

# Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman  
Commissioner Representing  
the Public

Aaron Demerson  
Commissioner Representing  
Employers

Alberto Treviño, III  
Commissioner Representing  
Labor

Edward Serna  
Executive Director

February 9, 2023

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

## Audit Resolution Report

Dear Ms. McDaniel:

Workforce Solutions North Texas (Board) administers the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunity Act programs. In Fiscal Year 2022 TWC conducted a monitoring review of these programs and had two findings, as documented in Monitoring Report #22.03.0001. This letter is about the audit resolution of those findings, as outlined below:

Finding: Ensure Costs are Reasonable and Necessary

The Board purchased more meals for a Board meeting, held on April 21, 2021, than the amount predetermined as needed from the poll taken for expected attendance. The total purchased was 20 sandwich meals for a total of \$170.00, \$8.50 per meal, when the poll indicated nine people would attend in person. The Board purchased 11 more meals than necessary, resulting in \$93.50 in questioned costs.

Without adequate controls, there is no assurance that expenditures are reasonable and necessary under state and federal requirements, which may lead to questioned costs.

### Corrective Action Taken:

The Board provided a check in the amount of \$93.50 for payment of disallowed costs. Payment made was from unrestricted, non-federal, non-state funds. In addition, the Board has strengthened its process by implementing controls such as encouraging everyone to RSVP and completing a poll of attendees prior to each meeting, to determine who will be attending in person versus virtually. This will ensure the quantity of meals ordered is based on the projected attendance and limit the meals to be ordered. The corrective actions taken are sufficient to resolve this finding.

Finding: Ensure MOUs and IFAs Meets Requirements

The Board did not ensure its Memoranda of Understanding and Infrastructure Funding Agreements contained all the required elements and that costs were reconciled to ensure costs were correctly applied.

Specifically, the following issues were identified:

- For both SCSEP partners and one AEL partner, the Board did not periodically reconcile the one-stop operating budget against actual costs incurred and adjust shared costs charged to the partners accordingly. Details include:
  - for one SCSEP partner and one AEL partner, de minimis calculation were provided but were not reconciled against actual cost per MOU/ IFA costs.
  - for another SCSEP partner, support was not provided to show actual cost of de minimis calculations for this partner.
- Also, one SCSEP MOU was lacking one element required by the WIOA Guide to Texas Workforce System Operations, which was a description of the process to be used among workforce partners to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.

Without meeting all requirements set in the Workforce Innovation and Opportunity Act Guide to Texas Workforce System Operations, Boards cannot ensure that infrastructure costs are shared with local partners or that the program is functioning appropriately.

**Corrective Action Taken:**

The Board has adequate controls in place to ensure MOU and IFA requirements are followed and adhered to. Board provided copies of amended and signed MOU for its AEL and SCSEP partners with all required elements. In addition, the Board provided calculations and documentation to support the de minimis costs for its MOU and IFA Agreements for AEL and SCSEP partners. Lastly, the Board provided shared costs estimates which reconciled to actual costs and will conduct quarterly reconciliations going forward. The corrective actions taken are sufficient to resolve this finding.

Because the corrective actions taken adequately resolve the findings, TWC Monitoring Report #22.03.0001 is closed. We encourage the Board to continue its efforts in following and adhering to local, federal, and state guidelines and requirements, as the areas noted above will be tested during subsequent monitoring reviews.

Thank you for your assistance on this matter. If you have any further questions, please contact Judy Ohn at (512) 354-9616 or [judy.ohn@twc.texas.gov](mailto:judy.ohn@twc.texas.gov).

