

**Workforce Solutions South Plains**  
**RFP 2018-60-2000**  
**Question and Answer Document #2**

**Question 1:**

Our organization is a For Profit organization. In other workforce center contracts, we have used a Management Fee and not an Indirect Cost Rate which is used for non-profits and educational organizations. Would South Plains be open to a Management Fee?

**Answer:** Yes

**Question 2:**

Is it possible that funds may be available for a transition contract if awarded one or more contracts?

**Answer:**

Yes, funds may be available for some transition costs.

**Question 3:**

Please provide a breakdown by center number of staff (including TWC, BSU, etc.), titles of staff, positions by program, current caseloads, types services provided in the center including the traffic count. Please include the center locations of the 2 Texas Veteran staff, Job Core staff and the 30 Vocational Rehabilitation staff.

**Answer:**

Please see *Attachments 7-11*. Each office is full service. The average traffic monthly in the offices: Muleshoe 120, Brownfield 350, Levelland 400, Lubbock 4500, Plainview 750. There are 2 Job Corp staff in the Lubbock office, 2 Texas Veteran Commission staff in the Lubbock office, 1 Texas Veterans Leadership Program staff in Lubbock. There are 17 Childcare Services staff in the Lubbock office. There will be 30 Vocational Rehabilitation staff in the Lubbock office.

**Question 4:**

What is the current cost for space, utilities, salaries of any shared cost for staff (Youth and Child Care) with the Workforce Center Operator for positions such as receptionist, phone operator, etc.?

**Answer:**

All facility costs are handled at Board level.

**Question 5:**

What is the capacity at each of the centers for contractor staff?

**Answer:**

Each center has the capacity to house all contractor staff.

**Question 6:**

What is the current number of unsubsidized work experience?

**Answer:**

This question is not applicable to the services being solicited.

**Question 7:**

What is the current number of subsidized work experience? How is this processed...the board or a staffing agency?

**Answer:**

A staffing agency is responsible for processing payments. There are currently nine (9) youth and fourteen (14) Choices and NCP Choices in subsidized work experience.

**Question 8:**

What is the current number of ITAs?

**Answer:**

Twenty-eight (28)

**Question 9:**

What is the current number of OJTs?

**Answer:**

Zero (0)

**Question 10:**

What are the current assessment tools, software that are being used?

**Answer:**

TABE

**Question 11:**

What is the current salary range by position?

**Answer:**

Please see *Attachments 8 and 14*.

**Question 12:**

How many staff are assigned to the mobile unit? What tools and services are available in the unit?

**Answer:**

One (1) staff member. Laptops are available with WIFI internet access.

**Question 13:**

Can we have a copy of the ITA and the Support Services board policy?

**Answer:**

Please see *Attachment 5* for ITA policy. Please see *Attachment 6* for Support Services policy.

**Question 14:**

What is the current salary range by position in the current organizational chart?

**Answer:**

Please see *Attachments 8 and 14*.

**Question 15:**

How many youths are in any work experience?

**Answer:**

Four (4)

**Question 16:**

What is the number of Foster Youth currently being served?

**Answer:**

Zero (0)

**Question 17:**

In the budget file (RFP 2018-60-2000Budgetsheet.xls) Budget Narrative Tab, the instructions state that "A budget narrative should be submitted for each service component. Identify service component below as Workforce Career Center, Youth Program, Business Service Unit, Child Care Service." Is BSU a separate component although it is not listed on page 1 of the RFP? Or is it a part of the Workforce Career Center RFP?

**Answer:**

Business Services is not a separate component. Responses should be included with the Workforce Services section.

**Question 18:**

Could you provide copies of the Board policies for OJT, ITAs and Support Services?

**Answer:**

Please see *Attachments 1-4* for OJT policies. Please see *Attachment 5* for ITA policy. Please see *Attachment 6* for Support Services policy.

**Question 19:**

Section V. Proposal for Management and Operation of the Workforce Solution Career Center System has 5 pages consisting of 89 questions. The majority of these questions have multiple components. Would you consider adding additional pages above the 30 to this Section?

**Answer:**

The page limit will stay the same, not including attachments.

**Question 20:**

Section V. Proposal for Management and Operation of WIOA Youth Services Program has 5 pages consisting of 86 questions. The majority of these questions have multiple components. Would you consider adding additional pages above the 30 to this Section?

**Answer:**

The page limit will stay the same, not including attachments.

**Question 21:**

The RFP requests information in flow chart format (Example IV.C.2). Can the proposer answer such questions in an Attachment? Will only the Attachments noted in the section Attachment Checklist be considered?

**Answer:**

You may submit information requested in chart form as attachments.

**Question 22:**

Does the board own any software to track client services (e.g. Gazelle, Microix) available for the contractor to use? If not, will the board consider purchasing it at the Board's expense so that we don't need to budget for the software cost?

**Answer:**

The Board purchased Gazelle which is currently being used by the Center operator.

**Question 23:**

In order to properly allocate operational funds, can you please provide us with the following case files information:

**Answer:**

- a. For WIOA, number of active and follow up cases; Adult, Dislocated and Youth:  
42 – active cases, 16 DW, 9 TAA, follow up cases 43
- b. For TANF, number of active case files and the monthly average mandatory customers referred to the system:  
38 TANF, 29-30 Mandatory outreached monthly
- c. For SNAP, the number of active case files and the monthly average mandatory customers referred to the system:  
15 - active SNAP cases, 11-15 mandatory monthly
- d. For NCP, the number of active case files and the monthly average mandatory/referral from the court system:  
61 active cases, 15-20 court system referrals monthly

**Question 24:**

For administrative costs, contractors/service providers are considered one stop operators for purpose of cost allocation and may charge all costs to programs and highlight administrative costs for purposes of reporting. Would the Board consider such a cost allocation? (In reference to the 4% limit on administrative costs under item 3 on p. 7).

**Answer:**

The Board has been designated as the one-stop operator by its Chief Elected Officials. All costs at the service provider level are considered program costs. The Board realizes that the service providers will incur expenditures that by their very nature are administrative costs (subrecipient costs) and ask service providers to limit administrative/subrecipient costs at 4%.

**Question 25:**

Would the Board consider a modification of operations and direct client services percentages (Table under item 12 on p. 8-9)?

**Answer:**

The Board will not consider changes in percentages.

**Question 26:**

In 2015 and 2016, the Federal agencies have issued the Uniform Guidance and WIOA Cost principles. 2 CFR 200.414 (d) and 200.331 (a) (4) provide for use of a 10% de minimis Indirect Cost Rate for entities with no federally negotiated Indirect Cost Rate. Regarding item 4 on p. 7, would the Board consider allowing adjusting the 5% cap on indirect costs and management fees to align with the 10% de minimis rate?

**Answer:**

The Board will not consider paying above federally negotiated Indirect Cost rates of an organization and would not pay management fees at a 10% rate.

**Question 27:**

Would the Board consider making the payment for ITAs, other work based learning and related supportive services payments?

**Answer:**

The Board will not pay ITA work based learning and related supportive services cost.

**Question 28:**

If the Board is making all providers payments, what is the average turnaround time for reimbursement of payroll and associated costs.

**Answer:**

The Board does not make workforce provider payments.

**Question 29:**

Can the Board provide salary ranges for all current positions relevant to all 3 procurement categories, (1) Management and Operation of the Workforce Solutions Career Center System, (2) WIOA Youth Services, and (3) Child Care Services.

**Answer:**

Please see *Attachments 8 and 14*.

**Question 30:**

Can the Board provide current organizational charts relevant to all 3 procurement categories, (1) Management and Operation of the Workforce Solutions Career Center System, (2) WIOA Youth Services, and (3) Child Care Services.

**Answer:**

Please see *Attachments 7-11*.

**Question 31:**

Is there an operational cap for Child Care Services?

**Answer:**

The average operational budget for the past 3 years has been \$944,000.

**Question 32:**

What is the average caseload per child care (direct care) staff?

**Answer:**

The current contractor does not assign caseloads; customers are seen by the next available client services workers.

**Question 33:**

Can you provide a breakdown of Child Care Services staff by department, i.e. direct care and quality/CCQ?

**Answer:**

Please see *Attachment 10*.

**Question 34:**

Does the Board perform the mentor or assessor functions related to Child Care Quality, or are these functions performed by the contractor?

**Answer:**

Mentor/Assessors functions are performed at the Contractor level.

**Question 35:**

Is the Board responsible for securing the local match agreements for Child Care?

**Answer:**

Yes.

**Question 36:**

How many TRS centers/homes are in the Board area and what are their respective star levels?

**Answer:**

There are 15 TRS centers total. Five (5) of each: 2-Star, 3-Star and 4-Star. All of these are licensed Centers.

**Question 37:**

Would it be possible to expand the page limit on the Child Care Services narrative?

**Answer:**

The page limit will remain the same, not including attachments.

**Question 38:**

There are a few formatting or formula errors in the budget spreadsheet. Will a revised spreadsheet be released, or should we correct the errors and note them on the Proposal Language Change Certification form?

**Answer:**

Another spreadsheet will not be released. If you make any changes in the spreadsheet, please just note them on the Proposal Change Certification form.

**Question 39:**

Attachments 31 and 33 are listed in the proposal documents; is it correct that there is not an Attachment 32?

**Answer:**

That is correct.

**Question 40:**

Item 7 on page 13 states "Offerors who submit more than one service proposal should submit only one ME Excel spreadsheet containing budget information as part of the proposal packet." Do you have a preference where this should be in the proposal packet?

**Answer:**

Please include this with the original proposal. See RFP 2018-60-2000 page 13, section II.D.3.

**Question 41:**

Are we to submit a USB drive with the original documents only, or do you want us to include a USB with each of the copies?

**Answer:**

Please submit the USB drive with the original hard copy only. See RFP 2018-60-2000 page 13, section II.D.3.

**Question 42:**

The question "Describe your method of accelerating or decelerating service provision given changing fiscal allotments from year to year and from time to time. How does your method ensure that customer service is adequate to meet the workforces needs of the customer?" is

included in VI.C.8.k (page 51) and VI.C.12.k (page 52). Do you intend us to answer it in both locations?

**Answer:**

No, please answer under VI.C.12.k (page 52).

**Question 43:**

Can we be provided with a list of everyone who participated in the pre-proposal meeting?

**Answer:**

This list will not be released.

**Question 44:**

Please provide a list of current Org Charts for each office, detailing the number of people in each position.

**Answer:**

Please see *Attachments 7-11*.

**Question 45:**

Please provide current salary ranges for each position.

**Answer:**

Please see *Attachments 8 and 14*.

**Question 46:**

Please provide a list of current community partners involved with WSSP.

**Answer:**

Workforce Solutions works with many community partners, including South Plains College, Texas Tech University, Economic Development Organizations through the area, Chambers of Commerce, Goodwill Industries, Health and Human Services, Women's Protective Services of the South Plains, Buckner Transition Center, the Volunteer Center of Lubbock, Region 17 Adult Education and Literacy, Literacy Lubbock, Closing the Gaps Coalition, Starcare, Office of the Attorney General, and others.

**Question 47:**

Is there any plan for a transition budget to support the timeframe needed to ensure a seamless handoff from the current provider to new provider, if applicable?

**Answer:**

There is currently not a budget plan in place this would depend on negotiations with the provider selected.

**Question 48:**

Please provide a current number of customers per funding stream through 3-31-18 for this PY.



**Answer:**

Currently, only data through 2-28-18 is available. Please see *Attachment 12*.

**Question 49:**

In your RFP section, you state, “Recognition that the primary purpose of workforce center services is to help customers identify their employment readiness needs and to assess the programs and services that will advance customers along a continuum of readiness or employment;” What is your vision of where the priorities of the employer customer fall, give this.

**Answer:**

It is up to the proposer to provide a description of the vision they have for services. The Board does see the employer as the primary customer.

**Question 50:**

For budgeting, as it pertains to the chart on page 6 and the chart on page 8/9:

- a) The RFP document states that the board pays rent, utilities, connectivity, etc.
- b) The RFP document states that the board obviously has to pay costs associated with running board operations
- c) The RFP document states that the board may withhold an additional 10-15% for special projects.

**A.** Can you provide clarity, based on these things, what amounts should the contractor plan to be available for each of the funding streams identified on Page 6 for operations and participant expenditures?

**Answer A.:**

The proposer is asked to only submit a budget for all anticipated operating cost and to not include any costs related to direct services to customers such as supportive services, and ITAs.

**B.** Will the 40% participant expenditure requirement (30% for Choices/SNAP etc.) be calculated on the gross amount listed on the chart on page 6 or will it be 40% of the amount after taking into account a, b and c above?

**Answer B.:**

The program splits do not apply at this time. Proposers are only to budget operating costs. The Board in year two of the Contract will provide the Contractor with a total amount of available funding from each source and from this amount the Board will, on an annual basis, provide a funding split to the Contractor (i.e. WIOA Adult 60%/40%, TANF 70%/30%, etc.).

**Question 51:**

Please provide a historical perspective of the number of people served in each of the programs over the past 2 years.

**Answer:**

Please see *Attachment 12* (Year End Performance Report).

**Question 52:**

Please provide a floor plan and staff structure for the relocated Lubbock One Stop Center.

**Answer:**

Please see *Attachment 13*.

**Question 53:**

Will Business Services staff be included in the contract?

**Answer:**

Business Services is a part of the workforce services contract.

**Question 54:**

Are there any pending changes to the number of One Stop Centers located in the 15 counties?

**Answer:**

No.

**Question 55:**

Will the board operations portion of the funding be taken out based on the MATRIX (pages 8 and 9) or taken out prior?

**Answer:**

The Board's portion will be taken out prior based on the estimated allocations reflected on page 6. The funding to be contracted with services providers will be the remaining portion to be budgeted as indicated in the MATRIX.

**Question 56:**

Who is the incumbent contractor?

**Answer:**

South Plains Community Action Association.

**Question 57:**

Will a staffing chart be made available?

**Answer:**

Yes, please see *Attachments 7-11*.

**Question 58:**

Will 10/15% of the Board's funds be taken from the Program Allocation amounts on page 6, (see page 7, Section I.G.1.)?

**Answer:**

Yes

**Question 59:**

Are there any projected material changes to the Program Allocation chart on page 6?

**Answer:**

Yes, but the changes are still tentative, so please use the chart on page 6 for preparing the budgets.

**Question 60:**

Will you please clarify the page limits for the narratives?

**Answer:**

Workforce Services – 30 pages, not including attachments. All other sections 20 pages, not including attachments.

**Question 61:**

Please clarify how many copies of the 990s need to be submitted?

**Answer:**

Please submit 990s for the prior two years. Only one copy of each 990 needs to be submitted. Please submit the 990s with your original response. If you are submitting multiple proposals, you only need to include the 990s one time. See RFP 2018-60-2000 page 13, section II.D.3.



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## **Attachment 1**

**Workforce Solutions South Plains  
On-the-Job Training EMPLOYER CONTRACT**

This On-the-Job Training (OJT) Contract is between \_\_\_\_\_, herein after called Employer and the Contractor, herein after called Workforce Solutions South Plains. Both parties agree to the terms and conditions set forth in the contract.

**Section 1: Contact Information**

*Complete the contact information for the Employer and Workforce Solutions South Plains.*

EMPLOYER:	CONTACT NAME:	TELEPHONE:
EMPLOYER ADDRESS:	E-MAIL:  FAX:	ACCOUNT NO. OR FEDERAL EMPLOYER IDENTIFICATION NO:
WORKFORCE SOLUTIONS SOUTH PLAINS OFFICE:		
ADDRESS:	CONTACT NAME:	E-MAIL:
	TELEPHONE:	FAX:

**Section 2: Start and End Date of Contract**

The OJT Contract commences on \_\_\_\_\_ (start date) and terminates on \_\_\_\_\_ (end date).

**Section 3: General Terms and Conditions**

***CONTRACT PURPOSE***

The purpose of this contract is to establish the general terms and conditions under which Workforce Solutions South Plains may refer individuals, hereinafter called Trainees, to the Employer for OJT.

