

Texas Workforce Commission

A Member of Texas Workforce Solutions

Report #21.03.0001

March 7, 2022

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

Bryan Daniel, Chairman
Commissioner Representing
the Public

Julian Alvarez
Commissioner Representing
Labor

Aaron Demerson
Commissioner Representing
Employers

Edward Serna
Executive Director

Dear Ms. McDaniel:

Our review of the programs administered by Workforce Solutions North Texas indicates that controls exist to support proper administration of fiscal and program operating systems.

We conducted the review the week of June 18, 2021, and reviewed Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, Workforce Innovation and Opportunities Act programs administered by the Board. The review covered the period April 1, 2020, to March 31, 2021, and included tests of transactions and fiscal and program controls.

We appreciate the cooperation and assistance you and your staff provided throughout the review. Should you have any questions, please contact me at (512) 936-3612.

Sincerely,



Mary B. Millan, Director of Field Operations
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

cc: Kristin Morris, Chair, Workforce Solutions North Texas
Gwendolyn Jones, Regional Program Manager, U. S. Department of Health and Human Services
Deborah Daniels, Program Specialist, U. S. Department of Health and Human Services
Alisa Matthews, Program Specialist, U. S. Department of Health and Human Services
Nicholas E. Lalpui, Regional Administrator, Employment and Training Administration, USDOL
M. Frank Stluka, Regional Director, Office of State Systems, Employment and Training Administration, 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
Randy Townsend, Deputy Executive Director, TWC
Courtney Arbour, Director, Division of Workforce Development, TWC
Reagan Miller, Director, Division of Child Care and Early Learning, TWC
Charles E. Ross, Jr., Director, Division of Fraud Deterrence and Compliance Monitoring, TWC
Chris Nelson, Chief Financial Officer, TWC
Adam Leonard, Director, Division of Information, Innovation and Insight, TWC

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Executive Director

Dear Ms. McDaniel:

Our review of the Supplemental Nutrition Assistance Program Employment and Training program administered by Workforce Solutions North Texas indicates fiscal and program systems are effectively managed.

The review covered the period April 1, 2020, through March 31, 2021, and included tests of transactions and fiscal and program controls.

We appreciate the cooperation and assistance you and your staff provided throughout the review. Should you have any questions, please contact me at (512) 936-3612.

Sincerely,



Mary B. Millan, Director of Field Operations
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Dear Ms. McDaniel:

We recently completed data validation testing of the Workforce Innovation and Opportunity Act (WIOA) program for the State of Texas, as administered by Workforce Solutions North Texas. Data validation is required by the U.S. Department of Labor Employment and Training Administration Training and Development Guidance Letter 07-18, "Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA)," and Workforce Development Letter 27-19, "State Data Validation Requirements". It is a process for verifying data elements in client records by comparing them to source documentation to ensure compliance with federal requirements and appropriateness of fund use. This data validation initiative was conducted to ensure the accuracy of data collected and reported to United States Department of Labor (USDOL) for the Fiscal Year 2020.

Attached is a Summary Report that outlines the results for each program tested in your area. The scope of review was from July 1, 2019, through June 30, 2020.

We appreciate the support of you and your staff and look forward to our continuing partnership to ensure the quality of the data reported by the State of Texas.

Sincerely,



Mary B. Millan, Director of Field Operations
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

Data Validation Results Report

PY2021 Data Validation Results for North Texas Board (3)



WIOA Adult

Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	3	0	0%
Date Attained Recognized Credential (WIOA)	3	0	0%
SUB TOTALS	6	0	0.00%

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	4	0	0%
Employment Status at Program Entry (WIOA)	1	0	0%
Low Income Status at Program Entry (WIOA)	3	0	0%
SUB TOTALS	8	0	0.00%

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	4	0	0%
School Status at Program Entry (WIOA)	4	0	0%
SUB TOTALS	8	0	0.00%

Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	3	0	0%
SUB TOTALS	3	0	0.00%

Training

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Program Entry (WIOA)	4	0	0%
Date of Program Exit (WIOA)	4	0	0%
SUB TOTALS	8	0	0.00%

