



OVERSIGHT COMMITTEE MEETING

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

October 6, 2023

9:00 AM

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
- II. ROLL CALL AND QUORUM DETERMINATION
Presenter: Dr. Sammi Morrill, Committee Chair
- III. DECLARATIONS OF CONFLICT OF INTEREST
Presenter: Dr. Sammi Morrill, Committee Chair
- IV. PUBLIC COMMENT
Presenter: Dr. Sammi Morrill, Committee Chair
- V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)
Presenter: Dr. Sammi Morrill, Committee Chair
 - a. Meeting Minutes – August 4, 2023
- VI. BRIEFING: PROGRAMS & OPERATIONAL (DISCUSSION AND POSSIBLE ACTION)
Presenter: Teresa Chavez, COO
 - a. Performance, Programs, and Operational Updates
- VII. BRIEFING: PROCUREMENT (DISCUSSION AND POSSIBLE ACTION)
Presenter: Jeremy Taub, Director of Procurement and Contracts
 - a. Contract Summary and RFP Updates
- VIII. BRIEFING: QUALITY ASSURANCE (DISCUSSION AND POSSIBLE ACTION)
Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance
 - a. Quality Assurance Update & TWC Audit Resolution
 - b. Monitoring Outcomes and Technical Assistance
 - c. TWC Performance – Median Earnings at Q2
- IX. RURAL PARTNERSHIP UPDATE (DISCUSSION AND POSSIBLE ACTION)
Presenter: Adrian Perez, CIO
- X. CHANGES TO BOARD OF DIRECTORS COMPOSITION (DISCUSSION AND POSSIBLE ACTION)
Presenter: Adrian Perez, CIO
- XI. CEO REPORT
Presenter: Adrian Lopez, CEO
 - a. Ready to Work Monitoring
- XII. CHAIR REPORT
Presenter: Dr. Sammi Morrill, Committee Chair

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XIII. 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.

XIV. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair



OVERSIGHT COMMITTEE MEETING - MINUTES

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

August 4, 2023

9:00 AM

BOARD OF DIRECTORS: Dr. Sammi Morrill (Chair), Leslie Cantu, Becky Butler Cap

PARTNERS: None.

WSA STAFF: Adrian Lopez, Adrian Perez, Giovanna Escalante-Vela, Penny Benavidez, Jessica Villarreal, Jeremy Taub, Caroline Goddard, Dr. Ricardo Ramirez, Ramsey Olivarez, Linda Martinez, Terry Trevino, Vanessa McHaney, Manuel Ugues, Roberto Corral, Brenda Garcia, Daisey Vega, Sylvia Perez, Angela Bush, Sandra Rodriguez, Trema Cote, Aaron Bieniek, Chuck Agwuegbo

LEGAL COUNSEL: None.

GUESTS: None.

AGENDA

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I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

At 9:00am, 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 – May 26, 2023

Upon motion by Leslie Cantu and seconded by Becky Butler Cap, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – May 26, 2023.

VI. EMPLOYEE POLICY HANDBOOK REVISION

Presenter: Giovanna Escalante-Vela, CFO

a. Employee Incentive Policy

— Formalizes an incentive program that provides the Executive Leadership discretion to provide additional compensation for the board staff who has exceeded performance expectations.

— Creates a reasonable and necessary incentive policy to retain and motivate valued employees who demonstrate a commitment to the agency.

— Award types include lump sum monetary or non-monetary awards for additional recognition, training development, or continuing education.

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- The criteria include a lump sum to recognize a specific achievement, an incentive plan with goals, established criteria, and regular payouts when performance exceeds goals, and non-monetary awards can include recognition, career development opportunities, and attendance for special lectures, training programs, and conferences.
 - The limitations are awards may not exceed \$10,000 or 5% of the employee's base salary.
- b. Remote Work Policy
- Formalizes a policy that provides the agency discretion to hire an applicant or enter a telecommuting arrangement with eligible employees who reside more than 100 miles away from an agency office but within the state of Texas as a fully remote employee (“Long-Distance Remote Work”).
 - The criteria include applicants who live more than 100 miles away, applying for and are the best candidate for a mission-critical position, and mission-critical functions of the job are capable of being performed remotely may be eligible for Long-Distance Remote Work.
 - Employees who move more than 100 miles away from their assigned place of employment but remain within the state of Texas are eligible to be considered for Long-Distance Remote Work is the remote work arrangement is in the best interest of the agency and the employee performs mission-critical functions that are capable of being performed remotely.
 - The limitations include an employee must be in good standing, meaning the employee must not be subject to a Performance Improvement Plan (“PIP”), any disciplinary action, or have been subject to a PIP or disciplinary action within the last six months. Long-Distance Remote Work is at the agency’s sole discretion and may be withdrawn at any time.

VII. BRIEFING: PROGRAMS & OPERATIONAL UPDATES (DISCUSSION AND POSSIBLE ACTION)

Presenters: Jessica Villarreal, Director of Child Care Services, and Terry Trevino, Director of Programs

a. Performance, Programs, and Operational Updates

- MPR Quarterly Performance Updates: The MSG report year to date is 106.33% and the credential rate is at 105.67%. WSA is successfully achieving 18 out of 22 measures. A plan of action has been put together for those 4 measures that are not being met to be met by the end of the year.
- Child Care Performance Briefing: TWC performance set at 11,427 for FY23. The current year to date is 11,811 with performance at 105.14%.
- As of June 26, 2023, 151 out of 568 CCS centers are TRS certified which is 26.58%. WSA is working hard to get more centers certified. The childcare team has been involved in the new Community Conversations effort in the rural areas.
- Dr. Sammi Morrill asked about the timeline and the number of centers still needing to become certified. Jessica Villarreal responded that the timeline is until September 2024 and there was a pause at the beginning because the assessors had to go through a certification process. She also stated that some of the 417

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non-certified centers may not yet be entry level designated by TWC. However, WSA is making sure the centers are being prepared for an assessment. The projection is that 100% of the centers will be ready for assessment by August 2024. Dr. Sammi Morrill would like a slide to show those projection numbers and the risk factors through August 2024. CIO Adrian Perez added that they are working through a process to gather information on the center's status and their risk factors.

- Training and Employment Navigator Pilot: The target enrollment was 12, there are 45 active enrollments in quarter 6, and 92 participants have been served year to date. In April 2023, the grant was extended for two more years.
- SEAL: TWC's target was 256, total enrollments are 359, 207 positions have been secured, 163 have completed the optional work readiness training, 197 job placements, and 65 have completed their five weeks of work.
- Teacher Externship: The target was 160 teachers in 25 ISDs and 100 educators have completed. The award was increased by \$106,000 and 60 additional teachers are able to participate. The focus is expanding in the rural district.
- Military Family Support Program: 5 new enrollments, 3 in training, and 6 in support services.
- Workforce Commission Initiatives: The Red, White & You! event will be held on November 2, 2023, Texas Veterans Leadership Program provides support to TVLP staff at South Flores and Walzem workforce centers, and Career in Texas Industries will have two more events scheduled on September 14th and 29th, 2023.
- RESEA: Last TWC reports shows reporting is at 91% with an 80% completion rate required for boards.
- WIOA Youth: Enrollments to date are meeting and exceeding goals.
- Jobs Y'all Youth Career Event: This event was held in Castroville on June 29, 2023. 59 students, over 41 parents, and 24 employers/community organizations participated. The next event will be held in Seguin on September 14th from 10am to 2pm at Seguin City Coliseum targeting all industries and the goal is 500 youth from nine area school districts in rural counties. Another event will be held in San Antonio on September 29th from 10am to 2pm at CPS Headquarters targeting the Oil and Gas & Engineering industry and the goal is 200 youth from five area school districts in the urban area.
- Youth Partners – Work Experience: 130 current agreements, 375 positions available, 140 participant enrollment target, and 157 current participant enrollments to date.
- The youth budget is \$2.5 million with 67.63% of the total budget used. The contractor has asked for an additional \$150,000 to support the youth on the waitlist for work experience.
- Ready to Work: The data as of July 27, 2023, shows that 2,884 applicants have been interviewed, 1,549 have been enrolled in training, 181 have completed training, and 86 have been placed in quality jobs. The median hourly wage in the new jobs is \$17.
- Aspen Workforce Leadership Academy: The Fellows have attended their third session and colab. They have been divided into their four working groups and

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team meetings start this month.

VIII. BRIEFING: PROCUREMENT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Jeremy Taub, Director of Procurement and Contracts

a. Contract Summary and RFP Update

— Job Placement and Worksite Monitoring is pending award with an anticipated award date of August 2023. Postage Meter Machines are under evaluation with an anticipated award date of August 2023. Document Shredding Services is pending award with an anticipated award date of August 2023. Walzem Lease Property Search is pending award with an anticipated award date of August 2023. Kerrville Lease Property Search is under evaluation with an anticipated award date of September 2023. Teacher Externship is in progress with an anticipated award date of January 2024. Hondo Lease Property Search is in progress with an anticipated award date of December 2024.

b. Update on Procurement Process Completion

— Controls Implementation Update: Re-procure real estate broker has been completed and the contract has been executed. Provide requested documentation to TWC for audit resolution has been completed and resolved. Review all leases for compliance will be completed on August 31, 2023, and is in the process of secondary review. Implement lease procedures have been completed. Manage contract log has been implemented and will be ongoing. Implement procurement consultant recommendations has been completed.