***FISCAL***

- Employer agrees to submit the OJT Monthly Time Report and Invoice request for reimbursement of wages no later than **10** working days (Workforce Solutions South Plains-defined) following the end of the month, using forms provided by Workforce Solutions South Plains.
- Employer agrees to:
  - Maintain adequate time and attendance, payroll, and other records to support amounts reimbursed under the OJT Contract; and
  - Provide the records upon request of Workforce Solutions South Plains.
- Employer agrees that records directly related to the OJT Contract are subject to review, monitoring, and audit by Workforce Solutions South Plains, the state, and the federal government without prior notice during normal business hours.
- Employer agrees to preserve all OJT employee payroll, fringe benefit, and personnel records for a minimum of three years following completion of the OJT Contract.
- Workforce Solutions South Plains agrees to reimburse the employer **75** percent (%) of the Trainee's hourly wages, with a maximum reimbursement amount of \$\_\_\_\_\_ for the duration of the training period.
- Workforce Solutions South Plains will not be liable for payment of any wages paid to any individual who has not been officially enrolled by Workforce Solutions South Plains as a Trainee in the OJT program. Employer will receive a copy of the OJT Contract for each authorized participant and must maintain the form in its records.

***EMPLOYER AND PARTICIPANT INITIATED REFERRALS FOR ON-THE-JOB TRAINING***

Once an OJT Contract is in place between Workforce Solutions South Plains and Employer, Employer may identify Employer-interviewed candidates for OJT positions and subsequently refer individuals to Workforce Solutions South Plains

to determine eligibility for OJT. (In the case of an individual self-initiating an OJT training opportunity with an employer without an OJT contract, if Workforce Solutions South Plains decides to fund the OJT training opportunity, Workforce Solutions South Plains must contact the employer to initiate the OJT contract procedure.)

### ***ADDITIONAL TERMS***

OJT Contract is subject to modification or termination if actions taken by federal, state, or local government result in an impediment of contract purpose, such actions include, but are not limited to, withdrawal of funding by Congress or the failure by Congress to reauthorize program activities.

### ***EMPLOYER ASSURANCES***

1. Employer agrees to adhere to wage and labor standards and to pay the OJT Trainee at the same rates, including increases and benefits, as trainees or employees who are situated in similar jobs. Such rates must be in accordance with applicable law, but cannot be less than the higher of the rate specified in the Fair Labor Standards Act of 1938 §6(a)(1) or the applicable state of local minimum wage law. (WIOA §181 (a)(1)(A))
2. Employer agrees to provide all OJT Trainees the same benefits—such as workers’ compensation, health insurance, unemployment insurance, and retirement benefits—and employment conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work. (WIOA§667.272, §667.274)
3. Employer agrees that conditions of employment and training will be in full accordance with all applicable federal, state, and local laws and ordinances (including, but not limited to, antidiscrimination, labor, and employment laws, environmental laws, and health and safety laws). Employer agrees to comply with the nondiscrimination and equal opportunity provisions of WIOA 1998 and its regulations at 29 CFR §37.38(b).
4. Employer agrees to employ and develop a training plan for the OJT Trainee that includes competencies needed for adequate performance in the OJT position.
5. Employer certifies that the company is financially solvent as of the date of this contract and the Employer’s best projection is that it will remain financially able to meet contract obligations at the end of the training period, including retention of the OJT Trainee.
6. Employer assures that it has not been debarred or suspended in regard to federal funding. (29 CFR Part 98)
7. Employer certifies that no member of the OJT Trainee’s immediate family is engaged in an administrative capacity for the Employer or will directly supervise the OJT Trainee. For the purpose of this contract, immediate family is defined as spouse, children, parents, grandparents, grandchildren, brothers, sisters or individual bearing the same relationship to the OJT Trainee’s spouse. (20 CFR §667.200(g))
8. Employer assures that OJT Trainees will not be employed to carry out the construction, operation, or maintenance of any part of a facility that is used or will be used for sectarian instruction or as a place for religious worship. (29 CFR §37.6(f), 20 CFR§667.266)
9. Employer assures that the OJT Contract does not impair existing contracts for services or collective bargaining agreements. If the OJT Contract would be inconsistent with a collective bargaining agreement, the appropriate labor organization and Employer must provide written concurrence before the program or activity begins. (20 CFR §667.270)
10. Employer assures it will not use OJT funds to assist, promote, or deter union organizing. (20 CFR §663.730)
11. Employer assures that:
  - a. No other employee is on layoff from the same or any substantially equivalent job;
  - b. The OJT Trainee has not displaced (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation), or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy created with the OJT participant; and
  - c. The job is not created to infringe in any way on the promotional opportunities of currently employed workers. (20 CFR §667.270)
12. Employer assures that within the last 120 days, the company has not relocated from another area and employees were not laid off at the previous location as result of relocation. (WIOA §181(d)(2))

#### Section 4: Signatures

I hereby agree to all the terms and conditions in this OJT Contract.

#### Authorized Signatures:

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

\_\_\_\_\_  
EMPLOYER SIGNATURE:

\_\_\_\_\_  
WORKFORCE SOLUTIONS SOUTH PLAINS  
BUSINESS SERVICES STAFF SIGNATURE:

\_\_\_\_\_  
TYPE/PRINT NAME:

\_\_\_\_\_  
TYPE/PRINT NAME:

TITLE: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

\_\_\_\_\_  
WORKFORCE SOLUTIONS SOUTH PLAINS  
PROGRAM STAFF SIGNATURE

\_\_\_\_\_  
BUSINESS SERVICES MANAGER  
OFFICE STAFF SIGNATURE:

\_\_\_\_\_  
TYPE/PRINT NAME:

\_\_\_\_\_  
TYPE/PRINT NAME:

TITLE: \_\_\_\_\_

TITLE: \_\_\_\_\_

## **Attachment 2**



Policy Number-Effective Date	BD.10.WIA.013 <b>Change 2</b>
Date Filed	June 16, 2010
Subject	On-The-Job Training Policy
Date Adopted by Board	July 24, 2010
	TRANSMITTAL
To	Board and Contractor staff
From	Workforce Solutions Board Administration
<b>Revision Date</b>	<b>12/12/14</b>

**PURPOSE:** To provide clarification and guidance related to On- The-Job training activities as allowed by program guidelines to individuals participating in Workforce Investment Act (WIA), Temporary Assistance to Needy Families (TANF/Choices), Non-Custodial Parent Program (NCP), and Trade Adjustment Assistance (TAA).

**REVISIONS:** New information in this policy is indicated by:

- **Bold** typeface, which indicates new or clarifying language.

**ACRONYMS:**

DOT	Dictionary of Occupational Titles
OES	Occupational Employment Statistics
ONET	Occupational Information Network Numerical Index
OJT	On-the-Job Training
SVP	Specific Vocational Preparation
WIA	The Workforce Investment Act of 1998

**DEFINITIONS:**

Section 101 (31) of WIA defines On-the-Job Training as follows:

(31) *On-the-job training* -- The term “on-the-job training” means training by an employer that is provided to a paid participant while engaged in productive work in a job that

- provides knowledge or skills essential to the full and adequate performance of the job;
- provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training;
- is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

On-the-Job Training is an allowable training activity eligible to WIA and Welfare participants. Additionally, OJT is allowable for incumbent workers who are WIA adults meeting Workforce Solutions South Plains priorities and are under-employed or for dislocated workers where they need the training in order to become self sufficient.

*Specific Vocational Preparation (SVP)* as defined in Appendix C of the Dictionary of Occupational Titles, is the amount of lapsed time required by a typical worker to learn the techniques, acquire information, and develop the facility needed for average performance in a specific job worker situation.

POLICY: The following principles should be applied in order to assure a sound On-the-Job Training program. These include:

1. Eligible participants are those, who as determined by the Board, have not been earning a Self Sufficiency Wage.
2. An assessment and individual employment plan (IEP) which support the decision to provide training through OJT following sequence of services.
3. Appropriateness of the job for the individual.
4. A training plan and job description which clearly identifies the requirements of the job and the skills to be obtained by the participant.
5. A system for monitoring the training to be provided by the employer.
6. A contract with each employer and a training plan for each individual referred.

Any deviation from the policies must be documented in writing and approved by Workforce Solutions South Plains Board prior to taking any action not in accordance with these policies and procedures.

A. TRAINING

In general, OJT is an employer service but is entered into for the benefit of the participant. OJT positions should be developed using a team approach between the marketers and the case manager/counselor and the participant. Rather than maintaining an inventory of job openings, which may never be filled, thereby disappointing employers a better methodology is to identify a participant and to

develop a position suitable to meet the individual's interests and skill levels.

Allowable On-the-Job Training includes:

1. Job specific, technical or occupational skills training.
2. Upgrading of basic job skills if a person is determined eligible and has not been able to obtain employment or may be unable to retain employment or obtain a promotion necessary to ensure self-sufficiency because of a deficit in their skills capabilities.
3. Training must be in demand occupations, however exceptions may be made based on the individual's assessment and/or the local job market and must be documented in counselor notes. Demand occupations shall be defined to mean those occupations listed on the most current Workforce Solutions South Plains Demand Occupations list at the time of the OJT contract.
4. Employability skills development where the employer specifically agrees to work with the participant to overcome skill deficits. This aspect of the training should not constitute more than 20% of the total training to be provided and must be combined with occupational skills training, except for new entrants into the labor market, such as, welfare and youth participants for whom work maturity skills including basic workplace readiness and retention skills are necessary.
5. OJT is available to participants, who, after assessment have been referred to and hired by the employer.
6. OJT is allowable as a sequenced or coupled training activity where justified in the participant's assessment and included in the IEP. Where OJT is a sequenced activity, which follows institutional occupational skills training, the OJT must be for the attainment of skills requiring a minimum of 30 days of training.

Unallowable OJT training includes:

1. Orientation that the employer provides to all new hires.
2. Job specific skills' training that is normally provided to all new hires.
3. Training on proprietary equipment, software or processes which would have to be provided to any new or promoted employee.
4. Training for skills the participant already has or has demonstrated proficiency

in as evidenced by the participant's job or educational history.

5. Jobs, which require a training period of less than 30 days.
6. Jobs paying less than the amount needed by an individual to rise above poverty level, however, where written justification is provided in the case file indicating that the job is an entry level position for a new entrant into the labor force, or an individual with a poor work history, or where there is the possibility of advancement, or is a rung in a career ladder job classification this condition may be waived.
7. Jobs paying only a commission or piece rate, or jobs where the base salary, excluding commission is below minimum wage.
8. Jobs with no entry qualifications except as provided in paragraph (5) above.
9. Jobs with employers or industries, which are seasonal or have a history of a high turnover rate. This shall be defined to include jobs with employers who have had less than an 80% retention rate using the formula detailed in Section C, OJT Management Systems 3(e). In the event of mitigating circumstances relating to non-retention, a request for waiver of this condition may be made to the Workforce Solutions Project Manager or designee. The request and approval or disapproval shall be made in writing.

B. DEVELOPMENT OF THE TRAINING OUTLINE

1. Assessment - The following should be included in the assessment information collected when determining that OJT is appropriate.
  - a. A written list or inventory of the participant's qualifications in order to determine whether OJT is an appropriate training vehicle for that individual. The inventory should include:
    - (1) a review of the participant's employment history and educational background
    - (2) the participant's economic needs
    - (3) the participant's skill level, which encompasses skills the participant has which might be transferable to other occupations
    - (4) prior formal training
    - (5) prior occupational skills training
    - (6) barriers participants have encountered which affect their employability such as a disability, lack of a high school degree or non-English speaking. The above should be carefully documented as a part of the assessment process.

- c. A determination of whether the participant is training-ready and a good candidate for OJT should be made. Consideration of recommendations to couple participant's training with customized training, classroom training, basic skills remediation, or GED should also be made and incorporated into the participant's employability development plan.

## 2. Job Descriptions

- a. Job descriptions do not take the place of a training outline, however, should be utilized to identify the tasks to be performed, tools to be used, and skills necessary to perform on the job.
- b. OES and DOT/O\*NET code job descriptions should be individualized. Account representatives or marketers should use the DOT as a guide, but should obtain or assist employers in drafting a job description which accurately reflects the job duties for the position in which the participant is to be trained.
- c. If an employer does not have a job description, a job analysis, which is a systematic procedure for gathering, documenting, and analyzing information about a job, should be performed.

This would include: (1) the job contents, which are the duties and tasks performed on the job, (2) the job requirements, the skills, abilities, knowledge, and physical or other characteristics, (3) the job context, which includes factors such as accountability, responsibility, and degree of supervision and (4) any negative factors such as prolonged exposure to cold, heat or other adverse physical conditions.

The development of a job description is often an employer service for small and mid sized employers who do not have job descriptions and can use the job description if they later need to fill the position on their own.

## 3. Training Plans

- a. An OJT training plan should be developed following assessment. It should evolve from the participant's IEP and the information in the employer job description.
- b. The OJT training plan should be completed using the form attached to these policies and procedures in accordance with the instructions provided in the attachment.

- c. A training plan must be completed for each participant and will become a part of the contract file.
- d. Training plans are to be discussed with and explained to participants, so that they know what to expect when they are on the job. They should also be told about the wages they will receive.
- e. The contract package includes the training plan and instructions for completing the training plan. Counselors and marketers are to follow these instructions. Inquiries regarding the training plan are to be directed to the Workforce Solutions Project Manager or designee, or Board staff as needed.

C. OJT PROCEDURES

1. Maximum Length of Training

- a. OJT contracts should not be written for jobs requiring less than 30 training days. OJT contracts, which exceed 6 months, should be reviewed at a minimum every 90 days and the length of the training justified in writing in the participant file. No OJT should be written for longer than six months without written approval from the Workforce Solutions Project Manager or designee.
- b. OJT contracts may not be written for jobs with an SVP of 2 or under except for participants who have a documented disability for whom such a placement would be appropriate or where written justification is provided and approved by the Workforce Solutions Project Manager or designee indicating appropriateness of training and why the length of training is necessary to obtain the skills for the job. Lack of prior work history or non-English speaking are not disabilities for the purpose of complying with this section of the policy but may justify placement into a job with a low SVP.
- c. The length of OJT contracts shall be initially written in accordance with the guidelines below.

SVP	Minimum Contract Length
2	One Month with written justification
3-4	Three Months
5-9	Six Months

Account Representatives/Marketers will not be required to negotiate the length of training, and with written justification documented in the training plan may approve a longer training time.

d. An OJT contract may be written or extended beyond the initial periods under the following conditions and documented accordingly:

1. A barrier to skills attainment is identified during training, which was not evident during the assessment.
2. There is an upgrade in the participant's job description from that developed upon entry into training.
3. The participant has been unable to master the skills within the Training Plan time frames.
4. The measures used during assessment to identify participant's skills proficiencies prove to be inadequate based upon employer evaluation after participant is placed on the job.

## 2. Maximum payment

- a. Employer reimbursements will be made on a monthly basis and may not exceed 50% of the participant's straight time wages. *(Except in the case of WIA waivers or NEG OJT)*
- b. The amount of the employer reimbursement is a function of the length of time in training, the skills the participant brings to the job.
- c. Employers may not be reimbursed for holidays, sick, vacation or other leave time granted to participants.
- d. Employers may be reimbursed for overtime hours worked by participants in accordance with the maximum allowable length of training hours in OJT at 50% of the straight time reimbursement rate.
- e. Employers may be reimbursed 50% of any wage increase awarded to participants during the training period, if the contract is amended prior to the increase to provide for the increase. In that event, the employer shall only be entitled to the increased reimbursement from the date of the executed amendment signed by both parties to the agreement. No training plan may be amended after the training has been completed.

## 3. Employer Selection

- a. Account Representatives/Marketers who recommend an employer should ascertain that:
  - (1) Employer complies with Federal and State laws governing OJT

- (2) The conditions of employment are reasonable, and appropriate
  - (3) Health and safety standards will be followed
  - (4) Workers compensation insurance is provided
  - (5) There will not be a displacement of currently employed workers
  - (6) No individual is on layoff or has been terminated from the same or a similar position in the past 120 days
  - (7) An existing contract or collective bargaining agreement will not be impaired
  - (8) The placement of the participant into an OJT with an employer will not infringe on the promotional opportunities of currently employed individuals
- b. No funds may be used to assist in relocating an establishment or parts thereof from one area to another unless a determination is made that such relocation will not result in an increase in unemployment in the area of original location or in any other area.
  - c. No funds may be used to directly or indirectly assist, promote, or deter union organizing.
  - d. Ensure that pursuant to Texas Government Code §2265.051, a business that applies to receive a public subsidy from a state agency certifies that the business, or a branch, division, or department of the business does not and will not knowingly employ an undocumented worker as defined in government code 2264. Employers found in violation of this policy shall repay the total amount of the public subsidy, with a 15% interest penalty, no later than the 120<sup>th</sup> day after the business is notified of the violation.
  - e. Employers who have had a plant closing or a layoff will not be eligible for an OJT for a period of 120 days following the plant closing or layoff. In the case of a layoff, the employer is not eligible for an OJT in the job classifications or similar classifications in which the layoff took place. In the event of a lockout, strike, or other similar condition, the employer will not be eligible for an OJT until the situation is resolved.



f. Employee Participant Ratios – In general, a ratio of one supervisor to five trainees is recommended. Varying ratios should be justified in writing and contained in the contract file.

