



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

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

Workforce Solutions North Texas Board Meeting

April 19, 2024

Members of the Workforce Solutions North Texas Workforce Development Board will meet on **Thursday, April 25, 2024**, at 12:00 pm (noon).

In-person attendance will be at **Workforce Solutions North Texas Workforce Center, 4309 Old Jacksboro Hwy, Entrance 5, in the Lonestar Conference Room** in Wichita Falls, Texas. Lunch will be provided for those who RSVP.

Virtual attendance requires registration by noon, April 25th, to access via Zoom.
https://us06web.zoom.us/meeting/register/tZMrde6pqj8sEtXvO7UjN97_AGwvYn5oylgU

After registering, you will receive a confirmation email containing information about joining.

AGENDA

- A. Call to Order
- B. Roll Call & Introductions
- C. Public Comment
- D. Declaration of Conflict of Interest
- E. Consent Agenda
 - a. Approval of Minutes from February 2024 Board Meeting - Pg. 2-6
Note - Full Board meeting recordings are posted to the board website at <https://ntxworksolutions.org/board-meetings/>
- F. Items for Discussion and Action
 - a. Review and Approval of Selection for RFQ 2024-012 Real Estate Broker
- G. Reports
 - a. Monitoring Committee - Pg. 7-57
 - b. Executive Director
 - c. Workforce Solutions Workforce Center - Pg. 62-73
 - d. Workforce Solutions Childcare - Pg. 74-84
 - e. Rapid Response - Pg. 85-86
- H. Announcements – Next Board Meeting – June 27, 2024
- I. Adjourn

The Workforce Solutions North Texas Board reserves the right to adjourn into executive session at any time during this meeting to discuss any of the matters listed above, as authorized by Texas Government Code Sections 551.071 (Consultation with Attorney), 551.072 (Deliberations about Real Property), 551.073 (Deliberations about Gifts and Donations), 551.074 (Personnel Matters), 551.076 (Deliberations about Security Devices). The facility is wheelchair accessible and accessible parking spaces are available. Individuals who require auxiliary aids or services for this meeting should contact the Workforce Solutions Board Office at (940) 767-1432 at least two days before the meeting so that the appropriate arrangements can be made.



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

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

Workforce Solutions North Texas Board Meeting Minutes February 8, 2024

The Workforce Solutions North Texas Board met at noon on Thursday, February 8, 2024, at Workforce Solutions North Texas, 4309 Jacksboro Hwy., Entrance 5, in Wichita Falls, in the Lonestar conference room.

MEMBERS PRESENT (via in person or zoom):

Toni Alonzo, Communities in Schools Greater Wichita Falls
Marsha Anderson, Rolling Plains Management Corporation
Michael Blevins, Tower Extrusions
Lauren Bush, Seymour Economic Development
Keri Goins, Childcare Partners
Steve Holloway, Wichita Falls Trades and Labor Council
Maria James, Wichita Falls Chamber of Commerce
Anthony Louis, Pratt & Whitney
Penny Miller, My HR Department
Michael Nelson, United Regional
Kristin Little, American National Bank & Trust, Wichita Falls
Glenda Ramsey, Harper Perkins Architect
Debbie Powell, Texas Workforce Solutions, Vocational Rehabilitation
Crystal Sanders, Texas Workforce Commission
Rhonda Schreiber, Humana
Jim Sjolander, Berend Brothers
Scotty Sproles, NOV Fiber Glass Systems
Julie Young, Wichita Adult Literacy
Michelle Wood, Wichita Falls ISD CTE

MEMBERS NOT PRESENT:

Mary Aranda, Farmers Insurance
Billy Clark, Helping Electra's Local People
Tracey Jennings, Attorney
Kenny Miller, Region 9
Mileasha Rizan, Work Services Corporation
Dirk Welch, Midwestern State University

GUESTS PRESENT:

Ginger Hannah, Equus, Workforce Solutions Center
Sandi Stahr, Equus, Workforce Solutions Center
Leneva Clark, Rolling Plains Management Corporation, Workforce Solutions Center

*Texas Workforce Commission, in partnership with 28 local workforce development boards, forms Texas Workforce Solutions.
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*



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

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

David Dohme, Texas Veterans Commission
Crystal Ojeda, Equus, Wichita Falls Center
Sherry Dunn, Texas Veterans Commission
Shana Ferguson, Nortex Regional Planning Commission
Cynthia Humphrey, Equus, Wichita Falls Center
Xochitl Pruitt, Region 9
Darla Silva, Equus, Wichita Falls Center
Keith Umphress, Jack County Judge

STAFF MEMBERS PRESENT:

Lisa McDaniel, Executive Director
Kendra Ball, Business & Outreach Manager
Sharon Hulcy, Contract Manager
Josie Gonzales, Childcare Contract Manager
Dakota Mize, Community Engagement Specialist
Kayla Crowley, Community Engagement Specialist – Childcare Division
Sydney Clement, Administrative Assistant / EO Officer

Kristin Little, Madam Chair, called the meeting to order at 12:05 pm. Mrs. Little called roll for the board members.

Mrs. Little asked for any public comments and there were none noted.

Mrs. Little asked if there were any declaration of conflict of interest and there was none noted.

Mrs. Lisa McDaniel, Executive Director, was notified as of January 29th, we were out of compliance being short one private sector board member since they had increased our number to 27 board members as of December of last year. However, there is paperwork that has been submitted to the Texas Workforce Commission for a new board member, they could not get that member on the docket before today's meeting, but they are on the docket for the 20th of February. We are having to wait for the commissioner to approve the final board member, therefore, we will not vote for the October board meeting minutes today. No questions asked.

Mrs. Sharon Hulcy, Contract Manager, discussed the 2023 TWC Monitoring Audit Resolution we received January 29th, from the Texas Workforce Commission Monitoring Report, that was the visit from last year, the findings that were found was that our data validation that is for our information that's put into our system to make sure everything matches our supporting documents was reviewed. They reviewed 180 elements and only six issues were found. The second finding was that our leases need to be properly procured; however, the procurement was not the issue, it was the "process" of the lease itself for the board office building. The finding was that the lease for the board office was "extended", and a brand-new lease was not done by the landlord. We have submitted a plan to Audit Resolution to go out for RFQ for Broker services in late spring of this year to assist us in looking for space. A new lease for the board office will be procured and in place by May of 2025.

Audit Resolution accepted the board's response of corrective action, and the finding was closed. No questions asked.

Mrs. Sharon Hulcy then discussed the report for the Supplemental Nutrition Assistance Program Employment and Training Monitoring report. It has been addressed that the board should strengthen its controls to ensure that the form HI822 ABAWD Work Requirement Verification and form H1817 SNAP Information Transmittal program requirements are followed. Texas Workforce Commission sub-recipient monitors will be back in May 2024.

Mrs. Hulcy then went over the Board Procurement List for the rolling 12 months as well as the Grant Spending Report. No questions asked.

Mrs. McDaniel, Executive Director, then introduced our new board members. Michelle Wood, Director of Career and Technology at Wichita Falls ISD. Scotty Sproles retired, United States Air Force, with NOV Fiber Glass Systems. Chelsey Lewis, owner and operator of the Lewis Learning Center in Graham, TX will be on the docket for 2/20/24 to be approved by the Commissioner. Sydney Clement is our new Administrative Assistant in our board office and is in training to become our EO Officer. Penny Miller, My HR Department, will be retiring this year as well as leaving the board and we wish her nothing but the best in her retirement and her next adventure.

Mrs. McDaniel went on to discuss that during the 2023 Workforce conference that she and several members of our staff went to in November, we were awarded another Business Service Award of \$50,000 for our continued efforts with Vocational Rehabilitation Integration. This award recognizes boards who excel in the collaboration and integration between the Workforce Career Center and VR division. Mrs. McDaniel has been working with the center to see what items we will need for the center and the funding must be spent by 12/31/24.

Mrs. McDaniel informed everyone that, was notified on January 26th that we were 1 of 11 boards awarded the teacher externship grant that was discussed at the board meeting in October. We are very pleased and excited to be able to partner with Region 9 to place 25 teachers into externships during the Summer of 2024. This program and supporting partnerships will ensure teachers are equipped with relevant knowledge of high-demand, high-growth industries. We will outreach to the ISD Superintendents, Region 9, and CET Directors to ensure they receive this information to spread the word to those who want to apply. We will be recruiting by March 1st. The application for applying is in the process of being developed and a landing page is also being developed at this time on our website. More information to come.

Mrs. McDaniel announced coming Friday, March 1st, the Texas Workforce Commission will host the Texas conference for employers at the Delta Hotel by Marriott Convention Center here in Wichita Falls, TX. This is going to be a seminar where employers can send their staff to help them learn about state and federal employment laws. Speakers are assembled to guide employers through ongoing matters of concern and will be able to answer any questions regarding their business. We are partnering with TWC to help host and sponsor this event. You will be able to register on our website and social media event calendar if you and your team would like to attend.

Mrs. McDaniel announced that we hosted Texas Workforce Commission Office of Employer Initiatives event, on January 26th where they had discussed different grant opportunities to apply for. There is a “jet” grant specifically for college or high schools to help them buy equipment. Mrs. Kendra Ball had said the office of Employer Initiatives are focused on training. If your employees need training on a new piece of equipment, Texas Workforce Commission has grants you can apply for, for that training, Mrs. Kendra Ball also informed everyone that our new liaison would be able to help you with the application if needed. The application process for these initiatives start on March 1 and run through May 31, 2024.

Mrs. McDaniel discussed this year’s Summer Earn and Learn goal is to help 22 students. We exceeded our goal last year by helping 32 students instead. Our Youth Transition Fair is scheduled to be taking place on March 5 & 6, 2024 at the MPEC in Wichita Falls, TX for high school students with disabilities. This will help them for life after high school. Historically, we have only offered this to juniors and seniors. This year we have expanded to offer it to 9th-12th graders. More information to come.

Kayla Crowley, Community Engagement Specialist for Childcare Division, along with Keri Goins, from Childcare Partners, announced the Childcare Partners and Vernon ISD have partnered to open a daycare facility to be open by May 1st. There is already a waiting list and this is a much-needed facility to help fill the children who need care in this community and surrounding areas. There are going to be two infant rooms, one 1- 2year old transition room, two toddler rooms, two 3-year-old rooms and one 4-year-old room.

Kayla Crowley also informed us that one of our contracted at - home daycare owners is moving her daycare to a larger facility in Graham, TX and she is also purchasing another facility to take care of more infants and children from 18 months to 2 years old. Ms. Crowley also spoke about the Childcare Advisory Committee that the Texas Workforce Commission has required all boards implement. This childcare advisory group will meet at least quarterly to discuss different issues or ideals regarding our childcare community. It will be called the “Childcare Advisory Council” and will require specific representatives within our community and our 11 counties to participate.

Ms. Crystal Ojeda, Equus, Wichita Falls Center, announced we had 66 total that had entered for employment in the month of January. Ms. Ojeda stated that there was a huge turnout at the November Hiring Red, White and You job fair. Ms. Ojeda stated we had 65 employers, and 64 job seekers attended. She shared a success story from the 2023 Montague County job fair. Josh Coffey, who had never worked before coming to Workforce Solution North Texas, had several barriers that made finding the right job a challenge until he met Dr. Barlow with the Bowie Pet Clinic. Dr. Barlow had stated she felt a connection with Josh, as Dr. Barlow’s father had the same barriers to employment once before. Josh loves his job, especially the animals. He is now living on his own and his entire demeanor has changed. She also informed the board that we have partnered with the University of Texas grant, to become a host center for adaptable equipment. Our employers in the area and staff members provide this technology and equipment for those with disabilities.

Leneva Clark, WFS Childcare, then gave updates from the Childcare program. They have hired two new client services specialists to join their team, Rachel Henson, and Molly Kitner. They now have three designated



A proud partner of the **americanjobcenter**' network

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

specialists, TRS Mentor, Rhonda Gibbs is our HHSC-Early Childhood Intervention Specialist, TRS Mentor, Mary Havens is now our Infant-Toddler Specialist, TRS Mentor, Allyson Harlost is our secondary ITSN Specialist and our TRS Provider Services Specialist Liaison is Linda Crabtree as well as our TECPDS (Texas Early Childhood Professional System) Specialist.

As of February 2, 2024, there are 229 families and 430 children waiting on the waitlist for childcare services. The estimated wait time for childcare services currently is 4 months – 1 year. As of January 2024, we have placed 1,453 children in childcare and have had 38 families and 58 children as new referrals. Childcare client services are also out-reaching 40 clients every week. Provider Services had chosen to give 204 books and supplements in the first quarter to “Beyond the Page” which is a Texas Rising Star caregiver to build and strengthen the literacy skills for children in our community.

Mrs. Kendra Ball went over the Rapid Response report to give everyone an update. We have had a handful of other business closes and layoffs since our last meeting. Karate Bar and Bistro downtown Wichita Falls had closed before we were notified, Dental Planet had had layoffs early January and referred their employees to WFSNT, B Cocoa Artisan Chocolates in downtown Wichita Falls will be closing their doors May 31, 2024, and Sweet Boys Diner in Bowie, Texas closed its doors on January 26, 2024. The total number of employees impacted on layoffs/closures for the YTD 2023 was 484.

Mrs. Little announced the next board meeting will be on April 25, 2024, and the meeting was adjourned at 1:09 pm.

Respectfully submitted,

A handwritten signature in blue ink that reads "Glenda Ramsey". The signature is fluid and cursive, with a large initial "G" and "R".

Glenda Ramsey, Secretary

Report on the Annual
Program Monitoring
Evaluation
Of the Workforce
Grants Administered
by:

Equus Workforce Solutions

In their capacity of Child Care Contractor in the *North Texas Workforce
Development Area*

April 12, 2024

Report Number: PY24-04

Report Type: Annual WIOA Program Monitoring Report, including Individual Training Accounts and Support Services.

Report Status: Final

Report Issue Date: April 12, 2024

Entity Reviewed: Equus Workforce Solutions

Review Type: Annual WIOA Program Review, including Individual Training Accounts and Support Services Review of the Workforce Grants administered by RPMC and funded by the *Workforce Solutions North Texas* (the Board)

Applicable Period: January 1, 2023, through December 31, 2023

Dates of Fieldwork: Off-site desk review conducted during the month of March 2024

Exit Date: April 2, 2024

Issuance of Draft Report: March 31, 2024

Review Conducted by: Diaz, Smith and Associates
Rachael Robertson

Report Developed by: Rachael Robertson
Sujuane Smith

Applicable Definitions

AREA OF CONCERN: A general noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e., repeat violations, issues indicative of systemic problems). These items while documented in the workpapers may or may not be included in the report. All areas of concern items are discussed during the review and/or exit conference.

Board: North Texas Workforce Development Board dba. *Workforce Solutions North Texas* created pursuant to Texas Government Code §2308.253 and certified by the Governor pursuant to Texas Government Code §2308.261.

Briefing Item: A general noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems). These items while documented in the workpapers may or may not be included in the report. All briefing items are discussed on-site during the review and/or exit conference.

Finding: An instance where noncompliance with requirements contained in federal or State law, regulation, administrative code, guidance, or other promulgations are determined and are issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations.

Observation: A reportable condition that does not currently have a material effect on internal controls and the accuracy of the financial information. An observation, if not addressed, presents the possibility of a future circumstance of non-compliance and/or internal control weaknesses.

Questioned Cost: A cost that is questioned by the monitor because of a monitoring finding **(1)** that resulted from a violation or possible violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the use of Federal funds, including funds used to match Federal funds; **(2)** where the costs, at the time of the monitoring review, are not supported by adequate documentation; or **(3)** where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Recommendation: Suggested corrective action(s) for a finding and/or observation identified in a monitoring report. The recommendation, where and when appropriate, should address the cause of the problem, not the problem itself.

Program Review Purpose

Purpose

The review was conducted to ensure compliance with standards prescribed by the Texas Workforce Commission, the U.S. Department of Labor Employment and Training Administration, TWC Financial Grants and Contracts Manual, program regulations, contractual agreements, Board Plan(s), OMB Circulars, H.B. 1863, Appendix A of the Workforce Board’s contractual agreement with Texas Workforce Commission, WD Letters and other regulatory rules as prescribed by each grant. It focused on appropriateness of training for workforce customers, quality of training processes, training outcomes and other benefits to participants and workforce performance outcomes.

Additionally, future reviews will be assessed based on the effectiveness of corrective action implemented by the Contractor to address findings identified in this monitoring report.

Scope

We randomly selected and reviewed program files for the review period of January 1, 2023, to December 31, 2023. In some instances, the review went beyond the scope to attain a more accurate understanding of the services and/or activities. The program element(s) reviewed included, but were not limited to, the following:

1. WIOA Eligibility
 - Orientation to Complaint
 - Authorization to Work
 - Documentation of Date of Birth
 - Selective Service, if applicable
 - Family Status
 - Low Income, Disability, or 5% Exemption
 - Dislocation Documents
 - Barriers Documents, if applicable
2. Support Services
 - Allowable
 - Determination of Need
 - Written Justification
 - Documentation of Other Sources of Support Services
 - Allowable Amount Established by the Board
 - Allowable Duration Established by the Board
 - Additional Required documentation
 - Support Services/ Incentives Tracked in TWIST
3. Individual Training Accounts (ITA)
 - Determination of Need
 - Training was on the Target Occupational List
 - Provider was on the Statewide Eligible Training Provider List
 - Allowable Amount Established by the Board
 - Overall Financial Need
 - All Financial Awards tracked in TWIST ITA Tab

The number of files per Program, or Area of Review reviewed:

NUMBER OF FILES REVIEWED	
Program Area	NUMBER
WIOA - Adult	11
WIOA – Dislocated Worker	6
WIOA – Youth	5
Support Services	10
ITA	3
Total	35

Because of inherent limitations in any system of internal and administrative controls used in administering federal programs, errors or irregularities may nevertheless occur and not be detected. Also, projection of any evaluation of the systems to future periods is subject to the risk that procedures may become inadequate because of changes in conditions or that the degree of compliance with the procedures may deteriorate. The workpapers and source documents resulting from this review are maintained by *Diaz, Smith and Associates* and are available for inspection with approval by the *North Texas Workforce Development Board (the Board)*.

