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February 1, 2024

## Monitoring Committee Meeting Notice

Members of the Monitoring Committee will meet **on Tuesday, February 6, 2024, at 11:00 am** via **Zoom** link below.

### Join Zoom Meeting

<https://us06web.zoom.us/j/88130251676?pwd=gM9cJvDXCEAA9h5v0bi4I3kLlYaAS.1>

**Meeting ID:** 881 3025 1676

**Passcode:** 366048

**One tap mobile** +13462487799

## Agenda

1. Call to order and introductions – Kristin Little, Chair
2. 23.03.0001 TWC review letters, TWC Audit Resolution letters, DSA Fiscal exits, DSA Program request



23.03.0001 WS  
North Texas WIOA E



23.03.0001 WS  
North Texas Report



23.03.0001 WS  
North Texas SNAP R



NTX Audit  
Resolution Report.p



Initial Resolution  
Letter - SNAP.pdf

3. Review summary of Workforce Center reviews



Summary of  
Monitoring by Cent

4. Review summary of Child Care reviews



Child Care  
Monitoring Commit

5. Other discussion
6. Next meeting date to be determined with email poll.
7. Adjourn

*Workforce Solutions North Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: (800)735-2989 (TDD) or (800)735-2988(Voice) or 711*

# Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman  
Commissioner Representing  
the Public

Alberto Treviño, III  
Commissioner Representing  
Labor

Joe Esparza  
Commissioner Representing  
Employers

Edward Serna  
Executive Director

November 20, 2023

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

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 Employment Guidance Letter (TEGL) 07-18, "Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA)," and Workforce Development Letter 27-19, Change 3, "State Data Validation Requirements-Update". 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 2023.

Attached is a Summary Report that outlines the results for each program tested in your area. The scope of review was from July 1, 2021, through June 30, 2022.

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, Deputy Division Director  
Subrecipient Monitoring  
Division of Fraud Deterrence and Compliance Monitoring

# Data Validation Results Report

PY2023 Data Validation Results for North Texas (3)



## WIOA Adult

### Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	10	0	0%
Date Attained Recognized Credential (WIOA)	10	1	10%
Type of Recognized Credential #2 (WIOA)	4	0	0%
Date Attained Recognized Credential #2 (WIOA)	4	0	0%
<b>SUB TOTALS</b>	<b>28</b>	<b>1</b>	<b>3.57%</b>

### Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	12	0	0%
Employment Status at Program Entry (WIOA)	2	0	0%
Supplemental Nutrition Assistance Program (SNAP)	1	0	0%
Low Income Status at Program Entry (WIOA)	3	0	0%
<b>SUB TOTALS</b>	<b>18</b>	<b>0</b>	<b>0.00%</b>

### Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	12	0	0%
School Status at Program Entry (WIOA)	12	0	0%
<b>SUB TOTALS</b>	<b>24</b>	<b>0</b>	<b>0.00%</b>

### Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	12	0	0%
Date of Program Entry (WIOA)	12	0	0%
Date of Program Exit (WIOA)	12	0	0%
<b>SUB TOTALS</b>	<b>36</b>	<b>0</b>	<b>0.00%</b>

## WIOA Dislocated Worker

### Assessment

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Recognized Credential (WIOA)	5	0	0%
Date Attained Recognized Credential (WIOA)	5	0	0%
Type of Recognized Credential #2 (WIOA)	2	0	0%
Date Attained Recognized Credential #2 (WIOA)	2	1	50%
<b><i>SUB TOTALS</i></b>	<b><i>14</i></b>	<b><i>1</i></b>	<b><i>7.14%</i></b>

### Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	7	0	0%
Employment Status at Program Entry (WIOA)	1	0	0%
Date of Actual Dislocation	3	0	0%
Supplemental Nutrition Assistance Program (SNAP)	1	0	0%
Low Income Status at Program Entry (WIOA)	1	0	0%
<b><i>SUB TOTALS</i></b>	<b><i>13</i></b>	<b><i>0</i></b>	<b><i>0.00%</i></b>

### Education

Field Description	Records Tested	Records Unmet	Unmet Percentage
Highest Educational Level Completed at Program Entry (WIOA)	7	0	0%
School Status at Program Entry (WIOA)	7	0	0%
<b><i>SUB TOTALS</i></b>	<b><i>14</i></b>	<b><i>0</i></b>	<b><i>0.00%</i></b>

### Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	6	0	0%
Date of Program Entry (WIOA)	7	1	14.29%
Date of Program Exit (WIOA)	7	2	28.57%
<b><i>SUB TOTALS</i></b>	<b><i>20</i></b>	<b><i>3</i></b>	<b><i>15.00%</i></b>

## 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%
<b><i>SUB TOTALS</i></b>	<b><i>2</i></b>	<b><i>0</i></b>	<b><i>0.00%</i></b>

### Characteristics

Field Description	Records Tested	Records Unmet	Unmet Percentage
Date of Birth (WIOA)	1	0	0%
Individual with a Disability (WIOA)	1	0	0%
Supplemental Security Income (SSI) / Social Security Disability Insurance (SSDI)	1	0	0%
Supplemental Nutrition Assistance Program (SNAP)	1	0	0%
Low Income Status at Program Entry (WIOA)	1	0	0%
<b><i>SUB TOTALS</i></b>	<b><i>5</i></b>	<b><i>0</i></b>	<b><i>0.00%</i></b>

### 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%
<b><i>SUB TOTALS</i></b>	<b><i>2</i></b>	<b><i>0</i></b>	<b><i>0.00%</i></b>

### Service Tracking

Field Description	Records Tested	Records Unmet	Unmet Percentage
Type of Training Service #1 (WIOA)	1	0	0%
Type of Training Service #2 (WIOA)	1	0	0%
Date of Program Entry (WIOA)	1	1	100%
Date of Program Exit (WIOA)	1	0	0%
<b><i>SUB TOTALS</i></b>	<b><i>4</i></b>	<b><i>1</i></b>	<b><i>25.00%</i></b>

# Texas Workforce Commission

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Commissioner Representing  
the Public

Alberto Treviño, III  
Commissioner Representing  
Labor

Joe Esparza  
Commissioner Representing  
Employers

Edward Serna  
Executive Director

## Report #23.03.0001

November 20, 2023

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

Dear Ms. McDaniel:

We have completed our review of the Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunity Act programs administered by Workforce Solutions North Texas. Our review covered the period February 1, 2022, through January 31, 2023.

Our findings are summarized in the enclosed report. TWC Audit Resolution will contact you with an Initial Resolution Letter requesting the documentation necessary to resolve the outstanding findings identified in the report. The Board will have 45 calendar days from the issuance of that 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, Deputy Division Director  
Subrecipient Monitoring  
Division of Fraud Deterrence and Compliance Monitoring

Attachment



Monitoring Report  
#23.03.0001  
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.

Equus Workforce Solutions is the subrecipient responsible for management of the Workforce Centers and Rolling Plains Management Corporation provides Child Care Services.

## 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 #1: Ensure Leases are Properly Procured**

The Board did not comply with the federal and state procurement requirement for a lease. The Board should strengthen controls to ensure leases are procured in compliance with federal, state, and local requirements to allow for full and open competition. The Board should also reprocure the lease at the end of the current lease term.

**Table of Contents**

<b>Board Background</b>		2
<b>Executive Summary</b>		2
<b>Finding</b>	Ensure Leases are Properly Procured	4
<b>Appendices</b>		
	A. Abbreviations and Terms	5
	B. Review Objectives, Scope, and Methodology	6
	C. Report Distribution List	7
	D. Exit Conference	7

## Finding

### Ensure Leases are Properly Procured

The Board did not comply with federal and state procurement requirements for a lease.

For the County Club Village/Board office lease, the Board exercised a three-year option to renew that was not included in the procurement.

By not adhering to procurement controls, the Board cannot demonstrate that all procurement actions were conducted in a manner providing for full and open competition.

*TWC Financial Manual for Grants & Contracts (FMGC) Supplement on Procurement, Version 1.0, E. Competition & Preferences, E.1 Full & Open Competition, E.1.2 Basic Standard states:*

“All procurement transactions must be conducted in a manner providing full and open competition consistent with the standards in UG, UGMS and this Publication. Except where specified otherwise, selection of subgrantees (subrecipients) must also be conducted in a manner providing full and open competition.”

### Recommendation

The Board should strengthen controls to ensure leases are procured in compliance with federal, state, and local requirements to allow for full and open competition. The Board should also reprocure the lease at the end of the current lease term.

