



NOTICE OF MEETING

The regular meeting of the Panhandle Workforce Development Board will be held at 12:30 p.m. on Wednesday, August 26, 2020. Due to the current COVID-19 crisis this meeting will be held by videoconference pursuant to Texas Government Code Section 551.127. The Governor of Texas, in accordance with Section 418.016 of the Texas Government Code, has proclaimed that a state of disaster now exists across Texas and the rules requiring government officials and members of the public to be physically present at a specified meeting location have been suspended until further notice.

Members of the public interested in attending this meeting may do so by logging onto <https://zoom.us/j/91898921763?pwd=K3hDWE9IVVU2Zkk2NHIIL1NjL0tOUT09> (Meeting ID: 918 9892 1763 - Password: 685651) or may participate by phone (346) 248-7799 (Meeting ID: 918 9892 1763 - Password: 685651).

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

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

AGENDA

1. CALL TO ORDER

2. INITIAL PUBLIC COMMENT PERIOD

3. MINUTES

Members will be asked to consider approval of the minutes from the Board's meeting held on June 3, 2020. Also attached for informational purposes are the minutes of the June 4, 2020 meeting of the Panhandle Workforce Development Consortium's Governing Body. Please note that the group concurred with the actions of the Board.

4. APPOINTMENT OF EXECUTIVE COMMITTEE

The Chair has appointed members to the Executive Committee for the current year which covers July 1, 2020 to June 30, 2021. No action by the Board is required.

5. **LOCAL EMPLOYER OF EXCELLENCE AWARD**

Members will have the opportunity to consider the Board's 2020 Nominations for the Local Employer of Excellence, Veteran-Friendly Employer, and Large Employer of the Year Awards.

6. **REPORTS ON GRANTS**

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

7. **LOCAL MONITORING REPORT**

Members will be provided with an update on monitoring activities:

- Monitoring Reviews
- Fiscal and Program Risk Assessments
- Fiscal Integrity Report

No action by the Board is required.

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

Members will be asked to consider the final annual renewal option of PRPC's Contract with Huxford Group, LLC to delivery Workforce Development and Child Care services in the Panhandle Workforce Development Area (PWDA) for the period of October 1, 2020 to September 30, 2021.

9. **POLICY UPDATES**

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

- Case Management
- Supportive Services
- Transportation Support Services
- WIOA Youth Program Participation
- Child Care Services

Members will also be asked to consider a new policy for Short-Term Training. Public comment opportunity and Member vote will be recognized.

10. **PROGRAM PRESENTATION - SKILLS DEVELOPMENT PROGRAM**

Members will be presented with an overview of the Local Skills Development Program by Ms. Monica Martinez, Workforce Solutions Panhandle Program Manager, and Ms. Anna Lewis, Workforce Solutions Panhandle - Special Projects. No action by the Board is required.

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

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

12. **DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES**

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

13. **CURRENT MEMBERSHIP LIST**

14. **FINAL PUBLIC COMMENT PERIOD**

15. **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 20th day of August, 2020, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



Leslie Hardin

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



ITEM 3



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Board

Minutes

June 3, 2020

The regular meeting of the Panhandle Workforce Development Board was held on Wednesday, June 3, 2020 at 12:30 p.m. Due to the current COVID-19 crisis this meeting was held by videoconference pursuant to Texas Government Code Section 551.127.

Mr. Charlie Rivas, Chair, presided.

MEMBERS PRESENT:

- Michelle Griffin, Amarillo National Bank - Borger Branch
- John West, Central South Carpenters Regional Council
- Tex Buckhalts, Clarendon College
- Heather Freeman, CNS Pantex
- Irene Arnold, Downtown Women's Center, Inc.
- Kevin Caddell, Furniture Fashions, LTD
- Michael Wright, Moore County News - Press
- Kristi Hanes, Night & Day, Care & Play Inc.
- Magi York, Panhandle Community Services
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- Tonya McWilliams, Texas Health and Human Services Commission
- Norman Bearden, Texas Workforce Commission
- Valarie Robbins, Texas Workforce Solutions Vocational Rehabilitation Services
- Lynda McCarty, Toot 'n Totum

MEMBERS ABSENT:

- Jay Barrett, Amarillo Area Center for Academic Learning
- Tamara Clunis, Amarillo College
- Lisa White, Amarillo Public Library
- Francisco Apodaca, Apodaca Brothers
- Matt Parker, Baptist St. Anthony's Health System
- Jason Henderson, Bell Helicopter, Textron
- Laura Lopez, Hunting Titan Inc.
- Drew Downs, International Brotherhood of Electrical Workers Local 602
- Shawna Elliott, Pampa Chamber of Commerce
- Art Martinez, Whiteface Heating & Air, Inc.

OTHERS PRESENT:

Ray Flores, Frances Garcia and Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

Leslie Hardin, Georgette Pond, Heather Reid, Marin Rivas, and Trent Taylor.

1. CALL TO ORDER

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

2. INITIAL PUBLIC COMMENTS PERIOD

None.

3. MINUTES

Members considered the minutes from the Board's meeting held on February 26, 2020. Ms. York moved that the minutes be accepted as presented. Mr. West seconded; the motion carried.

4. ELECTION OF OFFICERS

Members voted for the election of officers for the coming year covering the period of July 1, 2020 through June 30, 2020. Mr. Charlie Rivas will continue serving as Chair; Ms. Griffin will serve as Vice-Chair.

5. REPORT ON GRANTS

Members reviewed reports on the Panhandle's grants for October 1, 2019 – March 31, 2020. No action by the Board was required.

6. LOCAL MONITORING REPORT

Members reviewed a report of the Board's Fiscal Sub-recipient Monitoring Reviews. No action by the Board was required.

7. POLICY UPDATES

Members considered proposed updates to current local policy and a new policy. Mr. West moved to approve an update to the Child Care Services policy. Ms. Griffin seconded; the motion carried. Mr. West moved to approve a new policy for National or Local Disasters. Mr. Caddell seconded the motion; the motion carried.

8. 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.

9. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

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

10. CURRENT MEMBERSHIP LIST

No action by the Board was required.

11. FINAL PUBLIC COMMENT PERIOD

None.

12. ADJOURN

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



PANHANDLE REGIONAL PLANNING COMMISSION
Panhandle Workforce Development Consortium's Governing Body
Minutes
June 4, 2020

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, June 4, 2020 at 11:30 a.m. Due to the current COVID-19 crisis this meeting was held by videoconference pursuant to Texas Government Code Section 551.127.

Judge Keeter, Chair, presided.

MEMBERS PRESENT:

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

MEMBERS ABSENT:

- Jay Mayden, County of Childress
- Chris Porter, County of Gray

OTHERS PRESENT:

Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

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

1. CALL TO ORDER

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

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the February 27, 2020 meeting of the Governing Body. Judge Carter moved that the minutes be accepted as presented. Judge Irwin seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

5. APPOINTMENT/REAPPOINTMENTS OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the appointment/reappointments of individuals to serve on the Panhandle Workforce Development Board for the upcoming year.

Judge Looten moved to appoint:

- Mr. David Parker, Regional Human Resources Manager with United Supermarkets, LLC, representing ***Private Sector***

And to reappoint:

- Ms. Irene Arnold, representing ***Community-Based Organization***
- Mr. Norman Bearden, representing ***Public Employment***
- Dr. Tamara Clunis, representing ***Adult Basic and Continuing Education***
- Ms. Shawna Elliott, representing ***Economic Development***
- Ms. Michelle Griffin, representing ***Private Sector***
- Mr. Jason Henderson, representing ***Private Sector***
- Ms. Laura Lopez, representing ***Private Sector***
- Mr. Art Martinez, representing ***Private Sector***
- Mr. Charlie Rivas, representing ***Private Sector***
- Ms. Valarie Robbins, representing ***Vocational Rehabilitation***
- Mr. John West, representing ***Organized Labor***
- Ms. Magi York, representing ***Community-Based Organization***

Judge Carter seconded the motion; the motion carried.

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

Members reviewed agenda items presented at the June 3, 2020 Panhandle Workforce Development Board meeting and considered a proposed update to current local policy and a new policy. Judge Irwin moved to approve the updates to the Child Care Services policy. Judge Carter seconded; the motion carried. Mayor Nelson moved to approve a new policy for National or Local Disasters. Judge Looten seconded the motion; the motion carried. Judge Carter moved to concur with actions taken at the above mentioned meeting of the Panhandle Workforce Development Board. Judge Irwin seconded the motion; the motion carried.

7. FINAL PUBLIC COMMENT PERIOD

None.

8. ADJOURN

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



ITEM 4

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

EXECUTIVE COMMITTEE
PANHANDLE WORKFORCE DEVELOPMENT BOARD
FOR JULY 1, 2020 – JUNE 30, 2021

– CHAIR –

PRIVATE SECTOR – AT LARGE

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

– VICE CHAIR –

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

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

– CHAIR APPOINTMENTS –

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. Jason Henderson, Operations Director
Bell Helicopter, Textron
Amarillo, Texas

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

Mr. Michael Wright, Publisher
Moore County News - Press
Dumas, Texas

SECONDARY EDUCATION

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

LABOR ORGANIZATIONS

Mr. John West, Council Representative
Central South Carpenters Regional Council
Amarillo, Texas

COMMUNITY-BASED ORGANIZATIONS

Ms. Irene Arnold, Case Manager
Downtown Women's Center, Inc.
Amarillo, Texas



ITEM 5

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA

2020 Texas Workforce Commission Employer Award and Nominations

Local Employer of Excellence to Be Awarded to

Vision Computers – Pampa, TX

The partnership between Vision Computer Services, located in Pampa, and Workforce Solutions Panhandle, exemplifies how a caring and responsible employer can catapult a rural community's workforce into the future. Vision Computer Services routinely participates in Summer Earn and Learn, On-The-Job Training, and Subsidized Work Experience Programs to hire and train individuals for careers in the information technology field. The company also participated in the Workforce Solutions Panhandle “Hometown Success” video project, which highlights young area professionals who work in targeted occupations identified in the Texas Panhandle.

Veteran-Friendly Employer of the Year Award Nominee

Xcel Energy – Amarillo, TX

Xcel Energy made a commitment in 2015 that 1 in 10 new hires would be veterans. They have maintained or exceeded this 10% veteran hire number every year since then. Retention records show a 94% retention rate for veteran employees. The success of the veteran hire initiative at Xcel is not by accident. Xcel reaches these goals through targeted marketing to the military and veteran populations, employing a full-time veteran/military recruiter/liaison, being active in military specific hiring events, and working closely with veteran outreach groups. Xcel values the unique skills and abilities that veterans have and what they bring to the workforce. Xcel works closely with Workforce Solutions Panhandle, posting job openings on WorkInTexas.com, attending job fairs, student career events, and a host of other activities. Xcel received the “We Hire Vets” designation from Texas Workforce Commission in 2019, and has been named a “Best For Vets” employer by Military Times for the past 6 years.

Large Employer of the Year Award Nominee

Caviness Beef Packers– Hereford, TX

Caviness Beef Packers, in business since 1962, is one of the major reasons Hereford is known as the Beef Capital of the World. The company prides itself on its core values of Safety, Food Safety, Customer Satisfaction, Career Development, Ethics, and being the best in their industry. Caviness partners with Workforce Solutions Panhandle to host multiple hiring events throughout the Texas Panhandle, furthering the economic growth of the region. Many new hires continue their family employment history as 2nd, 3rd and even 4th generation Caviness employees. Caviness Beef Packers is a major contributor to many community projects, including the Snack Pak 4 Kids (SP4K) Beef Stik Program for children who are food insecure. Caviness has been honored by the Texas Tech University Health Sciences Center for contributing to the future Texas Tech University School of Veterinary Medicine. West Texas A&M University also recognized the company by establishing the Caviness Meat Science and Innovation Center inside the new WT Agricultural Sciences Complex.



ITEM 6



MEMORANDUM

DATE: August 26, 2020

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

FROM: Marin Rivas, Workforce Development Director

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

Attached are reports that provide the basic information needed to assess how well we served our customers, met performance expectations, and utilized available grant funding during our fiscal year 2020. The period covered in the report is from October 1, 2019 through June 30, 2020.

The charts on page 3 provide figures on the workers and families who have utilized services funded through one or more of our grants. These services are delivered through our Workforce Solutions offices and website, which are operated by the Huxford Group LLC under contract with PRPC. Assistance is provided by local staff of the Texas Workforce Commission (TWC) and Texas Veterans Commission (TVC).

The charts on page 4 and 5 show the Board's nineteen contracted measures. The reporting quarters for this report are from October 2019 through June 2020. Due to COVID-19, TWC has suspended performance reporting to assess the impact of the state's shelter in place orders and will re-adjust Board targets after a thorough analysis.

Page 6 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.