- (1) The employee/participant ratio for employers of 25 employees or more shall not be more than one participant per every four employees.
- (2) The employee/participant ratio for employers of 24 employees or less shall not exceed one participant per every three employees.
- (3) Exceptions to paragraphs (1) and (2) above may be made upon written justification, which must be in the contract file. Justification includes, but is not limited to, employer expansion, or newly opened job sites where there are numerous jobs to be filled offering multiple opportunities to participants, as long as, there will be adequate supervision of the participants.

g. Re - contracting with Employers

- (1) Employers who have not maintained an 80% participant retention ratio as defined herein are not eligible for additional placements for one year unless mitigating circumstances are clearly documented.
- (2) Even in the case of mitigating circumstances, failure to retain two trainees placed with an employer in the same program year will make that employer ineligible for future referrals for a period of one year. Working conditions for participants placed, must be at the same level and wage rate as for other similarly employed regular employees, or the retention of the participant shall be considered an ineligible hire for purposes of compliance with this section. Exceptions may be made where terminations were due to economic conditions or other conditions beyond the employer's control.
- (3) Exceptions to paragraph (2) above may include terminations for cause, death, or the resignation of the participant because of relocation, promotion, or movement to a better paying job or a job more convenient to participant's individual needs. This must be documented in the contract file and approved by the Workforce Solutions Project Manager or designee before a referral can be made to the employer.
- (4) An employer review shall be initiated at the beginning of the program year.

(5) The 80% retention rate shall be determined using the following formula:

- A. Identification of the OJT employer.
- B. Number of OJT participants enrolled.
- C. Number of participants with neutral terminations (death, participant quitting, participant fired for cause, other).
- D. Adjusted enrollment. The number of participants enrolled minus the number of neutral terminations.
- E. The percentage of successful participants. The number of successful participants divided by the adjusted enrollment.
- F. The percentage of unsuccessful participants. The number of unsuccessful participants divided by the number of adjusted enrollment.
- G. The percentage of successful participants with hourly wage losses.

h. Employer Referrals

- (1) Participants may be placed with employers for whom they have worked for in the past only in a position substantially different and requiring different skills from those necessary in the prior position.
- (2) Employer referrals commonly referred to as reverse referrals, are allowable, as long as, the participants have completed objective assessment and have received information about the full array of services available. It must be documented in the participant file that s/he chose OJT instead of occupational training.
- (3) Where a participant is employed, or has been hired by the employer prior to the contract start date an employer referral is prohibited and an OJT contract with that employer for that participant may not be executed. In cases where the participant is employed, consideration can be given to an upgrade OJT where there will be a significant wage increase.

- i. Employers in violation of State, local and/or federal laws shall not be eligible for OJT until they are in compliance. This includes licensing requirements and payment of required taxes.
- j. Employers must evidence that they have the necessary equipment, resources, and supervision to perform the training. This shall be noted by the account representatives on the OJT Data sheets prior to making the job available to participants and counselors for participant placement.

(4) Conflict of Interest

- a. Account representatives and counselors shall not make OJT referrals to employers who are immediate members of their families or of other Workforce Solutions South Plains or provider staff members' families.

D. GRIEVANCE PROCEDURES

- 1. Participants and employers shall be informed regarding the Workforce Solutions South Plains Board grievance/complaint procedures.
- 2. Employers and participants shall be subject to the Workforce Solutions South Plains Board grievance procedures with respect to non-criminal grievances or a complaint arising in connection with activities and programs funded by Workforce Solutions South Plains Board.
- 3. Complaints relating to discrimination will be referred to the Boards Equal Opportunity Officer in accordance with 29 CFR 31, 32, and 34.
- 4. Employers unwilling to adhere to the Workforce Solutions South Plains grievance procedures and who do not have a complaint procedure, which meets minimum federal and state requirements, shall be ineligible to receive an OJT contract.

E. CONTRACT PROCEDURES

- 1. Participants may not begin training prior to contract execution. Contract execution is complete when the contract package contains all requisite signature approvals as defined below, and the contract has been signed by the Workforce Solutions Project Manager or designee, as well as, by the appropriate signatory for the employer.
- 2. Contract terms and conditions, except for amendments to the training plan, may not be changed or altered without the approval of the Workforce Solutions Project Manager or designee. The Workforce Solutions South Plains contract

contains appropriate safeguards to assure compliance with program rules and policies.

3. The Account Representative/Marketer is responsible for reviewing the contract with the employer prior to execution to assure that the employer understands and is familiar with its requirements.
4. The appropriate signatory for the employer shall be either the owner where the business is not incorporated, a partner where the business is a partnership, or an officer, if the business is a corporation. Corporations sometimes designate signatories other than their officers. In such instances, written authority transferring signatory responsibilities must be obtained by Account Representative/Marketer.
5. **The Contract file should contain the following documents:**
  - a. **The Contract**
  - b. **The Training Plan**
  - c. **The Monthly Time Report and Invoice**
  - d. **Any Modifications to the above documents**
6. **The following documents will be maintained as indicated below:**
  - a. **The Contract and any contract amendments – The Workforce Solutions Project Manager or designee (fiscal department), the Career Center file copy, and the Employer site.**
  - b. **The Training Plan – The Career Center file copy, the participant, and the employer.**
  - c. **The Monthly Time Report and Invoice - The Workforce Solutions Project Manager or designee (fiscal department) and Career Center file copy.**
  - d. **Any Modifications to the above documents**

F. MONITORING

1. The monitoring of OJT contracts on a sample basis is included in the contract scope of work between Workforce Solutions South Plains Board and its Contractor. Monitoring visits may include on site invoice and time sheet verification, hours worked, and wages paid.

2. In addition to external monitoring:
  - a. All invoices are reviewed and approved by the Workforce Solutions Project Manager or designee (fiscal department).
  - b. The case manager may not approve invoices for payment to assure a check and balance in the system.
  - c. At least once during the training plan term, Workforce Solutions South Plains Board or Contractor may visit the employer site and the participant. The site visit may include:
    1. A review of payroll documents to ascertain that the participant is being paid and that their wages are in accordance with the training plan/contract terms.
    2. A review of the participant's progress with the employer or the participant's supervisor.
    3. Verification by the participant that training is progressing according to their training plan.
    4. A review of all required documents to assure they are complete and located in the proper department.
    5. A review of the participant time and attendance records.
    6. Completion of a written checklist to certify the above has been accomplished.
  - d. A tracking and assessment system shall be instituted as follows and entered into The Workforce Information System of Texas (TWIST):
    1. Date(s) participant(s) entered OJT training and employment.
    2. Participant's beginning training wage.
    3. Identification of employer.
    4. Date of completion of training and/or entry into unsubsidized employment.

5. Participant's employment status following the quarter after the completion of training and the third quarter following completion of training.
6. Reason participant left (if not still employed in the third quarter after exit.

REFERENCES:           WIA Sections 101(31), 134(101) (d)  
                              WIA Regulations  
                              TWC Master Rules  
                              **WD Letter 06-14 (Aug 21, 2014) and/or any replacements**

**INQUIRIES:**

All comments and inquiries pertaining to this policy should be forwarded to:

Ms. Tiny Rogers  
Program Manager/ EO Officer  
Workforce Solutions South Plains  
1301 Broadway, Ste. 201  
Lubbock, Texas 79401  
(806)744-1987 ext. 2014

## **Attachment 3**

# ON-THE-JOB TRAINING PLAN



Trainee:  
Job Title:  
Employer Name:

TWIST ID #:  
Specific Vocational Preparation (SVP) Code:  
Date:

Funding Source: ☐ WIOA Adult ☐ WIOA Dislocated Worker ☐ WIOA Youth 18–21 ☐ Other

☐ TANF/Choices or Noncustodial Parent Choices program

## OJT PLAN

Skills To Be Acquired/ Training To Be Provided	Training Methods	Required Hours	Initial Capability	Proficient Skill Level Upon Completion
1.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:
2.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:
3.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:
4.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:
5.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:
6.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:
7.			ENTRY LEVEL: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/> DATE MEASURED:	YES: <input type="checkbox"/> NO: <input type="checkbox"/> DATE MEASURED:

Workforce Solutions South Plains is an equal opportunity employer/programs.  
Auxiliary aids and services are available upon request to individuals with disabilities.  
Relay Texas: 711 (voice); 800-735-2989 (TDD); or Relay Texas Spanish 800-662-4954.



## ON-THE-JOB TRAINING PLAN



### **Certification of Training Need**

*A legitimate need for training and the expectations of continued employment for the individual completing training under this Contract have been established by the Employer Engagement Specialist. The OJT plan may be modified with approval of the Trainee, Employer, and Board.*

Trainee Signature:	_____	Date:	_____
Worksite Supervisor Signature:	_____	Date:	_____
Worksite Supervisor Name (Typed):	_____	Date:	_____
Workforce Solutions Business Services Staff Signature:	_____	Date:	_____
Workforce Solutions Program Staff Signature:	_____	Date:	_____
Workforce Business Services Manager Signature:	_____	Date:	_____

## **Attachment 4**

# ON-THE-JOB TRAINING MONTHLY TIME REPORT AND INVOICE

Time Report For: \_\_\_\_\_ Pay Period: \_\_\_\_\_

First Day

Last Day

Employer Name: \_\_\_\_\_ Employer Address: \_\_\_\_\_

OJT Trainee Name: \_\_\_\_\_ Job Title: \_\_\_\_\_ TWIST ID: \_\_\_\_\_

Start Date: \_\_\_\_\_ Hourly Wage: \_\_\_\_\_ Reimbursement Percentage: \_\_\_\_\_

MONTH:																
Day																
Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Hrs																
Day																
Date	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Hrs																

Evaluation of Participant  
 (Please check appropriate Column)

	Unsatisfactory	Satisfactory	Excellent
1. Punctuality/absenteeism	_____	_____	_____
2. Attitude	_____	_____	_____
3. Progress toward training	_____	_____	_____
4. Overall job performance	_____	_____	_____

Explain any time off: \_\_\_\_\_

## REQUEST FOR PAYMENT INVOICE

- Total hours to be reimbursed this month: \_\_\_\_\_
- Hourly reimbursement rate (Hourly wage x reimbursement percentage): \_\_\_\_\_
- Reimbursement total for current month: \_\_\_\_\_

**I CERTIFY THE TIME AND TRAINING HOURS ON THIS REPORT TO BE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE. THE CURRENT PAYROLL REGISTER(S) IS ATTACHED.**

Employer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

OJT Trainee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Workforce Solutions Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## FOR INTERNAL USE ONLY

Signatures

Dates

PO #

FISCAL: \_\_\_\_\_

COMPLIANCE: \_\_\_\_\_

PURCHASING: \_\_\_\_\_

Funding Source: ☐ WIOA Adult ☐ WIOA Dislocated Worker ☐ WIOA Youth 18-21  
☐ TANF/Choices or Noncustodial Parent Choices program ☐ Other \_\_\_\_\_

Totals:

- Total training hours in contract: \_\_\_\_\_
- Total hours reimbursed this month: \_\_\_\_\_
- Cumulative total training hours (all months): \_\_\_\_\_
- Total hours remaining in contract: \_\_\_\_\_

## **Attachment 5**

Policy Number:	B.D.06.16.WIOA Adult.DW.001
Date Filed:	June 7, 2016
Subject:	WIOA ITA Policy and Procedures
Date Adopted by Board:	July 28, 2016
Effective Date:	August 1, 2016
To:	Workforce System Contractor
From:	Workforce Solutions Board Administration

## PURPOSE

The Contractor will utilize Individual Training Accounts (ITA) to provide occupational skills training. Occupational skills training will be provided in areas identified as targeted occupations based upon criteria such as volume of openings, competitiveness, average entry level wage, potential for stable employment, and general suitability for Workforce Innovation and Opportunity Act (WIOA) applicants. Occupational skills training may be provided in a classroom, laboratory, work area, and/or other appropriate setting.

Provisions of WIOA promote individual responsibility and personal decision-making through the use of ITAs which allow adult customers to “purchase” the training they determine best for them. This market-driven system will enable customers to obtain the skills and credentials they need to succeed in the local labor market. Good customer choice requires quality information. The Workforce Solutions Centers will provide customers with a list of eligible training providers and information about how well those providers perform.

WIOA reflects a strong commitment to empowering individuals with the information and resources they need to manage their own careers through ITAs and better statistics on the performance of service providers, as well as on the skills demanded by employers. The legislation also stresses increased accountability of the delivery system to achieve improved results in job placement, earnings, retention in unsubsidized employment, skill gains, and occupational/academic credentials earned.

The ITA is an account established and approved by the Center on behalf of an eligible participant. It will be the primary method for providing training services for participants. Through ITAs, adult, dislocated worker and older/out-of-school youth funds will be used to make payment for purchasing training services from eligible providers selected by the participant in consultation with the career counselor.

## POLICY

Individuals must meet the basic eligibility requirements and any service priority criteria to receiving training services. The case file, which includes the individual employment plan, is the required documentation for this decision. The case file will include a description of how the determination was made and that the training selected is directly linked to the employment opportunities in the local area or in another area to which the trainee is willing to relocate. The case file will also include documentation of the determination that the individual has the skills and qualifications to allow successful participation in the selected training program. (A program of training services is defined as one or more courses or classes that, upon successful completion, leads to a certificate, an associate degree, or baccalaureate degree, or a competency or skill recognized by employers or a training regimen that provides individuals with additional skills or competencies generally recognized by employers.)

Along with an ITA, consumer information will be available regarding the performance of each training provider. All providers must submit annual specified performance-based information relating to outcomes of their students (completion rates, placement and earnings, etc.). To remain eligible, providers must meet or exceed minimum levels of performance established by the State and localities. ITAs will inject increased competition into the public and private training market. Good providers will attract students and flourish in the WIOA system; poor providers will not. This

market-driven system will ultimately produce better training and greater participant success in the labor market, which will be reflected in local performance.

Eligible Center participants will select training that best meets their needs from the training provider that has the best outcomes. Individuals may choose any of the appropriate eligible providers on a list certified by the SPRWDB. It is envisioned that participants will be able to use any service provider on the list maintained and provided by the State.

Eligibility to receive adult and dislocated worker funds requires a provider to be certified under the Higher Education Act of 1965 (HEA), the National Apprenticeship Act, or an alternative procedure established by the Governor. An ITA must be established on behalf of a WIOA adult or dislocated worker participant eligible for training services, funded with WIOA adult or dislocated worker funds, and used by participants for training services. All providers must submit annual specified performance-based information relating to outcomes of their students (completion rates, placement and earnings, etc.). To remain eligible, providers must meet or exceed minimum levels of performance established by the State and the Board.

Supportive services are those which are necessary to enable an eligible individual to participate in training. The Center is responsible for the identification of and the coordination of referral for a customer's supportive services needs. The provision of these types of services will either eliminate or reduce the barriers to employment that customers encounter. By addressing their supportive services needs, customers are afforded the opportunity to achieve their employment goals. Funds for Supportive Services will be made available to participants in training that prepare individuals to work one of the board's targeted occupation and can only be provided if funds are not available from other sources. Documentation to support that there is not another provider of the supportive service(s) being funded with WIOA funds will be maintained in the participant case files. These services include but are not limited to: child care, transportation, temporary housing or shelter, utility assistance, clothing, etc. These services are to be provided for those who cannot afford to pay for such services.

#### **The Workforce Solutions Centers assure that:**

- ❖ All testing and interest assessment levels will be adequate to ensure success in the chosen program and career field. There are minimum math and reading and vocational assessment requirements that a customer must meet before being referred to a training provider. Generally, the minimum math comprehension and reading level of a customer being considered for training must be at a 9th Grade Level (9.0). If conducted in-house, the assessment tool to be used is the Test of Adult Basic Education (TABE). This includes the locator and the Survey level 9 for pre-test and level 10 for post-test, if necessary.
- ❖ The Center may accept the results of other nationally recognized, standardized tests if taken by the customer within 6 months of the comprehensive assessment. In addition, the Center may accept the results of prior TABE test scores for an individual if the levels are documented and the test was taken within 6 months of the comprehensive assessment. If the customer being considered for training does not meet the minimum reading and math levels for that particular training provider or program, the customer must be referred to basic skills/remediation to increase the math and reading skills to an appropriate level. Exceptions to the reading level and math comprehension minimum requirements may be made by the Program Manager. Special consideration should be provided for those individuals with limited English skills if the training provider can provide instruction in the customer's native language and it can be demonstrated that sufficient employment opportunities are available to help make the customer economically self-sufficient. The justification for exceptions must be noted in the TWIST counselor notes. Assessment may be waived based on requirements of program/funding source and must be clearly documented in the TWIST counselor notes.
- ❖ A checklist will be utilized to ensure that required entrance exams or pre-requisite classes are met. For WIOA Youth participants who have been deemed basic skills deficient, pre-requisite courses may be included in the ITA total cost and timeframe.

