

**Meeting of the  
Heart of Texas Workforce Development Board, Inc.**

**Thursday, January 20, 2022  
11:30 AM  
Via Video Conference  
(As Approved by the Texas Attorney General)**

***Vision***  
***A highly valued workforce system that meets the  
economic demands of the Heart of Texas  
communities.***

[www.hotworkforce.com](http://www.hotworkforce.com)

Heart of Texas Workforce Development Board, Inc.  
801 Washington Avenue, Suite 700 ▪ Waco, Texas 76701 ▪ (254) 296-5300 ▪ FAX (254) 753-3173

The Heart of Texas Workforce Development Board, Inc. is an equal opportunity employer. Programs and auxiliary aids and services are available upon request to include individuals with disabilities. TTY/TDD via RELAY Texas service at 711 or (TDD) 1-800-735-2989 / 1-800-735-2988 (voice).

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**THE STATE OF TEXAS  
COUNTY OF MCLENNAN**

**TO ALL PERSONS INTERESTED**

NOTICE IS HEREBY GIVEN in accordance with Chapter 551, Texas Government Code, as amended, the **Heart of Texas Workforce Development Board, Inc.** will participate virtually on **Thursday, the 20<sup>th</sup> Day of January 2022 at 11:30 AM** via video conference, with the presiding officer in attendance at the McLennan County Workforce Solutions Center, located at 1416 S. New Road in Waco, Texas. The meeting is open to the public at the stated address. For video conference meeting information, or for public comment, RSVP via email to: [rsvpboardmeeting@hotworkforce.com](mailto:rsvpboardmeeting@hotworkforce.com).

**AGENDA**

*(Items may not be presented in the order they appear)*

- I. Determination of Quorum and Call to Order**
- II. Proof of posting of notice in accordance with Chapter 551, Texas Government Code, as amended, known as the Texas Open Meetings Act**
- III. Introduction of Guests and Comments from the Chair**
- IV. Public Comment**
- V. Committee Reports**
- VI. Action Items – Consideration, Action and/or Recommendation on the following:**
  - a. November 2021 Meeting Minutes
  - b. Policy: Increase Reimbursement Rates for Relative Care
- VII. Information Items**
  - a. Executive Director and Staff Report
    - Covid-19 Response Update
    - 2021 Board Impact Report
  - b. Financial Status Report
  - c. 2022 Monitoring Plan
  - d. Performance Report
  - e. Contracts/Contract Amendments
  - f. Attendance Report
- VIII. Other Business**
  - a. Announcements from Members
  - b. Announcements from Staff
- IX. Adjourn**

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**MINUTES OF THE  
HEART OF TEXAS WORKFORCE DEVELOPMENT BOARD, INC.  
Mr. David Fowler, Chair**

In accordance with Chapter 551, Texas Government Code, as amended, the Heart of Texas Workforce Development Board, Inc. met on Thursday, the 18<sup>th</sup> Day of November 2021 at 11:30 a.m. via Video Conference.

**Directors Present**

Howard Childs  
Clyff Curry  
Jessica Ford  
David Fowler  
Stephanie Garza  
Laura Harborth  
Andrew Pick  
Keith Stanford  
Mark Vera

**Directors Absent**

Sarah Boyd  
Linda Calhoun  
Diane Cowan  
Shirley Crockett  
Warren Davis  
Russ Foster  
Bruce Hardt  
Paige Key  
Susan Kincannon  
Marissa Klecka  
Roy Nash  
Valerie Parker  
Al Pollard  
Keith Shaw  
Celia Stem  
Maggie Stinnett  
Casey Wade

**Staff Present:**

Anthony Billings, Executive Director  
Aquanetta Brobston, Quality Assurance &  
IT/EO Officer/504 Coordinator  
David Davis, Project Support Specialist  
April Dossey, Digital Communications  
Specialist  
Judy Hedge, Administrative Coordinator  
Sugey Jaimes, Project Support Specialist  
Kary Kuecker, Workforce Contract Manager  
Julie Talbert, Manager of Child Care

**Guests Present:**

Berenice Segovia, WSHOT (CECT)  
John Sparlin, WSHOT (CECT)  
Jillian Jones, CIS-HOT  
Michelle Crain, ESC R12  
Matilda Alonzo WSHOT (ESC R12)

**I. Determination of Quorum and Call to Order**

- A quorum was determined, and Board Chair David Fowler called the meeting to order at 12:00 p.m.

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**II. Proof of Posting of notice in accordance with Chapter 551, Texas Government Code, as amended, known as the Texas Open Meetings Act**

Judy Hedge acknowledged proof of posting.

**III. Introduction of Guests and Comments from the Chair**

Chair Fowler welcomed everyone to the meeting and a roll call was conducted for staff and guests.

**IV. Election of Oversight Committee Chairperson**

Chair Fowler recommended Clyff Curry for the position of Oversight Committee Chair. A motion was made by Keith Stanford and seconded by Howard Childs to approve the recommendation Clyff Curry for the position of Oversight Chairperson. All were in favor; motion carried.

**V. Public Comment**

None

**VI. Committee Reports**

Chair Fowler reported that the Oversight Committee did not meet this month.

**VII. Action Items – Consideration, Action and/or Recommendation on the following:**

a. October 2021 Meeting Minutes

A motion was made by Laura Harborth and seconded by Clyff Curry to approve the October 2021 meeting minutes. All were in favor; motion carried.

**VIII. Information Items**

a. Policy: Increase Reimbursement Rates for Relative Care

Julie Talbert presented information on the Increase Reimbursement Rates for Relative Care policy. The policy would be out for a 30-day comment period.

b. Executive Director and Staff Report

Anthony Billings reported that the Board would meet next in January 2022 and no Annual Awards of Excellence Banquet was scheduled due to Covid.

Mr. Billings reported that several Board members and staff were attending the annual TWC Statewide conference in Houston this week.

Mr. Billings also reported that the Future Workforce Committee would meet soon to discuss industry needs and engagement, and the alignment of resources and career pathways and other needs moving into 2022.

Mr. Billings introduced new employee Mr. David Davis who recently joined the workforce board staff as Special Project Specialist. Mr. Davis was recently retired from the Workforce Solutions for the Heart of Texas center.

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- COVID-19 Response Update  
Mr. Billings provided an update on the Board's response to COVID-19 including updates on recent and future hiring events, Public Access training, and grant activities in the region. Julie Talbert provided an update on the Service Industry Recovery Child Care.
- 2021 Subsequent Certification Approval – Heart of Texas  
The Board was provided a letter for review from the Texas Workforce Commission (TWC) announcing that the Office of the Governor and TWC approved the recertification of the Workforce Solutions for the Heart of Texas Board.

c. Financial Status Report

Nancy Maldonado reviewed a Statement of Revenues, Expenditures, and Changes in Fund Balance report for the one month ending October 31, 2021 and produced by ESC Region 12. The report included the following information:

- Month-To-Date Expenditures: \$1,044,910
- Year-To-Date Expenditures: \$1,044,910
- YTD Budget: \$2,380,554
- % of YTD Budget: 44%
- YTD Variance: \$1,335,644
- Target: 8% Annual Budget: 4%
- Annual Budget: \$28,566,653
- Remaining Balance: \$27,521,743
- Fund Balance as of September 30, 2021:
  - First National Bank of Central Texas: \$56,281
  - TexPool: \$84,571
- Interest Income on Cash/Investments for the month of September 2021:
  - First National Bank of Central Texas: \$12 (0.25% Effective Interest Rate)
  - TexPool: \$3 (0.0363% Effective Interest Rate)
- Fund Balance – Unassigned as of October 31, 2021: \$140,867
- Investment Fund Set Aside for VR payments: \$50,000
  - Interest Income: \$0.00
- Grand Total: \$190,867

d. Monitoring Update

A Monitoring, Schedule, and Tracking Report of activities as of November 8, 2021 was provided for the Board's review and it also noted that the annual TWC Monitors visit report for 2021 was not received to date.

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e. Performance Report

A monthly Performance Report for August 2021 was provided for review as no newer data was received to date. At that time, the Board was meeting 14 out of 18 reported contracted measures; missing 4 measures; 3 measures were not reported; 5 measures exceeded their performance targets; 4 measures were ranked in the top ten of all Boards, and 1 measure was ranked #1 in the state. An Unemployment Insurance Activity Report for October 2021 was also provided for review.

f. Contracts/Contract Amendments

The Board was provided with a report listing the following contract amendment received from the Texas Workforce Commission:

- Contract 1322WCI002 (Workforce Commission Initiatives)
- Contract 1322WCI002, Amendment 1 (Workforce Commission Initiatives)
- Contract 1321WPA001, Amendment 1 (Wagner-Peyser Employment Services)
- Contract 1321CCF01, Amendment 4 (Child Care Services Formula Allocation)

g. Attendance Report

A Board Meeting Attendance Report was provided for review.

**IX. Other Business**

a. Announcements from Members

None

b. Announcements from Staff

None

**X. Adjourn**

A motion was made by Clyff Curry and seconded by Howard Childs to adjourn the meeting; all were in favor and Chair Fowler adjourned the meeting at 12:30 p.m.

# WORK FORCE SOLUTIONS

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## CHILD CARE SERVICES

ID No. HWD CC 002-21	DATE ISSUED: 01/20/2022
PROGRAM: Child Care Services	KEYWORD: Relative Care Reimbursement Rates

**SUBJECT:** Maximum Reimbursement Rates for Relative Care

**PURPOSE:** To establish new rates for relative care providers.

**REFERENCES:** WD 24-21 Child Care Provider Maximum Reimbursement Rate Increases

**POLICY:** Bold typeface indicates new or clarified language.

A ~~strikethrough~~ indicates language has been deleted.