— Continuous monitoring and the path forward include an annual review of all policies and procedures and emphasize for all procurements no matter the size and complexity to always perform a needs assessment, market research and cost analysis, ongoing training and assessment of procurement staff, documentation, and review and investigate any processes that can be automated.

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

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Update & TWC Audit Resolution

— TWC Annual Monitoring – Audit Resolution Progress: For SNAP E&T the completion of Form H1822 Work Requirement Verification has been resolved, completion/submittal of Form H1817 to HHSC is in progress, and recording H1817 information in TWIST is in progress. For Non-Custodial Parent (NCP) the timely submission of Request to Remove Form is in progress.

— Comments from TWC Audit Resolution say that WSA has made significant improvement in fixing the issue and providing the needed training to staff. TWC will review at least one more month for each pending item. Resolution requires a low error rate and continued improvement with accuracy, which WSA is achieving both.

— The next TWC Annual Monitoring will start on October 10, 2023.

— Ready to Work is 98% complete and waiting for the final report. WIOA Adult and Dislocated Worker is 99% complete and waiting for the final report. TANF/Choices is 39% complete. WIOA Youth is 29% complete.

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- SNAP annual review is 100% complete and the final report is being issued. NCP is 99% complete and the final report is being completed. Child Care Quality Improvement Activities is 72% complete.
- Digitizing paper records project is on schedule to digitize participant hard copy paper records. Contract renewals and initiation assist with the development of contracts for adult and youth. Technical assistance is offered to support departments and subrecipients.
- b. Monitoring Outcomes and Technical Assistance
 - There are no updates, but information will be updated when the outcomes of the reports are issued.
- c. TWC Performance – Youth Employed/Enrolled
 - Two of the measures for youth are employed/enrolled in Q2 and employed/enrolled in Q4. These measures are tied to participant educational and training achievements. WSA uses TWC’s MPR to determine outcomes. WSA attached TWC’s performance to partner contracts and ties these to their profits.
 - TWC uses Quarterly UI Wage Records or Federal Employment Records to show earnings for that quarter or if Supplemental Employment/Wage Records indicate employment during the quarter. Youth are “Enrolled” in education/training if during that quarter they are enrolled in a registered apprenticeship program, occupational skills training, post-secondary education, or secondary education.
 - The methodology used is the percent of exiting participants employed or enrolled in education or training in the second and fourth quarters after exit. The denominator is the number of participants who exited during the performance period and who did not have a valid exclusion. The numerator is the number of exiters from the denominator who were employed or enrolled in education or training in the second and fourth calendar quarters after exit. Performance is calculated by dividing the numerator by the denominator. From August 2018 through May 2023, WSA has consistently met both measures.

X. UPDATE TO DEVELOP AN OPERATIONAL PLAN FOR THE INTERLOCAL/PARTNERSHIP AGREEMENT TO ADDRESS RURAL JUDGES’ SERVICE DELIVERY CONCERNS (DISCUSSION AND POSSIBLE ACTION)

Presenter: Adrian Perez, CIO

- In response to concerns raised by the Area Judges and in the interest of addressing the concerns in perpetuity, WSA and the partners are working to define operational standards to ensure the Interlocal/Partnership agreement is translated into Standard Operating Procedures. It is focused on communication, budget management, and performance design/monitoring. WSA is requesting Board approval of overall strategy.
- At the March 22, 2023, meeting of the Area Judges, action was taken to request guidance from TWC regarding bifurcation of the Workforce Development Area into Urban and Rural. Summarized concerns were service, communication, and governance.
- At the April 26, 2023, meeting of the Area Judges, they were informed that TWC would not support the bifurcation request. Recommended action was to have a

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work session between the partner staff and WSA, and a work session for the Committee of Six to discuss the issues.

- On May 22, 2023, WSA staff, the partners, and WSA Board of Directors Chair met. The partners reviewed the Interlocal and Partnership agreements to summarize the partners' preferences. The Rural Judges' Liaison shared the summary of issues the Area Judges would like addressed which are to conform to federal and state laws and the Interlocal/Partnership agreements, ensure services conform to budget allocations are delivered in each county, report quarterly on allocation/expenditure/number served, workforce center in each county, except McMullen, to do outreach and intake for all programs, ensure each center has the capacity to perform childcare outreach and maintain a waiting list in all counties if funding is not available, and ensure contractors' contracts conform to the Partnership agreement.
- On May 25, 2023, a work session occurred to begin drafting an Interlocal/Partnership Operational Agreement that specified mutually agreeable operational standards to address these concerns.
- In addition to the partner work sessions, WSA staff has acted immediately to enhance services such as authorizing a full-time representative to be available in Bandera and a representative available in McMullen Tuesday through Thursday, seeking approval from TWC TANF budget to support outreach operations to engage and serve more individuals who qualify for TANF, executed Community Conversations on Childcare in each of the rural communities which resulted in Kerr EDC matching childcare funds.
- WSA staff, having secured a format to address the issues and after being provided requests in writing have made the adult, youth, and childcare contractors aware on July 5th and 6th of the requested additions to the upcoming contractor agreements. On July 17th, TWC suggested caution as it pertains to creating additional requirements not required by the agreements with TWC, working on legal opinion regarding DOL requirements on priority of services, and additional meetings to be scheduled with childcare and monitoring units within TWC.
- On July 17th and 28th partner staff was briefed on the following recommendations:
 1. Follow applicable laws and agreements and ask Co6 if unsure. Develop an Interlocal/Partnership Agreement Operational Plan that will be updated as needed through Co6 action. Partner feedback is satisfactory and finalizing draft for review.
 2. Allocate resources per Partnership Agreement's new interpretation of Partnership Agreement VII A. Sent allocation formulas to TWC for validation. Establish County Workforce Councils for outreach and partnership plans. Partner feedback is satisfactory. TWC has provided allocation factors as of August 1, 2023.
 3. Report on allocation/expenditure/number served with 10% variance explanations. Establish a County Allocation and Service Delivery Report (CASD), Commissioner Court presentations, and urban/rural budget allocations. Partner feedback is the expectation is county-by-county and

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program-by-program budget adopted and waitlists used if budget adjustment is required.

4. Staff presence in all counties except McMullen with ability to enroll and assessment of need. Acted immediately to assign staff, have included in adult contractor agreement, will enact assessment annually, and included in the Operational Plan. Partner feedback is satisfactory.
 5. Childcare outreach and waiting list with staff ability to enroll. The contractor has indicated specificity regarding in-person presence not articulated RFP but will respond to requests for such service and are doing so currently. Partner feedback is new waitlists can be maintained but not filled on a county-by-county budget basis.
 6. Contractor's agreements conform to Partnership Agreement. Contractor agreements are currently being negotiated with a focus on integrating service delivery into agreements. Partner feedback is expectation is program-by-program and county-by-county budget.
- Next steps are a draft of the Operational Plan will be shared with the Committee of Six after a consensus view that a draft is ready for distribution, feedback finalized for the Committee of Six meeting on August 23, 2023, and final feedback may be provided during the Area Judges meeting on September 27, 2023, when the body considers approval of the annual budget.
 - If the partners work sessions and recommendations do not derive consensus solutions, then the Area Judges through their Liaison have communicated options such as mediation or withholding approval of the WSA annual budget.
 - Recommendation is for board staff to continue to work with TWC to assess impacts on updates to the budget and performance procedures, continue to integrate recommendations with adult, youth, and childcare contractors, and bring Iterative Operational Plan, budget amendments, and other recommendations in coordination with partner staff and Committee of Six.

XI. CEO REPORT

Presenter: Adrian Lopez, CEO

a. Ready to Work Monitoring

- Monitoring is going well without any major findings or disallowed costs so far.

XII. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

None.

XIII. EXECUTIVE SESSION:

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- None.**

XIV. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

Upon motion by Becky Butler Cap and seconded by Leslie Cantu, Chair Dr. Sammi Morrill adjourned the meeting at 10:31am.

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MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented by: Teresa Chavez, COO

Date: October 6, 2023

Subject: Performance, Programs, and Operational Updates

Summary: This item is to provide an update of Workforce Solutions Alamo programs and grants, including both adult and youth throughout the urban and rural areas. The following analysis provides insight to elements related to programs and performance and action items taken to enhance services delivery and cross-collaboration and integration across WSA programs.

Analysis:

1) TWC-Contracted Performance: TWC 2023 Year-to-Date MPR performance data reflects WSA as successfully achieving 19 of 22 measures. The following measures are being monitored closely to understand ways in which to increase service delivery and improve performance.

