

**Panhandle Workforce
Development Consortium's
Governing Body
Meeting Agenda
September 23, 2021**



NOTICE OF MEETING

A meeting of the Panhandle Workforce Development Consortium's Governing Body will be held at 2:45 p.m. on Thursday, September 23, 2021. Due to the current COVID-19 crisis this meeting will be held by in a hybrid format of both in-person and videoconference pursuant to Texas Government Code Section 551.127.

Under the hybrid format, Board members and individuals from the public may access the meeting in person at 415 S.W. 8th Avenue, Amarillo, Potter County, Texas.

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/86354910955?pwd=cnY3cUdRYkZhMHdpWmtjbnJUV21Ndz09>

(Meeting ID: 863 5491 0955 - Passcode: 308582)

or may participate by phone (346) 248-7799 (Meeting ID: 863 5491 0955 - Passcode: 308582).

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

<http://www.theprpc.org>

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

AGENDA

1. **CALL TO ORDER**

2. **INITIAL PUBLIC COMMENT PERIOD**

3. **MINUTES**

Consider the approval of the minutes of the August 26, 2021 meeting of the Governing Body.

4. **CURRENT MEMBERSHIP LIST**

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

Review of agenda items presented and concurrence with actions taken at the September 22, 2021 meeting of the Panhandle Workforce Development Board.

6. **FINAL PUBLIC COMMENT PERIOD**

7. **ADJOURN**

PUBLIC NOTICE

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

Posted this 15th day of September, 2021, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



Leslie Hardin

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



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Consortium's Governing Body

Minutes

August 26, 2021

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, July 29, 2021, at 11:30 a.m. Due to the current COVID-19 crisis this meeting was held in hybrid format by videoconference pursuant to Texas Government Code Section 551.127. Board members and individuals from the public, who desired to attend in person, accessed the meeting at 3120 Eddy Street, Amarillo, Randall County, Texas.

Judge Looten 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 Beth Carter, County of Sherman
- Harold Keeter, County of Swisher

MEMBER ABSENT:

- Ginger Nelson, City of Amarillo

OTHERS PRESENT:

Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

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

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 reviewed the minutes from the July 29, 2021 meeting of the Consortium's Governing Body. Judge Wagner moved for approval. Judge Carter seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

5. ELECTION OF OFFICERS

Members considered individuals to serve as the group's officers for the coming year of July 1, 2021 through June 30, 2022. Judge Irwin moved to re-elect Judge Looten and Judge Wagner to continue to serve as the Governing Body's Chair and Vice Chair, respectively. Judge Carter seconded the motion; the motion carried.

6. APPOINTMENT AND RE-APPOINTMENTS OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the new appointment of an individual to serve on the Workforce Development Board and reappointments of three individuals currently serving. Judge Porter moved to appoint:

- Ms. Lisa Lillard, Program Manager with the Texas Health and Human Services Commission in Borger, Texas to serve as the Public Assistance - HHSC Representative for a term through June 30, 2022;

And to re-appoint, for the term through June 30, 2024:

- Mr. Francisco Apodaca, Owner, Apodaca Brothers, in Pampa, Texas, representing the Private Sector – At-Large;
- Mr. Matt Parker, Vice President for Cardiovascular Services, Baptist St. Anthony's Health System (BSA), in Amarillo, Texas, representing the Private Sector – City of Amarillo; and
- Mr. Drew Downs, Assistant Business Manager, International Brotherhood of Electrical Workers – Local 602, in Amarillo, Texas, representing Labor Organizations.

Judge Wagner seconded the motion; the motion carried.

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

Members reviewed agenda items presented the July 21, 2021 meeting of the Panhandle Workforce Development Board. Specifically, on the agenda item 8 – Panhandle Workforce Development Board's Contract for Service Delivery, Judge Carter moved to concur with the action to award the contract to Huxford Group, LLC for the initial period of October 1, 2021 to September 30, 2022, with three additional annual renewals contingent upon acceptable performance. Judge Wagner seconded the motion and the motion carried.

Judge Porter moved to accept all actions taken at the meeting. Judge Irwin seconded the motion and the motion carried.

8. FINAL PUBLIC COMMENT PERIOD

None.

9. ADJOURN

There being no further business to come before the Body, Judge Porter moved that the meeting adjourn. Judge Keeter seconded and the meeting adjourned.

**PANHANDLE WORKFORCE DEVELOPMENT CONSORTIUM'S GOVERNING BODY
CURRENT MEMBERSHIP
JULY 1, 2021 – JUNE 30, 2022**

CITY OF AMARILLO

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

AT- LARGE

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

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

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

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

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

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

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

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

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

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

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

* Chairman

** Vice-Chairman

**Panhandle Workforce
Development Board
Meeting Agenda
September 22, 2021**



NOTICE OF MEETING

A meeting of the Panhandle Workforce Development Board will be held at 12:30 p.m. on Wednesday, September 22, 2021. Due to the COVID-19 crisis, this meeting will be held in hybrid format with videoconference available pursuant to Texas Government Code Section 551.127.

Under the hybrid format, Board members and individuals from the public may access the meeting in person at 3120 Eddy Street, 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/87444276862?pwd=T0xobTdnVUZpRzVweFJqYWlIVWFiQT09>

(Meeting ID: 874 4427 6862 - Passcode: 180568);

Or may participate by phone (346) 248-7799 (Meeting ID: 874 4427 6862 - Passcode: 180568).

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 July 21, 2021.

Also attached, for informational purposes, are minutes of the July 29, 2021 and the August 26, 2021 meetings of the Panhandle Workforce Development Consortium's Governing Body. Please note that the group concurred with the actions of the Board.

The Panhandle Workforce Development Board's Executive Committee has not met since the Board's last meeting in July.

4. **APPOINTMENT OF CYBERSECURITY COUNCIL**

Members will be asked to consider volunteer(s) with experience and expertise in forming a new Cybersecurity Council as per TWC's requirement to develop a Cybersecurity Plan for the Panhandle.

5. **PROGRAM PRESENTATION – AMARILLO COLLEGE BASIC FIREFIGHTER CERTIFICATE**

Members will be presented with an overview of Basic Firefighter Certificate Program from Amarillo College by Mr. Eric Wallace, Director of Criminal Justice Programs. No action by the Board is required.

6. **POLICY UPDATES**

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

- a) In-Demand Industries, In-Demand Occupations, and Target Occupations-Update;
- b) Child Care Services, Section 3.1 Child Care Services-Update; and
- c) Child Care Services, Section 3.2 Preventing, Detecting, Reporting Suspected Fraud

7. **REPORTS ON GRANTS**

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

8. **LOCAL MONITORING REPORT**

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

9. **PANHANDLE WORKFORCE DEVELOPMENT BOARD'S CONTRACT FOR SERVICE DELIVERY**

Members will be asked to consider recommending the execution of a Contract for the Service Delivery of Workforce Development and Child Care services in the Panhandle Workforce Development Area (PWDA), for the period of October 1, 2021 to September 30, 2025, with annual renewals contingent upon acceptable performance.

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, including the following informational items:

- A \$2.5 million U.S. Department of Commerce's Economic Development Administration (EDA) investment for PRPC and Workforce Development;

- High Demand Job Training (HDJT) grant update;
- TWC 24th Annual Statewide Conference scheduled for November 17-19, 2021 in Houston, Texas; and
- Texas Panhandle Workforce Employment Data for July 2021.

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 15th day of September, 2021, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



Leslie Hardin

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ITEM 3a



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Board

Minutes

July 21, 2021

The regular meeting of the Panhandle Workforce Development Board was held at 12:30 p.m. on Wednesday, July 21, 2021. Due to the current COVID-19 crisis this meeting was held in hybrid format by videoconference pursuant to Texas Government Code Section 551.127. Board members and individuals from the public who desired to attend in person, accessed the meeting at 3120 Eddy Street, Amarillo, Randall County, Texas.

Ms. Michelle Griffin, presided.

MEMBERS PRESENT:

- Irene Arnold, Downtown Women's Center, Inc.
- Jay Barrett, Amarillo Area Center for Academic Learning
- Norman Bearden, Texas Workforce Commission
- Texas "Tex" Buckhaults, Clarendon College
- Kevin Caddell, Furniture Fashions, LTD
- Tamara Clunis, Amarillo College
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Kristi Hanes, Night & Day, Care & Play Inc.
- Matt Parker, Baptist St. Anthony's Health System
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- Valarie Robbins, Texas Workforce Solutions Vocational Rehabilitation Services
- Lisa White, Amarillo Public Library
- Michael Wright, Moore County News - Press
- Magi York, Panhandle Community Services

MEMBERS ABSENT:

- Francisco Apodaca, Apodaca Brothers
- Betty Bara, La Fiesta Grande
- Drew Downs, International Brotherhood of Electrical Workers Local 602
- Shawna Elliott, Pampa Chamber of Commerce
- Heather Freeman, CNS Pantex
- Jason Henderson, Bell Helicopter, Textron
- Laura Lopez, Hunting Titan Inc.
- Art Martinez, Whiteface Heating & Air, Inc.
- Tonya McWilliams, Texas Health and Human Services Commission
- David Parker, Harwell & Cook Orthodontics
- John Roberts, Central South Carpenters Regional Council

OTHERS PRESENT:

Phillip Flores, Jennifer Galloway, Frances Garcia, Ben Glover, Karla Koontz, Monica Martinez, Trent Morris, Shelby Sillivent and Rebecca Waggoner, Workforce Solutions Panhandle.

STAFF PRESENT:

Gracie Aragon, Lori Bigham, Kathy Cabezuela, Christian Campbell, Yvette Gaytan, Leslie Hardin, Heather Reid, Marin Rivas, Samantha Roybal and Trenton Taylor.

1. CALL TO ORDER

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

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the Board's May 26, 2021 meeting. Mr. Caddell moved to approve the minutes as presented. Mr. Buckhaults seconded the motion; the motion carried.

4. APPOINTMENT OF EXECUTIVE COMMITTEE

The Chair appointed members to service on the Executive Committee for the current year which covers July 1, 2021 – June 30, 2022. The members are: Ms. Griffin, Mr. Matt Parker, Mr. Henderson, Mr. Wright, Mr. Barrett, Mr. Charlie Rivas, and Ms. Arnold. No action by the Board was required.

5. REPORT ON GRANTS

Staff presented reports on the Panhandle's grants for October 1, 2020 – May 31, 2021. No action by the Board was required.

6. PROGRAM PRESENTATION – WORKFORCE INNOVATION AND OPPORTUNITY ACT

Members heard an overview of activities for the Workforce Innovation Opportunity Act (WIOA) Adult and Dislocated Worker Programs by Ms. Monica Martinez, WIOA Program Manager, Workforce Solutions Panhandle. No action by the Board was required.

7. LOCAL MONITORING REPORT

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

8. PANHANDLE WORKFORCE DEVELOPMENT BOARD’S CONTRACT FOR SERVICE DELIVERY

Members considered recommending the award of a contract for service delivery of Workforce Development and Child Care services in the Panhandle Workforce Development Area (PWDA), for the period of October 1, 2021 – September 30, 2025. Annual renewals will be contingent upon acceptable performance. Mr. Buckhaults moved to award the contract to Huxford Group, LLC. Dr. Clunis seconded the motion; the motion carried.

9. 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.

10. DIRECTOR’S REPORT ON WORKFORCE ACTIVITIES

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

11. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

12. FINAL PUBLIC COMMENT PERIOD

None.

13. ADJOURN

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



ITEM 3b



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Consortium's Governing Body

Minutes

July 29, 2021

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, July 29, 2021, at 11:30 a.m. at 3120 Eddy Street, Amarillo, Randall County, Texas.

Judge Looten presided.

MEMBERS PRESENT:

- Dan Looten, County of Carson
- Cindy Irwin, County of Hutchinson

MEMBERS ABSENT:

- Ginger Nelson, City of Amarillo
- D J Wagner, County of Deaf Smith
- Chris Porter, County of Gray
- Harold Keeter, County of Swisher
- Terri Beth Carter, County of Sherman

OTHERS PRESENT:

Monica Martinez and Trent Morris, Workforce Solutions Panhandle

STAFF PRESENT:

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

1. CALL TO ORDER

Judge Looten called the meeting to order noting that a quorum was not present. Items presented at the meeting will be repeated and considered for ratification at the next meeting of the Body on August 26, 2021.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members reviewed the minutes from the May 27, 2021 meeting of the Consortium's Governing Body. No vote was taken.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

5. ELECTION OF OFFICERS

No nominations were presented and no vote was taken.

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

Members reviewed agenda items presented the July 21, 2021 meeting of the Panhandle Workforce Development Board. No vote was taken.

7. FINAL PUBLIC COMMENT PERIOD

None.

8. ADJOURN

There being no further business to come before the Body, the meeting adjourned.



