



NOTICE OF MEETING

A meeting of the Panhandle Workforce Development Consortium's Governing Body will be held at 11:30 a.m. on Thursday, December 8, 2022. Due to the current COVID-19 crisis this meeting will be held by in a hybrid format of both in-person and videoconference pursuant to Texas Government Code Section 551.127.

Under the hybrid format, Board members and individuals from the public may access the meeting in person at Amarillo ISD's AmTech Career Academy, AmTech Conference Room, 3601 Plains Blvd, Amarillo, Potter County, Texas. Lunch will be served to members prior to the start of business.

AmTech Career Academy is a secure facility. Attendees should arrive at least fifteen (15) minutes prior to the start of the meeting at the South Entrance and bring a State-Issued Identification Card (e.g. Driver's License). Each attendee will be issued a temporary Photo Badge to be worn while in the facility.

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

<https://us02web.zoom.us/j/81730811676?pwd=OEhDcm14ZTQ2QjBoNEwyVDBXOUe1dz09>

(Meeting ID: 817 3081 1676 - Passcode: 515563)

Or may participate by phone (346) 248-7799 (Meeting ID: 817 3081 1676 - Passcode: 515563).

A copy of the full agenda packet for this meeting can be found on the PRPC's website at:

<http://www.theprpc.org>

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

AGENDA

1. **CALL TO ORDER**
2. **INITIAL PUBLIC COMMENT PERIOD**
3. **MINUTES**

Consider the approval of the minutes of the August 25, 2022 meeting of the Governing Body.

4. **CURRENT MEMBERSHIP LIST**

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

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

Review of agenda items presented and concurrence with actions taken at the December 7, 2022 meeting of the Panhandle Workforce Development Board:

5a. MINUTES

Minutes from the Board's meeting held on August 24, 2022. No action by the Body is required.

5b. INTRODUCTIONS

Introduction to the Panhandle Workforce Development Board's new Board members and staff. No action by the Body is required.

5c. ORIENTATION TO AMTECH CAREER ACADEMY

Mr. Jay Barrett, Principal of AmTech Career Academy, discussed the history and mission of the new learning center. No action by the Body is required.

5d. BOARD ATTESTATION & COMMUNITY IMPACT STATEMENT

Mr. Phillip Flores, Business Services Representative with Workforce Solutions Panhandle (WSP), will discuss topics included in the Board Attestation & Community Impact Statement submitted last month to the Texas Workforce Commission's (TWC), as part of the Panhandle Workforce Development Board's 2022-23 Board Oversight Capacity. No action by the Body is required.

5e. REPORTS ON GRANTS

A review of reports on the Panhandle's grants for October 1, 2021 – September 30, 2022 will be presented. No action by the Body is required.

5f. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICIES

Members will be asked to consider proposed updates to seven current local PWDB policies for:

- (1) In-Demand Industries, In-Demand Occupations, and Target Occupations;
- (2) Child Care Services;
- (3) Customer Incentives;
- (4) Policy Waiver Requests;
- (5) Supportive Services
- (6) Non-Custodial Parent (NCP) Choices, Case Closure; and
- (7) Information Technology (IT) Security, Systems and Computer Access.

Public comment opportunity and Member vote will be recognized.

5g. LOCAL MONITORING REPORT

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

5h. 2023 WORK PROGRAM AND EXPENDITURE BUDGET

Staff will present an overview of the Workforce Development Division's Fiscal Year 2023 Work Program and Expenditure Budget from the PRPC 2023 Strategic Work Program and Budget. No action by the Body is required.

5i. 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.

5j. 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.

5k. CURRENT PWDB MEMBERSHIP LIST

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

6. FINAL PUBLIC COMMENT PERIOD

7. ADJOURN

PUBLIC NOTICE

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

Posted this 30th day of November 2022, 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
August 25, 2022

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, August 25, 2022, at 11:30 a.m. Due to the current COVID-19 crisis this meeting was held by videoconference pursuant to Texas Government Code Section 551.127.

Judge D J Wagner, Chair, presided.

MEMBERS PRESENT:

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

MEMBER ABSENT:

- Dan Looten, County of Carson
- Ginger Nelson, City of Amarillo

OTHERS PRESENT:

Phillip Flores, Trent Morris, and Andrew Thompson, Workforce Solutions Panhandle

STAFF PRESENT:

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

1. CALL TO ORDER

Judge Irwin called the meeting to order, noting that a quorum was present, then turned over the meeting to Judge Wagner.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered the minutes from the May 26, 2022 meeting of the Governing Body. Judge Carter moved for approval. Judge Keeter seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

5. APPOINTMENTS OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the appointment of three individuals to serve on the Workforce Development Board. Judge Keeter moved to appoint:

- Ms. Amy Rambo, Senior Human Resource Business Partner, Baptist St. Anthony's Health System (BSA), Amarillo, representing Private Sector – City of Amarillo;
- Mr. Paul Salazar, Training Director, Joint Apprenticeship & Training Committee (JATC), West Texas Electrical Joint Apprenticeship & Training Committee, Amarillo, representing Organized Labor; and
- Ms. Jahnel McClain, Human Resource Manager, Goodwill Industries of Northwest Texas, Amarillo, representing Community-Based Organizations.

Judge Irwin 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 August 24, 2022 meeting of the Panhandle Workforce Development Board:

6a. MINUTES

Minutes from the PWDB meeting held on May 25, 2022. No action by the Body was required.

6b. ELECTION OF OFFICER

PWDB members elected a new Vice Chair, with the resignation of Mr. Matt Parker from the Board, for the coming year through June 30, 2023. No action by the Body was required.

6c. PROGRAM PRESENTATION – SITES ON TEXAS

Members heard a presentation from Ben Wilson, Director of Sales with CCIM Institute, and Phillip Flores, Business Services Representative with Workforce Solutions Panhandle, on Sites on Texas labor market and demographic data services. No action by the Body was required.

6d. REPORTS ON GRANTS

A review of reports on the Panhandle's grants for October 1, 2021 – March 31, 2022. No action by the Body was required.

6e. CHILD CARE INDUSTRY SUPPORT FUNDING APPLICATION

Members considered the submission of an application to the Texas Workforce Commission (TWC) for Child Care Industry Support Funding. Judge Irwin moved to approve the submission as presented. Judge Keeter seconded the motion; the motion carried.

6f. HIGH DEMAND JOB TRAINING GRANTS

Members were presented with a review of TWC High Demand Job Training Grants awarded to the Panhandle Workforce Development Area. No action by the Body was required.

6g. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICIES

Members were asked to consider proposed updates to three current local PWDB policies for:

- a) Supportive Services – Judge Carter moved to approve the update. Judge Irwin seconded the motion; the motion carried.
- b) Non-Custodial Parent (NCP) Choices, Case Closure – Judge Irwin moved to approve the update. Judge Carter seconded the motion; the motion carried.
- c) Child Care Services – Judge Keeter moved to approve the update. Judge Carter seconded the motion; the motion carried.

There were no public comments.

6h. LOCAL MONITORING REPORT

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

6i. WORKFORCE DEVELOPMENT PROGRAM OPERATION AND SERVICE DELIVERY CONTRACT RENEWAL 2022-2023

Members were asked to consider completion and execution of a contract renewal with Huxford Group, LLC to deliver workforce development and child care program services for the period of October 1, 2022 through September 30, 2023. Judge Keeter moved to approve the completion and execution of the renewal. Judge Carter seconded the motion; and the motion carried.

6j. 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 Body was required.

6k. DIRECTOR’S REPORT ON WORKFORCE ACTIVITIES

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

6l. CURRENT MEMBERSHIP LIST

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

7. FINAL PUBLIC COMMENT PERIOD

None.

8. ADJOURN

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



ITEM 4 CGB Membership List

**PANHANDLE WORKFORCE DEVELOPMENT CONSORTIUM'S GOVERNING BODY
CURRENT MEMBERSHIP
JULY 1, 2022 – JUNE 30, 2023**

CITY OF AMARILLO

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

AT- LARGE

The Honorable DJ Wagner *
Judge, County of Deaf Smith
235 E. 3rd Rm 201
Hereford, Texas 79045
(806) 363-7000
(806) 363-7022 fax
judgewagner@wtrt.net

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

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

**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

**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

**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

**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

* Chairman

** Vice-Chairman



ITEM 5(a)

WDB Minutes



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Board

Minutes

August 24, 2022

The regular meeting of the Panhandle Workforce Development Board was held at 12:30 p.m. on Wednesday, August 24, 2022. Due to the current COVID-19 crisis this meeting was held in hybrid format by videoconference pursuant to Texas Government Code Section 551.127. Board members and individuals from the public who desired to attend in person, accessed the meeting at 3120 Eddy Street, Amarillo, Randall County, Texas.

Ms. Michelle Griffin, presided.

MEMBERS PRESENT:

- Norman Bearden, Texas Workforce Commission
- Texas "Tex" Buckhaults, Clarendon College
- Kevin Caddell, Furniture Fashions, LTD
- Tamara Clunis, Amarillo College
- Heather Freeman, CNS Pantex
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Kristi Hanes, Night & Day, Care & Play Inc.
- Crystal Hermesmeyer, Shamrock Economic Development Corporation
- Lisa Lillard, Texas Health and Human Services Commission
- Art Martinez, Whiteface Heating & Air, Inc.
- David Parker, Harwell & Cook Orthodontics
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- John Roberts, Central South Carpenters Regional Council
- Geneva Tiller, Texas Workforce Solutions Vocational Rehabilitation Services
- Michael Wright, Moore County News - Press
- Magi York, Panhandle Community Services

MEMBERS ABSENT:

- Francisco Apodaca, Apodaca Brothers
- Betty Bara, La Fiesta Grande
- Jay Barrett, Amarillo Area Center for Academic Learning
- Ryan Bradley, Hunting Titan
- Jason Henderson, Bell Helicopter, Textron
- Lisa White, Amarillo Public Library

OTHERS PRESENT:

Ben Wilson, CCIM Institute; Nikki Thurman, Texas Veterans Commission; and Jason Britsch, Phillip Flores, Jennifer Galloway, Trent Morris, April Slatter, and Andrew Thompson, Workforce Solutions Panhandle.

STAFF PRESENT:

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

1. CALL TO ORDER

Ms. Griffin called the meeting to order noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the Board's May 25, 2022 meeting. Mr. Buckhaults moved to approve the minutes as presented. Ms. York seconded the motion; the motion carried.

4. ELECTION OF OFFICER

Members considered the election of a new Vice Chair, with the resignation of Mr. Matt Parker from the Board, for the coming year through June 30, 2023. Mr. Buckhaults moved to elect Mr. Wright to serve as the Board's Vice Chair. Mr. Charlie Rivas seconded the motion; the motion carried. Mr. Wright abstained from voting.

5. PROGRAM PRESENTATION – SITES ON TEXAS

Members heard a presentation from Ben Wilson, Director of Sales with CCIM Institute, and Phillip Flores, Business Services Representative with Workforce Solutions Panhandle, on Sites on Texas labor market and demographic data services. No action by the Board was required.

6. REPORT ON GRANTS

Staff presented reports on the Panhandle's grants for October 1, 2021 – June 30, 2022. No action by the Board was required.

7. CHILD CARE INDUSTRY SUPPORT FUNDING APPLICATION

Members considered the submission of an application to the Texas Workforce Commission (TWC) for Child Care Industry Support Funding. Ms. York moved to approve the submission as presented. Mr. Bearden seconded the motion; the motion carried.

8. HIGH DEMAND JOB TRAINING GRANTS

Members were presented with a review of TWC High Demand Job Training Grants awarded to the Panhandle Workforce Development Area. No action by the Board was required.

9. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICIES

Members were asked to consider proposed updates to three current local PWDB policies for:

- a) Supportive Services - Mr. Charlie Rivas moved to approve the update. Mr. Martinez seconded the motion; the motion carried.
- b) Non-Custodial Parent (NCP) Choices, Case Closure - Mr. Bearden moved to approve the update. Ms. York seconded the motion; the motion carried.
- c) Child Care Services - Mr. Wright moved to approve the update. Mr. Buckhaults seconded the motion; the motion carried.

10. LOCAL MONITORING REPORT

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

11. WORKFORCE DEVELOPMENT PROGRAM OPERATION AND SERVICE DELIVERY CONTRACT RENEWAL 2022-2023

Members were asked to consider completion and execution of a contract renewal with Huxford Group, LLC to deliver workforce development and child care program services for the period of October 1, 2022 through September 30, 2023. Ms. York moved to approve the completion and execution of the renewal. Mr. Parker seconded the motion; and the motion carried.

12. 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.

13. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

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

14. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

15. FINAL PUBLIC COMMENT PERIOD

None.

16. ADJOURN

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



ITEM 5(d)

Community Impact Statement

BOARD OVERSIGHT CAPACITY RATINGS

Board Attestation & Community Impact Statement

Purpose

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

Board Name: Panhandle Workforce Development Board

Form Submitter: Leslie Hardin, Workforce Development Program Manager

Board Attestation

Develop, maintain, and upgrade comprehensive fiscal management systems.

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

Yes No

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

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

Yes No

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

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

Yes No

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

Yes No

Manage the contractors' performance across multiple Board programs

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

Yes No

Community Impact Statement

Oversight

The Panhandle Workforce Development Board (PWDB) continued its oversight of the Workforce Solutions Panhandle (WSP) system with its focus on assisting job seekers in finding self-sustaining, stable employment, as well as helping employers in finding qualified workers and services. According to the August 2022 Board Summary Report – Contracted Measures, Year-to-Date Performance, the Panhandle exceeded the performance Targets on eleven (11) measures, met the Targets on seven (7) measures, and only missed the Target on one (1) measure.

Success Stories

WSP's success stories spotlight area job seekers, training graduates, and employers who are proud to partner with WSP and show how services are making a difference in people's lives. More than a list of events or activities, it describes a positive change and shows how that change benefits them and the people of the Texas Panhandle. A good success story uses evidence to show the value of programs. WSP's Success Stories can be viewed at <https://wspanhandle.com/success-stories/>

Workforce Development Business and Employer Services

WSP Business Services Unit

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

Large-Format Job Fairs

WSP hosts the bi-annual Amarillo Job Fair, *Hiring Red, White & You!* Veterans Job Fair, and several regional events throughout the year, providing large-scale recruitment opportunities to the business communities of Amarillo and the surrounding areas.

Participating in these events assists employers by:

- Gaining access to a large number of candidates – In the few hours of a job fair, an employer can meet with dozens of candidates per representative. Recruiters and managers get the chance to have a face-to-face interaction with candidates that are interested in their organization.
- Increasing brand awareness – A job fair is a form of public relations for a company. It is a way to get the company's name out in a positive light, to encourage talented job seekers to consider them and to have a conversation with real people, rather than résumés.
- Growing the employer's pipeline – Many employers face a high number of employee retirements in the coming years, representing a loss of skills and experience. This event is a chance to connect with the future workforce.

Job Fairs	
Number of Events	5
Employers Served	270
Job Seekers Served	1,170
Reported Hires	403

Hiring Events

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

Hiring Events	
Number of Events	136
Employers Served	136
Job Seekers Served	1,717
Reported Hires	494

Career Fairs

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

Career Fairs hosted during 2022 include the *Exploring Pathways into Careers (EPIC)* Middle School Career Fair, *EPIC* High School Career Fair, and the AmTech Career Fair.

Career Fairs	
Number of Events	3
Employers Served	166
Students Served	3,001

Job Fair/Hiring Event/Career Fair Totals	
Number of Events	144
Employers Served	572
Job Seekers Served	5,888
Reported Hires	897

By The Numbers

New Employers Registered = 199

Job Orders Placed = 6,469

Employers Posting Jobs = 732

Job Openings = 10,465

Job Referrals = 11,972

Unduplicated Employers Served = 1,346

Total Employer Services = 12,938

Subsidized/Unpaid Employment Agreement = 54

WSP Branding/News Media

Since October of 2021, WSP has been featured in more than 20 area news media stories on television, newspaper and online. Those stories include hosting hiring events for some of the area's largest employers such as Pantex, Xcel Energy and Bell Flight as well as information sessions for Cacique, a new employer to the PWDA. WSP also provides labor market information and promotes Amarillo Job Fairs with appearances on local television shows.

Social Media

WSP maintains a strong social media presence in the toolbox to assist people in finding employment. The WSP Facebook page has seen exponential growth and is connecting more area job seekers to employers who need employees.

- Facebook Page Reach = 158,075 people (Up 61.2%)
- Facebook Page Visits = 17,567 (Up 539.5%)
- Facebook Page New Likes = 879 (Up 202.1%)

Rapid Response

Rapid Response is an early intervention service that assists workers and employers affected by layoffs, plant closures, or natural disasters. It provides access to the Texas Workforce Commission's system of user-friendly resources and information to help transition workers into reemployment.

Being laid off from one's job is one of the most traumatic events a person can experience in life. However, affected employees do not need to go through this transition alone. Customized services and resources, as part of the Rapid Response program, are offered to affected staff, to get them back to work as soon as possible and minimize the disruptions to life that a layoff will cause.

One such example was Amarillo's ASARCO plant closure when WSP, working with plant leadership, brought services and resources on-site to the plant, well before the layoff date. WSP's Rapid Response team learned of the impending ASARCO plant closure that would affect 63 total plant employees. Rapid Response staff then met with ASARCO leadership and union representatives to determine the needs of the employer.

A Rapid Response Event was planned and executed soon after, which provided affected staff with information on how to maintain an income (unemployment insurance), information on health insurance options, access to skills upgrading and training resources, and much more. Representatives from the Texas

Veterans Commission (TVC) were in attendance to speak with veterans and qualified spouses. Personnel from Amarillo College were also present to explain the educational options that the plant workers have.

ASARCO staff were surveyed to determine wraparound services they might need to understand the needs of the workers. As a result of the survey, several WSP staff spent one week at the plant, working one-on-one with workers to assist with job applications, résumé preparation, assessing accomplishments and skills, and working with them on interviewing skills and effective interviewing techniques.

One job fair and one hiring event were held for the plant workers. The on-site job fair featured 10 employers who were all very interested in hiring ASARCO employees due to their skills and experience. News of the plant closure sparked Pantex recruiters to reach out to WSP staff, who hosted a hiring event for the employer, and all ASARCO employees were specifically invited to attend.

Labor Market Information

Workforce and Labor Market Information (LMI) is essential to the Texas Panhandle's economy, providing for the efficient operation of labor markets by supplying quality labor market intelligence. Accurate, objective, relevant, timely, and accessible workforce and LMI is critical for:

- Building a skilled workforce that spurs business competitiveness and economic growth;
- Strengthening career pathways and guiding skill attainment for good jobs, economic opportunity, and career growth;
- Understanding the rapidly changing nature of work and how it impacts the workforce and the area's economy; and
- Spending workforce training and education funds effectively.

WSP BSRs worked closely with Economic Development Corporations (EDCs), Colleges, Universities, and employers.

The largest consumers of WSP's LMI Services were the Amarillo EDC (9 total LMI projects), Amarillo College (LMI presentations at each campus throughout the Texas Panhandle), Frank Phillips College and Clarendon College (both utilized LMI to choose new educational programs at area campuses).

Career Pathways Mapping

WSP Business Services staff, in cooperation with the Panhandle Community Partnership began work on creating an interactive website to clearly visualize career pathway maps. This tool features Target Occupations from the PWDA, including wage, education requirements, and up-to-date LMI.

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

This tool is designed for community colleges, their K-12 partners, and four-year institutions to use in mapping strong, seamless career pathways. Clear career pathways maps enable more students to advance through college, attain credentials with labor market value, and earn wages that sustain their families.

Workforce Development Job Seeker Services

Workshops

WSP Career Services (CS) staff offer several different in-person workshops to help address customer needs. A total of 277 customers attended various workshops throughout the year. The free and in-person workshops that the CS staff provides to job seekers include:

- Interview Workshops
- WorkinTexas.com Workshops
- Over 50 Job Search Workshops
- Résumé Workshops
- Job Readiness Workshops

Services

Helping Panhandle Workforce Development Area (PWDA) job seekers gain employment is one of the highest priorities at WSP. The services that are offered at no cost to the job seeker include:

- Résumé Building
- Job Training
- Job Matching and Referrals
- Career Placement and Development
- Career Counseling
- Job Readiness Classes
- Youth Services
- Veteran Services
- Community Resource Information
- Financial Aid

By The Numbers

Customers Served = 8,412 Unique Customers

Total Job Seeker Services = 41,805

Internal Job Postings Entered = 6,347

Number of Job Openings = 10,480

Total Job Referrals = 12,240

Applications Submitted = 12,050

Workshop Attendees = 277

WorkInTexas.com Registrations = 3,607

Went to Work = 1,562

RESEA Orientations = 633

Job Developments = 46

Two Mobile Workforce Development Services Units

These “mobile offices” are a moving extension of the WSP Workforce Center(s), bringing services directly to rural customers in need, through the multiple computer stations with internet access. The Mobile Units

travel all across the PWDA including Pampa, Dimmitt, Dumas, Childress, Perryton, and Tulia, and assist job seekers in:

- Work Registration in WorkInTexas.com
- Online job applications
- Assistance with résumé writing
- Information on Training and Child Care Services
- Information on Adult Education & Literacy Program

The Mobile Workforce Development Services Units offered services to a total of 546 Unique Customers in 590 total visits.

Career Services

The WSP Career Services staff provide countless resources to area job seekers, from connecting them with local employers to fill their needs, to providing several different kinds of workshops to best prepare job seekers for the current job market.

Job Postings

The job postings listed on the State’s labor exchange website, www.WorkinTexas.com, are one of the most valuable resources to offer area job seekers when it comes to looking for employment.

Every day, WSP Career Services staff and registered employers upload dozens of updated job postings to the WorkinTexas.com site in order to fill employment needs. Posted job opportunities break down everything the job seeker needs to know about what that position entails, as well as pay.

A total of 6,347 jobs were posted internally, accounting for 10,480 job openings. There were 12,240 job referrals made. 373 hires were entered for these job postings.

Job Type	Total Job Orders	Total Job Openings	Total Job Referrals
Contract	5	11	7
On the Job Training	3	12	31
Regular	6,211	8,853	12,059
Seasonal	40	759	3
Temporary	88	845	140
Report Totals	6,347	10,480	12,240

JobUp in Amarillo

The JobUp platform on www.TakeRootInAmarillo.com, brought to realization through a partnership between the Amarillo EDC and WSP, allows job seekers and employers to be matched anonymously. Remaining anonymous allows unemployed, underemployed, overqualified, and passive job seekers all to benefit from the platform for career advancement without unconscious bias or jeopardizing their current job.

SkillUp Panhandle

WSP launched this free virtual training program to help jobseekers anywhere in the Texas Panhandle upgrade their skills and train for certifications. TWC partnered with Metrix Learning to offer individuals a no-cost opportunity to acquire new skills, enhance existing skills, or prepare for certification training through a web-based learning management system.

The Metrix Learning platform, customized to branding that reflects the Texas Panhandle as SkillUp Panhandle, offers area residents more than 5,000 online Skillssoft courses, which are widely used by Fortune 500 companies, in a variety of high-demand industry sectors, including, but not limited to, information technology, business analysis, customer service, project management, and digital literacy.

Available courses span from basic work readiness skills for new workers to tailored training for high-level professionals and management, with topics such as Customer Service, Microsoft Office, Adobe, Quick Books, Analytical Skills, Data Management/Reporting, Time Management, Leadership Skills, Health & Safety, and First Aid, among many others. In addition, the platform offers training tracks leading to more than 100 industry certifications.

Workforce Solutions Panhandle’s Hometown Success Video Series

The Hometown Success series highlights people and occupations in the Texas Panhandle that have found success in industries like health care, construction, tech, and more. A total of 42 videos are available for viewing at <https://wspanhandle.com/career-explorer/#results>

Adult / Dislocated Worker Training Services

WSP’s Training Services are designed to help job seekers secure the education, training, and support necessary to succeed in the workforce while providing skilled workers to match local employer’s needs.

By The Numbers

Applications: 279

Total Enrolled in Training = 206

Adult: 110

Dislocated Worker: 80

Enrollment Rate: 73.57%

Total Went to Work = 164 out of 199 Customers or 82.41%

Adult Customers in Training	
Commercial Driver License	49
Registered Nurse	28
Licensed Vocational Nurse	13
Certified Nurse Assistant	11
Law Enforcement	6
Firefighter	5

Welding	2
Instrumentation and Electrical	2
Phlebotomy	3
Physical Therapy Assistant	2
Business Management	1
Mental Health Technician	4
Total	126
Total Rural Percentage	30.95%

Dislocated Worker Customers in Training	
Commercial Driver License	15
Registered Nurse	4
Licensed Vocational Nurse	1
Certified Nurse Assistant	1
Law Enforcement	0
Phlebotomy	1
Physical Therapy Assistant	0
Firefighter	1
Mental Health Technician	1
Sonography	1
Welding	0
Instrumentation and Electrical	1
Business Management	2
Medical Coding and Billing	1
Medical Assistant	1
Mobile/Overhead Crane Operator	1
Total	31
Total Rural	25.81%

National Dislocated Worker		
Goal	Target	Totals
Participants enrolled in project	155	177

Participants placed in Disaster Relief Employment (DRE)	37	37
Participants placed in (DRE) and career and training services	5	7
Participants receiving career and training services	92	94
Supportive Services (not a Deliverable of the grant but is tracked in TWIST and reported)	*	111

Employment Rate at Exit	
Numerator	164
Denominator	199
Rate	82.40%

Teacher Externships

In partnership with Panhandle Community Partnership and Region 16, WSP provided teacher externships in the summer of 2022. These externships provided an experience in which teachers spent time in a workplace to learn through direct experience about trends, skill requirements and opportunities in industries related to their subject to enrich and strengthen their teaching and bring relevance to student learning. 17 teachers from six different area school districts along with 13 employers participated in this year’s summer externship.

Young Adult / Youth Services

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

By The Numbers

Customers in training: 38
 Customers in a workforce-paid internship: 24
 Customers in staff-assisted job search: 15
 Financial Literacy: 55
 Total Served: 87
 Rural Participant Percentage in 2022 19.54%

Youth in Training	
Program	Graduates
Tractor Trailer Operators	Total 38
Law Enforcement Officers	
Administrative Assistants	
Cyber Security	
Nurses	
Phlebotomist	
Aviation	
Firefighter	
Mental Health Technician	
Business	
Industrial Technology	

Temporary Assistance to Needy Families (TANF) Summer Work Experience Program

The PWDA’s Summer Work Experience program serves youth from rural communities in the Texas Panhandle. Participants worked for the local school districts where they live and were given work assignments that provided them an opportunity to learn skills and work habits that will benefit them throughout their working careers. Students qualify for this summer program based on family income. A total of 52 participants were placed at nine rural school districts.

TANF Summer Youth Work Experience	
Participants	52
Successfully Completed 4 weeks	94.23%
Rural Participants	100%
Worksite Schools	9
Hours Worked	10,076.67
Wages Paid	\$93,340.91

Summer Earn and Learn (SEAL)

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

work experience for students with disabilities. A total of 47 rural participants were placed with 37 worksites.

Summer Earn and Learn	
Total Referrals	51
Number of Participants Placed at a Worksite	47
Completed Work Readiness	100%
Successfully Completed Placement	100%
Rural Participants	44.68%
Participating Worksites	37
Hours Worked	7,658.67
Wages Paid	\$84,774.72

Veterans Services

In 2022, 11.71% of customers were Priority of Service Veterans. 5,036 services were provided to Priority of Service Veterans, 14.63% of total services. Of the veterans assisted, 29 served fewer than 180 days in the military, 15 were the qualified spouse of a veteran, and 577 were eligible veterans.

Veteran Status	Distinct Users	Total Services
<= 180 days	29	131
Eligible Veteran	577	4,819
Other Eligible Person	15	86
Total	621	5,036

High Demand Job Training (HDJT) Projects

High-Demand Job Training (HDJT) programs utilize Economic Development Corporations' regional tax dollars to bring matching federal grants to the region through TWC. The combined funding is then used to purchase equipment and supplies for eligible educational institutions for the purpose of developing career and technical education courses and may include courses offering dual-credit and technical education programs. For the Fiscal Years of 2019-2023, PRPC has partnered with the Economic and Community Development Corporations in Amarillo, Borger, Childress, Clarendon, Dalhart, Pampa, Perryton, and Shamrock; Clarendon College and Frank Phillips College; and the Independent School Districts (ISDs) of Amarillo, Bushland, Canyon, Highland Park, and River Road. These projects have invested more than \$2,160,000 in students – the future workforce of the Panhandle.

Subsidized Child Care Services

WSP is currently assisting 1,923 families and providing services for 2,014 children each day. PRPC has agreements with 110 PWDA Child Care Providers to provide services to WSP customers throughout the Panhandle of which 32% are Texas Rising Star (TRS) certified. Approximately 49% of the children served through WSP are enrolled in a TRS certified program.

Child Care	
Average number of children served daily	1,983
Families served in 2022	1,923
Children Served in a certified Texas Rising Star Center in 2022	1,928

Effective October 1, 2022 TRS will be mandatory and all child care providers who accept Child Care subsidies will be required to be certified. WSP TRS assessor staff were among the first in the State to complete the Assessment Training and Certification Program (ATCP) to become certified assessors. They were also the first in the state to complete recertification assessments for all of the TRS providers in the Panhandle.

Provider Services
110 Total Providers – 32% TRS certified
36 providers recertified for Texas Rising Star between September 2021 & April 2022
75% Maintained or increased Their Texas Rising Star Certification Level
53 Students Received Scholarships – 51% New Students
WSP expended approximately \$90,000 on scholarships to child care teachers and directors.

Child Care Quality Improvement

The PWDB has prioritized assisting child care providers with the ability to expand their classroom capacity, in particular, classrooms serving infants and toddlers.