A. WIOA Adult Dislocated Worker (DW), C&T Credential Rating:

- I) Credential DW: This measure is now being met in the MPR report.
- II) C&T: The current measure time frame reflecting up to 2nd quarter which is deficit by 15 cases. During this quarter there are 24 cases enrolled in the WIOA Adult Statewide program (Women Entrepreneur Bootcamp) and 3 cases enrolled in the WIOA Youth Statewide program (Job Skill). TWC has indicated that these programs will not be removed from this measure.
- III) Plan of action includes:
 - Outreach out to customers by phone, text messaging, and/or email.
 - Received guidance from TWC on what is allowable as credentials. WSA team will be further discussing to make additional updates to impact this measure positively.
 - C2 Quality Assurance has provided a credential report to support center management research cases.
 - C&T: The current measure time frame reflects up to the 3rd quarter which is deficit by 9 cases. The Credential Rate for C&T is currently not being met due to various cases that are impacting this measure from statewide grants. TWC confirmed they cannot remove these cases. Also, once WSA and TWC review/approve DINTS identified, we will be meeting this measure, as projection for the 4th quarter shows that we would be in a deficit by 2 cases.
 - WSA will continue to monitor this performance and cases that are directly affecting this performance measure.

- C2 will notify WSA of any additional cases that may affect this measure or any grants that require specific services that could affect this measure.
- Staff will monitor cases, build rapport with customers, and keep customers engaged in training to ensure positive impact.

B. WIOA Youth

- I) Performance measures are being met with the exception of occupational/vocational training which is currently at 85%.
- II) Plan of action includes: The number of participants in occupational/vocational training was not met at 100% because the contractor ran out of money to pay for the training and the board did not have additional dollars to add to their contract.

C. WIOA DW Measurable Skills Gains:

- I) Adult contractor will continue to provide MSG training to all management and staff on measures.
- II) Adult contractor will continue to reach out to training providers to obtain appropriate documentation for MSG entry.
- III) DW: The current measure time is being missed by a couple of cases. Adult contractor projects that the measure will be met on the last MPR report of the program year.

2) Child Care Performance: TWC has set Alamo’s Fiscal Year (FY) 2023 Target at 11,427. Alamo is currently reflecting an annual year to date performance of 106.75%, which falls in the above performance range according to TWC’s Child Care and Development Fund (CCDF) Performance Status Methodology. Unofficial numbers for August reflected Alamo is averaging 12,050 units of care for children enrolled in Early Learning Programs, 107.44% for the month. See *Childcare Performance Memo*.

Child Care Quality:

As of 10/02/2023, Alamo Board has 174 Early Learning Programs certified as Texas Rising Star (TRS). Across the 13 counties there are 567 child development centers with agreements to offer Child Care Scholarships. 30% of the centers in our local board area are certified as Texas Rising Star quality. See *Childcare Quality Memo*.

WSA is tracking the total number of centers, those eligible for Texas Rising Star, and those achieving Texas Rising Star. Moving forward WSA will continue to track the contribution of the WSA Quality Cohort toward centers achieving Texas Rising Star. The following information provides an overview the WSA Quality cohort:

- Length of Time: 6 months
- Schedule:
 - Fall - October to March
 - Spring - April to September
- The WSA quality cohort is open to 100 childcare centers at a time that are interested in gaining a better understanding of the requirements for eligibility and measures outlined in the Texas Rising Star cohort.
- The average sign up has been 70.

It is important to note there are many variables associated with the TWC requirement:

- The accepting of subsidy/providing scholarships to children/families, is voluntary and not mandatory. Providers can opt out at any time for any reason.
- Texas Rising Star Assessment is only for providers/centers who accept subsidy/provide scholarships (have an active agreement with Child Care Services (CCS)).
- If providers do not wish to pursue TRS, they will have their CCS agreement terminated, and/or can select to no longer have an agreement with CCS.
- The Texas Rising Star assessors are being centralized by the state, and the timeline for that may impact the assessment timeline, as assessors transition to new entity.

- Centers in cohort and designated Entry Level Designated must still meet licensing requirements when the TRS screening is completed. If found not eligible due to deficiencies, the center cannot be assessed until later, pending the end of the deficiency.

Child Care Community Conversations:

- The childcare team hosted community conversations throughout the 13-county area to understand the early childhood landscape, needs, resources, and impact on the workforce.
- Community conversations were hosted in Kerr, Frio, Wilson, Comal, Gillespie, Atascosa, Karnes, Guadalupe, Bandera, Medina, and Kendall Counties. A conversation was scheduled for McMullen, but due to issues with venue and space availability it was cancelled by the host. The childcare team has since transitioned these conversations, joining other staff members of WSA, who have been hosting workforce meetings in our rural communities. A staff member from childcare will be available during these discussions to continue to provide information and support to the communities.

Since May, rural communities have access to an in-person childcare representative. The childcare representatives are utilizing WSA rural offices, where space is available. The childcare team continues to collect information and feedback from meetings and discussions that occur during these in-person visits to our rural areas.

Special Grants & Other Initiatives: Staff are working on a combination of state formula funded programs in addition to special initiatives and projects:

- **Summer Earn and Learn (SEAL):** Paid, on-the-job, workplace readiness training, work experience, and transferable skill learning opportunities for students with disabilities. The projected goal for FY23 was 256, the Board has reached 359 enrollments, 163 who completed work readiness training, 197 placed at worksites, and 65 participants who have completed their employment thus far. The program ended August 30th.
- **Teacher Externship:** Staff has created partnerships among educators, Independent School Districts, and various industries to develop an effective workforce system by making the connection between academic skills and the workplace. WSA is exploring additional partners for the new program year. The target participation is 160 teachers and 25 ISDs. Currently, 100 educators have participated, and the team strives to service 60 more individuals utilizing additional TWC funding.
- **Student Hireability Navigators:** Student HireAbility Navigators perform duties and provide deliverables in the following three focus areas for educators providing services to students with disabilities:
 - Capacity building and systems development
 - Partnering and collaboration
 - Informing and engaging employers
- Navigators develop and/or disseminate information to increase community awareness of the resources and activities available to students with disabilities in the following five pre-employment transition services:
 - Job (career) exploration counseling.
 - Work-based learning experiences, which may include in-school or after-school opportunities, or experience outside the traditional school setting (including internships), provided in an integrated environment to the maximum extent possible.
 - Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education.

- Workplace readiness training to develop social skills and independent living; and
 - Instruction in self-advocacy, which may include peer mentoring.
- Navigators are present to help collaborate at Community Resource Fairs, Project Search Internships, Project Access, and Tu Casa IDD Certification programs. They share their service information at the Chamber of Commerce locations and host parent meetings and tours of the WSA Career Centers to highlight accessibility equipment available and programs under the WSA umbrella.
 - The Student HireAbility Initiative provides support and coordination around the region to expand, enhance, and improve workforce transition services offered to students with disabilities and their families.
 - Navigators develop and coordinate activities to promote pre-ETS Success for students' exposure to Career Exploration. These activities start as early as the eighth Grade in Middle School. The Space Galaxy modules are excellent tools to begin their young minds to think about their future. The High School staff are provided hands-on training utilizing the LMCI Modules the State of Texas provides. Career choices align with the WSA Sector base model and exposure to industries present.
- **Training and Employment Navigator Pilot** aims to deter repeated victimization of sex-trafficked youth and foster youth ages 16-25 by aiding them in navigating workforce center services and increase their chances of securing employment. To date, this program has enrolled 47 participants. Also, we have provided 2 paid work experience, and 6 participants have entered employment. **TWC just renewed this grant for two more years October 1, 2022, through October 30, 2025.**
 - **Re-Employment Services and Eligibility Assessment (RESEA)** provides Unemployment Insurance (UI) claimants with a variety of services to support their re-employment before benefits expire. TWC requires an 80% completion rate monthly on providing all required services within the required timeframe of seven (7) days. WSA is currently at 93.6% providing all required services within the required timeframe of (7) days.
 - **Military Family Support Program (MFSP)** provides active-duty military spouses with work experience, job search assistance, support services, and training. As of August 2023, enrollment is at 16 new participants for the 2023 Grant Year and 7 still active from the 2022 contract year. Of these participants, 1 is enrolled in training and all 5 new participants have received work-ready support as well as 6 support services provided. Contract date is atypical, January 1 through December 31, 2023.
 - **WIOA Youth**
 - Youth enrollments to date are 27 Urban ISY and 171 OSY totaling 198, which exceeds the goal of 164 by 121%; 45 Rural ISY and 68 OSY totaling 113 which exceeds the goal of 31 by 365%. Performance measures are being met with the exception of occupational/vocational training which is currently at 85%.
 - Youth contractor has expended \$2,351,430.85 of \$2,500,000 (94.06%)
 - Youth contractor currently has 177 Work Experience Agreements in place, 449 Work Experience positions available, and has enrolled 177 of their 140 youth goal.
 - The first event will be cohosted with youth partner, UP Partnership, on January 19 and 26, 2024. This event will target 1,000 juniors and seniors. The second event will be cohosted with the Seguin EDC in Guadalupe County and will target 800 middle-

schoolers. The third event will take place in April at one of the local Alamo Colleges here is San Antonio targeting 400 youth and focusing on Education, Finance, and IT. The last event is scheduled for September in Atascosa County targeting 400 youth with a focus on the Healthcare & Non-Profit industries.

