WORKFORCE SOLUTIONS MIDDLE RIO GRANDE
PO Box 760 ~ 216 W Main ~ Uvalde ~ Texas ~ 78802 ~ 830-591-0141 ~ 830-591-0004 fax
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Board of Directors
Executive
Committee

Christoper Hiller
Chairperson
Private Sector

Laura Lopez
Vice Chairperson
Private Sector

Juan Martinez
Secretary
Private Sector

Myrta Garcia
Treasurer
CBO

Rodrigo Jaime
Parliamentarian
Private Sector

Rosie Lozano
Executive Director

Workforce Solutions Middle Rio Grande
Board of Directors Meeting
Thursday, August 14, 2025 @ 1:00 p.m.
Workforce Board Room
216 Main Street, Uvalde Texas 78801

I. Call Meeting to Order
II. Invocation
III. Roll Call
IV. Introduction of Guest
V. Public Comment
VI. Approval of Minutes for: June 12, 2025, pg. 1 -7
VII. Old Business
VIII. New Business

A. Executive Committee – Christopher Hill, Board Chairman
Action Items:
1. Discuss the annual evaluation of Rosie Avila-Lozano, Executive Director of the WFSMRG Board, to be done by the Executive Committee and presented to full board at the next scheduled board meeting.
2. Review/Approve Annual Workforce Solutions Middle Rio Grande Board Budget for October 1, 2025- September 30, 2026, pg. 8-10
3. Award selection of Independent Fiscal Monitoring Services based on Request for Proposal received, pg. 11
4. Review/Approve Workforce Solutions Middle Rio Grande Board Risk Assessment of the Middle Rio Grande Development Council as contractor for Workforce and Child Care:
    a. Fiscal – Diaz, Smith and Associates
    b. Programmatic – Board, pg. 12-18
5. Review/Approve 1st extension for the Management of Operations of the One Stop Services with Middle Rio Grande Development Council for October 1, 2025 – September 30, 2026, pg. 19

Workforce Solutions Middle Rio Grande is an equal opportunity Employer / Program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY/TDD via Relay Texas: 711/TDD: 1-800-735-2989 / Voice: 1-800-735-2988

6. Review/Approve the 2nd extension for the Management of the Child Care services for October 1, 2025 – September 30, 2026, pg. 20

Information Items:
1. Update - Board Membership, pg. 21-23
2. FY2025 Equal Opportunity Compliance Department monitoring report, pg. 24-26
3. FY2025 State Monitor Advocate monitoring review report (MSFW), pg. 27-34

B. Finance and Audit Committee – Myrta Garcia, Chair
Action Items:
1. Review/Approve June 2025 WFSMRG Fiscal Agent Expenditure report, pg. 35-36
2. Financial & Data Analyst monitoring report, pg. 37-38
3. Policies:
    a. FISCAL012 Cash Forecasting, Chg. 1, pg. 39-40
    b. FISCAL013 Cash Management, Chg. 1, pg. 41-42
    c. FISCAL026 GASB-96, pg. 43-46
    d. FISCAL027 Journal Voucher, pg. 47-48

Information Items:
1. Workforce Contracts for:
    a. 2725WOR001 – Workforce Innovation and Opportunity Act – Rapid Response $14,173 for July 1, 2025 – June 30, 2026, pg. 49
    b. 2725WOA001- Workforce Innovation and Opportunity Act – Adult $758,215 for July 1, 2025 - June 30, 2027, pg. 50
    c. 2725WOD001 – Workforce Innovation and Opportunity Act – Dislocated Worker $410,173 for July 1, 2025 – June 30, 2027, pg.51
    d. 2725WOY001 – Workforce Innovation and Opportunity Act – Youth $809,191 for July 1, 2025 – June 30, 2027, pg.52
    e. 2725WPA001 Amendment #1 – Wagner Peyser Employment Services $16,158 July 22, 2025 – December 31, 2025, pg. 53-55

C. Child Care Committee – Margot Mata, Chair
Action Items:
1. Child Care Quality Expenses in the amount of $195,000, pg. 56

2. Child Care Policies:
    a. CC24 - Child Care Holiday Pay Policy, pg. 57
    b. CC25 – Early Learning Staff Retention Bonus Policy, pg. 58-59

Information Items:
1. Child Care report

D. Monitoring & Oversight Committee – Juan Martinez, Chair
Action Items:
1. Board Monitoring Reviews: April – May 2025
    a. SNAP (April & April-May 2025), pg. 60-65
    b. Choices (April & April-May 2025), pg. 66-70
    c. WIOA, pg. 71-73
    d. Childcare, pg. 74-77
    e. RESEA, pg. 78-80

2. Policies:
    a. ADMIN01 Equal Opportunity Policy, Change 2, pg. 81-96

Information Items:
1. WFS Program Reports, pg. 97-98
2. VOS Greeter Report, pg. 99
3. Student Navigator Report, pg. 100
4. Youth Coach Report, pg. 101

E. Economic Development Committee – Laura Lopez, Chair
Action Items: None

Information Items:
1. Middle Rio Grande Labor Local Area Employment Statistics, pg. 102
2. Middle Rio Grande Labor Market Information, pg. 103

F. Executive Director's Report – Rosie Lozano, pg. 104
G. MRGDC Executive Director's Report – Michelle Garcia, pg. 105
H. Other Business

IX. Adjournment

Note: To sign up for Public Comment please call Board Office at 830-591-0141

Meeting Notice Closed or Executive Session

If during the course of the meeting covered by this Notice, the Board should determine that a closed or executive session of the Board should be held or is required in relation to any item included in this notice, then such closed or executive meeting or session as authorized by Section 551.001 et seq. of the Texas Government Code (the Open Meetings Act) will be held by the Board at that date, hour and place given in this notice or as soon after the commencement of the meeting covered by this notice as the Board may conveniently meet in such closed or executive meeting or session concerning any and all subjects and for any and all purposes permitted by Sections 551.071-551.084, inclusive, of the Open Meetings Act, including, but not limited to:

a) Section 551.084 - For the purpose of excluding witnesses or witnesses from a hearing during the examination of another witness.
b) Section 551.071 - For the purpose of a private consultation with the Board's attorney on any or all subjects or matters authorized by law.
c) Section 551.072 - For the purpose of discussing the purchase, exchange, lease or value of real property.
d) Section 551.073 - For the purpose of considering a negotiated contract for a prospective give or donation.
e) Section 551.074 - For the purpose of considering the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear complaints or charges against a public officer or employee.
f) Section 551.076 - To consider the deployment, or specific occasions for implementation of security personnel or devices.

Should any final action, final decision, or final vote be required in the opinion of the Board with regard to any matter considered in such a closed or executive meeting or session, then such final action, final decision, or final vote shall be at either:

a) the open meeting covered by this notice upon the reconvening of this public meeting, or
b) at a subsequent public meeting of the Board upon notice thereof, as the Board shall determine.

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WORKFORCE SOLUTIONS MIDDLE RIO GRANDE BOARD
MINUTES

BOARD OF DIRECTOR'S MEETING

In Person / Virtual — Workforce Solutions Board Room
June 12, 2025 — Thursday 1:00 PM

OFFICERS PRESENT:

Laura Lopez, Vice-Chair, Private Sector, Crystal City
Myrta Garcia, Treasurer, CBO, Cotulla
Jesse Martinez, Jr., Secretary, CBO, Carrizo Springs
Rodrigo Jaime, Parliamentarian, Private Sector, Carrizo Springs

MEMBERS' PRESENT:

Timothy Grant
Margot Mata
Juan Carlos Vázquez
Juan Martinez
Monica Gonzales
Nancy Rodriguez
Lydia Seiple
Jesse Rizo
Dana Johnson
Shelly Collins
Sara Rivas
Romelia Aranda
Dora Garza Velásquez
Wendall Sansom
J.J. Suarez

MEMBERS ABSENT:

Christopher Hiller
Cecil Snowden
Blanca Larson
Jose Barajas
Larry Martin
Sergio Diaz
Yolanda Ramon
Ernest Flores
James Glasscock
Michael Grooms
Aracely Castle
Aaron Valdez
Arturo Gonzales

OTHERS PRESENT:
Rosie Lozano
Nereida Santos
Marisa Cervantes
Marcos Gonzales
Mindy Roberts
Betsy Prado
Bobby Castillo
Michelle García
Arianna Gonzalez
Barbara Lopez
Roxanne Gonzalez

I. CALL TO ORDER
Myrta Garcia, Board Treasurer, called the meeting of the Workforce Solutions Middle Rio Grande Board of Directors to order at approximately 1:05 PM.

II. INVOCATION
Myrta Garcia asked for someone to lead the Invocation. Juan Martinez volunteered to lead the invocation.

III. ROLL CALL
Nereida Santos called roll, and nineteen (19) board members were determined to be present. Having established a quorum, the following business was transacted.

IV. INTRODUCTION OF GUEST (S)
Myrta Garcia introduced Honorable Bella A. Rubio

V. Public Comments
No public Comments

VI. APPROVE MINUTES FOR:
a. March 19, 2025 – Executive Committee
Dana Johnson motioned to approve minutes and Juan Martinez Seconded. Motion carried.

b. April 10, 2025 – Board of Director's Meeting
Rodrigo Jaime motioned to approve minutes and Juan Carlos Vasquez seconded, just need to correct that Michael Grooms and Jesse Rizo were on there twice. Motion carried.

c. April 29, 2025 – Executive Committee - no discussion
Dana Johnson motioned to approve minutes, and Juan Carlos Vasquez seconded. Motion carried.

VII. Old Business

No old business was presented.

VIII. New Business

A. Executive Committee – Myrta Garcia, Board Treasurer

Action Items:

1. Ratification of Review/Approve – Lease agreement for Eagle Pass office for a five-year term with a potential extension of additional 5 years.
Rosie stated that an executive committee met on April 29, 2025 – executive committee approved the lease agreement, and this is just a ratification of the approval.

Juan Martinez motioned to approve, and WB Sansom seconded. Motion carried.

2. Release of RFP for Independent Fiscal Monitoring Services
No discussion

Dana Johnson motioned to approve, Juan Carlos Vasquez seconded. Motion carried.

Information Item:

1. Update - Crystal City office
2. Update - Board Membership
3. Subrecipient Monitoring Exit Report

Rosie provided a brief update on the Crystal City office renovations:

The office renovation is complete, including installation of an ADA-compliant door. The bathroom required minor adjustments due to plumbing issues, but work has been successfully completed. The exterior ramp initially posed a challenge. The contractor attempted to make repairs, but the city informed us that, as city property, the contractor was not authorized to proceed. Although the city initially declined to take responsibility, they ultimately agreed to complete the necessary repairs.

Board updates include the resignations of Rojelio Gonzalez and Jorge Ramon, both no longer eligible to serve due to changes in employment

status. These departures create several vacancies that must be filled to remain in compliance with board membership requirements.
Rosie reviewed current vacancies and inquired whether any existing board members are veterans.

Additionally, Rosie presented the TWC Subrecipient Monitoring Exit Report; no questions were raised.

B. Finance and Audit Committee -Myrta Garcia, Chairperson
Action Items:

1. Review/Approve April 2025 WFSMRG Fiscal Agent Expenditure report
Rosie briefly explained the expenditure report.

Rodrigo Jaime motioned to approve, and Juan Martinez seconded. Motion carried.

2. Financial & Data Analyst monitoring report
No questions.

Dana Johnson motioned to approve the report and Juan Carlos Vasquez seconded. Motion carried.

Information Items:
None

C. Child Care Committee – Margot Mata, Chaired
Action Items:

1. Child Care Quality purchases
Needing to approve 20 Child Care Multicultural kits for $10,905.20. Also, 15 Infant/Toddler indoor/outdoor kits for $38,500 and outdoor material for 20 Child Care programs for $60,000.

Juan Martinez motioned to approve expenditure and Juan Carlos Vasquez seconded. Motion carried

Information Items:

1. Child Care report

D. Monitoring and Oversight Committee -Juan Martinez, Chairperson
Action Items:

1. Board Monitoring Reviews: February – March 2025
a. SNAP

There was a 3rd time finding, corrective action was put in place. The Board suggested putting MRGDC on probation till Oct. 2025, needing the error rate to be under 10%. They will have to provide internal monitor reports from June-August as well at the next board meeting in August. Michelle explained they are already working on correcting findings.

Rodrigo Jaime motioned to approve corrective action and Romelia Aranda seconded. Motioned carried.

b. Choices

Same as SNAP. There was a 3rd time finding, corrective action was put in place. The Board suggested putting MRGDC on probation till Oct. 2025, needing the error rate to be under 10%. They will have to provide an internal monitor report from June-August as well at the next board meeting in August. Michelle explained they are already working on correcting findings.

Juan Martinez motioned to approve corrective action and Romelia Aranda seconded. Motion carried.

c. WIOA

Rosie briefly went over the report provided. WIT Data Entry, Financial and Employment Plan were repeated findings. The Board will have a one-on-one training with Contractors Quality Assurance team.

Dana Johnson motioned to approve, and Laura Lopez seconded. Motion carried.

d. RESEA

Rosie briefly went over the report provided. Eligibility, Assessment and WIT Data Entry were repeated findings. The Board will have a one-on-one training with Contractors Quality Assurance team.

Romelia Aranda motioned to approve, and Juan Martinez seconded. Motion Carried.

2. Policies:
a. MSFW01 Referring Temporary Jobs
b. MSFW02 Fingerprint Logs
c. MSFW03 Self-Monitoring MSFW

d. ALL19 Filing Employment Services and Migrant Seasonal Farmer Worker Complaint
e. ALL14 Chg. 2 Priority of Service
f. ALL20 Data Validation

Rosie stated that policies where needed to be written to follow guidelines. Explained why each new policy was written and why ALL14 was revised. We need to provide MSFW clients with information where they can get finger printed. MSFW needs to be monitored from now on. Per WD Letter Eligible veterans and spouses needed to be put on top of the list for priority of Services. Need to verify that the data provided is reliable and valid.

Dana Johnson motioned to approve all the policies and Laura Lopez seconded. Motioned carried.

Information Items:

1. WFS Program Reports
2. VOS Greeter Report
3. Student Navigator Report
4. Youth Coach Report

Rosie briefly went over each report. No Questions.

E. Economic Development Committee-Laura Lopez, Chairperson

Action Items:

None

Information Items:

1. Middle Rio Grande Labor Local Area Employment Statistics
2. Middle Rio Grande Labor Market Information

Rosie went over reports that were provided in the packet. No Questions.

Information Items:

None

F. Executive Director's Report - Rosie Lozano

Rosie briefly went over her report that was provided in the board packet.

G. Executive Director's Report - Michelle Garcia

Michelle briefly went over her report that was provided in the board packet.

H. Other Business

None

IX. Election of Officers

Chairperson – Christopher Hiller, by Acclamation
Vice Chairperson – Laura Lopez, by Acclamation
Secretary- Juan Martinez
Treasurer – Myrta Garcia
Parliamentarian – Rodrigo Jaime

X. Adjourn

Dora Velasquez made a motion to adjourn and seconded by Dana Johnson. Motion carried. Adjourn at 3:07pm.

_____ _____

Juan Martinez
Secretary

Date

WORKFORCE SOLUTIONS MIDDLE RIO GRANDE BOARD

October 1, 2025 Through September 30, 2026

FY 2024-2025 BOARD BEG YEAR SUMMARY BUDGET

Tuesday, August 6, 2024 COST CATEGORIES	2026 BEG-Year Budget	2025 MID-Year Budget	Variance
PERSONNEL	733,770	648,770	(85,000)
FRINGE BENEFITS	282,501	248,883	(33,618)
INCENTIVE ADJUSTMENTS	27,500	27,042	(458)
ACCOUNTING & AUDITING	37,500	37,500	0
PROF. FEES/CONTRACTUAL	52,500	62,500	10,000
BOARD TRAVEL I/R	10,000	10,000	0
BOARD TRAVEL O/R	5,000	4,500	(500)
TRAVEL - I / R	40,000	35,000	(5,000)
TRAVEL - O / R	48,000	48,000	0
SPACE - BOARD	70,000	54,000	(16,000)
UTILITIES	14,000	7,500	(6,500)
SUPPLIES/MATERIALS	60,000	60,000	0
EQUIPMENT PURCHASES	5,000	5,000	0
EQUIPMENT / LEASE / MAINT.	38,000	34,510	(3,490)
PRINTING / ADVERTISING	5,000	5,000	0
INSURANCE / BONDING	3,000	3,000	0
POSTAGE	2,500	2,500	0
SUBSCRIPTION / DUES	50,000	5,000	(45,000)
COMMUNICATIONS	10,000	10,000	0
FISCAL ENTITY	109,000	109,000	0
STAFF TRAINING	5,000	10,000	5,000
TRAVEL ALLOWANCE	12,000	12,000	0
Network Upgrades	40,000	120,671	80,671
Moving Services	57,006	0	(57,006)
Subtotal	1,717,277	1,560,376	(156,901)
NON-Operational/Pass Thru	1,369,945	1,873,800	503,855
Space - Colocation	400,000	400,000	0
TOTAL	3,487,222	3,834,176	346,954

WORKFORCE SOLUTIONS MIDDLE RIO GRANDE

BEG YEAR PROGRAM SUMMARY FOR FY 2025/2026 FUNDING AND DISTRIBUTIONS

FUNDING SOURCE	FUND	BEG DATE	END DATE	FY 25	26	TOTAL	WF BOARD ADMIN	WF BOARD PROGRAM	WF BOARD RENTS	MRG RENTS	MRG OPS	MRG NON-OPS	CONTRACT BALANCE
CHILD CARE CCDF - Carry Forward	5105	10/1/2024	12/31/2025	832,000	0	832,000	35,000	0	7,082	0	0	700,000	89,918
CHILD CARE CCDF - New Allocation	5106	10/1/2025	12/31/2026	0	11,055,384	11,055,384	599,810	0	35,664	107,638	972,586	9,384,000	-44,314
CHILD CARE LOCAL MATCH - Carry Forward	5116	10/1/2024	12/31/2025	130,270	0	130,270	0	130,270	0	0	0	0	0
CHILD CARE LOCAL MATCH - New Allocation	5115	10/1/2025	12/31/2026	0	690,904	690,904	0	690,904	0	0	0	0	0
CHILD CARE QUALITY IMPROVEMENT - 2% New Allocation	5255	10/1/2025	12/31/2026	0	537,777	537,777	287,856	249,921	0	0	0	0	0
CHILD CARE QUALITY Fund - 4% New Allocation	5256	10/1/2025	12/31/2026	0	298,850	298,850	0	298,850	0	0	0	0	0
CHILD CARE PRS - New Allocation	5132	9/1/2025	12/31/2026	0	195,648	195,648	9,782	0	0	0	0	185,866	0
TANF CHOICES - Carry Forward	5614	10/1/2024	10/31/2025	40,000	0	40,000	3,920	0	80	2,262	23,738	10,000	0
TANF CHOICES - New Allocation	5615	10/1/2025	10/31/2026	0	783,754	783,754	240,804		2,571	45,557	298,883	195,939	0
SNAP E&T - New Allocation	5515	10/1/2025	9/30/2026	0	175,761	175,761	17,224	0	352	6,116	108,128	43,940	0
WIOA ADULT - Carry Forward	6124	7/1/2024	6/30/2026	49,000	0	49,000	48,901	0	98	0	0	0	0
WIOA ADULT - New Allocation	6125	7/1/2026	6/30/2027	0	758,215	758,215	73,624	0	2,198	43,386	373,632	265,375	0
WIOA YOUTH - Carry Forward	6224	7/1/2024	6/30/2026	674,000	0	674,000	72,649	0	1,351	28,455	335,645	235,900	0
WIOA YOUTH - New Allocation	6225	7/1/2025	6/30/2027	0	809,191	809,191	78,618	0	2,301	45,160	399,895	283,217	0
WIOA DISLOCATED WORKER - Carry Forward	6324	7/1/2024	6/30/2026	21,000	0	21,000	20,958	0	42	0	0	0	0
WIOA DISLOCATED WORKER - New Allocation	6325	7/1/2026	6/30/2027	0	410,173	410,173	39,516	0	1,501	29,274	196,321	143,561	0
RAPID RESPONSE - New Allocation	5416	7/1/2025	6/30/2026	0	14,173	14,173	1,389	0	28	678	12,078	0	0
REEMPLOYMENT SERVICES & ELIG ASSESS - New Allocation	5924	10/1/2025	12/31/2026	0	197,778	197,778	19,381	0	396	12,464	165,537	0	0
WORKFORCE COMM INITIATIVES - New Allocation	5231	10/1/2025	9/30/2026	0	39,000	39,000	3,822	0	78	1,959	19,491	13,650	0
TRADE ACT SERVICES - Carry Forward	5345	10/1/2024	12/1/2025	5,000	0	5,000	490	0	10	239	4,261	0	0
TRADE ACT SERVICES -New Allocation	5346	10/1/2025	12/31/2026	0	5,000	5,000	490	0	10	226	4,274	0	0
WAGNER PEYSER ES Carry Over	5214	10/1/2023	12/31/2024	0	0	0	0	0	0	0	0	0	0
WAGNER PEYSER ES - New Allocation	5215	10/1/2024	12/31/2025	0	0	0	0	0	0	0	0	0	0
WIOA Additional Program Cost	6421	10/1/2024	9/30/2025	0	17,792	17,792	1,744	0	36	847	15,165	0	0
STUDENT HIREABILITY NAV- New Allocation	6908	9/1/2025	8/31/2026	0	106,000	106,000	105,788	0	212	0	0	0	0
Military Family Support Program - Carry Forward	6416	1/1/2023	12/31/2024	0	0	0	0	0	0	0	0	0	0
Military Family Support Program - New Allocation	6417	1/1/2024	12/31/2025	0	0	0	0	0	0	0	0	0	0
Veteran Services - New Allocation	5818	10/1/2025	9/30/2026	0	15,000	15,000	1,500	0	0	6,958	8,042	0	-1,500
VRS Infrastructure Support Services- New Allocation	6916	9/1/2025	8/31/2026	0	131,683	131,683	0	0	0	65,842	65,842	0	-1
VRS Summer Earn and Learn	5438	10/1/2023	9/30/2025	0	60,000	60,000	0	0	0	2,937	0	57,063	0
TOTALS				1,751,270	16,302,083	18,053,353	1,663,265	1,369,945	54,012	400,000	3,003,517	11,518,510	0
MINUS CHILD CARE				962,270	12,778,563	13,740,833	932,448	1,369,945	42,746	107,638	972,586	10,269,866	45,604
WORKFORCE PROGRAMS				789,000	3,523,520	4,312,520	730,816	0	11,267	292,362	2,030,931	1,248,644	-45,604

Grant Funding Comparison

Grant	FY25	FY26	Difference
Child Care (CCF)	10,542,994	11,055,384	512,390
Child Care Local Match	691,442	690,904	(538)
TANF/Choices	799,101	783,754	($15,347)
SNAP E&T	175,761		
WIOA Adult	878,332	758,215	(120,117)
WIOA Youth	943,891	809,191	(134,700)
WIOA Dislocated Worker	486,423	410,173	(76,250)
TOTAL	14,517,944	14,507,621	165,438

Workforce Solutions Middle Rio Grande Board

Executive Committee

August 14, 2025

Action Item

Award selection of Independent Fiscal Monitoring Services

PURPOSE

Provide the Board with results of the RFP for Independent Fiscal Monitoring Services.

