



North Central Texas Council of Governments

January 9, 2023

Ms. Lennis Dounley
Program Director
Curantis Group, LLC
Child Care Services
5800 N. I-35 Service Rd Unit 100
Denton, TX 76207

Dear Ms. Dounley:

NCTCOG completed its first FY2023 review of the Contract # FY22-TWC-01, between Curantis and NCTCOG, for the provision of Child Care Services for Workforce Solutions for North Central Texas.

Scope and Summary: Based on contract negotiations, the scope of this monitoring review was limited to Curantis policies, known as Standard Operating Procedures (SOPs). Two (2) final approved policies were sent to NCTCOG by the deadline for this review, *Initial Job Search* and *Recognized Partnership Referrals*. The wording in the first SOP reviewed, regarding the rule about only one initial job search is allowed in a 12-month period, implied a customer could not reapply for any type of child care during the subsequent 9 months. However, the rule states they can reapply to the scholarship program waitlist should they meet the work/training requirements. It was observed that the approved policies did not have SOP numbers. Minor changes were suggested for clarity and completeness in both policies.

The remaining policies and procedures are pending a January 31, 2023 submission to NCTCOG from Curantis. No management response is required for this Quarter 1 report.

A copy of this letter has been uploaded to SharePoint. My staff are available to answer questions about this report.

Sincerely,

Phedra Redifer
Executive Director of Workforce Development

Cc: Kara Waddell, President/Chief Executive Officer, Curantis Group
Patricia Looper, Regional Director of Continuous Learning and Development, Curantis Group
Carlton Tidwell, Oversight and Accountability Committee
Kelley Fontenot, Senior Workforce Development Manager – Child Care

SharePoint URL: <http://connect/extranet/WD/Rescare/SitePages/Home.aspx>.