- Youth Program Specialist, Sandra Rodriguez, and Programs Manager, Gabriela Ore attended in-depth Policy Institute Workshops and panel discussions during the National Youth Employment Coalition Youth Days in DC on September 11th – 14th. The following are positive outcomes in attending the event:
 - Gained insights into critical tools to advocate for youth issues.
 - Successfully met with representatives from three legislative offices on Capitol Hill to discuss and advocate for youth-driven policy recommendations.
 - Leveraged the National Youth Employment Coalition Youth Days in Washington DC event networking opportunities to connect with fellow young leaders, policymakers, and industry experts, fostering valuable relationships for future collaboration.
- **Workforce Commission Initiatives - FY2023:**
 1. Hiring Red, White & You! The event is scheduled to be held on November 2, 2023, from 9am to 2pm. WSA team is partnering and co-hosting with JBSA, TVC, and Bexar County Military and Veterans Services in an effort to leverage resources.
 2. Texas Veterans Leadership Program (TVLP): Provides support to two full-time TVLP staff at two WSA Centers - South Flores & Walzem. TVLP continues to provide support to veterans at these locations.
 3. Careers in Texas Industries - Career Pathways/Jobs Y'all Events: Provides career exploration in sector-based industries for youth in middle school, high school, and postsecondary.
 - In FY2023, WSA shifted from one large event to several smaller, industry focused events. This will support the engagement of youth at different locations, including both rural and urban areas, and targeting of a variety of industries and youth sub-populations. In addition, it will provide youth opportunities to attend multiple events over the course of the year and provide a greater variety of career exploration, resources, and employer interactions. Event dates for BCY 2023 include:
 - May 26th at Second Baptist Church in San Antonio, TX. Industries: Warehousing & Transportation/Healthcare/Education.
NOTE: Opportunity and foster youth were prioritized, with participants being connected to WIOA youth opportunities.
 - June 30th at Braden Keller Center in Castroville, TX (Medina County). Industries: IT/Cybersecurity/Aerospace/Agriculture.
 - September 23rd at New Braunfels Food Bank. Industries: Manufacturing/Construction/Energy/Oil & Gas - This event was planned in a short amount of time as a result of having to quickly pivot from a planned event in Guadalupe County due to conflicting issues. There were 16 youth in attendance and 11 employers.
 - September 29th at CPS Energy Headquarters in San Antonio, TX. Industries: Manufacturing/Construction/Energy/Oil & Gas. There were 136 youth from seven different SAISD-area schools, seven employers, and four workshops.

2022 WCI Grant - Childcare Short-term Training to CCS Parents: Grant is specific to customers receiving childcare services through the Child Care Scholarship, COSA. Staff conduct outreach via childcare reports provided by the WSA Childcare Team. Grant ended May 31, 2023.

- **SA Ready to Work** has finalized all seven subprime contracts.
 - Ready to Work is a one-of-a-kind program to help San Antonio residents find easy access to education and quality jobs. WSA is the largest funded COSA partner, \$105,781,953.00 and includes 7 subgrantees providing case management, training/certification, and job placement. Ready to work is funded by a 1/8 cent sales and use tax collected through December 2025.
 - Year to date WSA has interviewed/intakes 3,625 individuals and has case managed/enrolled 1,968 in training with 230 already completing their training. 105 participants have gained employment and earn more than \$15.00 per hour. The average wage of those graduates securing employment is \$17.72, well above the requirement. The top training courses being selected are medical, IT, and construction. *Data is from 9.29.23.
 - Individuals' ineligible for Ready to Work are being connected to WSA career counselors to explore resources and supports available. Follow-up is being coordinated to provide feedback to sub primes regarding those individuals who did not qualify for Ready to Work and alternative funding supports available.
 - Year two goals are to continue to enroll clients in the program, conduct events to promote placement activities for all industries our participants are enrolled in.

Alternatives:

No alternatives are being considered at this time.

Fiscal Impact:

No additional fiscal impact currently.

Recommendation:

Recommendation is for WSA staff to continue internal processes for supporting employers and community partners in leveraging TWC funded opportunities. This includes establishing standard performance measures demonstrating the proposed program's contribution to increasing employment within the sector-based model. WSA is also exploring the collection of data from grant funded initiatives to determine the collective contribution across existing grant programs.

Next Steps:








Next steps include continuing to monitor program outcomes, budgets, and working collaboratively with the data team to understand program data to enhance services for job seekers and employers. As initiatives sunset, teams are reviewing new opportunities to secure funding supporting the WSA sector-based model.

Performance, Programs & Operational Updates



Operational Updates

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Item	Description	On target
1	WSA continues to perform well on overall expenditures and outcomes.	
2	Measurable Skills Gained & Credential Rating for WIOA Adult	
3	Measurable Skills Gained WIOA Youth	
4	Child Care is trending at 106.75% for children served.	
5	Business Service Team is hosting Employer Collaboratives, Business Service Seminars	
6	FY23 SEAL Program: Employer Agreements & Pre-Referrals	
7	Ready to Work current enrollment: 1,968 participants in training.	

MPR Quarterly Performance Updates

P+ : > 105 %

MP: 97.5%-105%

MP but at risk: 95% - 97.5%

- P: <95%

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target (Year-to-Date Performance Periods)

FINAL RELEASE
As Originally Published 9/5/2023
JULY 2023 REPORT

Green = +P White = MP Yellow = MP but At Risk Red = -P

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	99.03%	101.91%	117.39%	106.36%	n/a	105.66%	98.12%	115.05%	90.24%	n/a	98.01%	103.79%	94.10%	100.18%	n/a

Green = +P White = MP Yellow = MP but At Risk Red = -P

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Rcvg Wkfc Asst Fm Bds or Self Svc	Choices Full Engagement Rate	Average # Children Served Per Day-Combined 10/22-3/23 YTD-Only)	+P	MP	-P	% MP & +P
	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q2-Q4 Post-Exit	Credential Rate								
Alamo	99.56%	105.04%	95.47%	93.35%	96.02%	126.72%	n/a	4	13	1	94%



WSA is currently meeting or exceeding performance targets For 2023 of TWC Contracted Measures

Except:

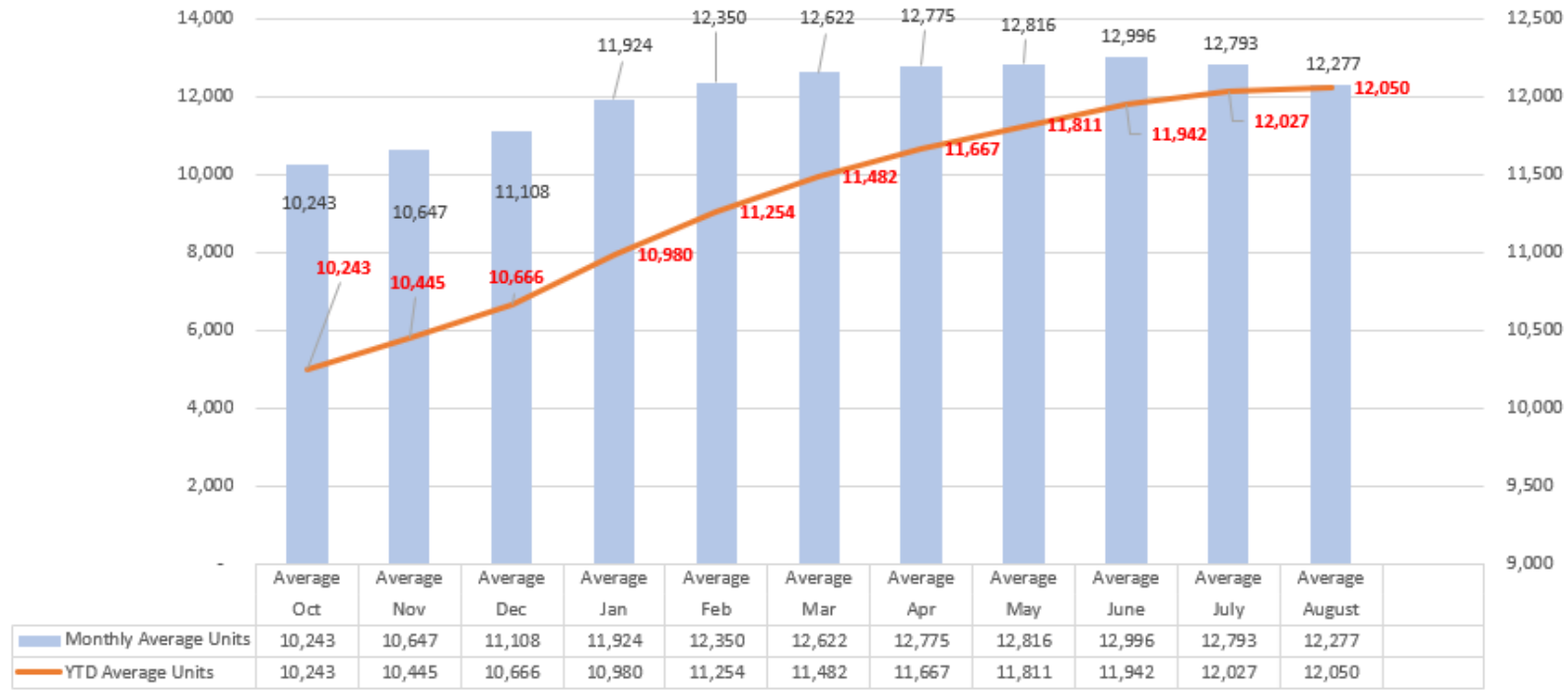
- Claimant Reemployment within 10 weeks



Child Care Performance Briefing

Data as of 10/2/2023

Average Units Per Month/YTD based on 11,163 Oct-Mar and 11,427 Apr-Sep Target Units