DISCUSSION

Annually the Board must conduct financial monitoring of the Workforce Solutions Middle Rio Grande Board subcontractors, programs and services to ensure the fiscal integrity of the programs. An RFP was released on July 10, 2025, for these services and there was only one respondent, Diaz, Smith and Associates. The contract period is October 1, 2025, through September 30, 2026. The Board has the option to renew the contract for two additional contract periods, contingent upon satisfactory performance by the monitor and the availability of funds.

ACTION: Approve and authorize the selection of Diaz, Smith and Associates for the Independent Fiscal Monitoring Services for the contract period October 1, 2025, through September 30, 2026 with the option to renew the contract for two additional contract periods, contingent upon satisfactory performance by the monitor and the availability of funds.

Workforce Solutions Middle Rio Grande Board

Executive Committee

August 14, 2025

Action Item

Approval of Workforce Solutions Middle Rio Grande Board Risk Assessment of the Middle Rio Grande Development Council as a contractor for Workforce and Child Care

PURPOSE:
To assess the risk that the contractor, Middle Rio Grande Development Council is for the Board for in both areas: programmatic and financial.

DISCUSSION
Diaz, Smith and Associates conducted the Financial Risk Assessment for Middle Rio Grande Development Council. The report will be handed out at the board meeting.

The Board conducted the Programmatic Risk Assessment for Middle Rio Grande Development Council. The report indicates a score of 70 (High Moderate Risk).

ACTION
A. Approve the Financial Risk Assessment for the Middle Rio Grande Development Council issued by Diaz, Smit and Associates.
B. Approve the Programmatic Risk Assessment for the Middle Rio Grande Development Council done by the Board.

Middle Rio Grande Development Council
Program Risk Assessment
August 1, 2024 –July 31, 2025

INHERENT RISK			
Program Size to Total Federal Asst Received		**Score**	**Comment**
Less than 15% of revenue comes from federal and/or state funds	2=Low		Greater than 50% of revenues come from federal and/or state funds
Between 15 and 50% of revenue comes from federal and/or state funds.	4=Moderate		
Greater than 50% of revenues come from federal and/or state funds	6=High	6	
Newness of Contractor to Program		**Score**	**Comment**
Operating for 3 years or more and experienced no significant changes.	2=Low	2	The contractor has been operating for over 20 years.
Operating for at least 1 year but less than 3 years without significant changes.	4=Moderate		
Less than 1 year of operating or has experienced significant and complex changes	6=High		
Timeliness/Accuracy of Program Reporting		**Score**	**Comment**
Reports were timely and error free during last program year	2=Low		Reports have been submitted late and inaccurately on some occasions.
Reports have been late on 1 to 4 occasions or had minor errors during last program year.	4=Moderate	4	
Reports have been late more than 4 times and/or reports contained major errors during last program year.	6=High		
Prior Compliance Issues		**Score**	**Comment**
There have been minimal Observations and Findings in the last 2 program years with no questioned or disallowed cost.	2=Low		Contractor has not been able to clear up SRM findings for Choices and SNAP with Audit Resolution for PY24, finding from previous reports that are still in Audit Resolutions may be included in PY25 report as a prior issue. TWC and the Board have provided both virtual and in-person training on the specific findings. Contractor is under 5 PIA's: Adult Q2 Employed, Adult Q4 Employed, Youth Employed/Enrolled Q2, Youth Employed/Enrolled Q4, Youth Credential. No TAP's or CAP's currently
Experienced minor instances of Observations and Findings with minimal questioned or disallowed cost in the last 2 program years.	4=Moderate		
Experienced significant Findings in the last program years with questions or disallowed costs.	6=High	6	
Personnel Turnover		**Score**	**Comment**
Little or no turnover in the last program year.	2=Low		Contractors have a 57.5% turnover rate with 23 workforce and childcare staff resigning/terminated within a one-year period.
Some turnover in the last program year that impacts key areas.	4=Moderate		
Significant turnover in key personnel in last program year which could have a significant impact on the program.	6=High	6	
Effective of Internal Monitoring		**Score**	**Comment**
An effective internal monitoring function is in place. Written procedures are available, as well as evidence that a complete internal monitoring for all programs and centers had been conducted effectively and regularly during the last program year	2=Low		WIOA Youth (6223) did not meet the 35% benchmark for pass thru funds (needed to expense $252,323, actual expenses $215,957) and they did not make the 25/75% In School Out of School mark (needed to expense I/S $63,080 actual expense $42,818) (needed to expense O/S $189,242 actual expense $173,138) based on financial reports.
Procedures are available, but a complete internal monitoring for all programs and centers has not been conducted effectively	4=Moderate		

and on a regular basis in the last program year.			WIOA Adult (6123) did not meet the 35% benchmark for pass thru (needed to expense $234,075, actual expenses $207,447) Board monitor has findings that Q/A did not indicate on their monitoring.
Procedures are available; but need to be updated, evidence of incomplete or no internal monitoring is not available for last program year.	6=High	6	
Complaints and Official Inquiries		**Score**	**Comment**
There were no unresolved complaints received in last program year that required WFSMRG or TWC intervention.	2=Low	2	There are no official complaints.
There were unresolved complaints received by WFSMRG/TWC in the last program year, that upon investigation, were not warranted.	4=Moderate		
There have been a significant number of complaints in the last program year that have warranted investigations due to possible fraud, abuse, discrimination, or other irregularities.	6=High		
Performance Measures		**Score**	**Comment**
The contractor has met targeted performance outcomes on a consistent basis in the last 2 program years.	2=Low	2	MPR's are only for March, April and May 2025. Contractor has an average score of 84.62%. MPR's are lacking some information (WIOA Youth and CT).
The contractor has failed to meet 2 or more performance measures in the last program years.	4=Moderate		
The contractor has failed to meet 3 or more performance measures in the last program years.	6=High		
CONTROL RISK			
Adequacies of Policies and Procedure		**Score**	**Comment**
In-depth updated procedures are in place and enforced.	2=Low		Board policies need to be followed, have had 3 occasions with minor infractions on the same policy. Procedures need to be reviewed and updated and presented to staff.
Procedures are in place with occasional minor infractions.	4=Moderate	4	
Procedures are outdated or do not meet the standard.	6=High		
Management's Knowledge of Laws/Regulations		**Score**	**Comment**
Fully understands all laws and regulations that pertain to the contract.	2=Low		Less than a year – Quality Assurance, Business Service Coordinator, Finance Officer. Less than 2 years – Executive Director, Director of Workforce Programs, Assistant Director of Operations, Workforce Program Coordinator, Lead Quality Assurance Assistant Director of Childcare
Familiar with all laws and regulations that pertain to the contract and can find answers to identified contractual issues.	4=Moderate	4	
Does not understand all laws and regulations that govern their particular contract.	6=High		
Segregation of Duties		**Score**	**Comment**
Workload is evenly divided with no more than 2 layers	2=Low		Several layers of reviews bottlenecks process. Center Managers, then Quality Assurance, reviews all eligibility for WIOA before it is approved and requisition will be sent to be approved which delays the enrollment process.
Some inequities in workload with 3 layers of direct supervision	4=Moderate	4	
A few carrying the workload of others with no clear supervision or over supervised chain	6=High		
Experience Level of Management		**Score**	**Comment**
All management has over 3 years of experience on current contract in current management position	2=Low		Experience Level: Less than a year – Quality Assurance, Business Service Coordinator, Finance Officer, Center Manager – Del Rio and Eagle Pass, Business Service Mgr. – Del Rio, Case Manager – Del Rio, Uvalde, Eagle Pass. Less than 2 years – Executive Director, Director of Workforce Programs, Assistant Director of Operations, Lead Quality Assurance, Workforce Program Coordinator, Assistant Director of Childcare
Management has 2-3 years of experience on current contract in current management position	4=Moderate		
Management has less than 2 years of experience on current contract in current management position	6=High	6	

Extent of Management Reviews/External Monitoring		Score	Comment
Bimonthly Board monitoring reports result in little to no errors. Board monitoring reports do not have a consistent error.	2=Low		Choices: Repeat finding for Eligibility, Assessment, Noncompliance and Participation. Repetitive findings: WIT Data Entry SNAP: Repeat findings for Noncompliance and participation. Repetitive findings: Assessment and WIT Data Entry WIOA: Repeat findings for WIT Data Entry, Financial and Employment Plan RESEA: Repeat finding for Assessment, Eligibility and WIT Data Entry Board has put Contractor on probation till October 2025.
Bimonthly Board monitoring reviews result in some errors. Board monitoring reports have some re occurring errors.	4=Moderate		
Bimonthly Board monitoring reviews results show several errors. Board monitoring reports have several and/or consistent re occurring errors.	6=High	6	
Responsiveness/Availability of Senior Staff		**Score**	**Comment**
Senior Staff will respond timely, meet deadlines and are accessible and available.	2=Low	2	Executive Director and Senior staff have been available to the Boards requests. They have shown improvement in communication. Sometimes reminders will need to be issued on Board policies.
Senior Staff will usually respond timely, usually meet deadlines and are usually accessible and usually available.	4=Moderate		
Senior Staff usually do not respond timely, usually miss deadlines. Senior Staff is usually unavailable or accessible.	6=High		
Training and Staff Development		**Score**	**Comment**
Ongoing training is provided **and/or** training is provided based on identified needs.	2=Low		Board and TWC have done several trainings for Contractor management including the findings that have not been cleared for Audit Resolution. There is evidence of management training but no documentation on front line staff training (was not provided by the deadline). This is a big concern since Contractor has not been able to correct the errors identified by SRM/Audit Resolution even though extensive training has been provided.
There is periodic training for management **and/or** staff.	4=Moderate		
There is no training for management **and/or** staff.	6=High	6	
Other		**Score**	**Comment**
Contractor did not have any issues	2=Low		Board has had to provide several trainings related to monitoring and Audit Resolution findings: 8/13/2024 SNAP E&T (Work Activities & Noncooperation) 8/14/2024 Choices (Work Activities & Noncooperation). 8/19/2024 WFP and monitoring. 11/13/2024, 2/28/2025, 4/28/2025, 7/24/2025 SNAP and Choices (Monitoring Errors). We have had some partner agencies reach out to the Board with concerns. Board has had to meet with Contractor to resolve these issues. During financial meetings, discussion is not followed through. Flyers are not being approved by board before being released.
Contractor has some issues to cause concern as described in comments	4=Moderate	4	
Contractor had several issues to cause concern as described in comments.	6=High		
		Score	**Comment**
Low Risk = 0-50	2=Low		
Moderate Risk = 51-70	4=Moderate	70	
High Risk = 71 or higher	6=High		

Workforce Solutions Middle Rio Grande Board
Program Risk Assessment

Contractor: Middle Rio Grande Development Council
Period of Assessment: **August 1, 2024 – July 31, 2025**
Date Risk Assessment Presented to Board: August 14, 2025
Risk Score: 70 – High Moderate Risk

This risk assessment is designed to:

- Identify those Contractors that pose the highest risk to WFSMRG, therefore require more frequent monitoring.
- Identify program areas that pose the highest risk WFSMRG, therefore require in-depth reviews.
- Identify and minimize serious problems from arising at the Contractor level.

Risk assessment considers:

- Instability in the management environment and large turnovers in their workforce.
- Ineffective or inefficient management controls.
- Significant gaps between expected and actual results.
- Large commitments of State and Federal resources,
- Complex information systems used for tracking program status for clients.

There are two components of the risk assessments that will be conducted for each contract annually, they are:

- Inherent Risk is the susceptibility of material non-compliance with a compliance requirement assuming that there were no related internal control problems.
- Control Risk is the risk that material errors or irregularities will not be prevented or detected by the internal control structure. The Assessment Tool will determine the overall evaluation of Contractor's risk assessment which will be used to focus on the more critical Contractors/Programs.

There are three general categories of risk:

- Low-risk Score of 0-50
- Moderate-risk Score of 51-70
- High-risk Score of 71 or higher

Risk assessments are done on an annual basis. In determining the risk assigned to Contractors/Programs a point value will be assigned to each of the categories being evaluated. A value of "2" will indicate the risk is low. A value of "4" will indicate moderate-risk, and a value of "6" will indicate high-risk.

The overall risk designed is Moderate Risk (a score of 70)

Risk Assessment Narrative:

The Contractor's overall operation and management of the Middle Rio Grande Workforce system has been designated as a Moderate Risk. The Board and Contractor work

together to provide workforce development services to the region. The Contractor has been the operator for the workforce center system since the inception of the Board. The Contractor is a Council of Governments, providing direct input and oversight from the region's chief elected officials.

Assessment of Risk:

- Some reports have been submitted late and/or inaccurate. The Board has had to send out reminders on reports that are due.
- The Contractor has not been able to clear up SRM findings for PY24 for SNAP and Choices: Noncooperation and Work Activities. These are still being reviewed by the Audit Resolution team. We were not monitored for these items in PY25 due to previous findings, which are still unresolved. The Board and TWC have provided several training's regarding these attributes.
- The Contractor is under 5 PIA's at the end of July 2025.
- Turnover rate of 57.5% (23/40) in one year.
- Contractor failed to meet the 35% benchmark for the Pass Thru funds for WIOA Adult, and WIOA Youth. Also, Contractor failed to meet the State mandated benchmark for In School (25%) and Out of School (75%). These benchmarks are outlined in the WIOA guidelines.
- In comparison with the Board monitoring versus the Contractor monitoring, there were errors that the Board identified that were not identified by the Quality Assurance team. The Board monitoring identified several reoccurring errors.
- Clients/Training providers reached out to the Board due to delays in getting the application processed. Case Managers submit applications to Center Managers who review all eligibility for WIOA and then pass it to the Quality Assurance team for their review and still needs approval for the requisition from upper management.
- The Contractor needs to follow Board policies, especially when a determination needs to be made on closing the center. This is the Board's decision, and it needs to merit an acceptable reason. Also, the Board has the final approval of any publication, promotions, media and other items that promote the Workforce Solutions Centers.
- Several Administrative staff have less than 2 years' experience in their current management position. New center managers at the larger centers (Eagle Pass and Del Rio) have less than a years' experience.
- The Contractor has been placed on probation for repetitive findings for Choices and SNAP. There are also repeat findings in RESEA and WIOA that will require the Board to provide technical assistance.
- There is documentation on training for management but there was no documentation for training/information provided to front line staff provided by the deadline.
- The Contractor has tried different approaches to correct the errors that SRM and the Board have identified but to no avail.
- There have been concerns brought to the Board from partner agencies that the Board has had to address with the Contractor.

2025-2026 Monitoring Plan

The Board will conduct bi-monthly program monitoring. The focus of the reviews will be, but not limited to:

Choices:

- Tracking and documentation of participation
- Counselor notes will document pertain information
- Noncompliance
- Eligibility

WIOA Adult /Youth/DW

- Data entry
- Case Management
- ITA
- Follow up

Child Care

- Income eligibility
- Improper Payments

SNAP E&T

- Noncompliance
- Workfare Agreements
- Counselor notes will document pertain information
- Tracking and documentation of participation

RESEA

- RESEA services
- Job Search Logs
- Data entry into WIT

Other

- Procedures

A varied sample of active and\or exited cases will be pulled and reviewed for each workforce program. Every attempt will be made to review files from each case manager in all programs and centers. Board monitoring will be done (time permitting) bi-monthly.

The results of the monitoring will be provided to the Board of Directors at the bi-monthly Board Meetings

Workforce Solutions Middle Rio Grande Board

Executive Committee

August 14, 2025

Action Item

Extension for the Management of Operations of the One Stop Services

PURPOSE

To award the functions of the One Stop Services.

DISCUSSION

The contractor for the Management of Operations of the One Stop Services was from October 1, 2024, to September 30, 2025. The Board will need to determine if Middle Rio Grande Development Council will be awarded an extension of the contract. This will be the 1st extension of a four (4) contract. The contract period is October 1, 2025, through September 30, 2026.

ACTION

Approve the extension for the Management of Operations of the One Stop Services for the contract period of October 1, 2025, through September 30, 2026.

Workforce Solutions Middle Rio Grande Board

Executive Committee

August 14, 2025

Action Item

Extension for the Child Care Services contract

PURPOSE

To award the functions of the Child Care contract.

DISCUSSION

The contractor for the management of the Child Care contract was from October 1, 2024, to September 30, 2025. The Board will need to determine if Middle Rio Grande Development Council will be awarded an extension of the contract. This will be the 2nd extension of a four (4) contract. The contract period is October 1, 2025, through September 30, 2026.

ACTION

Approve the extension for the management of Child Care contractor for the contract period of October 1, 2025, through September 30, 2026.

Workforce Solutions Middle Rio Grande Board

Executive Committee

August 14, 2025

Information Item
Update on Board Members Nominations and TWC Approvals

PURPOSE
Update the Board on the appointed WFSMRGB members and vacancies, submitted as of August 14, 2025.

DISCUSSION
The following board appointments were certified on July 8, 2025

Appointments:
Mr. Ernest Flores Jr. reappointment representing ***Community-Based*** Organization
Ms. Myrta Garcia reappointment representing ***Community-Based*** Organization
Ms. Melissa Hayman appointment representing ***Public*** Employment
Mr. Christopher Hiller reappointment representing ***Private*** Sector
Ms. Laura Lopez reappointment representing ***Private*** Sector
Mr. Jesse Martinez Jr. reappointment representing ***Private*** Sector
Mr. Harry McHazlett appointment representing ***Private*** Sector
Ms. Sara Rivas reappointment representing ***Literacy*** Council
Ms. Leslie Rojas Guillot appointment representing ***Private*** Sector
Mr. W.B. Sansom, Jr. reappointment representing ***Private*** Sector
Mr. Cody Smith appointment representing ***Private*** Sector
Mr. Jesus R. Suarez reappointment representing Education

Pending TWC Approval:
Julissa Sanchez-Alvardo – Dimmit Co. - Community-Based Organization
Shawna Burkhart – Val Verde Co. - Economic Development

Vacancies:
Val Verde County:
3 - Private Sector
1 – Education
Maverick County:
1 – Child Care

WFSMRG Board Liaison will continue to work with each CEO to assure all vacancies are filled as nominated or re-appointed by the CEO's.

Recommendation - none

Workforce Solutions Middle Rio Grande

LAST	FIRST	Category	Company	Industry	Gender	Race	Hisp	Expires	Vacant	O.O.C.	Vet
	VAC Gonzalez,	education	San Felipe Del Rio CISD	Educational Servi	M	White	Yes	06/30/25	05/22/25	08/20/25	No
	VAC Ramon II,	econ devl	City of Del Rio	Public Administrat	M	White	Yes	06/30/27	04/09/25	07/08/25	No
Aranda	Romelia D.	prv sector	Aranda Real Estate LLC	Real Estate, Rent	F	White	Yes	06/30/26			No
Castle	Aracely	pub assist	Texas Health and Huma	Public Administrat	M	White	Yes	06/30/27			No
Collins	Shelly	prv sector	Leakey Mercantile	Retail Trade	F	White	No	06/30/27			No
Diaz	Sergio	prv sector	SEL Realty	Real Estate, Rent	M	White	Yes	06/30/27			No
Flores Jr.	Ernest	CBO	TX Organization of Rural	Health Care, Soci	M	White	Yes	06/30/28			No
Garcia	Myrta	CBO	South Texas Rural Healt	Health Care, Soci	F	White	Yes	06/30/28			No
Garza Velazqu	Dora Alicia	CBO	Eagle Pass Rotary Club	Other Services	F	White	Yes	06/30/27			No
Glasscock	James	CBO	Rocksprings Edwards V	Public Administrat	M	White	No	06/30/26			Yes
Gonzales	Arturo	CBO	Crystal City Lions Club	Other Services	M	White	Yes	06/30/26			No
Gonzales	Monica	rehab	TWC Voc Rehab Service	Public Administrat	F	White	Yes	06/30/26			No
Grooms	Michael D.	prv sector	Grooms Ready Mix LLC	Transportation, W	M	White	No	06/30/26			No
Hayman	Melissa	pub emplo	Texas Workforce Commi	Public Administrat	F	White	Yes	06/30/28			No
Hiller	Christopher	prv sector	A.E. Hiller & Sons, Inc.	Construction	M	White	Yes	06/30/28			No
Jaime	Rodrigo	prv sector	IGO Trojan House	Retail Trade	M	White	Yes	06/30/27			No
Johnson	Dana	prv sector	Rio Grande Electric Coo	Utilities	F	Ind/Alasl	No	06/30/27			No
Larson	Blanca G.	prv sector	Del Rio Chamber of Co	Other Services	F	White	Yes	06/30/25			No
Lopez	Laura	prv sector	Lopez Health Systems, I	Health Care, Soci	F	White	Yes	06/30/28			No
Martin	Larry B.	prv sector	International Bank of Co	Finance, Insuranc	M	White	Yes	06/30/27			No
Martinez	Juan	prv sector	Town House Restaurant	Accomodation, Fo	M	White	Yes	06/30/26			No
Martinez Jr.	Jesse	prv sector	J&J Excavating & Materi	Construction	M	White	Yes	06/30/28			No
Mata	Margot	ABE	Southwest Texas Junior	Educational Servi	F	White	Yes	06/30/26			No
McHazlett	Harry	prv sector	HM Trucking	Transportation, W	M	White	Yes	06/30/28			No
Ramon	Yolanda	CBO	Blanquita's Adult Day Ca	Health Care, Soci	F	White	Yes	06/30/26			No
Rivas	Sara	literacy	Kinney County Public Lib	Educational Servi	F	White	Yes	06/30/28			No
Rizo	Jesse	labor	Communication Workers	Other Services	M	White	Yes	06/30/27			No
Rodriguez	Nancy	prv sector	Totally Kids Home Day	Health Care, Soci	M	White	Yes	06/30/25			No
Rojas Guillot	Leslie	prv sector	Tejanita Seguros LLC	Finance, Insuranc	F	White	Yes	06/30/28			No
Sansom, Jr.	W.B.	prv sector	Sansom Ranch	Agriculture	M	White	No	06/30/28			No
Seiple	Lydia	CBO	Dimmit Wellness Coalitio	Other Services	F	Black	No	06/30/27			No
Smith	Cody	prv sector	First State Bank of Uvald	Finance, Insuranc	F	White	No	06/30/28			No
Snowden	Cecil Tye	prv sector	Scratch Pad Printing & G	Manufacturing	M	White	No	06/30/26			No
Suarez	Jesus R.	education	Southwest Texas Junior	Educational Servi	M	White	Yes	06/30/28			No
Vazquez	Juan Carlos	prv sector	Del Rio Towing and Wre	Transportation, W	M	White	No	06/30/25			No

Workforce Solutions Middle Rio Grande

LAST	FIRST	Category	Company	Industry	Gender	Race	Hisp	Expires	Vacant	O.O.C.	Vet

Current Members 35
Operating Size: 27 - 47
Term: 3

BOARD:	Female	Hispanic	Black	Priv Sect:	Vet Reps	CBO/Lab:
	15	26	1	19	1	8
	43%	74%	3%	54.3%		22.9%
WDA:	44%	83%	0%			

Priv Sect: 19 Education: 2 Labor: 1 Rehab: 1 CBO 7 Econ Dev: 1 Pub Employ: 1 Pub Asst: 1 Lit: 2 ABE: 2 CCW: 0

Texas Workforce Commission
A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing the Public

Alberto Treviño III
Commissioner Representing Labor

Joe Esparza
Commissioner Representing Employers

Edward Serna
Executive Director

Report 25.27.0201

July 16, 2025

VIA Email: rosalind.lozano@wfsmrg.org
Ms. Rosie Ávila-Lozano, Executive Director
Workforce Solutions Middle Rio Grande
216 West Main, Suite B
Uvalde, TX 78801

Dear Ms. Lozano:

The Texas Workforce Commission (TWC) is required to monitor whether our grant subrecipients are complying with the equal opportunity laws (29 CFR § 38.31(b)). Equal Opportunity is a critical subject because (a) these rules assure all customers full access to every program, and also (b) these rules protect the civil rights of customers, employees and the public.