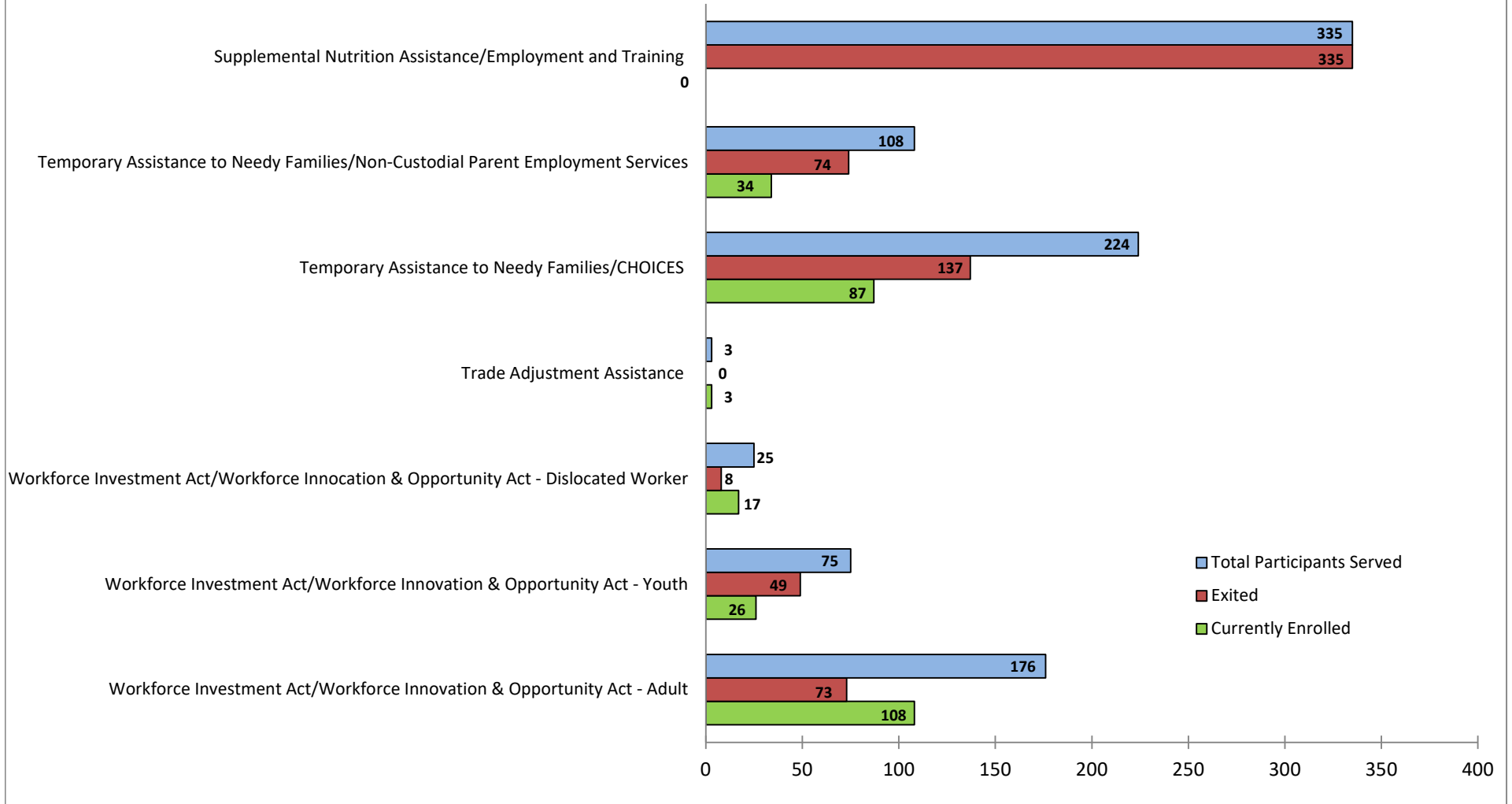
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities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





Panhandle June 2020

Status Plus ■ P+ ■ MP

■ MP (Lower) ■ N/A

% Current Target for Board Contracted Measures

Status Plus	# at Status	% at Status
P+	5	26.32%
MP	8	42.11%
MP (Lower)	2	10.53%
N/A	4	21.05%

Measure Name	Num	Den	Rate	% OTY Change				
Claimant Reemployment within 10 Weeks	0	0	0.00%	-100.00%	0.00%	N/A	Mths at P-: 0	
# of Employers Receiving Workforce Assistance	0	0	0	-100.00%	0.00%	N/A	Mths at P-: 0	
Choices Full Work Rate - All Family Total	15	31	49.46%	-25.79%	98.92%	MP	Mths at P-: 0	
Avg # Children Served Per Day - Combined	445,034	196	2,271	0.62%	97.59%	MP	Mths at P-: 0	
Employed/Enrolled Q2 Post Exit - C&T Participants	6,842	9,489	72.10%	-0.89%	104.49%	MP	Qtrs at P-: 0	
Employed/Enrolled Q2-Q4 Post Exit - C&T Participants	5,772	6,738	85.66%	-0.33%	101.98%	MP	Qtrs at P-: 0	
Median Earnings Q2 Post Exit - C&T Participants	N/A	6,400	\$6,001	0.08%	108.63%	P+	Qtrs at P-: 0	
Credential Rate - C&T Participants	140	169	82.84%	11.72%	138.07%	P+	Qtrs at P-: 0	
Employed Q2 Post Exit - Adult	171	198	86.36%	3.54%	108.90%	MP	Qtrs at P-: 0	
Employed Q4 Post Exit - Adult	166	206	80.58%	-6.91%	103.44%	MP	Qtrs at P-: 0	
Median Earnings Q2 Post Exit - Adult	N/A	169	\$7,973	27.20%	0.00%	N/A	Qtrs at P-: 0	
Credential Rate - Adult	96	113	84.96%	7.21%	96.44%	MP (Lower)	Qtrs at P-: 0	
Employed Q2 Post Exit - DW	19	22	86.36%	7.08%	109.04%	MP	Qtrs at P-: 0	
Employed Q4 Post Exit - DW	39	44	88.64%	18.19%	110.11%	P+	Qtrs at P-: 0	
Median Earnings Q2 Post Exit - DW	N/A	19	\$9,560	38.01%	0.00%	N/A	Qtrs at P-: 0	
Credential Rate - DW	14	14	100.00%	10.52%	120.05%	P+	Qtrs at P-: 0	
Employed/Enrolled Q2 Post Exit - Youth	83	103	80.58%	-2.53%	96.50%	MP (Lower)	Qtrs at P-: 0	
Employed/Enrolled Q4 Post Exit - Youth	80	99	80.81%	-5.46%	113.34%	P+	Qtrs at P-: 0	
Credential Rate - Youth	30	38	78.95%	18.42%	100.19%	MP	Qtrs at P-: 0	

0.00% 50.00% 100.00%

Number of P+ or MP Measures

15



© Mapbox © OSM

Job Seekers Served
October 2019 - June 2020

6,127

Employers Receiving Workforce Assistance
October 2019 - June 2020

Average Children Served Per Day
October 2019 - June 2020

2,271

To print a PDF of this page, choose download in the top right of the visualization, PDF, change orientation to landscape, and download the PDF.

Last Updated: 2020-08-17 13:34:08.272815

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE

As Originally Published 8/7/2020

JUNE 2020 REPORT

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
			Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	C&T Participants				Adult				DW				Youth						
	Clmnt ReEmpl within 10 Weeks	Emplrs Rcvg Wkfc Assist	Emp/ Enrolled Q2 Post-Exit	Emp/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credentia Rate	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Credentia Rate	+P	MP	-P	% MP & +P		
Alamo	n/a	n/a	88.50%	98.83%	103.49%	102.86%	113.60%	124.52%	103.08%	99.72%	n/a	96.62%	100.09%	92.45%	n/a	105.27%	96.17%	99.28%	110.43%	3	11	1	93%
Borderplex	n/a	n/a	77.02%	94.29%	99.32%	99.99%	111.39%	132.08%	102.94%	96.58%	n/a	107.28%	99.09%	99.38%	n/a	100.67%	91.70%	95.01%	144.68%	3	10	2	87%
Brazos Valley	n/a	n/a	96.38%	94.58%	99.80%	99.11%	106.04%	114.38%	88.98%	94.57%	n/a	82.24%	105.86%	111.57%	n/a	115.13%	122.95%	94.88%	104.17%	5	7	3	80%
Cameron	n/a	n/a	82.88%	106.69%	108.99%	100.83%	110.28%	142.28%	94.66%	94.55%	n/a	105.17%	102.68%	90.53%	n/a	97.78%	96.17%	95.25%	78.10%	4	9	2	87%
Capital Area	n/a	n/a	75.18%	98.15%	105.30%	103.73%	112.28%	130.73%	107.26%	95.13%	n/a	111.70%	106.30%	98.57%	n/a	108.38%	112.95%	104.51%	107.59%	5	9	1	93%
Central Texas	n/a	n/a	92.82%	98.07%	94.55%	99.87%	106.62%	108.92%	103.36%	104.41%	n/a	128.91%	109.64%	92.90%	n/a	106.57%	93.19%	90.05%	97.38%	3	10	2	87%
Coastal Bend	n/a	n/a	74.64%	104.89%	102.46%	100.92%	112.62%	80.65%	110.06%	99.29%	n/a	79.38%	97.60%	99.50%	n/a	76.67%	99.03%	95.50%	82.42%	2	8	5	67%
Concho Valley	n/a	n/a	72.80%	97.63%	104.52%	99.54%	102.47%	136.37%	90.25%	101.56%	n/a	101.49%	121.91%	97.69%	n/a	112.99%	110.18%	91.71%	74.63%	4	9	2	87%
Dallas	n/a	n/a	76.74%	99.21%	101.33%	101.54%	109.99%	131.18%	93.22%	93.78%	n/a	106.98%	98.19%	95.72%	n/a	95.73%	97.65%	98.14%	119.72%	3	11	1	93%
Deep East	n/a	n/a	72.24%	96.89%	101.97%	98.64%	110.26%	139.67%	91.91%	90.73%	n/a	90.65%	90.84%	90.50%	n/a	117.11%	99.78%	99.06%	92.58%	3	11	1	93%
East Texas	n/a	n/a	76.38%	92.52%	103.20%	100.52%	106.32%	127.67%	103.98%	99.00%	n/a	94.26%	94.70%	99.86%	n/a	106.51%	103.40%	108.49%	111.04%	3	10	2	87%
Golden Cresce	n/a	n/a	96.56%	97.07%	109.84%	104.36%	116.66%	126.40%	104.97%	95.61%	n/a	97.35%	102.88%	97.92%	n/a	96.61%	90.08%	120.21%	152.44%	5	10	0	100%
Gulf Coast	n/a	n/a	76.34%	94.28%	96.01%	98.81%	107.81%	106.67%	96.68%	92.87%	n/a	90.70%	88.72%	82.26%	n/a	78.72%	94.89%	97.53%	127.85%	3	7	5	67%
Heart of Texas	n/a	n/a	83.88%	95.39%	104.68%	100.89%	104.37%	111.93%	107.78%	122.56%	n/a	89.49%	103.12%	113.88%	n/a	69.44%	111.72%	103.14%	80.37%	4	7	4	73%
Lower Rio	n/a	n/a	87.00%	102.18%	108.51%	98.58%	109.63%	135.83%	95.87%	98.65%	n/a	107.05%	98.90%	97.93%	n/a	98.29%	95.23%	101.39%	88.70%	3	10	2	87%
Middle Rio	n/a	n/a	69.16%	100.41%	103.93%	97.19%	101.68%	138.25%	94.02%	94.01%	n/a	92.57%	118.06%	105.27%	n/a	74.08%	98.35%	91.56%	123.90%	3	10	2	87%
North Central	n/a	n/a	74.70%	97.43%	97.23%	103.01%	118.29%	113.48%	98.66%	97.40%	n/a	89.58%	97.46%	96.32%	n/a	94.36%	103.86%	108.38%	124.77%	3	10	2	87%
North East	n/a	n/a	74.06%	100.62%	99.17%	100.95%	105.86%	122.15%	107.59%	110.90%	n/a	112.87%	98.96%	103.08%	n/a	75.17%	106.81%	91.13%	102.73%	4	9	2	87%
North Texas	n/a	n/a	67.24%	96.67%	100.00%	101.67%	103.93%	144.73%	100.00%	99.32%	n/a	117.40%	100.00%	111.11%	n/a	57.01%	87.82%	111.02%	105.75%	4	8	3	80%
Panhandle	n/a	n/a	98.92%	97.59%	104.49%	101.98%	108.63%	138.07%	108.90%	103.44%	n/a	96.44%	109.04%	110.11%	n/a	120.05%	96.50%	113.34%	100.19%	5	10	0	100%
Permian Basin	n/a	n/a	73.72%	99.28%	106.16%	100.04%	107.29%	122.22%	89.08%	83.52%	n/a	96.10%	116.32%	97.22%	n/a	91.79%	109.78%	122.55%	73.25%	5	6	4	73%
Rural Capital	n/a	n/a	79.68%	97.84%	105.32%	105.04%	114.63%	137.88%	101.17%	102.51%	n/a	108.57%	107.32%	101.44%	n/a	111.11%	100.68%	102.33%	122.73%	6	8	1	93%
South Plains	n/a	n/a	63.38%	105.27%	102.71%	99.15%	107.77%	145.83%	110.49%	108.05%	n/a	97.57%	121.00%	105.69%	n/a	106.28%	116.43%	125.23%	137.76%	8	6	1	93%
South Texas	n/a	n/a	82.38%	97.82%	97.99%	100.88%	94.68%	155.17%	95.86%	112.31%	n/a	107.72%	114.42%	111.73%	n/a	131.58%	126.92%	120.21%	115.58%	8	5	2	87%
Southeast	n/a	n/a	64.26%	98.19%	105.61%	99.61%	105.09%	120.62%	106.83%	103.21%	n/a	103.59%	101.89%	100.61%	n/a	121.86%	94.80%	96.61%	111.04%	5	9	1	93%
Tarrant	n/a	n/a	70.14%	97.03%	102.54%	102.45%	114.69%	128.02%	98.14%	94.01%	n/a	91.66%	91.10%	96.28%	n/a	88.19%	89.58%	92.64%	75.68%	2	9	4	73%
Texoma	n/a	n/a	71.00%	102.80%	103.58%	102.87%	105.41%	135.62%	102.71%	106.38%	n/a	101.79%	114.42%	111.11%	n/a	120.00%	100.71%	96.47%	94.53%	5	9	1	93%
West Central	n/a	n/a	76.48%	100.06%	98.77%	98.79%	105.10%	117.12%	100.26%	81.96%	n/a	90.05%	105.06%	83.48%	n/a	111.11%	104.08%	106.72%	109.89%	3	9	3	80%
+P	0	0	0	2	7	1	23	27	2	3	0	4	6	6	0	9	6	6	12				114
MP	0	0	3	22	20	27	4	0	24	23	0	20	21	20	0	12	20	22	9				247
-P	0	0	25	4	1	0	1	1	2	2	0	4	1	2	0	7	2	0	7				59
% MP & +P	N/A	N/A	11%	86%	96%	100%	96%	96%	93%	93%	N/A	86%	96%	93%	N/A	75%	93%	100%	75%				86%
From			10/19	10/19	7/18	1/18	7/18	1/18	7/18	1/18		1/18	7/18	1/18		1/18	7/18	1/18	1/18				From
To			6/20	6/20	6/19	12/18	6/19	12/18	6/19	12/18		12/18	6/19	12/18		12/18	6/19	12/18	12/18				To

