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March 1, 2021

## Monitoring Committee Meeting Notice

Members of the Monitoring Committee will meet **on Tuesday, March 2, 2021 at 1:00 pm 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/92224318073?pwd=QzBqdGNSSXINWHpzNVlyL3UxVmtjUT09>

Meeting ID: **922 2431 8073**      Passcode: **024779**      One tap mobile      **+13462487799**

### Agenda

1. Call to order and introductions – Lee Ritchie, Jr., Chair
2. TWC #20.03.0001 Management Letter, #20.03.0001 SNAP E&T and Audit Resolution Letter, 21.03.0201 EO Management Letter updates



20.03.0001 WS  
North Texas Board N



20.03.0001 WS  
North Texas SNAP E&



20.03.0001 Initial  
Resolution Letter 21



21.03.0201  
Workforce Solution:

3. Update Program Monitoring Richard Rogers Consulting – SNAP, Choices and WIOA Alternative Funding Program
4. Request for proposal for Workforce Center Services Management and Operations, and Fiscal Monitoring
5. Review summary of Workforce Center reviews
6. Review summary of Child Care reviews
7. Other discussion
8. Next meeting date to be determined with email poll
9. 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 #20.03.0001

January 13, 2021

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

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 have completed our review of Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunities Act programs administered by the Board. The review covered the period May 1, 2019, to March 31, 2020, and included tests of transactions and fiscal and program controls.

Although this was not a finding, we noted the MOU between the Board and one of its SCSEP partners did not contain all required elements. An updated and signed MOU was provided after the review. Also, the Texas Veterans Commission contract did not contain a commitment that partners would comply with the Americans with Disabilities Act of 2008. The Board indicated it will be updated at the next renewal.

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  
Regulatory Integrity Division

cc: Lee R. Ritchie, 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, Workforce Development Division, TWC  
Reagan Miller, Director, Child Care and Early Learning Division, TWC  
Paul D. Carmona, Director, Regulatory Integrity Division, TWC  
Chris Nelson, Chief Financial Officer, TWC  
Adam Leonard, Director, Operational Insight Division, TWC

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## Report #20.03.0001

January 13, 2021

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

Dear Ms. McDaniel:

We have completed our review of the Supplemental Nutrition Assistance Program Employment and Training program administered by Workforce Solutions North Texas area. Our review covered the period May 1, 2019, to March 31, 2020.

Our finding is summarized in the enclosed report. TWC Audit Resolution will contact you with an initial notification letter requesting the documentation necessary to resolve the outstanding finding identified in the report. The Board will have 45 calendar days from the issuance of the letter to respond to Audit Resolution with the documentation.

Thank you again for your cooperation and assistance. Should you have any further questions concerning the review, please contact me at (512) 936-3612.

Sincerely,



Mary B. Millan, Director of Field Operations  
Subrecipient Monitoring  
Regulatory Integrity Division

Attachment



Supplemental Nutrition Assistance Program  
Employment and Training  
Monitoring Report  
#20.03.0001  
Workforce Solutions North Texas

Issued by Texas Workforce Commission  
Subrecipient Monitoring Department

## Board Background

Workforce Solutions North Texas is part of Texas Workforce Solutions – a statewide network of 28 Workforce Development Boards for regional planning and service delivery, their contracted service providers and community partners, and the TWC unemployment benefits Tele-Centers. This network, which includes the Texas Workforce Commission, gives customers local access to workforce solutions and statewide services through Workforce Solutions offices and Tele-Centers throughout the state.

The Board serves the following counties: Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger, and Young.

North Texas Regional Planning Commission currently serves as the Board's fiscal agent. The Workforce Subrecipient, formerly Arbor E&T, LLC dba ResCare Workforce Services, has changed its name to Equus Workforce Solutions. The Child Care Contractor is Rolling Plains Management Corporation.

## Executive Summary

The Texas Workforce Commission, Subrecipient Monitoring Department conducted a review of Workforce Solutions North Texas. This review identified opportunities to strengthen management controls and support compliance with contract requirements.

The Board is responsible for providing its Partners, Subrecipients, and Contractors with these findings and areas of concern and following up to ensure that any needed corrective actions are completed.

### **Finding: Ensure SNAP E&T Sanctions are Requested Appropriately**

In four of 15 (27 percent) applicable case files tested, a penalty for noncompliance was inappropriately initiated for SNAP E&T participants. The Board's Subrecipient penalized clients even after clients informed case managers that they obtained employment.

The Board should strengthen its controls to ensure sanctions are requested appropriately according to the SNAP E&T guidelines.