ITEM 3c



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Consortium's Governing Body

Minutes

August 26, 2021

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, July 29, 2021, at 11:30 a.m. Due to the current COVID-19 crisis this meeting was held in hybrid format by videoconference pursuant to Texas Government Code Section 551.127. Board members and individuals from the public, who desired to attend in person, accessed the meeting at 3120 Eddy Street, Amarillo, Randall County, Texas.

Judge Looten 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 Beth Carter, County of Sherman
- Harold Keeter, County of Swisher

MEMBER ABSENT:

- Ginger Nelson, City of Amarillo

OTHERS PRESENT:

Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

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

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 reviewed the minutes from the July 29, 2021 meeting of the Consortium's Governing Body. Judge Wagner moved for approval. Judge Carter seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only.

5. ELECTION OF OFFICERS

Members considered individuals to serve as the group's officers for the coming year of July 1, 2021 through June 30, 2022. Judge Irwin moved to re-elect Judge Looten and Judge Wagner to continue to serve as the Governing Body's Chair and Vice Chair, respectively. Judge Carter seconded the motion; the motion carried.

6. APPOINTMENT AND RE-APPOINTMENTS OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members considered the new appointment of an individual to serve on the Workforce Development Board and reappointments of three individuals currently serving. Judge Porter moved to appoint:

- Ms. Lisa Lillard, Program Manager with the Texas Health and Human Services Commission in Borger, Texas to serve as the Public Assistance - HHSC Representative for a term through June 30, 2022;

And to re-appoint, for the term through June 30, 2024:

- Mr. Francisco Apodaca, Owner, Apodaca Brothers, in Pampa, Texas, representing the Private Sector – At-Large;
- Mr. Matt Parker, Vice President for Cardiovascular Services, Baptist St. Anthony's Health System (BSA), in Amarillo, Texas, representing the Private Sector – City of Amarillo; and
- Mr. Drew Downs, Assistant Business Manager, International Brotherhood of Electrical Workers – Local 602, in Amarillo, Texas, representing Labor Organizations.

Judge Wagner seconded the motion; the motion carried.

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

Members reviewed agenda items presented the July 21, 2021 meeting of the Panhandle Workforce Development Board. Specifically, on the agenda item 8 – Panhandle Workforce Development Board's Contract for Service Delivery, Judge Carter moved to concur with the action to award the contract to Huxford Group, LLC for the initial period of October 1, 2021 to September 30, 2022, with three additional annual renewals contingent upon acceptable performance. Judge Wagner seconded the motion and the motion carried.

Judge Porter moved to accept all actions taken at the meeting. Judge Irwin seconded the motion and the motion carried.

8. FINAL PUBLIC COMMENT PERIOD

None.

9. ADJOURN

There being no further business to come before the Body, Judge Porter moved that the meeting adjourn. Judge Keeter seconded and the meeting adjourned.



ITEM 6a

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL
Chapter 1-Universal Policies for Workforce Customers
In-Demand Industries, In-Demand Occupations, and Target Occupations-Update
Section 1.9 **Effective 09-22-2021**

PURPOSE: To update Target Occupations for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker training. Updated information in this policy is highlighted in **bold typeface** for new or in ~~strikethrough~~ to be removed.

BACKGROUND: For each State-established Workforce Development Board planning cycle, as **outlined in TWC Workforce Development (WD) Letters 18-20 and 24-20, (as updated)**, Panhandle Workforce Development Board (PWDB) staff analyze Texas Workforce Commission (TWC) local labor market data, combined with relevant regional information, and compile lists of **“In-Demand” Industries and Occupations expected to have significant, sustained growth, along with a list of “Target” Occupations, required for WIOA Adult and Dislocated Worker training.** ~~“key industries” and “high demand” occupations expected to have significant, sustained growth in our area. TWC WD (Workforce Development) Letter 22-16, as updated, requires changes to certain terminology to be more consistent with new WIOA language. The term “high demand” is now considered synonymous with “in-demand”, and in each planning cycle, lists of “in-demand” industries and “in-demand” occupations will be submitted to the Panhandle Board for approval, and to TWC. “In-Demand” Industries, “In-Demand” Occupations and “Target” Occupations, expected to have significant, sustained growth in the Panhandle, requires changes to certain terminology to be more consistent with new WIOA language. The term “high demand” is now considered synonymous with “in-demand”, and in each planning cycle, lists of “in-demand” industries and “in-demand” occupations will be submitted to the Panhandle Board for approval, and to TWC. The industries and occupations on these lists are expected to have significant, sustained growth in the Panhandle WDBA (Workforce Development Board Area). A list of “target” occupations will also be submitted for WIOA Adult and Dislocated Worker training. These lists are reviewed quarterly, and adjustments may be made if warranted, due to changes in regional economic and labor market conditions. Updated lists must be submitted to the PWDB and to TWC.~~

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

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

In-Demand Industries

The In-Demand Industries are expected to have sustained growth in the next three to five years. Employers in these industries need workers with skills that support that continued growth.

Services may be provided to other industries not on the list. Workforce Solutions Panhandle (WSP) will prioritize services to additional employers by taking into consideration the occupations offering high wages and/or substantial career opportunities, industries losing workers (declining), economic development efforts, size, and those businesses without sufficient human resources staff.

Employers in industries with declining employment may need services, including, but not limited to, the provision of information that could help employers with reducing staff hours but retaining workers; retooling and retraining assistance through coordination with economic development and training entities; and consultation in advance of layoffs, to promote the transition of workers into other employment.

For better understanding of the connection between In-Demand Industries and Target Occupations in the PWDA, an In-Demand Industries and Associated Target Occupations list is included as Attachment 1 to this policy. The occupations found on this list are analyzed to identify occupations that can offer substantial career opportunities for workforce customers. Additional occupations, found in other industries that are validated with input from local businesses and economic developers, may be added to the Target Occupations list.

In-Demand Occupations

Classroom training for workforce customers that is funded by grants other than WIOA must be included on the In-Demand Occupations list, or in other occupations meeting the Panhandle Workforce Development Area's (PWDA) definition of "In-Demand". The entire current list of In-Demand Occupations is available on the WSP website at <https://www.wspanhandle.com>.

Target Occupations

The Target Occupations list is a subset of the In-Demand Occupations list. Training services provided to PWDA program customers must be linked to occupations either in demand locally, in another area to which the individual is willing to relocate, or in a sector of the economy that is expected to have sustained demand or growth in the area. Training funded by the WIOA Adult and Dislocated Worker grants, other than On-the-Job Training (OJT) or customized training, must prepare students to enter Target Occupations identified in the PWDB Plan (available at <https://www.theprpc.org>).

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

- Offer training completion within a two to three-year timeframe;
- Provide an average entry level hourly wage of \$12 or more; and
- Achieve total annual average job openings of 10 or more.

These occupations are expected to offer a career path, good wages and benefits, and fit the local definition of high-growth/high-skill jobs.

The Panhandle WDA In-Demand Industries and Associated Target Occupations, In-Demand Occupations, and Target Occupations lists are included in the PWDB Plan for PY ~~2017-2020~~ **2021-2024**, and in Attachments 1, 2, and 3 to this policy, respectively.

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

RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers, Section 1.9, In-Demand Industries, In-Demand Occupations, and Target Occupations-Update, Effective 02-26-2020; Attachment 1, In-Demand Industries and Associated Target Occupations, Effective 02-27-2019; and Attachment 3, Panhandle Workforce Development Area Target Occupations, Effective 02-26-2020.

**PANHANDLE WDA
In-Demand Industries and Associated Target Occupations**

September 22, 2021

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

NAICS Code*	In Demand Industry	Associated Target Occupations**
2111	Oil & Gas Extraction	Chemical Equipment Operators and Tenders Maintenance Workers, Machinery
2381	Foundation, Structure, and Building Exterior Contractors	Carpenters Welders, Cutters, Solderers, & Brazers
2382	Building Equipment Contractors	Electricians Heating, Air Conditioning, & Refrigeration Mechanics and Installers Plumbers, Pipefitters, and Steamfitters
3116	Animal Slaughtering & Processing	Industrial Truck & Tractor Operators Industrial Machinery Mechanics
3327	Machine Shops, Turned Product, and Screw, Nut, and Bolt Manufacturing	Machinists
3331	Agriculture, Construction, & Mining Machinery Manufacturing	Industrial Machinery Mechanics Machinists Welders, Cutters, Solderers, & Brazers
336411	Aircraft Manufacturing	Aircraft Mechanics & Service Technicians
4842	Specialized Freight Trucking	Bus & Truck Mechanic & Diesel Engine Specialists Industrial Truck & Tractor Operators Heavy and Tractor Trailer Truck Drivers
5412	Accounting, Tax Preparation, Bookkeeping, and Payroll Services	Accountants & Auditors Bookkeeping, Accounting, & Auditing Clerks
5415	Computer Systems Design & Related Services	Computer User Support Specialists Network & Computer Systems Administrators
5511	Management of Companies & Enterprises	Accountants & Auditors Bookkeeping, Accounting & Auditing Clerks First-Line Supervisors of Office and Administrative Support Workers Food Service Managers General & Operations Managers
5611	Office Administrative Services	Bookkeeping, Accounting & Auditing Clerks First-Line Supervisors of Office and Administrative Support Workers
6111	Elementary, Middle, and Secondary Schools, Public & Private	Elementary School Teachers, Except Special Education Food Service Managers Middle School Teachers, Except Special and Career/Technical Education Secondary School Teachers, Except Special and Career/Technical Education
6211	Offices of Physicians	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical & Clinical Laboratory Technicians Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Radiologic Technologists and Technicians Registered Nurses

NAICS Code*	In Demand Industry	Associated Target Occupations**
6213	Offices of Other Health Practitioners	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical & Clinical Laboratory Technicians Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Radiologic Technologists and Technicians
6214	Outpatient Care Centers	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Registered Nurses
6216	Home Health Care Services	Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Registered Nurses
6221	General Medical & Surgical Hospitals, Public & Private	Food Service Managers Licensed Practical & Licensed Vocational Nurses Medical & Clinical Laboratory Technicians Medical Records & Health Information Technicians Pharmacy Technicians Phlebotomists Physical Therapist Assistants Radiologic Technologists and Technicians Registered Nurses Respiratory Therapists
6233	Continuing Care Retirement Communities and Assisted Living Facilities for the Elderly	Food Service Managers Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Records & Health Information Technicians Nursing Assistants Phlebotomists Physical Therapist Assistants Registered Nurses
6244	Child Day Care Services	Childcare Workers
8111	Automotive Repair & Maintenance	Automotive Service Technicians & Mechanics Bus & Truck Mechanics and Diesel Engine Specialists Mobile Heavy Equipment Mechanics, Except Engines
8113	Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance	Industrial Machinery Mechanics
9000	Government: Federal, State, & Local	Firefighters Police & Sheriff's Patrol Officers

* North American Industry Classification System

Source: Texas Workforce Commission Labor Market Information

PANHANDLE WORKFORCE DEVELOPMENT AREA

Target Occupations

September 22, 2021

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

Source: Texas Workforce Commission Labor Market Information

*Standard Occupational Code



ITEM 6b

Amended

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 3-Child Care Services

Section 3.1

Child Care Services-*Update*

Effective 9-23-2021

PURPOSE: To update Panhandle Workforce Development Board (PWDB) Child Care Services policy regarding Initial Job Search, Service Industry Recovery Child Care, Child Care Provider Reimbursement Rates, Income Limit Eligibility and Income Ranges for Parent Share of Cost Assessment. ~~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.~~

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.

Initial Job Search Child Care

As per WD Letter 13-21, effective July 1, 2021, through September 30, 2022, families who do not meet the minimum participation requirements for At-Risk child care eligibility but who

are otherwise eligible shall qualify for child care while searching for work that will meet the minimum employment activity requirements.

On June 15, 2021, TWC's three-member Commission (Commission) approved a temporary waiver for §809.41(a)(3)(B) to provide additional flexibility, allowable under federal CCDBG law and regulations, to support families who do not meet the activity requirements when eligibility is determined. This waiver will allow up to three months of child care, with zero parent share of cost (PSOC) for those parents searching for work.

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

Service Industry Recovery Child Care

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

WSP will:

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

TAC Chapter 809 Child Care Services Rules

Reference: *The following PWDB policy provisions are organized by the sections in the TAC Chapter 809 Child Care Services 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.

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.

§809.18(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.
- WSP staff will reach out to wait-listed families of potentially eligible children and provide those families application and referral information for recognized partnerships, according to WSP processes and procedures or at the Board’s direction; and
- Parents will be advised of the waiting list process, including informing Parents that they have sole responsibility for providing confirmation of continued inclusion on the waiting list, at least every sixty (60) days.

§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.

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

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

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

➤ **Reductions in PSoC**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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. The PWDB will not pay any PSoC that is not collected.

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

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

~~The PWDB has established higher enhanced reimbursement rates 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.