From the PWDB's funding, \$35,000.00 (\$1,500.00 per infant/toddler classroom and \$1,250.00 per preschool/school age classroom) was set aside to purchase classroom furniture, equipment and learning materials needed to support providers expanding the capacity of classrooms and/or the number of classrooms within their current facility or future facility in order to serve additional subsidized children.

WSP received 12 Classroom Expansion Project Provider Applications which were scored on the following criteria:

- a) TRS certification or willingness to apply for certification;
- b) The number of additional infants and toddlers served;
- c) The number of additional preschool/school age children served; and
- d) Impact the funding would make in provider's ability to serve subsidized children.

Based on the scores and the amount of funding available, the seven top scoring provider applicants were chosen to receive funding.

One of the applicants, Shane and Amber Simmons, owners of Texas Kinder Prep and Texas Kinder Prep-Ridgecrest (an Amarillo family-owned business providing childcare since 2017) were able to utilize the funding to help furnish their new facility, Steamboat Station, which has the capacity to serve an additional 78 children. Steamboat Station is Amarillo's first STEAM-themed (science, technology, engineering, art and math learning activities for preschoolers) childcare center for infants, toddlers, and Pre-K, offering a structured schedule and curriculum designed to prepare children for success in elementary school.

CHOICES/SNAP E&T Programs

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

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

The **Supplemental Nutrition Assistance Program Employment and Training** provides recipients the opportunity for work-based activities and educational and training services. The Texas Health and Human Services Commission (HHSC) is responsible for determining a customer's eligibility.

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

By The Numbers

Total served	1034
Employed	226
Support Services	278
Paid Internships	11



ITEM 5(e)

Report on Grants



MEMORANDUM

DATE: December 7, 2022

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 during our Board Contract year 2022, which runs from October 1, 2021 through September 30, 2022.

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

The charts on page 5-8 show the Board's twenty-two contracted measures. These reports are for the eleven months of the Board Contract year 2022, which began October 1, 2021 through September 30, 2022.

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

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

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

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

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

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

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

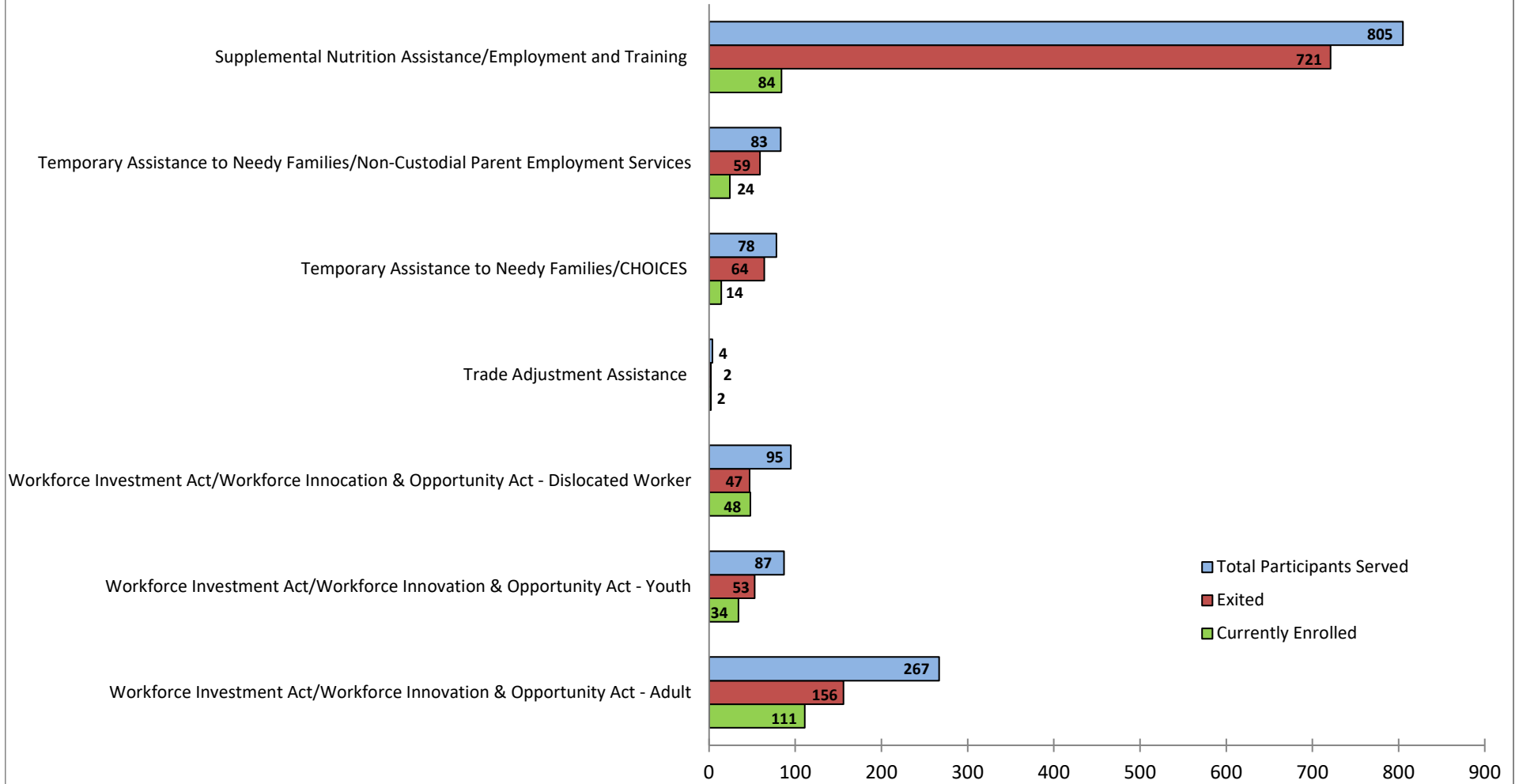
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities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

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

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

Participant Data by Grant

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



BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **PANHANDLE**

FINAL RELEASE
As Originally Published 10/10/2022
AUGUST 2022 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP
Contracted Measures		11	7	1	94.74%

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

DOL-C 1	Employed Q2 Post Exit – Adult (DOL)	MP	107.18%	76.50%	76.50%	81.99%	81.16%	86.36%	132 161		73.68%	74.07%	86.84%	87.93%	7/20	6/21
DOL-C	Employed Q4 Post Exit – Adult (DOL)	+P	113.72%	75.10%	75.10%	85.40%	75.58%	80.58%	117 137		91.18%	78.95%	86.84%	85.19%	1/20	12/20
DOL-C 1	Median Earnings Q2 Post Exit – Adult (DOL)	+P	148.75%	\$6,500.00	\$6,500.00	\$9,669.00	\$8,517.35	\$7,850.14	n/a 132		\$9,493.50	\$11,929.50	\$7,682.00	\$10,661.00	7/20	6/21
DOL-C	Credential Rate – Adult (DOL)	+P	114.82%	76.90%	76.90%	88.30%	88.50%	83.30%	106 120		96.20%	87.10%	86.10%	85.20%	1/20	12/20
DOL-C 1,2,3,4	Measurable Skills Gains - Adult (DOL)	---	----	----	----	30.60%	76.00%	62.80%	26 85		----	----	----	----	7/22	8/22
DOL-C 1	Employed Q2 Post Exit – DW (DOL)	MP	100.86%	82.10%	82.10%	82.81%	92.31%	86.36%	53 64		50.00%	100.00%	94.44%	72.00%	7/20	6/21
DOL-C	Employed Q4 Post Exit – DW (DOL)	-P	85.26%	82.10%	82.10%	70.00%	91.67%	88.64%	21 30		66.67%	66.67%	50.00%	80.00%	1/20	12/20
DOL-C 1	Median Earnings Q2 Post Exit – DW (DOL)	MP	108.77%	\$8,600.00	\$8,600.00	\$9,354.00	\$7,249.64	\$9,560.24	n/a 53		\$8,295.00	\$12,467.00	\$8,938.00	\$9,867.50	7/20	6/21
DOL-C	Credential Rate – DW (DOL)	MP	109.37%	87.50%	87.50%	95.70%	100.00%	93.30%	22 23		100.00%	100.00%	100.00%	92.30%	1/20	12/20
DOL-C 1,2,3,4	Measurable Skills Gains - DW (DOL)	---	----	----	----	29.60%	70.90%	67.70%	8 27		----	----	----	----	7/22	8/22
DOL-C	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	96.82%	76.80%	76.80%	74.36%	81.67%	80.58%	29 39		85.71%	66.67%	62.50%	72.73%	7/20	6/21
DOL-C	Employed/Enrolled Q4 Post Exit – Youth (DOL)	+P	120.03%	72.10%	72.10%	86.54%	77.92%	80.81%	45 52		100.00%	88.24%	85.71%	50.00%	1/20	12/20
DOL-C 1	Median Earnings Q2 Post Exit – Youth (DOL)	+P	258.29%	\$3,300.00	\$3,300.00	\$8,523.50	\$5,692.95	\$4,569.77	n/a 28		\$6,498.50	\$9,229.00	\$9,251.00	\$11,840.00	7/20	6/21
DOL-C	Credential Rate – Youth (DOL)	+P	145.44%	62.50%	62.50%	90.90%	84.20%	75.00%	30 33		83.30%	90.90%	90.90%	100.00%	1/20	12/20
DOL-C 1,2,3,4	Measurable Skills Gains - Youth (DOL)	---	----	----	----	23.10%	81.80%	60.00%	6 26		----	----	----	----	7/22	8/22
LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	101.97%	63.30%	63.30%	64.55%	65.37%	72.15%	4,204 6,513		58.33%	64.53%	69.40%	70.20%	7/20	6/21
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	+P	106.59%	80.25%	80.25%	85.54%	80.74%	85.72%	4,258 4,978		83.87%	86.08%	86.41%	86.00%	1/20	12/20
LBB-K	Credential Rate – C&T Participants	+P	126.01%	70.10%	70.10%	88.33%	87.50%	82.84%	159 180		92.11%	88.89%	88.24%	84.78%	1/20	12/20

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

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **PANHANDLE**

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

1. WIOA 116 requires states to negotiate two years of targets biennially using an adaptation of the DOL-created statistical model and then at the end of the year, updating that model with the actual casemix and economic conditions. This applied to this measure for BCY22 and TWC is in the process of updating the model to compare actual casemix/economic data to those assumptions used in the original negotiations and will publish the year-end MPR with updated targets consistent with the original methodology and differences between the assumed and actual data.
2. TWC found that Service Code 82 (Short Term Educational Services) was inadvertently putting participants in the MSG denominator, erroneously; that has been corrected. However, we have also found that Metrix-only participants were sometimes being included as well; we have not corrected that yet and will make the correction retroactively in the August MPR.
3. BCY23 WIOA Targets are being negotiated.
4. Because of the nature of this measure (the lack of lag between going into the denominator and when it would be reasonable to achieve a gain), this data is often not meaningful until the last few months the Program Year.

Reemployment and Employer Engagement Measures

TWC	Claimant Reemployment within 10 Weeks	+P	116.26%	59.84%	59.84%	69.57%	66.67%	63.80%	1,534	2,205	72.80%	68.52%	65.94%	68.40%	7/21	5/22
TWC	# of Employers Receiving Workforce Assistance	+P	118.79%	2,140	2,244	2,542	2,085	2,063	----	----	1,530	1,500	1,120	955	10/21	8/22

Program Participation Measures

TWC	Choices Full Engagement Rate - All Family Total	+P	123.46%	50.00%	50.00%	61.73%	12.72%	40.18%	5	9	59.80%	61.85%	75.40%	43.94%	10/21	8/22
TWC	Avg # Children Served Per Day - Combined	MP	97.49%	2,033	2,048	1,982	1,934	2,160	473,687	239	1,927	1,907	2,037	2,092	10/21	8/22

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

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE
As Originally Published 10/10/2022
AUGUST 2022 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	92.83%	103.73%	118.24%	57.82%	n/a	92.99%	99.62%	131.18%	110.58%	n/a	104.31%	106.26%	139.68%	166.67%	n/a
Borderplex	116.97%	121.74%	202.51%	115.81%	n/a	103.31%	104.71%	116.46%	116.36%	n/a	123.88%	119.89%	110.00%	110.23%	n/a
Brazos Valley	106.65%	105.67%	119.20%	126.30%	n/a	94.18%	91.35%	124.09%	102.46%	n/a	97.85%	110.96%	241.28%	102.46%	n/a
Cameron	109.96%	109.32%	136.49%	110.16%	n/a	111.37%	123.98%	114.21%	113.74%	n/a	110.62%	128.36%	224.71%	212.19%	n/a
Capital Area	106.12%	95.39%	187.34%	73.76%	n/a	105.87%	119.31%	138.27%	100.25%	n/a	104.96%	106.57%	106.44%	137.76%	n/a
Central Texas	117.20%	106.68%	180.70%	102.06%	n/a	99.08%	101.07%	114.66%	95.77%	n/a	99.01%	118.16%	100.00%	80.00%	n/a
Coastal Bend	102.68%	95.93%	158.17%	92.66%	n/a	103.66%	99.01%	120.89%	102.00%	n/a	101.96%	103.51%	104.11%	150.53%	n/a
Concho Valley	118.58%	99.50%	126.46%	91.74%	n/a	110.42%	105.82%	244.61%	93.49%	n/a	104.17%	105.32%	158.17%	234.04%	n/a
Dallas	93.90%	87.07%	107.19%	106.11%	n/a	91.71%	94.41%	117.17%	116.46%	n/a	105.04%	109.03%	148.28%	124.90%	n/a
Deep East	117.91%	99.63%	122.98%	141.27%	n/a	115.65%	90.21%	182.00%	93.02%	n/a	116.24%	102.46%	120.20%	154.32%	n/a
East Texas	95.86%	107.04%	111.33%	102.90%	n/a	97.63%	106.65%	171.01%	112.45%	n/a	100.56%	101.86%	158.90%	210.53%	n/a
Golden Crescent	115.42%	96.41%	144.63%	106.66%	n/a	102.04%	103.72%	172.24%	126.00%	n/a	65.10%	110.96%	105.41%	40.00%	n/a
Gulf Coast	99.71%	91.80%	138.20%	99.85%	n/a	101.01%	99.13%	130.49%	101.14%	n/a	105.06%	106.43%	140.83%	175.95%	n/a
Heart of Texas	115.35%	109.79%	165.63%	112.80%	n/a	116.61%	85.26%	195.50%	114.29%	n/a	128.76%	104.63%	115.11%	112.57%	n/a
Lower Rio	113.47%	105.21%	109.54%	96.01%	n/a	104.87%	100.92%	169.86%	104.92%	n/a	99.20%	95.84%	132.16%	184.21%	n/a
Middle Rio	114.38%	100.66%	156.19%	83.74%	n/a	116.55%	121.80%	114.09%	142.86%	n/a	93.66%	112.02%	89.19%	106.93%	n/a
North Central	92.62%	91.99%	117.72%	101.38%	n/a	94.65%	92.30%	118.99%	107.58%	n/a	102.27%	96.82%	154.47%	128.77%	n/a
North East	115.46%	108.94%	154.01%	103.39%	n/a	110.60%	104.37%	101.84%	115.43%	n/a	117.19%	118.36%	182.17%	153.91%	n/a
North Texas	94.12%	108.64%	162.00%	104.11%	n/a	109.27%	120.16%	144.21%	127.00%	n/a	138.89%	122.44%	106.06%	162.07%	n/a
Panhandle	107.18%	113.72%	148.75%	114.82%	n/a	100.86%	85.26%	108.77%	109.37%	n/a	96.82%	120.03%	258.29%	145.44%	n/a
Permian Basin	108.66%	111.27%	176.27%	101.99%	n/a	103.23%	110.79%	188.77%	114.76%	n/a	91.63%	90.15%	98.61%	135.09%	n/a
Rural Capital	107.74%	105.52%	164.65%	73.28%	n/a	97.69%	92.12%	159.09%	110.86%	n/a	107.62%	102.68%	184.52%	124.16%	n/a
South Plains	119.46%	111.45%	113.25%	101.33%	n/a	108.51%	116.50%	141.67%	99.43%	n/a	119.79%	118.88%	156.11%	123.04%	n/a
South Texas	127.34%	95.97%	97.22%	120.92%	n/a	118.16%	133.51%	175.23%	114.29%	n/a	111.60%	115.19%	147.78%	162.07%	n/a
Southeast	83.49%	92.47%	125.25%	129.36%	n/a	103.07%	102.00%	123.58%	91.43%	n/a	101.42%	89.29%	121.37%	168.42%	n/a
Tarrant	98.41%	100.69%	135.05%	103.45%	n/a	102.14%	102.91%	124.17%	97.11%	n/a	115.28%	104.84%	136.89%	247.55%	n/a
Texoma	115.70%	113.56%	182.14%	107.68%	n/a	101.01%	91.35%	111.72%	114.29%	n/a	117.38%	106.69%	181.88%	96.00%	n/a
West Central	113.29%	118.26%	189.56%	124.31%	n/a	104.59%	108.76%	172.53%	114.29%	n/a	110.54%	93.77%	93.00%	n/a	n/a
+P	13	6	25	9	0	7	7	26	15	0	11	11	19	22	0
MP	14	21	3	15	0	21	19	2	13	0	16	16	8	3	0
-P	1	1	0	4	0	0	2	0	0	0	1	1	1	2	0
% MP & +P	96%	96%	100%	86%	N/A	100%	93%	100%	100%	N/A	96%	96%	96%	93%	N/A
From	7/20	1/20	7/20	1/20		7/20	1/20	7/20	1/20		7/20	1/20	7/20	1/20	
To	6/21	12/20	6/21	12/20		6/21	12/20	6/21	12/20		6/21	12/20	6/21	12/20	

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

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Receiving Workforce Assistance	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	96.48%	106.09%	78.70%	101.34%	97.78%	110.30%	97.20%	7	10	2	89%
Borderplex	100.88%	106.42%	111.77%	98.62%	102.79%	104.36%	80.47%	11	7	1	95%
Brazos Valley	99.67%	106.08%	109.09%	101.40%	96.57%	109.84%	100.48%	8	11	0	100%
Cameron	103.63%	100.90%	126.11%	102.48%	96.85%	71.52%	96.77%	11	7	1	95%
Capital Area	88.96%	107.31%	91.84%	104.77%	101.95%	73.46%	97.70%	5	10	4	79%
Central Texas	98.31%	103.54%	100.70%	103.90%	97.35%	86.94%	94.79%	4	12	3	84%
Coastal Bend	95.85%	104.72%	82.77%	105.01%	109.89%	86.52%	99.50%	5	12	2	89%
Concho Valley	101.71%	107.13%	96.39%	117.61%	100.82%	127.22%	94.99%	9	9	1	95%
Dallas	98.70%	104.41%	106.29%	98.93%	89.80%	113.46%	100.36%	6	11	2	89%
Deep East	98.61%	103.07%	106.16%	102.65%	101.53%	103.26%	95.77%	9	10	0	100%
East Texas	95.51%	103.60%	93.82%	108.18%	107.02%	75.44%	88.98%	7	9	3	84%
Golden Crescent	106.87%	109.30%	103.54%	104.06%	99.42%	109.52%	94.41%	8	8	3	84%
Gulf Coast	92.97%	103.22%	94.45%	98.33%	65.63%	75.14%	103.42%	4	11	4	79%
Heart of Texas	101.93%	109.55%	96.75%	105.73%	106.89%	80.62%	94.83%	12	4	3	84%
Lower Rio	100.73%	98.93%	110.09%	103.60%	102.49%	109.94%	104.20%	6	13	0	100%
Middle Rio	100.24%	93.74%	82.77%	99.80%	92.75%	79.96%	102.20%	7	6	6	68%
North Central	95.62%	106.08%	98.30%	99.80%	106.09%	90.72%	75.71%	6	11	2	89%
North East	101.50%	103.73%	117.10%	100.07%	97.54%	74.56%	96.55%	9	9	1	95%
North Texas	105.86%	109.00%	128.93%	108.75%	102.33%	94.80%	103.82%	11	7	1	95%
Panhandle	101.97%	106.59%	126.01%	116.26%	118.79%	123.46%	97.49%	11	7	1	95%
Permian Basin	96.41%	104.30%	105.32%	103.91%	99.65%	72.70%	95.16%	7	11	1	95%
Rural Capital	96.54%	108.93%	96.66%	106.35%	92.40%	73.74%	94.34%	7	8	4	79%
South Plains	103.70%	105.69%	109.02%	115.44%	100.56%	86.26%	96.66%	12	6	1	95%
South Texas	101.04%	97.56%	142.65%	100.64%	115.00%	107.16%	104.74%	13	6	0	100%
Southeast	96.87%	103.71%	104.94%	109.51%	99.12%	95.96%	96.93%	6	11	2	89%
Tarrant	97.01%	105.15%	102.77%	101.92%	104.08%	73.62%	89.35%	6	11	2	89%
Texoma	99.87%	109.52%	119.20%	102.15%	98.72%	81.86%	104.73%	9	9	1	95%
West Central	92.21%	103.03%	127.23%	109.46%	104.53%	86.22%	97.87%	9	7	2	89%
+P	2	14	14	10	6	8	0	225			
MP	23	13	8	18	18	3	19	253			
-P	3	1	6	0	4	17	9	53			
% MP & +P	89%	96%	79%	100%	86%	39%	68%	90%			
From	7/20	1/20	1/20	7/21	10/21	10/21	10/21	From			
To	6/21	12/20	12/20	5/22	8/22	8/22	8/22	To			

REPORT ON THE PANHANDLE WORKFORCE DEVELOPMENT AREA'S
WORKFORCE DEVELOPMENT GRANTS FOR THE PERIOD
OCTOBER 1, 2021 - SEPTEMBER 30, 2022

Panhandle YTD September 2022 Report									
	Administration and Service Delivery Costs			Training and Support			Total		
	Total Budgeted	Total Expended	Percent Expended	Total Budgeted	Total Expended	Percent Expended	Total Budgeted	Total Expended	Percent Expended
GRANTS PROVIDING SERVICES TO LOW-INCOME ADULTS/YOUTH AND DISLOCATED WORKERS									
Workforce Innovation & Opportunity Act/Adult	481,924	474,981	99%	355,000	245,001	69%	836,924	719,982	86%
Workforce Innovation & Opportunity Act/Youth	394,128	255,763	65%	230,000	221,783	96%	624,128	477,547	77%
Workforce Innovation & Opportunity Act/DLW	388,197	333,042	86%	40,000	18,974	47%	428,197	352,016	82%
Workforce Innovation & Opportunity Act/Rapid Response	20,884	14,969	72%	-	-	0%	20,884	14,969	72%
Workforce Innovation & Opportunity Act/ National Dislocated Worker Grant	216,678	207,333	96%	226,000	164,917	0%	442,678	372,250	84%
Reemployment Services and Eligibility Assessment	134,531	124,106	92%	-	-	0%	134,531	124,106	92%
Trade Adjustment Assistance	33,543	27,290	81%	35,000	16,201	0%	68,543	43,491	63%
GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS									
Temporary Assistance to Needy Families/CHOICES	998,982	919,031	92%	85,000	22,212	26%	1,083,982	941,243	87%
TANF Summer Youth Project	-	-	0%	94,500	93,494	99%	94,500	93,494	99%
Temporary Assistance to Needy Families/NCP	136,425	124,077	91%	18,500	18,507	100%	154,925	142,584	92%
Supplemental Nutrition Assistance/Employment & Training - General Population	195,413	190,141	97%	40,000	33,233	83%	235,413	223,374	95%
Supplemental Nutrition Assistance/Employment & Training - ABAWD	296,060	192,113	65%	20,000	19,355	97%	316,060	211,468	67%
GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS									
Child Care Formula / Match	2,092,159	1,876,223	90%	12,799,078	11,875,286	93%	14,891,237	13,751,509	92%
Child Care Formula - Provider Growth Payments	2,944,831	2,907,164	99%	-	-	0%	2,944,831	2,907,164	99%
Child Care SIR Funds	44	27	0%	2,526,018	2,082,117	82%	2,526,062	2,082,144	82%
Child Care Quality Improvement	60,500	60,679	100%	221,671	210,687	95%	282,171	271,366	96%
Child Care Quality Mentor and Assessor	325,338	319,881	98%	-	-	0%	325,338	319,881	98%
Child Care Quality CRRSA TRS Incentives	-	-	0%	471,868	129,420	27%	471,868	129,420	27%
CCP - Family and Protective Services	34,524	29,791	86%	615,476	595,820	97%	650,000	625,611	96%
GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES									
Wagner-Peyser Employment Service	102,299	98,891	97%	-	-	0%	102,299	98,891	97%
Veterans Employment Service	16,251	16,251	100%	-	-	0%	16,251	16,251	100%
GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS									
Workforce Commission Initiatives - TVLP	2,779	2,779	100%	-	-	0%	2,779	2,779	100%
Workforce Commission Initiatives - Youth Career Fair	35,000	35,000	100%	-	-	0%	35,000	35,000	100%
Workforce Commission Initiatives - Hiring Red, White and You!	1,500	1,081	72%	-	-	0%	1,500	1,081	72%
Workforce Commission Initiatives - Child Care Services Program	-	-	0%	55,000	-	0%	55,000	-	0%
Workforce Commission Initiatives - Cybersecurity	12,000	9,592	0%	-	-	0%	12,000	9,592	80%
Workforce Commission Initiatives - Client Service - Training and Supportive Services	-	-	0%	51,961	45,519	0%	51,961	45,519	88%
Summer Earn & Learn	175,681	162,363	92%	-	-	0%	175,681	162,363	92%
Hireability Navigator	100,742	87,785	87%	-	-	0%	100,742	87,785	87%
High Demand Job Training Grant	70,156	69,818	100%	-	-	0%	70,156	69,818	100%
TOTAL	9,420,568	8,559,305	91%	17,885,072	15,792,524	88%	27,305,640	24,351,829	89%



ITEM 5 (f) (1)
**In-Demand Industries,
In-Demand Occupations, and
Target Occupations**

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL
Chapter 1-Universal Policies for Workforce Customers
In-Demand Industries, In-Demand Occupations, and Target Occupations-Update
Section 1.9 **Effective 12-7-2022**

PURPOSE: To update the In-Demand Industries, and In-Demand and Target Occupations for the Panhandle Workforce Development Area (PWDA). Updated information in this policy is highlighted in **bold typeface**.

BACKGROUND: As outlined in Texas Workforce Commission (TWC) Workforce Development (WD) Letters 18-20 and 24-20, (as updated), Panhandle Workforce Development Board (PWDB) staff analyze local labor market data, combined with relevant regional information, and compile lists of “In-Demand” Industries and Occupations expected to have significant, sustained growth, along with a list of “Target” Occupations, required for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker training. These lists are reviewed quarterly, and adjustments may be made if warranted, due to changes in regional economic and labor market conditions. Updated lists must be submitted to the PWDB and to TWC.

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

Workforce program resources may be utilized to meet skill needs of Panhandle employers. The PWDB’s lists of In-Demand Industries, In-Demand Occupations, and Target Occupations are developed to guide workforce development professionals in their provision of services on behalf of the region’s employers, job seekers, students, and other individuals.

In-Demand Industries

The PWDB’s In-Demand Industries align with the Texas Target Industry Clusters developed for the Governor’s Texas Industry Cluster Initiative. The objective of this Initiative is to focus the allocation of resources on key industry clusters identified to be engines of job creation and economic development. "Industry cluster" means a concentration of businesses and industries in a geographic region that are interconnected by the markets they serve, the products they produce, their suppliers, the trade associations to which their employees belong, and the educational institutions from which their employees or prospective employees receive training.

The Texas Target Industry Clusters are:

- 1) Advanced Manufacturing**
- 2) Aerospace, Aviation and Defense**
- 3) Biotechnology and Life Sciences**
- 4) Energy**
- 5) Information Technology**
- 6) Petroleum Refining and Chemical Products**
- 7) Corporate Services**
- 8) Creative Industry**

The PWDB’s In-Demand Industries are expected to have sustained growth in the next three to five years. Employers in these industries need workers with skills that support that continued growth. For better understanding of the connection between In-Demand Industries and Target Occupations in the Panhandle Workforce Development Area’s (PWDA), an In-Demand Industries and Associated Target Occupations list is included as Attachment 1 to this policy. The occupations found on this list have been analyzed to identify occupations that can offer substantial career opportunities for workforce customers and then cross-referenced with the PWDA’s In-Demand Industries.

Workforce Solutions Panhandle (WSP) will provide services to employers by taking into consideration the occupations offering high wages and/or substantial career opportunities, industries losing workers (declining), economic development efforts, size, and those businesses without sufficient human resources staff. Employers in industries with declining employment may need services, including, but not limited to, the provision of information that could help employers with reducing staff hours but retaining workers; retooling and retraining assistance through coordination with economic development and training entities; and consultation in advance of layoffs, to promote the transition of workers into other employment.

In-Demand Occupations

Training services provided to PWDA program customers must be linked to occupations either in demand locally, in another area to which the individual is willing to relocate, or in a sector of the economy that is expected to have sustained demand or growth in the area. Training for workforce customers must prepare students for entry into occupations included on the In-Demand Occupations list, or in other occupations meeting the Panhandle Workforce Development Area's (PWDA) definition of "In-Demand" **meaning those occupations which, following labor market trends and economic conditions, demonstrate a total of number of Annual Job Openings of ten (10) or more.** The entire current list of In-Demand Occupations is available **in Attachment 2 to this policy** and on the WSP website at <https://www.wspanhandle.com>.

Target Occupations

The Target Occupations list is a subset of the In-Demand Occupations list. Training funded by the WIOA Adult and Dislocated Worker grants, other than On-the-Job Training (OJT) or customized training, must prepare students to enter Target Occupations identified in the PWDB Plan Program Year (PY) 2021-2024 (available on the Panhandle Regional Planning Commission (PRPC) website at <https://www.theprpc.org>).

