

May 8, 2024

1. On page 24 of RFP, the Sequence of Submission (Response Checklist) section is requesting an Organizational Chart, and an Organizational Chart for the Operation and Management of Middle Rio Grande Centers. Please clarify the difference. **The organizational chart is for your whole agency (which will include any/all One Stops, Child Care etc. contracts you currently have), whereas the organizational chart for the Operation and Management (One Stop) will be for the proposed organization chart for the Middle Rio Grande region.**
2. Should respondents include full questions in addition to responses in the Proposal Narrative? **Yes.**
3. The RFP identifies a total Proposal Narrative response limit of 95 pages (all sections of the Proposal Narrative combined total 95 pages). Can respondents exceed limits for individual sections if the total number of pages does not exceed 95 pages? **No, evaluators will follow the page limits for each criteria.**
4. Can you please provide the current staffing plan/organizational chart including all staff by location? **Staffing chart by location are listed on Exhibit 4 (page 66).**
5. Can the Board please provide a list of all current staff titles and salary ranges? **Yes, salary ranges are attached.**
6. Can Board please provide job descriptions for all current staff? **Yes, job descriptions are attached.**
7. Question 6 under Organizational Capacity/Qualifications (on page 29 of the RFP) states: "Organizational chart(s), showing lines of authority of all key staff positions and an organizational chart depicting placement of the WFSMRG services within the organization's structure. This should include the proposed lines of authority and responsibility." Please clarify what you are seeking. **You will need to show in your organizational chart the lines of authority on your chain of command. Who answers to who so to speak.**
8. Under the Quality of Program Design and Operational Plan heading, Question 11 in the Job Seeker Services section (on page 32 of the RFP) states "Describe your TWC Vocational Rehabilitation and Adult Education and Literacy are workforce program partners." Please clarify the meaning of this statement. **Describe your partnership with Vocational Rehabilitation and Adult Education and Literacy. How do you work together to provide services for our mutual clients.**
9. The RFP states (on page 34, under 11. Budget, then under Limitations) that "a minimum of 35% of WIOA funds must be budgeted for training and support services." What is the amount/percentage of anticipated total WIOA award (funds) that must be allocated for client pass-through funds? **Client services and pass-through funds are considered one in the same. 35% must be allocated for clients.**
10. The RFP states (also on page 34, under 11. Budget, then under Limitations) that "A minimum of 35% of TANF and SNAP E&T must be budgeted for

May 8, 2024

training and support services.” What is the amount/percentage of anticipated TANF and SNAP E&T total award (funds)? **For FY24 Choices received \$824,313.00 SNAP \$161,657.00 (Exhibit 2)**

11. Also in regard to page 34, under 11. Budget, what is the amount/percentage of anticipated total award (funds) that must be allocated for client pass-through funds for the remaining workforce program services? **Exhibit 2 lists an approximate amount of funds. These amounts are the total awards (funds) granted for FY24. So, minus 10% for Board administration and that will give the operational budget where from that amount 35% will need to be allocated to clients.**
12. Can the Board please provide a breakdown ISY and OSY served for the current year and past 2 years? **Currently with the conversion to the new system, I am unable to create an accurate report.**
13. Can the Board please provide established numbers served, maximum cost limits, and average participant costs for each of the following workforce services:
14. Occupational Skills Training/ITAs - **Board policy has maximum cost limits of \$4,500 for standard training and \$8,000 for highly technical training.**
15. Work Experience/Internships – **Choices – no more than 16 week/640 hour time limit; WIOA – no more than 6 week/240 hour time limit.**
16. Apprenticeships **The region has no apprenticeship programs in place currently.**
17. On the Job Training **The region had no OJT this past year.**
18. Support Services – **See attached policy.**
19. Customer Incentives – **See attachment.**
20. Does the Board provide space for contractor’s administrative within existing WS offices/career centers? **Yes.**
21. If selected contractor operates solely within the existing WF offices/career centers, does the contractor bear any additional expenses? If so, please provide examples of those expenses. **No there is no additional expenses.**
22. Does the Board provide all the equipment necessary for operation of the Opportunity Youth Services? **Yes** Are there any associated costs that bidders need to incorporate into proposed budgets? **No**
23. Besides Work-In-Texas and TWC’s new Workforce Case Management System (referenced on page 15 of the RFP), what other software/systems is the contractor required to use and are those costs covered by the Board? **Nitro Pro, cost is covered by Contractor.**
24. Are there any state-imposed Technical Assistance Plans or Corrective Action Plans, currently, for this Board area? **Yes, we are under TAP’s for Youth Employed/Enrolled Q2 and Youth Median earnings Q2.**
25. Can the Board please provide BCY23 Actual Client Service Expenditures by fund? **Due to the Fiscal agent being a potential bidder, I am unable to get this information.**

May 8, 2024

26. Page 66 of the RFP states “\*\* Fiscal department splits duties as fiscal agent and fiscal department for current contractor.” What does this reference? **Our contractor (MRGDC) is also the Board’s fiscal agent.**
27. Are there any positions that are shared/cost allocated with the Fiscal Agent? If so, which positions and what percent is to be allocated to the One Stop contract? **Yes, there will be a fiscal and IT fee (which can be listed under Other Contractual Cost on B-2) which is allocated based on salaries. An average cost is 21% to Fiscal Entity Fee and 5% to Information Technology fee.**
28. Are there any positions that are shared/cost allocated with the Board? If so, which positions and what percent is to be allocated to the One Stop contract? **The Board has 2 youth coaches that are shared/cost allocated with the Contractor. Their budget for BCY23 was \$176,000.00 that was paid out of TANF.**
29. What positions are considered Administrative on Attachment 1, B-1, on page 70 of the RFP? **“Administrative” is up to the bidder to determine. You will just need to indicate in your organizational chart who you consider Administrative.**
30. To what extent will there be a transition budget available? **It will be up to the bidder to determine the transitional budget.**
31. On page 25 of the RFP, under “Table of Contents,” the RFP states that when assembling the proposal, “All items must be in the order as specified in (Sequence of Submission) above including a coversheet identifying the items covered in each section.” Would the coversheet be needed for each of the 35 items listed in the Sequence of Submission on pages 24-25? **Yes a cover sheet will be needed for each section.**
32. Please provide the salary ranges for current staff. **See attached salary scale.**
33. On WFC Budget Form B-2 – It appears that cell I83 is not calculating properly. May bidders update the formula as needed or will the Board issue new budget forms with appropriate updates. **Yes, bidders may update the formulas as needed.**
34. On WFC Budget Form B-3 – The Fringe Benefit column (column D) does not appear to calculate from the Fringe Benefit Rate in cell B6 in all instances. May bidders update the formula as needed or will the Board issue new budget forms with appropriate updates? **Yes, bidders may update the formula as needed.**
35. On WFC Budget Form B-3 – Because it is requested that each position be listed separately, may bidders add lines as needed to reflect their entire staffing plan? **Yes, bidders may add additional lines as needed.**
36. Page 23 of the RFP states: “Information regarding projected funding amounts for pass through funds (i.e. training and supportive services) is provided in Exhibit 2 but is not to be included in line-item budget.” **Is referencing WFC Budget Form B-1 (Line Item Budget) and yes there is a column for Client Pass Through, so please include it.** However, WFC Budget

