

# TEXOMA WORKFORCE DEVELOPMENT BOARD MEMBER MANUAL

## Section 6 – PROGRAMS

### **TWDB ADMINISTERED PROGRAMS**

The Texoma Workforce Development Board (TWDB) is responsible for administering an integrated workforce development system, including providing services to:

- **employers** to assist in employee recruitment, screening, assessment, and training; layoff aversion; layoff and business closure services; and providing information on local labor market information, tax credits, incentives, and child care assistance for employees.
- **job seekers** including assistance in locating employment, job fairs, career planning assistance, assistance in surviving a layoff, child care assistance, and training.
- **youth** including opportunities for work experience, responsibility and leadership, tutoring and study skills, mentoring, career planning, and training.

TWDB provides an array of services to meet the needs of employers, job seekers and youth through a seamless continuum of services. Customers may be provided services through multiple funding streams that work together to provide customers' needed services to meet their employment goals. For instance, a Choices customer enrolled in employment activities may also be co-enrolled in a WIA-funded training program.

The Board administers the above services through contracts and funding provided through the Texas Workforce Commission (TWC), the Department of Labor (DOL) the Department of Health and Human Services (DHHS), the United States Department of Agriculture (USDA), and other state and federal entities.

On the following pages are descriptions of the major programs and services that are provided.

*Click below to access individual program/services pages:*

- Business Services**
- Child Care Services**
- Child Care Local Initiatives**
- Child Care Training Project (CCT)**
- Incumbent Worker Training Project**
- Resource Room for Job Seekers**
- Choices Employment and Training Program**

**Food Stamp Employment and Training (FSE&T) Services**  
**Project Re-Integration of Offenders (RIO) Program**  
**Workforce Investment Act (WIA) Adult Program**  
**Workforce Investment Act (WIA) Dislocated Worker Program**  
**Rapid Response Services**  
**Trade Act Assistance (TAA) and Alternative Trade Adjustment Assistance (ATAA) Programs**  
**Workforce Investment Act (WIA) Youth Program**

## BUSINESS SERVICES

The goal of the Workforce Solutions Texoma Business Services Unit is to provide “**employer driven**” employment and training related services to the Texoma Area.

Responsible Agency: Texoma Workforce Development Board and Chief Elected Officials.

Contractor: IWS, Inc.

Contract Term: October 1, 2007 through September 30, 2008

Being “employer driven” means services are customized to meet the needs of local businesses.

Workforce Solutions Texoma still provides high quality **job-matching** services, which allow local businesses to list job openings and have them matched against the skills of local job seekers. Job seekers who match the requirements of the job order are then referred. If necessary, Workforce Solutions Texoma can provide additional **screening services**, to ensure we find the proper match for you. Check out the “*Looking for an Employee*” section of TWC’s WorkInTexas statewide job matching system located at <http://www.twc.state.tx.us/jobs/job.html> to see what Workforce Solutions can do for you in the area of matching open jobs with the perfect applicant.

In addition to job matching, Workforce Solutions Texoma’s Workforce Centers located in Bonham, Denison, and Gainesville, provide resource rooms, which offer:

- Telephones
- Fax machines
- Computers
- Internet access
- Copy machines

Workforce Centers also provide **private interview rooms** for business use.

### Workforce Center Locations:

2415 S. Austin, Ste 105  
Denison, TX 75020  
(903) 463-9997

900 N. Grand, Ste 103  
Gainesville, TX 76240  
(940) 665-1121

1205 E. Sam Rayburn  
Bonham, TX 75418  
(903) 640-0222

## CHILD CARE SERVICES

**Purpose:** To provide subsidized child care services to families in danger of becoming dependent on government assistance or who are participating in workforce center programs and need child care assistance to continue to participate.

**Responsible Agency:** The Texoma Workforce Development Board and the designated Chief Elected Officials. Services are delivered through a local child care services office located in Denison

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 through September 30, 2008

**Targeted Groups:**

- Families at risk of becoming dependent on government assistance
- Teen Parents
- TANF recipients
- Workforce center participants
- Children under PRS supervision
- Children of a qualified veteran
- Children of foster youth
- Children with a disability

**Priority of Services:** In the event that funds for subsidized child care are limited, priority shall be given to targeted groups as designated by TWC and board policy.