Target Occupations must meet specific criteria established by the Board, including the following:

- ~~Offer training completion within a two to three year timeframe~~ **Require additional education beyond High School;**
- Provide an average entry level hourly wage of ~~\$12~~ **\$15** or more; and
- **Following labor market trends and economic conditions,** demonstrate a total of number of Annual Job Openings of ten (10) or more.

These occupations are expected to offer a career path, good wages and benefits, and fit the local definition of high-growth/high-skill jobs. Additional occupations which are validated with input from local businesses and economic developers, may be added to the Target Occupations list.

ATTACHMENTS: See Appendix A, Chapter 1-Universal Policies to Workforce Customers, 1.9:

- **Attachment 1 PWDA In-Demand Industries and Associated Target Occupations**
- **Attachment 2 PWDA In-Demand Occupations**
- **Attachment 3 PWDA Target Occupations**

RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers, Section 1.9, **In-Demand Industries, In-Demand Occupations, and Target Occupations-Update, Effective 05-25-2022;** Attachment 1, **Panhandle Workforce Development Area In-Demand Industries and Associated Target Occupations, Effective 05-25-2022;** Attachment 2, **Panhandle Workforce Development Area In-Demand Occupations, Effective 02-23-2022** and Attachment 3, **Panhandle Workforce Development Area Target Occupations, Effective 05-25-2022.**



**ITEM 5 (f) (1)
Attachment 1
In-Demand Industries and
Associated Target Occupations**

**PANHANDLE WORKFORCE DEVELOPMENT AREA
In-Demand Industries and Associated Target Occupations**

December 7, 2022

New Industry(s) and/or Occupation(s) are **Bolded**

NAICS Code*	GTHIC**	In Demand Industry	Associated Target Occupations
2111	4, 6	Oil & Gas Extraction	Chemical Equipment Operators and Tenders Maintenance Workers, Machinery Petroleum Pump System Operators, Refinery Operators, and Gaugers
2381	1	Foundation, Structure, and Building Exterior Contractors	Carpenters Welders, Cutters, Solderers, & Brazers
2382	1	Building Equipment Contractors	Electricians Heating, Air Conditioning, & Refrigeration Mechanics and Installers Plumbers, Pipefitters, and Steamfitters
3116	3	Animal Slaughtering & Processing	Industrial Machinery Mechanics Industrial Truck & Tractor Operators
3327	1	Machine Shops, Turned Product, and Screw, Nut, and Bolt Manufacturing	Machinists Production Workers, All Other
3331	1	Agriculture, Construction, & Mining Machinery Manufacturing	Industrial Machinery Mechanics Machinists Production Workers, All Other Welders, Cutters, Solderers, & Brazers
336411	1, 2	Aircraft Manufacturing	Aircraft Mechanics & Service Technicians Production Workers, All Other
4842	1	Specialized Freight Trucking	Bus & Truck Mechanic & Diesel Engine Specialists Industrial Truck & Tractor Operators Heavy and Tractor Trailer Truck Drivers
5412	7	Accounting, Tax Preparation, Bookkeeping, and Payroll Services	Accountants & Auditors Bookkeeping, Accounting, & Auditing Clerks
5415	5, 7	Computer Systems Design & Related Services	Computer User Support Specialists Information Security Analysts Network & Computer Systems Administrators
5511	7	Management of Companies & Enterprises	Accountants & Auditors Bookkeeping, Accounting & Auditing Clerks First-Line Supervisors of Office and Administrative Support Workers Food Service Managers General and Operations Managers Paralegals and Legal Assistants Project Management Specialists and Business Operations Specialists, All Other
5611	7	Office Administrative Services	Bookkeeping, Accounting & Auditing Clerks First-Line Supervisors of Office and Administrative Support Workers Project Management Specialists and Business Operations Specialists, All Other
6111	1	Elementary, Middle, and Secondary Schools, Public & Private	Elementary School Teachers, Except Special Education Food Service Managers Middle School Teachers, Except Special and Career/Technical Education Secondary School Teachers, Except Special and Career/Technical Education

NAICS Code*	GTTIC**	In Demand Industry	Associated Target Occupations
6211	3	Offices of Physicians	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical & Clinical Laboratory Technicians Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Psychiatric Technicians Radiologic Technologists and Technicians Registered Nurses
6213	3	Offices of Other Health Practitioners	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical & Clinical Laboratory Technicians Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Psychiatric Technicians Radiologic Technologists and Technicians
6214	3	Outpatient Care Centers	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other Medical Records & Health Information Technicians Nursing Assistants Pharmacy Technicians Phlebotomists Physical Therapist Assistants Psychiatric Technicians Registered Nurses
6216	3	Home Health Care Services	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Psychiatric Technicians Registered Nurses
6219	3	Other Ambulatory Health Care Services	Emergency Medical Technicians and Paramedics

NAICS Code*	GTHIC**	In Demand Industry	Associated Target Occupations
6221	3	General Medical & Surgical Hospitals, Public & Private	Food Service Managers Licensed Practical & Licensed Vocational Nurses Medical & Clinical Laboratory Technicians Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other Medical Records & Health Information Technicians Pharmacy Technicians Phlebotomists Physical Therapist Assistants Psychiatric Technicians Radiologic Technologists and Technicians Registered Nurses Respiratory Therapists
6233	3	Continuing Care Retirement Communities and Assisted Living Facilities for the Elderly	Food Service Managers Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Psychiatric Technicians Registered Nurses
6244	1	Child Day Care Services	Childcare Workers
8111	1	Automotive Repair & Maintenance	Automotive Body and Related Repairers Automotive Service Technicians & Mechanics Bus & Truck Mechanics and Diesel Engine Specialists Mobile Heavy Equipment Mechanics, Except Engines
8113	1	Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance	Control and Valve Installers and Repairers, Except Mechanical Door Industrial Machinery Mechanics Production Workers, All Other
9000	1	Government: Federal, State, & Local	Emergency Medical Technicians and Paramedics Firefighters Police & Sheriff's Patrol Officers

Source: Texas Workforce Commission Labor Market Information

* North American Industry Classification System

****The Governor's Texas Target Industry Initiative Clusters (GTHIC):**

- 1) **Advanced Manufacturing**
- 2) **Aerospace, Aviation and Defense**
- 3) **Biotechnology and Life Sciences**
- 4) **Energy**
- 5) **Information Technology**
- 6) **Petroleum Refining and Chemical Products**
- 7) **Corporate Services**
- 8) **Creative Industry**



ITEM 5 (f) (1)
Attachment 2 (a)
In-Demand Occupations
Ordered by Annual Job Openings

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
45-2093	Farmworkers, Farm, Ranch, and Aquacultural Animals	2,047
35-3023	Fast Food and Counter Workers	1,257
41-2011	Cashiers	970
41-2031	Retail Salespersons	944
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	730
53-7065	Stockers and Order Fillers	589
53-3032	Heavy and Tractor-Trailer Truck Drivers	588
35-3031	Waiters and Waitresses	573
43-9061	Office Clerks, General	540
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	521
11-1021	General and Operations Managers	354
35-2014	Cooks, Restaurant	351
43-4051	Customer Service Representatives	299
51-3023	Slaughterers and Meat Packers	285
47-2061	Construction Laborers	270
37-2012	Maids and Housekeeping Cleaners	260
49-9071	Maintenance and Repair Workers, General	258
51-3022	Meat, Poultry, and Fish Cutters and Trimmers	258
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	257
41-1011	First-Line Supervisors of Retail Sales Workers	254
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	251
43-3031	Bookkeeping, Accounting, and Auditing Clerks	245
25-3031	Substitute Teachers, Short-Term	239
53-3033	Light Truck Drivers	217
29-1141	Registered Nurses	196
47-2111	Electricians	178
37-3011	Landscaping and Groundskeeping Workers	178
53-7051	Industrial Truck and Tractor Operators	173
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	172
39-9011	Childcare Workers	166
25-2021	Elementary School Teachers, Except Special Education	166
25-9045	Teaching Assistants, Except Postsecondary	165
43-6013	Medical Secretaries and Administrative Assistants	159
13-2011	Accountants and Auditors	157
31-1131	Nursing Assistants	153
51-1011	First-Line Supervisors of Production and Operating Workers	148
35-9021	Dishwashers	143
47-2073	Operating Engineers and Other Construction Equipment Operators	142
43-4171	Receptionists and Information Clerks	142
53-7064	Packers and Packagers, Hand	137
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	136
53-7061	Cleaners of Vehicles and Equipment	134
47-5071	Roustabouts, Oil and Gas	133
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	125
35-3011	Bartenders	123
35-2012	Cooks, Institution and Cafeteria	121
45-2091	Agricultural Equipment Operators	120
33-3012	Correctional Officers and Jailers	117
35-2021	Food Preparation Workers	116
31-9092	Medical Assistants	116
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	115
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	112
47-2152	Plumbers, Pipefitters, and Steamfitters	110
33-9032	Security Guards	110
49-3023	Automotive Service Technicians and Mechanics	109
43-4081	Hotel, Motel, and Resort Desk Clerks	105
29-2061	Licensed Practical and Licensed Vocational Nurses	104
41-2022	Parts Salespersons	104
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	97
51-4121	Welders, Cutters, Solderers, and Brazers	96
13-1198	Project Management Specialists and Business Operations Specialists, All Other	94
33-3051	Police and Sheriff's Patrol Officers	92
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	90
25-2022	Middle School Teachers, Except Special and Career/Technical Education	90
39-9032	Recreation Workers	90
53-3058	Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	88

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
11-9021	Construction Managers	87
43-3021	Billing and Posting Clerks	82
47-2031	Carpenters	77
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	76
43-3071	Tellers	72
49-9051	Electrical Power-Line Installers and Repairers	71
21-1093	Social and Human Service Assistants	71
43-5061	Production, Planning, and Expediting Clerks	66
43-5071	Shipping, Receiving, and Inventory Clerks	64
51-4041	Machinists	59
45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	57
41-3021	Insurance Sales Agents	57
51-6011	Laundry and Dry-Cleaning Workers	57
51-9111	Packaging and Filling Machine Operators and Tenders	57
11-3031	Financial Managers	55
39-5012	Hairdressers, Hairstylists, and Cosmetologists	55
51-9198	Helpers--Production Workers	55
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	55
41-2021	Counter and Rental Clerks	54
27-2022	Coaches and Scouts	50
29-2053	Psychiatric Technicians	50
31-9091	Dental Assistants	48
13-1071	Human Resources Specialists	47
47-2141	Painters, Construction and Maintenance	47
25-3097	Tutors and Teachers and Instructors, All Other	47
11-9111	Medical and Health Services Managers	45
11-9141	Property, Real Estate, and Community Association Managers	45
15-1232	Computer User Support Specialists	44
51-9011	Chemical Equipment Operators and Tenders	43
23-2011	Paralegals and Legal Assistants	43
47-5013	Service Unit Operators, Oil and Gas	43
21-1021	Child, Family, and School Social Workers	42
21-1012	Educational, Guidance, and Career Counselors and Advisors	42
29-1171	Nurse Practitioners	42
11-9032	Education Administrators, Kindergarten through Secondary	41
29-2052	Pharmacy Technicians	40
41-9022	Real Estate Sales Agents	40
45-2041	Graders and Sorters, Agricultural Products	39
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	39
13-1151	Training and Development Specialists	39
33-2011	Firefighters	37
11-9051	Food Service Managers	37
51-9124	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	35
15-1256	Software Developers and Software Quality Assurance Analysts and Testers	35
53-4011	Locomotive Engineers	34
13-1161	Market Research Analysts and Marketing Specialists	34
43-5052	Postal Service Mail Carriers	34
41-3031	Securities, Commodities, and Financial Services Sales Agents	34
51-9161	Computer Numerically Controlled Tool Operators	33
29-2034	Radiologic Technologists and Technicians	33
53-7081	Refuse and Recyclable Material Collectors	33
47-3013	Helpers--Electricians	32
49-9099	Installation, Maintenance, and Repair Workers, All Other	32
53-4031	Railroad Conductors and Yardmasters	32
43-6011	Executive Secretaries and Executive Administrative Assistants	31
13-2072	Loan Officers	31
41-9099	Sales and Related Workers, All Other	31
25-2011	Preschool Teachers, Except Special Education	30
49-3093	Tire Repairers and Changers	30
45-2011	Agricultural Inspectors	29
43-9041	Insurance Claims and Policy Processing Clerks	29
43-4031	Court, Municipal, and License Clerks	28
37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	28
33-9092	Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	28
29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	28
11-3071	Transportation, Storage, and Distribution Managers	28

In-Demand Occupations
In Order of
Total Annual Job Openings
Largest to Smallest

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Appendix A, Section 1.9
Policy Attachment 2(a)

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
53-6031	Automotive and Watercraft Service Attendants	27
43-3011	Bill and Account Collectors	27
47-2051	Cement Masons and Concrete Finishers	27
49-9098	Helpers--Installation, Maintenance, and Repair Workers	27
25-9031	Instructional Coordinators	27
43-5032	Dispatchers, Except Police, Fire, and Ambulance	26
49-3041	Farm Equipment Mechanics and Service Technicians	26
35-3041	Food Servers, Nonrestaurant	26
33-9098	School Bus Monitors and Protective Service Workers, All Other	26
35-2015	Cooks, Short Order	25
11-3051	Industrial Production Managers	25
13-1111	Management Analysts	25
29-2012	Medical and Clinical Laboratory Technicians	25
51-9199	Production Workers, All Other	25
51-8031	Water and Wastewater Treatment Plant and System Operators	25
13-2098	Financial and Investment Analysts, Financial Risk Specialists, and Financial Specialists, All Other	24
43-4131	Loan Interviewers and Clerks	24
49-3021	Automotive Body and Related Repairers	23
51-3093	Food Cooking Machine Operators and Tenders	23
13-1041	Compliance Officers	22
29-2041	Emergency Medical Technicians and Paramedics	22
15-1244	Network and Computer Systems Administrators	22
51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	22
11-2022	Sales Managers	22
43-4199	Information and Record Clerks, All Other	21
25-2012	Kindergarten Teachers, Except Special Education	21
49-9043	Maintenance Workers, Machinery	21
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	20
51-3099	Food Processing Workers, All Other	20
47-4051	Highway Maintenance Workers	20
11-9081	Lodging Managers	20
19-5011	Occupational Health and Safety Specialists	20
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	20
25-2032	Career/Technical Education Teachers, Secondary School	19
17-3023	Electrical and Electronic Engineering Technologists and Technicians	19
51-3092	Food Batchmakers	19
21-1092	Probation Officers and Correctional Treatment Specialists	19
49-2098	Security and Fire Alarm Systems Installers	19
11-9151	Social and Community Service Managers	19
39-3091	Amusement and Recreation Attendants	18
17-2051	Civil Engineers	18
19-2041	Environmental Scientists and Specialists, Including Health	18
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	18
41-1012	First-Line Supervisors of Non-Retail Sales Workers	18
31-9099	Healthcare Support Workers, All Other	18
17-2141	Mechanical Engineers	18
43-3051	Payroll and Timekeeping Clerks	18
31-2021	Physical Therapist Assistants	18
51-7011	Cabinetmakers and Bench Carpenters	17
13-1051	Cost Estimators	17
49-9041	Industrial Machinery Mechanics	17
25-1072	Nursing Instructors and Teachers, Postsecondary	17
43-5031	Public Safety Telecommunicators	17
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	17
47-2021	Brickmasons and Blockmasons	16
15-1211	Computer Systems Analysts	16
33-1011	First-Line Supervisors of Correctional Officers	16
17-2171	Petroleum Engineers	16
53-3051	Bus Drivers, School	15
51-9192	Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	15
33-9091	Crossing Guards and Flaggers	15
49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	15
17-2071	Electrical Engineers	15
13-1081	Logisticians	15
11-9179	Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and Managers, All Other	15
29-1126	Respiratory Therapists	15

In-Demand Occupations
In Order of
Total Annual Job Openings
Largest to Smallest

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Appendix A, Section 1.9
Policy Attachment 2(a)

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
25-2052	Special Education Teachers, Kindergarten and Elementary School	15
53-7011	Conveyor Operators and Tenders	14
11-9033	Education Administrators, Postsecondary	14
43-4061	Eligibility Interviewers, Government Programs	14
43-4071	File Clerks	14
21-1022	Healthcare Social Workers	14
29-1051	Pharmacists	14
47-2221	Structural Iron and Steel Workers	14
25-1121	Art, Drama, and Music Teachers, Postsecondary	13
11-1011	Chief Executives	13
13-1031	Claims Adjusters, Examiners, and Investigators	13
47-4011	Construction and Building Inspectors	13
13-2041	Credit Analysts	13
51-9032	Cutting and Slicing Machine Setters, Operators, and Tenders	13
47-3015	Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters	13
25-4022	Librarians and Media Collections Specialists	13
27-1026	Merchandise Displayers and Window Trimmers	13
43-9199	Office and Administrative Support Workers, All Other	13
37-2021	Pest Control Workers	13
31-9097	Phlebotomists	13
43-5051	Postal Service Clerks	13
29-2055	Surgical Technologists	13
17-3031	Surveying and Mapping Technicians	13
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	13
19-3031	Clinical, Counseling, and School Psychologists	12
53-7063	Machine Feeders and Offbearers	12
43-4141	New Accounts Clerks	12
29-2057	Ophthalmic Medical Technicians	12
25-2058	Special Education Teachers, Secondary School	12
11-9041	Architectural and Engineering Managers	11
35-1011	Chefs and Head Cooks	11
11-3021	Computer and Information Systems Managers	11
51-2028	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	11
19-4045	Geological and Hydrologic Technicians	11
27-1024	Graphic Designers	11
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	11
43-6012	Legal Secretaries and Administrative Assistants	11
29-1071	Physician Assistants	11
25-9044	Teaching Assistants, Postsecondary	11
13-1141	Compensation, Benefits, and Job Analysis Specialists	10
31-1121	Home Health Aides	10
17-2112	Industrial Engineers	10
15-1212	Information Security Analysts	10
43-4121	Library Assistants, Clerical	10
29-1122	Occupational Therapists	10
29-2081	Opticians, Dispensing	10
47-2071	Paving, Surfacing, and Tamping Equipment Operators	10
31-1122	Personal Care Aides	10
25-2057	Special Education Teachers, Middle School	10



**ITEM 5 (f) (1)
Attachment 2 (b)
In-Demand Occupations –
Alphabetical Order**

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
13-2011	Accountants and Auditors	157
45-2091	Agricultural Equipment Operators	120
45-2011	Agricultural Inspectors	29
39-3091	Amusement and Recreation Attendants	18
11-9041	Architectural and Engineering Managers	11
25-1121	Art, Drama, and Music Teachers, Postsecondary	13
53-6031	Automotive and Watercraft Service Attendants	27
49-3021	Automotive Body and Related Repairers	23
49-3023	Automotive Service Technicians and Mechanics	109
35-3011	Bartenders	123
43-3011	Bill and Account Collectors	27
43-3021	Billing and Posting Clerks	82
43-3031	Bookkeeping, Accounting, and Auditing Clerks	245
47-2021	Brickmasons and Blockmasons	16
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	76
53-3051	Bus Drivers, School	15
51-7011	Cabinetmakers and Bench Carpenters	17
25-2032	Career/Technical Education Teachers, Secondary School	19
47-2031	Carpenters	77
41-2011	Cashiers	970
47-2051	Cement Masons and Concrete Finishers	27
35-1011	Chefs and Head Cooks	11
51-9011	Chemical Equipment Operators and Tenders	43
11-1011	Chief Executives	13
21-1021	Child, Family, and School Social Workers	42
39-9011	Childcare Workers	166
17-2051	Civil Engineers	18
13-1031	Claims Adjusters, Examiners, and Investigators	13
53-7061	Cleaners of Vehicles and Equipment	134
51-9192	Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	15
19-3031	Clinical, Counseling, and School Psychologists	12
27-2022	Coaches and Scouts	50
51-9124	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	35
13-1141	Compensation, Benefits, and Job Analysis Specialists	10
13-1041	Compliance Officers	22
11-3021	Computer and Information Systems Managers	11
51-9161	Computer Numerically Controlled Tool Operators	33
15-1211	Computer Systems Analysts	16
15-1232	Computer User Support Specialists	44
47-4011	Construction and Building Inspectors	13
47-2061	Construction Laborers	270
11-9021	Construction Managers	87
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	20
53-7011	Conveyor Operators and Tenders	14
35-2012	Cooks, Institution and Cafeteria	121
35-2014	Cooks, Restaurant	351
35-2015	Cooks, Short Order	25
33-3012	Correctional Officers and Jailers	117
13-1051	Cost Estimators	17
41-2021	Counter and Rental Clerks	54
43-4031	Court, Municipal, and License Clerks	28
13-2041	Credit Analysts	13
33-9091	Crossing Guards and Flaggers	15
43-4051	Customer Service Representatives	299
51-9032	Cutting and Slicing Machine Setters, Operators, and Tenders	13
31-9091	Dental Assistants	48
35-9021	Dishwashers	143
43-5032	Dispatchers, Except Police, Fire, and Ambulance	26
11-9032	Education Administrators, Kindergarten through Secondary	41
11-9033	Education Administrators, Postsecondary	14
21-1012	Educational, Guidance, and Career Counselors and Advisors	42
17-3023	Electrical and Electronic Engineering Technologists and Technicians	19
49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	15
17-2071	Electrical Engineers	15
49-9051	Electrical Power-Line Installers and Repairers	71
51-2028	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	11

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
47-2111	Electricians	178
25-2021	Elementary School Teachers, Except Special Education	166
43-4061	Eligibility Interviewers, Government Programs	14
29-2041	Emergency Medical Technicians and Paramedics	22
19-2041	Environmental Scientists and Specialists, Including Health	18
43-6011	Executive Secretaries and Executive Administrative Assistants	31
49-3041	Farm Equipment Mechanics and Service Technicians	26
45-2093	Farmworkers, Farm, Ranch, and Aquacultural Animals	2,047
35-3023	Fast Food and Counter Workers	1,257
43-4071	File Clerks	14
13-2098	Financial and Investment Analysts, Financial Risk Specialists, and Financial Specialists, All Other	24
11-3031	Financial Managers	55
33-2011	Firefighters	37
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	172
33-1011	First-Line Supervisors of Correctional Officers	16
45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	57
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	257
37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	28
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	18
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	97
41-1012	First-Line Supervisors of Non-Retail Sales Workers	18
51-1011	First-Line Supervisors of Production and Operating Workers	148
41-1011	First-Line Supervisors of Retail Sales Workers	254
51-3092	Food Batchmakers	19
51-3093	Food Cooking Machine Operators and Tenders	23
35-2021	Food Preparation Workers	116
51-3099	Food Processing Workers, All Other	20
35-3041	Food Servers, Nonrestaurant	26
11-9051	Food Service Managers	37
11-1021	General and Operations Managers	354
19-4045	Geological and Hydrologic Technicians	11
45-2041	Graders and Sorters, Agricultural Products	39
27-1024	Graphic Designers	11
39-5012	Hairdressers, Hairstylists, and Cosmetologists	55
21-1022	Healthcare Social Workers	14
31-9099	Healthcare Support Workers, All Other	18
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	39
53-3032	Heavy and Tractor-Trailer Truck Drivers	588
47-3013	Helpers--Electricians	32
49-9098	Helpers--Installation, Maintenance, and Repair Workers	27
47-3015	Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters	13
51-9198	Helpers--Production Workers	55
47-4051	Highway Maintenance Workers	20
31-1121	Home Health Aides	10
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	90
43-4081	Hotel, Motel, and Resort Desk Clerks	105
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	11
13-1071	Human Resources Specialists	47
17-2112	Industrial Engineers	10
49-9041	Industrial Machinery Mechanics	17
11-3051	Industrial Production Managers	25
53-7051	Industrial Truck and Tractor Operators	173
43-4199	Information and Record Clerks, All Other	21
15-1212	Information Security Analysts	10
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	112
49-9099	Installation, Maintenance, and Repair Workers, All Other	32
25-9031	Instructional Coordinators	27
43-9041	Insurance Claims and Policy Processing Clerks	29
41-3021	Insurance Sales Agents	57
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	730
25-2012	Kindergarten Teachers, Except Special Education	21
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	521
37-3011	Landscaping and Groundskeeping Workers	178
51-6011	Laundry and Dry-Cleaning Workers	57
43-6012	Legal Secretaries and Administrative Assistants	11
25-4022	Librarians and Media Collections Specialists	13

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
43-4121	Library Assistants, Clerical	10
29-2061	Licensed Practical and Licensed Vocational Nurses	104
33-9092	Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	28
53-3033	Light Truck Drivers	217
43-4131	Loan Interviewers and Clerks	24
13-2072	Loan Officers	31
53-4011	Locomotive Engineers	34
11-9081	Lodging Managers	20
13-1081	Logisticians	15
53-7063	Machine Feeders and Offbearers	12
51-4041	Machinists	59
37-2012	Maids and Housekeeping Cleaners	260
49-9071	Maintenance and Repair Workers, General	258
49-9043	Maintenance Workers, Machinery	21
13-1111	Management Analysts	25
13-1161	Market Research Analysts and Marketing Specialists	34
51-3022	Meat, Poultry, and Fish Cutters and Trimmers	258
17-2141	Mechanical Engineers	18
29-2012	Medical and Clinical Laboratory Technicians	25
11-9111	Medical and Health Services Managers	45
31-9092	Medical Assistants	116
29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	28
43-6013	Medical Secretaries and Administrative Assistants	159
27-1026	Merchandise Displayers and Window Trimmers	13
25-2022	Middle School Teachers, Except Special and Career/Technical Education	90
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	55
15-1244	Network and Computer Systems Administrators	22
43-4141	New Accounts Clerks	12
29-1171	Nurse Practitioners	42
31-1131	Nursing Assistants	153
25-1072	Nursing Instructors and Teachers, Postsecondary	17
19-5011	Occupational Health and Safety Specialists	20
29-1122	Occupational Therapists	10
43-9199	Office and Administrative Support Workers, All Other	13
43-9061	Office Clerks, General	540
47-2073	Operating Engineers and Other Construction Equipment Operators	142
29-2057	Ophthalmic Medical Technicians	12
29-2081	Opticians, Dispensing	10
51-9111	Packaging and Filling Machine Operators and Tenders	57
53-7064	Packers and Packers, Hand	137
47-2141	Painters, Construction and Maintenance	47
23-2011	Paralegals and Legal Assistants	43
41-2022	Parts Salespersons	104
53-3058	Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	88
47-2071	Paving, Surfacing, and Tamping Equipment Operators	10
43-3051	Payroll and Timekeeping Clerks	18
31-1122	Personal Care Aides	10
11-9179	Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and Managers, All Other	15
37-2021	Pest Control Workers	13
17-2171	Petroleum Engineers	16
51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	22
29-1051	Pharmacists	14
29-2052	Pharmacy Technicians	40
31-9097	Phlebotomists	13
31-2021	Physical Therapist Assistants	18
29-1071	Physician Assistants	11
47-2152	Plumbers, Pipefitters, and Steamfitters	110
33-3051	Police and Sheriff's Patrol Officers	92
43-5051	Postal Service Clerks	13
43-5052	Postal Service Mail Carriers	34
25-2011	Preschool Teachers, Except Special Education	30
21-1092	Probation Officers and Correctional Treatment Specialists	19
51-9199	Production Workers, All Other	25
43-5061	Production, Planning, and Expediting Clerks	66
13-1198	Project Management Specialists and Business Operations Specialists, All Other	94
11-9141	Property, Real Estate, and Community Association Managers	45

**Panhandle Workforce Development Area
In-Demand Occupations
December 7, 2022**

Occupational Code	Occupational Title	Total Annual Openings
29-2053	Psychiatric Technicians	50
43-5031	Public Safety Telecommunicators	17
29-2034	Radiologic Technologists and Technicians	33
53-4031	Railroad Conductors and Yardmasters	32
41-9022	Real Estate Sales Agents	40
43-4171	Receptionists and Information Clerks	142
39-9032	Recreation Workers	90
53-7081	Refuse and Recyclable Material Collectors	33
29-1141	Registered Nurses	196
29-1126	Respiratory Therapists	15
41-2031	Retail Salespersons	944
47-5071	Roustabouts, Oil and Gas	133
41-9099	Sales and Related Workers, All Other	31
11-2022	Sales Managers	22
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	115
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	136
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	17
33-9098	School Bus Monitors and Protective Service Workers, All Other	26
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	125
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	251
41-3031	Securities, Commodities, and Financial Services Sales Agents	34
49-2098	Security and Fire Alarm Systems Installers	19
33-9032	Security Guards	110
47-5013	Service Unit Operators, Oil and Gas	43
43-5071	Shipping, Receiving, and Inventory Clerks	64
51-3023	Slaughterers and Meat Packers	285
11-9151	Social and Community Service Managers	19
21-1093	Social and Human Service Assistants	71
15-1256	Software Developers and Software Quality Assurance Analysts and Testers	35
25-2052	Special Education Teachers, Kindergarten and Elementary School	15
25-2057	Special Education Teachers, Middle School	10
25-2058	Special Education Teachers, Secondary School	12
53-7065	Stockers and Order Fillers	589
47-2221	Structural Iron and Steel Workers	14
25-3031	Substitute Teachers, Short-Term	239
29-2055	Surgical Technologists	13
17-3031	Surveying and Mapping Technicians	13
25-9045	Teaching Assistants, Except Postsecondary	165
25-9044	Teaching Assistants, Postsecondary	11
43-3071	Tellers	72
49-3093	Tire Repairers and Changers	30
13-1151	Training and Development Specialists	39
11-3071	Transportation, Storage, and Distribution Managers	28
25-3097	Tutors and Teachers and Instructors, All Other	47
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	20
35-3031	Waiters and Waitresses	573
51-8031	Water and Wastewater Treatment Plant and System Operators	25
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	13
51-4121	Welders, Cutters, Solderers, and Brazers	96



ITEM 5 (f) (1)
Attachment 3
Target Occupations

PANHANDLE WORKFORCE DEVELOPMENT AREA

Target Occupations

December 7, 2022

SOC* Code	Target Occupation	SOC* Code	Target Occupation
13-2011	Accountants and Auditors	49-9043	Maintenance Workers, Machinery
49-3011	Aircraft Mechanics and Service Technicians	31-9092	Medical Assistants **
49-3021	Automotive Body and Related Repairers	29-2012	Medical and Clinical Laboratory Technicians
49-3023	Automotive Service Technicians and Mechanics	29-2071 29-2098	Medical Dosimetrists, Medical Records Specialists and Health Technologists and Information Technicians, All Other
43-3031	Bookkeeping, Accounting, and Auditing Clerks **	25-2022	Middle School Teachers, Except Special and Career/Technical Education
49-3031	Bus and Truck Mechanic and Diesel Engine Specialists	49-3042	Mobile Heavy Equipment Mechanics
47-2031	Carpenters	15-1142 15-1244	Network and Computer Systems Administrators
51-9011	Chemical Equipment Operators and Tenders	31-1014	Nursing Assistants **
39-9011	Childcare Workers **	23-2011	Paralegals and Legal Assistants
15-1151	Computer User Support Specialists	51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	29-2052	Pharmacy Technicians
31-9091	Dental Assistants	31-9097	Phlebotomists **
47-2111	Electricians	31-2021	Physical Therapist Assistants
25-2021	Elementary School Teachers, Except Special and Career/Technical Education	47-2152	Plumbers, Pipefitters, and Steamfitters
29-2041	Emergency Medical Technicians and Paramedics	33-3051	Police and Sheriff's Patrol Officers
33-2011	Firefighters	51-9199	Production Workers, All Other
43-1011	First Line Supervisors of Office and Administrative Support Workers	13-1198	Project Management Specialists and Business Operations Specialists, All Other
11-9051	Food Service Managers	29-2053	Psychiatric Technicians
11-1021	General and Operations Managers	29-2034	Radiologic Technologists and Technicians
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics	29-1141	Registered Nurses
49-9041	Industrial Machinery Mechanics	29-1126	Respiratory Therapists
53-7051	Industrial Truck and Tractor Operators	25-2031	Secondary School Teachers, Except Special and Career/Technical Education
15-1212	Information Security Analysts	53-3032	Truck Drivers, Heavy/Tractor-Trailer
29-2061	Licensed Vocational Nurses	51-4121	Welders, Cutters, Solderers, and Brazers
51-4041	Machinists		

* Standard Occupational Code

** Occupation identified as a Career Pathway

Source: Texas Workforce Commission Labor Market Information



ITEM 5 (f) (2)
Child Care Services

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL		
Chapter 3-Child Care Services		
Section 3.1	Child Care Services-Update	Effective 12-7-2022

PURPOSE: To update Panhandle Workforce Development Board (PWDB) Child Care Services policy regarding updates to the Child Care Services 2022 Rule Amendments – 40 Texas Administrative Code Chapter 809, Child Care Services Rules.