Sincerely,



John Greytok  
Director of Compliance Monitoring  
Deputy Director, Division of Fraud Deterrence and Compliance Monitoring

cc: Kristin Little, Chair, Workforce Solutions North Texas  
Charles E. Ross, Jr., Director of Fraud Deterrence and Compliance Monitoring, TWC

Ms. McDaniel  
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February 9, 2023

**United States Department of Health and Human Services**

Gwendolyn Jones, Regional Program Manager

Deborah Daniels, Program Specialist

Alisa Matthews, Program Specialist

**United States Department of Labor**

Nicholas E. Lalpui, Regional Administrator, Employment and Training Administration

M. Frank Stluka, Regional Director, Office of State Systems, Employment and Training Administration

# Texas Workforce Commission

A Member of Texas Workforce Solutions

January 12, 2023

**Via Email**

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

Ms. Lisa McDaniel  
Executive Director  
North Texas Workforce Development Board  
dba Workforce Solutions North Texas  
1501 Midwestern Parkway, Suite 101  
Wichita Falls, Texas 76302

RE: Choices Technical Assistance Plan

Dear Ms. McDaniel:

On March 31, 2022, the North Texas Workforce Development Board (Board) entered into a Technical Assistance Plan (TAP) to improve performance on its Board Contract Year 2022 (BCY'22) contracted target for the Choices Full Engagement performance measure.

In accordance with the TAP's requirements, the Board has:

- met its Choices Full Engagement Year-to-Date Measure of 50 percent contracted performance target for four consecutive months (sourced by the September 2022 Monthly Performance Report); and
- demonstrated timely and effective implementation of all other elements of the TAP.

Consequently, the TAP is lifted. Board staff has been positive and cooperative in working with Workforce Development Division staff to meet the TAP's requirements. We have appreciated working with the Board in resolving these issues, and we encourage the Board to sustain its efforts for continuous improvement.

If you have questions, please contact Cindie Scanlon, Program Specialist, Workforce Board Service Strategies, at [cindie.scanlon@twc.texas.gov](mailto:cindie.scanlon@twc.texas.gov). The Board may also contact its designated grant manager, Tangela Niemann, at (737) 443-0559 or [tangela.niemann@twc.texas.gov](mailto:tangela.niemann@twc.texas.gov).

Sincerely,

*Courtney Arbour*

Courtney Arbour, Director  
Workforce Development Division

Bryan Daniel, Chairman  
Commissioner Representing  
the Public

Aaron Demerson  
Commissioner Representing  
Employers

Alberto Treviño, III  
Commissioner Representing  
Labor

Edward Serna  
Executive Director

Lisa McDaniel

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**DATE**

bcc: Dawn Cronin, Deputy Division Director, Workforce Programs and Board Service Strategies  
Leslie Kruse, Deputy Director, Workforce Automation and Grants  
Patricia Martinez, Director, Workforce Board Service Strategies  
Sandra Williams, Director, Workforce Grants and Initiatives  
James Golsan, Manager, Workforce Board Grants

# **2022 Program Monitoring Final Report – North Texas**

## **WIOA Programs**

**Contractor: Equus Workforce Services**

**January 18, 2023**

**Revised February 3, 2023**

**Richard Rogers, Board Monitor**

The draft monitoring report was shared with the Contractor. The report and monitoring instrument were corrected based on Contractor responses.

Richard Rogers, the Board contracted monitor monitored WIOA programs provided by Equus Workforce Services. Board Staff selected thirty customer files for review, ten adult files, ten dislocated worker files and ten youth files. The monitor reviews files for consistency between TWIST, the State data system and the paperless file system Cabinet (SAFE) which contains all support documentation. The areas reviewed also included eligibility, assessment, service plans, case management, twist data entry, training, support services and follow up.

The files were reviewed in January 2023. The scope of the review for each file is the entire file from since WIOA certification.

### Summary Comments

The areas that could use additional attention from Contractor Staff are documentation of credentials and support service documentation. Occupational certifications are being recorded when the only document in the file is a completion certificate, which is not acceptable documentation for occupational certification. Support services documentation appears to be delayed since many of the missing documents were for December 2022. Some files were missing entries for assessment discussion. But there seems to be missing entries and not anything to do with assessments. A few files indicated no service detail for a month or two. Some late entry of case notes was evident in the review of youth program files.

Overall, the issues identified do not appear to be systemic (though the credential documentation problem is a recurring issue).