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

Panhandle YTD June 2020 Report									
	Administration and Service Delivery Costs			Training and Support			Total		
	Total Budgeted	Total Expended	Percent Expended	Total Budgeted	Total Expended	Percent Expended	Total Budgeted	Total Expended	Percent Expended
GRANTS PROVIDING SERVICES TO LOW-INCOME ADULTS/ YOUTH AND DISLOCATED WORKERS									
Workforce Innovation & Opportunity Act/Adult	512,261	337,199	66%	484,779	298,478	62%	997,040	635,677	64%
Workforce Innovation & Opportunity Act/Youth	421,645	255,873	61%	290,000	207,809	72%	711,645	463,681	65%
Workforce Innovation & Opportunity Act/DLW	428,910	301,744	70%	150,000	40,924	27%	578,910	342,668	59%
Workforce Innovation & Opportunity Act/Rapid Response	17,680	16,375	93%	-	-	0%	17,680	16,375	93%
Workforce Innovation & Opportunity Act/Alternative Funding	308,162	36,581	12%	-	-	0%	308,162	36,581	12%
Workforce Innovation & Opportunity Act/ National Disaster Recovery DLW Grant	31,331	1,513	5%	85,000	16,896	0%	116,331	18,409	16%
Workforce Innovation & Opportunity Act/COVID-19 Response-Rapid Response	35,000	10,030	29%	-	-	0%	35,000	10,030	29%
Workforce Innovation & Opportunity Act/COVID-19 Response	31,000	5,487	18%	-	-	0%	31,000	5,487	18%
Reemployment Services and Eligibility Assessment	98,305	69,628	71%	-	-	0%	98,305	69,628	71%
Trade Adjustment Assistance	400	139	35%	9,600	9,699	101%	10,000	9,839	98%
GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS									
Temporary Assistance to Needy Families/CHOICES	1,032,473	738,938	72%	60,000	37,520	63%	1,092,473	776,458	71%
Temporary Assistance to Needy Families/CHOICES - Summer Youth	-	-	0%	80,000	13,505	17%	80,000	13,505	17%
Temporary Assistance to Needy Families/Non-Custodial Parents									
Employment Service	139,749	96,372	69%	16,000	7,463	47%	155,749	103,835	67%
Supplemental Nutrition Assistance/Employment and Training	288,290	202,377	70%	59,000	28,525	48%	347,290	230,902	66%
GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS									
Child Care Formula and Match	2,280,045	1,336,529	59%	10,446,116	8,203,515	79%	12,726,161	9,540,044	75%
Child Care Formula - PSOC and Essential Worker	179,086	179,086	100%	503,237	395,019	78%	682,323	574,105	84%
Child Care Formula - Cares Act (EW)	-	-	0%	1,307,454	-	0%	1,307,454	-	0%
Child Care Formula - 25% Supplemental Payment	702,305	672,745	96%	-	-	0%	702,305	672,745	96%
Child Care Quality Improvement	294,798	171,016	58%	198,589	92,729	47%	493,387	263,745	53%
CCP - Family and Protective Services	-	-	0%	1,000,000	953,124	95%	1,000,000	953,124	95%
Child Care/ Automated Attendance	89,089	52,722	59%	-	-	0%	89,089	52,722	59%
GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES									
Wagner-Peyser Employment Service	164,421	109,069	66%	-	-	0%	164,421	109,069	66%
Veterans Employment Service	7,890	4,852	61%	-	-	0%	7,890	4,852	61%
GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS									
Workforce Commission Initiatives Grant - Foster Care Youth Conference	1,725	913	53%	-	-	0%	1,725	913	53%
Workforce Commission Initiatives Grant - Texas Veterans Leadership Program	2,779	2,223	80%	-	-	0%	2,779	2,223	80%
Workforce Commission Initiatives Grant - Youth Career Fairs	50,000	24,602	49%	-	-	0%	50,000	24,602	49%
Workforce Commission Initiatives Grant - Hiring Red, White and You!	2,000	1,925	96%	-	-	0%	2,000	1,925	96%
Workforce Commission Initiatives Grant - Rural Service Delivery	361,917	357,035	99%	4,400	4,400	100%	366,317	361,435	99%
Workforce Commission Initiatives Grant - Child Care Quality Conference	1,526	-	0%	-	-	0%	1,526	-	0%
Summer Earn & Learn - Cancelled for FY20	-	-	0%	-	-	0%	-	-	0%
Yr Round Work Experience	112,500	12,441	11%	-	-	0%	112,500	12,441	11%
Hireability Navigator	100,000	78,269	78%	-	-	0%	100,000	78,269	78%
Infrastructure Support Services Contract	4,022	1,397	35%	-	-	0%	4,022	1,397	35%
GRANTS PROVIDING SPECIAL SUPPORT FOR COVID-19									
Skills Development Fund COVID Special Initiative	37,500	-	0%	10,000	-	0%	47,500	-	0%
TOTAL	7,736,807	5,075,685	66%	14,704,175	10,309,606	70%	22,440,982	15,386,688	69%



ITEM 7



MEMORANDUM

DATE: August 26, 2020

TO: Panhandle Workforce Development Board

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Report on Monitoring Reviews

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

Fiscal and Program Monitoring activities, conducted by Texas Workforce Commission (TWC), Health and Human Services Commission (HHSC), the external Fiscal monitor, and the Board's internal program monitor includes: reviewing records and supporting documentation, reporting the results of those reviews, and providing recommending actions to resolve instances of non-compliance with Service Delivery System Contract requirements.

Additional monitoring activities conducted by the external Fiscal monitor and the Board's internal program monitor includes the annual Fiscal and Program Risk Assessments. A Risk Assessment is an assessment to evaluate and identify what functional areas are high risk and the amount of risk each functional area indicates within the organization for their financial and/or program activities. In the evaluation, a determination is made of the organization's processes and key controls in functional areas, the effectiveness of the strengths and weaknesses as indicated from prior monitoring visits, audit reports, knowledge and experience of key personnel and attainment of performance measures. The results of the risk assessment rankings are used to develop the monitoring plan and/or to alert the Board of potential issues. This process will eliminate the review of areas with minimal risks.

Lastly, the external Fiscal Monitor also prepared the Annual Fiscal Integrity Review. This review provides the results of the fiscal integrity evaluation of Huxford Group, LLC in its capacity as a contractor delivering Workforce and Child Care services for the Panhandle Workforce Development Board for the period from October 1, 2020 through September 30, 2021.

The scope of Huxford Group LLC's fiscal integrity evaluation included a review of the following areas for the contract renewal:

- Audit
- Any adverse judgments or findings, such as administrative audit findings, Agency or Board monitor findings, or sanctions by a Board or court of law
- Insurance
- Prior Financial Monitoring Reviews
- Prior three-year financial history

The Texas Workforce Commission Financial Manual for Grants and Contracts, Chapter 14, requires the Board to assess its workforce and childcare contractors to ensure that the providers meet the requirements of the Board's integrity evaluation.

The fiscal integrity evaluation includes the following provisions for ensuring that workforce and childcare service providers are meeting performance measures in compliance with requirements contained in:

- Federal and state statutes, regulations and directives of the Agency; and
- Any other safeguards a Board has identified that are designed to ensure the proper and effective use of funds placed under the control of its workforce service providers.

The following report lists details of the updated status for the reviews of the current Workforce Solutions Panhandle contractor Huxford Group, LLC's service delivery since the last report provided to the Panhandle Workforce Development Board at the May 2020 meeting including the results of the Annual Fiscal Integrity Review.

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

January 2020 – August 2020

Workforce Development and Child Care Services Program Monitoring Conducted by Internal Monitor – Kathy Cabezuela, Program Specialist			
Monitoring Review	Date of review	Period Covered	Status
Program Operating Systems	November 2019 – January 2020	January 1, 2019 – September 30, 2019	All items resolved
Program Operating Systems	March 2020 – May 2020	October 1, 2019 – February 28, 2020	All items resolved

Administration of Fiscal and Program Control Monitoring Conducted by Texas Workforce Commission (TWC)			
Monitoring Review	Date of review	Period Covered	Status
Fiscal and Program Operating Systems	April 13, 2020 – April 17, 2020	April 1, 2019 – March 31, 2020	Management Letter Pending

The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Conducted by Health and Human Services Commission (HHSC)			
Monitoring Review	Date of review	Period Covered	Status
Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Program in Texas	April 20, 2020 – April 24, 2020	Federal Fiscal Year (FFY) 2020	Cancelled

Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA			
Monitoring Review	Date of review	Period Covered	Status
Annual Fiscal Integrity Review	July 2020	October 2020 – September 2021	No questioned costs were identified



ITEM 8



MEMORANDUM

DATE: August 26, 2020

TO: Panhandle Workforce Development Board

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Workforce Development Program Operation and Service Delivery Contract Renewal

BACKGROUND

PRPC's current contract with the Huxford Group LLC, for the delivery of workforce development and child care program services, will end on September 30, 2020. The four-year contract, procured in 2017, is subject to renewal for one additional year, given acceptable performance.

Prior to the impact of COVID-19, the company has met or exceeded all of our expectations for program performance, funds utilization and contract compliance during the first ten months of this year. The organization's last audit resulted in an unmodified, "clean" opinion, and documented that the company possesses adequate unencumbered resources to cover potential disallowed costs, should they be incurred.

The Board's fiscal monitoring review resulted in no major fiscal findings regarding Huxford Group's operations. The Fiscal Integrity Report conducted by an outside Certified Public Accountant had no fiscal compliance issues. The same CPA conducted a Risk Assessment on seventeen factors with the report indicating no "high risk" fiscal areas. Our local Program Monitoring Reviews for the past year by Board staff resulted in no significant program findings regarding Huxford's operations. The Board staff also completed the Program Risk Assessment indicating no "high risk" program areas.

This renewal's contracted amount for operations is estimated to be approximately \$3,000,000. Huxford Group would also be responsible for obligating the use of about \$11,000,000 in additional funds for client training, supportive services and child care, as a part of this agreement. Most of these funds would be retained at PRPC as the administrator for distribution. The contract would be for the period of October 1, 2020 through September 30, 2021, and funds to cover associated costs would be available from the Texas Workforce Commission (TWC) and also from local child care matching funds.

RECOMMENDATION

Staff recommends that the Workforce Development Board authorize staff to proceed with the completion and execution of a renewed contract with Huxford Group LLC to deliver workforce development and child care program services, as described above.



ITEM 9 (a)

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 1-Universal Policies for Workforce Customers

Section 1.2

Case Management-*Update*

Effective 8-27-2020

PURPOSE: To update Panhandle WDBA (Workforce Development Board Area) Case Management policy for assessment of workforce customer needs. Updated information in this policy revision is highlighted in bold typeface.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

Definitions

"Case Management" is defined as the process by which comprehensive, unified, and timely services are provided to customers by professionals who use communication, organizational, coordination, and planning skills to help customers achieve their employment goals. Case management will be customer-centered, integrated across programs, continuous, and will include the following elements:

- Preparation, coordination, and updating of comprehensive service plans, for all WSP (Workforce Solutions Panhandle) customers receiving Career and/or Training Services;
- Ensuring access to workforce development activities and supportive services as outlined in those service plans;
- Provision of job, education, and career counseling during program participation and after job placement; and
- Facilitation of allowable post-employment services needed for job retention and further skill development.