TWC's Equal Opportunity Compliance Department (EOCD) has completed our FY 2025 review for the Workforce Solutions Middle Rio Grande. This letter is our report. The EOCD has one finding: one workforce solutions locations did not meet physical accessibility requirements under Texas Government Code, Chapter 469. We have accepted the Corrective Action Plan submitted by Workforce Solutions Middle Rio Grande to address these items.

Thank you again for your cooperation with this important task. We appreciate the assistance of Ms. Patricia Trevino, your local EO officer. Should you have any further questions concerning the EOCD review, please call the EO Compliance Department at 512-463-2400.

Sincerely,

Jon Pokorney

Jon Pokorney
State of Texas Equal Opportunity Officer

cc: Christopher Hiller, Board Chair, Workforce Solutions Middle Rio Grande
Frank Stluka, Acting Regional Administrator, ETA, USDOL
Bryan Daniel, Chairman and Commissioner Representing the Public, TWC
Alberto Treviño, III, Commissioner Representing Labor, TWC
Joe Esparza, Commissioner Representing Employers, TWC
Edward Serna, Executive Director, TWC
Mary York, Director, Workforce Development Division, TWC
Jason A. Stalinsky, Interim Director, Fraud Deterrence and Compliance Monitoring, TWC

Physical or Programmatic Accessibility Compliance: Deficiency Corrective Action Plan (CAP)

Board:	Middle Rio Grande	Prepared by:	Patty Trevino	Date:	07/01/2025
Dates of recent TAS Checklist(s) conducted		From:	03/12/2025	To:	03/12/2025

Physical Accessibility

	Center Location	Priority # RAS #	Issue Description	Correction Action	Entity Responsible	Target Date for Corrective Action	Status
1	Crystal City	1 .1 TAS RAS # 1	Note: The intended accessible parking space serving this lease space (directly in front of lease space) in the existing parking area did not provide the International Symbol of Accessibility painted conspicuously on the surface in a color that contrasts the pavement, did not provide the words "NO PARKING" in the access aisle serving the accessible parking space, nor did it provide a sign identifying the consequences of parking illegally.	Create accessible parking	A move has been discussed. No bldg. avail.. Issue taken to Commissioner s Court on 3-5-2025 and progress continues.	Oct. 1, 2025	1.No Bldg. Changes, Monitoring Cont.'s 2.Changes needed to the building were discussed at Comm.'s Court on 3-2025. Ex. Director and Deputy Director of WFS MRG in attendance. The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking. The Landlord has made the corrections to the interior of the building.
2	Crystal City	1.6 TAS 208.2.4 RAS # 2	The intended accessible parking space serving this lease space was not designated as "Van Accessible". TAS 208.2.4 requires for every six or fraction of six parking spaces required by TAS 208.2 to comply with TAS 502, at least one shall be a van parking space complying w/ TAS 502.	Provide van accessible space	Same	Oct. 1, 2025	The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking.
3	Crystal City	1.9 TAS 502.2 RAS #3	The intended accessible parking space serving this lease space did not provide markings on the ground to verify a 132" wide minimum van accessible parking space could be provided which does not conform to Section 502.2 – "Car parking spaces shall be 96 inches (2440 mm) wide minimum and van parking spaces shall be 132 inches (3350 mm) wide minimum, shall be marked to define the width, and shall have an adjacent access aisle complying with 502.3."	Reconfigure to provide van accessible space(s)	Same	Oct. 1, 2025	The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking.
4	Crystal City	1.9 TAS 502.2 RAS # 4	In addition, the intended accessible parking space serving this lease space did not provide markings on the ground to verify a 60" wide minimum access aisle serving the intended accessible parking space could be provided which does not conform to Section 502.3.1 – "Access aisles serving car and van parking spaces shall be 60 inches (1525 mm) wide minimum." Note: TAS 502.2 permits van parking spaces to be 96" wide minimum where the access aisle is 96" wide minimum.	Reconfigure to provide van accessible space(s)	Same	Oct. 1, 2025	The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking.

Physical or Programmatic Accessibility Compliance: Deficiency Corrective Action Plan (CAP)

5	Crystal City	1.19 TAS 403.3 RAS # 5	The intended accessible parking space serving this lease space provided running slopes of 3.3% near the street up to 9.7% near the curb with slopes of ~7% in the middle; however, slopes steeper than 2.08% [1:48] are not permitted in accessible parking spaces for conformance with Section 502.4 Exception – "Slopes not steeper than 1:48 shall be permitted."	Regrade to 1:48 (2%) max	Same	Oct. 1, 2025	**The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking.**
6	Crystal City	1.22 TAS 405.5 1.19 TAS 403.3 1.29 TAS 505.7.1 RAS # 6	When traveling from the intended accessible parking space to the lease space entrance, the ramp, which provided running slopes of 4.4% up to 5.7%, provided the following noncompliant conditions: **a.** The ramp provided a clear width of 31" between the handrails; however, the clear width of a ramp run shall be 36" minimum for conformance with Section 405.5 – "The clear width of a ramp run and, where handrails are provided, the clear width between handrails shall be 36 inches (915 mm) minimum." **b.** The ramp provided a bottom landing with running slopes of 4.8% and top landing with running slopes of 6.0%; however, slopes steeper than 2.08% [1:48[are not permitted in ramp landings for conformance with Section 405.7.1 – "Slopes not steeper than 1:48 shall be permitted." **c.** Handrails were provided at this ramp; however, they did not meet all the applicable provisions of TAS 505 (i.e. gripping surface, extensions, etc.) which does not conform to Section 405 – "Ramp runs w/ a rise greater than 6 inches (150 mm) shall have handrails complying w/ 505	Alter ramp Resurface ramp Regrade to 1:48 (2%) max Replace handrails Add extensions Reconfigure handrails	Same	Oct. 1, 2025	**The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking.**
7	Crystal City	1.18 TAS 403.3 1.19 TAS 403.3 RAS # 7	When traveling to the lease space entry door, the sidewalk between the ramp and the front door provided varying cross slopes of 5.0% up to 6.0%; however, cross slopes of accessible routes are not permitted to provide cross slopes steeper than 1:48 (2.08%) for conformance with Section 403.3 – "The running slope of walking surfaces shall not be steeper than 1:20. The cross slope of walking surfaces shall not be steeper than 1:48."	Regrade to 1:20 (5%) max If steeper than 1:20 and no steeper than 1:12 (8.33%), treat as a ramp and add edge protection and handrails.	Same	Oct. 1, 2025	**The landlord is working with the City of Crystal City to fix repairs to the outside area of the building, which includes the ramp and accessible parking.**

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Programmatic Accessibility						
	Board	**Missing policy CFE #/statement**	**Draft Submitted**	**Entity Responsible**	**Target Date for Approved Policy**	**Status**
1	Middle Rio Grande	NA				

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing the Public

Alberto Treviño III
Commissioner Representing Labor

Joe Esparza
Commissioner Representing Employers

Edward Serna
Executive Director

July 23, 2025

Ms. Shunta Williams
Deputy Division Director
Workforce Development Regional Operations
Texas Workforce Commission
101 E. 15th Street
Austin, TX 78778

Re: Middle Rio Grande Local Workforce Development Board Monitoring Review Report

Dear Ms. Williams,

This letter follows the on-site monitoring review conducted by the State Monitor Advocate from May 19, 2025, to May 21, 2025, and the subsequent desk review completed as scheduled on June 6, 2025. We are pleased to inform that we received full cooperation from Middle Rio Grande's local Workforce Development Board leadership team.

The purpose of the monitoring review was to measure progress and identify any areas of non-compliance with the Wagner-Peyser Act, its federal regulations, and applicable guidance from the U.S. Department of Labor. Technical assistance was offered and provided during the visit on improved services to Migrant and Seasonal Farmworkers. The review period covered 12 months: June 2024 through May of 2025 (last month of the 4th quarter of Program Year 2023, and the 1st, 2nd and 3rd quarters plus two months of the 4th quarter of Program Year 2024). The workforce solutions offices visited during this year's review were: *Eagle Pass, Uvalde, Carrizo Springs,* and *Crystal City.*

The final State Monitor Advocate Monitoring Report is enclosed. For any findings identified, a comprehensive corrective action plan must be submitted in writing to the Texas Workforce Commission Executive Director (or his designee) within 30 *calendar* days, by August 23, 2025. This plan must clearly outline the actions to be taken to correct any compliance issues and specify completion deadlines no longer than 30 *business* days from the date of the plan. If a longer timeframe is required for full compliance, the length of and the reasons for the extended period and the major interim steps to correct the compliance issues must be specifically stated.

Even in the absence of findings in the enclosed report, we strongly encourage developing a corrective action plan to address any issues or areas of concern described in the report. This proactive approach will help preempt potential issues that might otherwise lead to findings in future monitoring reviews.

We trust this review and report will prove valuable to your team, particularly those assigned to the offices visited. Please contact the Office of the State Monitor Advocate if you have any questions or feedback or require further technical assistance on any issue raised in the enclosed report. We remain available to support your ongoing efforts to better serve Migrant and Seasonal Farmworkers.

Best Regards,

Horacio Lopez Montes

Horacio Lopez Montes
State Monitor Advocate
Texas Workforce Commission

CC: Rosalind Avila-Lozano, Middle Rio Grande Local Workforce Board Executive Director
Annabelle Aguilar, Program Monitor, Middle Rio Grande Local Workforce Board
Timothy Grant, Integrated Service Area Manager, TWC
Francine Cornier, Regional Monitor Advocate, DOL, Employment and Training Administration (ETA)

FINAL REPORT – MONITORING REVIEW

Board Area:	Middle Rio Grande (27) ("Board")	**Date of Report: July 23, 2025**
Dates of the Monitoring review:	On-site: May 19 – 21, 2025 / Desk Review: May 22 – June 6, 2025	
Workforce Solutions Offices reviewed:	**Eagle Pass**, Uvalde, Carrizo Springs and Crystal City. *Eagle Pass* is a **Significant MSFW Office** under DOL's current designation.	
Review period:	June 1, 2024 – May 31, 2025. **12** months comprised of the last month of the 4th Quarter of Program Year 2023 and the 1st, 2nd and 3rd Quarters of Program Year 2024, plus two months of the 4th Quarter of Program Year 2024.	
Scope of the review:	To measure progress and identify areas of compliance with the ***Wagner-Peyser Employment Services Allotment (including distribution to the Board)***, as well as to offer opportunities for technical assistance	
Standards for review:	The Wagner-Peyser Act (as amended), 20 CFR parts 651, 652, 653, 655 (Subpart B), and 658 (Subparts E and G), ETA's Core Monitoring Guide (2025), TWC's Employment Service Guide (March 10, 2025), TEGLs 07-18, 08-17, 10-16 (change 2), 10-23[1], 12-23, 14-18, 23-19, and 33-14 (attach. 2)	

REPORT STRUCTURE AND KEY TERMS

All areas of compliance, areas of concern, and findings shall be deemed applicable to all workforce solutions offices reviewed, unless otherwise specifically stated as applicable to a particular workforce solutions office.

Areas of Compliance: Items that meet the standards for review under the scope of the review. Only noteworthy items will be addressed during the monitoring review. Items reviewed but not specifically addressed in this report are deemed compliant.

Areas of Concern: Items or issues discovered during the monitoring review that are potential non-compliance issues (issues that will result in a finding if not addressed). While some level of compliance exists, implementation may be ineffective or negatively impact program indicators. Recommendations will follow each area of concern identified in this report to assist in addressing potential future non-compliance.

Findings: Conditions discovered during the monitoring review that are confirmed noncompliant with a specific regulation or standard for review (listed above). This includes missing required items or practices, and those existing that clearly violate current regulations. Recommendations for improvement are included to assist in developing corrective action plan(s). Unless extension(s) were timely filed and granted, corrective action plan(s) must be received by the Texas Workforce Commission with a copy to the office of the State Monitor Advocate within 30 days of the date of the final report.

[1] TEGL 10-23 was rescinded on 3/27/2025 via TEGL 10-23 (change 1) and a new TEGL 10-23 (change 2) was published on July 10, 2025.

Promising Practices: Items that show notable, useful, innovative, or exemplary practices that should be continued or enhanced to improve program effectiveness and better serve the Migrant and Seasonal Farmworkers (MSFWs) in the area of service.

The State Monitor Advocate offers technical assistance and general guidance in developing corrective action plans to address identified and potential non-compliance issues as well as other plans or actions developed to address areas of concern.

EXECUTIVE SUMMARY – SMA MONITORING REPORT – MIDDLE RIO GRANDE

The review resulted in **two** areas of concern:

Item	Result	Indicator	Standard of Review	WFS Office
A.	**AREA OF CONCERN**	Absent training program and incomplete SOP for ES Staff on the process for migrant and seasonal farmworkers to participate in workforce development activities, on the complaint system, on the agricultural recruitment system, and on techniques for accurately reporting data (Items 4, 5a,15, 16, 23 and 25 of the SMA Checklist)	20 CFR 653.101, 20 CFR 653.107, 20 CFR 653.109, (a) through (h), 20 CFR 653.103 (a) through (d) 20 CFR 653.503, Subpart F—ARS for U.S. Workers, 20 CFR 658.410 ES Guide A-201 MSFW Guide	All WFS offices reviewed
B.	**AREA OF CONCERN**	Absent SOP for corrective actions on self-monitoring activities, and no evidence of the required quarterly-numerical assessments and the annual nonnumerical assessments under 20 CFR 658, Subpart G (Item 21 of the SMA Checklist)	20 CFR 653.100(b), 653.108(a), 658.601(a)(7)(i) DOLETA TEGL 23-19, DOLETA TEGL 14-18, ES Guide D-201	All WFS offices reviewed

Areas of Compliance:

Indicator	Standard of Review	In Compliance
ES staff at significant MSFW office(s) facilitating the delivery of employment services tailored to the special needs of MSFWs	20 CFR 653.101, and 20 CFR 653.111	✓
MSFW Equity and Minimum Levels of Service Indicators (see attached report)	20 CFR 653.109(h)	✓
Complaint Logs	20 CFR 653.108(i)	✓
Required Posters/Notices	20 CFR 658.410(d)	✓
ES office facilities, co-location of one-stop operations with ES and accessibility workstations	20 CFR 678.305 - 20 CFR 678.315	✓

All workforce solutions offices visited are adequately equipped with ample space for both customers and staff. The Eagle Pass center provides two office spaces for the National Farmworker Jobs Program (NFJP) partner, MET, which facilitates improved service delivery to Migrant and Seasonal Farmworkers (MSFWs).

Not many walk-in customers were observed during the site visits. The few interactions observed at the Eagle Pass and Uvalde centers were focused on comprehensive customer service. Staff members actively participated in meetings and interviews, expressing genuine interest in the complaint system, the Agricultural Recruitment System, and the safeguards for MSFWs within ES regulations.

The workforce solutions office in Crystal City is ran by a single ES staff member. The Board is actively working on the replacement for the second position for this center. Although it is located very close to the office of our NFJP partner MET (same street, less than a mile), they have little coordination and collaboration. We encouraged regular meetings and exchanging current flyers and brochures for MSFWs visiting their offices.

Promising Practices: All offices visited are adequately staffed to address the specific needs of farmworkers within their respective service areas. Seasoned staff at the Uvalde and Carrizo Spring centers provide trainings on several subjects under Wagner-Peyser regulations while onboarding new staff. The relatively new leadership at Board level, is keen on monitoring and improving service delivery at each center and they showed a close and working relationship with the subrecipient.

FINAL REPORT

All areas of concern described in this report are attributable to all four workforce solutions offices visited.

A. **Area of Concern**: *Absent training program and incomplete SOP for ES Staff on the process for migrant and seasonal farmworkers to participate in workforce development activities, on the complaint system, on the Agricultural Recruitment System, and on techniques for accurately reporting data (Items 4, 5a,15, 16, 23 and 25 of the SMA Checklist)*. While the Board has made significant progress in policy development, detailed guidance at the SOP level and a structured training program are lacking. The reliance on informal practices leads to inconsistent implementation, deficiencies in service delivery, and a negative impact on program indicators.

- **MSFW participation in workforce development activities (SMA checklist item 4, 20 CFR 653.103).** The policies and guidelines submitted under item 4 of the SMA checklist, are a good start, and show significant progress from last year's review, however, do not comprehensively address sections (a) through (d) of 20 CFR 653.103:

"653.103 ***Process for migrant and seasonal farmworkers to participate in workforce development activities.***
(a) Each one-stop center must determine whether participants are MSFWs as defined at § 651.10 of this chapter.[2]
(b) All SWAs will ensure that MSFWs who are English Language Learners (ELLs) receive, free of charge, the language assistance necessary to afford them meaningful access to the programs, services, and information offered by the one-stop centers.[3]
(c) One-stop centers must provide MSFWs a list of available career and supportive services in their native language.
(d) One-stop centers must refer and/or register MSFWs for services, as appropriate, if the MSFW is interested in obtaining such services."

- **Complaint system (SMA checklist item 25, 20 CFR 658, Subpart E).-** The policies and guidelines submitted under item 25 of the SMA checklist, are a good start, and show significant progress from last year's review, however, do not comprehensively address 20 CFR 658 Subpart E, the ES Guide or the MSFW Guide on complaints. The updated SOP on complaints (May, 2025) needs revision to clarify the complaint process and remove outdated information (e.g. appeal process, referral of all MSFW-related complaints to the State Monitor Advocate).

- **Agricultural recruitment system (ARS) (SMA Checklist item 23, 20 CFR 653.503 Subpart F).-** Beyond the recently issued policy – which is a good start, no SOP or other guidance was submitted under item 23 of the SMA checklist. This represents a continued area of concern as it was discussed in our previous monitoring report.

[2] As per the Staffing Final rule, this requirement expands to reportable individuals (not only participants), to be implemented by January 22, 2026.
[3] As per the Staffing Final rule, this paragraph was reworded to reference the universal language requirements found in 29 CFR 38.9.

- **Data Reporting (SMA checklist item 5a, 20 CFR 653.109).-** While ES staff training on data capture and use of WorkInTexas.com has occurred, materials addressing sections (c) and (e) of 20 CFR 653.109 were not observed.

"653.109 Data collection and performance accountability measures.
[...]
(c) *Provide necessary training to ES staff on techniques for accurately reporting data.*
[...]
(e) *Periodically verify data required to be collected under this section, take necessary steps to ensure its validity, and submit the data for verification to the Department, as directed by the Department.*
[...]

Specific Examples of Deficiencies:

- **Awareness of Status and Resources**: not all Employment Services (ES) staff members were consistently aware of the number of MSFWs who registered or received ES services at their center (participants or reportable individuals), or of the importance of providing MSFW customers with the list of available career and supportive services (as described in 20 CFR 653.103(c)), resulting in instances where MSFW customers departed the centers without being properly registered or receiving this crucial information in writing.
- **Processing complaints**: many ES staff were not familiar with the complaint intake process using form ETA 8429 or the appropriate referral system. This resulted in minimal complaint intake at the workforce solutions offices and misdirected referrals.
- **Processing intrastate and interstate clearance orders**: ES staff lacked familiarity with the ARS (agricultural recruitment system) and the potential for expanding job referrals within the state and to other states. This resulted zero intrastate or interstate job postings, lack of employer awareness of regarding ETA From 790 and restricted job development functions.
- **Unverified data reporting**: not all ES staff members were aware of techniques to accurately report data or on data verification and validation. This could compromise data reliability.

Cause Analysis: Discussions with Board leadership identified the lack of a comprehensive training program as the primary root cause of these deficiencies. While policies provide a framework and local Standard Operating Procedures (SOPs) offer some guidance, the absence of clear, consistent guidance aligned with both TWC guidance and ES regulations, coupled with a formal training program, has resulted in inconsistent implementation of best practices across the workforce solutions offices.

A.1. Criteria: 20 CFR 653.101, 20 CFR 653.107, 20 CFR 653.109, (a) through (h), 20 CFR 653.103 (a) through (d) 20 CFR 653.503, Subpart F—ARS for U.S. Workers, 20 CFR 658.410, ES Guide A-201 MSFW Guide.

A.2. SMA Recommendations: (i) Incorporate into existing guidelines, a comprehensive, step-by-step procedure that outlines the process for MSFWs to participate in workforce development activities. **(ii)** Revise the current guidelines on the complaint system to align with ES regulations and TWC guidance. **(iii)** Develop a comprehensive, step-by-step guideline on the agricultural recruitment system. **(iv)** Design and deliver a training program for all ES staff to raise awareness and promote best practices for implementing new guidance and policy requirements.

A.3. Means for Improvement: The SMA offers technical assistance on the development of policies, guides, training programs and best practices for tailoring ES services to the unique needs of MSFWs in the area.

B. Area of Concern: *Absent SOP for corrective actions on self-monitoring activities, and no evidence of the required quarterly-numerical assessments and the annual nonnumerical assessments under 20 CFR 658, Subpart G (Item 21 of the SMA Checklist)*. While the Board has established data review and quality assurance processes, including monitoring tools, there is no formal guidance on periodic reviews, actions to address deficiencies, or certification processes to ensure the effectiveness of implemented corrective actions. Furthermore, no evidence was found that ES staff undertook quarterly numerical assessments or annual nonnumerical assessments as required by 20 CFR 658, Subpart G.

