

Questions and Responses

- 1) Our company cannot obtain an approved Indirect Cost Rate as it does not contract directly with a cognizant federal agency. We are eligible to utilize a de minimis rate, as our company has never had a federally negotiated Indirect Cost Rate. Can our proposal include the use of the de minimis indirect cost rate?

Response: Yes. In accordance with Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards “any non-Federal entity that does not have a current negotiated (including provisional) rate, may elect to charge a de minimis rate of 10%”. The amount of indirect cost is based on total Payroll costs.

- 2) The RFP asks for results from monitoring. Is a results table sufficient or are the actual monitoring reports required?

Response: Actual reports required

- a. If the monitoring reports are required, can we submit them electronically instead of printing the reports? **Response: Yes**
- b. If the monitoring reports are required, is Golden Crescent requiring from the State and Boarding only? **Response: State Only**
- c. Do all states that we operate workforce operations in need to be submitted or only Texas? **Response: Texas Only**

- 3) Under the motor vehicles insurance, there are 6 separate coverages requested including cyber liability insurance at \$1,000,000. Please confirm if Cyber Liability insurance should be listed under the motor vehicle insurance bullet and if what is listed for the Cyber Liability coverage amount is correct. Note: for the minimum coverage requested, the premiums will be more expensive

Response: Cyber Liability should be scheduled as an Additional Liability Insurance Coverage and remains at \$1,000,000

- 4) Page 19, Section Two Number One (1) – Please confirm the requested copies of reports in this question – last two audits and unaudited financial statement (ending date FY 2022) and are you also requesting for bidders to submit copies of monitoring reports for the last three years or should bidders just provide the specified details and indicators noted?

Response: The last two audits and current year unaudited financial statements.

- 5) The RFP does not identify a page limit. Is there a page limit and, if so, what is that limit?

Response: There is no page limit.

- 6) What systems, other than TWIST, WIT, COLTS and BAPA, will be contractor be required to use?

Response: CIS-NAV (Communities In Schools Navigation) and training on this system will be provided.

- 7) Page 11 of the RFP outlines Indirect Rates/Management Fees and Profit. While the RFP clearly states Profit is capped at 10% of the total contracted amount, it appears to suggest that the amount available for Indirect Rates/Management Fees is capped at 3%. What is the cap for Indirect Rates/Management Fees?

Response: Administration is part of the indirect/management fee and is defined under WD Letter 04-15, Change 2, Attachment 2: 709 Subrecipient Operating Costs which is subject to the definition of

what are administrative costs under 100 Administration. The portion of the indirect/management fee costs that meet the definition of administrative is subject to the 3% cap.

- 8) Page 17 of the RFP states that proposers should Include a detailed Budget Narrative and Staffing Plan Allocation by Fund on separate spreadsheets. Can the Budget Narrative and Staffing Plan Allocation be included as separate tabs in one spreadsheet, or do they each need to be in a separate spreadsheet?
Response: Budget Narrative and Staffing Plan Allocation by Fund can be included as separate tabs in one file
- 9) Can the Board provide the Budget Form (page 28 in the RFP) in Excel for proposers to complete?
Response: Yes, the Budget Form is provided in Excel as a separate document from this pdf file.
- 10) The Budget Form (page 28 in the RFP) includes a budget line for Total Direct Costs. Does this mean proposers do not need to detail specific direct cost line items?
Response: Detail of expenses must be completed in the payroll and the other operating expense section of the budget. The detail in each section totals to the Total Payroll Costs and the Total Other Expense. These two totals then add together to reflect the total direct costs line of the budget form.
- 11) Will the Board provide a Budget Narrative template, or will Board accept a Budget narrative from the proposer in any format in Word or Excel?
Response: The Board will accept a Budget Narrative from the proposer in any format in Word or Excel.
- 12) On page 29 of the RFP, some of the wording in the snapshot of the organizational chart is cut off. Can you provide the Excel version of the org chart or a copy with all the wording visible?
Response: Yes, attached
- 13) The number of staff listed in legend of the org chart on page 29 does not match the number of staff identified in the org chart. Can you clarify the number of contractor staff, TWC staff, CIS staff, TVC staff, temps, etc.? Can you provide a listing of those staff positions?
Response: There are 47 full-time contractor staff. The number of contractor staff shown in the RFP page 29 (49 staff) was incorrect, as it counted the two (2) staff assigned to both Cuero and Yoakum offices twice
- **Contractor staff including CIS: Forty-Seven (47)**
 - **TWC/Staff: Four (4)**
 - **TVC Staff: One (1)**
 - **Temps: Six (6)**
- 14) Is CIS staff considered WSGC contractor staff and need to be included in the proposed budget and staffing allocation.
Response: CIS staff are considered WSGC Centers System contractor staff to be included in the proposed budget/staffing allocation?
- 15) If CIS is a separate contractor, what is CIS' role in partnership with WSGC Centers System contractor?
Response: CIS is considered contractor staff.
- 16) Can you provide a salary range for all staff, by position, to be included in the proposed budget?
Response: No. The expectation is that respondents develop their own staffing plan.