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 *Section can now be found under “§809.13 (c)(10) Transfer of a Child From One Provider to Another”*

§809.75 Child Care During Appeal

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

§809.78 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).

§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(d) Corrective Adverse Actions

WSP will develop procedures to take corrective action consistent with subsections (a) - (c) of §809.115 against a Child Care Services Provider when a Provider:

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

WSP will develop procedures to take corrective action consistent with subsections (a) - (c) of §809.115 against a Parent when a Parent or Parent's secondary cardholder gives his or her card to a Provider or PIN to a Provider.

§809.135 TRS Process for Reconsideration

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

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

ATTACHMENTS: See Appendix C Chapter 3-Child Care Services, **updated Effective 10-01-2021.**

RESCISSIONS: PWDB Manual, Chapter 3 Child Care Services, Section 3.1 Child Care Services-*Update*, Effective 5-27-2021.

FY'22 Child Care Provider Reimbursement Rates
Effective October 1, 2021

Provider Type	Provider Rating	Infant FT	Infant PT	Toddler FT	Toddler PT	Preschool FT	Preschool PT	School-age FT	School-age PT
LCCC	Reg	\$ 34.40	\$ 30.60	\$ 30.80	\$ 27.20	\$ 27.80	\$ 21.40	\$ 26.20	\$ 19.60
LCCC	TRS2	\$ 36.12	\$ 32.13	\$ 32.34	\$ 28.56	\$ 29.19	\$ 22.47	\$ 27.51	\$ 20.58
LCCC	TRS3	\$ 37.08	\$ 33.30	\$ 32.96	\$ 29.52	\$ 29.75	\$ 23.40	\$ 28.08	\$ 21.42
LCCC	TRS4	\$ 41.20	\$ 37.00	\$ 36.60	\$ 32.80	\$ 33.00	\$ 26.00	\$ 31.20	\$ 23.80
LCCC	TSR	-	-	-	-	\$ 29.19	\$ 22.47	-	-
LCCH	Reg	\$ 30.40	\$ 27.20	\$ 27.80	\$ 24.80	\$ 25.80	\$ 21.20	\$ 23.00	\$ 19.60
LCCH	TRS2	\$ 31.92	\$ 28.56	\$ 29.19	\$ 26.04	\$ 27.09	\$ 22.26	\$ 24.15	\$ 20.58
LCCH	TRS3	\$ 32.94	\$ 29.88	\$ 30.06	\$ 27.00	\$ 27.72	\$ 23.04	\$ 25.02	\$ 21.60
LCCH	TRS4	\$ 36.60	\$ 33.20	\$ 33.40	\$ 30.00	\$ 30.80	\$ 25.60	\$ 27.80	\$ 24.00
LCCH	TSR	-	-	-	-	\$ 27.09	\$ 22.26	-	-
RCCH	Reg	\$ 29.00	\$ 25.40	\$ 26.60	\$ 22.60	\$ 23.60	\$ 18.60	\$ 20.40	\$ 16.60
RCCH	TRS2	\$ 30.45	\$ 26.67	\$ 27.93	\$ 23.73	\$ 24.78	\$ 19.53	\$ 21.42	\$ 17.43
RCCH	TRS3	\$ 31.68	\$ 28.08	\$ 28.80	\$ 24.84	\$ 25.56	\$ 20.70	\$ 22.50	\$ 18.72
RCCH	TRS4	\$ 35.20	\$ 31.20	\$ 32.00	\$ 27.60	\$ 28.40	\$ 23.00	\$ 25.00	\$ 20.80
RCCH	TSR	-	-	-	-	\$ 24.78	\$ 19.53	-	-
Relative	None	\$ 11.50	\$ 10.25	\$ 10.00	\$ 7.90	\$ 10.00	\$ 7.75	\$ 9.75	\$ 8.25

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

**Board Contract Year 2022 Income Limit Eligibility Code Card
for Child Care Services**

Effective October 1, 2021–September 30, 2022

Gross Annual Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$12,880	\$19,320	\$22,540	\$23,828	\$25,760	\$24,422	\$33,302	\$35,523	\$37,743
2	\$17,420	\$26,130	\$30,485	\$32,227	\$34,840	\$31,936	\$43,549	\$46,453	\$49,356
3	\$21,960	\$32,940	\$38,430	\$40,626	\$43,920	\$39,451	\$53,796	\$57,383	\$60,969
4	\$26,500	\$39,750	\$46,375	\$49,025	\$53,000	\$46,965	\$64,043	\$68,313	\$72,582
5	\$31,040	\$46,560	\$54,320	\$57,424	\$62,080	\$54,479	\$74,290	\$79,243	\$84,196
6	\$35,580	\$53,370	\$62,265	\$65,823	\$71,160	\$61,994	\$84,537	\$90,173	\$95,809
7	\$40,120	\$60,180	\$70,210	\$74,222	\$80,240	\$63,403	\$86,458	\$92,222	\$97,986
8	\$44,660	\$66,990	\$78,155	\$82,621	\$89,320	\$64,812	\$88,380	\$94,272	\$100,164
9	\$49,200	\$73,800	\$86,100	\$91,020	\$98,400	\$66,221	\$90,301	\$96,321	\$102,341
10	\$53,740	\$80,610	\$94,045	\$99,419	*	\$67,630	\$92,222	\$98,370	\$104,519
11	\$58,280	\$87,420	\$101,990	*	*	\$69,039	\$94,144	\$100,420	\$106,696
12	\$62,820	\$94,230	*	*	*	\$70,448	\$96,065	\$102,469	\$108,874
13	\$67,360	\$101,040	*	*	*	\$71,857	\$97,986	\$104,519	\$111,051
14	\$71,900	\$107,850	*	*	*	\$73,265	\$99,907	\$106,568	\$113,228
15	\$76,440	\$114,660	*	*	*	\$74,674	\$101,829	\$108,617	\$115,406
Gross Monthly Income									
Family Size	100% FPG	150% FPG	175% FPG	185% FPG	200% FPG	55% SMI	75% SMI	80% SMI	85% SMI
1	\$1,073	\$1,610	\$1,878	\$1,986	\$2,147	\$2,035	\$2,775	\$2,960	\$3,145
2	\$1,452	\$2,177	\$2,540	\$2,686	\$2,903	\$2,661	\$3,629	\$3,871	\$4,113
3	\$1,830	\$2,745	\$3,203	\$3,386	\$3,660	\$3,288	\$4,483	\$4,782	\$5,081
4	\$2,208	\$3,312	\$3,865	\$4,085	\$4,417	\$3,914	\$5,337	\$5,693	\$6,049
5	\$2,587	\$3,880	\$4,527	\$4,785	\$5,173	\$4,540	\$6,191	\$6,604	\$7,016
6	\$2,965	\$4,448	\$5,189	\$5,485	\$5,930	\$5,166	\$7,045	\$7,514	\$7,984
7	\$3,343	\$5,015	\$5,851	\$6,185	\$6,687	\$5,284	\$7,205	\$7,685	\$8,166
8	\$3,722	\$5,582	\$6,513	\$6,885	\$7,443	\$5,401	\$7,365	\$7,856	\$8,347
9	\$4,100	\$6,150	\$7,175	\$7,585	\$8,200	\$5,518	\$7,525	\$8,027	\$8,528
10	\$4,478	\$6,717	\$7,837	\$8,285	*	\$5,636	\$7,685	\$8,198	\$8,710
11	\$4,857	\$7,285	\$8,499	*	*	\$5,753	\$7,845	\$8,368	\$8,891
12	\$5,235	\$7,853	*	*	*	\$5,871	\$8,005	\$8,539	\$9,073
13	\$5,613	\$8,420	*	*	*	\$5,988	\$8,166	\$8,710	\$9,254
14	\$5,992	\$8,987	*	*	*	\$6,105	\$8,326	\$8,881	\$9,436
15	\$6,370	\$9,555	*	*	*	\$6,223	\$8,486	\$9,051	\$9,617

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

Sources: US Department of Health and Human Services, “Annual Update of the HHS Poverty Guidelines,” *Federal Register*, Vol. 86, No. 19, published February 1, 2021

US Department of Health and Human Services, “State Median Income Estimates for Optional Use in FY 2021 and Mandatory Use in FY 2022,” LIHEAP-IM-2021-03, published July 1, 2021

Income Ranges for Parent Share of Cost Assessment
Effective October 1, 2021–September 30, 2022

Federal Poverty Guidelines (FPG)																		
Family Size	0%–50%		>50%–75%		>75%–100%		>100%–125%		>125%–150%		>150%–175%		>175%–185%		>185%–200%		>200FPG%–85% SMI	
2	\$0	\$726	\$727	\$1,089	\$1,090	\$1,452	\$1,453	\$1,815	\$1,816	\$2,177	\$2,178	\$2,540	\$2,541	\$2,686	\$2,687	\$2,903	\$2,904	\$4,113
3	\$0	\$915	\$916	\$1,373	\$1,374	\$1,830	\$1,831	\$2,288	\$2,289	\$2,745	\$2,746	\$3,203	\$3,204	\$3,386	\$3,387	\$3,660	\$3,661	\$5,081
4	\$0	\$1,104	\$1,105	\$1,656	\$1,657	\$2,208	\$2,209	\$2,760	\$2,761	\$3,312	\$3,313	\$3,865	\$3,866	\$4,085	\$4,086	\$4,417	\$4,418	\$6,049
5	\$0	\$1,293	\$1,294	\$1,940	\$1,941	\$2,587	\$2,588	\$3,233	\$3,234	\$3,880	\$3,881	\$4,527	\$4,528	\$4,785	\$4,786	\$5,173	\$5,174	\$7,016
6	\$0	\$1,483	\$1,484	\$2,224	\$2,225	\$2,965	\$2,966	\$3,706	\$3,707	\$4,448	\$4,449	\$5,189	\$5,190	\$5,485	\$5,486	\$5,930	\$5,931	\$7,984
7	\$0	\$1,672	\$1,673	\$2,507	\$2,508	\$3,343	\$3,344	\$4,179	\$4,180	\$5,015	\$5,016	\$5,851	\$5,852	\$6,185	\$6,186	\$6,687	\$6,688	\$8,166
8	\$0	\$1,861	\$1,862	\$2,791	\$2,792	\$3,722	\$3,723	\$4,652	\$4,653	\$5,582	\$5,583	\$6,513	\$6,514	\$6,885	\$6,886	\$7,443	\$7,444	\$8,347
9	\$0	\$2,050	\$2,051	\$3,075	\$3,076	\$4,100	\$4,101	\$5,125	\$5,126	\$6,150	\$6,151	\$7,175	\$7,176	\$7,585	\$7,586	\$8,200	\$8,201	\$8,528
10	\$0	\$2,239	\$2,240	\$3,359	\$3,360	\$4,478	\$4,479	\$5,598	\$5,599	\$6,717	\$6,718	\$7,837	\$7,838	\$8,285	\$8,286	*	*	\$8,710
11	\$0	\$2,428	\$2,429	\$3,642	\$3,643	\$4,857	\$4,858	\$6,071	\$6,072	\$7,285	\$7,286	\$8,499	\$8,500	*	*	*	*	\$8,891
12	\$0	\$2,618	\$2,619	\$3,926	\$3,927	\$5,235	\$5,236	\$6,544	\$6,545	\$7,853	\$7,854	*	*	*	*	*	*	\$9,073
13	\$0	\$2,807	\$2,808	\$4,210	\$4,211	\$5,613	\$5,614	\$7,017	\$7,018	\$8,420	\$8,421	*	*	*	*	*	*	\$9,254
14	\$0	\$2,996	\$2,997	\$4,494	\$4,495	\$5,992	\$5,993	\$7,490	\$7,491	\$8,987	\$8,988	*	*	*	*	*	*	\$9,436
15	\$0	\$3,185	\$3,186	\$4,778	\$4,779	\$6,370	\$6,371	\$7,963	\$7,964	\$9,555	\$9,556	*	*	*	*	*	*	\$9,617