Cause Analysis: Discussions with Board leadership revealed a lack of formal guidance and structure for documenting corrective actions resulting from self-monitoring activities. A lack of awareness regarding the required numerical and nonnumerical assessments also contributed to this deficiency.

B.1. Criteria: 20 CFR 653.100(b), 653.108(a), 658.60, DOLETA TEGL 23-19, DOLETA TEGL 14-18, ES Guide D-201

B.2. SMA Recommendations: (i) Develop comprehensive, step-by-step guidelines for self-monitoring activities that include corrective actions, implementation timeframes, and certification procedures. These guidelines should also include procedures for submitting quarterly numerical assessments and annual nonnumerical assessments in accordance with 20 CFR 658.01. **(ii)** Design and deliver a training program for all ES staff to raise awareness and promote best practices for implementing the new guidance.

B.3. Means for improvement: The SMA offers technical assistance on the development of the policy, operations manuals and training programs on self-monitoring.

[END OF FINAL REPORT]

WORKFORCE SOLUTIONS MIDDLE RIO GRANDE BOARD

October 1, 2024 - September 30, 2025

Fiscal Year 2024-25

SUMMARY STATEMENT OF EXPENDITURES

COST CATEGORIES	2024-2025 Budget	June Expenses	Cumulative Expenses	Balance	VAR
PERSONNEL	*648,770*	48,361	414,339	*234,431*	64%
FRINGE BENEFITS	*248,883*	17,525	145,967	*102,916*	59%
INCENTIVE ADJUSTMENTS	*27,042*	0	27,042	*0*	0%
ACCOUNTING & AUDITING	*37,500*	0	17,424	*20,076*	46%
PROF. FEES/CONTRACTUAL	*62,500*	11,670	53,106	*9,394*	85%
BOARD TRAVEL - I / R	*10,000*	0	2,570	*7,430*	26%
BOARD TRAVEL - O / R	*4,500*	0	4,500	*(0)*	100%
TRAVEL - I / R	*35,000*	1,488	17,843	*17,157*	51%
TRAVEL - O / R	*48,000*	3,192	30,290	*17,710*	63%
SPACE - BOARD	*54,000*	4,449	40,039	*13,961*	74%
SPACE - COLOCATION	*400,000*	32,618	293,813	*106,187*	73%
UTILITIES	*7,500*	843	5,327	*2,173*	71%
SUPPLIES/MATERIALS	*60,000*	1,828	46,085	*13,915*	77%
EQUIPMENT PURCHASES	*5,000*	0	0	*5,000*	0%
EQUIPMENT / LEASE / MAINT.	*34,510*	285	22,266	*12,244*	65%
PRINTING / ADVERTISING	*5,000*	0	5,000	*(0)*	100%
INSURANCE / BONDING	*3,000*	0	3,000	*0*	100%
POSTAGE	*2,500*	0	640	*1,860*	26%
SUBSCRIPTION / DUES	*5,000*	0	5,000	*(0)*	100%
COMMUNICATIONS	*10,000*	559	8,964	*1,036*	90%
FISCAL ENTITY FEE	*109,000*	9,064	78,196	*30,804*	72%
IT FEE	*74,294*	2,489	32,329	*41,965*	44%
TRAVEL ALLOWANCE	*12,000*	1,200	7,200	*4,800*	60%
STAFF TRAINING	*10,000*	0	0	*10,000*	0%
Childcare Quality Supplies/Materials	*1,873,800*	0	378,693	*1,495,107*	20%
NETWORK UPGRADES	*120,671*	0	114,959	*5,712*	95%
SUBTOTAL	*3,908,470*	135,571	1,754,592	*2,153,878*	45%
INDIRECT	*0*	0	0	*0*	0%
GRAND TOTAL	*3,908,470*	135,571	1,754,592	*2,153,878*	45%
			Percentage of Fiscal Year 2024-25		75%

MIDDLE RIO GRANDE DEVELOPMENT COUNCIL

October 1, 2024 - September 20, 2025
Fiscal Year 2024-2025

WORKFORCE PROGRAMS DIVISION
STATEMENT OF EXPENDITURES

COST CATEGORIES	2024-2025 Budget	June Expenses	Cumulative Expenses	Balance	VAR
PERSONNEL	***1,509,915***	108,626	1,071,906	***438,009***	71%
ONE TIME INCENTIVE PAY	***99,583***	0	91,667	***7,916***	0%
FRINGE BENEFITS 46.37%/46.28%	***700,147***	55,126	436,495	***263,652***	62%
ACCOUNTING & AUDITING	***24,475***	0	24,475	***0***	100%
PROF. FEES/CONTRACTUAL	***60,000***	12,327	51,391	***8,609***	86%
TRAVEL - I / R	***96,204***	2,297	23,493	***72,711***	24%
TRAVEL - O / R	***27,000***	1,000	13,975	***13,025***	52%
SPACE	***54,794***	3,752	34,160	***20,634***	62%
UTILITIES	***36,325***	6,480	29,087	***7,238***	80%
SUPPLIES	***84,022***	9,063	64,022	***20,000***	76%
EQUIPMENT PURCHASES	***0***	0	0	***0***	0%
EQUIPMENT / LEASE / MAINT.	***56,621***	9,761	56,621	***0***	100%
PRINTING / ADVERTISING	***9,463***	0	511	***8,952***	5%
INSURANCE / BONDING	***20,882***	0	20,882	***0***	100%
POSTAGE	***23,000***	329	8,098	***14,902***	35%
SUBSCRIPTION / DUES	***12,500***	34	980	***11,520***	8%
COMMUNICATIONS	***75,827***	7,990	60,359	***15,468***	80%
STAFF TRAINING	***37,098***	0	0	***37,098***	0%
FISCAL ENTITY FEE	***211,092***	15,854	172,553	***38,539***	82%
IT FEE	***94,004***	5,287	72,679	***21,325***	77%
NETWORK UPGRADES	***46,266***	219	46,266	***0***	100%
SUBTOTAL	***3,279,218***	238,145	2,279,620	***999,598***	70%
INDIRECT 10.0000%/9.1836%	***221,006***	7,281	135,903	***85,103***	61%
GRAND TOTAL	***3,500,224***	245,426	2,415,523	***1,084,701***	69%
			Percentage of Fiscal Year 2024-25		75%
NON-OPERATIONAL/PASSTHRU	***10,757,706***	821,539	7,217,640	***3,540,066***	67%

Workforce Solutions Middle Rio Grande Board

Finance and Audit

August 14, 2025

Action Item

Financial & Data Analyst Monitoring and Oversight

PURPOSE

Provide the Board with Monitoring and Oversight of the Fiscal Entity.

DISCUSSION

Disbursements

Date of Scope: February 2025 - May 2025
Same Size: 22 files
Error Rate: 0%

Review the MRGDC Workforce, Child Care, and MRGDC pool funds. Overall, files were complete with all backup documents reviewed.

Staff Payroll

Date of Scope: February 2025 – May 2025
Sample Size: 4 staff payrolls
Error Rate: 0%

Reviewed the MRGDC staff payrolls, including W-4s, I-9s, timesheets, PAFs, and MIP distribution reports. All files were complete.

Procurement

No formal procurement was performed during February 2025 – May 2025 using workforce funds.

Client Payroll

Date of Scope: February 2025 – May 2025
Sample Size: 7 client payrolls
Error Rate: 0%

Reviewed client payroll, including Limited Internship and Work Experience. The files were complete and accurate.

Allocations
Date of Scope: February 2025 – May 2025
Sample Size: 4 Allocations
Error Rate: 0%

Reviewed Central Services, WF Program, Salary, and Regional Overhead Allocations for MRGDC. Files, including Pre-Allocation statements of Revenues & Expenditures, Allocation Module, and Allocations reports, were all complete and accurately submitted.

Physical Inventory
Sample Size: 10 items
Error Rate: 0%

A staff member in Carrizo Springs was selected for the physical inventory. A total of 10 items were sampled, and all assets were verified and located in the individual's office.

Bank Reconciliation
Date of Scope: February 2025 – May 2025
Sample Size: 8 Bank Reconciliations
Error Rate: 0%

Reviewed Staff Payroll, Client Payroll, General Accounts for MRGDC, and Staff and General Accounts for WFB. All bank reconciliations were complete and accurate.

Gas Card Reconciliation
Sample Size: 1133 Gas Cards
Error Rate: 0%

All gas cards were reconciled to the ledger sheet. A breakdown of Walmart, Synergy, and Visa Cards was physically counted in the fiscal department by the Financial & Data Analyst.

BOARD RECOMMENDATION

To Approve Financial & Data Analyst Monitoring of the Fiscal Entity.

WORKFORCE SOLUTIONS
MIDDLE RIO GRANDE

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POLICY LETTER

ID NO: FISCAL12CHG1 **DATE ISSUED:** AUGUST 12, 2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: **Cash Forecasting**

PURPOSE: The cash forecasting policy provides guidelines for the request of program funds among the various projects, elements, and line items for grants operated by WFSMRG. WFSMRG uses actual expenditures from previous months and the same month in the previous program year as the basis for estimating costs in the next month.

REFERENCES:
WFSMRG A/R Policy
TWC Financial Management Manual
2CFR 200
45 CFR Part 74, Subpart (F, H, K)

POLICY:

A. Items to be considered in Cash Forecasting will be:

1. Cash on hand balance for each grant
2. Cash needs for the following month or lesser time depending upon grant
3. Expected large purchases or invoices
4. For the Child Care grant, forecasting will be based on two-week advancements in accordance with TWC guidelines

B. The Controller will not request funds more than allowable amount of the total of any grant allocation.
C. The Controller will not request funds more than the limits of the FDIC Insurance and repurchase agreements with "Bank".
D. The Controller will not request funds more than the current Fidelity Bond.

DRAFT

E. The Controller will ensure that all cash forecasting, needs assessment, draw requests and cash analysis will comply with the requirements of each funding source, i.e. TWC/FMGC.

EFFECTIVE DATE:
August 1, 2025

RECISSIONS:
None

INQUIRIES:

If you have any questions regarding this policy, please contact

marcos.gonzales@wfsmrg.org or 830-486-7501

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WORKFORCE SOLUTIONS
MIDDLE RIO GRANDE

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POLICY LETTER

ID NO: FISCAL13Chg1 **DATE ISSUED:** August 12, 2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: **Cash Management**

PURPOSE: To establish procedures for the Management of cash flows

REFERENCES:
WFSMRG Internal Controls
WFSMRGB and CEO Partnership Agreement, amended July 2, 2001
WFSMRGB, CEO, and MRGDC Memorandum of Understanding, October 16, 1998

POLICY:

~~A. For the typical TWC fund a normal trial balance in the WFSMRG and databases will be used by WFSMRG Fiscal Departments to determine expenditure thru a given date. These trial balance amounts will be combined and the total in each fund will serve as the basis of any funds drawn. Direct childcare funds are drawn as the expenses are entered into the TWIST system, administrative and programmatic expenses are drawn as above.~~

For the typical TWC, Federal Guidance Uniform and State Uniform Grant Management Standards, funds a normal trial balance in the MRGDC and WFB databases will be used by MRGDC Fiscal Departments to determine expenditures through a given date. These trial balance amounts will be combined, and the total for each fund will serve as the basis of any funds drawn.

Direct Child Care funds are drawn based on a forecast of two weeks of anticipated expenditures in accordance with TWC guidelines. After draws

DRAFT

are completed, administrative and programmatic expenses are entered into the Workforce Information System of Texas (WIT).

B. If deemed appropriate by the Controller special purpose draws may be initiated for specific expenses expected to be paid within 3-Days. Such special purpose draws will have notations identifying the purpose of the draws.
C. A file containing the calculation of the amounts to be draw will be maintained in the fiscal department.
D. All cash draws made by the designated Fiscal Agent will be supported by a
MIP report details that are congruent with the CEDER budget, expenditures reported, and available cash draws before they are certified by the Board
program staff and/or as appropriate by the Board Executive Director.
E. Once a month during the Contractor's and Fiscal Agent review of Monthly Financial Statements a review of each fund will be conducted by the Executive Management Team from both the Board, Contractor and Fiscal Agent to verify that all cash draws are exactly as expended and drawn in CDER.

EFFECTIVE DATE:
August 2025

RECISSIONS:
None

INQUIRIES:
If you have any questions regarding this policy, please contact marcos.gonzales@wfsmrg.org or 830-486-7501

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WORKFORCE SOLUTIONS MIDDLE RIO GRANDE

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POLICY LETTER

ID NO: FISCAL26 **DATE ISSUED:** AUGUST 14, 2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: **GASB-96 Policy**

PURPOSE: The purpose of this policy is Workforce Solution Middle Rio Grande Board will follow the Governmental Accounting Standards Board (GASB) guidelines for GASB-96 when classifying Subscription-Based Information Technology Arrangements. GASB-96 establishes a definition for SBITAs and provides uniform guidance for accounting and financial reporting. GASB-96 improves the comparability, relevance, and reliability of financial statements. GASB-96 states that an SBITA is defined as a contract that conveys control of the right to use another party's IT software, alone or in combination with tangible capital assets (the underlying IT assets), as specified in the contract for a period of time in an exchange or exchange-like transaction. All Software Contracts meeting GASB-96 criteria must report a liability and an intangible right to use asset as of July 1, 2022. Additionally, essential information about the arrangement must be disclosed on the financial statements.

REFERENCES:
GASB -Governmental Accounting Standards Board Statement No. 96

POLICY:

Terminology

a. "Control of the right to use" – requires both a right to obtain present service capacity from the use of the underlying IT assets and the right to determine the nature and manner of use of the underlying IT assets.
b. "IT software" – subscription-based information technology arrangements (SBITA) commonly include provisions such as remote

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access to software applications or cloud data storage and allows for temporary use that ends when the subscription expires.

c. "Period of time" – the subscription term is the period of time that the government has a noncancellable right to use the underlying IT assets plus any periods that the government or vendor have the option to extend the contract and it is reasonably certain that the option will be exercised.
    i. Subscription Term includes:
        a. Noncancelable period during which the WFSMRG has a right to use the underlying asset
        b. Any periods in which either the WFSMRG or the Vendor have the option to extend the contract, if reasonably certain the option will be exercised by that party.
        c. Any periods in which either the WFSMRG or the Vendor have the option to terminate the contract, if reasonably certain the option will not be exercised by that party. The assessment of whether an option to extend or terminate the contract will be exercised should occur at the commencement of the contract.
    ii. Subscription Term excludes:
        a. Cancelable periods: Periods for which either the WFSMRG or the Vendor have an option to terminate the contract without permission from the other party OR if both parties have to agree to extend.
d. "Exchange or exchange-like transaction" – both parties to the contract receive or give up essentially equal value or not quite equal value.

Exclusions

a. Standalone IT Support/ Maintenance service contracts that do not include the right to use an underlying IT asset.
b. Contracts that convey control of right to use IT software and tangible assets that meet the definition of a lease in GASB Statement 87, where the software component is insignificant compared to the cost of the underlying tangible capital asset (for example, a computer with operating software or a smart copier that is connected to an IT system).
c. Contracts that meet the definition of a public-private and public-public partnership and availability payment arrangements in GASB Statement 94.
d. Licensing arrangements that provide a perpetual license to governments to use a vendor's computer software, which are subject to GASB Statement 51. A perpetual agreement gives the buyer the right to use the software for an indefinite amount of time (in perpetuity).
e. Short-term SBITA contracts, under 12 months, including exercised renewal periods.
f. Governments that provide the right to use their IT software and associated tangible capital assets to other entities through SBITAs.
g. The WFSMRG will have an annual review of the lease to determine if needed and funding is available to purchase.

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h. The lease does not renew automatically without a newly signed agreement from the WFSMRG.
i. The lease had been paid as a one-time payment for one year.
j. The WFSMRG will not continue the lease into the future.
k. The lease liability would not exist if we did not have any leases to record, such as LeaseCrunch LLC.
l. The lease liability would not exist without any accounts as the lease would not exist without any accounts.

Determination Criteria

a. Determine if the software contract is excluded or not. See section above.
b. Determine the contract length.
c. Determine the beginning date of the contract after July 1, 2022.
d. Determine the payment amounts.
e. Determine the Discount Rate.
f. Determine if the software contract is significant and should be accounted for under GASB-96 criteria.
    i. Subscription liability should be initially measured at the present value of subscription payments expected to be made during the subscription term.
    ii. Subscription asset should be initially measured as the sum of (1) the initial subscription liability amount, (2) payments made to the vendor at the commencement of the subscription term, and (3) capitalizable implementation costs, less any incentives received from the vendor at or before the commencement of the subscription term. Separately identifiable costs for maintenance and service contracts are not included.

SBITA Recording

A. If the contract is determined to be an SBITA then the WFSMRG will record the lease immediately in LeaseCrunch LLC or other GASB-96 templates that the WFSMRG uses for reporting following the guidelines below.
    i. Components
    (GASB 96: Paragraphs 44-49, B51-B53)The WFSMRG may elect to account for individual components as a single combined lease component if it is not practicable to determine a best estimate for price allocation for some or all components in the contract.
        1. Components of a contract include only those items or activities that transfer a good or service to the lessee. An example of non-lease components includes a separate perpetual licensing arrangement attached to a subscription-based IT asset.
        2. The WFSMRG shall allocate the consideration in the contract (i.e., payments) on a relative

standalone price basis to the separate components of the contract. If observable standalone prices are not readily available, the lessee shall estimate the standalone prices, maximizing the use of observable information.

ii. Lease Recording Terms
    1. The WFSMRG will record the asset type as SBITA – GASB-96.
    2. The WFSMRG will use the effective date of the lease as the start date for GASB-96 recording, which must be after July 1, 2022.
        a. **Initial Application Date** (GASB 96: Paragraph 63, B78-79): the WFSMRG must apply the Lease Standard to all reporting periods presented, unless it is deemed not practicable. Reasonable efforts should be employed before a government determines that restatement of all prior periods presented is not practicable. In other words, inconvenient should be considered equivalent to not practicable.
    3. The WFSMRG will record the payment amounts and the end date/terms in full months to reflect the lease asset life that must be after July 1, 2022.

c. The WFSMRG will not record SBITAs as Prepaid Expenses on auditing templates to avoid duplicate information for financial statements, as that information will be recorded and provided through GASB-96 reports with LeaseCrunch LLC or other GASB-96 templates that the WFSMRG uses.

d. All SBITAs financial information are reporting to the Auditors annually to be disclosed on the financial statements.

EFFECTIVE DATE:
August 1 2025

RECISSIONS:
None

INQUIRIES:

If you have any questions regarding this policy, please contact marcos.gonzales@wfsmrg.org or 830-486-7501

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WORKFORCE SOLUTIONS
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POLICY LETTER

ID NO:FISCAL27 **DATE ISSUED:** AUGUST 14, 2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: **Journal Voucher Policy**

PURPOSE

To establish a policy for controls for the process of Journal Vouchers.

REFERENCE:

WFSMRG Internal Policy

POLICY:

A. Journal Vouchers will be used by the Fiscal Entity to record ad-hoc transactions in the General Ledger. These include the purchase, or sale, of goods or any other financial transactions which are not processed through another MIP-subsystem, such as Accounts Payable or Payroll. Entries should be recorded via Journal Voucher. Journal Vouchers are also used by all Fiscal Entity (including Accounts Payable) to correct errors, such as Vendor payments charged to the wrong funding stream

B. The method of preparing a Journal Voucher are as follows:
   1. MIP Users will complete a journal voucher manually prior to processing it online.
   2. Non MIP users will complete a journal voucher manually and send it to Reporting Department for processing.
   3. Reporting will create a Journal Voucher Entry form and create an un-posted journal voucher in the MIP system
   4. The completed Journal Voucher Entry Form will be signed by the processing personnel and returned to the responsible department director.
   5. The Department director will review the journal voucher for accuracy and the effect the entry will have on expenditure levels

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and budgeting. After reviewing the entry the department head will either return it to the reporting department with any changes he deems appropriate, or sign the journal voucher and return it to the Finance Director

6. The Finance Director will review the Journal voucher for accuracy and sign the form. The entry will be posted into the MIP general ledger and filed.

C. This policy is to ensure all Journal Vouchers are processed accurately in a timely and efficient manner. Regardless of the method chosen to record Journal Transactions, the Fiscal Entity should be in full compliance with the Journal Voucher Policy for accuracy, proper authorization, and appropriate supporting documentation.

EFFECTIVE DATE: December 12, 2024
August 1, 2025

RECISSIONS:
None

INQUIRIES: If you have any questions regrading this policy, please contact marcos.gonzales@wfsmrg.org

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Docusign Envelope ID: AB45F053-AFAC-45EE-ADDD-9067869B1B76

TEXAS WORKFORCE COMMISSION (TWC)
GRANT AWARD AGREEMENT

TWC Award Number	**2725WOR001**
ABA Number	**2723ABA001**
Grant Program Title	**WORKFORCE INNOVATION AND OPPORTUNITY ACT - RAPID RESPONSE**
Award Amount	**$14,173.00**
Grantee's Name	
Workforce Solutions Middle Rio Grande Board	
Period of Award	
This Grant Award Agreement shall begin on **July 1, 2025** and shall terminate on **June 30, 2026**, unless amended or terminated in accordance with its terms and conditions.	
Signature Authority	
The person signing this Grant Award Agreement on behalf of TWC, the Grantee and the Grantee's Fiscal Agent (if applicable) hereby warrants that he or she has been fully authorized to: • execute this Grant Award Agreement on behalf of TWC or Grantee's organization, and • validly and legally bind the organization to all the terms, performances, and provisions of this Grant Award Agreement.	
Agency Approval	**Texas Workforce Commission** MY Mary H York Division Director, Workforce Development Date: 6/23/2025
Award Acceptance	**Workforce Solutions Middle Rio Grande Board** Christopher Hiller Christopher Hiller Board Chair Date: 6/24/2025 **Fiscal Agent: Middle Rio Grande Development Council** Michelle Garcia Michelle Garcia Executive Director Date: 6/24/2025

Docusign Envelope ID: 4D61CD9B-2190-4232-982B-0C75FAE94295

TEXAS WORKFORCE COMMISSION (TWC)
GRANT AWARD AGREEMENT

TWC Award Number	**2725WOA001**
ABA Number	**2723ABA001**
Grant Program Title	**WORKFORCE INNOVATION AND OPPORTUNITY ACT-ADULT**
Award Amount	**$758,215.00**
Grantee's Name	
Workforce Solutions Middle Rio Grande Board	
Period of Award	
This Grant Award Agreement shall begin on **July 1, 2025** and shall terminate on **June 30, 2027**, unless amended or terminated in accordance with its terms and conditions.	
Signature Authority	
The person signing this Grant Award Agreement on behalf of TWC, the Grantee and the Grantee's Fiscal Agent (if applicable) hereby warrants that he or she has been fully authorized to: • execute this Grant Award Agreement on behalf of TWC or Grantee's organization, and • validly and legally bind the organization to all the terms, performances, and provisions of this Grant Award Agreement.	
Agency Approval	**Texas Workforce Commission** MY Mary H York Division Director, Workforce Development Date: 6/24/2025
Award Acceptance	**Workforce Solutions Middle Rio Grande Board** Christopher Hiller Christopher Hiller Board Chair Date: 6/24/2025 **Fiscal Agent: Middle Rio Grande Development Council** Michelle Garcia Michelle Garcia Executive Director Date: 6/24/2025

Docusign Envelope ID: F02C90E2-1718-44B9-8B27-F99B8B176EC7

TEXAS WORKFORCE COMMISSION (TWC)
GRANT AWARD AGREEMENT

TWC Award Number	**2725WOD001**
ABA Number	**2723ABA001**
Grant Program Title	**WORKFORCE INNOVATION AND OPPORTUNITY ACT - DISLOCATED WORKER**
Award Amount	**$410,173.00**

Grantee's Name

Workforce Solutions Middle Rio Grande Board

Period of Award

This Grant Award Agreement shall begin on **July 1, 2025** and shall terminate on **June 30, 2027**, unless amended or terminated in accordance with its terms and conditions.

