



NOTICE OF MEETING

The regular meeting of the Panhandle Workforce Development Board (PWDB) will be held at 12:30 p.m. on Wednesday, May 26, 2021. Due to the current COVID-19 crisis, this meeting will be held in hybrid format with videoconference available 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.

Under the hybrid format, Board members and individuals from the public may access the meeting in person at 415 S.W. 8th Avenue, Amarillo, Potter County, Texas. Lunch will be served to Board members at 12:00 p.m.

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

<https://us02web.zoom.us/j/87416922336?pwd=e1JEZjZKeGtkMEITNE0xY0lNVjc0UT09>

(Meeting ID: 874 1692 2336 - Passcode: 005479);

Or may participate by phone (346) 248-7799 (Meeting ID: 874 1692 2336 - Passcode: 005479).

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

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

AGENDA

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

Members will be asked to consider approval of the minutes from the Board's meeting held on February 24, 2021. Also attached, for informational purposes, are the minutes of the February 25, 2021 meeting of the Panhandle Workforce Development Consortium's Governing Body. Please note that the group concurred with the actions of the Board.

4. **ELECTION OF OFFICERS**

Members will be asked to elect officers for the coming year covering the period of July 1, 2021 through June 30, 2022.

5. **AMENDED MEETING SCHEDULE**

Members will be asked to consider an amended meeting schedule for the Board.

6. **REPORTS ON GRANTS**

A review of reports on the Panhandle's grants for October 1, 2020 – March 31, 2021 will be presented. No action by the Board is required.

7. **LOCAL MONITORING REPORT**

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

8. **POLICY UPDATES**

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

- a) Child Care Services; and
- b) Customer Incentives.

Public comment opportunity and Member vote will be recognized.

9. **PROGRAM PRESENTATION- SPECIAL INITIATIVES**

Members will be presented with an overview of special initiatives activities for the Summer Earn and Learn (SEAL) and the Youth Summer Jobs projects by Jennifer Galloway, Program Manager for the Workforce Innovation and Opportunity Act (WIOA) Youth Program, Workforce Solutions Panhandle (WSP). No action by the Board is required.

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

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

11. **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.

12. **CURRENT MEMBERSHIP LIST**

13. **FINAL PUBLIC COMMENT PERIOD**

14. **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 May, 2021, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.

A handwritten signature in black ink that reads "Leslie Hardin". The signature is written in a cursive style with a horizontal line underneath it.

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

February 24, 2021

The regular meeting of the Panhandle Workforce Development Board was held on Wednesday, February 24, 2021 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, presided.

MEMBERS PRESENT:

- Jay Barrett, Amarillo Area Center for Academic Learning
- Tamara Clunis, Amarillo College
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Matt Parker, Baptist St. Anthony's Health System
- Texas D. "Tex" Buckhaults, Clarendon College
- Irene Arnold, Downtown Women's Center, Inc.
- Kevin Caddell, Furniture Fashions, LTD
- Laura Lopez, Hunting Titan Inc.
- Drew Downs, International Brotherhood of Electrical Workers Local 602
- Betty Bara, La Fiesta Grande
- 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
- David Parker, United Supermarkets, LLC

MEMBERS ABSENT:

- Lisa White, Amarillo Public Library
- Francisco Apodaca, Apodaca Brothers
- Jason Henderson, Bell Helicopter, Textron
- Heather Freeman, CNS Pantex
- Shawna Elliott, Pampa Chamber of Commerce
- Art Martinez, Whiteface Heating & Air, Inc.

OTHERS PRESENT:

Marla Badillo, Kim Barr, Ray Flores, Carol Foshée, Jennifer Galloway, Benjamin Glover, Valerie Hood, Victoria Jimenez, Bonnie Keelin, Anna Lewis, Gaby Long, Gloria Marez, Monica Martinez, Trent Morris, and Tiffany Richardson, Workforce Solutions Panhandle; Jessalyn Abad, Beverly Laylan, and Daniel Silva, Vision Computer Services.

STAFF PRESENT:

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

1. CALL TO ORDER

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

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered the minutes from the Board's previous meeting held on December 9, 2020. Mr. Barrett moved to approve the minutes as presented. Mr. Caddell seconded the motion; the motion carried.

4. LOCAL EMPLOYER OF EXCELLENCE AWARD

Members recognized Vision Computer Services as the recipient of the Board's 2020 Local Employer of Excellence Award. No action by the Board was required.

5. PERFORMANCE INCENTIVE AWARDS

Members recognized Workforce Solutions Panhandle as the recipient of two Texas Workforce Commission's Performance Awards in the areas of Workforce Innovation and Opportunity Act (WIOA) Career Pathways and in Foster Youth. No action by the Board was required.

6. REPORTS ON GRANTS

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

7. LOCAL MONITORING REPORT

An update on monitoring activities was provided by staff. No action was required by the Board.

8. POLICY UPDATES

Members were asked to consider proposed updates to the current local policy for:

- a) IT (Information Technology) Disaster Recovery Plan – Ms. Robbins moved to approve the update. Mr. Barrett seconded the motion; the motion carried.
- b) IT (Information Technology) Security, Systems and Computer Access – Mr. Wright moved to approve the update. Ms. Griffin seconded the motion; the motion carried.

9. PANHANDLE WORKFORCE DEVELOPMENT BOARD PLAN FOR 2021 – 2024

Members were asked to consider the Panhandle's Board Plan for 2021-2024. Mr. Barrett moved for approval. Mr. Matt Parker seconded the motion; the motion passed. There were no public comments recorded.

10. HIGH DEMAND JOB TRAINING PROGRAM APPLICATION

Members considered the submission of an application to TWC's High Demand Job Training Program to assisting in meeting the needs for workforce educational partners in the Texas Panhandle. Ms. Bara moved to approval of the submission. Ms. Arnold seconded the motion; the motion carried. Mr. Buckhaults and Mr. Barret abstained from voting. No public comments were heard.

11. PROGRAM PRESENTATION – SPECIAL INITIATIVES

Members heard a presentation of special initiatives activities by Ms. Anna Lewis, Workforce Solutions Panhandle – Special Projects. No action by the Board was required.

12. CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES

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

13. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

Members heard a report from Mr. Marin Rivas, Workforce Development Director on recent and upcoming regional workforce activities. No action by the Board was required.

14. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

15. FINAL PUBLIC COMMENT PERIOD

None.

16. ADJOURN

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



PANHANDLE REGIONAL PLANNING COMMISSION
Panhandle Workforce Development Consortium's Governing Body
Minutes
February 25, 2021

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, February 25, 2021, 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 Dan Looten, Chair, presided.

MEMBERS PRESENT:

- Dan Looten, County of Carson
- D J Wagner, County of Deaf Smith
- Chris Porter, County of Gray
- Cindy Irwin, County of Hutchinson
- Terri Carter, County of Sherman

MEMBERS ABSENT:

- Ginger Nelson, City of Amarillo
- Harold Keeter, County of Swisher

OTHERS PRESENT:

Trent Morris, Workforce Solutions Panhandle

STAFF PRESENT:

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

1. CALL TO ORDER

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

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered the minutes from the December 10, 2020 meeting of the Governing Body. Judge Carter moved for approval. Judge Wagner seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

5. APPOINTMENT OF A NEW MEMBER TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the appointment of Mr. John Roberts, Council Business Representative for the Central South Carpenters Regional Council, to serve as the Board's Private Sector Representative for a term of July 1, 2020 – June 20, 2023. Judge Wagner moved for appointment. Judge Irwin seconded the motion; the motion carried.

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

Members reviewed agenda items presented, and Judge Porter moved to concur with actions taken, at the February 24, 2021 meeting of the Panhandle Workforce Development Board. Judge Carter seconded; the motion carried.

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

- a) IT (Information Technology) Disaster Recovery Plan – Judge Carter moved to approve the update. Judge Wagner seconded the motion; the motion carried.
- b) IT (Information Technology) Security, Systems and Computer Access – Judge Irwin moved to approve the update. Judge Carter seconded the motion; the motion carried.

Members considered approval of the Panhandle Workforce Development Board Plan for 2021-2024. Judge Carter moved for approval of the Plan. Judge Wagner seconded the motion; the motion carried.

Members considered the submission of an application to the Texas Workforce Commission's (TWC) High Demand Job Training Program. Judge Wagner moved for approval of submission. 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 Irwin moved for adjournment. Judge Carter seconded; and the meeting adjourned.



ITEM 4

According to the Bylaws of the Panhandle Workforce Development Board:

Chairperson

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

- *Ms. Michelle Griffin has indicated her willingness to serve as Chair, should the members agree.*

Vice Chairperson

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

- *Members will be asked to select from the current Board Members listed below.*

CURRENT BOARD MEMBERS ELIGIBLE TO SERVE AS OFFICERS

PRIVATE SECTOR (AT LARGE)

Mr. Francisco Apodaca

Co-Owner, Apodaca Brothers, Pampa, Texas

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Kristi Hanes

Co-Owner/Director, Night & Day, Care & Play Inc.

PRIVATE SECTOR (AT LARGE)

Mr. Kevin Caddell

Owner, Furniture Fashions, LTD, Dalhart, Texas

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Heather Freeman

Director Workforce Strategies, CNS Pantex

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker

Regional Human Resource Manager, United Supermarkets, LLC

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Betty Bara

Co-Owner, La Fiesta Grande

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. Jason Henderson

Operations Director, Bell Helicopter, Textron

PRIVATE SECTOR

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

Mr. Michael Wright

Publisher, Moore County News – Press, Dumas, Texas

PRIVATE SECTOR

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

Ms. Michelle Griffin - PREVIOUSLY SERVED AS: Vice-Chair 2010-2012, Chair 2012-2013, Chair 2017-2019, Vice-Chair 2020-2021

President – Borger Branch, Amarillo National Bank, Borger, Texas

PRIVATE SECTOR

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

Mr. Art Martinez

Owner, Whiteface Heating & Air, Inc., Hereford, Texas

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), Amarillo, Texas

PRIVATE SECTOR

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

Ms. Laura Lopez

Human Resource Specialist, Hunting Titan Inc., Pampa, Texas

PRIVATE SECTOR (AT LARGE)

Mr. Charlie Rivas - PREVIOUSLY SERVED AS: Chair 2006-2008, Vice-Chair 2017-2019, Chair 2019-2020, Chair 2020-2021.

Chief Executive Officer, Rivas Environmental Consultants, Amarillo, Texas



ITEM 5

PANHANDLE WORKFORCE DEVELOPMENT BOARD

Proposed Updated 2021 Meeting Calendar

We are proposing an update to the 2021 Board meeting schedule. The Board must meet a minimum of four times this year. However, there are some upcoming events that necessitate having an additional meeting.

<i>Full PWD Board</i>
February 24, 2021 ✓
May 26, 2021 ✓
July 21, 2021
August 25, 2021
September 22, 2021
December 8, 2021 (Tentatively)

We are also requesting to call in only the Board's Executive Committee on the following dates:

<i>PWDB's Executive Committee</i>
June 23, 2021
August 25, 2021



ITEM 6



MEMORANDUM

DATE: May 26, 2021

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

FROM: Marin Rivas, Workforce Development Director

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

Attached are reports that provide the basic information needed to assess how well we served our customers, met performance expectations, and utilized available grant funding during our program year 2021. The period covered in the report is from October 1, 2020 through March 31, 2021.

The charts on page 3-4 provide figures on the workers and families who have utilized services funded through one or more of our grants. These services are delivered through our Workforce Solutions offices and website, which are operated by the Huxford Group LLC under contract with PRPC. Assistance is provided by local staff of the Texas Workforce Commission (TWC) and Texas Veterans Commission (TVC).

The charts on page 5-8 show the Board's nineteen contracted measures. These reports are for the Board Contract year 2021 (BCY21), which began October 2020. TWC made some performance adjustments due to the impact of COVID-19.

Page 9 provides budget and expenditure data for separate grants, and is broken out into two groups. Shown first are the administrative and operating costs for PRPC and the Huxford Group, including those associated with personnel and facilities. Shown second are training and supportive services costs, which include all payments to participants, employers, training institutions, and vendors providing assistance to eligible clients.

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

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

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

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

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

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

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

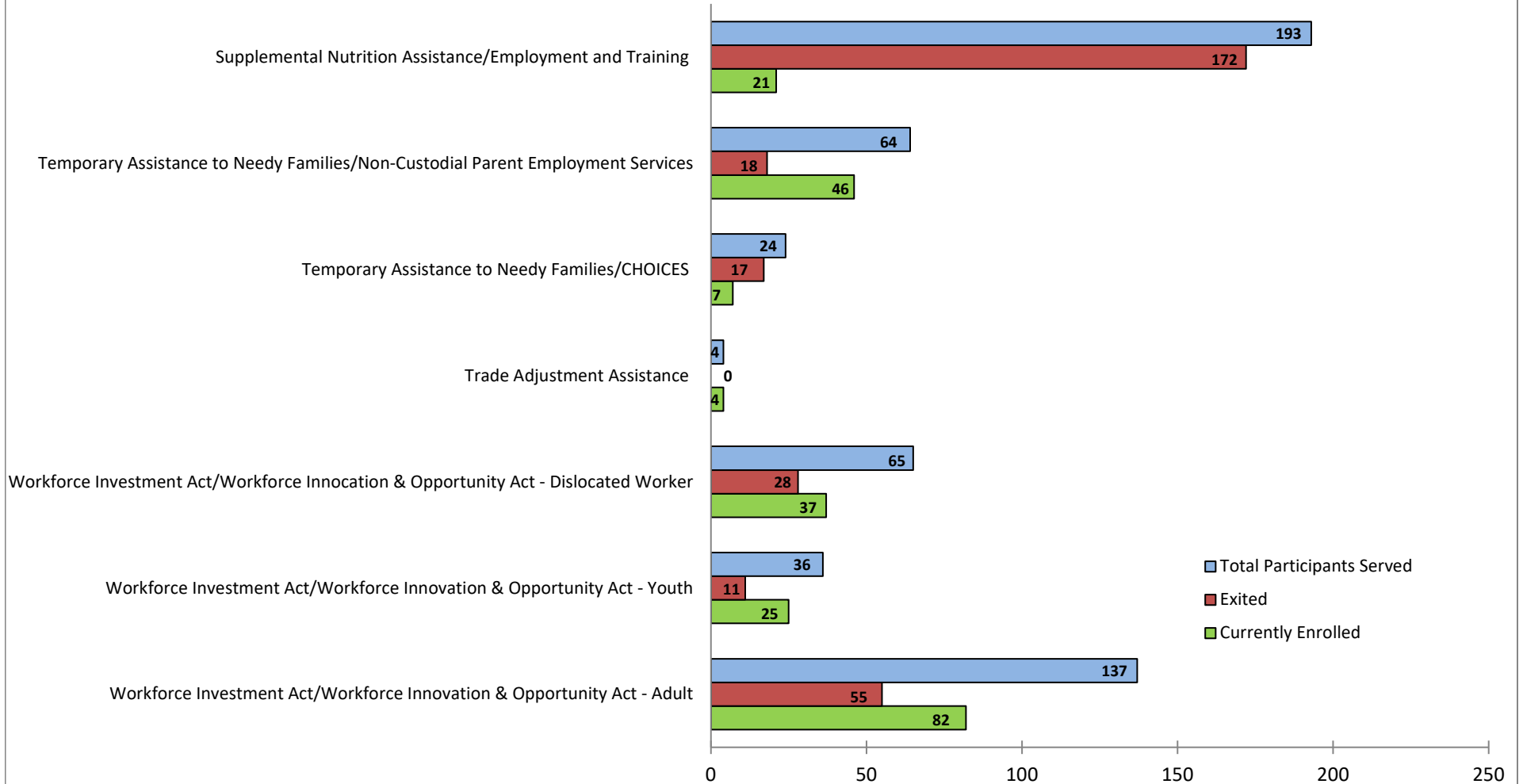
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities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

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

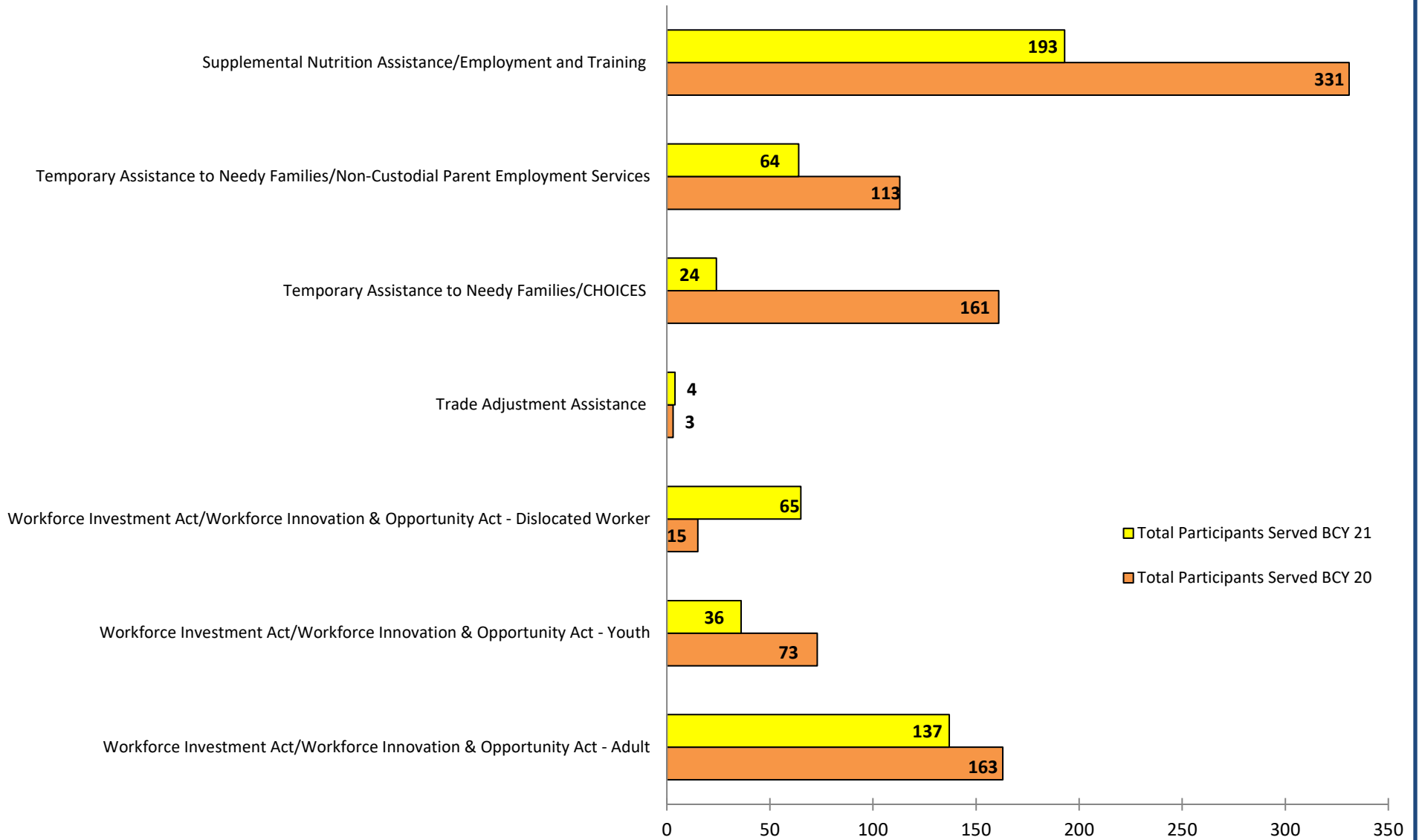
The ***Wagner-Peyser Employment Services, Reemployment Assistance and Veterans Services grants*** pay for costs associated with the TWC and TVC employees who are housed in our facilities. The Employment Service program provides comprehensive recruiting, job search, and related services to businesses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