### Final Report Comments

The Contractor has satisfactorily addressed the issues identified in the draft report. Contractor comments are in Red font.

### Recommendations

1. Reiterate to Staff that the occupational certification credential cannot be taken with a training completion certificate alone.
2. Measured Skills Gains and Credentials must be documented in the SAFE file before they are entered in TWIST. The Case Manager must also discuss these outcomes in the case notes.
3. Remind staff to promptly enter support service documentation.
4. Review youth program case notes to ensure that Case Managers are entering case notes into TWIST in a timely manner.

### Final Report Recommendations

The Contractor staff have explained the deficiencies noted in the draft report. There are no further recommendations.

### File Review

The Contractor has explained identified deficiencies, corrected any deficiencies as needed, and added missing documents. The monitor accepts the Contractor's responses. No additional issues identified.

## **WIOA Adult and Dislocated Workers**

### Eligibility

- No issues

### Assessment

- 2937581 – service plan is not in SAFE file
  - Service plan is in SAFE
- 10197570 – no discussion of assessment in case notes; first case note customer is already in training.
  - TWC hides case notes that are older and can be viewed via Case Note Summary reflecting multiple case notes prior to ITA Approval. Credential is entered

correctly as a 30-Occupational Certificate, and not as 31-Occupational Certification.

- 14670053 – no discussion of assessment in case notes; first case note is ITA request.
  - Service 1 for 4/1/2021-4/29/2021, and Service 11 for 6/1/2021-6/30/2021. TWC hides case notes that are older. But I can see them via Case Note Summary that there are multiple case notes prior to ITA request. Voucher 419907 signed by CM 12/1/2021 in file in SAFE.

#### Service Plans

- No issues

#### Credentials

- 7628408 – certification not documented in file. Based on case note it should be MSG. Unable to locate customer
  - Certificate of Complete for Logistics & Material in file, 31-Occupational Certification was entered initially but was corrected to reflect 30-Occupational Certificate.
- 12828165 – file does not contain license, only completion certificate; appears two occupational certification outcomes were taken in TWIST performance tab.
  - Certificate of completion of program along with attainment of state license is located in file.
- 1812356 – certification documented by completion certificate only
  - Credential is entered correctly as a 30-Occupational Certificate, and not as 31-Occupational Certification.
- 3585360 – co-enrolled with TAA; lists TAA benchmark as credential instead of MSG. took MSG and other certificate but customer is failing several classes and no evidence of participation after 10/1/22. Does not document attainment.
  - There are no credentials in Performance Outcome. There are MSG and Other, but not Credentials. The REP was used as the service Plan. Purdue University Global Grade Report dated 11/7/2022 has GPA 3.23 Cumulative Credits 53.5 and enrollment date 7/25/2022 in Assessment tab, this most likely accounts for the MSG.
- 10197570 – takes occupation certification but only completion certificate in file. No mention in case notes. Many MSGs but not supported by case notes.

- Certificate of Completion, which is entered as 30-Occupational Certificate has been corrected to reflect date of 5/19/2022. The occ Certification was received 1/9/2023 from customer.
- 10373729 – co-enrolled with TAA; lists TAA benchmark as other credential; benchmark reviews for 10/12 and 12/9 not in file so “other credential” not valid (should be MSG anyway).
  - Spring tuition and book in ITA tab in SAFE. Other credential deleted as not applicable. Benchmark review is in SAFE, and per WD 09-19 page 4 "A Skills Progression gain involves the successful passage of an exam that is required for an occupation and to progress in attaining technical or occupational skills as evidenced by trade related benchmarks such as knowledge-based exams", this does not include TAA Benchmark.
- 11620508 – takes two certifications: one for completion and one for CDL. Should only have 1 for CDL.
  - One is 30-occ certificate for completing training from the school and the other is for 31-occ certification 4/21/2022 for CDL license, and correction in TWIST has been made.
- 17709577 – certificate of completion taken as occupational certification. Non-TWC training.
  - Certificate of completion entered correctly as 30-occ certificate from school. (it's 31-that is occ certification)

#### Measurable Skills Gains

- 10197570 – see above note
  - Hidden case notes
- 11523537 – MSG not documented grade report not found in SAFE file
  - Fall 2022 Grades in SAFE Assessment tab.

