

Port San Antonio



Facility Update – Mobile Workforce Unit



Tentative Opening: July 2024

Construction Update:

- Periodic progress meetings are being conducted.
- Construction remains on schedule and is at 15% completion.





Questions



Thank you!





MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, CEO

Presented By: Adrian Perez, CIO

Date: February 2, 2024

Subject: Sector-Based Model Update – Sector-Based Score Cards & Strategic Partnership Manager Update

Summary: This item is to provide an update on the progress of the implementation of the 2021-2024 Local Plan and to provide current labor market information to the Strategic Committee of the WSA Board of Directors.

Labor Marketing Data: Workforce Solutions Alamo (WSA) reports that the December unemployment rate for the eight-county San Antonio-New Braunfels metropolitan statistical area (MSA) is 3.1 percent, lower than the 3.2 rate in November. Since December of 2021, the MSA unemployment rate dropped 0.7 percentage points from a rate of 3.8 percent. The December unemployment rate for the San Antonio-New Braunfels metropolitan statistical area (MSA) is lower than the state's not seasonally adjusted (actual) rate of 3.5 percent.

Program Scorecard: Includes the six sectors' industries: Aerospace, Manufacturing, Healthcare, IT/Cybersecurity, Education, and Construction & Trades. The definition for each data point is included in the figure below.

Component	Description
Enrolled in Training	Customers enrolled in Apprenticeships, OJT's, or ITA's
Completed Training	Customers who successfully completed a Training service
Enrolled in Work-Based Learning	Customers enrolled in Work Experience or Subsidized Employment
Completed Work-Based Learning	Customers who successfully completed a Work-Based Learning service
Placement	Customers who were placed in Employment

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Employer Collaborative: The Business Solutions Team will be hosting a Construction Collaborative on February 27, Healthcare on March 7, Manufacturing on March 21, IT/Cybersecurity on April 10, and IT/Cybersecurity and Hospitality on April 24 to learn about critical needs employers are facing, including finding qualified individuals, average time to fill the roll, and losing talent to national employers paying a higher wage. The purpose of the employer collaborative is to convene local sector-based employers to explore and validate labor market trends, talent pipeline concerns, and training needs.

Ready to Work: Year to date, WSA has successfully completed intake processes for 4,363 individuals. Out of this total, 2,609 participants have been case-managed and enrolled in training, with 299 individuals having already completed their training programs. Impressively, 141 participants have secured employment, earning a wage exceeding \$15.00 per hour. Notably, the average wage for graduates who have obtained employment has risen from \$16.00 to \$17.24, surpassing the required benchmark. The most popular training courses selected by participants include medical, IT, and heavy and tractor-trailer truck driver programs. Please note that the data provided is accurate as of 12/12/23.

Workforce Academy: A total of 586 people have attended academy sessions, and the goal for the calendar year is 500 academy participants. Of those, 346 have completed all 3 sessions and graduated. WSA will host another graduation in the winter for those who completed all sessions.

Alternatives:

Alternative data sources are considered to support the analysis of existing labor pool and talent pipeline.

Fiscal Impact:

No additional fiscal impact currently.





Recommendation:

Recommendation is for WSA data team to explore additional data sets and integrate program outcomes to understand the intersections between program investments, including childcare, with eligible job seeker, training completions, and employment placements.






Next Steps:

Continue examining labor market data, performance score cards, and understand the links between supply and demand. Integrate other data sources as identified by data team to create a more robust understanding of talent pool and pipeline.

Youth Industry Sector Scorecard BCY24

Industry Sector Scorecard BCY24								
Industry	Enrolled	Active	Completions	Successful Completions	Success Rate	Successful Credential	Credential Rate	Placement
Healthcare		8						
Transportation		1						
Information Tech		2						
Construction & Trades		9						
Grand Total	20	20						

Adult Industry Sector Scorecard BCY23

Industry Sector Scorecard - Standard Programs - BCY24									
Industry	Enrolled	Active	Completions	Successful Completions	Success Rate	Successful Credential	Credential Rate	Successful Employment	Employment Rate
Healthcare 	32	24	8	8	100%	1	13%	1	13%
Other 	7	5	2	1	50%	1	50%	1	100%
Information Tech 	22	15	7	5	71%	2	29%	4	80%
Construction & Trade 	21	13	8	7	88%	5	63%	2	29%
Manufacturing 	1	1	0	0	-	0	-	0	-
Grand Total	83	58	25	21	84%	9	36%	8	38%
Information is YTD and reported live monthly; therefore, data consistently changes as enrollments in sector base trainings increase and decrease, and credentials obtained month to month --- Timeframe: 10/1/2023 - 01/03/2023									



Completed Intake: 4,363

This page displays data about Ready to Work (RTW) applicants that have completed intake and assessment interviews.

The City has contracted with four partner agencies to interview RTW applicants to assess eligibility and potential barriers: Workforce Solutions Alamo, Alamo Colleges District, Project QUEST, and Restore Education. Workforce Solutions Alamo manages a consortium of seven subcontractors to assist, including Avance, C2Global, Chrysalis Ministries, Family Service Association, SA Food Bank, Texas A&M San Antonio, and YWCA. Ready to Work also supports participants in the Department of Human Services Training for Job Success program.

Program Overview

Completed Intake

Enrolled in Training

Placed in Quality Job

Filter data

Press Ctrl to select multiple values

Clear all filters

City Council District

All

Partner Agency

Workforce Solutions Alamo

Race & Ethnicity

All

Eligibility Status

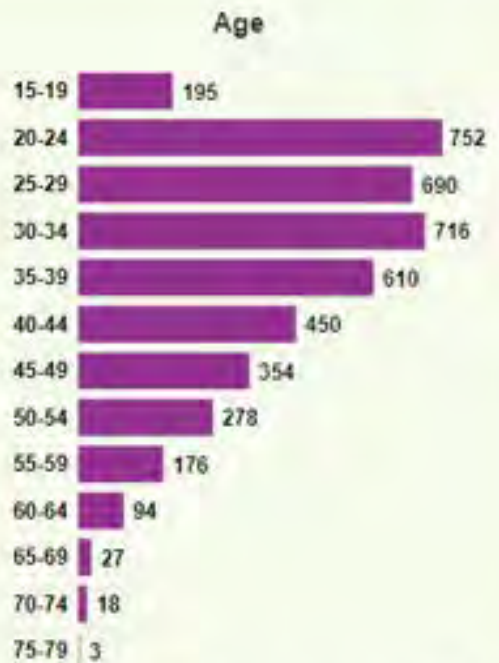
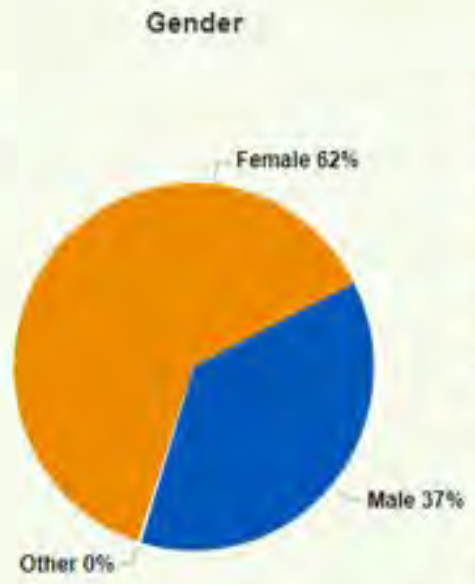
All

Gender

All

Age Range

17 34



The City of San Antonio is sharing this data publicly in line with the program's guiding principle of transparency. This data is current as of 12/12/2023 and is subject to change on a daily basis. Hundreds of Ready to Work coaches manually input and update information in a central case management data platform as they work every day with program applicants and participants. Contact 210-207-JOBS (5627) or RTWHello@sanantonio.gov with any questions or comments.