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

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

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

Initial Job Search Child Care

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

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

~~As per WD Letter 13-21, effective July 1, 2021, through September 30, 2022, families who do not meet the minimum participation requirements for At Risk child care eligibility but who are otherwise eligible shall qualify for child care while searching for work that will meet the minimum employment activity requirements.~~

~~On June 15, 2021, TWC’s three member Commission (Commission) approved a temporary waiver for §809.41(a)(3)(B) to provide additional flexibility, allowable under federal CCDBG law and~~

regulations, to support families who do not meet the activity requirements when eligibility is determined. This waiver will allow up to three months of child care, with zero parent share of cost (PSOC) for those parents searching for work.

WSP can extend an initial job search period for a maximum of 30 calendar days to ensure continuity of care while staff completes the paperwork to determine eligibility for a parent who has gained employment that meets activity requirements. Any extensions for the initial three months of eligibility should be clearly documented in TWIST Counselor Notes and will be counted in the total 12-month eligibility time frame. PSOC will remain at zero during the extension, ensuring that when PSOC is resumed it is based upon a full income determination.

Service Industry Recovery Child Care

As per WD Letter 15-21, in order to address the impacts of COVID-19 and to support Texas' continued economic recovery, on June 29, 2021, the Texas Workforce Commission's (TWC) three-member Commission approved \$500 million to support a new COVID-19 Service Industry Recovery (SIR) child care program to help low-wage workers in TWC-specified service industries. While TWC is targeting aspects of the service sector with SIR child care, all families continue to have access to TWC's regular low-income child care subsidy program.

WSP will:

- Communicate with parents receiving child care through Service Industry Recovery (SIR) funding at least 45 days before the end of the 12-month eligibility period; and
- Send redetermination packets to parents receiving child care through SIR funding before the end of the family's 12-month eligibility period, if funding is available to continue child care, or will outreach families with the opportunity to complete a waitlist application.

TAC Chapter 809 Child Care Services Rules

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

<https://www.twc.texas.gov/files/twc/rules-chapter-809-child-care-services-twc.pdf>; and

[https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=4&ti=40&pt=20&ch=809](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=40&pt=20&ch=809).

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

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

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

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

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

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

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

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

Chapter 809.2(27) defines Working as:

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

§809.13(c)(10) Transfer of a Child from One Provider to Another

When transferring a child from one provider to another, a waiting period, of two weeks before the effective date of a transfer, will be implemented, with the following exceptions:

- In cases in which the provider is subject to a Child Care Regulation probationary status or corrective action, as described in §809.94; or
- On a case-by-case basis as determined by WSP with notification to the Board.

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

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

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

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

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

§809.14(c) Coordination of Child Care Services

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

§809.18(b) Maintenance of a Waiting List

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

- Steps for determining precursory eligibility for Child Care Services before placing a Parent on the waiting list;
- Children of Parents who are eligible for Choices, Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T), and children who need transitional care per §809.48 who are assured Child Care Services, will not be placed on the waiting list;
- Children directly referred from a recognized partnership are exempt from the Board's wait list, subject to the availability of funding and the availability of subsidized slots at the partnership site.
- WSP staff will reach out to wait listed families of potentially eligible children and provide those families application and referral information for recognized partnerships, according to WSP processes and procedures or at the Board's direction; and
- Parents will be advised of the waiting list process, including informing Parents that they have sole responsibility for providing confirmation of continued inclusion on the waiting list, at least every sixty (60) days.

WSP will:

- Ensure that a list of parents and children waiting for child care services, because of the lack of funding or lack of providers, is maintained and available to the Board upon request;
- Ensure that the child is potentially eligible for child care services prior to placing the child on the waiting list;
- Exempt children from the waiting list who are directly referred from a recognized pre-K or HS/EHS partnership, as described in CCS Rules §809.22, to a child care provider to receive services in the contracted partnership program subject to the availability of funding;
- Contact the parent every three (3) months and shall remove the child from the waiting list if the parent indicates that child care services are no longer required or does not respond to WSP regarding the continued need for child care services; and
- Ensure the provision of child care services adheres to the priority groups outlined in CCS Rules §809.43, including serving children experiencing homelessness per §809.2 & §809.52.

§809.19 Parent Share of Cost (PSoC)

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

➤ Assessing the PSoC

PSoC will be assessed only at the following times (Part B-608):

- Initial eligibility determination;
- 12-month eligibility redetermination;
- Upon the addition of a child in care that would result in an additional amount for the child;
- Upon a parent's report of a change in income, family size, or number of children in care, and resulting assessment which necessitates reducing the PSoC;
- Upon resumption of work, job training, or education activities following temporary changes, or
- Upon resumption of work, job training, or education activities during the three-month continuation of care period.

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

- Parents who are participating in Choices or in Choices Child Care as described in TWC Child Care Services Guide, Part D-300;
- Parents who are participating in SNAP E&T Services or in SNAP E&T Child Care as described in Part D-500;
- Parents of a child receiving Child Care Services for children experiencing homelessness as defined in CCS Rules §809.2; or
- Parents whose children are receiving protective Child Care Services pursuant to CCS Rules §809.49 and §809.54(c)(1), unless TDFPS assesses the PSoC.

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

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

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

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

➤ **Re-assessing the PSoC**

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

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

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

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

~~Parents must report changes to WSP within fourteen (14) calendar days of the change. If the parent does not report the change within that time period, the change does not have to be made retroactive from the actual date of the reduction. Parents will not be required to report any changes during the twelve (12) month period other than those specified in CCS Rules §809.73(a) (b). Failure to report changes described in the Child Care Services Rules as stated may result in fact finding for suspected fraud.~~

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

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

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

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

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

➤ **Reductions in PSoC**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Frequent Terminations for Failure to Pay PSoC:

While PWDB Policy sets a PSoC that is affordable to all eligible families in the PWDB, and is not a barrier to families receiving assistance, if frequent terminations are occurring due to failure to

pay the PSoC, the PWDB may revise the PSoC fee schedule to ensure that those fees are not a barrier to assistance for families at certain income levels, if determined necessary.

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

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

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

- Evaluating a family's financial situation for extenuating circumstances that may affect affordability of the assessed PSoC;
- Identifying and assessing the circumstances that may jeopardize a family's self-sufficiency;
- Offering a temporary reduction in the PSoC if the family has extenuating circumstances that warrant a reduction; and
- Documenting the evaluation of the family's financial situation and any temporary reduction granted.

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

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

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

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

Parent-Initiated PSoC Reduction Requests:

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

PWDB policy does not allow a request to reduce the PSoC amount assessed pursuant to subsection (a)(1)(B) of this section upon the parent's selection of a TRS certified Child Care Services Provider at this time.

Because PWDB policy states that Child Care Services Providers will not be reimbursed when the parent fails to pay the PSoC, the Board does not require parents to repay the Provider before being eligible for future Child Care Services.

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

§809.20 Maximum Provider Reimbursement Rates

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

~~In addition to complying with this section of the CCS Rules as stated, WSP will ensure that:~~

- ~~• Reimbursement for Child Care Services is paid only to the Provider;~~
- ~~• Regulated Child Care Services Providers are reimbursed based on a child's monthly enrollment authorization;~~
- ~~• Providers cannot charge the difference between their published rate and the PWDB reimbursement rate; and~~
- ~~• Child Care Services Providers will not receive reimbursement of Parent Fees if the parent fails to pay their fees. The PWDB will not pay any PSoC that is not collected.~~

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

§809.20(f) Transportation: Providers that offer transportation will be reimbursed up to the maximum Provider reimbursement rate as shown on Attachment 1 to this policy, as updated.

§809.20(g) Non-traditional Hours: Providers offering non-traditional hours will receive an increased maximum reimbursement rate. Non-traditional hours of operation consist of providing evening and over-night time care after 9:00 pm and before 6:00 am.

Maximum reimbursement rate for non-traditional hours will be the current rate multiplied by 1.5, authorized after 9 pm and before 6 am, for all ages of children authorized for non-traditional hours. A minimum of 75% of a child's care must be during non-traditional hours for that child's maximum reimbursement rate for non-traditional hours to apply.

All actions needed to implement this change will be effective July 1, 2021, and then, at initial eligibility determination, thereafter.

§809.22 Direct Referrals to Recognized Partnerships

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

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

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

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

§809.41(a)(1)(B) Children with Disabilities

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

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

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

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

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

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

Reference: *TWC WD Letter 09-21 Metrix Learning and Parent Activity Requirements for Child Care Services. (Rescinded)*

While parents will not be required to be registered in WorkinTexas.com (WIT) or MyTXCareer to utilize the Metrix Learning online platform, for enhancing job-related skills for job seekers, WSP shall develop and implement procedures to make the presentation of Metrix Learning available to parents, including, but not limited to, courses and parent activity requirements.

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

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

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

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

§809.41(c) Children of Parents Attending a Post-Secondary Education Program

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

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

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

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

§809.42 Eligibility Verification, Determination, and Redetermination

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

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

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

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

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

§809.43(a) Priority for Child Care Services

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

1. The first priority group is automatically assured Child Care Services, and includes children of families with very low income, and/or eligible for the following:
 - Choices Child Care as referenced in §809.45;
 - TANF Applicant Child Care as referenced in §809.46;
 - SNAP E&T Child Care as referenced in §809.47; or
 - Transitional Child Care as referenced in §809.48.
2. The second priority group is served after the first priority group, subject to the availability of funds, in the following order of priority, and includes children with special needs, and vulnerable populations:
 - 1) Children who need to receive protective services Child Care as referenced in §809.49 of the Child Care Rules;
 - 2) Children of a qualified veteran or qualified spouse as defined in §801.23;
 - 3) Children of a foster youth as defined in §801.23;
 - 4) Children experiencing homelessness defined in §809.2 & described in §809.5;
 - 5) Children of parents on military deployment as defined in §809.2 whose parents are unable to enroll in military-funded Child Care assistance programs;
 - 6) Children of teen parents as defined in §809.2; and
 - 7) Children with disabilities as defined in §809.2.

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

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

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

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

3. The third priority group designated by this PWDB policy includes:
 - Parents who are receiving services from workforce partners and participating in programs funded by the PWDB, such as WIOA; and

- Adding siblings of a child who is already receiving Child Care Services but who are not currently receiving Child Care Services themselves.

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

§809.44 Calculating Family Income

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

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

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

WSP Child Care Services Staff will:

- Verify that a self-employment business or enterprise is in existence and covers the eligibility period for Child Care Services at initial eligibility determination and at eligibility redetermination using one of the documents listed in D-109c;
- Ensure that business expenses for self-employment enterprises are verified at initial eligibility determination, eligibility redetermination, and following a reported change in family income; and
- Follow the guidelines as stated in Part D-107 through Part D-111 regarding calculating family income, including income exclusions and inclusions, bonuses, lump sum payments, unearned income, and lack of income documentation, in their entirety.

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

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

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

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

- ~~1. Ensure only eligible parents receive Child Care Services, and no child is enrolled in Child Care Services before eligibility has been completed, reviewed, and verified prior to authorizing care, except for children experiencing homelessness as outlined in CCS Rules §809.52.~~
- ~~2. Give priority for services to children experiencing homelessness, as stated in CCS Rules §809.43. Families meeting the §809.52 definition of experiencing homelessness are considered as having income that does not exceed 85% of the state median income. Therefore,~~

income eligibility determinations for families with a child experiencing homelessness are not required.

3. Eligibility determination may only be considered when a signed application and all associated documents which comply with all federal and state statutes and regulations and local policy are received by WSP within twenty (20) days.

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

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

§809.48 Transitional Child Care

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

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

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

§809.50 At-Risk Child Care

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

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

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

§809.56 Child Care during Initial Job Search

§809.56(a)-(e): As of October 2022, this new section has been added to the Child Care Services Rules which is referenced throughout the new Rules.

§809.56(f): WSP will develop and implement, through its procedures, that the parent in child care job search:

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

§809.71 Parent Rights

In addition to the other requirements in this section of the CCS Rules, WSP will **inform families and providers of new program violation rules, as required in TWC WD Letter 04-18, Child Care Early Terminations Due to Program Violations – Implementation and Actions, as amended.** ~~send written notification of the possible termination of Child Care Services for excessive unexplained absences to parents. Parents will also be sent written notification of possible termination of Child Care Services for failure to pay the PSoC. These notices will be sent at least fifteen (15) calendar days before termination.~~

§809.71(3) Parent Rights –Transfers

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

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

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

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

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

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

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

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

§809.73 Parent Reporting Requirements

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

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

§809.74 Parent Appeal Rights

WSP will provide a Form 1071 - Notice of Right to File an Appeal to Adverse Action, as found in PWDB Policy Manual, Appendix C, Chapter 3, Attachment 4, to a parent receiving a Notice of Determination resulting in a denial, reduction or termination of benefits or services.

§809.75 Child Care During Appeal

WSP will inform families and Child Care Services Providers of new program violation rules by letter as required in TWC WD Letter 04-18, as amended. Sample notification letters are attached to the WD letter for adaptation by WSP.

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

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

WSP shall develop and implement procedures to address manual absence tracking and notifications.

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

Multiple attempts to contact the Child Care parent and Child Care Provider prior to terminating services per CCS Rules §809.78(d)(2) require Child Care staff to provide written notice to the parent and the Child Care Provider at reasonable times through established communication channels of the child's absences and the potential termination of services. Such written notice, to the parent and the Provider, shall be provided, at a minimum, **as soon as practicable after the**

child reaches fifteen (15) absences [based upon the receipt of three (3) Provider Notices of five (5) consecutive absences each], and thirty (30) absences [based upon receipt of six (6) Provider Notices of five (5) consecutive absences each], within a 12-month eligibility period, as described below:

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

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

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

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

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

§809.111 General Fraud Fact-Finding Procedures

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

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

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

§809.113 Action to Prevent or Correct Suspected Fraud

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

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

WSP will ~~develop~~ **follow Operational** Procedures to take corrective action consistent with subsections (a) - (c) of CCS Rules §809.115 against a Child Care Services Provider when a Provider:

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

§809.115(e) Corrective Adverse Actions - Parent

WSP will develop procedures to take corrective action consistent with subsections (a) - (c) of CCS Rules §809.115 against a parent when a parent ~~or parent's secondary cardholder gives his or her card to a Provider or PIN to a Provider.~~ **violates TWC's rules and procedures related to attendance reporting.**

§809.135 TRS Process for Reconsideration

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

~~Any waiver requests to this policy must be submitted per current PWDB policy.~~

ATTACHMENTS: See Appendix C Chapter 3-Child Care Services, updated **Effective 10-01-2022.**

RESCISSIONS: PWDB Manual, Chapter 3 Child Care Services, Section 3.1 Child Care Services-*Update*, Effective 8-24-2022.

Fiscal Year 2023 Child Care Provider Reimbursement Rates—Effective October 1, 2022
Panhandle

Provider Type	Provider Rating	Infant FT	Infant PT	Toddler FT	Toddler PT	Preschool FT	Preschool PT	School-age FT	School-age PT	School-age BT
LCCC	Reg	\$34.40	\$30.60	\$31.60	\$28.80	\$30.20	\$25.60	\$29.40	\$24.60	\$25.30
LCCC	TRS2	\$36.12	\$32.13	\$33.18	\$30.24	\$31.71	\$26.88	\$30.87	\$25.83	\$26.57
LCCC	TRS3	\$37.08	\$33.30	\$33.82	\$30.82	\$32.32	\$27.40	\$31.46	\$26.33	\$27.08
LCCC	TRS4	\$41.20	\$37.00	\$36.60	\$32.80	\$33.00	\$27.92	\$32.05	\$26.83	\$27.59
LCCC	TSR	\$36.12	\$32.13	\$33.18	\$30.24	\$31.71	\$26.88	-	-	-
LCCH	Reg	\$30.40	\$28.60	\$29.20	\$27.60	\$28.60	\$26.00	\$27.80	\$25.00	\$25.41
LCCH	TRS2	\$31.92	\$30.03	\$30.66	\$28.98	\$30.03	\$27.30	\$29.19	\$26.25	\$26.68
LCCH	TRS3	\$32.94	\$30.61	\$31.25	\$29.54	\$30.61	\$27.82	\$29.75	\$26.75	\$27.19
LCCH	TRS4	\$36.60	\$33.20	\$33.40	\$30.10	\$31.19	\$28.34	\$30.31	\$27.25	\$27.70
LCCH	TSR	\$31.92	\$30.03	\$30.66	\$28.98	\$30.03	\$27.30	-	-	-
RCCH	Reg	\$29.00	\$27.20	\$27.80	\$26.20	\$26.60	\$23.40	\$23.80	\$23.00	\$23.12
RCCH	TRS2	\$30.45	\$28.56	\$29.19	\$27.51	\$27.93	\$24.57	\$24.99	\$24.15	\$24.27
RCCH	TRS3	\$31.68	\$29.11	\$29.75	\$28.04	\$28.47	\$25.04	\$25.47	\$24.61	\$24.74
RCCH	TRS4	\$35.20	\$31.20	\$32.00	\$28.57	\$29.01	\$25.51	\$25.95	\$25.07	\$25.20
RCCH	TSR	\$30.45	\$28.56	\$29.19	\$27.51	\$27.93	\$24.57	-	-	-
Relative	None	\$11.50	\$10.25	\$10.00	\$7.90	\$10.00	\$7.75	\$9.75	\$8.25	\$8.47

Source: TWC WD Letter 22-22, Attachment 1

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Panhandle Workforce Development Board Policy Manual
 Chapter 3 - Child Care Services
 Section 3.1 Child Care Services - Update
 Attachment 1 - FY'22 Provider Maximum Reimbursement Rates

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

**Board Contract Year 2023 Income Limit Eligibility Code Card
for Child Care Services**

Effective: October 1, 2022–September 30, 2023

Gross Annual Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$13,590	\$20,385	\$23,783	\$25,142	\$27,180	\$25,392	\$34,625	\$36,934	\$39,242
2	\$18,310	\$27,465	\$32,043	\$33,874	\$36,620	\$33,205	\$45,279	\$48,298	\$51,317
3	\$23,030	\$34,545	\$40,303	\$42,606	\$46,060	\$41,018	\$55,933	\$59,662	\$63,391
4	\$27,750	\$41,625	\$48,563	\$51,338	\$55,500	\$48,831	\$66,587	\$71,026	\$75,466
5	\$32,470	\$48,705	\$56,823	\$60,070	\$64,940	\$56,644	\$77,241	\$82,391	\$87,540
6	\$37,190	\$55,785	\$65,083	\$68,802	\$74,380	\$64,456	\$87,895	\$93,755	\$99,615
7	\$41,910	\$62,865	\$73,343	\$77,534	\$83,820	\$65,921	\$89,893	\$95,886	\$101,878
8	\$46,630	\$69,945	\$81,603	\$86,266	\$93,260	\$67,386	\$91,890	\$98,016	\$104,142
9	\$51,350	\$77,025	\$89,863	\$94,998	\$102,700	\$68,851	\$93,888	\$100,147	\$106,406
10	\$56,070	\$84,105	\$98,123	\$103,730	*	\$70,316	\$95,886	\$102,278	\$108,670
11	\$60,790	\$91,185	\$106,383	*	*	\$71,781	\$97,883	\$104,409	\$110,934
12	\$65,510	\$98,265	*	*	*	\$73,246	\$99,881	\$106,540	\$113,198
13	\$70,230	\$105,345	*	*	*	\$74,711	\$101,878	\$108,670	\$115,462
14	\$74,950	\$112,425	*	*	*	\$76,176	\$103,876	\$110,801	\$117,726
15	\$79,670	\$119,505	*	*	*	\$77,641	\$105,874	\$112,932	\$119,990
Gross Monthly Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$1,133	\$1,699	\$1,982	\$2,095	\$2,265	\$2,116	\$2,885	\$3,078	\$3,270
2	\$1,526	\$2,289	\$2,670	\$2,823	\$3,052	\$2,767	\$3,773	\$4,025	\$4,276
3	\$1,919	\$2,879	\$3,359	\$3,550	\$3,838	\$3,418	\$4,661	\$4,972	\$5,283
4	\$2,313	\$3,469	\$4,047	\$4,278	\$4,625	\$4,069	\$5,549	\$5,919	\$6,289
5	\$2,706	\$4,059	\$4,735	\$5,006	\$5,412	\$4,720	\$6,437	\$6,866	\$7,295
6	\$3,099	\$4,649	\$5,424	\$5,733	\$6,198	\$5,371	\$7,325	\$7,813	\$8,301
7	\$3,493	\$5,239	\$6,112	\$6,461	\$6,985	\$5,493	\$7,491	\$7,990	\$8,490
8	\$3,886	\$5,829	\$6,800	\$7,189	\$7,772	\$5,616	\$7,658	\$8,168	\$8,679
9	\$4,279	\$6,419	\$7,489	\$7,916	\$8,558	\$5,738	\$7,824	\$8,346	\$8,867
10	\$4,673	\$7,009	\$8,177	\$8,644	*	\$5,860	\$7,990	\$8,523	\$9,056
11	\$5,066	\$7,599	\$8,865	*	*	\$5,982	\$8,157	\$8,701	\$9,245
12	\$5,459	\$8,189	*	*	*	\$6,104	\$8,323	\$8,878	\$9,433
13	\$5,853	\$8,779	*	*	*	\$6,226	\$8,490	\$9,056	\$9,622
14	\$6,246	\$9,369	*	*	*	\$6,348	\$8,656	\$9,233	\$9,811
15	\$6,639	\$9,959	*	*	*	\$6,470	\$8,823	\$9,411	\$9,999

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

Sources: US Department of Health and Human Services, Annual Update of the HHS Poverty Guidelines, *Federal Register*, Vol. 87, No. 14, published January 21, 2022

US Department of Health and Human Services, State Median Income Estimates for Optional Use in FY 2022 and Mandatory Use in FY 2023, LIHEAP-IM-2022-04, published May 4, 2022

Document Source: TWC WD Letter 20-22, Attachment 1

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Panhandle Workforce Development Board Policy Manual
Chapter 3 - Child Care Services

Section 3.1 Child Care Services - Update

Attachment 2 - CY'23 Income Limit Eligibility Code Card for Child Care Services

Income Ranges for Parent Share of Cost Assessment
Effective October 1, 2022–September 30, 2023

Federal Poverty Guidelines (FPG)																		
Family Size	0%–50%		>50%–75%		>75%–100%		>100%–125%		>125%–150%		>150%–175%		>175%–185%		>185%–200%		>200FPG%–85% SMI	
	2	\$0	\$763	\$764	\$1,144	\$1,145	\$1,526	\$1,527	\$1,907	\$1,908	\$2,289	\$2,290	\$2,670	\$2,671	\$2,823	\$2,824	\$3,052	\$3,053
3	\$0	\$960	\$961	\$1,439	\$1,440	\$1,919	\$1,920	\$2,399	\$2,400	\$2,879	\$2,880	\$3,359	\$3,360	\$3,550	\$3,551	\$3,838	\$3,839	\$5,283
4	\$0	\$1,156	\$1,157	\$1,734	\$1,735	\$2,313	\$2,314	\$2,891	\$2,892	\$3,469	\$3,470	\$4,047	\$4,048	\$4,278	\$4,279	\$4,625	\$4,626	\$6,289
5	\$0	\$1,353	\$1,354	\$2,029	\$2,030	\$2,706	\$2,707	\$3,382	\$3,383	\$4,059	\$4,060	\$4,735	\$4,736	\$5,006	\$5,007	\$5,412	\$5,413	\$7,295
6	\$0	\$1,550	\$1,551	\$2,324	\$2,325	\$3,099	\$3,100	\$3,874	\$3,875	\$4,649	\$4,650	\$5,424	\$5,425	\$5,733	\$5,734	\$6,198	\$6,199	\$8,301
7	\$0	\$1,746	\$1,747	\$2,619	\$2,620	\$3,493	\$3,494	\$4,366	\$4,367	\$5,239	\$5,240	\$6,112	\$6,113	\$6,461	\$6,462	\$6,985	\$6,986	\$8,490
8	\$0	\$1,943	\$1,944	\$2,914	\$2,915	\$3,886	\$3,887	\$4,857	\$4,858	\$5,829	\$5,830	\$6,800	\$6,801	\$7,189	\$7,190	\$7,772	\$7,773	\$8,679
9	\$0	\$2,140	\$2,141	\$3,209	\$3,210	\$4,279	\$4,280	\$5,349	\$5,350	\$6,419	\$6,420	\$7,489	\$7,490	\$7,916	\$7,917	\$8,558	\$8,559	\$8,867
10	\$0	\$2,336	\$2,337	\$3,504	\$3,505	\$4,673	\$4,674	\$5,841	\$5,842	\$7,009	\$7,010	\$8,177	\$8,178	\$8,644	\$8,645	*	*	\$9,056
11	\$0	\$2,533	\$2,534	\$3,799	\$3,800	\$5,066	\$5,067	\$6,332	\$6,333	\$7,599	\$7,600	\$8,865	\$8,866	*	*	*	*	\$9,245
12	\$0	\$2,730	\$2,731	\$4,094	\$4,095	\$5,459	\$5,460	\$6,824	\$6,825	\$8,189	\$8,190	*	*	*	*	*	*	\$9,433
13	\$0	\$2,926	\$2,927	\$4,389	\$4,390	\$5,853	\$5,854	\$7,316	\$7,317	\$8,779	\$8,780	*	*	*	*	*	*	\$9,622
14	\$0	\$3,123	\$3,124	\$4,684	\$4,685	\$6,246	\$6,247	\$7,807	\$7,808	\$9,369	\$9,370	*	*	*	*	*	*	\$9,811
15	\$0	\$3,320	\$3,321	\$4,979	\$4,980	\$6,639	\$6,640	\$8,299	\$8,300	\$9,959	\$9,960	*	*	*	*	*	*	\$9,999

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

State Median Income (SMI)																		
Family Size	0%–20%		>20%–30%		>30%–40%		>41%–50%		>51%–60%		>61%–70%		>71%–75%		>75%–80%		>80%–85% SMI	
	2	\$0	\$1,006	\$1,007	\$1,509	\$1,510	\$2,012	\$2,013	\$2,516	\$2,517	\$3,019	\$3,020	\$3,522	\$3,523	\$3,773	\$3,774	\$4,025	\$4,026
3	\$0	\$1,243	\$1,244	\$1,864	\$1,865	\$2,486	\$2,487	\$3,107	\$3,108	\$3,729	\$3,730	\$4,350	\$4,351	\$4,661	\$4,662	\$4,972	\$4,973	\$5,283
4	\$0	\$1,480	\$1,481	\$2,220	\$2,221	\$2,959	\$2,960	\$3,699	\$3,700	\$4,439	\$4,440	\$5,179	\$5,180	\$5,549	\$5,550	\$5,919	\$5,920	\$6,289
5	\$0	\$1,716	\$1,717	\$2,575	\$2,576	\$3,433	\$3,434	\$4,291	\$4,292	\$5,149	\$5,150	\$6,008	\$6,009	\$6,437	\$6,438	\$6,866	\$6,867	\$7,295
6	\$0	\$1,953	\$1,954	\$2,930	\$2,931	\$3,906	\$3,907	\$4,883	\$4,884	\$5,860	\$5,861	\$6,836	\$6,837	\$7,325	\$7,326	\$7,813	\$7,814	\$8,301
7	\$0	\$1,998	\$1,999	\$2,996	\$2,997	\$3,995	\$3,996	\$4,994	\$4,995	\$5,993	\$5,994	\$6,992	\$6,993	\$7,491	\$7,492	\$7,990	\$7,991	\$8,490
8	\$0	\$2,042	\$2,043	\$3,063	\$3,064	\$4,084	\$4,085	\$5,105	\$5,106	\$6,126	\$6,127	\$7,147	\$7,148	\$7,658	\$7,659	\$8,168	\$8,169	\$8,679
9	\$0	\$2,086	\$2,087	\$3,130	\$3,131	\$4,173	\$4,174	\$5,216	\$5,217	\$6,259	\$6,260	\$7,302	\$7,303	\$7,824	\$7,825	\$8,346	\$8,347	\$8,867
10	\$0	\$2,131	\$2,132	\$3,196	\$3,197	\$4,262	\$4,263	\$5,327	\$5,328	\$6,392	\$6,393	\$7,458	\$7,459	\$7,990	\$7,991	\$8,523	\$8,524	\$9,056
11	\$0	\$2,175	\$2,176	\$3,263	\$3,264	\$4,350	\$4,351	\$5,438	\$5,439	\$6,526	\$6,527	\$7,613	\$7,614	\$8,157	\$8,158	\$8,701	\$8,702	\$9,245
12	\$0	\$2,220	\$2,221	\$3,329	\$3,330	\$4,439	\$4,440	\$5,549	\$5,550	\$6,659	\$6,660	\$7,769	\$7,770	\$8,323	\$8,324	\$8,878	\$8,879	\$9,433
13	\$0	\$2,264	\$2,265	\$3,396	\$3,397	\$4,528	\$4,529	\$5,660	\$5,661	\$6,792	\$6,793	\$7,924	\$7,925	\$8,490	\$8,491	\$9,056	\$9,057	\$9,622
14	\$0	\$2,308	\$2,309	\$3,463	\$3,464	\$4,617	\$4,618	\$5,771	\$5,772	\$6,925	\$6,926	\$8,079	\$8,080	\$8,656	\$8,657	\$9,233	\$9,234	\$9,811
15	\$0	\$2,353	\$2,354	\$3,529	\$3,530	\$4,705	\$4,706	\$5,882	\$5,883	\$7,058	\$7,059	\$8,235	\$8,236	\$8,823	\$8,824	\$9,411	\$9,412	\$9,999

Document Source: TWC WD Letter 20-22, Attachment 2



ITEM 5 (f) (3)

Customer Incentives

<p style="text-align: center;">PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL Chapter 1-Universal Policies for Workforce Customers Section 1.6 Customer Incentives-Update Effective 12-7-2022</p>

PURPOSE: To update Panhandle Workforce Development Board (PWDB) Customer Incentives policy, and Attachment 1 - Choices, Choices Non-Custodial Parent (NCP), and Choices Plus Customer Incentives Desk Aid.

