

2021 ANNUAL REPORT



Making an Impact Through

ACCOUNTABILITY • EXCELLENCE • INNOVATION • INTEGRITY • COLLABORATION

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WORKFORCE SOLUTIONS ALAMO

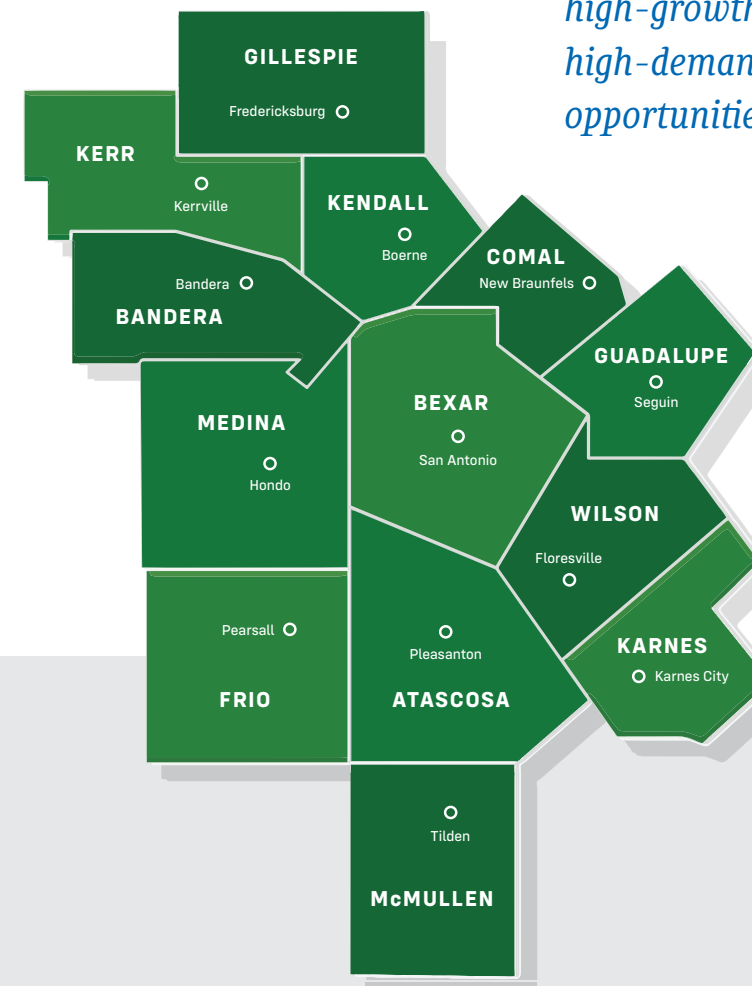
Mission, Vision & Core Values

As the governing board for the regional workforce system, Workforce Solutions Alamo serves the labor force of the 13-county Alamo Area. We reflect the diversity of the region's constituencies and are committed to strengthening our local economy by joining a skilled workforce together with employers.

Workforce Solutions Alamo is one of 28 workforce boards in the State of Texas and the designated grant recipient and administrative entity responsible for the planning and oversight of workforce

programs and services in the Alamo Area. Board membership includes individuals representing business and industry, economic development agencies, community-based organizations, education, and more.

Our work is to prepare people for meaningful careers while developing innovative workforce solutions for businesses in targeted industries providing long-term stability through high-growth, high-wage, high-demand employment opportunities.



MISSION

To strengthen the Alamo regional economy by growing and connecting talent pipelines to employers

VISION

To lead the most integrated community workforce network in the nation

VALUES

Our core values are the foundation from which we serve. They represent the heart of Workforce Solutions Alamo and help guide our decisions to empower job seekers, support businesses, and uplift communities

Accountability:
We take the initiative to step up and own our actions

Excellence:
We work to exceed expectations with a focus on quality

Innovation:
We encourage creativity and actively explore possibilities to try new things

Integrity:
We do what we say we are going to do

Collaboration:
We work together as a team for a common goal

LETTER FROM
Leadership

Dear Friends of Workforce Solutions Alamo,

Workforce Solutions Alamo was formed in 1994 to empower people to realize their potential through work by providing access to training, career resources, and connections to employers.

This same purpose remains today and is centered around our core values of **Accountability, Excellence, Innovation, Integrity, and Collaboration**. These values embody the transformative spirit of “work” and hold us to the highest standards of service.