#### Case Management

- 1812356 – missing early case notes; see comment under Assessment above.
  - Hidden case notes
- 3585360 – missing time sheets after 10/1/22; missing benchmark review for December
  - Grade report indicates attendance was made.
  - Does not address December benchmark review in comments.
- 10197570 – missing early case notes; late case notes; see comment under Credentials, above.

## 2022 WIOA Program Monitoring Report – North Texas

- Hidden case notes; late case note written when occ certification was received.
- 11523537 – missing time sheets for November December.
  - Not addressed in Contractor responses
- 14670053 – missing early case notes; first note is ITA request.
  - Hidden case notes

### Training in Target Occupation

- No issues

### ITA Paperwork

- 10373729 – Spring ITA documentation not in SAFE file though it is in TWIST tab.
  - Spring tuition and book in ITA tab in SAFE
- 17709577 – Non-TWC training but ITA for \$100 in file but not in TWIST.
  - ITA pack signed 6/9/2021 in SAFE has \$100. Deobligation was completed and only support services were provided.

### Support Services according to policy

- No issues

### Support Services documentation

- 10915960 – two most recent transportation payments not in SAFE file
  - All trans in TWIST&SAFE
- 13292766 – December transportation payments not in SAFE file.
  - Voucher 451573 signed by CM 12/6/2022 in SAFE, Voucher 451572 signed 12/6/2022 by CM in SAFE, Voucher 452936 signed by CM 12/21/2022 is in SAFE, however it is voided and Actual Amount in TWIST is zero. Customer did not pick up assistance.
- 13415611 – November transportation payment not in SAFE file
  - 3 support services in TWIST are in SAFE completed.
- 11523537 – December transportation payment not in SAFE file
  - Voucher 451177 signed 12/5/2022 and Voucher 451731 signed 12/7/2022 in file in SAFE

### TWIST Tracking

- 272712 – delay of classes but no plan gap in TWIST
  - Service 11-Planned Gap in Service is only used to hold a customer POP open for gaps of 90 days or more. The gap was only 77 days, therefore it doesn't require a

service 11 to be entered. Since service 11 create a new period for measures, North Texas only enters service 11 on gaps of 90 days or more.

- 14670053 – no service entries for April and June 2022
  - Service 1 for 4/1/2021-4/29/2021, and Service 11 for 6/1/2021-6/30/2021.
- 17709577 – no service entries for July and October.
  - Not sure what service is missing for July and October.

OTC forms signed

- No issues

## WIOA YOUTH

Eligibility

- No issues

Assessment

- No issues

Service Plans

- 19435876 – service plan not found in SAFE file
  - Case manager has closed out case to reflect attempts to engage customer. Service plan has been filed into SAFE.

WE/ITA/OJT Paperwork

- 19469871 – worksite training plans not in SAFE file (customer was at two different worksites so there should be two plans)
  - There is a WE Training Plan for RW Canine Retreat (scanned into SAFE 11/29/2022) and WE Training Plan for Beacon Lighthouse for the Blind (scanned into SAFE 12/13/2022). This has been corrected.
- 19530480 – worksite training plan not in SAFE file
  - Client is not in WE, but attending Massage Therapy training at Vernon College.