May 8, 2024

Form B-2 includes space for Client Pass Through Funds and notes that a minimum of 35% of funds made available for WIOA Adult, Dislocated & Youth must be budgeted for client pass through. Page 34 of the RFP states, "Client Services – a minimum of 35% of WIOA funds must be budgeted for training and support services with increments increases of 1% a year. A minimum of 35% of TANF and SNAP E&T must be budgeted for training and support services." Please confirm that we should include client funds in our budget.

**Yes, you should include client funds in your budget.**

37. Page 34 of the RFP lists a Budget Narrative and Profit/Incentive Award Schedule as two of the budget forms to be submitted. However, the Excel budget file provided does not include these two forms. Should the bidder create these forms and submit them in their own format? **The Budget Narrative is just a narrative, not necessarily a form, either a written narrative or a form will be acceptable. Yes, bidders may create their own forms for the Profit/Incentive Award Schedule.**
38. Should our proposed budget narrative cover our transitional budget as well as our budget for the fiscal year? **No, please provide a separate transitional budget and include it in Section #12. Service Continuity and Transition of Service Plan (pg. 38)**
39. Page 29 of the RFP states: "Provide a list of all workforce development programs or related service programs you operated for a minimum of two completed prior years. Describe the outcomes of those programs." Please confirm providing two years of similar sized Texas programs will meet this requirement. **Yes, it will.**
40. Page 29 of the RFP states: "Include your most recent annual performance report on all Federal and/or State required performance measures as well as any local measures you established for any program/funding stream." Please confirm providing similar Texas programs will meet this requirement. **Yes, it will.**
41. Please confirm attachments, in addition to those requested in the RFP, are allowed to be submitted in the proposal. If so, will the contents of these attachments be viewed as part of the evaluation? **Yes the attachments will be viewed as part of the evaluation.**
42. To best ensure compliance with the identified page limits, please confirm questions/prompts are not subject to the 12-point font requirement and/or may be truncated or removed. **That is correct, the questions that are asked in the RFP will not be subject to the 12 point font requirement.**
43. Please confirm images and graphics are not subject to the 12-point font requirement. **Yes, images and graphics are not subject to the 12-point font requirement.**
44. Why does the Request for Proposal packet skip pages 54-59? **It is a glitch that without IT help, I could not correct.**
45. Administrative Requirements and Limitations, C. Can you clarify under Motor Vehicle the coverage: "such insurance shall provide a minimum coverage of:

May 8, 2024

\$100,000 liability per occurrence; \$300,000 aggregate liability; \$100,000 property damage; personal injury protection; uninsured motorist protection; and a maximum deductible of \$500.00." **If bidder has company car, then these are the required minimum. If a bidder pays mileage, it is expected that the employee will have the this minimum coverage.**

46. Proposal Preparation and Submission, Proposal Format, C. states, "Each page of the proposal, with the exception of the cover sheet, must be sequentially numbered, including attachments, except for the financial audit, and/or other monitoring documents. Additionally, Page 25. Table of Contents states, "All items must be in the order as specified in (Sequence of Submission) above including a coversheet identifying the items covered in each section."

Based on our understanding of these instructions, it appears that the proposal should be organized as follows: Coversheet with no page number, then the Organizational Chart would start the proposal as page 1, the Organizational Chart for the Operation and Management of the Middle Rio Grande Centers would be page 2, Resumes would be pages 3, 4, and 5 (assuming three resumes are included). Then, the Table of Contents would be page 6. Immediately following the Table of Contents would be the Executive Summary as page 7. Can you please confirm if our understanding is correct, or provide a detailed example of how to number the packet if we have misunderstood? It would be greatly appreciated if you could provide an example in your answer. **Yes, that is correct.**

47. Proposal Preparation and Submission, Proposal Format, C. states, "Each page of the proposal, with the exception of the coversheet, must be sequentially numbered, including attachments, except for the financial audit, and/or other monitoring documents. Additionally, Page 25. Table of Contents states, "All items must be in the order as specified in (Sequence of Submission) above including a coversheet identifying the items covered in each section."

Based on our understanding of these instructions, we are unclear as to how to incorporate and reference the monitoring reports and audits into the proposal and the Table of Contents since these items are not required to be sequentially numbered, but they are embedded between items that are required to be sequentially numbered. Can you please provide guidance on how to organize and number this information? It would be greatly appreciated if you could provide an example in your answer.

**Each page of the proposal except the coversheet must be sequentially numbered, including attachments. Financial Audit and/or other monitoring do not need to be numbered. Your cover sheet will identify each item covered per section. It is up to the bidder as to how they organize and**

number this information, if you want to number the financial audit and monitoring documents, you can.