17) What is the Board's current maximum ITA amount?

Response: \$10,000

18) What is the Board's average ITA amount for Adult/DW, OSY and ISY?

Response: Adult: \$8400.00 DW: 7491.00 OSY: 2900.00 ISY: n/a

19) Can the Board provide a copy of its ITA policy?

Response: Yes, attached

20) Can you share current caseloads by program and center?

Response: Yes, attached

21) Is the Board's mobile unit operated by the contractor or Board?

Response: The Board's mobile unit is operated by the contractor.

22) Are there any state-imposed Technical Assistance Plans or Corrective Action Plans, currently, for this Board area?

Response: Yes

23) To what extent will there be a transition budget available?

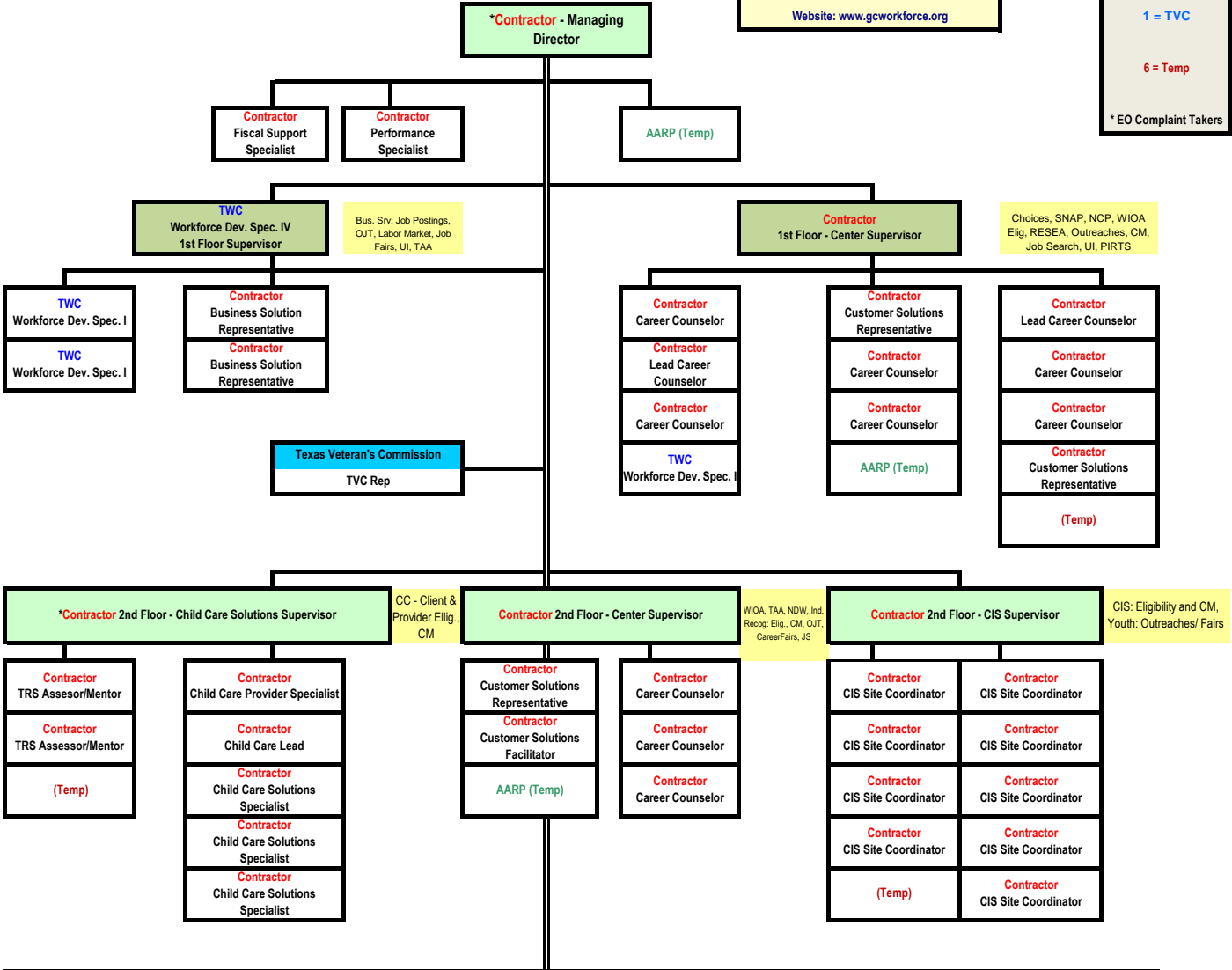
Response: A transitional budget would be negotiated.