- ACCOUNTABILITY
- EXCELLENCE
- INNOVATION
- INTEGRITY
- COLLABORATION

This report recaps our 2021 fiscal year by highlighting the values that hold us to the highest standards of service.

Although unemployment rates have returned to pre-pandemic levels, our work cannot become complacent. Thousands within our communities are still in need of jobs and the skills to become economically mobile. More importantly, they are in need of hope and encouragement to realize their talents in order to achieve financial independence for themselves and their families.

This 2021 Community Impact Report highlights our values in action to meet and exceed the growing needs of employers and job seekers by providing access to education, training, and employment opportunities offering high-wages and a viable career path.

Thank you to the 13-county judges, board members, stakeholders, workforce partners, and staff who continue to innovate and implement a sector-based model driven by industry partnerships and demand. Their visionary leadership and collective commitment to develop a qualified and skilled workforce provide opportunities to accelerate economic growth and success.

Meaningful work provides more than a paycheck. Work provides dignity, purpose, and the promise for a better life. The investments we make today will enable those we serve to thrive and realize this same promise for generations to come.

In Partnership,



Leslie Cantu
CHAIRWOMAN,
WORKFORCE SOLUTIONS ALAMO BOARD OF DIRECTORS



Adrian Lopez
CHIEF EXECUTIVE OFFICER





Chief Elected Officials

Judge Richard Evans BANDERA COUNTY	Judge Rob Kelley KERR COUNTY	Judge Darrel Lux KENDALL COUNTY	Judge James Teal McMULLEN COUNTY
Judge Wade Hedtke KARNES COUNTY	Judge Shermann Krause COMAL COUNTY	Mayor Ron Nirenberg CITY OF SAN ANTONIO	Judge Nelson Wolff BEXAR COUNTY
Judge Robert Hurley ATASCOSA COUNTY	Judge Kyle Kutscher GUADALUPE COUNTY	Judge Chris Schuchart MEDINA COUNTY	
Richard Jackson WILSON COUNTY	Judge Arnulfo Luna FRIO COUNTY	Judge Mark Strocher GILLESPIE COUNTY	

Board of Directors

2021 Workforce Solutions Alamo Board Officers

Leslie Cantu, <i>Chair</i> ASSISTANT VP // TOYOTETSU TEXAS, INC.	Jamie Allen, <i>Vice Chair</i> CHIEF OPERATING OFFICER // TEXAS CREATIVE	Frank Crowder, <i>Secretary</i> PRESIDENT & CEO // DEFENSE CONSULTING
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2021 Workforce Solutions Alamo Board Members

Mary Batch MANAGER TALENT MANAGEMENT // TOYOTA MANUFACTURING TEXAS, INC	Allison Greer Francis VICE PRESIDENT/ GOVERNMENT RELATIONS // CENTER FOR HEALTH CARE SERVICES	Polo Leal INTEGRATED SERVICES AREA MANAGER // TEXAS WORKFORCE COMMISSION	Angelique De Oliveira CHIEF MISSION SERVICES OFFICER // GOODWILL INDUSTRIES OF SAN ANTONIO
Eric Cooper PRESIDENT & CEO // SAN ANTONIO FOOD BANK	Lisa Navarro Gonzales VICE PRESIDENT // SANTANA GROUP	Elizabeth Lutz EXECUTIVE DIRECTOR // THE HEALTH COLLABORATION	Ben Peavy MANAGING DIRECTOR // SAN ANTONIO DELIVERY CENTER LEAD, ACCENTURE FINANCIAL SERVICES
Mitchell Shane Denn COUNCIL REPRESENTATIVE // SAN ANTONIO BUILDING & CONSTRUCTION TRADES COUNCIL	Yousef Kassim CEO // EASY EXPUNCTIONS	Anthony (Tony) Magaro VICE PRESIDENT, HUMAN RESOURCES // SOUTHWEST RESEARCH INSTITUTE	Kelli Rhodes EXECUTIVE DIRECTOR // RESTORE EDUCATION
Lindsay Dennis ASSISTANT DIRECTOR // SEGUIN ECONOMIC DEVELOPMENT CORPORATION	Diana Kenny OWNER, COO // ASSESSMENT, INTERVENTION, MANAGEMENT, LLC (AIM)	Dr. Sammi Morrill ASSOCIATE VICE CHANCELLOR OF OPERATIONS // ALAMO COLLEGES DISTRICT	Dr. Burnie Roper SUPERINTENDENT OF SCHOOLS // LACKLAND INDEPENDENT SCHOOL DISTRICT
Dawn Dixon EXECUTIVE DIRECTOR // CONNECTABILITY	Carolyn King, LCSW, LMFT, BCD CLINICAL SOCIAL WORKER	Betty Muñoz DIRECTOR OF HUMAN RESOURCES // JW MARRIOTT SAN ANTONIO HILL COUNTRY	Dawn Vernon MARKETING & BUSINESS DEVELOPMENT MANAGER // NAIN MEDINA BAIN, INC.
		Dr. Mark Niederauer CHIEF OPERATING OFFICER // E02 CONCEPTS	Doug Watson EXECUTIVE DIRECTOR // HEALY-MURPHY CENTER

