



TWC AEL TA TEAM

NEW WAY OF WORKING

Elena Madrid, Technical Assistance Supervisor, Adult Education and Literacy

AGENDA



- Why We Need to Shift
- The New Way of Working
- Tools and Resources Available
- When Things are Rolling Out

ANTICIPATING CHANGE



HEM

one who denies to change as he fears it will lead to something worse

sniff

who sniffs out and change early!



HAW

who learns to adapt in time when he sees changing can lead to something better!

SCURRY

who scurries into action!

#1 BESTSELLER

An A-Mazing Way to Deal with Change
in Your Work and in Your Life

Who Moved My Cheese?

Spencer Johnson, M.D.

Foreword by Kenneth Blanchard, Ph.D.

coauthors of *The One Minute Manager*

The World's Most Popular Management Method

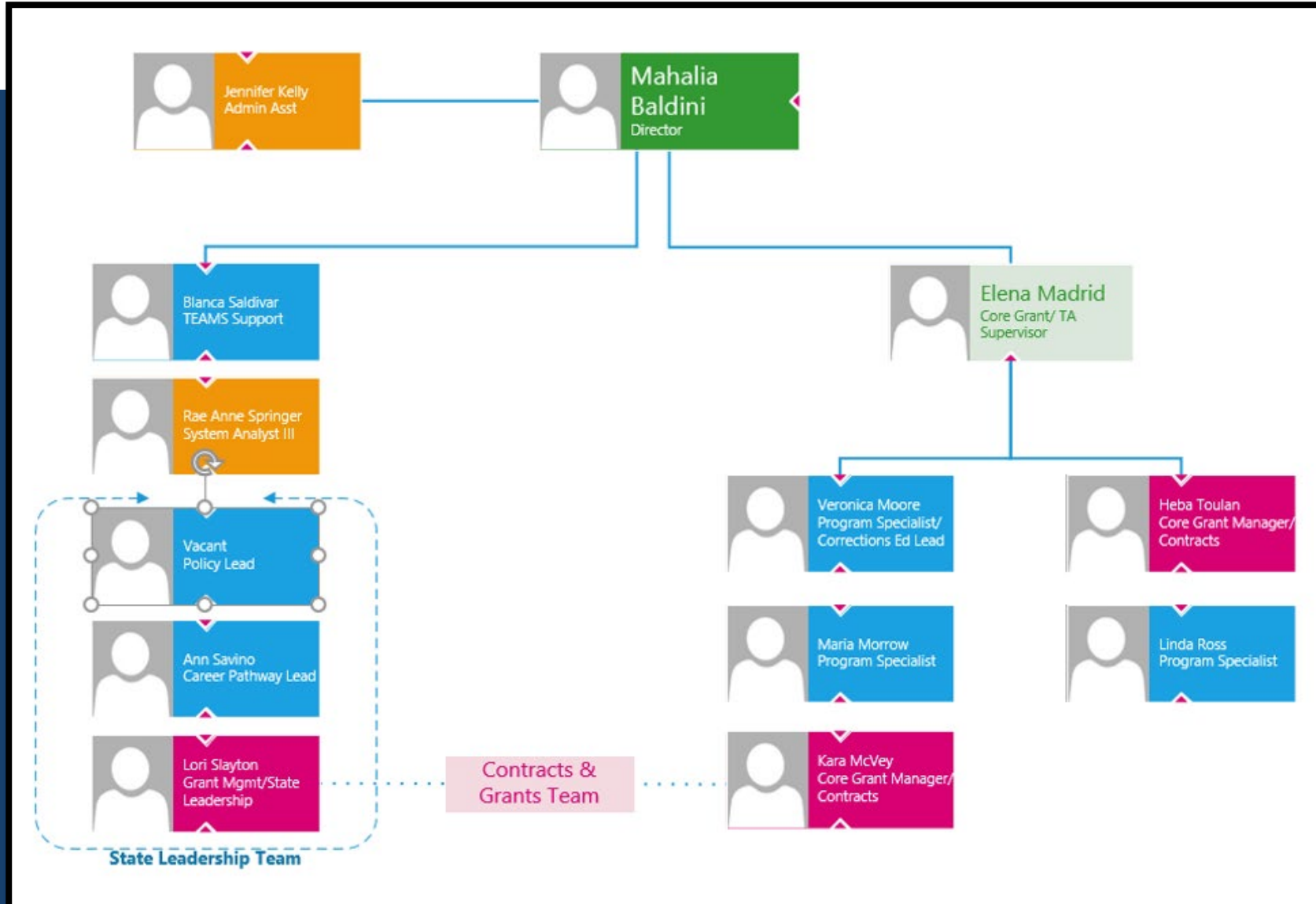


WHY WE NEED TO SHIFT:



- Our team is small and mighty, but we need a greater reach with impact
- Anticipated changes to the RFA
- More providers
- Evaluation for impact on current practices
- Siloed efforts

