

**Panhandle Workforce  
Development Consortium's  
Governing Body  
Meeting Agenda  
February 22, 2024**

**PANHANDLE WORKFORCE DEVELOPMENT  
CONSORTIUM'S GOVERNING BODY  
2024 Meeting Calendar**

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

We are providing you with the 2024 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 22, 2024
May 23, 2024
August 22, 2024
December 12, 2024 (Tentatively)



## **NOTICE OF MEETING**

A meeting of the Panhandle Workforce Development Consortium's Governing Body will be held at 11:30 a.m. on Thursday, February 22, 2024. Governing Body Members and individuals from the public may access the meeting in person at 415 S.W. 8th Avenue, Amarillo, Potter County, Texas. Lunch will be served to Members prior to the meeting.

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

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

<https://us02web.zoom.us/j/88688157214?pwd=Wnc0ZnNBZ0Q2eGlZQlFOaEZOS2ZmZz09>

Or may participate by phone (346) 248-7799

Meeting ID: 886 8815 7214 - Passcode: 238298

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 December 7, 2023 meeting of the Governing Body.

4. **CURRENT MEMBERSHIP LIST**

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

5. **MEMBERSHIP UPDATE / RECOGNITION**

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

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

Review of agenda items presented and concurrence with actions taken at the February 21, 2024 meeting of the Panhandle Workforce Development Board:

6a. **MINUTES**

Minutes from the PWDB meeting held on December 6, 2023, and PWDB's Child Care Advisory Committee meeting held on January 24, 2024. No action by the Body is required.

6b. **REPORT ON INITIAL MEETING OF CHILD CARE ADVISORY COMMITTEE**

A summary of last month's first meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee. No action by the Body is required.

6c. **AMENDMENT OF BYLAWS FOR CHILD CARE ADVISORY COMMITTEE**

An amendment of the Bylaws for the Panhandle Workforce Development Board's Child Care Advisory Committee.

6d. **APPOINTMENT(S) TO CHILD CARE ADVISORY COMMITTEE**

Appointment(s) of members to serve on the Panhandle Workforce Development Board's Child Care Advisory Committee.

6e. **CHILD CARE QUALITY IMPROVEMENT ACTIVITY UPDATE**

An update on the recent activities of the Child Care and Development Fund (CCDF) Child Care Quality Improvement Activity (CCQ) grant. No action by the Body is required.

6f. **UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES**

Consider proposed updates to current local PWDB policy:

- a) Case Management;
- b) Support Services;
- c) Work-Based Training Services and Related Policy Governing Non-Financial Agreement; and
- d) Facility Selection, Usage and Cost Sharing by Partner Organizations and Customers.

**6g. REPORTS ON GRANTS**

A review of reports on the Panhandle's grants for October 1, 2023 – December 31, 2023. No action by the Body is required.

**6h. CHILD CARE PROGRAM PERFORMANCE UPDATE**

An update on Child Care program performance. No action by the Body is required.

**6i. CONTRACTOR'S REPORT ON CHILD CARE PERFORMANCE**

Trent Morris, Huxford Group LLC President and WSP Director, will discuss Child Care program performance. No action by the Body is required.

**6j. CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES**

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

**6k. LOCAL MONITORING REPORT**

An update on monitoring activities. No action by the Body is required.

**6l. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES**

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

**6m. CURRENT PWDB MEMBERSHIP LIST**

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

**7. FINAL PUBLIC COMMENT PERIOD**

**8. 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 15<sup>th</sup> day of February 2024, 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



# **ITEM 3**

## **CGB Minutes**



PANHANDLE REGIONAL PLANNING COMMISSION  
Panhandle Workforce Development Consortium's Governing Body  
Minutes  
December 7, 2023

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, December 7, 2023, at 11:30 a.m.

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

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

Judge Carter presided.

MEMBERS PRESENT:

- Cole Stanley, City of Amarillo
- Dan Looten, County of Carson
- Chris Porter, County of Gray
- Cindy Irwin, County of Hutchinson
- Terri Carter, County of Sherman
- Harold Keeter, County of Swisher

MEMBERS ABSENT:

- D J Wagner, County of Deaf Smith

OTHERS PRESENT:

Jennifer Galloway and Trent Morris, Workforce Solutions Panhandle

STAFF PRESENT:

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

1. CALL TO ORDER

Judge Carter called the meeting to order, and noted that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered the minutes from the August 24, 2023 meeting of the Governing Body. Judge Keeter moved for approval. Judge Porter seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

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

5. APPOINTMENTS OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

The body considered the appointment of two new individuals to serve on the Panhandle Workforce Development Board. Mayor Stanley made a motion to approve the appointments of Ms. Wanda Boatman and Ms. Jill Goodrich, as presented. Judge Keeter seconded the motion; the motion carried.

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

Members were asked to review agenda items presented and consider concurrence with actions taken at the December 6, 2023 meeting of the Panhandle Workforce Development Board:

6a. MINUTES

Members considered approval of the minutes from the Board's August 23, 2023 meeting.

6b. LOCAL EMPLOYER OF EXCELLENCE AWARD

The Panhandle Workforce Development Board 2023 Local Employer of Excellence Award Recognition for Cacique Foods, LLC was presented.

6c. APPOINTMENT OF EXECUTIVE COMMITTEE 2023-2024

The Board recognized members appointed by the Chair to the Executive Committee for the current year which covers July 1, 2023 to June 30, 2024.

6d. PROGRAM PRESENTATION – WIOA PROGRAM SERVICES

Jennifer Galloway, Training Services Program Manager with Workforce Solutions Panhandle, provided a Workforce Innovation and Opportunity Act (WIOA) Program services overview.

6e. BOARD ATTESTATION & COMMUNITY IMPACT STATEMENT

Members were provided with the Board Attestation & Community Impact Statement submitted the prior month to the Texas Workforce Commission (TWC), as part of the Panhandle Workforce Development Board's 2023-24 Board Oversight Capacity.



6f. REPORT ON GRANTS

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

6g. BYLAWS FOR CHILD CARE ADVISORY COMMITTEE

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

6h. APPOINTMENT OF THE CHILD CARE ADVISORY COMMITTEE

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

6i. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES

Members were asked to consider proposed updates to current local PWDB policy:

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

6j. LOCAL MONITORING REPORT

Members were updated on monitoring activities.

6k. 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.

6l. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

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

6m. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

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

7. FINAL PUBLIC COMMENT PERIOD

None.

8. ADJOURN

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



# **ITEM 4**

## **CGB Membership List**

**PANHANDLE WORKFORCE DEVELOPMENT CONSORTIUM'S GOVERNING BODY  
CURRENT MEMBERSHIP  
JULY 1, 2023 – JUNE 30, 2024**

**CITY OF AMARILLO**

The Honorable Cole Stanley  
Mayor, City of Amarillo  
P. O. Box 1971  
Amarillo, Texas 79105-0001  
(806) 378-3014  
(806) 378-9394 fax  
[cole.stanley@amarillo.gov](mailto:cole.stanley@amarillo.gov)

**AT- LARGE**

The Honorable DJ Wagner \*  
Judge, County of Deaf Smith  
235 E. 3<sup>rd</sup> Rm 201  
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  
[tcarter@co.sherman.tx.us](mailto:tcarter@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



**ITEM 6(a)**  
**PWDB Minutes**



PANHANDLE REGIONAL PLANNING COMMISSION  
Panhandle Workforce Development Board  
Minutes  
December 6, 2023

The regular meeting of the Panhandle Workforce Development Board was held at 12:30 p.m. on Wednesday, December 6, 2023.

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

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

Mr. Caddell presided.

MEMBERS PRESENT:

- Francisco Apodaca, Apodaca Brothers
- Jay Barrett, AmTech Career Academy
- Ryan Bradley, Hunting Titan
- Texas "Tex" Buckhaults, Clarendon College
- Kevin Caddell, Furniture Fashions, LTD
- Tamara Clunis, Amarillo College
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Kristi Hanes, Night & Day, Care & Play Inc.
- Jahnel McClain, Goodwill Industries of Northwest Texas
- Amy Moran, CNS Pantex
- David Parker, Harwell & Cook Orthodontics
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- Paul Salazar, West Texas Electrical Joint Apprenticeship & Training Committee
- Geneva Tiller, Texas Workforce Solutions Vocational Rehabilitation Services
- Jason Vaden, Texas Workforce Commission
- Uriel Villa, Edward Jones Investments
- Brian Wasden, Kleinstadt Motors
- Lisa White, Amarillo Public Library

MEMBERS ABSENT:

- Betty Bara, La Fiesta Grande
- Sonja Clark, Bell Textron, Inc.
- Crystal Hermesmyer, Shamrock Economic Development Corporation
- Lisa Lillard, Texas Health and Human Services Commission
- Amy Rambo, BSA Health System
- John Roberts, Central South Carpenters Regional Council
- Magi York, Panhandle Community Services

OTHERS PRESENT:

David Hall, Amarillo College; Sarah Barnes, Phillip Flores, Ray Flores, Jennifer Galloway, Karron Gilbreath, Trent Morris, Shannon Rowell, April Slatter and June Sliter, Workforce Solutions Panhandle.

STAFF PRESENT:

Kathy Cabezuela, Ana Gonzalez, Rosie Gonzalez, Leslie Hardin, Amanda Leal, Jolene Ortega, Mike Peters, Heather Reid, and Marin Rivas.

1. CALL TO ORDER

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

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the Board's August 23, 2023 meeting. Mr. Buckhaults moved to approve the minutes as presented. Mr. Salazar seconded the motion; the motion carried.

4. LOCAL EMPLOYER OF EXCELLENCE AWARD

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

5. APPOINTMENT OF EXECUTIVE COMMITTEE 2023-2024

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

6. PROGRAM PRESENTATION – WIOA PROGRAM SERVICES

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

7. BOARD ATTESTATION & COMMUNITY IMPACT STATEMENT

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

8. REPORT ON GRANTS

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

9. BYLAWS FOR CHILD CARE ADVISORY COMMITTEE

Members were asked to consider the approval of the Bylaws for the Panhandle Workforce Development Board's Child Care Advisory Committee. Mr. Villa moved to approve the Bylaws as presented. Mr. Charlie Rivas seconded the motion; the motion carried.

10. APPOINTMENT OF THE CHILD CARE ADVISORY COMMITTEE

Members were asked to consider the appointment of eight volunteers to serve as the Panhandle Workforce Development Board's Child Care Advisory Committee. Mr. Villa moved to appoint the individuals to serve as the Committee, as recommended. Mr. Salazar seconded the motion; the motion carried.

11. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES

Members were asked to consider proposed updates to current local PWDB policy:

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

There were no public comments and Mr. Parker moved to approve the updates. Mr. Villa seconded the motion; the motion carried.

12. LOCAL MONITORING REPORT

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

13. 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.

14. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

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

15. CURRENT MEMBERSHIP LIST

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

16. FINAL PUBLIC COMMENT PERIOD

None.

17. ADJOURN

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





PANHANDLE REGIONAL PLANNING COMMISSION  
Panhandle Workforce Development Board's Child Care Advisory Committee  
Minutes  
December 6, 2023

The regular meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee was held at 11:00 a.m. on Wednesday, January 24, 2024.

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

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

MEMBERS PRESENT:

- Gracie Aragon
- Karron Gilbreath
- Kristi Hanes
- Victoria Hughes
- Trena Rider
- Mikki Wossum

MEMBER ABSENT:

- Kim Winegeart

OTHERS PRESENT:

Trent Morris, Workforce Solutions Panhandle.

PANHANDLE WORKFORCE DEVELOPMENT BOARD STAFF PRESENT:

Kathy Cabezuela, Leslie Hardin, Heather Reid, and Marin Rivas.

1. CALL TO ORDER

Ms. Aragon called the meeting to order and noted that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. WELCOME

Marin Rivas, Workforce Development Director with the Panhandle Regional Planning Commission and the Panhandle Workforce Development Board welcomed the members of the Committee. No action by the Committee was required.

4. OVERVIEW OF THE COMMITTEE

Members had the opportunity to discuss the goals and objectives of this committee as well as each member's role within the Committee.

5. BYLAWS

Members were presented with the Bylaws for the Committee. The Committee recommended updating the Bylaws with the ability to increase the number of members of the Committee to allow for additional Representatives of child care stakeholders that represent the interests of the children and/or the families served.

6. ELECTION OF OFFICERS

Members were asked to elect Officers (Chair and Vice-Chair) for the Committee. Ms. Wossum made a motion to elect Ms. Rider to serve as Chair. Ms. Hanes seconded the motion; the motion carried. Ms. Rider made a motion to elect Ms. Wossum to serve as Vice-Chair. Ms. Hanes seconded the motion; the motion carried.

7. SCHEDULING UPCOMING MEETINGS

Members were asked to determine upcoming meeting times and days to be scheduled. Members agreed that the next meeting of the Committee will be on Wednesday, April 24, 2024 at 1:00 p.m. The following meetings will be tentatively at 1:00 p.m. on July 24 and October 23, 2024.

8. CHILD CARE QUALITY UPDATE

April Slatter, Workforce Solutions Panhandle Child Care Services Program Manager provided an update on the Child Care Quality (CCQ) funding.