- ❖ The customer will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the period they are in training. Counseling will address the role that federal grants and student loans play during the training period and customers must be informed that they are not required to acquire debt as a result of participating in workforce development activities.
- ❖ The training program selected by the customer will be directly linked to the employment opportunities in the local areas or in another area to which the trainee is willing to locate.
- ❖ The customer will enter into a training agreement with the expressed intentions of going to work as soon as the program is completed. Personal responsibility to self and family will be emphasized during training and career counseling. If training is determined to be appropriate for a WIOA adult or dislocated worker participant, staff must develop an Employment Plan (EP) with the participant before enrolling him or her in training. Consideration must be given to a participant's work experience, skill set, barriers to employment, etc. The EP must identify the participant's employment goals and the appropriate combination of services to assist the participant in achieving the goals. The EP must be designed with the level of detail best suited to each participant and data entered in TWIST.
- ❖ Funds established for ITAs may not be used for any other purpose except tuition, fees and supplies (including books) for participants. In some cases, an ITA will cover uniforms and certain tools used in various programs. Staff must determine and document a participant's overall need for financial assistance and the use of WIOA funds. WIOA funding for training is limited to participants who are unable to obtain sufficient grant assistance from other sources to pay the full costs of training. Supportive services will be tracked and expensed separately.
- ❖ Participants will be required to apply for other sources of funding (i.e. other agencies, Pell grants, scholarships etc.) *before* applying and being approved for an ITA. WIOA funds are not to be used to pay training costs for any portion or term of training for which the participant has signed a loan as part of financial aid or that were paid by the participant (or other source) prior to WIOA program registration. The Center will consider all available sources of funds in determining an individual's overall need for WIOA funds. Scholarship funds/awards are to be expended on behalf of the assessed need before any funds available from WIOA are used, in accordance with established Board policy.
- ❖ The amount of funds authorized for an ITA will be commensurate with the service provider's cost (tuition, books and fees) at that current program year. **The SPRWDB has imposed a maximum cap of five thousand dollars (\$5,000) on the cost of an ITA for each program** and a time limit of three (3) years assigned to each program. There are no exceptions to the ITA cap amount.
- ❖ Once issued, an ITA voucher or purchase order (PO) must be redeemed with the service provider within 30 days. If not used during this 30-day period, the voucher or PO is deemed null and void.
- ❖ Only training providers that are on the list of eligible providers are able to redeem ITAs for payment. These providers will bill the Center for payment. Providers will be reimbursed for ITA expenses no later than 30 days after billing.
- ❖ For case management activities during training, the goal shall be to guide and support customers in training to assure successful and timely completion of the training activities. Regular contact shall be maintained with the customer for the purpose of providing a service, specifically maintaining at least monthly contact with the customer. Strategies that will be utilized to continue to ensure accurate and timely data entry during case management and before exit of the designated areas include: quarterly review of the data during the completion of the WIOA Training, report by the Performance Analyst, utilization of the WIOA Data Validation Tool by Program Leads including at exit of training prior to entry into follow up services, and internal monitoring by Internal Monitor.

- ❖ The Center Program Director will have the right to cancel an ITA for customer's failure to participate or for violation of the ITA Agreement. Upon cancellation of an ITA, the customer will be notified of the termination date and reasons for cancellation, and will be counseled on existing employment alternatives, if any. The Center Program Director or career counselor will also be responsible for notifying the Contractor's Accounting Department and the applicable Service Provider.
- ❖ If the career counselor has developed a rapport with the customer by assisting him/her with the array of services available at the Center, the customer will gladly volunteer employment information so that the customer can be exited successfully. If the customer does not cooperate or cannot be contacted, Center staff must conduct follow-up activities such as telephone call of the friends and relatives, mailings, (with offers of incentives if necessary), review of UI wage data, and home visits. The Center will continue necessary and appropriate contact with the customer for up to 12 months to ensure performance and/or other requirements are met.
- ❖ Center staff will begin to assist customers at least two months before planned completion of training in their job search efforts by providing current and up-to-date Labor Market Information (LMI). By providing up-to-date and current LMI information, the job seeker will be able to have a realistic understanding of the economy and the workforce upon seeking employment after the completion of training. Staff will provide information on available jobs in the area to the job seeker in the field that their training is in. Information will also be provided to the customer on available job readiness workshops offered in the Career Centers.

#### **ACTIONS REQUIRED:**

The revised ITA cap, time frame for training, and other bolded procedures go into effect JANUARY 1, 2015. The referenced TWC WD Letters below contain No Local Flexibility (NLF) procedures that must be followed accordingly; the changes in this Policy are according to the Local Flexibility (LF) procedures. The Contractor should assure that appropriate Center staff are apprised of and comply with the requirements of this Board Policy as well as the TWC rules and regulations. This document rescinds any previous Board Policy regarding Dollar Ceilings for ITAs under WIOA.

#### **REFERENCES:**

- Workforce Innovation Opportunity Act (WIOA) Final Rules, 20 CFR 680.200
- TWC Workforce Innovation Opportunity Act Guide
- WD Letter 24-14, Change 1, 11/12/14
- WD Letter 35-10, 10/12/10
- 

#### **INQUIRIES:**

All comments and inquiries pertaining to this policy should be forwarded to:  
 Bobbie Howard, (806)744-1987 ext. 2012  
 Program Manager/ EO Officer/504 Coordinator  
 1301 Broadway, Ste. 201, Lubbock, TX 79401



## **Attachment 6**



Policy Number:	BD.013.09 General <b>Change 8</b>
Date Filed:	July 1, 2009
Subject:	Support Services – General
Date Adopted by Board:	July 23, 2009
Effective Date:	<b>02/15/2017</b>
From:	Workforce Solutions South Plains Board
Revised:	<b>02/15/2017</b>

### **PURPOSE:**

To provide clarification and guidance on Transportation, Work Related, Other support services, Emergency Housing/Utility assistance and Childcare provided to eligible customers.

### **CHANGES TO POLICY**

New information in this policy is indicated by:

- **Bold** font, which indicates new or clarifying language.

### **BACKGROUND:**

Support services as specified in this policy are provided, if needed, to program customers to address barriers to employment or participation in work-based services, basic and individualized career services and career pathways, education and training services, re-employment services, post-employment and follow-up services (i.e. job retention services for SNAP E&T), and access to child care services.

Support services are subject to availability of resources and funding, and should be provided based on individual program guidelines.

*Referrals to medical or dental services are allowed; however, payment for such services is not allowed under the Federal guidelines with exception of the WIOA Youth program which allows assistance with work-related items such as eye glasses and protective eye gear.*

### **POLICY:**

If needed, support services are provided to Choices, SNAP E&T General Population (mandatory or exempt), and NCP customers who are meeting work requirements, providing all required documentation of participation, and who reside in the South Plains WDA area. Commission-funded child care is provided as allowable based on funding stream rules. Child care for WIOA customers is determined on a case-by-case basis subject to availability of funds.

Payment of late fees is allowable if necessary to enable the customer to participate in the program, is reasonable, and the fee falls within the classification of a type of support service allowable under the grant (e.g. transportation, housing, work-related, etc.).

SNAP E&T job retention support services are available for up to 90 days to assist mandatory work registrants who obtain part-time employment while participating, or after successfully participating, in SNAP E&T activities; and exempt recipients who participated in SNAP E&T activities and obtained full-time employment.



In applying this provision, the Contractor shall ensure that staff address each customer's barriers by developing an initial Individual Employment Plan/Service Plan that provides justification for the required support services; including statement that customer was unable to obtain support service through other programs or community partners. After the initial IEP addressing barriers, it is then acceptable for documentation of a specific need/barrier be included in case notes to support the need for a particular supportive service.

The Contractor shall ensure that:

- (1) support services are terminated immediately upon a determination of failure to meet requirements of assigned program, *and*
- (2) if providing Commission-funded childcare, CCS is notified immediately (within 24 hours) of the failure to meet requirements or non-compliance so that childcare can be terminated by CCS

**TRANSPORTATION:**

**Effective immediately, car insurance, vehicle registration and vehicle inspection fees are not allowable transportation services for SNAP E&T customers. WD Letter 06-17, issued February 7, 2017, and entitled "Change in Use of Supplemental Nutrition Assistance Program Employment and Training Funds for Transportation-Related Support Services" provides further guidance on the change in use of SNAP E&T funding for car insurance and vehicle inspection fees.**

***Allowable for All SNAP E&T Mandatory or Exempt Recipients***

- **Bus passes/tokens/tickets (issued daily, weekly, or monthly)**
- **Basic cash allowance**
- **Prepaid gas cards**
- **Toll road charges**
- **Mileage reimbursement (personal vehicles only)**
- **Car pools**
- **Minor car repairs**
- **Taxicab services**
- **Contracts with private entities, such as transit providers that provide shuttle or van services**
- **Driver's license fees (includes renewals)**
- **Purchase of tires or automobile batteries (not allowable for exempt recipients)**

***Allowable Transportation Services for All Eligible ~~Workforce Customers~~ TANF/Choices and WIOA Customers***

- **Bus passes/tokens/tickets (issued daily, weekly, or monthly)**
- **Basic cash allowance**
- **Prepaid gas cards**
- **Toll road charges**
- **Mileage reimbursement (personal vehicles only)**
- **Car pools**
- **Minor car repairs**
- **Taxicab services**
- **Contracts with private entities, such as transit providers that provide shuttle or van services**
- **Car insurance**



- Driver's license fees (includes renewals)
- Vehicle inspection fees
- **Purchase of tires or automobile batteries**

Effective immediately, the Contractors must ensure that staff is aware of minimum daily allowance of \$8.00 and a maximum of \$18.00 per day if customer is meeting program requirements.

Contractors shall ensure that transportation assistance shall be provided:

- (1) if requested by customer to enable him/her to work, attend education or training, or participate in required services, if alternative transportation resources were not available; and
- (2) using the most economical means of transportation that meets the customers' needs

Customers may be given a gas voucher/pre-paid gas cards based on the following calculations:

LOCAL MILEAGE	
Mileage Round Trip	Amount
0 – 35 miles	\$8 Day (\$40 max per wk)
36 – 75 miles	\$13 Day (\$65 max per wk)
75+ miles	\$18 Day (\$90 max per wk)

A customer may receive the transportation allowance for any day he/she conducts a required activity and is meeting required program participation. Gas vouchers will not be given for days of non-participation.

#### **WORK OR TRAINING-RELATED EXPENSES:**

If other resources are not available, work/training-related expenses necessary for eligible individuals to continue participation in education and training or accept/retain specific and verified job offers that pay at least the federal minimum wage, may be provided or reimbursed if customer provides receipt(s).

Work/training-related expenses specifically for the customers use (not the employer) shall be authorized by the Regional Director, Center Director, or the Program Supervisor and may include: tools, uniforms, equipment, transportation, and the cost of vocationally required examinations or certificates.

Training services shall be provided to eligible Adults and Dislocated Workers who select programs that are directly linked to the employment opportunities in the local area. This is defined as the Board's targeted occupation list. Such services may include on-the-job training, customized training, incumbent worker training, or transitional employment. In addition, for Out-of-School Youth who are eligible for occupation skill training, this includes priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with the in-demand industry sectors or occupations in the local area involved. In accordance with WIOA training services and program elements, if an occupational training is not on the Board's targeted occupation list, the contractor will not be able to provide support services with WIOA funds because the training is not aligned with the in-demand occupation.

#### **OTHER SUPPORT SERVICES AND EMERGENCY HOUSING/ UTILITY ASSISTANCE:**

If other resources are not available, other support services necessary for eligible individuals to continue participation in basic and individualized career services, approved career pathways, education and training, or accept/retain specific and verified job offers that pay at least the federal minimum wage may be provided

Workforce Solutions South Plains is an equal opportunity employer/programs. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 711 (voice); 800-735-2989 (TDD); or Relay Texas Spanish 800-662-4954.



and may include: minor car repairs, emergency housing assistance, utility payments, and allowable relocation assistance.

Supporting documentation must be included with each request and must be in the customer's name with address matching address in the TWIST System. For participants whose vehicle, housing, and utilities documentation are not in their names (due to bad credit, lack of deposit payment ability, etc.), the Contractor must ensure that the following safeguards are in place:

- Before inclusion of the vehicle's use in an IEP or FEP, a signed statement indicating that the customer has use of the vehicle for training, training-related, or employment-related purposes, along with a copy of supporting ownership documentation, must be provided; and
- Before repairing a third-party vehicle, a Hold Harmless Agreement or other protection is signed by the vehicle owner and maintained in the customer's case file.
- Before paying emergency housing or utilities, customers must provide proof of residency and/ or use of item for training, training-related, or employment-related purposes; and
- If the customer share's a co-habitation cost, consideration for cancellation of services, eviction, or other extenuating circumstance must be documented.
- Allowable relocation assistance will be provided on a case-by-case basis and as allowed by funding streams.

#### **MAXIMUM LEVELS OF "OTHER" SUPPORT SERVICE ASSISTANCE:**

Below is a list of maximum levels of "Other" support services, although not all-inclusive of allowable assistance.

Requests for customer expenses not noted below will be considered on a case-by-case basis approval and will be subject to available resources/funding. Such requests and those mentioned below, shall be authorized by the Regional Director, Center Director, or the Program Supervisor.

- Minor car repairs/Maintenance – Not to exceed \$1500 in a rolling 12 month period. Request must be accompanied by 3 bids (if bids are obtained by customer all bids must be verified by staff prior to approval), bid form must be completed in its entirety
- Clothing – Not to exceed \$500 in a rolling 12 month period
- Relocation assistance – Total not to exceed \$1500

#### **EMERGENCY HOUSING/ UTILITY ASSISTANCE:**

Emergency housing and utility assistance are limited to a total of four (4) occurrences in a rolling 12 month period (not 4 each, but a total of 4 occurrences).

- Emergency housing\* – Not to exceed \$1500 per occurrence
- Utilities\* – Not to exceed \$1000 per occurrence

Upon issuance of emergency housing and/or utility assistance, case managers will review the participant's individual plan and provide financial assistance as needed. Participants will have an opportunity to receive financial counseling within the workforce system and referrals to community resources.

*\* WIOA customers receiving "Needs Related Payments" are not eligible for utility or housing assistance.*

Customers requesting vehicular support services must provide documentation of ownership of the vehicle before any payment of expenses for repairs, insurance, inspection, or registration.

Contractor must ensure that prepayment for a customer's vehicle repairs is prohibited and payments must be made payable directly to the vendor after completion of repairs and receipt of invoice.



Contractor must be aware that payments for emergency housing, utility, clothing, car insurance, tires, registration, or other support services are payable directly to the vendor after receipt of invoice.

Contractor must be aware that car payments and auto body repair work are not an allowable support service for any program participant.

Contractor must be aware that Trade Adjustment Assistance (TAA) customers who are co-enrolled in WIOA are eligible for dislocated worker-funded support services. However, if a Trade-certified worker lacks the job skills required to secure suitable employment and is required to commute more than 50 miles for occupational training, federal regulations dictate that TAA-funded transportation and subsistence payments:

- are not subject to any funding caps; and
- must not be used for expenses such as vehicle repairs, car insurance, registration, or consumables.

Refer to WD Letter 06-10, issued February 6, 2010, and entitled "Trade Adjustment Assistance: Statewide Commuting Area and Reasonable Cost of Training Standard" provides specific TAA transportation guidance.

Support services must be entered into the appropriate *Support services* tab in The Workforce Information Systems of Texas (TWIST) in compliance to TWC data entry deadlines.

Support service expenses over \$500 must be authorized by the Regional Director or designee and must abide by procurement guidelines, where applicable. Additionally, if required bids are obtained by customer they must be verified by staff prior to approval.