Signature Authority

The person signing this Grant Award Agreement on behalf of TWC, the Grantee and the Grantee's Fiscal Agent (if applicable) hereby warrants that he or she has been fully authorized to:

- execute this Grant Award Agreement on behalf of TWC or Grantee's organization, and
- validly and legally bind the organization to all the terms, performances, and provisions of this Grant Award Agreement.

Agency Approval	**Texas Workforce Commission** Kerry Ballast on behalf of Mary H York Mary H York Division Director, Workforce Development Date: 7/3/2025
Award Acceptance	**Workforce Solutions Middle Rio Grande Board** Christopher Hiller Christopher Hiller Board Chair Date: 7/7/2025 **Fiscal Agent: Middle Rio Grande Development Council** Michelle Garcia Michelle Garcia Executive Director Date: 7/7/2025

Docusign Envelope ID: 729A43C0-393E-45F0-A9FF-2251EAF2A7BA

TEXAS WORKFORCE COMMISSION (TWC)
GRANT AWARD AGREEMENT

TWC Award Number	**2725WOY001**
ABA Number	**2723ABA001**
Grant Program Title	**WORKFORCE INNOVATION AND OPPORTUNITY ACT - YOUTH**
Award Amount	**$809,191.00**
Grantee's Name	
Workforce Solutions Middle Rio Grande Board	
Period of Award	
This Grant Award Agreement shall begin on **July 1, 2025** and shall terminate on **June 30, 2027**, unless amended or terminated in accordance with its terms and conditions.	
Signature Authority	
The person signing this Grant Award Agreement on behalf of TWC, the Grantee and the Grantee's Fiscal Agent (if applicable) hereby warrants that he or she has been fully authorized to: • execute this Grant Award Agreement on behalf of TWC or Grantee's organization, and • validly and legally bind the organization to all the terms, performances, and provisions of this Grant Award Agreement.	
Agency Approval	**Texas Workforce Commission** Mary H York Division Director, Workforce Development Date: 7/9/2025
Award Acceptance	**Workforce Solutions Middle Rio Grande Board** Christopher Hiller Board Chair Date: 7/9/2025 **Fiscal Agent: Middle Rio Grande Development Council** Michelle Garcia Executive Director Date: 7/10/2025

Docusign Envelope ID: BA58C6D5-FE96-4740-B9FF-C6AA96B878C8

TEXAS WORKFORCE COMMISSION (TWC)
GRANT AWARD AGREEMENT
AMENDMENT NUMBER 001

TWC Contract Number	**2725WPA001**
ABA Contract Number	**2723ABA001**
Grant Program Title	**WAGNER-PEYSER EMPLOYMENT SERVICES**

Grantee's Information

Workforce Solutions Middle Rio Grande Board

Remarks

This Grant Award Amendment is contingent on the Board's and its Fiscal Agent's (if applicable) acceptance of and compliance with the terms and conditions of this Notice of Grant Award Amendment and any referenced attachments.

Amendment Detail

Effective Date

This Grant Award Amendment shall be effective on **July 22, 2025** or on the date the Grant Award Amendment is signed by all Parties, whichever occurs last.

Grant Period

The Grant Period is amended as follows:

Current End Date:

Amended End Date:

If blank, there are no changes to this section.

General Terms and Conditions

The General Terms and Conditions are amended as follows:

If blank, there are no changes to this section.

Attachment A: Statement of Work - Project Requirements

Attachment A: Statement of Work - Project Requirements are amended as follows:

1. Revise Attachment A, Sections 5.3 and renumbered 5.25. Add new Section 5.4 and renumber remaining subsequent sections sequentially.

If blank, there are no changes to this section.

Attachment B: Statement of Work - Financial Requirements
Attachment B: Statement of Work - Financial Requirements are amended as follows: If blank, there are no changes to this section.
Grant Award Amount
Grant Award Amount amended as follows: 1. Increase the Grant Award Amount by $16,158.00. 2. These funds should be made available for allowable expenses from March 1, 2025, through December 31, 2025. If blank, there are no changes to this section. **Total Amended Grant Award Amount: $23,190.00**
Attachment D: Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards
Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards amended as follows: 1. Revised Attachment D, attached. 2. Delete the following words, "and Attachment B in this Grant Award." from the Revised Attachment D. If blank, there are no changes to this section.
Changes to Other than the Listed Amendment Details Categories
Other: 1. Revised Special Federal Award Terms and Conditions Temporary Assistance For Needy Families, attached. 2. Revised Special Federal Award Terms and Conditions Wagner-Peyser Program Grants PY 2024, attached. If blank, there are no changes to this section.

Signature Authority	
The person signing this Grant Award Amendment on behalf of the Agency, the Board, and the Board's Fiscal Agent (if applicable) hereby warrants that he or she has been fully authorized to: • execute this Grant Award Amendment on behalf of TWC or Board's organization, and • validly and legally bind the organization to all the terms, performances, and provisions of this Grant Award Amendment.	
Amendment Approval	**Texas Workforce Commission** MY Mary H. York Division Director, Workforce Development Date: 7/24/2025
Award Acceptance	**Workforce Solutions Middle Rio Grande Board** Christopher Hiller Christopher Hiller Board Chair Date: 7/28/2025 **Fiscal Agent: Middle Rio Grande Development Council** Michelle Garcia Michelle Garcia Executive Director Date: 7/28/2025

Workforce Solutions Middle Rio Grande Board

Child Care Committee

August 14, 2025

Action Item

Child Care Quality Expenses

PURPOSE

Child Care Quality expenditures in the amount of $195,000.

DISCUSSION

As outlined in the **Texas Workforce Commission (TWC) Quality Plan**, the following **expenditures are planned for the 4th quarter** to support and enhance the quality of early learning programs in the region:

- $100,000 for staff retention bonuses - Providing bonuses to early learning program staff based on TRS star level:
  - Two-Star: $150
  - Three-Star: $200
  - Four-Star: $300

- $80,000 **Scholarships for CDA Classes and Renewals** –to help early learning staff cover the cost of CDA training and credential renewals.

- $15,000 **Curriculum Support** – supplying curriculum resources to early learning programs to improve instructional quality and school readiness.

ACTION: Recommend approval of Child Care Quality expenditures.

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POLICY LETTER

ID NO: CC24 **DATE ISSUED:** 08/14/2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: **Child Care Providers Holiday Pay Policy**

PURPOSE:

The purpose of this policy is to establish a clear and fair policy for paid holidays provided to all child care providers, with additional benefits for Texas Rising Star (TRS) providers in recognition of their commitment to higher quality standards.

POLICY:

Standard Child Care Providers:

- All non-TRS providers will receive **9 paid holidays** per calendar year.

Texas Rising Star (TRS) Providers:

- All TRS-certified providers will receive **16 paid holidays** per calendar year.
- This includes the 9 standard holidays plus 6 additional paid holidays.

Payment Terms:

- Holiday pay will be processed at the provider's published daily rate.

EFFECTIVE DATE: October 1, 2025

INQUIRIES: If you have questions regarding this policy, please contact marisa.cervantes1@wfsmrg.org.

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POLICY LETTER

ID NO: CC25 **DATE ISSUED:** 08/14/2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: Early Learning Staff Retention Bonus Policy

PURPOSE:

This policy establishes a retention bonus program designed to reward and retain qualified early learning staff. The program recognizes the importance of consistent, high-quality care and incentivizes staff to remain employed within early learning programs, thereby supporting improved Texas Rising Star (TRS) quality ratings.

POLICY:

- **Eligibility**
  - Staff must be employed by an early learning program that participates in the TRS system.
  - Staff must have maintained continuous employment with the same program for a minimum of 6 months to qualify for a bonus.
  - Staff must be in good standing with no serious disciplinary actions during the qualifying period.

- **Bonus Amounts**

Retention bonuses will be awarded based on the early learning program's current TRS star level:

- Two-Star Program: $150
- Three-Star Program: $200
- Four-Star Program: $300

- **Payment Schedule**
  - Bonuses will be paid annually based on eligibility verification.
  - Payment will be made directly to the qualifying staff member via the standard payroll or check disbursement process.

- **Funding and Availability**
  - Bonuses are contingent on available funding and may be adjusted based on budgetary considerations or changes to TRS program guidelines.

- **Program Review**
  - The Board will review this policy annually to assess its effectiveness in improving staff retention and TRS quality ratings.

EFFECTIVE DATE: August 14, 2025

INQUIRIES: If you have questions regarding this policy, please contact marisa.cervantes1@wfsmrg.org

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

August 14, 2025

Action Item

Workforce Programs Board Monitoring Report for SNAP for April 2025

PURPOSE

Provide an update on all Workforce Programs Monitoring and Oversight.

DISCUSSION

The following is the report for April 2025 SNAP Monitoring:

SNAP Performance Review Summary					
Date of Scope:	**Apr-25**				
Attribute	**Total # of files reviewed**				**8**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Establish initial monthly eligibility in timely manner and uploaded in WIT	0.00%	8	0	0	8
Outreach done timely and letter contains all pertinent information.	0.00%	3	0	5	3
Assessment	Error Rate	Yes	No	N/A	Total Y+N
Assessment initial/reassessment documented in case notes including TABE, WIT, Notification of Discrimination, Rights to Appeal and uploaded in WIT	0.00%	3	0	5	3
Assessment of Good Cause, entered in Case notes and WIT Timely	0.00%	0	0	8	0
Was follow-up done while Good Caused? Was it documented on case notes	0.00%	1	0	7	1
Support Services	Error Rate	Yes	No	N/A	Total Y+N
Support Services requested/updated documented & reconciled correctly and entered in WIT, transportation, child care, incentives, etc. All information uploaded in WIT	0.00%	2	0	6	2
WIT Data Entry	Error Rate	Yes	No	N/A	Total Y+N

Case notes are detailed and updated, including WIT and TIERS eligibility, Reason for Reconsideration (1817 with employment information), Date of Non Compliance and reflect 2 way communication entered within 7 days	0.00%	8	0	0	8
Was Reconsideration entered in the Good Cause tab	0.00%	1	0	7	1
Did Program Detail remain open while Good Caused (Reconsideration)	0.00%	2	0	6	2
Non Compliance	Error Rate	Yes	No	N/A	Total Y+N
Penalty Initiated Appropriately	0.00%	3	0	5	3
Initiation of penalty done timely	0.00%	3	0	5	3
Employment Plan	Error Rate	Yes	No	N/A	Total Y+N
Employment Plan is complete with signature, allowable activity, correct/detailed required hrs of participation and when doc is due	0.00%	4	0	4	4
ABAWD enrolled in 4 weeks of Job Search	0.00%	7	0	1	7
Notification	Error Rate	Yes	No	N/A	Total Y+N
H1822 completed, submitted to HHSC timely, uploaded in WIT and documented in Case notes	0.00%	2	0	6	2
Form H1817 for Reconsideration completed, justification for request (employment entered on form) and submitted to HHSC appropriately and uploaded in WIT (was PD closed?)	0.00%	1	0	7	1
1816 reconsideration request recorded in WIT Good Cause tab , uploaded in WIT and Case notes	0.00%	0	0	8	0
Participation	Error Rate	Yes	No	N/A	Total Y+N
All participation hours including Work Activities in WIT are supported with documentation and uploaded in WIT	0.00%	2	0	6	2

Findings:

No Findings for the first half of April 2025

Board Recommendation

No findings

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

August 14, 2025

Action Item

Workforce Programs Board Monitoring Report for SNAP for April & May 2025

PURPOSE

Provide an update on all Workforce Programs Monitoring and Oversight.

DISCUSSION

The following is the report for April and May 2025 SNAP Monitoring:

SNAP Performance Review Summary					
Date of Scope:	**April and May 2025**				
Attribute	**Total # of files reviewed**				**20**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Establish initial monthly eligibility in timely manner and uploaded in WIT	10.53%	17	2	1	19
Outreach done timely and letter contains all pertinent information.	0.00%	19	0	1	19
Assessment	Error Rate	Yes	No	N/A	Total Y+N
Initial and reassessment documented in case notes	0.00%	19	0	1	19
Rights to Appeal and Orientation to Complaint forms that are current and uploaded in WIT	5.88%	16	1	3	17
Was follow-up done while Good Caused and documented on case notes	0.00%	1	0	19	1
Support Services	Error Rate	Yes	No	N/A	Total Y+N
Support Services/Incentives documented in case notes with documentation uploaded in WIT	0.00%	14	0	6	14
WIT Data Entry	Error Rate	Yes	No	N/A	Total Y+N
Case Notes are entered timely, detailed and updated reflecting 2 way communication	5.00%	19	1	0	20
Date of Non Compliance is correct and documented in case notes	11.11%	8	1	11	9
Was 1822 documented correctly and indication 1822 being sent timely	0.00%	18	0	2	18

Good Cause or Sanction determination correctly documented in case notes with all information	0.00%	14	0	6	14
Was 1817 documented correctly and reason for reconsideration documented in case notes	33.33%	6	3	11	9
Was Reconsideration for Good Cause after penalty (1816) entered and documented in case notes correctly	0.00%	0	0	20	0
Did application remain open while Good Caused (Reconsideration)	0.00%	4	0	16	4
Was application closed correctly	31.25%	11	5	4	16
Non Compliance	Error Rate	Yes	No	N/A	Total Y+N
Penalty Initiated Appropriately entered correctly in WIT	0.00%	9	0	11	9
Initiation of penalty done timely	33.33%	6	3	11	9
Employment Plan	Error Rate	Yes	No	N/A	Total Y+N
Employment Plan is complete with signature, allowable activity, correct/detailed required hrs of participation and when doc is due	0.00%	17	0	3	17
ABAWD enrolled in 4 weeks of Job Search	0.00%	18	0	2	18
Notification	Error Rate	Yes	No	N/A	Total Y+N
Work Requirement verification form H1822 completed, submitted to HHSC timely or at all (ABAWDS only)	0.00%	18	0	2	18
Form H1817 for Reconsideration recorded in WIT Good Cause ribbon	10.00%	9	1	10	10
Form H1816 Non compliance due to Good Cause uploaded to WIT and recorded in WIT ribbon	0.00%	0	0	20	0
Participation	Error Rate	Yes	No	N/A	Total Y+N
Provisions of SNAP Activities being followed	0.00%	17	0	3	17
SNAP Activities are supported with Acceptable Documentation	7.69%	12	1	7	13
Participation Hours in WIT are Supported and Documented in case File	23.08%	10	3	7	13

Findings:

Eligibility: TIERS eligibility was not uploaded into WIT

B-306.a: Boards must ensure that Workforce Solutions office staff verifies that the individual is eligible for SNAP benefits each month.

Assessment: Orientation to complaint Form was not uploaded in WIT

B-106.b: Employment Planning Meeting-overview of SNAP E&T Service Requirements – During the employment planning meeting, the SNAP is provided with an overview of SNAP E&T, which may include:

WIT Data Entry: Incorrect statement for H1817

A-205: Requests for Reconsideration – Boards must ensure that Workforce Solutions Office staff: a statement that Form H1817 was sent to HHSC.

No updated case notes prior to 4/10/25

B-306.c.: Monitoring participation – Documentation in WorkInTexas.com - Boards must ensure that the combination of services and detailed narrative information entered into WorkInTexas.com reflects a comprehensive picture of Workforce Solutions Office staff interactions with participant.

Missing case note regarding missed appointment

B-306.c.: Monitoring participation – Documentation in WorkInTexas.com - Boards must ensure that the combination of services and detailed narrative information entered into WorkInTexas.com reflects a comprehensive picture of Workforce Solutions Office staff interactions with participant.

H1817 was not sent to HHSC

A-205: Requests for Reconsideration – Boards must ensure that Workforce Solutions Office staff: completes and sends HHSC Form H1817 to HHSC requesting that the SNAP recipient's work registration status.

Incorrect date of application closure

B-307: Closing SNAP E&T services – Boards must ensure that Workforce Solutions office staff closes all SNAP E&T services and support services in the following situations – Workforce Solutions office staff initiates a penalty.

Non compliance: Incorrect penalty date

B-113: Noncooperation with SNAP E&T Requirements – Boards must ensure that Workforce Solutions office staff initiates a sanction request. The request must be entered into WIT by close of business on the fourth day following a mandatory work registrant's failure to cooperate, unless the SNAP recipient indicates that he or she was unable to participate based on an extenuating circumstance and workforce Solutions office staff recommends good cause to HHSC.

Notification: H1817 was not sent to HHSC

A-205: Requests for Reconsideration – Boards must ensure that Workforce Solutions Office staff: completes and sends HHSC Form H1817 to HHSC requesting that the SNAP recipient's work registration status.

Participation: Job search logs filled out incorrectly, Job search hours were not added into WIT, Incorrect job search hours in WIT

B-108.a(1): Verification of Participation in case managed job search - Boards must ensure that Workforce Solutions office staff providing job search services supervises the job search of SNAP E&T participants by: reviewing job search worksheets to ensure completion. Recording the participant's time spent making job search contacts or participating in other job search activities in WorkInTexas.com

Corrective Action:

Eligibility, WIT Data Entry, Non-compliance and Participation are **repetitive** findings from previous monitoring: The Board staff will present to the Board of Directors a recommendation that the contractor be put on a probationary period, with conditions to be set by the Board of Directors. (WIT Data Entry is a 4th repetitive finding). Assessment is under 10%

Board Recommendation

Documentation of Corrective Action needs to be provided to the Board 10 days after the Board meeting. Eligibility, WIT Data Entry, Non-compliance and Participation are areas that are in most need of re-training for staff.

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

August 14, 2025

Action Item

Workforce Programs Board Monitoring Reports for Choices

PURPOSE

Provide an update on all Workforce Programs Monitoring and Oversight.

DISCUSSION

The following is the report for April 2025 Choices Monitoring:

Choices Performance Review Summary					
Date of Scope:	**April 2025**				
Attribute	**Total # of files reviewed**				**8**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Establish initial monthly eligibility in timely manner	0.00%	8	0	0	8
Outreach done timely and letter contains all pertinent information	0.00%	2	0	6	2
Did outreach include phone calls and home visits? Was it documented?	0.00%	2	0	6	2
Assessment	Error Rate	Yes	No	N/A	Total Y+N
Assessment initial/reassessment documented in counselor notes including TABE, WIT, Notification of Discrimination, Rights to Appeal	0.00%	2	0	6	2
Assessment of Good Cause, entered in Cnotes and WIT timely	25.00%	3	1	4	4
Support Services	Error Rate	Yes	No	N/A	Total Y+N
Support Services requested/updated documented & reconciled correctly and entered in WIT, transportation, child care, incentives, etc.	0.00%	0	0	8	0
WIT Data Entry	Error Rate	Yes	No	N/A	Total Y+N
Cnotes are detailed and updated within 7 days, including WIT and TIERS eligibility, Date of Non Compliance and reflect 2 way communication	12.50%	7	1	0	8
Non Compliance	Error Rate	Yes	No	N/A	Total Y+N
Penalty Initiated Appropriately	0.00%	2	0	6	2
Timely and Reasonable Attempt made and documented	50.00%	1	1	6	2
Sanctions entered in a timely manner	0.00%	2	0	6	2

Employment Plan	Error Rate	Yes	No	N/A	Total Y+N
Employment Plan consistent with Work 1st approach and has correct and detailed required hours of participation and other information	0.00%	7	0	1	7
Family Work Requirement is signed and completed with how the required of participation will be distributed	0.00%	0	0	8	0
Notification	Error Rate	Yes	No	N/A	Total Y+N
Provide HHSC employment information timely and uploaded in WIT	0.00%	1	0	7	1
Participation	Error Rate	Yes	No	N/A	Total Y+N
All participation hours including Work Activities in WIT are supported with documentation	0.00%	2	0	6	2

Findings:

Assessment: Good Cause was not entered timely for April

B-802: Timely and Reasonable Attempt for Outreach Activities - Boards must ensure that participants agree to a specific, preferred contact method-phone, text, e-mail, letter or in person-during the employment planning session and the method is documented in case Notes.

WIT Data Entry: WIT eligibility is not documented in EPS case note

A 301.d: Workforce Solutions Office Staff Responsibilities – Boards must ensure that Workforce Solutions Office staff verifies monthly TANF eligibility through TIERS and WorkInTexas.com.

Non-compliance: Preferred method of contact was not used

B-802: Timely and Reasonable Attempt for Outreach services – boards must ensure that participants agree to a specific, preferred method-phone, text, email, letter or in person-during the employment planning session.

Corrective Action:

Eligibility, Assessment, WIT Data Entry, Non-Compliance and Participation are **repetitive** finding: The Board staff will present to the Board of Directors a recommendation that the Contractor be put on a probationary period, with conditions to be set by the Board of Directors. (WIT Data Entry is a 4th time finding)

Board Recommendation:

Documentation of Corrective Action needs to be provided to the Board 10 days after the Board meeting. Assessment, WIT Data Entry and Noncompliance, are areas that are in most need of re-training for staff.

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

August 14, 2025

Action Item

Workforce Programs Board Monitoring Reports for Choices

PURPOSE

Provide an update on all Workforce Programs Monitoring and Oversight.