M

onitoring Findings, Areas of Concern, and Observations

I. WORKFORCE INNOVATION and OPPORTUNITY ACT

FINDINGS:

No reportable finding.

AREAS OF CONCERN:

1. In one (1) case of the twenty-three (23), Adult eligibility was determined based on income and family status. Customer submitted a family statuses form which included his father. The WIOA certified application also stated a family of 2. Income from the father was not included in the calculation. **TWIST ID 19605204**

Observations:

1. Several cases were found to have no follow-up, no reengagement, and no explanation of closure.
2. Data Validation/Integrity in TWIST for WIOA Eligibility –
 - a. In several cases, disability was documented as a verbal declaration in the case, but the criteria used for eligibility was based on a different criterion. The Twist data validation notes state verbal declaration of disability.
 - b. In one case, eligibility was based on Basic Skills Deficient, and documentation was gathered for Income. The assessment was found in the case note and under the assessment tab in TWIST, but no documentation was found in the case file. Because eligibility documentation was present for income, the monitor did not recognize as an error.
 - c. In several cases, eligibility was determined based on disability. The self-attestation did not state the nature of the disability but in the certified application the nature of the disability was provided. The characteristic options in TWIST offer “the customer did not disclose” and the contractor should consider this option so that documentation matches the information in TWIST.
 - d. In two cases, discrepancies were found in the name of the customer between documents and TWIST.

RECOMMENDATION: Review WIOA Eligibility Documentation Log Guide. The contractor should ensure that only the criteria used and documented for eligibility is correctly entered in the TWIST program detail, and the application. If disability is used a characteristic, it should be noted as such. The contractor should also consider the hardship on the customer by providing additional documentation for other criteria when already determined eligible. When discrepancies are observed in documents, additional information should be noted in the case notes.

II. SUPPORT SERVICES

FINDINGS:

No reportable finding.

AREA OF CONCERN:

1. In one (1) of the ten (10) cases, the determination of need, written justification, and confirmation that an attempt to utilize other community resources was not found in the case file. **TWIST ID 19776572**

III. INDIVIDUAL TRAINING ACCOUNTS (ITA)

FINDINGS:

Of the one applicable file, the documentation of financial assistance was not found in the file, nor were the amounts documented in the case notes. **TWIST ID: 19603480**

It is stated in The Equus ITA Procedure (4/20/23):

- “1. If a customer uses a Pell Grant, scholarship, or personal funds to supplement training costs, supporting documentation must be received from the participant or training provider verifying the supplemental payment(s) have been made prior to the issuance of a WIOA-funded voucher.
2. Staff must document in TWIST Counselor Notes the amount awarded and what the PELL Grant funds, if applicable, will be used for (i.e. living expenses such as rent, mortgage, utilities, car payments, car insurance, etc., school supplies, childcare, etc.).”

RECOMMENDATION: Contractor must ensure that all awards are documented in the case notes and documentation is maintained in the case file. The Contractor procedure does not align with WIOA guidance and Board Policy and should be updated. Contractor should review TWC WIOA Guidelines for Adults, Dislocated, and Youth: Eligibility for Training Services, North Texas Board Policy ITA, and WD letter 14-19 change 2 Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Contracts—Update.

EQUUS Response: Staff received technical assistance training, reviewing each error, in a WIOA meeting on 04/20/2024. Program policy was reviewed for understanding and staff were trained in accurate procedures associated with financial aid documentation and proper case notes. The ITA error was associated with ITA policy dated 04/20/2023, instead of the updated ITA policy dated 12/08/2023. The correct ITA policy has been provided to DSA. Quality Assurance tools have been updated and each element will be reviewed during monthly and quarterly monitoring reviews. Weekly WIOA meetings are also held with WIOA team members to address any identified deficiencies from Quality Assurance reviews.

MONITOR'S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

AREAS OF CONCERN:

1. The financial needs assessment does not reflect WIOA funds being used to offset any deficits.

RECOMMENDATION: Review and provide additional training on WIOA Guide Eligibility for Training Services.

Needs Improvement:

1. Monitoring is questioning if the statement in the case note "no community resources are available" satisfies the requirement that other attempts to find funding were made. No additional documents were found in the file.

SAMPLE LISTS

WIOA – ELIGIBILITY

RECORD	TWIST ID		RECORD	TWIST ID
1.	12981520		13.	15180633
2.	65372		14.	10767698
3.	7994677		15.	8892166
4.	18299754		16.	4391818
5.	4326619		17.	1017873
6.	10220272		18.	18145923
7.	19752558		19.	19776572
8.	4512899		20.	19797358
9.	14184993		21.	19859135
10.	7660527		22.	19605204
11.	8728905		23.	16436625
12.	14687198			

SUPPORT SERVICES

RECORD	TWIST ID
1.	1948906
2.	11637181
3.	13141147
4.	2909525
5.	20116351

ITA

RECORD	TWIST ID
1.	19603480
2.	11512907
3.	13613504

CITATIONS:

TWC WIOA Guidelines for Adults, Dislocated Workers, and Youth; TWC WIOA Eligibility Documentation Log for Adults, Dislocated Workers, and Youth Programs; North Texas Board ITA Policy, North Texas Board Support Services Policy. TWC WD Letter 14-19 change 2 Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Contracts. Equus Procedures: ITA, Support Service Guide, Incentives for WIOA, Counselor Notes WIOA Eligibility

Report on the Annual
Program Monitoring
Evaluation
Of the Workforce
Grants Administered
by:

Equus Workforce Solutions
in their capacity of Workforce Contractor in the **North Texas**
Workforce Development Area

April 12, 2024

EQUUS RESPONSE

R

eport Demographics

Report Number: PY24-01

Report Type: Annual SNAP E&T Program Monitoring Report

Report Status: Final

Report Issue Date: April 12, 2024

Entity Reviewed: *Equus Workforce Solutions*

Review Type: Annual SNAP E&T Program Review of the Workforce Grants administered by Equus and funded by the *Workforce Solutions North Texas* (the Board)

Applicable Period: January 1, 2023, through December 31, 2023

Dates of Fieldwork: Off-site desk review conducted during the month of February and March 2024

Exit Date: February 27, 2024

Issuance of Draft Report: February 28, 2024

Review Conducted by: **D**iaz, **S**mith and **A**ssociates
Rachael Robertson

Report Developed by: Rachael Robertson
Sujuane Smith

pplicable Definitions

Area Of Concern: In general, noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (e.g. repeat violations, issues indicative of systemic problems, etc.). These items, while documented in the workpapers, may or may not be included in the report. All areas of concern are discussed during the review and/or exit conference.

Board: The *North Texas Workforce Development Board, dba. Workforce Solutions North Texas* created pursuant to Texas Government Code §2308.253 and certified by the Governor pursuant to Texas Government Code §2308.261.

Briefing Item: Generally, noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (e.g. repeat violations, issues indicative of systemic problems, etc.). These items, while documented in the workpapers, may or may not be included in the report. All briefing items are discussed on-site during the review and/or exit conference.

Determination: A weakness in internal controls and/or an instance of non-compliance with applicable policies, laws, and regulations.

Disallowed Costs: Those charges to an award that are determined to be unallowable, in accordance with the applicable Federal cost principles, applicable State rules, regulations, policies or other terms and conditions contained in the award.

Expenditures: Costs incurred for goods and services that cause decreases in net financial resources.

Finding: An instance where noncompliance with requirements contained in federal or State law, regulation, administrative code, guidance or other promulgations are determined and are issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations.

Observation: A reportable condition that does not currently have a material effect on internal controls and the accuracy of the financial information. An observation, if not addressed, presents the possibility of a future circumstance of non-compliance and/or internal control weaknesses.

Questioned Cost: A cost that is questioned by the monitor because of a monitoring finding **(1)** that resulted from a violation or possible violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the use of Federal funds, including funds used to match Federal funds; **(2)** where the costs, at the time of the monitoring review, are not supported by adequate documentation; or **(3)** where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Recommendation: Suggested corrective action(s) for a finding and/or observation identified in a monitoring report. The recommendation, where and when appropriate, should address the cause of the problem, not the problem itself.

P rogram Monitoring Review Purpose and Scope

Purpose

The review was conducted to ensure compliance with standards prescribed by the Texas Workforce Commission, the U.S. Department of Labor Employment and Training Administration, TWC Financial Grants and Contracts Manual, program regulations, contractual agreements, Board Plan(s), OMB Circulars, H.B. 1863, Appendix A of the Workforce Board's contractual agreement with Texas Workforce Commission, WD Letters and other regulatory rules as prescribed by each grant. It focused on appropriateness of training for workforce customers, quality of training processes, training outcomes and other benefits to participants and workforce performance outcomes.

Additionally, future reviews will be assessed based on the effectiveness of corrective action implemented by the Contractor to address findings identified in this monitoring report.

Scope

We randomly selected and reviewed program files for the review period of January 1, 2023 to December 31, 2023. In some instances, the review went beyond the scope to attain a more accurate understanding of the services and/or activities. The program element(s) reviewed included, but were not limited to, the following:

- 1) SNAP
 - Eligibility
 - Noncooperation
 - Penalty
 - Good Cause
 - Data Integrity
 - Participation Hours – Documentation/Verification
 - Forms 1817 and 1822
 - Case Management
 - Support Services
 - Personal Identifiable Information (PII)

The number of SNAP E&T files reviewed was 15.

Supplemental Nutrition Assistance Program Employment (SNAP)

FINDINGS:

1. Hard copy documentation of participation hours did not match TWIST Daily Time Tracking in four of the fifteen applicable files (27%).

TWIST ID 790308: Orientation hours for 6/26/23 were not entered in Daily Time Tracking (DTT)

TWIST ID 15805504: Monitor found multiple errors between DTT, Case notes, and documentation. Some corrections were made in case notes however, the monitor found additional errors.

TWIST ID 2896684: Orientation hours for 10/17/2023, two hours, were not entered in DTT.

TWIST ID 9801439: Documentation for Orientation hours 7/5/23, two hours were missing in the file. Hours were entered in DTT.

In Section B-108.a(1): Verification Procedures for SNAP Recipients Participating in Case-Managed Job Search of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, it is stated "...that Workforce Solutions Office staff providing job search services supervises the job search of SNAP E&T participants by:

- reviewing job search worksheets to ensure completion;
- reviewing and providing job leads in WorkInTexas.com; and
- recording the participant's time spent making job search contacts or participating in other job search activities in TWIST."

It further states that in Section B-306.c of the Guide that "Boards must ensure that Workforce Solutions Office staff:

- enters daily hours of participation into TWIST—all other entries in TWIST (including documentation in TWIST Counselor Notes) must support actual participation in allowable SNAP E&T services; and
- uses TWIST Counselor Notes to document any discrepancies between the employment plan and the entries in TWIST."

RECOMMENDATION: Contractor must ensure that participation hours entered in TWIST match the supporting documentation in the case file.

EQUUS Response: Staff received technical assistance, reviewing each error, in a SNAP training on 02/27/2024. Program policy was reviewed for understanding and staff were trained in accurate procedures for the following elements.

1. **Review Documentation:** Case Manager will thoroughly examine the supporting documentation provided in the case file. This includes any records, time logs, or other relevant materials related to tracking allowable services for the SNAP E&T Program.
2. **Cross-Check with TWIST Entries:** Compare the information in the documentation with the hours entered in TWIST. Ensure that the hours recorded in TWIST accurately reflect the actual participation and work performed.

3. **Address Discrepancies:** If any discrepancies are identified (e.g., incorrect hours, missing entries, or inconsistencies), the case manager will promptly address them. This may involve adjusting TWIST entries or providing additional documentation to support the recorded hours.
4. **Document Changes:** Any modifications made to TWIST entries should be well-documented. Case Manager should maintain clear records of any adjustments, explanations, or corrections made to ensure transparency and accountability in the customers file located in SAFE.

MONITOR'S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

2. Work Requirement Verification Form H1822 submitted to HHSC was not submitted timely in two of the fourteen applicable files (14%).

TWIST ID 3234600: 1822 was not signed and included the incorrect case number, 3/28/23. Correction note was added 5/18/23.

TWIST ID 15805504: 1822 was sent after case closure, 24 days after orientation. The error was noted in the TWIST case notes.

In section A-101.d Ensure Offer of SNAP E&T Activities for ABAWDS of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, it is stated “Boards must ensure that Workforce Solutions Office staff sends this notification—the Work Requirement Verification form (Form H1822)—to HHSC within two weeks of initial participation in SNAP E&T activities.”

It is further states in section A-203.a: Form H1822 Work Requirement Verification of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, “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.”

RECOMMENDATION: Contractor must ensure that Form H1822 Work Requirement Verification is sent to HHSC within the 14-day requirement period and has correct information.

EQUUS Response: On 02/27/2024, SNAP E&T team members received technical assistance training on the correct program policy and procedures for the timely submission of form H1822 to HHSC. This element is being monitored by Quality Assurance during the monthly program monitoring.

1. **Timely Submission:** Within the **14-day requirement period**, the case manager must promptly send the completed Form H1822 to **Health and Human Services Commission (HHSC)**. Delays could result in non-compliance, so adherence to this timeline is crucial.
2. **Accuracy Check:** Before submission, the case manager should meticulously review the form for accuracy. Verify that all information provided is correct, including details related to work requirements, participant identification, and any other relevant data.

3. **Documentation Retention:** Maintain a copy of the submitted Form H1822 for record-keeping purposes. This ensures that the case manager has evidence of compliance and can address any discrepancies if needed. Case managers will also document in TWIST the date that the form is faxed to HHSC.

MONITOR'S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

3. Form H1822- Work Requirement Verification was not entered into TWIST Counselor Notes, per instructions, in five of the fourteen applicable files (36%).

TWIST ID 10992131: 1822 fax confirmation case note entered 4/25/23, did not have the date the fax was sent. However, a correction note was added 6/14/23.

TWIST ID 1533976: No note was entered 3/7/2023. However, a correction note was added 5/19/23.

TWIST ID 3234600: No note was entered on 3/28/23. However, a correction note was added 5/18/23.

TWIST ID 90779: 1822 case note not in TWIST. However, a correction note was added 7/24/23.

TWIST ID 9801439: 1822 case note with required information was not found in TWIST.

In section A-203.a: Form H1822 Work Requirement Verification of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, "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."

RECOMMENDATION: Contractor must ensure that case notes for 1822 Work Verification include clear and concise information, per instructions.

EQUUS Response: In the SNAP E&T technical assistance training held on 02/27/2024, the following policies were also reviewed with SNAP E&T team members. Understanding of proper procedures was confirmed with staff during this training.

1. **Timely Submission:** Within the **14-day requirement period**, the case manager must promptly send the completed Form H1822 to **Health and Human Services Commission (HHSC)**. Delays could result in non-compliance, so adherence to this timeline is crucial.
2. **Accuracy Check:** Before submission, the case manager should meticulously review the form for accuracy. Verify that all information provided is correct, including details related to work requirements, participant identification, and any other relevant data.
3. **Documentation Retention:** Maintain a copy of the submitted Form H1822 for record-keeping purposes. This ensures that the case manager has evidence of compliance and can address any discrepancies if needed. Case managers will also document in TWIST the date that the form is faxed to HHSC.

MONITOR'S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

4. Form H1817-Reconsideration Request was not recorded in TWIST Good Cause tab and Counselor Notes, per instructions, in three of the five applicable file (60%). A smaller sample size may contribute to a higher error rate.

TWIST ID 15805504, 449022, and 9010127: Reconsideration was not entered in the Good Cause tab in TWIST.

In section, A-204.a(1): Federal Exemption Criteria and Corresponding Work Codes of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, it is stated “Boards must ensure that at the time the recipient informs Workforce Solutions Office staff that he or she is potentially eligible for an exemption, a penalty is not initiated, and a reconsideration is processed immediately.”

It is further said in section A-205: Requests for Reconsideration of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, “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;
- closes out all services, support services, and the SNAP E&T Program Detail;
- ensures that all actual completion dates are entered in the employment plan; and
- keeps a copy of Form H1817 and fax confirmation on file at the Workforce Solutions Office.”

RECOMMENDATION: Contractor must ensure that Request for Reconsideration are processed immediately, per instructions.

EQUUS Response: Staff were also trained in correct policies and procedures for the following errors in the technical assistance training on 02/27/2024. These elements will be monitored via the Quality Assurance monitoring tool to ensure compliance going forward.

1. **Good Cause Tab in TWIST:**

- **Enter Reconsideration for Employment:** Record the reconsideration for employment in the **Good Cause tab** within TWIST. This step ensures that the request is appropriately documented and tracked.

2. **Form H1817 Completion:**

- **Complete Form H1817:** Fill out **HHSC Form H1817** accurately. Include all relevant details related to the reconsideration request.

- **Fax to HHSC:** Send the completed Form H1817 to **HHSC** via fax. This ensures that the request is officially communicated to the appropriate authorities.
 - **Case File Copy:** Place a copy of the completed Form H1817 in the **case file** for reference and documentation.
- 3. Comprehensive Narrative in TWIST Counselor Notes:**
- **Enter Relevant Details:** In **TWIST Counselor Notes**, provide a comprehensive narrative that includes the following information:
 - **Title:** A descriptive subject entry reflecting what was completed (e.g., “Form H1817-Reconsideration Request Faxed to HHSC
 - **What:** Describe the activity being reported (e.g., reconsideration for employment).
 - **When:** Mention the date of the activity (e.g., September 19).
 - **Where:** Specify the document was faxed to HHSC (not TIERS)
 - **Why:** Explain the purpose (e.g., to verify or document service activities).
 - **How:** Specify the communication method (e.g., case manager entered or customer called).
- 4. Example Narrative:**
- “Customer requested reconsideration on this date due to obtaining employment. The HHSC Form H1817 was completed and faxed to HHSC, with a copy placed in the case file. Reconsideration was entered in TWIST under the Good Cause tab.”