Enrolled in Training: 2,609

This page displays data about eligible Ready to Work (RTW) participants that have enrolled in approved training courses. RTW coaches have been guiding them through career exploration, taking into consideration their educational level, skills, needs and goals.

The City pays tuition (up to a cap) for participants who enroll in approved courses that align with approved target occupations. RTW offers an online training catalog in which over 70 local training providers offer over 1,200 approved courses. The catalog includes credentials, specialized training certifications, apprenticeship certificates of completion, and associate and bachelor's degrees. Each approved course is aligned to careers that are well-paid and in high demand. Participants may receive limited, short-term funding for urgent needs while in training.

The RTW Advisory Board reviews and approves target occupations quarterly, taking into account labor market data and input from local employers.

Program Overview
Completed Intake
Enrolled in Training
Placed in Quality Job

Filter data
Press Ctrl to select multiple values
Clear all filters

City Council District
All

Partner Agency
Workforce Solutions Alamo

Race & Ethnicity
All

Industry
All

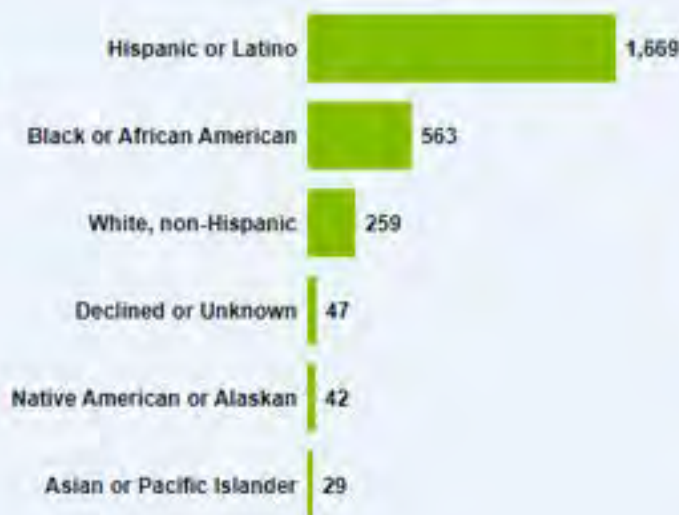
Gender
All

Age Range
17 84

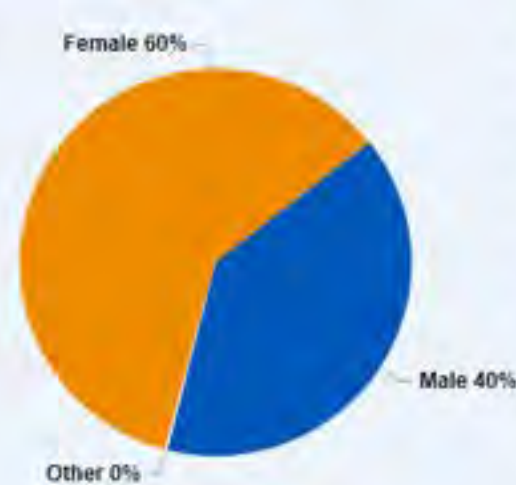
City Council District



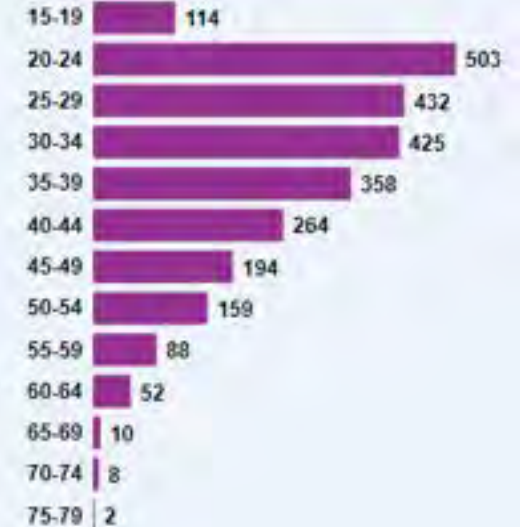
Race & Ethnicity



Gender

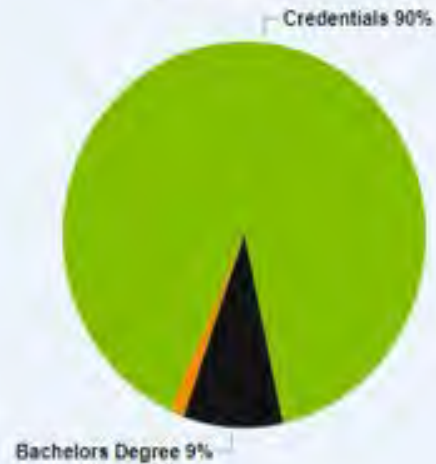


Age





Type of Credential



Enrollment by Target Industry



Successfully Completed Training

299

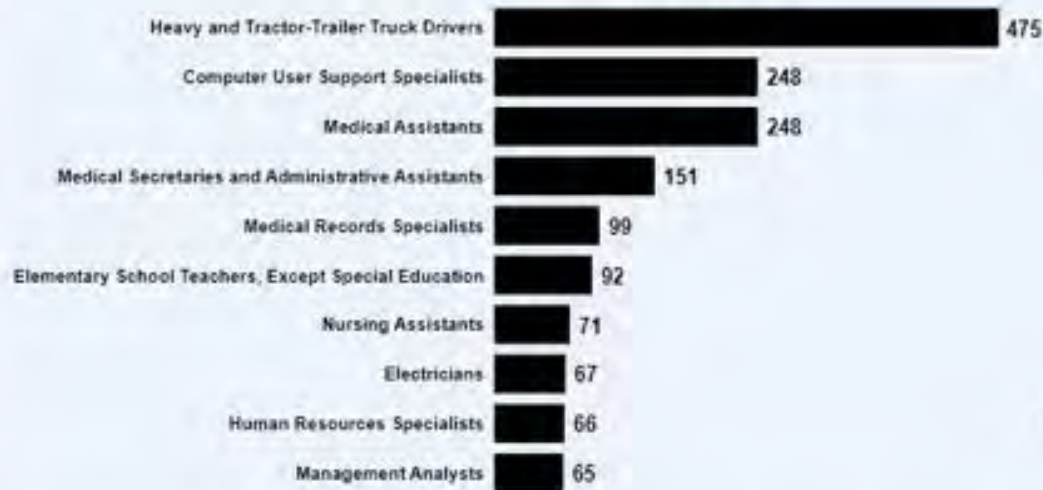
Training Retention Rate

91%

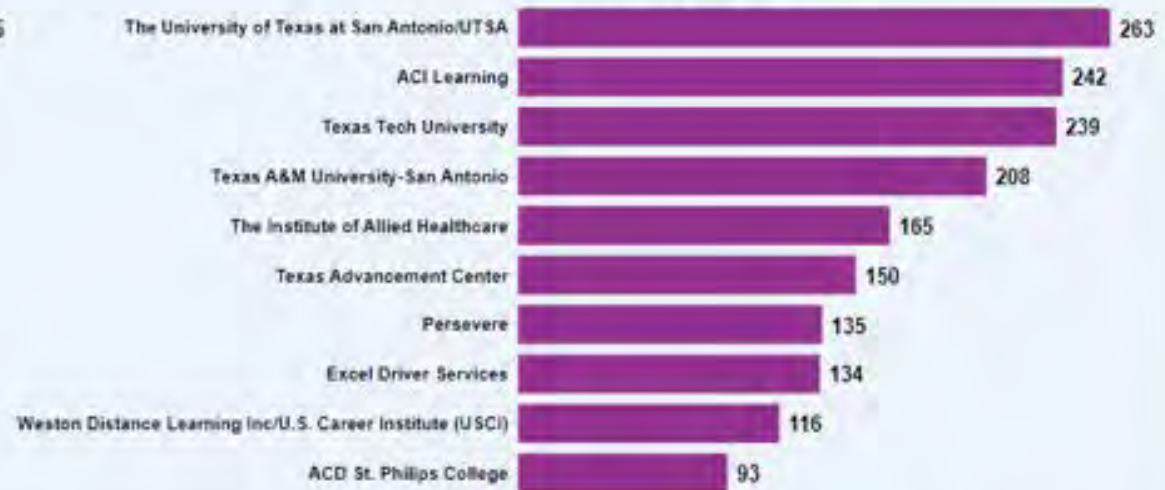
Successful Training Completion Rate

54%

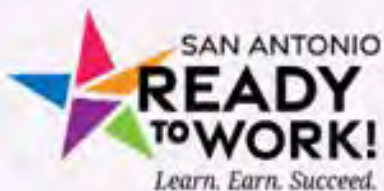
Top 10 Training Occupations by Enrollment



Top 10 Training Providers by Enrollment



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Placed in Quality Jobs: 141

This page displays data about Ready to Work (RTW) participants that have been placed in quality jobs. RTW defines a quality job as one that offers an hourly wage of at least \$15 and an annual salary of at least \$31,200, plus benefits, in a RTW target occupation.

RTW coaches assist participants with interview skills, resume preparation and online profiles. Employers share critical needs, engage in employer roundtables and collaboratives to enhance training pipelines, offer work-based learning opportunities like internships and apprenticeships, and hire RTW participants upon completion of training programs.