## 9. TOPICS FOR FEBRUARY 2024 CHILD CARE NETWORK MEETING

Members discussed topics and questions to be submitted by representatives of the Panhandle Workforce Development Board (PWDB) staff, Workforce Solutions Panhandle (WSP) staff and the Texas Workforce Commission (TWC) at the Child Care Network (CCN) meeting on February 28-29, 2024:

- Discussion of TWC approved curriculum (i.e., Teaching Strategies, CLI);
- Comments on current attendance reporting system being somewhat problematic for parents and providers (i.e., ProCare, Brightwheel) on tablets, phones;
- Child Development Associate (CDA) Credential question – when will more staff be added to certify qualifying individuals? Our area only has one person certifying and it could take one to two months before that person comes out to certify;
- Shared Service Alliances question – how do other Boards support shared service alliance counterparts to help them grow out?
- Credentials for student teachers (Ages 16-17) question – why can't high school students be used as support in early learning centers? Find out about the age limit requirement and education requirement; and
- The Committee members expressed that they will want to know more about what is learned by Workforce Board and Contractor staff attending the Child Care Network meeting.

## 10. OPEN DISCUSSION

Members discussed nominating new Committee members possibly from Child Care Provider teachers.

## 11. CURRENT MEMBERSHIP LIST

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

## 12. FINAL PUBLIC COMMENT PERIOD

None.

## 13. ADJOURN

There being no further business to come before the Committee, Ms. Hughes moved that the meeting adjourn. Ms. Rider seconded the motion; the meeting adjourned.



**ITEM 6(c)**  
**Child Care Advisory Committee**  
**Amendment to Bylaws**

**BYLAWS OF THE  
PANHANDLE WORKFORCE DEVELOPMENT BOARD’S  
CHILD CARE ADVISORY COMMITTEE  
Amendment 1**

ARTICLE I

Name

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

ARTICLE II

Authority

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

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

ARTICLE III

Purpose

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

ARTICLE IV

Support Staffing

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

ARTICLE V

Budget

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

ARTICLE VI

Committee Membership

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

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

ARTICLE VII

Terms

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

ARTICLE VIII

Officers

1. Chairperson

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

2. Vice Chairperson

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

## ARTICLE IX

### Meetings

#### 1. Regular Meetings

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

#### 2. Special Meetings

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

#### 3. Minutes of Meetings

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

#### 4. Report of Activities at Committee Meetings

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

#### 6. Expenses

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

## ARTICLE X

### Disclosure

1. Members of the Committee will declare in writing all substantial business interests and representational interests that they, or their immediate family members, have with a business or organization which has received, currently receives, or is likely to receive funding which falls under the purview of the Committee or the PWDB.
2. Disclosure will be made as soon as the member becomes aware of the financial interest. Members will be responsible for updating their written declarations in the event of change. Responsibility for reviewing this information and advising the Chairperson on potential conflicts will be assigned to PWDB staff.
3. In the event that a Committee member, or immediate family member, has a business or organizational interest that would be primarily affected by any official Committee action, that member will disclose the nature and extent of the interest before any discussion or decision. The member may be counted in determining the presence of a quorum for the meeting but shall not be counted as voting for or against the matter in question.
4. In the event that a Committee member who has declared a disclosure also serves as a member of the PWDB, the member shall abstain from voting on, or participating in any decision regarding, a Committee action when the action is presented to the PWDB. When a PWDB agenda item presenting a Committee action is opened in the PWDB meeting, the PWDB member may be present for discussion but may, at the discretion of the PWDB Chair, be required to temporarily leave the PWDB meeting during the final deliberation and vote on the matter.
5. Failure by any member to adhere to the above requirements will be grounds for expulsion from the Committee and, if applicable, the PWDB.

## ARTICLE XI

### Amendments

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

## ARTICLE XII

### Period

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

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Mr. Kevin Caddell, Chairperson  
Panhandle Workforce Development Board

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Date





**ITEM 6(d)**  
**Child Care Advisory Committee**  
**Appointment(s)**

**APPOINTMENT(S) TO THE**  
**PANHANDLE WORKFORCE DEVELOPMENT BOARD'S**  
**CHILD CARE ADVISORY COMMITTEE**

– EXITING MEMBER –

**Licensed Child Care Home Participating in CCS**

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

– NEW APPOINTMENT –

**Registered Child Care Home Participating in CCS**

Mr. Omar Mendoza, Owner  
Amarillo, Texas

– PROPOSED NEW MEMBERS –

**Representatives of Child Care Stakeholders**

Haleigh Morris, Teacher  
Opportunity School

Stormie Lawson, Teacher  
Imagination Station



# **ITEM 6(e) Child Care Quality Improvement Update**



## Teach Smarter, Not Harder

Discover smart tools for responsive planning and meaningful engagement with every child and family.



### **Easy-to-Use, Smart Planning and Teaching Tools**

Instantly plan your year, month, or week; access all your teaching resources at your fingertips; and adjust plans on the fly with smart tools built for educators by educators.



### **Customize Our Top-Rated Curriculum for Your Classroom**

Start with the best, research-based, whole-child curriculum and make it your own.



### **Inspire Transformative Family Partnerships**

Seamlessly engage families with automated, multimedia playlists tied directly to classroom instruction; two-way communication; and a robust Digital Children's Library.



### **Boost Teacher Confidence and Joy**

Drive effective implementation with embedded video modeling, live and on-demand training, and support and encouragement through a built-in professional learning community.

## Innovative Digital Tools

Designed to work for you, so you can focus on the important work with children that no technology could ever replace.

[Plan](#) [Teach](#) [Choose](#) [Customize](#) [Individualize](#)

### Powerful Planning

Whether you plan your whole year or take it a few weeks at time, populate your planning calendar in moments.

**The Foundation of The Creative Curriculum for Preschool 1 of 3**  
 This highly interactive 3-day session introduces participants to The Creative Curriculum for Preschool.

**14 APR** GOLD Document Planning, and Engagement Summit  
 Webinar  
 Apr 14, 03:30 PM (ET)

**Allie Toomey**  
 131 Points

**Scott Harding**  
 104 Points

**Melissa Nast**  
 86 Points

Research shows that children who are able to regulate, or manage, their emotions and behaviors do better in school.

I agree! That's why I'm dedicating time every day for social emotional development 😊

## The Professional Development Teachers Need

The Teacher Membership combines the power of a professional learning community with personalized learning journeys and year-round, unlimited access to:

- experts and mentors;
- live and on-demand classes and courses; and
- courses to meet CCDF and CDA training.

[See What's Included](#)

[Onboarding](#) [Live & On-Demand Trainings](#) [Certificates](#) [Community](#)

## 8-Week Boot Camp

Rapidly onboard and help new teachers effectively implement The Creative Curriculum with the Teacher Acceleration Program.

"We just launched The Creative Curriculum this year, and trying something new can be scary, but the TAP team has you covered. It is also great if you are new to the ECE field. I couldn't be happier with our progress, and it is because of this amazing program."

Laura Nelson  
 Director of Academic Development  
 The Pillars Christian Learning Centers



# **ITEM 6(f) - Policy (a)**

## **Case Management**



outcomes. The case manager maintains files and documents, adheres to record-keeping standards and maintains confidentiality, ensures no errors are made, and manages multiple customers' cases simultaneously.

- **Time Management** - case managers must possess good time management skills to multitask, manage schedules and appointments, and meet deadlines. They must always keep contact lists, reference materials, and resource information easily accessible.
- **Understanding** - a case manager needs an understanding of people. Recognizing that everyone has a unique journey is critical to success and the case manager must take the time to understand each customer.
- **Approachable** - when working with customers, the individual may be vulnerable, anxious, frustrated, or scared. Case managers must approach all situations in a friendly and respectful manner so that customers feel at ease working with them.

#### **PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:**

**Workforce Solutions Panhandle (WSP)** case management will be customer-centric, integrated across programs, centralized, continuous, and will include the following elements:

- **Intake is an initial meeting between a case manager and a new customer. During this time, the case manager gathers demographic information about the individual, identifies immediate needs, establishes trust, and begins to build a relationship;**
- **Assessment builds on the information collected during the intake stage, going into greater depth about the customer's challenges and goals, by identifying the customer's individual needs and interests, and determining short- and long-term goals and target outcomes that are measurable and achievable within a manageable time frame;**
- **Service planning includes the preparation, coordination, and updating of comprehensive customers' Individual Employment Plans (IEPs)/Individual Service Strategies (ISSs) service-plans, for all WSP customers receiving Career and/or Training Services;**
- **Consistent monitoring and evaluation of customers' progress and obstacles and ensuring the customers' access to workforce development activities and support services as outlined in those IEPs/ISSs service-plans;**
- Provision of job, education, and career counseling during program participation and after job placement; and
- Facilitation of allowable post-employment services needed for job retention and further skill development.

~~The Workforce Investment and Opportunity Act (WIOA) establishes two levels of employment and training services for Adults and Dislocated Workers: "Career Services" and "Training Services". Career and Training Services include those defined as such by Texas Workforce Commission (TWC) WIOA Adult and Dislocated Worker policy;~~



services provided to WIOA Youth, as well as services provided through the Choices program, Noncustodial Parent (NCP) Choices Employment Program, Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) program, Veterans Services, and services to other workforce customers. Services may be provided at different levels of intensity according to the program or the needs of individual customers. Veterans and eligible spouses continue to receive priority of service for all Department of Labor (DOL) funded job training programs, which include WIOA Programs.

### **Integration**

Case management will be fully integrated across all workforce programs. While each workforce program customer will be assigned to primary staff, WSP will train staff to manage cases for customers in all programs, and WSP will ensure WSP case management staff have been made aware of all program specific requirements. WSP will **establish follow** local case management procedures to include the requirement for a comprehensive, detailed self-explanatory narrative in each customer's case file, which enables other WSP staff to work the case. Documenting contact with customers includes details of services provided, contacts with customers and other entities related to the customer, and recording the customer's progress, including supporting documentation. When more than one staff person provides services to a customer, joint case staffing communication should occur.

WSP case management staff will make certain their assigned customers receive program services according to each customer's individual needs, to be funded by the optimal mix of programs that best meets those needs. WSP will determine the appropriate sources of funding according to those individual needs, and may also consider additional factors, such as funds availability and performance requirements.

### **Assessment**

WSP local procedures will include initial and ongoing objective assessment conducted prior to and during program participation, and during a post-program and/or post-employment period, per specific program timeframes and requirements, and will comply with current Texas Workforce Commission (TWC) and PWDB policies. Objective assessment consists of determining basic skills levels [usually, but not limited to, the Test of Adult Basic Education (TABE) Survey]; aptitudes and interests testing; and identifying employment experience, transferable skills, self-sufficiency status, and financial needs.

A critical element in identifying and assessing workforce customer needs is for case managers to work with customers to complete a financial planning worksheet early in the assessment process, and pinpointing monetary shortfalls or unrealistic perceptions the customer may have regarding their financial situation. The worksheet should be used as a tool to assist customers to identify financial challenges, and develop steps to improve their current situation. Financial planning is the process of helping customers meet their immediate needs today, and reach their dreams and goals tomorrow.

The financial planning worksheet should show all current income and expenditures, and identify specific gaps or deficits. This process should include the following:

- Listing all current income and expenditures, including estimated amounts if necessary;
- Identifying specific financial gaps or deficits, including the dollar amount of the deficit;

- Discussing any unrealistic perceptions that a customer may have about their current financial situation, i.e., the difference between needs vs. wants;
- Developing a sample budget to meet current expenses;
- Providing financial counseling and financial literacy training to help customers with making better decisions in managing finances, maintaining a check book, etc.;
- Identifying short-term and long-term goals, including the kind of job the customer wants, and the salary needed to become self-sufficient, get out of debt, and start saving; and
- Periodically conducting a thorough review of the financial planning worksheet throughout program participation, and completing a new worksheet which reflects significant changes that occur.

Information on the financial planning worksheet can be used to prepare a budget with the customer, which WSP case management staff should review and discuss with the customer. WSP case management staff will work in partnership with customers to develop an effective strategy to address existing financial issues, resolve financial barriers to employment, and anticipate future needs, and will discuss the completed strategy with the customer. How each customer's individual goals and objectives for becoming self-sufficient are identified and mutually agreed upon will be documented. Budgets can and should be reviewed and modified as a customer's financial situation changes, i.e., improves or worsens. Subsequent reviews **and any changes** of a customer's budget **and/or financial situation service plan, and any plan modifications**, will be documented in the **customer's IEP/ISS and case notes**. **Service Plan tab in TWIST (The Workforce Information System of Texas) and in corresponding TWIST Counselor Notes.**

Although future emergency situations cannot be predicted, WSP case management staff should be diligent in working with each customer in the initial assessment process to identify needs that may be met during participation in program services, including the length of training under the Workforce Innovation and Opportunity Act (WIOA), and when the customer has entered employment. WSP Staff will **document** ~~utilize the Needs tab in TWIST to list~~ all potential Support Services needs and address each one accordingly **in the customer's IEP/ISS and case notes.**

### **IEP/ISS Service Plan**

WSP will **follow establish** procedures for career and training services customers to receive the objective assessment necessary to develop an **IEP/ISS Service Plan**. An **IEP/ISS Service Plan** will be jointly developed with every customer who is provided career services within thirty (30) days of the determination of need for that level of services, the **IEP/ISS Service Plan** will outline each customer's initial activities, and will be prepared according to specific program timeframes and requirements. The **IEP/ISS Service Plan** may be further refined during the 30-day period after entry into the respective workforce program. In developing the **IEP/ISS Service Plan**, WSP case management staff will consider a customer's job interests, aptitudes, work history, training, and education, along with any medical, legal, or financial needs.