Infants		Toddlers		Preschool		School age	
0-17 months		18-35 months		3-5 years		6 years & up	
Full Day	Part Day	Full Day	Part Day	Full Day	Part Day	Full Day	Part Day
\$12.00	\$12.00	\$12.00	\$12.00	\$11.00	\$11.00	\$11.00	\$8.00

When paying a relative provider for services rendered, the reimbursement to the provider will be reduced by an amount equal to any child care subsidy received by the parent from other state, federal, or private entities. The parent is required to report to the CCS Contractor the amount of any subsidies collected.

HOTWDB shall not reimburse a provider retroactively for new reimbursement rates.

**Public Review and comment:**

The public is invited to submit comments on this proposed policy. Please submit comments in writing to Julie Talbert at 801 Washington Ave, Suite 700, Waco, TX 76701 or [Julie.Talbert@hotworkforce.com](mailto:Julie.Talbert@hotworkforce.com) by noon on December 14, 2021.

Effective Date: February 1, 2022

**Heart of Texas Workforce Development Board  
Statement of Revenues, Expenditures,  
and Changes in Fund Balance  
for the one month ended December 31, 2021**

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PROJECTED	Month To-Date Expenditures	Year To-Date Expenditures	YTD Budget	% of YTD Budget	YTD Variance	Target 25% Annual Budget	Annual Budget	Remaining Balance
<b>REVENUES</b>								
TOTAL REVENUES	\$ 2,005,902	\$ 4,970,737	\$ 8,316,057	60%	3,345,320	15%	\$ 33,264,228	\$ 28,293,491
<b>EXPENDITURES</b>								
Board & Staff Services								
Salaries	55,410	163,136	178,748	91%	15,613	23%	714,993	551,857
Fringe Benefits	11,947	35,003	36,157	97%	1,154	24%	144,627	109,624
	<u>67,357</u>	<u>198,139</u>	<u>214,905</u>	<u>92%</u>	<u>16,766</u>	<u>23%</u>	<u>859,620</u>	<u>661,481</u>
Board/CEO/Staff Training	-	-	5,000	0%	5,000	0%	20,000	20,000
Board/CEO/Staff Travel	3,005	5,486	10,200	54%	4,714	13%	40,800	35,314
Contracted Services	5,720	17,559	43,469	40%	25,911	10%	173,877	156,318
Fiscal and Payroll Service Fees	19,753	59,160	59,579	99%	419	25%	238,317	179,157
Board Occupancy Costs	7,816	22,507	26,469	85%	3,961	21%	105,874	83,367
Other Costs	1,348	7,814	12,775	61%	4,961	15%	51,100	43,286
Total Board & Staff Services	<u>\$ 104,998</u>	<u>\$ 310,665</u>	<u>\$ 372,397</u>	<u>83%</u>	<u>\$ 61,732</u>	<u>21%</u>	<u>\$ 1,489,588</u>	<u>\$ 1,178,923</u>
Program Delivery								
Workforce Center Services	203,671	484,661	1,025,467	47%	540,806	12%	4,101,866	3,617,205
Child Care Services	1,558,950	3,702,934	6,300,135	59%	2,597,200	15%	25,200,538	21,497,604
Youth Services	49,355	165,853	205,417	81%	39,564	20%	821,667	655,814
Workforce Center Occupancy Costs	48,550	155,117	167,495	93%	12,377	23%	669,978	514,861
Marketing	10,409	10,577	21,250	50%	10,673	12%	85,000	74,423
IT	21,668	87,739	163,691	54%	75,952	13%	654,762	567,023
Special Projects	8,302	53,192	60,207	88%	7,015	22%	240,829	187,637
Total Program Delivery	<u>\$ 1,900,904</u>	<u>\$ 4,660,073</u>	<u>\$ 7,943,660</u>	<u>59%</u>	<u>\$ 3,283,587</u>	<u>15%</u>	<u>\$ 31,774,640</u>	<u>\$ 27,114,567</u>
TOTAL EXPENDITURES	<u>\$ 2,005,902</u>	<u>\$ 4,970,737</u>	<u>\$ 8,316,057</u>	<u>60%</u>	<u>\$ 3,345,320</u>	<u>15%</u>	<u>\$ 33,264,228</u>	<u>\$ 28,293,491</u>
Net Surplus (Deficit)	<u>-</u>	<u>-</u>						
<b>Fund Balance as of November 30, 2021</b>								
First National Bank of Central Texas		56,305						
TexPool		84,576						
<b>Interest Income on Cash/Investments for the month of December 2021</b>								
First National Bank of Central Texas		12				0.25% Effective Interest Rate		
TexPool		3				0.0386% Effective Interest Rate		
<b>Fund Balance - Unassigned as of December 31, 2021</b>		<u>140,895</u>						
<b>Investment Fund Set Aside for VR payments</b>		50,000						
Interest Income		0						
<b>Grand Total</b>		<u>190,895</u>						

**Workforce Solutions Heart of Texas  
Annual Financial Monitoring Plan**

For monitoring evaluations of its Child Care, Workforce, Youth  
and Specialty Contractor(s) conducted during the period  
*October 1, 2021 through September 30, 2022*

*December 1, 2021*

# **R**eport Demographics

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**Report Number:** WFSHoT 22-03

**Report Issue Date:** December 1, 2021

**Report Type:** Annual Financial Monitoring Plan

**Review Population:** **Child Care Group (CCG)** (in the capacity of Child Care Contractor)  
**CECT, LLC (CECT)** (in the capacity of Workforce Center Operator)  
**Communities in Schools (CIS)** (in the capacity of Youth Contractor)

**Applicable Period:** October 1, 2021 through September 30, 2022

**Review Conducted by:** **Fiscal -*Diaz Smith*** and ***Associates***  
Anna Rocha-Diaz  
Sujuane Smith  
Edward Taylor

# **F**inancial Monitoring Plan Background, Scope, and Schedule

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## **Background**

This monitoring plan is applicable the annual financial monitoring evaluation(s) of the Boards contractors during the program year October 1, 2021 through September 30, 2022. The plan is developed in accord with the following TWC rule(s).

### ***§802.84. Monitoring Plan.***

- (a) Boards and workforce service providers shall develop their own local-level monitoring plan based on the results of the risk assessment. This monitoring plan shall incorporate the following:
  - (1) a schedule or timetable for monitoring Agency-funded activities; and*
  - (2) identification of the type of review planned, such as on-site review, comparative financial analysis, desk review, staff analysis, or other type of appropriate review.**
- (b) Boards and workforce service providers may perform monitoring reviews either formally or informally, but shall incorporate the risk assessment results in scheduling decisions.*

*The provisions of this §802.84 adopted to be effective February 7, 2011, as published in the Texas Register, February 4, 2011, 36 TexReg 604.*

Following, by entity, are the proposed financial monitoring review type, schedule, and timeframes for the October 1, 2021 through September 30, 2022 fiscal year.

## **Child Care Group:**

### **Review Type, Period and Schedule**

**Review Type:** Annual Financial Review  
**Review Period:** April 1, 2021 – February 28, 2022  
**Desk Review Dates:** April 11 – 15, 2022  
**Exit Conference:** *To be scheduled during fieldwork*

### **SCOPE: Review Areas by Category Based on Risk Assessment**

Based on the financial risk assessment the following areas will be examined in the annual financial monitoring review of the CCG.

- 1. General Risk Items, and Fiscal Controls**
  - Organization structure and key staff turnover
  - Accounting policies and procedures
- 2. Cash Management**
  - Bank reconciliations
  - Collateral agreement(s)

### 3. Cost Allocation

- Indirect Cost Rate provisional vs final rate(s)
- Allowability of costs in the CCG indirect cost pool
- Testing of cost allocation plan compliance with the FMGC
- Allocated cost transaction testing for FMGC compliance

### 4. Procurement and Budget,

- Procurement policies and procedures
- Testing of a representative sample of procurements occurring in and/or applicable to the review period.
- Budget vs expenditures

### 5. Audit and Monitoring

- Audit Resolution
- Evaluation of audit and monitoring findings corrective actions taken

### 6. Structure, Internal Controls and Conflict of Interest

- Accounting system controls
- Examine executed conflict of interest certifications where applicable

### 7. Financial Reporting and Client Services

- Direct and indirect transaction testing
- Payroll transactions testing
- Child Care and Quality disbursement testing
- Child Care client file testing
- Evaluate financial reports submitted to the Board

## **CECT:**

### **Review Type, Period and Schedule**

**Review Type:** Annual Financial Review

**Review Period:** March 1, 2021 – February 28, 2022

**Desk Review Dates:** April 11 – 15, 2022

**Exit Conference:** *To be scheduled during fieldwork*

### **SCOPE: Review Areas by Category Based on Risk Assessment**

Based on the financial risk assessment the following areas will be examined in the annual financial monitoring review of CECT.