#### **WIOA CHILD CARE POLICY:**

- WIOA funds will only be available for childcare assistance as the contractor(s) last resort and subject to funding availability.
- WIOA funded childcare will only be made if a parent or legal guardian of the child is not available to provide childcare.
- For customers who receive childcare assistance, the payment will only be made for any day he/she is required to conduct a WIOA required activity. Payments will not be paid for days of non-participation.
- For WIOA funded child care:
  - Staff is to report to CCS immediately (24 hours) if it is noted that customer is no longer attending education, training, or work activity.
  - If contact can not be established with customer (phone # disconnected, not returning phone calls, etc.) CCS must be notified within 3 days to terminate care.

#### **REFERENCES:**

TEXAS WORKFORCE COMMISSION: GUIDE TO THE WORKFORCE INNOVATION AND OPPORTUNITY

20 CFR PART 617.28, TRANSPORTATION PAYMENTS

FEDERAL TRADE AND GLOBALIZATION ADJUSTMENT ASSISTANCE ACT OF 2009

TEXAS LABOR CODE §301.063

TRANSPORTATION EQUITY ACT FOR THE 21<sup>ST</sup> CENTURY (PUBLIC LAW 105-178 §3037)

SAFE, ACCOUNTABLE, FLEXIBLE, EFFICIENT TRANSPORTATION EQUITY ACT: A LEGACY FOR USERS (PUBLIC LAW 109-59 §3018)

TEXAS WORKFORCE COMMISSION CHOICES RULES: TAC §811.63



TEXAS WORKFORCE COMMISSION SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING RULES: 40 TAC §§813.22, 813.34, AND 813.41

TEXAS WORKFORCE COMMISSION WORKFORCE INVESTMENT ACT RULES: 40 TAC, CHAPTER 841 TEXAS ~~WORKFORCE COMMISSION PROJECT RIO EMPLOYMENT ACTIVITIES AND SUPPORT SERVICES RULES: 40 TAC, CHAPTER 847~~

TEXAS WORKFORCE COMMISSION EMPLOYMENT AND TRAINING SERVICES FOR DISLOCATED WORKERS ELIGIBLE FOR TRADE BENEFITS RULES: 40 TAC §849.41

TEXAS WORKFORCE COMMISSION LOCAL WORKFORCE DEVELOPMENT BOARDS RULES: 40 TAC §801.51(F) WD LETTER 10-07, ISSUED FEBRUARY 2, 2007, AND ENTITLED “ADOPTION OF LOCAL WORKFORCE DEVELOPMENT BOARD POLICIES IN OPEN MEETINGS”

**WD LETTER 06-17, ISSUED FEBRUARY 7, 2017, ENTITLED “CHANGE IN USE OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING FUNDS FOR TRANSPORTATION RELATED SUPPORT SERVICES”**

**TECHNICAL ASSISTANCE BULLETIN 178, CHANGE 3, ENTITLED “TRANSPORTATION SERVICES—UPDATE”**

WORKFORCE DEVELOPMENT LETTER 134-99 ITA TECHNICAL ASSISTANCE GUIDE

WORKFORCE SOLUTIONS SOUTH PLAINS: WORKFORCE INNOVATION AND OPPORTUNITY ACT OPERATIONAL PROCEDURES PART V-12

TEXAS ADMINISTRATIVE CODE 811 CHOICES PROGRAM RULES

TEXAS ADMINISTRATIVE CODE 813 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM AND EMPLOYMENT & TRAINING RULES

TEXAS ADMINISTRATIVE CODE 809 CHILD CARE RULES

WORKFORCE SOLUTIONS SOUTH PLAINS NPC PROCEDURES DATED 05/11/09

WORKFORCE SOLUTIONS SOUTH PLAINS: CHOICES POLICIES AND PROCEDURES

WORKFORCE SOLUTIONS SOUTH PLAINS: CHILD CARE SERVICE MANUAL

WORKFORCE SOLUTIONS SOUTH PLAINS BD.012.09 WIOA – SUPPORT SERVICE WHILE IN JOB SEARCH POLICY CHG 1

~~TECHNICAL ASSISTANCE BULLETIN 178 CHANGE 2, DATED SEPTEMBER 15, 2009~~

~~WORKFORCE DEVELOPMENT LETTER 27-10 DATED JUNE 28, 2010~~

WORKFORCE INNOVATION AND OPPORTUNITY ACT FINAL RULE SECTION 129 USE OF FUNDS FOR YOUTH WORKFORCE INVESTMENT ACTIVITIES AND SECTION 134 USE OF FUNDS FOR EMPLOYMENT AND TRAINING ACTIVITIES

WORKFORCE INVESTMENT INNOVATION AND OPPORTUNITY ACT GUIDELINES FOR ADULTS, DISLOCATED WORKERS, AND YOUTH 10/19/15

## **INQUIRIES:**

All comments and inquiries pertaining to this policy should be forwarded to:

Bobbie Howard  
Program Manager/EO/Section 504 Coordinator  
Workforce Solutions South Plains  
1301 Broadway, Ste. 201  
Lubbock, Texas 79401  
(806) 744-1987

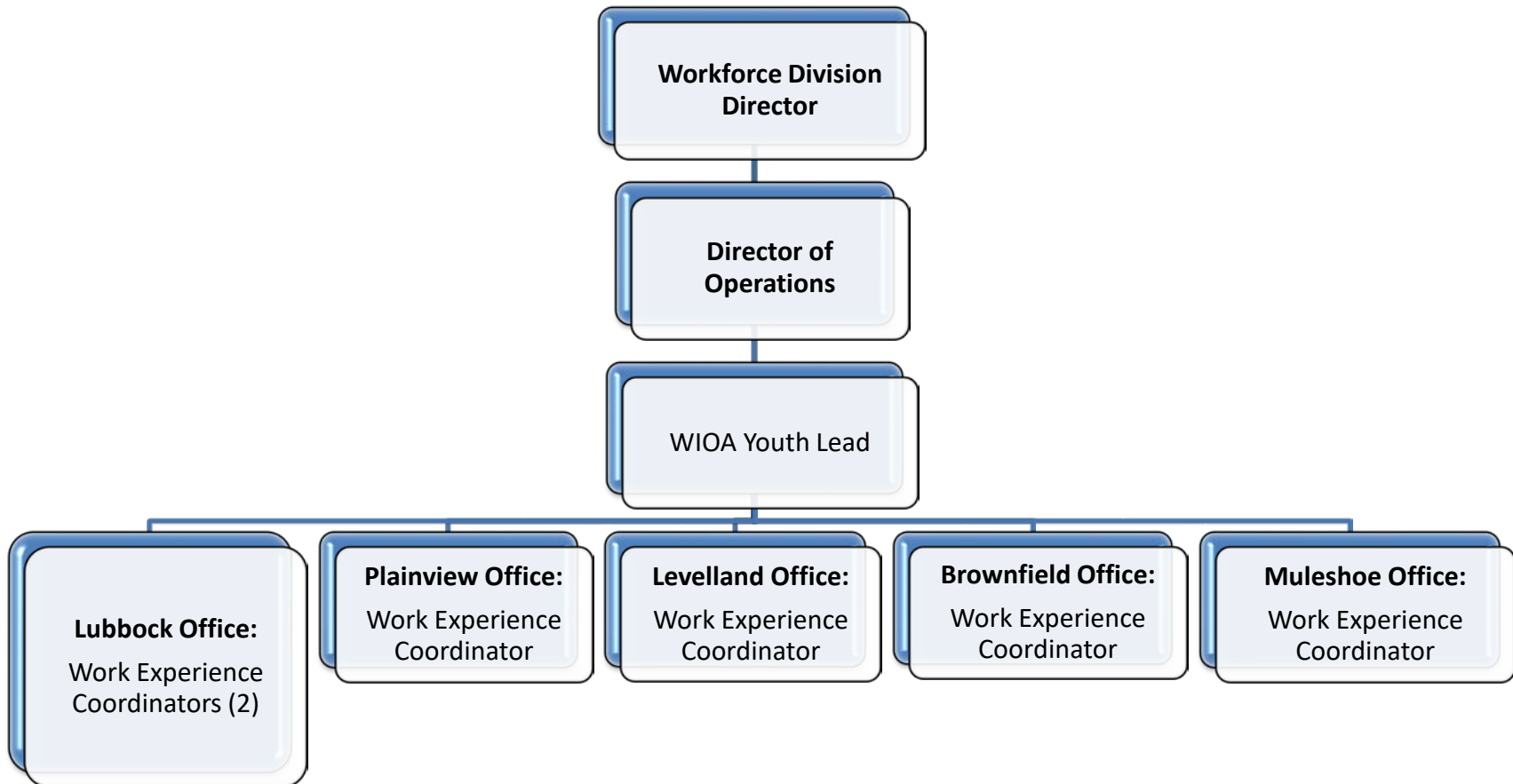
## **Attachment 7**



# South Plains Community Action Association Workforce Division Organizational Chart

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## *WIOA Youth*



## **Attachment 8**

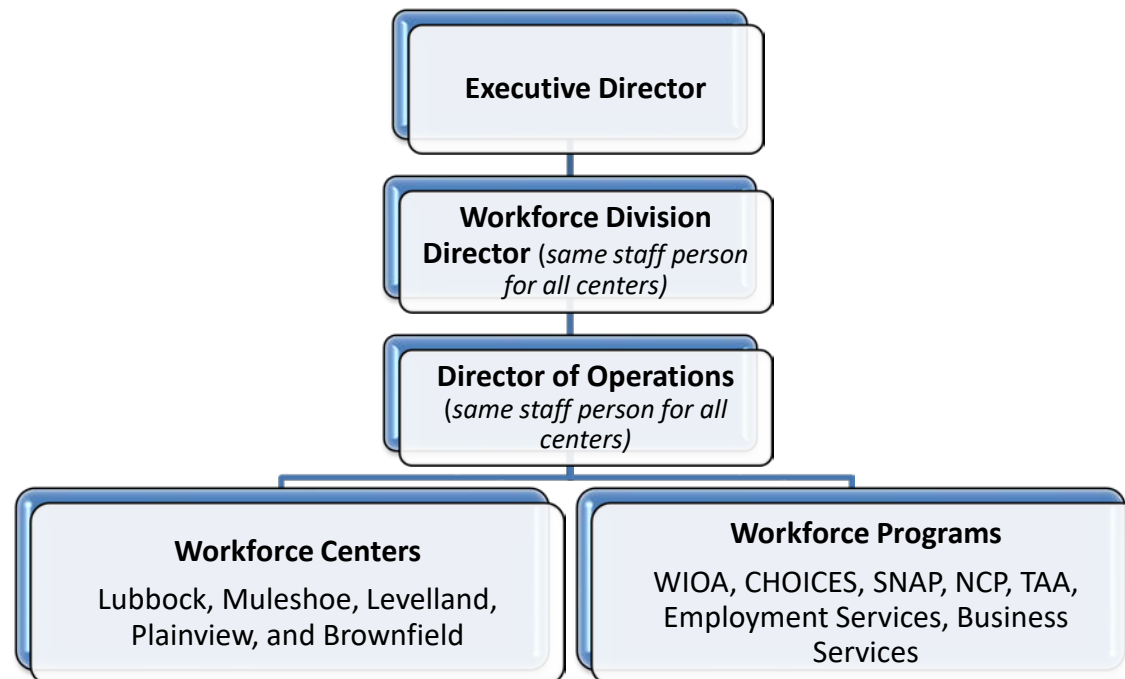
Lubbock Staff Positions				Positions/Salary Range		
WF Director				WF Director		\$25.00-\$43.05
Program Director				Program Director		\$13.00-\$24.56
WIOA Lead				Program/Per Mon		\$8.40-\$19.96
BSU Lead				Youth Lead		\$8.40-\$19.96
Youth Lead				NCP Lead		\$8.40-\$24.56
NCP Lead				BSU Lead		\$8.40-\$24.56
SNAP Lead				SNAP Lead		\$13.00-\$24.56
Fiscal Clerk				CHOICES Lead		\$13.00-\$24.56
Core Room Staff-8				WIOA Lead		\$13.00-\$24.56
Mobile Driver				Core Room Staff		\$8.40-\$19.96
Choices Staff-3				Youth Staff		\$8.40-\$19.96
NCP Staff				WIOA Ad/DW Staff		\$8.40-\$19.96
Youth Staff-2				Work ExpCoord		\$8.40-\$19.96
WIOA Staff-2				Receptionist		\$7.25-\$11.56
BSU Staff				Fiscal Clerk		\$8.40-\$19.96
Receptionist				Mobile Unit Driver		\$8.40-\$19.96
<b>Plainview Staff Positions</b>						
Center Director/CHOICES Lead						
Receptionist						
CHOICES/NCP/SNAP Staff						
WIOA-Ad, DL, Y						
<b>Brownfield Staff Positions</b>						
Program/Performance monitor						
Receptionist						
CHOICES/NCP/SNAP/WIOA, AD, DL, Y Staff						
<b>Muleshoe Staff Positions</b>						
Center Director/CHOICES/WIOA/AD?DL/Y/SNAP						
Receptionist						
<b>Levelland Staff Positions</b>						
Center Directo/WIOA/AD/DL/Youth						
CHOICES/SNAP/NCP						

## **Attachment 9**



# South Plains Community Action Association Workforce Division Organizational Chart

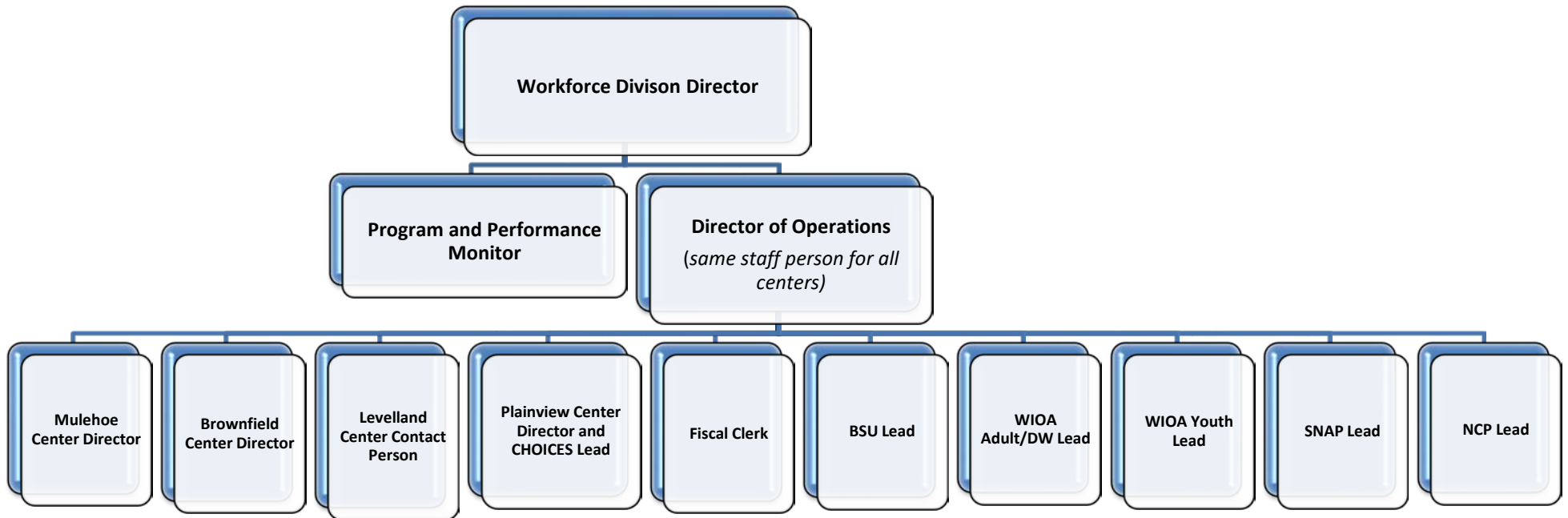
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# South Plains Community Action Association Workforce Division Organizational Chart