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## Finding

### Ensure SNAP E&T Sanctions are Requested Appropriately

In four of 15 (27 percent) applicable case files tested, a penalty for noncompliance was inappropriately initiated for SNAP E&T participants. The Board's Subrecipient penalized clients even after clients informed case managers that they obtained employment.

Improperly requesting sanctions can cause a participant to lose or to receive less than the maximum amount of SNAP E&T benefits, even when participating and meeting program requirements.

*Supplemental Nutrition Assistance Program Employment and Training Guide, Part B – Operations, B-108.g: Unsubsidized Employment, October 2020* states:

"Unsubsidized employment is full- or part-time employment with wages paid in full by an employer.

Full-time Employment

Full-time employment is:

- employment of 30 hours per week or more, for which the individual receives wages or compensation from an employer or from self-employment; or
- weekly wages from an employer or from self-employment that are at least equal to 30 hours per week multiplied by the federal minimum wage.

If—during participation in SNAP E&T— a SNAP recipient enters full-time employment, Boards must ensure that Workforce Solutions Office staff:

- sends Form H1817 to HHSC to reconsider the recipient's work registration status;
- enters into TWIST Counselor Notes:
  - a statement that Form H1817 was sent to HHSC;
  - the date Form H1817 was sent to HHSC; and
  - the reason for the reconsideration;
- keeps a copy of Form H1817 and fax confirmation on file at the Workforce Solutions Office;
- records the reconsideration in TWIST SNAP E&T Good Cause tab (see B-401.c);
- closes all SNAP E&T activities;
- adds service 39-Unsubsidized Employment; and
- leaves the SNAP E&T Program Detail open for the job retention period to enter any job retention services that may be requested (see B-115).

"Federal Exemption for Recipients Who Become Employed Full Time

A SNAP recipient is considered to be meeting the federal exemption (Work Code P)—and as such is exempt from SNAP E&T participation—if the recipient:

- accepts a job offer of at least 30 hours per week; and
- is scheduled to begin work immediately, or within 30 calendar days of reporting the employment."

## Recommendation

The Board should strengthen its controls to ensure sanctions are requested appropriately according to the SNAP E&T guidelines.

**Appendix A. Abbreviations and Terms**

Board	Workforce Solutions North Texas
Db a	Doing business as
FMGC	Financial Manual for Grants and Contracts
Nortex	North Texas (Regional Planning Commission)
SNAP E&T	Supplemental Nutrition Assistance Program Employment and Training
TWC	Texas Workforce Commission

## **Appendix B. Review Objectives, Scope, and Methodology**

### **Review Objectives**

The purpose of our review was to provide reasonable assurance that Workforce Solutions North Texas uses TWC grant resources in accordance with state and federal requirements. We also sought to determine whether activities are conducted toward the goal of achieving program objectives while maintaining fiscal accountability.

### **Scope and Methodology**

Monitoring reviewed the SNAP E&T program administered by the Board. We conducted this review from August 17, 2020, to August 21, 2020. Our goal was to provide reasonable but not absolute assurance regarding compliance with contract terms and objectives.

Toward this goal, we randomly selected and tested samples of transactions that occurred during the period of May 1, 2019, through March 31, 2020. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist. Within the accounting and program books, records and documentation we tested control systems and transactions in the following areas:

#### **Service Provider**

SNAP E&T  
Work Activities  
Noncooperation

#### **Fiscal**

Allowable Costs and Pooled Expenditures  
Disbursements  
Cost Allocation

## Appendix C. Report Distribution List

Copies of the report will be provided to the following parties:

### Workforce Solutions North Texas

Lee R. Ritchie, Chair

### United States Department of Health and Human Services

Gwendolyn Jones, Regional Program Manager

Deborah Daniels, Program Specialist

Alisa Matthews, Program Specialist

### Texas Workforce Commission

Bryan Daniel, Chairman and Commissioner Representing the Public

Julian Alvarez, III, Commissioner Representing Labor

Aaron Demerson, Commissioner Representing Employers

Edward Serna, Executive Director

Randy Townsend, Deputy Executive Director

Courtney Arbour, Director, Workforce Development Division

Paul D. Carmona, Director, Regulatory Integrity Division

Chris Nelson, Chief Financial Officer

Adam Leonard, Director, Operational Insight Division

## Appendix D. Exit Conference

**Date: August 21, 2020**

### Attendees:

Lisa McDaniel, Executive Director, Workforce Solutions North Texas

Scott Essary, Program Supervisor, Workforce Solutions North Texas

Sharon Hulcy, Contract Manager, Workforce Solutions North Texas

Kendra Ball, Business and Outreach Director, Workforce Solutions North Texas

Patricia Hamilton, Equal Opportunity Officer/Administrative Specialist, Workforce Solutions North Texas