DISCUSSION

The following is the report for May 2025 Choices Monitoring:

Choices Performance Review Summary					
Date of Scope:	**May-25**				
Attribute	**Total # of files reviewed**				**6**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Establish initial monthly eligibility in timely manner	50.00%	2	2	2	4
Outreach done timely and letter contains all pertinent information	0.00%	4	0	2	4
Assessment	Error Rate	Yes	No	N/A	Total Y+N
Assessment initial/reassessment documented in counselor notes including TABE, WIT, Notification of Discrimination, Rights to Appeal	0.00%	2	0	4	2
Assessment of Good Cause, entered in Cnotes and WIT timely	0.00%	2	0	4	2
Support Services	Error Rate	Yes	No	N/A	Total Y+N
Support Services requested/updated documented & reconciled correctly and entered in WIT, transportation, child care, incentives, etc.	0.00%	0	0	6	0
WIT Data Entry	Error Rate	Yes	No	N/A	Total Y+N
Case notes are detailed and updated and reflect 2 way communication - including documentation for all transmittals (1817, 1816, 2588)	0.00%	6	0	0	6
Is preferred method of contact documented in WIT	25.00%	3	1	2	4
Date of Non compliance is correct and documented in Cnotes	0.00%	2	0	4	2
Good cause or sanction documented in Cnotes with all information	0.00%	3	0	3	3
Non Compliance	Error Rate	Yes	No	N/A	Total Y+N

Penalty Initiated Appropriately per instructions	0.00%	2	0	4	2
Timely and Reasonable Attempt made and documented process followed by contractor	0.00%	2	0	4	2
Sanctions entered in a timely manner or at all (within the 7 days)	0.00%	2	0	4	2
Employment Plan	Error Rate	Yes	No	N/A	Total Y+N
Employment Plan consistent with Work 1st approach and has correct and detailed required hours of participation	0.00%	4	0	2	4
Family Work Requirement is signed and completed with how the required of participation will be distributed	0.00%	0	0	6	0
Notification	Error Rate	Yes	No	N/A	Total Y+N
Provide HHSC employment information (2583) timely and uploaded in WIT	0.00%	2	0	4	2
Participation	Error Rate	Yes	No	N/A	Total Y+N
Work Activities are supported with documentation in case file	33.33%	2	1	3	3
Participation hours are supported with documentation in case file	0.00%	3	0	3	3

Findings:

Eligibility: TIERS eligibility is missing for May

A 301.d: Workforce Solutions Office Staff Responsibilities – Boards must ensure that Workforce Solutions Office staff verifies monthly TANF eligibility through TIERS and WorkInTexas.com.

WIT Data Entry: Preferred method of contact was missing on case note

B-802: Timely and Reasonable attempt for outreach activities – Boards must ensure that participants agree to a specific, preferred contact method-phone, text, e-mail, letter or in person-during the employment planning session and the method is documented in case notes

Participation: Job search log was not uploaded in WIT

B-501: Choices Participation Activities – Board must only record actual daily participation in any participation activities. Boards may use any of the following Choices activities without restriction if the activities can reasonably be expected to assist Choices participants in obtaining and retaining employment

Corrective Action:

Eligibility, Assessment, WIT Data Entry, Non Compliance and Participation are **repetitive** findings: The Board staff will present to the Board of Directors a

recommendation that the Contractor be put on a probationary period, with conditions to be set by the Board of Directors.

Board Recommendation:

Documentation of Corrective Action needs to be provided to the Board 10 days after the Board meeting. Eligibility, WIT Data Entry and Participation are areas that are in most need of re-training for staff.

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

Action Item

August 14, 2025

Workforce Programs Board WIOA Monitoring Reports for April and May 2025

PURPOSE

Provide an update on all Workforce Programs Monitoring and Oversight.

DISCUSSION

The following is the WIOA April and May 2025 Monitoring report:

WIOA Performance Review Summary					
Date of Scope:	**April and May 2025**				
Attribute	**Total # of files reviewed**				**15**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Client Eligible for WIOA (tested as a single element with income, barriers, lay off notice, etc.)	0.00%	15	0	0	15
Verification of Age, Residency, Social Security number uploaded in WIT	0.00%	15	0	0	15
Authorization to work in US uploaded in WIT	0.00%	15	0	0	15
Selective Services uploaded in WIT	0.00%	7	0	8	7
Assessment	Error Rate	Yes	No	N/A	Total Y+N
Assessment/reassessment documented in counselor notes including TABE, WIT, Employability Development Plan and 203 Comprehensive Objective Assessment is done	13.33%	13	2	0	15
Notification of Equal Opportunity and Rights to Appeal signed and dated uploaded in WIT	0.00%	15	0	0	15
Support Services	Error Rate	Yes	No	N/A	Total Y+N
Support Services requested/updated documented & reconciled correctly and entered in WIT, transportation, child care, post employment services, incentives, etc.	0.00%	2	0	13	2
WIT Data Entry	Error Rate	Yes	No	N/A	Total Y+N
Cnotes are detailed and updated and reflect 2 way communication and are entered within 7 days	20.00%	12	3	0	15
Employment Plan	Error Rate	Yes	No	N/A	Total Y+N

Employment Plan is signed and up to date with activities/services that client is enrolled in	20.00%	12	3	0	15
Financial	Error Rate	Yes	No	N/A	Total Y+N
ITA/LON information uploaded in WIT	0.00%	4	0	11	4
Internship or Employment Experience Agreement and WorkStation form uploaded in WIT	40.00%	6	4	5	10
Participation	Error Rate	Yes	No	N/A	Total Y+N
Participation hours are completed correctly and uploaded in WIT	0.00%	3	0	12	3
Performance outcome is documented in WIT correctly with proper back up documentation	0.00%	0	0	15	0
Employment outcome is documented in WIT correctly with proper back up documentation	0.00%	1	0	14	1

Findings:

Assessment: IEP was not recorded in Activities/Services

Individualized Career Services -An assessment is the first service to be provided as the information that is collected through the process is used to develop an individual employment plan (IEP), which describes employment goals, appropriate achievement objectives, and the combination of services in which the individual must complete to achieve such goals.

WIT Data Entry: Over 7 days for case note entry, Case note was not detailed to explain what was going on with the case or case note was missing

WD Letter 6-13, Change 1 - WD letter 6-13, change 1. Boards must ensure that Workforce Solutions Office staff is in direct, two-way contact with participants at least monthly.

Employment Plan: Update to IEP on 4/21/25 was noted on Activities/Services but no update reflects on Employment Plan; Incorrect date on updated IEP; Information on IEP regarding the amount of hours and pay rate conflict with email approval and case note

Individualized Career Services - An assessment is the first service to be provided as the information that is collected through the process is used to develop an individual employment plan (IEP), which describes employment goals, appropriate achievement objectives, and the combination of services in which the individual must complete to achieve such goals.

Financial: Workstation or Internship Agreement was not uploaded in WIT

Internships and work Experiences – Internships and work experiences are planned, structured learning experiences that take place in a workplace for a limited period of

time. Work experience may be paid or unpaid as appropriate. An internship or work experience may be arranged within the private for-profit sector, the nonprofit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair labor Standards Act (FLSA), exists.

Corrective Action:

Assessment is a repeat findings: The Board will have a one-on-one training with the Contractor's Quality Assurance team to determine the weaknesses in quality review.

WIT Data Entry, Employment Plan and Financial is a **repetitive** finding from previous monitoring: The Board staff will present to the Board of Directors a recommendation that the contractor be put on a probationary period, with conditions to be set by the Board of Directors.

Board Recommendation:

Documentation needs to be provided to the Board 10 days after Board meeting. The Contractor will need to notify the Board on training that will be conducted to over areas of findings (Assessment, Data Entry, Employment Plan, and Financial).

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

August 14, 2025

Action Item

Childcare Program Board Monitoring Reports for April & May 2025

PURPOSE

Provide an update on Childcare Program Monitoring and Oversight.

DISCUSSION

The following is the report for Childcare Monitoring for April & May 2025

Child Care Performance Review Summary					
Scope of Review	**April and May 2025**				
Attribute	**Total # of files reviewed**				**10**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Documentation to determine residency	11.11%	8	1	1	9
Documentation to determine age and citizenship	0.00%	9	0	1	9
Client meets participation criteria (25/50) work or education	0.00%	9	0	1	9
Full, Parted, Blended care authorized on Schedule and TX Notice based on work/training status	0.00%	9	0	1	9
Proper documentation for all income sources verified calculated, recorded correctly and uploaded into KT	22.22%	7	2	1	9
Information for placement/renewal date is entered into system within the 5 days. If not reason is documented on case notes	0.00%	9	1	1	10
Household composition documented correctly in KT	0.00%	9	0	1	9
Was the DFPS authorization for child care entered within the 3 days into KT	0.00%	0	0	10	0
Was the DFPS eligibility start date correct? End date?	0.00%	0	0	10	0

Was the information from the DFPS form 2054 date stamped and entered accurately into KT?	0.00%	0	0	10	0
Homeless: documentation to establish homelessness (residency information form)	0.00%	0	0	10	0
Referral/Parent Fee	Error Rate	Yes	No	N/A	Total Y+N
Was weekly parent fee assessed is correct on KT	22.22%	7	2	1	9
Subsidy Amount recorded equals amount authorized	10.00%	9	1	0	10
File Maintenance	Error Rate	Yes	No	N/A	Total Y+N
Was a Texas notice generated in KT	10.00%	9	1	0	10
Pre/Re-application in file with million $ question completed	11.11%	8	1	1	9
Parent Agreement to report Child Care Attendance	0.00%	1	0	9	1
Parents Right to Appeal	0.00%	8	0	2	8
Customer Awareness Form	0.00%	8	0	2	8
Documentation of disability screening	14.29%	6	1	3	7
Orientation to Complain form	11.11%	8	1	1	9
Family notes entered in KT timely and with pertinent information (income, bonus, etc)	60.00%	4	6	0	10
Notification	Error Rate	Yes	No	N/A	Total Y+N
Notice of Action was sent to the client timely and with the correct information	22.22%	7	2	1	9
Notification of re determination sent timely with 2052/1071	14.29%	6	1	3	7

FINDINGS

Eligibility: Monthly gross income incorrect.

D-106.a: Monthly Family Income – Boards must be aware that unless otherwise required by federal or state law, a family's monthly income for purposes of determining eligibility and the PSOC includes all income sources that are not excluded under D-106.b: Excluded income sources, for each family member.

Incorrect number of check stubs used.

D-107.a: determining average gross monthly family income from earnings at initial eligibility and at eligibility redetermination – Board contractor staff must review the previous three months of income for monthly pay periods for each family member to determine average earnings and the family's financial situation.

Proof of residency was not uploaded into KT

D-104: Residence – As defined in A-100: Definitions, a child is considered to be residing with the parent when the child is living with and physically present with the parent during the time period for which CCS are being requested or received.

Referral/Parent fee: Monthly/parent fee is incorrect

B-601: Requirements for Determining the parent share of cost - Boards must be aware that the PSOC is established by the Commission using a sliding fee scale based on the family's size and monthly gross income.

Wrong PSOC was taken out from child care provider

B-601: Requirements for Determining the parent share of cost - Boards must be aware that the PSOC is based on a weekly calculation to ensure prospective payments are calculated correctly in the child care case management system.

File Maintenance: Application and Orientation to complain was not uploaded into KT

E-101: About Parent Rights – Boards must ensure that Board child care contractors inform parents in writing that parents have the right to the following.

TX notice was not sent

D-1004: Notification of eligibility for child care services – Boards must ensure that once eligibility is verified, the parent is provided with written notification of their eligibility.

Disability screening not in file

B-402.g: Documenting priority for children with disabilities – Boards also must ensure that disabilities are documented in accordance with local procedures.

The latest check stub was not used

D-107.a: determining average gross monthly family income from earnings at initial eligibility and at eligibility redetermination – Board contractor staff

must review the previous three months of income for monthly pay periods for each family member to determine average earnings and the family's financial situation.

Information was not entered timely

B-102: Timely Data Entry - "Timely data entry" is defined as no later than five business days from the date the subcontractor and subrecipient receive the information to the data entry date.

Documentation missing regarding status of case and custody of child

D-105.a: Family and Household Dependents – A 'household dependent" is an individual living in the household who is one of the following: A child or other minor living in the household who is the responsibility of the parent.

Notification: Notice of Action was not generated timely; Tx notice has incorrect weekly fee amount; No documentation of 2052/1071

E-101: Parent Rights – being notified of their eligibility to receive CCS within 20 calendar days from the day the Board's child care contractor receives all necessary documentation required to initially determine eligibility for child care.

B-601: Requirements for Determining the parent share of cost - Boards must be aware that the PSOC is based on a weekly calculation to ensure prospective payments are calculated correctly in the child care case management system.

E-101: About Parent Rights – Receiving written notification at least 15 calendar days before the denial, delay, reduction, or termination of CCS (including information about parent appeal rights)

Corrective Action:

First time findings for Eligibility, Referral/Parent Fee, File Maintenance and Notification -Mandatory one-on-one training by the Contractor with case manager. Documentation must be submitted to the Board with an agenda, sign-in and date of training.

Board Recommendation:

Documentation needs to be provided to the Board 10 days after the Board meeting. The Contractor will need to notify the Board on training that will be conducted to over areas of findings Eligibility, Referral/Parent Fee, File Maintenance and Notification.

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

August 14, 2025

Action Item

Workforce Programs Board Monitoring Report for RESEA for April and May 2025

PURPOSE

Provide an update on all Workforce Programs Monitoring and Oversight.

DISCUSSION

The following is the report for April and May 2025 RESEA Monitoring:

RESEA Performance Review Summary					
Date of Scope:	**April and May 2025**				
Attribute	**Total # of files reviewed**				**10**
Eligibility	Error Rate	Yes	No	N/A	Total Y+N
Did the Claimant receive an invitation letter from the Workforce with the RESEA Babel notice	0.00%	10	0	0	10
Was the claimant scheduled for RESEA one-to-one appointment no sooner than seven (7) days to allow for mailing and not later than twenty-one (21) days from the date the scheduler ran after the claimant was added to the outreach pool?	0.00%	10	0	0	10
Were all three methods of communication for outreach appointment reminder used and document in the case note?	10.00%	9	1	0	10
Did the claimant receive the following required services on the same day during the Initial RESEA appointment	80.00%	2	8	0	10
Was the UI Eligibility Review Form completed, uploaded to the customer's profile?	0.00%	10	0	0	10
Assessment	Error Rate	Yes	No	N/A	Total Y+N
Were the work search logs for the prior two weeks reviewed and uploaded to the customer's profile?	100.00%	0	10	0	10

Was the Client Labor Market Information (CLMI) form completed and uploaded to the customer's profile?	0.00%	10	0	0	10
WIT Data Entry	Error Rate	Yes	No	N/A	Total Y+N
Were all RESEA services entered into WIT within seven (7) calendar days from the scheduled RESEA initial appt. date?	80.00%	2	8	0	10
Employment Plan					
Does the Individual Reemployment Plan contain all the goals outlined in the guide and complete?	0.00%	10	0	0	10
Notification					
Was the WF-42 sent in a password or encrypted protected email?	0.00%	0	0	10	0

Findings:

Eligibility: Activities 125, 115 and 311 are missing from required services; Email was missing from method of contact.

Required Services - Boards must ensure that Workforce Solutions Office staff collaborates with each claimant to customize services to meet the claimant's specific needs.

WD letter 13-23 – Workforce Solutions Office staff members remind claimants of the schedule appointment at least two business days before the appointment through the following communication methods: Email (using the claimants unique email address)

Assessment: No case note if work search log was reviewed

TA Bulletin 312 – Reviewing the customer's work search activity log for the two weeks preceding the appointment and verifying the customer has met the Board area's required number of work search activities.

WIT Data Entry: Activity 125, 311 and 115 missing on case note for required services

Required Services - Boards must ensure that Workforce Solutions Office staff collaborates with each claimant to customize services to meet the claimant's specific needs.

Corrective Action:

Eligibility, Assessment and WIT Data Entry are repetitive findings: The Board staff will present to the Board of Directors a recommendation that the contractor be put on a probationary period, with conditions to be set by the Board of Directors.

Board Recommendation:

Documentation of Corrective Action needs to be provided to the Board 10 days after the Board meeting. Eligibility, Assessment and WIT data entry are the areas that is in most need of re-training for staff.

WORKFORCE SOLUTIONS
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POLICY LETTER

ID NO:ADMIN01 Chg. 2 **DATE ISSUED:** August 14, 2025

TO: **Workforce Solutions Middle Rio Grande Contractors**

FROM: **Rosie Lozano, Executive Director**

SUBJECT: **Equal Opportunity (EO) Policies and Procedures**

PURPOSE:
The purpose of this policy is to provide directive on the Equal Opportunity program to its contractors. Workforce Solutions Middle Rio Grande Board as a recipient of Federal financial assistance, does not discriminate on any prohibited grounds.

POLICY:

The Workforce Solutions Middle Rio Grande Development Board (herein after referred to as the "Board"), through its workforce center system operator, Middle Rio Grande Development Council, ensures universal access to programs and services for customers with disabilities.

The Workforce Center staff upholds the highest standards of non-discrimination and the provision of equal opportunity to all customers of its basic services, expanded services and financial aid. The Workforce Center System Operator manages the WIOA financially assisted programs and activities and other programs in the most integrated setting appropriate to the needs of qualified individuals with or without disabilities. This policy establishes local procedures and are not intended to supersede any other applicable laws, regulations, or organizationally specific requirements. Local contractor policies contain these same mandates and can provide additional protections to customers with disabilities.

These policies are written to comply with the following:

- Section 188 of the Workforce Investment Act (WIOA) and the implementing regulations found in 29 Code of Federal Regulations (CFR) Part 38;
- Americans with Disabilities Act (ADA) of 1990, which prohibits employers and social service agencies from discriminating against qualified individuals with physical or mental disabilities on any basis;
- Section 504 of the Rehabilitation Act of 1973, as amended, and the implementing regulations found in 29 CFR Part 32, which prohibits discrimination against persons with a physical, sensory or mental disability in programs receiving or benefiting from federal financial assistance; and
- Texas State law for accessibility requirements.

The Workforce Center staff does not discriminate against individuals or classes of individuals on the basis of a physical, mental, or sensory disability when providing assistance, benefits, and services. The Workforce Center System Operator has taken appropriate steps to ensure that communications with beneficiaries, applicants, registrants, eligible applicants/registrants, participants, employees or applicants of employment and members of the public who are individuals with or without disabilities are as effective as communications with others. Customers shall not be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied services, access to services or programs and/or facilities, in the administration of, or in connection with, any such program or activity financially assisted in whole, or in part under the WIOA or in connection with partnering agencies, or employers on the basis of disability.

The need to provide a reasonable accommodation or modification will not be a factor in the selection of a participant for program participation, or for any opportunity which may have an impact on the customer's career development.

In accordance with 29 CFR § 38.10, the Workforce Solutions Middle Rio Grande Board **strictly prohibits harassment, including sexual harassment, or the creation of a hostile environment**, in any program or activity funded under WIOA Title I. Harassment on any prohibited basis—race, color, religion, sex (including pregnancy, gender identity, and transgender status), national origin, age, disability, political affiliation or belief, or citizenship/status as a lawfully admitted immigrant authorized to work—is unlawful and will not be tolerated.

Harassment includes, but is not limited to:

- Verbal abuse, offensive jokes, slurs, or derogatory comments

- Unwelcome sexual advances or conduct of a sexual nature
- Display of offensive symbols, images, or written material
- Physical behavior that is intimidating, hostile, or offensive
- Interference with work performance or participation in services due to such behavior

Such conduct is considered unlawful when:

- Enduring the offensive conduct becomes a condition of continued participation; or
- The conduct is severe or pervasive enough to create an intimidating, hostile, or abusive environment

In accordance with 29 CFR § 38.41 and WD 17-07, Change 2, All medical or disability-related information obtained by the Workforce Solutions Middle Rio Grande Board or its subrecipients shall be treated as confidential and maintained in secure files that are **separate from general personnel, program, or participant records**. The Board ensures that electronic and physical records containing medical information are restricted to authorized personnel only. All applicable staff are trained on maintaining confidentiality and handling medical data in compliance with federal regulations.

In accordance with 29 CFR § 38.69 and WD 18-07, Change 2, Any individual who believes they have been subjected to discrimination in a WIOA Title I–financially assisted program or activity has the right to file a complaint within **180 days of the alleged incident**.

Description of Requirements

1. The Workforce Center staff is, and will remain, compliant with all applicable disability nondiscrimination laws, including the ADA; the relevant portions of Section 188 of WIOA and its implementing regulations found in 29 CFR Part 38 and 38.12, 29 CFR 38.4; Section 504 and the implementing regulations found in 29 CFR Part 32; and other applicable laws.
2. The Workforce Center sites shall remain architecturally barrier free. When determining a site or location of a facility, the Board's selection process will be made in a manner that does not have a discriminatory effect.
3. All services offered at the workforce centers shall be available and welcoming to all qualified customers, regardless of disability.

4. Customers should be assumed to be experts in understanding their disability and the specific needs based on that disability, unless otherwise indicated by facts pertaining to that individual customer.

5. The Workforce Center staff will provide reasonable accommodations and modifications for customers with disabilities and will comply with all applicable accessibility requirements. Reasonable accommodations and modifications will be determined through an informal, interactive process of communication with the customer.

6. Under the law, customers who ask for an adjustment or change related to a medical condition are considered to have requested a reasonable accommodation or modification. A requested accommodation is unreasonable if providing it would result in undue hardship, and a requested modification is unreasonable if providing it would fundamentally alter the nature of the service, program, or activity. The responsible person at the Workforce Center office must review certain required factors when determining whether there would be a fundamental alteration or undue hardship. These factors are delineated in the "Definitions" section of this document. If it is determined that the requested accommodation would cause undue hardship, or the requested modification would result in a fundamental alteration, the Workforce Center staff must provide a written statement of reasons for denying the requested accommodation or modification, give a copy of the statement to the customer requesting the accommodation or modification, and offer another action to avoid discrimination, provide equal opportunity, and allow the person with the disability to participate to the fullest extent possible.

7. To be considered "reasonable," an accommodation need not be the most expensive accommodation available, as long as it is effective in meeting the needs of the individual customer with a disability.

8. The Workforce Center staff are allowed to ask for reasonable documentation of the disability or medical condition under the circumstances, and following the procedures, described in part 2 of the "Procedures" section of this document.

9. The Workforce Center staff may discipline, including denial of service to, any individual who violates Center policy related to conduct, even if the conduct resulted from a disability, if all of the following criteria are met:

    a. the conduct policy is ***both***:
        i. related to provision of the specific services at issue, ***and***
        ii. consistent with business necessity; ***and***

b. the discipline being imposed is consistent with program policy in other words, the same discipline is imposed on a customer with a disability as on other customers without disabilities.

c. If a customer with a disability who has violated Center policy related to conduct asks for reasonable accommodation to be able to comply with the policy in the future, that accommodation must be provided unless it imposes an undue hardship, as with other accommodation requests. However, the Workforce Center staff is not required to excuse misconduct that took place before the accommodation request.

10. The Board does not provide different, segregated, or separate services or training to individuals with disabilities unless such action is necessary to provide qualified individuals with disabilities with services or training that are as effective as those provided to others.

11. The Workforce center staff must not deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards.

12. A recipient must not, directly or through contractual, licensing, or other arrangements, aid or perpetuate discrimination against qualified individuals with disabilities by providing significant assistance to an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefit, service, or training to registrants, applicants, or participants.

13. A recipient must administer WIOA Title I-financially assisted programs and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities.