Committee of Six

Dr. Adriana Rocha Garcia CITY OF SAN ANTONIO, COUNCILMEMBER - DISTRICT 4	Trish DeBerry BEXAR COUNTY, COMMISSIONER - PRECINCT 3	Judge Richard Evans, Chair BANDERA COUNTY
Robert Treviño CITY OF SAN ANTONIO, COUNCILMEMBER - DISTRICT 1	Rebeca Clay-Flores BEXAR COUNTY, COMMISSIONER - PRECINCT 1	Judge Chris Schuchart MEDINA COUNTY

Leadership Team

Adrian Lopez CHIEF EXECUTIVE OFFICER	Mark Milton CHIEF OPERATING OFFICER	Angela Bush CHIEF FINANCIAL OFFICER	Andrea Guerrero-Guajardo, Ph.D. MPH CHIEF INFORMATION OFFICER
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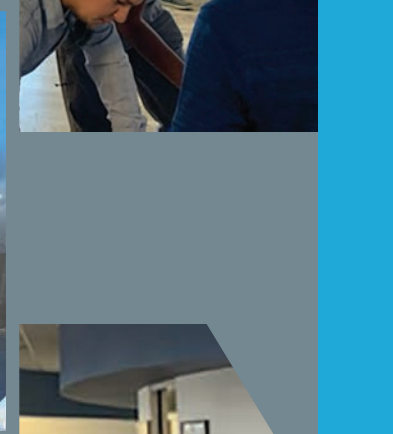
MAKING AN IMPACT THROUGH Accountability

BY THE NUMBERS
October 2020 through September 2021

Business Solutions

Workforce Solutions Alamo brings employers and job seekers together by offering a comprehensive set of services to help businesses save money, improve productivity, and help source qualified, trained, and motivated employees.

Customized services include **recruitment and screening services, information on tax incentive programs, labor market information, training, and more.**



116,501 EMPLOYER SERVICES PROVIDED

\$18.92 AVERAGE HOURLY PLACEMENT WAGE

220 JOB FAIRS & HIRING EVENTS



Job Seekers

At **Workforce Solutions Alamo's 16 Career Centers**, job seekers receive career exploration assistance, job referrals, résumé and interview preparation, financial assistance, connections to training and access to essential services such as child care.

9,078 PEOPLE PLACED IN JOBS

70,284 IN-PERSON GUESTS AT 16 CAREER CENTERS

Child Care Services

Reliable, affordable, and quality childcare enables parents to work, attend school, or participate in skilled training opportunities while also helping to develop our future workforce by providing a solid foundation for success today.

9,927 AVERAGE DAILY NUMBER OF CHILDREN SERVED THROUGH CHILD CARE

\$15.7M AVERAGE MONTH EARNED INCOME OF WORKING PARENTS

In August of 2021, the **Texas Workforce Commission (TWC)** implemented the Service Industry Recovery (SIR) Child Care program aimed to help low-wage

workers in TWC-specified service industries whose jobs could not be accomplished remotely. The program provided eligible parents with 12 months of child care at no cost. **Workforce Solutions Alamo** was awarded more than \$43 million to enroll nearly 4,600 children into care.

SUCCESS STORY

Yasmin G.

"I am very appreciative of the child care assistance I have received. This program has helped me stay employed and attend college by helping me keep my children in quality daycare facilities. I know this program will help other parents like myself trying to work and stay in school. **I can't thank you all enough.**"



Youth Services

Today's youth are tomorrow's workforce. Workforce Solutions Alamo's Youth Empowerment Services, or YES! Program, prepares young adults ages 16-24 with the education and skills to continue their education and/or successfully transition to the world of work.

