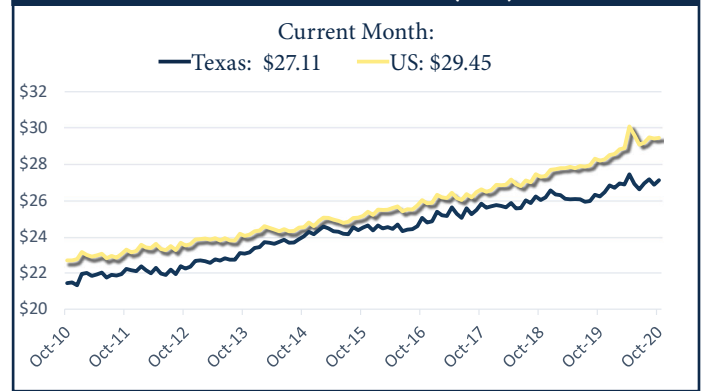
Source: US Energy Information Administration (EIA) & Baker Hughes

## Consumer Price Index Annual Growth (Not Seasonally Adjusted)



Source: Bureau of Labor Statistics

## Average Hourly Earnings (Total Private, Not Seasonally Adjusted)



Source: Bureau of Labor Statistics

[Download Key Indicators data in excel](#)



# GLOSSARY

## CURRENT EMPLOYMENT STATISTICS

This Federal/State cooperative program produces estimates drawn from a monthly survey of nonfarm business establishments used to collect wage and salary employment, worker hours and payroll by industry and area. It counts the number of jobs, not of people.

Nonagricultural Jobs - The total number of persons on establishment payrolls employed full or part time. Persons on the payroll of more than one establishment are counted in each. Data exclude proprietors, self-employed, unpaid family or volunteer workers, farm workers, and domestic workers. Government employment only covers civilian employees.

Actual or Not Seasonally Adjusted - Describes the data series not subject to the seasonal adjustment process. In other words, the effects of regular, or seasonal, patterns have not been removed from these series.

Seasonally Adjusted - The effects of regular, or seasonal, patterns of hiring or layoffs (holidays, weather, etc.) have been removed from these series. These adjustments make it easier to observe the cyclical and other non-seasonal movements in a data series.

## HELP WANTED ONLINE

The Conference Board Help Wanted OnLine® (HWOL) data series and index (July 2018=100) provides monthly measures of labor demand (advertised vacancies) at the national, regional, state, and metropolitan area levels.

Supply-Demand rate - A ratio measuring the number of unemployed persons per Help Wanted Online job openings.

## INDICATORS

Initial Claims - A count of notices of unemployment received requesting a determination of eligibility for UI benefits. A person can file multiple claims.

Continued Claims - A count of claimants who have qualified for and are receiving UI benefits.

Consumer Price Index - An index of the variation in prices paid by typical consumers for retail goods and other items.

## LOCAL AREA UNEMPLOYMENT STATISTICS

This Federal/State cooperative program produces employment and unemployment estimates by place of residence.

Employed - All persons 16 years and over who, during the reference week, (a) did any work at all (at least 1 hour) as paid employees, worked on their own business, profession, or on their own farm, or worked 15 hours or more as unpaid family workers, or (b) were not working but who had jobs from which they were temporarily absent. Each employed person is counted only once, even if the person holds more than one job.

Unemployed - All persons aged 16 years and over who had no employment, were available for work, and had made specific efforts to find employment. Includes persons who were waiting to be recalled to jobs from which they had been laid off.

Civilian Labor Force (CLF) - All persons classified as employed or unemployed.

Unemployment Rate - The unemployed number divided by the civilian labor force number.

## MISCELLANEOUS

Metropolitan Division (MD) - A Metropolitan Statistical Area with a population of 2.5 million which is subdivided into smaller groupings is referred to as Metropolitan Divisions (MDs).

Metropolitan Statistical Area (MSA) - A geographic area that contains at least one urbanized center of 50,000 or more population plus adjacent territory that has a high degree of social and economic integration with the core urban location. An MSA in Texas is made up of one or more counties.

Metro Area - Can refer either to a Metropolitan Statistical Area or a Metropolitan Division. Texas has 25 MSAs, including the Dallas-Fort Worth-Arlington MSA which is subdivided into two MDs.