**WORKFORCE SOLUTIONS
GOLDEN CRESCENT**

ORGANIZATIONAL CHART

VICTORIA WORKFORCE CENTER - 268
120 S. Main Place - Suite No. 110, Victoria, TX 77901
Tel: (361) 578-0341 / Fax: (361) 572-0194
Website: www.gcworkforce.org

53 WS Staff Members
47 = Contractor
4 = TWC
1 = TVC
6 = Temp
* EO Complaint Takers



COUNTY OFFICE WORKFORCE CENTERS

CALHOUN COUNTY OFFICE - 274
1800 S. Hwy 35 - H
Pt. Lavaca, TX 77979
Tel: (361) 552-1563 / Fax: (361) 552-7465

Contractor Customer Solutions Representative
Contractor Career Counselor
Contractor Career Counselor

DEWITT COUNTY OFFICE - 266
1137 N. Esplanade
Cuero, TX 77954
Tel: (361) 277-8870 / Fax: (361) 277-8340

*Contractor Lead Career Counselor
Contractor Career Counselor

GOLIAD COUNTY OFFICE - 264
329 W. Franklin
Goliad, TX 77963
Tel: (361) 645-2703 / Fax: (361) 645-2221

Contractor Included in Victoria
Tuesdays 8:00 AM - 5:00 PM

GONZALES COUNTY OFFICE - 262
1617 E. Sarah Dewitt Drive
Gonzales, TX 78629
Tel: (830) 672-2146 / Fax: (830) 672-5099

Contractor Career Counselor

JACKSON COUNTY OFFICE - 265
903 S. Wells
Edna, TX 77957
Tel: (361) 782-7526 / Fax: (361) 782-3650

Contractor Included in Victoria
Mondays 8:00 AM - 5:00 PM

LAVACA COUNTY OFFICE - 267
727 S. Promenade - P.O. Box 325
Hallettsville, TX 77964
Tel: (361) 798-1046 / Fax: (361) 798-1044

Contractor *Lead Career Counselor (MWF)
Mon, Wed, Fri 8:00 AM - 5:00 PM

LAVACA COUNTY OFFICE - 269
307 Crittenden Street
Yoakum, TX 77995
Tel: (361) 741-5100 / Fax: (361) 741-5102

Dewitt County staff assigned to this office
Tues. & Thurs. 8:00 AM - 5:00 PM

PARTNERS
Gulf Bend MHMR Center
Vocational Rehabilitation Services
Disabled American Veterans (DAV)
Adult Education & Literacy
Experience Works
Attorney General's Office
Mid-Coast Family Services
Job Corp
San Antonio Independent Living Services (SAILS)

All Workforce Solutions facilities are accessible to persons with disabilities.

Funded by the Golden Crescent Workforce Development Board, Texas Workforce Commission, and local donations

SCSEP (AARP)
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GOLDEN CRESCENT WORKFORCE DEVELOPMENT BOARD POLICY

CATEGORY: Workforce Innovation and Opportunity Act No.: 1-13 ITA Rev. A
TITLE: Individual Training Account (ITA) and Training Contracts Policy
BOARD APPROVAL: 04-29-2021
EFFECTIVE: 4-30-2021

PURPOSE:

The purpose of this policy is to specify the standards, requirements, and procedures for Individual Training Accounts (ITAs) and Training Contracts issued to and provided for eligible recipients of Workforce Innovation and Opportunity Act (WIOA) training funds.