Support Services

- 16386843 - support service requests docs are incomplete for 10/7, 9/09; 9/23 needs related payment is actually transportation request and is incomplete; transportation requests for 11/4 and 11/18 are not in SAFE file
  - Case note 9/9/2022 for trans from 8/27/2022 to 9/9/2022 completed on voucher 446629 is in SAFE and TWIST Support Service tab; Case note 9/23/2022 for trans from 9/10/2022 to 9/23/2022 completed on voucher 446631 is in SAFE and TWIST Support Service tab; Case note 10/7/2022 for trans from 9/24/2022 to 10/7/2022 completed on voucher 446633 is in SAFE and TWIST Support Service tab; Case Note 11/4/2022 for trans from 10/22/2022 to 11/4/2022 completed on voucher 450214 is in SAFE and TWIST Support Service tab; There is not a case note for 11/18/2022, however there were 7 vouchers for trans in SAFE and TWIST Support Service tab and they all had case notes (CN 10/2022 for 10/8/2022-10/21/2022; CN 8/26/2022 for 08/13/2022-8/26/2022; & CN 11/21/2022 for 11/5/2022-11/18/2022)
- 16498746 - Rabies vaccination receipt not in SAFE file. This service is also not in TWIST as support service or needs related payment.
  - Rabies vaccination receipt attached to Rabies Immunization voucher Packet along with WFHD Stmt. This vaccination was just done last week, so all entries were still being processed. CM entered a case note reflecting this information as Qtr + 20 has passed and this entry will not affect performance. Also, this case does not have any NRP.
- 19415338 – six transportation payments not in SAFE file
  - Case note 10/21/2022 for trans from 10/8/2022 to 10/21/2022 completed on voucher 450218 is in SAFE and TWIST Support Service tab; Case note 11/4/2022 for trans from 10/22/2022 to 11/4/2022 completed on voucher 450219 is in SAFE and TWIST Support Service tab; Case note 11/17/2022 for trans from 11/5/2022 to 11/18/2022 completed on voucher 450220 is in SAFE and TWIST Support Service tab; Case note 12/2/2022 for trans from 11/19/2022 to 12/2/2022 completed on voucher 452974 is in SAFE and TWIST Support Service tab; Case note 12/16/2022 for transp. from 12/3/2022 to 12/16/2022 completed on voucher 452975 is in SAFE and TWIST Support Service tab;- Case note 12/30/2022 for trans from 12/17/2022 to 12/30/2022 in SAFE/voided.
- 19469871 – November and December transportation payments not in SAFE file
  - Case note 9/23/2022 for trans from 9/10/2022 to 9/23/2022 completed on voucher 447755 in SAFE and TWIST Support Services tab, Case note 10/7/2022 for trans from 9/24/2022 to 10/7/2022 completed on voucher 447751 in SAFE and TWIST Support Services tab, Case note 10/21/2022 for trans from 10/8/2022 to 10/21/2022 completed on voucher 447754 in SAFE and TWIST Support

Services tab, Case note 11/4/2022 for trans from 10/22/2022 to 11/4/2022 on voucher 450055 in SAFE and TWIST Support Services tab, Case note 11/21/2022 for trans from 11/5/2022 to 11/18/2022 on voucher 450215 in SAFE and TWIST Support Services tab, Case note 12/2/2022 for trans from 11/19/2022 to 12/2/2022 on voucher 452967 in SAFE and TWIST Support Services tab, Case note 12/16/2022 for trans from 12/3/2022 to 12/16/2022 on voucher 452968 in SAFE and TWIST Support Services tab, Case note 12/30/2022 for trans from 12/17/2022 to 12/30/2022 on voucher 454287 in SAFE and TWIST Support Services tab

- 19530480 – two support service payment documents not in SAFE file
  - Case note 11/17/2022 for trans from 11/1/2022 to 11/12/2022 completed on voucher 450050 in SAFE and TWIST Support Services tab, Case note 11/25/2022 for trans from 11/13/2022 to 11/26/2022 completed on voucher 451274 in SAFE and TWIST Support Services tab, Case note 12/10/2022 for trans from 11/27/2022 to 12/10/2022 completed on voucher 452692 in SAFE and TWIST Support Services tab, Case note 1/6/2023 for trans from 12/25/2022 to 1/7/2023 completed on voucher 454725 in TWIST Support Services tab and in SAFE

#### Certifications

- No issues

#### TWIST Tracking

- 16386843 – no service entries for June or July
  - No activity for June or July needing service entry.
- 19435876 – no service entries for June and July
  - No activity for June or July needing service entry. Soft closed 7/31