Workforce Development Area (WDA) - The State of Texas is divided into twenty-eight (28) local workforce development areas.

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Relay Texas: 800-735-2989 (TTY) and 711 (Voice)  
<http://www.texasworkforce.org>

# **TWC Chairman Bryan Daniel Announced as the 2020 Appointed Official of the Year**

Date: October 15, 2020

Media Contact: James Bernsen

Phone: 512-463-8556

Awarded by Texas Association for the Education of Young Children

AUSTIN –The [Texas Association for the Education of Young Children](#) (TXAEYC) has recognized Texas Workforce Commission (TWC) Chairman Bryan Daniel as the recipient of their Appointed Official of the Year award for 2020. The award is given annually by TXAEYC to the elected or appointed official who has best championed, advocated, or advanced the interests of the early childhood education community in Texas. Past recipients of this award include TWC Commissioner Representing Labor Julian Alvarez, Chairman Richard Raymond, Mayor Mike Rawlins, Chairman Dan Huberty, Chairman Trent Ashby, and several other noted Texas officials.

The TXAEYC selection committee accredited TWC over the years with being a champion for early childhood through the agency's commitment to providing high quality child care for families who need it the most. TXAEYC acknowledged that TWC's commitment became even more evident in agency's response to the COVID-19 pandemic under TWC Chairman Daniel's leadership.

"I am honored to receive this award from the Texas Association for the Education of Young Children," said TWC Chairman Bryan Daniel. "I look forward to continuing to work with TXAEYC to support Texas child care providers, and to make sure young Texans and their families have every opportunity to reach their full potential."

TXAEYC accredits TWC's quick response to increasing reimbursement rates, opening eligibility to essential workers, and covering parent's share of costs in the early months of COVID-19 with being vital to the needs of families and children, as well as, the survival of early childhood programs across the state.

Through programs such as Texas Rising Star, subsidized child care, and numerous other grants and programs, TWC has worked to ensure that child care centers in Texas have the resources they need to deliver high quality, affordable options to Texas children and parents.

To learn more about the TWC child care services program and child care provider resources, go to <https://twc.texas.gov/students/child-care-program>.

The Texas Workforce Commission is a state agency dedicated to helping Texas employers, workers and communities prosper economically. For details on TWC and the services it offers in coordination with its network of

local workforce development boards, call 512-463-8942 or visit [www.texasworkforce.org](http://www.texasworkforce.org). To receive notifications about TWC programs and services subscribe to our [email updates](#).

Last Verified: October 15, 2020

Equal Opportunity Employer/Program

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

Deaf, hard-of-hearing or speech-impaired customers may contact TWC through the relay service provider of their choice. [Equal opportunity is the law](#).

For questions, compliments or complaints, call 800-628-5115



**ITEM 10**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD  
CURRENT MEMBERSHIP  
JULY 1, 2020 – JUNE 30, 2021**

**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](mailto:nightandday@arn.net)

Industry Represented: Services (62)  
TWC ID #: 075710160  
Firm Size: 29 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2022

**PRIVATE SECTOR (CITY OF AMARILLO)**

Ms. Betty Bara

Co-Owner  
La Fiesta Grande  
4704 Van Winkle Drive  
Amarillo, Texas 79119  
(806) 376-3689 / (806) 679-0578 fax  
[bettybara@aol.com](mailto:bettybara@aol.com)

Industry Represented: Food (72)  
TWC ID #: 021762288  
Firm Size: 84  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2022

**PRIVATE SECTOR (CITY OF AMARILLO)**

Ms. Heather Freeman

Director, Workforce Strategies  
Consolidated Nuclear Security, LLC - Pantex  
P. O. Box 30020  
Amarillo, Texas 79120  
(806) 573-7782  
[heather.freeman@cns.doe.gov](mailto:heather.freeman@cns.doe.gov)

Industry Represented: Manufacturing (31)  
TWC ID #: 144395778  
Firm Size: 3,230 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2022