Participant Data by Grant

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



Participant Data by Grant Year to Year Comparison



BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **PANHANDLE**

FINAL RELEASE

As Originally Published 4/16/2021

FEBRUARY 2021 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP
Contracted Measures		9	9	2	90.00%

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

DOL-C	Employed Q2 Post Exit – Adult (DOL)	MP	100.00%	76.50%	76.50%	76.50%	84.80%	79.60%	52	68	71.40%	84.60%			7/19	12/19
DOL-C	Employed Q4 Post Exit – Adult (DOL)	MP	105.99%	75.10%	75.10%	79.60%	80.40%	77.10%	86	108	80.00%	79.40%			1/19	6/19
DOL-C	Median Earnings Q2 Post Exit – Adult (DOL)	+P	116.93%	\$6,500.00	\$6,500.00	\$7,600.55	\$7,847.09	\$6,356.12	n/a	52	\$6,918.76	\$8,053.14			7/19	12/19
DOL-C	Credential Rate – Adult (DOL)	+P	110.40%	76.90%	76.90%	84.90%	83.50%	76.80%	73	86	88.90%	82.00%			1/19	6/19
DOL-C	Measurable Skills Gains - Adult (DOL)	MP	92.94%	53.80%	53.80%	50.00%	n/a	n/a	54	108	60.00%	60.60%	9.10%		7/20	2/21
DOL-C	Employed Q2 Post Exit – DW (DOL)	+P	121.80%	82.10%	82.10%	100.00%	80.80%	72.50%	4	4	100.00%	100.00%			7/19	12/19
DOL-C	Employed Q4 Post Exit – DW (DOL)	+P	121.80%	82.10%	82.10%	100.00%	80.00%	69.60%	10	10	100.00%	100.00%			1/19	6/19
DOL-C	Median Earnings Q2 Post Exit – DW (DOL)	-P	84.30%	\$8,600.00	\$8,600.00	\$7,249.64	\$9,521.31	\$6,938.79	n/a	4	\$7,227.53	\$7,249.64			7/19	12/19
DOL-C	Credential Rate – DW (DOL)	+P	114.29%	87.50%	87.50%	100.00%	93.30%	87.50%	3	3	100.00%	100.00%			1/19	6/19
DOL-C	Measurable Skills Gains - DW (DOL)	MP	107.50%	61.30%	61.30%	65.90%	n/a	n/a	27	41	76.20%	69.60%	43.80%		7/20	2/21
DOL-C	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	94.27%	76.80%	76.80%	72.40%	77.80%	74.70%	21	29	72.70%	72.20%			7/19	12/19
DOL-C	Employed/Enrolled Q4 Post Exit – Youth (DOL)	+P	119.69%	72.10%	72.10%	86.30%	79.60%	87.50%	44	51	90.00%	81.00%			1/19	6/19
DOL-C	Median Earnings Q2 Post Exit – Youth (DOL)	+P	183.25%	\$3,300.00	\$3,300.00	\$6,047.10	\$4,569.77	\$3,163.08	n/a	18	\$5,031.39	\$6,658.46			7/19	12/19
DOL-C	Credential Rate – Youth (DOL)	+P	126.40%	62.50%	62.50%	79.00%	82.90%	80.00%	15	19	90.90%	62.50%			1/19	6/19
DOL-C	Measurable Skills Gains - Youth (DOL)	MP	105.48%	43.80%	43.80%	46.20%	n/a	n/a	18	39	51.70%	35.00%	10.50%		7/20	2/21
LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	101.43%	65.60%	65.60%	66.54%	72.15%	72.43%	2,569	3,861	70.06%	62.07%			7/19	12/19
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	99.89%	81.70%	81.70%	81.61%	85.72%	85.78%	2,933	3,594	82.92%	80.30%			1/19	6/19
LBB-K	Credential Rate – C&T Participants	+P	121.61%	69.40%	69.40%	84.40%	82.84%	74.32%	92	109	89.80%	80.00%			1/19	6/19

Reemployment and Employer Engagement Measures

TWC 1,2	Claimant Reemployment within 10 Weeks	n/a	n/a	n/a	49.90%	n/a	63.80%	68.44%	n/a	n/a	n/a	n/a			7/20	11/20
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Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **PANHANDLE**

FINAL RELEASE
As Originally Published 4/16/2021
FEBRUARY 2021 REPORT

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

TWC	# of Employers Receiving Workforce Assistance	MP	104.43%	1,106	2,073	1,155	2,063	2,750	----	----	881	779			10/20	2/21
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1. During the period in which work search was suspended, this measure was no longer meaningfully reportable. However, with the reimplementation of work search, we anticipate the measure to become reportable again later this year.
2. The Commission adopted BCY21 targets on Claimant Reemployment within 10 Weeks that will apply to claimants whose 10 Week Start Date is Jan 1, 2021 to June 30, 2021. Due to lag, the first month of data will be available in the April MPR.

Program Participation Measures

TWC	Avg # Children Served Per Day - Combined	-P	80.72%	2,064	2,064	1,666	2,160	2,243	178,257	107	1,630	1,724			10/20	2/21
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3. TWC took a number of actions to mitigate the impact of COVID-19 on child care providers and families and to ensure the availability of child care for working parents in Texas. Some of these actions resulted in a increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up but has not yet reached the level of enrollment expected because it takes several months to accomplish this.

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

Operational Insight - MPR 4.0

Page 2 of 2

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE
As Originally Published 4/16/2021
FEBRUARY 2021 REPORT

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	92.85%	109.86%	97.41%	106.83%	98.69%	80.26%	111.95%	116.97%	110.58%	109.39%	90.56%	113.12%	92.10%	128.77%	172.50%
Borderplex	97.14%	120.79%	142.51%	109.02%	79.54%	110.75%	96.80%	115.91%	106.41%	126.54%	79.29%	98.26%	96.79%	69.31%	86.65%
Brazos Valley	101.17%	89.25%	98.92%	55.66%	101.97%	79.03%	81.24%	118.32%	123.00%	94.29%	100.41%	132.87%	100.79%	205.23%	164.47%
Cameron	93.20%	108.61%	106.92%	106.05%	106.31%	97.02%	106.81%	109.38%	113.50%	208.53%	97.98%	110.11%	135.70%	160.45%	180.07%
Capital Area	109.60%	112.73%	175.05%	113.42%	152.82%	92.04%	104.66%	153.24%	87.62%	109.01%	88.54%	122.59%	127.33%	135.36%	142.69%
Central Texas	101.05%	116.56%	182.71%	112.09%	53.24%	88.34%	112.06%	116.31%	96.62%	41.90%	92.97%	124.27%	63.12%	106.72%	38.13%
Coastal Bend	101.24%	109.08%	131.20%	71.71%	59.83%	107.21%	100.52%	115.45%	42.86%	24.08%	96.35%	122.59%	90.98%	56.49%	48.00%
Concho Valley	94.49%	107.44%	110.26%	94.65%	109.17%	81.59%	122.10%	169.92%	102.86%	136.12%	91.15%	126.38%	155.72%	87.72%	333.50%
Dallas	90.87%	98.70%	115.10%	95.88%	113.28%	91.95%	106.75%	107.20%	106.39%	114.69%	96.40%	115.05%	84.58%	157.14%	109.09%
Deep East	116.96%	88.77%	99.39%	116.42%	96.13%	83.67%	100.93%	101.86%	89.42%	66.45%	109.78%	121.17%	105.49%	176.30%	72.80%
East Texas	79.61%	103.51%	81.78%	95.44%	38.59%	86.37%	88.40%	64.24%	94.29%	41.11%	98.18%	105.58%	110.14%	150.53%	318.00%
Golden Crescent	119.15%	120.03%	114.61%	117.89%	89.56%	101.19%	106.05%	89.95%	133.71%	108.78%	81.38%	106.10%	149.17%	n/a	200.00%
Gulf Coast	99.28%	105.27%	82.56%	88.53%	80.35%	95.10%	96.13%	104.95%	90.71%	102.04%	89.88%	113.90%	97.01%	121.70%	201.26%
Heart of Texas	101.05%	97.78%	122.25%	0.00%	90.67%	95.24%	121.80%	145.46%	71.43%	89.39%	88.04%	114.29%	96.61%	93.81%	69.71%
Lower Rio	102.53%	104.58%	95.30%	102.30%	137.48%	99.87%	110.33%	143.43%	94.72%	70.69%	97.73%	102.39%	97.44%	70.18%	68.50%
Middle Rio	117.65%	105.96%	114.64%	108.07%	60.88%	93.24%	110.72%	84.47%	120.29%	204.08%	100.13%	126.38%	100.21%	n/a	60.85%
North Central	99.42%	103.81%	118.65%	110.86%	79.04%	91.50%	96.84%	119.19%	107.44%	83.06%	105.12%	116.38%	115.55%	107.53%	165.47%
North East	113.33%	121.12%	100.68%	60.46%	138.20%	106.17%	108.86%	105.41%	125.00%	140.00%	122.79%	127.09%	132.30%	126.43%	166.80%
North Texas	114.38%	86.96%	37.47%	120.92%	113.15%	0.00%	80.11%	n/a	142.86%	77.35%	121.53%	95.29%	123.29%	162.07%	160.00%
Panhandle	100.00%	105.99%	116.93%	110.40%	92.94%	121.80%	121.80%	84.30%	114.29%	107.50%	94.27%	119.69%	183.25%	126.40%	105.48%
Permian Basin	100.29%	95.90%	128.93%	100.92%	82.97%	81.59%	103.20%	145.52%	86.85%	67.96%	70.18%	138.70%	170.14%	350.88%	187.50%
Rural Capital	99.35%	106.89%	120.18%	115.72%	86.43%	100.13%	102.06%	88.32%	101.60%	117.96%	97.66%	124.83%	151.73%	137.12%	97.49%
South Plains	93.04%	109.65%	135.41%	114.06%	86.51%	69.93%	121.80%	165.91%	114.29%	81.57%	90.76%	123.30%	168.83%	137.12%	84.80%
South Texas	89.91%	91.26%	116.57%	116.45%	121.59%	124.07%	133.51%	90.95%	114.29%	89.07%	92.06%	125.52%	123.68%	121.56%	115.74%
Southeast	110.61%	100.27%	107.25%	145.57%	89.96%	102.04%	101.55%	136.82%	114.29%	65.31%	97.37%	102.66%	69.69%	206.32%	77.00%
Tarrant	99.86%	110.25%	125.97%	100.28%	73.23%	103.95%	97.41%	109.49%	102.23%	93.67%	103.83%	114.81%	73.24%	199.65%	222.00%
Texoma	113.46%	118.77%	134.02%	108.44%	95.68%	n/a	60.90%	n/a	114.29%	75.37%	83.31%	118.86%	124.62%	114.24%	83.11%
West Central	99.09%	114.79%	176.40%	117.58%	75.98%	116.55%	93.67%	137.96%	76.23%	52.37%	115.88%	125.04%	121.50%	n/a	0.00%
+P	7	8	18	12	6	4	9	14	12	7	3	22	15	18	14
MP	19	17	7	11	8	14	15	7	10	7	18	6	9	3	3
-P	2	3	3	5	14	9	4	5	6	14	7	0	4	4	11
% MP & +P	93%	89%	89%	82%	50%	67%	86%	81%	79%	50%	75%	100%	86%	84%	61%
From	7/19	1/19	7/19	1/19	7/20	7/19	1/19	7/19	1/19	7/20	7/19	1/19	7/19	1/19	7/20
To	12/19	6/19	12/19	6/19	2/21	12/19	6/19	12/19	6/19	2/21	12/19	6/19	12/19	6/19	2/21

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

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation	Total Measures			
	C&T Participants			Gaimant ReEmployment within 10 Weeks	Employers Receiving Workforce Assistance	Average # Children Served Per Day Combined	+P	MP	-P	% MP & +P
	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q2-Q4 Post-Exit	Credential Rate							
Alamo	99.88%	101.36%	99.12%	n/a	113.63%	95.35%	7	12	1	95%
Borderplex	99.36%	100.69%	105.53%	n/a	114.61%	72.58%	7	8	5	75%
Brazos Valley	93.75%	96.66%	75.17%	n/a	136.64%	92.57%	6	7	7	65%
Cameron	101.22%	96.17%	122.26%	n/a	116.73%	89.58%	8	11	1	95%
Capital Area	102.77%	102.80%	101.79%	n/a	105.26%	76.76%	10	7	3	85%
Central Texas	94.28%	99.24%	111.30%	n/a	111.09%	79.85%	8	5	7	65%
Coastal Bend	93.23%	99.84%	44.34%	n/a	112.70%	86.05%	4	7	9	55%
Concho Valley	105.67%	99.30%	105.66%	n/a	109.12%	81.66%	10	7	3	85%
Dallas	95.49%	100.02%	112.65%	n/a	117.75%	87.33%	7	11	2	90%
Deep East	93.38%	97.99%	110.37%	n/a	132.04%	86.31%	6	7	7	65%
East Texas	92.20%	99.88%	100.99%	n/a	116.14%	80.75%	4	7	9	55%
Golden Crescent	106.92%	102.26%	130.50%	n/a	100.00%	76.17%	9	6	4	79%
Gulf Coast	91.98%	96.38%	88.18%	n/a	126.12%	85.45%	4	9	7	65%
Heart of Texas	102.03%	97.49%	61.76%	n/a	112.50%	77.43%	5	8	7	65%
Lower Rio	105.18%	93.56%	111.01%	n/a	105.01%	79.67%	6	9	5	75%
Middle Rio	95.95%	90.73%	121.93%	n/a	119.56%	81.10%	8	6	5	74%
North Central	92.30%	102.94%	97.87%	n/a	115.57%	81.61%	7	9	4	80%
North East	101.14%	101.35%	97.69%	n/a	100.00%	98.74%	10	9	1	95%
North Texas	105.37%	100.13%	144.09%	n/a	106.52%	74.72%	11	2	6	68%
Panhandle	101.43%	99.89%	121.61%	n/a	104.43%	80.72%	9	9	2	90%
Permian Basin	99.71%	94.79%	104.80%	n/a	106.60%	74.96%	7	6	7	65%
Rural Capital	102.33%	105.08%	117.33%	n/a	130.83%	97.13%	9	9	2	90%
South Plains	96.88%	97.74%	123.92%	n/a	117.17%	93.37%	10	5	5	75%
South Texas	94.83%	93.99%	139.97%	n/a	109.79%	68.52%	12	3	5	75%
Southeast	100.34%	97.22%	105.30%	n/a	118.77%	98.31%	7	9	4	80%
Tarrant	99.73%	102.08%	108.99%	n/a	105.47%	85.15%	7	10	3	85%
Texoma	99.60%	101.55%	119.57%	n/a	109.53%	100.84%	9	5	4	78%
West Central	93.87%	99.09%	101.71%	n/a	103.01%	91.75%	8	5	6	68%
+P	4	1	17	0	24	0	215			
MP	15	23	7	0	4	5	208			
-P	9	4	4	0	0	23	131			
% MP & +P	68%	86%	86%	N/A	100%	18%	76%			
From	7/19	1/19	1/19		10/20	10/20	From			
To	12/19	6/19	6/19		2/21	2/21	To			

REPORT ON THE PANHANDLE WORKFORCE DEVELOPMENT AREA'S
WORKFORCE DEVELOPMENT GRANTS FOR THE PERIOD
OCTOBER 1, 2020 - MARCH 31, 2021

Panhandle YTD March 2021 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	550,735	222,860	40%	362,500	155,558	43%	913,235	378,419	41%	
Workforce Innovation & Opportunity Act/Youth	435,528	133,924	31%	150,000	44,469	30%	585,528	178,392	30%	
Workforce Innovation & Opportunity Act/DLW	491,236	245,362	50%	80,000	13,690	17%	571,236	259,052	45%	
Workforce Innovation & Opportunity Act/Rapid Response	15,000	2,154	14%	-	-	0%	15,000	2,154	14%	
Workforce Innovation & Opportunity Act/Alternative Funding	105,963	15,739	15%	-	-	0%	105,963	15,739	15%	
Workforce Innovation & Opportunity Act/ National Disaster Recovery Dislocated Worker Grant	275,000	93,122	34%	350,000	222,304	0%	625,000	315,426	50%	
Workforce Innovation & Opportunity Act/COVID-19 Response-Rapid Response	15,000	-	0%	-	-	0%	15,000	-	0%	
Workforce Innovation & Opportunity Act/COVID-19 Response	22,112	23,477	106%	21,000	21,333	0%	43,112	44,810	104%	
Reemployment Services and Eligibility Assessment	132,175	104,503	79%	-	-	0%	132,175	104,503	79%	
Trade Adjustment Assistance	1,000	-	0%	18,500	8,733	47%	19,500	8,733	45%	
GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS										
Temporary Assistance to Needy Families/CHOICES	1,003,962	481,792	48%	25,000	6,440	26%	1,028,962	488,232	47%	
Temporary Assistance to Needy Families/CHOICES - Summer Youth	-	-	0%	80,000	-	0%	80,000	-	0%	
Temporary Assistance to Needy Families/Non-Custodial Parents Employment Service	144,810	84,162	58%	13,000	2,508	19%	157,810	86,670	55%	
Supplemental Nutrition Assistance/Employment and Training	342,473	148,290	43%	25,000	8,351	33%	367,473	156,641	43%	
GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS										
Child Care/Formula and Match	1,947,080	1,012,805	52%	10,100,684	4,228,400	42%	12,047,764	5,241,205	44%	
Child Care Formula - 25% Supplemental Payment	1,709,154	1,160,880	68%	-	-	0%	1,709,154	1,160,880	68%	
Child Care Quality Improvement	296,193	145,785	49%	208,294	52,771	25%	504,487	198,556	39%	
CCP - Family and Protective Services	-	-	0%	1,500,000	508,405	34%	1,500,000	508,405	34%	
Child Care/ Automated Attendance	98,802	32,703	33%	-	-	0%	98,802	32,703	33%	
GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES										
Wagner-Peyser Employment Service	128,361	86,997	68%	-	-	0%	128,361	86,997	68%	
Wagner-Peyser Employment Service TANF	16,390	7,722	47%	-	-	0%	16,390	7,722	47%	
Veterans Employment Service	10,700	2,425	23%	-	-	0%	10,700	2,425	23%	
GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS										
Workforce Commission Initiatives Grant - Foster Care Youth Conference	1,212	-	0%	-	-	0%	1,212	-	0%	
Workforce Commission Initiatives Grant - Texas Veterans Leadership Program	5,686	1,236	22%	-	-	0%	5,686	1,236	22%	
Workforce Commission Initiatives Grant - Youth Career Fairs	42,152	32,087	76%	-	-	0%	42,152	32,087	76%	
Workforce Commission Initiatives Grant - Hiring Red, White and You!	1,400	480	34%	-	-	0%	1,400	480	34%	
Workforce Commission Initiatives Grant - Rural Service Delivery	4,882	1,380	28%	-	-	0%	4,882	1,380	28%	
Yr Round Work Experience	112,500	24,539	22%	-	-	0%	112,500	24,539	22%	
Hireability Navigator	100,000	55,474	55%	-	-	0%	100,000	55,474	55%	
Infrastructure Support Services Contract	551,382	-	0%	-	-	0%	551,382	-	0%	
High Demand Job Training	149,901	-	0%	-	-	0%	149,901	-	0%	
Skills Development Fund COVID Special Initiative	36,500	34,898	96%	223,000	112,742	51%	259,500	147,640	57%	
TOTAL	8,747,288	4,154,794	47%	13,156,978	5,385,705	41%	21,904,267	9,540,499	44%	



ITEM 7



MEMORANDUM

DATE: May 26, 2021

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 (PWDB), the Panhandle Regional Planning Commission (PRPC) is required to oversee administration, fiscal, and program monitoring for the delivery of Workforce Development Services and Child Care Services, under the Panhandle Workforce Development Area (PWDA) 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 include: reviewing records and supporting documentation, reporting the results of those reviews, and providing recommendations for actions to resolve instances of non-compliance with Service Delivery System Contract requirements.