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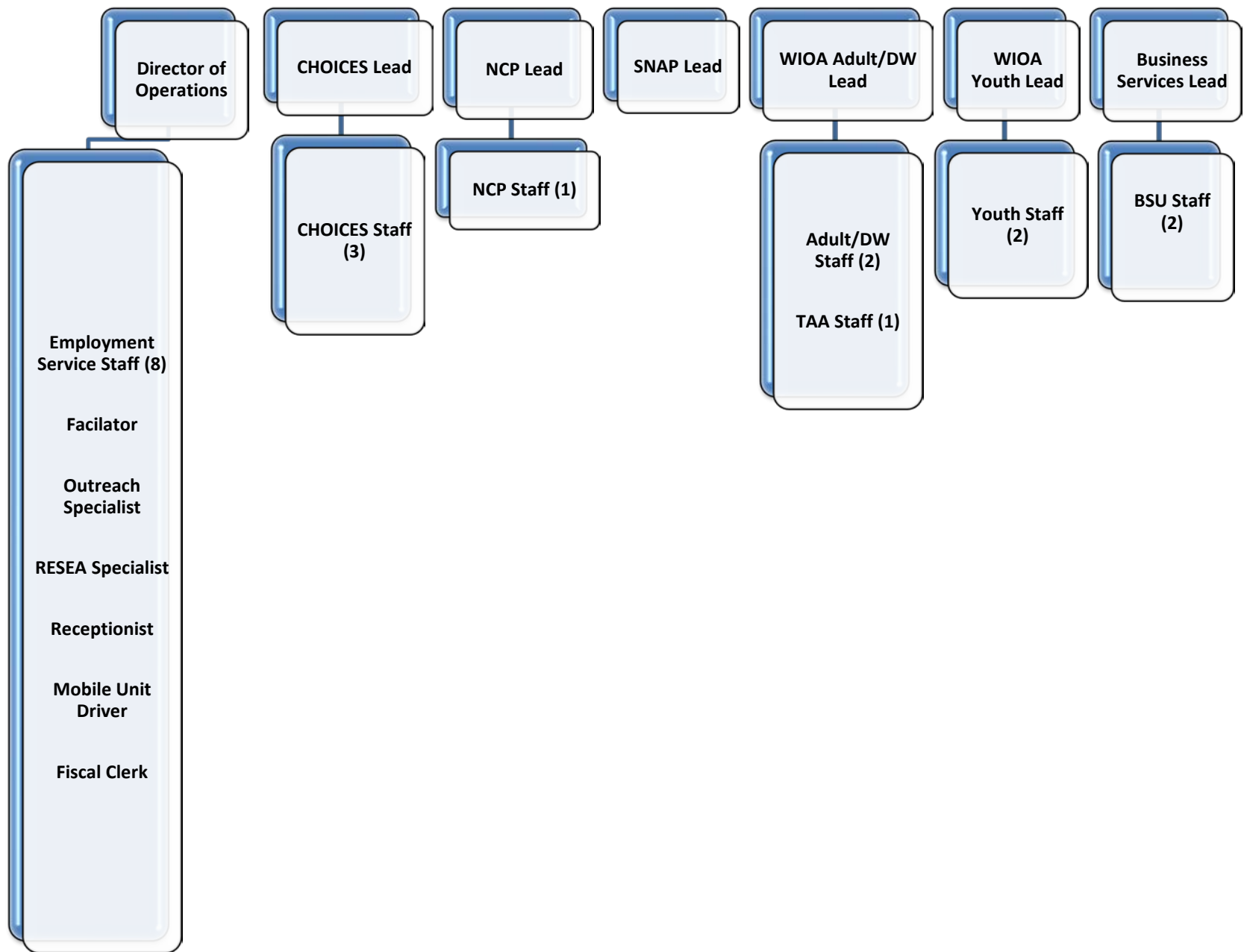


South Plains Community Action Association

# Workforce Division Organizational Chart

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*Lubbock Center*



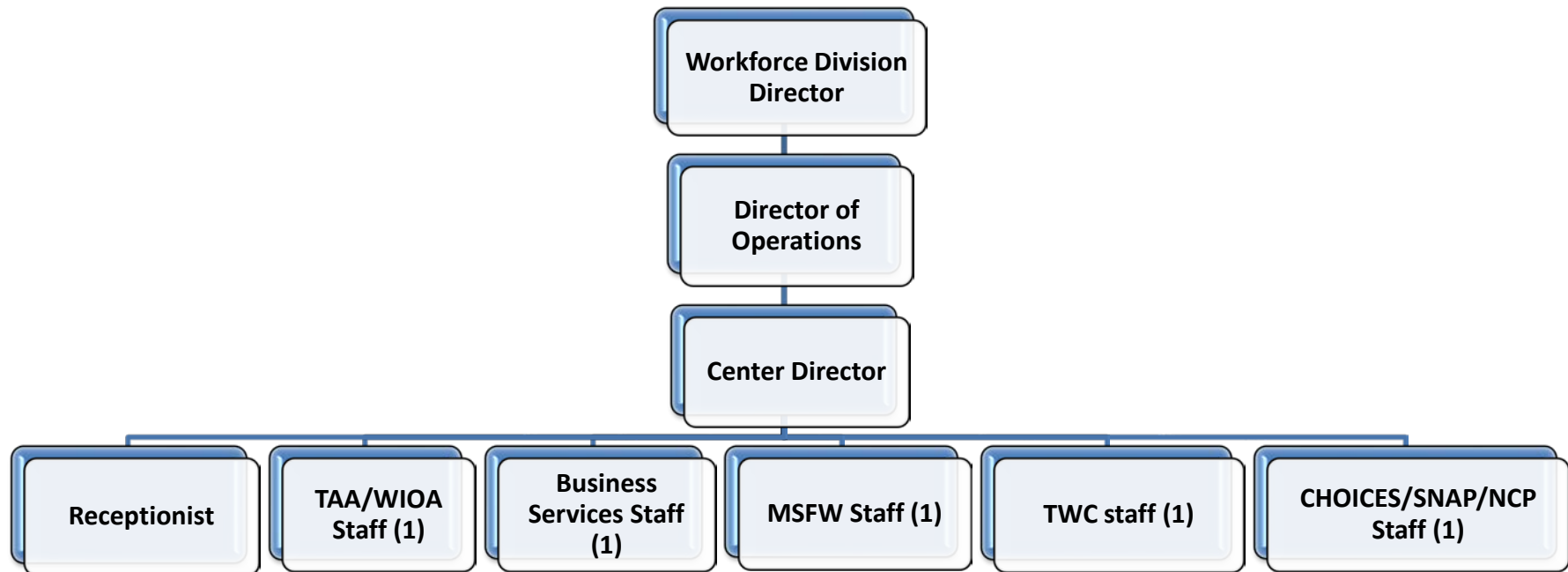




# South Plains Community Action Association Workforce Division Organizational Chart

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## *Plainview Center*

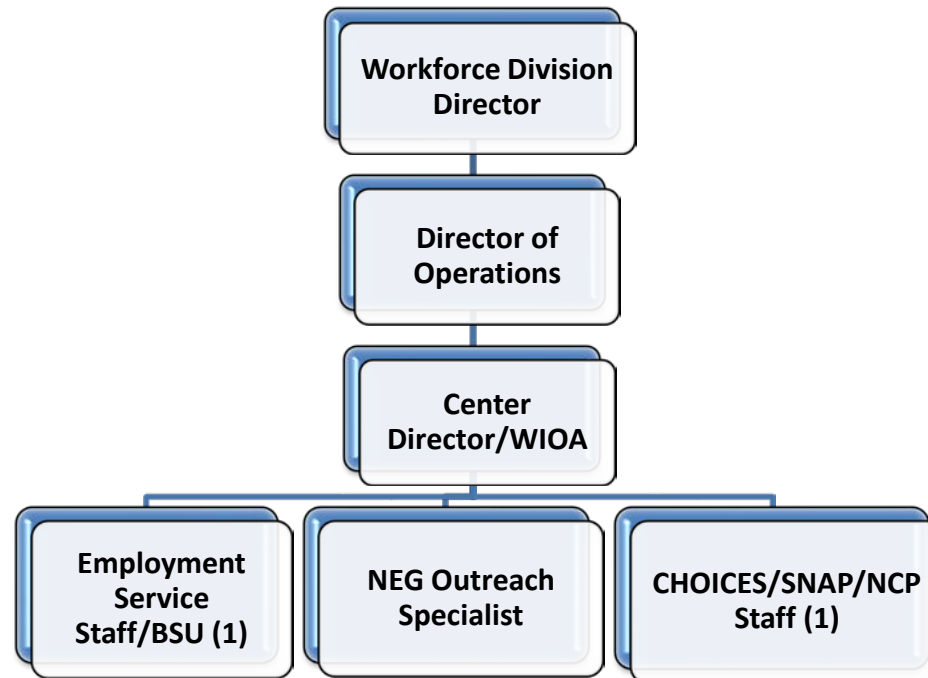




# South Plains Community Action Association Workforce Division Organizational Chart

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## *Levelland Center*

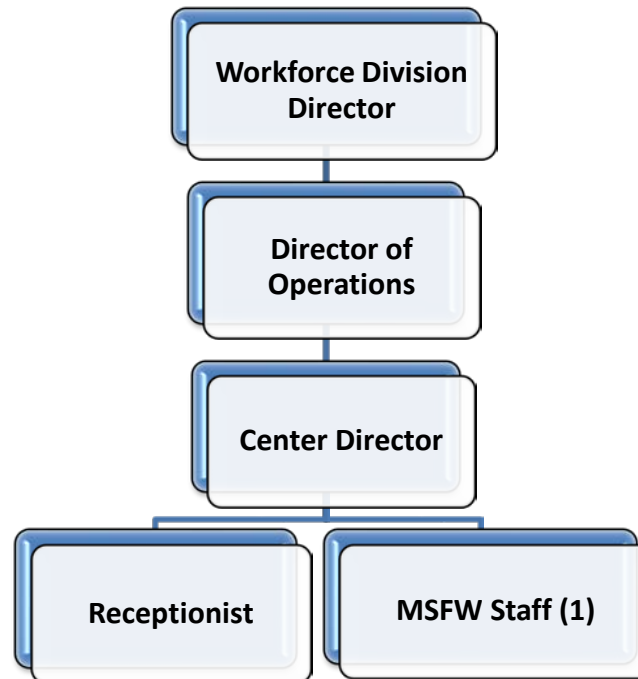




# South Plains Community Action Association Workforce Division Organizational Chart

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## *Muleshoe Center*

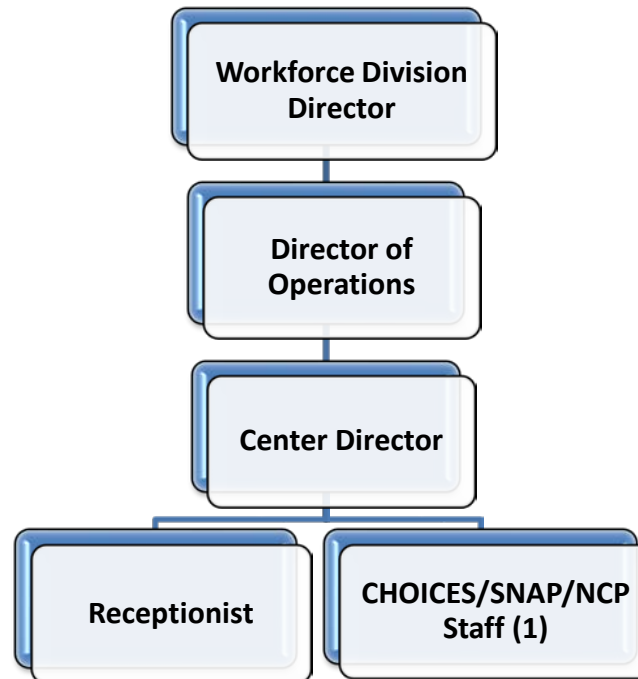




# South Plains Community Action Association Workforce Division Organizational Chart

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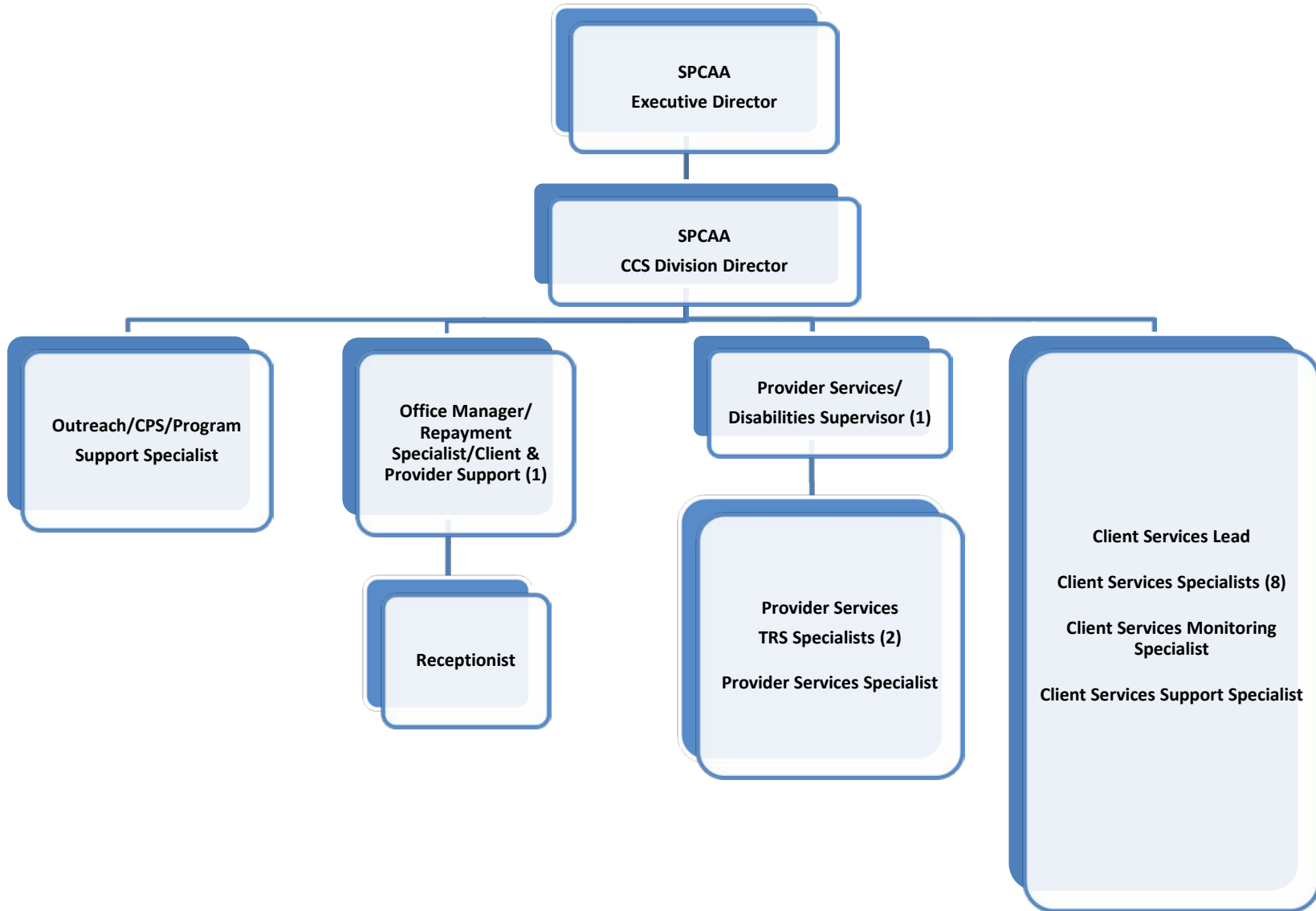
## *Brownfield Center*



## **Attachment 10**

# Workforce Solutions Child Care Services

## Organizational Chart



## **Attachment 11**

Workforce Solutions South Plains Active Caseloads by Office and Case Worker (CW) 4-26-18

Choices 55		WIOA Adult 41	
Lubbock		Levelland	
CW 1	18	CW 1	2
CW 2	6	CW 2	1
CW 3	18	Muleshoe	
CW 4	3	CW 1	3
Levelland		Lubbock	
CW 1	5	CW 1	11
Brownfield		CW 2	16
CW 1	1	Plainview	
Plainview		CW 1	8
CW 1	1	WIOA DW 16	
Muleshoe		Levelland	
CW 1	3	CW 1	4
SNAP ABAWD 8		Lubbock	
Lubbock		CW 1	9
CW 1	1	Plainview	
Levelland		CW 1	3
CW 1	5	WIOA Youth 20	
Muleshoe		Muleshoe	
CW 1	1	CW 1	3 ISY
Plainview		Lubbock	
CW 1	1	CW 1	13 ISY      3 OSY
SNAP Gen Pop 5		Plainview	
Levelland		CW 1	1 OSY
CW 1	4		
Lubbock			
CW 1	1		
NCP 52			
Levelland			
CW 1	8		
Lubbock			
CW 1	28		
CW 2	16		
TAA 9			
Lubbock			
CW 1	7		
Plainview			
CW 1	2		