By following this action plan, case managers will ensure accurate documentation and compliance with instructions for Form H1817-Reconsideration Request.

MONITOR’S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

5. The penalty was not initiated by the 4th day, in one of the eight applicable files (13%).

TWIST ID 90779: The penalty was entered one day late. The noncooperation date in the penalty tab was also entered incorrectly.

In addition, the monitor noted one case that needs improvement but is not counted as an error. **TWIST ID 90779:** The date of noncompliance was unclear. The service Plan stated that the customer must turn in the timesheet for Workfare, no later than 5pm, by 4/30/23 and check in with the staff weekly. The case note does not state a due date for the workfare hours, but weekly attempts to contact the participant were noted. Staff used 5/1/2023 as the date of noncompliance, due to 4/30/23 being a Sunday. In addition, the monitor is questioning if the customer should have been considered noncompliant at the first missed weekly meeting, in accordance with the agreed service plan. Guidance: Snap E&T Guide Noncooperation—a lack of response to outreach notices or a failure to participate in SNAP E&T activities in accordance with the employment plan. Noncooperation begins at the close of business on the date of a missed appointment or a failure to meet participation requirements.

In section, B-113: Noncooperation with SNAP E&T Requirements of the TWC, Supplemental Nutrition Assistance Program Employment and Training Guide, it is stated “Boards must ensure that Workforce Solutions Office staff initiates a sanction request. The request must be entered into TWIST on the fourth day following a mandatory work registrant’s failure to cooperate, unless the SNAP recipient indicates that he or she was unable to participate based on an extenuating circumstance and Workforce Solutions Office staff recommends good cause to HHSC. Day one of the compliance period begins the day the recipient non-cooperates with SNAP E&T requirements.”

It is further said in section B-113.a: Compliance Period, of the TWC Supplemental Nutrition Assistance Program Employment and Training Guide, “Boards must use business days to calculate the compliance period. Holidays are excluded from the compliance period calculations. “

RECOMMENDATION: Contractor must ensure that all penalties are initiated by the fourth day of noncompliance or the date of discovery.

EQUUS Response: Staff were also trained in correct policies and procedures for the following errors in the technical assistance training on 02/27/2024. These elements will be monitored via the Quality Assurance monitoring tool to ensure compliance going forward.

1. Timely Identification:

- **Monitor Compliance:** Regularly review participant records to identify any instances of noncompliance.
- **Prompt Discovery:** As soon as noncompliance is detected, note the date of discovery.

2. Initiate Penalties:

- **Fourth Day Rule:** Ensure that all penalties are initiated within **four days** of noncompliance.
- **Documentation:** Document the initiation of penalties clearly, including the reason, date, and relevant details.

3. Follow-Up:

- **Track Progress:** Monitor the penalty process to ensure it is processed through HHSC. Case managers will keep a log of penalties initiated to ensure that they have a tracking method to follow up with HHSC on.

MONITOR’S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

AREAS OF CONCERN:

1. In all applicable cases, no follow up was conducted on penalties. Refer to Guidance: B-404.c: Follow-up after the Initiation of Penalty. Recommendation: Strengthen SNAP E&T Penalty Follow-up procedures.
2. Date of noncompliance was not included in the case note (10992131). Refer to Guidance: B-113: Noncooperation with SNAP E&T Requirements: Boards must ensure that Workforce Solutions Office

staff documents in TWIST Counselor Notes: •the date of noncompliance. Recommendation: Retrain staff on counselor notes in TWIST.

3. Form H1822- Work Requirement Verification was sent after the client was non-compliant (10992131). Refer to Guidance: A-203.a: Form H1822 Work Requirement Verification: The Work Requirement Verification form (Form H1822) is used only for notifying HHSC of an ABAWD's participation in SNAP E&T activities.
4. The client stated a need for transportation assistance to complete job search. "CM explained that gas cards are usually only on a reimbursement basis and only if some part of job search applications/interviews were out in community". This is being questioned by the monitor because it appeared that the client's barriers were not addressed. Refer to Guidance: Support Service Guide (Workforce North Texas) stated prepaid cards are available and B-208: Lack of Support Services.
5. In all applicable cases, Job Retention Service and Support Service were not provided per the TWC SNAP E&T guide. Refer to Guidance: B-115: SNAP E&T Job Retention Services and Support Services. Recommendation: Strengthen job retention and support service procedures.
6. Personal Identifiable Information Violation (3234600) – A Tiers printout for another customer was found in a file. This was sent to the contractor for immediate action. Contractor removed from case 2/20/2024.

Optional EQUUS Response: All components and errors of this audit were reviewed with staff during the technical assistance training held on 02/27/2024. Staff received training on the policies and correct procedure associated with each error. All Quality Assurance monitoring tools have been updated to ensure compliance with the elements in this audit.

Observations:

- Staff is inconsistent with how Form H1822- Work Requirement Verification is completed. Refer to <https://www.hhs.texas.gov/regulations/forms/1000-1999/form-h1822-abawd-et-work-requirement-verification>.
- Staff is inconsistent with documenting the preferred method of contact (PMOC). If the PMOC is documented on E&T forms/service plans and the client provided updated information at intake or after, an updated case note should be added with the current information and an explanation.
- Staff refers to HHSC as TEIRS when documenting communications in case notes. This includes Work Verification and Reconsideration case notes.

FILE REVIEW SAMPLE LISTS

CHART A

SNAP MONITORING SAMPLE LIST

TWIST ID	FUND SOURCE
10992131	SNAP E&T ABAWD
790308	SNAP E&T ABAWD
15805504	SNAP E&T ABAWD
1533976	SNAP E&T ABAWD
2896684	SNAP E&T ABAWD
19200835	SNAP E&T ABAWD
3234600	SNAP E&T ABAWD
19863235	SNAP E&T ABAWD
291177	SNAP E&T ABAWD
449022	SNAP E&T ABAWD
9801439	SNAP E&T ABAWD
90779	SNAP E&T ABAWD
4998123	SNAP E&T ABAWD
9010127	SNAP E&T ABAWD
15697278	SNAP E&T ABAWD

CITATIONS:

Texas Workforce Commission Rules – Chapter 813

Texas Workforce Commission SNAP Guide (March 2022 and February 2023)

WD Letter 06-13 and Applicable Changes – Documenting Services and Participant Contact in The Workforce Information System of Texas (TWIST) Counselor Notes

Report on the Annual
Choices and TAA
Program Monitoring
Evaluation
Of the Workforce
Grants Administered
by:

Equus Workforce Solutions
in their capacity of Workforce Contractor in the **North Texas**
Workforce Development Area

April 12, 2024

EQUUS RESPONSE

R eport Demographics

Report Number:	PY24-02
Report Type:	Annual Choices and TAA Program Monitoring Report
Report Status:	Final
Report Issue Date:	April 12, 2024
Entity Reviewed:	<i>Equus Workforce Solutions</i>
Review Type:	Annual Choices and TAA Program Review of the Workforce Grants administered by Equus and funded by the Workforce Solutions North Texas (the Board)
Applicable Period:	January 1, 2023, through December 31, 2023
Dates of Fieldwork:	Off-site desk review conducted during the month of February and March 2024
Exit Date:	March 5, 2024
Issuance of Draft Report:	March 1, 2024
Review Conducted by:	D iaz, S mith and A ssociates Rachael Robertson
Report Developed by:	Rachael Robertson Sujuane Smith

pplicable Definitions

Area Of Concern: In general, noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (e.g. repeat violations, issues indicative of systemic problems, etc.). These items, while documented in the workpapers, may or may not be included in the report. All areas of concern are discussed during the review and/or exit conference.

Board: The *North Texas Workforce Development Board, dba. Workforce Solutions North Texas* created pursuant to Texas Government Code §2308.253 and certified by the Governor pursuant to Texas Government Code §2308.261.

Briefing Item: Generally, noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (e.g. repeat violations, issues indicative of systemic problems, etc.). These items, while documented in the workpapers, may or may not be included in the report. All briefing items are discussed on-site during the review and/or exit conference.

Determination: A weakness in internal controls and/or an instance of non-compliance with applicable policies, laws, and regulations.

Disallowed Costs: Those charges to an award that are determined to be unallowable, in accordance with the applicable Federal cost principles, applicable State rules, regulations, policies or other terms and conditions contained in the award.

Expenditures: Costs incurred for goods and services that cause decreases in net financial resources.

Finding: An instance where noncompliance with requirements contained in federal or State law, regulation, administrative code, guidance or other promulgations are determined and are issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations.

Observation: A reportable condition that does not currently have a material effect on internal controls and the accuracy of the financial information. An observation, if not addressed, presents the possibility of a future circumstance of non-compliance and/or internal control weaknesses.

Questioned Cost: A cost that is questioned by the monitor because of a monitoring finding **(1)** that resulted from a violation or possible violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the use of Federal funds, including funds used to match Federal funds; **(2)** where the costs, at the time of the monitoring review, are not supported by adequate documentation; or **(3)** where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Recommendation: Suggested corrective action(s) for a finding and/or observation identified in a monitoring report. The recommendation, where and when appropriate, should address the cause of the problem, not the problem itself.

P rogram Monitoring Review Purpose and Scope

Purpose

The review was conducted to ensure compliance with standards prescribed by the Texas Workforce Commission, the U.S. Department of Labor Employment and Training Administration, TWC Financial Grants and Contracts Manual, program regulations, contractual agreements, Board Plan(s), OMB Circulars, H.B. 1863, Appendix A of the Workforce Board’s contractual agreement with Texas Workforce Commission, WD Letters and other regulatory rules as prescribed by each grant. It focused on appropriateness of training for workforce customers, quality of training processes, training outcomes and other benefits to participants and workforce performance outcomes.

Additionally, future reviews will be assessed based on the effectiveness of corrective action implemented by the Contractor to address findings identified in this monitoring report.

Scope

We randomly selected and reviewed program files for the review period of January 1, 2023 to December 31, 2023. In some instances, the review went beyond the scope to attain a more accurate understanding of the services and/or activities. The program element(s) reviewed included, but were not limited to, the following:

- | | |
|--|---|
| <p>1. CHOICES</p> <ul style="list-style-type: none">• Eligibility• Data Integrity• Personal Identifiable Information (PII)• Documentation/Verification of Participation Hours/Employment• Timely and Reasonable Attempts• Initiation of Sanction and Good Cause | <p>2. TAA</p> <ul style="list-style-type: none">• EOS• Waivers• Case Management - Remedial and/or Prerequisite Training• Reemployment Plans• Benchmarks• Service Tracking• Data Integrity• PII |
|--|---|

The number of files per Program reviewed:

NUMBER OF FILES REVIEWED	
Program Area	NUMBER
Choices	10
TAA	3
TOTAL	13

Choices

FINDINGS:

1. Participation Hours in TWIST do not match documentation in the case file in one of the 7 files, (17%).

TWIST ID 19987668: Verified hours were found in Daily Time Tracker but no supporting documentation was found.

One (1) case was identified as needing improvement (**TWIST ID 2472040**). Although the documents and DTT did match, the case note did not. Correction notes were entered.

RECOMMENDATION: Contractor must ensure that participation hours entered in TWIST match the supporting documentation in the case file.

EQUUS Response: Staff received technical assistance training, reviewing each error, in a Choices meeting on 04/04/2024. Program policy was reviewed for understanding and staff were trained in accurate procedures for the following elements. Quality Assurance tools have been updated and each element will be reviewed during monthly and quarterly monitoring reviews.

1. **Review Documentation:** Case Manager will thoroughly examine the supporting documentation provided in the case file. This includes any records, time logs, or other relevant materials related to tracking allowable services for Choices.
2. **Cross-Check with TWIST Entries:** Compare the information in the documentation with the hours entered in **TWIST**. Ensure that the hours recorded in TWIST accurately reflect the actual participation and work performed.
3. **Address Discrepancies:** If any discrepancies are identified (e.g., incorrect hours, missing entries, or inconsistencies), the case manager will promptly address them. This may involve adjusting TWIST entries or providing additional documentation to support the recorded hours.
4. **Document Changes:** Any modifications made to TWIST entries should be well-documented. Case Manager should maintain clear records of any adjustments, explanations, or corrections made to ensure transparency and accountability in the customers file located in SAFE.

MONITOR'S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

AREAS OF CONCERN:

1. In one (1) of the nine (9) files, eligibility verification was not found in the file on the date of WOA and Intake. TANF was denied the same day. Staff added correction and TIERS documents the next day and closed the case.
2. In one (1) case, a customer reported a good cause. Staff gave instructions to move forward by contacting the community service contact. In the following note a penalty was initiated and there is no mention of the good cause determination.
Recommendation: Staff should ensure that if a good cause is presented, it is addressed whether it is approved or denied with the customer and reflected in the case notes.
Guidance: Workforce North Texas: Choices Non-cooperation, Good Cause and Penalty Requests - pg. 5 - If Good Cause is NOT Determined – Inform the Family of the Violation, the right to appeal and the procedures to re-instate TANF benefits. Cooperation Notice is NOT sent to HHSC. Case is closed the last day of the month (in the 2nd month of non-cooperation).
3. **PII Violation – In one case a Tiers printout for another customer was found in the file. The monitor sent for immediate action, 2/20/24. Contractor removed from case 2/20/2023.**
4. No participation hours are given for WOA, Intake, or TABE assessment in most cases. Guidance: B-603: TWIST Documentation
5. Form 1836 was not entered in the TWIST TANF History tab, in one case. Guidance: B-307.c: Serving Individuals with Disabilities.

Observations:

- A customer had a reduction in work hours by the employer, the customer stacked activity with job search to meet the minimum requirement. CM indicated that customer's case would be closed after one month if employment hours were not increased to 30. Monitoring is questioning if this meets the goals of the program and the customer. No other options were given or discussed with the customer. Guidance: B-502: Other Choices Program Activities.

TAA

Three cases were reviewed to determine if all elements were completed. There were no issues of noncompliance identified.

FILE REVIEW SAMPLE LISTS

CHOICES MONITORING SAMPLE LIST

TWIST ID	FUND SOURCE
11331106	Choices
2472040	Choices
18996486	Choices
13831429	Choices
20172862	Choices
19691496	Choices
10911155	Choices
5653523	Choices
14910568	Choices
19987668	Choices

TAA MONITORING SAMPLE LIST

TWIST ID	FUND SOURCE
945620	TAA
3585360	TAA
6470273	TAA

CITATIONS:

Texas Workforce Commission Rules

Texas Workforce Commission Choices Guide (2021)

Equus Procedure, Choices Non-Cooperation, Good Cause and Penalty Requests

Report on the Annual
Program Monitoring
Evaluation
Of the Workforce
Grants Administered
by:

Rolling Plains Management Corporation (RPMC)

In their capacity of Child Care Contractor in the *North Texas Workforce
Development Area*

March 1, 2024

RPMC RESPONSE

Report Number:	PY24-03
Report Type:	Annual Child Care Program Monitoring Report
Report Status:	Final
Report Issue Date:	March 1, 2024
Report Final Date:	March 19, 2024
Entity Reviewed:	Rolling Plains Management Corporation (RPMC)
Review Type:	Annual Child Care Program Review of the Workforce Grants administered by RPMC and funded by the <i>Workforce Solutions North Texas</i> (the Board)
Applicable Period:	January 1, 2023, through December 31, 2023
Dates of Fieldwork:	Off-site desk review conducted during the month of February and March 2024
Exit Date:	March 7, 2024
Issuance of Draft Report:	March 1, 2024
Review Conducted by:	Diaz, Smith and Associates Rachael Robertson
Report Developed by:	Rachael Robertson Sujuane Smith

Applicable Definitions

AREA OF CONCERN: A general noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e., repeat violations, issues indicative of systemic problems). These items while documented in the workpapers may or may not be included in the report. All areas of concern items are discussed during the review and/or exit conference.

Board: North Texas Workforce Development Board dba. *Workforce Solutions North Texas* created pursuant to Texas Government Code§2308.253 and certified by the Governor pursuant to Texas Government Code §2308.261.

Briefing Item: A general noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems). These items while documented in the workpapers may or may not be included in the report. All briefing items are discussed on-site during the review and/or exit conference.

Finding: An instance where noncompliance with requirements contained in federal or State law, regulation, administrative code, guidance, or other promulgations are determined and are issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations.

Observation: A reportable condition that does not currently have a material effect on internal controls and the accuracy of the financial information. An observation, if not addressed, presents the possibility of a future circumstance of non-compliance and/or internal control weaknesses.

Questioned Cost: A cost that is questioned by the monitor because of a monitoring finding **(1)** that resulted from a violation or possible violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the use of Federal funds, including funds used to match Federal funds; **(2)** where the costs, at the time of the monitoring review, are not supported by adequate documentation; or **(3)** where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Recommendation: Suggested corrective action(s) for a finding and/or observation identified in a monitoring report. The recommendation, where and when appropriate, should address the cause of the problem, not the problem itself.

Program Review Purpose

The scope of the review was from January 1, 2023, to December 31, 2023, and the elements reviewed included but not limited to the following:

- Eligibility
- Data Integrity
- Personal Identifiable Information (PII)
- Attendance
- Early Terminations
- DFPS Referrals
- Parent Share of Cost
- Fraud/Recoupment/PIRTS

The number of files reviewed:

NUMBER OF FILES REVIEWED	
Program Area	NUMBER
Client Services – Eligibility	39
DFPS Referrals	9
Early Terminations	0
Child too Old for Care	4
TOTAL	51

RPMC reported that no children were terminated from care due to excessive absences or nonpayment of parent share of cost.