BACKGROUND: Customer Incentives provide opportunities to improve employment, training, and education outcomes for Workforce Development Program participants. Nonmonetary Incentives may be issued in the form of gift cards, vouchers and other non-cash back rewards, and provided to a Workforce Development Program participant for meeting specified goals, as defined by PWDB policy. Incentives do not include Support Services such as Child Care, transportation, or reimbursement of work-related expenses. Incentives are a way to motivate and reward Program participants for achieving specific education and training goals, as outlined in their Service Plan(s), and to encourage Program participants to meet and exceed Program participation requirements. Moving a Program participant toward self-sufficiency is the ultimate aim of Incentives. Incentives are not an entitlement, and are subject to availability of funds.

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

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

In addition to ensuring that Incentives procedures meet these requirements, Workforce Solutions Panhandle (WSP) will institute proper internal control and accountability measures for Incentives, among all Workforce Development Program Participants, including maintaining records for issuance and reconciling of all Incentives. All materials used for Incentive payments, such as payment vouchers and gift cards, will be adequately safeguarded, and distributed solely for authorized purposes.

Workforce Innovation and Opportunity Act (WIOA) Youth

WIOA allows funding for eligible Youth customers to be used as Incentives to recognize achievement in identified Workforce Development Program activities. WIOA Youth Incentives are intended to be used to encourage and motivate Youth customers to reach particular goals and obtain positive outcomes specifically designed to increase education and workforce skills.

WSP will develop local procedures for Youth Incentives, which are linked to the fourteen (14) WIOA Youth Program elements, and are designed to enhance attainment of WIOA Youth

performance measures. WIOA Youth Incentives will focus on increasing work experience and training opportunities for Youth Program participants.

WIOA allows Incentive payments to Youth Program participants for recognition of performance, attendance, and active participation, in activities directly related to employment and training. Along with the fourteen (14) WIOA Youth Program Elements, WIOA Youth Incentives must be tied to WIOA Youth performance measures, and completion of goals identified in the participant's Service Plan. Youth Incentives must be provided in accordance with Attachment A to this policy - *WIOA Youth Customer Incentives Desk Aid*.

WIOA Youth Program participants will be issued a planned Incentive payment for a recognized post-secondary training or educational credential only after obtaining full-time, permanent employment in an occupation directly related to the participant's training and listed as the overall goal in the participant's Service Plan. The employment must correspond to the TWIST occupational/vocational training component in which the participant was enrolled.

Choices, Choices NCP, and Choices Plus

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

- Eligibility - program participants will meet, at a minimum, program participation requirements;
- Limitations – appropriate limitations are developed and implemented; and
- Documentation - Incentives are accurately and properly documented in TWIST in a timely manner.

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

ATTACHMENTS: See Appendix A, Chapter 1 - Universal Policies Attachments, Universal - 1.6 Customer Incentives Attachments,

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

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

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

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

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

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

Panhandle Workforce Development Board Manual

Chapter 1-Universal Policies for Workforce Customers, Section 1.6 Customer Incentives

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



ITEM 5 (f) (4)
Policy Waiver Requests

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 1-Universal Policies for Workforce Customers

Section 1.15

Policy Waiver Requests-Update

Effective 12-7-2022

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy for requesting a waiver of local policy to meet the special needs of workforce customers in extraordinary circumstances.

BACKGROUND: The Texas Workforce Commission (TWC) requires ~~PRPC (Panhandle Regional Planning Commission), as Administrative Agent for~~ the PWDB to develop and follow specific policies. Occasionally, a customer's unique circumstances ~~conflict with such policies, and meeting that individual's workforce needs~~ **could create compliance conflicts with these policies.**

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

~~Policy that could create such conflict for a Customer or WSP (Workforce Solutions Panhandle) Contractor may be waived, if TWC (Texas Workforce Commission) has given the Panhandle WDA (Workforce Development Area) Board local flexibility to develop and implement that policy.~~

WSP staff may consider special or extraordinary circumstances, on an individual basis, and, if warranted, submit a Policy Waiver Request to ~~PRPC~~ **the PWDB through the panhandletwist@theprpc.org email address, for consideration.** A Policy Waiver Request must be submitted at least seven (7) business days prior to the planned/**proposed** implementation date and include the following information:

- Customer identification and contact information;
- Statement of policy for which the waiver is requested;
- Proposed resolution;
- Justification;
- Dates of the Policy Waiver Request and the planned/**proposed** implementation;
- Signature indicating WSP Management review and approval; and
- **A corresponding Counselor Note entered in TWIST prior to submission of the Policy Waiver Request.**

PWDB Management staff will determine whether **or not** to grant the waiver and will notify WSP of that decision within three (3) business days of receipt of the Policy Waiver Request. ~~and all associated documentation.~~ No waiver ~~would~~ **will** be granted that would violate federal and/or State Laws, Rules, or Regulations.

All associated records will be retained by ~~PRPC WSP~~ for monitoring purposes.

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

RESCISSIONS: ~~Chapter 1-Universal Policies for Workforce Customers, Section 1.15, Policy Waiver Requests, Effective 03-31-2008.~~



ITEM 5 (f) (5) Supportive Services

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 1-Universal Policies for Workforce Customers

Section 1.20

Supportive Services-Update

Effective 12-7-2022

PURPOSE: To update policy related to the provision of Supportive Services to eligible Workforce Solutions Panhandle (WSP) customers. Updated information in this policy revision is highlighted in **bold typeface**.

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

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

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

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

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

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

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

Community Resources

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

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

Note: Prior to providing Supportive 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 Service Plan and The Workforce Information System of Texas (TWIST) Counselor 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 Supportive Services needs, will be documented in Customer Service Plans and TWIST Counselor Notes.

Provision of Supportive Services

1. Supportive Services will be provided according to each specific State-mandated Workforce Program's Rules and Requirements, as well as federal and State Rules and Regulations.
2. Although a Supportive Service is allowable, the Supportive Service must be cost-reasonable and justifiable.
3. Information on Supportive 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 1-Universal Policies for Workforce Customers

- Section 1.5 - Credit Card Purchases For Training And Supportive Services
 - Section 1.13 - Payment Authorizations For Training & Supportive Services
 - Section 1.14 - Payment Authorization Deadlines
 - Section 1.15 - Policy Waiver Requests
 - Section 1.16 - Purchasing Work-Related Or Training Items And Services
4. WSP will ensure compliance with TWC WD Letter 43-11, as amended, when implementing priority of service for eligible Foster Youth, regarding provision of Supportive Services.
 5. Post-employment/Job Retention Supportive 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 Customer's Service Plan and corresponding TWIST Counselor Notes.
 6. Supportive Services provided to a customer who is not participating/cooperating must be discontinued, according to the applicable workforce program Rules, and no further Supportive

Services provided until the customer resumes participation/cooperation, or is determined to have had “good cause” for failing to cooperate/participate.

7. Full explanation and detailed justification of the provision of Supportive Services will be documented within one calendar week of providing services, including the specific type, amounts and number of support payments to be made. The estimated length of time for which the particular supportive service will be provided, will be documented in the Service Plan and in TWIST counselor notes.
8. 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.

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 supportive service needs, before providing any type of Supportive Services.
2. WSP staff will be diligent in monitoring customer attendance, participation, and continued eligibility for ongoing Supportive Services assistance, in compliance with federal and State Rules and Regulations for the applicable workforce programs.

Determining and Assessing Need

1. Supportive 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 Supportive Services cannot serve as the sole justification for providing assistance.
3. Before any Supportive 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 supportive service would meet that need.
4. A detailed justification with specific reasoning for providing Supportive Services will thoroughly explain and documented in TWIST Counselor 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 Supportive Services to any customer who is co-enrolled in multiple workforce programs to ensure that there is no duplication of Supportive 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 Service Plan and in TWIST counselor notes, as appropriate according to the workforce program.
8. WSP Case Management staff is responsible for preparation, coordination, and updating of comprehensive Service Plans for all WSP customers receiving Career or Training Services, and ensuring access to workforce program activities and Supportive Services, as outlined in those Service Plans.

Financial Literacy Training

1. Staff:

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

2. Customers:

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

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

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

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

Limitations/Maximum Yearly Caps

- **Choices or SNAP E&T** - Residential assistance with rent, mortgage or utilities payments is allowable for Choices or SNAP E&T participants. If a Choices or SNAP E&T customer's Residential Support specific needs exceed a maximum yearly total amount of \$3,500, WSP staff will ~~submit a waiver request as per PWDB Chapter 1 - Universal Policies for Workforce Customers, Section 1.15, Policy Waiver Requests.~~ **notify the PWDB by email, through panhandletwist@theprpc.org, demonstrating the expenditures are cost reasonable and justifiable for the provision of support.**

- **NCP** – Support services are limited to a maximum yearly total amount of \$3,500 per participant. If an NCP participant’s specific needs exceed a maximum yearly total amount of \$3,500, WSP staff will submit a waiver request as per PWDB Manual, Chapter 1 - Universal Policies for Workforce Customers, Section 1.15, Policy Waiver Requests.
- **WIOA** – For WIOA participants, residential assistance with rent, mortgage or utilities payments is limited to a maximum yearly total amount of \$3,500, which will be included in the existing WIOA training and support lifetime cap of \$8,000. Residential Support will be provided (a) on a one-time, emergency basis, or (b) as part of the customer’s original Service Plan. For consideration in any situations which do not fit these criteria, WSP Management staff will submit a waiver request as per PWDB Manual, Chapter 1 - Universal Policies for Workforce Customers, Section 1.15, Policy Waiver Requests.

Termination of Support Services

Supportive 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 Supportive 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 supportive 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 Supportive Service assistance; it is intended to be followed in addition to those policies. The WSP Director can submit a detailed request, for modifications to these protocols, to the Workforce Development Director for consideration at any time.

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

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

WSP staff will document the contact methods used for each customer in TWIST Counselor 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 Supportive 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.

ATTACHMENTS: See Appendix A, Chapter 1 - Universal Policies to Workforce Customers, Support Services Attachment A, Currently Available Local Community Resources Form.

RESCISSIONS: Chapter 1 - Universal Policies for Workforce Customers, Section 1.20, Supportive Services Policy - Update, Effective 8-24-2022.



**ITEM 5 (f) (6)
Non-Custodial Parent (NCP)
Choices, Case Closure**

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 5- Non-Custodial Parent (NCP) Choices

Section 5.1

Case Closure-Update

Effective 12-7-2022

PURPOSE: To update Panhandle Workforce Development Board (PWDB) policy regarding required Non-Custodial Parent (NCP) Choices program submissions of Request(s) to Remove to the Office of the Attorney General (OAG) Child Support Division. Updated information in this policy revision is highlighted in **bold typeface**.

BACKGROUND: The NCP Choices program is a partnership between the PWDB and the OAG. The purpose of the program is to help participants in obtaining and retaining employment to enable them to meet their child support obligations.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

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

1) Noncompliance with NCP Choices Program Requirements (B-404.b):

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

- a) If an NCP participant is noncompliant with NCP Choices program requirements for **at least thirty** (30) days, Workforce Solutions Panhandle (WSP) staff will submit a Request to Remove to the OAG, by email within seven (7) calendar days.

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

- i. For removal; or
 - ii. That the case remain open, if an indication of partial compliance is observed that suggests the potential for program success for that individual.
- b) If an NCP is complying with NCP Choices program requirements, but has not obtained employment after 180 days of participation, WSP staff will submit, by email within seven (7) calendar days, a Request to Remove to the OAG.

In either instance of (a) or (b) above, WSP staff will not close the case until receipt of notification from OAG regarding administrative removal. WSP staff will:

- Close all NCP Choices services in The Workforce Information System of Texas (TWIST) for the NCP Choices participant;
- Open a TWIST Service Code 11 - Planned Gap in Service, which denotes that the approval to remove, is pending;

- Document all actions in TWIST Counselor Notes and Choices Online Tracking System (COLTS); and
- Allow the participant, upon the participant's initiation, to resume participation in NCP Choices services, while the Request to Remove is pending.

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

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

2) NCP Choices Participant Becomes Ineligible or Unable to Participate (B-404.c):

WSP staff will immediately submit a Request to Remove to the OAG if an NCP becomes ineligible or unable to participate in NCP Choices program for any of the following reasons:

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

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

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

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

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

3) Meets NCP Choices Program Requirements (B-404.a):

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

WSP staff will:

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

ATTACHMENTS: None

RESCISSIONS: Chapter 5 - Non-Custodial Parent (NCP) Choices, Section 5.1, Case Closure, Effective **08-24-2022**



**ITEM 5 (f) (7)
Information Technology (IT)
Security, Systems and
Computer Access**

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL
Chapter 8-Infrastructure and Internal Controls
Information Technology (IT) Security, Systems and Computer Access - *Update*
Section 8.5 **Effective 12-7-2022**

PURPOSE: To update Panhandle Workforce Development Board (PWDB) IT Security, Systems and Computer Access policy. Updated information in this policy revision is highlighted in **bold typeface** and in ~~strikethrough~~.

PWDB POLICY:

This policy applies to all Workforce Solutions Panhandle (WSP) staff, PWDB staff, Panhandle Regional Planning Commission (PRPC) staff, Texas Workforce Commission (TWC) staff, Texas Veterans Commission (TVC) staff, and other community agencies, partners, and vendors, as noted.

Access to computer systems, equipment, State and local automated systems, and Workforce applications will only be provided to staff who need the information to perform their jobs, and to staff from other agencies, community partners or vendors, whose required forms have been received by Board Administrators. WSP and PWDB staff are responsible for protecting Personally Identifiable Information (PII) and other sensitive information from unauthorized disclosure; complying with the requirements of the National Institute of Standards and Technology (NIST) and, as applicable, cybersecurity and information security industry best practices.

It is the policy of TWC to protect the information resources in accordance with the Texas Administrative Code (TAC) Title 1, Part 10, Chapter 202, Subchapter B Information Security Standards and the Information Resources Management Act (Texas Government Code Chapter 2054). TWC will also protect the information resources of the agency in accordance with applicable federal and State Rules and Regulations. Protecting and maintaining the security of agency information resources is a priority. Of particular concern is ensuring the protection of all Texans' sensitive and confidential personal information collected and maintained. At all times, all staff must prioritize data security and take all necessary and appropriate measures to ensure sensitive and confidential information is adequately protected. Staff must protect these assets against unauthorized access, disclosure, modification or destruction, whether accidental or deliberate, as well as assure the availability, integrity, utility, authenticity and confidentiality of information.

As a recipient of Workforce Innovation and Opportunity Act (WIOA) Title I funds, WSP will develop and implement written procedures on the storage and use of disability-related and medical information, as required by TWC Workforce Development (WD) Letter 17-07, as updated. WSP will ensure that the procedures include guidelines for storing information in a manner that provides confidentiality, prohibitions on the use and disclosure of information, except as provided in 29 Code of Federal Regulations (CFR) §38.41(b)(3), and will ensure appropriate staff members are apprised of and comply with all requirements in the WD Letter.

WSP must also record the limited English proficiency and preferred language of each applicant, registrant, participant, and terminated staff, as outlined in WD Letter 17-07, as updated.

Custodians

Custodians are individuals or agents designated as the holder of data and charged with implementing the security controls specified by the owner. Custodians must be knowledgeable with the range of information security risks that need to be managed. Custodians are responsible for:

- Protecting the information in their possession from unauthorized access, alteration, destruction or usage.
- Providing and administering general controls consistent with Information Security policies and standards.
- Establishing, monitoring and operating information systems in a manner consistent with policies and standards issued by the Information Resource Manager (IRM).
- Being knowledgeable with the range of information security risks that need to be managed.
- Reporting all suspicious computer and network security-related activities in accordance with security incident response procedures.
- Assisting owners in understanding and evaluating the cost and effectiveness of security controls and monitoring.

Users

Users are persons who have been authorized to read, enter, or update information and/or to access an information resource in accordance with TWC-defined controls and access Rules. Users include TWC employees, temporary employees, volunteers, interns, private providers of services, WSP staff, and sub-contractors, vendors, auditors, consultants and representatives of other entities or agencies of State government authorized access to TWC Information Resources (IR). Users will be held individually accountable for all actions performed under their User Identification (User ID).

Users have the responsibility to:

- Use the information resource for only the purposes specifically approved by TWC;
- Comply with all security measures, policies and standards defined by TWC and the PWDB, as implemented by WSP, and/or defined by Information Security Officers;
- Use appropriate measures to protect TWC IR equipment or data from unauthorized access or use; and
- Report all suspicious computer and network security-related activities in accordance with security incident response procedures.

Workforce Development Board Administrator Responsibilities

PWDB administrators will determine, assign, and secure Workforce application computer access codes required for WSP staff, PRPC staff, TWC staff, TVC staff, PWDB staff; appropriate PRPC IT and Finance Division staff; and other community agencies, partners and vendors, including changing or resetting users' local passwords, and administering Resource Access Control Facility (RACF) security add(s), change(s), and delete(s) for users.

User Responsibilities

Each agency will ensure that their staff users:

- Are aware of and comply with TWC's data security requirements;
- Understand that under no circumstances are user names, identification codes, passwords, or any other access security codes to be used by anyone other than the user to whom they are assigned and are not to be disclosed to anyone; and
- Understand that they are responsible for any actions completed in Workforce applications under the use of their access security codes.

Each agency will ensure that information obtained from Workforce applications (e.g., participant information) is not republished or redistributed, and ensure that WSP staff protect customers' PII. NIST special publications TWC uses for reference include: NIST SP800-122 Guide to Protecting the

Confidentiality of Personally Identifiable Information (PII), at: <http://csrc.nist.gov/publications/nistpubs/800-122/sp800-122.pdf>.

Account Management

Responsibility for managing access to State automated systems and Workforce applications, (including, but not limited to, those listed below), is as follows:

RACF: PWDB staff, TVC staff, and WSP staff:

- Board Administrators

TWC staff:

- TWC Program Manager
- TWC Assistant Integrated Service Area (ISA) Manager

WorkInTexas.com: TWC staff, TVC staff, and WSP staff:

- Workforce Solutions Panhandle WIT Liaison

PWDB staff:

- Board Administrators

TWIST and HHSC: All PWDB staff and WSP staff:

- Board Administrators

Local network accesses are managed by the PRPC IT Manager and the WSP Systems Administrator.

Access Control

Access privileges should be limited to those necessary for each Staff member's specific job duties. Staff members and other appropriate users will be given access to State and local information systems and Workforce applications only after the required documents are received by Board Administrator(s).

Access requests must be submitted to Board Administrator(s) within 24 hours of identification of the need, and with as much advance notice as possible. WSP will submit **all local workforce center staff** requests by email to panhandletwist@theprpc.org. **All other users will coordinate submission directly with Board Administrator(s).**

As per the TWC Agency Board Agreement (ABA), effective 10/1/2022, as updated, the PWDB shall require all persons to whom it grants access to Agency applications, to execute a P-41 TWC Information Security Agreement, All Employees Form (e P-41). At a minimum, each user must execute a new e P-41 every two (2) years by the end of the month in which the last P-41 was executed. The e P-41 available at the following web address: [P-41 \(WF Board Use\)](#). The Board Administrator shall maintain a copy of the most recent e P-41 for each user.

- **Initial Access Requests**

The following required forms, including but not limited to, will be provided, to the Board Administrators, in order to grant access:

- **Form e P-41, from:**

- **All local workforce center staff from WSP, TWC, and TVC; all PWDB staff; appropriate PRPC IT and Finance Division staff; and**
- **Single-occurrence users from other community agencies, partners and vendors.**

- **Form P-48 - Systems Access Report for Other Agencies and Community Partners from:**

- Single-occurrence users from other community agencies, partners and vendors.

- Certificates of Completion for Computer Based Trainings (CBTs), accessed at: https://www.twc.texas.gov/development/train/board_and_contractor_training_links.html

- Completed by newly hired local workforce center staff from WSP, TWC, and TVC; all PWDB staff; and appropriate PRPC IT and Finance Division staff, as required in TWC's Agency Board Agreement (ABA), and Workforce Development (WD) Letter 16-08, Change 1, as updated, for:
 - (1) Cybersecurity Awareness;
 - (2) Fraud Awareness Training; and
 - (3) Sensitive Personal Information (SPI) Training.

Staff must print and submit the Certificates of Completion to the appropriate staff within thirty (30) calendar days of accessing TWC systems and electronic resources.

- Completed by single-occurrence users from other community agencies, partners and vendors, as required in TWC's Agency Board Agreement (ABA), for:
 - (1) Cybersecurity Awareness; and
 - (2) Sensitive Personal Information (SPI) Training.

Users must print and submit the Certificates of Completion to the appropriate staff, prior to being granted access.

- **Modification to Staff Access**

WSP will ensure modification of access to increase or decrease privileges necessary for each staff member's specific job duties.

- **Deletion to Access**

All related accesses must be discontinued within one (1) business day from exit.

- All local workforce center WSP, TWC, and TVC staff: An initial communication regarding staff exiting from employment will be submitted by email to panhandletwist@theprpc.org, with as much advance notice as possible, followed by applicable original documentation, in the next daily interoffice delivery.

- All external users from other agencies, community partners, and vendors: An initial communication regarding staff exiting from employment will be submitted by email to panhandletwist@theprpc.org, with as much advance notice as possible, followed by applicable original documentation, including a Form P-48, in the next daily interoffice delivery.

- **Annual Requirements**

Staff hired in the months of July, August and September, and having completed the Initial Requirements documentation, described on the previous page, are considered in compliance for up to fifteen months until the following October.

The following will be provided, to the Board Administrators between October 1 and November 10 of each year by all local workforce center staff from WSP, TWC, and TVC; all PWDB staff; appropriate PRPC IT and Finance Division staff:

- Documentation of current Automation Systems Access for all applicable staff; and

- **Certificates of Completion for Computer Based Trainings (CBTs), accessed at: [https://www.twc.texas.gov/development/train/board and contractor training links.html](https://www.twc.texas.gov/development/train/board%20and%20contractor%20training%20links.html)**
- **Completed by all local workforce center staff from WSP, TWC, and TVC; all PWDB staff; and appropriate PRPC IT and Finance Division staff, as required in TWC's Agency Board Agreement (ABA), and Workforce Development (WD) Letter 16-08, Change 1, as updated, for:**
 - (1) **Cybersecurity Awareness;**
 - (2) **Fraud Awareness Training; and**
 - (3) **Sensitive Personal Information (SPI) Training.**

ATTACHMENTS: None.

RESCISSIONS: Chapter 8-Infrastructure and Internal Controls, Section 8.5, Information Technology (IT) Security, Systems and Computer Access, **Effective 5-25-22.**



ITEM 5 (g)



MEMORANDUM

DATE: December 7, 2022

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

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Report on Monitoring Reviews

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

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

The Final Report for the Annual Fiscal Operating Systems Review, conducted by TWC the week of February 28, 2022, documents the corrective actions taken adequately resolve the finding and the TWC Monitoring Report #22.01.0001 is closed.

PRPC's External Fiscal Monitoring Contractor began conducting the Board's Annual Fiscal Monitoring Review the week of October 31, 2022. The review is currently ongoing and a draft report of this review is due December 31, 2022 with the final report due January 31, 2023.

PRPC's Internal Program Monitor has begun the Board's Fall 2022 Semi-Annual Program Monitoring Review. The Final Report is due February 24, 2023.

Upcoming reviews for 2023 include:

- The Board's Spring 2023 Semi-Annual Program Monitoring Review, scheduled to begin March 2023; and
- The week of February 27, 2023, TWC will begin to conduct:
 - The Annual Fiscal and Program Operating Systems Review; and
 - The Child Care Improper Payment Testing (CCIP) Review.
(The CCIP Review is required to be conducted every three years.)

The following detailed report lists updated statuses for the reviews of the current Workforce Solutions Panhandle (WSP) sub-recipient, Huxford Group, LLC's Service Delivery, since the last report provided to the Board at the August 2022 meeting.

REPORT ON THE PWDA'S MONITORING REVIEWS
February 2022 – March 2023

Administration of Fiscal and Program Control Monitoring Conducted by Texas Workforce Commission (TWC)			
Monitoring Review	Date of review	Period Covered	Status
Fiscal Operating Systems	February 28, 2022 – March 4, 2022	January 2021 – December 2021	Final Report - All items resolved
Fiscal and Program Operating Systems	February 27, 2023 – March 3, 2023	January 2022 – December 2022	Upcoming
Child Care Eligibility/Improper Payment Monitoring Testing	February 27, 2023 – March 3, 2023	October 2021 – September 2022	Upcoming

Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA			
Monitoring Review	Date of review	Period Covered	Status
Fiscal Operating Systems	October 31, 2022 – November 4, 2022	October 2021 – September 2022	Ongoing

Workforce Development and Child Care Services Program Monitoring Conducted by Internal Monitor – Kathy Cabezuella, Program Specialist			
Monitoring Review	Date of review	Period Covered	Status
Program Operating Systems	November 1, 2022 – February 24, 2023	January 2022 – September 2022	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.

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Julian Alvarez
Commissioner Representing
Labor

Aaron Demerson
Commissioner Representing
Employers

Edward Serna
Executive Director

October 27, 2022

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

Audit Resolution Report

Dear Mr. Rivas:

This letter is regarding a finding identified in the Texas Workforce Commission (TWC) Monitoring Report #22.01.0001. This report included a review of the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, Trade Adjustment Assistance, and Workforce Innovation and Opportunity Act programs administered by Workforce Solutions Panhandle (Board). This monitoring review identified the following finding that was referred to Audit Resolution for final disposition, as outlined below:

Finding: Ensure MOU Contains All Required Elements and Reconciliations are Conducted

The Board did not ensure Memorandum of Understandings for partners contained all of the required elements and that the costs were being reconciled to ensure the costs were correctly applied. For the AEL MOU, the Board has opted to claim di minimis costs but the MOU did not contain the di minimis calculations for support. For the SCSEP MOU, the Board did not periodically reconcile the budgeted shared costs against actual costs incurred and adjust shared costs accordingly.

In addition, both the SCSEP and AEL MOUs missed required elements but the Board provided documentation at the review exit conference that was acceptable. The di minimis calculation and the reconciliations are still outstanding.

Without meeting all requirements set in the WIOA Guide to Texas Workforce System Operations, Boards cannot ensure that infrastructure costs are shared with local partners or that the program is functioning appropriately.

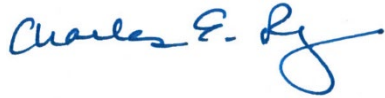
Corrective Action Taken:

The Board provided calculations to support the di minimis costs for both AEL and SCSEP MOUs and has adequate controls in place to ensure reconciliations are conducted and adjustments completed when necessary. We encourage the Board to continue its efforts in following local, federal and state guidelines and requirements, as these areas will be tested during subsequent monitoring reviews.