REFERENCES:

- Workforce Innovation and Opportunity Act (WIOA) Section 134 (3)(D) and Section 134(3)(F)(iii)
- WIOA, Final Rules, 20 CFR §680.230
- TWC WD Letter 14-19 Change 1, dated January 17, 2020, Workforce Innovation and Opportunity Act: Individual Training Accounts and Training Accounts-Update.
- TWC WD Letter 12-19, dated June 2, 2019, Funding Training Programs Outside of Local Workforce Development Areas Through Individual Training Accounts.
- TWC Workforce Development Division Technical Assistance Bulletin 294, dated January 17, 2020, Provider and Application IDs Used in TWIST and Eligible Training Provider/Program List.
- TWC WD Letter 35-10, dated October 12, 2010, Individual Employment Plan for Adults and Dislocated Worker Enrolled in Training.
- TWC Financial Manual for Grants and Contracts, §8.1 General Allowability Criteria.
- TWC General Administrative Rules, TAC 40, Chapter 811, Subchapter A, and Chapter 813, Subchapter A.

BACKGROUND:

The purpose of WIOA is to increase individuals' access to, and opportunities for, the employment, education, training, and support services needed to succeed in the labor market. WIOA training services for WIOA eligible Adults, Dislocated Worker and Out-of-School Youth OSY (OSY) and In-School Youth (ISY) are provided through ITAs, as well as, through Board initiated Training Contracts. Using allotted training funds, WIOA eligible Adults, Dislocated Workers and OSY and In-School Youth (ISY) participants purchase training services from

eligible training providers they select in consultation with a Workforce Solutions Golden Crescent (WSGC) Career Consultant.

The Contractor must maximize informed consumer choice in the selection of an Eligible Training Provider (ETP) or training service by ensuring that Workforce Solutions Golden Crescent (WSGC) staff provides customers with:

- the statewide Eligible Training Providers List (ETPL), including a description of approved programs;
- performance and cost information relating to the approved training programs offered by ETPs; and
- information on available local work-based training providers, on-the-job training (OJT), customized training, paid or unpaid work experience opportunities, internships, registered apprenticeships, or incumbent worker training that meets the performance standards (for example, entered employment and retention) for that occupation.

Training and employment programs must be designed and managed at the local level where the needs of businesses and individuals are best understood. Customers must be able to conveniently access the employment, education, training, and information services they need at a single location. Customers should have choices in deciding the training program that best fits their needs and the institutions that provide that service. They should have control over their own career development. Customers have a right to information about how well training providers succeed in preparing people for jobs. Training providers will provide information on their success rates. Businesses will provide information, leadership, and play an active role in ensuring that the system prepares people for current and future jobs.

POLICY:

TRAINING CONTRACTS

As with ITAs, Boards must ensure that training contracts are 1) used only with training providers that are appropriately licensed or regulated; and 2) do not limit consumer choice.

Contractor must be aware of the following exceptions that allow payments for WIOA training services for eligible individuals to be specified in contracts for services instead of ITAs:

- 1) OJT, customized training, incumbent worker training (refer to specific Board policies)
- 2) With prior approval from TWC, as determined by the Board, there is an insufficient number of ETPs in the workforce area to make the ITA system effective
- 3) A training services program of demonstrated effectiveness offered in the workforce area by a community-based or other private organization, which serves special participant populations that face multiple barriers to employment. The criteria for determining demonstrated effectiveness may include:
 - a) the organization's financial stability;
 - b) demonstrated performance in the delivery of services to individuals with barriers to employment, such as program completion rate; attainment of the skills, certificates, or degrees that the program is designed to provide; placement in unsubsidized employment after training; and retention in employment; and

- c) how the specific program relates to the workforce investment needs identified in the Board's local plan.
- 4) The Board determines it would be most appropriate to contract with an institution of higher education or other provider of training services to facilitate the training of multiple individuals in Board-targeted occupations (or occupations that have been determined on a case-by-case basis to have a high potential for sustained demand and growth in the workforce area, based on sufficient and verifiable documentation), provided the contract does not limit consumer choice.
- 5) The Board enters into a pay-for-performance contract that:
 - a) specifies a fixed amount to be paid to the service provider based on achievement of specified levels of performance for target populations within a defined time period; and
 - b) requires outcomes that must be independently validated prior to disbursement of funds.
- 6) The Board will ensure that training contracts—except contracts for OJT, customized training, and incumbent worker training—are linked to one of the following:
 - a) Occupations that are on the Board's Target Occupations List or are on the Target Occupations List for another workforce area to which an eligible participant is willing to commute or relocate; or
 - b) Occupations that have been determined on a case-by-case basis to have a high potential for sustained demand and growth in the workforce area, based on sufficient and verifiable documentation, in accordance with the Board's procedures and §841.34(b).
- 7) The Board's local plan, as required by WIOA, must describe the process used in selecting providers under a contract for services. The Board must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to individuals with barriers to employment.