#### Case Management

Case management is good overall for most files but a few had several late case notes (case notes were not written in a timely manner). The monitor did not mark these as a “No” on the case management column of the instrument since most of the case notes were fine. [No issues.](#)

#### OTC Form Signed

- No issues

# 2022 Program Monitoring Draft Report – North Texas

## TAA Program

Contractor: Equus Workforce Services

January 18, 2023

Richard Rogers, Board Monitor

Board Staff selected Five TAA program files for review. All five customers were also co-enrolled in the WIOA Dislocated Worker program.

### Summary Comments

Two files did not contain recent participation documentation and/or benchmark review documentation in the SAFE file. One file contained an EOS-1 form with an outdated occupation. The customer had changed occupation but the EOS-1 form was not amended.

### Final Report Comments

The Contractor has satisfactorily addressed the issues identified in the draft report. Contractor comments are in Red font.

### File Review

The Contractor has explained identified deficiencies, corrected any deficiencies as needed, and added missing documents. The monitor accepts the Contractor's responses. No additional issues identified.

#### EOS-1

- 1555764 – customer changed occupation but EOS-1 lists old occupation; form was not amended or updated.
  - Trade participants are allowed to change their desired occupation on the REP and no new EOS is required. Unsure why Monitor commented about "old" occupation as it was the occupation desired at the time EOS was filled out.

#### REP

- No issues

#### Benchmark Review

- 3585360 – missing December benchmark review and participation documentation. Case notes show participation in November/December but no documentation in SAFE file.
  - These documents are all in SAFE.
- 10383729 – December benchmark review document not in SAFE file.
  - These documents are all in SAFE, scanned into SAFE 12/27/2022.

#### Waivers

- No waivers

#### Co-enrolled in WIOA Dislocated Worker Program

- No issues

## **2022 Program Monitoring Final Report – North Texas**

### **Choices and SNAP Programs**

**Contractor: Equus Workforce Services**

**January 18, 2023**

**Revised February 3, 2023**

**Richard Rogers, Board Monitor**

The draft monitoring report was shared with the Contractor. The report and monitoring instrument were corrected based on Contractor responses.

### **Choices Program**

Board Staff selected ten Choices files for review. The review was conducted in December 2022. The scope of review for each file is indicated on the monitoring instrument.

### **Summary Comments**

Files contained all required documentation with the exception of one file.

#### [Final Report Comments](#)

The Contractor has satisfactorily addressed the issues identified in the draft report. Contractor comments are in **Red** font.

### **File Review**

The Contractor has explained identified deficiencies, corrected any deficiencies as needed, and added missing documents. The monitor accepts the Contractor's responses. No additional issues identified.

#### Work Activities Supported with Documentation

- No issues

## Participant Hours in TWIST are Documented in Case File

- 16169954 – no pay stub documenting participation for 11/14 to 11/19 and 11/20 equals 40 hours not documented
  - The one scanned in 10/31/2022 is corrupted, however the one scanned in 11/1/2022 is legible. Paystub for 11/14 to 11/20 scanned in 11/28/2022 and this timeframe equals 35.12 which is on the paystub and DTT.

## SNAP Program

Board Staff selected thirteen files for review. The review was conducted in December 2022. The scope of review for each file is indicated on the monitoring instrument.

### Summary Comments

Three files were missing documents. Two files did not mention 1822 in case notes. One file did not mention 1817 in case notes and 1817 not entered in to TWIST. Four customers did not participate in the SNAP program. Non-cooperation testing on these four files showed no issues.

### [Final Report Comments](#)

The Contractor has satisfactorily addressed the issues identified in the draft report. Contractor comments are in Red font.

## File Review

The Contractor has explained identified deficiencies, corrected any deficiencies as needed, and added missing documents. The monitor accepts the Contractor's responses. No additional issues identified.