**General Eligibility to Receive Child Care Services:**

Families eligible to receive Child Care services must:

- meet income eligibility requirements or be participating in a Workforce Center program (WIA, CHOICES, FSE&T).
- be working, in training/education, or participating in a Workforce Center program
- have a child under age 13

When funds are limited, families will be placed on a wait list as designated by priority group order and date of placement on the waiting list.

**Location:**

Workforce Solutions Texoma Child Care Services  
2415 S. Austin, Suite 105  
Denison, TX 75020  
(903)463-9997

## CHILD CARE LOCAL INITIATIVES

**Program Purpose:** To provide child care assistance to families in danger of becoming dependent on government assistance through community partnerships, that contribute funds that are used to match federal dollars.

Current match rate: Federal share= 61.36% Local Share= 38.64%

**Service Delivery:** Services delivered through the workforce center in Denison and a Board initiated contract with the City of Sherman.

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 – December 31, 2008

**Targeted Groups:**

- Families at risk of becoming dependent on government assistance

**Priority of Services:** Children receiving child care through the City of Sherman Day Care Center. Remaining funds will be used to support families living in Sherman, TX.

**General Eligibility to Receive Child Care Local Initiative Services:**

Families eligible to receive Child Care Local Initiative services must:

- meet income eligibility requirements.
- be working or in training/education program
- have a child under age 13.
- live in Sherman, Texas.

**Access Point:**

Workforce Solutions Texoma Child Care Services  
2415 S. Austin, Suite 105  
Denison, TX 75020  
(903)463-9997

## **CHILD CARE TRAINING PROJECT (CCT)**

**Purpose:** To improve the quality of child care services by providing opportunities for child care staff to receive training/education.

**Responsible Agency:** The Texoma Workforce Development Board and the Chief Elected Officials. Services are delivered through individual child care trainers and partner agencies.

Contract Period: October 1, 2007 through September 30, 2008

Contractor: Texoma Workforce Development Board

### **Targeted Groups:**

1. Licensed Child Care Centers
2. Registered Family Homes
3. Licensed Family Homes

**Priority of Services:** In the event that funds for child care training are limited, priority shall be given to providers who are Texas Rising Star Providers and other providers who have agreements with the Child Care Services contractor.

### **Types of training funded:**

- Child care professional conferences
- Child care provider workshops

**For additional information on these services, please contact:**

Rachel Mitchell at 903.957.7408

## **Incumbent Worker Training Project**

**Program Purpose:** To provide training to currently employed workers and assist local employers to remain competitive in global markets

**Responsible Agency:** Texoma Workforce Development Board and Chief Elected Officials.

**Contractor:** Request for Proposals are issued by the Board Staff.

**Service Delivery:** Contracts with various training providers negotiated by Workforce Solutions Texoma.

**General Procedure to Receive Services:** When funds are available, Workforce Solutions Texoma issues Requests for Proposals (RFP) through advertising in local newspapers and on the website. Interested employers submit proposals detailing their training needs and identifying the training provider. Workforce Solutions Texoma then evaluates the proposals and makes appropriate awards. Employers or their training provider invoices Workforce Solutions Texoma after the training has begun.

**For additional information on these services, please contact:**  
Bob Rhoden at 903.957.7408

## RESOURCE ROOM FOR JOB SEEKERS

**Program Purpose:** To provide self-directed job search activities to the general public without regard to income or program requirements.

**Responsible Agency:** Texoma Workforce Development Board and Chief Elected Officials.

**Service Delivery:** Services delivered through the local Workforce Centers in Denison, Bonham and Gainesville.

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 through September 30, 2008

**Resource Room Services Provided To:** The universal population of job seekers. Services are available to everyone at no cost.