## **Attachment 12**

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

Year-to-Date Performance Periods\*

FINAL RELEASE

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS FEBRUARY 2018 REPORT

Status Summary		With Positive Performance (+P):		Meeting Performance (MP):		With Negative Performance (-P):		% +P & MP							
Contracted Measures		11		5		3		84.21%							
Non-Contracted Measures		1		1		3		40.00%							
All Measures		12		6		6		75.00%							
Source Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Participants Served															
LBB-K	Participants Served – C&T Participants	—	----	----	—	5,418	12,155	12,342	—	3,423	2,922			10/17	2/18
	Participants Served – Trained	—	----	----	—	84	185	395	—	63	54			10/17	2/18
	Participants Served – At Risk	---	----	----	----	2,432	5,285	5,750	—	1,554	1,349			10/17	2/18
	Participants Served – Total Veterans	—	----	----	—	315	660	688	—	228	140			10/17	2/18
	Participants Served – Claimants	—	----	----	—	1,803	3,634	3,844	—	1,048	1,065			10/17	2/18
	Participants Served – RRES-Served	---	----	----	----	334	605	507	—	160	209			10/17	2/18
	Participants Served – Ex-Offenders	—	----	----	----	240	529	491	—	132	145			10/17	2/18
1	Participants Served – Youth	---	----	----	----	34	75	155	—	26	26			10/17	2/18
1	Participants Served – Out-of-School Youth	---	----	----	----	20	34	35	—	13	14			10/17	2/18
	Participants Served – Adult	---	----	----	----	77	104	107	—	52	57			10/17	2/18
	Participants Served – DW	—	----	----	----	38	49	74	—	17	29			10/17	2/18
LBB-K	Participants Served – Adult/DW	—	----	----	----	115	152	181	—	69	86			10/17	2/18
	Participants Served – Adult/DW in Training	---	----	----	----	63	105	137	—	44	43			10/17	2/18
	Participants Served – Statewide Initiative	—	----	----	----	0	9	4	—	0	0			10/17	2/18
	Participants Served – DWG	—	----	----	----	5	35	155	—	5	1			10/17	2/18
	Participants Served – TAA	—	----	----	----	22	98	279	—	20	11			10/17	2/18
	Participants Served – TAA in Training	---	----	----	----	22	93	264	—	20	11			10/17	2/18
LBB-K	Participants Served - TANF & NCP Choices	---	----	----	----	356	673	526	—	268	197			10/17	2/18

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

FINAL RELEASE

Year-to-Date Performance Periods\*

## BOARD NAME: SOUTH PLAINS FEBRUARY 2018 REPORT

Source Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
Participants Served															
	Participants Served - TANF & NCP Choices Excluding Noncompliant	—	—	—	—	322	559	338	—	233	197			10/17	2/18
	Participants Served - NCP Choices	—	—	—	—	164	277	201	—	122	104			10/17	2/18
	Participants Served - NCP Choices Excluding Noncompliant	—	—	—	—	164	269	167	—	122	104			10/17	2/18
	Participants Served - TANF Choices	—	—	—	—	192	396	325	—	146	93			10/17	2/18
	Participants Served - TANF Choices Excluding Noncompliant	—	—	—	—	158	290	171	—	111	93			10/17	2/18
LBB-K	Participants Served - SNAP E&T	—	—	—	—	158	341	527	—	78	90			10/17	2/18
	Participants Served - SNAP E&T Excluding Noncompliant	—	—	—	—	125	191	243	—	45	90			10/17	2/18
	Participants Served - SNAP E&T ABAWDS	—	—	—	—	101	207	229	—	47	58			10/17	2/18
	Participants Served - Skills Development	—	—	—	—	0	0	0	—	0	0			10/17	2/18
	Participants Served - Self-Sufficiency	—	—	—	—	0	0	0	—	0	0			10/17	2/18
	Participants Served - Employment Services	—	—	—	—	5,206	11,854	11,856	—	3,235	2,771			10/17	2/18
	Participants Served - ES Veterans	—	—	—	—	312	654	678	—	227	134			10/17	2/18
	Participants Served - ES Disabled Veterans	—	—	—	—	30	102	83	—	30	3			10/17	2/18
1. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.															
Avg Cost per Participant Served															
LBB-K	Avg Cost Per Participant Served - Adult/DW	-P	173.44%	\$2,452.17	\$3,700.00	\$4,253.03	\$7,907.89	\$8,486.67	\$488,098.89 115	\$3,649.63	\$2,759.00			10/17	2/18
LBB-K	Avg Cost Per Participant - Choices and NCP	-P	129.37%	\$1,365.57	\$2,836.72	\$1,766.70	\$2,451.86	\$3,161.63	\$628,948.34 356	\$1,336.03	\$1,375.08			10/17	2/18
LBB-NK	Avg Cost Per Participant Served - SNAP E&T	-P	128.79%	\$725.73	\$504.00	\$934.65	\$703.23	\$709.44	\$147,674.59 158	\$1,341.83	\$477.91			10/17	2/18
Employed Q2 Post Exit															
2	Employed Q2 Post Exit - Youth	—	—	—	—	89.47%	72.90%	70.59%	17 19	92.86%	80.00%			7/16	12/16
DOL-C	Employed Q2 Post Exit - Adult	MP	102.14%	83.50%	83.50%	85.29%	79.79%	81.67%	29 34	86.36%	83.33%			7/16	12/16
DOL-C	Employed Q2 Post Exit - DW	MP	101.74%	90.10%	90.10%	91.67%	94.00%	85.00%	11 12	87.50%	100.00%			7/16	12/16

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Operational Insight - MPR 4.0

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

FINAL RELEASE

Year-to-Date Performance Periods\*

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS

## FEBRUARY 2018 REPORT

Source/Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
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### Employed Q2 Post Exit

	Employed Q2 Post Exit – DWG	—	—	—	—	70.97%	52.88%	67.74%	22 31	72.22%	69.23%			7/16	12/16
DOL-C	Employed Q2 Post Exit – Employment Services	+P	107.73%	64.00%	64.00%	68.95%	68.75%	68.42%	4,226 6,129	69.69%	68.04%			7/16	12/16
	Employed Q2 Post Exit – ES Veterans	—	—	—	—	63.58%	67.66%	67.76%	206 324	64.88%	62.18%			7/16	12/16
	Employed Q2 Post Exit – ES Disabled Veterans	—	—	—	—	51.92%	67.07%	70.53%	27 52	52.00%	51.85%			7/16	12/16

2. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.

### Median Earnings Q2 Post Exit

TWC	Median Earnings Q2 Post Exit – C&T Participants	+P	109.76%	\$4,007.00	\$4,007.00	\$4,398.00	\$4,416.00	\$4,170.00	n/a 4,029	\$4,501.94	\$4,268.97			7/16	12/16
	Median Earnings Q2 Post Exit – Trained	—	—	—	—	\$7,122.20	\$5,874.79	\$6,527.13	n/a 74	\$5,598.75	\$12,048.11			7/16	12/16
	Median Earnings Q2 Post Exit – Bynd Basic Career Services	—	—	—	—	\$4,318.34	\$4,089.50	\$4,002.29	597	\$4,572.00	\$3,987.29			7/16	12/16
	Median Earnings Q2 Post Exit – At Risk	—	—	—	—	\$3,986.27	\$3,981.18	\$3,739.73	n/a 1,580	\$4,169.95	\$3,733.28			7/16	12/16
	Median Earnings Q2 Post Exit – Total Veterans	—	—	—	—	\$7,248.50	\$6,049.74	\$6,184.15	n/a 203	\$6,982.01	\$7,380.24			7/16	12/16
	Median Earnings Q2 Post Exit – Claimants	—	—	—	—	\$5,456.00	\$5,592.03	\$5,050.58	n/a 1,213	\$5,671.71	\$5,054.01			7/16	12/16
	Median Earnings Q2 Post Exit – RRES-Served	—	—	—	—	\$4,966.50	\$5,302.66	\$4,744.55	n/a 165	\$5,319.66	\$4,792.82			7/16	12/16
DOL-C	Median Earnings Q2 Post Exit – Adult	+P	154.27%	\$6,400.00	\$6,400.00	\$9,873.26	\$6,667.25	\$10,255.54	n/a 29	\$8,468.27	\$13,022.75			7/16	12/16
DOL-C	Median Earnings Q2 Post Exit – DW	+P	180.37%	\$3,990.00	\$3,990.00	\$7,196.92	\$5,550.59	\$7,916.87	n/a 11	\$6,044.82	\$10,091.49			7/16	12/16
	Median Earnings Q2 Post Exit – Adult/DW	—	—	—	—	\$9,436.56	\$6,285.38	\$8,848.15	n/a 40	\$6,643.09	\$12,538.24			7/16	12/16
	Median Earnings Q2 Post Exit – Statewide Initiative	—	—	—	—	\$12,382.20	\$11,522.48	n/a	n/a 1	n/a	\$12,382.20			7/16	12/16
	Median Earnings Q2 Post Exit – DWG	—	—	—	—	\$5,598.75	\$5,270.06	\$5,209.17	n/a 19	\$5,455.00	\$10,506.17			7/16	12/16
	Median Earnings Q2 Post Exit – TAA	—	—	—	—	\$5,598.75	\$5,454.70	\$6,219.58	n/a 35	\$5,506.46	\$8,510.98			7/16	12/16
	Median Earnings Q2 Post Exit – Apprenticeship	—	—	—	—	n/a	n/a	n/a	n/a	n/a	n/a			7/16	12/16
	Median Earnings Q2 Post Exit – Skills Development	—	—	—	—	n/a	n/a	n/a	n/a	n/a	n/a			7/16	12/16
	Median Earnings Q2 Post Exit – Self-Sufficiency	—	—	—	—	n/a	n/a	n/a	n/a	n/a	n/a			7/16	12/16

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Operational Insight - MPR 4.0

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

Year-to-Date Performance Periods\*

FINAL RELEASE

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS

## FEBRUARY 2018 REPORT

Source/Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
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### Median Earnings Q2 Post Exit

DOL-C	Median Earnings Q2 Post Exit – Employment Services	—	—	—	—	\$4,578.07	\$4,586.34	\$4,373.10	n/a 4,158	\$4,658.79	\$4,462.57			7/16	12/16
	Median Earnings Q2 Post Exit – ES Veterans	—	—	—	—	\$7,295.45	\$6,059.80	\$6,184.15	n/a 202	\$6,982.01	\$7,690.11			7/16	12/16
	Median Earnings Q2 Post Exit – ES Disabled Veterans	—	—	—	—	\$6,531.25	\$6,815.30	\$6,632.98	n/a 25	\$6,480.69	\$8,071.42			7/16	12/16

### Employed Q4 Post Exit

3	Employed Q4 Post Exit – Youth	—	—	—	—	72.06%	72.41%	74.24%	49 68	78.95%	69.39%			1/16	6/16
DOL-C	Employed Q4 Post Exit – Adult	-P	94.79%	84.40%	84.40%	80.00%	88.10%	92.68%	38 45	80.95%	79.17%			1/16	6/16
DOL-C	Employed Q4 Post Exit – DW	MP	104.86%	86.70%	86.70%	90.91%	84.31%	87.50%	20 22	87.50%	92.86%			1/16	6/16
	Employed Q4 Post Exit – DWG	—	—	—	—	48.65%	50.00%	75.00%	36 74	53.33%	41.38%			1/16	6/16
DOL-C	Employed Q4 Post Exit – Employment Services	MP	100.30%	69.00%	69.00%	69.21%	67.26%	67.96%	4,347 6,281	69.48%	68.94%			1/16	6/16
	Employed Q4 Post Exit – ES Veterans	—	—	—	—	68.64%	68.19%	66.20%	243 354	67.00%	70.78%			1/16	6/16
	Employed Q4 Post Exit – ES Disabled Veterans	—	—	—	—	77.78%	70.89%	62.50%	28 38	73.91%	84.62%			1/16	6/16

3. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.

### Credential Rate

LBB-K	Credential Rate – C&T Participants	+P	129.96%	48.00%	48.00%	62.38%	62.69%	60.62%	131 210	47.56%	71.88%			1/16	6/16
4	Credential Rate – Trained	—	—	—	—	60.56%	72.13%	71.60%	86 142	48.53%	71.62%			1/16	6/16
4	Credential Rate – Bynd Basic Career Services	—	—	—	—	62.38%	63.92%	60.49%	131 210	47.56%	71.88%			1/16	6/16
4	Credential Rate – At Risk	—	—	—	—	58.99%	61.17%	58.17%	82 139	38.46%	71.26%			1/16	6/16
4	Credential Rate – Total Veterans	—	—	—	—	80.00%	88.89%	57.14%	4 5	100.00%	50.00%			1/16	6/16
DOL-C	Credential Rate – Youth	+P	108.72%	66.60%	66.60%	72.41%	71.62%	74.63%	42 58	58.33%	76.09%			1/16	6/16
4,5	Credential Rate – Adult	-P	92.13%	73.20%	73.20%	67.44%	70.73%	67.50%	29 43	52.63%	79.17%			1/16	6/16
DOL-C	Credential Rate – DW	+P	120.95%	71.40%	71.40%	86.36%	86.00%	82.76%	19 22	75.00%	92.86%			1/16	6/16
4	Credential Rate – Adult/DW	—	—	—	—	75.00%	77.50%	73.53%	48 64	61.54%	84.21%			1/16	6/16

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Operational Insight - MPR 4.0

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

Year-to-Date Performance Periods\*

FINAL RELEASE

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS

## FEBRUARY 2018 REPORT

Source	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
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### Credentia Rate

4	Credentia Rate - Statewide Initiative	---	---	---	---	50.00%	33.33%	n/a	1 2	0.00%	100.00%			1/16	6/16
4	Credentia Rate - DWG	---	---	---	---	46.77%	60.00%	75.00%	29 62	34.29%	62.96%			1/16	6/16
4	Credentia Rate - TAA	---	---	---	---	56.70%	61.96%	60.00%	55 97	40.43%	72.00%			1/16	6/16
4	Credentia Rate - TANF & NCP Choices	---	---	---	---	n/a	10.53%	3.70%	n/a n/a	n/a	n/a			1/16	6/16
4	Credentia Rate - TANF & NCP Choices Excluding Noncompliant	---	---	---	---	n/a	0.00%	5.26%	n/a n/a	n/a	n/a			1/16	6/16
4	Credentia Rate - SNAP E&T	---	---	---	---	0.00%	10.00%	0.00%	0 3	0.00%	0.00%			1/16	6/16
4	Credentia Rate - Apprenticeship	---	---	---	---	n/a	n/a	n/a	n/a n/a	n/a	n/a			1/16	6/16
4	Credentia Rate - Skills Development	---	---	---	---	n/a	n/a	n/a	n/a n/a	n/a	n/a			1/16	6/16
4	Credentia Rate - Self-Sufficiency	---	---	---	---	n/a	n/a	n/a	n/a n/a	n/a	n/a			1/16	6/16

4. TWC is working to implement final guidance regarding who is included in the Credential Rate denominators. These changes will likely result in substantial reductions in the denominators of all but the Youth Credential Rate measure and thus increases in performance. We will republish all Credential Rate data as soon as these changes are made.

5. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.