TWC ADULT EDUCATION AND LITERACY TEAM



THE AEL TA (TECHNICAL ASSISTANCE) TEAM



Elena Madrid
TA Supervisor

Veronica Moore
Program Specialist

Kara McVey
Grant Manager

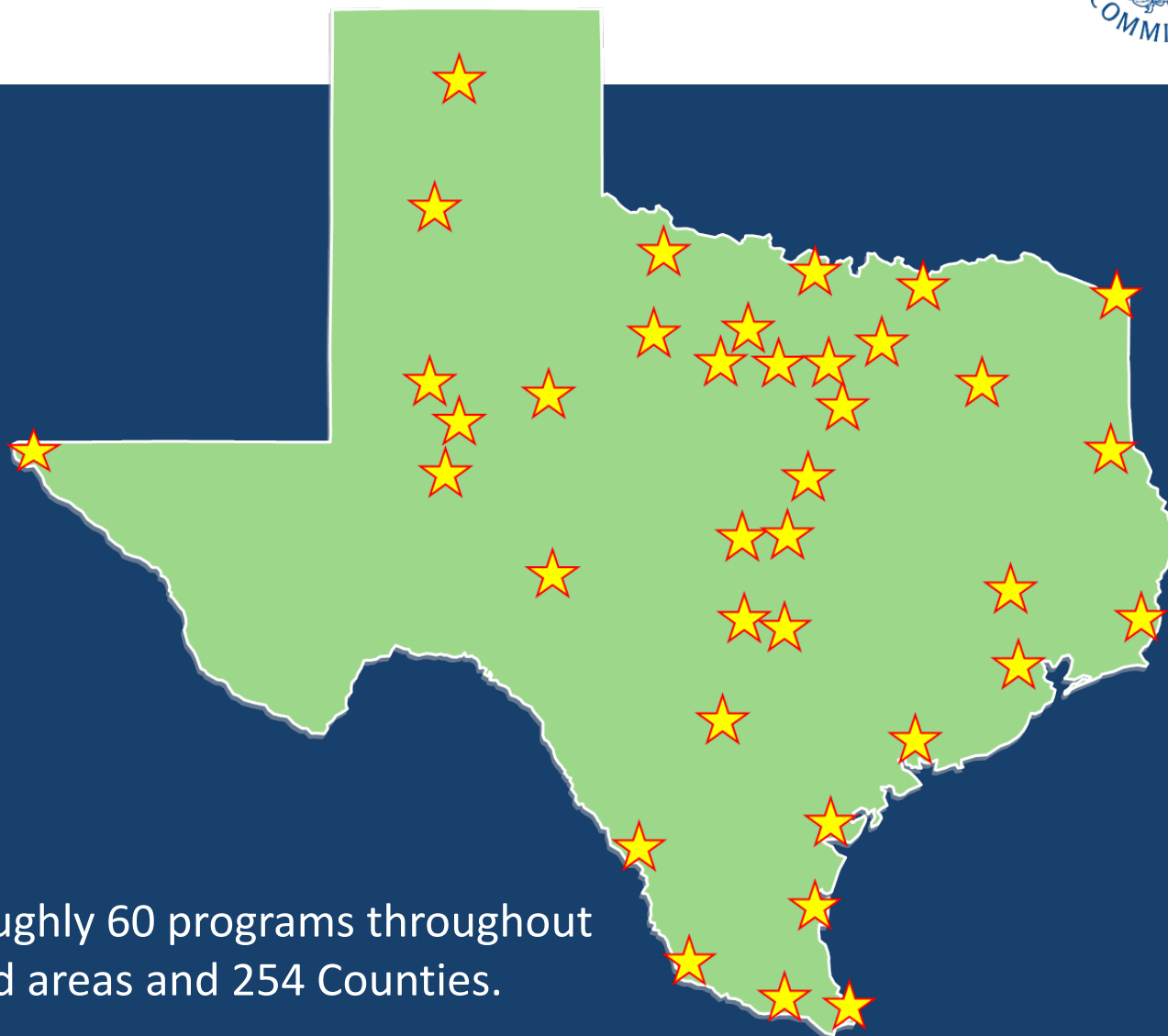
Maria Morrow
Program Specialist

Heba Toulan
Grant Manager

Linda Ross
Program Specialist

Serve and oversee 37 Core Grants

TWC-AEL currently provides services through roughly 60 programs throughout Texas covering 28 Workforce Development Board areas and 254 Counties.



WHAT ARE OUR OVERALL GOALS? WHAT IS OUR GUIDE?



- Give the TA Team the ability to focus on goals, projects, and partnerships rather than meetings and tasks.
- Make resources and tools available to programs that will enable them to self-learn and have reoccurring fundamental questions answered before reaching out for TA
- Give the AEL department the ability to provide outreach in a way that geographically supports the resources of our team in terms of staff, as well as strengthens and reinforces partnerships internally (ex. SKILLS, Apprenticeship, LMCI, etc.) and externally (ex. TCALL, Boards, CPPDC, DLPDC, employers, etc. Marketing AEL Services.

HOW WE ARE SHIFTING BEGINNING PY 23-24



1. Providing more on-demand TA Material
2. Changing to Quarterly Meetings
3. Changing top-down communication to more inclusive communication with a multi-prong impact approach