### General Procedure to Receive Services:

Types of services available to assist with job search activities include:

Computers	Telephones
Copiers	Internet Access
Copier Paper	Internet Job Search
Fax Machines	Resume Software

In addition to services provided on-site at Texoma's Workforce Centers, job seekers can search the Texas Workforce Commission's statewide job matching system for available job openings. Log onto *WorkInTexas*, <http://www.twc.state.tx.us/jobs/job.html>, from any computer with Internet access and click on the link titled "*Looking For A Job?*" From this site, you can create your own job application, search the statewide database of available jobs, apply for job openings that your skills and abilities match to, and apply for state jobs.

### Workforce Center Locations:

2415 W. Austin, Ste 105 Denison, TX 75020 (903) 463-9997	900 N. Grand, Ste 103 Gainesville, TX 76240 (940) 665-1121	1205 E. Sam Rayburn Bonham, TX 75418 (903) 640-0222
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## CHOICES EMPLOYMENT AND TRAINING PROGRAM

**Program Purpose:** Individuals who are provided CHOICES program services are those that are determined eligible to receive Temporary Assistance to Needs Families (TANF) through the Texas Health and Human Services Commission. These individuals are then referred to Workforce to participate in the CHOICES employment services program in Cooke, Fannin, and Grayson counties. The goal of the CHOICES program is to end the dependency of needy parents on public assistance by promoting job preparation, employment, and retention of employment.

The CHOICES program operates under a Work first service model. Both state and federal welfare reform legislation requires an emphasis on time-limited cash assistance benefits, personal responsibility, and the goal of work instead of welfare.

**Responsible Agency:** Texoma Workforce Development Board and Chief Elected Officials.

**Service Delivery:** Services delivered through the local Workforce Centers in Denison, Bonham and Gainesville.

**Contract Term:** October 1, 2007 through September 30, 2008

**Contractor:** IWS, Inc.

### CHOICES Services Provided To:

- Both single and two-parent applicants for and recipients of temporary cash assistance benefits who are at least 13 years of age are eligible for Choices services funded through the TANF block Grant funds.
- Former recipients of temporary cash assistance who participated in Choices services also are eligible for employment retention and re-employment services.

### Procedure to Participate in CHOICES Services:

The Health and Human Services Commission determines eligibility for TANF cash assistance. Eligible applicants are required to attend an orientation at a local Workforce Center as a part of the certification for TANF cash assistance.

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## FOOD STAMP EMPLOYMENT AND TRAINING (FSE&T) SERVICES

**Program Purpose:** The Food Stamp Employment and Training program is designed to assist eligible Food Stamp recipients in obtaining employment through participation in job search, training, education, or workfare activities that promote self-sufficiency

**Responsible Agency:** Texoma Workforce Development Board and Chief Elected Officials.

**Service Delivery:** Services delivered through the local Workforce Centers in Denison, Bonham and Gainesville.

**Contract Term:** October 1, 2007 through September 30, 2008

**Contractor:** IWS, Inc.

### FSE&T Services Provided To:

- Mandatory individuals are those who:
  - are receiving Texas Health and Human Services Food Stamp benefits
  - are at least 18 and less than 50 years of age
  - have no dependents

These mandatory individuals, sometimes referred to as *Able-Bodied Adults Without Dependents (ABAWD)*, are required to find employment at no less than 20 hours per week.

- General population individuals may be mandatory or exempt and who
  - Are receiving Texas Health and Human Services Food Stamp benefits
  - Are at least 16 and less than 60 years of age

These general population individuals are required to find employment at no less than 30 hours per week.

### Procedure to Participate in FSE&T Services:

The Health and Human Services Commission determines eligibility for Food Stamps, the amount of allotments, and who is mandatory to participate in the Food Stamp Employment and Training program. All participants are required to participate in job search as a primary activity to continue to receive food stamps without interruption of benefits.