- **TWC Performance set at 11,427 for FY 2023**
- **Current YTD for FY 2023: 12,050**
- **Performance 106.75%**

	Oct	Nov	Dec	Jan	Feb	March	Apr	May	Jun	July	August
	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average
Monthly Average %	91.76%	95.38%	99.50%	106.82%	110.64%	113.07%	111.79%	112.16%	113.73%	111.96%	107.44%
YTD Average Units %	91.76%	93.57%	95.55%	98.36%	100.82%	102.86%	104.14%	105.14%	106.09%	106.68%	106.75%



Child Care Performance Briefing

	Oct	Nov	December	Jan	Feb	March	Apr	May	June	July	August
	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average
Choices	237	229	209	203	201	198	196	186	190	194	182
TANF						4					
Low Income	9,554	9,938	10,419	11,210	11,618	11,868	11,983	11,991	12,139	11,920	11,393
Former DFPS	382	401	392	419	428	439	476	511	515	530	553
Homeless	70	79	88	92	103	114	120	128	152	150	149
Monthly Average Units	10,243	10,647	11,108	11,924	12,350	12,622	12,775	12,816	12,996	12,793	12,277
Monthly % Average	91.76%	95.38%	99.50%	106.82%	110.64%	113.07%	111.79%	112.16%	113.73%	111.96%	107.44%
YTD Average Units	10,243	10,445	10,666	10,980	11,254	11,482	11,667	11,811	11,942	12,027	12,050
YTD % Average	91.76%	93.57%	95.55%	98.36%	100.82%	102.86%	104.14%	105.14%	106.09%	106.68%	106.75%
TWC Target	11,163	11,163	11,163	11,163	11,163	11,163	11,427	11,427	11,427	11,427	11,427



Alamo Early Learning Centers

Alamo Region Percentage of CCS / TRS Early Learning Centers

** As of 10/2/2023*

Location	Programs	CCS Programs	TRS Programs	Percentage TRS of CCS Programs
Bexar Early Learning Programs	787	435	144	33%
Rural Early Learning Programs	260	132	26	20%
Total	1047	567	170	30%

Above #'s do not include Relative Providers or external board area Providers.



2022 Workforce Grants & Project Updates

Training and Employment Navigator Pilot

\$192,946

Aims to deter repeated victimization of sex-trafficked youth and foster youth ages 16-25 by aiding them in navigating Workforce Center services and increase their chances of securing employment or obtaining higher education.

Target Enrollment	Q6 Active Enrollment	Total YTD Participants Served
12	47	92

Timeline: October 1, 2022 - October 30, 2025
In April 2023, Grant was extended for two more years



2023 Workforce Grants & Project Updates

Summer Earn and Learn (SEAL)

\$240,918.82 earned with 22,944.5 hours worked

Offers paid, on-the-job, workplace readiness training, work experience, and transferable skills learning opportunities for students with disabilities.

- TWC Target 256
- Enrollments: 364
- Completed WRT: 184
- Job Placements: 221
- Completed 5 weeks: 152
- 4 participants were offered permanent employment

Timeline: March 2023 – August 2023

Teacher Externship

\$200,000

Staff has created partnerships among educators, 25 Independent School Districts, and various industries to develop an effective workforce system by making the connection between academic skills and the workplace.

- Target: 160 Teachers & 25 ISDs
- Educators Completed: 139
- Increased award by \$106,000, pending confirmation
- 39 additional teachers with increase
- Focus on expanding rural district participation

Timeline: March 2023 - August 2023

Targeted Industries:



Manufacturing



Education



Health



IT/Cybersecurity



Construction



Finance



Student HireAbility Navigators



Navigators attended the State Transition Conference from July 16 - 19th here in San Antonio.

Discussions included:

- Charting the Course refunding under a different name
- Next Steps to Independence: Skills and strategies
- A Look at the Future of Transition in Texas
- Under Construction: Conversations and strategic planning continues for the 2nd Annual Alamo Hire Event on Oct 12, 2023, at the Data Point Career Center
- Planning continues for the Nov 2, 2023, Alamo Helping Hands Resource Collaboration Event with Southside First / Women's Unlimited at the South Flores Career Center
- Career Exploration Day is being planned in collaboration with Vocational Rehabilitation for January 2024 at the New Braunfels Career Center



2023 Workforce Grants & Project Updates

Military Family Support Prog. (MFSP) \$221,896

Provides active-duty military spouses with job search assistance and training.

- Strengthening partnership with JBSA
- Braiding Ready to Work

For BCY 2023:

New Enrollment	Training	Support Services
5	2	6

Timeline: January 1, 2023 - December 31, 2023

Targeted Industries:



Health



IT/Cybersecurity



Workforce Commission Initiatives \$94,250

Supports the following initiatives that strengthen and add value to the delivery system:

1. Hiring Red, White & You!:

Veterans' Job Fair - November 2, 2023, from 9am to 2pm held at Expo Hall B Freeman Coliseum.

2. Texas Veterans Leadership Program (TVLP):

Provides support to TVLP staff at two WSA Centers: South Flores & Walzem

3. Career in Texas Industries:

Provides career exploration in sector-based industries for youth. BCY23 had multiple smaller events versus a large event. The last two events were in September 2023.

Timeline: October 1, 2022 – September 31, 2023

2022 Workforce Grants & Project Updates

Re-Employment Services and Eligibility Assessment (RESEA)

\$850,950

Provides Unemployment Insurance (UI) claimants a variety of services to support their re-employment before benefits expire. Prior year funds expended. **Grant renewed for BCY23.**

- **For WSA** – per last TWC report, monthly RESEA reporting is at 93.6%.
- "RESEA services are required within 7 days" - 80% completion rate required for boards in BCY 2023.



Timeline: October 1, 2022 – September 31, 2023

2022 Workforce Grants & Projects Updates

WIOA Youth - Enrollments to Date

WIOA YOUTH REPORT 2022-2023	Oct'22	Nov'22	Dec'22	Jan'23	Feb'23	Mar'23	Apr'23	May'23	June'23	July'23	Aug'23	TOTAL	Goal	%Met	
Enrollments - URBAN															
In-School Youth	1	1	1	1	0	2	1	2	17	1	0	27	198	164	121%
Out-of-School Youth	11	9	28	14	12	32	17	17	19	9	3	171			
Enrollments - RURAL															
In-School Youth	1	3	1	0	2	4	7	8	16	2	1	45	113	31	365%
Out-of-School Youth	9	14	4	1	4	4	5	8	12	5	2	68			
Services															
Occupational/Vocational Training	2	6	2	5	3	2	2	1	7	1	3	34	40	85%	
Work Experience	7	4	4	13	8	18	8	23	65	16	11	177	140	126%	
Supportive Services	43	54	53	85	47	103	56	90	103	119	55	808	209	387%	
Educational Services (GED)	8	9	0	3	4	2	2	8	1	1	1	39	21	186%	

Timeline: October 1, 2022 – September 30, 2023



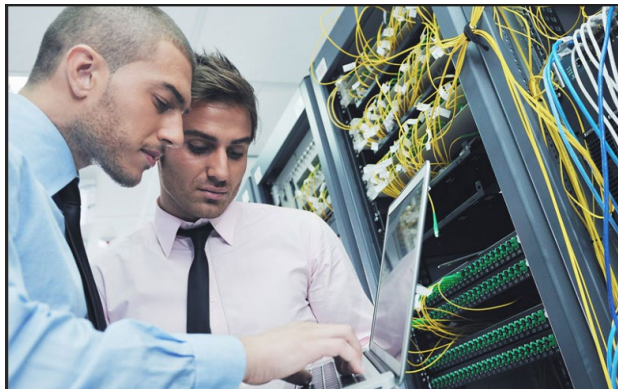
2023 Workforce Grants & Project Updates



Youth Partners - Work Experience

Work Experience opportunities exist in both urban and rural areas and are available to youth ages 16-24.