4. Aligning resources internally and how we do things with our partners (external and internal)

ROLL OUT PHASES



Phase 1 Roll Out: July and August

- AEL Fundamentals Requirement for New Director Training
- New Director Onboarding
- Updated Detailed Project Plan (Template Available July 1) and PD Plan
- Desk Aids
- AEL IET Programs in Texas PY22
- Recommended Trainings for Required Positions
- Quarterly meetings with providers
- FAQ
- Events Calendar

Phase 2 Roll out: Business “not as usual” – September - June

- TA Schedule
- Quarterly meetings with providers
- Timely TA as needed
- Site visits
- CAPS / TAPS
- Statewide TA
- Position/Content Specific Support – QA/PA and TEAMS

Give the TA Team the ability to focus on goals, projects, and partnerships rather than meetings and tasks.



- ❖ Quarterly Meetings
- ❖ Review of Deliverables Before Meetings
- ❖ Focusing on Strengthening Internal and External Partnerships
- ❖ Co-Collaboration

REVIEWED BEFORE QUARTERLY MEETINGS



1. Detailed Project Plan
2. Quarterly Narratives
3. Monitoring Reports (SRM)
4. Subrecipient Monitoring Reports
5. 13 MPR Report
6. TEAMS /TABLEAU Data
7. CDER Data
8. Career Pathways Survey Results
9. Monthly Report Cards
10. Data Trend Spreadsheets

Make resources and tools available to programs that will enable them to self learn and have reoccurring fundamental questions answered before reaching out for TA.