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

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

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

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

- Audit
- Cash Management
- Cost Allocation

- Disbursements
- Financial Reporting
- Insurance

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

- Disbursements
- Financial and Other Reporting

The following detailed report lists updated statuses for the reviews of the current Workforce Solutions Panhandle sub-recipient Huxford Group, LLC's service delivery since the last report provided to the PWDA at the February 2021 meeting including information of upcoming scheduled reviews and concluding with the Management Letter attained for the 2021 Texas Equal Opportunity (EO) Monitoring Review.

REPORT ON THE PWDA'S MONITORING REVIEWS

November 2020 – July 2021

Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA			
Monitoring Review	Date of review	Period Covered	Status
Annual Fiscal Monitoring	November 2020	October 2020 – September 2021	All items resolved

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 2020 – February 2021	February 1, 2020 – September 30, 2020	All items resolved
Program Operating Systems	March 2021 – May 2021	October 1, 2020 – December 31, 2020	Ongoing

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	March 29, 2021 – April 2, 2021	February 1, 2020 – December 31, 2021	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 Employment and Training (SNAP E&T) in Texas	May 2021	Federal Fiscal Year (FFY) 2021	Upcoming

Administration of Sub-recipient Monitoring Conducted by Texas Workforce Commission (TWC)			
Monitoring Review	Date of review	Period Covered	Status
National Disaster Worker (NDW) Grant	July 6, 2021 – July 9, 2021	May 5, 2020 – April 30, 2021	Upcoming

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Julian Alvarez
Commissioner Representing
Labor

Aaron Demerson
Commissioner Representing
Employers

Edward Sema
Executive Director

Report #21.01.0201

April 27, 2021

VIA Email: mrivas@theprpc.org

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

Dear Mr. Rivas:

The Texas Workforce Commission Equal Opportunity Compliance Department completed the 2021 monitoring review for Workforce Solutions Panhandle. Texas Equal Opportunity (EO) reviews are based on Federal Code Regulations, 29 CFR. 38.51 and Texas nondiscriminatory state regulations. EO documentation was submitted by the Board's Equal Opportunity Officer, Lori Bigham.

After reviewing Ms. Bigham's documentation, TWC's EO Compliance Department does not have any areas of concern to report. Workforce Solutions Panhandle adhered to programmatic and physical accessibility requirements for centers located within the Board's jurisdiction. Workforce Solutions Panhandle EO will be monitored in fiscal year 2022 in accordance with annual (EO) monitoring requirements.

Thank you again for your cooperation and assistance. Should you have any further questions concerning the review, please contact me at (512) 565-0150.

Sincerely,

W. Boone Fields

W. Boone Fields
State of Texas Equal Opportunity Officer
Deputy Director, Regulatory Integrity Division

cc: Charlie Rivas, Chair, Workforce Solutions Panhandle
Nicholas Lalpui, Regional Administrator, ETA, USDOL
M. Frank Stluka, Regional Director, Office of State Systems, ETA, USDOL
Bryan Daniel, Chairman and Commissioner Representing the Public, TWC
Julian Alvarez, III, Commissioner Representing Labor, TWC
Aaron Demerson, Commissioner Representing Employers, TWC
Edward Serna, Executive Director, TWC
Courtney Arbour, Director, Workforce Development Division, TWC
Paul D. Carmona, Director, Regulatory Integrity Division, TWC
Consuelo Zubeldia, Equal Opportunity Coordinator, TWC

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Equal Opportunity Employer / Program

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





ITEM 8(a)

<p>PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL</p> <p>Chapter 3-Child Care Services</p> <p>Section 3.1 Child Care Services-Update Effective 5-27-2021</p>

PURPOSE: To update Panhandle Workforce Development Board (PWDB) Child Care Services policy regarding the Texas Workforce Commission (TWC) Workforce Development (WD) Letter 07-21 – Implementation of TWC Chapter 809 Child Care Services Rule Amendments regarding Direct Referrals from Partnerships, Reductions in Parent Share of Cost for Part-Time Referrals, Waiting Periods for Transfers, and Providers offering Non-Traditional Hours; WD Letter 08-21 – Child Care Automated Attendance and Manual Absence Tracking; and WD Letter 09-21 – Metrix Learning and Parent Activity Requirements.

The information, in the two policy sections TWC COVID-19 Essential Workers Eligibility Category and Temporary Provision of Child Care Assistance to Essential Workers, which was based upon *WD Letter 09-02 Emergency Child Care for TWC Covid-19 Essential Workers and Extension of Child Care Job Search Period During COVID-19 Emergency – Update, as amended*, is no longer applicable due to the rescission of the guidance and its replacement with *TWC WD Letter 26-20 – Reinstatement of the Child Care Work Requirement and Discontinuation of Extended Eligibility Redetermination Periods – Update, as amended*.

Updated information in this policy is in **bold typeface** or ~~strikethrough~~.

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

PWDB POLICY: WSP, the Child Care Services sub-recipient for the PWDB, will develop, revise, and implement local procedures for managing Child Care Services, which comply with current Child Care Services Rules and regulations, all applicable state and federal guidelines and issuances, and this policy. This policy outlines requirements for the provision of Child Care Services for the PWDB. This policy outlines each section of the Texas Administrative Code (TAC) Chapter 809 Child Care Services Rules where local policy is required. In the absence of specific local policy, the TAC Chapter 809 Child Care Services Rules; the TWC Child Care Services Guide, as amended; and TWC WD letters, as amended, apply. **This policy could be superseded by TWC guidance and directives, including, but not limited to, TWC WD Letters, as amended, whichever is dated later.**

TWC COVID-19 Essential Workers Eligibility Category

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

~~essential workers, and distributing funds to Local Workforce Development Boards to support COVID-19 child care related costs.~~

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

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

- ~~1. Workers in child care services that support workers in other essential functions~~
- ~~2. Pharmacy workers and COVID-19 health care workers (as defined below)~~
- ~~3. First responders~~
- ~~4. Critical infrastructure workers in grocery, utilities, and trucking~~
- ~~5. Other identified infrastructure workers, which include the following:~~
 - ~~a. Critical state and local government staff;~~
 - ~~b. Mail/delivery services workers;~~
 - ~~c. Other essential health care workers (as defined under “Health Care/Public Health” in CISA’s Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19);~~
 - ~~d. Bank workers;~~
 - ~~e. Gas station workers;~~
 - ~~f. Military personnel; and~~
 - ~~g. Restaurant workers and food delivery workers.~~
- ~~6. Other critical occupations identified by the Panhandle WDA Board:~~
 - ~~a. Dairy, meat, and cheese manufacturing and production workers~~
 - ~~b. Plumbers, electricians, HVAC techs, and auto mechanics~~
 - ~~c. Oil & gas refinery workers~~

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

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

Temporary Provision of Child Care Assistance to Essential Workers

~~On March 31, 2020, Governor Abbott issued Executive Order GA 14 implementing Essential Services and Activities Protocols for the entire state of Texas. The protocols direct all Texans to minimize non-essential gatherings and in-person contact with people who are not in the same household. The Governor’s Executive Order renews and amends his previous order enforcing federal social distancing guidelines for COVID-19. These protocols allow exceptions for essential activities and services based on the Department of Homeland Security’s guidelines on the Essential~~

~~Critical Infrastructure Workforce. Examples of these essential services include healthcare, grocery stores, banking and financial services, utilities, child care for essential service employees, and government services.~~

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

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

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

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

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

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

TAC Chapter 809 Child Care Services Rules

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

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

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

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

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

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

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

§809.18(b) Maintenance of a Waiting List

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

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

§809.19 Parent Share of Cost (PSoC)

Reference: *TAC Chapter 809 Child Care Services Rules and TWC Child Care Services Guide, Parts B-D.*

➤ Assessing the PSoC

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

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

- Upon resumption of work, job training, or education activities during the three-month continuation of care period.

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

- Parents who are participating in Choices or in Choices Child Care as described in TWC Child Care Services Guide, Part D-300;
- Parents who are participating in SNAP E&T Services or in SNAP E&T Child Care as described in Part D-500;
- Parents of a child receiving Child Care Services for children experiencing homelessness as defined in §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 PSoC.

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

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

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

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

➤ **Re-assessing the PSoC**

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

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

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

An assessed PSoC may be reviewed for a possible temporary reduction if there are extenuating circumstances that jeopardize a family's self-sufficiency, and the assessed PSoC may be

temporarily reduced if warranted by the circumstances. The requirements for handling temporary reductions as stated in Part B-604.c of the Child Care Services Guide will be followed.

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

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

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

~~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 PSoC 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 PSoC as a result of redeterminations will be made effective as of the start date in which the new eligibility period begins.~~

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

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

Child Care staff ~~will~~ **may** override prorated PSoC fees determined by TWIST system calculations ~~to match the prorated fees determined by the prorating tool,~~ and will 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. (moved to page 5)~~

~~PSoC 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 PSoC must not exceed the amount assessed at the most recent eligibility determination (except upon the addition of a child in care. (Part B-609) (moved to page 5)~~

~~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 PSoC, unless a program violation has occurred. WSP Child Care Staff will work with parents to determine why payments are not being made and possibly temporarily reduce the PSoC if necessary, as described in Part B-604 of the Child Care Services Guide, and this policy. (moved to page 5)~~

➤ **Reductions in PSoC**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

If a parent uses more than one Child Care Services Provider, TWIST automatically apportions the PSoC among the different providers. However, when multiple providers are used, WSP Child Care

staff will select one provider for all new and existing customers to collect the PSoC. This means the customer will pay the full cost share to a single provider and will not pay a portion to several different providers. Selection of the single provider will be based on either the provider location of the youngest child in care, or the provider location utilizing the most care, whichever dollar amount is higher.

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

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

Frequent Terminations for Failure to Pay PSoC:

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

The 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 PSoC as an applicable program violation to WSP within thirty (30) 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 PSoC before an early termination for nonpayment of PSoC. An assessment of the family's financial situation for extenuating circumstances must be completed each time the family is reported for non-payment, documented in the customer case file and TWIST, and will include these details:

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

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

The 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 PSoC 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 PSoC policy is a barrier to assistance; and
- Reporting the methods and results of findings to the Panhandle Workforce Development Director before any changes to the PSoC sliding fee scale will be made.

Parent-Initiated PSoC Reduction Requests:

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

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

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

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

§809.20 Maximum Provider Reimbursement Rates

WSP Child Care staff will abide by the Maximum Child Care Services Provider Reimbursement Rates, and the Increased Rates for Child Care Provider Reimbursements, including associated WD letters, as amended and released by TWC.

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

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

- Reimbursement for Child Care Services is paid only to the Provider;

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

Increase Maximum Reimbursement Rate to Providers Offering Non-traditional Hours

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

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

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

The PWDB will not pay any PSoC that is not collected. ~~*(see note on last page of this document)~~ (moved to page 1) The PWDB 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.

§809.22 Direct Referrals to Recognized Partnerships

Allows children to be served through recognized partnerships to be directly referred for child care services.

- **Exists between a child care provider and one of the following:**
 - A public school prekindergarten provider
 - A local education agency
 - A Head Start or Early Head Start (HS/EHS) program
- **Requires both parties to enter an agreement such as memorandum of understanding; and**
- **Serves children under six who are dually enrolled in both programs.**

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

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

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

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

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

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

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

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

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

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

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

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

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

➤ **§809.41(d) 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 Applicant Child Care as referenced in §809.46;
 - SNAP E&T Child Care as referenced in §809.47; or
 - Transitional Child Care as referenced in §809.48.
2. The second priority group is served after the first priority group, subject to the availability of funds, in the following order of priority, and includes children with special needs, and vulnerable populations:
 - 1) Children who need to receive protective services Child Care as referenced in §809.49 of the Child Care Rules;
 - 2) Children of a qualified veteran or qualified spouse as defined in §801.23;
 - 3) Children of a foster youth as defined in §801.23;
 - 4) Children experiencing homelessness defined in §809.2 & described in §809.5;

- 5) Children of Parents on military deployment as defined in §809.2 whose Parents are unable to enroll in military-funded Child Care assistance programs;
- 6) Children of teen Parents as defined in §809.2; and
- 7) Children with disabilities as defined in §809.2.

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

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

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

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

3. The third priority group designated by this PWDB policy includes:
 - Parents who are receiving services from workforce partners and participating in programs funded by the PWDB, such as WIOA; and
 - Adding siblings of a child who is already receiving Child Care Services but who are not currently receiving Child Care Services themselves. ~~*(see note on last page of this document)~~ *(moved to page 1)*

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

§809.44 Calculating Family Income

Family income will be calculated in accordance with TWC guidelines that take into account irregular fluctuations in earnings, and temporary increases in income, including temporary increases that result in monthly income exceeding 85% SMI will not affect eligibility or PSoC. 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 PWDB, may use a Standard Deduction of 30% as an option to determine net income for self-employment.

WSP Child Care Services Staff will:

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

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 twenty (20) days.

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

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

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

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

If a Parent's medical disability or need to care for a physically or mentally disabled family member prevents the Parent from participating in work, education, or job training activities for the required hours per week, a reduction to the requirements in subsection (a)(2) of this section may be

provided, on a case by case basis. Justification for the reduction including time limits must be completely documented.

§809.71 Parent Rights

In addition to the other requirements in this section of the Child Care 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 PSoC. These notices will be sent at least fifteen (15) calendar days before termination.

➤ §809.71(3) Parent Rights -Transfers

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

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

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

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

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

§809.75 Child Care During Appeal

WSP will inform families and Child Care Services Providers of new program violation rules by letter as required in TWC WD Letter 04-18, as amended. Sample notification letters are attached to the WD letter for adaptation by WSP. ~~*(see note on last page of this document)~~ (moved to page 1)

§809.78 Attendance Standards and Notice and Reporting Requirements

Reference: *TWC WD Letter 08-21 Child Care Automated Attendance and Manual Absence Tracking*

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

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

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

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

The definition of “Excessive Absences” is set forth in §809.2(10) as more than forty (40) absences based upon the receipt of eight (8) Provider Notices.

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

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

Child Care Services Providers are prohibited from charging 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 PSoC). ~~*(see note on last page of this document)~~ (moved to page 1)

§809.95 Provider Automated Attendance Agreement

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

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

§809.111 General Fraud Fact-Finding Procedures

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

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

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

§809.113 Action to Prevent or Correct Suspected Fraud

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

§809.115 Corrective Adverse Actions

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

- Possesses, or has on the premises, attendance cards without the Parent being present at the Provider site;
- Accepts or uses an attendance card or Personal Identification Number (PIN) 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 ten (10) business days from the date of the notification to the Provider of the star level. WSP will then have twenty (20) business days to reassess the Provider. WSP will establish operations procedures for the implementation of the reconsideration process.

~~*Note: Unless superseded by TWC guidance and directive, including but not limited to TWC WD letters, as amended. (moved to page 1)~~

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

ATTACHMENTS: See Appendix C Chapter 3-Child Care Services

RESCISSIONS: PWDB Manual, Chapter 3 Child Care Services, Section 3.1 Child Care Services-*Update*, Effective 12-9-2020.

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 1-Universal Policies for Workforce Customers

Section 1.6

Customer Incentives

Effective 5-27-2021

PURPOSE: To update Panhandle Workforce Development Board (PWDB) Customer Incentives policy, regarding Texas Workforce Commission (TWC) New Service Delivery Strategies, and the Metrix Learning Online Platform, including Attachment 1 - Choices, Choices Non-Custodial Parent (NCP), and Choices Plus Customer Incentives Desk Aid, to increase program performance. Updated information in this policy and the attachment is in **bold typeface** or ~~strikethrough~~.

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

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

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

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

Workforce Innovation and Opportunity Act (WIOA) Youth

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

Workforce Solutions Panhandle (WSP) will develop local procedures for Youth Incentives, which are linked to the fourteen (14) WIOA Youth Program elements, and are designed to enhance attainment of WIOA Youth performance measures. WIOA Youth Incentives will focus on increasing work experience and training opportunities for Youth Program participants.