48. Proposal Preparation and Submission, Number of Copies, A. states in part, "...plus four (4) identical electronic copy of your proposal on a flash drive for evaluation purposes." Based on our understanding of these instructions, it appears that you are requiring 4 identical copies on a single flash drive. Can you please confirm that our understanding is correct, or provide clarification if we have misunderstood? **You will need to submit 1 hard copy and 4 individual flash drive (one for each reader).**
49. Proposal Preparation and Submission, Number of Copies, C Can you clarify accessible excel spreadsheets and hard copy? **You will need to submit an accessible excel spreadsheet (on your flash drive) along with an original hard copy (printed version) of your spreadsheets in the proposal.**
50. Proposal Preparation and Submission, Sequence of Submission #19. Can you clarify on Monitoring report what is the time specific time frame for the past two years? **The most current ones you have available.** Question #2. Can you clarify what is internal and external reports? **Internal reports can be Board monitoring. External reports are TWC Subrecipients Monitoring, Audit reports, Financial monitoring.**
51. Proposal Preparation and Submission, Sequence of Submission #12,13,14. Can you define the last three years? **Contract year.** Is it contract year (October to September) or performance year (September to August)? **Contract year.**
52. Proposal Preparation and Submission, Sequence of Submission #19,20. Can you define the last two years? Is it contract year (October to September) or performance year (September to August)? **Contract year.** Question #2. Can you define internal and external monitoring reports? **For #20 it is the MRP.**
53. Proposal Review and Selections Process, Evaluation Process. Explain missing Step #4. **That is just a typo.**
54. Organizational Capacity/Qualifications, #6. Requires organizational chart(s) to be attached. Should we incorporate another set of organization chart(s) into this response, or is it acceptable to provide a response indicating, "Required organizational chart(s) are included as pages X and X of this proposal narrative."? **It is acceptable to provide that response.**

May 8, 2024

55. Organizational Capacity/Qualifications, Demonstrated Effectiveness #1. and #2. Requires detailed information about past experience in managing workforce programs. Is it acceptable for us to provide a narrative as the response to 1. and a chart as the response for 2.a.b.c. and d.? **The bidder can provide this information however they choose.**
56. Organizational Capacity/Qualifications, Demonstrated Effectiveness #5. Requires copies of the three most recent monitoring reports. However, Page 24. Sequence of Submission (Response Checklist) 19. states monitoring reports (for the past two years – internal and external) are required. Do we need to include three monitoring reports or two? **It should only be 2 years.**
57. Fiscal Management/Financial Capabilities #11. Requires copies of the Audit Reports for the last two years. However, Page 24. Sequence of Submission (Response Checklist) 21. states financial audits for the three most recent years are required. Do we need to include three Audits or two? **Include 2 Audit reports.**
58. Fiscal Management/Financial Capabilities #12. Requires a proposed budget be provided. Additionally, page 33 Reasonableness of Cost and Cost Effectiveness requires the budget narrative and budget forms be provided. Based on our understanding of the instructions it appears that we should insert the budget documents in both places. Can you please confirm that our understanding is correct, or provide clarification if we have misunderstood? **Bidders can provide this information however they choose. Just note that the budget forms provided (#12) is your operational budget that includes all cost. The reasonableness of cost and cost effectiveness on how you built your budget is what will be evaluated for 10 points.**

## **JOB DESCRIPTION**

**JOB TITLE: Business Services Manager**

**PAY GRADE: B11**

### **GENERAL DESCRIPTION**

The Business & Employment Services Manager/Deputy is the link between the Employment Counseling and Assessment Unit and the Intensive Services Unit inside the center. The Business & Employment Services Manager supervises TWC Employment Specialists, which provides employment services and conducts outreach to migrant and seasonal workers. The Business & Employment Services Manager is responsible for all the placement services offered by the Workforce Solutions Center which in turn translate into meeting all Employment Services performance measures also performs Employment Specialist duties. S/he performs assessment and prepares job seekers for job search before any referral is made to an employer. This position ensures that all job seekers are assessed, counseled and/or coached as necessary to assure a successful job search and placement. He /she reports directly to the Workforce Solutions Center Manager.

### **EXAMPLES OF WORK PERFORMED**

- Acts as the Training officer for the WorkinTexas.com at the center level
- Oversees the Management of all work orders posted in the WorkinTexas.com
- Assures that appropriate referrals are being made to employers
- Follows up with concerns and questions posed by employers referencing all types of work orders.
- Receives all referrals of graduates from the job readiness classes or walk-in customers to determine if they are ready for referral to the Business Services Unit for placement.
- Works with Business Services and Intensive Services Unit managers to ensure that all job seekers in the system receive job readiness preparation and job coaching as they complete their training or are determined to be job ready.
- Ensures that job seekers receive the appropriate number of job readiness classes and job club activities at the center.
- Meets with individual job seekers to counsel and guide them prior to referring them to the Business Services unit for placement.
- Prepares staff production reports so that Center Manager can gauge Center performance
- Assures that all external job orders are posted in WorkinTexas.com
- Conducts live job searches for employers
- Assists customers with Job-Matching activities
- Assists customers with the updating of applications
- Performs any other duties assigned by Center Manager.
- Conducts Workforce Orientations, as needed
- Conducts Job Readiness Classes, as needed





## WORKFORCE SOLUTIONS

### MIDDLE RIO GRANDE

A proud partner of the [americanjobcenter](#) network  
*Creating Economic Prosperity Through Innovation*

Rick Zamarripa  
Executive Director

---

## POLICY LETTER

**ID NO: ALL02 Chg.**

**DATE ISSUED: March 3, 2021**

**TO: Workforce Solutions Middle Rio Grande Contractors**  
**FROM: Elizabeth "Betty" Sifuentes, Interim Executive Director**  
**SUBJECT: Support Services**

---

### **PURPOSE:**

To provide new and updated guidance to Workforce Solutions Middle Rio Grande Workforce Center contractors regarding the administration of support services for eligible program participants.

### **REFERENCES:**

TEGL 19-16, TWC Choices Program Guide, TWC SNAP E&T Program Guide, TWC WIOA Guide for Adults, Dislocated Workers, and Youth, TWC NCP Program Guide, [Disaster Recovery Dislocated Worker Grant](#).