WIOA Dislocated Worker

Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	1	0	0%
Date Attained Recognized Credential (WIOA)	1	0	0%
<i>SUB TOTALS</i>	<i>2</i>	<i>0</i>	<i>0.00%</i>

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	1	0	0%
Date of Actual Dislocation	1	0	0%
<i>SUB TOTALS</i>	<i>2</i>	<i>0</i>	<i>0.00%</i>

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	1	0	0%
School Status at Program Entry (WIOA)	1	0	0%
<i>SUB TOTALS</i>	<i>2</i>	<i>0</i>	<i>0.00%</i>

Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	1	0	0%
<i>SUB TOTALS</i>	<i>1</i>	<i>0</i>	<i>0.00%</i>

Training

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Program Entry (WIOA)	1	0	0%
Date of Program Exit (WIOA)	1	0	0%
<i>SUB TOTALS</i>	<i>2</i>	<i>0</i>	<i>0.00%</i>

WIOA Youth

Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	1	0	0%
Date Attained Recognized Credential (WIOA)	1	0	0%
Type of Recognized Credential #2 (WIOA)	1	0	0%
Date Attained Recognized Credential #2 (WIOA)	1	1	100%
Category of Assessment #1	1	0	0%
Date of Pre-Test Score #1	1	0	0%
Pre-Test Score #1	1	0	0%
Category of Assessment #2	1	0	0%
Date of Pre-Test Score #2	1	0	0%
Pre-Test Score #2	1	0	0%
Category of Assessment #3	1	0	0%
Date of Pre-Test Score #3	1	0	0%
Pre-Test Score #3	1	0	0%
<i>SUB TOTALS</i>	13	1	7.70%

Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	4	0	0%
Individual with a Disability (WIOA)	4	0	0%
Employment Status at Program Entry (WIOA)	2	0	0%
Pregnant or Parenting Youth	1	0	0%
Low Income Status at Program Entry (WIOA)	2	0	0%
<i>SUB TOTALS</i>	13	0	0.00%

Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	3	0	0%
School Status at Program Entry (WIOA)	4	0	0%
<i>SUB TOTALS</i>	7	0	0.00%

Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	2	0	0%
<i>SUB TOTALS</i>	2	0	0.00%

Training

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Program Entry (WIOA)	4	0	0%
Date of Program Exit (WIOA)	4	0	0%
<i>SUB TOTALS</i>	<i>8</i>	<i>0</i>	<i>0.00%</i>

Program Name: Choices If Other: _____
 Reason for TAP: Not meeting Choices Full Engagement Measure of 50% YTD for 4 months

Board Contact:

Name: Sharon Hulcy
 Telephone: 940-280-2048
 E-mail: Sharon.hulcy@ntxworksolutions.org

TWC Workforce Board Service Strategies Contact

Name: Cindie Scanlon
 Telephone: 512-658-1595
 E-mail: cindie.scanlon@twc.texas.gov

PURPOSE STATEMENT:

The North Texas Board must ensure that Board performance improvement strategies and Contractor procedures are in place and implemented according to the Technical Assistance Plan (TAP).

TAP - Rev. 01/30/2019

CONFERENCE CALL

NO

DAY OF MONTH: _____

WEEK _____

HOUR: _____

The purpose of this call will be to check progress, and identify technical assistance needs to assist the Board in achieving goals.
 If the Board chooses to engage in monthly conference please coordinate with your assigned contact prior to the completion of this section.
 This call will be conducted the _____ of the month at 12:00 AM (Central time).

TAP PROGRESS REPORTING:

YES

DAY OF MONTH: 11

Please provide progress reports, and submit to bcm@twc.texas.gov

REPORTS: (Optional)

Report Name	To Assist with the Following Strategy/Benchmark	Special Notes/Comments (frequency, etc.)
#177 Choices Time and Participation Verification Report	Strategy #1	Weekly
#14 Choices Work Rate	Strategy #1	Weekly

TAP - Rev. 06/20/2019

STRATEGIES

(Please use additional Strategy sheets, if necessary.)

