



## **OVERSIGHT COMMITTEE MEETING**

Workforce Solutions Alamo  
100 N. Santa Rosa St., Suite 120, Boardroom  
San Antonio, TX 78207

**May 31, 2024**

**9:00 AM**

**BOARD OF DIRECTORS:** Dr. Sammi Morill (Chair), Leslie Cantu, Jennifer Lange, Charles Camarillo, Yvonne Addison

**STAFF:** Adrian Lopez, Adrian Perez, Angela Bush, Caroline Goddard, Dr. Ricardo Ramirez, Eric Vryn, Gabriela Navarro Garcia, Gilbert Monk, Kristen Rodriguez, Rebecca Espino Balencia, Teresa Chavez, Trema Cote, Victoria Rodriguez, James Kieth, Jennifer Ledford, Alfred Salazar, Carlos Garcia, Gilbert Monk, Gabriela Horbach, Manuel Ugues, Roberto Corral, Jason Rodriguez, Ramsey Olivarez, Stephanie Moore, Brenda Garcia

**PARTNER STAFF:** Ana Contreras

**LEGAL COUNSEL:** None.

**GUESTS:** None

### **AGENDA**

*Agenda items may not be considered in the order they appear.*

Citizens may appear before the Committee to speak for or against any item on the Agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of meeting. Questions relating to these rules may be directed to Caroline Goddard at (210) 322-6296.

***The Chair of the Committee will be at the Host Location. The Host location is specified above. Meetings will be visible and audible to the public at the Host location, and there will be a visual or audio recording of the meeting. There will be two-way audio and video of the meeting between each Board member sufficient that Board members and public can hear and see them. WSA will comply with all Videoconferencing Guidelines.***

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I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

**At 9:08AM, Chair Dr. Sammi Morrill called the meeting to order.**

II. ROLL CALL AND QUORUM DETERMINATION

Presenter: Dr. Sammi Morrill, Committee Chair

**The roll was called, and a quorum was declared present.**

III. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Dr. Sammi Morrill, Committee Chair

**NONE**

IV. PUBLIC COMMENT

Presenter: Dr. Sammi Morrill, Committee Chair

**NONE**

V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Sammi Morrill, Committee Chair

a. Meeting Minutes – APRIL 5, 2024

**Upon motion by Leslie Cantu and seconded by Yvonne Addison, the Committee approved the minutes.**

VI. BRIEFING: QUALITY ASSURANCE (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

**Three items to present today. These items are briefings and are not requesting board action. One is a quality assurance update, monitoring outcomes and technical assistance.**

a. Quality Assurance Update

b. Monitoring Outcomes and Technical Assistance

- TWC Annual Monitoring: we expect the monitoring to begin around mid-August.

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- Report on monitoring from TWC and other agencies. For the TWC annual monitoring, we completed last year's, with no pending items other than the PII and which we implemented systems to protect which those are ongoing, including walkthroughs at the centers, from the part of both board staff and, contractor staff or partners
  - Office of Child Care (OCC): the monitoring seemed to be an 'informal' review. Child Care Board Staff will report outcomes to the Early Child Care & Education Committee.
  - Health & Human Services Commission (HHSC): HHSC's monitoring of SNAP E&T fiscal transactions is ongoing. Fiscal Board Staff will report the item to the Audit & Finance Committee.
  - Provide Internal & Extenal Engagement Timelines
- c. TWC Performance – Texas Talent Assistance Rate
- New measure that TWC began implementing this year.
  - This briefing is part of the TWC Performance series and includes a new measure, the Texas Talent Assistance.
  - TWC and Boards want to continue creating more meaningful performance measures.
- Goals & Denfinition:
- The effort aims to focus on accountability and storytelling.
  - To that purpose, TWC has implemented a new measure, the Texas Talent Assistance, and this is the first year that it is being implemented.
  - The performance aims to help employers acquire or develop talent:
  - With new hires, upskilling, and onboarding.
- Definition:
- The number of employers reporting Texas Talent Assistance units.
  - Provided reported services, measured includes the following nine services
    - Taking preferred job postings
    - Specialized testing of job seekers on behalf of an employer.
    - Employer site recruitment
    - Job fairs
    - Providing interviewing or meeting space
    - Customized incumbent worker or on the job training
    - Subsidized and unpaid employer agreements.
    - Fidelity bonding
    - Job development ( If attached to an employer)

## VII. PROCESS BRIEFING:

Presenter: Eric Vryn, Chief Process Officer

### a. Procurement, Information Technology and Ready To Work

#### **Recap of strategic focus, Procurement Enhancements, Secure IT Cloud Migration, Optimized Ready to Work Program**

- Current State Insights: To increase efficiency and address gaps in business

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processes, policies, communication, and tech usage.

- Strategic Focus: Focus on immediate needs paired with long-term strategies to solidify improvements.
- Short-term Initiatives: Refining policies/SOPs, standardizing contract management, enhancing documentation, and introducing a risk forecasting model.
- Long-term Goals: Improve process efficiency, streamline operations via value stream mapping, and review the technology and system level integration deployment.