INDIVIDUAL TRAINING ACCOUNTS (ITA)

The ITA is an account established by the Board on behalf of an eligible individual.

ITAs are funded with Adult, Dislocated Worker, OSY, and ISY funds authorized under WIOA. Individuals may use ITAs in exchange for training services for skills in targeted occupations. ITAs can only be issued for training providers on the approved list of Eligible Training Providers (ETP) maintained by TWC. The Board must ensure that training services covering two program years are not funded from a single program year, as this would result in funds being artificially encumbered. ITAs can be used for two (2) year programs, although a candidate may be allowed a maximum of three (3) years to complete. In coordination with other financial assistance resources, ITAs can be used to pay for tuition, required books, and supplies directly related to the training chosen. Optional books and supplies, and prerequisite or remedial courses will not be paid for out of approved ITA funds. Approval of payment to re-take failed courses will be considered on a case-by-case basis.

ITAs place training options in the hands of the customer rather than being directed to the training provider by Workforce Solutions staff. Customers, with support from their Career Consultant, should be able to make an informed decision on selecting high quality training based upon research

to determine the success rate of eligible training providers and programs for future employability outcomes.

Eligibility for Training Services through an ITA:

Before receiving training services under WIOA:

- Eligibility determination for specific services is required and a Determination of Need (Training) must be made using an **Individual Employment Plan (IEP)** as set forth in WD Letter 35-10, issued October 12, 2010, “Individual Employment Plan for Adults and Dislocated Worker Enrolled in Training.”
- The Determination of Need is assessed by taking into consideration the eligible participant’s work experience, skill set, education level, abilities, barriers to employment and employment goals and must be documented in The Workforce Information System of Texas (TWIST) *Counselor Notes*.
- To ensure suitability and academic success, training candidates should be assessed through the Test of Adult Basic Education (TABE) and System for Assessment and Group Evaluation (SAGE).
 - Tests **results** *must* be adequate to ensure success in the selected program and career field. Academic remediation resources will be available for those in need.
 - The TABE may be waived if the customer, excluding an out-of-school OSY, is currently enrolled in post-secondary education and maintains satisfactory grades.

Reasonable accommodations must be made for individuals with disabilities.

Priority will be given to Veterans, foster and former foster youth and residents of the Golden Crescent Workforce Development Area who are unlikely or unable to obtain or retain employment that leads to economic self-sufficiency.

What Programs Qualify for an ITA or Contracted training?

The Contractor will utilize ITAs or Board initiated training contracts to provide occupational skills training based upon customer choice. options linked to skills training on the Board’s Targeted Occupation list for the Golden Crescent area.

Contractor must ensure that training services funded through ITAs and Board Contracted

Training programs with the exception of registered apprenticeship programs, are directly linked to:

- occupations that are on the Board’s Target Occupations List or are on the Target Occupations List for another local workforce development area (workforce area) to which an eligible participant is willing to commute or relocate; or
- occupations that have been determined on a case-by-case basis to have a high potential for sustained demand and growth in the workforce area, based on sufficient and verifiable documentation, in accordance with the Board’s policies and TWC Rule §841.34(b).

Process for Obtaining an ITA:

ITAs are not entitlements and shall be limited to WIOA certified Adult, Dislocated Worker, OSY, and ISY eligible participants who:

- a) Are unable to obtain grant assistance from other sources to pay the cost of their training or
- b) Require assistance beyond that available under grant assistance from other sources, including Pell Grants, to pay the costs of such training.

Contractor must coordinate funding for ITAs with funding from other federal, state, and/or local sources, or private job training programs to assist the individual in obtaining training services, in accordance with the WIOA Guidelines.

Contractor must ensure that WIOA funds are not used to pay training costs:

- for any portion or term of training for which the participant has signed a loan as part of financial aid; or
- that were paid by the participant (or another source) before WIOA program registration.

Although, customers are not required to incur student loan debt, they are required to complete the FAFSA for Pell-eligible training prior to requesting an ITA. An eligible applicant may receive WIOA funded training while their Pell application is pending, as long as arrangements have been made with the training provider and the WIOA participant regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the Board any WIOA funds used to underwrite the training for any amount the Pell Grant covers, including any education fees the training provider charges to attend training. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIOA participant for education-related expenses. The Board will not reimburse a customer for training paid for outside of an ITA.