Program Overview

Completed Intake

Enrolled in Training

Placed in Quality Job

Filter data

Press Ctrl to select multiple values

Clear all filters

City Council District

All

Partner Agency

Workforce Solutions Alamo

Race & Ethnicity

All

Industry

All

Gender

All

Age Range

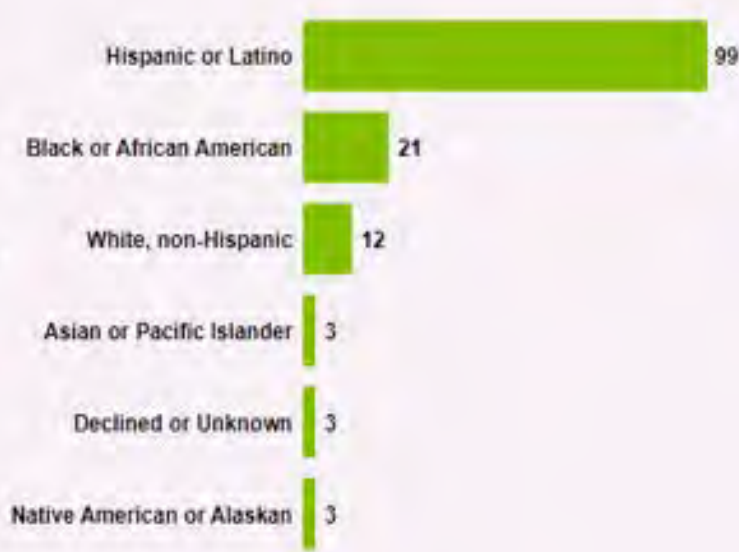
17 34



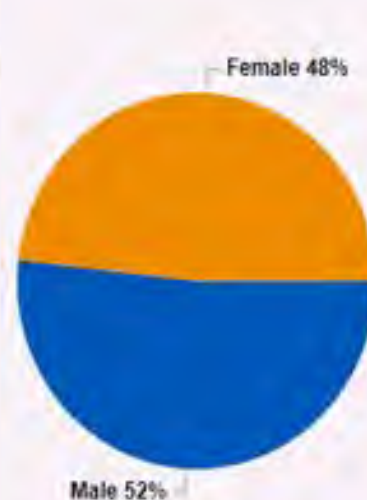
City Council District



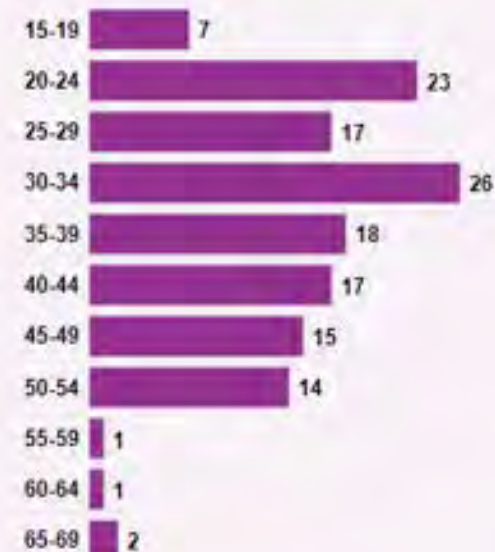
Race & Ethnicity



Gender



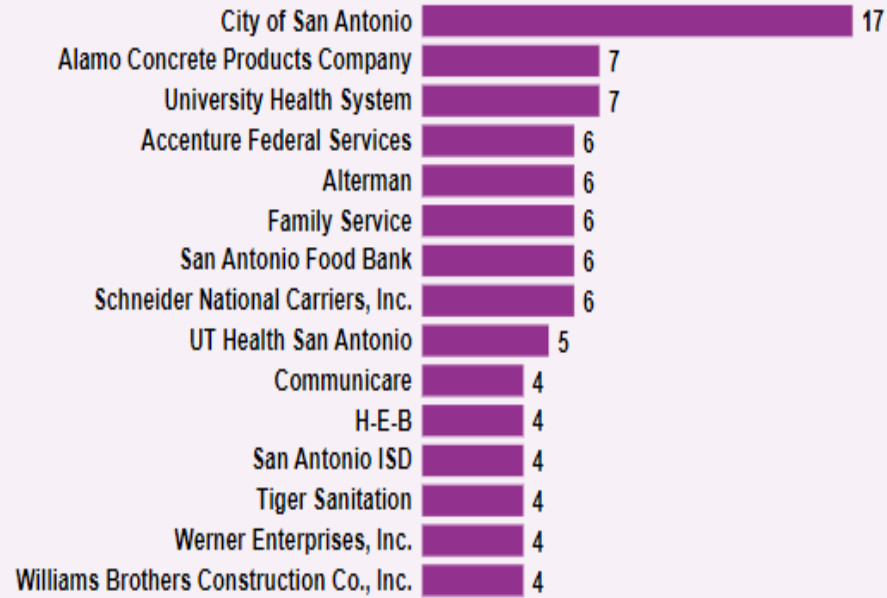
Age



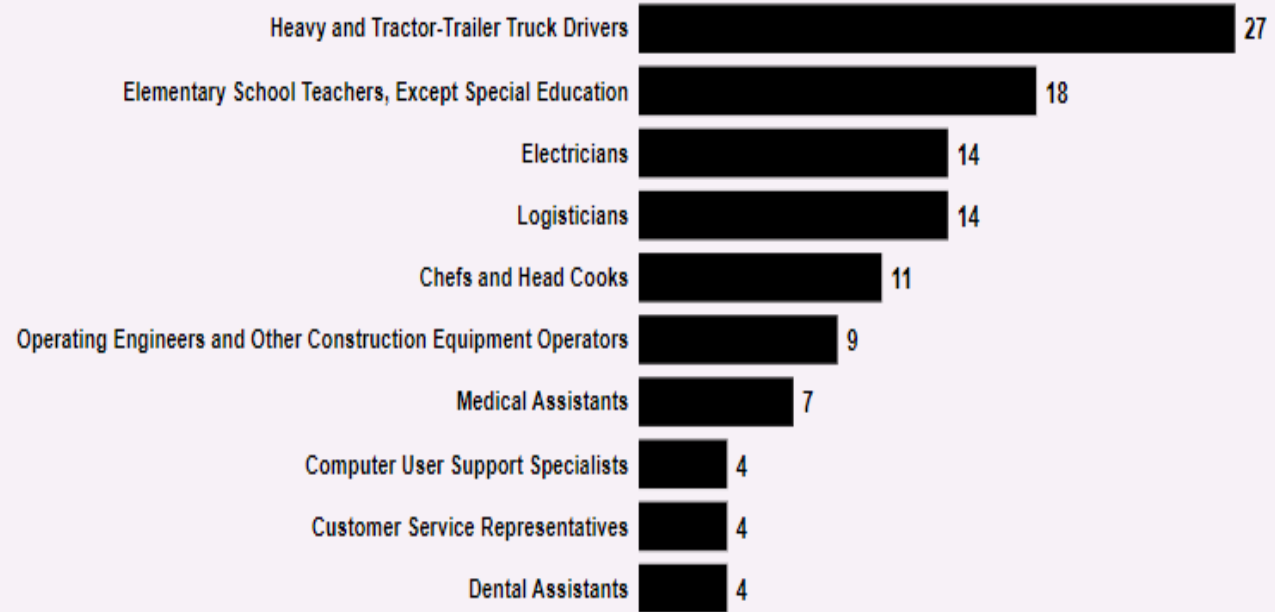


Top Employers of RTW Graduates by Number of Hires

Responsive only to Industry data filter



Top Occupations Hired



Employers Hiring RTW
Graduates

103

Median Hourly Wage in
New Job

\$17.24

Median Hourly Wage
Increase from Intake

\$16.00

Median Annual Salary in
New Job

\$35,568

Median Individual Income
at Intake

\$7,720





% Placed in Quality Job
within 6 months

61%

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Overall Impact



Industry Sector Scorecard				
Industry	Enrolled	Successful Completions	Placement	Employment Rate
Healthcare	893		46	
				
Transportation/Warehousing	451		47	
				
Information Tech	418		21	
				
Construction & Trades	208		57	
				