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

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

Choices, Choices NCP, and Choices Plus

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

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

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

~~Service Plans for Choices NCP Customers will reflect unsubsidized job retention Incentives established, and paid, for 4, 12, and 26 weeks of employment at an average of thirty (30) hours per week, per the Choices NCP Guide. If after twelve (12) weeks of employment it becomes evident that an NCP Customer is at risk of not completing twenty-six (26) weeks of unsubsidized job retention at an average of thirty (30) hours per week before the end of the six (6) month NCP Program period, due to employer business necessity, a revised Service Plan for the remainder of the Customer's time on the NCP Program will be completed immediately.~~

~~The revised Service Plan will reflect a new job retention Incentive established for \$200, to be paid if an NCP Customer completes unsubsidized full-time employment at an average of thirty (30) hours per week for at least twenty (20) weeks. Weeks of employment do not have to be with the same employer. Detailed TWIST Counselor Notes regarding the circumstances and necessity for a revised Service Plan and a new Incentive will be completed per PWDB policy at the time the NCP Case Manager determines a Customer is at risk of not completing twenty-six (26) weeks of unsubsidized employment.~~

~~Deciding which final Incentive an NCP Customer has earned should not be done at the end of the six (6) month NCP Program participation period. Proactive Case Management, including consistent Customer contact, assessing progress towards Service Plan goals, making timely decisions, and documenting the details and necessity for a revised Service Plan and establishing a new Incentive early on in the NCP Case Management process, are key.~~

ATTACHMENTS: See Appendix A (CH 1-Universal Policies Attach)/CH 1-Universal-1.6 Customer Incentives Attachments/*Choices, NCP, Choices Plus Customer Incentives Desk Aid*, Effective 5/27/2021

RESCISSIONS: PWDB Manual, Chapter 1-Universal Policies for Workforce Customers, Section 1.6 Customer Incentives, and Attachment *Choices/Choices NCP/Choices, and Plus Customer Incentives Desk Aid*, Effective 8-22-2018.

WIOA YOUTH CUSTOMER INCENTIVES DESK AID

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

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

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

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

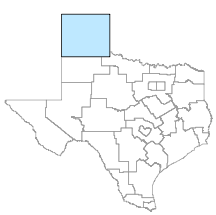
* Employment of at least 30 hours per week for Choices/Choices Plus, and at the required average of 30 hours per week for Choices NCP

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



ITEM 11

Panhandle Workforce Development Area



Dallam	Sherman	Hansford	Ochiltree	Lipscomb	
Hartley	Moore	Hutchinson	Roberts	Hemphill	
Oldham	Potter	Carson	Gray	Wheeler	
Deaf Smith	Randall	Armstrong	Donley	Collingsworth	
Parmer	Castro	Swisher	Briscoe	Hall	Childress

March 2021

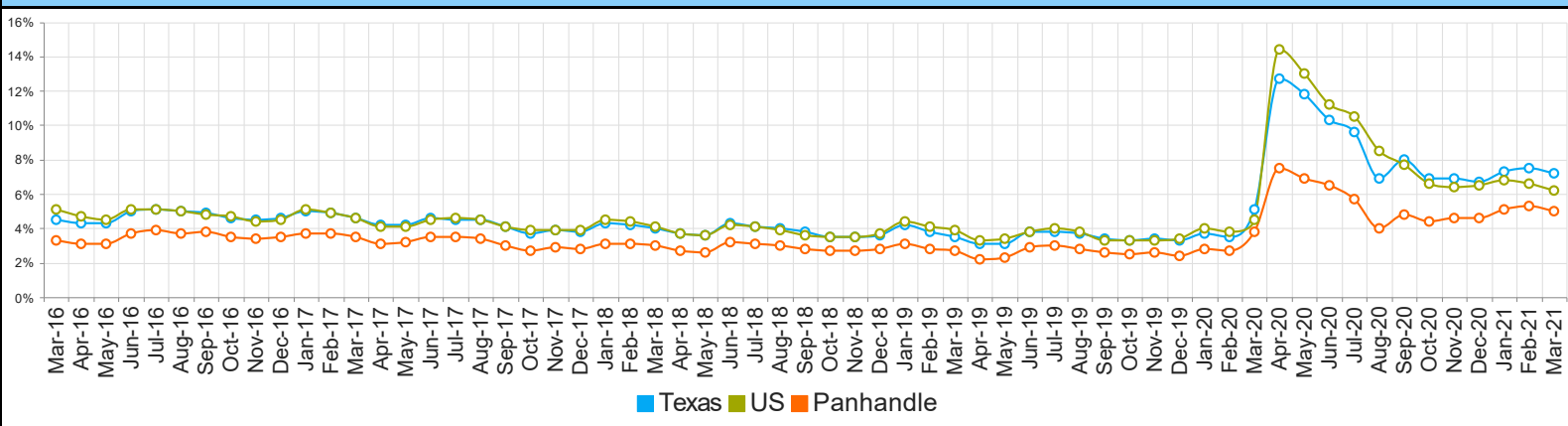
WDA Labor Force Statistics				
	Mar-21	Feb-21	Mar-20	Yearly Change
Civilian Labor Force	209,852	208,356	204,466	5,386
Employed	199,334	197,312	196,752	2,582
Unemployed	10,518	11,044	7,714	2,804
Unemployment Rate	5.0%	5.3%	3.8%	1.2%

Texas Labor Force Statistics				
	Mar-21	Feb-21	Mar-20	Yearly Change
Civilian Labor Force	14,096,630	14,047,933	13,953,661	142,969
Employed	13,086,898	12,989,157	13,248,772	-161,874
Unemployed	1,009,732	1,058,776	704,889	304,843
Unemployment Rate	7.2%	7.5%	5.1%	2.1%

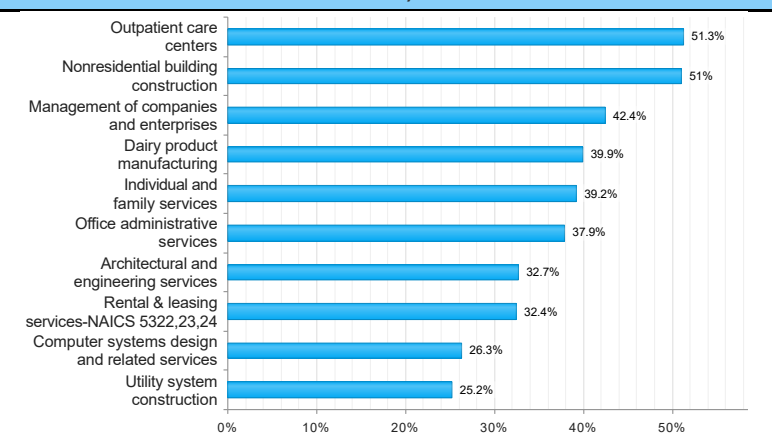
US Labor Force Statistics				
	Mar-21	Feb-21	Mar-20	Yearly Change
Civilian Labor Force	160,397,000	160,008,000	162,537,000	-2,140,000
Employed	150,493,000	149,522,000	155,167,000	-4,674,000
Unemployed	9,905,000	10,486,000	7,370,000	2,535,000
Unemployment Rate	6.2%	6.6%	4.5%	1.7%

Continued Claims for the Week of the 12th				
	Mar-21	Feb-21	Mar-20	Yearly Change
WDA	1,765	1,948	823	942
Texas	204,996	221,149	124,065	80,931

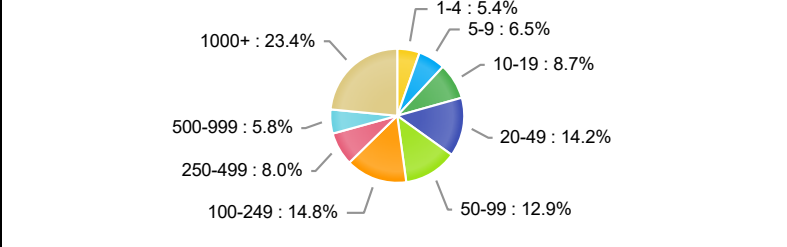
Historical Unemployment Rates



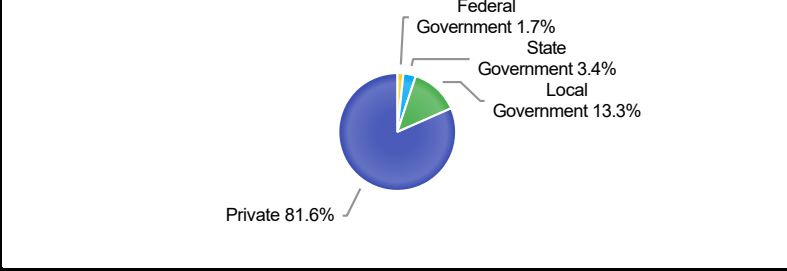
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



Employment by Size Class (3rd Quarter 2020)



Employment by Ownership (3rd Quarter 2020)



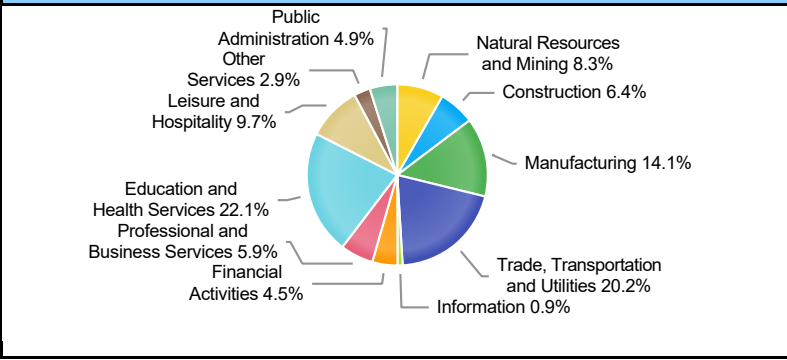
Average Weekly Wage (3rd Quarter 2020)

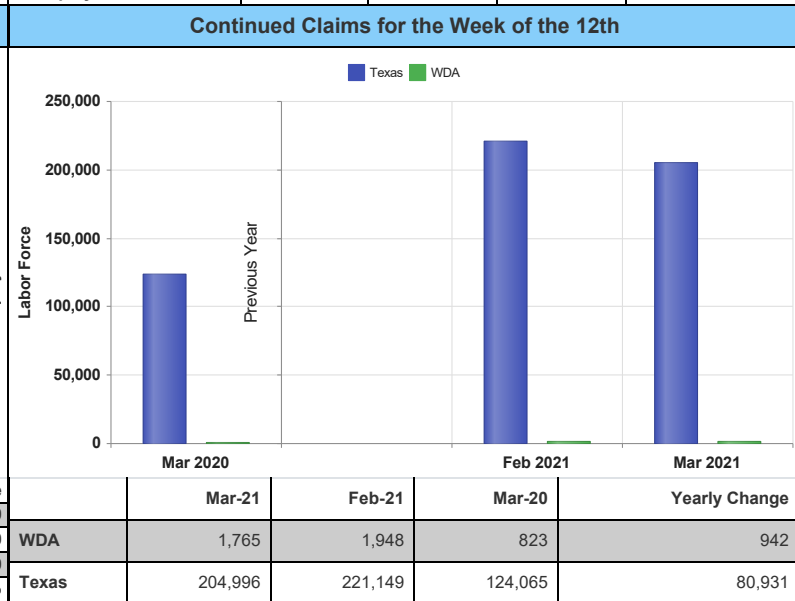
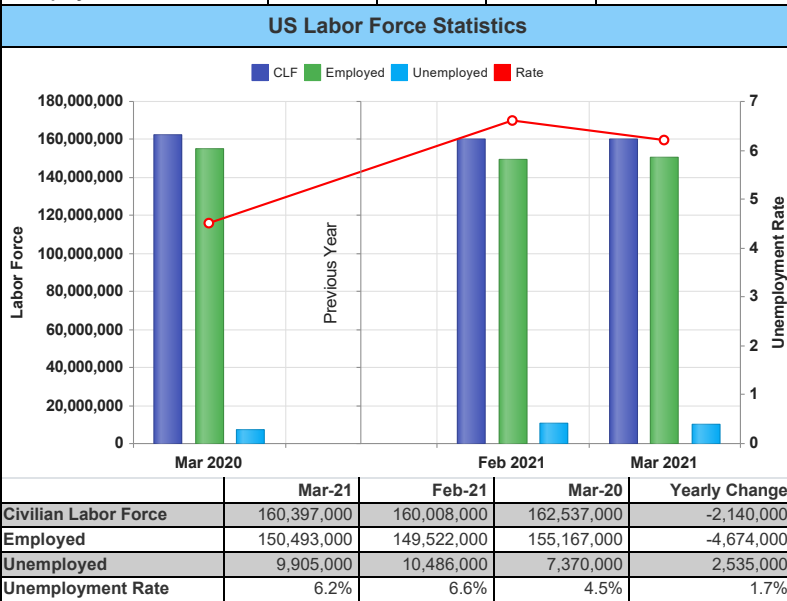
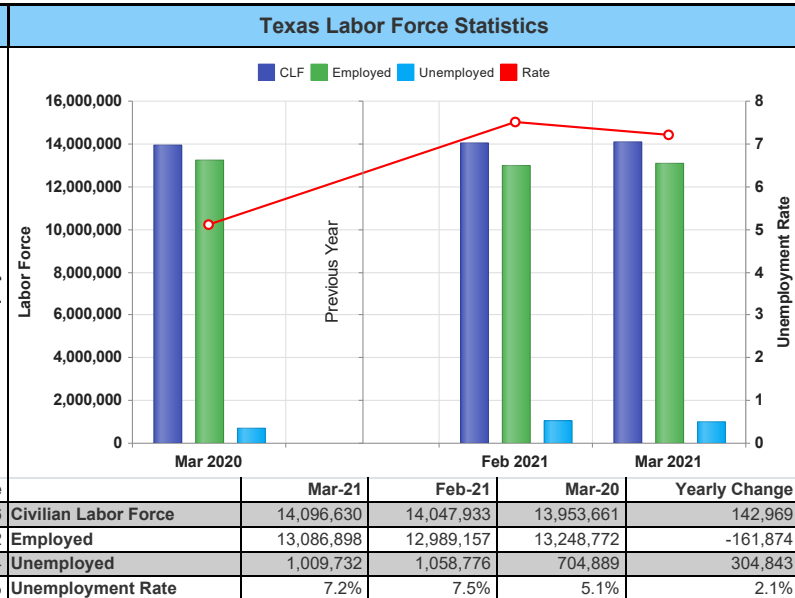
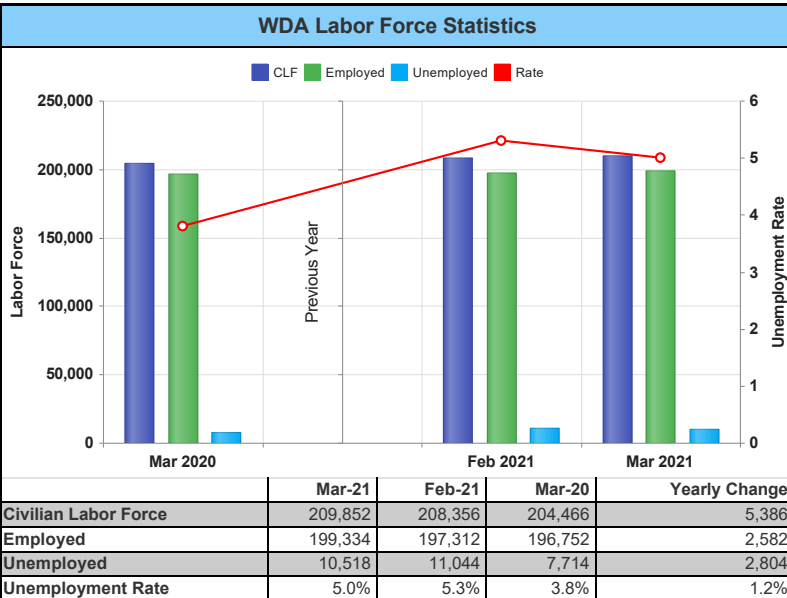
	Q3 2020	Q2 2020	Q3 2019	Quarterly Change	Yearly Change
WDA	\$937	\$943	\$903	\$-6	\$34
Texas	\$1,149	\$1,156	\$1,108	\$-7	\$41
US	\$1,173	\$1,188	\$1,092	\$-15	\$81

Employment by Industry (3rd Quarter 2020, Percent Change)

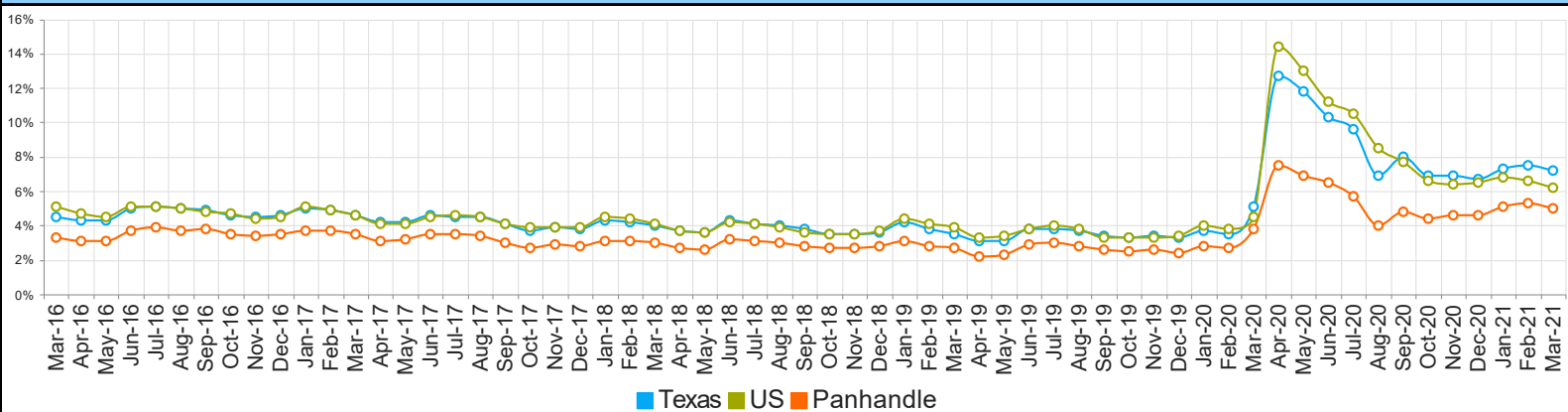
Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	15,125	8.3%	-0.4%	-5.0%
Construction	11,651	6.4%	1.8%	0.5%
Manufacturing	25,547	14.1%	4.4%	1.3%
Trade, Transportation and Utilities	36,696	20.2%	1.5%	-1.5%
Information	1,655	0.9%	0.7%	-7.7%
Financial Activities	8,225	4.5%	-0.2%	-2.8%
Professional and Business Services	10,719	5.9%	0.9%	-4.4%
Education and Health Services	40,021	22.1%	-1.3%	-2.1%
Leisure and Hospitality	17,629	9.7%	14.1%	-9.2%
Other Services	5,220	2.9%	2.3%	-7.1%
Public Administration	8,853	4.9%	3.0%	-2.3%

Employment by Industry (3rd Quarter 2020)