The **IEP/ISS Service Plan** will be tailored to each individual customer, identifying short- and long-term employment goals, and outlining the steps needed to reach those goals. **IEPs/ISSs Service Plan** may differ in depth and detail based on the intensity of services to be provided, and the program funding for those activities. WIOA Adult and Dislocated Worker **IEP/ISS Service Plan** updates may be semester-driven, for example, while shorter intervals may be more appropriate for Temporary Assistance for Needy Families (TANF)/Choices program and Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) program customers.

~~WIOA Youth goals including planned incentives will be stated in the service plan and specific program related activities designed to achieve the goals specifically outlined, per WIOA Rules and Panhandle WDA (Workforce Development Area) policy. WIOA allows incentive payments to Youth program customers for recognition of performance, attendance, and active participation in activities directly related to employment and training only at this time.~~

The **IEP/ISS Service Plan** will not be a static document. It will reflect any changes in goals, strategies, activities, and providers, as they occur. WSP will establish procedures for staff to be in direct, two-way communication with their customers at least once every thirty (30) days to discuss the **IEP/ISS Service Plan**, and determine if any changes occurred which require an updated plan. WSP case management staff will also confirm continued active participation in workforce services, including verifying attendance and progress in training and education, and will be available to assist with program retention and goal attainment.

Customer contacts may be more frequent if appropriate, such as when changes occur which require an **IEP/ISS Service Plan** update. Once WSP case management staff become aware of changes, they will meet with their customer as soon as possible, update the **IEP/ISS Service Plan** accordingly, sign it by both the case management staff and the customer, and place a hard copy in the customer's file. **Appropriate Workforce Case Management System TWIST service component entry and corresponding case notes will be completed.**

WSP will establish case file and **Workforce Case Management System TWIST** documentation procedures which comply with specific program timeframes and requirements. Entries for initial **IEPs/ISSs Service Plans**, updates, and Counselor Notes will be specific, detailed, and unique. Copying and pasting updates and comments from one **IEP/ISS Service Plan** or Counselor Note to another, and the use of canned statements, is not acceptable.

In the event WSP Staff meets with a customer at a scheduled appointment, and there are no changes which require an updated **IEP/ISS Service Plan**, no update is required at that time. A **case TWIST Counselor** note documenting the meeting date along with a statement indicating no changes have occurred since the last meeting, and no **IEP/ISS Service Plan** update is required at that time is sufficient. WSP local procedures will contain detailed steps for conducting and documenting timely attempts to contact absentee customers in **case TWIST Counselor** notes, including contact methods and results, and subsequent follow up action. **IEP/ISS Service Plan** updates are just as important as the **IEP/ISS Service Plan** itself, especially in assessing short-term and long-term goal accomplishments, and determining when the need exists to reevaluate and revise goals.

### **Case TWIST Counselor Notes**

WSP Case **TWIST Counselor** notes will “tell the story” of the customer's history, progress, and all case management efforts to create successful outcomes. The combination of services and detailed narrative information entered in **case TWIST Counselor** notes will reflect a complete picture of WSP staff interactions with customers, and document only accurate, objective, verifiable data.

The following **seven (7)** types of information will be included in **each case TWIST Counselor** note narrative, as applicable, per TWC WD Letter 06-13, as updated:

- 1) **Title** - a descriptive subject entry accurately reflecting the contents;
- 2) **Who** - for example, customer's name, employer's name, etc.;
- 3) **What** - activity being reported;
- 4) **When** - the date the activity was reported;
- 5) **Where** - such as customer's work/school location, etc.;
- 6) **Why** - for example, to verify or document service activities; and
- 7) **How** - for example, customer called and case manager called, etc.

Highly personal information such as specific details regarding a customer's medical or legal issues will not be entered in **case TWIST Counselor** notes. WSP staff will only briefly state that a medical or legal issue relating to the customers' employability exists, and that additional information is available in the customer's case file. [TWC Workforce Development \(WD\) Letter 17-07, as updated, Storage and Use of Disability-Related and Medical Information](#), outlines the requirements for the storage and use of disability-related and medical information, and in particular to the required actions by WSP staff.

### **Documenting Services and Customer Contact in the Workforce Case Management System TWIST**

TWC and PWDB staff use **Workforce Case Management System TWIST** data and reports to manage, monitor, and assess workforce program performance. Accurate service and outcome data for workforce system customers is an essential component in meeting State and federal reporting requirements, and assessing the performance of the workforce system. WSP will establish procedures assuring that all information entered in **the Workforce Case Management System TWIST** is clear, concise, comprehensive, timely, and accurate. Procedures will include measures to confirm that program service activity entries, including customer status changes are accurately reflected in the correct **Workforce Case Management System TWIST** Service components, and documented with corresponding entries in **case TWIST Counselor** notes, within specific program timeframes and requirements.

### **Case Records**

Case records and case **TWIST Counselor** notes will “tell the story” of the customer's history, progress, and all case management efforts to create successful outcomes. The combination of **the case records with** services and detailed narrative information entered

in **case TWIST Counselor** notes will reflect a complete picture of WSP staff interactions with customers, and document only accurate, objective, verifiable data.

Each customer's case records will include the following information, as applicable:

- Application materials and documents;
- Assessment Results;
- **IEP/ISS Service Plan**;
- Affirmation that the individual received information about how to file a complaint/grievance;
- Individual Training Account (ITA) Fiscal record;
- Records of job referrals;
- On-the-Job Training (OJT) or Non-Financial Agreement (NFA) for worksite placement and related materials;
- Monitoring of customer activities, including any work experience, and substance abuse treatment;
- Documentation of Choices and SNAP E&T actual participation hours;
- Documentation of training and supportive services payment authorizations;
- Documentation of skill attainment and goal accomplishments, including education transcripts, grade records, and other information; and
- Other program-specific records and documentation.

### **Job Search**

TWC workforce programs guidelines state that Career Services must be made available to assist customers participating in these programs with obtaining employment as quickly as possible. These services include Job Readiness, Job Search, Job Placement, Job Development, and other employment related services. TWC policy regarding priority of service for Veterans, spouses, and transitioning service members apply to workforce programs and services including Job Search Assistance.

WSP will implement effective strategies for motivating new customers and promptly connecting them to job search resources at the WSP Offices, such as initiating Job Readiness soon after customer enrollment. WSP will **follow establish** procedures for WSP staff to assist workforce program customers to conduct meaningful job search activities, in accordance with program requirements.

Local WSP case management procedures will include measures to monitor workforce program customer activities and proactively identifying and properly handling workforce program customers who fail to meet job search or work participation requirements, such as quality job search contacts with potential employers. WSP case management staff will conduct prompt follow up contacts with "due diligence" including "timely and reasonable attempts" to contact customers who fail to respond for appointments. **Workforce Case Management System TWIST** service component updates and corresponding **case TWIST Counselor** notes will be fully documented to reflect non-participation, non-cooperation, and all noncompliance issues identified, addressed and resolved, and include the appropriate actions taken.

### **Support Services**

WSP case management staff will provide customers with appropriate and allowable support services, coordinating access to local community resources and services, submitting payment authorizations, and/or purchasing items or services, in compliance with current PWDB policies.

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.

~~WIOA Youth program customers are required to complete financial literacy training, per WIOA Rules, regardless of whether they receive any residential supportive services.~~

The [Choices Guide](#) states financial literacy training will be made available to Choices customers. WSP Staff who issue support services should complete financial literacy training, so they can convey the benefits to their customers. ~~Current WSP staff should complete the training as soon as possible, within ninety (90) days from the release date of this policy.~~ New WSP case management staff should complete the training within ninety (90) days of employment. The WSP staff training log should be updated per PWDB policy and WSP local procedures.

Support services will be terminated upon a determination of a customer's failure to comply with specific workforce program requirements, unless the support would enable compliance with those requirements. Corresponding **Workforce Case Management System TWIST** information will be updated accordingly.

### **WSP Staff Monitoring / Board Oversight of Case Management**

WSP will ~~follow establish~~ procedures to conduct monthly customer case file reviews to assess the level of case management staff compliance with current TWC Rules and PWDB policies for case management and documentation, and retaining required records. WSP will evaluate case file contents, including **Workforce Case Management System TWIST** data, representing at least 10% of each staff person's current caseload. WSP will document and discuss findings and follow up activities with WSP staff, and verify and document what appropriate corrective actions have been taken. WSP will submit a monthly report to PWDB staff documenting the reviews, results, and corrective action, by the 15th of each month. Customer case file updates and corresponding ~~case TWIST Counselor~~ notes will reflect follow up actions taken pursuant to results from the reviews.

**ATTACHMENTS:** None

**RESCISSIONS:** Chapter 1 - Universal Policies for Workforce Customers, Section 1.2, Case Management, Effective 8-27-2020.



# **ITEM 6(f) - Policy (b) Support Services**





## **Community Resources**

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

1. A Current Local Community Resource List will be maintained, updated and made available to all WSP staff on a quarterly basis.

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

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

2. Referrals of customers to local community partner organizations, for assistance with Support Services needs, will be documented in IEPs, ISSs, and case notes.

## **Provision of Support Services**

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

### Chapter I-Universal Policies for Workforce Customers

- Policy U1.5 - Credit Card Purchases for Training and Support Services
  - Policy U1.13 - Payment Authorizations for Training and Support Services
  - Policy U1.14 - Payment Authorization Deadlines
  - Policy U1.15 - Policy Waiver Requests
  - Policy U1.16 - Purchasing Work-Related or Training Items and Services
4. PWDB policy prohibits the provision, purchasing and distributing of food as a Support Service. WSP will provide Program participants with the identification of other available community, State, and/or federal resources, such as Supplemental Nutrition Assistance Program (SNAP) and food banks, for food provision, as well as the documentation of referrals to these services, when necessary.
  5. WSP will ensure compliance with [TWC WD Letter 43-11](#), as amended, when implementing priority of service for eligible Foster Youth, regarding provision of Support Services.
  6. Post-employment/Job Retention Support Services may be provided to a customer, with verification of the purchase requirement obtained from the customer's employer. Detailed justification will be thoroughly documented in the IEP/ISS and case notes.

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

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

### **Eligibility**

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

### **Determining and Assessing Need**

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

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

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

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

### **Financial Literacy Training**

#### 1. Staff:

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

#### 2. Customers:

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

Notes: (a) Financial literacy education (as defined in ~~All WIOA Youth Program customers are required to complete Financial Literacy training~~ (see WIOA Regulations at [20 CFR, Chapter V, Part 681, Subpart C - Youth Program Design, Elements, and Parameters, § 681.500](#)) **must be made available to youth participants as one of the fourteen (14) WIOA Youth Program Elements**; and

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

- Once Financial Literacy training is completed, staff will confirm inclusion in the Customer's IEP/ISS, by adding/updating.

### **Limitations/Maximum Yearly Caps**

- **Choices or SNAP E&T** - Residential assistance with rent, mortgage or utilities payments is allowable for Choices or SNAP E&T participants. If a Choices or SNAP E&T participant's Residential Support specific needs exceed a maximum yearly total amount of \$3,500, WSP staff will notify the PWDB by email, through [panhandletwist@theprpc.org](mailto:panhandletwist@theprpc.org), demonstrating the expenditures are cost reasonable and justifiable for the provision of support.
- **NCP** – Support services are limited to a maximum yearly total amount of \$3,500 per participant. If an NCP participant's specific needs exceed a maximum yearly total amount of \$3,500, WSP staff will submit a waiver request as per PWDB Manual, Chapter I - Universal Policies for Workforce Customers, Policy U1.15, Policy Waiver Requests.
- **WIOA** – For WIOA participants, residential assistance with rent, mortgage or utilities payments is limited to a maximum yearly total amount of \$3,500, which will be included in the existing WIOA training and support lifetime cap of \$8,000. Residential Support will be provided (a) on a one-time, emergency basis, or (b) as part of the customer's original **IEP/ISS Service Plan**. For consideration in any situations which do not fit these criteria, WSP Management staff will submit a waiver request as per PWDB Manual, Chapter 1 - Universal Policies for Workforce Customers, Policy U 1.15, Policy Waiver Requests.

### **Termination of Support Services**

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

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

### **Continuity of Support Service Provision During Emergency/Disaster Declarations**

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

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

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

- Through the WSPanhandle.com website Customer Portal,
- Electronically by email and/or text, (i.e., mobile/cell phone or Appoto Messaging Application), and
- Through the United States Postal Service (USPS) mail.

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

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

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

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

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

#### Special Populations

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

**FORM:** Chapter 1 - Universal Policies to Workforce Customers, Support Services, *Currently Available Local Community Resources Form.*

**RESCISSIONS:** Chapter 1 - Universal Policies for Workforce Customers, Policy U 1.20, Support Services, Effective 12-6-2023.