Other: Education, Finance, Professional Service	451		48	
Grand Total	2421	409	219	53.54%

*Ready to Work
Timeframe: 06/01/23 - 10/31/23

This includes all Alamo Consortium Partners.

*Adult and Youth Oct 2022 to September 2023

Adult October 2022-December 2023



Business Solutions Team										
County	Sector Based Model Industries	Employers	Job Orders	Openings	Applicants	Key Accounts	Hiring Events	Number Hiring Event Participants	Training Worksites	Confirmed Hires
Bexar	Aerospace	12	27	59	150	5	3	1240	3	1,559
	Manufacturing	80	387	472	2,342	20	2	1078	64	
	Healthcare	84	684	771	2,632	67	2	1183	80	
	IT/Cybersecurity	10	250	250	865	12	3	1195	23	
	Construction	51	206	725	1,161	17	1	1058	30	
	Oil & Gas/Warehousing & Transportation	33	148	609	944	11	4	1320	10	
	Education	22	190	194	765	13	2	1183	53	
	Other	506	3,371	4,646	15,762		5	1320	261	
Rural	Aerospace	3	4	4	4	0	0	0	4	394
	Manufacturing	28	191	212	367	7	2	141	13	
	Healthcare	26	312	343	667	16	2	159	27	
	IT/Cybersecurity	6	11	12	15	6	0	0	3	
	Construction	16	63	89	303	8	1	76	2	
	Oil & Gas/Warehousing & Transportation	11	31	81	48	43	1	65	6	
	Education	6	26	43	48	5	1	77	10	
	Other	160	484	1,159	1,608		3	224	48	
Grand Total	All Industries Urban and Rural	1,054	6,385	9,669	27,681	230	*10	*1,817	637	1,953