PIRTS/Fraud cases were not reviewed due to PIRTS system access. The monitor may address cases in follow-up monitoring, at the request of the Board.

Because of inherent limitations in any system of internal and administrative controls used in administering federal programs, errors or irregularities may nevertheless occur and not be detected. Also, projection of any evaluation of the systems to future periods is subject to the risk that procedures may become inadequate because of changes in conditions or that the degree of compliance with the procedures may deteriorate. The workpapers and source documents resulting from this review are maintained by *Diaz, Smith and Associates* and are available for inspection with approval by the *North Texas Workforce Development Board (the Board)*.

Program Review Findings:

1. Income was not calculated correctly in four(4) of the twenty-four (24) applicable files (17%).

TWIST ID 13600972: Staff did not include a bonus. The difference would have added \$7.83 to the family income. It did not have an impact on the Parent Share of Cost.

TWIST ID 14359641: Staff did not follow the contractor's procedure in calculating bonus pay. The difference would have decreased the family income by \$85.13. It did not have an impact on the Parent Share of Cost. The staff also attempted to contact both the customer and employer to find out the frequency of the bonus pay. The staff processed the application without verification.

TWIST ID 15501981: Staff averaged paystubs over seven paystubs, when the customer only submitted six stubs. This caused the income to be less, \$329.23. The staff calculated income at \$2209.28, which matches the Monitor. Contractor Quality team sent the case back to staff to correct the income. The income on NOE was updated to 1893.66, PCOS \$90. The Income Tab on TWIST reflects \$2209.28. Notes are not clear. This had an impact on the Parent Share of Cost.

TWIST ID 11901826: Staff did not follow the contractor's procedure in calculating Bonus pay. The difference would have increased the family income by \$208.34. This had an impact on the Parent Share of Cost.

In D-107.d: Bonuses and Lump Sum Payments of the TWC, Childcare Guide, it is stated "...Boards must ensure that, if pay documents indicate that a family member received a bonus or other lump sum during the income calculation period or in the year-to-date amount, staff determines the number of months the bonus or lump sum covers and if there is any expectation of future repetition. In that case, the sum is averaged over the applicable number of months to reach an average monthly figure."

Contractor's procedure Income Calculations further states that "...Client Services staff must contact the client at determination, redetermination or when new employment is reported, to inquire about the possibility of employer-paid bonuses or lump sum payments that would affect household TGMI.

If a paystub reflects a bonus (one-time or ongoing) or a lump sum payment from the employer, the income amount will be calculated as follows:

$$(\text{Sum of the YTD amount(s)}) / \text{the appropriate \# of months}$$

RECOMMENDATION: Contractor may consider re-training staff on bonus pay calculations and clarify procedures.

RPMC Response: Client Services Procedure-Income Calculations were updated, and Client Services Training is scheduled for March 21, 2024 for retraining on areas recommended

MONITOR'S RESPONSE: The corrective action appears sufficient to address the finding. This area will be reviewed during the next monitoring cycle or at the request of the Board. The monitor will assess the effectiveness of the implementation of the corrective action.

STATUS: PENDING

Review Areas of Concern:

1. In one (1) of the ten (10) applicable files reviewed, staff did not open the activity interruption in TWIST, per D-601.f: Tracking Initial Eligibility for Children Experiencing Homelessness.
2. In two (2) of the thirty-seven (37) files reviewed, the Parent Share of Cost was assessed incorrectly. This was due to an income calculation error.
3. In applicable files, the monitor found that customers that have been employed for more than three months were not required to submit paystubs. In most cases, an Employment Wage Verification (EWV) was used in place of paystubs. In some cases, staff processed less than the required timeframe or with missing stubs. There was little or no mention of the reasoning in the case notes. There was also no explanation of how income was calculated in the case notes.

Recommendation - Review: D-107.a: Determining Average Gross Monthly Family Income from Earnings at Initial Eligibility and at Eligibility Redetermination - "Unless a family member has an insufficient work history or other constraints to obtaining necessary documentation, in accordance with local procedures, Board contractor staff must review the previous three months of income for monthly pay periods, the previous 13 weeks for weekly pay periods, or the previous 12–14 weeks for biweekly pay periods for each family member to determine average earnings and the family's financial situation.....The time frame and type of income documentation used must be clearly explained in TWIST Counselor Notes, which includes number of check stubs used to calculate income. If the number of check stubs differs from what is required based on local policy, a clear explanation of the difference must be included in TWIST Counselor Notes."

4. The Contractor's procedure states that after 2 attempts to verify the employment wage form, the staff can process without verification. (Income Calculations Procedure). According to TWC Childcare guide all work activity and income must be verified.

Recommendation - Reviewing TWC Childcare Guide D-106.e: Income Verification and D-202: Calculating Work Activity.

5. Staff are rounding hours up when given a range of hours on the EWV. Example: Hours vary 25-30 hours per week. The average of which is 27.50. Staff is rounding to 28 hours to calculate income. The Contractor's procedure state that the average hours will be used.

Recommendation - Updating procedure if this is acceptable.

6. In two (2) files, The Eligibility Characteristics 12 - Job Search was not used for Initial Job Search, when opening the Program Detail.

Recommendation - Reviewing: D-1008.g: Initial Job Search.

7. In one (1) Choices Child Care case, the period of eligibility should have continued when a former choices participant returned to Choices. The program detail was opened for another year. Recommend Review of TWC Child Care Guide section D-301.g: Communication between Choices and Child Care Staff - Return to Choices from a recent Choices case closure: If the parent is within a 12-month eligibility period, care continues within that eligibility period, and the open Activity Interruption record is ended.
8. In one (1) Choices Child Care case, form 2510 stated the customer is a TANF Applicant but the program detail shows Choices.

Program Review Observations:

Four (4) of the thirty-one (31) cases reviewed for eligibility had data entry errors.

Errors included but not limited to:

- Misspelled names
- Data errors in the case notes
- Address mismatches between documentation and TWIST, with no mention of the change in case notes.
- Missing program detail information in TWIST

Childcare DFPS

Nine (9) cases were reviewed to determine if the referrals were made within the three-day requirement and if required information was entered in TWIST as recorded on Form 2054. One case contained an error in the spelling of a child in care.

Children too Old for Care

Four (4) cases were reviewed to determine if the report was addressed in the case note. The cases were also reviewed to ensure the contractor did not end care, unless at the parents' request. There were no issues of noncompliance identified.

MONITORING

SAMPLE

LISTS

CLIENT SERVICES – ELIGIBILITY

RECORD	TWIST ID
1.	9445563
2.	12828165
3.	11832870
4.	13909981
5.	884146
6.	13600972
7.	13543917
8.	14359641
9.	1640418
10.	2478578
11.	14762353
12.	14406545
13.	19762026
14.	8330025
15.	8978894
16.	16266128
17.	15501981
18.	18779734
19.	13731657
20.	16373734
21.	10182140
22.	8206518
23.	11901826
24.	15949199
25.	16156089
26.	12809237
27.	13471561
28.	8206652
29.	11469871
30.	12432808
31.	15156480

CHOICES CHILDCARE

RECORD	TWIST ID
1.	1948906
2.	11637181
3.	13141147
4.	2909525
5.	20116351
6.	10550184
7.	13646271

DFPS REFERRALS

RECORD	TWIST ID
1.	17431355
2.	19689682
3.	11227737
4.	18528134
5.	13155017
6.	9709138
7.	10339597
8.	1980416
9.	11561188

CHILDREN TOO OLD FOR CARE

RECORD	TWIST ID
1.	8903418
2.	10410548
3.	755911
4.	2192835

CITATIONS:

TWC Child Care Guide

Technical Assistance Bulletin 276 - Child Care Fraud Detection Report Tools—Update

RPMC Procedures

Client Services Procedure: CLIENT ELIGIBILITY

Client Services Procedure: Income Calculations

Client Services Procedure: Redetermination of Services

Multi-Department Procedure: SECURITY OF PERSONALLY IDENTIFIABLE INFORMATION (PII)

Report on the
Annual Financial
Monitoring
Evaluation
Of the:

Equus Workforce Solutions

In their capacity of, *Workforce and Specialty* Contractor for the
Workforce Solutions North Texas

February 6, 2024

Report Number: WFSNT 24-07

Report Type: Final

Report Issue Date: February 6, 2024

Review Type: Annual *Workforce* financial monitoring evaluation

Entity Reviewed: *Equus Workforce Solutions, (EWS)*
In their capacity of Workforce Contractor for the
Workforce Solutions North Texas (the Board)

Review Period: December 1, 2022 through October 31, 2023

Review Conducted by: **D**iaz, **S**mith, and **A**ssociates
Anna Rocha-Diaz
Sujuane Smith
Donna Richardson, CPA
Edward Taylor

Dates of Fieldwork: Off-site desk review

Exit Conference: January 26, 2024

Report Developed by: Edward Taylor

pplicable Definitions

Board: The *North Texas Workforce Development Board Db a Workforce Solutions North Texas* created pursuant to Texas Government Code §2308.253 and certified by the Governor pursuant to Texas Government Code §2308.261.

Briefing Items: are general noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e., repeat violations, issues indicative of systemic problems). These items while documented in the workpapers may or may not be included in the report. All briefing items are discussed on-site during the review. The determination of report inclusion shall be based on criteria as determined by the Board.

Disallowed Costs: Those charges to an award that are determined to be unallowable, in accordance with the applicable Federal cost principles, applicable State rules, regulations, policies or other terms and conditions contained in the award.

Finding: an instance where noncompliance with requirements contained in federal or State law, regulation, administrative code, guidance or other promulgations are determined and are considered to be issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations.

FMGC: *Texas Workforce Commission Financial Manual for Grants and Contracts*

Notable Practices - are informative statements that highlight and recognize positive processes and improvements.

Observations: A reportable condition that does not currently have a material effect on internal controls and the accuracy of the financial information. An observation, if not addressed, presents the possibility of a future circumstance of non-compliance and/or internal control weaknesses. Additionally, observations are informative statements or constructive comments made to identify processes that can assist the entity being reviewed improve service delivery and result in positive program outcomes. Observations are not expected to be responded to

Questioned cost: A cost that is questioned by the monitor because of a monitoring finding **(1)** that resulted from a violation or possible violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the use of Federal funds, including funds used to match Federal funds; **(2)** where the costs, at the time of the monitoring review, are not supported by adequate documentation; or **(3)** where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Recommendation: Suggested corrective action(s) for a finding and/or observation identified in a monitoring report. The recommendation, where and when appropriate, should address the cause of the problem, not the problem itself.

F inancial Monitoring Review Scope

This financial monitoring evaluation of *Equus Workforce Solutions, (EWS)* in its capacity of Workforce Center contractor of the *Workforce Solutions North Texas* (the Board) was performed to assess the reliability of review period fiscal data. Additionally, the review evaluated the degree of compliance with the applicable Board contract(s), policies, laws, regulations, and the adequacy of internal fiscal controls. The following areas/items were examined:

1. Applicable Contract(s):

2021-005 WFC PY2023, Various, Period 10/1/22-9/30/23, \$4,750,019.39

2021-005 WFC PY2024, Amend 2, Period 10/1/23-9/30/24, \$3,576,442.68

2. Cash Management: The EWS, bank statements and reconciliations for period August through October 2023 were reviewed for the following accounts:

- Arbor E&T LLC, North Texas Support Services *Imprest* account
- Wells Fargo, Account Ending (redacted)

Our review included an evaluation of internal bank reconciliation controls and collateral agreement adequacy, if applicable, for any balances in-excess of FDIC coverage.

3. Budget and Reporting: We compared EWS administration and program expenditures reported to the Board to applicable contract budgets and the EWS general ledgers for the periods ended September and October 2023. Additionally, we projected expenditures by line item to the end of the current contract period using a straight-line method.

4. Cost Allocation Plan, Indirect Cost and Allocated Costs Testing: *The review of these items is currently being conducted the results therefrom will be issued as an addendum to this report upon completion.*

5. Disbursements: Supporting documentation for forty-one (41), judgmentally selected direct disbursement transactions occurring during the review period was examined.

6. Individual Training Account (ITA): We examined supporting documents for eight (8) ITA's occurring in and/or applicable to the review period. Documents reviewed include: ITA checklist, Training Authorization Form, WFS Training Agreement, State ETPL, ITA Voucher, and TWIST ITA printout

7. **Payroll:** Payroll documentation for ten (10) EWS employees charged directly and/or indirectly all or in part, to its contracts with the Board was reviewed for the pay periods as follows:

No	Pay Period Start	Pay Period End	Pay Date
1	11/19/2022	12/2/2022	12/9/2022
2	12/3/2022	12/16/2022	12/23/2022
3	12/17/2022	12/30/2022	1/6/2023
4	4/22/2023	5/5/2023	5/12/2023
5	5/6/2023	5/19/2023	5/26/2023
6	5/20/2023	6/2/2023	6/9/2023
7	8/26/2023	9/8/2023	9/15/2023
8	9/9/2023	9/22/2023	9/29/2023
9	9/23/2023	10/6/2023	10/13/2023

Items reviewed included employee time sheets, pay (rate) authorization documents, job descriptions, forms I-9 and W-4, canceled checks, leave authorizations, and allocation worksheets (where applicable).

8. **Audit:** We examined the SEFA's for the fiscal year's ending December 31, 2021 and December 31, 2022. The reports were prepared by *ML Weeks and Company PC* and issued June 29, 2022 and May 30, 2023.
9. **Insurance:** We examined EWS insurance policies applicable to this project for the periods ending July 1, 2022 and July 1, 2023.
10. **On the Job Training Agreement (OJT):** We examined supporting documents for two (2) OJT agreement occurring in and/or applicable to the review period. Documents reviewed include: *OJT/WE checklist, Work Experience Referral, TWIST notes, Timesheets, Work Experience Worksite Agreement, and Work Experience Trainee Agreement*
11. **Cash Equivalents:** We reviewed the physical inventory values of the bus passes, gas cards and incentive cards as of October 31, 2023, (as prepared by Equus), to the General Ledger. Additionally, from the inventory list of "on-hand" as of December 31, 2023, bus passes, gas cards and incentive cards we randomly selected ten (10) items for physical review. We received copies of the actual physical cards.

12. **Procurement:** We examined the EWS procurement documentation associated with five (5) *micro/small purchase procurements*.

13. **Work Experience:** The following work experience documentation occurring in and/or applicable to the review period was examined for four (4) clients:

- *Worksite Agreements*
- *Timesheets*
- *I-9s*
- *W-4s*
- *Payroll Register/Check Stubs*
- *Applicable Policies*

Because of inherent limitations in any system of internal accounting and administrative controls used in administering federal financial assistance programs, errors or irregularities may nevertheless occur and not be detected. Also, projection of any evaluation of the systems to future periods is subject to the risk that procedures may become inadequate because of changes in conditions or that the degree of compliance with the procedures may deteriorate.

*The work-papers and source documents resultant from this review are maintained by **Diaz Smith and Associates** and are available for inspection with approval by the **North Texas Workforce Development Board** (the Board).*

Financial Monitoring Review Findings and Observations

Findings

Our financial review of the *Equus Workforce Solutions, (EWS)* evaluated the areas outlined in the Review Scope section of this report and did not determine any reportable findings. Accordingly, no findings are presented.

Observations

Our financial review of the *Equus Workforce Solutions, (EWS)* evaluated the areas outlined in the Review Scope section of this report and did not determine any reportable observations. Accordingly, no observations are presented.

Report on the
Annual Financial
Monitoring
Evaluation
Of the:

Rolling Plains Management Corporation

In their capacity of, *Child Care* Contractor for the
Workforce Solutions North Texas

February 6 ,2024

Report Number: WFSNT 24-06

Report Type: FINAL

Report Issue Date: **Draft: February 6, 2024**
Final: February 28, 2024

Review Type: Annual *Child Care* financial monitoring evaluation

Entity Reviewed: *Rolling Plains Management Corporation, (RPMC)*
In their capacity of Child Care Contractor for the
Workforce Solutions North Texas (the Board)

Review Period: December 1, 2022 through October 31, 2023

Review Conducted by: **D**iaz, **S**mith, and **A**ssociates
Anna Rocha-Diaz
Sujuane Smith
Donna Richardson, CPA
Edward Taylor

Dates of Fieldwork: Off-site desk review

Exit Conference: January 26, 2024

Report Developed by: Edward Taylor

pplicable Definitions

Board: The *North Texas Workforce Development Board Dba Workforce Solutions North Texas* created pursuant to Texas Government Code §2308.253 and certified by the Governor pursuant to Texas Government Code §2308.261.

Briefing Items: are general noncompliance conditions that are observed and documented by the monitors based on established law, procedures, or other authoritative guidance. These noncompliance conditions are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e., repeat violations, issues indicative of systemic problems). These items while documented in the workpapers may or may not be included in the report. All briefing items are discussed on-site during the review. The determination of report inclusion shall be based on criteria as determined by the Board.

Disallowed Costs: Those charges to an award that are determined to be unallowable, in accordance with the applicable Federal cost principles, applicable State rules, regulations, policies or other terms and conditions contained in the award.

Finding: an instance where noncompliance with requirements contained in federal or State law, regulation, administrative code, guidance or other promulgations are determined and are considered to be issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations.

FMGC: *Texas Workforce Commission Financial Manual for Grants and Contracts*

Notable Practices - are informative statements that highlight and recognize positive processes and improvements.

Observations: A reportable condition that does not currently have a material effect on internal controls and the accuracy of the financial information. An observation, if not addressed, presents the possibility of a future circumstance of non-compliance and/or internal control weaknesses. Additionally, observations are informative statements or constructive comments made to identify processes that can assist the entity being reviewed improve service delivery and result in positive program outcomes. Observations are not expected to be responded to

Questioned cost: A cost that is questioned by the monitor because of a monitoring finding **(1)** that resulted from a violation or possible violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the use of Federal funds, including funds used to match Federal funds; **(2)** where the costs, at the time of the monitoring review, are not supported by adequate documentation; or **(3)** where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Recommendation: Suggested corrective action(s) for a finding and/or observation identified in a monitoring report. The recommendation, where and when appropriate, should address the cause of the problem, not the problem itself.