Evaluate the current cloud migration plan and resource allocation of the Ready-To-Work (RTW) Program.

- RTW Program Efficiency Focus:
- Analyze the fiscal staff investment in invoice processing to streamline administrative tasks.
- Assess COSA policies and requirements of WSA.
- Identify necessary fiscal and operational adjustments to support the evolving demands of the RTW program.

IT Infrastructure & Cloud Migration:

- Review the current server specifications, usage, and performance.
- Analyze our cloud migration strategy, specifically the board staff's assessment of Azure Virtual Desktop as a potential enhancement to our VDI ecosystem.

Amy Contreras with RTW program commented on the various changes that are happening in the ready to work funding guide and the continuous improvement process. Partners have indicated various things and made recommendations and making changes to that funding guide in response to requests by partners.

## VIII. PROCUREMENT BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Gilbert Monk, Assistant Director of Procurement and Contracts

### a. Contract Summary and RFP Updates

Chair Committee Dr. Sammi Morrill ask if there are any actions items. Gilbert Monk stated no.

- Provided update on Bandera, Hondo and Pearsall
- Rebid RFP for Child Care Quality Services to update requirements:
  - Estimated annual budget is \$4,000,000.00.
  - Six proposals were received by the solicitation submittal deadline.
  - Evaluations have concluded and are in the process of fiscal integrity review.

## IX. BRIEFING: PROGRAMS & OPERATIONAL (DISCUSSION AND POSSIBLE ACTION)

Presenter: Victoria Rodriguez, Director of Workforce Services

### a. Performance, Programs, and Operational Updates

- Jessica Villarreal provided Child care performance. As of May 23, 2024, Childcare performance is on target and met performance and regained our, in meet's performance range according to TWC. Last update we we're at 92

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%, but childcare definitely worked really hard. We're at 96.61 %. So we are on track, we continue to enroll, with a monthly average was 13,075 in our year to date with official average is 11958. Provided the mandatory enrollment with the monthly average to date units. Again 96.61 % with the TWC target is of 12378 and continuing to enroll.

- Brief on performance for March and February and some special grants and initiatives. Discuss February 2024, MPR with three adult performance measures that we're currently not meeting. Provided scorecards of not meeting, target measures to meet.
- MPR next steps.
  - Performance targets may increase or decrease during this program year based on current economic data and the casemix of exiters we are serving in our workforce centers.
  - TWC will be adding additional performance measures next program year which include:
  - Initial Job Search Child Care Success Rate: Parents placed in ISJ CC May 2024-March 2025
  - Successful Texas Talent Assistance Rate: Employees receiving TTA April 2024-March 2025
  - New Employment Connection Rate: Based on active job search Period beginning Jan 2024 to Dec 2024
  - Maintaining New Employment Connection Rate: Based on New Employment Connections Jan 2024 to Dec 2024
  - The board continues to validate Exception reports from the contractors for measures not being met each month.
- Discuss new grant called Upscaling and training to address skills gap, and basically targets that the industry specific, targeting healthcare, transportation, construction, production, and broadband development.
- Discuss SEAL 2024 Overview: 246 Students currently enrolled , 253 secured employment positions, 169 – Urban and 84 – Rural
- Update on different activities participated in with the back to school activities. Especially the rural areas to see how we can engage the special education staff once the back to school activities begin to set up resource tables, gentle conversations with the parents. Tools that are available for the young adults with disabilities on their career journey.
- RTW updates with 1000 placements as a whole program and seeing increases in placements. We have 554, as of May 22nd, with an increase this morning with 603 placements. This is our internal monthly goal as we move forward with all of our subs, and I do want to make sure that we added 239 placements within 30 days.
- Challenges are:
  - Sub-agencies still working on data clean up. Sync Workflow is missing steps. COSA team is working on updates. We have not been provided an expected timeframe on completion.

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- User Access to Sync reports is the hot topic. Our data team needs access as well to best support teams and program.

X. CEO REPORT

Presenter: Adrian Lopez, CEO

a. Ready to Work

Mr. Lopez discussed drafting a letter to provide to JFF and the city to outline some of the concerns that were discussed and some of them that were not discussed. Tasked staff to identify not only concerns/issues but potential solutions to where we can create efficiencies on, on, on this program.

XI. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

XII. EXECUTIVE SESSION:

Pursuant to Chapter 551 of the Texas Open Meetings Act, the Committee may move into Executive Session for discussion on any issue for which there is an exception to the Act as set out in section 551.071 et. seq. including, but not limited to, the following:

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Workforce Solutions Alamo in Negotiations with a Third Party;
- b. Government Code §551.071 – All Matters Where Workforce Solutions Alamo Seeks the Advice of its Attorney as Privileged Communications Under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas;
- c. Pending or Contemplated Litigation;
- d. Government Code §551.074 – Personnel Matters Involving Senior Executive Staff and Employees of Workforce Solutions Alamo; and
- e. Government Code §551.089 – Discussions Regarding Security Devices or Audits.

**NONE**

XIII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

**Upon motion by Yvonne Addison and seconded by Dr. Sammi Morrill adjourned the meeting at 10:31AM.**

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