Youth October 2022 - December 2023



County	Sector Based Model Industries	Employers	Job Orders	Openings	Applicants	Key Accounts	Hiring Events	Number Hiring Event Participants	Training Worksites	Confirmed Hires
Bexar	Aerospace	1		3		1			1	3
	Manufacturing	6		66	4	6			6	
	Healthcare	20		56	5	20			20	
	IT/Cybersecurity	5		19	3	5			5	
	Construction	5		25	3	5			5	
	Oil & Gas/Warehousing & Transportation	1		1	1	1			1	
	Education	9		57	3	9			9	
	Other	22		144	10	22			22	
Rural	Aerospace									
	Manufacturing	6		11	1	6			6	
	Healthcare	28		56	6	28			28	
	IT/Cybersecurity	3		6		3			3	
	Construction	4		10	1	4			4	
	Oil & Gas/Warehousing & Transportation	7		20		7			7	
	Education	8		25	2	8			8	
	Other	36		90	12	36			36	



Total impact within Urban and Rural

County	Sector Based Model Industries	Employers	Job Orders	Openings	Applicants	Key Accounts	Hiring Events	Number Hiring Event Participants	Training Worksites	Confirmed Hires
Rural and Urban Total Impact	Aerospace	38	177	513	394	5	12	1864	8	4705
	Manufacturing	277	2228	4038	12282	32	29	2808	88	
	Healthcare	265	4037	6238	20766	120	33	2608	144	
	IT/Cybersecurity	60	941	1775	4206	21	24	2381	32	
	Construction	215	1228	4021	4327	32	31	2707	39	
	Oil & Gas/Warehousing & Transportation	144	1291	4204	6440	61	29	2669	24	
	Education	78	721	1168	3796	30	26	2512	75	
	Other	1586	18777	27881	77423		36	3592	365	
	Grand Total	2663	28553	49838	129,643	301	220	19440	775	

Adult and Youth data combined. Total impact within Urban and Rural.



Strategic Partnerships

Caroline Goddard, MPA, Strategic Community Partnerships Manager/Equal Opportunity Officer



Partnership Updates



Perkins
Postsecondary CTE
(4) & Community
Service Block
Grants (2)

100 Black Men: Youth
Build

Off Base Training
Opportunities

Youth: Seguin EDC
& Lytle ISD and
Youth Internship
Application

Hondo Apartments
(3)

Opportunity Home:
Jobs Plus Matched
Partnership

Gary Job Corps

YMCA

2nd Chance
Partners:
Sentencing
Foundation, CVS



Letters of Support

- **Catholic Charities:** Applied for \$325,000 for the Refugee Resettlement Career Pathway Program Grant to expand their ability to create a talent pipeline through education, on-the-job training, and employment. This grant would serve 150 clients in the Healthcare, Manufacturing, Accommodations & Food Service industries. WSA would connect clients to employers and training providers if funds are awarded.
- **The Children's Shelter:** Applied for \$500,000 from the HHSC Thriving Texas Families program pilot project to increase the enrollment of vulnerable young parents and help them deliver healthy babies, build supportive families, and thrive. Family University will target 300 families building participants' awareness and knowledge of child growth and development and will provide critical connections known to reinforce family stability, including education and employment services (Workforce Solutions), mental health care (Hope Center), and housing services.



MOUs & MOAs

- **Bexar County Office of Criminal Justice for Reentry Center Services:**
 - Facilitate access to services through a service delivery model/workflow
 - Implement strategies that augment traditional service delivery and increase access to services and programs
 - Leverage resources and capacity to assist the formerly incarcerated individuals re-enter back into society so he/she does not recidivate
 - Collaborate to develop and implement a variety of special initiatives that benefit returning citizens (including the Reentry Center's Second Change Job Fair)

MHM Implementation Phase for Thriving Communities



10 Community Coalitions Selected for 3rd Cohort of Methodist Healthcare Ministries' Prosperemos Juntos Thriving Together Implementation Phase

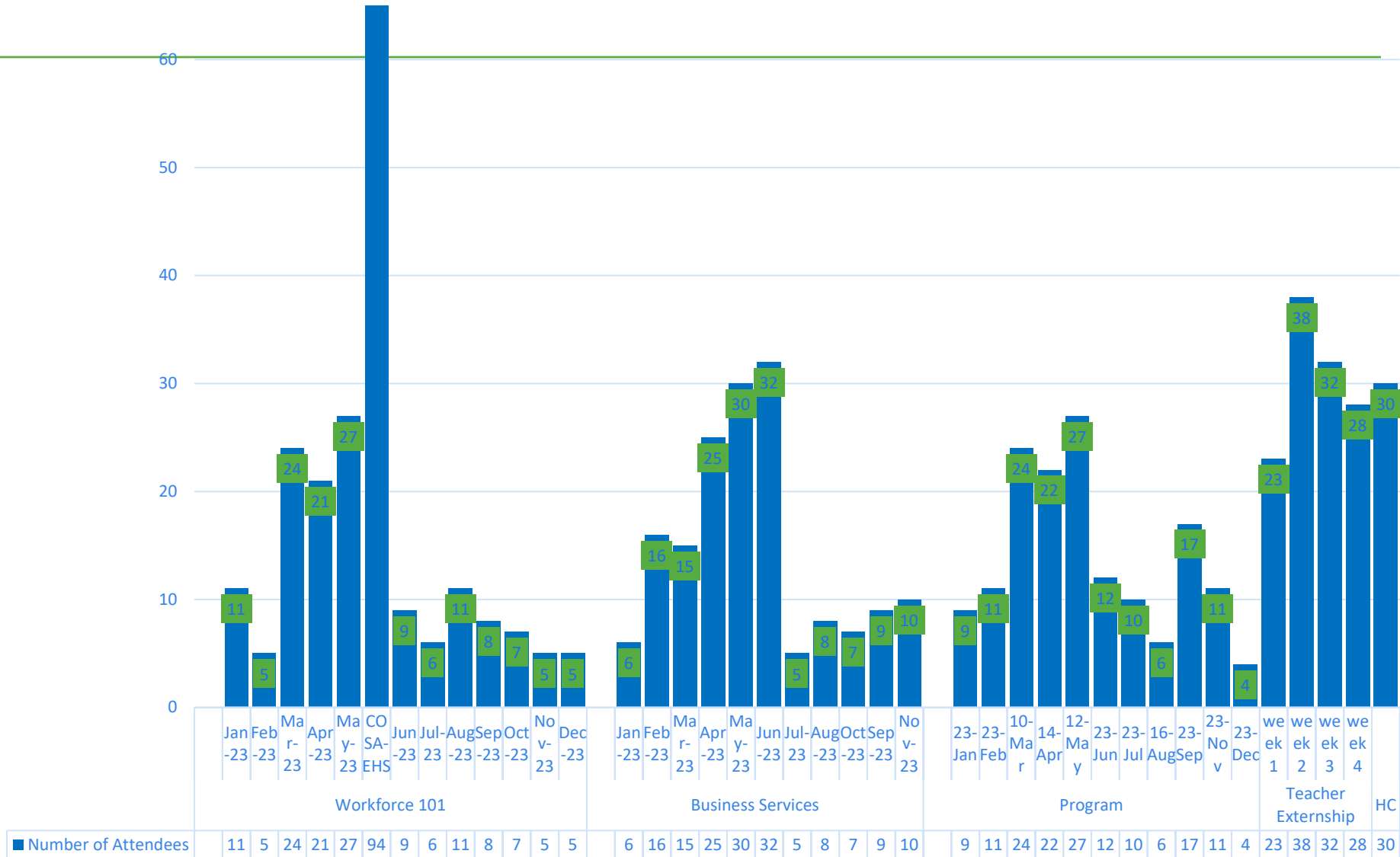
- **Pathways to Prosperity**
 - Culturingua, House of Prayer Lutheran Church, COSA Immigration Liaison, Afghan Village and Restaurant, West Avenue Compassion, Workforce Solution Alamo, Salvere Public Health Consultant
- **Mission of Motherhood**
 - American Indians in Texas at the Spanish Colonial Missions, P.E.A.C.E. Initiative, Opportunity Home, Workforce Solutions Alamo