F inancial Monitoring Review Scope

This annual financial monitoring evaluation of the *Rolling Plains Management Corporation, (RPMC)* was conducted on behalf of the **Workforce Solutions North Texas (the Board)**. The review was performed to assess the reliability of review period fiscal data. Additionally, the review evaluated the degree of compliance with the applicable Board contract(s), policies, laws, regulations, and the adequacy of internal fiscal controls. The following areas/items were examined:

1. **Applicable Contracts:** The following contracts were applicable to this review:
 - 2022-008, CCS FY2023-2, Amend 2, in the amount of \$9,085,728.55, for the period 10/1/2022-10/31/2023
2. **Cash Management:** The following RPMC Bank, bank statements and reconciliations for the accounts for the three-month period ending October 31, 2023.
 - *Operating Account* October through November 2022
 - *Payroll Account* October through November 2022
 - *Herring Bank, RPMC (Baylor, Cottle, F.H.W),*
 - *Crowell State Bank, RMPC 1,*Our review included an evaluation of internal bank reconciliation controls and collateral agreement adequacy, if applicable, for any balances in-excess of FDIC coverage.
3. **Budget and Reporting:** We compared RPMC administration and program expenditures reported to the Board to applicable contract budgets and the RPMC general ledgers for the periods ended September and October 2023. Additionally, we projected expenditures by line item to the end of the current contract period using a *straight-line* method.
4. **Direct Child Care (COVID and Non-COVID):** We selected fifteen (15) Child Care clients from 230 reports for the months of December 2022, May 2023, and September 2023. Our review consisted of an evaluation and/or consideration of the following where applicable.
 - *Client Files*
 - *Provider files for each applicable client*
 - *Billing files for each selected provider*
 - *EFTs for the selected billings*
 - *Listing of TRS and School Ready Providers*
 - *Child Care Policies and Procedures*
 - *CCMS Maximum Rates*
 - *TWIST rate schedule for each provider selected*

5. **Cost Allocation Plan:** We examined the RPMC *Cost Allocation Plan* applicable to the review period.
6. **Payroll:** Payroll documentation for four (4) RPMC employees charged directly and/or indirectly all or in part, to its contracts with the Board was reviewed for the pay periods as follows:

No	PERIOD START	PERIOD END	PAY DATE
1	11/27/2022	12/10/2022	12/16/2022
2	12/11/2022	12/24/2022	12/30/2022
3	12/25/2022	1/7/2023	1/13/2023
4	4/30/2023	5/13/2023	5/19/2023
5	5/14/2023	5/27/2023	6/2/2023
6	5/28/2023	6/10/2023	6/16/2023
7	9/3/2023	9/16/2023	9/22/2023
8	9/17/2023	9/30/2023	10/6/2023

Items reviewed included employee time sheets, pay (rate) authorization documents, job descriptions, forms I-9 and W-4, canceled checks, leave authorizations, and allocation worksheets (where applicable).

7. **Disbursements:** Supporting documentation for forty-five (45), judgmentally selected direct disbursement transactions occurring during the review period was examined.
8. **Audit:** We examined the RPMC *Financial Statements and Independent Auditors Report* for the fiscal years ending November 30, 2021 and 2022. The reports were prepared by *MWH Group PC* and timely issued.
9. **Indirect Costs:** In response to intra-review inquiry the RPMC provided the following responses regarding its use of an *indirect cost rate* to allocate its overhead expenses. Per RPMC: "*RPMC 1st opted to use the De Minimis Indirect Rate*"
10. **Procurement:** We examined the RPMC procurement documentation associated with four (4) *micro/small purchase* procurements occurring during the review period.
11. **Insurance:** We examined RPMC insurance policy(s) applicable to the review period.

Findings

1. Disbursement Testing Travel

We examined supporting documentation for forty-five (45), judgmentally selected direct disbursement transactions occurring during the review period. Our sample included four (4) travel transactions. Our review of the travel transactions determined the following exceptions with three (3) of the four (4) tested.

- a) **Travel Transaction 1:** The correct mileage rate was utilized, however there were mileage variances on *reimbursement miles* paid to employee A (Paid 150 miles, should be (s/b) 148.7 miles, Variance \$0.81-over); employee B (Paid 188 miles SB 188.7 miles, Variance \$-0.44 under). **Total Net Variance \$0.38 (over) - Insignificant Variance**
- b) **Travel Transaction 2:** Employee C July 31, 2023 mileage for to attend annual training. The milage reimbursement rate used was 0.66 but s/b 0.655, variance of 0.005 per mile. Paid 170.80 miles, Paid \$112.73, should be \$111.87, Variance \$0.86. **Insignificant Variance**
- c) **Travel Transaction 3:** The milage reimbursement rate used was 0.66 but s/b 0.655, variance of 0.005 per mile. Employee D (Paid \$112.73, Variance \$0.86), Employee F (Paid \$112.79, Variance \$0.92) and Employee G Paid \$112.73, Variance \$0.86). **Total Variance \$2.63 - Insignificant Variance**

Our review determined the variances as outlined in items a-c above. While the individual variances are insignificant the frequency of occurrence dictates this finding.

Recommendations

RPMC should review its travel transactions to ensure that employees are reimbursed using the correct mileage and milage rate(s). RPMC should, in its response to this report, outline what it will do to ensure travel transactions billed to the Board in the period covered by this financial monitoring review and all periods subsequent thereto are correct. If the cumulative of the RPMC review results in a material variance (as defined by the Board) a method of resolution should be determined by the Board.

RPMC Response (02/15/2024):

RPMC implemented a new payroll processing system in August of 2023. It has been determined that the mileage reimbursement rate was set up incorrectly during the conversion at the rate of \$0.66 per mile not the GSA rate of \$0.655 per mile. Upon notification of this issue, RPMC pulled all mileage reports and reviewed the variances. There was a total of 12 mileage reports paid at the incorrect rate with a total overage

of \$5.20 during the contract in question. Six (6) of those reports had overages of less than \$0.10. With the highest overage on one (1) report of \$0.92. RPMC has re-classed \$3.49 of the \$5.20 in question to local funds at the request of DSA. In addition, RPMC has verified that the mileage rate in the automated payroll is currently set to the GSA rate and has the ability to conduct internal reviews with this system by running regular reports. Any discrepancies found during regular monitoring will be corrected by accounting staff.

Monitor's Response (2/28/24)

DSA applauds the depth, promptness, and comprehensiveness of the corrective action undertaken by RPMC. Accordingly, DSA considers this finding resolved.

Observations

Our financial review of the *Rolling Plains Management Corporation, (RPMC)* evaluated the areas outlined in the Review Scope section of this report and did not determine any reportable observations. Accordingly, no observations are presented.

Board Procurement List
3/1/2023 - 2/1/2024

Contractor/Vendor	Purchase date	Total cost	Goods/Services	Type	Since last meeting	12-Month rolling
2B Promotional Products	6/12/2023	\$ 1,573.00	Annual Reports	Micro		\$ 1,573.00
Adobe	3/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	4/11/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	4/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	6/24/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	7/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	8/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	9/29/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	10/5/2023	\$ 359.88	Adobe Cloud Annual	Micro		
Adobe	10/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	11/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	12/23/2023	\$ 119.95	Acrobat Pro DC for 6	Micro		
Adobe	1/9/2024	\$ 119.95	Acrobat Pro DC for 6	Micro	\$ 119.95	
Adobe	1/23/2024	\$ 119.95	Acrobat Pro DC for 6	Micro	\$ 119.95	
Adobe	2/23/2024	\$ 119.95	Acrobat Pro DC for 6	Micro	\$ 119.95	\$ 1,919.23
Affordable Texas Movers	4/17/2023	\$ 397.50	Labor to switch offices at the Board office	Micro		\$ 397.50
Amazon	3/5/23	\$ 26.93	IPhone chargers	Micro		
Amazon	3/7/23	\$ 1,906.98	Surface Pro and Keyboard for Board Staff	Micro		
Amazon	4/3/2023	\$ 9.49	HOLDERS	Micro		
Amazon	4/13/2023	\$ 67.99	Docking Station for Board Staff	Micro		
Amazon	5/2/2023	\$ 280.96	Office Supplies for Staff	Micro		
Amazon	5/22/2023	\$ 252.76	Toner probe	Micro		
Amazon	5/24/2023	\$ 219.16	2 TV stand Carts	Micro		
Amazon	5/25/2023	\$ 335.00	Printer board staff	Micro		
Amazon	5/25/2023	\$ 339.95	Docking Stations for Center Staff	Micro		
Amazon	6/21/2023	\$ 49.78	Mailing suppliers	Micro		
Amazon	6/22/2023	\$ 12.98	Phone chargers	Micro		
Amazon	7/3/2023	\$ 179.00	Pocket talker WFC	Micro		
Amazon	7/7/2023	\$ 98.89	Docking station, keyboard WKC	Micro		
Amazon	8/22/2023	\$ 425.28	Paper products	Micro		
Amazon	9/15/2023	\$ 561.44	Webcams	Micro		
Amazon	10/6/2023	\$ 244.45	5 Docking Stations	Micro		
Amazon	10/9/2023	\$ 63.72	office supplies	Micro		
Amazon	1/11/2024	\$ 949.30	Child Care cots and office supplies	Micro	\$ 949.30	
Amazon	1/15/2024	\$ 198.36	Office Supplies	Micro	\$ 198.36	
Amazon	1/22/2024	\$ 6.66	Office Supplies	Micro	\$ 6.66	
Amazon	1/25/2024	\$ 23.51	Office Supplies	Micro	\$ 23.51	
Amazon	2/7/2024	\$ 199.99	Replacement Battery	Micro	\$ 199.99	
Amazon	2/15/2024	\$ 503.97	Digital NAS hard drive and Printer	Micro	\$ 503.97	
Amazon	2/24/2024	\$ 163.77	Docking station for laptops	Micro	\$ 163.77	\$ 7,120.32
AT&T Cor	6/13/23	\$ 89.97	3 Business Phones	Micro		
AT&T Mobile	3/1/23	\$ 180.00	AT&T Deposits for iPhones	Micro		
AT&T Mobile	4/3/2023	\$ 1,097.88	Business Cell phones	Micro		
AT&T Mobile	5/18/23	\$ 535.87	Business Cell phones	Micro		
AT&T Mobile	7/15/23	\$ 337.71	Business Cell phones	Micro		
AT&T Mobile	7/15/23	\$ 337.71	Business Cell phones	Micro		
AT&T Mobile	7/15/23	\$ 337.71	Business Cell phones	Micro		
AT&T Mobile	8/3/23	\$ 645.61	Business Cell phones	Micro		
AT&T Mobile	12/3/23	\$ 431.50	Business Cell phones	Micro		
AT&T Mobile Rec	6/3/23	\$ 342.93	Business Cell phones	Micro		
AT&T Mobile Rec	6/5/2023	\$ 190.77	Business Cell phones	Micro		
AT&T Mobile Rec	7/3/23	\$ 190.77	Business Cell phones	Micro		
AT&T Mobile Rec	7/7/23	\$ 342.83	Business Cell phones	Micro		
AT&T Mobile Rec	12/30/23	\$ 275.45	Business Cell phones	Micro		
AT&T Mobile Rec	1/4/24	\$ 365.50	Business Cell phones	Micro	\$ 365.50	
AT&T Mobile Rec	1/15/24	\$ 253.90	Business Cell phones	Micro	\$ 253.90	
AT&T Mobile Rec	2/15/24	\$ 253.90	Business Cell phones	Micro	\$ 253.90	\$ 6,210.01
B&H photo	4/29/2023	\$ 1,179.00	Computer for Center staff	Micro		
B&H photo	6/30/2023	\$ 29.99	Webcam	Micro		
B&H photo	9/19/2023	\$ 439.00	Printer	Micro		
B&H photo	12/22/2023	\$ 1,918.00	B&H Photo Scanners	Micro		\$ 3,565.99
BLUEHOST INC	4/18/2023	\$ 817.02	Annual web hosting service	Micro		\$ 817.02
Boley and Featherston Insurance	3/1/2023	\$ 2,560.00	Directors Officers Liability Renewal	Micro		\$ 2,560.00
Branding Iron Inc	4/21/2023	\$ 488.67	April board meeting meal for 35	Micro		\$ 488.67
Bowie Chamber of Commerce	2/29/2024	\$ 150.00	Annual membership dues	Micro	\$ 150.00	\$ 150.00
Burkburnett Chamber of Commerce	12/4/2023	\$ 103.60	Membership Dues	Micro	\$ 103.60	
Burkburnett Chamber of Commerce	1/24/2024	\$ 103.60	Banquet tickets	Micro	\$ 103.60	\$ 207.20
City of Wichita Falls MPEC	1/12/2024	\$ 4,446.00	RENTAL DEPOSIT FOR MARCH 5 & 6 TRANSITION FAIR	Micro	\$ 4,446.00	\$ 4,446.00
CDW Government Inc	4/7/2023	\$ 76.41	Logic KB mouse MK270 wireless combo (part of ViewSonic bundle)	Micro		
CDW Government Inc	4/24/2023	\$ 151.19	Surface Keyboard for David Dohme	Micro		
CDW Government Inc	5/1/2023	\$ 116.09	Brother HL-L2300D Printer	Micro		
CDW Government Inc	5/18/2023	\$ 191.07	3 Webcams	Micro		
CDW Government Inc	5/19/2023	\$ 1,130.98	2 Monitors for Lobby Area	Micro		
CDW Government Inc	5/20/2023	\$ 11,893.17	3 ViewSonic View board PC and Software For 3 Yr.	Small		
CDW Government Inc	5/22/2023	\$ 116.09	Printer L2300D	Micro		
CDW Government Inc	5/23/2023	\$ 967.49	Scanner	Micro		
CDW Government Inc	6/22/2023	\$ 2,750.00	Seymour Workspace	Micro		
CDW Government Inc	6/27/2023	\$ 424.91	Vernon Lab printer, monitors	Micro		
CDW Government Inc	7/18/2023	\$ 1,166.97	Laptop and monitors for ES	Micro		
CDW Government Inc	8/11/2023	\$ 240.85	PRINTER MOBILE UNIT	Micro		