#### 1. General Risk Items, and Fiscal Controls

- Insurance as required by contract with the Board
- Accounting policies and procedures (if changed since last review)

#### 2. Cash Management

- Testing of cash equivalents
  - Bank reconciliations
3. **Cost Allocation**
    - Testing of cost allocation plan compliance with the FMGC
    - Allocated cost transaction testing for FMGC compliance
  4. **Procurement and Budget,**
    - Procurement policies and procedures
    - Testing of a representative sample of procurements occurring in and/or applicable to the review period.
    - Budget vs expenditures to include projections
  5. **Audit and Monitoring**
    - Audit Resolution
    - Program monitoring review reports
    - Evaluation of audit policies and procedures
  6. **Structure, Internal Controls and Conflict of Interest**
    - Internal control structure assessment
    - Examine executed conflict of interest certifications
  7. **Financial Reporting and Client Services**
    - Financial reports submitted to the Board
    - Payroll transactions testing
    - Workforce, and Specialty Grants disbursement testing
    - Testing of obligation and encumbrance tracking
    - Individual Training Accounts (ITA); amounts, obligations, expenditures
    - Testing of support services
    - On-the-Job Training (OJT) if applicable

## **Communities In School:**

### **Review Type, Period and Schedule**

**Review Type:** Annual Financial Review

**Review Period:** March 1, 2021 – February 28, 2022

**Desk Review Dates:** April 4 - 8, 2022

**Exit Conference:** *To be scheduled during fieldwork*

### **SCOPE: Review Areas by Category Based on Risk Assessment**

Based on the financial risk assessment the following areas will be examined in the annual financial monitoring review of CIS.

1. **General Risk Items, and Fiscal Controls**
  - Organization structure and key staff turnover
  - Insurance as required by contract with the Board
  - Accounting policies and procedures

- 2. Cash Management**
  - Testing of cash equivalents
  - Compliance with contract excess cash requirements
  - Bank reconciliations
- 3. Cost Allocation**
  - Testing of cost allocation plan compliance with the FMGC
  - Allocated cost transaction testing for FMGC compliance
- 4. Procurement and Budget,**
  - Procurement policies and procedures
  - Testing of a representative sample of formal procurements occurring in and/or applicable to the review period.
  - Budget vs expenditures to include projections
- 5. Audit and Monitoring**
  - Audit Report and audit Resolution
- 6. Structure, Internal Controls and Conflict of Interest**
  - Internal control structure assessment
  - Examine executed conflict of interest certifications where applicable
- 7. Financial Reporting and Client Services**
  - Payroll transactions testing
  - Direct and indirect disbursement transaction testing
  - Testing of obligation and encumbrance tracking
  - Individual Training Accounts (ITA); amounts, obligations, expenditures
  - Testing of support services



## **PROGRAMMATIC MONITORING PLAN 2021-2022**

### Part II. Scope and Schedules- Program

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This monitoring plan provides the schedule and scope of the *semi-annual, annual, and follow-up* programmatic monitoring reviews of the contractors reflected in the review population. The basis for the scope and schedule is the Board annual program risk assessment, Fraud, EO and security questionnaires.

Below and on the following pages are the Boards proposed schedule and scope of program monitoring and follow-up activities for the 2021-2022 contract period. **Note:** Circumstances and conditions may require schedule deviations.

#### **REVIEW AREAS DEVIOD OF RISK ASSESSMENT**

It is the position of the Board that certain areas must be included in the scope of any programmatic monitoring evaluation without regard to risk assessment determinations. These beliefs derive from contracts requirements and past review experiences. The must review areas are **eligibility, TWIST data integrity and follow-up testing of prior period issues**. The balance of each entities program monitoring review scope is risk assessment determined.

#### **1. Workforce Center Operator**

**Monitoring for Oct 2021-Dec 2021 has been completed. All dates are tentative for 2022**

- Entity:** CECT
- Proposed Review Dates:**
- a. Program Follow-up Review (Choices/WIOA/TAA)- Weeks of Jan 3, and 10, 2022
  - b. Annual RESEA and SEAL- week of Feb 14, 2022
  - c. Annual – Choices, WIOA, SNAP and TAA- Weeks of June 6th and 13th 2022
- Proposed Second and/or Follow-up to be scheduled**

#### **REVIEW AREAS BY CATEGORY BASED ON RISK ASSESSMENT**

Based on the risk assessment it will be the goal of the monitor to examine the shaded areas first and other areas as time permits, in the annual program monitoring review of CECT. However, conditions and circumstances may not allow for all areas to be reviewed.

**1. Organizational/ Management Philosophy**

- ❖ Policies and Procedures
- ❖ Contract Requirements
- ❖ Systems and Data Security

**2. Contract and Performance**

- ❖ Delivery of Services

**3. Other elements**

- ❖ Complaints and Grievances
- ❖ Customer Satisfaction

**4. Program Compliance (WIA/WIOA, TAA, Choices, SNAP)**

- ❖ Operational polices and procedures
- ❖ Support Services payments
- ❖ WIOA-Individual Training Accounts (ITA) testing
- ❖ Eligibility
- ❖ Choices and SNAP Participation
- ❖ Case Management (all programs)
- ❖ Timeliness and accuracy of data entered into the TWC data Systems (to include TWIST and WIT)
- ❖ Case file maintenance of required documentation (all programs)
- ❖ Work Experience
- ❖ Follow-up on prior review findings (if applicable)
- ❖ CAP (if applicable)
- ❖ Additional areas as required

**Follow-up review to be scheduled based on necessity**

**2. Youth Services**

**Entity: CIS**  
**Review Type: Annual**  
**Review Type: Program Annual Review**  
**Proposed Review Dates: Week of July 11, 2022**  
**Annual review & Work Experience (work site visits may or may not be included)**  
**Proposed Second and/or Follow-up to be scheduled**

**REVIEW AREAS BY CATEGORY BASED ON RISK ASSESSMENT**

Based on the risk assessment it will be the goal of the monitor to examine the following areas in the annual program monitoring review of CIS. However, conditions and circumstances may not allow for all areas to be reviewed.

Revised Dec17, 2021

1. **Organizational/ Management Philosophy**
  - ❖ Systems and Data Security
  - ❖ Contract Requirements
2. **Contract and Performance**
  - ❖ Delivery of Services
3. **Other elements**
  - ❖ Complaints and Grievances
  - ❖ Customer Satisfaction
4. **Program Compliance- WIOA**
  - ❖ Eligibility
  - ❖ Support Services payments
  - ❖ Contractual Compliance
  - ❖ Case Management Elements and Case File Maintenance
  - ❖ Program Policies and Procedures
  - ❖ Data Integrity Timeliness and accuracy of data entered into the TWC data Systems (to include TWIST and WIT)
  - ❖ Work Experience

**Follow-up review to be scheduled based on necessity**

### 3. Child Care Services

**Entity:** CCG  
**Review Type:** Annual and Follow-up  
**Proposed Review Dates:** Week of March 28, 2022  
*Provider Visits may or may not be included*

#### REVIEW AREAS:

1. **Organizational/ Management Philosophy**
  - ❖ Policies and Procedures
  - ❖ Contract Requirements
  - ❖ System and Data Security
2. **Program Compliance- CCS**
  - ❖ **Workflow**
  - ❖ **Operational policies and procedures**
  - ❖ Eligibility
  - ❖ Exception reports
  - ❖ Recoupments (if applicable)
  - ❖ Review of Client Services and Parent Fees

- ❖ Timeliness and accuracy of data entered into the TWIST
- ❖ Provider files
- ❖ Case file maintenance of required documentation if applicable

**Follow-up review to be scheduled based on necessity**

## **Other**

3. Texas Internship Initiative- eligibility, data and worksite visits. Contract requirements – To be monitored during the month of April 2022
4. EO/ADA Monitoring – Annual/ Semi Annual Monitoring visits to each Center or as needed to ensure no changes have occurred- Dec/Jan 2022 and follow-up as needed .  
Security Monitoring- Quarterly reports from IT department on any violations.