Resources scheduled to be available or updated by July 1, 2023

- F & Q
- AEL Fundamentals
- AEL IET Programs in Texas PY22
- Recommended Trainings for Required Positions
- Desk Aids
- Events Calendar

Currently Available

<https://tcall.tamu.edu/twcael/index.htm#>

- Performance Guide
- Testing Guide
- AEL Guide
- Webinars

- AEL Letters



FAQ (FREQUENTLY ASKED QUESTIONS)

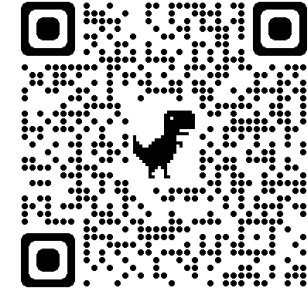


TWC Adult Education and Literacy Frequently Asked Questions Categories - Topics

ADMIN	AEL NEW STAFF TRAINING (PD PORTAL)	AEL SERVICES	CAREER SERVICES	CASH DRAW & MONTHLY EXPENDITURE REPORTING (CDER)	CONTRACTED MEASURES
ACRONYMS ALLOWABLE COSTS CLASS ATTENDANCE CONTACT INFO FORM DELIVERABLES (INCL SOPS) FUND CODES FUNDING MONITORING RECORDS RETENTION STAFF EXEMPTION TIME & EFFORT	AEL FUNDAMENTALS NEW DIRECTOR CHECKLIST NEW DIRECTOR TRAINING (1-6)	CONTENT STANDARDS DIGITAL LITERACY (INTEGRATED) FAMILY LITERACY FINANCIAL LITERACY (INTEGRATED) IET SERVICES WORKFORCE PREPARATION INTENSIVE SERVICES INTERNATIONALLY TRAINED PROFESSIONALS RE-ENTRY CORRECTIONS CASE MANAGEMENT WORKPLACE LITERACY POPULAR SERVICES BASIC SKILLS INSTRUCTION ENGLISH LANGUAGE & CIVICS EDUCATION HIGH SCHOOL EQUIVALENCY TRANSITION TO POST-SECONDARY	CAREER SERVICES SOP CAREER SERVICES TIME TRACKING COMPREHENSIVE ASSESSMENT INITIAL TESTING OUTREACH, INTAKE, ORIENTATION PROVISION OF INFORMATION PROVISION OF PERFORMANCE REFERRALS	ADMIN COSTS vs PROGRAM COSTS BUDGET ADJUSTMENT CAREER SERVICES COST CATEGORIES PBF TRAINING SERVICES	ENROLLMENT TARGETS MEASURABLE SKILLS GAINS (MSGs) OUTCOME DOCUMENTATION WIOA EXIT-BASED OUTCOMES
ENROLLMENT	GRANT	GED EXAM	LEARNING MODELS	MONITORING	PROFESSIONAL DEVELOPMENT (PD)
DATA VALIDATION ELIGIBILITY ENROLLMENT ESL FOR PROFESSIONALS INTAKE FORM ITP ELIGIBILITY ORIENTATION SELF-ATTESTATION	ATTACHMENT A B-1 CDER CONTRACT CONTRACTED MEASURES & CRITERIA DELIVERABLES (INCL SOPS) EXPENDITURES/ PURCHASING FUNDING GRANT GENERAL TERMS & CONDITIONS PERFORMANCE BASED FUNDING RFP 320-18-20 TARGETS	GED EXAM GED READY PRACTICE TEST GED.MANAGER.COM HSE VOUCHERS	ASYNCHRONOUS DISTANCE EDUCATION DISTANCE LEARNING HYBRID REMOTE SYNCHRONOUS	AEL ASSESSMENT TESTING AEL ELIGIBILITY TESTING ELIGIBILITY & ASSESSMENT MONITORING/COMPLIANCE GUIDE SUB-RECIPIENT MONITORING DESKAID	PD PORTAL ACCESS PD REQUIREMENTS STAFF EXEMPTION STAFF QUALIFICATION TEAMS PD ENTRY
REPORTS	REFERENCE GUIDES, LETTERS, POLICY, RULES	RESOURCES	STUDENT SUPPORT SERVICES	TEAMS	TESTING
I3 REPORT CARD TABLEAU TEAMS	AEL GUIDE AEL PERFORMANCE GUIDE AEL TESTING GUIDE PY22-23 AEL LETTERS AEL TRANSMITTALS AEL STRATEGIC PLAN TWC RULES	CAREER PATHWAY PD CENTER (CPPDC) DISTANCE EDUCATION PD CENTER (DEPDC) Math Assistance Call Center (MACC) TCALL TWC AEL CONTACTS TWC AEL PAGES	TRANSPORTATION	ACCESS DATA ENTRY DIRECT vs. PROXY vs. TRAINING HOURS FUND CODES SIGN IN SHEETS TEAMS TECHNICAL ASSISTANCE TEAMS TRACKER	APPROVED NRS TESTS INITIAL TEST MINIMUM HOURS MINIMUM HOURS EXEMPTION POST TEST REMOTE TESTING TSIA