Workforce Academy



Area Foundation awarded WSA a \$100,000 Workforce Development grant to advance equity and economic mobility through our workforce development services.



586 participants/ 500 goal for the year (346-graduates)

Workforce Leadership Academy



WSA was awarded \$50,000 to implement a Fellowship program that will bring cross-sector leaders together to foster a more clearly aligned local workforce ecosystem that delivers integrated services to businesses and workers.

- Fellows pitched their ideas to stakeholders in December:
 - Create mutual **partnership** with employers within the Alamo Region workforce ecosystem.
 - **Educate & train employers** on best practices to hire justice involved individuals in the Alamo Region.
 - Improve **engagement and outcomes** from workforce development initiatives in areas characterized by disproportionately high poverty and unemployment rates.
 - Map and improve the **strategic navigation** of the workforce ecosystem for job seekers, employees, and employers in the Alamo Regional Area.





Community Conversations



Comal	8/9/2023	10/4/23	1/17/24
Guadalupe	8/9/23	10/4/23	1/17/24
Gillespie	9/1/23	10/10/23	1/24/24
Kerr	9/1/23	10/10/23	1/24/24
Atascosa	8/24/23	10/19/23	1/31/24
McMullen	8/24/23	10/19/23	1/31/24
Bandera	8/28/23	10/24/23	1/9/24
Kendall	8/28/23	10/24/23	1/9/24
Medina	9/5/23	10/31/23	2/14/24
Frio	9/5/23	10/31/23	2/14/24
Wilson	9/21/23	11/8/23	2/21/24
Karnes	9/21/23	11/8/23	2/21/24





County Outreach & Action Plan

- Prioritize outreach to partners
- Secure Letter of Intent or MOU that defines roles & responsibilities
 - Define services
 - Define annual calendar
 - Points of intersection
 - Define Points of Contact
 - Determine what data to share and how to report to elected officials
- Creation of Workforce Councils
- **Continue to deepen partnership**
- Attend Chamber and EDC Events
- Attend Interagency Meetings
- Table at Community Events
- Host a Job Fair
- Identify and connect with the ISDs and Community Agencies to increase referrals



Questions



Thank you!





MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, CEO

Presented By: Rebecca Espino-Balencia, Interim Director of Workforce Services

Date: February 2, 2024

Subject: Ready to Work Analysis

Summary: Year to date, WSA has successfully completed intake processes for 4,363 individuals. Out of this total, 2,609 participants have been case-managed and enrolled in training, with 299 individuals having already completed their training programs. Impressively, 141 participants have secured employment, earning a wage exceeding \$15.00 per hour. Notably, the average wage for graduates who have obtained employment has risen from \$16.00 to \$17.24, surpassing the required benchmark. The most popular training courses selected by participants include medical, IT, and heavy and tractor-trailer truck driver programs. Please note that the data provided is accurate as of 12/12/23.

Analysis: Placements, New Data Tracking System, Sync Transition, and Training Completion are all areas of focus as we begin 2024.

Fiscal Impact: NA

Recommendation:

1. We have been addressing placement outcomes and targets and have developed strategies to help improve program outcomes.
 - WSA Placement Committee established.
 - Focus on placement outcomes.
 - Sharing employer leads and building relationships between sub-agencies.
 - Building support for sub agencies, especially those new to the placement process.
 - Continue Consortium presence at Housing Trust sites and Joint Base San Antonio (JBSA) in alignment with the MOU.

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- Utilize City's Greenlight System to identify employers.
2. Ready to Work transitions to a new data platform, SYNC, is currently in use. Staff working on issues related to data migration and reports. WSA has maintained constant communication with COSA to address these concerns, and efforts are underway to resolve the issues. Reports are expected to be available in the coming weeks, and Phase 2 updates are anticipated to be ready within the next month or two.
 3. The majority of our sub agencies have requested additional SYNC training. We will be providing Teams or in-person training to accommodate the different learning styles of individuals. We will continue to offer the same type of support, including email and phone call assistance, once the new reporting system is available.
 4. Marketing efforts to support Ready to Work visibility: WSA marketing team is working with COSA marketing on branding and awareness of Ready to Work.
 5. We continue to address recommendations from the Process Improvement Plan and Technical Assistance Review 2, and our numbers indicate an improvement since the time of the PIP/TAR2 assessment. Placement successfully completed training goal.
 - Fiscal Impact: None. No disallowed cost.
 6. The Official Audit completed by COSA's Daniel Zuniga has not been received. However, we anticipate the following areas to be included based on verbal feedback. Three (3) case files pulled for review concluded clients were not entered in Work in Texas (WIT) or not being documented in Signify correctly and one (1) case file had no documentation that follow up was done while client was in training.
 - Fiscal Impact: None. No disallowed cost.

Next Steps: Move forward with items recommended. Placement Committee meetings, employer initiatives, training provider initiatives, and additional Sync training.



Ready to Work Analysis

February 2, 2024





Q2 SCORECARD SUMMARY

- ❖ Annual Goals: Intake/Interview (3,480) and Program Enrollment (1,896)
 - Mid Year Target 50%
 - Interviewed 1,653 - 48%
 - Enrolled in Training 1,112 - 59%.

- ❖ Training Completion and Job Placement
 - Training Completed/Exited
 - Target: 70%
 - Performance: 47/71 - 66%
 - Placed in Quality Jobs within Six Months:
 - Target: 80%
 - Performance: 21/47 - 45%.

