



1501 Midwestern Pkwy, Suite 101
Wichita Falls, Texas 76302
Phone: 940.767.1432
Fax: 940.322.2683
www.ntxworksolutions.org

A proud partner of the [americanjobcenter](#) network

October 16, 2020

Monitoring Committee Meeting Notice

Members of the Monitoring Committee will meet **on Wednesday, October 21, 2020 at 10:30 am via Zoom** link below. Due to the ongoing health concerns with the COVID-19 pandemic, we will be observing social distancing. We appreciate your patience and understanding in this matter.

Join Zoom Meeting

<https://zoom.us/j/96434854074?pwd=V21OaWFNTzZ6WjlyVDhDQnlrR3Jkdz09>

Meeting ID: **964 3485 4074** Passcode: **912161** One tap mobile +13462487799

Agenda

1. Call to order and introductions – Lee Ritchie, Jr., Chair
2. TWC #20.03.0201 EO Monitoring Letter, TWC Monitoring #20.03.0001 update
3. Update Program Monitoring Richard Rogers Consulting – Child Care and WIOA
4. Review summary of Workforce Center reviews
5. Review summary of Child Care reviews
6. Other discussion
7. Set the next meeting date
8. Adjourn

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Julian Alvarez
Commissioner Representing
Labor

Aaron Demerson
Commissioner Representing
Employers

Edward Serna
Executive Director

Report #20.03.0201

September 1, 2020

VIA Email: lisa.msDaniel@ntxworksolutions.org

Mrs. Lisa McDaniel, Executive Director
Workforce Solutions North Texas
1501 Midwestern Pkwy, Suite 101
Wichita Falls, Texas 76302

Dear Mrs. McDaniel:

We have completed our review of the Board's Equal Opportunity (EO) compliance with state and federal laws. We conducted our review this fiscal year using an Equal Opportunity Survey completed by your Board's Equal Opportunity Officer, Patricia Hamilton.

After reviewing Ms. Hamilton's responses to the survey, we do not have any issues or areas of concern to report that require follow up currently. Ms. Hamilton reported some centers to have physical accessibility issues. Ms. Hamilton provided TWC's EO Compliance Department with a well-documented remediation plan to address the noted physical accessibility issues, along with documentation indicating proposed plans for center relocation. We are confident that Ms. Hamilton will work with TWC's EO Compliance Department to remedy any compliance concerns. Workforce Solutions North Texas EO compliance will be monitored in fiscal year 2021 pursuant to annual monitoring requirements. Any outstanding issues or concerns that have not been resolved as well as any new issues or concerns that arise will be addressed at that time.

Thank you again for your cooperation and assistance. Should you have any further questions concerning the review, please contact me at (512) 936-3036.

Sincerely,

W. Boone Fields

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

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

101 E. 15th Street • Austin, Texas 78778-0001 • (512) 463-2222 • Relay Texas: 800-735-2989 (TDD) 800-735-2988 (Voice) • www.texasworkforce.org
Equal Opportunity Employer / Program

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





Summary of Monitoring by Center 10/21/2020

Workforce Center Contractor: ResCare Inc. dba Bright Spring Health Services

INTERNAL MONITORING REPORT	PERIOD	ACCURACY RATE	FINAL ACCURACY RATE	Disallowed Cost
CHOICES CASE MGMT REVIEW-10%	2020.Q2	95%	98% (due to quarter + 20)	None
CHOICES WORK AUDIT-100%	2020.07-09	33%	89% (due to paystub on closed case & only 3 customers) Low # due to HHSC not requiring Choices for TANF	None
PROCUREMENT-100%	2020.06	87%	100%	None
SNAP CASE MGMT REVIEW-10%	2020.Q2	94%	97% (due to quarter + 20)	None
SUPPORT SERVICES REVIEW-100%	2020.07	94%	100%	None
WIOA CASE MGMT REVIEW-10%	2020.Q2	87%	99% (due to quarter + 20)	None
WIOA CASE NOTE REVIEW-100%	2020.08	100%	100%	None
WIOA ELIGIBILITY REVIEW-100%	2020.09	99%	100%	None

Child Care QA Report - January 1, 2020 -September 30, 2020

Wednesday, October 21, 2020

The Quality Assurance (QA) process is an in-house, case file auditing process that involves a preliminary QA audit and a final QA audit for any case being determined eligible for child care services.

Quality Assurance Numbers

Month	Cases audited in Preliminary QA	Cases audited in Final QA	Ineligible Cases	Cases with NO errors prior to Final QA	Pre-QA Accuracy Rate	Disallowed Cost	Comments
January-20	65	72	0	20	27.78%	\$40.44	Client Services Staff Error: Two days paid when child was ineligible for services. Total Cost= \$40.44.
February-20	68	100	0	41	41.00%	\$0.00	
March-20	82	105	0	42	40.00%	\$0.00	
April-20	27	72	0	42	58.33%	\$0.00	
May-20	10	51	0	35	68.63%	\$0.00	
June-20	31	55	0	37	67.27%	pending	One case being reviewed/ pending calculation
July-20	56	111	0	60	54.05%	pending	One case being reviewed/ pending calculation
August-20	58	pending	N/A	pending	pending	pending	
September-20	78	pending	N/A	pending	pending	pending	
Totals	475	566	0	217	50.50%	\$40.44	

Total Cases (unduplicated)

918

Accuracy rate improved **26.27%** since implementing Individual Monthly Reports in January 2020 for each client services specialist.

Preliminary QA Audit

1. Created to avoid unnecessary data entry errors that could result in disallowed cost
2. Completed for cases in which eligibility is being determined OR cases with a reported change in income
3. Tests income calculations and verifies that all eligibility criteria has been met **BEFORE** data entry into the system

Final QA Audit

1. Completed for all cases that are being determined for eligibility, cases that are terminating from CC services as well as DFPS cases
2. Tests and reviews all calculations, data entry, paperless filing components, form generation and counselor note documentation