



MINUTES OVERSIGHT COMMITTEE MEETING

Workforce Solutions Alamo
100 N. Santa Rosa St., Suite 120, Boardroom
San Antonio, TX 78207
November 8, 2024
9:00 AM

BOARD OF DIRECTORS: Dr. Sammi Morrill, Leslie Cantu, Esmeralda Perez, Charles Camarillo, Yvonne Addison

STAFF: Adrian Lopez, Adrian Perez, Brandee Perez, Chuck Agwuegbo, Dr. Ricardo Ramirez, Eric Vryn, Jessica Villarreal, Rebecca Espino Balencia, Teresa Chavez, James Keith, Kristen Rodriguez, Vanessa Garcia, Victoria Rodriguez, Ruby Sanders, Avis Burrow

PARTNER STAFF: Ramsey Olivarez

LEGAL COUNSEL: None.

GUESTS: Manuel Ugues, Roberto Corral, Brenda Garcia, Daisey Vega

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 Teresa Chavez at (210) 452-9405.

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 a 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.

For those members of the public that would like to participate and cannot attend in person at the host location, please call toll-free 1-877-858-6860, which will provide two-way communications through a speaker phone. For additional information, please call Teresa Chavez at (210) 452-9405.

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Workforce Solutions Alamo is an equal opportunity employer/program. Persons with disabilities who plan to attend this meeting and who may need auxiliary aids, services, or special accommodation should contact Teresa Chavez at (210) 452-9405. so that appropriate arrangements can be made. Relay Texas: 1-800- 735-2969 (TDD) or 711 (Voice).

- I. CALL TO ORDER
Presenter: Dr. Sammi Morrill, Committee Chair
At 9:03 AM, 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. DISCUSSION AND POSSIBLE ACTION ON MEETING MINUTES FROM SEPTEMBER 6, 2024
Presenter: Dr. Sammi Morrill, Committee Chair
Motion for approval of meeting minutes, motion carried. 1st Leslie Cantu, 2nd Charles Camarillo.
- VI. QUALITY ASSURANCE BRIEFING (DISCUSSION AND POSSIBLE ACTION)
 - a. Quality Assurance Update – TWC Monitoring

The performance audit, conducted from 08/12/2024 to 10/15/2024, identified no disallowed costs but raised two potential issues: 30 checks were outstanding for over 90 days, and there was a 15% error in revoking TWIST access for terminated employees. TWC is recertifying WSA’s monitoring staff and will issue an embargoed report to the CEO in February for review before the final release.

Key programs were completed, including NCP – C2 GPS (88.8% accuracy), TANF/Choices – C2 GPS, and Youth – SERCO. The Ready to Work program is 68% complete. WSA has completed its annual Board Oversight assessment and is finalizing Data Sharing Agreements.

Next steps include finalizing a Consultant Contract Renewal and updating monitoring tools. TWC recommended eliminating paper records and enhancing Priority of Service notices. QA is addressing audit findings, focusing on items below the 90% threshold for next year.

- b. TWC Performance – Upcoming Target Changes

TWC has added three new performance measures to the Board's contract, bringing the total to 25. These include WIOA measures for adults, dislocated workers, and youth, as well as additional measures for career and training, special grants, program participation, re-employment, and employer engagement. Staff will focus on presenting the three new measures at the upcoming committee meeting.

VII. PROCESS BRIEFING

- a. Risk Analysis
- b. Ready To Work

As the agency's operations grow, so does its exposure to risk. To address this, a modern, data-driven risk management approach will be implemented to enhance resilience and decision-making. Key components include adaptable principles, robust methodologies (e.g., 5x5 Risk Matrix, FMEA, RICE), and technology integration for automation and data analysis. This approach aims to optimize resource allocation, strengthen stakeholder confidence, and foster a risk-aware culture aligned with strategic goals.

Program performance shows 41% effectiveness in delivery, a 34.6% completion rate, and 37.7% job placement outcomes. Process capability includes a takt time of 160 minutes per assessment and cycle time of 90 minutes, with 80% capacity utilization and a Cpk of 1.00 (no buffer). Employment barriers include higher challenges for those aged 45+, justice-involved individuals, and those with disabilities. Strategic recommendations include restructuring compliance with a tiered system, optimizing processes with quarterly updates, and conducting a third-party cost-benefit analysis to establish a sustainable reimbursement model.

The risk analysis timeline spans six weeks: the first two weeks focus on finalizing the framework design, creating an implementation roadmap, and preparing training materials. Weeks 3-4 involve training key stakeholders and rolling out the framework across departments. In weeks 5-6, full implementation is completed, followed by an initial assessment and feedback collection. If needed, week 7 will focus on refining the process and exploring long-term technology solutions.

The coordination between the CPO and CEO focuses on timing the release of the analysis. Key actions include ongoing compliance assessment, identifying process improvement opportunities, and expanding data analytics to enhance program reporting and uncover strategic opportunities. Additionally, a review of current manual processes will be conducted to identify and prioritize high-impact automation opportunities.

VIII. PROGRAMS & OPERATIONAL BRIEFING (DISCUSSION AND POSSIBLE ACTION)

- a. Performance, Programs, and Operational Updates
 - i. TX FAME

The TX FAME announcement on October 9th highlighted a partnership between WSA and TX FAME to connect regional talent with employers in the manufacturing industry to meet current and future labor demands. Outreach events are scheduled at Poteet High School on November 15th and Sotomayor High School on November 22nd.

- ii. SEAL NDEAM

The SEAL program offers paid, on-the-job training, work experience, and

transferable skills for students. A total of 360 students were enrolled, with 160 completing the 5-week program, earning \$260,966 and working 20,877 hours. During the National Disability Employment Awareness Month Hiring Event, 331 individuals participated, with 29 employers and resources, supported by the Workforce Inclusion Network and TWC Vocational Rehabilitation.

iii. Workforce One

The Workforce One bus has seen high demand for its services, with requests from the City of Balcones Heights, City of Floresville, Learn4Life High School, and Bexar County Economic and Community Development. Upcoming events include Construction Career and Trades Day on November 13th and the Heroes 5k on November 16th. A new QR code has been introduced for easy bus reservations.

b. A Closer Look: WIOA Youth Program

The Workforce Innovation and Opportunity Act (WIOA) includes programs for youth, adults, and dislocated workers, aiming to strengthen the U.S. workforce development system. WIOA focuses on expanding access to employment, education, and training, while aligning systems for a cohesive approach. The act ensures program quality by emphasizing relevant skills, optimizing service delivery, and fostering prosperity for both workers and employers, ultimately enhancing the workforce's competitiveness and overall quality. Workforce Solutions Alamo's Youth Empowerment Services (YES!) program provides no-cost services to eligible youth aged 14-24 facing challenges to education, training, and employment, preparing them for future workforce success. Presentation discussed the eligibility requirements for the Yes! Youth program and the WIOA 14 elements known as the services the program offered.

IX. CEO REPORT

Presenter: Adrian Lopez, CEO

a. New Organizational Chart

The new organizational chart presented has been updated. The chart shows new positions, temp positions and vacancies within the agency.

X. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

No comment made by the chair for chair report.

XI. 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.**

XII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

There being no further business, the meeting was adjourned by Leslie Cantu, seconded by Esmeralda Perez at 10:21am.