## HEART OF TEXAS WORKFORCE BOARD MONTHLY PERFORMANCE REPORT October 2021

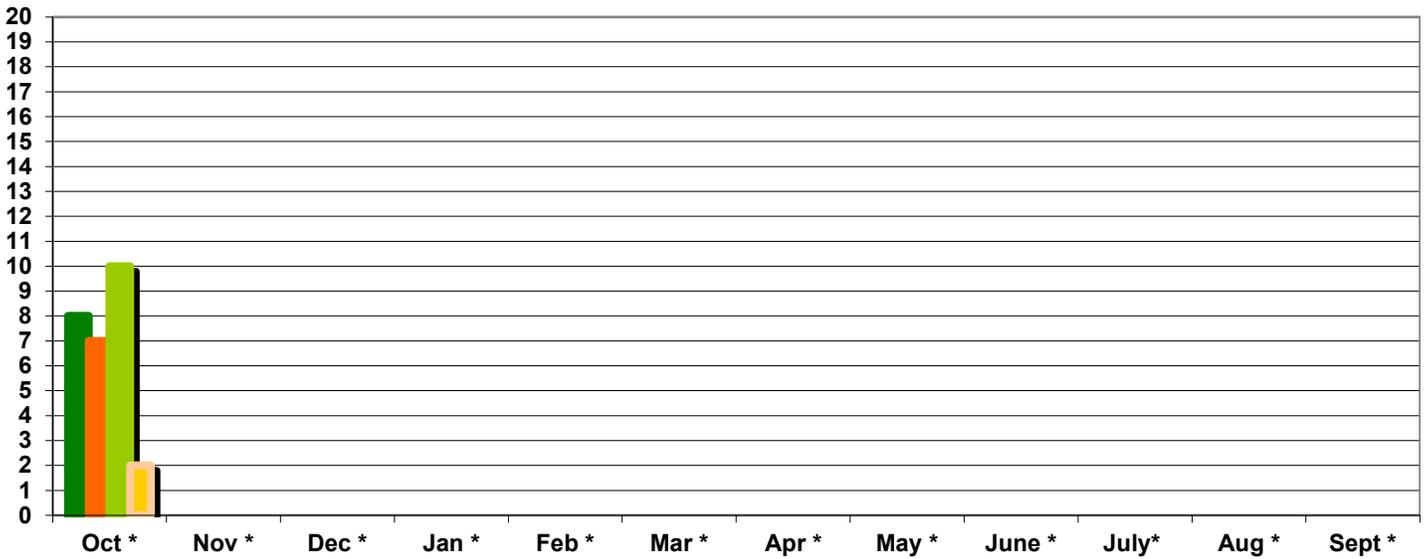
YTD Contracted Performance		With Positive Performance (+P):				5	Meeting Performance (MP)			3	With Negative Performance (-P)				7	%+P, MP	53%
Measure	RANK	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year end	2 Yrs Ago	YTD Num	Quarterly Performance				From	To		
									YTD Den	Qtr1	Qtr2	Qtr3	Qtr4				
<b>WIOA Outcomes Measures</b>																	
Employed Q2 Post Exit - Adult	10	+P	112.04%	76.50%	76.50%	85.71%	87.50%	90.00%	6						7/20	9/20	
									7	85.71%							
Employed Q4 Post Exit - Adult	18	-P	86.92%	76.70%	76.70%	66.67%	78.57%	97.56%	2						1/20	3/20	
									3	66.67%							
Median Earnings Q2 Post Exit - Adult	1	+P	264.07%	\$6,500.00	\$6,500.00	\$17,164.62	\$8,089.57	\$6,975.00	n/a						7/20	9/20	
									6	\$17,164.62							
Credential Rate - Adult	18	-P	88.93%	75.00%	75.00%	66.70%	48.20%	80.00%	2						1/20	3/20	
									3	66.70%							
Measureable Skills Gains - Adult	8	-P	83.33%	60.00%	60.00%	50.00%	74.10%	57.60%	5						7/21	10/21	
									10								
Employed Q2 Post Exit - DW		n/a	n/a	n/a	73.50%	n/a	71.43%	88.89%	n/a						7/20	9/20	
									n/a	n/a							
Employed Q4 Post Exit - DW		n/a	n/a	n/a	82.10%	n/a	80.00%	91.67%	n/a						1/20	3/20	
									n/a	n/a							
Median Earnings Q2 Post Exit - DW		n/a	n/a	n/a	\$7,000.00	n/a	\$12,697.80	\$5,992.15	n/a						7/20	9/20	
									n/a	n/a							
Credential Rate - DW		n/a	n/a	n/a	70.00%	n/a	54.60%	66.70%	n/a						1/20	3/20	
									n/a	n/a							
Measureable Skills Gains - DW	27	-P	30.54%	56.00%	56.00%	17.10%	66.70%	44.40%	6						7/21	10/21	
									35								
Employed/Enrolled Q2 Post Exit - Youth	4	+P	133.37%	65.20%	65.20%	86.96%	71.54%	85.58%	20						7/20	9/20	
									23	86.96%							
Employed Q4 Post Exit - Youth	24	-P	73.79%	70.70%	70.70%	52.17%	78.82%	84.16%	12						1/20	3/20	
									23	52.17%							
Median Earnings - Youth	18	+P	111.19%	\$2,700.00	\$2,700.00	\$3,002.04	\$2,045.25	\$3,092.92	n/a						7/20	9/20	
									17	\$3,002.04							
Credential Rate - Youth	19	-P	0.00%	53.30%	53.30%	0.00%	55.60%	59.50%	0						1/20	3/20	
									2	42.60%							

Measure	RA NK	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year end	2 Yrs Ago	YTD Num	Quarterly Performance				From	To
									YTD Den	Qtr1	Qtr2	Qtr3	Qtr4		
Measureable Skills Gains - Youth	n/a	n/a	n/a	n/a	n/a	n/a	n/a	21.10%	0					7/21	10/21
Employed/Enrolled Q2 Post Exit - C&T Participants	2	MP	103.59%	63.30%	63.30%	65.57%	65.46%	72.24%	956					7/20	9/20
Employed/Enrolled Q2 - Q4 Post Exit - C&T Participants	12	MP	101.79%	80.25%	80.25%	81.69%	79.00%	84.75%	522					1/20	3/20
Credential Rate - C&T Participants	25	-P	62.41	70.10	70.10	43.75%	59.49%	67.16%	7					1/20	3/20
<b>Reemployment and Employer Engagement Measures</b>															
Claimant Reemployment within 10 Weeks	2	+P	122.51%	59.71%	59.71	73.15%	65.37%	60.35%	286					7/21	10/21
# of Employers Receiving Workforce Assist.						n/a	1,856	1,622		n/a				10/21	10/21
<b>Program Participation Measures</b>															
Avg. Children served Per Day- Combined	21	MP	99.20%	2,127	2,127	2,110	1,869	1,991	44,318					10/21	10/21
<b>Status Codes:</b>	<b>+P</b>	Indicates positive performance that is <b>better</b> than expectations. +P is used when the Percent of Target is more than 5% better than the target (or Proportionate Percent of Target in case of a Cumulative Measure)>													
	<b>MP</b>	Indicates <b>meeting</b> performance expectations. MP is used when the Percent of Target is within 5% of the target (or Proportionate Percent of Target in the case of a Cumulative Measure).													
	<b>-P</b>	Indicates negative performance that is <b>worse</b> than expectations. -P is used when the Percent of Target is more than 5% worse than the target (or Proportionate Percent of Target in the case of a Cumulative Measure).													

**Contracted Measure Performance Report**

**October 2021**

Current Month	Meeting or Exceeding Performance	Not Meeting Performance
October 2021	8	7



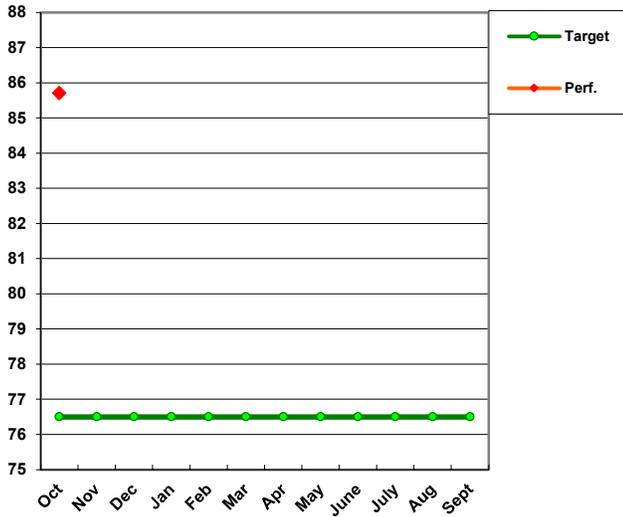
- Measures Meeting, BCY 21-22
- Measures Not Meeting, BCY 21-22
- Measures Meeting, BCY 20-21
- Measures Not Meeting, BCY 20-21