14. A recipient must not administer a licensing or certification program in a manner that subjects qualified individuals with disabilities to discrimination on the basis of disability, nor may a recipient establish requirements for the programs or activities of licensees or certified entities that subject qualified individuals with disabilities to discrimination on the basis of disability. The programs or activities of entities that are licensed or certified by a recipient are not, themselves, covered by this part.

15. A recipient must not impose or apply eligibility criteria that screen out or tend to screen out individuals with disabilities or any class of individuals with disabilities from fully and equally enjoying any aid, benefit, service, training, program, or activity, unless such criteria can

be shown to be necessary for the provision of any aid, benefit, service, training, program, or activity being offered.

16. No participant, applicant, employee, or visitor with a disability shall be denied access to programs, services, or facilities due to the presence of a service animal that is individually trained to perform tasks for the benefit of that individual.

17. The Board and its subrecipients must modify policies, practices, and procedures as necessary to permit individuals with disabilities to use:

    - Their manually driven mobility aides such as walkers, wheelchairs, crutches, canes, braces or powered mobility aides such as electric wheelchairs/scooters.

18. Medical information may only be disclosed under the following circumstances:

    - To supervisors and managers, when necessary, regarding restrictions on duties or necessary accommodations;
    - To first aid and safety personnel, if the disability might require emergency treatment;
    - To government officials engaged in enforcing WIOA nondiscrimination provisions or investigating compliance;
    - As required by law.

Definitions

Basic Services — Basic Services are those that are available to everyone seeking services at the Workforce Center.

Customer — For the purposes of this document, a customer is defined as a job seeker, someone from the business community, a program participant, and/or staff of partner agencies.

Customer who has a disability — A customer who has a disability is defined as a person with a physical or mental impairment that substantially limits one or more major life activities.

Reasonable Accommodation/Modification — A reasonable accommodation and/or modification is any change in the application or registration process, and/or the delivery of programs, policies, practices, procedures, and/or the environment that allows customers with a disability to have an equal opportunity to utilize the workforce center system services. The goal is to enable an otherwise qualified person who has a disability to have an equal opportunity to perform satisfactorily to his/her fullest potential. The Workforce Center staff provides any reasonable

Fundamental alteration – The term "fundamental alteration" is defined in two ways:

- a change in the *essential nature* of a program or activity, or
- a cost that a recipient can demonstrate would result in an *undue burden*.

To determine whether a particular modification would result in an undue burden, the Workforce Center staff must consider the factors listed in the definition of ***fundamental alteration*** in 29 CFR §37.4. These factors are similar to those listed for ***undue hardship***, as discussed above.

Service Animal - A dog that is individually trained to do work or perform tasks for an individual with a disability. In some cases, a miniature horse may also qualify as a service animal under specific conditions outlined by the ADA.

Work or Tasks - Includes guiding individuals who are blind, alerting individuals who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, and other similar tasks.

PROCEDURES:

Communication Aids

The Workforce Center staff takes advance actions to ensure that communication with individuals with disabilities is as effective as communication with others. The following communication aids are available for anyone requesting them upon verbal request, without requiring documentation:

Computers

- Screen magnification software
- Screen reading software
- Headphones/Speakers
- Qualified or Staff Readers
- Large print computer keyboards
- Speech Amplification
- Interpreters – Sign, Oral or Cued Speech (Staff/Contracted) Video Remote Interpreting Services
- Adjustable height computer tables with adjustable keyboard tray, worktables and chairs
- Large screen computer monitors
- Trackballs mouse

Telephones

- TTY phone

accommodations or modifications at no cost to the customer. Requested accommodations must be provided unless they would cause an undue hardship, and requested modifications must be provided unless they would fundamentally alter the nature of the service, program or activity.

Examples of Reasonable Accommodation/Modifications include, but are not limited to:

- Provision of readers, interpreters, and other auxiliary aids or services necessary to ensure that communications with customers with disabilities are as effective as communications with other customers
- Modifications or adjustments to the environment in which, or the rules under which, the aid, benefit, services, or training is provided
- Modifications or adjustments to the manner in which a training program or other activity is conducted.

To determine reasonableness of a requested accommodation or modification, the Workforce Center staff must determine whether the accommodation would impose an undue hardship, or the modification would create a fundamental alteration.

- **Undue hardship/burden** — Undue hardship is defined as significant difficulty or expense. In general, the factors to be considered in determining whether a particular accommodation would impose an undue hardship include:
- the ***type*** of accommodation that has been asked for;
- the ***net cost*** of the accommodation (taking into consideration the availability of tax credits and deductions, and/or outside funding, for the accommodation);
- the ***overall size*** of the recipient (including number of employees, participants, and type of facilities, and size of budget);
- the ***overall financial resources*** of the recipient as a whole and the individual facility or facilities that would be involved with the accommodation; and
- the ***effect*** that providing the accommodation would have on the recipient's or facility's ability to serve other customers (or, for a work-related accommodation, its employees' ability to perform their duties), and the recipient's or facility's ability to carry out its mission.

Where the facility making the accommodation is part of a larger entity, the structure and overall resources of the larger organization would be considered, as well as the financial and administrative relationship of the facility to the larger organization. In general, a larger entity would be expected to make accommodations requiring greater effort or expense than would be required of a smaller organization.

- Telephone with volume control and/or amplification devices to include handset amplifiers, large button & hearing aid compatible
- Video Text Display phones, Video Relay Interpreting Services (VRIS), Video Relay Services (VRS)

Printed Material

- Large print
- Written Materials for Orientations, Workshops, Training, etc.

Service Animals

- **Access:** Individuals with service animals shall be allowed to accompany the individual in all areas where program participants are allowed to go.
- Inquiries: Staff may only ask the following two questions if the need for a service animal is not obvious:
    1. Is the service animal required because of a disability?
    2. What work or task has the animal been trained to perform?
- No Documentation Required: Staff may not require documentation, certification, or proof of training for the service animal.
- Control of the Service Animal: The service animal must be under the control of its handler at all times (leash, harness, or voice control if necessary.
- Exclusion: A service animal may be excluded if:
    - It is out of control and the handler does not take effective action to control it.
    - It is not house broken.

  In such cases, staff must offer the individual the opportunity to continue receiving services without the animal present.

- No Fees: No extra fees, deposits or surcharges may be imposed on an individual with a service animal.

Mobility Aids and Devices

- Individuals with mobility-related disabilities must be allowed to use **personally owned mobility aids and devices**, whether manually powered or battery-operated.

Other Power-Driven Mobility Devices (OPDMDs):

- The Board may make reasonable inquiries to determine whether an OPDMD can be safely allowed. Factors include:
    - Type, size, weight, speed of the device;
    - Design and operational characteristics of the facility;
    - Volume of pedestrian traffic;

    - Safety requirements.
- Staff must not:
    - Ask for proof of disability;
    - Restrict the use of a device unless it poses a legitimate safety concern;
    - Deny access based on assumptions or stereotypes about disabilities.
- No Surcharges:
    - Individuals must not be charged extra fees or subjected to unequal treatment for using mobility devices or service animals.

Requirements for Web and Mobile Based Accessibility:

As per ADA Title II rule on web content and mobile app accessibility, the board will make every effort to comply with accessibility requirements that is made available, directly or through contractual, licensing, or other arrangements.

Harassment and Hostile Environment Reporting and Complaint Procedure:

Any individual who believes they have been subjected to harassment, or a hostile environment may report the incident to: Equal Opportunity Officer

All complaints will be reviewed promptly and confidentially to the greatest extent possible. Retaliation against any individual for reporting harassment or participating in an investigation is strictly prohibited and constitutes a violation of this policy. Corrective action will be taken when harassment is found to have occurred, up to and including termination of contracts or services, discipline, or other appropriate remedies.

Discrimination Complaints Procedure:

Complaints must be written and contain:

- The complainant's name and contact information
- The identity of the respondent (individual or organization)
- A description of the alleged discriminatory act(s), including date(s)
- The complainant's signature or that of their authorized representative

The Board will issue a written Notice of Final Action within **90 days** of complaint receipt. If no Notice is issued within this timeframe, or if the complainant is dissatisfied with the outcome, they may file directly with the CRC within **30 days** of the due date or decision.

Serving Individuals with Disabilities:

Key responsibilities include:

- Ensuring effective communication with individuals with disabilities, including the provision of appropriate auxiliary aids and services, where necessary;
- Administering programs and activities in a manner that does not directly or indirectly limit the participation of individuals with disabilities;
- Modifying policies, practices, and procedures to avoid discrimination, unless such modification would fundamentally alter the nature of the service, program, or activity;
- Providing reasonable accommodations and modifications to enable equal opportunity for individuals with disabilities to participate in and benefit from WIOA-funded services and activities;
- Ensuring that electronic and information technology used in the delivery of services is accessible to individuals with disabilities.

This policy applies to all staff, contractors, and subrecipients involved in the administration and delivery of WIOA Title I-funded services. Ongoing training and technical assistance will be provided to ensure compliance and support inclusive practices.

Reasonable Accommodations and Modifications

Customer Request

Customers with accommodation or modification needs seeking workforce services may direct their request to any staff person they come in contact with, including an Employment Counselor or Personal Services Representative. If the accommodation or modification is not readily available or requires additional consideration to determine whether an undue hardship or fundamental alteration would occur, the request will be forwarded to the Workforce Board Executive Director or other appropriate person the Executive Director may designate who will engage in an interactive process with the customer requesting the accommodation or modification and who will make an individual determination about the request.

An individual with a disability is not required to accept an accommodation, aid, benefit, service, training, or opportunity that the individual chooses not to accept. Also, it is prohibited to place a surcharge on an individual or group of individuals with disabilities to cover the cost of measures such as accommodation request, auxiliary aids, or program accessibility.

Interactive Process

The Equal Employment Opportunity Commission (EEOC) recommends that employers use an "interactive process" when customers or employees make an accommodation request. This simply means that both parties, the workforce center management/employer and the person with disabilities who requests the accommodation, work together. The following steps for implementing the interactive process comes from the Job Accommodation Network's (JAN) Effective Accommodation Practices Series. Their document was developed and funded by a contractual agreement from the U.S. Department of Labor, Office of Disability Employment

Step 1: Recognizing an Accommodation Request

The interactive process starts with an accommodation request from an employee with a disability so it is important for employers to be able to recognize a request. So what constitutes an accommodation request? According to the EEOC, an individual may use "plain English" and need not mention the ADA or use the phrase "reasonable accommodation" when requesting an accommodation. Therefore, any time an employee indicates that he/she is having a problem and the problem is related to a medical condition, the employer should consider whether the employee is making a request for accommodation under the ADA.

The EEOC (Reasonable Accommodation and Undue Hardship (EEOC Guidance) at http://www.eeoc.gov/policy/docs/accommodation.html) provides the following examples:

Example A: An employee tells her supervisor, "I'm having trouble getting to work at my scheduled starting time because of medical treatments I'm undergoing." This is a request for a reasonable accommodation.

Example B: An employee tells his supervisor, "I need six weeks off to get treatment for a back problem." This is a request for a reasonable accommodation.

Example C: A new employee, who uses a wheelchair, informs the employer that her wheelchair cannot fit under the desk in her office. This is a request for reasonable accommodation.

Example D: An employee tells his supervisor that he would like a new chair because his present one is uncomfortable. Although this is a request for a change at work, his statement is insufficient to put the employer on notice that he is requesting reasonable accommodation. He does not link his need for the new chair with a medical condition.

Tips:

- **Err on the side of caution:** If an employer is not sure whether an employee has requested an accommodation, the employer should ask the employee to clarify what is being requested and why.
- **Act quickly:** Once an accommodation request is identified, the employer should respond immediately – unnecessary delays in processing an accommodation request can violate the ADA.
- **Assign responsibility:** Employers should assign at least one person who is responsible for making sure an accommodation request is processed so the request is not lost on someone's desk.
- **Conduct training:** Employers should train all managers and supervisors to recognize accommodation requests and what to do with a request once it is received.

Step 2: Gathering Information

Once an accommodation request has been received, the employer should gather whatever information is necessary to process the request. Necessary information may include documentation of the disability and need for accommodation. In some cases, the employee's disability and need for accommodation are obvious and no additional information is needed. For example, if an employee who recently started using a wheelchair indicates that he needs a ramp to get into the workplace, the disability and need for accommodation are obvious.

However, in other cases the individual may know that he/she is having difficulty but may be uncertain about the exact cause or possible solution. For example, if an employee with a non-visible disability indicates she is having trouble completing her work tasks because of her disability, the employer does not have enough information to provide effective accommodations. The employer needs to know what limitations are interfering with job performance and what specific work tasks are at issue.

So how should an employer get the information that is needed? The employee who requested the accommodation is often the best source of information about the disability and possible accommodations. If the employee cannot provide the necessary information, then medical documentation can be useful. The important thing for employers to remember is not to ask for too much information. Under the ADA, when an employee requests an accommodation and the disability and need for accommodation are not obvious, then the employer can request medical documentation to help determine whether the employee has a disability and needs the requested accommodation and information to help process the accommodation request.

Tips:

- **Find out the limitation and problem.** In most cases, to find effective accommodations employers need to know what limitation is causing what problem so this is usually a good place to start.
- **Get information from the employee when possible.** Employees with disabilities are familiar with their limitations and often know what accommodations will work best for them.
- **Remember ADA rules for medical inquiries.** A good policy for employers is to only ask for what is necessary. Asking for all medical records will rarely, if ever, meet this test.

Step 3: Exploring Accommodation Options

Once the employer has identified the employee's limitation that is causing a problem and has identified what that problem is, then the employer is ready to explore accommodation options. At this step, employers should be open to new ideas and new ways of doing things. This is the time to brainstorm and consider what might work.

Again, the employee who requested the accommodation is a good place to start so employers should always invite the employee to suggest accommodations. If more accommodation ideas are needed, the employer can ask the employee's medical provider for ideas – in some cases medical professionals are able to suggest effective accommodations. In other cases, they may not be able to suggest ideas, but may be able to say whether ideas under consideration will help overcome the employee's limitations.

And if still more ideas are needed, then the employer should consult with outside resources such as JAN, vocational rehabilitation, rehabilitation engineers, and disability-related organizations. Remember when consulting with outside resources, employers must comply with the confidentiality rules of the ADA. One good approach is to withhold the employee's name and identifying information from outside resources.

Tips:

- **Keep an open mind.** Accommodations are about doing things differently to help overcome disability-related limitations, so keep an open mind when exploring accommodation options.
- **Invite the employee to suggest accommodations.** The employee who requested the accommodation may have some good accommodation ideas but may be hesitant to bring them up without being asked to do so.
- **Ask the employee's medical provider for ideas.** Some medical professionals will brainstorm accommodation ideas with employers.
- **Use JAN when needed.** JAN is a free, national resource for employers who are seeking help coming up with accommodation ideas.

Step 4: Choosing an Accommodation
Once accommodation options have been explored, the employer must choose what accommodation to implement. If there is more than one option, the employer should consider the preference of the employee. However, the employer gets to choose among effective options and can choose, for example, the lowest cost accommodation.

Sometimes employers are not sure whether an accommodation will work and are afraid if they try it out, they will be locked in forever. This is not the case – employers are free to try accommodations and stop them if they do not work. One thing employers might want to do when testing accommodations is to make a written agreement with the employee that the accommodation is being tested, how long the test will be, and what will happen if the accommodation does not work. That way, no one is surprised when the accommodation is revisited down the road.

Tips:

- **Consider the employee's preference.** Although not required by the ADA, when possible employers should choose the accommodation the employee prefers.
- **Consider a trial period.** When it is not clear whether an accommodation will work, it might be possible to try out the accommodation.

Step 5: Implementing the Accommodation

Once an accommodation has been chosen, it is time to implement the accommodation. This step is very important to the success of an accommodation. If equipment is involved, then it needs to be properly installed and the employee needs to be trained in its proper use. If the accommodation involves a schedule change or policy modification, then certain managers or supervisors may need to know of the change to effectively implement it. If the accommodation involves an outside service, someone needs to make sure the service is provided promptly and effectively. If the accommodation is a reassignment, then the employee may need time to acclimate to the new job.

Tips:

- **Make sure all necessary steps are taken to implement the accommodation.** A good way to do this is to check to see if the accommodation is actually working.
- **Communicate with essential personnel about the accommodation.** Remember ADA confidentiality rules and only let

managers and supervisors know about the accommodation if necessary.

Step 6: Monitoring the Accommodation

An important but often forgotten part of the interactive process is monitoring accommodations after they are in place. In some cases, an accommodation stops being effective for various reasons such as: the employee's limitations change, workplace equipment changes, the job changes, the workplace itself changes, or the accommodation becomes an undue hardship for the employer.

Equal Opportunity is the Law Notice added to Personnel Policies and Procedures

Equal Opportunity Is the Law Notice. It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Opportunity Act of 1998 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

The recipient must not illegally discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity. This notice is provided to applicants for employment and to employees. A signed acknowledgement will be retained in the employee personnel file.

The following administrative policies are incorporated into the ADMIN01 Chg. 1 policy:

- Limited English Proficiency
- Babel Notice
- EO Monitoring Policy
- Alternative Dispute Resolution

EFFECTIVE DATE: Immediately

INQUIRIES: If you have questions regarding this policy, please contact patricia.trevino@wfsmrg.org

Workforce Solutions Middle Rio Grande Board

Monitoring & Oversight Committee

June 12, 2025

Information Item

Workforce Programs Report

PURPOSE

Provide the Board with an update of the Workforce Programs

DISCUSSION

1. The Monthly Performance Report (MPR) provides performance data which allows Boards to monitor performance targets for the contracted Program Year. We received the MPR for the month of May 2025. The report shows 10 WIOA Outcome Measures (Youth is not in the calculations), 2 Reemployment/Employer Engagement Measures and 2 Program Participation Measures. Currently, we are at 84.62%. Of the 13 measures we are failing 2: Claimant Reemployment within 10 weeks and Employers Receiving Texas Talent Assistance.

2. Workforce Participatory Services for October 2024-June 2025 where you will see an increase in the WIOA caseload:

February Report Total:	65			
March Report Total:	76	26-Adults	32-Dislocated	18-Youth
April Report Totals:	79	22-Adults	23-Dislocated	34-Youth
May Report Totals:	82	14-Adults	14-Dislocated	54-Youth
June Report Totals:	98	9-Adults	15-Dislocated	74-Youth

3. Attached is the Reemployment Services and Eligibility Assessment (RESEA) Quarterly Performance through June 2025 (3rd Qtr.). For this year, we did not meet the 1st or 2nd quarter (Oct 2024 – March 2025), but we did meet for the 3rd quarter with a completion rate at 79.81%. Our overall yearly rate is not meeting at 75.67% (target rate is 77%).

4. We are still working with Audit Resolution on FY2023 to resolve SNAP Work Activities, SNAP Noncooperation and Choices Noncooperation.

ACTION: No action required.

May 2025
Board Summary Report
FINAL RELEASE

As Originally Published
7/18/2025

Year-to-Date
Performance Periods

Board 27. Middle Rio Grande

WIOA Outcome Measures	Status	% Cur Trgt	Cur Trgt	EOY Trgt	Cur Perf	1 Yr Prior	2 Yr Prior	Num	Den	Q1	Q2	Q3	Q4	From	To	Notes
Employed Q2 Post Exit - Adult (DOL)	EX	115.04%	79.20%	79.20%	91.11%	72.73%	67.44%	41	45	100.00%	100.00%	91.11%	-	7/23	3/24	
Employed Q4 Post Exit - Adult (DOL)	EX	119.17%	81.20%	81.20%	96.77%	61.36%	87.50%	30	31	100.00%	93.33%	96.77%	-	1/23	9/23	
Measurable Skills Gains - Adult (DOL)	EX	117.85%	69.70%	69.70%	82.14%	81.16%	89.66%	46	56	72.22%	75.00%	78.85%	82.14%	7/24	5/25	
Median Earnings Q2 Post Exit - Adult (DOL)	EX	119.07%	$8,620.00	$8,620.00	$10,263.43	$7,197.27	$7,887.82	N/A	41	$10,434.22	$8,403.48	$10,263.43	-	7/23	3/24	
Credential Rate - Adult (DOL)	EX	123.46%	81.00%	81.00%	100.00%	96.43%	97.22%	26	26	100.00%	100.00%	100.00%	-	1/23	9/23	
Employed Q2 Post Exit - DW (DOL)	MG	103.16%	82.40%	82.40%	85.00%	67.74%	100.00%	17	20	85.71%	81.82%	85.00%	-	7/23	3/24	
Employed Q4 Post Exit - DW (DOL)	MG	99.82%	85.00%	85.00%	84.85%	77.78%	85.71%	28	33	89.47%	84.62%	84.85%	-	1/23	9/23	
Measurable Skills Gains - DW (DOL)	EX	118.84%	75.00%	75.00%	89.13%	82.35%	81.25%	41	46	52.63%	74.07%	90.70%	89.13%	7/24	5/25	
Median Earnings Q2 Post Exit - DW (DOL)	EX	146.70%	$10,180.00	$10,180.00	$14,934.01	$7,949.79	$13,591.55	N/A	17	$14,740.38	$15,283.54	$14,934.01	-	7/23	3/24	
Credential Rate - DW (DOL)	EX	110.73%	85.00%	85.00%	94.12%	77.78%	100.00%	16	17	100.00%	100.00%	94.12%	-	1/23	9/23	
Employed/Enrolled Q2 Post Exit - Youth (DOL)	N/A	N/A	81.80%	81.80%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-	7/23	3/24	4
Employed/Enrolled Q4 Post Exit - Youth (DOL)	N/A	N/A	80.50%	80.50%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-	1/23	9/23	4
Measurable Skills Gains - Youth (DOL)	N/A	N/A	64.30%	64.30%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7/24	5/25	4
Median Earnings Q2 Post Exit - Youth (DOL)	N/A	N/A	$3,900.00	$3,900.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-	7/23	3/24	4
Credential Rate - Youth (DOL)	N/A	N/A	56.10%	56.10%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-	1/23	9/23	4
Credential Rate - All C&T	EX	120.39%	71.00%	71.00%	85.48%	66.67%	65.69%	53	62	94.12%	85.00%	85.48%	-	1/23	9/23	

Status Summary
(Number of Measures)

Exceeding Performance (EX): 9
Meeting Performance (MG, AR): 2
Not Meeting Performance (NM): 2

% Meeting/Exceeding (EX, MG, AR): 84.62 %

Status Definitions:
EX: Exceeding Performance
MG: Meeting Performance
AR: Meeting Performance - At Risk*
NM: Not Meeting Performance
** In the bottom quarter of the Meeting Performance range.*

Program Participation Measures	Status	% Cur Trgt	Cur Trgt	EOY Trgt	Cur Perf	1 Yr Prior	2 Yr Prior	Num	Den	Q1	Q2	Q3	Q4	From	To	Notes
Avg # Children Served Per Day - Combined	N/A	98.34%	1,383	1,383	1,360	1,360	1,444	236,703	174	1,409	1,387	1,360	-	10/24	5/25	3
Childcare Initial Job Search Success Rate	N/A	95.85%	56.91%	56.91%	54.55%	83.33%	N/A	6	11	60.00%	50.00%	54.55%	-	6/24	1/25	6
Choices Full Engagement Rate - All Family Total	N/A	N/A	50.00%	50.00%	N/A	60.10%	61.95%	N/A	N/A	N/A	N/A	N/A	-	10/24	5/25	5

Notes

3. Due to data issues related to the transition from TWIST to TXC3, performance for this measure has been suppressed.
4. Methods for all Youth measures are being remediated to ensure accuracy.
5. I|3 is finalizing the visualization for this measure to ensure accuracy.
6. This measure is in beta release and provided for informational purposes only.