**Appendix A. Abbreviations and Terms**

ADA	Americans with Disabilities Act
Board	Workforce Solutions North Texas
CCS	Child Care Services
Choices	Employment services for TANF (Temporary Assistance for Needy Families)
ES	Employment Services
FMGC	Financial Manual for Grants and Contracts
IFA	Infrastructure Facilities Agreement
MOU	Memorandum of Understanding
NEG	National Emergency Grant
SNAP E&T	Supplemental Nutrition Assistance Program Employment and Training
TAA	Trade Adjustment Assistance
TWC	Texas Workforce Commission
WIOA	Workforce Innovation and Opportunity Act

## 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 CCS, Choices, ES, NDW, TAA, and WIOA programs administered by the Board. We conducted this review May 1, 2023, to May 8, 2023. 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 February 1, 2022, through January 31, 2023. 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:

#### Board

- Monitoring and Oversight
- Monitoring Certification
- Automation

#### Service Provider

- Choices
- Noncooperation
- WIOA

#### Fiscal

- Allowable Costs and Pooled Expenditures
  - Disbursements
  - Cost Allocation
  - Support Services & NRPs
- Procurement
  - Small and Micro-Purchases
  - Formal
- Fiscal Controls
  - Cash Management
  - Financial Reporting

## Appendix C. Report Distribution List

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

### Workforce Solutions Board

Kristin Little, Chair

### 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

Bryan Daniel, Chairman and Commissioner Representing the Public

Alberto Treviño, III, Commissioner Representing Labor

Joe Esparza, Commissioner Representing Employers

Edward Serna, Executive Director

Randy Townsend, Deputy Executive Director

Courtney Arbour, Director, Division of Workforce Development

Reagan Miller, Director, Division of Child Care and Early Learning

Charles E. Ross, Jr., Director, Division of Fraud Deterrence and Compliance Monitoring

Chris Nelson, Chief Financial Officer

Adam Leonard, Director, Division of Information, Innovation and Insight

## Appendix D. Exit Conference

**Date:** May 8, 2023

### Attendees:

Lisa McDaniel, Executive Director, Workforce Solutions North Texas

Sharon Hulcy, Contract Manager, Workforce Solutions North Texas

Karen Fite, IT Manager, Workforce Solutions North Texas

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

Crystal Ojeda, Project Director, Equus

Sandi Stahr, Program Supervisor, Equus

Annette Jackson, Project Accountant, Equus

Darla Silva, QA, Equus

Dennis Wilde, Executive Director, Nortex

Shana Ferguson, Finance Director, Nortex

Lanette McHazlett Sanchez, Project Manager, TWC

George Daiy, Monitor, TWC

Missy Pope, Monitor, TWC

Rene Trevino, Monitor, TWC

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Edward Serna  
Executive Director

January 29, 2024

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 Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunity Act programs. In Fiscal Year 2023 TWC conducted a monitoring review of these programs and had one finding, as documented in Monitoring Report #23.03.0001. This letter is about the audit resolution of the finding, as outlined below:

Finding: Ensure Leases are Properly Procured

The Board did not comply with federal and state procurement requirements for a lease.

For the County Club Village/Board office lease, the Board exercised a three-year option to renew that was not included in the procurement.

By not adhering to procurement controls, the Board cannot demonstrate that all procurement actions were conducted in a manner providing for full and open competition.

### Corrective Action Taken:

The Board has proper controls in place to ensure procurements are in compliance with federal and state procurement guidelines and are conducted in a manner that always provides full and open competition. The Board's current lease will expire on May 1, 2025. In late spring of 2024 prior to the expiration of the lease the Board will issue an RFQ to procure the services of a broker to assist with the procurement of the Board's office lease and will have a new lease in affect by May 1, 2025. In addition, the Board provided a copy of its procurement checklist, as well of copies of its revised policies for the procurement of leases and broker services. Lastly, Board staff attended the procurement training conducted by TWC on July 17, 2023.

Ms. McDaniel  
Page 2  
January 29, 2024

Because the corrective actions taken adequately resolves the finding, TWC Monitoring Report #23.03.0001 is closed. We encourage the Board to continue its efforts in following and adhering to federal, state, and local procurement guidelines and requirements, as this particular lease procurement 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,



Charles E. Ross, Jr.  
Director, Division of Fraud Deterrence and Compliance Monitoring

cc: Kristin Little, Chair, Workforce Solutions North Texas

**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

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## Report #23.03.0001

November 20, 2023

Ms. Lisa McDaniel, Executive Director  
Workforce Solutions North Texas  
1501 Midwestern Parkway, 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. Our review covered the period February 1, 2022, through January 31, 2023.