### **POLICY:**

#### **Supportive services requirements**

- a) Program eligibility must first be established for the participant.
- b) Individualized assessment of needs and barriers using a "resource" or "financial" assessment form to determine the need for supportive services and other assistance that the participant may require to enable him/her to participate in and successfully complete their career and training goals.
- c) Development of an IEP and / or ISS between the participant and his/her case manager. The IEP and/or ISS must describe both the needs and the services (e.g., quantity, frequency, method of delivery, etc.) needed by the participant to achieve the career and/or training goals.
- d) In all instances (as applicable per individual program requirements), explore whether other resources may be available. This must be

documented in TWIST counselor notes. Participants must be referred to other resources when these are available (using a referral form) and maintained in participants file. If other resource are only partially available, then the provisions of the supportive services would be partially provided along with documentation of the referral to the partially available resource.

- e) Supportive services must be timely and properly coded and recorded in TWIST Support Service tab and Counselor Notes.
- f) Staff must maintain ongoing contact with the participant while in receipt of supportive services (minimum monthly contact for WIOA and NCP Choices; weekly contact for the Choices and/or SNAP programs).
- g) Documentation of active participation maintained in participant's file.
- h) Compliance with laws and regulations governing each grant/program from which funds are used.
- i) Once a participant has met a supportive service cap, documentation that referrals to other resources are being provided.
- j) Timely and proper recording/coding and submission of required documentation/invoicing in coordination with and directed by the WFSMRG Fiscal department.

To the extent that the assistance is necessary to enable participation, the participant is unable to obtain the needed support through other programs or resources, and appropriate analysis has been performed to determine the most economical approach of providing the needed support, the provisions of such series may be allowable.

### **Documentation Requirements**

As allowable, every effort must be made to facilitate the provision of supportive services (e.g., amount and types of documentation that are required; convenient and timely disbursements to participants etc.).

- Only the most current bill shall be required;
- Some participants may have difficulty providing the required documentation (e.g., to show that they are associated with a bill). In this case, Center staff may use alternative forms of documentation/verification. This includes one or a combination of the following non-exhaustive list of documents: utility bills, bank statements showing recurrent/regular payments, proof of residence, some form of documentation showing association with the vendor, self-attestation signed by both the vendor/third party and the participant, etc. Alternative forms of documentation must be authorized by Center management on a case-by-case basis.

## **SUPPORTIVE SERVICES**

### **Maximum Assistance Amount**

- Except for transportation and child care, the maximum combined assistance for an eligible participant may not exceed \$3,000 in a program year (calendar year for SNAP E&T).
- *Exceptions to this policy will be reviewed on a case by case basis for extraordinary circumstances. The Contractor will submit in writing a request for a special review. The Board will review the request and make a decision to approve/disapprove request prior to services being provided.*

### **Transportation**

Please refer to WD 07-17.

### **Child Care**

Allowable Services: Child care services for WIOA participants using WIOA funds are allowable ONLY if funds are available and budgeted for the PY. WIOA participants are considered local priority group under the CCS. Child care costs paid for with WIOA funds do not count towards supportive services caps.

#### Limitations

WIOA participants who need child care services must initially be referred to the Child Care Services (CSS). After the referral, WIOA funds may be used to cover the costs of child care if:

- The participant is placed on the CCS interest list, or
- The participant does not qualify for CCS services, or
- A situation prevents him/her from fully complying with CCS requirements (e.g., parent share a cost or other CCS requirements that do not align with WIOA's requirements).

#### Unallowable Services

- Child care services are not allowable under the NCP Choices grant.
- Child care services for Choices and/or SNAP E&T participants are provided by CCS (using CCS funds).

### **Housing Assistance**

#### Allowable Services

- Emergency rental/mortgage assistance.

## Limitations

- Limited to no more than four months during a program year (calendar year for SNAP E&T);
- Example: the assistance could include four different instances each assisting with one month of costs. It could also include two instances where one instance covers three months of costs and the other instance covers one month of costs. In both situations, the assistance was limited to four months of costs.
- For SNAP participants, rent assistance may be provided for no more than two months in a calendar year, and the assistance cannot exceed more than two instances in a 90-day period after the participant has entered full-time employment (working at least 30 hours a week).
- *Exceptions to this policy will be reviewed on a case by case basis for extraordinary circumstances. The Contractor will submit in writing a request for a special review. The Board will review the request and make a decision to approve/disapprove request prior to services being provided.*

## **Other Short-Term/Emergency Payments**

### Allowable Services

- Short-term/emergency payments.

### Limitations

- Limited to no more than four months during a program year (calendar year for SNAP E&T);
- Refer to example in Housing Assistance.

## **Utility Assistance**

### Allowable Services

- Utility assistance is an allowable support service.

### Limitations

- For SNAP participants, utility assistance may be provided for no more than two months in a calendar year, and the assistance cannot exceed more than two instances in a 90-day period after the participant has entered full-time employment (working at least 30 hours a week).

## **Telephone/Communication Assistance**

### Allowable Services

- Telephone/cell phone/communication assistance can be critical for participants to be successful in a labor market.

### Limitations

- Telephone or cell services often are packaged with additional services (e.g., wireless or internet services, equipment lease/purchase or protection, etc.).
- Assistance shall be limited to what could reasonably be estimated as the average cost of cell phone service (including additional packaged services) for the county of residence or county of work.
- May be provided for no more than three months per program year (calendar year for SNAP E&T participants).

## **Work-Related Assistance**

### Allowable Services

- Vocational exams, certifications, tools, equipment, other work-related expenses.

### Limitations

- Assistance must be related to demonstrated specific requirements of the job, or career or training goals.

## **Mental Health Assistance**

### Allowable Services

- Mental health services

### Unallowable Services

- Paying for mental health services for Choices or NCP Choices participants are not allowable using TANF funds.

## **Substance Abuse Assistance**

### Allowable Services

- Substance abuse services

### Unallowable Services

- Paying for substance abuse services for Choices or NCP Choices participants are not allowable using TANF funds.

## **Needs-Related Payments**

Needs-related payments provide financial assistance to eligible participants to enable them to participate in training. For Adult, Dislocate Worker, and Youth, needs-related payments may be made available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970, (TEGL 19-16).