\*Not all measures reported

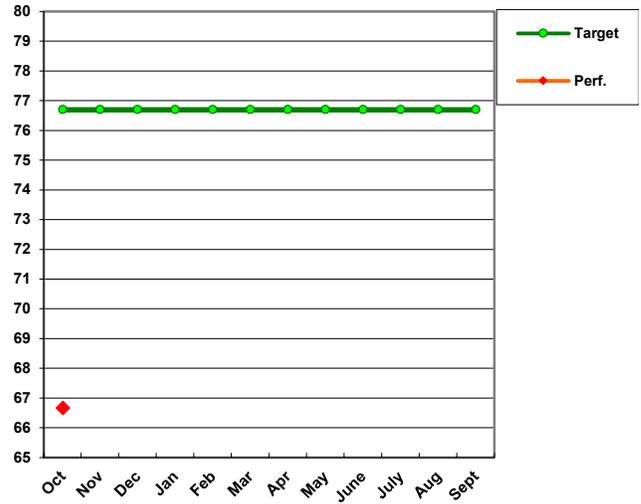
## Performance Measure Report

Measure	Target	YTD	Status	Rank
Empl. Q2, Adult	85.71%	76.50%	+P Exceeding	10

Measure	Target	YTD	Status	Rank
Empl. Q4, Adult	76.70%	66.67%	-P Not Meeting	18



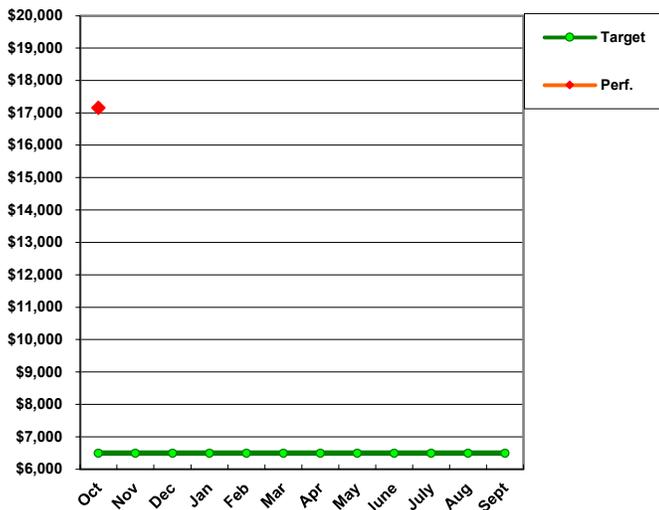
Reporting Period - 7/1/20 - 6/30/21



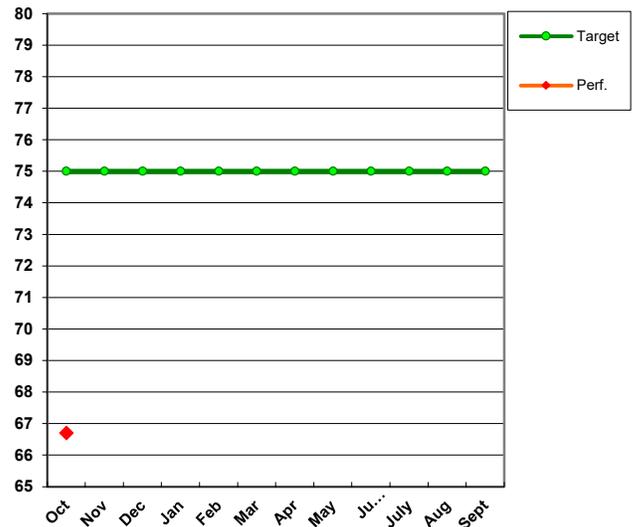
Reporting Period - 1/1/20 - 6/30/21

Measure	Target	YTD	Status	Rank
Med. Earnings, Q2, Adult	\$6500	\$17164.62	+P Exceeding	1

Measure	Target	YTD	Status	Rank
Cred. Rate, Adult	75.00%	66.70%	-P Not Meeting	18



Reporting Period - 7/1/20 - 6/30/21

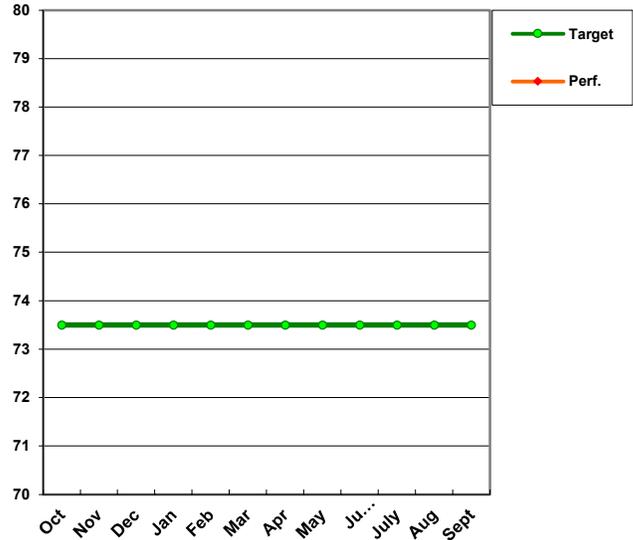
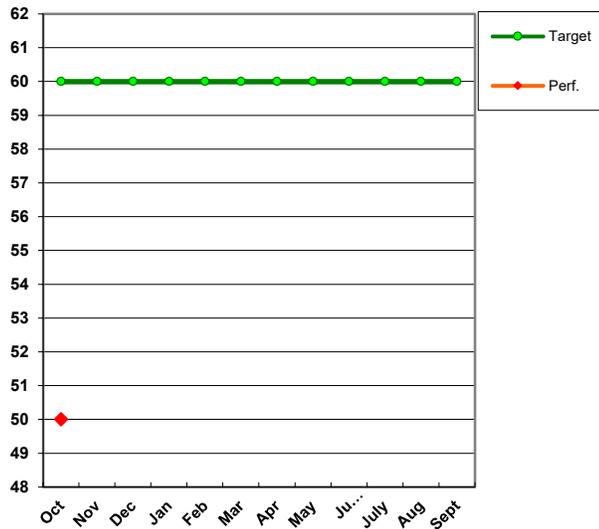


Reporting Period - 1/1/20 - 12/31/20

# Performance Measure Report

Measure	Target	YTD	Status	Rank
Meas. Skills Adult	60.00%	50.00%	-P Not Meeting	8

Measure	Target	YTD	Status	Rank
Empl./Enroll. Q2, DW	73.50%	n/a	n/a	n/a

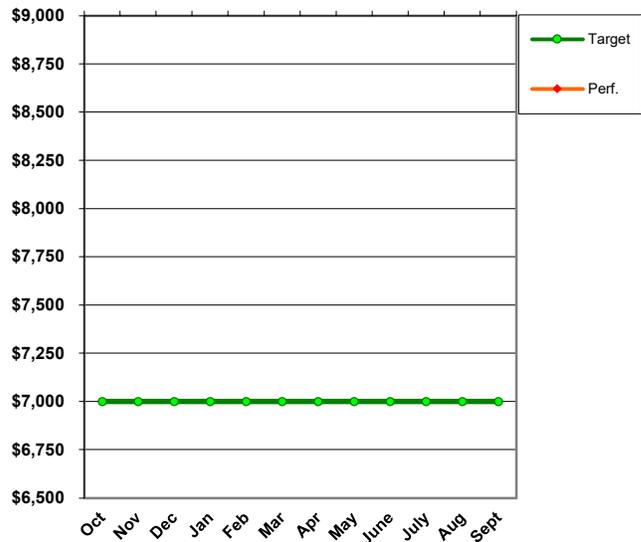
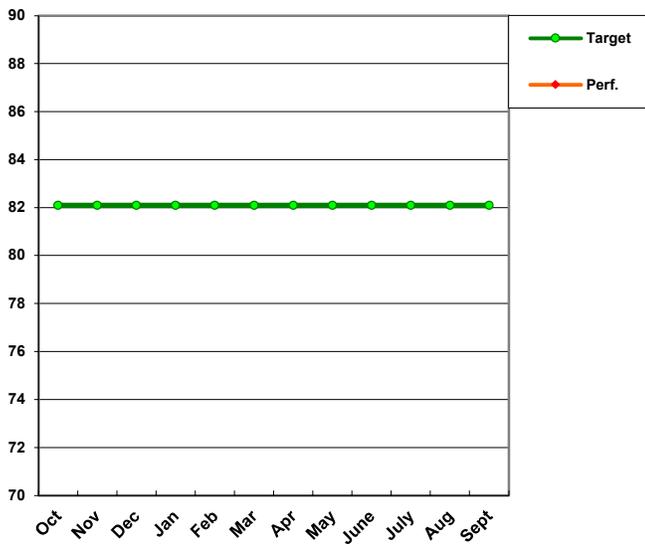


Reporting Period - 7/1/21 - 6/30/21

Reporting Period - 7/1/20 - 6/30/21

Measure	Target	YTD	Status	Rank
Empl./Enroll. Q4, DW	82.10%	n/a	n/a	n/a

Measure	Target	YTD	Status	Rank
Med. Earn, Q2, DW	\$7,000	n/a	n/a	n/a



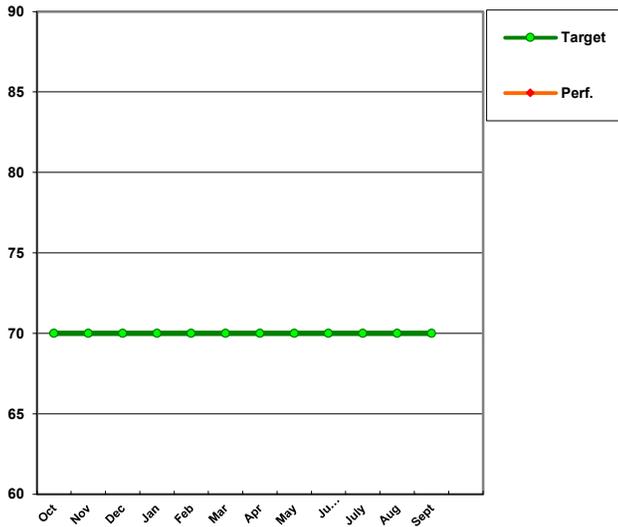
Reporting Period - 1/1/20 - 12/31/20

Reporting Period - 7/1/20 - 6/30/21

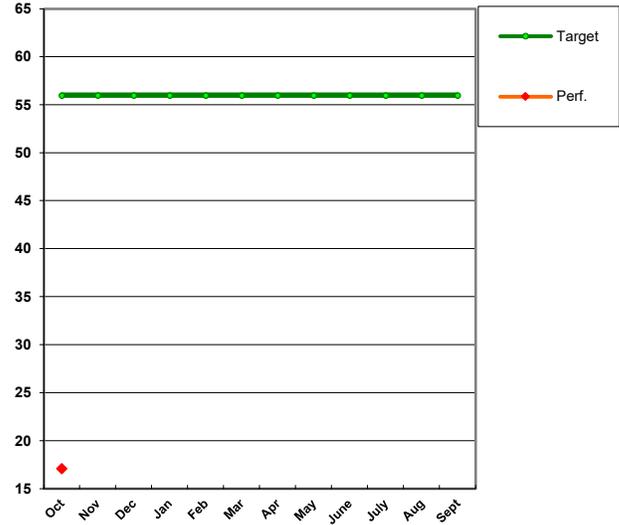
## Performance Measure Report

Measure	Target	YTD	Status	Rank
Cred. Rate, DW	70.00%	n/a	n/a	n/a

Measure	Target	YTD	Status	Rank
Meas. Skills, DW	56.00%	17.10%	-P Not Meeting	27



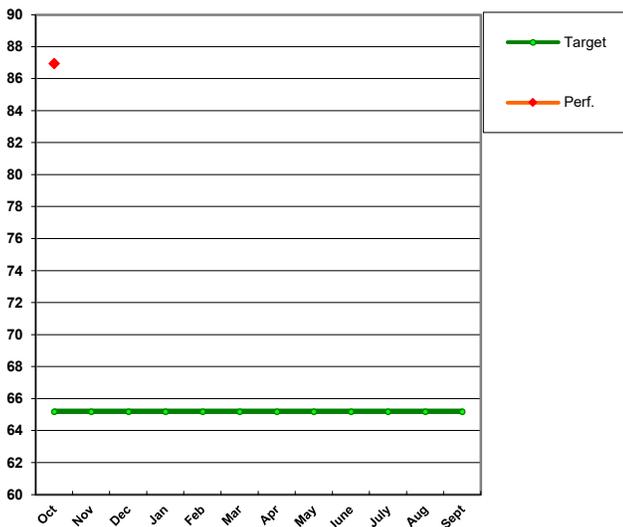
Reporting Period - Exitters from 1/1/20 - 12/31/20