### Employed/Enrolled Q2 Post Exit

LBB-K	Employed/Enrolled Q2 Post Exit - C&T Participants	+P	107.53%	64.00%	64.00%	68.82%	68.70%	68.20%	4,279 6,218	69.65%	67.79%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - Trained	---	---	---	---	81.25%	69.37%	73.55%	78 96	85.48%	73.53%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - Bynd Basic Career Services	---	---	---	---	64.21%	62.99%	63.60%	846 1,006	66.73%	61.46%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - At Risk	---	---	---	---	65.19%	63.03%	63.66%	1,717 2,834	65.41%	64.92%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - Total Veterans	---	---	---	---	63.69%	67.47%	68.05%	207 325	64.88%	62.42%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - Claimants	---	---	---	---	76.10%	73.96%	72.72%	1,277 1,678	78.52%	73.25%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - RRES-Served	---	---	---	---	64.84%	64.44%	66.96%	177 273	71.83%	57.25%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - Ex-Offenders	---	---	---	---	54.21%	46.05%	56.13%	148 273	58.96%	49.64%			7/16	12/16
DOL-C	Employed/Enrolled Q2 Post Exit - Youth	+P	136.71%	69.30%	69.30%	94.74%	79.44%	75.00%	18 19	100.00%	80.00%			7/16	12/16
	Employed/Enrolled Q2 Post Exit - Adult/DW	---	---	---	---	86.96%	85.21%	83.00%	40 46	86.67%	87.50%			7/16	12/16

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Operational Insight - MPR 4.0

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

FINAL RELEASE

Year-to-Date Performance Periods\*

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS

## FEBRUARY 2018 REPORT

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### Employed/Enrolled Q2 Post Exit

	Employed/Enrolled Q2 Post Exit – Statewide Initiative	—	—	—	—	100.00%	100.00%	n/a	1	n/a	100.00%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – DWG	—	—	—	—	74.19%	52.88%	69.35%	23	77.78%	69.23%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – TAA	—	—	—	—	73.08%	59.12%	65.12%	31	80.65%	61.90%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – TANF & NCP Choices	—	—	—	—	52.10%	59.03%	51.98%	38	47.62%	55.64%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – TANF & NCP Choices Excluding Noncompliant	—	—	—	—	54.84%	60.52%	51.82%	124	55.56%	54.35%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – NCP	—	—	—	—	30.12%	47.44%	40.54%	238	32.56%	27.50%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – NCP Excluding Noncompliant	—	—	—	—	37.31%	50.75%	44.74%	85	46.67%	29.73%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – Choices	—	—	—	—	63.87%	65.58%	58.01%	155	58.06%	67.74%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – Choices Excluding Noncompliant	—	—	—	—	68.18%	70.07%	56.72%	25	63.64%	70.91%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – SNAP E&T	—	—	—	—	59.56%	50.29%	53.30%	67	53.85%	63.10%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – SNAP E&T Excluding Noncompliant	—	—	—	—	61.40%	57.89%	58.68%	81	58.33%	63.64%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – SNAP E&T ABAWDS	—	—	—	—	62.20%	51.85%	58.75%	136	57.14%	65.96%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – Apprenticeship	—	—	—	—	n/a	n/a	n/a	51	n/a	n/a			7/16	12/16
	Employed/Enrolled Q2 Post Exit – Skills Development	—	—	—	—	n/a	n/a	n/a	82	n/a	n/a			7/16	12/16
	Employed/Enrolled Q2 Post Exit – Self-Sufficiency	—	—	—	—	n/a	n/a	n/a	n/a	n/a	n/a			7/16	12/16
	Employed/Enrolled Q2 Post Exit – Employment Services	—	—	—	—	58.98%	68.78%	68.44%	n/a	69.75%	68.04%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – ES Veterans	—	—	—	—	63.58%	67.66%	67.88%	4,228	64.88%	62.18%			7/16	12/16
	Employed/Enrolled Q2 Post Exit – ES Disabled Veterans	—	—	—	—	51.92%	67.07%	70.53%	6,129	52.00%	51.85%			7/16	12/16

6. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.

### Employed/Enrolled Q2-Q4 Post Exit

LBB-K	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP	102.39%	80.00%	80.00%	81.91%	80.71%	81.23%	3,694	82.59%	81.24%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Trained	—	—	—	—	84.26%	91.03%	92.75%	4,510	85.19%	83.33%			1/16	6/16

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# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

FINAL RELEASE

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## FEBRUARY 2018 REPORT

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	Employed/Enrolled Q2-Q4 Post Exit – Bynd Basic Career Services	---	----	----	----	77.40%	80.41%	80.43%	589 761	79.28%	75.41%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – At Risk	---	----	----	----	78.91%	76.37%	77.20%	1,493 1,892	80.95%	76.78%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Total Veterans	---	----	----	----	84.40%	83.20%	83.44%	211 250	83.10%	86.11%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Claimants	---	----	----	----	87.35%	84.78%	85.80%	1,367 1,565	89.76%	85.12%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – RRES-Served	---	----	----	----	81.40%	82.50%	84.89%	140 172	89.47%	75.00%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Ex-Offenders	---	----	----	----	66.67%	72.32%	71.47%	78 117	61.54%	73.08%			1/16	6/16
7	Employed/Enrolled Q2-Q4 Post Exit – Youth	---	----	----	----	84.48%	87.50%	90.20%	49 58	86.67%	83.72%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Adult/DW	---	----	----	----	87.72%	91.74%	95.16%	50 57	91.30%	85.29%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Statewide Initiative	---	----	----	----	50.00%	100.00%	n/a	1 2	100.00%	0.00%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – DWG	---	----	----	----	82.50%	83.33%	94.67%	33 40	84.62%	78.57%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – TAA	---	----	----	----	85.51%	88.41%	95.00%	59 69	83.33%	87.88%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – TANF & NCP Choices	---	----	----	----	67.46%	75.83%	75.28%	85 126	64.79%	70.91%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – TANF & NCP Choices Excluding Noncompliant	---	----	----	----	69.33%	77.78%	77.53%	52 75	69.57%	68.97%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – NCP Choices	---	----	----	----	56.10%	74.60%	73.49%	23 41	61.54%	46.67%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – NCP Choices Excluding Noncompliant	---	----	----	----	58.33%	76.27%	72.86%	21 36	62.50%	50.00%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – TANF Choices	---	----	----	----	72.94%	76.27%	76.06%	62 85	66.67%	80.00%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – TANF Choices Excluding Noncompliant	---	----	----	----	79.49%	78.82%	80.56%	31 39	77.27%	82.35%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – SNAP E&T	---	----	----	----	71.72%	73.99%	74.12%	104 145	71.58%	72.00%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – SNAP E&T Excluding Noncompliant	---	----	----	----	77.63%	76.21%	74.19%	59 76	79.59%	74.07%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – SNAP E&T ABAWDS	---	----	----	----	67.74%	70.21%	72.02%	42 62	64.86%	72.00%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit – Apprenticeship	---	----	----	----	n/a	n/a	n/a	n/a n/a	n/a	n/a			1/16	6/16

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.



# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

Year-to-Date Performance Periods\*

FINAL RELEASE

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS

## FEBRUARY 2018 REPORT

Source Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
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### Employed/Enrolled Q2-Q4 Post Exit

	Employed/Enrolled Q2-4 Post Exit - Skills Development	—	—	—	—	n/a	n/a	n/a	n/a	n/a	n/a			1/16	6/16
	Employed/Enrolled Q2-4 Post Exit - Self-Sufficiency	—	—	—	—	n/a	n/a	n/a	n/a	n/a	n/a			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit - Employment Services	—	—	—	—	82.02%	80.57%	81.12%	3,627 4,422	82.72%	81.33%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit - ES Veterans	—	—	—	—	84.68%	83.20%	83.57%	210 248	83.57%	86.11%			1/16	6/16
	Employed/Enrolled Q2-Q4 Post Exit - ES Disabled Veterans	—	—	—	—	96.00%	86.21%	83.52%	24 25	93.33%	100.00%			1/16	6/16

7. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.

### Employed/Enrolled Q4 Post Exit

DOL-C 8	Employed/Enrolled Q4 Post Exit - Youth	+P	111.22%	71.40%	71.40%	79.41%	74.71%	77.27%	54 68	84.21%	77.55%			1/16	6/16
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8. TWC is working to correct an issue in who is counted as a Youth Participant (ensuring that the WIOA Youth Participation Elements are all met). We will republish Youth measure data when this correction is made.

### Reemployment Employer Engagement Measures

LBB-NK	Employers Served - Total	—	—	—	—	1,460	2,424	2,119	—	1,019	1,025			10/17	2/18
	Employers Served - ES	—	—	—	—	1,084	1,830	1,526	—	749	747			10/17	2/18
	Employers Served - Skills	—	—	—	—	0	0	0	—	0	0			10/17	2/18
	Employers Served - Self-Sufficiency	—	—	—	—	0	0	0	—	0	0			10/17	2/18
	Employers Served - WOTC	—	—	—	—	385	625	627	—	278	282			10/17	2/18
TWC	# of Employers Receiving Workforce Assistance	+P	115.55%	1,254	2,259	1,449	2,397	2,084	—	1,016	1,017			10/17	2/18
	Employer Workforce Assistance	—	—	—	—	12.54%	20.89%	18.47%	1,449 11,555	8.79%	8.80%			10/17	2/18
TWC	Claimant Reemployment within 10 Weeks	+P	115.56%	55.07%	55.07%	63.64%	59.21%	57.81%	931 1,483	65.64%	60.33%			7/17	11/17
	% Claimants Exhausting UI	—	—	—	—	36.58%	38.95%	40.98%	689 1,629	39.76%	33.87%			10/16	2/17
	Avg Weeks Paid per Claimant	—	—	—	—	13.31	13.75	14.13	24,346.60 1,828.00	13.27	13.34			10/16	2/17

### Entered Employment Related to Training (National Reporting)

	WIOA Adult/DW Entered Employment Related to Training (National Reporting)	—	—	—	—	83.33%	63.93%	72.55%	15 18	85.71%	81.82%			10/16	3/17
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### Choices Participation/Activity

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

Operational Insight - MPR 4.0

# BOARD SUMMARY REPORT - HIGH PROFILE MEASURES

FINAL RELEASE

Year-to-Date Performance Periods\*

As Originally Published 3/30/2018

## BOARD NAME: SOUTH PLAINS

## FEBRUARY 2018 REPORT

Source Notes	Measure	Status	% Current Target	Current Target	EOY Target	Current Perf.	Prior Year End	2 Years Ago YE	YTD Num YTD Den	QTR 1	QTR 2	QTR 3	QTR 4	From	To
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### Choices Participation/Activity

TWC	Choices Full Work Rate - All Family Total	-P	81.70%	50.00%	50.00%	40.85%	53.57%	46.03%	34 82	45.24%	34.26%			10/17	2/18
	Choices Full Work Rate - All Family Tx-Mandatories	-	---	---	---	38.59%	48.66%	41.01%	31 79	43.37%	31.42%			10/17	2/18
	Avg % Single Parent w/ Mandatory Status Conflict	---	---	---	---	24.10%	30.08%	32.61%	37 153	22.28%	26.82%			10/17	2/18
	Avg % Two Parent w/ Mandatory Status Conflict	-	---	---	---	0.00%	0.00%	2.43%	0 8	0.00%	0.00%			10/17	2/18
	Avg % Choices w/ Sanction Initiated for NonResponse to Outreach	---	---	---	---	17.90%	15.72%	22.12%	13 87	10.79%	28.58%			10/17	2/18
	Avg % Choices w/ Sanction Initiated for NonParticipation	---	---	---	---	16.47%	14.51%	16.69%	17 104	15.77%	17.50%			10/17	2/18
	Avg Choices Participation thru Employment (or School for Teens) - All Family	---	---	---	---	18.78%	21.07%	15.65%	32 166	21.12%	15.26%			10/17	2/18

### SNAP E&T Activity

	Avg % SNAP E&T w/ Sanction Initiated for NonResponse to Outreach	---	---	---	---	67.39%	72.61%	69.04%	315 477	63.98%	72.52%			10/17	2/18
	Avg % SNAP E&T w/ Sanction Initiated for NonParticipation	---	---	---	---	16.98%	13.70%	13.93%	19 113	13.06%	22.85%			10/17	2/18

### Child Care

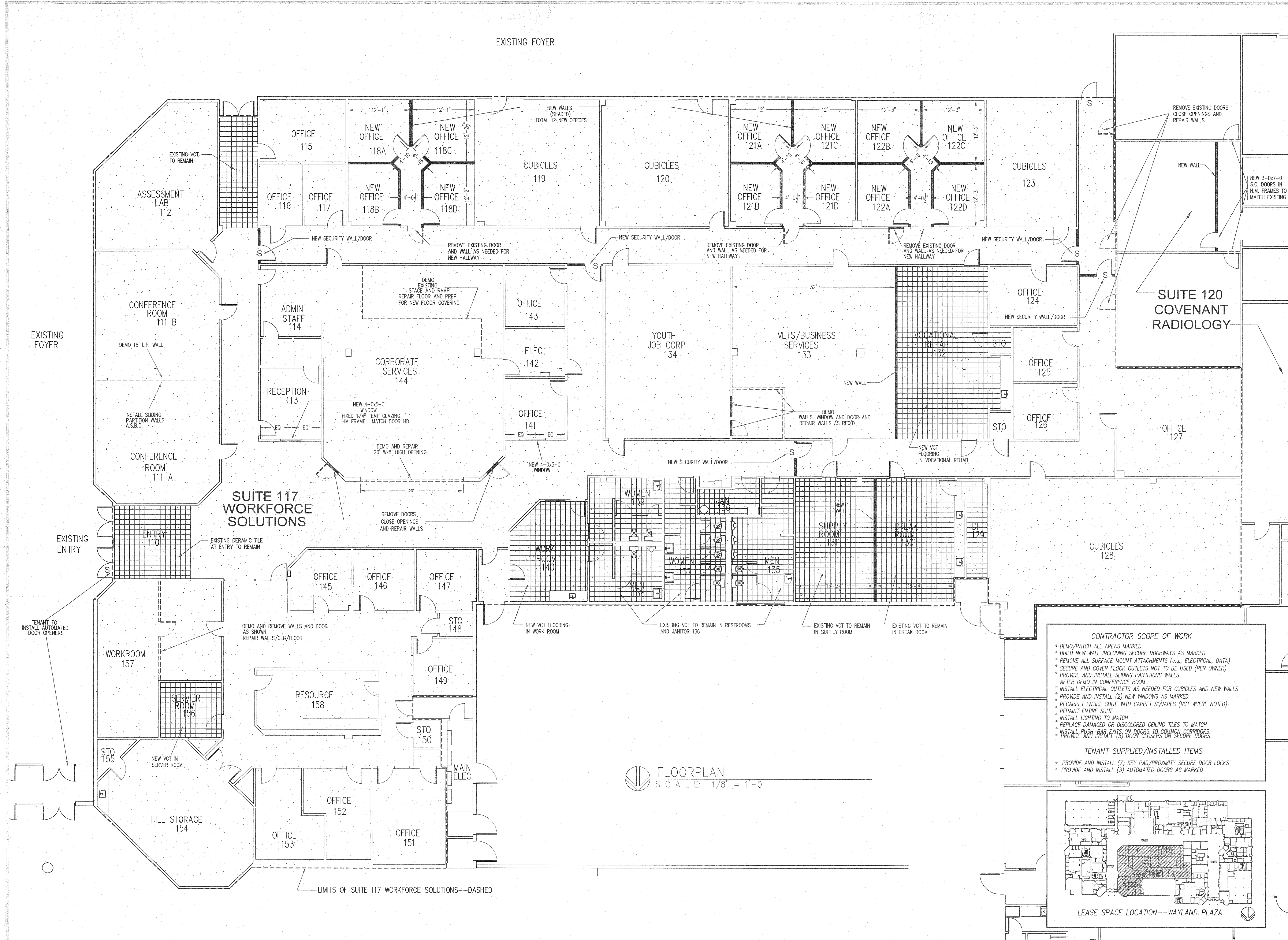
TWC	Avg # Children Served Per Day - Combined	MP	100.05%	2,057	2,028	2,058	1,853	1,983	222,286 108	2,050	2,070			10/17	2/18
LBB-K	Avg # Children Served Per Day - Choices and Other Mandatories	---	---	---	---	320	261	102	34,577 108	320	321			10/17	2/18
LBB-K	Avg # Children Served Per Day - At Risk Discretionary	---	---	---	---	1,738	1,592	1,883	187,709 108	1,731	1,749			10/17	2/18
	Avg # of Children on Waiting List for Low Income Child Care	---	---	---	---	274	328	133	1,369 5	266	285			10/17	2/18
	Child Care Admin/Ops %	---	---	---	---	15.02%	15.62%	15.13%	516,562 3,438,179	16.43%	13.23%			10/17	2/18

9. BCY18 targets were set prior to reaching the 1st year anniversary reauthorization. We are planning to adjust the targets after we have 3 months of BCY18 data to analyze.

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

## **Attachment 13**





## **Attachment 14**

### Child Care Services Salaries by Position – 2018 SPCAA

CCS Positions	Salary Range
CCS Division Director	\$25.00-\$43.05
Outreach/CPS/Program Support Specialist	\$14.00 - \$21.55
Office Manager/Repayment Specialist/Client & Provider Support	\$14.00 - \$21.55
Provider Services/Disabilities Lead	\$18.00 - \$27.71
Client Services Lead	\$14.00 - \$21.55
Provider Services TRS Specialist (2)	\$14.00 - \$21.55
Provider Services Specialist	\$12.00 - \$18.47
Client Services Specialist (6)	\$10.25 - \$18.47
Attendance Coordinator	\$8.75 - \$13.09
Client Services Support Specialist	\$8.75 - \$13.09
Receptionist	\$8.75 - \$13.09