To qualify, Adults and Youth must:

- Be unemployed;
- Not qualify for or have ceased to qualify for unemployment compensation;
- Be enrolled in a program of training services

For Adults and Youth, payment levels are limited as follows:

- The weekly payment may not exceed the poverty level for an equivalent period.

Dislocated workers must:

- Be unemployed;
- Not qualify or have ceased to qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA;
- Be enrolled in a program of training services by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed six months.

For dislocated workers, payment levels are limited as follow:

- For participants who are eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefits.
- For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period.

### **Special Exceptions for Extraordinary Circumstances**

To the extent allowable by each grant, this policy allows for others types of assistance to be provided when they are reasonable and necessary to enable eligible individuals to participate in career services or training activities (e.g., tools, equipment, late fees, and other items). An exception to this policy is required under this provision. Exceptions to this policy will be reviewed on a case by case basis for extraordinary circumstances. The Contractor will

submit in writing a request for a special review. The Board will review the request and make a decision to approve/disapprove request prior to services being provided.

### **Contractor Policies**

- The amount or level of assistance in WFSMRG support services policies shall align with this Board policy. To manage and fluctuations in funding, Contractors' may coordinate with Board to reduce maximum limits.
- WFSMRG policies/procedures must specifically promote the most economical provision of services.
- For certain items (e.g., equipment, tools, etc.), policies/procedures **must** address safeguards that help prevent misuse or loss.

### **Additional Limitation**

Per TEG 19-16, "follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving 'follow-up' services **may not** receive support services." This is **only** applicable to Adult and Dislocated Workers.

### **ACTION REQUIRED:**

All contractors must comply with the provision of supportive services as prescribed in this policy and any additional laws or regulations governing each program or grant. Contractors must develop procedures within 30 days of issuance of this policy, reviewed and approved by Board staff to ensure compliance.

### **EFFECTIVE DATE:**

Immediately

### **RECISSIONS:**

Policy #MRGWB-ALL-07

Policy #MRGWB-TANF-01

Policy #ALL02

Policy #MRGWB-ALL-17 Amd 1

Policy #MRGWB-FS-01

Policy #ALL02 Chg 1

### **INQUIRIES:**

Please direct all inquiries pertaining to this policy to:

[rosalind.lozano@wfsmrg.org](mailto:rosalind.lozano@wfsmrg.org) or 830-486-7507

## **JOB DESCRIPTION**

**JOB TITLE:**           **WORKFORCE SOLUTIONS CENTER MANAGER III**

**PAY GRADE:**       **B14**

### **GENERAL DESCRIPTION**

Manager for a large size Workforce Solutions Center is responsible for the overall supervision of all the employment and training programs offered at the Workforce Solutions Center. Responsible for overseeing the budget, staff development, program quality assurance, systems and participant management, reporting, marketing and community relations, assuring that the programs are administered in accordance with the goals and objectives established by the Director of Operations. Supervises all Workforce and non-Workforce managed staff within the center. Coordinates program and personnel matters with designated entities such as, TWC, HHSC, etc. Reports to the Director of Operations assigned by the Director of Workforce Solutions System.

### **EXAMPLES OF SPECIFIC WORK PERFORMED**

- Reviews and recommends all of the center's budget expenditures for program services to the Director of Operations and Director of Workforce Solutions System.
- Maintains the office by assuring that all staff and customers have appropriate supplies, equipment, labor market information, software, or other resources.
- Assures that customers are provided with necessary information and services.
- Facilitates the procurement of the necessary resources for the center and is the only authorized signatory to spend under the center budget.
- Provides cross-training, supervision, and evaluates all staff. Makes recommendations to the Director of Operations and Director of Workforce Solutions System on disciplinary actions or merit commendations for staff.
- Report all Workforce Solutions Center activities to the administration as requested.
- Assures that customer feedback mechanisms are in place.
- Develops customer satisfaction plan, benchmarks and compares these for continuous improvement.
- Develops staff's capacity to respond to service needs, recognize staff for notable customer satisfaction attainments.
- Monitors customers and staff outcomes, and provides over-all leadership to assure that all customers receive competent, speedy service, and are able to make informed choices through information gained at the Workforce Center.
- Responsible for meeting all goals and objectives established by the funding sources.
- Responsible for the marketing of the Workforce Solutions Center services within the county.
- Provides leadership on all public relations activities to assure that the Workforce Solutions Center is utilized as the central access point for employment and training services.
- Responsible for overall inventory of center.
- Responsible for maintaining and/or supervising the compilation of all reports assigned by the Director of Operations and Director of Workforce Solutions System.



## **Middle Rio Grande Development Council**

### **GENERAL JOB DESCRIPTION**

**JOB TITLE:** CASE MANAGER I-III  
/EMPLOYMENT SPECIALIST I-III

**PAY GRADE:** NON-EXEMPT

#### **GENERAL DESCRIPTION**

Primarily responsible for providing clients that walk into the Workforce Center with the menu of services that are available to them. Performs customer intake, assessment, application, and eligibility determination duties for all workforce Development Programs. Responsible for case management and serves as liaison to the community and agencies that serve as resources benefiting participants. Provides lead role in the development of career paths and training recommendations leading to job placement in high skill, high wage jobs under close supervision of the lead Case Manager III and or Center Manager.

Reviews all intake eligibility and initiates team review for enrollment or referral to appropriate activities. Work includes the dissemination of basic information regarding Workforce Development programs; assisting in facilitating client access to all workforce development programs such as training and education services, employment services, unemployment compensation, student loans, and other financial assistance programs.

Works with employers to refer job seekers to available demand occupations and performs job development as needed. Works with economic development groups and chambers of commerce to develop job orders facilitating labor exchange.

Responsible for all primary and final documentation necessary to track program activities. The CM/ES is responsible for the instruction of the job readiness class and preparation of job seekers. Performs assessment and prepares job seekers for job search before referral is made to an employer. This position ensures that all job seekers are assessed, counseled and/or coached as necessary to assure a successful job search and placement. Counsels with job seekers about careers and approved training opportunities available within the workforce system. The CM/ES reports directly to the Workforce Center Manager.