# PANHANDLE WORKFORCE DEVELOPMENT BOARD

## Currently Available Local Community Resources Quarter, Year

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

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

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

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

<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 tests/exams (drug tests, physical exams, background checks)			
PPE-Personal Protection Equipment			

Comments:

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# **ITEM 6(f) - Policy (c)**

## **Work-Based Training Services**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD**  
**Chapter 1 - Universal Policies for Workforce Customers**  
**Work-Based Training Services and Related Policy Governing Non-Financial Agreements**  
**Policy U 1.25** **Effective 2-21-2024**

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

**PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:**

The PWDB 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 staff 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 Workforce Innovation and Opportunity Act (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 "On-The-Job Training (OJT)". An OJT placement may be for a maximum of six months (26 weeks) except in extraordinary circumstances, with the written approval of the **Workforce Development Director 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., Workforce Solutions Panhandle (WSP)]** 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 (SVP) ~~Time (SVPT)~~, **defined as the amount of lapsed time required by a typical worker to learn the techniques, acquire the information, and develop the facility needed for average performance in a specific job-worker situation** 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 Career Handbook, the Occupational Outlook Handbook (<http://www.bls.gov/oco/>), or the Texas Workforce Commission (TWC) 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 Temporary Assistance to Needy Families (TANF) 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 Workforce Development Area.
19. Any placement in unsubsidized employment, On-the-Job training or customized training will be considered a placement into an In-Demand occupation.
20. The WSP Business Services Team will market work-based training options to employers, educating them about such services. Other WSP 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.

**23. Work-based learning activities (apprenticeship, pre-apprenticeship, internship, and on-the-job training) are no longer allowable Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) activities. Additionally, SNAP E&T funds must not be used to pay for these activities. However, Boards may coenroll SNAP recipients in WIOA work-based learning activities, as appropriate. Work-based learning activities may not be counted toward SNAP E&T participation hours.**

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

### **Work Experience**

“Work Experience” as defined under WIOA “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 staff will negotiate an appropriate wage with the employer. A participant may be placed in Work Experience for no longer than six months.

**The Board’s fiscal and administrative agent,** the Panhandle Regional Planning Commission (PRPC) will pay wages and fringe benefits (FICA, Medicare and workers compensation) and will be the employer of record.

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

Unpaid placements are not allowable under WIOA.

- Work Experience/Skills Training for TANF/Choices customers 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 SNAP E&T grants divided by minimum wage.

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

### **On-The-Job Training**

OJT 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 the Board/PRPC.

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 staff will negotiate an appropriate wage with the employer.

OJT is an allowable activity under the WIOA and Choices **and Welfare to Work (WtW)** programs. However, in the Panhandle Workforce Development Area, 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 PWDB Program customer 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 customers. 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.

### **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 the PRPC 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. Department of Labor (DOL), TWC Training and Employment Guidance Letters (TEGLs), and TWC Workforce Development (WD) letters.

Temporary Employment Participants will be tracked and their activities documented in a case file, per TEGL 12-19. WSP will use designated TWIST codes for NDWG participants in Temporary Employment.

PWDB 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 12-09-2020.



**ITEM 6(f) - Policy (d)  
Facility Selection, Usage  
and Cost Sharing**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD**

**Chapter 8-Infrastructure and Internal Controls**

**Facility Selection, Usage and Cost Sharing by Partner Organizations and Customers  
Policy IN 8.4**

**Effective 02-21-2024**

**PURPOSE:** To ensure that Panhandle Workforce Development Board policy for authority and priorities procedures for **facility selection**, usage and cost sharing by Workforce Development partner organizations and customers **align with:**

- **29 Code of Federal Regulations (CFR) Part 38—Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act, Subpart A—General Provisions, § 38.6 Specific discriminatory actions prohibited on bases other than disability, (e) In determining the site or location of facilities, a grant applicant or recipient must not make selections that have any of the following purposes or effects:**
  - (1) On a prohibited basis:**
    - (i) Excluding individuals from a WIOA Title I-financially assisted program or activity;**
    - (ii) Denying them the benefits of such a program or activity; or**
    - (iii) Subjecting them to discrimination; or**
  - (2) Defeating or substantially impairing the accomplishment of the objectives of either:**
    - (i) The WIOA Title I-financially assisted program or activity; or**
    - (ii) The nondiscrimination and equal opportunity provisions of WIOA or this part;**
- **The State of Texas Combined Nondiscrimination Plan for Equal Opportunity: <https://www.twc.texas.gov/sites/default/files/fdcm/docs/nondiscrimination-plan-twc.pdf> which states: “Implementing regulations published at 29 CFR Part 38 contain the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act and generally codify and consolidate requirements under the nondiscrimination and equal opportunity provisions of other federal laws and regulations. They include but are not limited to Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act (ADA) of 1990, as amended; the Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. Title 29 CFR 38 applies to all WIOA Title I-financially assisted programs and/or activities and prohibits discrimination against individuals on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Additionally, recipients must not discriminate against beneficiaries either on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIOA Title I-financially assisted programs and/or activities”; and**
- **Texas Workforce Commission Non-Financial Agreement (TWC Contract Number 0123ABA001, as updated) Agency Board Agreement for Panhandle Workforce Development, Section 6 - Board Operations and Contract Performance, 6.4**

**Workforce Solutions Offices, 6.4.1 “The Board will establish Workforce Solutions Offices, also known as American Job Centers, in compliance with Agency rules in 40 TAC, Chapter 801, Subchapter B, and will provide public access to workforce development services as specified in 40 TAC § 801.22. When relocating or planning new locations for Workforce Solutions Offices, the Board will assess the proposed location’s proximity to both the population served and accessible public transportation. The Board will attempt to locate offices in areas that are closest to the highest density of the population served and that have accessible public transportation available.”**

**BACKGROUND:** Memoranda of Understanding (MOUs) and contracts established by the Panhandle Workforce Development Board, through its fiscal and administrative agent, the Panhandle Regional Planning Commission (PRPC), with the Workforce Solutions Panhandle (WSP) Contractor and partner organizations, describe how workforce system services are provided by the various parties, methods of referral, duration and how the costs of such services and the operating costs of the system will be funded. This policy establishes procedures for the shared use of facilities and equitable distribution of associated costs.

**PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:**

Facility management is the PWDB’s responsibility. The WSP Contractor will have the opportunity to provide input to the PWDB’s decisions about facility usage. In general, management of facilities will maximize the utilization of available space in all WSP locations.

“Maximize the utilization of available space” means to assertively employ available space to provide and expand services to employers and other customers, partners and the community.

If the PWDB and the WSP Contractor agree that space is available in a facility, then workforce system partners, customers, and the community may use that space for activities that further the PWDB’s mission and goals. If there is sufficient space, activities unrelated to workforce services may also be approved.

WSP will direct the daily management and operation of the facility, consistent with PWDB requirements. All users will be expected to adhere to such direction.

Priority for use of space will be given as follows:

1. WSP, Texas Workforce Solutions Vocational Rehabilitation (VR) Services, Texas Workforce Commission (TWC) Wagner-Peyser Employment Services (ES), and Texas Veterans Commission (TVC) Program Staff.
2. Itinerant use: Space that is retained for assignment to users with the discretion of the local office Manager. Itinerant use may be reserved or assigned on a short-term regular or irregular basis.



3. Paid use by partners: Space assigned to required or optional partners, per Texas Administrative Code (TAC) §801.27, who want full-time occupancy for more than thirty (30) days to deliver their workforce services. This space will be removed from the inventory that is available for itinerant use.
4. Paid use by Customers: Space assigned to entities conducting recruiting or other workforce functions other than their primary business purpose that want full-time occupancy for more than thirty (30) days to perform those functions. This space will be removed from the inventory that is available for itinerant use.
5. Other: Entities that want full-time occupancy to conduct non-workforce functions for more than thirty (30) days or whose primary business consists of those functions may be approved by the PWDB; consideration of such use would include consistency of operations with the PWDB's mission and goals. Any use should reduce potential for unfair advantage if an entity's primary purpose is workforce-related. This space will be removed from the inventory that is available for itinerant use.

Itinerant use of space by most users will be available to them at no cost. Such use that is expected to occur during at least three months of the year will be formalized by MOUs, although any user may enter into an MOU with the PWDB upon request.

Committed use of reserved space for more than thirty (30) days, where that space is generally unavailable to other users, will require payment. The PWDB may grant an exception to this policy in extraordinary circumstances, in accordance with current waiver procedures.

Full-time, permanent use will be formalized by a cost-sharing Infrastructure Funding Agreement (IFA), which will contain MOU elements and specifies shared use fees. Terms will be limited to three months and will automatically renew unless the PWDB or the tenant/partner notifies the other party at least thirty (30) days prior to nonrenewal. Fees will be established by the PWDB according to an equitable formula for each WSP Office. The methodology used to determine such fees will be available from the PWDB. In general, fees will be based on the number of full-time employees (FTEs) in the facility and/or square footage of the user's assigned workspace. Use of additional space by paid users will be subject to the priorities listed above.

Permanent users must hold liability and related insurance coverage, and verification of such insurance must be submitted annually to the PWDB.

**ATTACHMENTS:** None

**RESCISSIONS: Section 8.4 Facility Usage and Cost Sharing by Partner Organizations and Customers, effective 07-24-2015**



# **ITEM 6(g)**

## **Reports on Grants**



MEMORANDUM

DATE: February 21, 2024

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

FROM: Marin Rivas, Workforce Development Director

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

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

The chart on page 3, provides figures on the workers and families who have utilized services funded through one or more of our grants, during Board Contract year 2024, which runs from October 1, 2023 through December 31, 2023. These services are delivered through our Workforce Solutions offices and the website, which are operated by the Huxford Group LLC under contract with PRPC. Assistance is provided by local staff of the Texas Workforce Commission (TWC) and Texas Veterans Commission (TVC).

The charts on pages 4-7 show the Board's twenty-two contracted measures. These End of Year reports are for the Board Contract year 2023. The reports for the first quarter of Board Contract year 2024, from October 1 through December 31, 2023, will be available at the meeting.

Page 9 provides budget and expenditure data for separate grants, and is broken out into two groups. Shown first are the administrative and operating costs for PRPC and the Huxford Group, including those associated with personnel and facilities. Shown second are training and supportive services costs, which include all payments to participants, employers, training institutions, and vendors providing assistance to eligible clients. The fiscal report represents the Board Contract year 2024, which runs from October 1, 2023 through December 31, 2023.

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

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

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

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

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

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

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

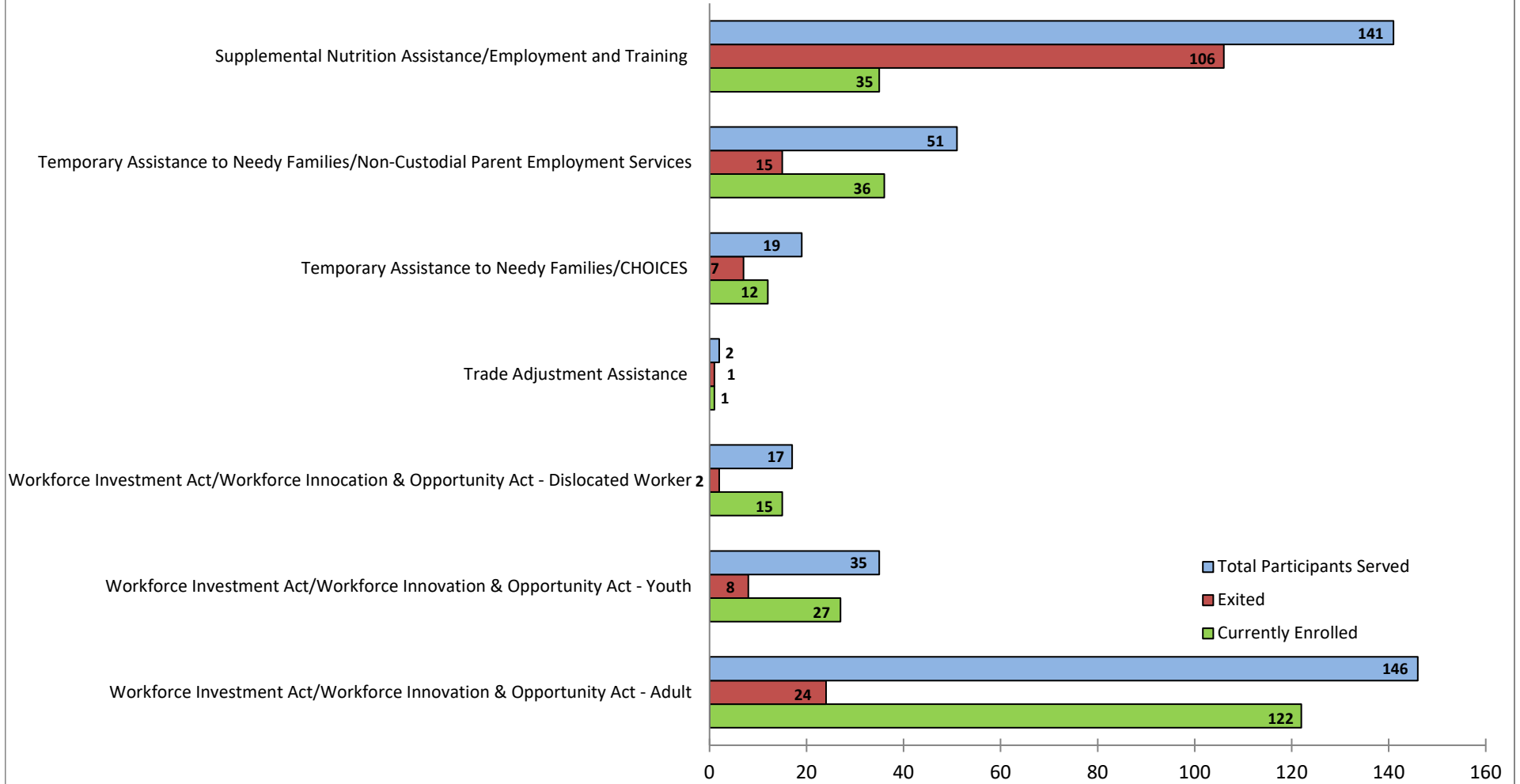
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities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