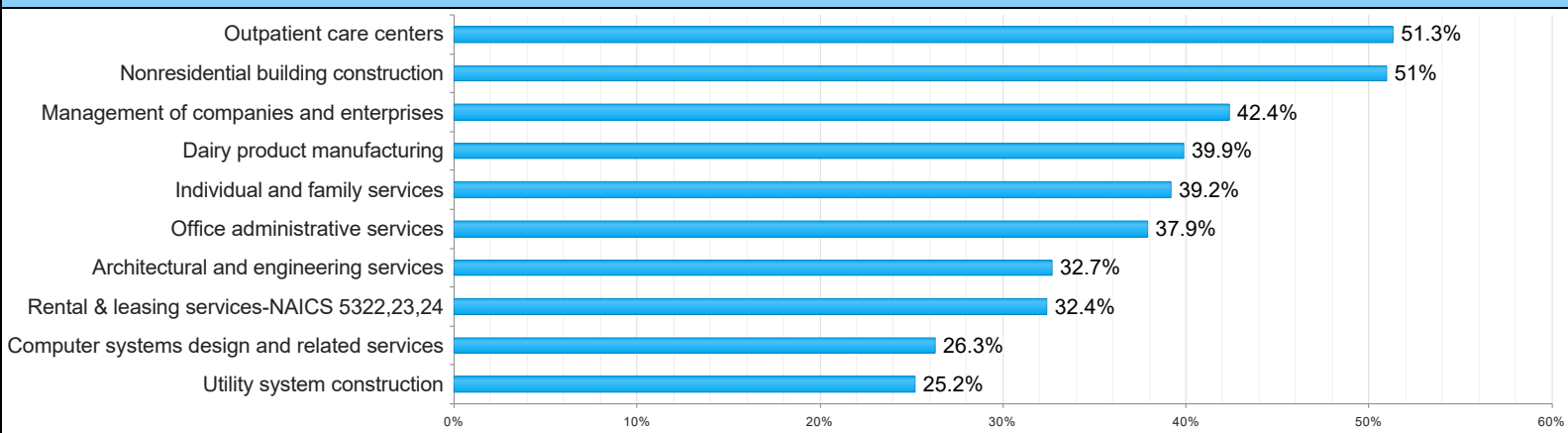


Historical Unemployment Rates



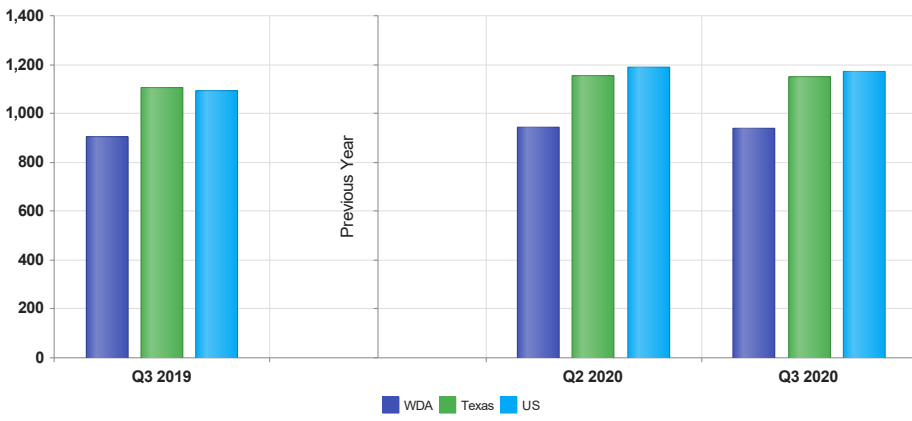
Months	WDA	Texas	US
Mar-21	5.0	7.2	6.2
Feb-21	5.3	7.5	6.6
Jan-21	5.1	7.3	6.8
Dec-20	4.6	6.7	6.5
Nov-20	4.6	6.9	6.4
Oct-20	4.4	6.9	6.6
Sep-20	4.8	8.0	7.7
Aug-20	4.0	6.9	8.5
Jul-20	5.7	9.6	10.5
Jun-20	6.5	10.3	11.2
May-20	6.9	11.8	13.0
Apr-20	7.5	12.7	14.4
Mar-20	3.8	5.1	4.5
Feb-20	2.7	3.5	3.8
Jan-20	2.8	3.7	4.0
Dec-19	2.4	3.3	3.4
Nov-19	2.6	3.4	3.3
Oct-19	2.5	3.3	3.3
Sep-19	2.6	3.4	3.3
Aug-19	2.8	3.7	3.8
Jul-19	3.0	3.8	4.0
Jun-19	2.9	3.8	3.8
May-19	2.3	3.1	3.4
Apr-19	2.2	3.1	3.3
Mar-19	2.7	3.5	3.9
Feb-19	2.8	3.8	4.1
Jan-19	3.1	4.2	4.4
Dec-18	2.8	3.6	3.7
Nov-18	2.7	3.5	3.5
Oct-18	2.7	3.5	3.5
Sep-18	2.8	3.8	3.6
Aug-18	3.0	4.0	3.9
Jul-18	3.1	4.1	4.1
Jun-18	3.2	4.3	4.2
May-18	2.6	3.6	3.6
Apr-18	2.7	3.7	3.7
Mar-18	3.0	4.0	4.1
Feb-18	3.1	4.2	4.4
Jan-18	3.1	4.3	4.5
Dec-17	2.8	3.8	3.9
Nov-17	2.9	3.9	3.9
Oct-17	2.7	3.7	3.9
Sep-17	3.0	4.1	4.1
Aug-17	3.4	4.5	4.5
Jul-17	3.5	4.5	4.6
Jun-17	3.5	4.6	4.5
May-17	3.2	4.2	4.1
Apr-17	3.1	4.2	4.1
Mar-17	3.5	4.6	4.6
Feb-17	3.7	4.9	4.9
Jan-17	3.7	5.0	5.1
Dec-16	3.5	4.6	4.5
Nov-16	3.4	4.5	4.4
Oct-16	3.5	4.6	4.7
Sep-16	3.8	4.9	4.8
Aug-16	3.7	5.0	5.0
Jul-16	3.9	5.1	5.1
Jun-16	3.7	5.0	5.1
May-16	3.1	4.3	4.5
Apr-16	3.1	4.3	4.7
Mar-16	3.3	4.5	5.1

Projected Top Ten Fastest Growing Industries in WDA (% Growth 2018-2028)



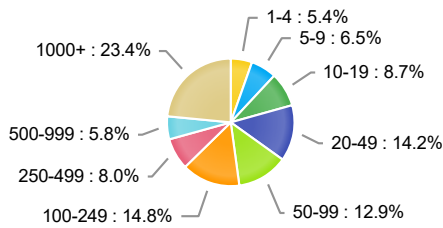
Industry Title	Percent Change
Outpatient care centers	51.3
Nonresidential building construction	51
Management of companies and enterprises	42.4
Dairy product manufacturing	39.9
Individual and family services	39.2
Office administrative services	37.9
Architectural and engineering services	32.7
Rental & leasing services-NAICS 5322,23,24	32.4
Computer systems design and related services	26.3
Utility system construction	25.2

Average Weekly Wage (3rd Quarter 2020)



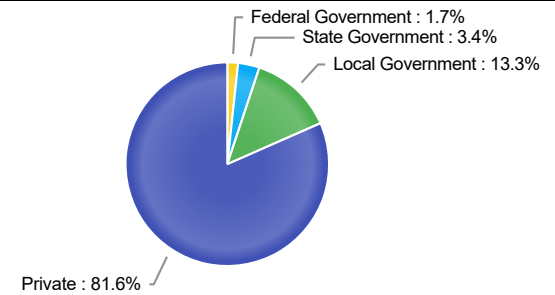
	Q3 2020	Q2 2020	Q3 2019	Quarterly Change	Yearly Change
WDA	\$937	\$943	\$903	\$-6	\$34
Texas	\$1,149	\$1,156	\$1,108	\$-7	\$41
US	\$1,173	\$1,188	\$1,092	\$-15	\$81

Employment by Size Class (3rd Quarter 2020)



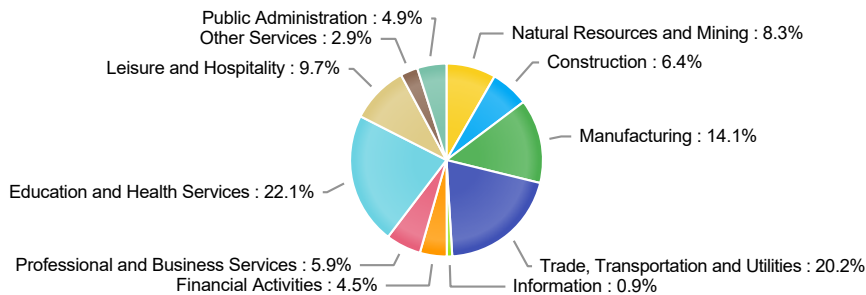
Number of Employees in Firm	Percentage
1-4	5.4%
5-9	6.5%
10-19	8.7%
20-49	14.2%
50-99	12.9%
100-249	14.8%
250-499	8.0%
500-999	5.8%
1000+	23.4%

Employment by Ownership (3rd Quarter 2020)



Ownership	Percentage
Federal Government	1.7%
State Government	3.4%
Local Government	13.3%
Private	81.6%

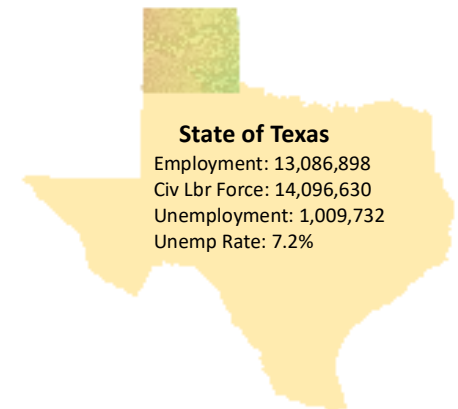
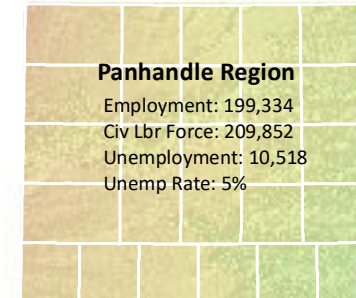
Employment by Industry (3rd Quarter 2020)



Industry	Q3 2020 Employment	% of Total	Q2 2020 Employment	% of Total	Q3 2019 Employment	% of Total	Quarterly Change	Yearly Change
Natural Resources and Mining	15,125	8.3%	15,180	8.6%	15,920	8.5%	-0.4%	-5.0%
Construction	11,651	6.4%	11,450	6.5%	11,589	6.2%	1.8%	0.5%
Manufacturing	25,547	14.1%	24,465	13.8%	25,221	13.5%	4.4%	1.3%
Trade, Transportation and Utilities	36,696	20.2%	36,167	20.4%	37,264	20.0%	1.5%	-1.5%
Information	1,655	0.9%	1,643	0.9%	1,794	1.0%	0.7%	-7.7%
Financial Activities	8,225	4.5%	8,242	4.6%	8,459	4.5%	-0.2%	-2.8%
Professional and Business Services	10,719	5.9%	10,625	6.0%	11,216	6.0%	0.9%	-4.4%
Education and Health Services	40,021	22.1%	40,546	22.8%	40,874	21.9%	-1.3%	-2.1%
Leisure and Hospitality	17,629	9.7%	15,449	8.7%	19,425	10.4%	14.1%	-9.2%
Other Services	5,220	2.9%	5,105	2.9%	5,619	3.0%	2.3%	-7.1%
Public Administration	8,853	4.9%	8,592	4.8%	9,057	4.9%	3.0%	-2.3%

Texas Panhandle Workforce Employment Data

<p>Dallam</p> <p>Employment: 3,715 Civ Lbr Force: 3,851 Unemployment: 136 Unemp Rate: 3.5%</p>	<p>Sherman</p> <p>Employment: 1,343 Civ Lbr Force: 1,395 Unemployment: 52 Unemp Rate: 3.7%</p>	<p>Hansford</p> <p>Employment: 2,473 Civ Lbr Force: 2,562 Unemployment: 89 Unemp Rate: 3.5%</p>	<p>Ochiltree</p> <p>Employment: 3,747 Civ Lbr Force: 3,979 Unemployment: 232 Unemp Rate: 5.8%</p>	<p>Lipscomb</p> <p>Employment: 1,517 Civ Lbr Force: 1,593 Unemployment: 76 Unemp Rate: 4.8%</p>	
<p>Hartley</p> <p>Employment: 2,628 Civ Lbr Force: 2,701 Unemployment: 73 Unemp Rate: 2.7%</p>	<p>Moore</p> <p>Employment: 10,382 Civ Lbr Force: 10,862 Unemployment: 480 Unemp Rate: 4.4%</p>	<p>Hutchinson</p> <p>Employment: 7,852 Civ Lbr Force: 8,495 Unemployment: 643 Unemp Rate: 7.6%</p>	<p>Roberts</p> <p>Employment: 410 Civ Lbr Force: 430 Unemployment: 20 Unemp Rate: 4.7%</p>	<p>Hemphill</p> <p>Employment: 1,696 Civ Lbr Force: 1,782 Unemployment: 86 Unemp Rate: 4.8%</p>	
<p>Oldham</p> <p>Employment: 897 Civ Lbr Force: 939 Unemployment: 42 Unemp Rate: 4.5%</p>	<p>Potter</p> <p>Employment: 52,184 Civ Lbr Force: 55,224 Unemployment: 3,040 Unemp Rate: 5.5%</p>	<p>Carson</p> <p>Employment: 2,926 Civ Lbr Force: 3,068 Unemployment: 142 Unemp Rate: 4.6%</p>	<p>Gray</p> <p>Employment: 6,978 Civ Lbr Force: 7,642 Unemployment: 664 Unemp Rate: 8.7%</p>	<p>Wheeler</p> <p>Employment: 2,167 Civ Lbr Force: 2,335 Unemployment: 168 Unemp Rate: 7.2%</p>	
<p>Deaf Smith</p> <p>Employment: 8,702 Civ Lbr Force: 9,120 Unemployment: 418 Unemp Rate: 4.6%</p>	<p>Randall</p> <p>Employment: 70,519 Civ Lbr Force: 73,768 Unemployment: 3,249 Unemp Rate: 4.4%</p>	<p>Armstrong</p> <p>Employment: 914 Civ Lbr Force: 957 Unemployment: 43 Unemp Rate: 4.5%</p>	<p>Donley</p> <p>Employment: 1,411 Civ Lbr Force: 1,481 Unemployment: 70 Unemp Rate: 4.7%</p>	<p>Collingsworth</p> <p>Employment: 1,052 Civ Lbr Force: 1,118 Unemployment: 66 Unemp Rate: 5.9%</p>	
<p>Parmer</p> <p>Employment: 5,082 Civ Lbr Force: 5,254 Unemployment: 172 Unemp Rate: 3.3%</p>	<p>Castro</p> <p>Employment: 3,456 Civ Lbr Force: 3,601 Unemployment: 145 Unemp Rate: 4%</p>	<p>Swisher</p> <p>Employment: 2,500 Civ Lbr Force: 2,659 Unemployment: 159 Unemp Rate: 6%</p>	<p>Briscoe</p> <p>Employment: 591 Civ Lbr Force: 627 Unemployment: 36 Unemp Rate: 5.7%</p>	<p>Hall</p> <p>Employment: 1,071 Civ Lbr Force: 1,151 Unemployment: 80 Unemp Rate: 7%</p>	<p>Childress</p> <p>Employment: 3,121 Civ Lbr Force: 3,258 Unemployment: 137 Unemp Rate: 4.2%</p>



**Top 25 Occupations by Help Wanted Postings
Between March 2020 and March 2021
for the Panhandle WDA**

Rank	SOC	SOC Title	Postings
1	29-1141	Registered Nurses	2,930
2	53-3032	Truck Drivers, Heavy and Tractor-Trailer	2,670
3	41-1011	First-Line Supervisor/Managers of Retail Sales Work	2,193
4	41-4012	Sales Rep., Wholesale & Manufacturing, Except Tech. & Scientific Products	2,046
5	41-2031	Retail Salespersons	1,911
6	43-4051	Customer Service Representatives	1,803
7	35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	1,292
8	49-9071	Maintenance and Repair Workers, General	1,245
9	39-9021	Personal Care Aides	1,012
10	53-7062	Laborers & Freight, Stock & Material Movers, Hand	956
11	29-2061	Licensed Practical and Licensed Vocational Nurses	820
12	11-9199	Managers, All Other	820
13	41-2011	Cashiers	802
14	37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	777
15	27-1026	Merchandise Displayers and Window Trimmers	771
16	11-9051	Food Service Managers	767
17	37-2012	Maids and Housekeeping Cleaners	696
18	43-6014	Secretaries & Administrative Assistants, Except Legal, Medical, & Executive	683
19	13-2011	Accountants and Auditors	651
20	43-5081	Stock Clerks and Order Fillers	651
21	11-9111	Medical and Health Services Managers	630
22	41-3021	Insurance Sales Agents	598
23	11-1021	General and Operations Managers	559
24	31-1014	Nursing Assistants	549
25	35-1012	First-Line Supervisors/Managers of Food Preparation	543



GOVERNOR GREG ABBOTT

May 17, 2021

The Honorable Martin J. Walsh
Secretary
U. S. Department of Labor
200 Constitution Avenue, NW
Washington, D.C. 20210

Dear Secretary Walsh:

I write to inform you that the State of Texas will terminate its participation in the Agreement Implementing the Relief for Workers Affected by Coronavirus Act, effective June 26, 2021.

The Texas economy is thriving and employers are hiring in communities throughout the state. In fact, the amount of job openings in Texas is far greater than the number of Texans looking for employment, making these unemployment benefits no longer necessary. For this reason, the State of Texas will continue to focus its efforts on connecting Texans with these job opportunities so they can find meaningful employment to provide for their families.

The termination of this agreement means that Texas will opt out of the following provisions of the Relief for Workers Affected by Coronavirus Act (Public Law 116-136):

- Pandemic Unemployment Assistance (Section 2102), Addendum No. 1
- Emergency Unemployment Relief For Governmental Entities And Nonprofit Organizations (Section 2103)
- Emergency Increase in Unemployment Compensation Benefits – Federal Pandemic Unemployment Compensation (Section 2102), Addendum No. 2
- Temporary Full Federal Funding Of The First Week Of Compensable Regular Unemployment For States With No Waiting Week (Section 2105), Addendum No. 3
- Pandemic Emergency Unemployment Compensation (Section 2107), Addendum No. 4 and Addendum No. 5 To Agreement Implementing Relief for Workers Affected by Coronavirus, as amended by section 261 of the Continued Assistance for Unemployed Workers Act of 2020
- Mixed Earner Unemployment Compensation (Section 2104), Addendum No. 5

This notice is provided pursuant to paragraph XI of the Agreement. Termination of this agreement shall be effective June 26, 2021.