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

State Median Income (SMI)																		
Family Size	0%–20%		>20%–30%		>30%–40%		>41%–50%		>51%–60%		>61%–70%		>71%–75%		>75%–80%		>80%–85% SMI	
2	\$0	\$968	\$969	\$1,452	\$1,453	\$1,936	\$1,937	\$2,419	\$2,420	\$2,903	\$2,904	\$3,387	\$3,388	\$3,629	\$3,630	\$3,871	\$3,872	\$4,113
3	\$0	\$1,195	\$1,196	\$1,793	\$1,794	\$2,391	\$2,392	\$2,989	\$2,990	\$3,586	\$3,587	\$4,184	\$4,185	\$4,483	\$4,484	\$4,782	\$4,783	\$5,081
4	\$0	\$1,423	\$1,424	\$2,135	\$2,136	\$2,846	\$2,847	\$3,558	\$3,559	\$4,270	\$4,271	\$4,981	\$4,982	\$5,337	\$5,338	\$5,693	\$5,694	\$6,049
5	\$0	\$1,651	\$1,652	\$2,476	\$2,477	\$3,302	\$3,303	\$4,127	\$4,128	\$4,953	\$4,954	\$5,778	\$5,779	\$6,191	\$6,192	\$6,604	\$6,605	\$7,016
6	\$0	\$1,879	\$1,880	\$2,818	\$2,819	\$3,757	\$3,758	\$4,697	\$4,698	\$5,636	\$5,637	\$6,575	\$6,576	\$7,045	\$7,046	\$7,514	\$7,515	\$7,984
7	\$0	\$1,921	\$1,922	\$2,882	\$2,883	\$3,843	\$3,844	\$4,803	\$4,804	\$5,764	\$5,765	\$6,725	\$6,726	\$7,205	\$7,206	\$7,685	\$7,686	\$8,166
8	\$0	\$1,964	\$1,965	\$2,946	\$2,947	\$3,928	\$3,929	\$4,910	\$4,911	\$5,892	\$5,893	\$6,874	\$6,875	\$7,365	\$7,366	\$7,856	\$7,857	\$8,347
9	\$0	\$2,007	\$2,008	\$3,010	\$3,011	\$4,013	\$4,014	\$5,017	\$5,018	\$6,020	\$6,021	\$7,023	\$7,024	\$7,525	\$7,526	\$8,027	\$8,028	\$8,528
10	\$0	\$2,049	\$2,050	\$3,074	\$3,075	\$4,099	\$4,100	\$5,123	\$5,124	\$6,148	\$6,149	\$7,173	\$7,174	\$7,685	\$7,686	\$8,198	\$8,199	\$8,710
11	\$0	\$2,092	\$2,093	\$3,138	\$3,139	\$4,184	\$4,185	\$5,230	\$5,231	\$6,276	\$6,277	\$7,322	\$7,323	\$7,845	\$7,846	\$8,368	\$8,369	\$8,891
12	\$0	\$2,135	\$2,136	\$3,202	\$3,203	\$4,270	\$4,271	\$5,337	\$5,338	\$6,404	\$6,405	\$7,472	\$7,473	\$8,005	\$8,006	\$8,539	\$8,540	\$9,073
13	\$0	\$2,177	\$2,178	\$3,266	\$3,267	\$4,355	\$4,356	\$5,444	\$5,445	\$6,532	\$6,533	\$7,621	\$7,622	\$8,166	\$8,167	\$8,710	\$8,711	\$9,254
14	\$0	\$2,220	\$2,221	\$3,330	\$3,331	\$4,440	\$4,441	\$5,550	\$5,551	\$6,660	\$6,661	\$7,771	\$7,772	\$8,326	\$8,327	\$8,881	\$8,882	\$9,436
15	\$0	\$2,263	\$2,264	\$3,394	\$3,395	\$4,526	\$4,527	\$5,657	\$5,658	\$6,789	\$6,790	\$7,920	\$7,921	\$8,486	\$8,487	\$9,051	\$9,052	\$9,617



ITEM 6c

PANHANDLE WORKFORCE DEVELOPMENT BOARD MANUAL

Chapter 3-Child Care Services

**Preventing, Detecting, Reporting Suspected Fraud, and Recovery of
Improper Payments, and Corrective Action-Update**

Section 3.2

Effective 9-23-2021

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

BACKGROUND: TWC (Texas Workforce Commission) contracted funds for Child Care Services can be spent only for Individuals or Child Care Providers who meet Child Care Services Program eligibility requirements. The PRPC (Panhandle Regional Planning Commission) has a legal and contractual duty to ensure funds are spent in this manner. TWC, through its monitoring authority in rule, ensures that resources are efficiently and effectively used for authorized purposes and are protected from Fraud, Waste, Theft, and Program Abuse. In executing its authority, TWC assesses such things as compliance with applicable laws, regulations, contract provisions, and official directives, including such documents as TWC WD (Workforce Development) letters and policies.

This Panhandle WDBA policy addresses changes resulting from the CCDBG (Child Care Development Block Grant) Act of 2014 and the TWC Child Care Services Rules Chapter 809, as amended. Major changes in law and rules require Local Workforce Development Boards to conduct Fact-Finding before Child Care Services are terminated or improper payments are recouped. This policy details the procedures and requirements necessary for TWC, PRPC, and WSP (Workforce Solutions Panhandle), as the Panhandle WDBA Contractor for Child Care Services, to work in partnership in handling cases of Suspected Fraud, Waste, Theft, and Program Abuse, including Prevention, Detection, Reporting, and Corrective or Adverse Actions.

Definitions

- *Due diligence:* defined as “[t]he diligence reasonably expected from, and ordinarily exercised by, a person who seeks to satisfy a legal requirement or to discharge an obligation. Also termed *reasonable diligence*; *common diligence* (Note: Reasonable diligence is defined as “[a] fair degree of diligence expected from someone of ordinary prudence under circumstances like those at issue.”). (*Black’s Law Dictionary*, 9th ed. 2009).

WSP will exercise “due diligence” in preventing, detecting, reporting, Fact-Finding, collecting overpayments, and as appropriate, recommending prosecution referral for cases involving suspected Fraud, waste, theft, and Program abuse.

- *Discovery:* The point at which a person or persons exercising due diligence determines that an incident is reportable. Deadlines for reporting are to be measured from that point.
- *Suspected Fraud:* criteria for suspicion of Fraud is met when an individual(s), by virtue of the

evidence, has intentionally presented information that was known to be false or that the individual(s) reasonably should have known to be false when such information could result in unauthorized benefit to them or some other individual(s).

- ***Abuse:*** The intentional, wrongful, or improper use or destruction of state resources or a seriously improper practice that does not involve prosecutable fraud. Abuse may include misapplication or misuse of public resources.
- ***Theft:*** The unlawful appropriation of property with the intent to deprive the owner of that property.
- ***Waste:*** Any practice that a reasonably prudent individual would deem careless or that allows for inefficient use of resources, items, or services. Waste includes incurring unnecessary costs because of inefficient or ineffective practices, systems, or controls.
- ***Fraud:*** An individual commits Fraud if, to obtain or increase a benefit or other payment, either for the individual or another individual, the individual makes a false statement or representation, knowing it to be false; or knowingly fails to disclose a material fact.
- ***Non-compliance:*** the act of not adhering to or abiding by Panhandle WDBA policies, and all Federal and State Rules and Regulations. While Fraud involves non-compliance, non-compliance is not always Fraud. Non-compliance may be the result of misunderstanding, error, poor organization/judgment, incompetence, etc. Fraud generally involves the individual(s) intent.
- ***Preponderance of the evidence standard:*** A standard that is met if the proposition is more likely to be true than not true; that is, an allegation is found to be “more probable than not.”
- ***Clear and convincing evidence standard:*** A higher standard carrying a greater burden of persuasion than the preponderance of the evidence standard. Clear and convincing proof means that the evidence presented by a party must be highly and substantially more probable to be true than not and the fact-finder must have a firm conviction of its factuality.
- ***Beyond a reasonable doubt evidence standard:*** The highest standard used for the burden of proof in American jurisprudence and typically one that only applies in criminal proceedings. In negative terms, the standard is met if there is no plausible reason to believe otherwise. If there is a real doubt, based upon reason and common sense after careful and impartial consideration of all the evidence, or lack of evidence, in a case, then this standard has not been met.
- ***Reasonable Incident:*** Incidents where the evidence indicates that false information was provided and resulted in an overpayment as defined above. Not all incidents of overpayment are reportable.
- ***PIRTS (Program Integrity Reporting Tracking System):*** A tool for use in reporting and tracking Child Care Services Fact-Finding, Fraud Determinations, and Recoupments.

PANHANDLE WORKFORCE DEVELOPMENT BOARD AREA POLICY:

Workforce Solutions Panhandle (WSP) is tasked with responsibility for developing and maintaining procedures to Prevent and Detect Child Care Services Fraud, and for Corrective or Adverse Action. Procedures must include: proper form completion and reporting, monitoring designated reports and systems for Fraud Prevention and Detection, Conducting Fact-Finding for Suspected Fraud, making Fraud Determinations, and taking immediate, appropriate action,

including Recovery of Improper Payments in cases determined to be resulting from Fraud or intentional program violations, as described in the section of this policy on guidelines for Payment Recoupment, and TWC WD Letter 05-18, as amended.

Fraud Prevention

- ~~*RID (Regulatory Integrity Division) 51 (Child Care Services Customer Awareness Form):*~~ WSP Child Care Services Staff will ensure that customers receiving Child Care Services are notified of eligibility requirements and their responsibilities. The customer's case file will include a signed RID-51 Child Care Services Customer Awareness Form. The RID-51 can be read over the phone, however, WSP staff will:
 - ~~Fully respond to the customer's questions;~~
 - ~~Annotate the form based on the phone conversation;~~
 - ~~Send a copy of the form to the customer for signature, with instructions for its return;~~
 - ~~Retain the signed copy in the customer's file; and~~
 - ~~Complete the RID-51 as instructed, at both initial certification and recertification, to ensure the customer understands his or her responsibilities for the continued receipt of Child Care Services, and the consequences of failing to provide required or updated information.~~

~~The RID-51 is available on the TWC (Texas Workforce Commission) Intranet at:
http://intra.twc.state.tx.us/intranet/pi/html/oi_letters_forms.html.~~

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

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

At the beginning of the Child Care Services application process, WPS Child Care Services Staff will carefully review TWIST Counselor Notes and the TWIST Customer Repayment Schedule Tab to determine if a Child Care Services applicant is on a repayment schedule resulting from overpayments due to Fraud from any Board area, including the Panhandle Workforce Development Board Area.

If there is any indication that a Child Care applicant is on a repayment plan in any Board area, WPS Child Care Services Staff will immediately review the Child Care Cases Repayment TWIST Web report to determine the status of the applicant's repayment plan, and proceed as follows:

- If the status of a Child Care applicant's repayment plan is "Complying" or "Closed", the Child Care application process can continue.
- If the status of a Child Care applicant's repayment plan is "Not Complying", the Child Care applicant is not eligible for Child Care Services. WPS Child Care Services Staff should advise these applicants they can reapply for Child Care Services only after they become compliant by reestablishing a repayment plan. WSP staff will verify compliance

with repayment plans reestablished in other Board areas before providing Child Care.

- If a Child Care Services applicant disputes a repayment plan status which shows they are “Not Complying” with a repayment plan in any Board area, WSP Child Care Services Staff can continue with the application process only after verifying compliance in the Panhandle WDBA, or receiving written verification from the another Board area showing compliance with a repayment plan, or the repayment plan is closed.

WSP Child Care Services Staff will continue to review the Child Care Cases Repayment TWIST Web report on a monthly basis to monitor the compliance status for all Child Care Services Customers who are on repayment plans from any Workforce Development Board areas, including the PWDBA. WSP Child Care Services Staff will resolve any new repayment plan compliance issues regarding Child Care Services Customers immediately. If resolution is not possible, WSP staff will follow the guidelines for recommending appropriate corrective or adverse action in this policy.

WSP Child Care Services Staff will properly document all information on Panhandle WDBA Child Care Services Customers regarding all overpayments and repayment plans, including details of all non-compliance issues and follow-up action, within 3 (three) working days of the date of discovery. This includes posting details in all appropriate sections in TWIST, including TWIST Counselor Notes, and the TWIST Customer Repayment Schedule Tab.

WSP Staff is responsible for maintaining current recoupment status reports and related documents in the designated PRPC shared drive.

WSP will provide Staff training covering all local procedures for preventing, detecting and reporting Child Care Services Fraud at least once per year.

Informational posters regarding reporting suspected Child Care Services Fraud or Program Abuse must be prominently displayed at all WSP offices. Posters are available on the TWC Intranet at: http://intra.twc.state.tx.us/intranet/pi/html/oi_letters_forms.html.

Fraud Detection

WSP is responsible for developing and maintaining effective Child Care Services Fraud detection procedures including monitoring and reviewing the following exception reports and systems, and within to the timeframes noted:

- Child Care Cases with Repayment TWIST Web Report-
 - Review at time of application as previously described, and
 - Review monthly to monitor Child Care Customers’ continued compliance with repayment plans from other Board areas
- ~~CCAA System as necessary~~
- Child Care Unemployment Insurance Early Warning Report-twice a month (detailed information available in TAB (Technical Assistance Bulletin) 276)
- Child Care Income Report-quarterly (see TAB 276)
- Relative Income Report-quarterly (see TAB 276)
- Child Care Work and Training Report- quarterly (see TAB 276)
- ~~Child Care Cases with the Same SSN (Social Security Number) TWIST Web Report #187-monthly (detailed information available in TAB 276)~~

- ~~Child Care Clients with the Same SSN TWIST Web Report #188 monthly (detailed information available in TAB 276)~~
- Identity Mismatch Verification Report-weekly (see TAB 249)
- TDFPS (Texas Department of Family and Protective Services) Disputed Claims Report received by PRPC from TWC and forwarded to WPS-as received from PRPC
- TDFPS Corrective/Adverse Action Report-weekly
- TDFPS Ineligible Provider/Monitoring Frequency Report-weekly
- TSR (Texas School Ready) Grant Participation Inactive List-as received directly from TWC

WSP Child Care Services Staff will post information on Child Care cases requiring follow up corrective or adverse action as indicated from the monitoring and review of these reports and systems to the PRPC shared drive within the following the prescribed deadlines.