The customer will be required to demonstrate that they have the adequate resources to sustain themselves and/or their family during the period they are in training. Counseling will address the role that federal grants, scholarships and WIOA funding play during the training period. WSGC will consider all available sources of funds in determining an individual's overall need for WIOA assistance. The exact mix of funds will be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program the customer selects are fully paid and that necessary supportive services are available so that the training can be completed successfully. Coordination of available resources and the mix of funds used should be based on the following ideas. First, Pell Grants are more flexible and can be used to cover remedial courses, additional books and supplies not covered by ITA but could aid in the customer's success. Pell Grants may be used to cover living expenses thus reducing the cost of increased staff time preparing support service requests and the fiscal processing required to provide support services.

After determining that a customer should be considered for Training Services, the Career Consultant's responsibility shifts from a case manager to advocate, coach and motivator. They will work with the customer in providing support and encouragement while the customer explores which career path he/she believes would benefit them in reaching self-sufficiency.

Once a training strategy is put into motion, the customer will be given a list of targeted occupations for the Golden Crescent area. The customer will also have access to labor market information. If interested in training services under WIOA, the customer must select a program of services directly linked to targeted occupations in the Golden Crescent area.

Since WIOA strives for a customer-driven system, the training service phase will be an information-rich environment for the customer. The customer will be given information including Board-approved targeted occupations, related wage data and relevant labor market information, approved Board and TWC Statewide *Eligible Training Providers* and programs, program cost, prerequisites, ITA policy, etc. Training programs included on the statewide ETPL are available in TWIST using the Select Provider button in the Service Detail window. The statewide ETPL has been updated to include *TWIST Provider ID* and *TWIST App ID*. These IDs are associated with approved programs in TWIST. The Contractor must use *TWIST IDs* on the statewide ETPL to validate whether a program is correctly identified in TWIST.

ITAs selected under the Select Provider button in the Service Detail window in TWIST must contain the correct:

- WIOA-eligible training provider, program, and location; and
- Career Schools and Colleges (CSC) number or Classification of Instructional Programs (CIP) code.

Staff may validate program information by using the following information:

- CSC/school code
- Provider name
- Program name
- CIP code
- Provider Address

With this information, the customer will be able to research training provider requirements for enrollment, performance outcomes, and cost. The customer will be encouraged to visit the campuses they are interested in to determine environment and transportation needs. Likewise, if an occupation is unfamiliar, the customer will be encouraged to review occupational exploration, related labor market data and pursue informational interviews with occupation-related employers.

Based on the information, the customer's testing and interest evaluation, and the determination made during the counseling session, the customer will make an informed choice as to the training program and the service provider that best meets their needs.

Enrollment Process for an ITA:

The customer can request an ITA once a determination of training is made, or the customer demonstrates a high degree of interest in the training program, a commitment to completing the training, knowledge of job requirements, and the probability of success. The Career Consultant will complete the ITA Agreement form by filling in all the pertinent information. (The ITA Agreement will have the start and expiration date, chosen program and institution, cost cap (amount reflected in ETPS), a brief description of the items to be purchased such as---tuition, books, supplies, and fees. Before the customer meets with the ITA Review Committee to request approval for an ITA, the customer must complete a questionnaire. Upon completion of the questionnaire, the Career Consultant should review it and discuss any issues before approving the Questionnaire and determine ITA readiness.

Requirements:

- An ITA packet consisting of ITA agreement, questionnaire, assessment, service plan, information on the cost of training and test results, if applicable.

- Training must lead to industry recognized credential, degree/diploma and/or certificate.

Procedure:

Once the Career Consultant believes the Customer is ready to proceed to the Committee, the Career Consultant should sign the Referral section of the Questionnaire, obtain the proper supervisor signature and forward the ITA Agreement and Questionnaire, along with other appropriate documents including a degree plan, to Board staff for processing, Board staff will verify the package meets all ITA requirements. Board staff will schedule the customer for the next available Committee meeting and provide copies of all necessary documentation to the Committee members.

The ITA Review Committee is comprised of one Board member and two Board Staff. This committee will meet based on the following schedule, unless otherwise requested:

Monthly: October, November, February, March, and April

Weekly: August, December, May, and June

1st 2 Weeks of Month: September, January, and July

The Committee members will be required to review all documentation prior to the scheduled meeting date. Based upon the agreed meeting time, the customer, along with their Career Consultant will address the Committee requesting approval for an ITA. The customer should be prepared to answer any questions that the Committee members might have concerning their request for an ITA. After careful evaluation of the customer's ITA request, the Committee will either vote to approve their request, deny their request, or table the request until the customer obtains additional information.