Board Procurement List
3/1/2023 - 2/1/2024

Contractor/Vendor	Purchase date	Total cost	Goods/Services	Type	Since last meeting	12-Month rolling
CDW Government Inc	9/14/2023	\$ 3,269.30	22 MS office, power strips, monitor	Micro		
CDW Government Inc	10/1/2023	\$ 188.49	Monitor Seymour	Micro		
CDW Government Inc	10/1/2023	\$ 103.99	Monitor - C.H	Micro		
CDW Government Inc	10/5/2023	\$ 1,019.42	Toner Supplies	Micro		
CDW Government Inc	10/23/2023	\$ 294.92	MS Office Suite 2	Micro		
CDW Government Inc	11/16/2023	\$ 23.73	Ethernet Cabels KB	Micro		
CDW Government Inc	11/16/2023	\$ 276.42	Monitors CM's JL BM	Micro		
CDW Government Inc	11/16/2023	\$ 69.11	Monitors CM's BM	Micro		
CDW Government Inc	11/16/2023	\$ 69.11	Monitors CM's BM	Micro		
CDW Government Inc	11/16/2023	\$ 414.64	Monitors CM's CR LM	Micro		
CDW Government Inc	1/12/2024	\$ 1,378.88	RENTAL DEPOSIT FOR MARCH 5 & 6 TRANSITION FAIR	Micro	\$ 1,378.88	
CDW Government Inc	2/25/2024	\$ 290.35	REPLACEMENT BATTERY	Micro	\$ 290.35	\$ 26,623.58
Cognito Forms	9/6/23	\$ 1,049.40	form software - webpage	Micro	\$ 1,049.40	\$ 1,049.40
COI Group LLC	10/23/23	\$ 85,643.21	Seymour Project 20 cubicles, 22 work stations install and electrical	Small		
COI Group LLC	12/27/23	\$ 500.00	Relocated cubicle	Micro		
COI Group LLC	1/23/24	\$ 62,417.44	FURNITURE FREIGHT AND ASSEMBLY	Micro	\$ 62,417.44	
COI Group LLC	1/23/24	\$ 637.32	Stools for library project	Micro	\$ 637.32	\$ 149,197.97
Constant Contact	6/26/23	\$ 997.50	Email marketing platform for our WordPress website.	Micro	\$ 997.50	\$ 997.50
DAVE'S BUG PRO	3/22/2023	\$ 60.00	Bimonthly Pest Control	Micro		
DAVE'S BUG PRO	5/24/2023	\$ 60.00	Bimonthly Pest Control	Micro		
DAVE'S BUG PRO	7/26/2023	\$ 60.00	Bimonthly Pest Control	Micro		
DAVE'S BUG PRO	11/1/2023	\$ 60.00	Bimonthly Pest Control	Micro		
DAVE'S BUG PRO	1/2/2024	\$ 60.00	BIMONTHLY PEST SERVICES NOV 2023-JAN 2024	Micro	\$ 60.00	
DAVE'S BUG PRO	1/24/2024	\$ 60.00	JANUARY 2024 GENERAL PEST CONTROL	Micro	\$ 60.00	\$ 360.00
Dell Marketing LP	11/6/2023	\$ 1,194.37	Optiplex 7010 KB	Micro	\$ 1,194.37	\$ 1,194.37
Diaz and Smith Inc.	3/27/2023	\$ 29,440.00	2023 Fiscal Monitoring	Formal		
Diaz and Smith Inc.	9/27/2023	\$ 1,600.00	2023-2024 FISCAL INTEGRITY REVIEW/REPORT	Formal		\$ 31,040.00
Docu Sign	1/10/2024	\$ 1,552.50	Esigniture business pro/premier support esign	Micro	\$ 1,552.50	\$ 1,552.50
E&M Consulting, Inc	12/19/2023	\$ 805.95	Advertising	Micro	\$ 805.95	\$ 805.95
Edgin Parkman Fleming	6/13/2023	\$ 1,050.00	990 form	Formal	\$ 1,050.00	\$ 1,050.00
EFavorMart.com	7/12/2023	\$ 305.66	Tablecloths for conf. room	Micro	\$ 305.66	\$ 305.66
Evergreen Electronics	9/12/2023	\$ 9,628.90	22 Computers/BSA, Staff computer/Seymour	Micro	\$ 9,628.90	\$ 9,628.90
Facebook	3/30/2023	\$ 75.00	Facebook Ads	Micro		
Facebook	5/6/2023	\$ 125.04	Facebook Ads	Micro		
Facebook	6/1/2023	\$ 100.00	Facebook Ads	Micro		
Facebook	6/30/2023	\$ 2.85	Facebook Ads	Micro		
Facebook	7/13/2023	\$ 150.00	Facebook Ads	Micro		
Facebook	7/30/2023	\$ 2.45	Facebook Ads	Micro		
Facebook	8/30/2023	\$ 98.46	Facebook Ads	Micro		
Facebook	10/10/2023	\$ 171.00	Facebook Ads 10/10/23-10/30/23	Micro		
Facebook	11/7/2023	\$ 99.10	Facebook Ads 11/7/23-11/9/23	Micro		
Facebook	12/8/2023	\$ 83.12	Facebook Ads 12/8/23 - 12/9/23	Micro		
Facebook	12/29/2023	\$ 75.00	Facebook Ads	Micro	\$ 75.00	
Facebook	1/21/2024	\$ 66.78	Facebook Ads	Micro	\$ 66.78	
Facebook	1/17/2024	\$ 22.39	Facebook Ads	Micro	\$ 22.39	
Facebook	1/28/2024	\$ 75.00	Facebook Ads	Micro	\$ 75.00	
Facebook	2/9/2024	\$ 60.14	Facebook Ads	Micro	\$ 60.14	
Facebook	2/19/2024	\$ 75.00	Facebook Ads	Micro	\$ 75.00	
Facebook	2/27/2024	\$ 125.00	Facebook Ads	Micro	\$ 125.00	\$ 1,406.33
Family Dollar	7/21/2023	\$ 60.62	supplies	Micro		
Family Dollar	12/15/2023	\$ 8.61	supplies	Micro		\$ 69.23
FedEx Freight	7/26/2023	\$ 82.00	Delivery freight charge	Micro	\$ 82.00	\$ 82.00
Firehouse Subs	3/20/2023	\$ 256.72	Board Meeting Meal	Micro	\$ 256.72	\$ 256.72
GoTo Technologies	9/1/2023	\$ 1,264.80	Central - 25 Renewal	Micro		
GoTo Technologies	11/14/2023	\$ 167.14	Logmein subscription 11/13/23-11/12/24	Micro		
GoTo Technologies	11/14/2023	\$ 1,002.86	Logmein subscription 11/13/23-11/12/24	Micro		
GoTo Technologies	11/14/2023	\$ 74.29	Logmein subscription 11/13/23-11/12/24	Micro		
GoTo Technologies	11/14/2023	\$ 55.71	Logmein subscription 11/13/23-11/12/24	Micro		\$ 2,564.80
Hoegger Communications	9/13/2023	\$ 1,599.00	WEBSITE HOSTING AND MAINTENANCE YEARLY FEE	Micro	\$ 1,599.00	\$ 1,599.00
Horizon Datasys Corp.	10/12/2023	\$ 32.50	BSA items	Micro	\$ 32.50	\$ 32.50
Hudson Blue Print	10/23/2023	\$ 128.00	BSA Signs	Micro	\$ 128.00	\$ 128.00
Jason's Deli	10/19/2023	\$ 324.70	October 2023 Board Meeting Meal	Micro	\$ 324.70	\$ 324.70
Lowe's	8/2/2023	\$ 74.69	Cart	Micro	\$ 74.69	\$ 74.69
Microsoft	7/6/2023	\$ 4,554.00	Annual Microsoft Subscription	Micro		
Microsoft	2/7/2024	\$ 72.00	Microsoft Software	Micro	\$ 72.00	\$ 4,626.00
NameCheap.com	3/19/2023	\$ 14.76	Renewal ntxworksolutions.com	Micro		
NameCheap.com	6/20/2023	\$ 15.16	Renewal wfsntx.net	Micro		
NameCheap.com	9/23/2023	\$ 16.06	domain renewal	Micro		\$ 45.98
Network Solutions	8/8/2023	\$15.99	Ntxworksolutions.org private registration	Micro		
Network Solutions	8/26/2023	\$42.99	Ntxworksolutions.org domain registration	Micro		
Network Solutions	12/21/2023	\$ 59.03	Domain name, private, and web forwarding renewals	Micro		\$118.01
Office Depot	1/31/2024	\$ 7.78	USB	Micro	\$ 7.78	\$7.78
Quanah Chamber of Commerce	1/10/2024	\$ 50.00	Membership dues	Micro	\$ 50.00	\$50.00
Shutterstock	6/1/2023	\$ 299.00	Annual renewal	Micro	\$ 299.00	\$ 299.00
Solid Border Inc	9/6/2023	\$ 1,041.60	ESET ANNUAL LICENSE RENEWAL	Micro	\$ 1,041.60	\$ 1,041.60
Southern Computer Warehouse	5/1/2023	\$ 111.66	Webcams	Micro		
Southern Computer Warehouse	8/1/2023	\$ 10,141.07	UNITRENDS ANNUAL CLOUD STORAGE AND SOFTWARE 9/30/23-6/29/24	Small		
Southern Computer Warehouse	9/14/2023	\$ 1,428.88	2 OPTIPLEX MICRO CORE TRACKBALL MOUSE	Micro		
Southern Computer Warehouse	9/15/2023	\$ 549.62	Privacy screens, 2 Home ofc, headphones, keyboard/mouse	Micro		
Southern Computer Warehouse	10/16/2023	\$ 1,364.18	2 EA 7010 Micro i3 8G 256G W11 Computers	Micro		

**Board Procurement List
3/1/2023 - 2/1/2024**

Contractor/Vendor	Purchase date	Total cost	Goods/Services	Type	Since last meeting	12-Month rolling
Southern Computer Warehouse	11/1/2023	\$ 82.14	Magenta Cartridge	Micro		
Southern Computer Warehouse	11/1/2023	\$ 86.38	Cyan Cartridge	Micro		
Southern Computer Warehouse	12/11/2023	\$ 19.79	4 Port USB	Micro		
Southern Computer Warehouse	12/11/2023	\$ 71.30	C235 Toner	Micro		
Southern Computer Warehouse	1/3/2024	\$ 325.90	(2) BROTHER HL PRINTERS	Micro	\$ 325.90	
Southern Computer Warehouse	1/17/2024	\$ 162.95	1 BROTHER HL-2370DW XL PRINTER	Micro	\$ 162.95	
Southern Computer Warehouse	2/1/2024	\$ 406.56	22 KEYBOARD/MOUSE COMBOS	Micro	\$ 406.56	
Southern Computer Warehouse	2/2/2024	\$ 15.28	(1) LABEL MAKER REFILL FOR IT DEPARTMENT	Micro	\$ 15.28	\$ 14,765.71
Tech Soup	6/26/2023	\$ 212.00	Bitdefender for BSA	Micro		
Tech Soup	8/25/2023	\$ 1,360.00	5 WiFi Access Points Galaxy	Micro		\$ 1,572.00
Texas Secretary of State	10/24/2023	\$ 1.00	Data for grant	Micro	\$ 1.00	\$ 1.00
Texas Workforce Commission	7/21/2023	\$ 102.50	Child Care brochures printing	Micro		
Texas Workforce Commission	2/20/2024	\$ 171.36	BUSINESS CARDS PO BO-01182024 DM RR SH, CHILD CARE AND KC	Micro	\$ 171.36	\$ 273.86
The Burn Shop	3/23/2023	\$ 2,625.00	Iron sign for the Galaxy	Micro		
The Burn Shop	4/20/2023	\$ 2,625.00	34"X96" Sign Powder Coated Antique Silver	Micro		\$ 5,250.00
The Design Loft	5/23/2023	\$ 2,170.00	Military Flags for Center Lobby	Micro	\$ 2,170.00	\$ 2,170.00
TX CPA	7/26/2023	\$ 100.00	Annual TX Smart Buy membership	Micro	\$ 100.00	\$ 100.00
United Market Street	6/27/2023	\$ 161.97	Board Meeting Meal	Micro		
United Super Market	10/26/2023	\$ 11.57	Board meeting supplies	Micro		
United Super Market	2/2/2024	\$ 245.00	February Board Meeting Meal	Micro	\$ 245.00	
United Super Market	2/8/2024	\$ 5.00	Board Meeting water	Micro	\$ 5.00	\$ 423.54
USPS	5/17/2023	\$ 69.69	Postage Grand Opening	Micro		
USPS	6/22/2023	\$ 271.08	Postage Annual Mtg	Micro		
USPS	6/23/2023	\$ 70.20	Postage Annual Mtg	Micro		
USPS	7/7/2023	\$ 12.60	Postage stamps	Micro		
USPS	12/6/2023	\$ 79.20	Postage for Christmas cards	Micro		\$ 502.77
Visual Edge IT (Benchmark)	4/1/2023	\$ 29.58	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	4/27/2023	\$ 113.83	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	5/25/2023	\$ 12.95	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	6/26/2023	\$ 161.29	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	7/27/2023	\$ 112.57	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	8/30/2023	\$ 102.83	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	9/26/2023	\$ 134.14	Copier Monthly Maintenance	Micro		
Visual Edge IT (Benchmark)	10/27/2023	\$ 79.06	Board - Copier Rate 9/30/23-10/29/23	Micro		
Visual Edge IT (Benchmark)	11/30/2023	\$ 104.95	Board Copier Rate	Micro		
Visual Edge IT (Benchmark)	12/29/2023	\$ 104.05	Board Copier Rate 11/29/23-12/29/23	Micro		
Visual Edge IT (Benchmark)	1/29/2024	\$ 101.53	BOARD COPIER RATE 12/30/23-1/29/24	Micro	\$ 101.53	
Visual Edge IT (Benchmark)	2/28/2024	\$ 13.05	BOARD COPIER RATE	Micro	\$ 13.05	\$ 1,069.83
Walmart	3/7/2023	\$ 310.24	iPhone screen protectors and cases	Micro		
Walmart	4/28/2023	\$ 26.10	Board meal supplies	Micro		
Walmart	5/3/2023	\$ 49.97	Cover	Micro		
Walmart	6/20/2023	\$ 74.30	phone cases	Micro		
Walmart	6/29/2023	\$ 63.88	June Board Meeting supplies	Micro		
Walmart	7/11/2023	\$ 0.24	Veteran photo prints	Micro		
Walmart	7/26/2023	\$ 71.42	supplies	Micro		
Walmart	10/9/2023	\$ 22.21	supplies	Micro		
Walmart	10/30/2023	\$ 169.46	candy for Halloween event	Micro		
Walmart	12/5/2023	\$ 46.80	Christmas cards	Micro		\$ 834.62
Web Fire	4/3/2023	\$ 635.00	Setup Cabling for New IT Staff	Micro		
Web Fire	4/11/2023	\$ 750.40	Cisco Meraki 1 GBE SFP SX fiber transceiver	Micro		
Web Fire	8/4/2023	\$ 58.97	Patch cables for phone issue	Micro		\$ 1,444.37
Welcome to Texoma	10/10/2023	\$ 21.00	Welcome Baskets	Micro		
Welcome to Texoma	1/3/2024	\$ 90.00	WELCOME BASKETS 11/1/23-12/1/23	Micro	\$ 90.00	\$ 111.00
WF Chamber of Commerce	10/30/2023	\$ 5,000.00	Leaderfest seminar for staff 4&6, Chairmans Brnze ann. Chamber membership	Micro	\$ 5,000.00	\$ 5,000.00
Wichita Lock & Key	4/27/2023	\$ 65.00	Replacement key for storage cabinet	Micro	\$ 65.00	\$ 65.00
Wilson's Office Supply	4/13/2023	\$ 2,650.00	10 heavy duty five shelf units	Micro		
Wilson's Office Supply	4/26/2023	\$ 2,196.00	4 guest chairs, office setup for new position	Micro		\$ 4,846.00
Work Services Corp	7/1/2023	\$ 404.91	Shredding Company	Micro		\$ 404.91
WorkQuest (Amplify)	7/26/2023	\$ 949.00	Shredding Company	Micro		
WorkQuest (Amplify)	8/17/2023	\$ 237.00	Shredding Company	Micro		
WorkQuest (Amplify)	9/19/2023	\$ 91.00	Shredding Company	Micro		
WorkQuest (Amplify)	12/12/2023	\$ 705.00	Shredding Company for 9/14/23 - 11/9/23	Micro		
WorkQuest (Amplify)	1/1/2024	\$ 135.00	SHREDDING SERVICES 12/7/23	Micro	\$ 135.00	
WorkQuest (Amplify)	2/21/2024	\$ 300.00	Shredding Services 1/4/2024	Micro	\$ 300.00	\$ 2,417.00
ZOOM	3/29/2023	\$ 40.00	Cloud Recording	Micro		
ZOOM	4/13/2023	\$ 789.50	Annual Zoom License	Micro		
ZOOM	5/4/2023	\$ 40.00	Cloud Recording	Micro		
ZOOM	6/30/2023	\$ 40.00	Cloud Recording	Micro		
ZOOM	7/29/2023	\$ 40.00	Cloud Recording	Micro		
ZOOM	8/29/2023	\$ 40.00	Cloud Recording	Micro		
ZOOM	10/29/2023	\$ 40.00	Coud Recording	Micro		
ZOOM	11/29/2023	\$ 40.00	Cloud Recording	Micro		
ZOOM	1/4/2024	\$ 40.00	Zoom Video Communications Inc.	Micro	\$ 40.00	
ZOOM	1/29/2024	\$ 40.00	Zoom Video Communications Inc.	Micro	\$ 40.00	\$ 1,149.50
Total		\$ 308,388.22			\$ 103,285.11	\$ 308,388.22

Currently this list does not include most leases, travel, training cost, or telecommunications
DIR vendors on TX Comptrollers website

Workforce Solutions North Texas
Board Spending Report
Report Date: As of 03/31/2024

Acct Code	Grant Number	Workforce Program	Grant Period	Total Grant Award	Total Grant Expended	Balance Remaining	% Remaining
33-880	NT2020-1	PATH	01/01/20 - 05/16/24	180,000.00	104,481.58	75,518.42	42%
33-1015	0322WOA001	WOA - Adult	07/01/22 - 06/30/24	392,343.00	371,545.94	20,797.06	5%
33-1016	0322WOD001	WOD - Dislocated Workers	07/01/22 - 06/30/24	777,480.00	753,112.63	24,367.37	3%
33-1017	0322WOY001	WOY - Youth	07/01/22 - 06/30/24	376,370.00	373,800.81	2,569.19	1%
33-1037	0323WOR001	WIOA - Rapid Response	07/01/23 - 06/30/24	18,902.00	8,478.59	10,423.41	55%
33-1038	0323WOA001	WOA - Adult	07/01/23 - 06/30/25	548,592.00	345,100.85	203,491.15	37%
33-1039	0323WOD001	WOD - Dislocated Workers	07/01/23 - 06/30/25	745,108.00	203,130.82	541,977.18	73%
33-1040	0323WOY001	WOY - Youth	07/01/23 - 06/30/25	612,132.00	97,240.57	514,891.43	84%
33-1041	0324CCF001	Child Care - CCF	10/01/23 - 10/31/24	7,820,033.00	2,605,178.74	5,214,854.26	67%
33-1042	0324CCQ001	Child Care Quality	10/01/23 - 10/31/24	778,097.00	194,941.03	583,155.97	75%
33-1043	0324COL001	Infrastructure Support Services - Ongoing	09/01/23 - 10/31/24	167,379.84	79,294.29	88,085.55	53%
33-1044	3024VRS039	Student Hire Ability Navigator	09/01/23 - 08/31/25	226,000.00	66,326.14	159,673.86	71%
33-1046	0324CCP001	Protective Regulatory	09/01/23 - 08/31/24	665,689.00	350,190.54	315,498.46	47%
33-1047	0324WOO001	WOO - Additional Funding	10/01/23 - 09/30/24	2,685.00	49.41	2,635.59	98%
33-1048	0324SNE001	SNAP E & T	10/01/23 - 09/30/24	130,025.00	83,465.58	46,559.42	36%
33-1049	0324TAF001	Temporary Assistance for Needy Families	10/01/23 - 10/31/24	944,586.00	394,415.38	550,170.62	58%
33-1050	0324RAG001	Resource Administration Grant	10/01/23 - 09/30/24	6,346.00	1,884.43	4,461.57	70%
33-1051	3024VRS096	Paid Work Experience	10/01/23 - 09/30/25	375,000.00	30,718.28	344,281.72	92%
33-1052	3022VRS028 1	Summer Earn and Learn	10/01/23 - 09/30/25	178,962.98	93.10	178,869.88	100%
33-1053	0324WCI001	Workforce Commission Incentives	10/01/23 - 09/30/24	42,217.00	1,290.05	40,926.95	97%
33-1054	0324TVC001	Texas Veteran's Commission	10/01/23 - 09/30/24	19,401.00	5,367.53	14,033.47	72%
33-1055	0324WPA001	Wagner-Peyser Employment Service	10/01/23- 12/31/24	16,168.00	4,294.19	11,873.81	73%
33-1056	0324TRA001	Trade Adjustment Act	10/01/23 - 09/30/24	63,000.00	15,320.87	47,679.13	76%
33-1057	0324REA001	Reemployment Services and Eligibility Assessment	10/01/23 - 09/30/24	336,555.00	45,048.46	291,506.54	87%
33-1058	0324CCM001	Child Care Local Match	10/01/23- 12/31/24	585,132.00	0.00	585,132.00	100%
33-1059	0324BSA0021	Board Service Awards VR Integration	01/01/24 - 12/31/24	50,000.00	105.16	49,894.84	100%
33-1060	0324WOS001	WOS- Military Family Support	01/01/24 - 12/31/24	69,512.00	13,437.25	56,074.75	81%
33-1061	0324WOZ001	WIOA Upskilling for Gap	01/01/24 - 07/31/24	61,967.00	12,710.97	49,256.03	79%
33-1062	0324EXT001	Externship for Teachers	02/01/24 - 01/31/25	51,187.00	155.35	51,031.65	100%