#### **EXAMPLES OF SPECIFIC WORK PERFORMED**

- Conducts intake and eligibility of all customers requesting training services. Interviews client to assess and record information regarding training needs, education, experience, skills, interest, and other relevant factors to fully explore client's career development opportunities designed to gain self-sufficiency.
- Assess customers' needs to find out career interests and educational levels in math and reading, or other approved assessments; conducts assessments using

**Middle Rio Grande Development Council**  
**JOB DESCRIPTION**

**JOB TITLE: DIRECTOR OF WORKFORCE SOLUTIONS SYSTEM**

**DIVISION: WORKFORCE DIVISION**

**IMMEDIATE SUPERVISOR: EXECUTIVE DIRECTOR**

**GENERAL DESCRIPTION**

Responsible for efficiently and effectively administering all employment and training programs funded by the Workforce Development Board. The position is responsible for the management of all budget, personnel, and program aspects, assuring that the approved program plans are implemented in response to the goals and objectives set forth by the Executive Director of the Middle Rio Grande Development Council. Responsible for establishing effective communication and public relations with the customers of the employment and training programs, such as participants, elected officials, business sector, agencies, and the general public at all levels, including local, state, and federal officials or committees. Responsible for the direct supervision of the MRGDC Workforce Program management staff and secondary supervision of the workforce center managers.

**EXAMPLES OF SPECIFIC WORK PERFORMED**

- Responsible for all workforce development programs, including developing and managing all plans and budgets.
- Responsible for personnel administration of all staff assigned under employment and training or workforce development programs.
- Responsible for developing administrative policies and procedures related to the appropriate administration of all plans, consistent with approval by the Board of Directors and the Local Workforce Board.
- Responsible for preparing all program reports and the respective presentation to the MRGDC and Local Workforce Board, local, state, or federal audiences.
- Serves as a chief spokesman or representative for the program along with the Executive Director.
- Responsible for coordination with the Controller for the procurement and the custody of all fixed assets under the employment and training and or workforce development programs.
- Responsible for coordinating with all other MRGDC departments, assuring that all program staff operates within the COG's mission, policies, and procedures.

**Middle Rio Grande Development Council**

**JOB DESCRIPTION**

**JOB TITLE: ASSISTANT DIRECTOR OF OPERATIONS**

**GENERAL DESCRIPTION**

This position is primarily responsible for the program coordination, operation, and delivery of all workforce programs in the Workforce Division at each workforce center. Working with local employers, elected officials, and through Workforce Center Field staff, the position operates at both a professional and management level.

In conjunction with the Director of Workforce Solutions System, monitors and evaluates programs, staff, employers, and sub-contractors. Responsible for assisting the Director of Workforce Solutions System in leading the CCS Coordinator, Business Administrator, Program Analyst, and Workforce Solutions Center Managers to effective and efficient operations.

Reporting the performance results to the Director of the Workforce Solutions System; working with the CCS Coordinator, Business & Employment Services Administrator, Workforce Solutions Program Coordinator, and Quality Assurance to ensure that all program activities are seamlessly beneficial to all the workforce customers. Responsible for assisting the Director of Workforce Solutions Systems in the management of all budget, personnel, and program aspects, assuring that the approved program plans are implemented in response to the goals and objectives set forth by the Executive Director of the Middle Rio Grande Development Council. Responsible for establishing effective communication and public relations with the customers of the employment and training programs, such as participants, elected officials, business sector, agencies, and the general public at all levels, including local, state, and federal officials or committees.

**EXAMPLES OF SPECIFIC WORK PERFORMED**

- Responsible for all workforce development programs, including developing and managing all plans and budgets.
- Responsible for personnel administration of all staff assigned under employment and training or workforce development programs.
- Responsible for developing administrative procedures for the appropriate administration of all plans, consistent with approval by the Board of Directors and the Local Workforce Board.
- Responsible for preparing all program reports and the respective presentation to the MRGDC and Local Workforce Board, local, state, or federal audiences.
- Serves as alternate to the program's chief spokesman or representative and the Executive Director.

## **Middle Rio Grande Development Council**

### **JOB DESCRIPTION**

**JOB TITLE:           QUALITY ASSURANCE COORDINATOR**

**PAY GRADE:         EXEMPT**

#### **GENERAL DESCRIPTION**

Performs review of files and transactions for eligibility, accuracy, consistency, completeness and supporting documentation for purposes of encumbering expenditures and program compliance; responsible for maintaining the budget for the center(s) as assigned; operates and acts as technical support for computer applications as related to Workforce Programs; generates computer reports as required; alerts appropriate staff of non-compliance of program policies and procedures; recommends enhancements for systems, procedures and policies as related to job functions; works under general direction with the latitude to initiate independent judgment.

#### **EXAMPLES OF SPECIFIC WORK PERFORMED**

- Conducts WIA eligibility file certification.
- Conducts manual quality reviews for eligibility, program compliance, completeness, consistency, accuracy and data integrity in assigned programs.
- Reviews all electronic requisitions by means of desk reviews in TWIST (state tracking system) and Microix (electronic requisition system) for proper fiscal coding, eligibility, program compliance, completeness, consistency and accuracy and as related to the electronic requisition review process.
- Tracks budgets and expenditures for pass-through monies.
- Reviews customer financial transactions such as CRT, OJT, limited internship and work experience contracts, contract amendments, invoices, and supportive services.
- Responsible for monthly budget and encumbrance reconciliation for all pass-thru monies.
- Ensures data integrity of data entered in computer applications such as but not limited to TWIST and Microix.
- Communicates discrepancies both verbally and in written format through email and/or specific reports as identified to appropriate staff.
- Generates computer printouts and reports as required.
- Advises supervisor of equipment and data entry program malfunctions.
- May provide technical assistance in program eligibility, processes, policies and procedures as appropriate.
- May provide technical assistance in data systems such as TWIST, HHSC, TIERS and TWC.
- May recommend, develop or assist in the preparation and documentation of automated data processing procedures and local policy.