WSP staff will send an email to Panhandle TWIST within 3 (three) working days of discovery of any issues indicated as result of reviewing the following reports:

- TDFPS Disputed Claims Report
- TDFPS Corrective/Adverse Action Report
- TDFPS Ineligible Provided/Monitoring Frequency Report
- TSR Grant Participation Inactivation List

Upon detecting suspected incidents of Fraud, Theft, Waste or Program Abuse from sources other than the reports or systems listed in this policy, or for suspected incidents of Fraud detected in any programs other than Child Care Services, WSP staff will follow the Fraud Reporting Policy outlined in in TWC WD (Workforce Development) Letter 21-16, as amended, and Section 1.8 in this Manual, as updated.

Potential Fraud

Upon becoming aware of any issue of Potential Fraud in the Child Care Services Program, regardless of the dollar amount involved, WSP will send an email within 3 (three) working days of discovery to designated Panhandle WDBA Board staff at their email addresses with complete details of the issue detected.

WSP will then obtain initial cursory information and determine the circumstances and details about the issue(s) of Potential Fraud. Within 10 (ten) working days of discovery, WSP will evaluate the information gathered, and if WSP determines the situation rises to the level of Suspected Fraud, according to TWC WD letter 21-16, as amended, and this Policy, WSP will open a case in PIRTS to conduct Fraud Fact-Finding. The same day the PIRTS case is opened, WSP will notify designated Panhandle WDBA Board staff at their email addresses and include the PIRTS case number.

Multiple cases may be opened in PIRTS if WSP discovers there is Suspected Fraud for more than one Parent and/or Child Care Provider.

If WSP decides that a particular situation warrants additional time to complete initial cursory information gathering before determining if Suspected Fraud exists, WSP may submit a request for consideration for granting additional time by sending an email to the designated Panhandle WDBA Board staff at their email addresses, including details about the situation, justification for

the additional time needed, and the amount of additional time requested. Board staff will respond to these requests within 1 (one) working day.

If WSP determines from the initial cursory information gathered that an issue of Potential Fraud does not rise to the level of Suspected Fraud, and therefore no Fraud Fact-Finding case will be entered in PIRTS, WSP will send an email notification to designated Board staff at their email addresses within the 10 (ten) working days. WSP will include all the information gathered and the details which support their reasoning for determining why there was no suspected Fraud. Board staff will notify WSP by email whether they agree or disagree with, or need more information about WSP's reasoning for determining why there was no suspected Fraud, within 10 (ten) working days.

Neither Panhandle WDBA Board staff nor WSP may conduct Fact-Finding on Fraud, Waste, or Abuse involving TWC, Board, or WSP Contractor employees, unless specifically directed to do so by the TWC OI (Office of Investigations). TWC OI maintains full jurisdiction over TWC, Board, or WSP Contractor employee investigations. Procedures for this type of Fact-Finding will be followed per TWC WD letter 21-16, as amended.

If an incident involves an employee, wherein "Employee" includes TWC staff, Board members, Board staff, WSP Contractor Staff, and Board Sub-Contractors, it will be reported to OI on Incident Report Form RID-32. Emergency and non-emergency reporting steps will be followed per WD 21-16, as amended, including use and proper submission of the RID-32 Incident Report. Anyone who discovers or suspects from their assessment there is a high-profile incident related to TWC operations or the programs it administers must immediately contact the TWC OI at (512) 463-2393.

- *Predication for Suspected Fraud Reporting and Fact-Finding in TWC Programs-* Suspected Fraud in all programs other than Child Care Services-regardless of the dollar amount involved-must be reported to TWC and Fact-Finding must be conducted in accordance with TWC WD letter 21-16, as amended.
- *Predication for Suspected Fraud Reporting and Fact-Finding in Child Care Services-* The Fraud detection reports described in TAB 276, Child Care Fraud Detection Report Tools-Update, must be used to detect potential Fraud.

Pursuant to TWC rule §809.112(a), a Parent, Provider, or any other individual in a position to commit Fraud may be suspected of Fraud if the individual presents or causes to be presented to the Board or its Child Care Services Contractor one or more of the items described in Panhandle WDBA policy Section 1.8. Pursuant to §809.112(b), the Parental actions described in this policy may be grounds for Suspected Fraud and cause for Boards to conduct Fraud Fact-Finding or TWC to initiate a Fraud investigation.

Fact-Finding/Suspected Fraud

WSP will conduct Fraud Fact-Finding for Suspected Fraud and report the results by entering appropriate Allegations and Final Product Recommendations into PIRTS, within 10 (ten) working days after opening the case in PIRTS. The Fact-Finder's Desk Aid (RID-55) contains useful information for the Fact-Finding process, forms and sample letters, including question sets to assist in determining the facts of the situation. Fact-Finding training is also available on request by notifying the Panhandle WDBA Workforce Development Director.

When Fraud Fact-Finding has been concluded and WSP has entered the Allegations and Final Product Recommendations in PIRTS, WSP will notify designated Panhandle WDBA Board Staff at their email addresses.

Board Staff will have 10 (ten) working days to examine the Fraud Fact-Finding results, Allegation(s), and the Final Product Recommendation(s) WSP entered in PIRTS, and to complete the Final Product by entering an Allegation Outcome Decision for each allegation entered as to whether each allegation is substantiated, or not substantiated.

Prior to entering an Allegation Outcome Decision, Board staff will indicate to WSP by email whether they agree or disagree with, or need more information about the Allegation(s), and the Final Product Recommendation(s) entered in PIRTS by WSP. If Board staff do not agree, Board staff will follow up with WSP and/or any of the parties involved, to obtain the information necessary to resolve the issue(s).

Fraud Determination

After Panhandle WDBA Board staff enter Allegation Outcome Decisions in PIRTS, WSP will send all determination letters for Fraud Fact-Finding resulting in an Adverse Action. i.e. any Recoupment, or Denial or Reduction in benefits or services to a party, including denying, delaying, reducing, suspending, or terminating a Parent's eligibility or child's enrollment against a Customer, Parent, or Provider, according to the requirements in TWC WD Letter 21-16, as amended. WSP will notify Parents of Fraud Fact-Finding results entered in PIRTS.

Per Panhandle WDBA Child Care Services Policy, any actions deemed appropriate by WSP will include the involvement of Panhandle WDBA Board staff.

All Fraud Fact-Finding information will be summarized in a TWIST Counselor Note per Panhandle WDBA policy, including how Parents were notified of the Fraud Fact-Finding results, and all appeals files including results.

Appeals

WSP will inform Child Care Services customers of their right to appeal a Child Care determination or decision, including the appeal process requirements, using Attachment 1 to this policy: Form 1071 Notice of Right to File An Appeal-Steps for Filing an Appeal of An Adverse Action form. Customers will submit a clear and concise written statement along with the form to the PRPC designee within 30 (thirty) calendar days. If informal resolution is not possible, customers may subsequently submit a written appeal to the Regional Hearing Officer per Panhandle WDBA policy. After these two steps have been followed, and the customer still disagrees with the outcome, they may submit a final appeal to TWC.

Corrective Action

Failure by a Child Care Provider or Parent to comply with TWC Chapter 809 Child Care Services Rules will be considered a breach of contract, which may result in corrective action. WSP is responsible for developing and maintaining effective methods for conducting timely follow up, and recommending corrective action, required to properly address Child Care Services Fraud issues or Rules violations, whether identified from review of exception reports and systems, or from any other sources. This includes proper form completion and submission per TWC Child Care Services Rules.

WSP Child Care Services Staff will provide information to the Child Care Services Customer or Child Care Provider whose services are subject to corrective action regarding:

- Denial or reduction of services;
- Termination of services for cause;
- Reasons for termination;
- Information regarding appeal rights,
- Recoupment of overpayments; and
- Reapplication procedures.

When determining appropriate corrective action, WSP Child Care Services Staff will consider:

- The scope of the violation;
- The severity of the violation; and
- The compliance history of the individual or entity.

Types of Corrective Action:

- Closing intake;
- Moving children to another Child Care Provider selected by the Parent;
- Withholding Provider payments or reimbursements of costs incurred;
- Termination of Child Care Services; and
- Recoupment of funds.

SIA (Service Improvement Agreement)

When a Child Care Provider violates a provision of TWC Child Care Services Rules, Chapter 809, Part F, a written SIA may be negotiated between the Provider and WSP, with prior approval by PRPC. At the least, the SIA will include the following:

- Basis for the SIA;
- Steps required to reach compliance, including, if applicable, technical assistance;
- Time limits for implementing the improvements; and
- Consequences of non-compliance.

Corrective Action for Violations of Attendance Reporting

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

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

Action to Correct Suspected Fraud

Once the Suspected Fraud reporting processes in TWC WD letter 21-16, as amended, and this Panhandle WDBA policy have been completed, if TWC finds that a Child Care Provider has committed Fraud, WSP may take the following actions, after prior review and approval by PRPC:

- Temporary withholding of payments to the Provider for Child Care Services delivered;
- Non-payment of Child Care Services delivered;
- Recoupment of funds from the Provider;
- Stop authorizing care at the Provider's facility or location; and
- Any other action consistent with the intent of the governing statutes or regulations to Investigate, Prevent or stop Suspected Fraud.

Once the Suspected Fraud reporting processes in TWC WD letter 21-16, as amended, and this Panhandle WDBA policy have been completed, if TWC finds that a Parent has committed Fraud, WSP may take the following actions, after prior review and approval by PRPC:

- Recouping funds from the Parent;
- Prohibiting future Child Care Services eligibility, provided the prohibition does not result in a Choices or SNAP E&T Participant becoming ineligible for Child Care Services;
- Limiting the enrollment of the Parent's child to a regulated Child Care Provider; or
- Any other action consistent with the intent of the governing statutes or regulations to Investigate, Prevent, or Stop Suspected Fraud.

Recovery of Improper Payments

WSP is delegated with the responsibility for attempting Recovery of Improper Payments as outlined in the Child Care Services Rules, and TWC WD Letters 21-16 and 05-18, as amended, and only those that result from Fraud or intentional program violations:

- After a debt is final (no appeal/appeals exhausted) WSP will send a collection letter. If full repayment is not made or if a repayment schedule is not in place, WSP will wait 30 (thirty) days and send a Demand letter.
- If there is no response to the Demand letter, WSP will notify the Panhandle Workforce Development Director, who will contact TWC to place a warrant hold on the debtor's account, and remove the hold once the debt is repaid. If a debtor has filed bankruptcy, WSP will follow the respective directions in WD 21-16, amended.
- If a repayment plan is in place, and a payment is missed with a current amount due of \$100 or more, wait 30 (thirty) days and send the final debt to TWC Collections.
- WSP will enter all collection actions and results in PIRTS.
- **All cases reported to TWC through PIRTS are closed under the Status section of PIRTS, when the Determination Letter is sent.**

TWC Child Care Services Rules have always required attempts for Recovery of all Improper Payments. Regarding Child Care Services receivables established for Child Care Services that occurred before October 1, 2016:

- No further collections actions are required on those receivables if WSP made collection attempts pursuant to applicable TWC policies and procedures; and
- If WSP has attempted to Recover Improper Payments, any outstanding debt will not impact Child Care Services eligibility after October 1, 2016.

Where a court has established a debt for improper payment for Child Care Services, WSP will continue accepting court-ordered restitution, and Child Care Services eligibility is prohibited until the Parent repays the court-ordered amount in full.

Where there is a signed repayment agreement with a Parent, WSP may continue receiving payments on the debt. However, if a Parent ceases making payments under such a voluntary agreement, this debt will not impact eligibility for Child Care Services after October 1, 2016, pursuant to the new parameters set forth by the CCDBG Act reauthorization.

WSP may utilize improper payments recouped for Non-Fraud cases to offset Child Care Services Program operational expenses, such as travel. However, overpayments recouped for Fraud cases will be forwarded to TWC, as described in WD letter 05-18, as amended.

WSP will develop and implement operational procedures which demonstrate compliance with TWC WD Letter 05-18 and this Panhandle WDBA policy, as updated, including how recovered overpayments are submitted to TWC, or how overpayments were utilized locally, as permitted.