Q2 COSA Scorecard



Performance Measure	2022-2027 Cumulative Total	July 2023 – June 2024																
	(60 months)	Annual	YTD Total	Jul-23	Aug-23	Sep-23	1 st Quarter (Jul - Sep 2023)	Oct-23	Nov-23	Dec-23	2nd Quarter (Oct - Dec)	YTD %	Conversion Rates		Jan-24	Feb-24	Mar-24	3rd Quarter (Jan -Mar 2024)
1. Unique Applicants (interviewed at intake)	14,663	3,480	1,653	320	368	331	1019	298	271	65	634	48%	Intake to CM	96%				
2. Participant Training Slots (same as PM#4)	15,273	1,896	1,115	179	261	238	678	204	193	40	437	59%	CM to Training	70%				
3. Participants (case managed)	15,273	1,896	1,584	229	342	327	898	334	259	93	686	84%	Successful Completer to Quality	38%				
4. Enrolled in Approved Training Programs (100%)	15,273	1,896	1,112	176	261	238	675	204	193	40	437	59%						
5. Participants that Exited or Completed Approved Training Programs			239	43	77	48	168	38	31	2	71							
6. Successfully Completed Approved Training Programs			124	24	29	24	77	23	22	2	47							
7. Successful Approved Training Completers (at least 70%) (= #6/#5)				56%	38%	50%	46%	61%	71%	100%	66%							
7a. Participants that Earned Certifications/Credentials			124	24	29	24	77	23	22	2	47							
7b. Unique Participants that Earned Associate’s Degrees			0	0	0	0	0	0	0		0							
7c. Participants that Earned Bachelor’s Degrees			2	0	1	0	1	1	0		1							
8. Completers Employed in Approved Job within 6 Months (80%)			47	9	12	5	26	10	8	3	21							
9. Employed -Retained 1 year after Placement in approved job			0	0	0	0	0	0	0		0							
* 7a. Participants that Earned Certifications/Credentials 124 count includes 2 Apprenticeship Certificate of Completion I competed in Oct and the other in November (Carpenter OSHA)																		



Data Driven Strategies

More focused coordination with training providers and sub agencies regarding on individual contributions towards overall outcomes.

Addressing Barriers: Are unplaced participants justice involved?

Training Providers: Are careers services/job developers or lack thereof impacting placement outcomes?

Over-Performing Occupations: CDL - How many CDL driver vacancies?

Placement Strategies 2024

Placement Committee



Placement Committee was formed 1/4/2024 made up of all sub-agencies. Committee will be meeting twice a month.

Purpose of the Placement Committee:

- Focus on placement outcomes.
- Share employer leads and relationship building between our sub-agencies.
- Sub-agencies will work together and provide participant advice for those harder to place.
- Build support for sub-agencies since placement is new to most.
- Continue Consortium presence at Housing Trust sites and JBSA 2024 (per MOU).

Placement Strategies 2024

Employer Initiatives



- Utilize employers with internship opportunities.
- Utilize COSA-Play IT-Forward campaign. COSA is matching opportunities utilizing career industry. Connecting participant to the right employer offering the opportunity.
- Share all events among team. Placement Committee tasked to create one calendar.
- Coordinate graduation events with Training Providers; Excel Driving is the first training provider to request support for a February 2024 event. Planning in the works. Warehouse, Logistics, and CDL focused.

Placement Strategies 2024

Training Provider Initiatives



- Training Providers utilized for Ready to Work
- * Eligible Training Provider List (ETPL)

Provider Type
ACD Continuing Education
ACD St. Philips College
ACI Learning*
Codeup LLC* no longer available
Coding Dojo
Dental Assisting School of San Antonio North
EC-Council
edOpp Solutions LLC*
Excel Driver Services
Family Service Association of San Antonio Inc
gener8tor
Goodwill Industries of San Antonio/Good Careers Academy*
Lone Star Construction Trades Training
NPower
OHP Living Heritage Trades Academy
Partners In Progress/SA Trainers
Persevere*
Restore Education
SAGE Truck Driving School LLC*
San Antonio Food Bank
Texas Advancement Center
Texas Tech University*
The Institute of Allied Healthcare*
The University of Texas at San Antonio/UTSA*
University of the Incarnate Word*
Weston Distance Learning Inc/U.S. Career Institute (USCI)



Ready to Work – SYNC Transition

- Delay in ability to assign incoming 311 referrals to sub-agencies. (now working and caught up!)
- Reassign clients when asking to move to new prime or sub-agency.
- No report capability currently available. Data is from Dec. 12, 2023.
- Without reports we cannot monitor program results thoroughly.
- Sub-agencies understanding of Sync usage. Daily questions have increased. Handouts provided, video and in person training provided. We will need to repeat these training until they understand Sync.
- Temporary staff would help in referral distribution, spot checking for error, and event planning.



Marketing

- Marketing is working to develop phone messaging with COSA.
- COSA is providing us new logos and branding.
- In addition, working together to develop signs for computers and some type of button for staff to wear in centers: Ask us about Ready to Work!



Questions





MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, CEO

Presented By: Adrian Lopez, CEO

Date: February 2, 2024

Subject: WSA Internship Program Report

Summary: The FY24 budget has allocated resources for the internship at Workforce Solutions Alamo, aiming to provide experiential learning that integrates theoretical knowledge gained in academic settings with practical application and skills development in a professional environment. This memo aims to offer insight into the internship program with WSA.

Analysis: The internship program seeks to formalize a structured initiative providing interns with valuable applied experience and connections in their chosen professional fields. This facilitates students in understanding and preparing for potential career paths. Key benefits for students include gaining real-world experience, understanding industry-specific responsibilities, building a professional network, applying academic knowledge in practical settings, and acquiring skills to enhance their career paths.

Alternatives: While the staff recommendation is to approve the internship, potential alternatives could involve modifications to the program, impact on the quality of the internship experience, student engagement, and the overall effectiveness of the program.

Fiscal Impact: The fiscal impact of the internship program is contingent on its inclusion in an approved budget. The program's feasibility relies on securing necessary funding from approved sources within the FY25 budget.

Recommendation: The recommendation is to approve the internship program, recognizing its value in providing ongoing opportunities for students within the Alamo community. This

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aligns with the objectives of integrating theoretical learning with practical application and fostering connections within professional fields.

Next Steps: Budgeted internship program will be reviewed during the FY24 to be effective for FY25.



CEO Report

February 2, 2024



WSA Internship

Overview

\$ 57,656.34 earned with 2,745.54 part-time hours worked

Offers paid internship, career readiness training, work experience, and transferable skills, learning opportunities for future endeavors in a professional field.

Key benefits for students include:

- Gaining real-world experience
- Understanding industry-specific responsibilities
- Building a professional network
- Applying academic knowledge in practical settings and acquiring skills to enhance their career paths.