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

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

### Participant Data by Grant

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



# BOARD SUMMARY REPORT - CONTRACTED MEASURES

BOARD NAME: PANHANDLE

BOARD CONTRACT YEAR 2023 YEAR END REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP											
Contracted Measures		6	16	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
Notes																
<b>WIOA Outcome Measures</b>																
DOL-C 1,2	Employed Q2 Post Exit – Adult (DOL)	MP	102.03%	83.60%	83.60%	85.30%	83.00%	82.20%	162	190	82.30%	82.50%	82.60%	93.80%	7/21	6/22
DOL-C 1,2	Employed Q4 Post Exit – Adult (DOL)	MP	102.34%	81.30%	81.30%	83.20%	85.80%	76.50%	178	214	89.20%	79.30%	80.70%	86.00%	1/21	12/21
DOL-C 1,2	Median Earnings Q2 Post Exit – Adult (DOL)	+P	115.24%	\$9,200.00	\$9,200.00	\$10,602.40	\$9,609.75	\$8,441.06	n/a	163	\$11,064.63	\$9,512.25	\$10,383.63	\$12,663.12	7/21	6/22
DOL-C 1,2	Credential Rate – Adult (DOL)	MP	95.53%	85.00%	85.00%	81.20%	88.20%	89.70%	125	154	88.90%	77.80%	86.80%	75.00%	1/21	12/21
DOL-C 1,2	Measurable Skills Gains - Adult (DOL)	MP	92.37%	66.80%	66.80%	61.70%	78.30%	63.70%	129	209	-----	-----	-----	-----	7/22	6/23
DOL-C 1,2	Employed Q2 Post Exit – DW (DOL)	MP	98.54%	82.20%	82.20%	81.00%	82.80%	92.30%	51	63	75.00%	86.70%	81.80%	84.60%	7/21	6/22
DOL-C 1,2	Employed Q4 Post Exit – DW (DOL)	MP	100.37%	81.40%	81.40%	81.70%	70.00%	91.70%	67	82	88.90%	84.00%	66.70%	93.30%	1/21	12/21
DOL-C 1,2	Median Earnings Q2 Post Exit – DW (DOL)	MP	94.95%	\$10,900.00	\$10,900.00	\$10,350.00	\$9,273.93	\$672.80	n/a	51	\$8,673.67	\$10,350.00	\$14,698.93	\$13,301.73	7/21	6/22
DOL-C 1,2	Credential Rate – DW (DOL)	MP	93.67%	83.70%	83.70%	78.40%	95.70%	100.00%	40	51	83.30%	64.30%	92.90%	72.70%	1/21	12/21
DOL-C 1,2	Measurable Skills Gains - DW (DOL)	MP	100.00%	71.10%	71.10%	71.10%	75.50%	66.70%	32	45	-----	-----	-----	-----	7/22	6/23
DOL-C 1,2	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	102.25%	80.00%	80.00%	81.80%	73.70%	78.30%	54	66	77.80%	82.40%	77.80%	92.30%	7/21	6/22
DOL-C 1,2	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	105.63%	76.40%	76.40%	80.70%	86.50%	72.40%	50	62	71.40%	81.80%	74.10%	94.10%	1/21	12/21
DOL-C 1,2	Median Earnings Q2 Post Exit – Youth (DOL)	+P	130.02%	\$5,800.00	\$5,800.00	\$7,540.91	\$9,705.63	\$7,529.10	n/a	52	\$10,205.74	\$8,040.00	\$8,885.80	\$4,623.50	7/21	6/22
DOL-C 1,2	Credential Rate – Youth (DOL)	MP	105.18%	85.00%	85.00%	89.40%	90.60%	88.90%	42	47	83.30%	88.90%	95.00%	83.30%	1/21	12/21
DOL-C 1,2	Measurable Skills Gains - Youth (DOL)	+P	129.49%	59.00%	59.00%	76.40%	76.80%	62.10%	42	55	-----	-----	-----	-----	7/22	6/23
LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants Except Other	MP	104.99%	68.10%	68.10%	71.50%	64.80%	65.40%	3,368	4,709	71.30%	71.70%	70.10%	73.10%	7/21	6/22
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants Except Other	MP	103.24%	83.40%	83.40%	86.10%	85.70%	80.80%	3,147	3,656	85.80%	85.10%	87.20%	86.40%	1/21	12/21
LBB-K	Credential Rate – C&T Participants	+P	113.62%	70.90%	70.90%	80.56%	88.33%	87.50%	203	252	85.11%	74.63%	88.57%	75.00%	1/21	12/21

# BOARD SUMMARY REPORT - CONTRACTED MEASURES

BOARD NAME: **PANHANDLE**

**BOARD CONTRACT YEAR 2023 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
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### WIOA Outcome Measures

1. WIOA 116 requires states to update WIOA targets at the end of the year using the statistical adjustment model that has been updated with the final local casemix and economic conditions. These changes are reflected in this report.
2. This measure is now sourced from the TWC EDW and aligns, but not necessarily match depending on timing, with what you see on the Tableau dashboard. There are no known issues with this data, its report, or population into the MPR.

### Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	+P	107.35%	60.00%	60.00%	64.41%	69.71%	66.95%	$\frac{1,701}{2,641}$	69.12%	64.04%	65.12%	60.43%	7/22	6/23
TWC	Employers Receiving Workforce Assistance from Boards or Self-Service	MP	103.51%	1,765	1,765	1,827	n/a	n/a	$\frac{---}{---}$	-----	-----	-----	-----	10/22	9/23

### Program Participation Measures

TWC	Choices Full Engagement Rate - All Family Total	+P	120.02%	50.00%	50.00%	60.01%	62.42%	12.72%	$\frac{6}{10}$	60.26%	67.15%	49.05%	63.57%	10/22	9/23
TWC 3	Avg # Children Served Per Day - Combined	MP	98.32%	2,198	2,198	2,161	1,971	1,934	$\frac{561,922}{260}$	2,144	2,200	2,251	2,050	10/22	9/23

3. TWC performance had a mid-year adjustment to targets that resulted in a reduction in targets for the first half of the year (Oct to Mar) and then added funding to allow targets to return to the original levels from Apr to Sep. The year end target is the average of the Oct-Mar adjusted target and the original target applied to Apr-Sept.

# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target

As Originally Published

## BOARD CONTRACT YEAR 2023 YEAR END REPORT

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	95.45%	93.84%	105.03%	101.45%	100.89%	100.24%	99.88%	99.36%	101.46%	97.29%	96.23%	96.48%	114.44%	114.33%	99.50%
Borderplex	107.66%	101.63%	140.55%	114.46%	104.94%	90.05%	99.34%	99.27%	92.59%	107.76%	115.50%	117.54%	106.39%	82.87%	94.90%
Brazos Valley	95.90%	97.14%	100.66%	102.94%	104.98%	100.00%	100.00%	77.30%	95.65%	104.04%	103.35%	110.00%	92.57%	91.74%	97.88%
Cameron	99.76%	109.25%	117.41%	105.76%	94.94%	107.83%	115.33%	84.22%	129.37%	134.95%	113.95%	102.08%	111.29%	118.56%	130.72%
Capital Area	98.91%	100.68%	121.66%	95.82%	104.08%	104.91%	100.53%	106.65%	100.13%	103.66%	105.58%	112.96%	106.40%	106.94%	88.64%
Central Texas	102.51%	105.66%	123.18%	100.82%	110.45%	108.89%	108.80%	96.04%	106.24%	124.61%	100.84%	95.78%	100.45%	117.65%	108.54%
Coastal Bend	109.29%	90.85%	98.46%	94.14%	96.86%	102.92%	94.49%	100.81%	94.47%	102.25%	96.09%	88.56%	99.47%	106.39%	105.76%
Concho Valley	92.22%	94.14%	108.63%	90.91%	128.76%	109.59%	119.76%	119.56%	102.00%	70.32%	104.60%	98.55%	142.19%	145.99%	84.75%
Dallas	91.10%	92.25%	89.39%	99.52%	119.31%	99.64%	97.06%	116.12%	99.53%	107.60%	96.50%	94.58%	103.58%	85.01%	102.88%
Deep East	104.08%	105.85%	86.41%	92.69%	100.82%	113.02%	108.86%	98.72%	110.94%	94.56%	95.59%	108.33%	95.91%	84.30%	99.75%
East Texas	100.00%	100.71%	83.99%	92.47%	105.69%	102.66%	95.66%	99.15%	85.51%	95.22%	106.37%	107.10%	96.68%	107.30%	83.56%
Golden Crescent	107.66%	108.84%	111.58%	80.44%	109.13%	98.01%	112.69%	123.64%	108.59%	114.79%	105.04%	92.64%	113.38%	117.65%	114.73%
Gulf Coast	102.53%	92.01%	86.82%	93.00%	103.74%	98.02%	95.69%	107.34%	91.71%	110.27%	96.65%	97.78%	106.73%	119.83%	95.93%
Heart of Texas	104.44%	108.84%	57.21%	94.12%	101.78%	98.30%	95.53%	98.20%	95.65%	103.35%	97.22%	94.94%	100.79%	91.24%	127.63%
Lower Rio	91.14%	100.98%	107.98%	106.59%	86.47%	100.91%	99.87%	115.03%	110.94%	101.77%	106.97%	99.17%	106.27%	126.85%	90.92%
Middle Rio	98.54%	110.70%	100.81%	114.35%	105.53%	121.65%	104.79%	129.36%	117.65%	114.35%	84.24%	92.54%	87.15%	182.48%	105.15%
North Central	92.20%	91.56%	92.10%	94.14%	103.89%	95.44%	102.89%	99.75%	96.69%	105.49%	104.38%	106.04%	107.89%	73.74%	94.24%
North East	100.00%	113.16%	98.66%	104.24%	93.74%	99.02%	95.21%	114.81%	88.94%	108.63%	110.25%	117.38%	111.66%	154.82%	102.21%
North Texas	102.18%	92.24%	101.70%	98.71%	92.57%	121.65%	113.05%	124.73%	103.76%	97.96%	59.83%	120.48%	62.09%	n/a	109.08%
Panhandle	102.03%	102.34%	115.24%	95.53%	92.37%	98.54%	100.37%	94.95%	93.67%	100.00%	102.25%	105.63%	130.02%	105.18%	129.49%
Permian Basin	102.41%	99.02%	91.57%	98.43%	100.75%	101.09%	100.00%	119.29%	96.46%	106.33%	96.81%	104.10%	93.12%	139.60%	100.68%
Rural Capital	92.08%	97.86%	113.89%	107.18%	103.44%	100.93%	96.89%	99.82%	106.59%	95.06%	99.87%	106.27%	105.40%	104.24%	100.37%
South Plains	108.73%	118.57%	110.45%	106.38%	104.59%	94.70%	102.63%	108.45%	105.29%	118.20%	99.13%	96.39%	84.89%	69.16%	105.15%
South Texas	80.60%	89.39%	103.24%	117.65%	135.03%	98.73%	82.79%	121.72%	117.65%	132.07%	92.64%	96.11%	91.39%	117.65%	144.56%
Southeast	100.12%	93.73%	98.21%	99.19%	102.59%	98.18%	99.40%	96.92%	89.81%	90.44%	99.31%	94.38%	85.12%	91.37%	110.53%
Tarrant	95.29%	89.79%	99.54%	82.00%	105.18%	96.96%	99.40%	102.67%	87.52%	92.91%	102.30%	95.48%	98.81%	99.00%	95.59%
Texoma	98.56%	108.36%	102.87%	106.47%	115.87%	88.46%	102.17%	100.41%	107.88%	140.65%	92.13%	100.36%	118.67%	101.65%	96.78%
West Central	101.57%	96.06%	90.11%	110.43%	104.58%	110.39%	106.11%	130.94%	117.65%	112.52%	100.00%	96.61%	84.98%	94.12%	105.15%
+P	0	3	8	4	5	4	4	10	6	9	3	4	7	11	6
MP	27	23	15	22	22	23	23	16	18	18	23	23	16	11	19
-P	1	2	5	2	1	1	1	2	4	1	2	1	5	5	3
% MP & +P	96%	93%	82%	93%	96%	96%	96%	93%	86%	96%	93%	96%	82%	81%	89%
From	7/21	1/21	7/21	1/21	7/22	7/21	1/21	7/21	1/21	7/22	7/21	1/21	7/21	1/21	7/22
To	6/22	12/21	6/22	12/21	6/23	6/22	12/21	6/22	12/21	6/23	6/22	12/21	6/22	12/21	6/23