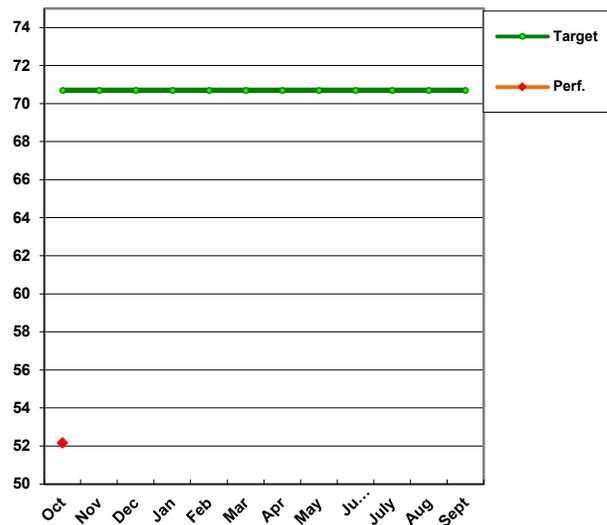
Reporting Period - Exitters from 7/1/21 - 6/30/22

Measure	Target	YTD	Status	Rank
Empl./Enroll. Q2, Youth	65.20%	86.96%	+P Exceeding	4

Measure	Target	YTD	Status	Rank
Empl./Enroll. Q4, Youth	70.70%	52.17%	-P Not Meeting	24



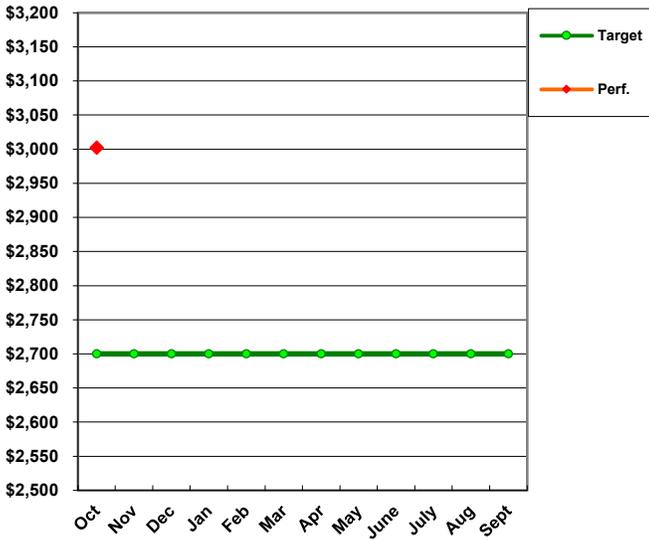
Reporting Period - Exitters from 7/1/20 - 6/30/21



Reporting Period - Exitters from 1/1/20 - 12/31/20

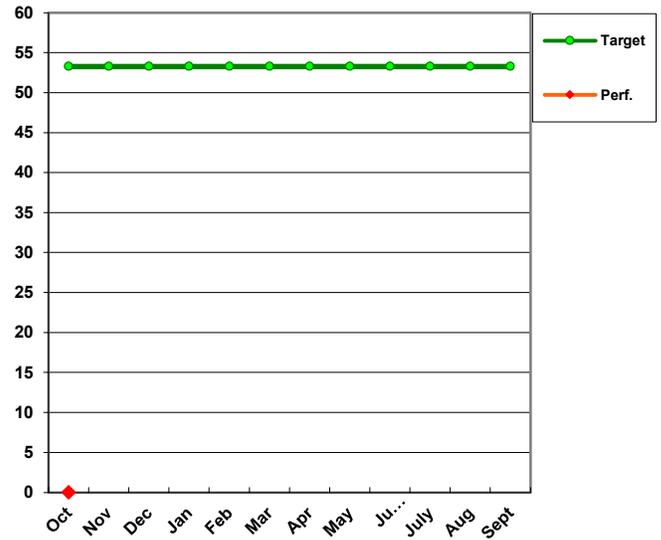
## Performance Measure Report

Measure	Target	YTD	Status	Rank
Med. Earnings, Youth	\$2,700	\$3002.04	+P Exceeding	18



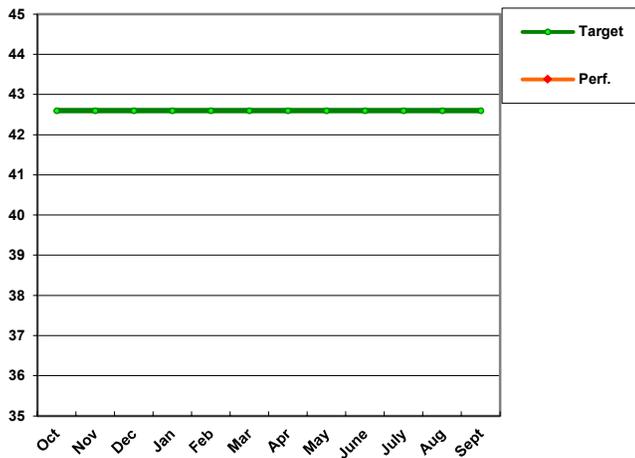
Reporting Period - 7/1/20 - 6/30/21

Measure	Target	YTD	Status	Rank
Cred. Rate, Youth	53.30%	0.00%	-P Not Meeting	19



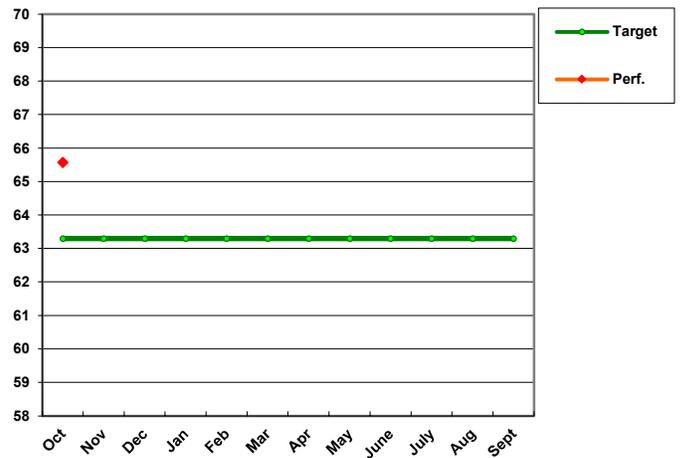
Reporting Period - 1/1/20 - 12/31/20

Measure	Target	YTD	Status	Rank
Meas. Skills, Youth	42.60%	n/a	n/a	n/a



Reporting Period - 7/1/21 - 6/30/22

Measure	Target	YTD	Status	Rank
Empl./Enroll. Q2, C&T Part.	63.30%	65.46%	MP Meeting	2

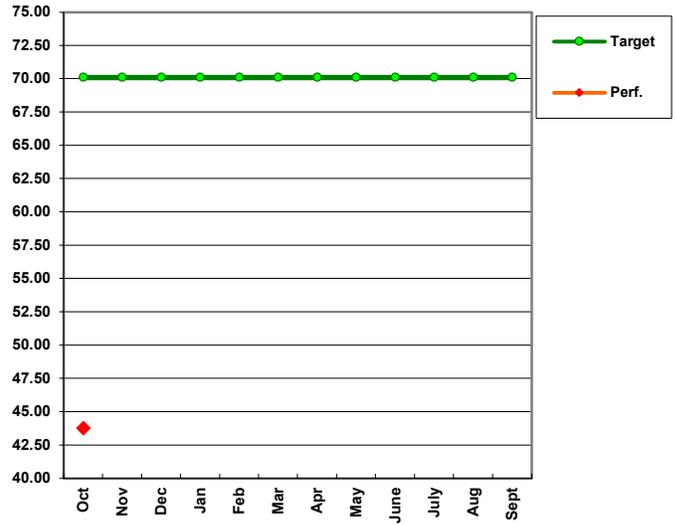
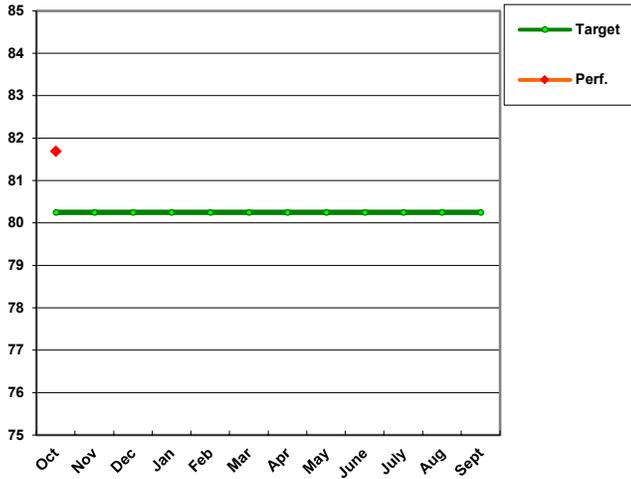