The WIOA (The Workforce Investment and Opportunity Act) establishes two levels of employment and training services for Adults and Dislocated Workers: "Career Services" and "Training Services". Career and Training Services include those defined as such by TWC WIOA Adult and Dislocated Worker policy, services provided to WIOA Youth, as well as services provided through the Choices, Choices NCP (Non-Custodial Parent) Employment Program, SNAP E&T (Supplemental Nutrition Assistance Program Employment & Training) program, Veterans Services, and services to other workforce customers. Services may be provided at different levels of intensity according to the program or the needs of individual customers. Veterans and eligible spouses continue to receive priority of service for all DOL (Department of Labor) funded job training programs, which include WIOA Programs.

Integration

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

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

Assessment

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

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

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

- **Listing all current income and expenditures, including estimated amounts if necessary;**
- **Identifying specific financial gaps or deficits, including the dollar amount of the deficit;**
- **Discussing any unrealistic perceptions that a customer may have about their current financial situation, i.e. the difference between needs vs. wants;**
- **Developing a sample budget to meet current expenses;**
- **Providing financial counseling and financial literacy training to help customers with making better decisions in managing finances, maintaining a check book, etc.;**
- **Identifying short-term and long-term goals, including the kind of job the customer wants, and the salary needed to become self-sufficient, get out of debt, and start saving, e.g.; and**
- **Periodically conduct a thorough review of the financial worksheet throughout program participation, and complete a new worksheet which reflects significant changes that occur.**

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

Although future emergency situations cannot be predicted, WSP case management staff should be diligent in working with each customer in the initial assessment process to identify needs that may be met during participation in program services, including the length of training under WIOA, and when the customer has entered employment. WSP Staff will utilize the Needs tab in TWIST to list all potential Supportive Services needs and address each one accordingly.

Service Plan

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

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

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

The service plan will not be a static document. It will reflect any changes in goals, strategies, activities, and providers, as they occur. WSP will establish procedures for staff to be in direct, two-way communication with their customers at least once every 30 (thirty) days to discuss the service plan, and determine if any changes occurred which require an updated plan. WSP case

management staff will also confirm continued active participation in workforce services, including verifying attendance and progress in training and education, and will be available to assist with program retention and goal attainment.

Customer contacts may be more frequent if appropriate, such as when changes occur which require a service plan update. Once WSP case management staff become aware of changes, they will meet with their customer ASAP, update the service plan accordingly and sign it, have the updated plan signed by the customer, and place a hard copy in the customer's file. Appropriate TWIST service component entry and corresponding TWIST Counselor Notes will be completed.

WSP will establish case file and TWIST documentation procedures which comply with specific program timeframes and requirements. Entries for initial service plans, updates, and Counselor Notes will be specific, detailed, and unique. Copying and pasting updates and comments from one service plan or Counselor Note to another, and the use of canned statements, is not acceptable.

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

Job Search

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

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

Local WSP case management procedures will include measures to monitor workforce program customer activities and proactively identifying and properly handling workforce program customers who fail to meet job search or work participation requirements, such as quality job search contacts with potential employers. WSP case management staff will conduct prompt follow up contacts with "due diligence" including "timely and reasonable attempts" to contact customers who fail to respond for appointments. TWIST service component updates and corresponding TWIST Counselor Notes will be fully documented to reflect non-participation,

non-cooperation, and all noncompliance issues identified, addressed and resolved, and include the appropriate actions taken.

Supportive Services

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

WIOA customers who receive residential assistance will, be encouraged to complete financial literacy training, after residential assistance is provided, to assist them in achieving financial empowerment and taking control of their finances.

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

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

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

Case Records and TWIST Counselor Notes

Case Records and TWIST Counselor Notes will 'tell the story' of the customer's history, progress, and all case management efforts to create successful outcomes. The combination of services and detailed narrative information entered in TWIST Counselor Notes will reflect a complete picture of WSP staff interactions with customers, and document only accurate, objective, verifiable data. Highly personal information such as specific details regarding a customer's medical or legal issues will not be entered in TWIST Counselor Notes. WSP staff will only briefly state that a medical or legal issue relating to the customers' employability exists, and that additional information is available in the customer's case file.

TWC WD letter 17-07, as updated, Storage and Use of Disability-Related and Medical Information-as updated, outlines the requirements for the storage and use of disability-related and medical information, and in particular to the required actions by WSP staff.

The following types of information will be included in the TWIST Counselor Notes narrative, as applicable, per TWC WD letter 06-13, as updated:

- Title (a descriptive subject entry accurately reflecting the contents);
- Who (customer's name, employer's name, etc.);

- What (activity being reported); and
- When (the date the activity was reported).

Where (customer's work/school location, etc.);

- Why (to verify or document service activities); and
- How (customer called, staff called, etc.).

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

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

Documenting Services and Customer Contact in TWIST

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

Monitoring/Oversight of Case Management

WSP will establish procedures to conduct monthly customer case file reviews. to assess the level of case management staff compliance with current TWC Rules and Panhandle WDBA policies for case management and documentation, and retaining required records. WSP will evaluate case file contents, including TWIST data, representing at least 10% of each staff person's current caseload. WSP will document and discuss findings and follow up activities with WSP staff and verify and document what appropriate corrective actions have been taken. WSP will submit a monthly report to Panhandle WDA Board staff documenting the reviews, results, and corrective

action, by the 15th of each month. Customer case file updates and corresponding TWIST Counselor Notes will reflect follow up actions taken pursuant to results from the reviews.

ATTACHMENTS: None

RESCISSIONS: Panhandle WDA letter 11-01, Change 7, Case Management-*Update*, Effective 12-05-2018, and Chapter 9-Guidance and Policy Clarification, Section 9.2 Case Management, Effective 02-18-2019



ITEM 9 (b)

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 1-Universal Policies for Workforce Customers

Section 1.20

Supportive Services Policy-Update

Effective 8-27-2020

PURPOSE: To update Panhandle WDBA (Workforce Development Board Area) Supportive Services policy for SNAP E&T (Supplemental Nutrition Assistance Program Employment & Training) customers, and for customers who are not participating in WIOA (Workforce Innovation and Opportunity Act) Career or Training Services. Updated information in this policy revision is highlighted in bold typeface.

BACKGROUND: The WIOA defines “Supportive Services” as “Services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized”. WIOA supportive services may be provided for the purposes of obtaining or retaining employment, completing occupational or work-based training designed to lead to employment, or participating in workforce program activities with the ultimate goal of self-sufficiency.

SNAP E&T supportive services will be provided to mandatory work registrants and exempt recipients who voluntarily participate in SNAP E&T activities if the supportive services are reasonable, necessary, and directly related to participation in SNAP E&T, or to the recipient’s employment, including case managed job search, job readiness, and other activities listed in the TWC (Texas Workforce Commission) SNAP E&T Guide, as updated.

SNAP E&T Job Retention support services for transportation, work-related, or other support services, will be:

- **Determined reasonable, necessary, and directly related to retaining the SNAP recipient’s job; and**
- **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.**

Advance payments for anticipated expenses for SNAP customers in the coming month are prohibited at this time.

Panhandle WDA Transportation Services policy, as updated, lists allowable SNAP E&T transportation support services for SNAP E&T program participants, including Attachment A to that policy.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

WIOA supportive services may be limited, and are subject to workforce program funding. Supportive services are not considered an entitlement nor a reward. WSP (Workforce Solutions Panhandle) staff will ensure WIOA customers are aware of existing restrictions and limitations pertaining to the provision of supportive services, and that WIOA supportive services are not guaranteed.

WSP will establish local procedures for the provision of appropriate and allowable supportive services for customers enrolled in WIOA which complies with all applicable Panhandle WDBA policies. Supportive services may be provided to customers in the Choices, Choices NCP (Non-Custodial Parent), or SNAP E&T (Supplemental Nutrition Employment & Training) Programs, per current federal and state rules and regulations, with current WDBA policies, and local WSP procedures.

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

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

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

Eligibility

1. Before providing any type of WIOA supportive services, WSP staff must verify a customer's eligibility for the WIOA Program and the services in which they will be enrolled.
2. WSP Staff will accurately determine and thoroughly evaluate each customer's specific individual/family supportive service needs.
3. Supportive services provided will be reasonable and necessary to address barriers to employment or workforce program participation, and will be allowable under federal and state rules and regulations of the workforce program under which services will be provided.
4. WSP Staff will be diligent in monitoring customer attendance, participation, and continued eligibility for ongoing transportation assistance, in compliance with federal and state rules and regulations for the applicable workforce programs.
5. TANF (Temporary Assistance to Needy Families) funds may not be used for medical costs.

Determining and Assessing Need

1. WSP Case Management staff are responsible for preparation, coordination, and updating

of comprehensive service plans for all WSP (Workforce Solutions Panhandle) customers receiving career or training services, and ensuring access to workforce development activities and supportive services as outlined in those service plans.

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

Community Resources

1. Prior to providing supportive service assistance to WIOA customers, WSP WIOA staff will explore local community resources to determine potential sources of referrals. Staff will utilize the community resources form attached to this policy. A current, updated local community resource list will be maintained and made available to all WSP (Workforce Solutions Panhandle) staff.
2. WIOA program funding may not duplicate or replace community resources. WSP WIOA staff will review existing local community resources, and determine whether they meet the specific needs of the WIOA customer. If no existing local community resources meet the customer's needs, workforce development funds may be utilized. Under no circumstances may services be duplicated. WIOA staff will briefly document this process, and place a copy of the current local community resources list in the WIOA customer's file.

3. Referrals of WIOA customers to local community partner organizations for assistance with supportive services needs will be documented in customer service plans.
4. WSP staff should maintain good relationships with local community partner organizations and service providers to facilitate appropriate referrals.

Provision of Supportive Services

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

Limitations and Restrictions

1. WSP staff will comply with workforce program, federal, and state rules and regulations regarding provision of supportive services, including the types and frequency of payments allowed, and the limitations and restrictions particular to each workforce program, as updated.
2. Panhandle WDBA policy for payment authorizations outlines submission deadlines and procedures involving emergency payments.
3. Child care services are outlined in TWC Child Care Services Rules, the Child Care Guide, and Panhandle WDBA policy, as updated.
4. **Information on the use of funds for transportation and transportation-related expenses, and lists of allowable transportation services for SNAP E&T, TANF (Temporary Aid to Needy Families)/Choices, and WIOA Customers is outlined in TWC TAB 293, as updated.**
5. **TWC WD letter 06-17, as updated, details Use of Supplemental Nutrition Assistance Program Employment and Training Funds for Transportation-Related Support Services.**
6. Residential assistance with rent, mortgage or utilities payments is limited to a maximum yearly total amount of \$3500 per customer/family participating in any Workforce Program, except WIOA. If a Choices or SNAP E&T customer's specific needs exceed the \$3500 limit, WSP staff may submit a waiver request through the WSP Director and Panhandle WDBA Workforce Development Director for consideration of approval.
7. For WIOA customers, the \$3500 limit on residential support is included in the existing WIOA training and support lifetime cap of \$8000.
8. WSP staff will assist customers in preparing a training and support budget which maximizes available WIOA funds throughout the length of training, and allow for post-employment support as deemed necessary and included in the budget.
9. Supportive service funds will be maximized by carefully considering the feasibility and reasonableness of the amounts and frequency of supportive service payments, and making adjustments accordingly.
10. WIOA allows incentive payments to Youth customers for recognition of performance, attendance, and active participation in activities directly related to employment and training only at this time.
11. Panhandle WDBA policy outlines additional restricted items and services.

This policy is not intended to prevent any eligible workforce program customers from receiving appropriate and approved supportive services. The intent is to ensure supportive

services funds are spent wisely, and available funds are maximized and distributed among customers fairly and equitably.

Repairs

Transportation supportive services involving minor auto repairs, including documentation requirements and limits, are outlined in Panhandle WDBA transportation services policy, as updated.

Residential Support

1. WSP staff will advise WIOA customers that residential supportive services assistance for housing (rent or mortgage payments) or for utilities (gas, water, electric bill payments) are primarily provided on a one-time, emergency basis only.
2. Residential assistance should be considered a last resort, not the first resort, and will only be provided to WIOA customers after all local resources have been explored, as detailed in the community resources attachment to this policy.
3. WIOA case management staff should avoid creating a dependency on receiving financial assistance by advising WIOA program participants that residential supportive services assistance with housing (rent or mortgage payments) and utilities (gas, water, electric bill payments) are primarily provided on an emergency basis, or as part of the original service delivery plan. Residential support will not be provided on a recurring basis, i.e. WIOA case managers will not submit repeat residential support payment authorizations in back-to-back months. WSP Management should submit a waiver request per Panhandle WDA Board waiver policy for consideration in any situations which do not fit these criteria.
4. WIOA customers who receive residential assistance will be encouraged to complete financial literacy training, after residential assistance is provided, to assist them in achieving financial empowerment and taking control of their finances.
5. WIOA Youth program customers are required to complete financial literacy training, per WIOA rules, regardless of whether they receive any residential supportive services.
6. Per the Choices Guide, as updated, financial literacy training will be made available to Choices customers.
7. WSP staff who issue supportive services should complete financial literacy training, so they can convey the benefits to their customers. Current staff should complete the training as soon as possible, within 90 (ninety) days from the release date of this policy. New staff should complete the training within 90 (ninety) days of employment. The WSP staff training log should be updated per WDBA policy and WSP procedures.