Once the Committee votes to approve the ITA request, a designated Committee member must sign the ITA Agreement. A copy of the ITA Agreement will go into the customer's file and another one will go to the Board's Finance Department.

The Career Consultant will explain the rights and responsibilities of the ITA to the customer. The customer will be given a copy of the ITA Agreement and will understand the importance of this training sponsorship, the requirement for regular contact with the Career Consultant (established by the Career Consultant), weekly attendance information, and grade requirements while enrolled. The customer will enter into a training agreement with expressed intentions of gaining employment and pursuing self-sufficiency as soon as the training program is completed.

Requesting a Change in Degree Plan:

The Board will allow a one-time degree plan change. The customer should be prepared to discuss the need to change degree plans with their Career Consultant. If the Career Consultant is in agreement, the customer and the Career Consultant should complete a Degree Change Request form. This request should then be forwarded to the ITA Review Committee for review. The Career Consultant and the customer should be prepared to discuss it at the next scheduled committee meeting. After review, the Committee will approve, disapprove, or table the request. If approved, a designated Committee member will sign the Degree Change Request Form. The change request will be maintained in the customer's file and a copy sent to Board Staff. The change request will include the old ITA information, what new degree plan requirements will be

necessary, the amount of funds required to complete the new degree plan, and a detailed reason for the change in degree plans.

Requesting a Change in the ITA Expiration Date:

ITAs will be designed to have maximum amount per training program with a standard expiration date. If customer cannot meet the fixed expiration date, the Career Consultant can request an extension of the ITA expiration date with approval of the Executive Director (or Designee). Reasons for the extension may be due to customer obtaining a part-time job which affects the number of hours that they can handle each semester, etc. This exception to the standard expiration date will be handled on a case-by-case basis. The Career Consultant will be required to complete an ITA Change Form, get proper approval, and submit a copy to the Board staff.

Methodology of the ITA:

Payment information will be posted to the customer's account upon payment of the invoice from the training provider. Adjustments will only be required if the customer's ITA must be liquidated or for other reasons approved by the Board. A copy of the statement will be forwarded to the Career Consultant for input into the TWIST system.

Assurances for ITA's:

Funds established for ITAs may not be used for any other purpose except tuition, books, supplies, and fees required for any given degree or certification. Customers will be required to provide a list of classes they have registered for to ensure WIOA funds are being spent only on those classes required for their chosen training program. The Class Room Training (CRT) Specialist will verify the classes being taken before issuing a voucher to the training provider. Supportive Services payments will be treated separately.

The amount of funds authorized for an ITA will be commensurate with the training provider's cost at the current program year. GCWDB imposes a maximum cap of \$10,000.00 on the cost of an ITA and a time limit will be assigned to each program (typically no more than two (2) years). Any exception to the cost cap or time limit will be made on a case-by-case basis by the Board's Executive Director (or Designee).

Only training providers that are on the list of statewide eligible training providers are able to redeem ITAs for payment. These providers will bill the Board for payment. Providers will be reimbursed for ITA expenses no later than 60 days after billing.

The Career Consultants will have the right to cancel an ITA for customer's failure to participate, or for violation of the ITA Agreement. The Workforce Center Managing Director must approve all cancelations and report them to the Board. Upon cancelation of an ITA, the customer will be notified of the termination date, reason for the cancelation, and will be counseled on alternative WIOA services by the Career Consultant. A copy of the Cancelation form will be maintained in the customer's file, a copy sent to the training provider, and a copy sent to the Board Staff. Once Board Staff is notified the ITA account was cancelled, the account will be adjusted to zero and closed. A final statement will be filed in the customer's file.

APPEALS

An individual who expresses dissatisfaction with a decision regarding their ITA may appeal the decision in accordance with the Golden Crescent Workforce Board Policy Integrated Complaints, Hearings and Appeal.

CORE ASSURANCES

- Contractor will ensure appropriate personnel are aware of qualifications, processes, and guidelines, necessary to administer the Individual Training Account and Training Contracts Policy.
- Contractor shall implement any necessary procedures to effectively administer the Individual Training Account and Training Contracts Policy.

DISTRIBUTION:

Board

Board Staff

Contractor

WORKFORCE REPORT
Customers Served Report
10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	59	123	7	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA
Office 3: 262 Gonzales Center-Gonzales CO.