Sincerely,

A handwritten signature in black ink that reads "Greg Abbott".

Greg Abbott
Governor

GA:cwd



Get Ready – Child Care Relief Funding is Coming!

UPDATED INFORMATION:

Please do not contact the Comptroller to set up a TIN number. TWC's new online application system will automatically assign a TIN number to you if you do not already have one. TWC will be emailing you (using the email address that you use to access the CCR online portal) in early June with additional instructions on how to access the new TWC online application system.

As announced yesterday, the Texas Workforce Commission (TWC) will make \$790 million available in June. The funds will be available to regulated child care programs, centers and family care, across the state (registered homes, licensed homes, and licensed centers).

There's no need to contact TWC or Child Care Regulation (CCR) – we will email all eligible child care programs as soon as processes are in place to award and issue money through the Child Care Relief Fund (CCRF). We plan to email information in early June.

Child care programs can prepare by:

- Ensuring that you are open and operating and not currently on corrective or adverse action with Child Care Regulation (CCR).
- Confirming that all operation information provided within your CCR portal account is up-to-date and accurate as it will be used to initiate and process your application for funds. Verify location and mailing addresses, names and roles of controlling persons, and the email address associated with CCR portal access.
- Identify who will apply for the funds if there is more than one controlling person with CCR named as TWC will ask you to name one controlling person who will apply. When he or she applies, they will be verified through me, an online identity verification system.

NOTE: Previous guidance suggested applying for a Texas Identification Number (TIN) via the Texas Comptroller's office. Please do not contact the Texas Comptroller, a TIN will be automatically assigned when you apply if you do not already have one.

Here are a few key components of the Child Care Relief Funding (CCRF):

- Funds can be used to reimburse the child care program for expenses incurred since January 1, 2021 or to assist in paying for current, immediate expenditures.
- Funds must be used for the purposes of cleaning and sanitation, and other activities necessary to maintain or resume program operation, including for fixed costs and increased operating expenses. You must ensure you have receipts or other proof of payment for these expenses.

- Payment amounts are based on the child care program's licensed capacity and the 75th percentile of the average local market rate for child care in the area. Child care programs that are certified as Texas Rising Star or are nationally accredited will receive an increased amount. Programs located in areas with low child care capacity compared to the number of working families with children will also receive an increased amount. You can find more information in the Commission's policy action: Coronavirus Response and Relief Supplemental Appropriations Act (CRRSA) Child Care Development Block Grant – Prioritization and Use of Funds.
- Technical assistance and business coaching will be available to assist in completing the application process, documenting expenditures, and providing other general business education support.

Providers do not need to contact TWC to apply for funds. TWC will email all eligible child care programs as soon as processes are in place to award and issue the CCRF. Emails will go to the address used for accessing the CCR online portal in early June and will include details on the application process.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

TWC Investigating Fraud Cases

Media Contact: James Bernsen

Date: May 11, 2021

Working with State, Federal Partners, TWC Helping Bring ID Thieves to Justice

Austin – The Texas Workforce Commission (TWC) is actively working with local, state and federal partners to actively pursue criminals who are using stolen identities in an attempt to fraudulently obtain unemployment insurance benefits. While TWC places prevention of fraud as its highest priority and has successfully stopped over 83 percent of fraud cases in the last year before any dollars go out, the agency is committed to tracking down fraudsters and bringing them to justice.

No TWC system has been breached; criminals are stealing identities through hacking, phishing and major breaches in health insurance companies, hotels and in one of the largest cases, a consumer credit reporting agency. A growing cybercrime community on the Dark Web traffics in these stolen identities, passing them from hackers to fraudsters seeking to monetize your information.

TWC has worked with partners in law enforcement in three high-profile cases:

- TWC received notice from the United States Department of Labor’s Office of Inspector General (DOL-IG) that a post office box in Corpus Christi was receiving an unusual amount of TWC mail addressed to various names, all at one specific P.O. Box. After an investigation, an individual was arrested in June of 2020. He was sentenced to 41 months in prison and forced to pay restitution.
- DOL-IG identified 26 commercial mail receiving agency locations in the Dallas-Fort Worth area where suspicious claims were addressed. After investigation, two individuals from California were arrested. A third person who was attempting to use the stolen funds was later arrested. All three were convicted and awaiting sentencing. TWC in this case recovered \$324,000 in stolen benefits.
- The Texas Department of Public Safety and TWC’s Regulatory Integrity Division conducted an investigation into multiple unemployment insurance claims associated to one specific address. The case was worked between DPS, DOL-IG and the US Postal Service Inspectors. The individual awaits sentencing. TWC recovered \$160,000.

TWC continues to work with law enforcement at all levels to prosecute fraud. Nonetheless, all Texans can help stop this crime before it happens. If you receive correspondence suggesting a fraudulent unemployment insurance claim has been filed, please report it on the TWC fraud portal at <https://mft.twc.state.tx.us/form/UIfraudENG>.

All Texans should take steps to secure their identity online by practicing Internet security best practices. Treat your TWC account and all accounts like you would your bank account. The Texas Workforce Commission will investigate every unemployment benefit claim to confirm identity and to lock accounts that are fraudulent.

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

Last Verified: May 11, 2021

Equal Opportunity Employer/Program

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

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

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

TWC Measures to Prevent Fraud

Date: April 29, 2021

Media Contact: James Bernsen

Phone: 512-463-8556

Efforts include notification, internal investigation

Austin – The Texas Workforce Commission (TWC) takes a variety of steps to identify and stop identity theft fraud, one of the fastest-growing Internet crimes in the country. These efforts have allowed TWC to prevent payments to over 509,000 suspicious claimants, frequently before any benefits are paid out.

Identities are being stolen at record rates, some in breaches of health insurance companies, hotels and in one of the largest cases, a consumer credit reporting agency. The [Insurance Information Institute](#) (III) reported that the number of identity theft complaints in America doubled in 2020. A growing cybercrime community on the Dark Web traffics in these stolen identities, passing them from hackers to fraudsters seeking to monetize your information.

TWC's unemployment insurance (UI) division's first goal is to pay benefits to recipients as soon as possible, but to implement and maintain rigorous measures to identify and prevent fraud. When a claim is submitted for unemployment benefits, the first line of defense are letters sent out to both the employer and the claimant involved to confirm the application. In most cases of fraudulent applications, either of these will recognize the fraud and inform TWC. This is the first line of defense. TWC also has security protocols in place within the unemployment insurance system that look for red flags on accounts and check identities to ensure eligibility.

From March 2020 to April 2021, TWC received applications from 4.48 million total claimants seeking UI benefits. During that time, 611,000 claimants were tagged as suspicious, with the majority being blocked before any benefits were paid out. TWC has continued to hire new investigators and improve its fraud-blocking efforts. In the last month, 94 percent of suspicious claims have been blocked before any benefits were paid.

All Texans should take steps to secure their identity online by practicing Internet security best practices. Treat your TWC account and all accounts like you would your bank account. The Texas Workforce Commission will investigate every unemployment benefit claim to confirm identity and to lock accounts that are fraudulent.

If you think you have been the victim of identity theft report it at the TWC fraud and identity theft portal [here](#).

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

Last Verified: April 29, 2021

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



Recognizing outstanding Texas-based employers who put **all** abilities to work!

TWC Launches "We Hire Ability"

The Texas Workforce Commission (TWC) has launched a new program to promote disability inclusion in the workplace. The ["We Hire Ability"](#) employer recognition program celebrates Texas employers who demonstrate a commitment to hiring and supporting individuals with disabilities.

We Hire Ability recognizes businesses that demonstrate a commitment to employing people with disabilities in integrated environments and that have a Texas-based workforce comprised of at least 10 percent people with disabilities. An integrated workplace is an environment where coworkers with and without disabilities work alongside one another.

With our state's positive economic growth, TWC encourages employers seeking to add workers to recruit and hire individuals with disabilities, who are an all-to-often untapped talent pool. Texas Workforce Solutions-Vocational Rehabilitation Services Business Relations Teams partner with businesses and can assist with recruitment, accommodation, disability etiquette training and other lunch and learn opportunities structured to suit businesses of any size.

To receive a We Hire Ability decal, employers may nominate themselves or be nominated by Local Workforce Development Boards (Boards), local Vocational Rehabilitation management, or a local

mayoral or county committee that works in partnership with the Texas Governor's Committee on People with Disabilities.

For more information on "We Hire Ability" program or to submit a We Hire Ability nomination, visit <https://twc.texas.gov/partners/WeHireAbility>.

To find out how your business can benefit from hiring individuals with disabilities or to obtain information on employee accommodation, contact a Vocational Rehabilitation Business Relations Coordinator visit <https://www.twc.texas.gov/businesses/vocational-rehabilitation-business-relations>

Nominate an employer

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities

Employing individuals with disabilities is cost effective.

33% of hiring managers and executives reported that employees with disabilities stay in their jobs longer. ⁽¹⁾

Employees with disabilities are rated by supervisors as being equally or more productive than coworkers and as achieving equal or better overall job performance. ⁽²⁾

Businesses that hire employees with disabilities may be eligible for tax benefits. ⁽³⁾



Texas has a large, educated workforce which includes individuals with disabilities.

1.6 million

approximate number of working age (18-64) Texans who have one or more disabilities. ⁽⁵⁾



85,000

Texans with disabilities of working age (18-64) are actively seeking employment. ⁽⁵⁾

440,000+

Texans age 25+ with disabilities have a bachelor's degree or higher. ⁽⁵⁾



A proud partner of the AmericanJobCenter® network

¹ K. Lisa Yang and Hock E. Tan Institute on Employment and Disability Collection, Leveling the Playing Field: Attracting, Engaging, and Advancing People with Disabilities. (2013). www.digitalcommons.ilr.cornell.edu/edicollect/1292/
² Center for Workforce Preparation and U.S. Chamber of Commerce, Disability: Dispelling the Myths – How People with Disabilities Can Meet Employer Needs. www.ohioemploymentfirst.org/up_doc/Disability_Business_Case.pdf
³ IRS, Tax Benefits for Businesses Who Have Employees with Disabilities (2016). www.irs.gov/businesses/small-businesses-self-employed/tax-benefits-for-businesses-who-have-employees-with-disabilities
⁴ Job Accommodation Network, September 2016 Workplace Accommodations: Low Cost, High Impact Study: www.askjan.org/media/lowcosthighimpact.html
⁵ U.S. Census Bureau, 2016 American Community Survey (ACS) 1-Year Estimates. www.census.gov/programs-surveys/acs/

Equal Opportunity Employer/Program

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

Relay Texas: 800-735-2989 (TTY) and 711 (Voice)

WWW.TEXASWORKFORCE.ORG

TEXAS

LABOR MARKET REVIEW



APRIL 2021



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

For additional information,
please contact:

1-866-938-4444

lmci@twc.state.tx.us

MARCH 2021 MONTHLY INDICATORS



CES program
Page 2

INDUSTRY EMPLOYMENT
SEASONALLY ADJUSTED (OTM)

↑ 99,000



LAUS program
Page 5

UNEMPLOYMENT RATE
SEASONALLY ADJUSTED

6.9%
NO CHANGE



HWOL
Page 8

HWOL INDEX (OTM)

↑ 0.9%



More Indicators
Page 10

INITIAL CLAIMS (CHG)
FOUR-WEEK MOVING AVERAGE

↑ 22,298

CURRENT EMPLOYMENT STATISTICS

Statewide Industry Employment (Seasonally Adjusted)

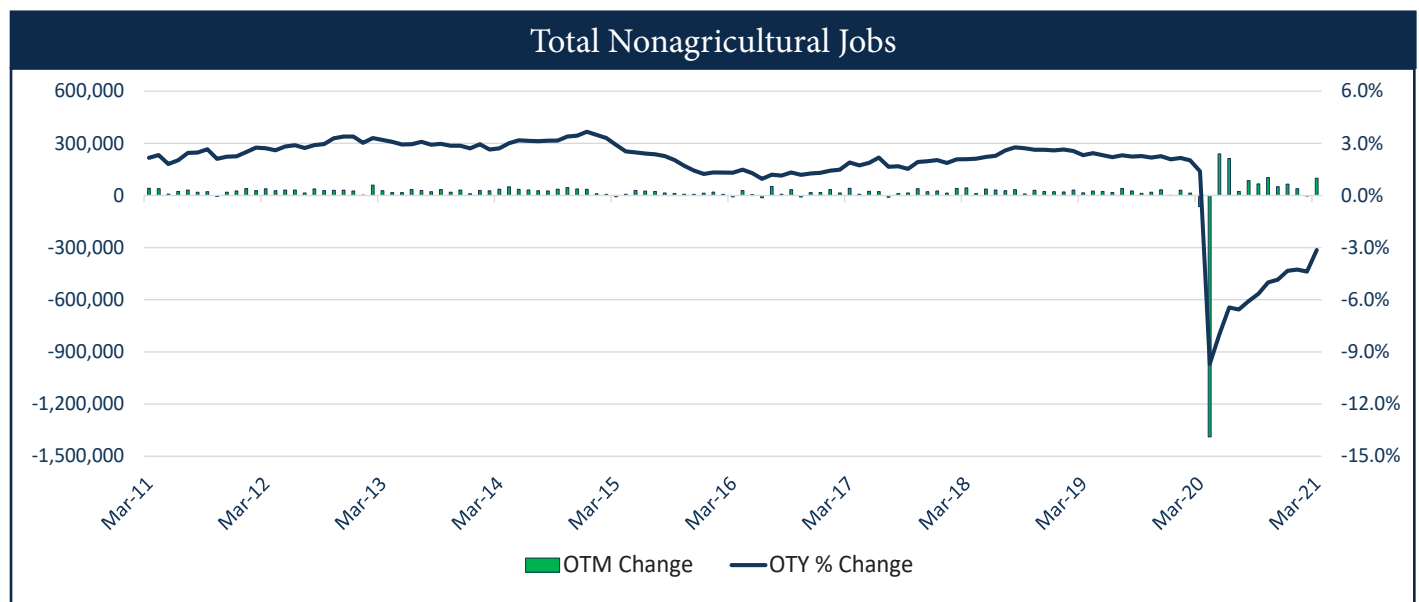
March marked the largest over-the-month employment increase since October 2020 for Total Nonagricultural Wage and Salary employment with a gain of 99,000 jobs while the private sector added 106,600 positions. All private sector industries showed positive monthly growth in March, with four industries achieving the largest increases in series history. On an annual basis,

the state's growth rate improved by 1.3 percentage points to -3.1 percent in March, with the private sector improving to -3.2 percent. Two major industries achieved positive annual growth since COVID-19 and measures taken to slow its spread precipitated widespread unprecedented declines beginning April 2020.

Industry	Mar 2021	Monthly Change	Annual Change	Annual % Change
Total Nonagricultural	12,500,800	99,000	-405,200	-3.1
Private	10,551,300	106,600	-353,500	-3.2
Goods-Producing	1,797,600	32,100	-123,600	-6.4
Mining & Logging	185,700	5,500	-47,700	-20.4
Construction	744,500	19,100	-35,400	-4.5
Manufacturing	867,400	7,500	-40,500	-4.5
Service-Providing	10,703,200	66,900	-281,600	-2.6
Trade, Transportation & Utilities	2,547,800	10,300	13,800	0.5
Information	202,000	1,600	-8,300	-3.9
Financial Activities	826,000	9,900	7,900	1.0
Professional & Business Services	1,822,700	14,800	-2,000	-0.1
Education & Health Services	1,717,200	10,600	-55,000	-3.1
Leisure & Hospitality	1,235,000	23,100	-142,900	-10.4
Other Services	403,000	4,200	-43,400	-9.7
Government	1,949,500	-7,600	-51,700	-2.6

Highlights

- Trade, Transportation, and Utilities reached a series-high employment level of 2,547,800 jobs following an increase of 10,300 positions.
- Financial Activities employment reached a new high of 826,000 jobs following a series-high monthly gain of 9,900 jobs.
- Leisure and Hospitality employment grew by 23,100 jobs in March, marking the largest increase since October 2020.
- Professional and Business Services employment rebounded with 14,800 jobs added.



CURRENT EMPLOYMENT STATISTICS

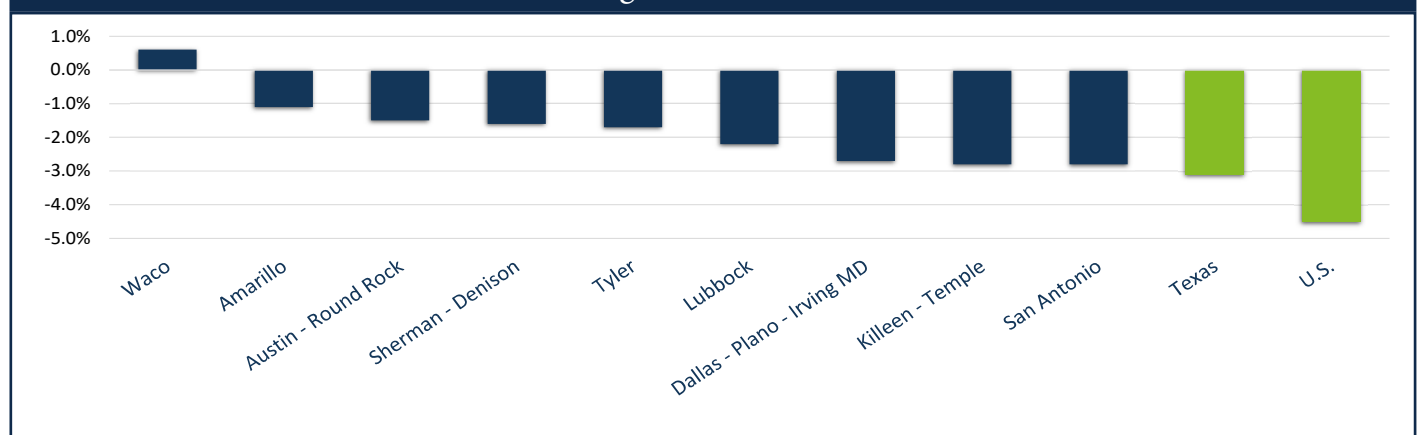
Metro Areas (Seasonally Adjusted)

Metro Areas	Mar 2021	Monthly Change	Annual Change	Annual % Change
Abilene MSA	70,900	800	-2,100	-2.9
Amarillo MSA	120,700	1,000	-1,300	-1.1
Austin-Round Rock MSA	1,122,300	9,900	-17,200	-1.5
Beaumont-Port Arthur MSA	156,400	2,900	-7,900	-4.8
Brownsville-Harlingen MSA	141,000	300	-5,900	-4.0
College Station-Bryan MSA	118,800	200	-4,300	-3.5
Corpus Christi MSA	181,700	1,500	-10,200	-5.3
Dallas-FW-Arlington MSA	3,738,900	23,100	-120,800	-3.1
Dallas-Plano-Irving MD	2,667,800	10,500	-73,900	-2.7
Fort Worth-Arlington MD	1,067,600	7,900	-37,300	-3.4
El Paso MSA	315,300	600	-11,700	-3.6
Houston MSA	3,008,800	26,200	-168,300	-5.3
Killeen-Temple MSA	142,500	700	-4,100	-2.8
Laredo MSA	101,300	1,400	-6,700	-6.2
Longview MSA	93,300	500	-5,400	-5.5
Lubbock MSA	147,600	500	-3,300	-2.2
McAllen MSA	262,700	400	-11,400	-4.2
Midland MSA	94,800	700	-18,700	-16.5
Odessa MSA	68,400	300	-13,500	-16.5
San Angelo MSA	47,600	100	-2,600	-5.2
San Antonio MSA	1,057,400	4,900	-30,800	-2.8
Sherman-Denison MSA	48,400	0	-800	-1.6
Texarkana MSA	57,900	100	-2,300	-3.8
Tyler MSA	107,100	600	-1,900	-1.7
Victoria MSA	38,000	100	-2,300	-5.7
Waco MSA	124,300	700	700	0.6
Wichita Falls MSA	56,600	100	-2,600	-4.4

Highlights

- Twenty-five of 26 metro areas added jobs over the month for a combined employment increase of 72,900 jobs. One metro area had no change and, for the first time since July 1994, no metro areas saw employment declines.
- The Houston-The Woodlands-Sugar Land MSA led all metro areas with 26,200 jobs added.
- The Dallas-Plano-Irving metro division rebounded from a revised February decline of 7,000 jobs to a gain of 10,500 positions.
- Austin-Round Rock MSA employment increased by 9,900 jobs in March, achieving 11 consecutive periods of monthly job growth.
- The Fort Worth-Arlington metro division added 7,900 jobs over the month.
- The San Antonio-New Braunfels MSA added 4,900 monthly jobs in March, marking 11 consecutive months of growth totaling 101,600 positions added since April 2020.
- The Beaumont-Port Arthur MSA added 2,900 jobs over the month, achieving a monthly increase of 1.9 percent, the highest among metro areas.