519 YOUTH SERVED

172 YOUTH ENTERED EMPLOYMENT

88 YOUTH OBTAINED CREDENTIAL/CERTIFICATION



Youth Services Offered

Tutoring, study skills, training, instruction, and dropout prevention

Alternative secondary school services or dropout recovery services

Paid Work Experience

Occupational Skills Training

Education offered concurrently with workforce preparation and training for a specific occupation

Leadership Development Opportunities

Support Services, Financial Support, Incentives

Mentoring

Guidance and Counseling

Financial Literacy Education

Entrepreneurial Training

Post-Secondary Preparation and Transition Activities



OCTOBER 2020 — SEPTEMBER 2021

Financial Overview

ACTUAL FEDERAL SPENDING from reoccurring services to support the local community through jobs and career services.

FUNDING STREAM	EXPENDITURES	PROGRAM DESCRIPTION
Employment Services	\$ 1,286,132	Local workforce career centers connect job seekers and employers through resume writing, job matching, and career exploration services.
Trade Act	\$ 136,878	Job training program retraining displaced job seekers in new careers as a result of their prior position being eliminated due to international trade.
Workforce Innovation & Opportunity Act (WIOA)	\$ 12,175,354	Job training program assisting adults as well as dislocated and youth workers with skills development in the form of short-term and long-term vocational, classroom, and on-the-job training. Additional work experience opportunities and supportive services are made available to remove barriers to unsubsidized employment.
Reemployment Services And Eligibility Assessment	\$ 408,978	Outreach program for unemployment claimants reaching the end of their benefits to help reengage them back into the workforce system.
National Dislocated Worker	\$ 2,028,467	Program providing disaster related employment and job training assistance to individuals impacted by COVID-19.
Subsidized Nutrition Assistance Program (SNAP)	\$ 1,783,084	Programs assisting SNAP recipients to gain skills and participate in job training and work experience opportunities in order to obtain unsubsidized employment.
Child Care	\$ 87,520,865	Program providing low-income individuals with childcare assistance.
Temporary Aide for Needy Families (TANF)	\$ 6,235,462	Programs assisting TANF recipients to participate in work experience and job training opportunities in order to obtain unsubsidized employment.
Health Professional Opportunity Grant	\$ 41,759	Job training focusing on the health care profession for TANF recipients.
Coronavirus Relief Fund (CARES)	\$ 922,436	Job training program providing job training assistance, on-the-job training work experience opportunities, supportive services, and stipends to individuals affected by COVID-19.
Skills Development Fund	\$ 169,166	Job training program assisting individuals affected by COVID-19.
Veterans Services	\$ 2,000	Assist Texas Veterans Leadership Program with equipment and supplies.
Resource Administration	\$ 2,213	Support for shared facilities.
Helping Offices Manage Electronically	\$ 21,036	Initiative granted by the Texas Workforce Commission to assist employers affected by COVID-19 by enabling them to provide remote and contactless operations.
TOTAL FEDERAL SPENDING	\$ 112,733,830	



ACTUAL ADDITIONAL SPENDING from other sources.

PROGRAM	FUNDING	TYPE
Bexar County Strong	\$ 5,090,971	Job training and stipends funded through Bexar County.
City of San Antonio Train for Jobs	\$ 8,447,796	Job training and stipends funded through the City of San Antonio for San Antonio residents.
City of San Antonio Ambassador Program	\$ 18,388	Paid internships for City of San Antonio college students with disabilities.
TOTAL ADDITIONAL SPENDING FROM OTHER SOURCES	\$ 13,557,155	
GRAND TOTAL Actual Federal Spending + Actual Additional Spending	\$ 126,290,985	



MAKING AN IMPACT THROUGH
Excellence

At Workforce Solutions Alamo, we strive for excellence in everything we do because everyone we serve deserves nothing less than our best.

Quality Child Care

Workforce Solutions Alamo invested in quality initiatives aimed at increasing the quality of childcare offered in the Alamo Area. Investments included:

- Professional Development
- Monetary Incentives
- STEM and Activity Play Kits
- College Course Scholarships
- Program Supplies

Success Story

Paige L.