**PRIVATE SECTOR (CITY OF AMARILLO)**

Mr. Jason Henderson \*\*\* / \*\*\*\*

Operations Director  
Bell Helicopter, Textron  
10201 Airport Blvd.  
Amarillo, Texas 79111  
(806) 467-4117  
[jhenderson@bellflight.com](mailto:jhenderson@bellflight.com)

Industry Represented: Manufacturing (31)  
TWC ID #: 002639157  
Firm Size: 4,954 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2023

**PRIVATE SECTOR (CITY OF AMARILLO)**

Mr. David Parker

Regional Human Resource Manager  
United Supermarkets, LLC  
5807 S.W. 45<sup>th</sup> Avenue, Suite 100  
Amarillo, Texas 79109  
(806) 457-6658  
[dparker@unitedtexas.com](mailto:dparker@unitedtexas.com)

Industry Represented: Retail (44)  
TWC ID #: 111460434  
Firm Size: 3,000 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2022

**PRIVATE SECTOR (AREA I - DALLAM,  
HARTLEY, MOORE, OLDHAM AND SHERMAN  
COUNTIES)**

Mr. Michael Wright \*\*\*  
Publisher  
Moore County News - Press  
P.O. Box 757  
Dumas, Texas 79029  
(806) 935-4111 / (806) 935-2438 fax  
[mwright@moorenews.com](mailto:mwright@moorenews.com)

Industry Represented: Information (51)  
TWC ID #: 08-099770-1  
Firm Size: 11 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30,2022

**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](mailto:michelle.griffin@anb.com)

Industry Represented: Finance (52)  
TWC ID #: 000422070  
Firm Size: 619 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2023

**PRIVATE SECTOR (AREA III - BRISCOE,  
CASTRO, DEAF SMITH, PARMER AND  
SWISHER COUNTIES)**

Mr. Art Martinez  
Owner  
Whiteface Heating & Air, Inc.  
127 Main Street  
Hereford, Texas 79045  
(806) 364-4122  
[whitefaceha@wtrt.net](mailto:whitefaceha@wtrt.net)

Industry Represented: Wholesale Trade (42)  
TWC ID #: 130532764  
Firm Size: 5 employees  
Ethnicity/Gender: H/M  
Term Expires: June 30, 2023

**PRIVATE SECTOR (AREA IV - ARMSTRONG,  
CARSON, POTTER AND RANDALL COUNTIES)**

Mr. Matt Parker  
Vice President for Cardiovascular Services  
Baptist St. Anthony's Health System (BSA)  
1600 Wallace Blvd.  
Amarillo, Texas 79106  
(806) 212-5714  
[matt.parker@bsahs.org](mailto:matt.parker@bsahs.org)

Industry Represented: Healthcare (62)  
TWC ID #: 138513173  
Firm Size: 2,491 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2021



**PRIVATE SECTOR (AREA V - CHILDRESS,  
COLLINGSWORTH, DONLEY, GRAY, HALL AND  
WHEELER COUNTIES)**

Ms. Laura Lopez  
Human Resource Specialist  
Hunting Titan Inc.  
11785 Hwy 152  
Pampa, Texas 79065  
(806) 661-3682 / (806) 661-3675 fax  
[Laura.Lopez@hunting-intl.com](mailto:Laura.Lopez@hunting-intl.com)

Industry Represented: Manufacturing (31)  
TWC ID: 143344908  
Firm Size: 252 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2023

**PRIVATE SECTOR (AT LARGE)**

Mr. Kevin Caddell  
Owner  
Furniture Fashions, LTD  
1603 Tennessee Blvd.  
Dalhart, Texas 79022  
(806) 244-5551  
[Kevin@furnfash.com](mailto:Kevin@furnfash.com)

Industry Represented: Retail (44)  
TWC ID #: 109626740  
Firm Size: 8 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2022

**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](mailto:rivas@arn.net)

Industry Represented: Services (54)  
TWC ID #: 012394527  
Firm Size: 0 employees  
Ethnicity/Gender: H/M  
Term Expires: June 30, 2023

**PRIVATE SECTOR (AT LARGE)**

Mr. Francisco Apodaca  
Co-Owner  
Apodaca Brothers  
801 E. Campbell  
Pampa, TX 79065  
(806) 669-1169 / (806) 669-1169  
[12280ehwy60@gmail.com](mailto:12280ehwy60@gmail.com)