Procedures will include an accounts receivable process, including how the recovered overpayments have been offset, and documented in a General Ledger showing where the receivables were applied. The General Ledger will be made available to Panhandle WDBA Board staff in a file located in the designated shared drive for monitoring and review.

Future Eligibility for Child Care

WSP will ensure that Parents with either of the following issues will be prohibited from future Child Care Services eligibility until improper payment is paid in full, provided this does not result in a Choices or SNAP E&T Participant becoming ineligible for Child Care Services:

- Improper payment as a result of Fraud
- Child Care Services provided while awaiting appeal

Record Retention

WSP will retain all associated documentation to support the administrative determination resulting from Fact-Finding of the incident reported to TWC in PIRTS. Associated records may not be purged until the debt is final and paid in full, and will comply with TWC WD Letter 05-14, as amended, as well as current Panhandle WDBA Records Retention and Disposition policy.

ATTACHMENTS: See Appendix C, Chapter 3 Child Care Services Policy Attachments. ~~added Attachment 1 Form 1071 Notice of Right to File an Appeal to Adverse Action Steps for Filing an Appeal of an Adverse Action, changed PRPC complaint taker designee, and required language translation information added to this form.~~

RESCISSIONS: Chapter 3, Child Care Services, Section 3.2, Preventing, Detecting, Reporting Suspected Fraud, and Recovery of Improper Payments, and Corrective Action-Update, Effective 12-9-2020



ITEM 7



MEMORANDUM

DATE: September 22, 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 July 31, 2021.

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

The charts on page 4-7 show the Board's twenty contracted measures. These reports are for the Board Contract year 2021 (BCY21), which began October 2020 through July 31, 2021.

Page 8 provides budget and expenditure data for separate grants, and is broken out into two groups. Shown first are the administrative and operating costs for PRPC and the Huxford Group, including those associated with personnel and facilities. Shown second are training and supportive services costs, which include all payments to participants, employers, training institutions, and vendors providing assistance to eligible clients.

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

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

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

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

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

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

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

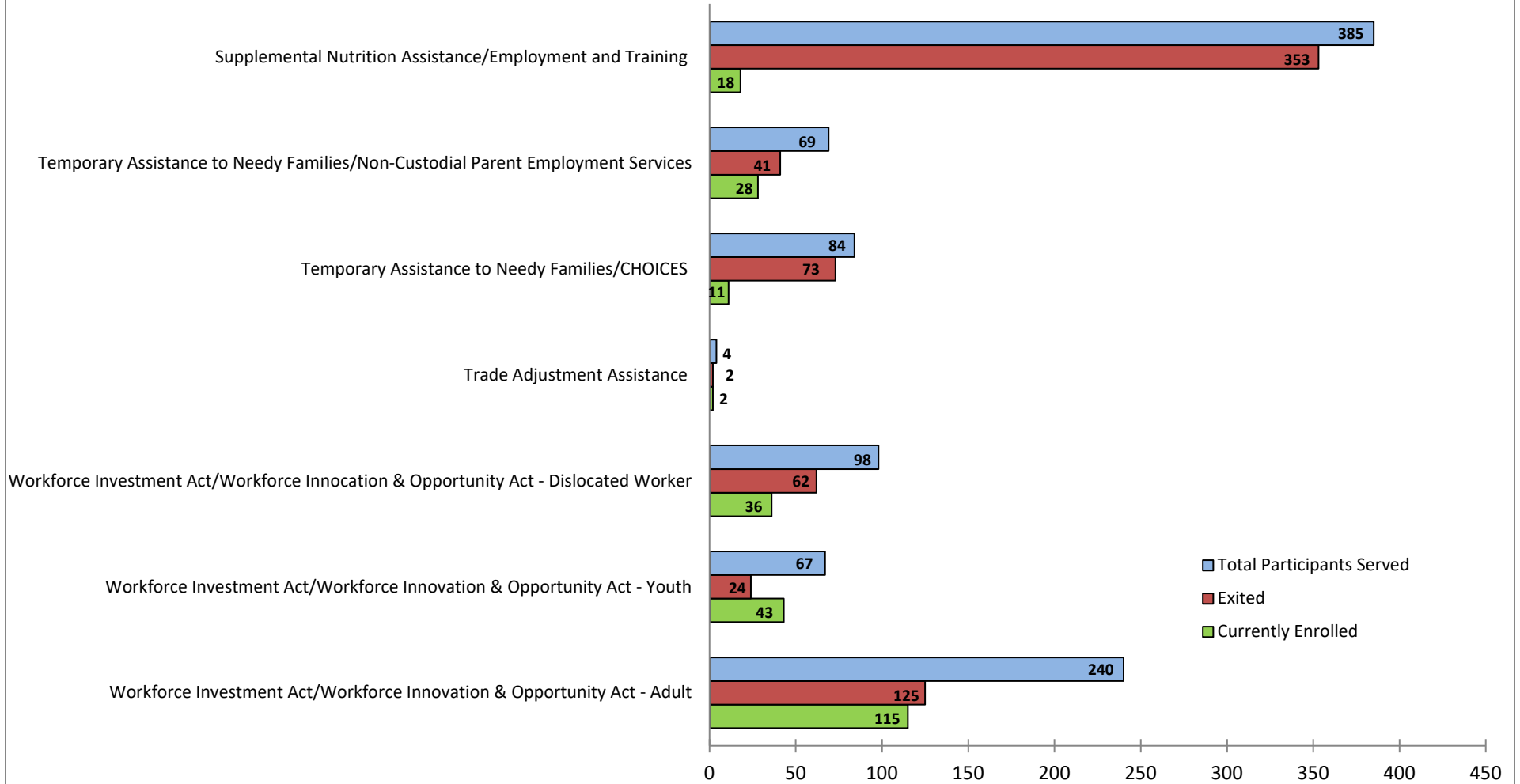
The ***Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants*** fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities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

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

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

Participant Data by Grant

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



BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: PANHANDLE

FINAL RELEASE
As Originally Published 9/2/2021
JULY 2021 REPORT

Status Summary		With Positive Performance (+P):	Meeting Performance (MP):	With Negative Performance (-P):	% +P & MP
Contracted Measures		8	9	1	94.44%

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

DOL-C	Employed Q2 Post Exit – Adult (DOL)	MP	98.56%	76.50%	76.50%	75.40%	84.80%	79.60%	104/138	68.30%	76.00%	88.20%	71.10%	7/19	6/20
DOL-C	Employed Q4 Post Exit – Adult (DOL)	MP	93.87%	75.10%	75.10%	70.50%	80.40%	77.10%	122/173	79.60%	74.60%	56.10%	68.00%	1/19	12/19
DOL-C	Median Earnings Q2 Post Exit – Adult (DOL)	+P	135.67%	\$6,500.00	\$6,500.00	\$8,818.62	\$7,847.09	\$6,356.12	n/a/104	\$6,918.76	\$7,943.95	\$9,742.85	\$11,554.28	7/19	6/20
DOL-C	Credential Rate – Adult (DOL)	+P	115.08%	76.90%	76.90%	88.50%	83.30%	79.40%	123/139	91.40%	82.00%	94.30%	89.50%	1/19	12/19
DOL-C	Measurable Skills Gains - Adult (DOL)	---	---	---	---	18.20%	62.80%	n/a	10/55	---	---	---	---	7/21	7/21
DOL-C	Employed Q2 Post Exit – DW (DOL)	MP	104.38%	82.10%	82.10%	85.70%	80.80%	72.50%	12/14	100.00%	100.00%	83.30%	75.00%	7/19	6/20
DOL-C	Employed Q4 Post Exit – DW (DOL)	+P	113.15%	82.10%	82.10%	92.90%	80.00%	69.60%	13/14	100.00%	75.00%	100.00%	100.00%	1/19	12/19
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/12	\$7,227.53	\$7,249.64	\$8,815.66	\$3,762.08	7/19	6/20
DOL-C	Credential Rate – DW (DOL)	+P	114.29%	87.50%	87.50%	100.00%	93.30%	87.50%	5/5	100.00%	100.00%	n/a	100.00%	1/19	12/19
DOL-C	Measurable Skills Gains - DW (DOL)	---	---	---	---	12.50%	67.70%	n/a	2/16	---	---	---	---	7/21	7/21
DOL-C	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP	106.77%	76.80%	76.80%	82.00%	77.80%	74.70%	50/61	81.80%	76.50%	80.00%	88.90%	7/19	6/20
DOL-C	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP	108.04%	72.10%	72.10%	77.90%	79.60%	87.50%	60/77	89.30%	81.00%	72.70%	58.80%	1/19	12/19
DOL-C	Median Earnings Q2 Post Exit – Youth (DOL)	+P	173.03%	\$3,300.00	\$3,300.00	\$5,710.00	\$4,569.77	\$3,163.08	n/a/45	\$5,031.39	\$6,658.46	\$4,306.97	\$7,529.10	7/19	6/20
DOL-C	Credential Rate – Youth (DOL)	+P	134.72%	62.50%	62.50%	84.20%	75.00%	70.00%	32/38	83.30%	62.50%	100.00%	90.90%	1/19	12/19
DOL-C	Measurable Skills Gains - Youth (DOL)	---	---	---	---	47.80%	60.00%	n/a	11/23	---	---	---	---	7/21	7/21
LBB-K	Employed/Enrolled Q2 Post Exit – C&T Participants	MP	99.62%	65.60%	65.60%	65.35%	72.15%	72.43%	5,312/8,128	70.36%	62.36%	63.28%	64.81%	7/19	6/20
LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	98.83%	81.70%	81.70%	80.74%	85.72%	85.78%	5,001/6,194	83.07%	80.62%	79.00%	79.47%	1/19	12/19
LBB-K	Credential Rate – C&T Participants	+P	126.08%	69.40%	69.40%	87.50%	82.84%	74.32%	161/184	89.80%	80.00%	93.02%	90.63%	1/19	12/19

Reemployment and Employer Engagement Measures

TWC 1,2	Claimant Reemployment within 10 Weeks	+P	113.55%	58.82%	n/a	66.79%	63.80%	68.44%	1,784/2,671	99.48%	62.60%	63.33%	73.44%	7/20	4/21
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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 9/2/2021
JULY 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	98.39%	1,797	2,073	1,768	2,063	2,750	---	883	933	1,052	869	10/20	7/21

1. Performance in Q1 was artificially boosted because very few claimant with new claims during that period were subject to work search.
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.

Program Participation Measures

TWC	Avg # Children Served Per Day - Combined	MP	98.49%	1,915	1,915	1,886	2,160	2,243	409,320	1,630	1,757	2,127	2,320	10/20	7/21
3									217						

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 increased costs of care. In addition, many families suspended care during the summer. The system began ramping enrollment back up and in the last quarter saw an increase of over 10,000 kids per day statewide.