- Several years of questions.
- Categories for different topics..
- Questions that were specific for a program are modified to apply to a general audience.

AEL FUNDAMENTALS



Current Availability in the PD Portal

- ✓ AEL Fundamentals: Eligibility for Services
- ✓ AEL Fundamentals: Services for Corrections
- ✓ AEL Fundamentals: Overview of Distance Learning in Texas
- ✓ AEL Fundamentals: Professional Development
- ✓ AEL Fundamentals: The Adult Learner

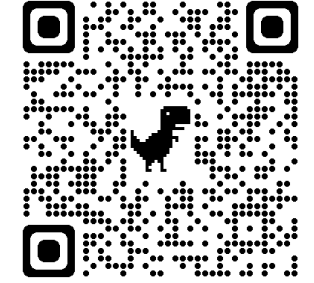
New Additions

- ✓ AEL Fundamentals: Career Pathways
- ✓ AEL Fundamentals: TEAMS

PD Portal

<https://twc.csod.com/client/twc/default.aspx>

AEL IET PROGRAMS IN TEXAS



Adult Education and Literacy

AEL IET Programs in Texas PY22

The following demand occupations were identified by providers as the WFT component of the IET Programs being developed by AEL providers in their local area. This list will be updated each program year. To submit your Implementation Plans or update your IET information, use this link <https://tcall.tamu.edu/twcael/grantees.htm> : Email questions to AELTA@twc.texas.gov.


Workforce Training	Providers
Accounting/Bookkeeping Accounting Office Specialist	Amarillo College (Restore), Austin Community College, Del Mar College (Dallas College), Houston Galveston Area Council (Houston Community College), Region 20 (Restore), Southwest Texas Junior College, Workforce Solutions Tarrant County (Tarrant County College)
Automotive Technician (Varied) (Brake Systems)	Austin Community College, Angelina College (Panola College)
Advanced Manufacturing	Panola College
Business Management	McLennan Community College
Building Construction or Maintenance	Brownsville ISD (CDCB YouthBuild), Houston Galveston Area Council (Houston Community College), Laredo College, Region 2 ESC, Ysleta ISD Far West (San Jacinto Adult Learning Center)
Certified Logistics Associate	Austin Community College, Angelina College, Southwest Texas Junior College, Weatherford ISD
Certified Rhythm Analysis Technician	Region 20 (IBEST)
Certified Medication Aide	McLennan Community College, Navarro Community College

- Updated annually
- Providers that are doing the listed Workforce Training
- Getting better connected with who is doing this training

<https://tcall.tamu.edu/twcael/grantees.htm>

RECOMMENDED TRAININGS FOR REQUIRED POSITIONS




TEXAS ADULT EDUCATION AND LITERACY

[TEXAS AEL](#) | [ACCOUNTABILITY & TEAMS](#) | [PD & INNOVATION](#) | [PD PORTAL](#) | [WIOA](#) | [RESOURCES](#) | [CALENDAR](#) | [TCALL](#)

STAFF QUALIFICATIONS AND DEVELOPMENT TAC §805.21 AEL

[\[Download the PDF of this page\]](#)

Staff Qualification and Development Requirements

This sheet provides a summary of Staff Qualification and Staff Development (also called Professional Development or PD) requirements for AEL Grantee and Provider staff. The full requirements can be found at <https://www.twc.texas.gov/files/partners/fr-ch805-ael-revisions-adopted-10-18-22-twc.pdf>.

