

Effective FY27: October 1, 2026 – September 30, 2027

The current workforce service contract for the management/operation of career centers (C2 Global Professional Services) expires on September 30, 2026.

The contract was written for an initial one (1) year period with the option to renew annually for up to four (4) additional one (1) year periods at the sole discretion of the Board contingent upon satisfactory performance, Board approval, and availability of funding. Board policy (Integrity of the Workforce System) also requires a fiscal integrity evaluation at each renewal period.

Career Center

C2GPS

The current contract period with C2GPS for the operation and management of the career centers is October 1, 2025 -- September 30, 2026. This will be the first contract renewal request under this contract.

Under its contract for the career centers, C2 GPS is responsible for the delivery of services under the following programs:

- Workforce Investment Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth
- Trade Adjustment Assistance Act (TAA)
- Temporary Assistance for Needy Families (TANF/Choices)
- Supplemental Nutritional Assistance Program (SNAP) Employment & Training
- Non-Custodial Parent Program (NCP)
- Reemployment Services and Eligibility Assessment (RESEA)
- Wagner-Peyser Employment Services (ES)
- Veterans Employment Service
- Summer Earn and Learn (SEAL)
- Student HireAbility Navigator (SHN)
- Local City and County programs

CONTRACT AMOUNT:

\$11,658,547¹

PERFORMANCE:

As of PY26 Q3, Workforce Solutions Capital Area is not under a TWC-mandated performance improvement plan or corrective action plan. However, C2GPS is currently operating under Board-mandated Corrective Action Plans (CAPs) for its administration of the SNAP Employment & Training

¹ FY2026

ONE (1) YEAR CAREER CENTER OPERATOR AND WORKFORCE SERVICES CONTRACT RENEWAL

(E&T) and WIOA programs. Corrective action implementation and technical assistance reviews are underway to address identified issues and bring C2GPS into compliance with both programs.

Based on TWC's April 2026 (*release date 7/10/26*) year-to-date performance reports for Board contracted measures, C2GPS is meeting performance targets in all federally funded program measures except for:²

- Reemployment: Claimant Reemployment within 10 Weeks

C2GPS has developed a plan to address performance on the Reemployment: Claimant Reemployment within 10 Weeks measure, and Board staff is providing technical assistance as needed to support implementation.

Board leadership continues to monitor ongoing concerns related to the C2GPS's performance under their current contract. A subset of Board members participated in discussions with the contractor, and a follow-up meeting is planned for September 2026. Workforce Solutions Capital Area continues to monitor progress and evaluate corrective actions, while maintaining oversight of contract performance and service delivery.

BOARD MONITORING:

Monitoring Engagement Conclusions

Overall, the BCY26 monitoring results as of July 31, 2026, demonstrate that continued attention is needed for career program operations to resolve recurring compliance issues, improve documentation quality, and ensure corrective actions are specific, measurable, and verifiable. The most significant risks are concentrated in TANF, RESEA, SNAP E&T and WIOA, where unresolved operational and documentation deficiencies may affect program integrity, participant outcomes, state, and federal monitoring results. Strong implementation is demonstrated within reviewed areas of Non-Custodial Parent, particularly in maintaining required documentation and completing required actions.

Significant Findings and Systemic Issues

TANF: *Self-employment activities are not supported with the required verification documentation. Employment is not reported to HHSC for Customers entering employment during TANF participation. Follow Up Review BCY27.

RESEA: *Required outreach methods are not consistently completed or documented to show Claimants were reminded of scheduled appointments. Case notes contain discrepancies and

² TWC converted its data management system in the spring of 2024 and there have been issues with accurate reporting since. TWC is currently working to remediate known issues.

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missing details about communication between RESEA Staff and Claimants for rescheduled and missed appointments. Follow Up Review set for 8/24/2026

SNAP E&T: **ABAWDs are not placed at Workfare worksites after completing four job search weeks, and good cause recommendations are not submitted to HHSC when suitable Workfare sites or other E&T activities are unavailable. Noncooperation with SNAP E&T requirements is reported to HHSC late or, in a significant number of cases, non-cooperation is not reported to HHSC at all.

WIOA: **Lacking sufficient source documentation required to validate a participant's Date of Program Entry, and when applicable, their Date of Program exit.

**Monitoring results associated risks along with strategy recommendations for corrective action planning and outcome measurement were referred to the Contract Management Team for ongoing oversight, technical assistance, and follow-up.

AUDIT AND FISCAL INTEGRITY EVALUATION:

The fiscal integrity report concludes that C2 Global Professional Services, LLC (C2) is materially compliant with the applicable fiscal integrity requirements, and it identifies no issues material enough to preclude Workforce Solutions Capital Area from contracting with the organization. This conclusion applies across compliance, protection of funds, bonding/insurance, standards of conduct, and disclosure requirements.

RECOMMENDATION:

Board staff recommends Board approval of a one (1) year contract renewal with C2GPS for the operation and management of the Career Center Contract for the period of October 1, 2026, through September 30, 2027.