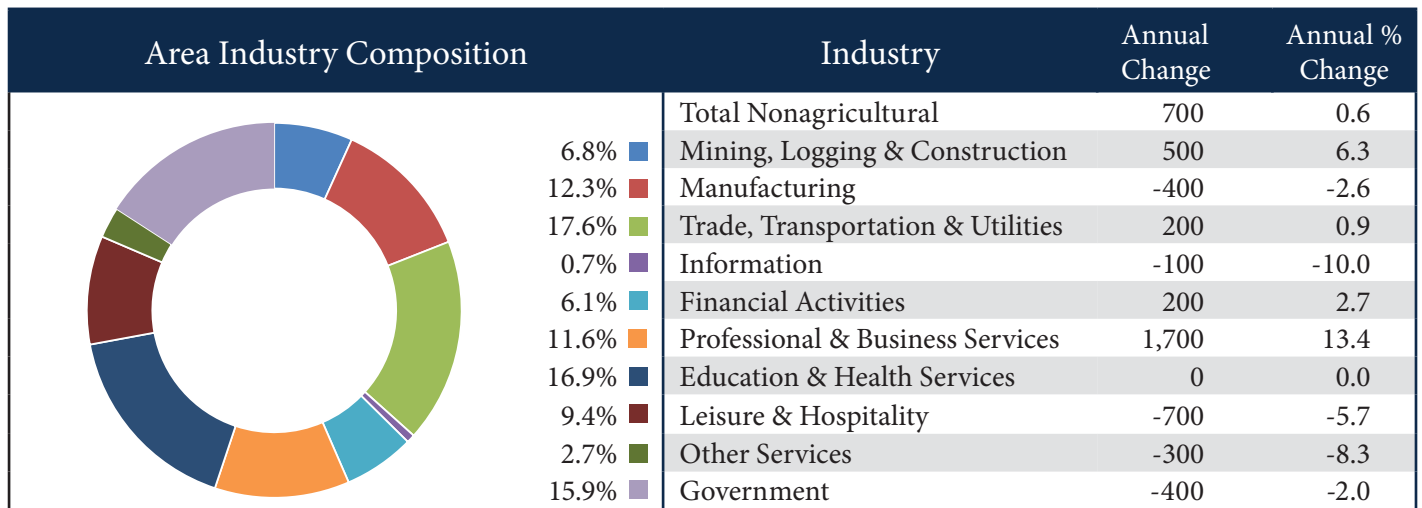
Fastest Growing Metro Areas Over the Year



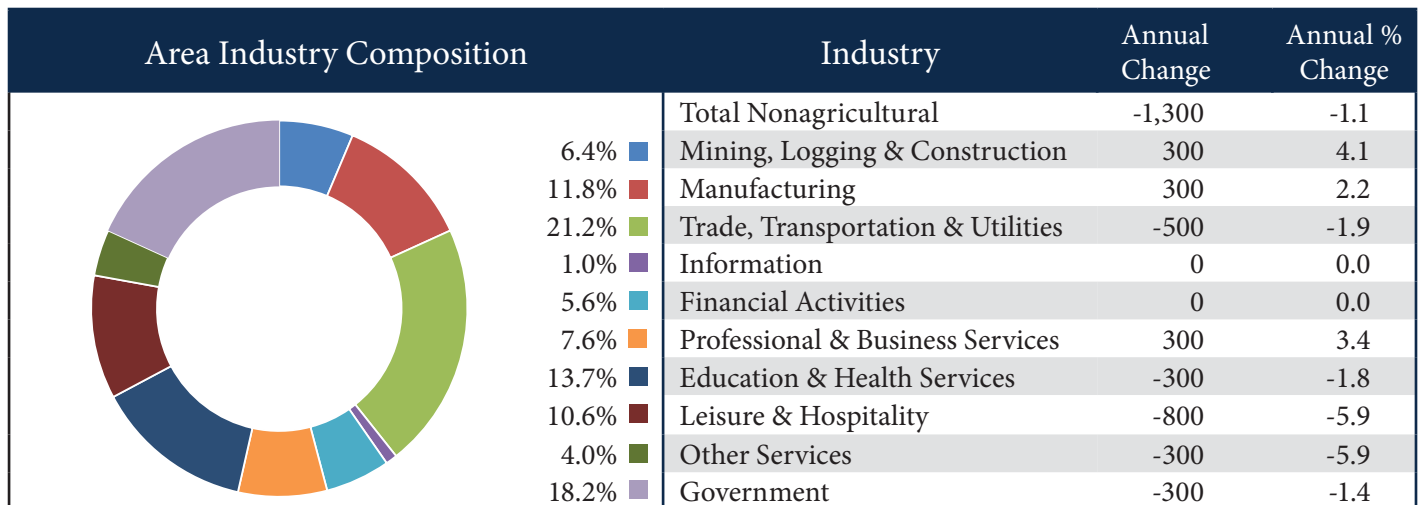
CURRENT EMPLOYMENT STATISTICS

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

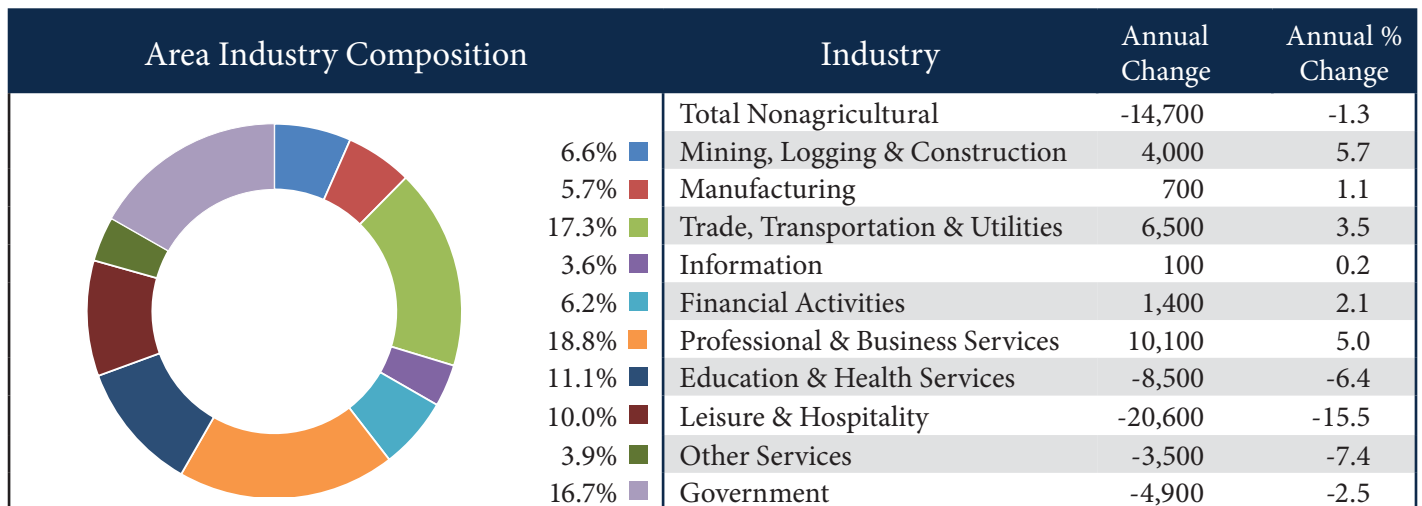
Waco MSA



Amarillo MSA



Austin-Round Rock MSA



[Download CES excel data sheets \(include industry-level data\)](#)

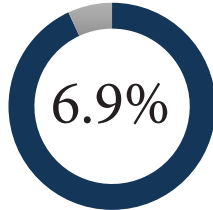
LOCAL AREA UNEMPLOYMENT STATISTICS

Texas & the U.S. (Seasonally Adjusted)

Texas March 2021

■ Employed
13,064,700

■ Unemployed
967,500

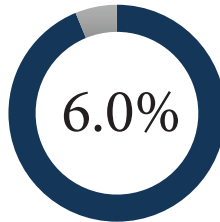


Date	CLF	Employment	Unemployment	Rate
Mar 2021	14,032,200	13,064,700	967,500	6.9
Feb 2021	14,005,200	13,034,900	970,300	6.9
Mar 2020	13,986,800	13,306,800	680,000	4.9

U.S. March 2021

■ Employed
150,848,000

■ Unemployed
9,710,000

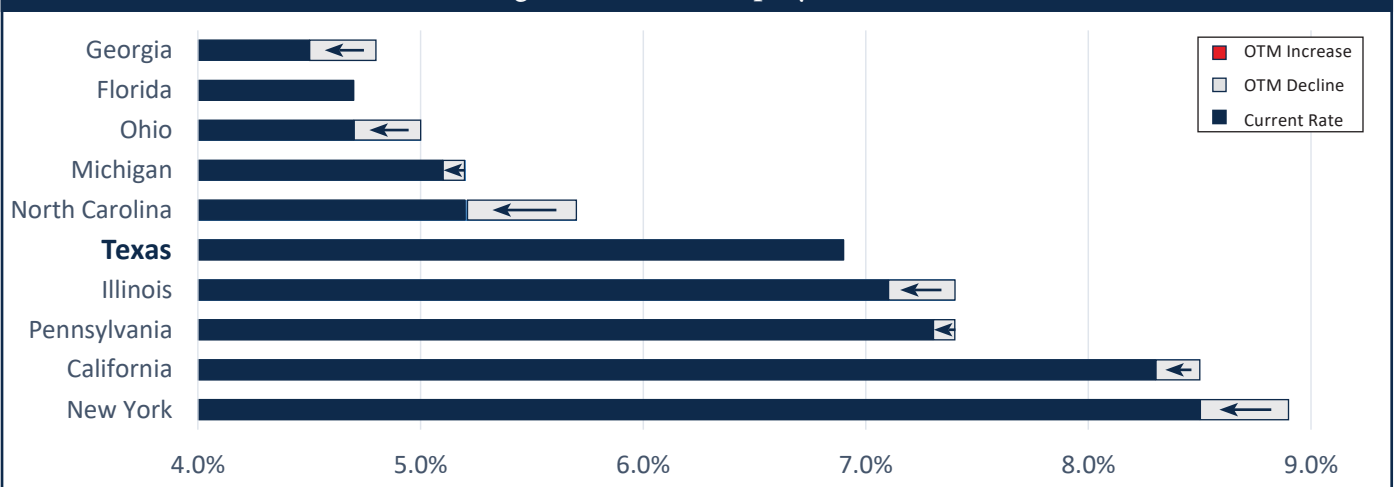


Date	CLF	Employment	Unemployment	Rate
Mar 2021	160,558,000	150,848,000	9,710,000	6.0
Feb 2021	160,211,000	150,239,000	9,972,000	6.2
Mar 2020	162,721,000	155,536,000	7,185,000	4.4

Highlights

- Over the month the Texas seasonally adjusted unemployment rate remained at 6.9 percent, nine-tenths of a percentage point higher than the U.S. rate of 6.0 percent.
- The state's seasonally adjusted labor force participation rate was 62.3 percent in March.
- Texas' seasonally adjusted LAUS employment was up 29,800 from last month.
- Summarizing the not seasonally adjusted estimates, the Texas unemployment rate decreased to 7.2 percent in March. This was 2.1 percentage points higher than the unemployment rate in March 2020.

10 Largest States' Unemployment Rates



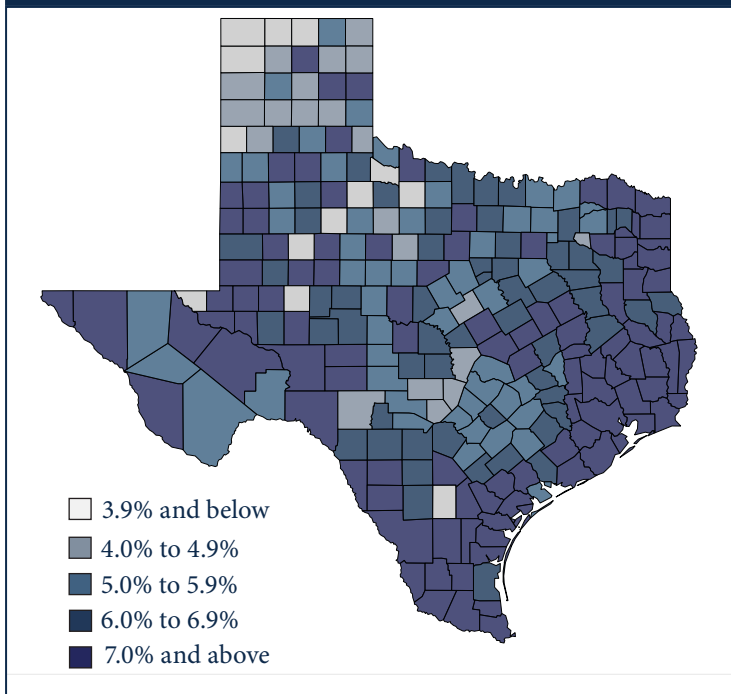
LOCAL AREA UNEMPLOYMENT STATISTICS

Substate Areas (Not Seasonally Adjusted)

County Highlights

- Unemployment rates varied considerably across counties, ranging from a low of 1.4 percent in King County and Loving County to a high of 18.4 percent in Starr County.
- Three counties had an unemployment rate of 3.0 percent or less.
- Kent County experienced the largest unemployment rate decrease of 1.8 percentage points over the year.
- In March 2021, 15 counties experienced an increase in their unemployment rates over the month, while 229 counties experienced a decrease and ten experienced no change.
- Over the year, the civilian labor force increased in 185 counties, while 68 counties in the state experienced a decline and one experienced no change.

County Unemployment Rates



Texas Metro Areas Ranked by Unemployment Rate

Rank	Area	Rate	Rank	Area	Rate
1	Amarillo	4.9	14	Killeen-Temple	7.1
2	Austin-Round Rock	5.3	0	Texas	7.2
2	College Station-Bryan	5.3	15	Midland	7.6
4	Sherman-Denison	5.7	16	El Paso	7.8
5	Abilene	5.8	16	Longview	7.8
5	Lubbock	5.8	18	Laredo	7.9
7	San Angelo	6.1	18	Victoria	7.9
7	Waco	6.1	20	Houston-The Woodlands-Sugar Land	8.0
0	United States	6.2	21	Corpus Christi	8.8
9	Dallas-Fort Worth-Arlington	6.5	22	Brownsville-Harlingen	10.0
9	San Antonio-New Braunfels	6.5	23	Beaumont-Port Arthur	10.8
9	Tyler	6.5	24	Odessa	11.0
12	Texarkana	6.6	25	McAllen-Edinburg-Mission	11.2
12	Wichita Falls	6.6			

Metro Area Highlights

- Over the month, all 25 metropolitan areas experienced a decrease in their unemployment rates.
- Over the year, all Texas metropolitan areas experienced an increase in their unemployment rates.
- The Odessa MSA experienced the largest over the year change, rising 6.3 percentage points.

CURRENT POPULATION SURVEY

12-Month Moving Average Unemployment Rates

Texas Unemployment Rates by Demographic

Gender (age 16+)	Mar 2021	Feb 2021	Mar 2020
Female	8.6%	8.5%	3.7%
Male	8.4%	8.2%	3.4%

Age (16+)	Mar 2021	Feb 2021	Mar 2020
Age 16-19	18.9%	18.8%	12.9%
Age 20-24	13.7%	13.3%	6.3%
Age 25-34	9.3%	9.1%	4.0%
Age 35-44	7.0%	6.7%	2.3%
Age 45-54	6.6%	6.4%	2.5%
Age 55-64	7.3%	7.1%	2.3%
Age 65+	6.3%	6.5%	2.5%

Race (age 16+)	Mar 2021	Feb 2021	Mar 2020
White	7.8%	7.6%	3.3%
Black	13.0%	12.7%	5.4%
Hispanic	10.0%	9.7%	4.3%

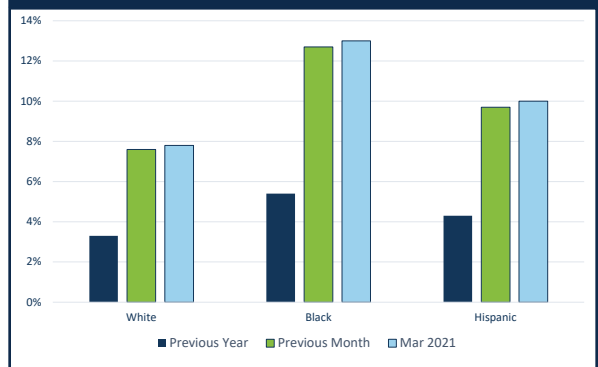
Other Categories (age 18+)	Mar 2021	Feb 2021	Mar 2020
Veterans	6.4%	6.2%	3.3%

Education (age 25+)	Mar 2021	Feb 2021	Mar 2020
Less than High School	11.6%	11.3%	4.0%
High School Diploma	9.5%	9.3%	3.8%
Some College or Associate Degree	8.4%	7.9%	2.7%
Bachelor's Degree or Higher	4.7%	4.7%	1.9%

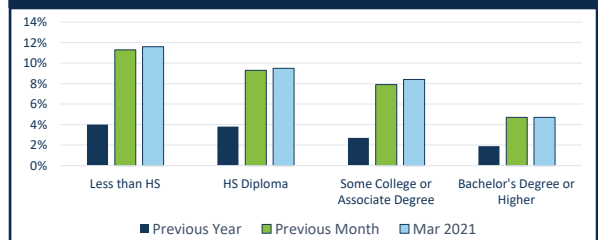
Highlights

- The unemployment rate for males increased by 5.0 percentage points over the year to a rate of 8.4 percent, while the rate for women increased by 4.9 percentage points to 8.6 percent.
- The veteran unemployment rate increased over the month by 0.2 percentage points to 6.4 percent in March.
- Individuals with some college education or associate degree had an unemployment rate of 8.4 percent. Those with a bachelor's degree and higher had an unemployment rate of 4.7 percent and those with a high school diploma had a rate of 9.5 percent.
- Of the new entrants into Texas' labor force in March, less were men (16,800) than women (24,300).
- The number of people not in the labor force because they are discouraged over job prospects in Texas increased to 63,700, up from a level of 33,500 a year ago.