Exemptions and Waivers

Requirements for PD and Staff Qualifications may be reduced in individual cases in which exceptional circumstances prevent employees from completing the required hours or not meeting the minimum educational requirements for their position. Documentation justifying these circumstances must be available for monitoring.

Professional Development

Local AEL staff who do not complete required number of PD hours within a program year (July1 - June 30) as outlined in TWC Rules, Chapter 805, §805.21 must receive an exemption before August 31st. The exemption form can be found on the TWC website: <https://twc.texas.gov/adult-education-literacy-teachers-providers> or provided by the program's assigned Program Specialist. All exceptions must be approved by Agency AEL staff through the staff exemption process.

Staff Qualification

Staff qualification exemption requests may be submitted to the Agency for staff that do not meet the minimum education level as outlined in TWC Rules, Chapter 805, §805.21 for their assigned job duties. The request should be submitted using the staff exemption form found on the TWC website: <https://twc.texas.gov/adult-education-literacy-teachers-providers>. The form must be submitted and approved prior to an individual being placed in the position in which she/he do not meet the minimum qualifications.

Recommended PD for TWC Required Positions

[Click here to view the PDF.](#)

Documentation of PD and Qualifications

Documentation is required for both proof that staff meet minimum education requirements and that staff has attended required PD.

Educational Qualifications

At minimum, a copy of an official transcript or copy of an individual's degree/diploma is required for proof that educational qualifications are met for position.

Recommended Professional Development for TWC Required Positions

Required Position	Some Responsibilities
Director	<ul style="list-style-type: none"> effectively lead and be responsible for: <ul style="list-style-type: none"> program oversight, service delivery, reporting, compliance and overall program and fiscal accountability.
Performance Accountability	<ul style="list-style-type: none"> effectively lead grant Performance Accountability including data management and reporting manage compliance with the Texas AEL Assessment Guide, applicable AEL and WD letters, and other performance requirements support coordination of data collection and performance reporting for Discretionary Innovation Projects funded by the Agency to expand new service options, as applicable serve as the point of contact for staff for program and/or consortia, if applicable, questions related to accountability, assessment, and data management; and submit questions to the Agency related to accountability, assessment, and data management, as necessary.
Quality Assurance	<ul style="list-style-type: none"> develop SOPs that align with state standards and ensure those SOPs are being followed conduct a regular audit of both student & staff files to ensure compliance with minimum TWC standards in areas of eligibility, assessment, and accurate data entry work in tandem w/ Performance Accountability Lead handle regulating of PII provide ongoing technical assistance to all staff in areas of compliance and program improvement or enhancement
Instructional Lead	<ul style="list-style-type: none"> effectively lead and coordinate program instruction, including coaching new and existing instructors and guiding overall service delivery, including implementing the Texas AEL Content Standards.
Distance Learning Lead	<ul style="list-style-type: none"> effectively lead Distance Learning, Digital Literacy, and other Educational Technology efforts for the program, including participant and staff access to online PD.