Mr. Rivas
Page 2
October 27, 2022

The corrective actions taken adequately resolves the finding and the TWC Monitoring Report #22.01.0001 is closed. Thank you for your assistance on this matter. If you have any further questions, please contact Judy Ohn at (512) 354-9616 or judy.ohn@twc.texas.gov.

Sincerely,



Charles E. Ross, Jr., Director
Division of Fraud Deterrence and Compliance Monitoring

cc: Michelle Griffin Chair, Workforce Solutions Panhandle
John Greytok, Director of Compliance Monitoring, TWC

United States Department of Health and Human Services

Gwendolyn Jones, Regional Program Manager
Deborah Daniels, Program Specialist
Alisa Matthews, Program Specialist

United States Department of Labor

Nicholas E. Lalpous, Regional Administrator, Employment and Training Administration
M. Frank Stluka, Regional Director, Office of State Systems, Employment and Training Administration



ITEM 5 (h)

WORKFORCE DEVELOPMENT PROGRAM GOAL STATEMENT AND TOTAL PROGRAM BUDGET

WORKFORCE DEVELOPMENT PROGRAM GOAL STATEMENT

The goal of the Workforce Development Program is to support the Workforce Development Consortium's Governing Body and the Panhandle Workforce Development Board in developing and implementing an employment and training system that supports the economic prosperity of the region by assisting local employers with finding and developing the talent they need, and by investing in skills development that can increase workers' career opportunities and self-sufficiency.

TOTAL WORKFORCE DEVELOPMENT PROGRAM BUDGET

BUDGETED EXPENDITURES

Personnel	\$769,121
Contract Services	224,427
Travel	37,246
Direct Internal Services	432,545
Other Direct Program Exp.	643,710
Indirect Costs	242,311
Equipment	55,501
Pass Through	<u>20,323,279</u>

**TOTAL BUDGETED
EXPENDITURES** **\$ 22,728,140**

ANTICIPATED REVENUES BY SOURCE

GRANTS & GOVERNMENTAL CONTRACTS

Federal Grants Through State	\$20,712,778
Texas State Grants	1,500,000

REGIONAL FUNDS

Contract Service Fees	<u>515,362</u>
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**TOTAL ANTICIPATED
REVENUE** **\$22,728,140**



CHILD CARE WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to ensure the provision of quality child care subsidies to eligible low-income families, to promote children's healthy development and safety, improve the quality of child care and provide support for parents who are working or in training or education.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Conduct child care provider claims processing for disbursement.
4. Develop local program policies and procedures.
5. Oversight of the delivery of child care services by the procured child care contractor.
6. Ensure compliance with client eligibility for services requirements under all federal, state and local regulations, policies and directives.
7. Secure agreements for the purpose of obtaining additional federal funds for additional child care services through a "local match" process where local entities agree to contribute funds or certify their allowable child care expenditures.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Submit approved child care reports through the State's data collection system biweekly.
4. Issuance of local program policies and procedures.
5. Review and analyze TWC's monthly performance and expenditure reports and take appropriate action related to the "number of children served" per day.
6. Conduct at a minimum of 2 internal monitoring reviews of child care case files during the year each followed by technical assistance for resolution of related compliance issues and provision of staff training as needed.
7. Meet the Texas Workforce Commission's minimum local match requirement of \$640,142 for the Panhandle in order to receive the funds.

IMPLEMENTATION SCHEDULE

October 1, 2022 – September 30, 2023

HUMAN RESOURCE REQUIREMENT

4.815 Full-time equivalent

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$264,992
Fringe Benefits	133,080

CONTRACT SERVICES

Contract Services	162,334
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TRAVEL

In-Region Travel	540
Out-of-Region Travel	18,098
Conference Registration	988

DIRECT INTERNAL SERVICES

Accounting Services	169,752
Clerical Support	962
Copy Services	1,825
Human Resources Management	8,258
Information Technology	8,283
Office Space	27,144
Reception/Telecommunications	7,215
Vehicle Pool	309

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	216
Rent	185,957
Membership Fees/Dues	2,340
Postage & Freight	396
Advertisements	180
Other Expense	1,743

INDIRECT PROGRAM EXPENSES

Indirect	114,380
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EQUIPMENT EXPENSES

Equipment	9,568
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PASS THROUGH EXPENSES

Pass Through	16,604,887
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TOTAL PROJECT BUDGET \$17,723,447



CHILD CARE QUALITY IMPROVEMENT WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide the administrative support necessary to implement child care quality improvement activities throughout the region. Quality improvement activities may include but are not limited to providing mentoring services to directors of child care facilities, providing consumer information to parents regarding the selection of quality child care, providing parenting education information, professional development for child care providers, directors, and employees, and providing educational materials for children served by child care providers.

PRIMARY WORK TASKS

1. Compile and submit all required reports to the funding agency.
2. Develop local program policies and procedures.
3. Ensure the subcontractor confers priority with regard to quality child care initiatives benefitting child care facilities that are working toward Texas Rising Star (TRS) Certification or are existing TRS providers working toward a higher star level.
4. Monitor and evaluate the performance of the contractor with regard to the provision of child care quality activities as required by funding agency.
5. Confirm that the subcontractor adheres to all Federal, state and local regulations, policies, and directives.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of quarterly progress reports and other reports as requested by funding agency.
2. Issuance of local program policies and procedures.
3. Conducts quarterly reviews of child care quality activities facilitated by the subcontractor to ensure that priority of service is given to child care facilities that are working toward TRS certification or are existing TRS providers working toward a higher star level.
4. Review of financial and program reports submitted in writing to PRPC Workforce Development staff on a quarterly basis regarding the performance of child care quality initiatives.
5. Conduct at a minimum of 2 internal monitoring reviews of quality child care activities during the year, each followed by technical assistance for resolution of related compliance issues and provision of staff training as needed.

IMPLEMENTATION SCHEDULE

October 1, 2022 – September 30, 2023

HUMAN RESOURCE REQUIREMENT

2023 EXPENDITURE BUDGET

PERSONNEL

\$0

CONTRACT SERVICES

0

TRAVEL

0

DIRECT INTERNAL SERVICES

0

OTHER DIRECT PROGRAM EXPENSES

0

INDIRECT PROGRAM EXPENSES

0

EQUIPMENT EXPENSES

0

PASS THROUGH EXPENSES

Pass Through 504,585

TOTAL PROJECT BUDGET \$504,585



0.000 Full-time equivalent (tasks conducted under this project supported by other Workforce Development Programs & Expenditure Budgets).



SUPPLEMENTAL NUTRITION ASSISTANCE WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to ensure that eligible supplemental nutrition assistance recipients receive services and support to help them enter and retain employment, and become self-sufficient.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Ensure that Contractor conducts outreach to 100% of the Able-Bodied Adults without Dependents (ABAWD) who receive Supplemental Nutrition Assistance Program (SNAP) benefits.
4. Ensure the Contractor gives priority of service to the ABAWD population.
5. Oversight of the delivery of services by the procured Service Delivery Contractor.
6. Monitor and evaluate the performance of the contractor with regard to the provision of SNAP services as required by the funding agency.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Review monthly outreach reports, resolution of related compliance issues through Technical Assistance and provision of staff training as needed.
4. Issuance of local program policies and procedures.
5. Ensure the TWC's required monthly performance of "outreach within 10 days" is met.
6. Conduct at a minimum of 2 internal monitoring reviews of all SNAP services during the year, followed by technical assistance for resolution of related compliance issues a provision of staff training as needed.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.185 Full-time equivalent

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$11,200
Fringe Benefits	5,494

CONTRACT SERVICES

Contract Services	6,960
-------------------	-------

TRAVEL

In-Region Travel	99
Out-of-Region Travel	1,478
Conference Registration	180

DIRECT INTERNAL SERVICES

Accounting Services	8,962
Clerical Support	37
Copy Services	333
Human Resources Management	317
Information Technology	318
Office Space	2,095
Reception/Telecommunications	277
Vehicle Pool	54

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	39
Rent	37,415
Membership Fees/Dues	427
Postage & Freight	72
Advertisements	33
Other Expense	171

INDIRECT PROGRAM EXPENSES

Indirect	8,736
----------	-------

EQUIPMENT EXPENSES

Equipment	1,387
-----------	-------

PASS THROUGH EXPENSES

Pass Through	<u>225,109</u>
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TOTAL PROJECT BUDGET \$311,193



TEMPORARY ASSISTANCE TO NEEDY FAMILIES - CHOICES WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to ensure that eligible temporary assistance to needy families (TANF) applicants and recipients receive services and support to help them improve their basic and occupational skills, enter and retain employment and become self-sufficient.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Develop program policies and procedures.
4. Oversight of the delivery of Temporary Assistance to Needy Families (TANF)/CHOICES program services by the procured service delivery contractor.
5. Monitor and evaluate the performance of the contractor with regard to the provision of TANF/CHOICES services as required by the funding agency.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Issuance of local program policies and procedures.
4. Ensure the Workforce Development Board's required performance measures of program participants are met.
5. Conduct at a minimum of 2 monitoring reviews of TANF/CHOICES services during the year, each followed by technical assistance for resolution of related compliance issues and provision of staff training as needed.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.610 Full-time equivalent

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$35,060
Fringe Benefits	17,655

CONTRACT SERVICES

Contract Services	23,717
-------------------	--------

TRAVEL

In-Region Travel	378
Out-of-Region Travel	5,669
Conference Registration	692

DIRECT INTERNAL SERVICES

Accounting Services	26,311
Clerical Support	122
Copy Services	1,278
Human Resources Management	1,046
Information Technology	1,049
Office Space	7,698
Reception/Telecommunications	914
Vehicle Pool	209

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	151
Rent	102,441
Membership Fees/Dues	1,638
Postage & Freight	277
Advertisements	126
Other Expense	594

INDIRECT PROGRAM EXPENSES

Indirect	26,108
----------	--------

EQUIPMENT EXPENSES

Equipment	5,630
-----------	-------

PASS THROUGH EXPENSES

Pass Through	840,974
--------------	---------

TOTAL PROJECT BUDGET \$1,099,737



TEMPORARY ASSISTANCE TO NEEDY FAMILIES – CHOICES NON-CUSTODIAL PARENT EMPLOYMENT WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to ensure that non-custodial parents, who have an open Office of the Attorney General (OAG) case; and have been court-ordered to enroll in the NCP workforce program, receive services and support to help them improve their basic and occupational skills, enter and retain employment, become self-sufficient, and fulfill their child support responsibilities.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Participate in monthly Non-Custodial Parent (NCP) meeting with the OAG and Service Delivery Contractor staff to discuss issues related to participants' progress in the program.
4. Compile and submit all required reports to funding sources.
5. Develop local program policies and procedures.
6. Monitor and evaluate the performance of the contractor with regard to the provision of Temporary Assistance to Needy Families – Choices Non-Custodial Parent program services as required by funding agency.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Attend 12 monthly Non-Custodial Parent (NCP) meetings with the OAG and Service Delivery Contractor staff.
4. Submission of 12 monthly Progress reports and supporting documents.
5. Issuance of local program policies and procedures.
6. Conduct at a minimum of 2 monitoring reviews of TANF/CHOICES-NCP services during the year, followed by technical assistance for resolution of related compliance issues and provision of staff training as needed

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$3,317
Fringe Benefits	1,737

CONTRACT SERVICES

Contract Services	3,465
-------------------	-------

TRAVEL

In-Region Travel	55
Out-of-Region Travel	826
Conference Registration	101

DIRECT INTERNAL SERVICES

Accounting Services	9,196
Clerical Support	13
Copy Services	186
Human Resources Management	111
Information Technology	112
Office Space	1,009
Reception/Telecommunications	97
Vehicle Pool	30

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	22
Rent	13,951
Membership Fees/Dues	239
Postage & Freight	40
Advertisements	18
Other Expense	73

INDIRECT PROGRAM EXPENSES

Indirect	3,979
----------	-------

EQUIPMENT EXPENSES

Equipment	2,769
-----------	-------

PASS THROUGH EXPENSES

Pass Through	116,464
--------------	---------

TOTAL PROJECT BUDGET \$157,810



0.065 Full-time equivalent



VETERANS EMPLOYMENT SERVICES WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

2023 EXPENDITURE BUDGET

OBJECTIVE

To provide for the co-location of Texas Veterans Commission (TVC) employees serving veterans at the Amarillo workforce center.

PRIMARY WORK TASKS

1. Promote and support the integration of workforce services provided to veterans by state and contractor staffs.
2. Compile and submit all required reports to funding source.

PRINCIPLE PERFORMANCE MEASURES

1. Co-location of 2 TVC employees at the Amarillo workforce center.
2. Submission of Budget Worksheet and Final Expenditure Report as requested by Texas Veterans Commission (TVC).

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.000 Full-time equivalent (tasks conducted under this project supported by other Workforce Development Programs and Expenditure Budgets).

PERSONNEL

\$ 0

CONTRACT SERVICES

0

TRAVEL

0

DIRECT INTERNAL SERVICES

0

OTHER DIRECT PROGRAM EXPENSES

Rent 12,998

INDIRECT PROGRAM EXPENSES

Indirect 1,495

EQUIPMENT EXPENSES

Equipment 3,000

PASS THROUGH EXPENSES

Pass Through 766

TOTAL PROJECT BUDGET \$18,259



WAGNER-PEYSER EMPLOYMENT SERVICES WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

2023 EXPENDITURE BUDGET

OBJECTIVE

To provide for the co-location of Texas Workforce Commission (TWC) employees providing labor-exchange services to employers and job seekers at the area’s workforce centers and to fund additional TWC initiatives.

PRIMARY WORK TASKS

1. Arrange for office space and related services for TWC employees at the area’s workforce centers.
2. Promote and support the coordination of TWC employees and Contractor staff to ensure services are provided to employers and job seekers to meet performance requirements.
3. Participate in community coordination efforts to serve employers and job seekers.
4. Participate in community coordination efforts to promote the hiring of veterans.

PRINCIPLE PERFORMANCE MEASURES

1. Negotiation and execution of a contract and oversight of its implementation to co-locate staff at the area’s workforce centers.
2. Ensure the Texas Workforce Commission’s “Employer’s Receiving Workforce Assistance” performance measures are met.
3. Co-sponsor a minimum of 2 regional job fairs and 36 hiring events.
4. Host an annual local Hiring Red, White and You! veteran job fair in the Panhandle.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.150 Full-time equivalent

PERSONNEL

Salaries	\$9,857
Fringe Benefits	4,638

CONTRACT SERVICES

Contract Services	3,144
-------------------	-------

TRAVEL

0

DIRECT INTERNAL SERVICES

Accounting Services	7,986
Clerical Support	30
Human Resources Management	257
Information Technology	258
Office Space	619
Reception/Telecommunications	225

OTHER DIRECT

PROGRAM EXPENSES

Rent	42,114
Other Expense	72

INDIRECT PROGRAM EXPENSES

Indirect	7,958
----------	-------

EQUIPMENT EXPENSES

Equipment	12,239
-----------	--------

PASS THROUGH EXPENSES

Pass Through	<u>20,000</u>
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TOTAL PROJECT BUDGET \$109,397



WORKFORCE INNOVATION AND OPPORTUNITY ACT - ADULT WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

2023 EXPENDITURE BUDGET

OBJECTIVE

To provide administrative support necessary to ensure that eligible adults, who meet the priority standards, receive individualized career and training services, including supportive services, in order to prepare them for jobs in high demand occupations throughout the region. The delivery of these services enhances the skills, education, and literacy levels of individual adults which subsequently leads to better employment opportunities, job retention and higher earning potential.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of adult services by the procured service delivery contractor.
5. Confirm that the subcontractor adheres to all Federal, state and local regulations, policies, and directives.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Issuance of local program policies and procedures.
4. Review and analyze TWC's Monthly performance reports and take appropriate actions related to the 5 adult and 3 all participant WIOA outcome measures.
5. Conduct at a minimum of 2 monitoring reviews of WIOA-Adult activities during the year followed by technical assistance for resolution of related compliance issues and provision of staff training as needed.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.824 Full-time equivalent

PERSONNEL

Salaries	\$52,492
Fringe Benefits	25,279

CONTRACT SERVICES

Contract Services	10,354
-------------------	--------

TRAVEL

In-Region Travel	175
Out-of-Region Travel	2,632
Conference Registration	321

DIRECT INTERNAL SERVICES

Accounting Services	41,645
Clerical Support	164
Copy Services	593
Human Resources Management	1,407
Information Technology	1,411
Office Space	5,876
Reception/Telecommunications	1,229
Vehicle Pool	97

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	70
Rent	46,930
Membership Fees/Dues	760
Postage & Freight	129
Advertisements	58
Other Expense	531

INDIRECT PROGRAM EXPENSES

Indirect	22,097
----------	--------

EQUIPMENT EXPENSES

Equipment	3,570
-----------	-------

PASS THROUGH EXPENSES

Pass Through	750,576
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TOTAL PROJECT BUDGET \$968,396



WORKFORCE INNOVATION AND OPPORTUNITY ACT – DISLOCATED WORKER WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to ensure that eligible dislocated workers, who have become unemployed through “no-fault of their own,” receive services and support to help them improve their basic and occupational skills, enter and retain employment and become self-sufficient.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of dislocated worker services by the procured service delivery contractor.
5. Provide oversight in planning and delivery of WIOA “Rapid Response” services which include early intervention activities designed to enable dislocated workers to transition to new employment following either a plant closure, mass layoff, or a natural or other disaster.
6. Confirm that the subcontractor adheres to all Federal, state and local regulations, policies, and directives.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Issuance of local program policies and procedures.
4. Review and analyze TWC's monthly performance reports and take appropriate action related to the 5 dislocated worker and 3 all participant WIOA outcome measures.
5. Review staff reports of Rapid Response services and activities provided to Rapid Response participants.
6. Conduct at a minimum of 2 monitoring reviews of WIOA-DLW activities during the year, followed by technical assistance for resolution of related compliance issues and provision of staff training as needed.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$29,685
Fringe Benefits	14,518

CONTRACT SERVICES

Contract Services	7,829
-------------------	-------

TRAVEL

In-Region Travel	134
Out-of-Region Travel	2,008
Conference Registration	245

DIRECT INTERNAL SERVICES

Accounting Services	19,076
Clerical Support	95
Copy Services	452
Human Resources Management	819
Information Technology	822
Office Space	3,824
Reception/Telecommunications	716
Vehicle Pool	74

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	54
Rent	36,727
Membership Fees/Dues	580
Postage & Freight	98
Advertisements	45
Other Expense	329

INDIRECT PROGRAM EXPENSES

Indirect	13,585
----------	--------

EQUIPMENT EXPENSES

Equipment	9,663
-----------	-------

PASS THROUGH EXPENSES

Pass Through	<u>302,199</u>
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TOTAL PROJECT BUDGET \$443,577



0.474 Full-time equivalent



WORKFORCE INNOVATION AND OPPORTUNITY ACT - YOUTH WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to ensure that eligible youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations.

PRIMARY WORK TASKS

1. Prepare the FY23 plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of youth services by the procured service delivery contractor.
5. Confirm that the subcontractor adheres to all federal, state and local regulations, policies, and directives.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of FY23 plan and budget.
2. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
3. Issuance of local program policies and procedures.
4. Review and analyze TWC's monthly performance reports and take appropriate actions related to 5 youth and 3 all participant WIOA outcome measures.
5. Conduct at a minimum of 2 monitoring reviews of WIOA-Youth activities during the year, followed by technical assistance for resolution of related compliance issues and provision of staff training as needed.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.549 Full-time equivalent

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$34,674
Fringe Benefits	16,784

CONTRACT SERVICES

Contract Services	6,624
-------------------	-------

TRAVEL

In-Region Travel	119
Out-of-Region Travel	1,790
Conference Registration	218

DIRECT INTERNAL SERVICES

Accounting Services	24,789
Clerical Support	110
Copy Services	403
Human Resources Management	942
Information Technology	945
Office Space	3,940
Reception/Telecommunications	823
Vehicle Pool	66

OTHER DIRECT

PROGRAM EXPENSES

Office Supplies	48
Rent	17,320
Membership Fees/Dues	517
Postage & Freight	88
Advertisements	40
Other Expense	340

INDIRECT PROGRAM EXPENSES,

Indirect	12,717
----------	--------

EQUIPMENT EXPENSES

Equipment	6,175
-----------	-------

PASS THROUGH EXPENSES

Pass Through	<u>446,966</u>
--------------	----------------

TOTAL PROJECT BUDGET	<u>\$576,438</u>
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TEXAS WORKFORCE COMMISSION – SPECIAL INITIATIVES WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to implement Texas Workforce Commission (TWC) Special Initiatives throughout the region. These include workforce development activities that support the delivery of services to workers and employers.

PRIMARY WORK TASKS

1. Compile and submit all required reports to the funding agency.
2. Ensure oversight of grant expenditures and activities facilitated by the Service Delivery Contractor and the Board.
3. Oversight of the delivery of Special Initiatives by the procured service delivery contractor and the Board.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of a minimum of 1 report for RESEA, 4 reports for WCI and any other reports as requested by funding agency.
2. Conduct quarterly reviews of the process reports, grant expenditures, and activities facilitated by the Service Delivery Contractor and the Board.
3. Review of financial and program reports submitted verbally or in writing to PRPC Workforce Development staff on a quarterly basis regarding the performance of the initiatives.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

0.048 Full-time equivalent (tasks conducted under this project supported by other Workforce Development Programs and Expenditure Budgets).

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$3,458
Fringe Benefits	1,596

CONTRACT SERVICES

0

TRAVEL

0

DIRECT INTERNAL SERVICES

Accounting Services	6,339
Clerical Support	9
Human Resources Management	81
Information Technology	82
Office Space	202
Reception/Telecommunications	71

OTHER DIRECT

PROGRAM EXPENSES

Rent	2,479
Other Expense	24

INDIRECT PROGRAM EXPENSES,

Indirect	1,649
----------	-------

EQUIPMENT EXPENSES

0

PASS THROUGH EXPENSES

Pass Through	<u>197,422</u>
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TOTAL PROJECT BUDGET \$213,412



VOCATIONAL REHABILITATION CONTRACTS (WAGE SERVICE FOR PAID WORK EXPERIENCE, SUMMER EARN AND LEARN, STUDENT HIREABILITY NAVIGATOR PROGRAM AND VOCATIONAL REHABILITATION CO-LOCATION) WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to implement Texas Workforce Commission Vocational Rehabilitation initiatives throughout the region. These include workforce development activities that support the delivery of services to workers with disabilities and employers.

PRIMARY WORK TASKS

1. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board and Panhandle Workforce Development Consortium’s Governing Body.
2. Coordinate activities and provide administrative support with Texas Workforce Commission Vocational Rehabilitation.
3. Compile and submit all required reports and invoices to funding sources.
4. Coordinate the integration between Texas Workforce Com. Vocational Rehabilitation and Panhandle Workforce Solutions.
5. Submit invoices required for Vocational Rehabilitation department co-location to the Vocational Rehabilitation department of the Texas Workforce Commission.

PRINCIPLE PERFORMANCE MEASURES

1. Conduct a minimum of 4 Workforce Board and Governing Body meetings.
2. Submit invoices for Wage Service for Paid Work Experience to our local Vocational Rehabilitation Office.
3. Submit invoices and reports required for Summer Earn and Learn to the Vocational Rehabilitation department of the Texas Workforce Commission.
4. Submit invoices, quarterly reports, and associated annual Student Hireability Navigator Plan to the Vocational Rehabilitation department of the Texas Workforce Commission.

IMPLEMENTATION SCHEDULE

October 1, 2022 - September 30, 2023

HUMAN RESOURCE REQUIREMENT

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$65,648
Fringe Benefits	32,130

CONTRACT SERVICES

0

TRAVEL

Out-of-Region Travel	500
----------------------	-----

DIRECT INTERNAL SERVICES

Accounting Services	5,881
Clerical Support	243
Human Resources Management	2,084
Information Technology	2,090
Office Space	4,536
Reception/Telecommunications	1,820
Vehicle Pool	234

OTHER DIRECT PROGRAM EXPENSES

Rent	132,776
Other Expense	12

INDIRECT PROGRAM EXPENSES,

Indirect	28,515
----------	--------

EQUIPMENT EXPENSES

Equipment	1,500
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PASS THROUGH EXPENSES

Pass Through	<u>219,134</u>
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TOTAL PROJECT BUDGET \$497,103



1.215 Full-time equivalent

COVID-19 SPECIAL INITIATIVE GRANTS (NATIONAL DISLOCATED WORKER) WORK PROGRAM AND EXPENDITURE BUDGET

2023 WORK PROGRAM

OBJECTIVE

To provide administrative support necessary to implement of the COVID-19 Special Initiative throughout the region. These include workforce development activities that support the delivery of services to workers and employers.

PRIMARY WORK TASKS

1. Compile and submit all required reports to the funding agency.
2. Ensure oversight of grant expenditures and activities facilitated by the Service Delivery Contractor and the Board.
3. Oversight of the delivery of COVID-19 Special Initiatives by the Service Delivery Contractor and the Board.

PRINCIPLE PERFORMANCE MEASURES

1. Submission of 6 progress reports and other reports as requested by funding agency.
2. Conduct a minimum of 2 quarterly reviews of the process reports, grant expenditures, and activities facilitated by the Service Delivery Contractor and the Board.
3. Review of financial and program reports submitted verbally or in writing to PRPC Workforce Development staff on a minimum of 2 quarterly basis regarding the performance of the initiatives.

IMPLEMENTATION SCHEDULE

October 1, 2022 - March 31, 2023

HUMAN RESOURCE REQUIREMENT

0.065 Full-time equivalent.

2023 EXPENDITURE BUDGET

PERSONNEL

Salaries	\$3,917
Fringe Benefits	1,910

CONTRACT SERVICES

0

TRAVEL

0

DIRECT INTERNAL SERVICES

Accounting Services	3,034
Clerical Support	13
Human Resources Management	111
Information Technology	112
Office Space	291
Reception/Telecommunications	97

OTHER DIRECT

PROGRAM EXPENSES

Other Expense	12
---------------	----

INDIRECT PROGRAM EXPENSES,

Indirect	1,092
----------	-------

EQUIPMENT EXPENSES

0

PASS THROUGH EXPENSES

Pass Through	94,197
--------------	--------

TOTAL PROJECT BUDGET \$104,786





ITEM 5 (i)

CITY OF
AMARILLO, TEXAS
City Council

Proclamation

WHEREAS, with over 1.5 million veteran residents, Texas is home to the highest state population of veterans in the country; and

WHEREAS, over 22,000 uniformed service members exit the military and remain in or return to Texas each year, and additionally veterans have a low unemployment rate of 5.4%; and

WHEREAS, employers hire veterans for the skills they possess, such as advanced technical skills, soft skills, diverse experiences, inclusivity, and flexibility, and their adaptability to change, take initiative, be accountable, and learn quickly; and

WHEREAS, the Texas Workforce Commission hosts a statewide hiring event series called “Hiring Red, White, and You” statewide that connects veterans, transitioning military, and military spouses with Texas employers; and

WHEREAS, some employers hiring veterans may benefit from employee retention, as hiring veterans reduces turnover.

NOW, THEREFORE, WE MAYOR AND CITY COUNCILMEMBERS, of the City of Amarillo, do hereby proclaim November 2022, as

“Hiring our Heroes Month”

in Amarillo, Texas in conjunction with the Texas Workforce Commission’s Hiring Red, White, and You hiring event and encourage all business owners to recognize the importance of hiring our Nation’s veterans.

GIVEN UNDER OUR HANDS AND SEAL OF OFFICE this 8th day of November 2022.