Current WEX Agreements	WEX Positions Available	Participant WEX Enrollment Target	Current Participant WEX Enrollment to Date
177	449	140	177



Targeted Industries:

-  Health
-  Education
-  Manufacturing
-  IT/Cybersecurity
-  Construction



Overview of Youth Budget

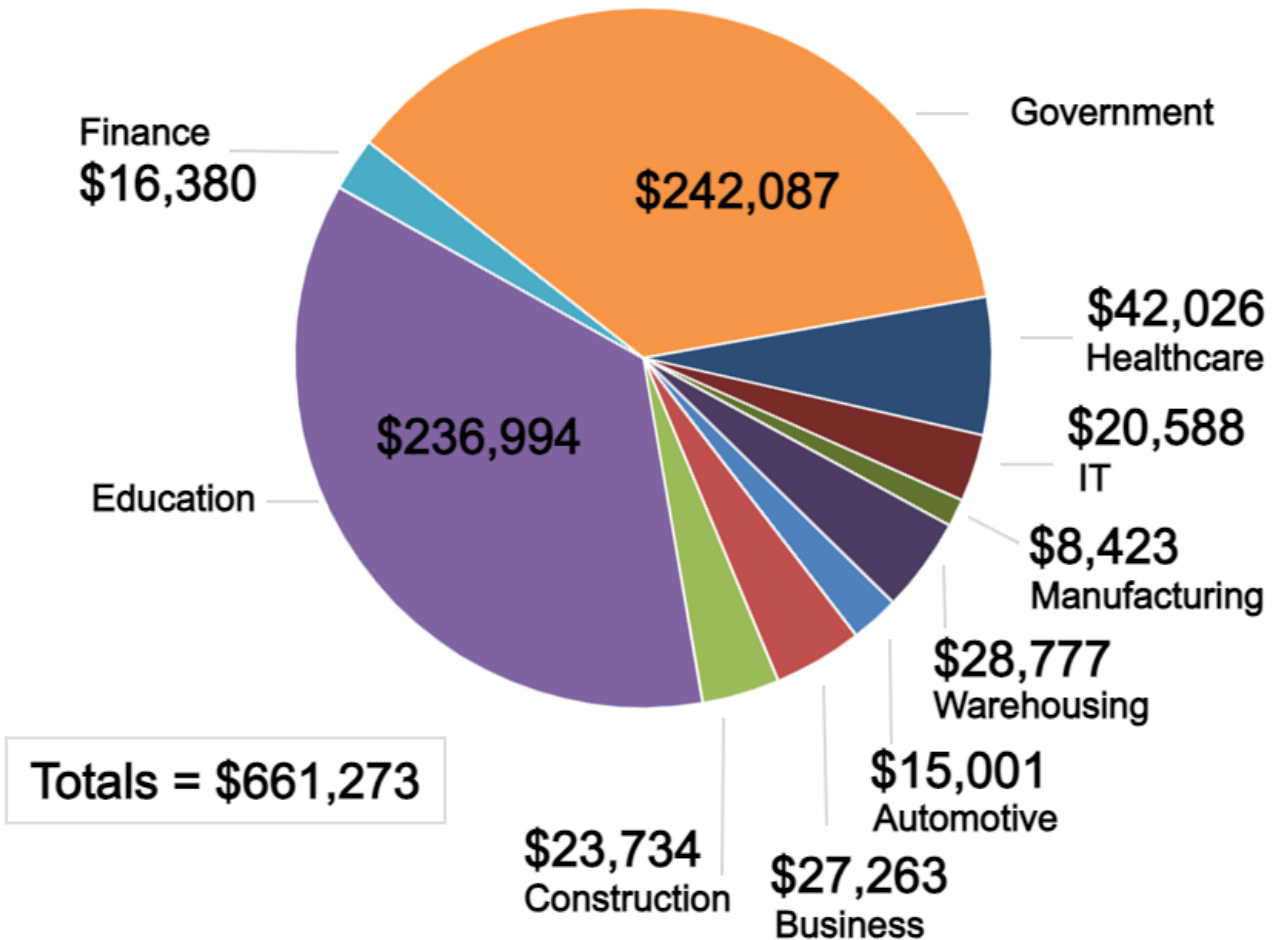
Alamo Workforce Development, Inc.
 Summary Budget Comparison
 004 - WIOA YOUTH
 From 8/1/2023 Through 8/31/2023

Account Code	Account Title	Total Budget - Revised	Current Period ...	YTD Actual	Total Budget Variance - Revised	Percent Total Budget Used - Revised
10	Personnel					
7140	Personnel Wages-Contractor	1,050,243.14	87,354.36	906,628.63	143,614.51	86.32%
7141	Personnel Fringes-Contractor	<u>330,125.24</u>	<u>20,514.24</u>	<u>236,244.19</u>	<u>93,881.05</u>	<u>71.56%</u>
Total 10	Personnel	1,380,368.38	107,868.60	1,142,872.82	237,495.56	82.79%
20	Contractor Admin & Operations					
7142	Travel-Contractor	35,470.47	2,154.64	54,354.00	(18,883.53)	153.23%
7143	General Operations-Contractor	15,278.77	2,244.23	51,859.36	(36,580.59)	339.42%
7144	Contract and Professional Svcs-Contractor	<u>45,682.00</u>	<u>2,415.62</u>	<u>31,726.25</u>	<u>13,955.75</u>	<u>69.45%</u>
Total 20	Contractor Admin & Operations	96,431.24	6,814.49	137,939.61	(41,508.37)	143.04%
22	Profit					
7102	Profit-Contractor	<u>94,835.58</u>	<u>0.00</u>	<u>0.00</u>	<u>94,835.58</u>	<u>0.00%</u>
Total 22	Profit	94,835.58	0.00	0.00	94,835.58	0.00%
23	Program Cost Pd By Board					
5404	Cell Phones & Data Plans	0.00	353.15	4,443.68	(4,443.68)	100.00%
5869	Software License Fee/Renewal	<u>0.00</u>	<u>0.00</u>	<u>456.00</u>	<u>(456.00)</u>	<u>100.00%</u>
Total 23	Program Cost Pd By Board	0.00	353.15	4,899.68	(4,899.68)	100.00%
30	Direct Client Services					
7208	Incentives-Work Related	10,302.80	4,000.00	31,250.00	(20,947.20)	303.31%
7209	Other Support Services	14,400.00	896.99	25,150.23	(10,750.23)	174.65%
7210	Transportation-Support Services	17,550.00	2,353.00	34,660.00	(17,110.00)	197.49%
7301	Direct Training	120,000.00	9,498.99	173,968.44	(53,968.44)	144.97%
7305	Work Experience Wages	753,312.00	184,480.82	783,636.32	(30,324.32)	104.02%
7314	Short Term Prevocational Skills	<u>12,800.00</u>	<u>744.00</u>	<u>17,053.75</u>	<u>(4,253.75)</u>	<u>133.23%</u>
Total 30	Direct Client Services	928,364.80	201,973.80	1,065,718.74	(137,353.94)	114.80%
	Total 004 - WIOA YOUTH	2,500,000.00	317,010.04	2,351,430.85	148,569.15	94.06%



Youth Work Experience Analysis

WEX: Oct' 22 - Aug' 23



Rural Counties Served	Number of people served
Atascosa	33
Comal	2
Frio	14
Gillespie	2
Guadalupe	4
Kendall	2
Karnes	1
Kerr	7
Medina	6
Wilson	10
Urban Counties Served	
Bexar	96
Total people served	177



Jobs Ya'll Youth Career Event

Past Events

Comal County Seguin, TX

- Date: September 23, 2023
- Time: 10am – 2pm
- Location: Seguin City Coliseum
- All Industries
- Outcome: 16 youth, 11 employers, 7 parents



Bexar County San Antonio, TX

- Date: September 29, 2023
- Time: 10 am – 2pm
- Location: CPS Headquarters
- Oil and Gas & Engineering
- Outcome: 136 youth from 7 SAISD schools, 7 employers



FY23 - 24 Youth Career Exploration

January 19th & 26th
2024 URBAN



January 2024
RURAL



April 2024
URBAN



September 2024
RURAL



Additional youth events are
being explored with key
partners, dates and times TBD



2022 Workforce Grants & Project Updates

Ready to Work Program

\$105,781,953

Ready to Work is a one-of-a-kind program to help San Antonio residents find easy access to education and quality jobs. Ready to work is funded by a 1/8 cent sales and use tax collected through December 2025. *Data 9.27.23.

FY22/24 Goals (April – June)	WSA Applicants Interviewed	Case Managed / Enrolled in Training	Completed Training	Placed in Quality Jobs
	6553	4372		
YTD	3625	1968	230	105

