

# Texas Workforce Commission

A Member of Texas Workforce Solutions

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the Public

Alberto Treviño, III  
Commissioner Representing  
Labor

Vacant  
Commissioner Representing  
Employers

Edward Serna  
Executive Director

November 20, 2023

Ms. Phedra Redifer, Executive Director  
Workforce Solutions for North Central Texas  
616 Six Flags Drive, Suite 300  
Arlington, Texas 76011

Dear Ms. Redifer:

This letter is regarding findings identified in the Texas Workforce Commission (TWC) Monitoring Report #23.04.0001. This report included a review of the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, Trade Adjustment Assistance, and Workforce Innovation and Opportunity Act programs administered by Workforce Solutions for North Central Texas (Board).

Prior Year

Finding: Ensure Procurements are Properly Conducted

For the second year in a row, the Board did not ensure procurements were properly conducted and support documentation was maintained.

The following error was noted for the Board's procurement of Risk & Compliance Audit Services:

- No documentation of an independent estimate was provided. Standards require that an independent cost estimate be performed before receiving bids or proposals. Absence of an independent estimate may lessen the effectiveness of the required cost/price analysis in determining whether the costs/price of the bids/proposals received are reasonable.

The following errors were noted for the Board's procurement of Single Audit services:

- No documentation of an independent estimate prior to the procurement issuance was provided.
- The Request for Qualifications document is missing the evaluation criteria.
- No documentation was provided to support that bids were received timely.

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With the identified deficiencies, the Board cannot demonstrate whether the affected procurements fully complied with the respective federal and state procurement requirements.

**Documentation Required:**

The recommendation in the monitoring report states the Board should strengthen its controls over procurements to ensure they are properly documented. Please provide implemented controls which address the weakness identified and meet state and federal requirements as outlined in TWC FMGC Supplement on Procurement – Version 1.0. If recent training was conducted in this area, please provide agenda and sign-in sheets.

**Finding:** Ensure MOUs Contain All Required Elements

The Board did not ensure its Memoranda of Understanding (MOU) agreement with the Adult Education & Literacy partner contained all the required elements. Although quarterly meetings are held with the Workforce Subrecipient and all AEL partners to ratify the conditions of the Regional Coalition MOU, the MOU was lacking the following elements required by the WIOA Guide to Texas Workforce Systems Operations:

- The MOU was missing the beginning and end date.
- A review of the MOU agreement at least once every three years.

Without meeting all requirements set in the WIOA Guide to Texas Workforce System Operations, the Board cannot ensure all MOUs are appropriately reviewed.

**Documentation Required:**

The recommendation in the monitoring report states the Board should ensure that AEL MOU agreement is revised with the required elements. Please provide a copy of the revised MOU for AEL partner (Regional Coalition) to include the beginning and end date, as well as the frequency of the review for the MOU agreement. In addition, please provide implemented controls which ensure MOUs are developed, and include all required elements as indicated in the WIOA, Guide to Texas Workforce System Operations, TWC, July 2023. Lastly, if recent training was conducted in this area, please provide agenda and sign-in sheets.

Please provide the above information within 45 calendar days from the date of this letter to Rudy Ortiz, via email [rudolfo.ortiz@twc.texas.gov](mailto:rudolfo.ortiz@twc.texas.gov). Additional documentation may be requested at a future date based on the documentation submitted.

Thank you in advance for your cooperation and assistance. Should you have any questions or concerns, please contact Rudy Ortiz at (512) 463-2943 or me at (512) 354-9616 or [judy.ohn@twc.texas.gov](mailto:judy.ohn@twc.texas.gov).

Ms. Redifer  
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Sincerely,

*Judy Ohn*

Judy Ohn  
Director of Fiscal Services and Audit Resolution