Ginger Nelson

Ginger Nelson, Mayor

Cole Stanley

Cole Stanley, Councilmember

Freda Powell

Freda Powell, Councilmember

Eddy Sauer

Eddy Sauer, Councilmember

Howard Smith

Howard Smith, Councilmember



Careers That Help
Build a Stronger Texas

Impactful • Family-Friendly
Flexible • Inclusive • Supportive

TEXAS WORKFORCE COMMISSION
twc.texas.gov



TEXAS WORKFORCE COMMISSION

Careers That Help
Build a Stronger Texas

Scan either code to see TWC's open positions:

Texas Workforce Commission
Jobs in Texas
<https://twc.texas.gov>

Texas Workforce Commission
Jobs in Workforce.com
<https://twc.texas.gov>



WHERE
VETERANS
ARE A
PRIORITY

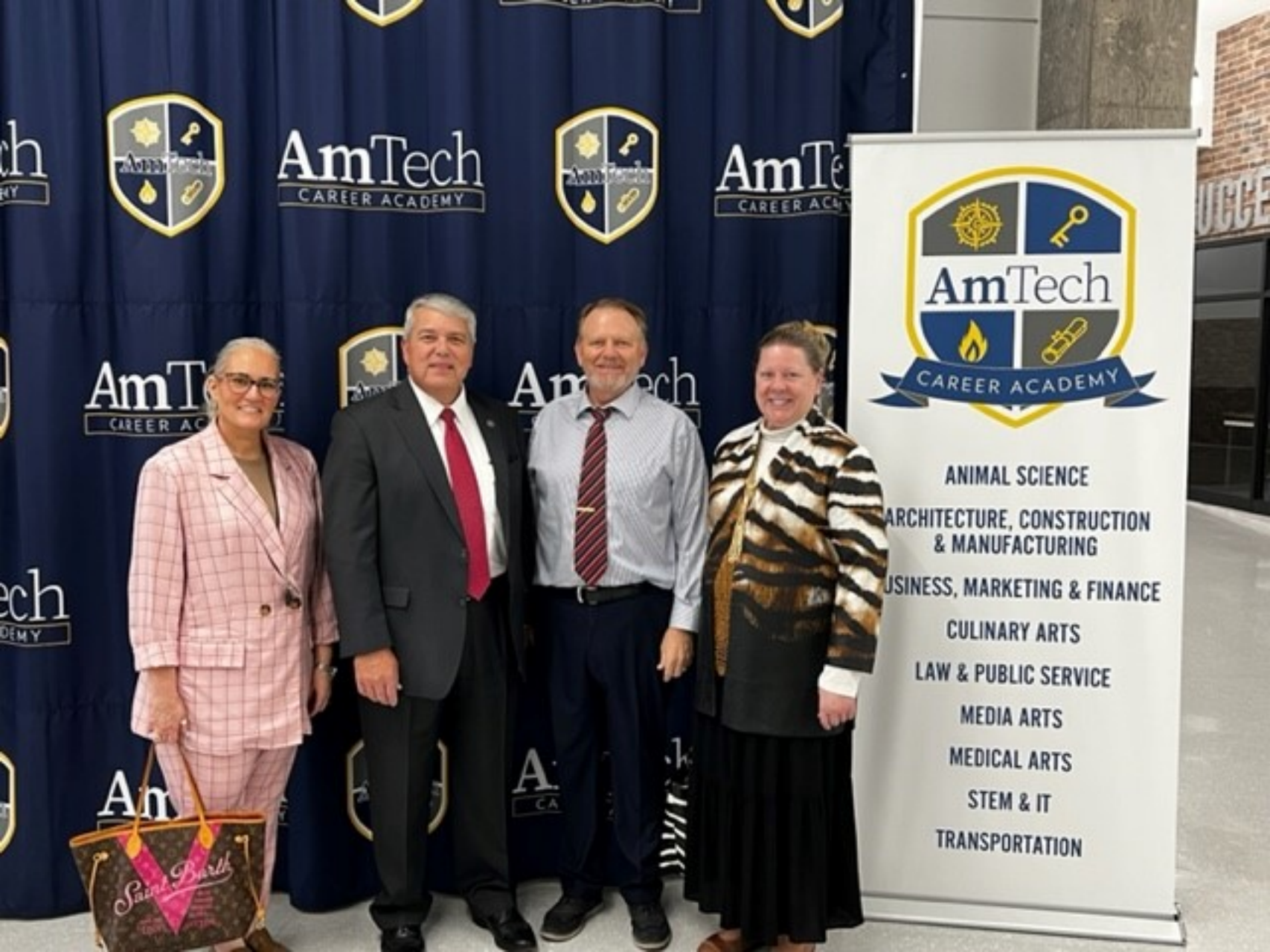


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ITEM 5 (j)



AmTech
CAREER ACADEMY



AmTech
CAREER ACADEMY



- ANIMAL SCIENCE
- ARCHITECTURE, CONSTRUCTION & MANUFACTURING
- BUSINESS, MARKETING & FINANCE
- CULINARY ARTS
- LAW & PUBLIC SERVICE
- MEDIA ARTS
- MEDICAL ARTS
- STEM & IT
- TRANSPORTATION



**Panhandle Workforce Development Board (PWDB) and Economic Development
High Demand Job Training (HDJT) Projects To-Date
AmTech Career Academy**

<u>Term</u>	<u>Items Purchased by</u> <u>Amarillo Economic Development Corporation</u>		<u>Items Purchased by</u> <u>Panhandle Workforce Development Board</u>	
2020- 2021	Computer Numerical Control (CNC) Lathe	\$ 111,234	Tech-Labs Mechatronics Learning System	\$ 91,760
2020- 2021	Redbird TD2 Table-Mounted Flight Simulator	\$ 23,211	Welding Equipment - Belt Sander, Planer, Lathe, Band Saw	\$ 89,846
2021- 2022	Redbird MX2 Aviation Training Device	\$ 66,145	Multimatic 220 Welders (Quantity - 17)	\$ 42,274
 <u>Grant Awarded, Awaiting Contract:</u>				
2022- 2023			Two Building Kits for Electric Vehicle Drive Systems	\$ 120,000
		<u>\$ 200,590</u>		<u>\$ 343,881</u>



TEXAS

LABOR MARKET REVIEW

OCTOBER 2022

The Texas Labor Market Review brings you the most current labor market highlights and happenings across the Lone Star State. The information that follows is produced and published on a monthly basis and includes data on nonagricultural job trends, the labor force, job postings, and other relevant indicators for both the state and sub-state areas. Additional data and historical information is available at [TexasLMI.com](https://www.texaslmi.com).

September 2022 Monthly Indicators

INDUSTRY EMPLOYMENT



40,000 jobs

Page 2

UNEMPLOYMENT RATE



0.1 point

Page 5

JOB ADS INDEX



6.8%

Page 8

INITIAL UI CLAIMS



1,486 claims

Page 13

CURRENT EMPLOYMENT STATISTICS

Statewide Industry Employment (Seasonally Adjusted)

With a September over-the-month increase of 40,000 jobs, Total Nonfarm employment reached an 11th consecutive series high with 13,571,800 jobs. The year 2022 continued to outpace all previous years in series history with 465,500 positions added from January to September.

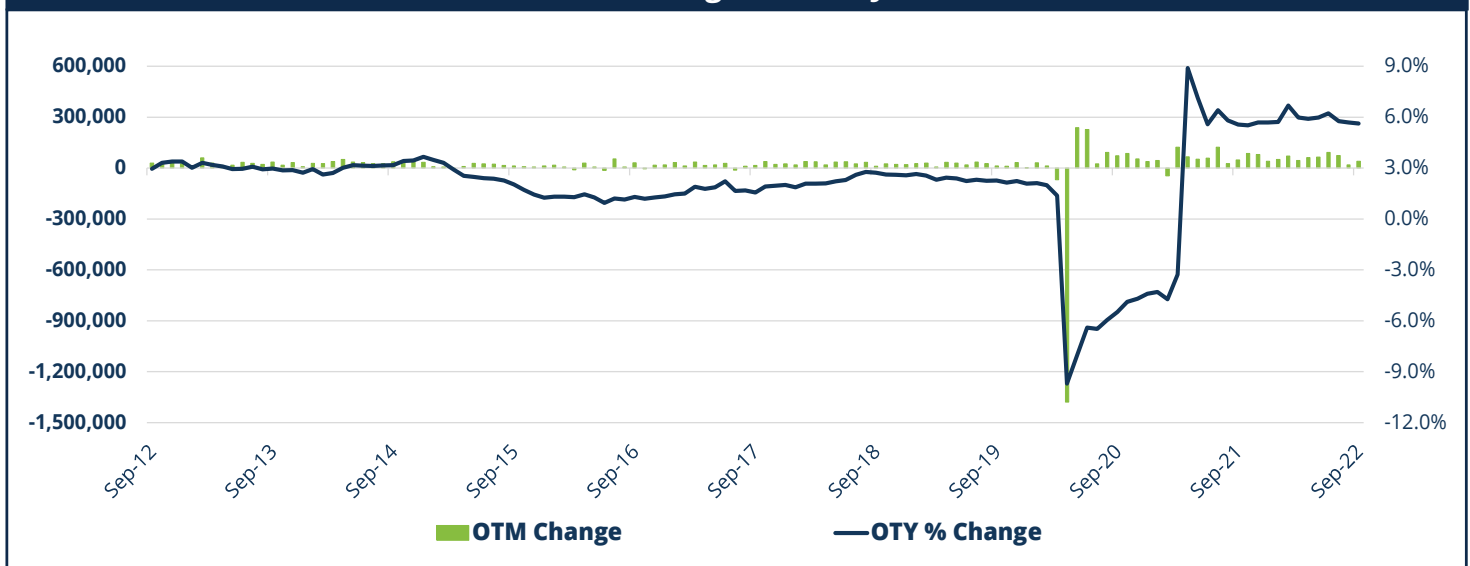
Mirroring this monthly increase, seven of 11 major industries achieved positive growth. Since September 2021, total nonfarm employment gained 721,800 jobs for an annual growth rate of 5.6 percent. From June 2021, every major private industry exhibited continuous positive annual growth.

Industry	Sep 2022	Monthly Change	Annual Change	Annual % Change
Total Nonagricultural	13,571,800	40,000	721,800	5.6
Private	11,573,400	43,100	712,400	6.6
Goods-Producing	1,928,800	-2,300	130,900	7.3
Mining & Logging	219,100	-200	38,200	21.1
Construction	783,300	-2,600	43,200	5.8
Manufacturing	926,400	500	49,500	5.6
Service-Providing	11,643,000	42,300	590,900	5.3
Trade, Transportation & Utilities	2,708,900	7,600	110,800	4.3
Information	235,800	1,000	23,200	10.9
Financial Activities	908,400	6,200	68,300	8.1
Professional & Business Services	2,023,700	-1,000	96,000	5.0
Education & Health Services	1,835,200	2,600	99,200	5.7
Leisure & Hospitality	1,483,000	25,700	156,400	11.8
Other Services	449,600	3,300	27,600	6.5
Government	1,998,400	-3,100	9,400	0.5

Highlights

- Employment in Trade, Transportation, and Utilities rebounded from a revised August loss with 7,600 positions added in September.
- Leisure and Hospitality employment grew by 25,700 jobs in September, which marked the largest gain since April 2021.
- With an increase of 6,200 positions in September, Financial Activities employment reached a 19th consecutive series-high level of 908,400 jobs.

Total Nonagricultural Jobs



CURRENT EMPLOYMENT STATISTICS

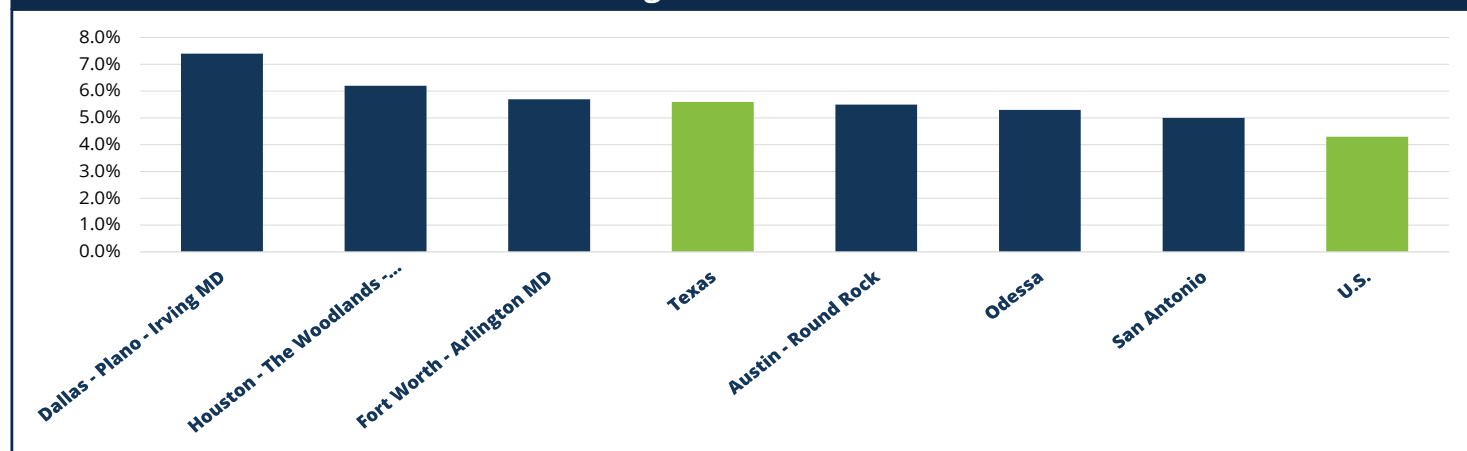
Metro Areas (Seasonally Adjusted)

Metro Areas	Sep 2022	Monthly Change	Annual Change	Annual % Change
Abilene MSA	73,900	-400	1,800	2.5
Amarillo MSA	124,400	0	2,500	2.1
Austin-Round Rock MSA	1,256,100	4,000	65,100	5.5
Beaumont-Port Arthur MSA	158,900	200	6,200	4.1
Brownsville-Harlingen MSA	153,900	-300	3,600	2.4
College Station-Bryan MSA	128,800	200	4,800	3.9
Corpus Christi MSA	191,200	100	5,200	2.8
Dallas-FW-Arlington MSA	4,146,000	7,800	260,800	6.7
Dallas-Plano-Irving MD	2,984,800	12,700	205,800	7.4
Fort Worth-Arlington MD	1,159,900	-1,300	62,100	5.7
El Paso MSA	326,800	-1,900	6,600	2.1
Houston MSA	3,293,500	10,600	192,900	6.2
Killeen-Temple MSA	152,000	1,300	5,000	3.4
Laredo MSA	109,000	600	4,700	4.5
Longview MSA	97,300	0	2,400	2.5
Lubbock MSA	157,300	800	4,900	3.2
McAllen MSA	288,900	600	11,800	4.3
Midland MSA	107,900	600	4,500	4.4
Odessa MSA	75,000	100	3,800	5.3
San Angelo MSA	49,900	200	1,300	2.7
San Antonio MSA	1,122,000	6,300	53,200	5.0
Sherman-Denison MSA	51,000	100	1,400	2.8
Texarkana MSA	60,700	-500	1,700	2.9
Tyler MSA	112,900	700	4,400	4.1
Victoria MSA	39,900	500	1,500	3.9
Waco MSA	130,100	-100	4,400	3.5
Wichita Falls MSA	59,100	200	1,200	2.1

Highlights

- Eighteen of 26 areas added jobs over the month for a combined employment increase of 39,800. Employment in two MSAs held flat, while six declined. For the 17th consecutive month, every metro achieved positive annual growth, with 17 areas exceeding pre-COVID employment levels set in February 2020.
- The Victoria MSA added 500 positions in September. The metro grew by 3.9 percent over the year with 1,500 jobs added, and climbed to 99.3 percent of pre-COVID employment level.
- Killeen-Temple MSA employment reached a new series high of 152,000, with 1,300 jobs added in September. The area gained 5,000 positions in the 12 months ending September 2022, accelerating to a 3.4 percent annual growth rate.
- The Tyler MSA expanded by 700 jobs in September after adding 1,200 positions in August. The area achieved a new employment series high of 112,900.

Fastest Growing Metro Areas Over the Year



CURRENT EMPLOYMENT STATISTICS

Fastest Growing Metro Areas Over-the-Year (Not Seasonally Adjusted)

Dallas-Plano-Irving MD

Area Industry Composition	Industry	Annual Change	Annual % Change
	Total Nonagricultural	193,100	6.9
	5.3% ■ Mining, Logging & Construction	11,000	7.5
	6.7% ■ Manufacturing	13,200	7.1
	20.2% ■ Trade, Transportation & Utilities	34,300	6.1
	2.6% ■ Information	4,500	6.2
	10.0% ■ Financial Activities	20,100	7.3
	20.9% ■ Professional & Business Services	53,300	9.4
	11.5% ■ Education & Health Services	22,300	7.0
	9.4% ■ Leisure & Hospitality	27,800	11.0
	3.1% ■ Other Services	9,200	11.1
	10.4% ■ Government	-2,600	-0.8

Houston-The Woodlands-Sugar Land MSA

Area Industry Composition	Industry	Annual Change	Annual % Change
	Total Nonagricultural	188,400	6.1
	9.4% ■ Mining, Logging & Construction	38,100	14.1
	6.9% ■ Manufacturing	14,300	6.7
	20.1% ■ Trade, Transportation & Utilities	28,300	4.5
	1.0% ■ Information	1,600	5.2
	5.3% ■ Financial Activities	5,100	3.0
	16.4% ■ Professional & Business Services	26,100	5.1
	13.3% ■ Education & Health Services	26,300	6.4
	11.0% ■ Leisure & Hospitality	43,400	13.6
	3.4% ■ Other Services	1,900	1.7
	13.1% ■ Government	3,300	0.8

Austin-Round Rock MSA

Area Industry Composition	Industry	Annual Change	Annual % Change
	Total Nonagricultural	64,400	5.4
	5.9% ■ Mining, Logging & Construction	-1,700	-2.3
	5.6% ■ Manufacturing	4,400	6.7
	16.0% ■ Trade, Transportation & Utilities	8,000	4.2
	4.0% ■ Information	2,800	5.9
	6.2% ■ Financial Activities	3,100	4.2
	20.8% ■ Professional & Business Services	17,000	7.0
	11.7% ■ Education & Health Services	11,000	8.2
	11.4% ■ Leisure & Hospitality	18,900	15.3
	3.7% ■ Other Services	800	1.8
	14.7% ■ Government	100	0.1

[Download CES data \(including industry-level data\) in Excel](#)

LOCAL AREA UNEMPLOYMENT STATISTICS

Texas & the U.S. (Seasonally Adjusted)

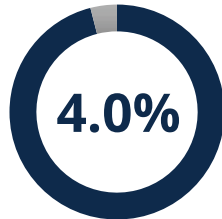
Texas September 2022

Employed

14,003,100

Unemployed

580,900



Date	CLF	Employment	Unemployment	Rate
September 2022	14,584,100	14,003,100	580,900	4.0
August 2022	14,595,800	14,001,200	594,600	4.1
September 2021	14,272,900	13,544,200	728,700	5.1

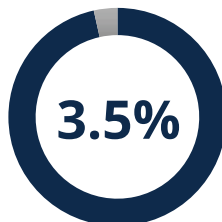
U.S. September 2022

Employed

158,936,000

Unemployed

5,753,000

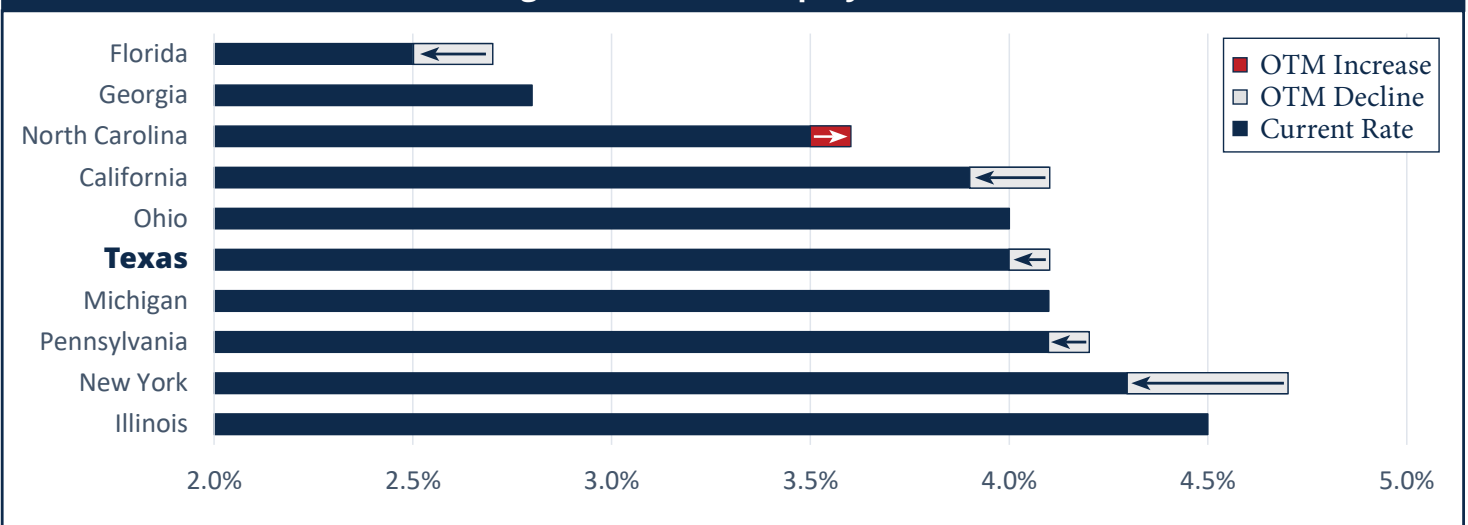


Date	CLF	Employment	Unemployment	Rate
September 2022	164,689,000	158,936,000	5,753,000	3.5
August 2022	164,746,000	158,732,000	6,014,000	3.7
September 2021	161,471,000	153,806,000	7,666,000	4.7

Highlights

- Over the month the Texas seasonally adjusted unemployment rate dropped to 4.0 percent, one-half of a percentage point higher than the U.S. rate of 3.5 percent.
- The state's seasonally adjusted labor force participation rate was 63.6 percent in September.
- Texas' seasonally adjusted LAUS employment was up 1,900 from last month.
- Summarizing the not seasonally adjusted estimates, the Texas unemployment rate decreased to 3.8 percent in September. This was 1.3 percentage points lower than the unemployment rate in September 2021.

10 Largest States' Unemployment Rates



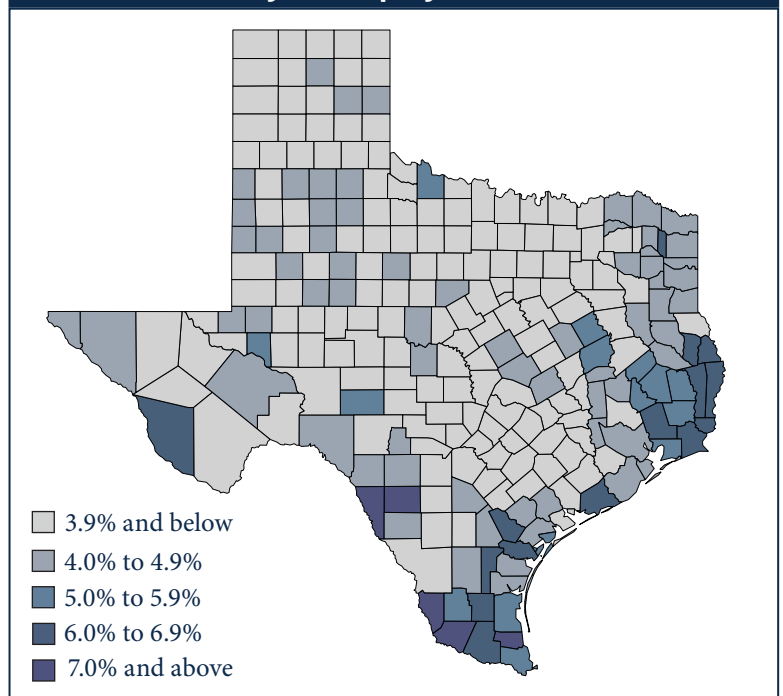
LOCAL AREA UNEMPLOYMENT STATISTICS

Substate Areas (Not Seasonally Adjusted)

County Highlights

- Unemployment rates varied considerably across counties, ranging from a low of 0.6 percent in King County to a high of 11.5 percent in Starr County.
- 50 counties had an unemployment rate of 3.0 percent or less.
- Zapata County experienced the largest unemployment rate decrease of 3.5 percentage points over the year.
- In September 2022, six counties experienced an increase in their unemployment rates, while 234 counties experienced a decrease and 14 experienced no change.
- Over the year, the civilian labor force increased in 109 counties, while 145 counties in the state experienced a decline.

County Unemployment Rates



Texas Metro Areas Ranked by Unemployment Rate

Rank	Area	Rate	Rank	Area	Rate
1	Amarillo	2.8	14	Laredo	3.8
1	Austin-Round Rock	2.8	-	Texas	3.8
3	Midland	3.0	15	Houston-The Woodlands-Sugar Land	4.2
4	College Station-Bryan	3.1	15	Killeen-Temple	4.2
4	Lubbock	3.1	15	Victoria	4.2
6	Abilene	3.2	18	Longview	4.3
7	San Angelo	3.3	18	Odessa	4.3
-	United States	3.3	18	Texarkana	4.3
8	Dallas-Fort Worth-Arlington	3.4	21	El Paso	4.4
8	Sherman-Denison	3.4	22	Corpus Christi	5.0
8	Waco	3.4	23	Brownsville-Harlingen	5.8
11	San Antonio-New Braunfels	3.5	24	Beaumont-Port Arthur	6.3
11	Tyler	3.5	25	McAllen-Edinburg-Mission	6.7
11	Wichita Falls	3.5			

Metro Area Highlights

- Over the month, all 25 metropolitan areas experienced a decrease in their unemployment rates.
- Over the year, all Texas metropolitan areas experienced a decrease in their unemployment rates. The Odessa MSA experienced the largest over the year change, falling 2.7 percentage points.

[Download LAUS data in Excel](#)

CURRENT POPULATION SURVEY

12-Month Moving Average State Unemployment Rates

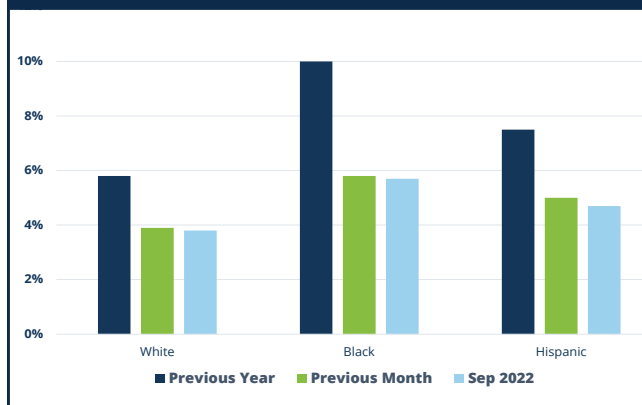
Unemployment Rates by Demographic

Gender (age 16+)	Sep 2022	Aug 2022	Sep 2021
Female	4.0%	4.1%	6.1%
Male	4.0%	4.1%	6.5%
Age (16+)	Sep 2022	Aug 2022	Sep 2021
Age 16-19	12.5%	12.8%	12.3%
Age 20-24	5.8%	5.9%	10.8%
Age 25-34	3.6%	3.8%	6.8%
Age 35-44	3.4%	3.5%	5.5%
Age 45-54	2.8%	3.0%	5.1%
Age 55-64	3.6%	3.7%	4.7%
Age 65+	4.3%	4.0%	4.6%
Race (age 16+)	Sep 2022	Aug 2022	Sep 2021
White	3.8%	3.9%	5.8%
Black	5.7%	5.8%	10.0%
Hispanic	4.7%	5.0%	7.5%
Education (age 25+)	Sep 2022	Aug 2022	Sep 2021
Less than High School	6.1%	6.3%	8.6%
High School Diploma	4.0%	4.1%	7.2%
Some College/Associate Degree	3.6%	3.7%	6.1%
Bachelor's Degree or Higher	2.4%	2.4%	3.5%
Other Categories (age 18+)	Sep 2022	Aug 2022	Sep 2021
Veterans	5.0%	5.4%	5.4%

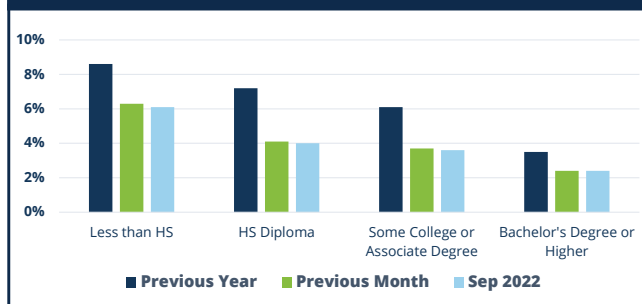
Highlights

- The unemployment rate for males decreased by 2.5 percentage points over the year to a rate of 4.0 percent, while the rate for women decreased by 2.1 points to 4.0 percent.
- The veteran unemployment rate decreased over the month by 0.4 percentage points to 5.0 percent in September.
- Individuals with some college education or associate degree had an unemployment rate of 3.6 percent. Those with a bachelor's degree and higher had an unemployment rate of 2.4 percent, and those with a high school diploma had a rate of 4.0 percent.
- Of new entrants into Texas' labor force in September, more were men (28,900) than women (17,200).

Unemployment Rates by Race



Unemployment Rates by Education

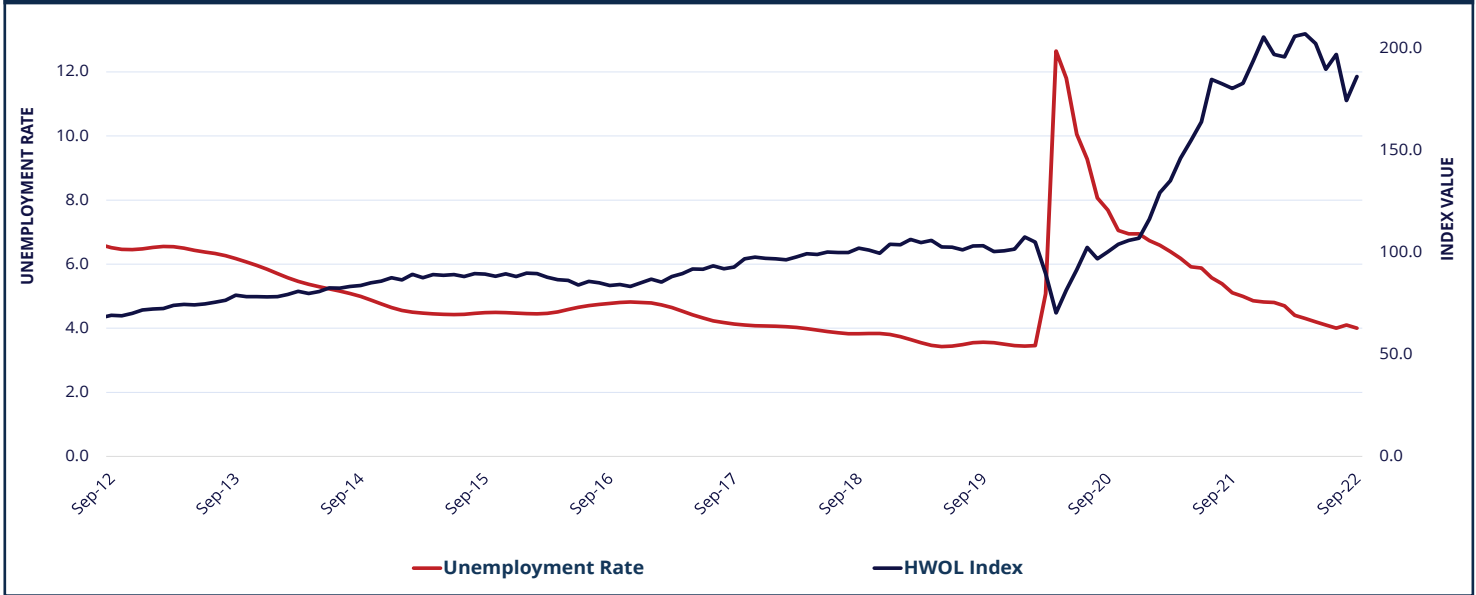


[View notes on CPS data](#)

HELP WANTED ONLINE

Statewide Online Job Ads Data (Seasonally Adjusted)

Texas Labor Supply vs. Labor Demand



Highlights

- The Conference Board®-Burning Glass® Help Wanted OnLine™ (HWOL) Index increased over the month to 186.3 in September, a change of 11.8 points.
- The September Supply/Demand rate was 1.0 unemployed for each advertised vacancy, with a total of 7,279 more unemployed workers than advertised vacancies.