Documentation

1. WSP Staff will ensure supportive services provided to customers are consistent with customer service plans.

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

Termination

1. Supportive services provided to workforce program customers during program participation, or for post-employment retention purposes, will be discontinued immediately when a customer is found to be ineligible for services, according to the applicable workforce program, federal, and state rules and regulations.
2. WSP staff who serve Choices customers will comply with Choices program rules and WDBA policy regarding timely and reasonable attempts to contact customers, as updated, and request sanctions for non-participation, including terminating all current supportive services.
3. Transportation support will be provided according to Panhandle WDBA policy, as well as federal and state rules and regulations and program rules, all as updated.

Supportive Services provided to individuals who are not participating in WIOA Career or Training Services:

Per CFR (Code of Federal Regulations) §680.910, supportive services may only be provided to individuals who are participating in career or training services as defined in WIOA Secs. 134(c)(2) and (3); and who are unable to obtain supportive services through other programs providing such services. Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities. Per U.S. DOL (Department of Labor) TEG (Training and Employment Guidance Letter) 19-16, as updated, supportive services may be made available to any Adult or Dislocated Worker participating in Title I Career Services or Training activities that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive services must be necessary to enable the individual to participate in Career Services or Training activities.

Board Interpretation:

WSP WIOA case managers are responsible for applying the above principles to multiple situations that can occur when Panhandle WDBA WIOA program participants who request supportive services are not participating in Career or Training Services.

Temporary Supportive Service-Provision of Residential Assistance

As a result of the COVID-19 virus pandemic federal, state, and local government declarations such as stay at home orders, and CDC (Centers for Disease Control) guidelines for social distancing and public contact, are continually being issued. To protect the health and safety of Workforce Solutions Panhandle (WSP) Workforce Center staff and customers, WSP staff will follow this temporary protocol for providing residential assistance (rent, mortgage, utilities) to workforce program participants.

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

This temporary protocol does not replace any current procedures for providing residential assistance, it is intended to be followed in addition to those procedures. Panhandle Workforce Development Area policies for supportive services, payment authorizations, and case management remain in effect. Under this protocol, the preferred methods of providing assistance to program participants are through the WSP.com website customer portal, or electronically (email and text), and mail.

When the determination has been made that payment authorizations, rent/mortgage verification, and/or utility bills will be mailed back and forth, WSP staff will follow the current procedures in place for mailing payment authorizations and rental assistance requests to and from rural participants. The Special Populations section in this protocol describes alternative methods for providing assistance to individuals with limited resources, including those who state they have no access to computers or cell phones.

WSP will develop and implement procedures for staff contact with program participants and other Panhandle Workforce Center customers that comply with the CDC guidelines for businesses and offices listed on the CDC website:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Participant Contact Methods

WSP staff may use the following methods to contact participants and providing residential assistance:

In order of Board staff preference:

- 1. Email**
- 2. Text by computer app/program (Apptoto, e.g.)**
- 3. WorkforceSolutionsPanhandle.com website**
- 4. Text by cell phone**

WSP staff will document the contact methods used for each participant in TWIST Counselor Notes.

Special Populations

WSP management will develop alternate procedures for methods of handling requests for

residential assistance from program participants and any other individuals who state they have no access or capability to communicate and receive assistance through any of the above methods. Coordination with local agencies and organizations which serve members of the community who are in need is highly encouraged. Procedures are subject to approval by the Workforce Development Director.

Handling Requests for Residential Assistance

Upon receiving a request for residential assistance from an active program participant, WSP staff will complete the required determination, justification, and documentation of need, and TWIST data entry.

Participants will follow the current procedures in place for obtaining and providing supporting documentation for residential assistance, including submitting completed/signed payment authorizations, request forms, mortgage payment or rental verification, and original utility bills.

Staff have the option to send a message to a participant with a completed payment authorization and request forms for the participant to “sign” and return. “Signing” a payment authorization in this case can be accomplished by using the WSP.com customer portal to upload documents, or by sending/receiving electronic attachments, copies, or screen shots of completed and signed payment authorizations by email or text, and using the “consent to do business electronically/electronic signature” language provided. Use a read receipt request for email contacts.

Fiscal Integrity

WSP staff may continue current local procedures for processing completed payment authorizations and residential support request forms, attaching support documents, Lilly data entry, and follow up processes for original payment authorizations mailed out/received back. However, WSP staff will record residential support provided to participants separately from those that were issued before the effective date of this protocol. WSP staff will post and update tracking information regularly in a shared folder made accessible for Board staff review in the designated drive.

Designated Language for Electronic Communication with Participants

CONSENT TO DO BUSINESS ELECTRONICALLY/ELECTRONIC SIGNATURE

Include in message sent to participant with payment authorization attached:

“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.”

WAIVERS AND EXCEPTIONS:

In special or extraordinary circumstances in which a customer’s unique workforce related needs conflict with Panhandle WDBA policy, WSP may submit a waiver request for consideration to be granted, if warranted, per Panhandle WDBA policy, as updated.

Workforce Solutions Panhandle (WSP) staff will inform SNAP E&T participants of their right to file an appeal if a determination adversely affects the type and level of services provided by WSP, using the methods in the SNAP E&T Guide, as updated, including providing contact person information, and time limits for filing an appeal.

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

RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers, Section 1.20, Supportive Services Policy-Update, Effective 08-22-2018, Chapter 9-Guidance and Policy Clarification, Section 9.4.1 Supportive Services, Effective 02-18-2019, and Chapter 9-Guidance and Policy Clarification, Section 9.4.3 Temporary Supportive Service-Provision of Residential Assistance COVID-19 Protocol, Effective 4-10-2020.



ITEM 9 (c)

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 1-Universal Policies for Workforce Customers

Section 1.22

Transportation Support Services-Update

Effective 8-27-2020

PURPOSE: To update Panhandle WDBA (Workforce Development Board Area) policy for provision of allowable Transportation Support Services for SNAP E&T (Supplemental Nutrition Assistance Program Employment & Training) Program Participants. This update also incorporates previously issued Supportive Services Guidance on Provision of Transportation Assistance COVID-19 Protocol. Updated information is highlighted in bold typeface.

BACKGROUND: TWC (Texas Workforce Commission) requires that Workforce Development Board policy describe the types of Transportation-related Support Services that may be utilized, and establish standards to avoid misuse of program funds. Transportation Support Services are intended to enable Workforce Customers to work, attend training, participate in other program activities, and to facilitate job retention. Transportation for program participants should be obtained through coordination with community partners or supported with resources for which the expense is allowable per Panhandle WDBA supportive service policy, through the following grants, and as funds are available:

- Choices NCP (Noncustodial Parent) Employment Program;
- Choices/TANF (Temporary Assistance for Needy Families);
- SNAP E&T (Supplemental Nutrition Assistance Program Employment and Training);
- WIOA (Workforce Innovation and Opportunity Act) Adult, Dislocated Worker, and Youth Programs;
- TAA (Trade Adjustment Assistance), and
- Other funds allocated or awarded for additional projects and activities.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

Transportation Services may be provided to Panhandle WDBA Program Participants whose need for the service is described in their Service Plans.

Exceptions to the policy described in this policy should be requested through Panhandle WDBA waiver policy, unless addressed by the discretionary increase procedure described in the next section.

Limitations/Financial Caps

In general, this policy offers flexibility that allows WSP (Workforce Solutions Panhandle) to best meet the needs of program participants and achieve performance expectations. Limitations or financial caps may be waived, if not in violation of other Panhandle WDBA policy elements, to address documented special circumstances for an individual participant. A discretionary increase of specified limitations or caps may be allowed with documented written approvals by both a WSP Program Manager and WSP Director, and sufficient funds exist to meet the planned, expected needs of other customers, per Panhandle WDBA policy. No minimum support service limitation is established. Except for Trade-affected customers, there is no entitlement to supportive services.

Certain program participants may be issued prepaid gas cards, bus fares, taxicab or ride share services, or other costs related to public transportation, as shown in Attachment A to this policy. The maximum allowable amounts may be adjusted to reflect the local economy and fund limitations, with sufficient proof of justifiable need documented in TWIST Counselor Notes.

Advance payments for anticipated transportation expenses for SNAP customers are not allowable at this time.

Payment for transportation supportive services involving minor auto repairs will be made directly to an auto repair business. Reimbursements and pre-payment for auto repairs is prohibited. Documentation demonstrating minor repairs are necessary and reasonable will include the following:

- **Proof of participant ownership (see Additional Documentation Requirements below)**
- **Written estimate of cost from auto repair business**
- **TWIST Counselor Note entry**

Program limits for minor auto repairs are listed in Attachment A to this policy.

Employment Planning

Employment plan descriptions of a customer's needs must include justification and validate reasonable cost. Any expected variations that may be foreseen should be included in the Service Plan. Changes in a customer's transportation needs, including in the calculation of variable-cost services, require a Service Plan update and TWIST (The Workforce Information System of Texas) documentation per Panhandle WDBA Case Management policy. Cost considerations may include the following:

- Commuting distance;
- Travel to obtain supportive services (e.g., Child Care);
- Number of days of travel per time period (e.g., week, month, etc.);
- Variations in transportation needs related to participation expectations for each individual;
- Current economic circumstances (e.g., fluctuations in gas prices, labor and parts); and
- Other variables that could affect the value of the transportation support service.

For fuel cards, bus passes, or other support services regularly provided that may have cost variations related to variable participation requirements or expectations (e.g., temporary employment, class schedules, etc.), reasonable but general calculations (not necessarily exact) will be acceptable.

Additional Documentation Requirements

Original receipts will be required for all transportation expense reimbursements, per Panhandle WDBA Supportive Services policy.

Before any supportive service payments are made for car repairs, insurance or registration, ownership must be demonstrated. If the program participant is not the owner of the car, a signed

statement must be obtained that indicates that the participant has the use of the car for program/employment purposes. Before repairing a third-party car, a hold harmless agreement releasing WSP and PRPC from liability must be signed by the car owner and maintained in the participant's case file.

Allowable Transportation Supportive Services

In order to be allowable under a Federal or State award, a cost must meet the general allowability criteria established by the Office of Management and Budget (OMB) Circulars, and/or the Uniform Grant Management Standards, as applicable. Allowability criteria for required documentation includes, but is not limited to, travel records, time sheets, invoices, contracts, mileage records, billing records, phone bills, receipts, and other documentation that verifies the expenditure amounts and appropriateness to the grant. Reference: FMCG (al) 8.1 General Allowability Criteria. Allowable transportation support services and associated limitations for the Panhandle WDBA are listed in the attached table.

Information on the use of funds for transportation and transportation-related expenses, and lists of allowable transportation services for SNAP E&T, TANF/Choices, and WIOA customers is outlined in TWC TAB (Technical Assistance Bulletin) 293, associated TWC program guides, and other TWC issuances, as updated.

Child Care

§809.20(f) of the Child Care Services Rules mandate establishing policy that states whether a Board will reimburse Child Care Providers that offer transportation. Panhandle WDBA Child Care Services Policy 08-16 as updated, states the Panhandle WDA (Workforce Development Area) Board will reimburse providers that offer transportation at this time.

SNAP E&T

The TWC SNAP E&T (Supplemental Nutrition Assistance Program Employment & Training) Guide, TWC TAB 293, and TWC WD (Workforce Development) Letter 06-17, as updated, provide guidance for the use of SNAP E&T funds for transportation support.

Per TWC TAB 293 SNAP E&T funding can be used to pay for certain transportation-related expenses for SNAP mandatory or exempt recipients participating in SNAP E&T. Car insurance, vehicle inspection fees, and vehicle registration fees are not allowable transportation services for SNAP E&T customers. Limits on SNAP E&T transportation support services for the Panhandle WDBA are listed in Attachment A to this policy, as updated. SNAP E&T transportation services will be entered into the appropriate Support Services tab in TWIST (The Workforce Information System of Texas).

SNAP E&T Job Retention supportive services are outlined in Panhandle WDBA Supportive Services policy, as updated.

TAA-Trade Adjustment Assistance

TAA Participants who are co-enrolled in WIOA are eligible for Dislocated Worker-funded Support Services. However, if a Trade-certified worker lacks the job skills required to secure suitable employment and is required to commute more than 50 miles for occupational training,

Federal Regulations dictate that TAA-funded transportation and subsistence payments are not subject to any caps; and must not be used for expenses such as car repairs, car insurance, registration, or consumables. Specific guidance on the reasonable cost standard and transportation can be found in the TAA Guide.

TANF/Choices

TWC TAB 293 and Attachment A to this policy, both as updated, list allowable transportation services for eligible TANF/Choices customers.

WIOA

Up to a total maximum of \$2500 travel cost will be reimbursed to WIOA participants for actual expenses submitted for job relocation, when justified, and funds are available. Participants will obtain 3 (three) bids from moving companies or self-moving truck rentals and submit the bids with reimbursement requests. Job relocation expenses will be reimbursed for WIOA Participants and their current household family members only

Up to a total maximum of \$1500 travel cost will be reimbursed for actual expenses submitted for job interviews or State licensure exams, when justified, and funds are available. Reimbursement will not be provided for State exam licensure expenses for an individual who is required to accompany a WIOA participant to the exam.

Written verification of a bona fide job offers, job interview details, or State licensure exam requirement will be obtained and documented in a TWIST Counselor Note.