Timeline: June 2023 – January 2024



Child Care



IT/Cybersecurity



Finance



Marketing



Challenges

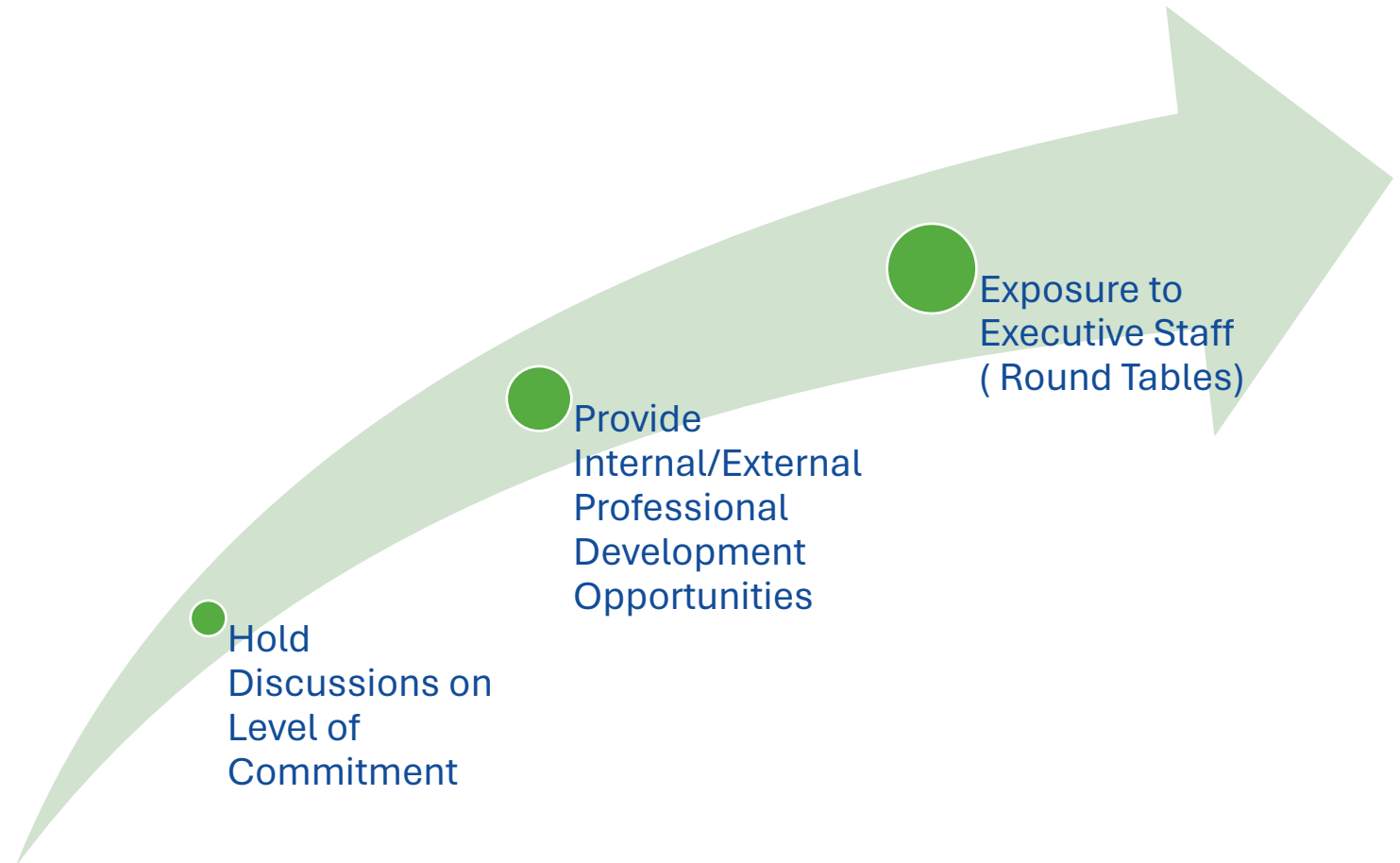
**School
Schedules**

**Part-time
Employment**

Work-life Balance



Opportunity to Refine for the Future



Lessons Learned





Joe Diaz – Fiscal Intern



My internship at Workforce Solutions Alamo has afforded me valuable insights into the financial landscape of charitable entities.

Within the non-profit sector, I've gained a comprehensive understanding of financial operations, allowing me to apply accounting principles learned in school to real-world scenarios.

Some key lessons I've acquired include effective communication with staff and vendors using tools like Outlook and Microsoft Teams, hands-on experience in reviewing and processing invoices, understanding monthly accruals, conducting reconciliations, engaging in internal audits, and recognizing the importance of attention to detail.



Victor Olmos – Fiscal Intern



Personally, being able to intern here at Workforce Solutions Alamo has provided me invaluable insights into the accounting field.

Prior to this internship, my knowledge was confined to textbooks, coursework, and occasional stories from professors, however there's no better teacher than tactile training.

I've acquired knowledge in various accounting programs, processed invoices, revenue entries and other journal entries, and essential skills in time management during my time here at WSA.

This opportunity has allowed me to expand my horizons and continue striving for excellence.

Maryam Abed- Marketing Intern



My internship at Workforce Solutions Alamo has positively prepared me in my career goals. The hands-on experience within the marketing team spans various activities including creating social posts, planning campaigns, develop event calendars, and contributing to the crafting of the monthly newsletter.

Throughout this experience, I've had the opportunity to connect and meet diverse individuals including councilmen, board members, and plenty of jobseekers.

The support I've received from the entire team is best described as collaborative and connected culture. I'm confident that my experiences here will allow me to succeed in the future.



Janelle DeJesus – Marketing Intern



My internship experience with Workforce Solutions Alamo has expanded my skill set in print writing, marketing, and public relations. I had the opportunity to assist with Red, White & You event, and the Datapoint Open House providing me with hands-on experience in event coordination.

Additionally, the connections I have established during this internship will help me post internship and post college graduation.

Being a member of the marketing team has exposed me to a proactive, positive, and encouraging environment.

Jacob Musie – IT Intern



The internship experience at WSA is one that whole heartedly prepares you for future endeavors in the professional field. Colleagues at WSA have been kind and welcoming, especially since we are apart of the first cohort.

Throughout my internship at WSA, I gained hands on experience in managing helpdesk IT tickets, setting up and configuring new hires workstations, and re-imaging of laptops.

These practical tasks have significantly contributed to my technical skill set.

This internship has enhanced my professional skills such as teamwork, communication, and initiative.



Cassandra Flores – Child Care Intern



My internship with WSA has helped me in many aspects; I have had the privilege of learning the inner and outer workings of a non-profit, both on micro and macro levels. This aligns with the work I have always wanted to take part in.

During my time at WSA, I've acquired skills such as building rapport with technological processes and systems, review and track grant surveys, monitoring annual incentives, and allocating funds from the budget towards various initiatives and projects.

These experiences have not only broadened my understanding of non-profit operations but have also equipped me with practical skills that I can carry forward in my professional journey.



Questions