Percent of Target

As Originally Published

**BOARD CONTRACT YEAR 2023 YEAR END REPORT**

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Rcvg Wkfc Asst Fm Bds or Self Svc	Choices Full Engagement Rate	Average # Children Served Per Day- Combined	+P	MP	-P	% MP & +P
	Employed/ Enrolled Q2 Post-Exit	Employed/ Enrolled Q2-Q4 Post-Exit	Credential Rate								
Alamo	98.97%	104.92%	95.47%	93.72%	107.20%	127.86%	106.27%	5	16	1	95%
Borderplex	98.24%	103.24%	124.37%	91.70%	100.58%	113.38%	112.84%	7	13	2	91%
Brazos Valley	97.36%	101.68%	77.24%	103.00%	95.83%	106.12%	101.59%	1	19	2	91%
Cameron	105.58%	101.44%	125.50%	100.38%	106.96%	111.22%	119.37%	13	8	1	95%
Capital Area	100.44%	104.92%	93.88%	85.63%	103.06%	118.10%	104.80%	3	16	3	86%
Central Texas	101.17%	101.56%	100.24%	98.38%	93.46%	114.90%	107.75%	6	15	1	95%
Coastal Bend	101.17%	102.64%	102.30%	102.85%	105.75%	113.70%	96.35%	2	19	1	95%
Concho Valley	106.46%	104.56%	102.03%	106.25%	110.45%	98.78%	97.44%	8	12	2	91%
Dallas	98.83%	102.88%	111.41%	87.43%	100.95%	116.82%	104.54%	4	15	3	86%
Deep East	101.91%	102.40%	114.10%	100.47%	108.68%	114.84%	102.85%	5	15	2	91%
East Texas	103.52%	104.08%	97.05%	108.30%	107.37%	100.88%	100.64%	2	17	3	86%
Golden Crescent	109.69%	106.83%	102.92%	97.50%	107.65%	150.00%	92.64%	11	9	2	91%
Gulf Coast	97.80%	102.52%	97.09%	94.88%	95.51%	117.50%	102.69%	3	17	2	91%
Heart of Texas	104.85%	105.28%	94.03%	105.15%	93.48%	124.38%	108.08%	5	14	3	86%
Lower Rio	105.73%	101.20%	125.74%	106.80%	104.71%	144.38%	109.10%	8	13	1	95%
Middle Rio	102.50%	94.72%	91.72%	100.03%	87.69%	125.18%	103.88%	8	9	5	77%
North Central	98.53%	104.32%	96.59%	89.80%	110.10%	132.24%	80.90%	2	17	3	86%
North East	92.22%	103.00%	114.29%	99.62%	115.25%	101.70%	102.63%	8	12	2	91%
North Texas	102.64%	103.24%	119.48%	105.52%	96.70%	107.92%	95.71%	7	12	2	90%
Panhandle	104.99%	103.24%	113.62%	107.35%	103.51%	120.02%	98.32%	6	16	0	100%
Permian Basin	104.11%	102.52%	103.20%	108.67%	92.97%	100.78%	104.01%	3	18	1	95%
Rural Capital	101.32%	106.24%	118.80%	91.10%	99.25%	120.98%	109.31%	5	16	1	95%
South Plains	103.96%	103.12%	111.86%	112.42%	113.84%	110.48%	106.91%	8	12	2	91%
South Texas	96.18%	99.28%	141.04%	100.60%	111.52%	121.26%	102.69%	10	9	3	86%
Southeast	105.29%	103.12%	94.03%	109.27%	106.61%	105.66%	114.40%	6	13	3	86%
Tarrant	99.56%	103.48%	86.97%	93.52%	104.04%	106.12%	110.51%	2	15	5	77%
Texoma	100.73%	104.92%	125.94%	97.02%	86.19%	99.32%	112.15%	5	15	2	91%
West Central	93.83%	102.64%	121.21%	117.03%	104.65%	106.04%	103.20%	8	12	2	91%
+P	5	3	13	10	12	23	11	161			
MP	21	24	9	10	11	5	15	394			
-P	2	1	6	8	5	0	2	60			
% MP & +P	93%	96%	79%	71%	82%	100%	93%	90%			
From	7/21	1/21	1/21	7/22	10/22	10/22	10/22	From			
To	6/22	12/21	12/21	6/23	9/23	9/23	9/23	To			

Panhandle YTD DECEMBER 2023 Report									
	Administration and Service Delivery/Costs			Training and Support			Total		
	Total	Total	Percent	Total	Total	Percent	Total	Total	Percent
	Budgeted	Expended	Expended	Budgeted	Expended	Expended	Budgeted	Expended	Expended
<b>GRANTS PROVIDING SERVICES TO LOW-INCOME ADULTS/YOUTH AND DISLOCATED WORKERS</b>									
Workforce Innovation & Opportunity Act/Adult	518,519	190,528	37%	370,000	253,970	69%	888,519	444,498	50%
Workforce Innovation & Opportunity Act/Youth	521,681	193,232	37%	175,000	48,798	28%	696,681	242,030	35%
WIOA/Youth - Work Experience	-	-	0%	100,000	25,984	26%	100,000	25,984	26%
WIOA/DLW	525,830	229,897	44%	200,000	31,769	0%	725,830	261,666	36%
WIOA/Rapid Response	21,100	4,942	23%	-	-	0%	21,100	4,942	23%
WIOA/Statewide Middle Skills	2,000	1,055	53%	24,000	9,504	40%	26,000	10,559	41%
RESEA	260,446	62,785	24%	-	-	0%	260,446	62,785	24%
Trade Adjustment Assistance	1,000	176	18%	11,000	10,133	92%	12,000	10,309	86%
<b>GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS</b>									
TANF CHOICES	831,969	148,054	18%	45,000	2,457	5%	876,969	150,511	17%
TANF Career Coach/Educ Outreach Specialist	80,000	17,443	22%	-	-	0%	80,000	17,443	22%
Temporary Assistance to Needy Families/NCP	142,515	35,279	25%	15,000	1,758	12%	157,515	37,037	24%
SNAP/Employment & Training - GenPop	170,212	37,840		33,000	5,599	17%	203,212	43,439	21%
<b>GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS</b>									
Child Care Formula	2,413,919	573,952	24%	14,500,000	2,525,747	17%	16,913,919	3,099,700	18%
Child Care Match	-	-	0%	2,613,052	911,529	35%	2,613,052	911,529	35%
Child Care Quality Improvement	125,000	22,483	18%	640,000	51,145	8%	765,000	73,628	10%
Child Care Quality Industry Support	71,776	-	0%	-	-	0%	71,776	-	0%
Child Care Quality Mentor	478,651	72,299	15%	-	-	0%	478,651	72,299	15%
<b>GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES</b>									
Wagner-Peyser Employment Service	101,000	63,388	63%	-	-	0%	101,000	63,388	63%
Veterans Employment Service	11,127	3,769	34%	-	-	0%	11,127	3,769	34%
<b>GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS</b>									
WCI - TVLP	3,057	721	24%	-	-	0%	3,057	766	25%
WCI - Youth Career Fair	35,000	45	0%	-	-	0%	35,000	-	0%
WCI - Foster Youth Conference	1,212	-	0%	-	-	0%	1,212	-	0%
WCI - Hiring Red, White and You!	1,650	998	60%	-	-	0%	1,650	998	60%
Hireability Navigator	113,000	30,802	27%	-	-	0%	113,000	30,802	27%
High Demand Job Training Grant	148,674	34,862	23%	-	-	0%	148,674	34,862	23%
High Demand Job Training Grant	16,739	3,375	20%	-	-	0%	16,739	3,375	20%
WSP In Partnership with Plains Dairy, LLC	154,985	1,800	1%	-	-	0%	154,985	1,800	1%
<b>TOTAL</b>	<b>7,211,915</b>	<b>1,734,158</b>	<b>24%</b>	<b>19,450,360</b>	<b>4,042,539</b>	<b>21%</b>	<b>26,662,275</b>	<b>5,776,697</b>	<b>22%</b>



**ITEM 6(h)  
Child Care Program  
Performance Update**

## MEMORANDUM

**DATE:** February 21, 2024  
**TO:** Members of the Panhandle Workforce Development Board and  
Panhandle Workforce Development Consortium's Governing Body  
**FROM:** Marin Rivas, Workforce Development Director  
**SUBJECT:** Child Care Program Performance

### BACKGROUND

For the first four months of the provision of the current Fiscal Year (FY 2024) Panhandle Workforce Development Area's Child Care Program, which began on October 1, 2023, the Texas Workforce Commission (TWC) Program Participation Measures Required Targets, as set forth for the Panhandle Workforce Development Board (PWDB) to be in contracted compliance, have not been met. By not meeting the Required Targets, the PWDB has also not met the minimum expenditure benchmarks which correspond to the Program Participation Measures.

### PERFORMANCE IMPLICATIONS ON FUNDING

TWC Chapter 800 General Administration rules §§800.71–800.77 set forth provisions for the deobligation and reallocation of Commission-allocated funds for a Board's under-expenditure of Commission-allocated funds. As per TWC Workforce Development (WD) Letter 28-20, Change 1, the PWDB has no local flexibility in complying with the provision pertaining to Child Care Services (CCS) funds subject to a 90 percent expenditure requirement. TWC conducts midyear reviews of expenditures in the fifth through eighth program months (February through May) for CCS. TWC bases a potential deobligation only on a Board's failure to achieve the expenditure of an amount corresponding to 90 percent or more of the relative proportion of the program year. For example, at the end of the sixth month of the program year, 50 percent of the program year is completed, and 90 percent of 50 percent equals 45 percent, which is the lowest expenditure level to be achieved in order to avoid a potential deobligation.

The PWDB fiscal reporting through January shows expenditures at 19.84 percent, and projects that expenditures will be at approximately 35.01 percent at the time of TWC's midyear review at the end of March. This means that the PWDB will be under consideration for deobligation as a result.

When TWC notifies the Board of the potential deobligation amount, the PWDB must provide a service delivery plan that includes detailed information on the actions that the Board will take to address its deficiencies, such as:

- The expansion of services proportionate to the available resources (whether the Board plans to increase services and activities for customers and/or increase the number of customers served, including the number of customers in training);
- Projected service levels and related performance (projected increases in the number of customers receiving services, the projected increases in services, and associated performance outcomes);

- Projected expenditures for unliquidated obligations (description of services or property that has been reported to TWC as obligations and the projected time frames for expenditure); and
- Any other factors that the PWDB would like TWC to consider.

As Workforce Development Director, I instructed two members of the Board's staff, the Workforce Development Program Coordinator overseeing Monitoring and the Workforce Development Program Specialist overseeing Child Care, to consult with Workforce Solutions Panhandle (WSP) management and to conduct interviews with WSP Child Care program staff to develop recommendations for addressing elements of service delivery which could be implemented for program performance improvement.

### **CHALLENGES OBSERVED**

Staff observed several "bottlenecks" in processes and staff workloads that would benefit from redirection at chokepoints, and several areas that would benefit from steps to shift resources and increase output including, but not limited to:

- Structuring of current child care staffing which revealed a lack of expertise to fulfill the most critical tasks;
- Staff roles and responsibilities are very specialized;
- Perceived limitations of individual's assigned duties only;
- Limited delegation of responsibilities to available staff within the child care section;
- The need for focusing on completing recertifications in a timely manner;
- More thorough examination of reasons for customers' terminations to potentially limit attrition and reduce the number of terminations;
- Lengthy wait times for downloads of documentation from the child care portal;
- Lack of alternate use of options to the child care portal, for document submissions; and
- Current use of multiple case management spreadsheets which could be streamlined.

### **RECOMMENDATIONS**

Staff recommends the following:

- Provide all staff with comprehensive training, including development and maintenance of training manuals and desk aides, for consistency in staff understanding and in service delivery, and to preserve "institutional knowledge" which decreases collected knowledge and experience from being lost through inevitable staff turnover;
- Utilize cross-training/multiskilling in completing case files from the beginning of the process to the end:
  - To balance workloads;
  - For staff to be able to determine any gaps in customer service; and
  - Allowing staff who have completed assigned tasks to step in and assist in other areas, where needed, including, but not limited to:
    - Focusing on new enrollments;
    - Completing redeterminations of recertification cases;
    - Downloading of documentation from the Child Care portal; and
    - Contacting customers to obtain needed documentation.

- Encourage staff “job shadowing” opportunities to provide designated “back-up” staffing in the following areas, including, but not limited to:
  - New enrollments;
  - Recertification cases;
  - Terminations;
  - Transfers;
  - Change-in-status cases;
  - Processing items from the child care portal;
  - Monitoring of case files; and
  - Processing Appeals to an Adverse Action.
- Recruitment of staff throughout the entire WSP organization, to assist when appropriate, with tasks such as outreach (sending communications), portal downloads, and follow up (obtaining required/missing documentation);
- Discontinuation of the use of a Waiting List as soon as possible; and only implementing its reinstatement in the event(s) of the lack of funding or lack of providers, as allowed per Texas Administrative Code (TAC) Title 40, Social Services and Assistance, Part 20, TWC Chapter 809, Child Care Services, Subchapter B, General Management, Rule §809.18;
- Ensuring that the *Right to File an Appeal to an Adverse Action* process is communicated to any party receiving a notice of determination resulting in a denial, reduction or termination of benefits or services administered by the Board as per TWC’s Integrated Complaints, Hearings and Appeals rules 40 TAC (Texas Administrative Code) Chapter 823.