WIOA program participant Service Plans and TWIST Counselor Notes will document the travel is reasonable and necessary for employment, job interview, or licensure, and how it is required for the intended purpose, per Panhandle WDBA Case Management policy.

Written requests for travel cost reimbursement will be submitted for payment, with original records such as receipts and invoices attached, within 7 (seven) working days after travel is completed.

Requirements, exceptions, and restrictions noted in Panhandle WDBA policies and applicable to travel include:

- Advances for travel expenses will not be provided for WIOA participants.
- Actual lodging and meal expenses will be reimbursed up to the current State rate and per diem.
- Additional room charges for entertainment, tips, or room service will not be reimbursed.
- Expenses for alcohol or tobacco products will not be reimbursed.
- Expenses will be reimbursed for travel by the most direct route to the activity site, **per MapQuest.**
- Deposits, late charges, or fees assessed for damages, etc. will not be reimbursed.
- Reimbursements will be made directly to WIOA Participants.

TWC TAB 293, and Attachment A to this policy, both as updated, list allowable transportation services for WIOA customers.

Temporary Supportive Service-Provision of Transportation Assistance

Federal, State, and Local government declarations such as stay at home orders, and CDC (Centers for Disease Control) guidelines for social distancing and public contact are continually being issued as a result of the COVID-19 virus pandemic. To protect the health and safety of Workforce Solutions Panhandle (WSP) Workforce Center staff and customers, WSP staff will follow this temporary protocol for issuing fuel cards and bus passes to workforce program participants. This temporary protocol remains in effect until notification by the Panhandle Workforce Development Director. The Workforce Solutions Panhandle Director can submit a detailed request for modifications to this protocol to the Workforce Development Director for consideration at any time.

This temporary protocol does not replace any current procedures for providing transportation assistance, it is intended to be followed in addition to those procedures. Panhandle Workforce Development Area policies for supportive services, payment authorizations, and case management remain in effect. Under this protocol, the preferred methods of providing assistance to program participants are through the WSP.com website customer portal, or electronically (email and text), and mail. When the determination has been made that fuel cards or bus passes will be mailed, WSP staff will follow the current procedures in place for mailing fuel cards/bus passes to rural participants. The Special Populations section in this protocol describes alternative methods for providing assistance to individuals with limited resources, including those who state they have no access to computers or cell phones.

UPDATE 04-07-2020: In order to comply with the continually updated local and state wide declarations related to public contact, including business closure, WSP staff have the option to issue additional fuel cards or bus passes (supportive services) to a program participant through the executive order dates as determined necessary. Staff will enter justification in a TWIST Counselor Note for the participant, including a reference to COVID-19 restrictions.

WSP will develop and implement procedures for staff contact with program participants and other Panhandle Workforce Center customers that comply with the CDC guidelines for businesses and offices listed on the CDC website:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>.

Participant Contact Methods

WSP staff may use the following methods to contact participants and providing fuel cards/bus passes, in order of Board staff preference:

1. Email
2. Text by computer app/program (Apptoto, e.g.)
3. WorkforceSolutionsPanhandle.com website
4. Text by cell phone

WSP staff will document the contact methods used for each participant in TWIST Counselor Notes.

Special Populations

WSP management will develop alternate procedures for methods of handling requests for transportation assistance from participants such as SNAP E&T (Supplemental Nutrition Assistance Program Employment & Training) ABAWDS (Able Bodied Adults Without Dependents), any other individuals who may be homeless, and those who state they have no access or capability to communicate and receive assistance through any of the above methods. Coordination with local agencies and organizations which serve the homeless population and other members of the community who are in need is highly encouraged. A waiver request may be submitted per Panhandle WDA waiver policy.

Handling Requests for Fuel Cards/Bus Passes

Upon receiving a request for fuel cards/bus passes from an active program participant, WSP staff will complete the required determination, justification, and documentation of need, and TWIST data entry.

Before providing any fuel cards/bus passes to participants who have access to a computer or cell phone, WSP staff will complete these steps:

- 1. Contact the participant using one of the methods listed, requesting confirmation of their physical mailing address, and include the designated address confirmation language provided. Advise the participant that fuel cards/bus passes will be mailed to them only after WSP staff receives their address confirmation, and advise them about failure to comply using the language provided. Use a read receipt request for email contacts.**
- 2. After receiving the address confirmation, mail the original payment authorization with the fuel cards/bus passes (which has the original signature of the program case manager, and the original signature of the witness) and retain a copy in the participant's file. Send a message to the participant to notify them that fuel cards/bus passes have been mailed to their address and requesting a reply acknowledging when they have received the fuel cards/bus passes issued to them, using the language provided. Use a read receipt request for email contacts.**

Staff have the option to send a message to a participant with a completed payment authorization for the participant to “sign” and return. “Signing” a payment authorization in this case can be accomplished by using the WSP.com customer portal to upload documents, or by sending/receiving electronic attachments, copies, or screen shots of completed and signed payment authorizations by email or text, and using the “consent to do business electronically/electronic signature” language provided. Use a read receipt request for email contacts.

Fiscal Integrity

WSP staff may continue current local procedures for processing original payment authorizations, including attaching Fuel Card Rosters, Lilly data entry, and follow up processes for original payment authorizations mailed out/received back. However, WSP staff will record these fuel cards/bus passes issued to participants separately from those

that were issued before the effective date of this protocol. WSP staff will post and update tracking information regularly in a shared folder made accessible for Board staff review in the designated drive.

Designated Language for Electronic Communication with Participants

ADDRESS CONFIRMATION

Include in initial message sent to participant to request address confirmation:

“By replying to this message with the word “confirm”, you acknowledge receipt of this message, and confirm your physical mailing address as _____.”

FAILURE TO COMPLY

Included in all messages sent to participants requesting fuel cards/bus passes:

“Please be advised that failure to comply with any of the requirements for receiving fuel cards/bus passes could affect receiving any future transportation assistance.”

CONSENT TO DO BUSINESS ELECTRONICALLY/ELECTRONIC SIGNATURE

Include in message sent to participant with payment authorization attached:

“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.”

RECEIPT OF FUEL CARDS/BUS PASSES

Include in messages sent to participant to notify them that fuel cards/bus passes have been mailed to their address and requesting a reply acknowledging they have received the fuel cards/bus passes:

“By replying to this message you acknowledge receipt of fuel cards/bus passes #000 through #000.”

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

RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers Section 1.22 Transportation Support Services-Update/Correction Effective 8-23-2017, including Appendix A Chapter 1-Universal Policies to Workforce Customers Attachment; and Chapter 9-Guidance and Policy Clarification, Section 9.4.2 Temporary Supportive Services-Provision of Transportation Assistance COVID-19 Protocol, Effective 04-01-2020/Updated 04-08-2020

PANHANDLE WDA

**TRANSPORTATION SUPPORT SERVICES POLICY
ATTACHMENT A**

UPDATED 8-27-2020

Updated Information Highlighted in Bold Typeface

SUPPORT SERVICE	LIMITATIONS/ CAPS	PER CUSTOMER/ TIME PERIOD	EXCEPTIONS/ VARIATIONS
Auto Parts (minor) such as Tires or Batteries* ; Minor Auto Repairs	Maximum \$300	One Time Only	*Not allowable for SNAP E&T Exempt Recipients) See policy for details on requirements for repairs.
Bus Tickets	Maximum \$250 per customer	Monthly	
Car Insurance	The maximum amount is equal to the minimum coverage required by law, and compliance with PRPC procurement policy	Annually by Calendar Year	Not allowable for SNAP E&T Participants
Car Pools	Maximum \$250 per customer	Monthly	
Driver's License Fees (includes renewals)	The maximum is the taxing entity's required fees	Annually by Calendar Year	
Job Access and Reverse Commute (JARC) projects, if applicable*	Maximum \$250 per customer	Monthly	
Mileage reimbursement (personal vehicles only)	Maximum \$250 per customer	Monthly	
Prepaid Gas Cards	Maximum \$250 per customer	Monthly	
Relocation Truck Rental	Compliance with PRPC procurement policy	Once	

SUPPORT SERVICE	LIMITATIONS/ CAPS	PER CUSTOMER/ TIME PERIOD	EXCEPTIONS/ VARIATIONS
Taxi Services or Ride Share Services (Uber or Lyft)	Maximum \$250/month per customer	Monthly	
Travel for Job Relocation, Job Interviews, or State licensure Exams	Consistent with State travel guidelines and compliance with PRPC travel policy	Per testing event, bona fide interview, or hire-related relocation	See additional detailed information for travel in this policy.
Vehicle Inspection Fees and Miscellaneous Associated Costs	Maximum \$50 per required inspection	Annually by Calendar Year	Not allowable for SNAP E&T Participants
Vehicle Registration	The maximum amount is the taxing entity's required fees	Annually by Calendar Year	Not allowable for SNAP E&T Participants

*JARC projects may be funded in our region to provide transportation for low income workers to get to work or employment activities. Workforce funds may be used to support JARC projects through the payment of transportation fees for customers.



ITEM 9 (d)

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 2-WIOA

Section 2.3 WIOA Youth

WIOA Youth Eligibility and Key Components of

Subsection 2.3.1

Youth Program Participation-Update

Effective 8-27-2020

PURPOSE: To update Panhandle WDBA (Workforce Development Board Area) policy for WIOA (Workforce Innovation and Opportunity Act) Youth Program participant overtime, incorporating previous guidance issued. Updated information in this policy is in bold typeface.

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

WIOA enhances the Youth Program design through an increased emphasis on individual participant needs by adding new components such as career pathways as part of both the objective assessment and development of the individual service strategy. In addition, the individual service strategy must directly link to one or more of the Youth performance indicators.

Because WIOA prioritizes work experience, opportunities for work experience are critical components of the Youth Program. The program design under WIOA includes creating and developing effective connections to local employers from in-demand industry sectors and occupations. A minimum of 20% of Youth funds must be spent on work experience.

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

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

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

Eligibility

To be eligible to participate in the WIOA Youth Program and receive WIOA Youth Services, an

individual must meet the general eligibility requirements, and meet one or more of the designated Youth criteria. IS (In-School-Youth) must be low-income, and meet one or more of the designated criteria, while OSY are only required to meet one or more of the criteria. The WIOA Youth Program Eligibility Desk Aid attachment to this policy contains detailed eligibility information.

Youth Program Design

The design framework of local Youth Programs must include the following:

- Objective Assessment of each Youth Participant's academic and occupational skills, and supportive service needs, per current Panhandle WDBA policy, and identifying career pathways.
- ISP (Individual Service Plan) directly linked to one or more of the WIOA Youth performance indicators, and determining appropriate career pathways which include educational and employment goals. The ISP will be developed and updated as needed for each Youth Participant, according to current Panhandle WDBA policy.
- Case Management provided to Youth Participants according to current Panhandle WDBA policy. WSP has the discretion to determine what specific program services a Youth Participant receives based on each participant's objective assessment and individual service strategy. Youth will be provided follow up for a minimum of 12 months.

While it is not required to provide every program service to all Youth Participants, they must receive information regarding the full array of applicable or appropriate services available through other providers or partners. Youth Participants must be referred to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis. In order to meet their Basic Skills and training needs, Youth applicants who do not meet the eligibility requirements, or who cannot be served by the WIOA Program, will be referred for further assessment, as necessary, or referred to appropriate programs to meet the skills and training needs of the Youth.

Youth Program Elements

WIOA builds on and adds to the WIOA Youth Program elements, resulting in the following 14 elements available to Youth Participants:

1. Tutoring and dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent.
2. Alternative secondary school Services or dropout recovery services, as appropriate.
3. Paid and unpaid work experience that have academic and occupational education as a component of the work experience, including summer and year round employment, pre-apprenticeship, internship, job shadowing, and OJT (On-the-Job-Training) as defined in WIOA §3(44).

4. Occupational Skills Training which includes priority consideration for Training Programs that lead to recognized postsecondary credentials that align with in-demand jobs. Proposed regulations allow ITAs for older, Out-of-School Youth aged 18 to 24.
5. Education offered concurrently with and in the same context as Workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
7. Support Services administered per the WIOA and current Panhandle WDBA policies.
8. Adult mentoring for a duration of at least 12 months both during and after program participation.
9. Follow-up Services for not fewer than 12 months after the completion of participation.
10. Comprehensive guidance and counseling, which may include referrals to drug and alcohol abuse counseling.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Labor market and employment information about local in-demand occupations, as well as career awareness, career counseling, and career exploration services.
14. Activities to help Youth prepare for and transition to postsecondary education and training.

Performance Measures

WIOA provides six new performance indicators for the Youth Program, effective July 1, 2016. TWC (Texas Workforce Commission) will provide additional guidance prior to implementation of the following measures:

- Placement in employment, education, or training measured Q1 after exit;
- Retention in unsubsidized employment, education, or training, measured Q4 after exit;
- Median Earnings of participants in unsubsidized employment during Q2 after exit;
- Credential Rate- participants who obtain a recognized credential or secondary diploma during participation or within 1 year after program exit; and
- In-Program Measurable Skills Gain- percentage of participants in education leading to credential or employment during program year, achieving measurable gains. (Measured in real time, not exit based).