Our findings are summarized in the enclosed report. TWC Audit Resolution will contact you with an initial notification letter requesting the documentation necessary to resolve the outstanding findings 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, Deputy Division Director  
Subrecipient Monitoring  
Division of Fraud Deterrence and Compliance Monitoring

Attachment



Supplemental Nutrition Assistance Program  
Employment and Training  
Monitoring Report  
#23.03.0001  
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.

Equus Workforce Solutions is the subrecipient responsible for management of the Workforce Centers and Rolling Plains Management Corporation provides Child Care Services.

## 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 #1: Ensure SNAP E&T Program Requirements are Followed**

The Board did not ensure the service provider followed SNAP E&T program guidelines and regulations for work activities. The Board should strengthen its controls to ensure the form H1822 and form H1817 SNAP program requirements are followed.

**Table of Contents**

<b>About the Board</b>		2
<b>Executive Summary</b>		2
<b>Finding</b>	Ensure SNAP E&T Program Requirements are Followed	4
<b>Appendices</b>		
	A. Abbreviations and Terms	6
	B. Review Objectives, Scope, and Methodology	7
	C. Report Distribution List	8
	D. Exit Conference	8

## Finding

### Ensure SNAP E&T Program Requirements are Followed

The Board did not ensure the service provider followed SNAP E&T program guidelines and regulations for work activities. The following details were noted:

- In all seven (100 percent) applicable case files tested, when form H1822 ABAWD Work Requirement Verification was sent to HHSC to notify of an ABAWDs participation, the date of submittal was not documented in TWIST counselor notes.
- In three out of four (75 percent) applicable files tested, when form H1817 SNAP Information Transmittal was sent to HHSC to request a reconsideration of eligibility, the date of submittal was not documented in TWIST counselor notes. In addition, one case file, the reconsideration entered into TWIST Good Cause tab had the incorrect decision date listed.

Accurate and complete documentation to verify SNAP E&T work activities is necessary to support participant compliance with required hours of participation. Without strict adherence to SNAP E&T directives, there is limited assurance that federal and state funds are expended in accordance with statutory requirements.

*TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, February 21, 2023, Part A – Policy and Requirements, A-203: ABAWDs, A-203.a: Form H1822 Work Requirement Verification states:*

“Boards must ensure that Workforce Solutions Office staff sends Form H1822 to HHSC within two weeks of an ABAWD’s initial participation in SNAP E&T activities. Initial participation starts at the orientation. Sending this form ensures that the ABAWD will not be in jeopardy of losing his or her SNAP benefits.

Boards must ensure that Workforce Solutions Office staff:

- completes Form H1822, Work Requirement Verification;
- enters into TWIST Counselor Notes a statement that Form H1822 was sent to HHSC, including the date Form H1822 was sent to HHSC; and
- keeps a copy of Form H1822 and fax confirmation on file at the Workforce Solutions Office.”

And *A-205: Requests for Reconsideration* states:

“Workforce Solutions Office staff does not conduct redeterminations of SNAP recipients who attend an employment planning meeting. However, if a SNAP recipient informs Workforce Solutions Office staff that he or she meets one of the federal exemptions or if Workforce Solutions staff determines that a SNAP recipient is not suited for any E&T component,\* Boards must ensure that Workforce Solutions Office staff:

- completes and sends HHSC Form H1817 to HHSC requesting that the SNAP recipient’s work registration status be reconsidered;
- records the reconsideration request into TWIST under the Good Cause tab;
- 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.”

## Recommendation

The Board should strengthen its controls to ensure that form H1822 ABAWD Work Requirement Verification and form H1817 SNAP Information Transmittal program requirements are followed.

**Appendix A. Abbreviations and Terms**

Board	Workforce Solutions North Texas
FMGC	Financial Manual for Grants and Contracts
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 May 1, 2023, to May 8, 2023. 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 February 1, 2022, through January 31, 2023. 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

**Fiscal**  
Allowable Costs and Pooled Expenditures  
Disbursements  
Cost Allocation  
Support Services

## Appendix C. Report Distribution List

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

### **Workforce Solutions Board**

Kristin Little, 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

Alberto Treviño, III, Commissioner Representing Labor

Joe Esparza, Commissioner Representing Employers

Edward Serna, Executive Director

Randy Townsend, Deputy Executive Director

Courtney Arbour, Director, Division of Workforce Development

Charles E. Ross, Jr., Director, Division of Fraud Deterrence and Compliance Monitoring