Required Position	Some Responsibilities
Career Pathways Navigator	<ul style="list-style-type: none"> act as a customer and organizational liaison between Workforce Solutions Offices, Vocational Rehabilitation Services community and technical colleges, other training entities, and local employers. provides support for Career Pathways objectives including customer recruitment, career guidance, transition, and retention support, and successful completion of training and job placement, including, but not limited to, customers in Career Pathways models. assist in connecting participants with internal departments and/or community partners in order to complete their career pathway to college and/or employment. understand the importance of tracking all progress related to participant outcomes as they relate to WIOA performance measures facilitate participant achievements through tracking, coordination with instructors & ongoing support services intervention.
Performance Development Coordinator	<ul style="list-style-type: none"> collaborate with PD Center and Agency staff as necessary to ensure that the PD needs of the AEL Grant Recipient are met. coordinate PD planning, implementation, and documentation to ensure staff meet PD requirements and are trained to support program performance and compliance. work with the PD Center to develop the AEL Grant Recipient's strategic PD plan for continuous improvement submit contextualized and/or specialized curriculum and other replicable resources developed by the program to the PD Center and other discretionary innovation projects as directed by the Agency for inclusion as an available resource for other AEL programs. coordinate PD planning, implementation, and documentation as directed by the Agency in the event that the AEL Grant Recipient is placed on an AEL Technical Assistance Plan or other corrective action. inform the Director of concerns in retention, attrition, and EFL gains & offer strategies to improve where needed

- Updated every six months
- Better align PD to the position
- Help navigate the portal and find PD that is most relevant

<https://tcall.tamu.edu/twcael/AELStaffQualifications.htm>

DESK AIDS



TWC AEL WELCOME

Welcome to the AEL team! We value the talents and ideas of everyone on our team and can't wait to see what you'll help make happen. Below is a checklist to help get you access to systems we use in AEL, review policy and guidance and watch some important AEL basics and fundamentals to get you started.

Gaining Access

TEAMS Access

- [Instructions for accessing TEAMS](#)
- [AEL Information Resources Usage Agreement - P-41C](#)
- [TWC Information Security Training - Cyber Security Awareness](#)
- [Family Education Rights and Privacy Act \(FERPA\) training](#)
- [For TWC training user identifier use: AEL your grantee name \(space\) your first name & last name example: AELTWC maciamorrow](#)
- [TEAMS logon for users with approved access](#)
- Once you complete TWC training and set up a user id in TEAMS, please **submit** training score receipt and/or certificate and user id to teams.technicalassistance@twc.texas.gov email to grant access to TEAMS.

TABLEAU Access

To obtain TABLEAU access (another system that provides us in-real-time data on your Program), you have to complete your TEAMS access first. After you complete your TEAMS access, you can:

- Send a request with your TEAMS ID and email associated with the TEAMS account to teams.technicalassistance@twc.texas.gov. They will, in turn, send you an email with instructions to set up and activate an OKTA account. The OKTA account will provide you access to TABLEAU.

If a staff member has already been granted access, but is locked out of their account:

- Send a request with their name and email associated with the TEAMS account to teams.technicalassistance@twc.texas.gov

If an account needs to be deactivated:

- Send a request with the staff member's name and email associated with the TEAMS account to teams.technicalassistance@twc.texas.gov
- For any inquiries other than access, send your inquiry to teams.technicalassistance@twc.texas.gov
- TABLEAU dash boards and basic user guide: <https://www.twc.texas.gov/students/adult-education-literacy-teachers-providers>



TWC AEL WELCOME

PD Portal Access

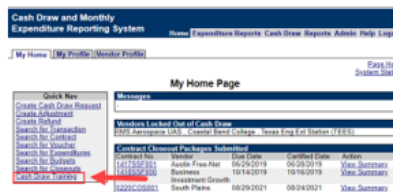
You will also need to gain access to the PD (Professional Development) Portal, so you can register/sign up for trainings, view your staffs' trainings, etc.

- <http://www-tcall.tamu.edu/PD-Portal.html>
- <https://twc.csod.com/client/twc/default.aspx>

CDER ACCESS (mandatory for local grant managers/finance people only, but good for Director to have as a backup)

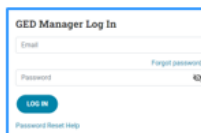
CDER: Cash Draw and (monthly) Expenditure Reporting System organizes and keeps track of your grant's expenditures.

- Send an email to AELcontracts@twc.texas.gov to request information on how to set up your CDER account.
- Return forms to cashdraw.ta@twc.texas.gov
- Take CDER trainings in CDER



GED Manager Access (for Director and designated staff only)

With GED Manager Access, you can help Participants/Voucher recipients sign up for testing, keep track of HSE testing progress, request GED Ready tests, etc.