## **Middle Rio Grande Development Council**

### **JOB DESCRIPTION**

**JOB TITLE: RESEA MANAGER/Employment Specialist**

**PAY GRADE: EXEMPT**

#### **GENERAL DESCRIPTION**

The RESEA Manager works with all the Workforce Centers on claimants receiving unemployment benefits payments who are profiled in WorkInTexas.com and are assigned a score using the RESEA statistical model to indicate each claimant's likelihood of exhausting his or her unemployment benefits. He/she is to provide intensive reemployment assistance to individuals who are receiving unemployment benefits and are determined likely to exhaust their benefits before becoming reemployed. He /she reports directly to the Director of Workforce Solutions.

#### **EXAMPLES OF WORK PERFORMED**

- RESEA Orientation, which includes information about and access to available Workforce Solution Office services
- Provision of support or assistance to the claimant to develop and implement an Individual Reemployment Plan
- Unemployment Benefits Eligibility Assessment, including a review of work search activities and referral to adjudication, as appropriate, if an issue or potential issues are identified
- Customized labor market information that addresses the claimant's specific needs, and includes a comprehensive analysis of the claimant's work history
- Case Managing the RESEA claimants in WorkInTexas.com
- Provide guidance and suggestions on how the claimant can enhance his or her job match parameters in WorkInTexas.com to ensure the best matches with job opportunities
- RESEA Manager makes sure all reporting is complete on the proper forms required

#### **GENERAL QUALIFICATIONS GUIDELINES:**

##### **Experience and Education:**

Degree preferred or prior work experience in Business Services, labor statistics or in supervisory work experience. Thirty hours of college academic courses may be substituted for each year of direct experience or two years of related experience might be substituted for each year of direct work experience.

##### **Knowledge, Skills and Abilities:**

2023-2024

**MIDDLE RIO GRANDE DEVELOPMENT COUNCIL**  
**NON-EXEMPT COMPENSATION/SALARY SCHEDULE**

Salary Group	Minimum	Midpoint	Maximum
<b>A04</b>	<b>\$18,893</b>	<b>\$23,209</b>	<b>\$27,525</b>
Program Clerk (All Programs) Office Clerk Maintenance Worker		Secretary I Registrar/Receptionist I AAA Case Manager	
<b>A05</b>	<b>\$19,777</b>	<b>\$24,309</b>	<b>\$28,840</b>
211 Information & Referral Specialist Child Care Provider Specialist AAA Care Coordinator RESEA Employment Specialist Employment Specialist I/Case Manager I/RESEA Outreach Specialist		Secretary II Child Care Case Manager I Employment Specialist I AAA Information & Referral Assistance Specialist Case Manager I/Employment Specialist I/RESEA Case Manager I/Employment Specialist I	
<b>A06</b>	<b>\$20,706</b>	<b>\$25,464</b>	<b>\$30,221</b>
Registrar/Employment Specialist		Registrar/Receptionist II	
<b>A07</b>	<b>\$21,681</b>	<b>\$26,679</b>	<b>\$31,677</b>
911 Program Specialist Compliance Specialist		211 Database Curator Planner Assistant	
<b>A08</b>	<b>\$22,705</b>	<b>\$27,967</b>	<b>\$33,229</b>
<b>A09</b>	<b>\$23,781</b>	<b>\$29,320</b>	<b>\$34,859</b>
Program Manager Benefits Counselor I/Ombudsman NDW Employment Specialist Military Spouse Employment Specialist		Employment Specialist II/Case Manager II Case Manager II/Employment Specialist II NDW Case Manager/Employment Specialist Child Care Case Manager II	
<b>A10</b>	<b>\$24,910</b>	<b>\$30,741</b>	<b>\$36,571</b>
911 GIS Specialist/I&A			
<b>A11</b>	<b>\$26,332</b>	<b>\$33,844</b>	<b>\$41,355</b>
911 GIS Specialist/911 Secretary Executive Administrative Assistant 911 GIS Specialist Accounting Specialist II Ombudsman		Administrative Assistant Case Manager III/Employment Specialist III Child Care Case Manager III AAA Nutrition Program Specialist	
<b>A12</b>	<b>\$27,840</b>	<b>\$35,819</b>	<b>\$43,798</b>
<b>A13</b>	<b>\$29,439</b>	<b>\$37,914</b>	<b>\$46,388</b>
Managing Local Ombudsman			
<b>A14</b>	<b>\$31,144</b>	<b>\$40,139</b>	<b>\$49,134</b>
<b>A15</b>	<b>\$32,976</b>	<b>\$42,511</b>	<b>\$52,045</b>
<b>A16</b>	<b>\$34,918</b>	<b>\$45,024</b>	<b>\$55,130</b>
<b>A17</b>	<b>\$36,976</b>	<b>\$47,688</b>	<b>\$58,399</b>
<b>A18</b>	<b>\$39,521</b>	<b>\$51,985</b>	<b>\$64,449</b>
<b>A19</b>	<b>\$42,244</b>	<b>\$55,602</b>	<b>\$68,960</b>

<b>A20</b>	<b>\$45,158</b>	<b>\$59,473</b>	<b>\$73,788</b>
------------	-----------------	-----------------	-----------------