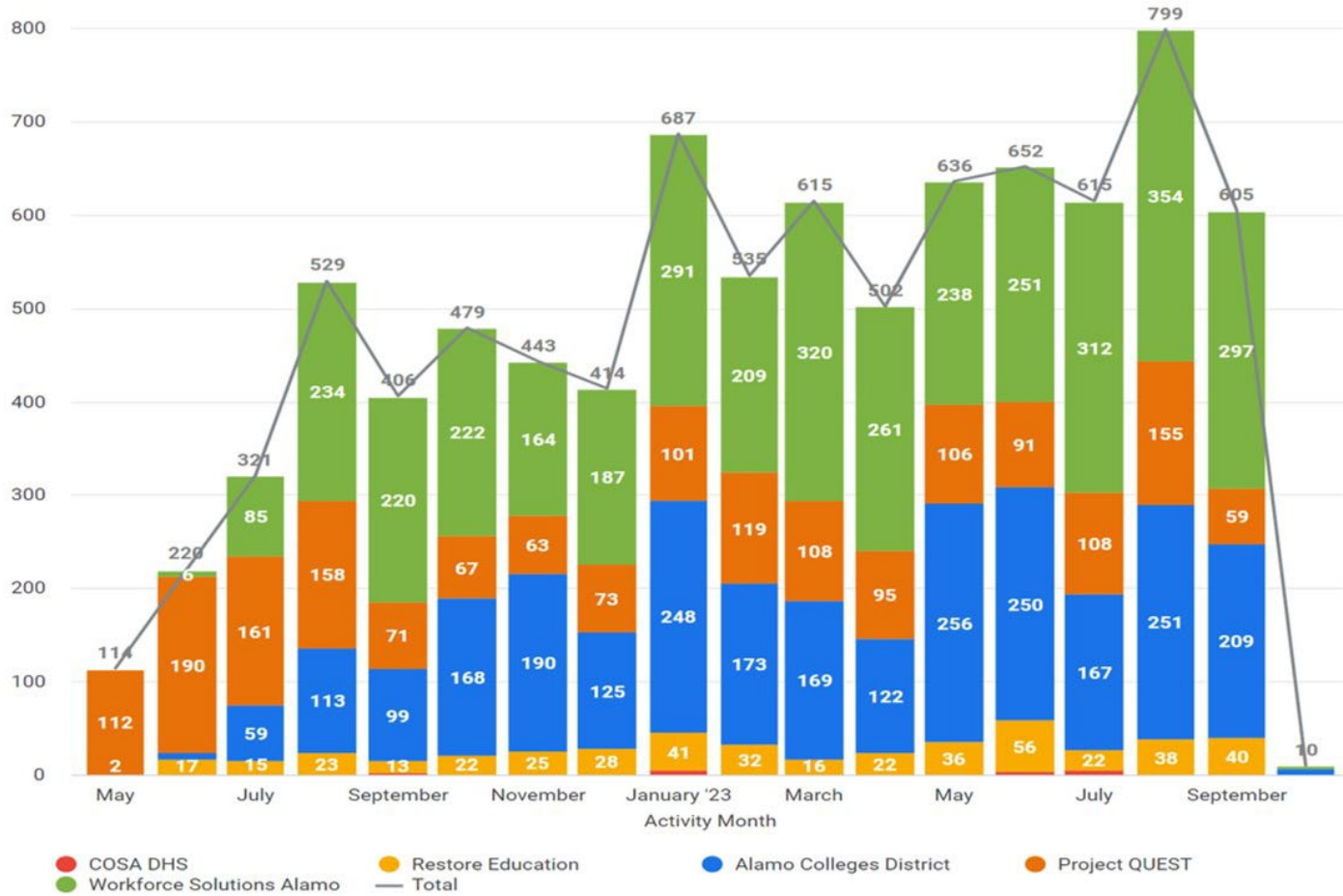
WSA Ready to Work Subgrantees

1. AVANCE
2. C2 Global
3. Chrysalis
4. Family Service Association
5. San Antonio Food Bank
6. Texas A&M San Antonio
7. YWCA San Antonio



Top Trainings being selected: Medical, IT & Construction

APPLICANTS INTERVIEWED

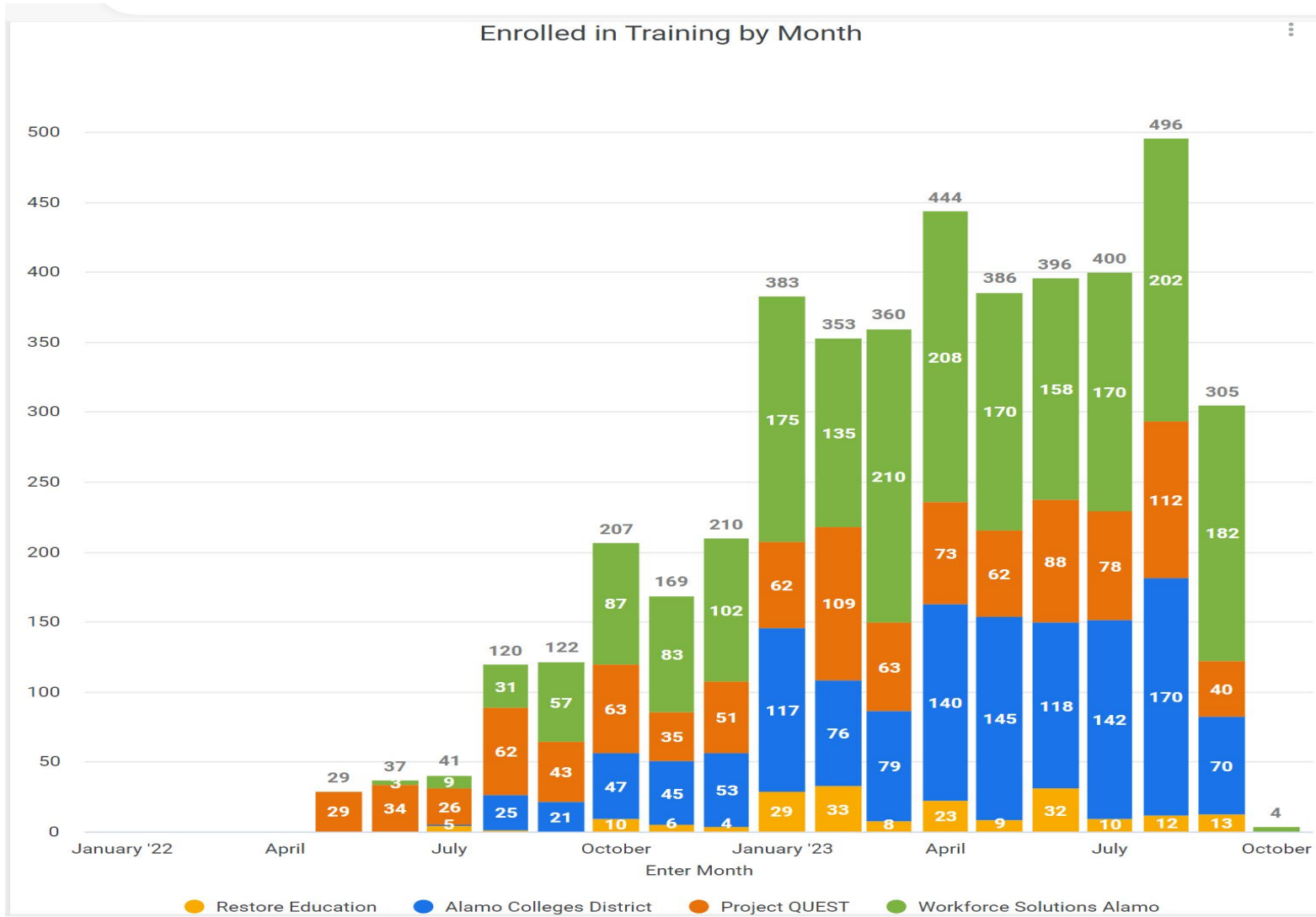


	Restore Education	Workforce Solutions Alamo
1	2	0
2	17	6
3	15	85
4	23	234
5	13	220
6	22	222
7	25	164
8	28	187
9	41	291
10	32	209
11	16	320
12	22	261
13	36	238
14	56	251
15	22	312
16	38	354
17	40	297
18	0	3
Totals	448	3,654



* Data from 10.2.23 pulled from COSA-Signify Monthly Stats Report. Data is live and changing daily.

YEAR TO DATE - ENROLLED IN TRAINING



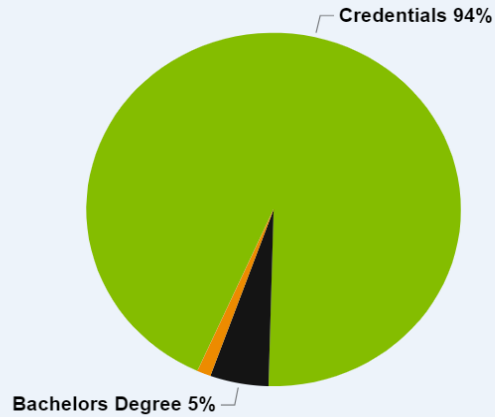
Month	Restoration	Workforce Solutions Alamo	COSA DHS
1	0	0	1
2	0	0	0
3	0	0	0
4	0	0	0
5	0	0	1
6	0	3	1
7	5	9	0
8	2	31	3
9	1	57	0
10	10	87	0
11	6	83	0
12	4	102	1
13	29	175	5
14	33	135	0
15	8	210	0
16	23	208	0
17	9	170	5
18	32	158	0
19	10	170	0
20	12	202	0
21	13	182	1
22	0	3	0
Totals	197	1,984	18



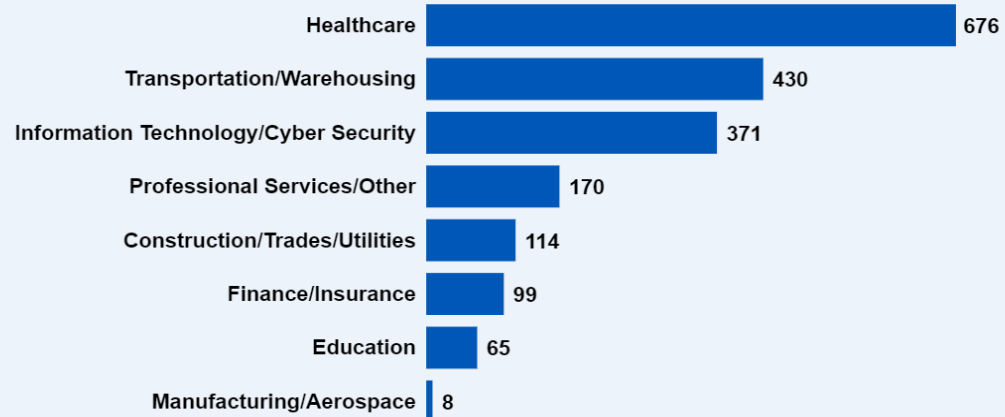
* Data from 10.2.23 pulled from COSA-Signify Monthly Stats Report. Data is live and changing daily.