Reporting Period - 10/1/21 - 9/30/22

# Performance Measure Report

Measure	Target	YTD	Status	Rank
Empl./Enroll. Q2-Q4, C&T Part.	80.25%	81.69%	MP Meeting	12

Measure	Target	YTD	Status	Rank
Cred. Rate – C&T	70.10%	43.75%	-P Not Meeting	25

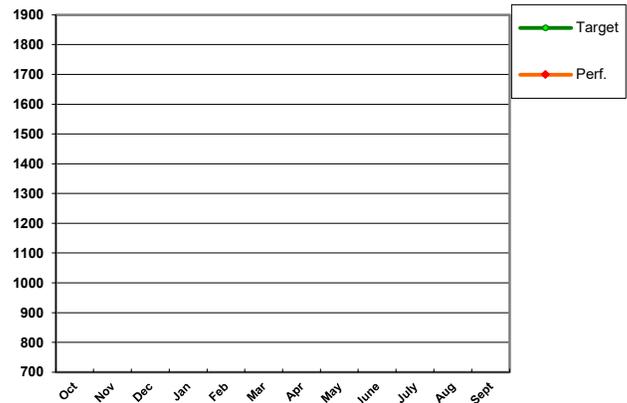
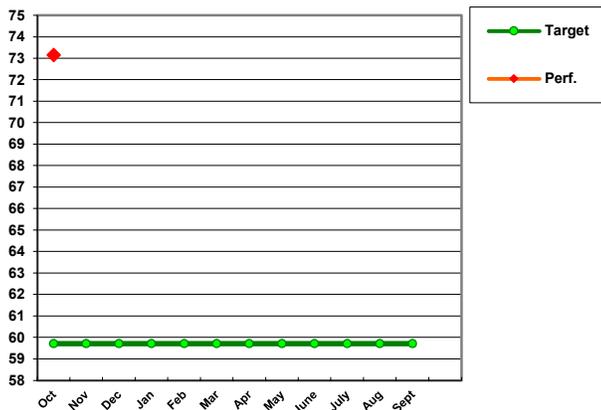


Reporting Period – 1/1/20 - 12/31/20

Reporting Period - 1/1/20 - 12/31/20

Measure	Target	YTD	Status	Rank
Claimants 10 Wks	59.71%	73.15%	+P Exceeding	2

Measure	Target	YTD	Status	Rank
# of Empl. Wkforce Asst.	-----	n/a	-----	---

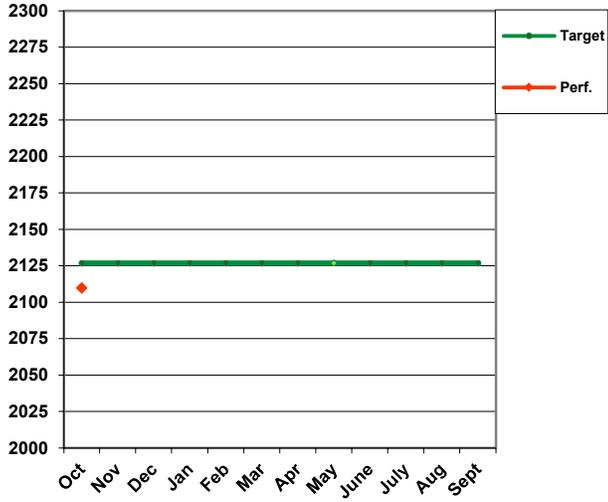


Reporting Period - 7/1/20 - 6/30/21

Reporting Period - 10/1/21 - 9/30/22

# Performance Measure Report

Measure	Target	YTD	Status	Rank
Children Served/Day	2,127	2,110	MP Meeting	21



Reporting Period - 10/1/21 - 9/30/22

## UI ACTIVITY REPORT

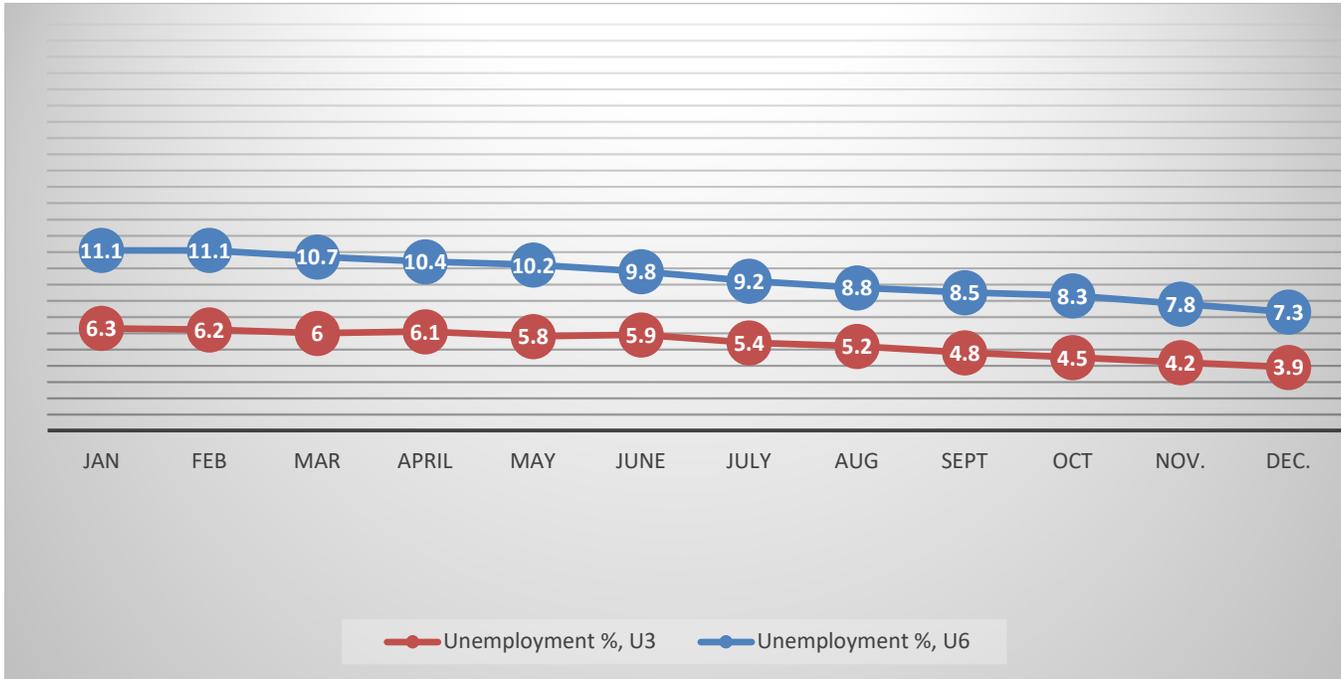
December 2021

Updated 1/7/22

### Unemployment Rates

Unemployment Rate as reported on 1/7/22 for December 2021

United States Overall Rate – U3 = 3.9 U6 = 7.3



**Texas**  
 UI Rate = 4.5%, Last month = 4.9% Last year = 6.9%  
 Population: 29,730,311, UI Claimant Count: 68,688  
Top 5 UI Claim Industries  
 Temporary Help Services  
 Oil and Gas Pipeline Construction  
 School and Employee Bus Transportation  
 Food Service Contractors  
 Full-Service Restaurants

**HOTWDA**  
 UI Rate = 4.1%, Last Month = 4.5%, Last year = 5.8%  
 Population: 372,773, UI Claimant Count: 792  
Top 5 UI Claim Industries  
 School and Employee Bus Transportation  
 Temporary Help Services  
 Full-Service Restaurants  
 Limited-Service Restaurants  
 General Medical and Surgical Hospitals

**McLennan County**  
 UI Rate = 3.8%, Last Month = 4.3%, Last year = 5.6%  
 Population: 255,816, UI Claimant Count: 566  
Top 5 UI Claim Industries  
 School and Employee Bus Transportation  
 HVAC Equip. Merchant Wholesalers  
 Temporary Help Services  
 Full-Service Restaurants  
 Limited-Service Restaurants

**Limestone County**  
 UI Rate = 5.6%, Last Month = 5.9%, Last year 7.4%  
 Population: 23,725, UI Claimant Count: 51  
Top 5 UI Claim Industries  
 Temporary Help Services  
 Full-Service Restaurants  
 Facilities Support Services  
 Support Activities for Oil and Gas Operations  
 Correctional Institutions

### Hill County

UI Rate = 4.3, Last Month = 4.6% Last year = 5.9%  
 Population: 36,532, UI Claimant Count: 82  
Top 5 UI Claim Industries  
 Temporary Help Services  
 Limited-Service Restaurants  
 Warehouse Clubs and Supercenters  
 School and Employee Bus Transportation  
 Claims Adjusting

### Freestone County

UI Rate = 6.3%, Last Month = 6.6%, Last year = 8.1%  
 Population: 20,472, UI Claimant Count: 30  
Top 5 UI Claim Industries  
 Support Activities for Oil and Gas Operations  
 Facilities Support Services  
 Warehouse Clubs and Supercenters  
 Oil and Gas Pipeline Construction  
 Other Heavy Construction