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	2	5	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA
Office 3: 264 Goliad Center-Goliad County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	0	12	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA
Office 3: 265 Edna Center-Jackson County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	0	1	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2021 To 06/22/2022**WDA: 19 Golden Crescent WDA
Office 3: 266 Cuero Center-Dewitt County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	18	16	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA
Office 3: 267 Hallettsville Center-Lavaca Co

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	3	0	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2021 To 06/22/2022**WDA: 19 Golden Crescent WDA
Office 3: 268 Victoria Center-Victoria Co

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	44	93	1	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA
Office 3: 269 Yoakum Center-Lavaca County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	1	0	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2021 To 06/22/2022

WDA: 19 Golden Crescent WDA
Office 3: 274 Port Lavaca Center-Calhoun Co

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	0	2	7	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**

WDA: 19 Golden Crescent WDA

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	60	118	10	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**WDA: 19 Golden Crescent WDA
Office 3: 262 Gonzales Center-Gonzales CO.

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	5	13	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**

WDA: 19 Golden Crescent WDA
 Office 3: 264 Goliad Center-Goliad County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	2	13	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT

Customers Served Report

10/01/2020 To 09/30/2021

WDA: 19 Golden Crescent WDA
Office 3: 265 Edna Center-Jackson County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	7	10	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**WDA: 19 Golden Crescent WDA
Office 3: 266 Cuero Center-Dewitt County

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	11	17	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**

WDA: 19 Golden Crescent WDA
 Office 3: 267 Hallettsville Center-Lavaca Co

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	1	5	0	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**WDA: 19 Golden Crescent WDA
Office 3: 268 Victoria Center-Victoria Co

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	38	59	10	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

WORKFORCE REPORT**Customers Served Report****10/01/2020 To 09/30/2021**WDA: 19 Golden Crescent WDA
Office 3: 274 Port Lavaca Center-Calhoun Co

	WIA	Rapid Response	Choices	SNAP E&T	TAA	RIO
Total Customers Served:	0	0	6	16	7	0
WIA Adult	0					
WIA Dislocated Workers	0					
WIA Youth	0					
Older Youth	0					
Younger Youth	0					

May 2022 Golden Crescent	WIOA Adult	WIOA Adult Statewide	WIOA DW	WIOA DW Statewide	WIOA Youth	SNAP ABAWD	SNAP Gen Pop	Choices	TANF Applicant	TAA	NCP	Grand Total
Participants	36	4	22	25	23	25	26	7	5	4	17	194
Active Participants	34	4	17	24	19	20	23	4	2	4	17	168
Program Exiters	2	0	0	0	0	16	12	1	3	0	6	40
Entered Employment	2	0	0	0	0	2	0	0	0	0	0	4
Entered Employment Service	0	0	0	0	0	4	1	3	0	0	5	13
Other Exit Reasons	0	0	0	0	0	14	12	1	3	0	6	36
Occ Voc Training	11	0	7	0	5	0	0	0	0	4	0	27
Basic Educations Skills ABE	2	0	0	0	0	0	0	1	0	0	0	3
Apprenticeship Training	0	0	0	0	1	0	0	0	0	0	0	1
Comp Obj Assessment	5	0	2	0	1	0	0	0	0	0	0	8
Planned Gap in Service	1	0	1	0	2	0	0	0	0	0	8	12
Job Search Assistance	2	0	1	0	3	0	0	0	0	0	0	6
Case Managed Job Search	0	0	0	0	0	5	5	1	0	0	12	23
Case Management	1	0	0	0	1	0	0	0	0	0	0	2
Counseling	3	0	4	0	2	0	0	0	0	0	0	9
Labor Market Information	0	0	0	0	2	0	0	0	0	0	0	2
Workforce Services Orientation	0	0	0	0	0	16	21	0	2	0	6	45
Unsub Empl Employ Entry	0	0	0	0	0	4	1	3	0	0	10	18
High School Equivalency	0	0	0	0	4	0	0	0	0	0	0	4
Workfare	0	0	0	0	0	1	0	0	0	0	0	1
Initial Assessment	0	0	0	0	0	0	0	0	0	0	6	6
Follow Up Services	2	0	0	0	0	0	0	0	0	0	0	2
Employability Development Plan	4	0	3	0	2	0	0	0	0	4	4	17
Tutoring and Studying Skills Instruction	0	0	0	0	1	0	0	0	0	0	0	1
Customized Training	0	4	0	0	0	0	0	0	0	0	0	4
Short Term Work Readiness	0	0	0	24	0	0	0	0	0	0	0	24
Training Non TWC	12	0	3	0	1	0	0	0	0	0	0	16
Support Services	14	0	2	0	4	2	1	3	0	0	14	40