To encourage continued professional development and quality instruction, Workforce Solutions Alamo offered child care staff the opportunity to apply for a scholarship covering the cost of tuition at San Antonio College to earn a Level II Early Childhood Studies Certificate.

In Spring of 2021, 11 individuals were awarded scholarships totaling \$7,093 and received incentives totaling \$11,000 for successfully completing the semester.

“I am very thankful for the opportunity **Workforce Solutions Alamo** gave me to go back to school to better myself and my future. There was a sense of security given to me through the scholarship. It pushes me to do better because others are relying on me to be my best. **Thank you!**”



MAKING AN IMPACT THROUGH Excellence

Workforce Solutions Alamo's **Signature Events** in 2021 included development and employment opportunities for individuals with unique abilities, youth as well as military members and their families.

Summer Earn & Learn

125 WORKSITES

243 STUDENTS PARTICIPATED

103 EMPLOYERS PLEDGED

The Summer Earn & Learn (SEAL) program provided Alamo Area students ages 16-24 with disabilities the opportunity to gain new skills and explore careers. Through work-based learning, youth with unique abilities were able to earn a paycheck and learn new skills through a professional employment experience.

Participating employers benefitted from the addition of a new pool of talent comprised of engaged and enthusiastic team members offering different perspectives on today's workplace.

SEAL is a partnership program between the Texas Workforce Commission, Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS), and Workforce Solutions Alamo.

Summer Earn & Learn Participating Employers



High School to Careers

236 STUDENTS PARTICIPATED

7 SCHOOL DISTRICTS PARTICIPATED

In an effort to boost college and career readiness, the High School to Careers (HTC) event helped students explore career and educational opportunities to

help guide their career decisions. By becoming aware of job opportunities, post-secondary education options, employability skills, and resources available

in their community, students became better equipped to accelerate decisions regarding their future in an ever-evolving economy.



Hiring Red, White & You!

Committed to serving our nation's military, Workforce Solutions Alamo hosted the 10th annual statewide Hiring Red, White, & You event connecting veterans, transitioning military members, and military spouses and families to employers who value the commitment, service, and skills of those who served and sacrificed for our country.

Hiring & You!
Red, White & You!

TMC | TEXAS MEDICAL CENTER

TEXAS WORKFORCE COMMISSION
TEXAS VETERANS COMMISSION
A proud partner of the AmericanJobCenter® network

157 EMPLOYERS ATTENDED

740 JOB SEEKERS

235 VETERANS SERVED



MAKING AN IMPACT THROUGH
Innovation

In a time of continued uncertainty, **Workforce Solutions Alamo** developed new and innovative ways to serve.

Sector Based Model

Workforce Solutions Alamo is committed to supporting regional economic growth by analyzing the regional labor market to identify industry and occupational trends that are in high-demand and critical to the region's economic vitality. The sector based model framework was adapted in the 2021-2024 Local Plan. This framework supports industries

in high-demand, high-wage jobs and aligns the work we do as the Workforce Solutions Alamo Board with industries vital to the Alamo Area. Workforce Solutions Alamo invests Workforce Innovation and Opportunity Act (WIOA) funds and other resources into job seekers pursuing a career pathway in these targeted industries.

TOP CAREER INDUSTRIES



AEROSPACE



HEALTHCARE



CONSTRUCTION



IT/CYBER SECURITY



EDUCATION



MANUFACTURING



FINANCE / INSURANCE



OIL & GAS



Child Care Dream Initiative

In 2021, the Dream Initiative was launched to help child care providers address the impacts of the pandemic and improve services for children given social distancing and other requirements. These grants helped fund playgrounds,

gardens, and classroom furniture indirectly benefiting thousands of children.

* This project was financed using 100% Federal Funds from the Department of Labor. The amount of funds for this project was \$100,017. No percent of this project was financed by nongovernmental sources.

\$100,017 CHILD CARE DREAM INITIATIVE FUNDING*
858 CHILDREN SERVED

Recipients of the Workforce Solutions Alamo Child Care Dream Initiative

Abiding Love Learning Center
Immersion Montessori
Blessed Sacrament Academy Child Development Center
Kidcare Learning Center

Brilliant Starts Learning Academy
Life Church Child Development Center
Happy Hands In-Home Christian Child Care

Marbach Christian Church Daycare Center
Harper Community Preschool
World Of Knowledge Early Learning Center

“WSA grant programs have helped us remain stable and financially secure during these uncertain times.”