Josie Gonzalez, Child Care Contract Manager, Workforce Solutions North Texas

Karen Fite, Board IT Manager, Workforce Solutions North Texas

Annette Jackson, PA Workforce Center, Workforce Solutions North Texas

Jill A. Brown, Former Executive Director, Workforce Solutions North Texas

Ginger Hannah, Business and Employment Services Manager, Workforce Solutions North Texas

Dennis Wilde, Executive Director, Nortex Regional Planning Commission

Jessie Johnson, Finance Director, Nortex Regional Planning Commission

Linda Crabtree, Client Services Coordinator, Workforce Solutions Child Care

Leslee Escobedo, Program Director, Workforce Solutions Child Care

Crystal Ojeda, Project Director, Equus Workforce Solutions

Darla Silva, Quality Assurance, Equus Workforce Solutions

Lanette McHazzlett Sanchez, Project Manager, TWC

Carolyn M. Davis, Monitor, TWC

Pricilla Martinez, Monitor, TWC

Roger Weiselogel, Monitor, TWC

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Edward Serna  
Executive Director

January 27, 2021

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

Dear Ms. McDaniel:

This letter is in regard to a finding identified in the Texas Workforce Commission (TWC) Monitoring Report #20.03.0001. This report included a review of the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program administered by Workforce Solutions North Texas (Board). This monitoring review identified the following finding that requires further resolution action as outlined below:

Finding: Ensure SNAP E&T Sanctions are Requested Appropriately

In four of 15 (27 percent) applicable case files tested, a penalty for noncompliance was inappropriately initiated for SNAP E&T participants. The Board's Subrecipient penalized clients even after clients informed case managers that they obtained employment.

Improperly requesting sanctions can cause a participant to lose or to receive less than the maximum amount of SNAP E&T benefits, even when participating and meeting program requirements.

#### **Documentation Required:**

The recommendation in the monitoring report states that the Board should strengthen its controls to ensure sanctions are requested appropriately according to the SNAP E&T guidelines. Please provide implemented controls and revised detailed procedures for both the Board and Service Provider which address the weakness identified and ensures SNAP E&T guidelines are followed and adhered to. In addition, please provide results of most recent Board monitoring of this area, along with recent training agenda and sign-in sheets, if conducted.

Please provide the above information within 45 calendar days from the date of this letter to Ruth C. Cureton, via email at [ruth.cureton@twc.state.tx.us](mailto:ruth.cureton@twc.state.tx.us). Additional documentation may be requested at a future date based on the documentation submitted.

Ms. McDaniel  
Page 2  
January 27, 2021

Thank you in advance for your cooperation and assistance. Should you have any further questions or concerns, please contact Ruth C. Cureton at (512) 936-2506 or me at (512) 936-3040 or [judy.ohn@twc.state.tx.us](mailto:judy.ohn@twc.state.tx.us)

Sincerely,

*Judy Ohn*

Judy Ohn  
Director of Fiscal Services and Audit Resolution

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Commissioner Representing  
Labor

Aaron Demerson  
Commissioner Representing  
Employers

Edward Sema  
Executive Director

## Report #21.03.0201

January 29, 2021

### **VIA Email: [lisa.mcdaniel@ntxworksolutions.org](mailto:lisa.mcdaniel@ntxworksolutions.org)**

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

Dear Mrs. McDaniel:

The Texas Workforce Commission Equal Opportunity Compliance Department conducted a 2021 monitoring review on Workforce Solutions North Texas Board's equal opportunity compliance. The monitoring review was conducted to align with state and federal regulations. Submission of documentation was completed by your Board's Equal Opportunity Officer, Ebonie N. Batts.

After reviewing Ms. Batts's documentation, TWC's EO Compliance Department does not have any issues or areas of concern to report that require immediate follow up. Ms. Batts reported physical accessibility issues for some centers and provided corrective remediation plans on each center. TWC's EO Compliance Department is confident that Ms. Batts will continue to work with the agency to remedy all compliance concerns. Workforce Solutions North Texas EO compliance will be monitored in fiscal year 2022 in accordance with 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) 565-0150.

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 Lalpous, Regional Administrator, ETA, USDOL  
M. Frank Stluka, Regional Director, Office of State Systems, ETA, USDOL  
Bryan Daniel, Chairman and Commissioner Representing the Public, TWC  
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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