10-Aug-23

2023-2024

**MIDDLE RIO GRANDE DEVELOPMENT COUNCIL**  
**EXEMPT COMPENSATION/SALARY SCHEDULE**

<b>Salary Group</b>	<b>Minimum</b>	<b>Midpoint</b>	<b>Maximum</b>
<b>B10</b>	<b>\$24,910</b>	<b>\$30,741</b>	<b>\$36,571</b>
<b>B11</b>	<b>\$26,332</b>	<b>\$33,844</b>	<b>\$41,355</b>
Business Service Manager		RESEA Manager/Employment Specialist	Employment Specialist III/Case Manager II
<b>B12</b>	<b>\$27,840</b>	<b>\$35,819</b>	<b>\$43,798</b>
		Workforce Solutions Center Manager I	
<b>B13</b>	<b>\$29,439</b>	<b>\$37,914</b>	<b>\$46,388</b>
		Workforce Solutions Center Manager II	
<b>B14</b>	<b>\$31,144</b>	<b>\$40,139</b>	<b>\$49,134</b>
		Workforce Solutions Center Manager III	
<b>B15</b>	<b>\$32,976</b>	<b>\$42,511</b>	<b>\$52,045</b>
Communications Specialist			
Accountant I			
<b>B16</b>	<b>\$34,918</b>	<b>\$45,024</b>	<b>\$55,130</b>
IT Technician		Child Care Quality Assurance	
Human Resources Director			
<b>B17</b>	<b>\$36,976</b>	<b>\$47,688</b>	<b>\$58,399</b>
Executive Administrative Assistant/Planner		Business Services Coordinator-Rapid Response	
Planner		Communications Coordinator	
Public Safety Planner II		911/Homeland Coordinator	
211 Texas Program Director		Child Care Coordinator	
Public Safety Planner I		Quality Assurance Coordinator	
Lead Quality Assurance Coordinator			
Child Care Client Services Manager/Provider Specie		Workforce Programs Coordinator	
<b>B18</b>	<b>\$39,521</b>	<b>\$51,985</b>	<b>\$64,449</b>
Area Agency on Aging Director			
Public Safety Director			
<b>B19</b>	<b>\$42,244</b>	<b>\$55,602</b>	<b>\$68,960</b>
Public Relations/Outreach			
Accountant II		Assistant Director of Child Care	Assistant Director of Operations
<b>B20</b>	<b>\$45,158</b>	<b>\$59,473</b>	<b>\$73,788</b>
Supervisor of Automation Systems			
<b>B21</b>	<b>\$48,278</b>	<b>\$63,616</b>	<b>\$78,953</b>
Finance Officer			
<b>B22</b>	<b>\$51,614</b>	<b>\$68,047</b>	<b>\$84,479</b>
<b>B23</b>	<b>\$56,184</b>	<b>\$72,789</b>	<b>\$90,393</b>
<b>B24</b>	<b>\$59,004</b>	<b>\$77,862</b>	<b>\$96,720</b>
Director of Workforce Solutions Systems		Director of Planning & Operations	

**B25**

**\$63,104**

**\$83,298**

**\$103,491**

Controller/EO-504 Officer      IT Director





Workforce Solutions Middle Rio Grande

**WIOA Youth Incentive Schedule**

Customer Name: \_\_\_\_\_  
 Enrollment Date: \_\_\_\_\_

TWIST ID: \_\_\_\_\_

MILESTONES	INCENTIVE (GIFT CARDS)	GL CODE	ACHIEVEMENT DATE	CUSTOMER SIGNATURE	CASE MANAGER SIGNATURE
<input type="checkbox"/> Successful completion of Limited Internship/Work Experience activity and Attainment of unsubsidized employment. (Full time-32 hrs./wk. verified within 15 days of completion of subsidized activity)	\$100	5718			
<input type="checkbox"/> Successful completion of Limited Internship/Work Experience activity and Attainment of unsubsidized employment with the same L/I or W/E employer. (Full time-32 hrs./wk. verified within 15 days of completion of subsidized activity)	\$150	5718			
<input type="checkbox"/> Attainment of Full Time (32 hrs./wk.) Unsubsidized Employment (within 30 days of WIA enrollment)	\$100	5718			
<input type="checkbox"/> Attainment of Full Time (32 hrs./wk.) Unsubsidized Employment (within 120 days of WIA enrollment)	\$50	5718			
<input type="checkbox"/> Upon successful completion (of at least 2 weeks) of educational service to enhance basic skills. (ABE or remedial) Verification of attendance & enrollment within one week of referral into an Institutional setting or short-term educational service.	\$50	5718			
<input type="checkbox"/> Attainment of educational goals (GED.or High School Diploma) During active enrollment or 12-month follow-up (Verification required within 30 days of attainment date)	\$100	5672			

A proud partner of the American Job Center® network

Equal Opportunity Employer/Program



Workforce Solutions Middle Rio Grande  
**TANF/CHOICES INCENTIVE SCHEDULE**

Customer Name: \_\_\_\_\_  
 Enrollment Date: \_\_\_\_\_

TWIST ID: \_\_\_\_\_

MILESTONES	INCENTIVE (GIFT CARDS)	GL CODE	ACHIEVEMENT DATE	CUSTOMER SIGNATURE	CASE MANAGER SIGNATURE
<input type="checkbox"/> Attendance and completion of EPS (Applies to Exempt Customers Only, once during the program year)	\$50	5660			
<input type="checkbox"/> Continued monthly participation (meet Federal requirements and incentive not to exceed 6 months) (Applies to Exempt Customers Only, once during the program year)	\$100	5662			
<input type="checkbox"/> Attainment of Unsubsidized Employment (within the 4-week time frame of enrollment)	\$150	5663			
<input type="checkbox"/> Attainment of Unsubsidized Employment (within the 6-week time frame of enrollment)	\$100	5664			
<input type="checkbox"/> Attainment of Unsubsidized Employment (more than the 6-week time frame of enrollment)	\$50	5665			
<input type="checkbox"/> Job retention 1 <sup>st</sup> complete month (BANKABLE) (Job retention incentives do not apply to part-time employment)	\$50	5666			
<input type="checkbox"/> Job retention 2 <sup>nd</sup> complete month (BANKABLE)	\$80	5667			
<input type="checkbox"/> Job retention 3 <sup>rd</sup> complete month (BANKABLE)	\$110	5668			
<input type="checkbox"/> Job retention 4 <sup>th</sup> complete month (BANKABLE)	\$140	5669			
<input type="checkbox"/> Job retention 5 <sup>th</sup> complete month (BANKABLE)	\$170	5670			
<input type="checkbox"/> Job retention 6 <sup>th</sup> complete month (BANKABLE)	\$200	5671			
<input type="checkbox"/> Completion of an allowable Choices educational goal GED or HS Diploma (verification required)	\$150	5672			
<input type="checkbox"/> Career Advancement: Obtain a wage increase defined as \$0.50 or more per hour above the current wage within six months	\$100	5673			

A proud partner of the AmericanJobCenter® network

Equal Opportunity Employer/Program