Funding Impact

At Marbach Christian Daycare Center, pandemic-related restrictions on the center's indoor capacity, coupled with parents' reluctance to send children to an indoor facility, eroded the center's budget. To counter challenges, center director, Reshaunda Dotson, envisioned creating an enriching outdoor classroom out of the church playground. The grant monies funded new surfacing and landscaping as well as a new privacy fence. The outdoor classroom allowed the center to enroll more children and restore lost revenue.

At Brilliant Starts in New Braunfels, funding from the Child Care Dream Initiative was used to establish an Atelier – a place for children's creative exploration, intuition, and spontaneous creativity. Brilliant Starts uses art shows as a method of encouraging parent engagement.

At World of Knowledge Early Learning, an \$18,000 grant was used to replace worn furniture and to purchase a new researched-based curriculum focused on STEM and emotional development lessons. The grant is helping the center gain its Texas Rising Star certification for quality.



“The additions helped our playground come alive again and brought fun excitement to everyone here.”



Bexar County Strong – Partnership with the Bexar County Sheriff's Department

Bexar County Strong was an innovative partnership with Workforce Solutions Alamo that in part helped fund residents to become vital law enforcement personnel.

In the midst of the pandemic, the Bexar County Sheriff's Office partnered with Workforce Solutions Alamo to provide support services to cadets in

training. These basic and crucial supports ranged from rental and utility assistance to uniforms needed to participate in training.

More than 60 cadets completed the training and joined the Bexar County Sheriff's Department becoming front-line heroes in serving the community.

"Together, we provided support services for cadets in training. Thank you Workforce Solutions Alamo for your partnership!"

— JAVIER SALAZAR
BEXAR COUNTY SHERIFF

Bexar County Strong — Act Now

For Bexar County residents needing to change careers due to the COVID-19 pandemic, the Bexar County Strong

program provided training and upskilling opportunities necessary to transition to new in-demand occupations.

750 Bexar County residents enrolled into the program between September 2020 and December 2021

469 residents participated in training for in-demand industries such as Healthcare, Medical, and Information Technology

382 residents successfully completed training and 248 secured gainful employment

Teacher Externship

The Teacher Externship program hosted its first virtual externships to expose local educators to high-growth industries.

The program helped teachers and administrators make the connection between academic instruction and curriculum and today's workplace.

78 local educators in math, science, cybersecurity, and career technical education completed externships

5 charter schools represented

16 independent school districts represented: Alamo Heights ISD, Comal ISD, East Central ISD, Edgewood ISD, Floresville ISD, Harlandale ISD, Judson ISD, La Vernia ISD, Lytle ISD, Medina Valley ISD, Northeast ISD, Northside ISD, San Antonio ISD, Schertz-Cibolo-Universal City ISD, Southside ISD, and Southwest ISD

7 businesses participated: H-E-B, Joeris, Southwest Research Institute, Boeing, Cox Manufacturing, Nissei, and Accenture hosted virtual or in-person externships. Featured industries included Manufacturing, Research/Engineering, Construction, and Warehousing/Transportation





East Houston Career Center Remodel

MAKING AN IMPACT THROUGH Integrity

We proudly establish and execute a standard of excellence for serving job seekers and employers.

Career Centers

Workforce Solutions Alamo operates 16 conveniently located network of careers centers serving as the focal point for bringing job seekers and employers together both in-person as well as virtually. Whether seeking first-time employment, changing careers, or wanting to gain additional skills for career advancement opportunities, our Career Centers offer quality services to help prepare and connect people to high-growth, high-wage jobs and careers.

Workforce Solutions Alamo continues to forge its place as a local workforce development leader by reimagining our centers and creating spaces where job seekers are inspired to learn about career pathways leading to self-sufficiency. In 2021, Workforce Solutions Alamo made investments to remodel our East Houston center in San Antonio and relocate our center in Seguin, TX. The enhancements improved our service delivery by providing expanded space, new equipment, and greater focus on high-growth industries.