- Email Jonna Forsyth jonna.Mcdonough@GED.com and Cc your Program Specialist to request a GED Manager Account.



- ✓ TWC AEL Welcome
- ✓ Adult Education Acronyms
- ✓ AEL Reports
- ✓ Job Readiness Checklist
- ✓ IET Programs – Typical Credentials and MSGs
- ✓ Measurable Skill Gains Overview Chart
- ✓ Required Participant File Documentation

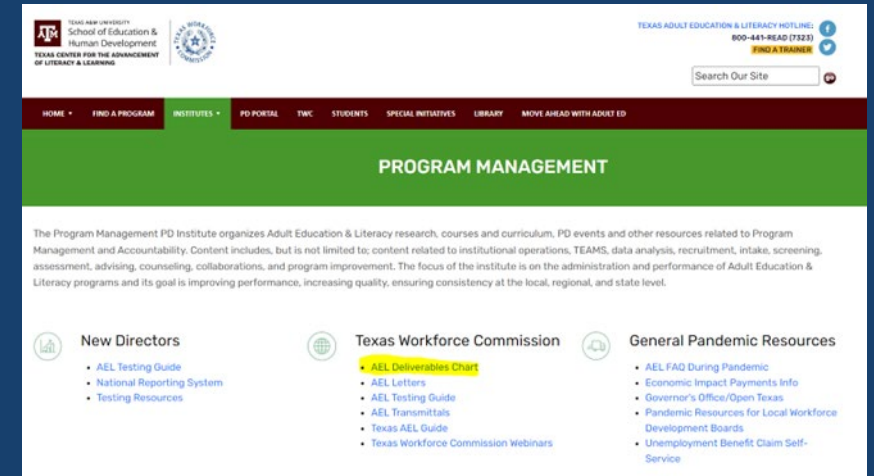
QUICK REMINDERS



Where to find deliverables:

<https://tcall.tamu.edu/COVID-AEL.htm> (Old)

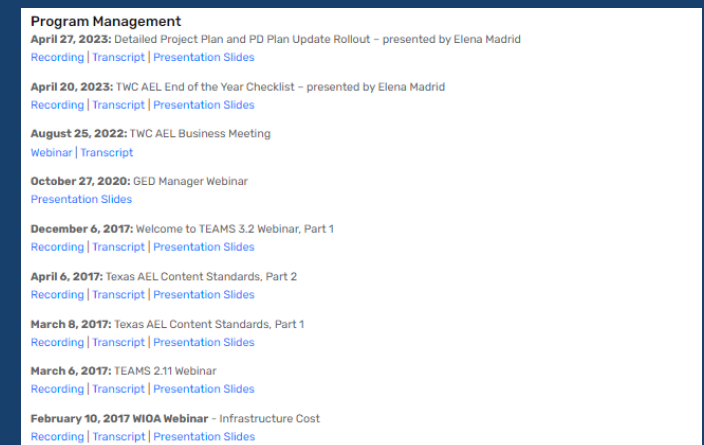
<https://tcall.tamu.edu/programManagement.html> (New)



Where to find recorded TWC webinars:

<https://tcall.tamu.edu/twcael/webinars.htm>

- TWC End of the Year Checklist (April 20, 2023)
- Detailed Project Plan and PD Plan Update Rollout (April 27, 2023)



Give the AEL department the ability to provide outreach in a way that geographically supports the resources of our team in terms of staff, as well as, strengthens and reinforces partnerships internally (ex. SKILLS, Apprenticeship, LMCI, etc.) and externally (ex. TCALL, Boards, CPPDC, DLPDC, employers, etc. Also, market AEL.



- Statewide TA
- Continued efforts for collaboration partnerships. (Internal and External).

Expected in PY 24-25

- Regional Assignments
- Regional Meetings
- AEL Marketing Materials
- Updated TWC AEL Website



THANK YOU!

Elena Madrid

Technical Assistance Supervisor, Adult Education and Literacy

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