Supportive Services

Supportive Services for Youth are defined as services that are necessary to enable an individual to participate in activities authorized under WIOA. Supportive Services for Youth must be provided in accordance with current Panhandle WDBA policies, and may include:

- Linkages to community services;
- Assistance with transportation;
- Assistance with Child Care and dependent care;
- Assistance with housing;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work-related tools.

Non-Monetary Incentives

WIOA allows incentive payments to Youth Participants for recognition of performance, attendance, and active participation in activities directly related to employment and training only at this time. Additional Youth incentives may be added to this policy once final WIOA Rules are published. Youth incentives must be tied to the 14 WIOA Youth Program elements, WIOA Youth performance measures, and completion of goals identified in the Service Plan. Youth incentives must be provided in accordance with policy per Panhandle WDBA policy Section 1.6, Customer Incentives, including the WIOA Youth Incentives Desk Aid attachment to the policy.

Youth Participant Overtime

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

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

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

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

WIOA case managers will thoroughly document all overtime discussions with an employer or supervisor in TWIST Counselor Notes, per Panhandle WDBA policy, including notation that additional employer training regarding overtime restrictions was provided.

ATTACHMENTS: See Appendix B Chapter 2-WIOA

RESCISSIONS: Section 2.3 WIOA Youth, Subsection 2.3.1, WIOA Youth Eligibility and Key Components of Youth Program Participation-*Update*, Effective 05-25-2016, and Chapter 9-Guidance and Policy Clarification, Section 9.1 WIOA Youth Participant Overtime, Effective 10-01-2016



ITEM 9 (e)

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 3-Child Care Services

Section 3.1

Child Care Services-Update

Effective 8-27-2020

PURPOSE: To update Panhandle WDBA (Workforce Development Board Area) Child Care Services policy regarding transfers of children in care from one child care services provider location to another provider location. This policy update also incorporates previous guidance issued for Temporary Provision of Child Care Assistance to Essential Workers COVID-19 Protocol. Updated information in this policy is highlighted in bold typeface.

BACKGROUND: The CCDBG (Child Care Development Block Grant) Act of 2014 authorizes the federal CCDF (Child Care Development Fund), which is the primary federal funding source for providing Child Care subsidy assistance to low-income families and for improving the quality of care for all children. The TWC is the CCDF Lead Agency in Texas, and the CCDF program is administered by the 28 Local Workforce Development Boards. Additionally, the TDFPS (Texas Department of Family and Protective Services) is responsible for administering the health and safety requirements of the CCDF program.

TWC COVID-19 Essential Workers Eligibility Category

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

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

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

- c. Other essential health care workers (as defined under “Health Care/Public Health” in CISA’s Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19);
 - d. Bank workers;
 - e. Gas station workers;
 - f. Military personnel; and
 - g. Restaurant workers and food delivery workers.
6. Other critical occupations identified by the Panhandle WDA Board:
- a. Dairy, meat, and cheese manufacturing and production workers
 - b. Plumbers, electricians, HVAC techs, and auto mechanics
 - c. Oil & gas refinery workers

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

Reference: TWC WD (Workforce Development Letter) 09-20, Change 2.

Temporary Provision of Child Care Assistance to Essential Workers

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

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

A parent is designated as an Essential Service Employee or Essential Worker according to the guidelines set by the U.S. Department of Homeland Security (USDHS) in its Guidance on the Essential Critical Infrastructure Workforce at: [https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential Critical Infrastructure Workforce Version 2.0 Updated.pdf](https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential_Critical_Infrastructure_Workforce_Version_2.0_Updated.pdf).

As of the effective date of this temporary protocol, Workforce Solutions Panhandle (WSP) Child Care staff will notify all parents on the current wait list to inform them about the opportunity to apply for child care services under the Essential Worker child care services Essential Worker Grant. Parents determined to be Essential Workers per the USDHS guidelines and enrolled under the Essential Worker Grant retain their position on the wait list until regular Child Care Grant funds become available and enrollments resume.

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

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

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

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

WSP (Workforce Solutions Panhandle), the Child Care Services sub-contractor for the Panhandle WDBA, will develop, revise, and implement local procedures for managing Child Care Services which comply with current Child Care Services Rules and regulations, all applicable state and federal guidelines and issuances, and this policy which outlines requirements for the provision of Child Care Services in the Panhandle WDBA. This Panhandle WDBA policy outlines each section of Chapter 809 rules where policy is required. In the absence of specific policy, the Child Care Services Rules and Child Care Services Guide, as updated, and TWC WD letters as updated, apply. The following policy provisions are organized by the sections in Chapter 809 Child Care Services Rules, as updated.

§809.2(1) Making Progress

The determination for whether an individual is making progress toward successful completion of a job training or educational program will be based on whether the individual is enrolled for the next semester.

§809.18(b) Wait List

When funding is not available for all Parents who request Child Care Services assistance, wait 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 wait list; Ensuring the provision of Child Care Services adheres to the

priority groups outlined in §809.43, including serving children experiencing homelessness per §809.2 & §809.52;

- Children of Parents who are eligible for Choices, TANF (Temporary Assistance for Needy Families), or SNAP E&T (Supplemental Nutrition Assistance Program Employment & Training), and children who need transitional care per §809.48 who are assured Child Care Services, will not be placed on the wait list; and
- Parents will be advised of the wait list process, including informing Parents that they have sole responsibility for providing confirmation of continued inclusion on the wait list, at least every 60 (sixty) days.

§809.19 Assessing the Parent Share of Cost

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

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

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

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

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

Parent Share of Cost will be determined by a sliding fee scale based on the family's size and gross monthly income, and the number of children in care. Consistent with CCDF regulations in §98.45(k), the Parent Share of Cost assessment will not be considered in the cost of care nor the amount of the Child Care Services Provider reimbursement.

Pursuant to Part B-604 of the Child Care Services Guide, a new Parent Share of Cost will be assessed upon a Parent's report of a change in income, family size, or number of children in care that would result in a reduced Parent Share of Cost assessment.

If the reported change in income is determined to be a substantial decrease in earnings, as defined in Part D-107.b, then the Parent Share of Cost must be reassessed based on the new, lower reported income. WSP will require documentation of a decrease in earnings when the Parent Share of Cost is reduced. In addition, the changes to the Parent Share of Cost will be documented in TWIST Counselor Notes or in the case file, per Panhandle WDBA Policy.

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

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

Changes to Parent Share of Cost:

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

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

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

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

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

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

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

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

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

Staff will adjust the apportioned Paid Parent Share of Cost in the provider section in TWIST by recording the full Paid Parent Share of Cost in the Authorized line for one provider and by using the Authorized line to remove the parent share of cost from any other provider.

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

Frequent Terminations for Failure to Pay Parent Share of Cost:

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

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

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

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

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

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

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

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

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

Parent-Initiated Parent Share of Cost Reduction Requests:

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

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

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

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

§809.20 Maximum Child Care Services Provider Reimbursement Rates

The maximum Child Care Services Provider reimbursement rates are found in attachment 1 to this policy, as updated.

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

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

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

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

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

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

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

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

§809.41(b) Time Limits

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

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

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

There is no Panhandle WDBA policy for the provision of child care services based on the type of education or degree level (such as an advanced degree) pursued by the parent.

There is no Panhandle WDBA policy that places a type of restriction related to requiring an attachment to a target or demand occupation as a condition of initial eligibility or eligibility redetermination.

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

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

§809.43(a) Priority for Child Care Services

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

1. The first priority group is automatically assured Child Care Services, and includes children of families with very low income, and/or eligible for the following:
 - Choices Child Care as referenced in §809.45;
 - TANF (Temporary Assistance for Needy Families) Applicant Child Care as referenced in §809.46;
 - SNAP E&T Child Care as referenced in §809.47; or
 - Transitional Child Care as referenced in §809.48.

2. The second priority group is served after the first priority group, subject to the availability of funds, in the following order of priority, and includes children with special needs, and vulnerable populations:
 - 1) Children who need to receive protective services Child Care as referenced in §809.49;
 - 2) Children of a qualified veteran or qualified spouse as defined in §801.23;
 - 3) Children of a foster youth as defined in §801.23;
 - 4) Children experiencing homelessness defined in §809.2 & described in §809.5;
 - 5) Children of Parents on military deployment as defined in §809.2 whose Parents are unable to enroll in military-funded Child Care assistance programs;
 - 6) Children of teen Parents as defined in §809.2; and
 - 7) Children with disabilities as defined in §809.2.

Foster youth will be served according to the provisions outlined in Texas Workforce Commission (TWC) Workforce Development (WD) letter 43-11, as updated.

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

- Supplemental Security Income (SSI) benefits
- Social Security Disability Insurance (SSDI) benefits
- Texas Health and Human Services Commission, Early Childhood Intervention (ECI) program
- Head Start program that identified the child as having a disability
- Public school special education services, including preschool programs for children with disabilities (PPCD)

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

3. The third priority group designated by this Panhandle Workforce Development Board Area policy includes:

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

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

§809.44 Calculating Family Income and Family Income Limits

Family income will be calculated in accordance with TWC guidelines that take into account irregular fluctuations in earnings, and temporary increases in income, including temporary increases that result in monthly income exceeding 85% SMI will not affect eligibility or Parent Share of Cost. Income sources per 809.44(b) will be excluded from the family income, and income that is not listed in subsection (b) of this section as excluded from income, will be included as income.

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

In order to simplify the eligibility determination process for self-employed individuals, Child Care Services applicants may take a standard deduction. The applicant provides documentation of the gross income from self-employment, and eligibility Staff deducts a standard percentage to

determine the net self-employment amount. Child Care Services applicants in the Panhandle Workforce Development Board Area, may use a Standard Deduction of 30% as an option to determine net income for self-employment.

WSP Child Care Services Staff will:

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

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

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

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

Past performance or attendance in an education or job training program must not be considered in initial eligibility for Child Care Services. A Parent's progress toward completion of the education or job training program must be based only on the Parent's performance while receiving Child Care Services, as a lack of stable Child Care can contribute to a Parent's inability to work toward successful completion of the education or training activity. (Part D-101.c) Parents attending a program that leads to a postsecondary degree from an institution of higher education may be exempted from residing with the child, on a case by case basis. Justification for the exemption including time limits must be completely documented.

§809.48 & §809.50 Minimum Activity Requirements for Parents

All At-Risk and Transitional Parents are required to participate in a combination of training, education, or employment activities for an average of 25 hours per week for a Single-Parent Family, or an average of 50 combined hours per week for a Two-Parent Family.

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

§809.71 Parent Rights

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

§809.71(3) Transfers

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

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

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

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

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

§809.75 Attendance Standards and Reporting Requirements

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 updated. Sample notification letters are attached to the WD letter for adaptation by WSP. *(see note on last page of this document)

§809.78 Attendance Standards and Reporting Requirements

Multiple attempts to contact the child care parent and child care provider prior to terminating services per §809.78(d)(2) require Child Care staff to provide written notice to the parent and the child care provider at reasonable times through established communication channels of the child's absences and the potential termination of services, at a minimum when a child reaches 15 and 30 general absences cumulatively within a 12-month eligibility period, as described below:

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

Child Care staff will document all attempts made to contact parents and child care providers to determine why the child is absent and to explain the importance of regular attendance in TWIST Counselor Notes, as previously described. *(see note on last page of this document)

§809.92(d) Child Care Services Providers Published Rate Costs

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

§809.95 Child Care Services Provider Automated Attendance Agreement

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

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

§809.111 General Fraud Fact-Finding Procedures

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

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

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

§809.113 Action to Prevent or Correct Suspected Fraud

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

§809.115 Corrective Adverse Actions

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

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

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

§809.135 TRS Process for Reconsideration

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

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

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

ATTACHMENTS: See Appendix C Chapter 3-Child Care Services

RESCISSIONS: *Child Care Services Policy-Update Chapter 3, Section 3.1, Effective 05-27-2020; Chapter 9 Guidance and Policy Clarification, Section 9.5.1 Child Care-Assessing the Parent Share of Cost, Effective 10-01-2019, and Chapter 9, Section 9.5.2, Temporary Provision of Child Care Assistance to Essential Workers COVID-19 Protocol, Effective 04-17-2020.*



ITEM 9 (f)

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA MANUAL

Chapter 1-Universal Customers

Section 1.27

Short-Term Training

Effective 8-27-2020

PURPOSE: To establish Panhandle WDBA (Workforce Development Board Area) Short-Term Training policy for workforce customers.

BACKGROUND: Short-term training is intended to assist workforce customers in obtaining and retaining unsubsidized employment by removing barriers to employment for individuals who lack specific skills training or certifications, such as occupational health and safety courses, for example. Short-term training services should be designed to close the skills gap in emerging occupations where individuals already possess core occupational skills in demand, but lack up-to-date technology skills required in most workplaces hiring for the occupation, such as computer skills training. Short-term is defined as lasting less than 6 (six) months.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

For customers enrolled in workforce programs, the key to providing appropriate short-term training is the Service Plan developed for each customer, with the ultimate objective of achieving full-time, self-sufficient, unsubsidized employment.