For any party receiving a Form 2052, Notice of Determination, for Termination of Services, staff will place the initial communications, correspondence, documentation, and copies of Form 1071, Steps for Filing an Appeal of an Adverse Action, from the party on the WSP/Board shared network drive in the folder entitled “Appeals to Adverse Action – documents”, for oversight access and logging by the (PRPC designee) Appeals Representative.

## **CONCLUSION**

In the Summer of 2023, TWC began preparing to launch the new Texas Child Care Connection (TX3C) case management system. During this time, TWC allowed Workforce Boards some flexibility in the processing of recertification cases, to essentially be temporarily deferred by up to 30-60 days, to enable the efficient transition. We believe that the inevitable re-vamping of getting workloads back to pre-deferment levels while ensuring that current cases were being processed in a timely manner, led to the development of an unusually extensive “backlog” in the delivery of the Panhandle’s child care program services.

The provision of child care services in the Panhandle has historically required an amount of navigation through the ups and downs of balancing the needs of our communities while meeting performance and expenditure targets. I am committed to allocating all available resources to enable WSP to recover the exceptional service delivery performance that we have come to expect. We will continue to provide Board staff consultation in order to follow through with the recommendations above and find viable solutions.



**ITEM 6(i)  
Contractor's Report on  
Child Care Performance**

## Child Care Performance Target Adjustments from '23 to '24

#	Board Name	BCY24 Allocation Target	BCY23 Oct-Sept Combined Adjusted Target	July 2023 Avg Svd Mnth	BCY24 Target vs. July 2023	Percent Change
1	Panhandle	2,481	2,198	2,155	326	15.13%
2	South Plains	2,420	2,329	2,343	77	3.29%
3	North Texas	1,216	1,212	1,326	(110)	-8.30%
4	North Central	7,923	7,591	6,658	1,265	19.00%
5	Tarrant County	8,158	8,586	9,602	(1,444)	-15.04%
6	Dallas County	15,945	15,828	17,344	(1,399)	-8.07%
7	North East	1,939	1,825	1,714	225	13.13%
8	East Texas	5,639	5,134	5,557	82	1.48%
9	West Central	1,742	1,564	1,601	141	8.81%
10	Borderplex	6,609	6,886	8,631	(2,022)	-23.43%
11	Permian Basin	2,639	2,295	2,334	305	13.07%
12	Concho Valley	768	860	841	(73)	-8.68%
13	Heart of Texas	2,358	2,240	2,339	19	0.81%
14	Capital Area	3,036	3,021	3,416	(380)	-11.12%
15	Rural Capital	2,967	2,599	2,643	324	12.26%
16	Brazos Valley	1,424	1,702	1,772	(348)	-19.64%
17	Deep East	2,683	2,313	2,286	397	17.37%
18	Southeast	2,462	2,202	2,505	(43)	-1.72%
19	Golden Crescent	1,263	1,195	1,107	156	14.09%
20	Alamo	12,378	11,295	12,797	(419)	-3.27%
21	South Texas	2,975	3,312	3,583	(608)	-16.97%
22	Coastal Bend	3,214	3,532	3,481	(267)	-7.67%
23	Lower Rio	9,661	8,889	9,555	106	1.11%
24	Cameron	3,452	3,448	3,965	(513)	-12.94%
25	Texoma	1,118	971	1,144	(26)	-2.27%
26	Central Texas	3,352	3,058	3,245	107	3.30%
27	Middle Rio	1,365	1,390	1,300	65	5.00%
28	Gulf Coast	33,620	29,908	31,537	2,083	6.60%
99	<b>Sum of Boards</b>	<b>144,807</b>	<b>137,377</b>	<b>146,781</b>	<b>(1,974)</b>	<b>-1.34%</b>

Yellow highlight indicates Board receive an increase of more than 3% of target as announced on September 8th

Green highlight indicates Board receive a decrease of more than 3% of target as announced on September 8th



## December Performance Report

	<b>BOARD</b>		<b>BCY24 Target</b>	<b>YTD Average Kids Per Day</b>	<b>Percent of BCY24 Target</b>
10	Borderplex	2	6,609	7,833	118.52%
16	Brazos Valley	1	1,424	1,671	117.35%
21	South Texas	1	2,975	3,371	113.31%
5	Tarrant County	2	8,158	9,007	110.41%
22	Coastal Bend	2	3,214	3,500	108.90%
26	Central Texas	1	3,352	3,543	105.70%
12	Concho Valley	1	768	809	105.34%
24	Cameron County	2	3,452	3,584	103.82%
14	Capital Area	1	3,036	3,144	103.56%
2	South Plains	1	2,420	2,500	103.31%
8	East Texas	2	5,639	5,612	99.52%
28	Gulf Coast	2	33,620	33,392	99.32%
6	Dallas	2	15,945	15,590	97.77%
23	Lower Rio Grande	2	9,661	9,441	97.72%
15	Rural Capital	1	2,967	2,880	97.07%
17	Deep East Texas	1	2,683	2,579	96.12%
	<b>xSTATEWIDE ROLL-UP</b>		144,807	143,737	<b>95.00%</b>
18	Southeast Texas	1	2,462	2,334	94.80%
13	Heart of Texas	1	2,358	2,230	94.57%
3	North Texas	1	1,216	1,135	93.34%
4	North Central	2	7,923	7,363	92.93%
20	Alamo	2	12,378	11,309	91.36%
25	Texoma	1	1,118	1,021	91.32%
11	Permian Basin	1	2,639	2,407	91.21%
27	Middle Rio Grande	1	1,365	1,244	91.14%
9	West Central	1	1,742	1,550	88.98%
19	Golden Crescent	1	1,263	1,112	88.04%
1	Panhandle	1	2,481	2,043	82.35%
7	North East	1	1,939	1,532	79.01%

## Child Care Performance Combined with Adjustments in Targets

	BOARD		BCY24 Target	YTD Average Kids Per Day	Percent of BCY24 Target	Percent Change
10	Borderplex	2	6,609	7,833	118.52%	-23.43%
16	Brazos Valley	1	1,424	1,671	117.35%	-19.64%
21	South Texas	1	2,975	3,371	113.31%	-16.97%
5	Tarrant County	2	8,158	9,007	110.41%	-15.04%
22	Coastal Bend	2	3,214	3,500	108.90%	-7.67%
26	Central Texas	1	3,352	3,543	105.70%	3.30%
12	Concho Valley	1	768	809	105.34%	-8.68%
24	Cameron County	2	3,452	3,584	103.82%	-12.94%
14	Capital Area	1	3,036	3,144	103.56%	-11.12%
2	South Plains	1	2,420	2,500	103.31%	3.29%
8	East Texas	2	5,639	5,612	99.52%	1.48%
28	Gulf Coast	2	33,620	33,392	99.32%	6.60%
6	Dallas	2	15,945	15,590	97.77%	-8.07%
23	Lower Rio Grande	2	9,661	9,441	97.72%	1.11%
15	Rural Capital	1	2,967	2,880	97.07%	12.26%
17	Deep East Texas	1	2,683	2,579	96.12%	17.37%
18	Southeast Texas	1	2,462	2,334	94.80%	-1.72%
13	Heart of Texas	1	2,358	2,230	94.57%	0.81%
3	North Texas	1	1,216	1,135	93.34%	-8.30%
4	North Central	2	7,923	7,363	92.93%	19.00%
20	Alamo	2	12,378	11,309	91.36%	-3.27%
25	Texoma	1	1,118	1,021	91.32%	-2.27%
11	Permian Basin	1	2,639	2,407	91.21%	13.07%
27	Middle Rio Grande	1	1,365	1,244	91.14%	5.00%
9	West Central	1	1,742	1,550	88.98%	8.81%
19	Golden Crescent	1	1,263	1,112	88.04%	14.09%
1	Panhandle	1	2,481	2,043	82.35%	15.13%
7	North East	1	1,939	1,532	79.01%	13.13%





**ITEM 6(k)**  
**Board Monitoring Report**



## MEMORANDUM

DATE: January 21, 2024

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

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Report on Monitoring Reviews

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

As the current One-Stop Service Delivery System contractor, Huxford Group, LLC, is responsible for delivery of Workforce Development and Child Care Services to residents of the Panhandle Workforce Development Area, under the auspices of the Panhandle Workforce Development Board. Federal and State legislation requires evaluations of the application of funds to recipients of Federal and State funds. The Workforce Development Programs Funding sources are comprised of Federal and State funds available through funding streams from the U.S. Department of Labor, U.S. Department of Health and Human Services, and the U.S. Department of Agriculture for the Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF) Employment Services, Supplemental Nutrition Assistance Program Employment and Training Services (SNAP E&T), Employment Services (ES) authorized by the Wagner-Peyser Act, Child Care and Development funds, and the Jobs for Veterans Act of 2002.

As Federal and State legislation and policies require recipients of federal funds to conduct a financial evaluation of the application of these funds on at least an annual basis, the following measurements were conducted in the fiscal monitoring review:

- The degree of compliance with applicable laws, regulations, policies and procedures.
- Adequacy of management controls.
- Reliable information is captured, reported, and used to improve decision-making.
- Resources are efficiently and effectively used and protected from waste, fraud, and abuse.
- Past, current and projected effectiveness and efficiency of program administration.
- Financial and program performance relevant to organizational goals.

The scope of this financial evaluation included a review of the following:

- Audit
- Cash Management
- Cost Allocation
- Disbursements
- Financial Reporting
- Insurance

The following areas were reviewed with instances of non-compliance or otherwise reportable conditions:

- Disbursements
- Financial and Other Reporting

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

## **REPORT ON THE PWDA’S MONITORING REVIEWS** **February 2023 – February 2024**

<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	February 27, 2023 – March 3, 2023	January 2022 – November 2022	Pending Results
Fiscal and Program Operating Systems	March 4, 2024 – March 8, 2024	December 2022 – November 30, 2023	Upcoming

<b>Administration of Equal Opportunity Compliance Department (EOCD) Conducted by Texas Workforce Commission (TWC)</b>			
Monitoring Review	Date of review	Period Covered	Status
Equal Opportunity Compliance	January 8, 2024 – January 29, 2024	September 1, 2022 – December 31, 2023	Pending Results

<b>Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA</b>			
Monitoring Review	Date of review	Contract Period	Status
Fiscal Operating Systems	October 30, 2023 – November 3, 2023	October 2022 – September 2023	Final Report - All items resolved

<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 2023 – February 2024	January 1, 2023 – September 30, 2023	Ongoing
Program Operating Systems	March 1, 2023 – May 31, 2023	October 2022 – December 2022	Upcoming

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



**ITEM 6(1)**  
**Director's Report**

# Texas Workforce Commission

A Member of Texas Workforce Solutions

October 4, 2023

The Honorable D.J. Wagner  
Deaf Smith County Judge  
235 E. 3rd  
Hereford, Texas 79045

Bryan Daniel, Chairman  
Commissioner  
Representing the Public

Alberto Treviño III  
Commissioner  
Representing Labor

Joe Esparza  
Commissioner  
Representing Employers

Edward Sema  
Executive Director

Dear Judge Wagner:

We are pleased to inform you the Office of the Governor recertified the Workforce Solutions Panhandle Workforce Development Board (Board) following a review by the Texas Workforce Commission (TWC).

The Code of Federal Regulations (CFR), 29 USC §3122(c)(2)(A) requires that, once every two years, the Governor certify one Local Workforce Development Board for each local workforce development area (workforce area) of the state. The state is required to complete your workforce area's certification process within a reasonable time following each two-year period.

To fulfill the requirement, TWC conducted a review of the following elements:

- **Board Composition**—Determined that the Board's composition was consistent with CFR 29 USC §3122(b)(2). The Board was required to bring its membership into compliance before certification was recommended.
- **Diversity Requirements**—Determined that the Board was in compliance with the ethnic and geographic diversity of the workforce area.
- **Industry Representation**—Determined whether private sector membership reasonably represented the industrial and demographic composition of the business community.
- **Bylaws**—Confirmed that a copy of the Board's current bylaws was on file with TWC, that the size and composition of the Board were consistent with its bylaws, and that a conflict of interest statement was included.
- **Partnership Agreement**—Confirmed that a copy of the current Partnership Agreement was on file with TWC and that it identified the grant recipient, administrative entity, and the process for developing the strategic and operational plan.
- **Bylaws and Partnership Agreement**—Confirmed that these instruments are consistent with each other.



- **WIOA Performance**—Compared WIOA performance against required (i.e., contracted) targets and verified plans were in place and actions were underway to improve performance if performance was below expectations.

We appreciate the assistance that Board staff provided in completing this review. We look forward to continuing to work together to meet the needs of employers and job seekers in your community. If you have questions, please contact Shunta Williams, Director of Workforce and Board Support, at (512) 936-6139.