May 2025 Board Summary Report

FINAL RELEASE

As Originally Published
7/18/2025

Year-to-Date
Performance Periods

Board 27. Middle Rio Grande

Reemployment/Employer Engagement Measures	Status	% Cur Trgt	Cur Trgt	EOY Trgt	Cur Perf	1 Yr Prior	2 Yr Prior	Num	Den	Q1	Q2	Q3	Q4	From	To	Notes
Claimant Reemployment within 10 Weeks	NM	93.25%	60.00%	60.00%	55.95%	57.18%	62.17%	1,274	2,277	57.87%	55.68%	55.95%	-	7/24	2/25	
Employers Receiving Texas Talent Assistance	NM	74.16%	987	1,412	732	1,006	947	N/A	N/A	382	608	732	-	10/24	5/25	

Status Summary

(Number of Measures)

Exceeding Performance (EX): 9
Meeting Performance (MG, AR): 2
Not Meeting Performance (NM): 2

% Meeting/Exceeding (EX, MG, AR): 84.62 %

Status Definitions:

EX: Exceeding Performance
MG: Meeting Performance
AR: Meeting Performance - At Risk*
NM: Not Meeting Performance
** In the bottom quarter of the Meeting Performance range.*

Notes

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6. This measure is in beta release and provided for informational purposes only.

RESEA - Middle Rio Grande Quarterly Performance BCY 2025

QUARTER1 BCY 2025 (Oct -Dec 2024)					
LWDA Name	**Office #**	**Office Names**	**RESEA Profile Pool Count**	**Initial RESEAs Completed**	**Completion Rate**
Middle Rio Grande	248	Uvalde	15	8	53.3%
Middle Rio Grande	249	Eagle Pass	86	71	82.6%
Middle Rio Grande	252	Carrizo Springs	10	6	60.0%
Middle Rio Grande	259	Cotulla	7	5	71.4%
Middle Rio Grande	275	Crystal City	0	0	0.0%
Middle Rio Grande	276	Del Rio	30	22	73.3%
Middle Rio Grande	**SubTotal**		**148**	**112**	**75.7%**
QUARTER2 BCY 2025 (Jan - Mar 2025)					
LWDA Name	**Office #**	**Office Names**	**RESEA Profile Pool Count**	**Initial RESEAs Completed**	**Completion Rate**
Middle Rio Grande	248	Uvalde	17	11	65%
Middle Rio Grande	249	Eagle Pass	142	101	71%
Middle Rio Grande	252	Carrizo Springs	9	7	78%
Middle Rio Grande	259	Cotulla	4	4	100%
Middle Rio Grande	275	Crystal City	17	17	100%
Middle Rio Grande	276	Del Rio	51	33	65%
Middle Rio Grande	**SubTotal**	**Subtotal**	**240**	**173**	72.08%
QUARTER3 BCY 2025 (Apr - June 2025)					
LWDA Name	**Office #**	**Office Names**	**RESEA Profile Pool Count**	**Initial RESEAs Completed**	**Completion Rate**
Middle Rio Grande	248	Uvalde	14	6	43%
Middle Rio Grande	249	Eagle Pass	138	112	81%
Middle Rio Grande	252	Carrizo Springs	9	9	100%
Middle Rio Grande	259	Cotulla	1	1	100%
Middle Rio Grande	275	Crystal City	13	11	85%
Middle Rio Grande	276	Del Rio	33	27	82%
Middle Rio Grande	**SubTotal**	**Subtotal**	**208**	**166**	79.81%
QUARTER4 BCY 2025 (Jul - Sept 2025)					
LWDA Name	**Office #**	**Office Names**	**RESEA Profile Pool Count**	**Initial RESEAs Completed**	**Completion Rate**
Middle Rio Grande	248	Uvalde	0	0	0%
Middle Rio Grande	249	Eagle Pass	0	0	0%
Middle Rio Grande	252	Carrizo Springs	0	0	0%
Middle Rio Grande	259	Cotulla	0	0	0%
Middle Rio Grande	275	Crystal City	0	0	0%
Middle Rio Grande	276	Del Rio	0	0	0%
Middle Rio Grande	**SubTotal**	**Subtotal**	**0**	**0**	**0%**
		YTD Total	**596**	**451**	**75.67%**

VOS Greeter Unduplicated Client Report

July 2025

Greeter Unduplicated Client by Board by Office for July 2025 Data provided by MRGDC				
Office	Greeter Count		Office	Greeter Count
Uvalde	780		Cotulla	94
Eagle Pass	699		Crystal City	137
Carrizo Springs	207		Del Rio	677
			TOTAL	2594

Student HireAbility Navigator Board Report-August 2025			
NAME OF EVENTS (June & July)	**STUDENTS**	**ADULTS**	**COUNTY**
WFS Lower Rio/WFSMRG Outreach Planning		4	All Counties
SHN/YC Outreach Planning		3	All Counties
Texas Workforce Commission Student Hireability Navigator Monthly Meeting		28	All Counties
Motivation, Education & Training (MET) Youth Build Program Presentation Coordination	30	8	Maverick
SWTXC Adult Education Learning Presentation Coordination on Workintexas, Work Readiness and Job Coach classes		21	All Counties
ACE Program Networking/Outreach		10	Uvalde
WFSMRG Board/Contractor/Vocational Rehabilitation Joint Committee Summer Earn and Learn Meeting		7	All Counties
Rocksprings ISD Gilmer Library Collaborative Outreach for 2025/2026		4	Edwards
Team Uvalde Outreach		52	UVALDE
Team Real Advisory Committee Participation		10	REAL
CHDI (community clinic) Outreach		2	Uvalde, Real
SWTXC Adult Education Learning Presentation Coordination on Workintexas, Work Readiness and Job Coach classes		21	All Counties
DLP Staffing Hiring Event		20	UVALDE
Southwest Area Regional Transit (SWART) Works Outreach		50	Uvalde
East Texas Council of Governments Outreach Planning		2	All Counties
Team Edwards Outreach		24	Edwards
WFSMRG Board/Contractor/Vocational Rehabilitation Joint Committee Summer Earn and Learn Meeting		3	All Counties
Comstock ISD Outreach		4	Val Verde
Uvalde Recovery Outreach		30	All Counties
SWTXC Adult Education Learning Presentation		16	Uvalde
City of Eagle Pass Summer Job Fair and Career Expo		332	Maverick
Mental Health First Aid Training/Outreach		25	VAL VERDE
Collaborative Meeting with TVRC to plan for Outreach.		2	All Counties
4H Juntos LMI Presentation	12	4	UVALDE
Rocksprings ISD Coffee and Conversations/Career Exploration	3	6	Edwards
2025 Annual Foster Youth Conference-Allen, Tx.		400	All Counties
2025 EDUCATION OUtreach Summer Convening-Corpus Christi		35	All Counties
Kickapoo End of Summer Event Planning Collaboration		4	Maverick
Student HireAbility Navigator/Youth Coach Outreach Planning		3	All Counties
Commuity Health DI (community clinic) Wellness Fair		300	Uvalde

OUTREACH BY COUNTY	**STUDENTS**	**ADULTS**
LA SALLE	0	0
ZAVALA	0	0
KINNEY		0
UVALDE	12	453
Val Verde	0	29
REAL	0	11
MAVERICK	30	344
Edwards	3	34
Dimmit		0
ALL COUNTIES		559
	STUDENTS	**ADULTS**
Outreach in Middle Rio Grande Area:	**45**	**1,430**

YOUTH COACH

Martha Bagneschi & Mindy Roberts

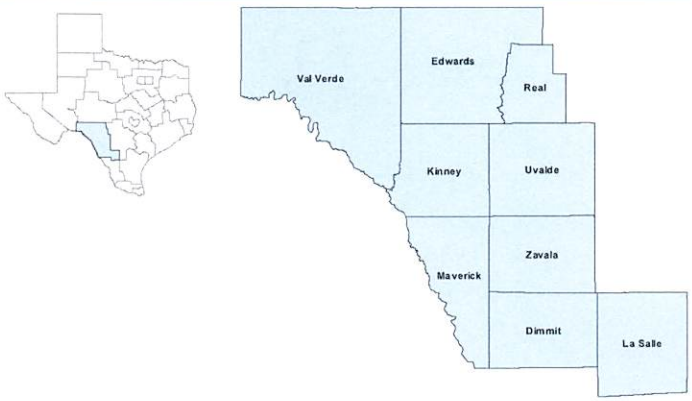
NAME OF EVENT (June and July 2025)	STUDENTS	PARENTS	PROFESSIONALS	COUNTY
Del Rio High School Graduation	650	1,300	60	Val Verde
MET Youth Build LMI presentation	35		6	Maverick
Career Path Presenation/VR	35		10	Uvalde
Sul Ross- Step into Success event	35		15	Val Verde
Summer School Career Exploration	75		10	Maverick
SFDR Soft Skills/Mock Interviews	30		2	Val Verde
SFDR Career Exploration	30		2	Val Verde
SFDR Restorative Circle activity	40		3	Val Verde
SFDR Career Exploration	40		2	Val Verde
Comstock ISD outreach			5	Val Verde
Summer Job Fair and Career Expo			332	Maverick
SFDR Soft Skills/Mock Interviews	37		2	Val Verde
SFDR Career Exploration	39		2	Val Verde
Enrichment Film screening	60		20	Val Verde
Career Exploration Summer Youth	3	3	3	Edwards
SCAN Community Health Fair			40	Val Verde
Rocksprings ISD Gilmer Library Collaboration Outreach for 25-26 school year			4	Edwards
WFS Lower Rio / WFS MRG Outreach Planning			4	All Counties
TEAM Uvalde Outreach			45	Uvalde
Kickapoo Traditional Tribe of Texas Outreach - End of Summer Event Planning			5	Maverick
Uvalde Recovery Program Outreach			30	All Counties
TEAM Uvalde Outreach			44	Uvalde
Juntos 4-H College & Career Readiness Camp	13		5	Uvalde
2025 Annual Foster Youth Conference			400	All Counties
2025 Education Outreach Summer Convening			35	All Counties

Middle Rio Grande Unemployment Rates

Year	Period	Area	Unemployment	Unemployment Rate
2024	June	Middle Rio Grande	4,537	6.5
2025	June	Middle Rio Grande	4,604	6.5
2024	June	Dimmit	269	8.9
2025	June	Dimmit	210	6.9
2024	June	Edwards	30	3
2025	June	Edwards	23	2.7
2024	June	Kinney	56	4.4
2025	June	Kinney	52	4
2024	June	La Salle	118	4.5
2025	June	La Salle	120	4.6
2024	June	Maverick	2,121	8.8
2025	June	Maverick	2,419	9.6
2024	June	Real	49	4.9
2025	June	Real	44	4.5
2024	June	Uvalde	506	4.6
2025	June	Uvalde	462	4.2
2024	June	Val Verde	1,062	5
2025	June	Val Verde	988	4.7
2024	June	Zavala	326	7.6
2025	June	Zavala	286	6.7

TEXAS Labor Market Information

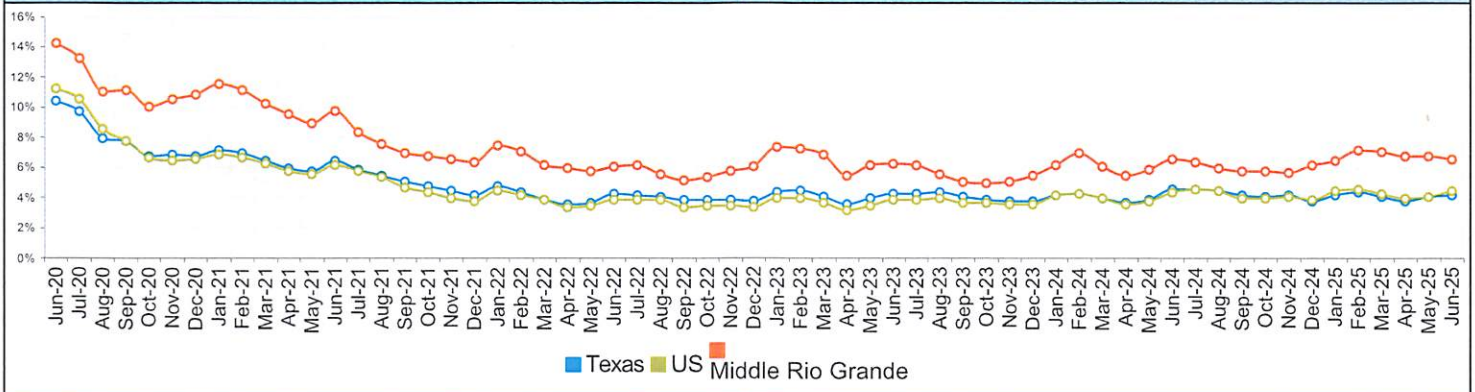
Middle Rio Grande Workforce Development Area



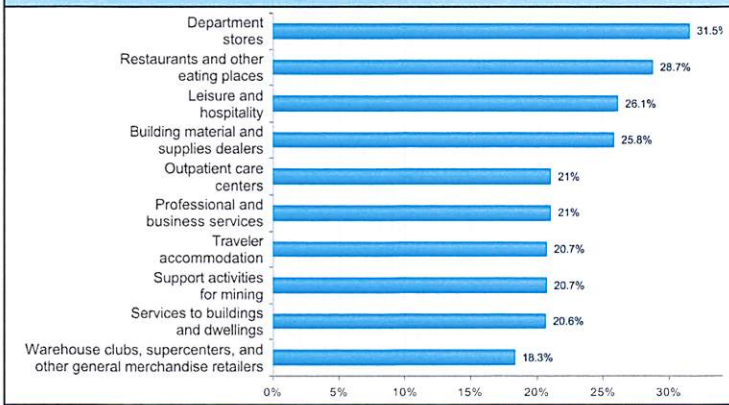
June 2025

WDA Labor Force Statistics				
	Jun-25	May-25	Jun-24	Yearly Change
Civilian Labor Force	70,354	70,231	69,554	800
Employed	65,750	65,530	65,017	733
Unemployed	4,604	4,701	4,537	67
Unemployment Rate	6.5%	6.7%	6.5%	0.0%
Texas Labor Force Statistics				
	Jun-25	May-25	Jun-24	Yearly Change
Civilian Labor Force	15,844,159	15,825,723	15,637,330	206,829
Employed	15,199,591	15,193,879	14,941,356	258,235
Unemployed	644,568	631,844	695,974	-51,406
Unemployment Rate	4.1%	4.0%	4.5%	-0.4%
US Labor Force Statistics				
	Jun-25	May-25	Jun-24	Yearly Change
Civilian Labor Force	171,343,000	170,216,000	169,007,000	2,336,000
Employed	163,883,000	163,401,000	161,774,000	2,109,000
Unemployed	7,460,000	6,815,000	7,233,000	227,000
Unemployment Rate	4.4%	4.0%	4.3%	0.1%
Continued Claims for the Week of the 12th				
	Jun-25	May-25	Jun-24	Yearly Change
WDA	1,533	1,680	1,237	296
Texas	142,807	132,513	131,065	11,742

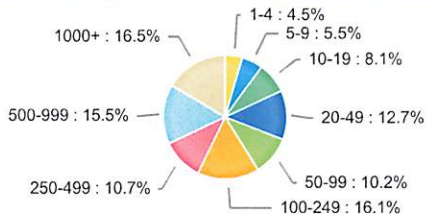
Historical Unemployment Rates



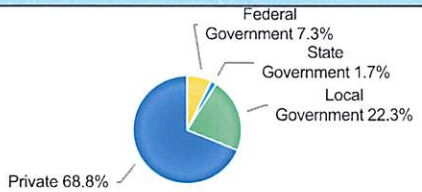
Projected Top Ten Fastest Growing Industries in WDA (% Growth 2022-2032)



Employment by Size Class (4th Quarter 2024)



Employment by Ownership (4th Quarter 2024)



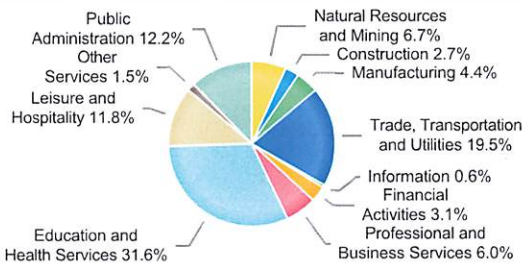
Average Weekly Wage (4th Quarter 2024)

	Q4 2024	Q3 2024	Q4 2023	Quarterly Change	Yearly Change
WDA	$996	$975	$981	$21	$15
Texas	$1,488	$1,394	$1,427	$94	$61
US	$1,507	$1,393	$1,435	$114	$72

Employment by Industry (4th Quarter 2024, Percent Change)

Industry	Employment	% of Total	% Quarterly Change	% Yearly Change
Natural Resources and Mining	4,090	6.7%	3.7%	-2.5%
Construction	1,659	2.7%	-4.9%	-9.6%
Manufacturing	2,663	4.4%	-1.3%	-3.8%
Trade, Transportation and Utilities	11,853	19.5%	0.4%	-0.5%
Information	339	0.6%	-2.3%	-0.3%
Financial Activities	1,881	3.1%	0.2%	0.5%
Professional and Business Services	3,618	6.0%	0.6%	-1.6%
Education and Health Services	19,145	31.6%	2.8%	-0.9%
Leisure and Hospitality	7,153	11.8%	-3.3%	5.0%
Other Services	895	1.5%	-0.8%	11.7%
Public Administration	7,384	12.2%	1.1%	2.0%

Employment by Industry (4th Quarter 2024)



WORKFORCE SOLUTIONS MIDDLE RIO GRANDE
PO Box 760 ~ 216 W Main ~ Uvalde ~ Texas ~ 78802 ~ 830-591-0141 ~ 830-591-0004 fax
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Private Sector

Rosie Lozano
Executive Director

To: Board of Directors

From: Rosie Avila-Lozano, Executive Director

Date: August 14, 2025

The Board has been notified that our proposal for the Skills Development Fund in partnership with Steelmation Corporation has been selected for funding. We are still working with Community Health Development to provide an apprenticeship grant.

We did receive notice that our partner AARP Foundations grants are on hold. We are still hopeful their funding will be cleared, and we can continue our working relationship with them.

The PY2025-2028 has been approved by Governor Abbott. So we will be updating our website with this information.

Betsy and I will be working with our real estate broker, Cano & Company. We will be working on determining how much square footage we need. This lease will expire in December 2025.

The Student HireAbility Navigator and Pay for Performance contracts have been renewed to August 2027 and September 2027.

We are still working with TWC Audit Resolution to clear up all findings from Subrecipient Monitoring for FY2023. We are still working on resolving Choices Noncooperation, SNAP Noncooperation and SNAP Work Activities. TWC provided another training on July 24, focuseing on these areas of concern.

The TWC Annual Conference will be held in Corpus Christi this year December 3-4, 2025.

I have attended several meetings, and they are all saying the same thing, we need to make sure we are using our money wisely, reasonably and make sure it is necessary.

To: Rosie Lozano, WFS MRG Board Executive Director
From: Michelle Garcia, MRG Executive Director
Date: August 04, 2025
Subject: **Workforce Solution Summary Report (June-July 2025)**

Workforce Solution Middle Rio Grande Activity Report

1. **Targeted Training Programs: Internships, Workforce Experience Opportunities & Training:** In partnership with regional employers, we have developed hands-on training programs that provide participants with practical experience in high-demand industries. Between January and July 2025, individuals actively engaged in these opportunities, with 127 participants enrolled. Our workforce staff have shown outstanding performance in achieving these enrollment milestones. These initiatives underscore our commitment to building strong employer partnerships and advancing job skills through tailored training and strategic workforce development efforts.

2. **Monthly Caseload Reports: (Through July 2025)** Each month, a report is consolidated with data on these categories, tracking trends, and changes in enrollment or participation over time. This helps identify areas of strength, potential gaps in service delivery, and opportunities for improving outreach and support for our customers.
   Total cases: 297 across the region. Outreach pool for SNAP/Choices is not included.

3. **Monitoring Summary for Choices/SNAP- May & June 2025-Attached**

4. **Outreach and Marketing:**
   WFSMRG Staff continue to actively promote Workforce Programs across the region, with a strong emphasis on youth outreach. Through consistent, in-person engagement—particularly with employers unfamiliar with our services—our team has successfully increased awareness and enhanced our presence throughout the area.

   Participation in various events has played a critical role in expanding program visibility and strengthening relationships with local employers. Below is a summary of the events attended by staff across the region, demonstrating our commitment to community engagement and workforce development.

July 2025-Outreach Events Eagle Pass

- Forward Operating Base Hiring Event
- Grand Opening: A & M Insurance

- Out-of-School Youth Orientation

Uvalde

- Lyte Fiber LLC Hiring Event
- SWTXC-4-h College & Career Readiness Camp
- VR Warranty Center Job Fair

Del Rio

- Out-of-School Youth Orientation

August 2025-Upcoming Outreach Events

Carrizo Springs

- DLP Hiring Event

Cotulla

- DLP Hiring Event
- Cafecito with the Chamber Networking Event

Eagle Pass

- 9th Annual Maverick County Back to School Bash
- Out-of-School Youth Orientation

Del Rio & Uvalde

- Out-of-School Youth Orientation

Job Fair and Hiring Event Efforts:

Workforce Solutions Middle Rio Grande continues to actively engage with employers across the region through targeted outreach and coordinated hiring events. By hosting multiple job fairs and employer-specific hiring events, we have successfully promoted our workforce services while creating direct connections between local businesses and job seekers.

These efforts have played a vital role in supporting regional employment, with over 400 individuals served through these events. Our ongoing commitment to employer engagement ensures that businesses have access to qualified candidates and that job seekers are provided with real opportunities to secure meaningful employment.

Conclusion:

The Workforce Solutions Middle Rio Grande team remains committed to serving both employers and job seekers across the region. With continuous improvements and targeted strategies, we expect to see strong growth in employer engagement and participant enrollment in our workforce development programs. In the months ahead, we will focus on fully leveraging the capabilities of WITCMS to further enhance service delivery and improve operational efficiency.

We deeply value the dedication and hard work of our staff and partners, whose efforts are creating a meaningful and lasting impact on our local workforce.

Thank you for your ongoing trust and support!