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## **Project Re-Integration of Offenders (RIO) Program**

**Program Purpose:** The Project for Reintegration of Offenders (Project RIO) is a statewide employment referral service designed to reintegrate into the labor force persons sentenced to the Texas Department of Criminal Justice (TDCJ) Correctional Institutions Division and adjudicated youth committed to the Texas Youth Commission (TYC). Post-release activities and support services are designed to provide ex-offenders and adjudicated youth with employment activities and support services that promote employment, meet the needs of Texas employers, and help reduce recidivism.

**Responsible Agency:** Texoma Workforce Development Board and Chief Elected Officials.

**Service Delivery:** Services delivered through the local Workforce Centers in Denison, Bonham and Gainesville.

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 through September 30, 2008

**Project RIO Services Provided To:** Persons released from a state jail or correctional institution and persons released from a Texas Youth Commission facility. All program activities are designed to assist Project RIO customers in finding and retaining employment as soon as possible.

### **Types of Project RIO Services:**

- Job training and employment referral services
- Referrals to local community resources
- Support services
- Tax credit programs including the federal Work Opportunity Tax Credit (WOTC)
- Fidelity bonding services

### **General Procedure to Participate in Program:**

Project RIO customers are referred from the correctional institution's Project RIO coordinator or the released individual's Parole Officer. Workforce links customers to local employment opportunities. RIO customers are exposed to activities such as employment classes, interviewing techniques and resume writing as well as self-sufficiency training classes. Active participation in job search activities occurs daily.

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## **WORKFORCE INVESTMENT ACT (WIA) ADULT PROGRAM**

**Purpose:** To provide core services, intensive and training services to adults (ages 18 and older).

**Responsible Agency:** The Texoma Workforce Development Board and the designated Chief Elected Officials.

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 to September 30, 2008

### **Targeted Groups:**

- Adults (ages 18 and older)
- Minorities
- Disabled
- Ex-Offenders
- School Drop-outs
- Homeless
- Welfare Recipients

**Priority of Services:** In the event that funds allocated to a local area for adult employment and training activities are limited, priority shall be given to recipients of public assistance and other low income individuals for intensive and training services.

### **General Procedure to Participate in Program:**

- A. Core services are available to the universal population regardless of income or employment status. Customers must document the job search activities and lack of results.
- B. Customers who have exhausted the core services and have not found employment may be enrolled in intensive services to continue their job search activities.
- C. Customers who have exhausted the intensive services and still have not found employment may be eligible for training services. First, they must be assessed and determined to have the skills and qualifications necessary to participate in training.

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## **WORKFORCE INVESTMENT ACT (WIA) DISLOCATED WORKER PROGRAM**

**Purpose:** To provide core services, intensive and training services to dislocated workers, defined as: an individual who has been terminated or laid off, or who has received a notice of termination or layoff, from employment; is eligible for or has exhausted entitlement to unemployment compensation; or has been terminated or laid off, or has received notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise.

**Responsible Agency:** The Texoma Workforce Development Board and the designated Chief Elected Officials. Services delivered through the local Workforce Centers in Sherman, Bonham and Gainesville.

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 to September 30, 2008

### **Targeted Groups:**

Adults ( ages 18 and older)  
Individuals who are laid off through no fault of their own  
Displaced Homemakers

**Priority:** Dislocated workers who are residents of the Workforce Development Area.

### **General Procedure to Participate in Program:**

- A. Core services are available to the universal population regardless of income or employment status. Customers must document the job search activities and lack of results.
- B. Customers who have exhausted the core services and have not found employment may be enrolled in intensive services to continue their job search activities.
- C. Customers who have exhausted the intensive services and still have not found employment may be eligible for training services. First, they must be assessed and determined to have the skills and qualifications necessary to participate in training.

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## RAPID RESPONSE SERVICES

**Program Purpose:** To provide early-intervention services to employers and workers affected by layoffs and plant closures to transition affected workers to their next employment as soon as possible. Workers are given orientations to Rapid Response Services and seminars are scheduled to meet the needs of those workers. Seminars include:

- Stress Management,
- Financial Management,
- Job Search, and
- Labor Market Information.

Job Fairs may also be arranged.