Sincerely,



Bryan Daniel, Chairman  
Commissioner Representing the Public



Alberto Trevino III  
Commissioner Representing Labor



Joe Esparza  
Commissioner Representing Employers

Enclosure

cc: Kevin Caddell, Board Chair, Workforce Solutions Panhandle WDB  
Marin Rivas, Workforce Development Director, Workforce Solutions Panhandle WDB  
Edward Serna, Executive Director  
Courtney Arbour, Director, Workforce Development Division

**APPROVAL/DISAPPROVAL OF ACTION ITEM  
REQUEST FROM THE  
TEXAS WORKFORCE COMMISSION**

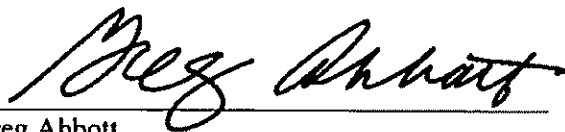
**ACTION ITEM:** Re-certification of Workforce Boards under Workforce Innovation and Opportunity Act

Workforce Solutions Panhandle  
Workforce Solutions North Texas  
Workforce Solutions for Tarrant County  
Workforce Solutions Northeast Texas  
Workforce Solutions of West Central Texas  
Workforce Solutions Permian Basin  
Workforce Solutions for the Heart of Texas  
Workforce Solutions Rural Capital Area  
Workforce Solutions Deep East Texas  
Workforce Solutions Golden Crescent  
Workforce Solutions for South Texas  
Workforce Solutions Lower Rio Grande Valley  
Workforce Solutions Texoma  
Workforce Solutions Middle Rio Grande

Workforce Solutions South Plains  
Workforce Solutions for North Central Texas  
Workforce Solutions Greater Dallas  
Workforce Solutions East Texas  
Workforce Solutions Borderplex  
Workforce Solutions Concho Valley  
Workforce Solutions Capital Area  
Workforce Solutions Brazos Valley  
Workforce Solutions Southeast Texas  
Workforce Solutions Alamo  
Workforce Solutions of the Coastal Bend  
Workforce Solutions Cameron  
Workforce Solutions of Central Texas  
Workforce Solutions Gulf Coast

Approval

Disapproval

  
\_\_\_\_\_  
Greg Abbott  
Governor of Texas

10 / 04 / 23  
\_\_\_\_\_  
Date



**ITEM 6(m)**  
**PWDB Membership List**

**PANHANDLE WORKFORCE DEVELOPMENT BOARD  
CURRENT MEMBERSHIP  
JULY 1, 2023 – JUNE 30, 2024**

**PRIVATE SECTOR (CITY OF AMARILLO)**

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

Industry Represented: Child Care Services  
TWC ID #: 075710160  
Firm Size: 29 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2025

**PRIVATE SECTOR (CITY OF AMARILLO)**

Ms. Betty Bara  
Co-Owner  
La Fiesta Grande  
4704 Van Winkle Drive  
Amarillo, Texas 79119  
(806) 376-3689 / (806) 355-2826 fax  
[bettybara@aol.com](mailto:bettybara@aol.com)

Industry Represented: Restaurants  
TWC ID #: 021762288  
Firm Size: 84  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**PRIVATE SECTOR (CITY OF AMARILLO)**

Ms. Amy Moran  
Director –  
Human Resources Strategy and Operations  
Consolidated Nuclear Security, LLC - Pantex  
P. O. Box 30020  
Amarillo, Texas 79120-0030  
(806) 573-7502 ext. 2.1011  
[amy.moran@cns.doe.gov](mailto:amy.moran@cns.doe.gov)

Industry Represented: Ammunition Manufacturing  
TWC ID #: 144395778  
Firm Size: 4,227  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2025

**PRIVATE SECTOR (CITY OF AMARILLO)**

Ms. Sonja Clark  
Site Leader  
Bell Textron, Inc.  
10201 Airport Blvd.  
Amarillo, Texas 79111  
(806) 467-4525  
[sclark@bellflight.com](mailto:sclark@bellflight.com)

Industry Represented: Aircraft Manufacturing  
TWC ID #: 002639157  
Firm Size: 5,264 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**PRIVATE SECTOR (CITY OF AMARILLO)**

Mr. David Parker \*\*  
Chief Operating Officer  
Harwell & Cook Orthodontics  
3420 Thornton Drive  
Amarillo, Texas 79109  
(806) 353-3593  
[david@harwellcook.com](mailto:david@harwellcook.com)

Industry Represented: Dentistry  
TWC ID #: 07-895859-6  
Firm Size: 41 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2025

**PRIVATE SECTOR (CITY OF AMARILLO)**

Ms. Wanda Boatman  
Employee Relations  
Plains Dairy LLC  
300 North Taylor Street  
Amarillo, Texas 79107  
(806) 372-3851  
[WBoatman@plainsdairy.com](mailto:WBoatman@plainsdairy.com)

Industry Represented: Dairy Product Manufacturing  
TWC ID #: 022618466  
Firm Size: 145 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

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

Mr. Kevin Caddell \* / \*\*\*\*  
Owner  
Furniture Fashions, LTD  
1603 Tennessee Blvd.  
Dalhart, Texas 79022  
(806) 244-5551  
[Kevin@furnfash.com](mailto:Kevin@furnfash.com)

Industry Represented: Furniture Retail  
TWC ID #: 109626740  
Firm Size: 8 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2025

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

Ms. Michelle Griffin \*\*\*  
President – Borger Branch  
Amarillo National Bank  
P. O. Box 949  
Borger, Texas 79008  
(806) 275-5025 / (806) 274-4533 fax  
[michelle.griffin@anb.com](mailto:michelle.griffin@anb.com)

Industry Represented: Commercial Banking  
TWC ID #: 000422070  
Firm Size: 865 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

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

Mr. Uriel Villa  
Financial Advisor  
Edward Jones Investments  
205 West 4<sup>th</sup> Street, Suite 101  
Hereford, Texas 79045  
(806) 364-0041  
[uriel.villa@edwardjones.com](mailto:uriel.villa@edwardjones.com)

Industry Represented: Investment Management  
TWC ID #: 200822978  
Firm Size: 2 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2026

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

Ms. Amy Rambo  
Senior Human Resource Business Partner  
BSA Health System  
1600 Wallace Blvd.  
Amarillo, Texas 79106  
(806) 212-2989 / (806) 212-1600 fax  
[amy.rambo@bsahs.org](mailto:amy.rambo@bsahs.org)

Industry Represented: Hospitals  
TWC ID: 138513173  
Firm Size: 2,429 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2024

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

Mr. Ryan Bradley  
Plant Manager  
Hunting Titan Inc.  
11785 Hwy 152  
Pampa, Texas 79076  
(806) 665-3781  
[Ryan.Bradley@hunting-intl.com](mailto:Ryan.Bradley@hunting-intl.com)

Industry Represented: Oil & Gas  
Equipment Manufacturing  
TWC ID: 143344908  
Firm Size: 552 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2026

**PRIVATE SECTOR (AT LARGE)**

Mr. Brian Wasden \*\*\*\*\*  
Owner/General Manager  
Kleinstadt Motors  
4515 Canyon Drive  
Amarillo, Texas 79110  
(806) 418-6045  
[brian.wasden@icloud.com](mailto:brian.wasden@icloud.com)

Industry Represented: Automotive Repair  
TWC ID #: 20-258518-3  
Firm Size: 4 employees  
Ethnicity/Gender: W/M  
Term Expires: June 30, 2025

**PRIVATE SECTOR (AT LARGE)**

Mr. Charlie Rivas \*\*\*  
Chief Executive Officer  
Rivas Environmental Consultants  
200 Winery Road  
Amarillo, Texas 79118  
(806) 622-2255 / (806) 622-2257 fax  
[rivas@arn.net](mailto:rivas@arn.net)

Industry Represented: Remediation Services  
TWC ID #: 012394527  
Firm Size: 0 employees  
Ethnicity/Gender: H/M  
Term Expires: June 30, 2026

**PRIVATE SECTOR (AT LARGE)**

Mr. Francisco Apodaca  
Co-Owner  
Apodaca Brothers  
801 W. Francis Ave.  
Pampa, TX 79065  
(806) 669-1169 / (806) 669-1169  
[12280ehwy60@gmail.com](mailto:12280ehwy60@gmail.com)

Industry Represented: Plumbing/HVAC  
TWC ID #: 119858119  
Firm Size: 8 employees  
Ethnicity/Gender: H/M  
Term Expires: June 30, 2024

**CHILD CARE WORKFORCE**

Ms. Jill Goodrich \*\*\*\*\*  
Executive Director  
Opportunity School  
1100 S. Harrison  
Amarillo, Texas 79101  
(806) 373-4245  
[jillgoodrich@opportunityschool.com](mailto:jillgoodrich@opportunityschool.com)

Industry Represented: Child Care Services  
TWC ID #: 006296025  
Firm Size: 45 employees  
Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**ECONOMIC DEVELOPMENT ORGANIZATIONS**

Ms. Crystal Hermesmeier  
Economic Development Director  
Shamrock Economic Development Corporation  
207 N. Main Street  
Shamrock, TX 79079  
(806) 256-2516  
[shamrockedc@gmail.com](mailto:shamrockedc@gmail.com)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**SECONDARY EDUCATION**

Mr. Jay Barrett \*\*\*  
Principal  
AmTech Career Academy  
3601 Plains Blvd.  
Amarillo, Texas 79102  
(806) 326-2800  
[jay.barrett@amaisd.org](mailto:jay.barrett@amaisd.org)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2025

**POST-SECONDARY EDUCATION**

Mr. Texas D. "Tex" Buckhaults \*\*\*\*  
President  
Clarendon College  
P. O. Box 968  
Clarendon, Texas 79226  
(806) 874-3571  
[Tex.Buckhaults@clarendoncollege.edu](mailto:Tex.Buckhaults@clarendoncollege.edu)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2025

**ADULT BASIC AND CONTINUING EDUCATION**

Dr. Tamara Clunis  
Vice President of Academic Affairs  
Amarillo College  
P. O. Box 447  
Amarillo, Texas 79178  
(806) 371-5296 / (806) 354-5891 fax  
[ttclunis@actx.edu](mailto:ttclunis@actx.edu)

Ethnicity/Gender: B/F  
Term Expires: June 30, 2026

**LITERACY ORGANIZATIONS**

Ms. Lisa White  
Literacy Coordinator  
Amarillo Public Library  
413 E. 4th  
Amarillo, Texas 79101  
(806) 378-3043 / (806) 378-9327 fax  
[lisa.white@amarillolibrary.org](mailto:lisa.white@amarillolibrary.org)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2025

**VOCATIONAL REHABILITATION ORGANIZATIONS**

Ms. Geneva Tiller  
Unit Support Coordinator  
Texas Workforce Solutions  
Vocational Rehabilitation Services  
3120 Eddy St.  
Amarillo, TX 79106  
(806) 372-5521  
[geneva.tiller@twc.texas.gov](mailto:geneva.tiller@twc.texas.gov)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**COMMUNITY-BASED ORGANIZATIONS**

Ms. Magi York \*\*\*\*  
Executive Director  
Panhandle Community Services  
1309 West Eighth Avenue  
Amarillo, Texas 79120-2150  
(806) 342-6150 / (806) 373-8143  
[magi.york@pcsvcs.org](mailto:magi.york@pcsvcs.org)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**COMMUNITY-BASED ORGANIZATIONS**

Ms. Jahnel McClain  
Human Resource Manager  
Goodwill Industries of Northwest Texas  
1904 Bell Street  
Amarillo, Texas 79106  
(806) 331-6890 / (806) 331-7207 fax  
[jmclain@ginwtx.org](mailto:jmclain@ginwtx.org)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2026

**LABOR ORGANIZATIONS**

Mr. Paul Salazar \*\*\*\*  
Training Director, JATC  
West Texas Electrical Joint Apprenticeship  
& Training Committee  
102 South Bowie Street  
Amarillo, Texas 79106  
(806) 372-1581 / (806) 331-6718 fax  
[psalazarjatc@wtxjatc.org](mailto:psalazarjatc@wtxjatc.org)

Ethnicity/Gender: H/M  
Term Expires: June 30, 2024

**LABOR ORGANIZATIONS**

Mr. John Roberts  
Council Business Representative  
Central South Carpenters Regional Council  
12180 Tascosa Road  
Amarillo, Texas 79124  
(806) 373-4574 / (806) 374-4437 fax  
[jroberts@cscouncil.net](mailto:jroberts@cscouncil.net)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2026



**PUBLIC EMPLOYMENT AGENCY**

Mr. Jason Vaden  
Project Coordinator  
Texas Workforce Commission  
101 E. 15<sup>th</sup> St.  
Austin, Texas 78778  
(512) 936-3442  
[jason.vaden@twc.texas.gov](mailto:jason.vaden@twc.texas.gov)

Ethnicity/Gender: W/M  
Term Expires: June 30, 2026

**STATE DEPARTMENT OF HUMAN SERVICES**

Ms. Lisa Lillard  
Program Manager  
Texas Health and Human Services Commission  
Region 1 - P.O. Box 3369, 79008  
301 West 6<sup>th</sup> Street 401  
Borger, Texas 79007  
(806) 273-4446 / (806) 274-5028 fax  
[Lisa.Lillard@hhs.texas.gov](mailto:Lisa.Lillard@hhs.texas.gov)

Ethnicity/Gender: W/F  
Term Expires: June 30, 2025

- \* Chairman
- \*\* Vice Chairman
- \*\*\* Executive Committee Member
- \*\*\*\* Cybersecurity Council Member
- \*\*\*\*\* Child Care Advisory Committee Member
- \*\*\*\*\* Also serves as Veterans Representative
- \*\*\*\*\* Also serves as Child Care Representative