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 9/2/2021
JULY 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	89.40%	97.86%	114.72%	109.33%	n/a	81.58%	95.22%	115.68%	113.03%	n/a	96.61%	98.49%	103.61%	184.56%	n/a
Borderplex	98.71%	102.34%	150.10%	113.18%	n/a	92.11%	90.12%	115.31%	115.45%	n/a	115.64%	119.59%	101.75%	72.13%	n/a
Brazos Valley	96.05%	95.51%	100.00%	74.16%	n/a	80.81%	81.24%	110.40%	66.30%	n/a	104.38%	113.87%	111.34%	168.00%	n/a
Cameron	94.51%	100.13%	124.68%	108.71%	n/a	97.61%	103.87%	107.93%	112.78%	n/a	102.29%	118.48%	148.84%	181.84%	n/a
Capital Area	106.02%	104.67%	174.72%	110.52%	n/a	98.25%	97.15%	168.60%	103.59%	n/a	99.61%	114.58%	115.83%	124.32%	n/a
Central Texas	93.07%	102.22%	201.84%	113.30%	n/a	75.94%	85.63%	154.47%	105.19%	n/a	98.31%	123.81%	110.83%	130.08%	n/a
Coastal Bend	88.86%	90.34%	120.55%	93.12%	n/a	98.64%	85.60%	118.38%	86.71%	n/a	94.01%	107.74%	97.84%	107.02%	n/a
Concho Valley	106.23%	92.56%	99.58%	89.60%	n/a	82.28%	108.06%	137.88%	107.54%	n/a	74.87%	114.53%	165.41%	169.12%	n/a
Dallas	83.57%	87.73%	122.53%	101.20%	n/a	85.79%	97.83%	111.31%	112.65%	n/a	96.83%	101.98%	88.42%	125.29%	n/a
Deep East	109.36%	98.08%	98.15%	115.21%	n/a	79.18%	96.13%	98.29%	82.33%	n/a	118.07%	124.17%	118.21%	145.19%	n/a
East Texas	83.01%	93.27%	100.87%	92.96%	n/a	82.65%	89.30%	74.43%	90.79%	n/a	94.92%	102.79%	125.47%	192.98%	n/a
Golden Crescent	114.47%	114.45%	114.61%	110.12%	n/a	93.12%	91.56%	76.61%	127.86%	n/a	94.01%	83.22%	193.50%	53.28%	n/a
Gulf Coast	91.32%	86.68%	84.82%	83.49%	n/a	85.03%	85.05%	102.45%	84.86%	n/a	93.87%	94.63%	99.84%	109.97%	n/a
Heart of Texas	105.49%	94.39%	118.34%	64.27%	n/a	90.75%	91.35%	181.40%	78.00%	n/a	110.28%	110.18%	80.28%	104.32%	n/a
Lower Rio	99.02%	92.99%	96.93%	102.30%	n/a	100.13%	94.83%	143.43%	96.37%	n/a	99.85%	95.82%	103.12%	170.88%	n/a
Middle Rio	104.58%	106.36%	110.79%	107.04%	n/a	96.04%	95.49%	84.47%	130.29%	n/a	101.95%	124.49%	128.95%	330.03%	n/a
North Central	84.06%	93.12%	121.07%	110.55%	n/a	80.88%	86.74%	121.18%	110.11%	n/a	101.36%	100.71%	116.31%	120.32%	n/a
North East	102.88%	101.70%	113.63%	92.02%	n/a	92.80%	92.87%	86.45%	129.43%	n/a	122.92%	126.80%	133.74%	145.74%	n/a
North Texas	87.19%	82.92%	77.79%	72.55%	n/a	58.28%	111.22%	84.90%	142.86%	n/a	119.03%	100.86%	123.29%	108.10%	n/a
Panhandle	98.56%	93.87%	135.67%	115.08%	n/a	104.38%	113.15%	84.30%	114.29%	n/a	106.77%	108.04%	173.03%	134.72%	n/a
Permian Basin	95.61%	85.94%	109.27%	116.36%	n/a	67.13%	68.36%	143.13%	90.57%	n/a	78.13%	92.51%	139.00%	269.82%	n/a
Rural Capital	95.16%	99.17%	121.47%	107.98%	n/a	91.90%	94.60%	109.95%	103.89%	n/a	97.40%	105.55%	165.27%	121.92%	n/a
South Plains	98.55%	104.04%	122.23%	114.42%	n/a	96.04%	89.28%	141.70%	114.29%	n/a	99.87%	111.51%	121.51%	74.72%	n/a
South Texas	82.16%	74.84%	114.68%	118.86%	n/a	88.59%	121.36%	90.95%	114.29%	n/a	96.22%	98.47%	136.33%	126.09%	n/a
Southeast	94.83%	78.86%	103.56%	128.59%	n/a	103.40%	101.16%	136.82%	92.91%	n/a	99.56%	94.96%	79.26%	190.18%	n/a
Tarrant	94.40%	91.36%	128.76%	99.31%	n/a	96.60%	90.94%	117.12%	106.43%	n/a	103.53%	98.63%	81.55%	237.06%	n/a
Texoma	106.67%	107.04%	150.27%	101.76%	n/a	58.28%	121.80%	13.59%	114.29%	n/a	99.28%	99.45%	134.11%	84.16%	n/a
West Central	96.08%	99.71%	160.40%	113.61%	n/a	109.32%	92.81%	124.24%	101.60%	n/a	112.16%	104.64%	103.88%	140.35%	n/a
+P	1	1	19	12	0	0	4	16	13	0	6	11	18	20	0
MP	20	21	7	11	0	15	16	5	10	0	20	16	6	4	0
-P	7	6	2	5	0	13	8	7	5	0	2	1	4	4	0
% MP & +P	75%	79%	93%	82%	N/A	54%	71%	75%	82%	N/A	93%	96%	86%	86%	N/A
From	7/19	1/19	7/19	1/19		7/19	1/19	7/19	1/19		7/19	1/19	7/19	1/19	
To	6/20	12/19	6/20	12/19		6/20	12/19	6/20	12/19		6/20	12/19	6/20	12/19	

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation	Total Measures			
	C&T Participants			Claimant 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	92.52%	99.35%	97.71%	110.84%	104.94%	102.82%	5	10	3	83%
Borderplex	92.00%	97.37%	99.18%	114.39%	112.89%	101.74%	8	8	2	89%
Brazos Valley	91.19%	94.68%	67.39%	110.66%	131.82%	97.44%	6	5	7	61%
Cameron	97.80%	94.74%	122.77%	113.04%	122.97%	105.85%	9	8	1	94%
Capital Area	97.13%	100.92%	106.61%	114.52%	112.06%	87.94%	9	8	1	94%
Central Texas	92.41%	98.54%	106.79%	113.28%	110.86%	106.58%	10	5	3	83%
Coastal Bend	86.17%	95.83%	72.05%	109.25%	117.13%	96.13%	4	9	5	72%
Concho Valley	99.88%	98.04%	100.35%	103.82%	99.42%	103.07%	4	11	3	83%
Dallas	92.56%	97.48%	113.70%	197.38%	110.22%	109.92%	8	5	5	72%
Deep East	87.12%	96.39%	104.47%	109.66%	149.75%	99.59%	7	8	3	83%
East Texas	88.90%	97.82%	94.71%	111.25%	104.20%	99.05%	3	9	6	67%
Golden Crescent	101.16%	100.34%	123.78%	112.92%	101.84%	91.72%	8	6	4	78%
Gulf Coast	86.57%	92.26%	82.20%	113.53%	130.31%	88.44%	2	6	10	44%
Heart of Texas	99.79%	96.67%	85.72%	113.59%	113.01%	98.47%	6	8	4	78%
Lower Rio	97.38%	90.45%	110.17%	113.72%	109.87%	87.10%	5	11	2	89%
Middle Rio	92.91%	90.26%	124.78%	114.09%	129.42%	90.32%	8	6	4	78%
North Central	88.34%	100.54%	100.72%	123.33%	119.92%	96.38%	8	6	4	78%
North East	97.44%	97.91%	113.62%	118.18%	94.59%	111.38%	9	7	2	89%
North Texas	102.04%	97.98%	99.76%	118.48%	107.47%	94.16%	6	5	7	61%
Panhandle	99.62%	98.83%	126.08%	113.55%	98.39%	98.49%	8	9	1	94%
Permian Basin	89.60%	89.90%	110.50%	108.00%	104.36%	99.67%	6	6	6	67%
Rural Capital	96.98%	103.16%	119.37%	118.44%	135.05%	103.09%	6	12	0	100%
South Plains	94.89%	96.46%	117.65%	111.80%	116.22%	110.72%	10	5	3	83%
South Texas	90.99%	91.93%	142.22%	112.51%	116.67%	91.57%	9	3	6	67%
Southeast	95.32%	92.08%	78.40%	108.83%	121.03%	108.79%	6	8	4	78%
Tarrant	93.28%	99.38%	109.42%	169.78%	94.66%	117.58%	6	9	3	83%
Texoma	101.43%	99.85%	110.62%	119.51%	105.66%	114.17%	8	7	3	83%
West Central	91.52%	97.17%	104.54%	116.38%	101.85%	100.20%	6	11	1	94%
+P	0	0	15	27	19	8	190			
MP	12	20	7	1	7	13	211			
-P	16	8	6	0	2	7	103			
% MP & +P	43%	71%	79%	100%	93%	75%	80%			
From	7/19	1/19	1/19	7/20	10/20	10/20	From			
To	6/20	12/19	12/19	4/21	7/21	7/21	To			

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

Panhandle YTD July 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	570,735	413,251	72%	365,000	308,340	83%	935,735	716,591	77%
Workforce Innovation & Opportunity Act/Youth	435,528	311,244	71%	150,000	136,705	91%	585,528	447,949	77%
Workforce Innovation & Opportunity Act/DIW	516,236	338,453	66%	95,000	89,820	95%	611,236	428,272	70%
Workforce Innovation & Opportunity Act/Rapid Response	15,000	3,182	21%	-	-	0%	15,000	3,182	21%
Workforce Innovation & Opportunity Act/Alternative Funding	105,963	103,503	98%	-	-	0%	105,963	103,503	98%
Workforce Innovation & Opportunity Act/ National Disaster Recovery Dislocated Worker Grant	275,000	132,932	48%	350,000	291,491	0%	625,000	424,423	68%
Workforce Innovation & Opportunity Act/COVID-19 Response-Rapid Response	15,000	-	0%	-	-	0%	15,000	-	0%
Workforce Innovation & Opportunity Act/COVID-19 Response	23,577	23,577	100%	19,535	19,535	0%	43,112	43,112	100%
Reemployment Services and Eligibility Assessment	132,738	121,339	91%	-	-	0%	132,738	121,339	91%
Trade Adjustment Assistance	1,000	84	8%	18,500	11,643	63%	19,500	11,726	60%
GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS									
Temporary Assistance to Needy Families/CHOICES	1,003,962	760,398	76%	25,000	61,066	244%	1,028,962	821,464	80%
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	126,365	87%	13,000	7,045	54%	157,810	133,410	85%
Supplemental Nutrition Assistance/Employment and Training	312,473	245,606	79%	20,000	17,913	90%	332,473	263,519	79%
GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS									
Child Care Formula and Match	1,947,080	1,630,696	84%	10,050,880	8,117,878	81%	11,997,960	9,748,574	81%
Child Care Formula - 25% Supplemental Payment	1,709,154	1,655,566	97%	-	-	0%	1,709,154	1,655,566	97%
Child Care Quality Improvement	296,193	237,309	80%	208,294	175,434	84%	504,487	412,743	82%
CCP- Family and Protective Services	-	-	0%	1,500,000	769,595	51%	1,500,000	769,595	51%
Child Care/ Automated Attendance	98,802	39,490	40%	-	-	0%	98,802	39,490	40%
GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES									
Wagner-Peyser Employment Service	122,015	112,357	92%	-	-	0%	122,015	112,357	92%
Wagner-Peyser Employment Service TANF	16,390	16,390	100%	-	-	0%	16,390	16,390	100%
Veterans Employment Service	10,700	7,984	75%	-	-	0%	10,700	7,984	75%
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	2,779	2,255	81%	-	-	0%	2,779	2,255	81%
Workforce Commission Initiatives Grant - Youth Career Fairs	36,152	35,413	98%	-	-	0%	36,152	35,413	98%
Workforce Commission Initiatives Grant - Hiring Red, White and You!	1,400	480	34%	-	-	0%	1,400	480	34%
Workforce Commission Initiatives Grant - Retail Data Analysis	2,000	2,000	100%	-	-	0%	2,000	2,000	100%
Workforce Commission Initiatives Grant - Rural Service Delivery	4,882	1,380	28%	-	-	0%	4,882	1,380	28%
Summer Earn & Learn - FY21	115,231	48,696	0%	-	-	0%	115,231	48,696	0%
Yr Round Work Experience	112,500	38,433	34%	-	-	0%	112,500	38,433	34%
Hireability Navigator	100,000	84,794	85%	-	-	0%	100,000	84,794	85%
Infrastructure Support Services Contract	551,382	-	0%	-	-	0%	551,382	-	0%
High Demand Job Training	149,901	149,810	100%	-	-	0%	149,901	149,810	100%
Skills Development Fund COVID Special Initiative	39,500	38,819	98%	223,000	146,895	66%	262,500	185,714	71%
TOTAL	8,869,294	6,681,806	75%	13,118,209	10,148,359	77%	21,987,503	16,830,165	77%



ITEM 8



MEMORANDUM

DATE: September 23, 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.

The current contractor, Huxford Group, LLC., assists individuals with opportunities to achieve and sustain self-sufficiency through state and federal funded programs. Monitoring activities conducted by the external Fiscal monitor and the Board's internal program monitor includes the annual Fiscal and Program Risk Assessments.

A Risk Assessment evaluates and identifies what functional areas are high risk and the amount of risk each functional area indicates within the organization for their fiscal and/or program activities. These efforts are coordinated with Board's management.

In an evaluation, a determination is made of the organization's processes and key controls in functional areas, the effectiveness of the strengths and weaknesses as indicated from prior monitoring visits, audit reports, knowledge and experience of key personnel and attainment of performance measures. The risk assessment rankings can alert the Board of potential issues and are used to develop a monitoring plan. The process eliminates the review of areas with minimal risks.

Thus, a risk assessment is critical to the identification and the measurement of risk(s) that may impede or impair the organization's ability to meet contracted goals, objectives and compliance standards by establishing what is high risk or a high-risk area.

The following detailed report lists updated statuses for the reviews of the current Workforce Solutions Panhandle (WSP) sub-recipient Huxford Group, LLC's service delivery since the last report provided to the Board at the July 2021 meeting including information of upcoming scheduled reviews.