STRATEGY 1	ACTION ITEMS 1
Increase tracking of data entry efforts to ensure that all allowable hours are correctly documented in TWIST Daily Time Tracking with daily time verifications correctly keyed. Ensure participation hours are correctly counting on TWIST Workforce Report #14.	Run and utilize Workforce Report #177 - Choices Time and Participation Verification Report and Report #14 Choices Work Rate Report at a minimum of a weekly basis. Review and verify participation data has been entered correctly, verified correctly, and hours are counting correctly towards performance.
STRATEGY 2	ACTION ITEMS 2
Outreach exempt customers to offer training opportunities or support services.	Develop new outreach letter and include flyer with local training opportunities.
STRATEGY 3	ACTION ITEMS 3
Increase referrals to BSU for work experience or OJT, coordinate with AEL for referrals, and Skill Up portal referral. Equus to meet with counterparts across the state for new ideas.	Manual tracking of referrals, placements and services provided.

TAP - Rev. 06/20/2019

STRATEGIES (Continued)

(Please use additional Strategy sheets, if necessary.)

STRATEGY 4	ACTION ITEMS 4
Outreach child care parents in education for possible TANF customers.	Review child care list for and develop an outreach letter to target this population.
STRATEGY 5	ACTION ITEMS 5
Monthly review of good cause reasons, weekly meetings and file reviews.	Monthly review of 1836's to make sure start and end dates are entered in TWIST Form 1836 tab and in the TWIST counselor notes to ensure they are complete and current(no more than 6 months old) before being sent to HHSC to request Work Registration code changes.
STRATEGY 6	ACTION ITEMS 6

TAP - Rev. 06/20/2019

IMPLEMENTATION AGREEMENT:

SUBMIT DATE 03/31/2022

North Texas Workforce Development Board (Board) agrees to implement all strategies and actions enumerated in this Technical Assistance Plan (TAP).

The TAP will remain in effect until the Board has satisfactorily achieved the objectives of this TAP. The Board must review and return a signed copy of the TAP by the close of business, as shown in the submit date above.

The TAP will be returned to the Board upon signature of the Director of the Texas Workforce Commission (TWC) Workforce Development Division.

By signing this TAP, the Board agrees to make every effort to ensure that its performance measures and contractual goals are met and agrees to continue its collaboration with TWC Workforce Technical Assistance staff to ensure success.

Courtney Arbour, Director

Date

Lisa McDaniel

03/31/2022

Ms. Lisa McDaniel, Executive Director

Date

Authorized Signatory

Workforce Development Board,

North Texas



Summary of Monitoring by Center 04/21/2022

Workforce Center Contractor: Equus Inc.

INTERNAL MONITORING REPORT	PERIOD	ACCURACY RATE	FINAL ACCURACY RATE	Disallowed Cost
CHOICES CASE MGMT REVIEW-10%	2022.Q1	92%	100%	None
CHOICES ENGAGEMENT AUDIT-100%	2022.02	84%	100%	None
PII	2022.Q2	85%	100%	None
PROCUREMENT-100%	2021.10-12	96%	100%	None
SNAP CASE MGMT REVIEW-10%	2022.Q1	97%	100%	None
SUPPORT SERVICES REVIEW-100%	2022.02	88%	100%	None
WIOA CASE MGMT REVIEW-10%	2022.Q1	90%	99% (TABE)	None
WIOA CASE NOTE REVIEW-100%	2022.02	97%	100%	None
WIOA ELIGIBILITY REVIEW-100%	2022.03	100%	100%	None

Child Care QA Report -January 2022 to March 2022

Wednesday, April 27, 2022

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 <u>NO</u> errors prior to final QA	Pre-QA Accuracy Rate	Disallowed Cost	Comments
January	120	150	0	104	redeveloping	\$0.00	All cases ended in 100% accuracy after corrections
February	89	108	0	72	redeveloping	\$0.00	All cases ended in 100% accuracy after corrections
March	173	186	0	133	redeveloping	\$0.00	All cases ended in 100% accuracy after corrections
Total	382	444	0	309	redeveloping	\$0.00	

QA UNDER CONSTRUCTION

We are working to develop a more comprehensive QA process. We are developing matrix for incentives and corrective action for issues. We are also working on in house staff training and methods of accountability.