February 2024

Fund	Archer	Baylor	Clay	Cottle	Foard	Hardeman	Jack	Montague	Wichita	Wilbarger	Young	Other	Total	Oct 2023-Feb 2024
WIOA Youth	0	0	1	0	0	0	0	0	2	0	0	1	4	12
WIOA Adult	0	0	1	0	0	0	0	0	20	0	1	4	26	54
WIOA DW	0	0	1	0	0	0	0	1	7	0	0	1	10	18
ES	5	0	6	0	0	4	6	17	272	20	12	40	382	2,064
Vets	0	0	0	0	0	1	0	0	15	0	1	2	19	117
TAA	0	0	0	0	0	0	0	0	6	0	0	0	6	6
TANF/Choices	0	0	0	0	0	0	1	0	14	0	0	12	27	38
SNAP E&T	0	0	1	0	0	2	0	3	14	1	1	5	27	61
WIT ES	2	7	37	3	1	11	28	77	777	65	60	116	1184	3,361
Total	7	7	47	3	1	18	35	98	1127	86	75	181	1685	5,731

WIT Entered Employment

98 Placements + 70 Went to work = 168 Total Entered Employment for Feb 2024

Employers Served	Total Services to Employers
<u>312</u>	<u>975</u>

March 2024

Fund	Archer	Baylor	Clay	Cottle	Foard	Hardeman	Jack	Montague	Wichita	Wilbarger	Young	Other	Total	Oct 2023-Mar 2024
WIOA Youth	0	0	0	0	0	0	0	0	4	0	0	2	6	14
WIOA Adult	0	0	0	0	0	0	0	0	20	0	3	3	26	63
WIOA DW	0	0	1	0	0	0	0	0	9	0	0	2	12	22
ES	9	3	13	1	0	6	21	50	452	26	32	56	669	2,552
Vets	1	0	0	0	0	1	1	2	40	1	1	2	49	149
TAA	0	0	0	0	0	0	0	0	5	0	0	0	5	6
TANF/Choices	0	0	0	0	0	0	1	0	13	0	0	6	20	43
SNAP E&T	0	1	0	0	0	0	0	2	11	0	1	0	15	72
WIT ES	19	8	28	2	0	13	30	86	762	50	71	90	1159	3,900
Total	29	12	42	3	0	20	53	140	1316	77	108	161	1961	6,821

WIT Entered Employment

100 Placements + 93 Went to work = **193 Total** Entered Employment for Mar 2024

Employers Served	Total Services to Employers
<u>309</u>	<u>898</u>



Job Order Report - by County										
Region/LWDB: North Texas WF Board										
Active Date: 10/1/2023 to 3/31/2024										
County	Total Job Orders	% Total Orders	Total Job Openings	% Total Openings	Total Staff Referrals	% Total Staff Referrals	Total Internet Referrals	% Total Internet Referrals	Total Job Referrals	% Total Referrals
Archer County	28	1%	106	1%	17	0%	3	0%	20	0%
Baylor County	60	3%	1,012	7%	40	1%	10	1%	50	1%
Clay County	56	2%	119	1%	40	1%	29	1%	69	1%
Cottle County	16	1%	18	0%	6	0%	6	0%	12	0%
Foard County	34	1%	88	1%	16	0%	2	0%	18	0%
Hardeman County	54	2%	141	1%	101	3%	62	3%	163	3%
Jack County	64	3%	132	1%	50	1%	28	1%	78	1%
Montague County	154	7%	572	4%	145	4%	67	3%	212	4%
Wichita County	1,078	47%	10,031	64%	2,668	66%	1,363	69%	4,031	67%
Wilbarger County	401	17%	693	4%	311	8%	173	9%	484	8%
Young County	130	6%	519	3%	216	5%	66	3%	282	5%
County	Total Job Orders	% Total Orders	Total Job Openings	% Total Openings	Total Staff Referrals	% Total Staff Referrals	Total Internet Referrals	% Total Internet Referrals	Total Job Referrals	% Total Referrals
Report Totals	2,292	100%	15,561	100%	4,038	100%	1,975	100%	6,013	100%

Event Results

SAFB Child Dev. & Youth Hiring Event	Thu, Feb 22, 2024	39 job seekers	5 veterans
Jack County Job Fair	Thu, Feb 22, 2024	4 job seekers	11 employers
Mission Employment – A Resource & Career Fair	Wed, Feb 28, 2024	33 job seekers (9 veterans)	7 employers 8 resources
City of Wichita Falls (Streets Dept.) Hiring Event	Thu, Feb 29, 2024	25 job seekers	1 veteran
Archer County Job Fair	Thu, Mar 21, 2024	5 job seekers	4 employers
TDCJ Allred Unit Hiring Event	Tue, Mar 26, 2024	11 job seekers	
Apache Lonestar Casino Hiring Event	Tue, Mar 26, 2024	110 job seekers (3 veterans)	16 hired on the spot
City of Wichita Falls (Parks Dept.) Hiring Event	Wed, Mar 27, 2024	16 job seekers	



SAFB Child Development & Youth Center Hiring Event

Rural Service Delivery



Archer County Job Fair



Texas Rural Workforce Summit

Mission Employment Resource & Career Fair



Upcoming Events




PARTICIPATING EMPLOYERS

- | | | |
|---|---|---|
| <p>A.L. Helmcamp
Air Tractor
Allegiance Electric & Controls
Apache Lonestar Casino
Arlington Police Department
Army & Air Force Exchange Service (AAFES)
Beacon Lighthouse
Boomtown Bay Family Aquatic Center
Braum's
Building Blocks Learning Center
City of Wichita Falls
Clay County Memorial Hospital
Community Healthcare Center
Computer Minds
Covercraft Industries
Crunch Fitness
D&S a part of Sevita Family
Delta Hotels and W2R Steakhouse
Durham School Services
Eagle Railcar Services
Electra Hospital District
Express Employment Professionals
Faith Mission
First Command Financial Services
Foundation Automotive
Graham Oaks Care Center</p> | <p>Helen Farabee Centers
Holt Truck Centers
Hospice of Wichita Falls
Howmet Aerospace
KAUZ News Channel 6
Kiowa Casino
League of Women Voters
Market Street/United Supermarkets
MTC Lindsey State Jail
MyStaf
Next Level Golf
North Texas State Hospital
Northrop Grumman Corporation
NOV
Oh2BKids Learning Center
Our Blood Institute
Outreach Health Services
P.E.T.S. Low Cost Spay and Neuter Clinic
Red River Hospital
Rolling Plains Management Corporation
Sharp Iron/Transland/Delta T
Southside Youth Senter
Spherion Staffing & Recruiting
Syntrio Solutions
Tarrant County Sheriff's Office
Texas Dept. of Public Safety (DPS)</p> | <p>Texas Dept. of Transportation (TXDoT)
Texas Dept. of Criminal Justice (TDCJ)
Texas Veterans Commission
Texas Workforce Commission
Tower Extrusions
United Regional Health Care System
United States Army
United States Border Patrol
University Park Nursing & Rehabilitation
Vernon College
Visiting Angels
Wayland Baptist University
Whataburger of Wichita Falls
Wichita County
Wichita County Sheriff's Office
Wichita Falls Ford
WFWichita County Public Health District
Wichita Home Health Service
Wilbarger General Hospital
Windham School District
Work Services Corporation
Workforce Solutions North Texas
Workforce Solutions Texas Technology
 Access Program -Demo Center
Workforce Solutions Vocational Rehabilitation
YMCA of Wichita Falls</p> |
|---|---|---|


...and more!

April 18, 2024 • 11AM-2PM • MPEC (1000 5th St, WF, TX 76301)

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

CLAY COUNTY JOB FAIR

APRIL 30, 2024



 2PM to 4PM

 **Clay County Senior Citizens Center**

216 N Hancock St,
Henrietta, TX 76365

BRING YOUR RESUME!



 
CONTACT US
940.322.1801, option 2



ntxworksolutions.org/events

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)735-2989 (Voice) or 711



YOUNG COUNTY JOB FAIR

**THURSDAY, MAY 2
4:00PM - 6:00PM**

NCTC GRAHAM CAMPUS
928 Cherry St, Graham, TX 76450

17 Schools
172 Students



Be Your Own SUPERHERO Transition Fair – March 6, 2024



14 Sessions
27 Resources

In the Community



Crystal Collins, Business Services Consultant, and Brittany Myles, WIOA Youth Case Manager, participate in the Part-Time Job Fair at Midwestern State University on Tuesday, March 26, 2024.

Our Team



Workforce Solutions North Texas attend Labor Market Information training from the Texas Workforce Commission on February Thursday, February 29, 2024

Texas Conference for Employers – Friday, March 1, 2024



Vernon College JET Grant Award – Thursday, February 29, 2024

\$142,500



Vernon College Truck Driving Program



96
Students

Success Story

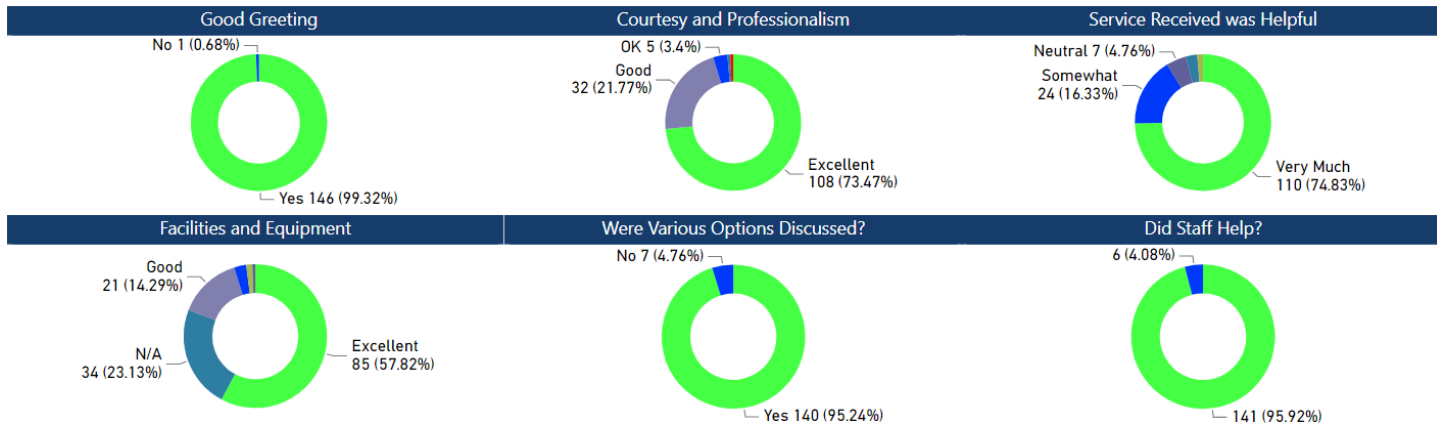
Tammy Meyer came to Workforce Solutions North Texas when her husband received a Permanent Change of Station (PCS) with the Air Force. She had prior experience, but the frequent moves required in the military made it challenging to find employment.

Tammy had a broad background working with animals and previously went to school to become a veterinarian. Her formal training was put on hold due to relocation in the military.

Military Family Support Liaison, Hazel Anderson, completed a job development for Tammy with the VCA Call Field Animal Hospital. After reviewing her resume, Tammy was hired as a Veterinary Assistant.



92.33% Positive October 2023-March 2024 Survey Results



“Communication is excellent.”

“All information provided were clear to understand.”

“Great customer service. I felt very at home.”

“I now have peace of mind.”

“The class was very informative, and they answered the questions really well that were asked.”

“You all are amazing leaders and very empathetic and sympathetic about each individual situation.”

Program Updates

Our office hired an Infant/Toddler Specialist. Please join us in welcoming Shelly Donaldson to the TRS Provider Services team.



Shelly joins our Provider Services team from our Client Services team where she served as a Client Services Case worker for 6 years. Shelly brings with her 3 years of Infant/Toddler teacher experience, and she served as an Early Childhood Program Director for 5 years at a center. Shelly has 3 lovely daughters and 6 grandchildren, 5 of which are boys! During her free time, Shelly works as a Party Planner and loves to shop. Welcome to Provider Services, Shelly!

Another addition to the TRS Provider Services team is our very own, Nannette Holmes from our Billing department. Please join us in welcoming back Nannette to the TRS Provider Services team.



Nannette rejoins our Provider Services team from our Provider Billing department. Nannette began with Workforce Child Care as the Provider Services Liaison and shortly after, due to COVID, became the Financial Billing specialist. Nannette and her husband have been together for 27 years and share 3 children and 9 grandchildren. Nannette has 17 years' experience in childcare. Her and her husband were proud owners and directors of their own center for 14 years.

Client Services

Our office is currently taking applications for two Client Services Specialists!!

Waiting List Information

--As of April 18, 2024, there are **263 children waiting** for child care services.

--The estimated wait time for child care services is currently **2 months - 4 months.**

	<i>Archer</i>	<i>Baylor</i>	<i>Clay</i>	<i>Cottle</i>	<i>Foard</i>	<i>Hardeman</i>	<i>Jack</i>	<i>Montague</i>	<i>Wichita</i>	<i>Wilbarger</i>	<i>Young</i>	<i>Total</i>
<i>Children on Waitlist</i>	3	0	8	0	0	5	2	7	179	30	28	263

Performance and Enrollment Numbers

Enrollment as of the end of March 2024:

- Total Children in Care = 1496
- Total New Referrals = 37 Families 64 Children

We are currently in open enrollment and are outreaching about 60 clients every week.

Provider Services



Child Care Provider
Fair

Hiring • Enrollment • Resources

Saturday,
March
23
9AM - 1PM

All Hands Cultural
Community Center
302 Tulsa Street
Wichita Falls, TX 76301

PROVIDERS
Register Here:

<https://bit.ly/3u8k00g>

Texas Rising Star
Dads WORKSHOP
United Way

This year our office hosted our first Child Care Provider Fair. The fair is a resource for providers looking to increase enrollment, hire more staff, and/or promote their facility to the community. It is also a resource for parents looking to enroll their child/children into a CCAS contracted facility, learn more about the child care facilities, or to look for jobs within the child care facilities.



Our Provider Service Team was available to help along with our Client Services Team. Eight clients came by to ask questions or complete applications, and 4 children were completed and placed in care starting the following Monday.



This year United Way teamed up with our program and 24/7 Dad's Program cooked hotdogs, made slushies, and helped with games.



Kayla Crowley, Community Engagement Specialist, with the Board office was available to any providers not currently contracted with CCAS, to provide assistance or information to them about becoming contracted with our program.



We had six providers with tables set up: Building Blocks, CCP, Oh2BKids, Southside Youth Center, Solid Rock Tiny Tots, and Stepping Stones.