REPORT ON THE PWDA'S MONITORING REVIEWS

March 2021 – November 2021

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, 2020	Pending results

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

Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA			
Monitoring Review	Date of review	Contract Period	Status
Fiscal Risk Assessment	July 2021	October 2021 – September 2022	Completed

Workforce Development and Child Care Services Program Monitoring Conducted by Internal Monitor – Kathy Cabezuela, Program Specialist			
Monitoring Review	Date of review	Contract Period	Status
Program Risk Assessment	September 2021	October 2021 – September 2022	Completed

Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA			
Monitoring Review	Date of review	Period Covered	Status
Fiscal Operating Systems	November 8, 2021 – November 12, 2021	October 2020 – September 2021	Upcoming

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



ITEM 9



Workforce Development Program Operation and Service Delivery Contract

BACKGROUND

PRPC's current contract with the Huxford Group, LLC for the delivery of workforce development and child care program services will end on September 30, 2021. The competitive procurement of a new four-year contract with annual renewals, given acceptable performance, was presented to the Board in July and the members authorized staff to negotiate and complete a one-year contract to begin on October 1st.

Official performance for the delivery of workforce development and child care program services for the Panhandle Workforce Development Board is measured by the Texas Workforce Commission (TWC) in several ways. The majority of measures are established and posted in TWC's Monthly Performance Report, while some others are tracked in the Texas Workforce Information System of Texas (TWIST). Some "Locally Established and/or Measured Performance" are monitored by PRPC utilizing reporting from Workforce Solutions Panhandle procedures and tools. Targets are set and enumerated in Huxford's contract and not meeting the contracted targets will negatively impact payment of profit to Huxford and could potentially result in requiring disallowed costs to be reimbursed.

The proposed Contract with Huxford Group, LLC contains numerous financial and service delivery assurances such as, but not limited to:

- PRPC shall not be liable for expenditures made in violation of the legal authorities cited in a grant, or any other law or regulation applicable to a specific service performed under a grant. The Sub-recipient (Huxford Group, LLC) understands and agrees that it will be liable to repay to PRPC any funds not expended in accordance with this Contract or determined to be expended in violation of the terms of this Contract.
- The Sub-recipient (Huxford Group, LLC) shall have financial management systems that provide for accurate, current, and complete disclosure of the financial results of each grant, and records that adequately identify the source and application of funds for each grant, including information pertaining to awards, authorizations, obligations, unobligated balances, assets (including cash), expenditures, income, and interest.
- The Sub-recipient (Huxford Group, LLC) shall comply with the following bonding requirements and the Board Contracting Guidelines at 40 Texas Administrative Code (TAC) §802.21 regarding any grants covered under this Contract: (1) The funds provided by any grant shall be included in coverage provided by a fidelity bond that indemnifies PRPC against loss arising from a fraudulent or dishonest act of the Sub-recipient's officers and employees holding positions of fiduciary trust; and (2) The Sub-recipient will obtain a position bond for those staff positions which have as a duty the distribution of program funds under this Contract, the issuance of financial documents, checks or other instruments of payments. Under no circumstances shall PRPC disburse to the Sub-recipient an amount of cash that exceeds the bond amount.
- The Sub-recipient (Huxford Group, LLC) agrees to maintain general liability insurance for personal injury, bodily injury and property damage to a third party. The minimum amount of coverage will be \$1,000,000 per occurrence and \$2,000,000 in the aggregate. All policies shall

show PRPC as an additional insured as its interest may appear. Copies of all policies shall be provided to PRPC on an annual basis. To the extent permitted by law, all policies of insurance required of Sub-recipient under this Contract shall contain a waiver of subrogation endorsement.

- Failure of the Sub-recipient (Huxford Group, LLC) to comply with any provision of any grant, whether stated in a federal or State statute or regulation, State Methods of Administration developed under 29 C.F.R. § 37.54, TWC rules, an assurance, a certification, an application, TWC policies or procedures referenced in a grant, or local policies may subject the Sub-recipient to sanctions and enforcement or remedial measures imposed by PRPC, TWC and/or the State of Texas, appropriate to the circumstances including: temporary withholding of payments; disallowance of costs; whole or partial suspension of any grant; withholding of further awards; or other remedies that may be legally available.
- The Sub-recipient (Huxford Group, LLC) will be liable for and will repay to PRPC any amounts which are not expended in compliance with Contract provisions, or disallowed as a result of a resolution agreement. The Sub-recipient will further be responsible for any audit exception or other payment deficiency in the program covered by the Contract and all subcontracts hereunder, which is found to exist after monitoring, review, or auditing by any party as authorized or required by TWC or PRPC. The Sub-recipient will be liable and will repay such funds even if the improper expenditure was made by a subcontractor.

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

The Board's fiscal monitoring review resulted in no major fiscal findings regarding Huxford Group's operations. The Fiscal Integrity Report, conducted by an outside Certified Public Accountant, states that Huxford "complies with the fiscal integrity requirements to administer services." The same CPA conducted a Risk Assessment on 17 factors with the report indicating no items rating as "high risk".

PRPC's Workforce Development local Program Monitoring Reviews for the past year, performed by Board staff, resulted in no significant program findings regarding Huxford's operations. The Board staff also completed the Program Risk Assessment indicating no items rating as "high risk".

This contract's amount for operations is \$3,342,228, with an additional \$150,000 available for profit with acceptable performance on documented measures contained in the contract. Huxford Group would also be responsible for obligating the use of \$14,885,291 (subject to potential changes from the Funding Agency Grants) in additional funds for Direct Services, including client training, supportive services and child care, as a part of this agreement. Most of these funds would be retained at PRPC as the administrator for distribution. The contract would be for the period of October 1, 2021 through September 30, 2022, with the option for three (3) annual renewals contingent upon acceptable performance, up to 4 years. The funds to cover associated costs would be available from the Texas Workforce Commission (TWC) and also from local child care matching funds.

RECOMMENDATION

Staff recommends that the Board recommends to the PRPC Board to authorize PRPC's Executive Director to execute a contract with Huxford Group LLC to deliver workforce development and child care program services for the period of October 1, 2021 through September 30, 2022, with the option for annual renewals contingent upon acceptable performance for up to 4 years.

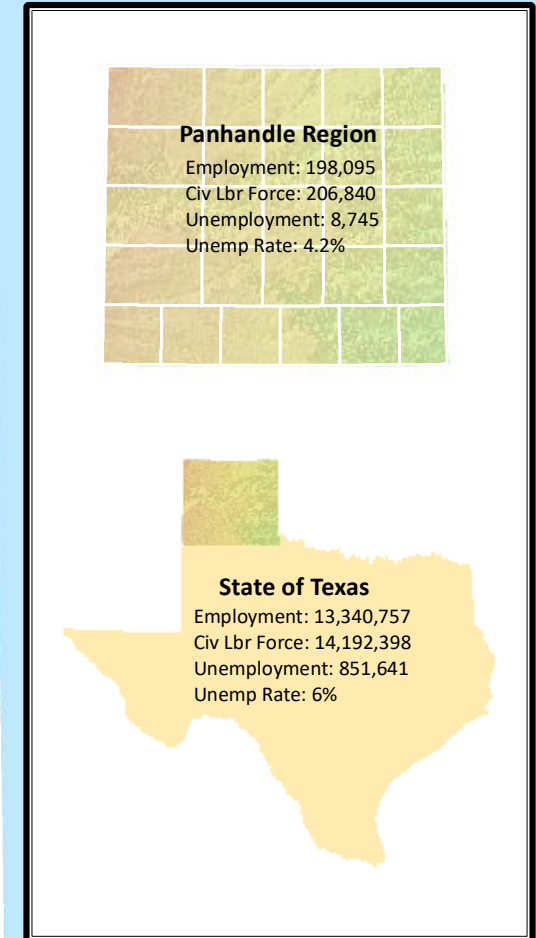


ITEM 11

Texas Panhandle Workforce Employment Data

July 2021

<p>Dallam</p> <p>Employment: 3,559 Civ Lbr Force: 3,668 Unemployment: 109 Unemp Rate: 3%</p>	<p>Sherman</p> <p>Employment: 1,265 Civ Lbr Force: 1,309 Unemployment: 44 Unemp Rate: 3.4%</p>	<p>Hansford</p> <p>Employment: 2,413 Civ Lbr Force: 2,498 Unemployment: 85 Unemp Rate: 3.4%</p>	<p>Ochiltree</p> <p>Employment: 3,688 Civ Lbr Force: 3,882 Unemployment: 194 Unemp Rate: 5%</p>	<p>Lipscomb</p> <p>Employment: 1,411 Civ Lbr Force: 1,470 Unemployment: 59 Unemp Rate: 4%</p>	
<p>Hartley</p> <p>Employment: 2,570 Civ Lbr Force: 2,634 Unemployment: 64 Unemp Rate: 2.4%</p>	<p>Moore</p> <p>Employment: 10,437 Civ Lbr Force: 10,819 Unemployment: 382 Unemp Rate: 3.5%</p>	<p>Hutchinson</p> <p>Employment: 7,820 Civ Lbr Force: 8,355 Unemployment: 535 Unemp Rate: 6.4%</p>	<p>Roberts</p> <p>Employment: 372 Civ Lbr Force: 388 Unemployment: 16 Unemp Rate: 4.1%</p>	<p>Hemphill</p> <p>Employment: 1,417 Civ Lbr Force: 1,495 Unemployment: 78 Unemp Rate: 5.2%</p>	
<p>Oldham</p> <p>Employment: 875 Civ Lbr Force: 906 Unemployment: 31 Unemp Rate: 3.4%</p>	<p>Potter</p> <p>Employment: 52,936 Civ Lbr Force: 55,421 Unemployment: 2,485 Unemp Rate: 4.5%</p>	<p>Carson</p> <p>Employment: 2,890 Civ Lbr Force: 3,016 Unemployment: 126 Unemp Rate: 4.2%</p>	<p>Gray</p> <p>Employment: 6,945 Civ Lbr Force: 7,468 Unemployment: 523 Unemp Rate: 7%</p>	<p>Wheeler</p> <p>Employment: 2,035 Civ Lbr Force: 2,166 Unemployment: 131 Unemp Rate: 6%</p>	
<p>Deaf Smith</p> <p>Employment: 8,250 Civ Lbr Force: 8,592 Unemployment: 342 Unemp Rate: 4%</p>	<p>Randall</p> <p>Employment: 71,153 Civ Lbr Force: 73,899 Unemployment: 2,746 Unemp Rate: 3.7%</p>	<p>Armstrong</p> <p>Employment: 899 Civ Lbr Force: 933 Unemployment: 34 Unemp Rate: 3.6%</p>	<p>Donley</p> <p>Employment: 1,330 Civ Lbr Force: 1,400 Unemployment: 70 Unemp Rate: 5%</p>	<p>Collingsworth</p> <p>Employment: 1,047 Civ Lbr Force: 1,100 Unemployment: 53 Unemp Rate: 4.8%</p>	
<p>Parmer</p> <p>Employment: 4,825 Civ Lbr Force: 4,993 Unemployment: 168 Unemp Rate: 3.4%</p>	<p>Castro</p> <p>Employment: 3,165 Civ Lbr Force: 3,295 Unemployment: 130 Unemp Rate: 3.9%</p>	<p>Swisher</p> <p>Employment: 2,364 Civ Lbr Force: 2,490 Unemployment: 126 Unemp Rate: 5.1%</p>	<p>Briscoe</p> <p>Employment: 540 Civ Lbr Force: 569 Unemployment: 29 Unemp Rate: 5.1%</p>	<p>Hall</p> <p>Employment: 985 Civ Lbr Force: 1,051 Unemployment: 66 Unemp Rate: 6.3%</p>	<p>Childress</p> <p>Employment: 2,904 Civ Lbr Force: 3,023 Unemployment: 119 Unemp Rate: 3.9%</p>





ITEM 12

**PANHANDLE WORKFORCE DEVELOPMENT BOARD
CURRENT MEMBERSHIP
JULY 1, 2021 – JUNE 30, 2022**

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 *** / ****

Vice President – Assembly Operations

Bell

P.O. Box 482

Fort Worth, Texas 76101

(817) 280-8957

jhenderson@bellflight.com

Industry Represented: Manufacturing (31)

TWC ID #: 002639157

Firm Size: 4,954 employees

Ethnicity/Gender: W/M

Term Expires: June 30, 2023

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker

Chief Operating Officer

Harwell & Cook Orthodontics

3420 Thornton Drive

Amarillo, Texas 79109

(806) 353-3593

david@harwellcook.com

Industry Represented: Healthcare (62)

TWC ID #: 07-895859-6

Firm Size: 41 employees

Ethnicity/Gender: W/M

Term Expires: June 30, 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 W. Francis Ave.
Pampa, TX 79065
(806) 669-1169 / (806) 669-1169
12280ehwy60@gmail.com

Industry Represented: Construction (23)
TWC ID #: 119858119
Firm Size: 8 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 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
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
3120 Eddy St.
Amarillo, Texas 79106
(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

(VACANT)

Ethnicity/Gender:
Term Expires:

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