### Falls County

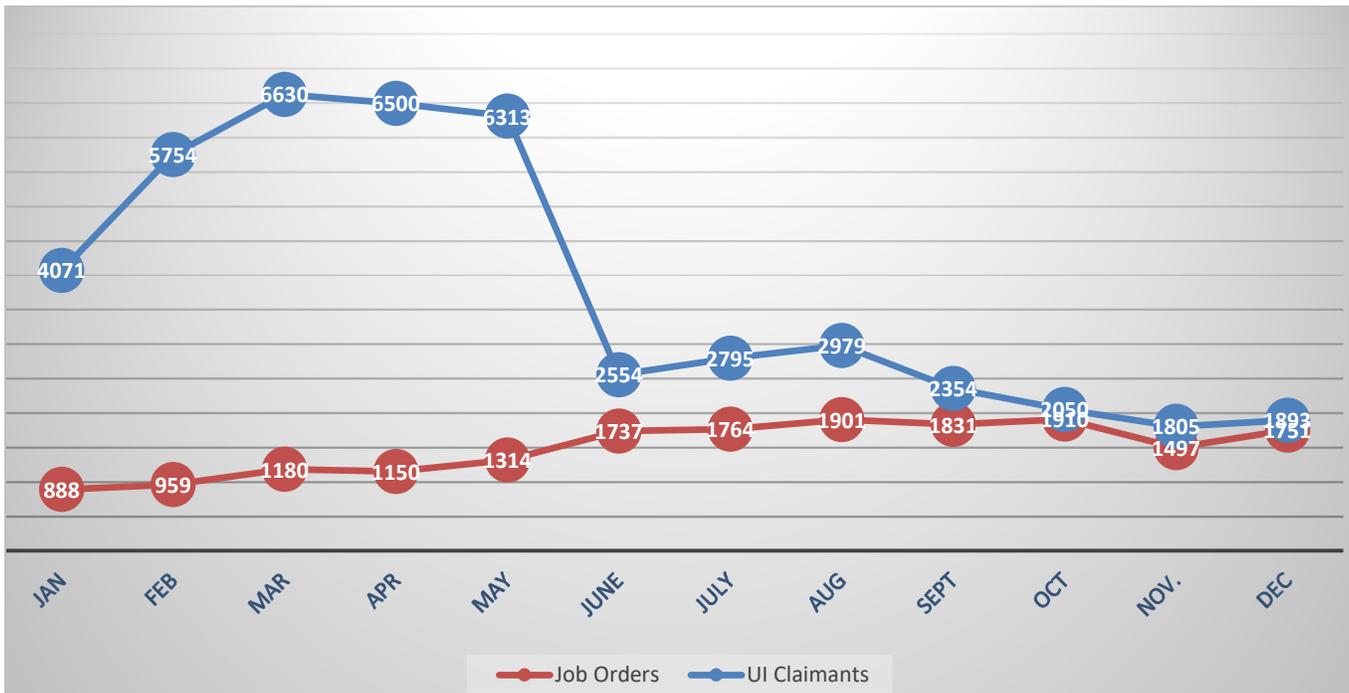
UI Rate = 4.4%, Last Month = 4.9%, Last year = 5.8%  
 Population: 17,346, UI Claimant Count: 34  
Top 5 UI Claim Industries  
 Warehouse Clubs and Supercenters  
 School and Employee Bus Transportation  
 Elementary Secondary Schools  
 General Medical and Surgical Hospitals  
 Nursing Care Facilities, Skilled Nursing

### Bosque County

UI Rate = 4.2%, Last Month = 4.3%, Last year = 5.0%  
 Population: 18,882, UI Claimant Count: 29  
Top 5 UI Claim Industries  
 Commercial Building Construction  
 Nonresidential Site Preparation Contractors  
 Nuclear Electric Power Generation  
 Highway, Street, and Bridge Construction  
 Truss Manufacturing

Total Traffic Numbers	Nov. 2020	Oct. 2021	Nov. 2021	Dec. 2021
Center Traffic	96	1,779	1,694	1,567
Website Traffic	4,002	4,750	4,204	3,334

### UI Claimants from TWIST Web Reports and Active Job Orders in WorkInTexas.com





## TWC CONTRACTS/CONTRACT AMENDMENTS

January 20, 2022

### 1. Contract 1322WPA001, Amendment 2 (Wagner Peyser Employment Services)

- **Effective Date:** November 12, 2021
- **Award Amount:** \$175,333
- Grant Award Amount amended as follows:  
To amend this BCY 2021 Wagner-Peyser (WPA) Employment Services (ES) Operating grant award with the following action: To add \$37,081 from the Board's unspent TWC State held Salary and Longevity distribution to the Employment Services Operating funds for an amended award of \$115,051. These funds shall be available for allowable expenditures from October 1, 2020 until the contract end date.
- **Total Amended Grant Award Amount: \$115,051.00**

### 2. Contract 1322CCQ001, Amendment 1 (CCDF Quality Improvement Activity)

- **Effective Date:** December 1, 2021
- **The Grant Period is amended as follows:**
  - Current End Date: October 31, 2022
  - Amended End Date: March 31, 2023

### 3. Contract 1322TAF001, Amendment 2 (Temporary Assistance for Needy Families/Choices)

- **Amendment Effective Date:** December 3, 2021
- **Grant Award Amount Amended as follows:**
- To amend this BCY 22 Temporary Assistance for Needy Families (TANF) Choices grant For participation in the Boards Workforce Career and Education Outreach Specialist program. The Board may expend up to the percentage listed in the Letter of Intent provided to TWC annually as required by WD Letter 5-21, Change 1 for participation. Allowable expenditures for the Outreach Specialist program are acceptable from October 1, 2021.

### 4. Contract 1322CCF001, Amendment 1 (Child Care Services Formula Allocation)

- **Amendment Effective Date:** December 17, 2021
- **Grant Award Amended as follows:**
- To amend this BCY 22 CCF grant to provide \$3,432,383 in additional funding, approved by the Commission on November 2, 2021, which includes a Supplemental Distribution of \$598,709 and a Provider Growth Support Payment Distribution of \$2,833,674, made available based upon demonstrated need. Provider Growth Support Payment Distribution funds can be used for allowable expenses from October 1, 2021 through September 30, 2022.
- The Total Amended Grant Award Amount is **\$16,065,549.00**.

[www.hotworkforce.com](http://www.hotworkforce.com)

Heart of Texas Workforce Development Board, Inc.  
801 Washington Avenue, Suite 700 ▪ Waco, Texas 76701 ▪ (254) 296-5300 ▪ FAX (254) 753-3173

The Heart of Texas Workforce Board, Inc. is an equal opportunity employer/programs and auxiliary aids and services are available upon request to include individuals with disabilities.  
TTY/TDD via RELAY Texas service at 711 or (TDD) 1-800-735-2989 / 1-800-735-2988 (voice).

**HEART OF TEXAS WORKFORCE DEVELOPMENT BOARD, INC. ATTENDANCE RECORDS**  
**SEPTEMBER 2021 THRU SEPTEMBER 2022**

Name/Representing	Sep-21	Oct-21	Nov-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Aug-22	Sep-22
<b>Sarah Boyd - Pilgrim's Pride</b> McLennan	X	X	X								
<b>Linda Calhoun - Main Street Antiques &amp; Interiors</b> Bosque		X	X								
<b>Howard Childs - TSTC</b> McLennan		X									
<b>Diane Cowan - Experience Works</b> McLennan/Certain Rural Counties		X	X								
<b>Shirley Crockett - Central Texas Literacy Coalition</b> McLennan/Serves Region	X		X								
<b>Clyff Curry - Pipe Fitter Local Union 529</b> McLennan/Serves Region											
<b>Warren Davis - FEDC</b> Freestone			X								
<b>Jessica Ford - Falls Community Hospital &amp; Clinic</b> Falls	X	X									
<b>Russ Foster - Insurance Licensing Services of America</b> Limestone	X		X								
<b>David Fowler - Heritage Abstract &amp; Title</b> Freestone											
<b>Stephanie Garza - Rogers Manufacturing Corporation</b> Limestone											
<b>Laura Harborth - Gate Precast Company</b> Hill	X	X									
<b>Bruce Hardt - Time Manufacturing Company</b> McLennan			X								
<b>Paige Key - Clifton Chamber of Commerce</b> Bosque			X								
<b>Susan Kincannon - Waco ISD</b> McLennan	X	X	X								
<b>Marissa Klecka - TX Health &amp; Human Services Commission</b> Serves Region		X	X								
<b>Roy Nash - Neighbor Works - Waco</b> McLennan			X								

Name/Representing	Sep-21	Oct-21	Nov-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Aug-22	Sep-22
<b>Valerie Parker - KWTX-TV</b> McLennan		X	X								
<b>Andrew Pick - Caterpillar, Inc.</b> McLennan		X									
<b>Al Pollard - McLennan Community College</b> McLennan			X								
<b>Keith Shaw - L3 Harris Technologies</b> McLennan	X		X								
<b>Keith Stanford - TWC Vocational Rehabilitation</b> Hill/Serves Region											
<b>Celia Stem - Faith, Hope, and Charity</b> Falls	X	X	X								
<b>Maggie Stinnett - Little People's Learning Center</b> McLennan			X								
<b>Mark Vera - Packaging Corporation of America</b> McLennan											
<b>Casey Wade - Texas Workforce Commission</b> Serves Region	X		X								