Rapid Response is a component of WIA core services. Rapid Response services are available to:

- Workers ages 16 and up who have been laid off due to no fault of their own.
- Employers who are experiencing a layoff or plant closure.

**Responsible Agency:** Texoma Workforce Development Board and the designated Chief Elected Officials.

**Contractor:** IWS, Inc.

**Contract Period:** October 1, 2007 through September 30, 2008

**Service Delivery:** Services delivered through the Board and Local Workforce Center Business Services Staff.

**Priority of Services:** Services are only available to employers and dislocated workers affected by layoffs and plant closures.

### **Procedure to Participate in Rapid Response Services:**

1. Employers contact Workforce Solutions Texoma or the Texas Workforce Commission to report an impending lay off or plant closure.
2. The Rapid Response Coordinator sets up an employer meeting to discuss services that can be provided to employees.
3. The Rapid Response Coordinator and employer work in conjunction to schedule orientations, meetings, and workshops for affected employees.

**Employer Contact:** Workforce Solutions Board Office  
5904 Texoma Parkway  
Sherman, TX 75090  
903-957-7408.

## **Trade Act Assistance (TAA) and Alternative Trade Adjustment Assistance (ATAA) Programs**

**Program Purpose:** The Trade Act of 1974 established the Trade Act Assistance (TAA) program to workers who become unemployed as a result of increased imports or shifts in production to foreign countries. The goal of the Trade Act programs is to help workers who are certified as having lost their employment due to trade issues return to suitable employment as quickly as possible.

The Alternative Trade Adjustment Assistance (ATAA) provides an alternative for older workers, for whom retraining may not be suitable, to accept reemployment at a lower wage and receive a wage subsidy.

Rapid Response assistance is provided to all workers in the event of a layoff. During these sessions, the process of filing a petition and TAA/ATAA benefits are explained. In addition, information is provided to employees about the different services available at the workforce center to assist in their re-attachment to the workforce.

**Responsible Agency:** Texoma Workforce Development Board and Chief Elected Officials

**Service Delivery:** Services delivered through the local Workforce Centers in Denison, Bonham and Gainesville.

**Contractor:** IWS, Inc.

**Contract Period:** October 1, 2007 to September 30, 2008

### **TAA/ATAA Services provided to:**

Individuals who become unemployed as a result of increased imports or shifts in production to foreign countries.

**Procedure to Participate in TAA/ATAA:** In order to obtain TAA or ATAA services and benefits, a group of workers or an employer must file a petition with the U. S. Department of Labor requesting certification as a group of workers adversely affected by foreign trade. If the petition is certified, each worker in the affected group can apply separately for services through Workforce Solutions Texoma.

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## **WORKFORCE INVESTMENT ACT (WIA) YOUTH PROGRAM**

**Program Purpose:** Purpose: To provide, to eligible youth seeking assistance in achieving academic, and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers; to ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities; to provide opportunities for training to eligible youth, to provide continued supportive services for eligible youth, to provide incentives for recognition and achievement to eligible youth and to provide opportunities for eligible youth in activities related to leadership, development, decision making, citizenship, and community service.

**Responsible Agency:** Texoma Workforce Development Board and the Chief Elected Officials.

**Contractor:** IWS, Inc.

**Contract Term:** October 1, 2007 through September 30, 2008

**Service Delivery:** Services delivered through the local Workforce Centers in Denison, Bonham and Gainesville.

**Targeted Populations:** Younger Youth (14-18) and Older Youth (18-21)

### **Youth Program Eligibility Requirements**

- Low income,
- Homeless, **or**
- Youth with a Disability ,
- **and** possess one or more of qualifying barriers to education/employment:

**Priority of Services:** A minimum 70% of the funds allocated for youth activities must be used to provide services to out-of-school youth. Priority will be given to youth residing in Grayson, Cooke, and Fannin Counties.

### **Procedure to Participate in WIA-Youth Services:**

Youth must complete an application at the local Workforce Center to provide sufficient income and barrier information to determine if they meet eligibility requirements.

### **Workforce Center Locations:**

2415 S. Austin, Ste 105  
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