Seguin, TX Career Center Relocation





2021 Unemployment Data

Working to Recovery

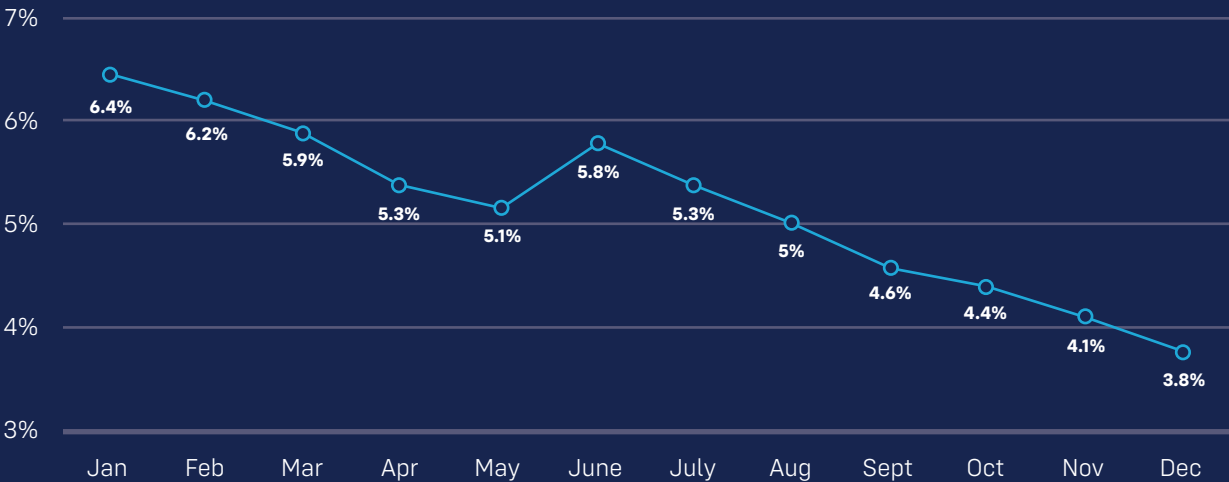
ALAMO WDA NOT ADJUSTED LOCAL AREA UNEMPLOYMENT STATISTICS

From January 2021 to December 2021, more than 24,000 people were added to the labor force.

MONTH	EMPLOYMENT	CIVILIAN LABOR FORCE ↗	UNEMPLOYMENT ↘
January	1,166,313	1,245,939	79,626
February	1,174,803	1,253,118	78,315
March	1,179,145	1,253,596	74,451
April	1,188,716	1,255,363	66,647
May	1,191,836	1,255,660	63,824
June	1,195,456	1,268,611	73,155
July	1,201,482	1,268,393	66,911
August	1,199,547	1,262,681	63,134
September	1,207,068	1,265,824	58,756
October	1,213,548	1,269,354	55,806
November	1,221,576	1,274,004	52,428
December	1,222,306	1,270,022	47,716

UNEMPLOYMENT RATE

From January 2021 to December 2021, the unemployment rate decreased from 6.4% in January to 3.8% in December, a decrease of nearly 32,000 people.



MAKING AN IMPACT THROUGH Collaboration

Creating strategic partnerships with organizations allowed **Workforce Solutions Alamo** to respond to the needs of our communities in impactful ways.

To better address the continued uncertainties presented in 2021, Workforce Solutions Alamo developed a consortium of strategic partners focused on improving the regional economy by connecting talent pipelines to employers. Named the **Alamo Workforce Consortium**, partners include AVANCE San Antonio, Chrysalis Ministries, Family Service Association, Opportunity Home, the San Antonio Food Bank, Texas A&M San Antonio, United Way of San Antonio and Bexar County and YWCA.

The collective impact of the Consortium is the ability to engage an additional 5,000 clients and recruit them into the workforce ecosystem. By removing barriers, individuals and families are placed on a path to self-sufficiency through education, training, and meaningful employment. Collectively, the Consortium will expand the number of entry sites by ten in Bexar County and will expand the reach of individual agencies to increase access to supportive resources including financial literacy, housing, food, childcare, and quality education and training.

Alamo Workforce Consortium







[WorkforceSolutionsAlamo.org/
workforce-academy](http://WorkforceSolutionsAlamo.org/workforce-academy)

BECOME A

Workforce Ambassador

AND WORK TO MAKE AN IMPACT.



AmericanJobCenter

210.224.HELP (4357)

WorkforceSolutionsAlamo.org



Workforce Solutions Alamo is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Texas Relay Numbers: 1-800-735-2989 (TDD) or 1-800-735-2988 (Voice) or 711.

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