Top Employers by Postings

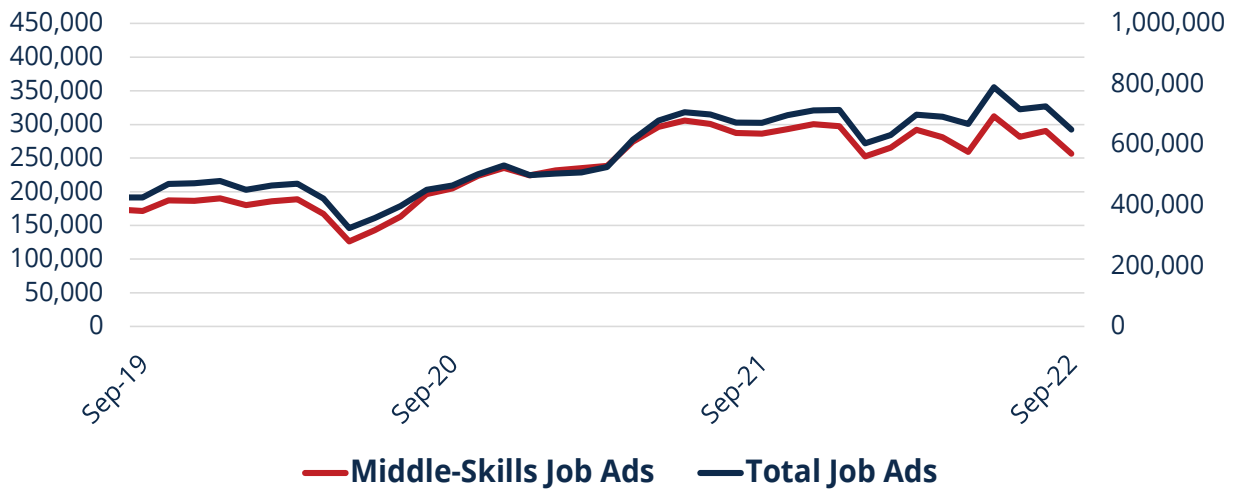
Employer	Sep 2022
Hospital Corporation of America	4,762
Houston Methodist	3,945
Amazon	3,913
Baylor Scott & White Health	3,513
HEB	3,245
Walmart / Sam's	3,163
State of Texas	2,600
JP Morgan Chase Company	2,584
KPMG	2,564
Applied Materials	2,298

Top Occupations by Postings

Occupation	Sep 2022
Registered Nurses	27,763
Software Developers, Applications	19,140
Managers, All Other	17,399
Computer Occupations, All Other	17,302
Retail Salespersons	16,664
Sales Representatives (except Technical and Scientific Products)	15,820
Customer Service Representatives	15,410
First-Line Supervisors of Retail Sales Workers	13,210
Heavy and Tractor-Trailer Truck Drivers	10,460
Maintenance and Repair Workers, General	10,340

DEMAND FOR MIDDLE-SKILLS JOBS

Total Middle-Skills Job Ads in Texas



Source: Labor Insight (Burning Glass Technologies)

Highlights

- Middle-Skill occupations require more education than a high school diploma but less than a four-year degree.
- September Help Wanted OnLine® Middle-Skills Job Ads decreased 10.4 percent over the year to 256,319.
- Job ads for Middle-Skill occupations represented 39.5 percent of all live postings in September.

Top Middle-Skills Employers by Postings

Employer	Sep 2022
Hospital Corporation of America	3,572
Houston Methodist	2,648
Baylor Scott & White Health	2,424
HEB	1,592
Christus Health	1,386
Texas Health Resources	1,250
Applied Materials	1,234
Walmart / Sam's	1,215
Ascension Health	1,187
Tenet Health System	1,133

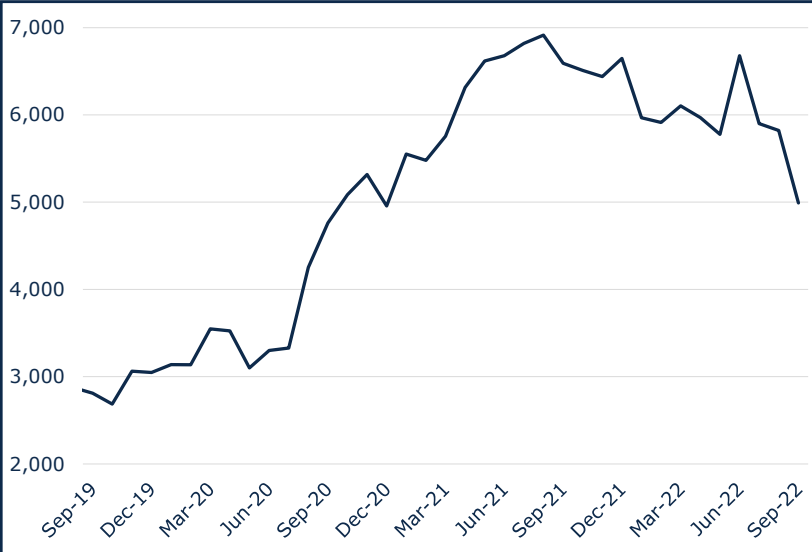
Top Middle-Skills Occupations by Postings

Occupation	Sep 2022
Registered Nurses	27,115
Sales Representatives (except Technical and Scientific Products)	15,610
Customer Service Representatives	15,009
Heavy and Tractor-Trailer Truck Drivers	10,430
Maintenance and Repair Workers, General	10,140
Secretaries and Administrative Assistants (except Legal, Medical, and Executive)	6,551
Stock Clerks and Order Fillers	5,567
Licensed Practical and Vocational Nurses	5,489
Automotive Service Technicians and Mechanics	4,846
Computer User Support Specialists	4,638

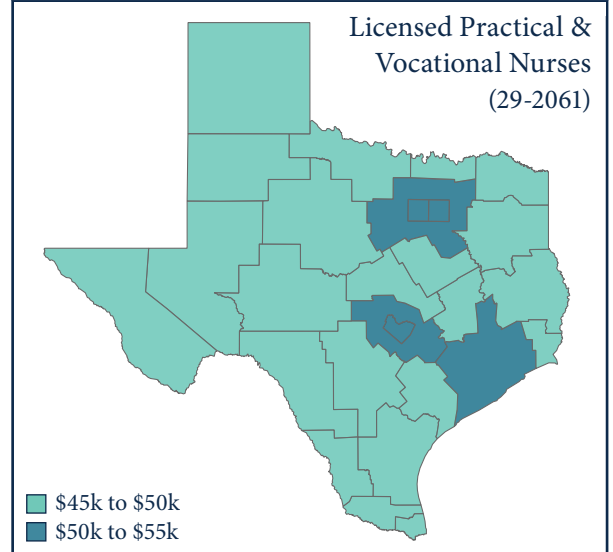
OCCUPATIONAL PROFILE

Standard Occupational Classification: Licensed Practical and Vocational Nurses (29-2061)

Monthly Job Ads for SOC 29-2061



Annual Median Wages by WDA



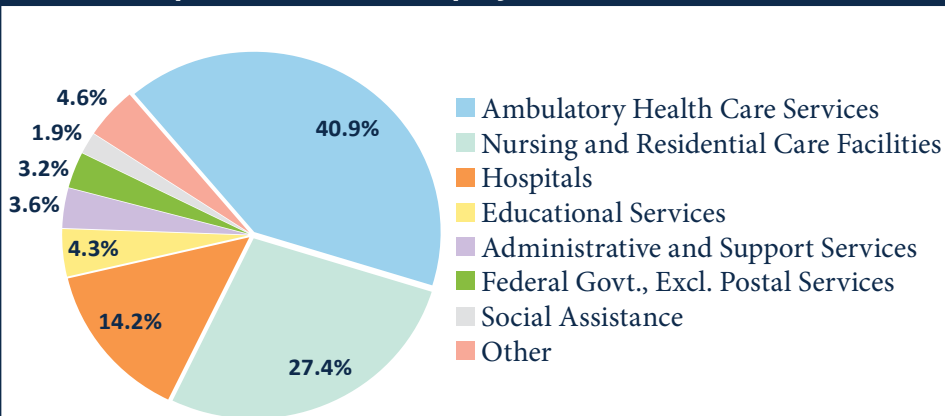
Job Description

- Care for ill, injured, or convalescing patients or persons with disabilities. Example job tasks include:
 - Observe patients, charting and reporting changes in patients' conditions, such as adverse reactions to medication or treatment, and taking any necessary action.
 - Measure and record patients' vital signs, such as height, weight, temperature, blood pressure, pulse, or respiration.
 - Assemble and use equipment, such as catheters, tracheotomy tubes, or oxygen suppliers.

Education, Experience & Training for SOC 29-2061

Typical education needed for entry:	Postsecondary nondegree award
Work experience in a related occupation:	None
Typical training needed:	None

Top Industries for Employment for SOC 29-2061



Occupational Outlook

- The 2021 median annual wage for Licensed Practical and Licensed Vocational Nurses in Texas was \$48,519, ranging from \$45,442 to \$51,472 among WDAs.
- 2020-2030 Occupational Projections estimate this occupation will grow 16.7 percent in Texas, with highest growth expected in North Central WDA at 29.9 percent.
- Job ads for SOC 29-2061 have increased 4.8 percent since September 2020.
- Learn more: [TexasLMI.com](https://www.texaslmi.com).

EMPLOYMENT NEWS

Media Update

Job Gains

Frozen Dessert Maker to Create 100 Jobs in Texas • *Business Facilities*

LOCKHART, TX — Frozen dessert manufacturer The Ziegenfelder Company will invest more than \$29 million to establish a new manufacturing facility in Lockhart, TX. The project will create 100 new jobs.

“The Ziegenfelder Company currently operates three manufacturing facilities in West Virginia, Colorado, and California, producing the nation’s No. 1 frozen novelty brand, Budget Saver,” said Kevin Heller, President of The Ziegenfelder Company. “We have been in business for more than 160 years, and this \$29 million investment is the next steppingstone in our company’s growth. The business-friendly environment that Lockhart and the state of Texas have created was a major reason we decided to expand our business in the region.”

Anchor Tenant for Mid Valley International Industrial Park • *Texas Border Business*

WESLACO, TX — The [Economic Development Corporation] of Weslaco’s groundbreaking ceremony event was met with a surprising announcement as Glazer’s Beer & Beverage representatives revealed their company plans to move its entire operation to the new Mid Valley International Industrial Park, the city’s largest expansion acquisition in over 15 years.

Glazer’s Beer & Beverage (GBB), a wholesale alcoholic beverage distribution company with seven locations in Texas, two in Arkansas, and one in Louisiana, formally announced its company plans to build a 250,000 sq. ft. temperature-controlled distribution center in Weslaco and bring with them nearly 200 jobs. EDC officials say the company’s move to Weslaco secures a promising future for the region’s newest centrally located industrial park. The company will have the largest footprint within the 122 buildable acre site taking up 25 acres or roughly 20 percent of the entire development.

Job Losses

GXO Logistics to Close 2 Texas Facilities, Lay off 262 Workers • *Freight Waves*

DALLAS, TX — Connecticut-based GXO Logistics (NYSE: GXO) is laying off 262 employees from two warehouse operations in the Dallas area, according to recent notices sent to Texas officials. The 262 employees will be terminated by Dec. 10. The logistics provider said the layoffs were needed because client Pepsi decided to end its operations at the two warehouses. The layoffs include 56 workers from a facility in Dallas and 206 from a logistics warehouse in nearby Lancaster.

The layoffs arrive a week after GXO announced plans to hire as many as 22,000 global employees to support the holiday peak season. The new employees will be spread across several countries in the company’s network, including about 4,000 workers in the U.S.

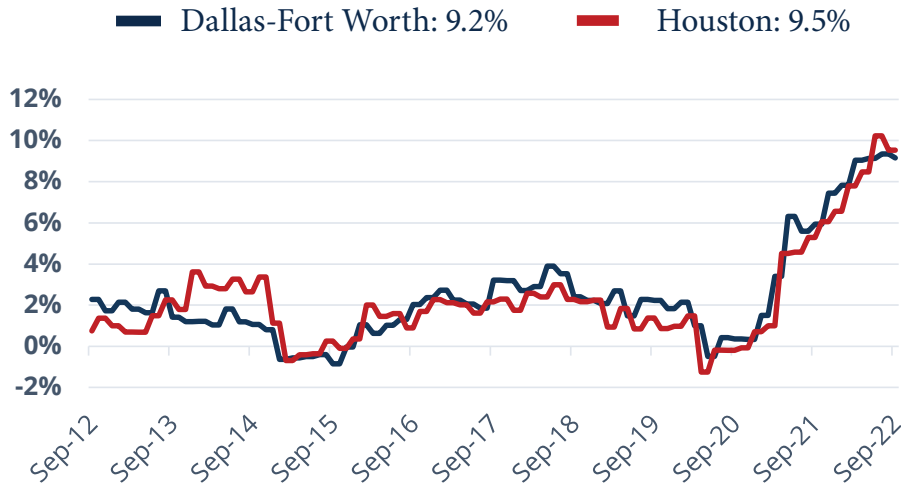
Rev.com to Lay Off 85 in Austin as it Looks to Cut Costs • *Austin American-Statesman*

AUSTIN, TX — Transcription software maker Rev.com, which has dual headquarters in Austin and San Francisco, is laying off dozens of Austin-area employees. The layoffs are expected to take place on Oct. 21, according to the [WARN] letter. Rev.com said it had “an unforeseeable business circumstance” after the company’s lender reduced its ability to borrow funds needed to operate, forcing it to cut costs immediately. The letter said all affected employees have been notified.

Rev declined to disclose how many Austin-based employees it would have following the reduction, or if other offices would be affected. As of late 2021, the company had 155 employees in Austin. Globally, the company has more than 300 employees, according to its website. It also uses more than 72,000 freelancers to help transcribe content for its customers.

KEY INDICATORS

Consumer Price Index Annual Growth (Not Seasonally Adjusted)



Source: Bureau of Labor Statistics

The Consumer Price Index (CPI) is an index of the variation in prices paid by typical consumers for retail goods and other items.

Highlights

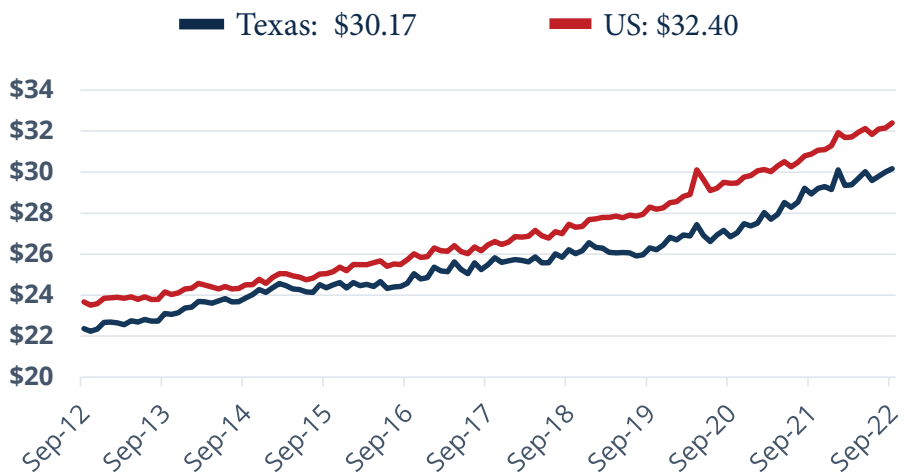
- The Dallas-Fort Worth-Arlington CPI increased 9.2 percent over the year in September.
- Since September 2021, Food increased 14.2 percent while Motor fuel increased 12.1 percent.

Highlights

- AHE for all Texas employees on private nonfarm payrolls increased by \$1.23 over the year to \$30.17 in September.
- September recorded the seventh monthly AHE increase.
- Over the year, Texas AHE increased 2.9 percent in the Goods Producing Sector and 4.6 percent in the Private Service Providing sector.
- U.S. AHE increased by \$1.52 to \$32.40, an over-the-year increase of 4.9 percent.

Average hours and earnings data are derived from reports of hours and payrolls for all employees.

Average Hourly Earnings (Total Private, Not Seasonally Adjusted)

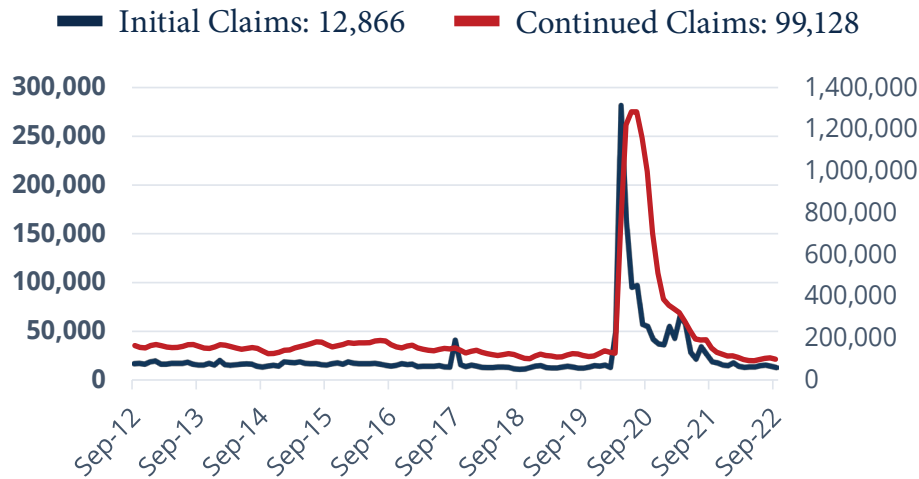


Source: Bureau of Labor Statistics

[Download Key Indicators data in Excel](#)

KEY INDICATORS

Initial and Continued Claims (Four-Week Moving Average)



Initial Claims refers to the number of requests for unemployment benefits; a person can file multiple claims. Continued Claims is the number of claimants receiving benefits.

Highlights

- The Initial Claims four-week rolling average decreased 31.7 percent over the year, and continued claims rolling average decreased 35.1 percent.
- The Continued Claims monthly rolling average remained below 100,000 for the fifth time this year; it had not previously fallen below 100,000 since 2007.

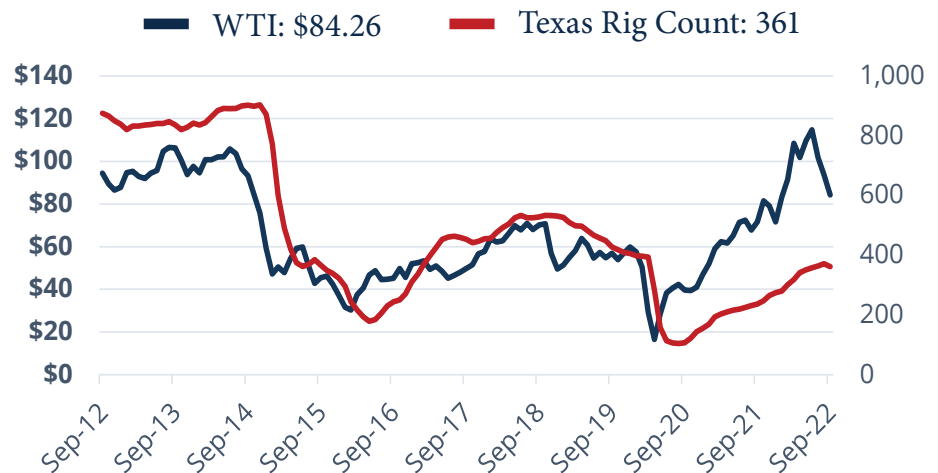
Highlights

- In September 2022, the West Texas Intermediate Spot Price averaged \$84.26, decreasing \$9.41 over the month, and increasing \$12.61 over the year.
- Texas added 124 rigs over the year but lost 10 rigs over the month in September, falling to 361 rigs, the third-highest rig count since April 2020.

West Texas Intermediate is a crude oil stream produced in Texas and southern Oklahoma that serves as reference for pricing a number of other streams, and which is traded in the domestic spot market at Cushing, Oklahoma.

Rig Count refers to a weekly census of drilling rigs that are actively exploring for or developing oil or natural gas in the United States and Canada.

West Texas Intermediate Crude Oil vs. Texas Rig Count



[Download Key Indicators data in Excel](#)

GLOSSARY

CURRENT EMPLOYMENT STATISTICS (CES)

- **Nonagricultural Jobs:** The total number of persons on establishment payrolls employed full or part time. Persons on the payroll of more than one establishment are counted in each. Data exclude proprietors, self-employed, unpaid family or volunteer workers, farm workers, and domestic workers. Government employment only covers civilian employees.
- **Actual or Not Seasonally Adjusted:** Describes data series not subject to the seasonal adjustment process. In other words, the effects of regular, or seasonal, patterns have not been removed from these series.
- **Seasonally Adjusted:** Effects of regular, or seasonal, patterns of hiring or layoffs (holidays, weather, etc.) have been removed from these series. These adjustments make it easier to observe the cyclical and other non-seasonal movements in a data series.

HELP WANTED ONLINE (HWOL)

- **Supply-Demand Rate:** Ratio measuring the number of unemployed persons per HWOL job openings.
- **Middle-Skills Jobs:** Jobs requiring more than a high school diploma but less than a four-year degree.

LOCAL AREA UNEMPLOYMENT STATISTICS

- **Employed:** All persons 16 years and over who, during the reference week, (a) did any work (at least one hour) as paid employees, worked on their own business, profession, or on their own farm, or worked 15 hours or more as unpaid family workers, or (b) were not working but who had jobs from which they were temporarily absent. Each employed person is counted only once, even if the person holds more than one job.
- **Unemployed:** All persons aged 16 years and over who had no employment, but were available for work and had made specific efforts to find employment. Includes persons who were waiting to be recalled to jobs from which they had been laid off.
- **Civilian Labor Force (CLF):** All persons classified as employed or unemployed.
- **Unemployment Rate:** The unemployed number divided by the civilian labor force number.

OCCUPATIONAL EMPLOYMENT & WAGE STATISTICS (OEWS)

- **Mean Wage:** The average wage, calculated by summing the wages of all the employees in an occupation and dividing the sum by the number of employees.
- **Percentile Wage:** The wage below which a certain percentage of employees in an occupation earn. E.g., 25th Percentile Wage: 25 percent of employees in an occupation earn at or below this wage.
- **Median Wage:** A percentile wage boundary demarcating the 50th percentile; half of employees in an occupation earn more than the median wage, and half earn less than the median wage.
- **Standard Occupational Classification:** A hierarchical taxonomy that assigns a numeric code to an occupation according to tasks performed. This allows narrowly defined occupations to be grouped together at higher levels of aggregation reflecting common functions among similar occupations.

MISCELLANEOUS

- **Metropolitan Statistical Area (MSA):** Geographic area containing 1+ urban center with a population of 50,000+, plus adjacent territory with high social/economic integration with the urban center. In Texas, an MSA consists of 1+ counties.
- **Metropolitan Division (MD):** Smaller areas within a large MSA. The MSA must have a population of 2.5 million+ to be subdivided into Metropolitan Divisions (MDs).
- **Metro Area:** Refers to either an MSA or MD. Texas has 25 MSAs, including the Dallas-Fort Worth-Arlington MSA, which is subdivided into two MDs.
- **Workforce Development Area (WDA):** The State of Texas is divided into 28 local workforce development areas.

LMI Director: Mariana Vega

TLMR Editor: Gabriel Guzman | **Layout:** Nancy Moore | **Design:** Abigail Schmidt

TLMR Contributors: Joann Coronado, Terry Dittberner, Gabriel Guzman, Mark Lavergne, William Lutz, Nancy Moore, David Munoz, Josue Perez, Robert Sparkman, and Chase Winters



TEXAS
Labor Market
Information

Texas Workforce Commission Labor Market Information

101 East 15th Street, Room 354
Austin, Texas 78778-0001

Toll Free: 1-866-938-4444

Phone: 512-936-3278

Fax: 512-961-4861

www.lmci.state.tx.us



ITEM 5 (k)

**PANHANDLE WORKFORCE DEVELOPMENT BOARD
CURRENT MEMBERSHIP
JULY 1, 2022 – JUNE 30, 2023**

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Kristi Hanes *****

Co-Owner/Director

Night & Day, Care & Play Inc.

2831 Mays Street

Amarillo, Texas 79109

(806) 352-2186 / (806) 322-0986 fax

nightandday@arn.net

Industry Represented: Services (62)

TWC ID #: 075710160

Firm Size: 29 employees

Ethnicity/Gender: W/F

Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Betty Bara

Co-Owner

La Fiesta Grande

4704 Van Winkle Drive

Amarillo, Texas 79119

(806) 376-3689 / (806) 355-2826 fax

bettybara@aol.com

Industry Represented: Food (72)

TWC ID #: 021762288

Firm Size: 84

Ethnicity/Gender: W/F

Term Expires: June 30, 2023

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Heather Freeman

Director –

HR Business Partnerships and Employee Relations

Consolidated Nuclear Security, LLC - Pantex

P. O. Box 30020

Amarillo, Texas 79120

(806) 573-7782

Heather.Freeman@pxy12.doe.gov

Industry Represented: Manufacturing (31)

TWC ID #: 144395778

Firm Size: 3,825 employees

Ethnicity/Gender: W/F

Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. Jason Henderson *** / *****

Vice President – Assembly Operations

Bell

P.O. Box 482

Fort Worth, Texas 76101

(817) 280-8957

jhenderson@bellflight.com

Industry Represented: Manufacturing (31)

TWC ID #: 002639157

Firm Size: 4,954 employees

Ethnicity/Gender: W/M

Term Expires: June 30, 2023

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker

Chief Operating Officer

Harwell & Cook Orthodontics

3420 Thornton Drive

Amarillo, Texas 79109

(806) 353-3593

david@harwellcook.com

Industry Represented: Healthcare (62)

TWC ID #: 07-895859-6

Firm Size: 41 employees

Ethnicity/Gender: W/M

Term Expires: June 30, 2025

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

Mr. Michael Wright **/ ***/ ****
Publisher
Moore County News - Press
P.O. Box 757
Dumas, Texas 79029
(806) 935-4111 / (806) 935-2438 fax
mwright@moorenews.com

Industry Represented: Information (51)
TWC ID #: 08-099770-1
Firm Size: 11 employees
Ethnicity/Gender: W/M
Term Expires: June 30,2025

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

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

Industry Represented: Finance (52)
TWC ID #: 000422070
Firm Size: 619 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2023

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

Mr. Art Martinez
Owner
Whiteface Heating & Air, Inc.
127 Main Street
Hereford, Texas 79045
(806) 364-4122
whitefaceha@wtrt.net

Industry Represented: Wholesale Trade (42)
TWC ID #: 130532764
Firm Size: 5 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2023

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

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

Industry Represented: Healthcare (62)
TWC ID #: 138513173
Firm Size: 2,429 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2024

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

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

Industry Represented: Manufacturing (31)
TWC ID: 143344908
Firm Size: 552 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2023

PRIVATE SECTOR (AT LARGE)

Mr. Kevin Caddell
Owner
Furniture Fashions, LTD
1603 Tennessee Blvd.
Dalhart, Texas 79022
(806) 244-5551
Kevin@furnfash.com

Industry Represented: Retail (44)
TWC ID #: 109626740
Firm Size: 8 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

PRIVATE SECTOR (AT LARGE)

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

Industry Represented: Services (54)
TWC ID #: 012394527
Firm Size: 0 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2023

PRIVATE SECTOR (AT LARGE)

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

Industry Represented: Construction (23)
TWC ID #: 119858119
Firm Size: 8 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2024

ECONOMIC DEVELOPMENT ORGANIZATIONS

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

Ethnicity/Gender: W/F
Term Expires: June 30, 2023

SECONDARY EDUCATION

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

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

POST-SECONDARY EDUCATION

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

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

ADULT BASIC AND CONTINUING EDUCATION

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

Ethnicity/Gender: B/F
Term Expires: June 30, 2023

LITERACY ORGANIZATIONS

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

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.state.tx.us

Ethnicity/Gender: W/F
Term Expires: June 30, 2023

COMMUNITY-BASED ORGANIZATIONS

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

Ethnicity/Gender: W/F
Term Expires: June 30, 2023

COMMUNITY-BASED ORGANIZATIONS

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

Ethnicity/Gender: W/F
Term Expires: June 30, 2023

LABOR ORGANIZATIONS

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

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

LABOR ORGANIZATIONS

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

Ethnicity/Gender: W/M
Term Expires: June 30, 2023

PUBLIC EMPLOYMENT AGENCY

Mr. Norman Bearden *****
Veterans Resource Coordinator
Texas Workforce Commission
2002 West Loop 289, Suite 117
Lubbock, Texas 79407
(806) 765-5038 ext.2129
norman.bearden@twc.texas.gov

Ethnicity/Gender: W/M
Term Expires: June 30, 2023

STATE DEPARTMENT OF HUMAN SERVICES

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

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

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