Chris Nelson, Chief Financial Officer

Adam Leonard, Director, Division of Information, Innovation and Insight

## Appendix D. Exit Conference

**Date:** May 8, 2023

### **Attendees:**

Lisa McDaniel, Executive Director, Workforce Solutions North Texas

Sharon Hulcy, Contract Manager, Workforce Solutions North Texas

Karen Fite, IT Manager, Workforce Solutions North Texas

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

Crystal Ojeda, Project Director, Equus

Sandi Stahr, Program Supervisor, Equus

Annette Jackson, Project Accountant, Equus

Darla Silva, QA, Equus

Dennis Wilde, Executive Director, Nortex

Shana Ferguson, Finance Director, Nortex

Lanette McHazlett Sanchez, Project Manager, TWC

George Daiy, Monitor, TWC

Missy Pope, Monitor, TWC

Rene Trevino, Monitor, TWC

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Edward Serna  
Executive Director

November 30, 2023

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

Dear Ms. McDaniel:

This letter is regarding a finding identified in the Texas Workforce Commission (TWC) Monitoring Report #23.03.0001. This report included a review of the Supplemental Nutrition Assistance Program Employment and Training program administered by Workforce Solutions North Texas (Board). This monitoring review identified a finding that requires further resolution action as outlined below:

Finding: Ensure SNAP E&T Program Requirements are Followed

The Board did not ensure the service provider followed SNAP E&T program guidelines and regulations for work activities. The following details were noted:

- In all seven (100 percent) applicable case files tested, when form H1822 ABAWD Work Requirement Verification was sent to HHSC to notify of an ABAWDs participation, the date of submittal was not documented in TWIST counselor notes.
- In three out of four (75 percent) applicable files tested, when form H1817 SNAP Information Transmittal was sent to HHSC to request a reconsideration of eligibility, the date of submittal was not documented in TWIST counselor notes. In addition, one case file, the reconsideration entered into TWIST Good Cause tab had the incorrect decision date listed.

Accurate and complete documentation to verify SNAP E&T work activities is necessary to support participant compliance with required hours of participation. Without strict adherence to SNAP E&T directives, there is limited assurance that federal and state funds are expended in accordance with statutory requirements.

### **Documentation Required:**

The recommendation in the monitoring report states that the Board should strength its controls to ensure that form H1822 ABAWD Work Requirement Verification and form H1817 SNAP Information Transmittal program requirements are followed. Please provide implemented controls and procedures which address each of the

Ms. McDaniel  
Page 2  
November 30, 2023

weaknesses identified and ensures SNAP E&T program requirements and guidelines are followed and adhered to. In addition, please provide recent Board monitoring of this area, along with training agenda and sign-in sheets, if conducted.

Please provide the above information within 45 calendar days from the date of this letter to Rudy Ortiz, via email [rudolfo.ortiz@twc.texas.gov](mailto:rudolfo.ortiz@twc.texas.gov). Additional documentation may be requested at a future date based on the documentation submitted.

Thank you in advance for your cooperation and assistance. Should you have any questions or concerns, please contact Rudy Ortiz at (512) 463-2943 or me at (512) 354-9616 or [judy.ohn@twc.texas.gov](mailto:judy.ohn@twc.texas.gov).

Sincerely,

*Judy Ohn*

Judy Ohn  
Director of Fiscal Services and Audit Resolution



Summary of Monitoring by Center December 2023

Workforce Center Contractor: Equus Workforce Solutions

INTERNAL MONITORING REPORT	PERIOD	ACCURACY RATE	FINAL ACCURACY RATE	Disallowed Cost
CHOICES Noncooperation-100%	2023.12	92%	92% due to late penalty	None
CHOICES Work Activities-100%	2023.10	100%	100%	None
PROCUREMENT REVIEW-100%	2023.Q4	96%	99% two quotes did not have date of online quote	None
SNAP Non-Cooperation-100%	2023.12	100%	100%	None
SNAP Work Activities-100%	2023.12	91%	100%	None
SUPPORT SERVICES REVIEW-100%	2023.12	97%	100%	None
WIOA CASE NOTE REVIEW-100%	2023.12	75%	84% attempts are being made	None
WIOA Data Validation, MSG, Credential-100% (replaces WIOA CM)	2023.Q3	84%	89% (most will be updated in follow-up)	None
WIOA ELIGIBILITY REVIEW-100%	2023.12	99%	100%	None

# Child Care QA Report -Oct 2023 to Dec 2023

Tuesday 2/6/24

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	287	Average Monthly Accuracy rate	99.17%	100% Accuracy for all cases	Disallowed Cost	\$0.00	
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