When WSP (Workforce Solutions Panhandle) staff determine a workforce customer needs short-term training to complete steps identified and designed to lead to employment, WSP Staff will document the specific training, and a detailed justification for providing the training to include costs involved and value to employers. Because the Panhandle Workforce Development Board focuses a majority of workforce development funds towards employment in the Board's Target Occupations, short-term training should be documented and clearly demonstrate how the specific short-term training will result in unsubsidized employment, preferably in a Target Occupation, **or in emerging occupations with appropriate justification.**

The Panhandle Workforce Development Board maintains an open-ended RFI (Request for Information) wherein PRPC seeks to develop a list of pre-qualified providers who may be solicited on an "as needed" basis to develop training "modules" for workforce program participants throughout the 26 county area who are served through the Workforce Solutions Panhandle offices located in Amarillo, Borger, and Hereford. The purpose of this solicitation is to gather information from area training providers sufficient to identify their qualifications and willingness to develop and provide training or upskilling needed in certain occupations. To qualify for inclusion, providers should be a secondary or post-secondary educational institution; licensed career school or college; proprietary school; or other public, private non-profit, or private for-profit entity capable of providing training to Panhandle workforce customers.

PROVIDER LIST

All responding providers meeting the qualifications listed above and in the RFI will be included on the PRPC Training Provider List. Training providers must submit the requested information, and sign the certification statement within thirty (30) days of any

changes in the information submitted. Terms of the certification will prohibit payments for training that is generally available to participants at no cost.

ROLE OF PRPC

- Solicit, negotiate, purchase, and/or contract with providers (as needed) for allowable training;
- Review RFI's received for completeness and compliance with required information;
- Vet potential providers, training courses, and business partners (if required);
- Notify WSP staff of the review results;
- Submit reviewed and approved forms to TWC for final approval (if required);
- Add approved training courses to the PRPC Short-Term Training Menu;
- Add approved providers and PRPC Training Provider List; and
- Notify WSP and PRPC Workforce Development staff of approved training courses and approved training providers.

ROLE OF WSP STAFF

- Assess customer needs for training;
- Evaluate available alternatives for the training identified, based on customer choice, accessibility, and cost;
- Identify and develop potential training vendors, training courses, and business partners;
- Coordinate with PRPC to arrange and authorize training with approved providers;
- Manage customer participating in training; and
- Submit required reporting on a timely basis.

ROLE OF THE PROVIDER

- Submit a completed RFI (Request for Information) to PRPC to be reviewed;
- Develop, plan, and prepare training as contracted, including but not limited to instructors and appropriate materials;
- Complete training course development and conduct training as authorized by WSP and PRPC;
- Coordinate with WSP staff regarding referrals, attendance, and progress reports; and
- Invoice PRPC for training course development and training delivered.

PERFORMANCE

PRPC may monitor providers based on stated work requirements and specifications of the contracted training, and on maintenance of adequate documentation to support invoices for payment. Non-performance may result in removal from the PRPC training provider list and/or other adverse actions.

In addition, providers must document any special accreditation, licensing, or other credentials that may be legally required to provide the training listed in the information they submitted.

Inclusion on the PRPC Training Provider List does not represent a guarantee of any referrals.

REQUIREMENT AND LIMITATIONS

Short-term training does not include any training courses which require ETPS (Eligible Training Provider System) approved training and an ITA (Individual Training Account).

Short-Term training may be paid for utilizing WIOA (Workforce Innovation and Opportunity Act) and Choices program funds, or funds available through special grants and initiatives (see below). The dollar limit for expenditures for short-term training is \$2000 per customer, not including supportive services. In certain cases, it may be necessary to co-enroll a customer in WIOA to provide supportive services.

For customers who are co-enrolled in WIOA, expended WIOA funds will be counted towards the WIOA training and support services cap (maximum cost) per Panhandle WDBA policy. Payments and fees for employment and training-related applications, tests, and certifications are included and may be paid for through supportive services.

Expenditures for short-term training under WIOA is limited to 10% of total program expenditures.

Provision of short-term training will comply with specific workforce program requirements, including enrolling participants in the appropriate TWIST service components/codes.

Panhandle WDBA policies for serving program participants, such as case management and supportive services, applies to customers receiving short-term training.

The cap for a short-term training course is \$2000 for each individual course.

The individual customer training cap is \$2000 per customer.

ATTACHMENTS: None

RESCISSIONS: Section 2.2 WIOA Adults and Dislocated Workers, Subsection 2.2.5 Short-Term Prevocational Services, Effective 02-21-2018, and Chapter 9-Guidance and Policy Clarification, Section 9.6, Short-Term Training Under Special Grants and Initiatives, Effective 6-11-2020



ITEM 10

Workforce Solutions - Program Report

National Dislocated Worker Grant

Workforce Solutions has partnered with the City of Amarillo's Public Health Department and is placing dislocated workers with the City to assist in the roles of Contact Tracing and COVID Testing Site Assistants. These project provides individuals with employment opportunities after being displaced from regular employment and also adds to the City's resources for combating the pandemic.

As of this report, Workforce Solutions has enrolled 18 individuals in this project with 12 still working - 9 located at Public Health Department and 3 at the COVID testing site. We anticipate another project with the same type activity in partnership with the company contracted to provide these same services for the State of Texas. We will began placing individuals on this project as soon as the agreements are in place.

The typical wage for these temporary jobs starts at \$15/hour. While there are no fringe benefits associated with these job, it's expected these individuals will be given priority in future hiring by the City and will have continuous work history and references for their resume.

New Skills Now

The New Skills Now project is designed to provide short-term training opportunities to job seekers and to employees of businesses in the Texas Panhandle. Many of the training opportunities are online and self-paced with the main exception being the Truck Driving Academy and Forklift training at Amarillo College. Thanks to a grant of \$250,000 from the Texas Workforce Commission, we have the opportunity to invest in hundreds of employees and job seekers to improve their skill during the pandemic.

Individuals are being outreached through mass emails and social media post and discussions are ongoing with business to determine their needs and desire to participate. We are actively seeking employers who are interested in participating and will consider new training options to fit their needs. Our website pages shown below include many of the approved courses at this time.



New Skills Now!

New Skills Now is a new initiative through Workforce Solutions Panhandle with funding from the Texas Workforce Commission Skills Development Fund. The initiative is designed to:

(A) rapidly train new or incumbent employees with the necessary skills in response to COVID-19, and

(B) provide short-term training to individuals who have lost employment due to COVID-19 and want to increase their choices in employment by learning a new skill set.

Participate in New Skills Now!

Contact us



Introduction to Microsoft Excel 2019/Office

Advanced Microsoft Excel 2019/Office 365

Accounting Fundamentals

Accounting Fundamentals II

Mastering Project Management with PMP® Prep

CNA

Forklift Operator Certification

Clean & Safe Trained

Customer Service 101

Leadership Mastery

Truck Driving – CDL Training

Contact us



ITEM 13

**PANHANDLE WORKFORCE DEVELOPMENT BOARD
CURRENT MEMBERSHIP
JULY 1, 2020 – JUNE 30, 2021**

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Kristi Hanes *****

Co-Owner/Director

Night & Day, Care & Play Inc.

2831 Mays Street

Amarillo, Texas 79109

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

nightandday@arn.net

Industry Represented: Services (62)

TWC ID #: 075710160

Firm Size: 29 employees

Ethnicity/Gender: W/F

Term Expires: June 30, 2022

PRIVATE SECTOR (CITY OF AMARILLO)

(VACANT)

Industry Represented:

TWC ID #:

Firm Size:

Ethnicity/Gender:

Term Expires:

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Heather Freeman

Director, Workforce Strategies

Consolidated Nuclear Security, LLC - Pantex

P. O. Box 30020

Amarillo, Texas 79120

(806) 573-7782

heather.freeman@cns.doe.gov

Industry Represented: Manufacturing (31)

TWC ID #: 144395778

Firm Size: 3,230 employees

Ethnicity/Gender: W/F

Term Expires: June 30, 2022

PRIVATE SECTOR (CITY OF AMARILLO)

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

Operations Director

Bell Helicopter, Textron

10201 Airport Blvd.

Amarillo, Texas 79111

(806) 467-4117

jhenderson@bellflight.com

Industry Represented: Manufacturing (31)

TWC ID #: 002639157

Firm Size: 4,954 employees

Ethnicity/Gender: W/M

Term Expires: June 30, 2023

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker

Regional Human Resource Manager

United Supermarkets, LLC

5807 S.W. 45th Avenue, Suite 100

Amarillo, Texas 79109

(806) 457-6658

dparker@unitedtexas.com

Industry Represented: Retail (44)

TWC ID #: 111460434

Firm Size: 3,000 employees

Ethnicity/Gender: W/M

Term Expires: June 30, 2022

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

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

Industry Represented: Information (51)
TWC ID #: 08-099770-1
Firm Size: 11 employees
Ethnicity/Gender: W/M
Term Expires: June 30,2022

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

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

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)**

Mr. Matt Parker
Vice President for Cardiovascular Services
Baptist St. Anthony's Health System (BSA)
1600 Wallace Blvd.
Amarillo, Texas 79106
(806) 212-5714
matt.parker@bsahs.org

Industry Represented: Healthcare (62)
TWC ID #: 138513173
Firm Size: 2,491 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2021

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

Ms. Laura Lopez
Human Resource Specialist
Hunting Titan Inc.
11785 Hwy 152
Pampa, Texas 79065
(806) 661-3682 / (806) 661-3675 fax
Laura.Lopez@hunting-intl.com

Industry Represented: Manufacturing (31)
TWC ID: 143344908
Firm Size: 252 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2023

PRIVATE SECTOR (AT LARGE)

Mr. Kevin Caddell
Owner
Furniture Fashions, LTD
1603 Tennessee Blvd.
Dalhart, Texas 79022
(806) 244-5551
Kevin@furnfash.com

Industry Represented: Retail (44)
TWC ID #: 109626740
Firm Size: 8 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2022

PRIVATE SECTOR (AT LARGE)

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

Industry Represented: Services (54)
TWC ID #: 012394527
Firm Size: 0 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2023

PRIVATE SECTOR (AT LARGE)

Mr. Francisco Apodaca
Co-Owner
Apodaca Brothers
801 E. Campbell
Pampa, TX 79065
(806) 669-1169 / (806) 669-1169
12280ehwy60@gmail.com

Industry Represented: Construction (23)
TWC ID #: 119858119
Firm Size: 8 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2021

ECONOMIC DEVELOPMENT ORGANIZATIONS

Ms. Shawna Elliott
Executive Director
Pampa Chamber of Commerce
200 North Ballard Street
Pampa, Texas 79065
(806) 669-3241 / (806) 669-3244
exec@pampachamber.com

Ethnicity/Gender: W/F
Term Expires: June 30, 2023

SECONDARY EDUCATION

Mr. Jay Barrett ***
Principal, Amarillo Area Center for Advanced
Learning
Amarillo Independent School District
1100 North Forest
Amarillo, Texas 79106
(806) 326-2800
jay.barrett@amaisd.org

Ethnicity/Gender: W/M
Term Expires: June 30, 2022

POST-SECONDARY EDUCATION

Mr. Texas D. "Tex" Buckhaults
Interim President
Clarendon College
P. O. Box 968
Clarendon, Texas 79226
(806) 874-3571
Tex.Buckhaults@clarendoncollege.edu

Ethnicity/Gender: W/M
Term Expires: June 30, 2022

ADULT BASIC AND CONTINUING EDUCATION

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

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, 2022

VOCATIONAL REHABILITATION ORGANIZATIONS

Ms. Valarie Robbins
Area Manager
Texas Workforce Solutions
Vocational Rehabilitation Services
5809 South Western Boulevard, #255
Amarillo, Texas 79110
(806) 351-3830 / (806) 351-3860 fax
valarie.robbins@twc.state.tx.us

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. Irene Arnold ***
Case Manager
Downtown Women’s Center, Inc.
409 South Monroe
Amarillo, Texas 79101
(806) 372-3625 / (806) 372-9026
irene@dwcenter.org

Ethnicity/Gender: H/F
Term Expires: June 30, 2023

LABOR ORGANIZATIONS

Mr. Drew Downs
Assistant Business Manager
International Brotherhood of Electrical Workers -
Local 602
200 South Fannin Street
Amarillo, Texas 79106
(806) 376-9945 / (806) 376-9407
ddowns@ibew602.org

Ethnicity/Gender: W/M
Term Expires: June 30, 2021

LABOR ORGANIZATIONS

Mr. John West, II *** / ****
Council Representative
Central South Carpenters Regional Council
12180 RM 1061 (Tascosa Road)
Amarillo, Texas 79124-4829
(806) 373-4574 / (806) 374-4437 fax
jwest@cscouncil.net

Ethnicity/Gender: W/M
Term Expires: June 30, 2023

PUBLIC EMPLOYMENT AGENCY

Mr. Norman Bearden ****
Veterans Resource Coordinator
Texas Workforce Commission
2002 West Loop 289, Suite 117
Lubbock, Texas 79407
(806) 765-5038 ext.2129
norman.bearden@twc.state.tx.us

Ethnicity/Gender: W/M
Term Expires: June 30, 2023

STATE DEPARTMENT OF HUMAN SERVICES

Ms. Tonya McWilliams
Program Manager
Texas Health and Human Services Commission
28 Western Plaza Drive
Amarillo, Texas 79109
(806) 457-5231 / (806) 457-5212
Tonya.McWilliams@hpsc.state.tx.us

Ethnicity/Gender: W/F
Term Expires: June 30, 2022

- * Chairman
- ** Vice Chairman
- *** Executive Committee Member
- **** Also serves as Veterans Representative
- ***** Also serves as Child Care Representative