Unemployment Rates by Race



Unemployment Rates by Education

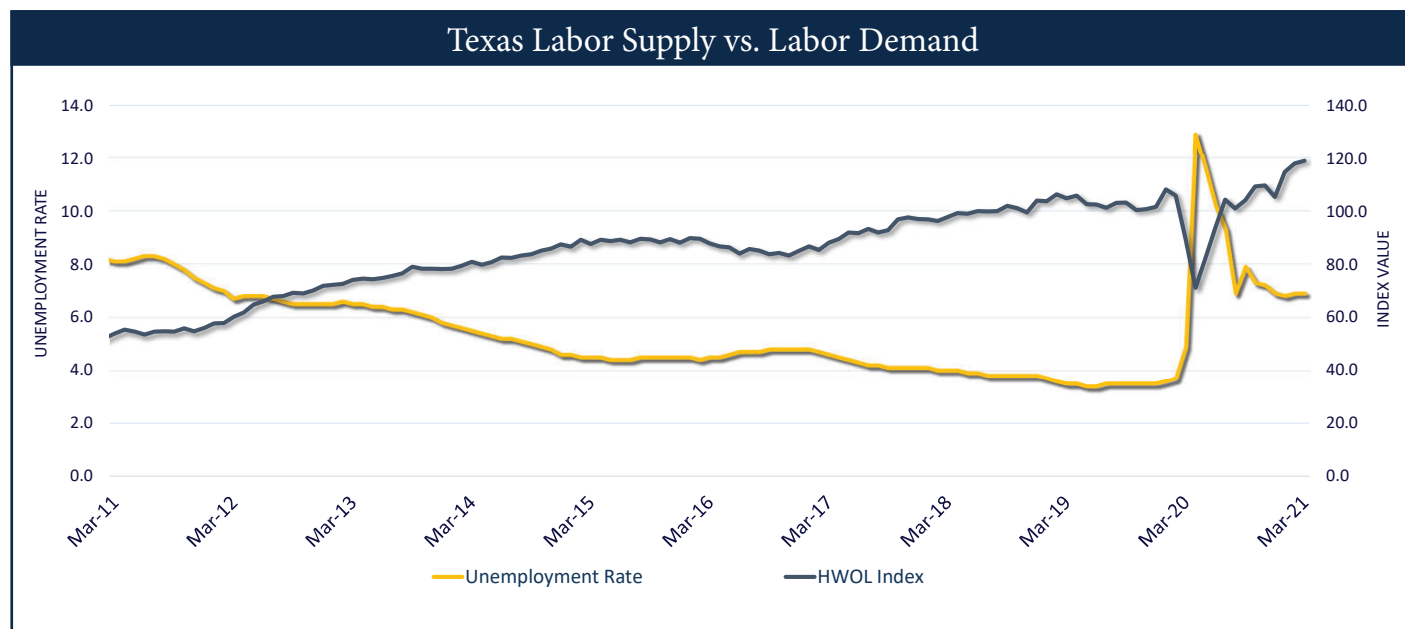


[Download all LAUS excel data sheets](#)



HELP WANTED ONLINE

Statewide Online Job Postings Data (Seasonally Adjusted)



Highlights

- The Conference Board®-Burning Glass® Help Wanted OnLine™ (HWOL) Index increased over the month to 119.1 in March, a change of 1.0 point.
- The seasonally adjusted March Supply/Demand rate was 1.8 unemployed for each advertised vacancy with a total of 415,167 more unemployed workers than advertised vacancies.

Top Employers by Postings

Employer	Mar 2021
Baylor Scott & White Health	6,491
Hospital Corporation of America	3,890
Christus Health	3,033
Anthem Blue Cross	2,734
IBM	2,524
Deloitte	2,182
Texas Health Resources	1,901
Southwestern Medical Center	1,836
The Home Depot Incorporated	1,794
Lowe's Companies, Inc	1,760

Top Occupations by Postings

Occupation	Mar 2021
Registered Nurses	27,456
Sales Representatives, Wholesale and Manuf., Except Technical and Scientific Products	19,056
Heavy and Tractor-Trailer Truck Drivers	15,499
Customer Service Representatives	14,531
Retail Salespersons	14,386
Software Developers, Applications	12,012
Computer Occupations, All Other	11,424
Managers, All Other	11,310
First-Line Supervisors of Retail Sales Workers	10,492
Laborers and Freight, Stock, and Material Movers, Hand	7,810

EMPLOYMENT NEWS

Media Update

Job Gains

Toyota Financial Services Moving to Plano

Dallas Morning News

DALLAS, TX — Toyota Financial Services is consolidating its customer service operations, affecting 1,100 workers who will be given a chance to relocate to offices in Plano and two other cities. The reorganization will consolidate the company's customer service footprint from six locations to three, with Chandler, Ariz., and Alpharetta, Ga., joining Plano as key hubs. The locations will cover the western, central, and eastern regions of the U.S.

"We are excited about our plans to evolve our customer service operations to provide greater value to our customers and dealers and create stronger career opportunities for our team members," the company said. "Our objective with this restructuring is to streamline TFS' field office structure and invest in new technology to deliver better service to our customers." The move will take effect in 2022, according to Plano-based Toyota North America.

Business Activity Soars in Texas

Dallas Morning News

DALLAS, TX — In a March survey by the Federal Reserve Bank of Dallas, Texas manufacturing executives reported big gains in output, new orders, and shipments. On two key metrics — production and capacity utilization — the Dallas Fed index readings were the highest in the survey's 17-year history. The Texas service sector also reported stellar improvement in March. Revenue gainers outnumbered losers by over 2-to-1, a giant leap from February and well ahead of historical trends. Service companies also had gains in employment, hours worked and capital spending.

"We are running at near capacity," an unnamed machine manufacturing executive told the Dallas Fed. "Business has never been better." A maker of computers and electronic products said demand continues to strengthen broadly, lead times are being stretched and many peer companies are raising prices: "I have not seen this dynamic in my 30-plus years in the industry," the executive told the Dallas Fed. "There's just widespread strength, both in measurable activities like production and in expectations and company outlooks," Emily Kerr a senior business economist at the Dallas Fed said.

Job Losses

Company Lays Off Oil Workers

San Antonio Business Journal

KARNES CITY, TX — Denver-based Ovintiv USA Inc. is laying off nearly 100 workers in the heart of the Eagle Ford Shale, according to a filing with the Texas Workforce Commission. Ovintiv told the TWC that it plans to permanently terminate 95 workers at its Karnes City facility on or around July 31. The layoffs represent half of Ovintiv's Karnes City workforce, which is located on State Highway 123.

In its letter to the TWC, the company didn't provide a reason for the layoffs. But the announcement comes a day after the oil and gas heavyweight announced that it sold its Eagle Ford assets to Validus Energy for \$880 million.

Two Austin Businesses Plan Layoffs

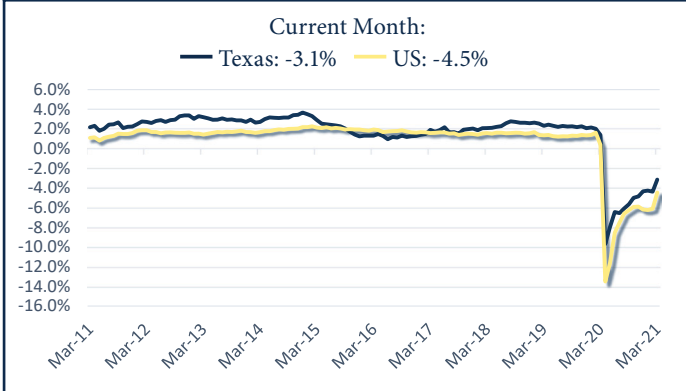
Austin American-Statesman

AUSTIN, TX — The Hilton Austin hotel is laying off 64 workers, while business services firm CSG Systems is laying off 57, according to WARN letters sent to the Texas Workforce Commission (TWC). Hilton is eliminating the jobs at the Hilton Austin in downtown Austin, according to a letter sent to TWC. "We are taking these actions because of COVID-19 related business circumstances that were not reasonably foreseeable at the time notice would have been required," the letter from Joe Bolash, general manager, said.

CSG Systems said it will be permanently closing its commercial printing facility located in North Austin. Tommy York of CSG said, "The job eliminations are expected to be permanent. Separations will occur on a rolling basis until the Austin facility is closed."

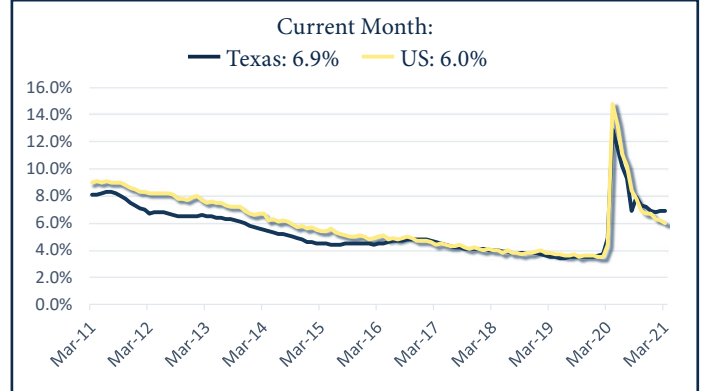
KEY INDICATORS

Total Nonag Annual Employment Growth (Seasonally Adjusted)



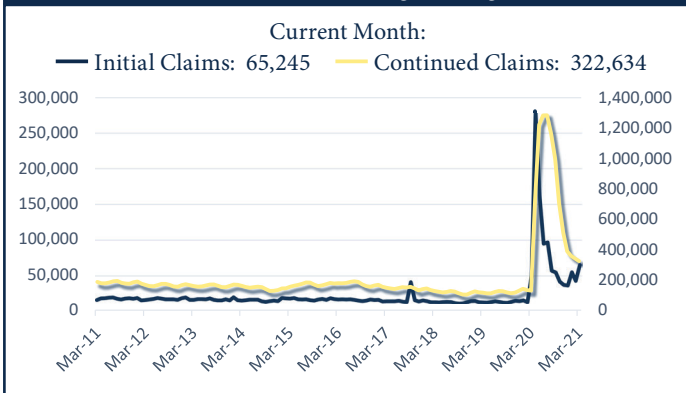
Source: TWC/Bureau of Labor Statistics

Unemployment Rates (Seasonally Adjusted)



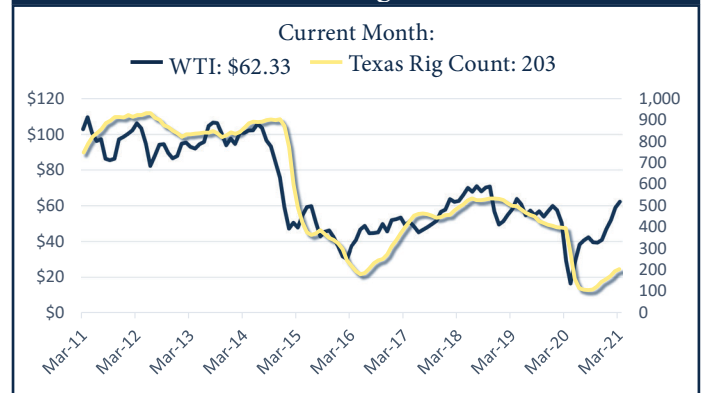
Source: TWC/Bureau of Labor Statistics

Initial and Continued Claims (Four-Week Moving Average)



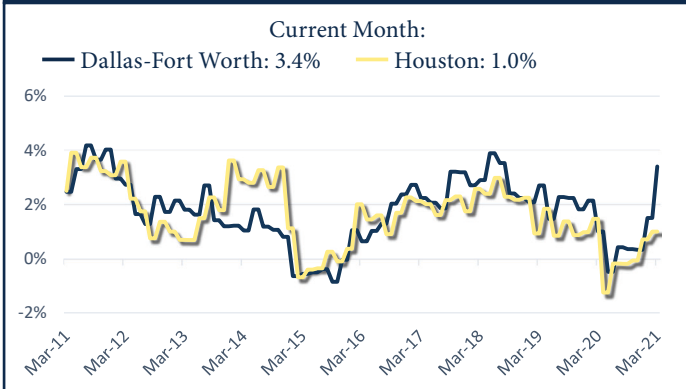
Source: TWC

West Texas Intermediate Crude Oil vs. Texas Rig Count



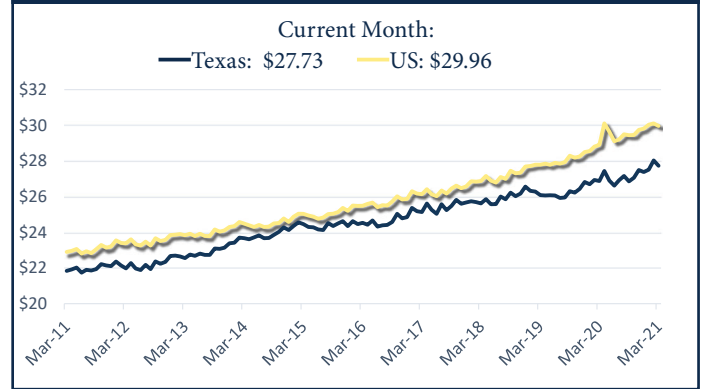
Source: US Energy Information Administration (EIA) & Baker Hughes

Consumer Price Index Annual Growth (Not Seasonally Adjusted)



Source: Bureau of Labor Statistics

Average Hourly Earnings (Total Private, Not Seasonally Adjusted)



Source: Bureau of Labor Statistics

[Download Key Indicators data in excel](#)



GLOSSARY

CURRENT EMPLOYMENT STATISTICS

This Federal/State cooperative program produces estimates drawn from a monthly survey of nonfarm business establishments used to collect wage and salary employment, worker hours and payroll by industry and area. It counts the number of jobs, not of people.

Nonagricultural Jobs - The total number of persons on establishment payrolls employed full or part time. Persons on the payroll of more than one establishment are counted in each. Data exclude proprietors, self-employed, unpaid family or volunteer workers, farm workers, and domestic workers. Government employment only covers civilian employees.

Actual or Not Seasonally Adjusted - Describes the data series not subject to the seasonal adjustment process. In other words, the effects of regular, or seasonal, patterns have not been removed from these series.

Seasonally Adjusted - The effects of regular, or seasonal, patterns of hiring or layoffs (holidays, weather, etc.) have been removed from these series. These adjustments make it easier to observe the cyclical and other non-seasonal movements in a data series.

HELP WANTED ONLINE

The Conference Board Help Wanted OnLine® (HWOL) data series and index (July 2018=100) provides monthly measures of labor demand (advertised vacancies) at the national, regional, state, and metropolitan area levels.

Supply-Demand rate - A ratio measuring the number of unemployed persons per Help Wanted Online job openings.

INDICATORS

Initial Claims - A count of notices of unemployment received requesting a determination of eligibility for UI benefits. A person can file multiple claims.

Continued Claims - A count of claimants who have qualified for and are receiving UI benefits.

Consumer Price Index - An index of the variation in prices paid by typical consumers for retail goods and other items.

LOCAL AREA UNEMPLOYMENT STATISTICS

This Federal/State cooperative program produces employment and unemployment estimates by place of residence.

Employed - All persons 16 years and over who, during the reference week, (a) did any work at all (at least 1 hour) as paid employees, worked on their own business, profession, or on their own farm, or worked 15 hours or more as unpaid family workers, or (b) were not working but who had jobs from which they were temporarily absent. Each employed person is counted only once, even if the person holds more than one job.

Unemployed - All persons aged 16 years and over who had no employment, were available for work, and had made specific efforts to find employment. Includes persons who were waiting to be recalled to jobs from which they had been laid off.

Civilian Labor Force (CLF) - All persons classified as employed or unemployed.

Unemployment Rate - The unemployed number divided by the civilian labor force number.

MISCELLANEOUS

Metropolitan Division (MD) - A Metropolitan Statistical Area with a population of 2.5 million which is subdivided into smaller groupings is referred to as Metropolitan Divisions (MDs).

Metropolitan Statistical Area (MSA) - A geographic area that contains at least one urbanized center of 50,000 or more population plus adjacent territory that has a high degree of social and economic integration with the core urban location. An MSA in Texas is made up of one or more counties.

Metro Area - Can refer either to a Metropolitan Statistical Area or a Metropolitan Division. Texas has 25 MSAs, including the Dallas-Fort Worth-Arlington MSA which is subdivided into two MDs.

Workforce Development Area (WDA) - The State of Texas is divided into twenty-eight (28) local workforce development areas.

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Another quality product from
Texas Workforce Commission
Labor Market and Career Information
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(512) 936-3278
FAX: (512) 936-3208
www.lmci.state.tx.us

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<http://www.texasworkforce.org>



ITEM 12

**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)

Ms. Betty Bara

Co-Owner

La Fiesta Grande

4704 Van Winkle Drive

Amarillo, Texas 79119

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

bettybara@aol.com

Industry Represented: Food (72)

TWC ID #: 021762288

Firm Size: 84

Ethnicity/Gender: W/F

Term Expires: June 30, 2022

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Heather Freeman

Director, Workforce Strategies

Consolidated Nuclear Security, LLC - Pantex

P. O. Box 30020

Amarillo, Texas 79120

(806) 573-7782

heather.freeman@cns.doe.gov

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

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

PUBLIC EMPLOYMENT AGENCY

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