Solid Rock Tiny Tots



Oh2BKids



Southside Youth Center



Building Blocks



CCP



Stepping Stones

~~~~~

**Beyond the Page** serves to enhance the efforts of Texas Rising Star caregivers as they build and strengthen cognitive, language, and emergent literacy skills through a wide array of literature-developmentally appropriate supplemental materials. Beyond the Page will also develop partnerships to strengthen community engagement.

The Provider Services team chose the theme “Learning Engagement through Music” for the “Beyond The Page” program this year. 204 books and supplementals were given in the 2nd quarter.

**Infant**



*MY FIRST INSTRUMENT by Amelia Malin*

*My First Instrument High Contrast Baby Book opens the door to a world of wonder and learning for your little one. Its more than a book; it's a pathway to early development and the job of music.*



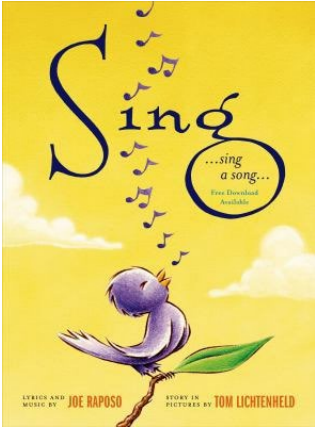
*Bright Starts Safari Beats*

*2 modes to entertain baby; drum mode and melody mode*

*Press each of the 3 colorful drums to activate melodies, silly sounds, drum sounds, and lights*

*Character handle makes it easy to take anywhere*

## Toddler



### *Sing a Song by Joe Raposo*

*"Sing a song. Sing out loud, sing out strong."*

*So begins a song first made popular on Sesame Street, then interpreted by singers of every style, from Gloria Estefan to the Dixie Chicks to R.E.M., as well as famous personalities such as Conan O'Brien, Katie Couric, Nathan Lane, and Liam Neeson.*

*Now, bestselling children's book illustrator Tom Lichtenheld has put a visual story to this timeless and universal song that celebrates perseverance, self-expression, and the power of music to help each of us find our voice.*

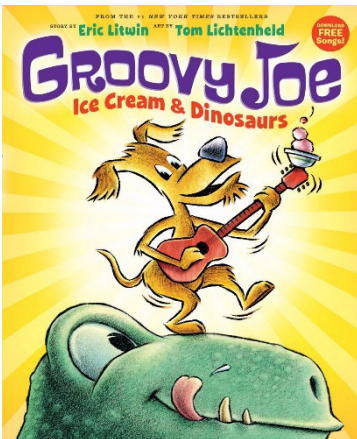
*Digital downloads of three songs are included with book purchase: "Sing," "Somebody Come and Play," and "One of These Things." Music by Joe Raposo. Songs performed by Becca Kauffman with The Midnight Sun Ensemble*



### *Kids Toy Classical Ukulele Guitar*

*Perfect introduction to teach kids about the world of music. Teaches young kids about basic rhythm, strumming, and other musical techniques. Encourages children to develop auditory and creativity skills*

## Pre-K



### *Groovy Joe Ice Cream & Dinosaurs by Eric Litwin*

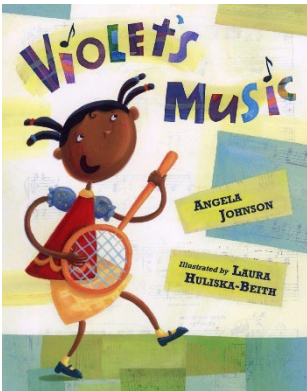
*his captivating new canine character who will groove his way into readers' hearts and have them giggling all the while. In his debut adventure, Groovy Joe faces three roaring dinosaurs hungry for his doggy ice cream! **Oh no!** But Joe knows just what to do and soon enough he has them all sharing while moving and singing along.*



#### Otamatone Japanese Electronic Musical Instrument

- *FUN & EASY TO PLAY - You can create different sound and pitch by pressing down the middle part of the Otamatone. By sliding down your finger up and down, you can create higher and lower tone.*
- *Otamatone's face is made out of rubber, and by pushing his cheeks and making his mouth move around, the volume and the bass of the sound changes.*
- *When you press the cheek, mouth will open. It is a musical instrument you can enjoy the sound.*

### School-Age



#### Violet's Music by Angela Johnson

*There's nothing Violet loves more than music, and she plays or sings every chance she gets. But where are the other kids like her-kids who think and dream music all day long? As a baby, in kindergarten, at the beach and the zoo, she never gives up looking for companions. And then one summer day...Bright, lively, and lyrical, this is a book for kids who march to a different drummer. Violet's Music sings to us that the right friend is always out there-as long as we keep looking and hoping, and above all, staying true to ourselves.*



#### Click N' Play Clarinet with 8 Colored Keys

*Introduction to Musical Exploration: Ignite your child's passion for music with this delightful Kids Clarinet Music Toy. It's the perfect way to introduce young ones to the world of wind instruments and musical expression.*

*Educational and Developmental: With 8 vibrant colored keys, this clarinet encourages early musical learning and coordination in toddlers. It's a fantastic tool for developing fine motor skills and auditory perception.*

*Easy for Little Hands: The compact size and lightweight design make it easy for toddlers to hold and play, fostering independence and confidence as they explore the world of music on their own terms.*

The next Director's Luncheon will be held on May 22. The theme will be "Behavior in the Classroom" and a guest speaker will be present to lead the discussion.

Texas Rising Star Conference to be attended in April for our mentors.

---

## Community Involvement

### WFHA Early Childhood Fair was held March 26.

Anna Kravulski (TRS Mentor), Marisabel Martinez (Admin Assistant), and Heather Moyer (Billing Financial Specialist) handed out lunch bags filled with a reusable plastic food container, water bottle, and a pen.



**Parent Education Event YMCA – March 26**

Mary Havens (TRS Provider Services Manager and TRS Mentor) and not pictured Allyson Harlost (TRS Mentor) attended the Parent Education event at the YMCA.



## EVENTS COMING UP

### Community Involvement

2024 Community Job Fair - April 18

Party for Prevention - April 20

Clay County Job Fair – April 30

### Professional Development

Texas Rising Star EE Conference - April 24-26

TXAEYC TOT – May 2-3



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

### Layoffs, Closures, and Rapid Response Services

**\*\*Please Note: This report contains estimates in lieu of real data when unavailable.\*\***

We attempt to reach the employer when we learn of layoffs and closures.  
It is common, however, that we are unable to reach someone if they are already closed.

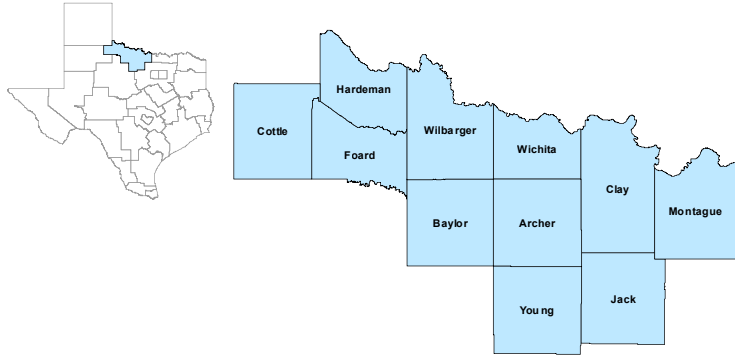
| Effective Date                                                   | Month Reported | Layoff/ Closure | Trade Affected | Business Name                       | County    | On-Site RR Date | # Employees Rec'd RR Services | # Employees Impacted (Estimate) | Notes                                                        |
|------------------------------------------------------------------|----------------|-----------------|----------------|-------------------------------------|-----------|-----------------|-------------------------------|---------------------------------|--------------------------------------------------------------|
| 1/11/2024                                                        | Jan            | Layoff          | N              | Duro Pro Health (dba Dental Planet) | Wichita   | none            | 0                             | 5                               | declined on-site, but referred employees to WSNT on last day |
| 1/21/2024                                                        | Jan            | Closure         | N              | Karat Bar & Bistro                  | Wichita   | none            | 0                             | 5                               | closed before we were notified                               |
| 1/26/2024                                                        | Jan            | Closure         | N              | Sweet Boys Diner                    | Montague  | none            | 0                             | 5                               | closed before we were notified                               |
| 5/31/2024                                                        | Jan            | Closure         | N              | B Cocoa Artisan Chocolates          | Wichita   | none            | 2                             | 3                               | emailed RR/services info to employer to provide to staff     |
| 1/12/2024                                                        | Feb            | Closure         | N              | Kelly-Moore Paints                  | Wichita   | none            | 0                             | 5                               | closed before we were notified                               |
| 3/8/2024                                                         | Mar            | Layoff          | N              | Binswanger Glass                    | Wichita   | none            | 1                             |                                 | unable to confirm details; notified by affected job seeker   |
| 3/9/2024                                                         | Mar            | Closure         | N              | Salt & Pepper                       | Wichita   | none            | pending                       | pending                         | on hold; may not close                                       |
| 3/11/2024                                                        | Mar            | Layoff          | N              | B.W. Sinclair                       | Wichita   | none            | 1                             |                                 | attempted contact, no response from management               |
| 3/15/2024                                                        | Mar            | Layoff          | N              | Eagle Railcar                       | Wichita   | none            | 0                             | 2                               | confirmed layoff; employer declined RR services              |
| 11/1/2023                                                        | Apr            | Closure         | N              | LaQuinta Inn (Central Fwy)          | Wichita   | none            |                               |                                 | notified 4/2024, closed 11/2023                              |
| 4/9/2024                                                         | Apr            | Closure         | N              | Floral Heights UMC                  | Wichita   | none            |                               |                                 |                                                              |
| 4/11/2024                                                        | Apr            | Closure         | N              | Jen's Daycare                       | Wilbarger | none            | 1                             | 1                               | confirmed closure; owner-operator, no employees affected     |
| 4/26/2024                                                        | Apr            | Closure         | N              | CornerStreet Daycare                | Wichita   | none            | pending                       | 18                              | RR offered, WSNT contact info conveyed to remaining staff    |
| <b>Total Employees Receiving On-Site Rapid Response Services</b> |                |                 |                |                                     |           |                 | <b>5</b>                      |                                 |                                                              |
| <b>Total Employees Impacted by a Layoff / Closure</b>            |                |                 |                |                                     |           |                 |                               | <b>44</b>                       |                                                              |

\* Status of rapid response services offered to employer:  
Y = connection with management made, but declined or closed without further contact  
closed = already closed when reported, contacted attempted but no connection made  
attempted = still open, and contact attempted but no connection made

NOTE: The data herein provides a running total of the estimated number of employees affected by business layoffs and closures in the 11 counties Workforce Solutions North Texas (WSNT) serves. Employment estimates are provided to WSNT by staff, customers, media, past FTE data reports, or the company itself when available. Contact with the employer is attempted to ensure accuracy, however supplemental data is used in the absence of employer report. As such, this data should not be used as a comprehensive accounting of all layoffs and closures nor the total number of employees impacted.

RAPID RESPONSE (RR): is an on-site, early intervention program that provides transition and reemployment services to affected workers. The goal of RR services is to help affected workers transition to new employment as quickly as possible and preferably before they become eligible to receive unemployment benefits. Services for workers include (but are not limited to): Job search assistance, labor market information, group seminars, information, and support for filing unemployment claims for benefits, information about Trade Adjustment Assistance (when applicable), information about WIOA training programs, and group orientation on WSNT office location resources and services.

## North Texas Workforce Development Area



## February 2024

| WDA Labor Force Statistics |        |        |        |               |
|----------------------------|--------|--------|--------|---------------|
|                            | Feb-24 | Jan-24 | Feb-23 | Yearly Change |
| Civilian Labor Force       | 97,307 | 95,947 | 95,968 | 1,339         |
| Employed                   | 93,066 | 92,147 | 91,842 | 1,224         |
| Unemployed                 | 4,241  | 3,800  | 4,126  | 115           |
| Unemployment Rate          | 4.4%   | 4.0%   | 4.3%   | 0.1%          |

| Texas Labor Force Statistics |            |            |            |               |
|------------------------------|------------|------------|------------|---------------|
|                              | Feb-24     | Jan-24     | Feb-23     | Yearly Change |
| Civilian Labor Force         | 15,295,668 | 15,140,281 | 15,011,661 | 284,007       |
| Employed                     | 14,629,593 | 14,521,734 | 14,357,352 | 272,241       |
| Unemployed                   | 666,075    | 618,547    | 654,309    | 11,766        |
| Unemployment Rate            | 4.4%       | 4.1%       | 4.4%       | 0.0%          |

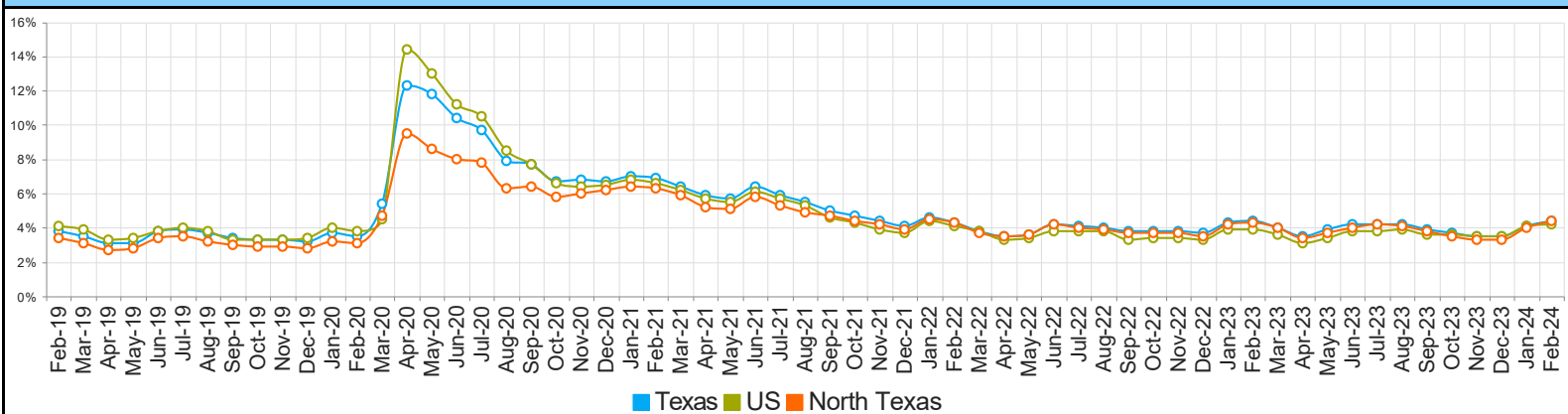
  

| US Labor Force Statistics |             |             |             |               |
|---------------------------|-------------|-------------|-------------|---------------|
|                           | Feb-24      | Jan-24      | Feb-23      | Yearly Change |
| Civilian Labor Force      | 167,285,000 | 166,428,000 | 166,178,000 | 1,107,000     |
| Employed                  | 160,315,000 | 159,650,000 | 159,713,000 | 602,000       |
| Unemployed                | 6,970,000   | 6,778,000   | 6,465,000   | 505,000       |
| Unemployment Rate         | 4.2%        | 4.1%        | 3.9%        | 0.3%          |

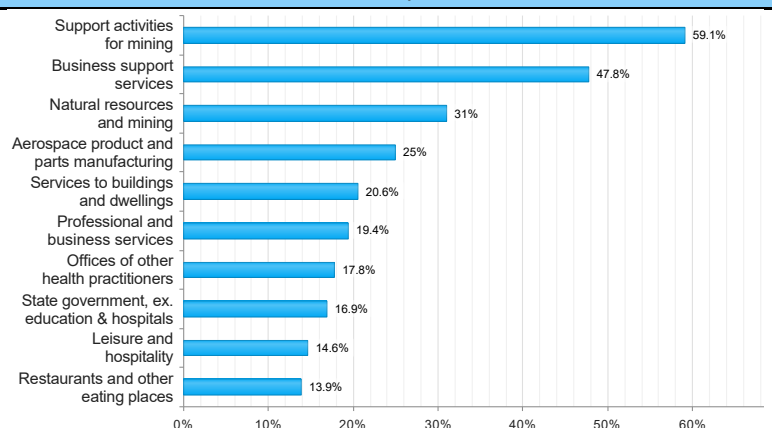
  

| Continued Claims for the Week of the 12th |         |         |        |               |
|-------------------------------------------|---------|---------|--------|---------------|
|                                           | Feb-24  | Jan-24  | Feb-23 | Yearly Change |
| WDA                                       | 601     | 556     | 432    | 169           |
| Texas                                     | 114,076 | 116,816 | 98,622 | 15,454        |

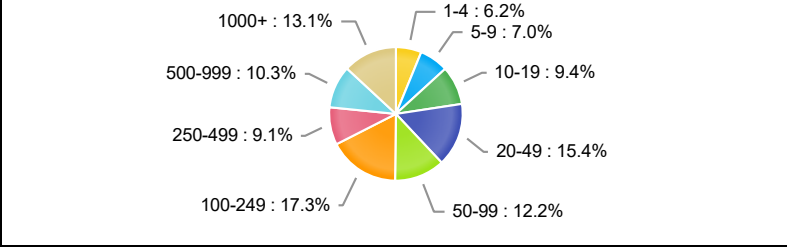
## Historical Unemployment Rates



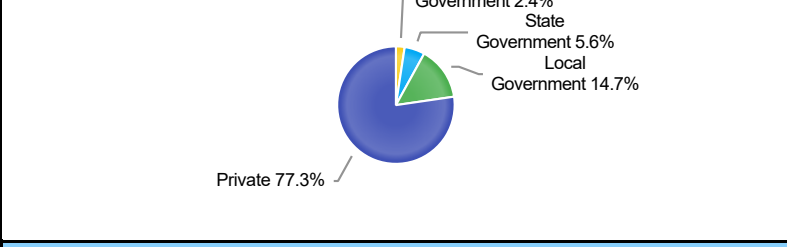
## Projected Top Ten Fastest Growing Industries in WDA (% Growth 2020-2030)



## Employment by Size Class (3rd Quarter 2023)



## Employment by Ownership (3rd Quarter 2023)



| Average Weekly Wage (3rd Quarter 2023) |         |         |         |                  |               |
|----------------------------------------|---------|---------|---------|------------------|---------------|
|                                        | Q3 2023 | Q2 2023 | Q3 2022 | Quarterly Change | Yearly Change |
| WDA                                    | \$937   | \$951   | \$940   | -\$14            | -\$3          |
| Texas                                  | \$1,335 | \$1,321 | \$1,332 | \$14             | \$3           |
| US                                     | \$1,334 | \$1,332 | \$1,333 | \$2              | \$1           |

## Employment by Industry (3rd Quarter 2023, Percent Change)

| Industry                            | Employment | % of Total | % Quarterly Change | % Yearly Change |
|-------------------------------------|------------|------------|--------------------|-----------------|
| Natural Resources and Mining        | 2,950      | 3.6%       | -7.3%              | -4.5%           |
| Construction                        | 3,740      | 4.6%       | 1.5%               | 4.9%            |
| Manufacturing                       | 8,822      | 10.8%      | -1.0%              | 4.4%            |
| Trade, Transportation and Utilities | 16,079     | 19.8%      | -0.4%              | 1.3%            |
| Information                         | 754        | 0.9%       | -1.8%              | -0.3%           |
| Financial Activities                | 3,490      | 4.3%       | -0.4%              | 1.7%            |
| Professional and Business Services  | 4,896      | 6.0%       | -1.3%              | -5.0%           |
| Education and Health Services       | 24,473     | 30.1%      | -2.4%              | 1.1%            |
| Leisure and Hospitality             | 8,994      | 11.1%      | -1.2%              | -0.1%           |
| Other Services                      | 2,402      | 3.0%       | -1.0%              | -2.3%           |
| Public Administration               | 4,745      | 5.8%       | 2.0%               | 2.2%            |

## Employment by Industry (3rd Quarter 2023)