Industry Represented: Construction (23)  
TWC ID #: 119858119  
Firm Size: 8 employees  
Ethnicity/Gender: H/M  
Term Expires: June 30, 2021

**ECONOMIC DEVELOPMENT ORGANIZATIONS**

Ms. Shawna Elliott  
Executive Director  
Pampa Chamber of Commerce  
200 North Ballard Street  
Pampa, Texas 79065  
(806) 669-3241 / (806) 669-3244  
[exec@pampachamber.com](mailto:exec@pampachamber.com)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2023

## **SECONDARY EDUCATION**

Mr. Jay Barrett \*\*\*  
Principal, Amarillo Area Center for Advanced  
Learning  
Amarillo Independent School District  
1100 North Forest  
Amarillo, Texas 79106  
(806) 326-2800  
[jay.barrett@amaisd.org](mailto:jay.barrett@amaisd.org)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2022

## **POST-SECONDARY EDUCATION**

Mr. Texas D. "Tex" Buckhaults  
Interim President  
Clarendon College  
P. O. Box 968  
Clarendon, Texas 79226  
(806) 874-3571  
[Tex.Buckhaults@clarendoncollege.edu](mailto:Tex.Buckhaults@clarendoncollege.edu)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2022

## **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](mailto:ttclunis@actx.edu)

Ethnicity/Gender: B/F  
Term Expires: June 30, 2023

## **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](mailto:lisa.white@amarillolibrary.org)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2022

## **VOCATIONAL REHABILITATION ORGANIZATIONS**

Ms. Valarie Robbins  
Area Manager  
Texas Workforce Solutions  
Vocational Rehabilitation Services  
5809 South Western Boulevard, #255  
Amarillo, Texas 79110  
(806) 351-3830 / (806) 351-3860 fax  
[valarie.robbins@twc.state.tx.us](mailto:valarie.robbins@twc.state.tx.us)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2023

**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](mailto:magi.york@pcsvcs.org)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2023

**COMMUNITY-BASED ORGANIZATIONS**

Ms. Irene Arnold \*\*\*  
Case Manager  
Downtown Women’s Center, Inc.  
409 South Monroe  
Amarillo, Texas 79101  
(806) 372-3625 / (806) 372-9026  
[irene@dwcenter.org](mailto:irene@dwcenter.org)

Ethnicity/Gender: H/F  
Term Expires: June 30, 2023

**LABOR ORGANIZATIONS**

Mr. Drew Downs  
Assistant Business Manager  
International Brotherhood of Electrical Workers -  
Local 602  
200 South Fannin Street  
Amarillo, Texas 79106  
(806) 376-9945 / (806) 376-9407  
[ddowns@ibew602.org](mailto:ddowns@ibew602.org)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2021

**LABOR ORGANIZATIONS**

Mr. John West, II \*\*\* / \*\*\*\*  
Council Representative  
Central South Carpenters Regional Council  
12180 RM 1061 (Tascosa Road)  
Amarillo, Texas 79124-4829  
(806) 373-4574 / (806) 374-4437 fax  
[jwest@cscouncil.net](mailto:jwest@cscouncil.net)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2023

**PUBLIC EMPLOYMENT AGENCY**

Mr. Norman Bearden \*\*\*\*  
Veterans Resource Coordinator  
Texas Workforce Commission  
2002 West Loop 289, Suite 117  
Lubbock, Texas 79407  
(806) 765-5038 ext.2129  
[norman.bearden@twc.state.tx.us](mailto:norman.bearden@twc.state.tx.us)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2023

**STATE DEPARTMENT OF HUMAN SERVICES**

Ms. Tonya McWilliams  
Program Manager  
Texas Health and Human Services Commission  
28 Western Plaza Drive  
Amarillo, Texas 79109  
(806) 457-5231 / (806) 457-5212  
[Tonya.McWilliams@hpsc.state.tx.us](mailto:Tonya.McWilliams@hpsc.state.tx.us)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2022

- \* Chairman
- \*\* Vice Chairman
- \*\*\* Executive Committee Member
- \*\*\*\* Also serves as Veterans Representative
- \*\*\*\*\* Also serves as Child Care Representative