## Provisions of SNAP Being Followed

- No issues

## SNAP Activities Supported with Documentation

- 449022 – SAFE file has only one document H1817; no activity document
  - Program Detail for 5/31/2022 and 10/24/2022. While 10/24/2022 folder does only have 1 document because client was meeting work requirement and case closed. Folder for

5/31/2022 has 36 documents. Checked all the Service Tracking documents in SAFE with DTT in TWIST and they match.

- 1796175 – SAFE file has only one document H1817; no activity
  - Program Detail for 1/31/2022 and 4/18/2022. While 4/18/2022 folder does only have 1 document because client was meeting a federal exemption and case closed. Folder for 1/31/2022 has 17 documents. Checked the Service Tracking document in SAFE with DTT in TWIST and they match.
- 4998123 – SAFE file missing documentation (time sheets) for Service 39 participation (five weeks).
  - Timesheets for service 39 from 11/20/2022 to 01/14/2023 are in SAFE.

#### Form H1822

- 5234659 – H1822 not mentioned in case notes
  - While case note was not entered mentioning the 1822 being sent it is in folder in SAFE scanned in 5/17/2022. CM entered a case note correction to reflect the 1822 was sent to HHSC.
- 19335256 – H1822 not mentioned in case notes
  - Case note 3/7/2022 Case Manager put "CM sent an 1822 to TIERS Penalty requested 3/10/2022.

#### Form H1817

- 656328 – H1817 in SAFE file but not mentioned in case notes and not entered into SNAP Good Cause TWIST tab
  - Case note correction entered by case manager and addressed.

# Texas Workforce Commission

A Member of Texas Workforce Solutions

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Commissioner Representing  
the Public

Aaron Demerson  
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Employers

Alberto Treviño, III  
Commissioner Representing  
Labor

Edward Serna  
Executive Director

February 9, 2023

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

Dear Ms. McDaniel:

We plan to conduct a review of your grant agreements during the week of **May 1, 2023**. The monitoring team will review fiscal and programmatic operating systems to ensure that administrative, organizational, and managerial elements exist to support effective program management.

Concerns or issues will be discussed with management throughout the review. A report will be issued containing any findings or areas of concern resulting from the review.

Indicate your concurrence with the date of the review and return the signed document electronically to **Lanette McHazzlett Sanchez**, Project Manager, at [lanette.mchazlettsanchez@twc.texas.gov](mailto:lanette.mchazlettsanchez@twc.texas.gov). You may also reach her at (512) 936-3038, if you have any questions or need additional information.

Please list a contact person for your organization and his or her telephone number and e-mail address. We will contact this person before the review to request information that will assist us in our review preparation. We would appreciate receiving your confirmation by **February 16, 2023**.

Sincerely,



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

Attachment

cc: Kristin Little, Chair, Workforce Solutions North Texas



Summary of Monitoring by Center 03/16/2023

Workforce Center Contractor: Equus Inc.

INTERNAL MONITORING REPORT	PERIOD	ACCURACY RATE	FINAL ACCURACY RATE	Disallowed Cost
CHOICES CASE MGMT REVIEW-10%	2022.Q4	96%	99% due to q+20	None
CHOICES ENGAGEMENT REVIEW-100%	2023.02	80%	100%	None
PII REVIEW-1 CENTER PER QUARTER	2023.Q1	78%	100%	None
PROCUREMENT REVIEW-100%	2022.Q4	97%	100%	None
SNAP CASE MGMT REVIEW-10%	2022.Q4	94%	99% due to case closed	None
SUPPORT SERVICES REVIEW-100%	2023.01	93%	100%	None
WIOA CASE MGMT REVIEW-10%	2022.Q4	92%	99% due to q+20	None
WIOA CASE NOTE REVIEW-100%	2023.02	92%	100%	None
WIOA ELIGIBILITY REVIEW-100%	2022.11	98%	100%	None

# Child Care QA Report -November 2022 to December 2022

Tuesday, March 21, 2023

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

Total Cases Reviewed	234	Average Monthly Accuracy rate	97.88%	100% Accuracy for all cases	Disallowed Cost	\$0.00	
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