TRAINING BY INDUSTRY

Type of Credential



Enrollment by Target Industry



Successfully Completed Training

230

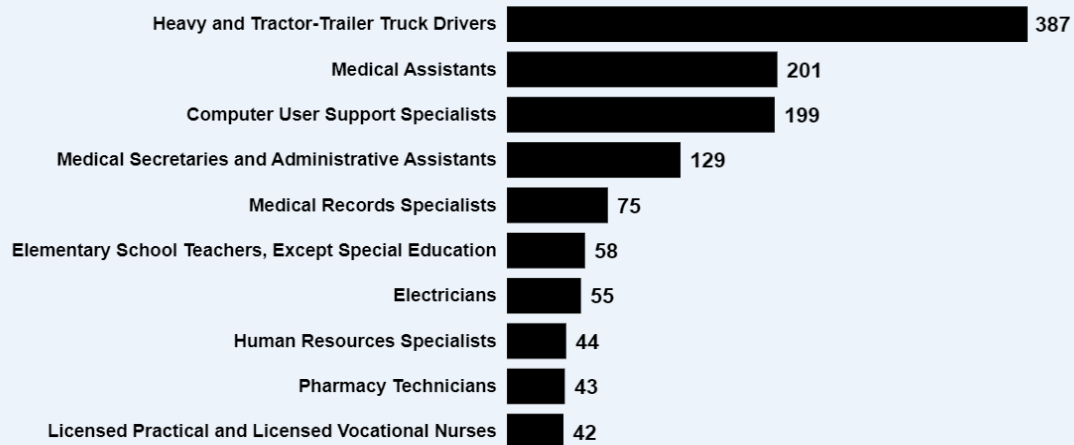
Training Retention Rate

92%

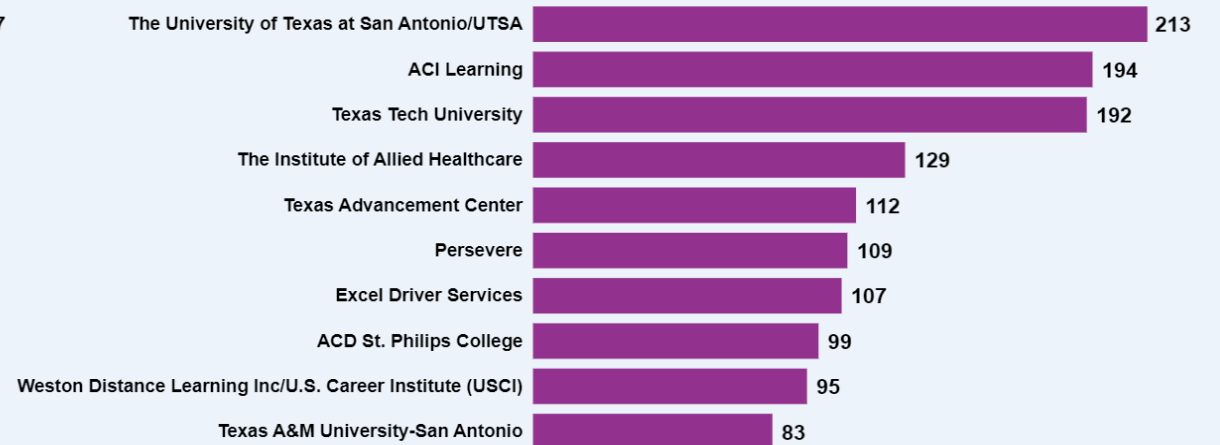
Successful Training Completion Rate

61%

Top 10 Training Occupations by Enrollment

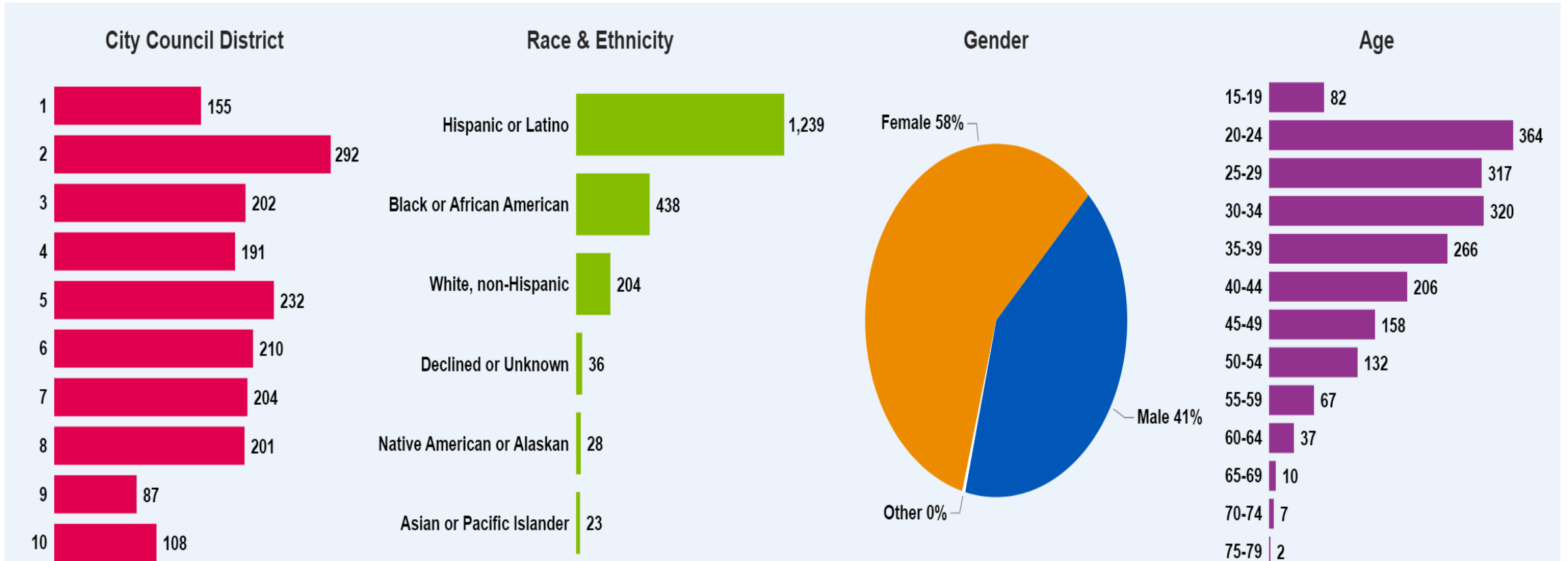


Top 10 Training Providers by Enrollment



* Data from 10.2.23 pulled from COSA-Signify Monthly Stats Report. Data is live and changing daily.

Training

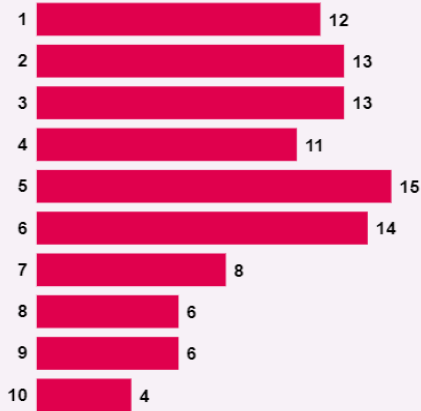


* Data from 10.2.23 pulled from COSA-Signify Monthly Stats Report. Data is live and changing daily.

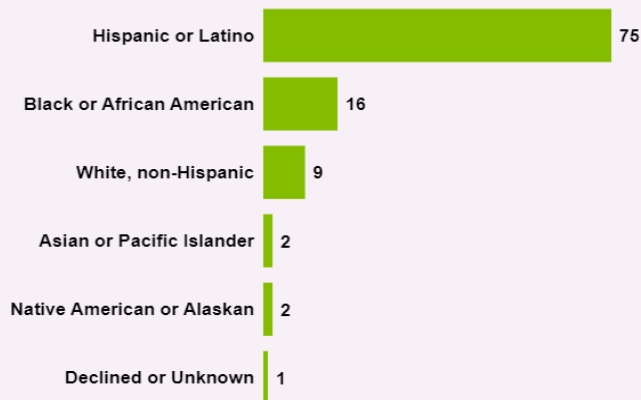


PLACEMENTS

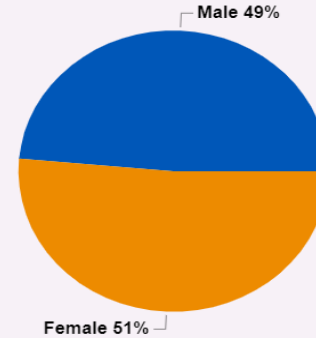
City Council District



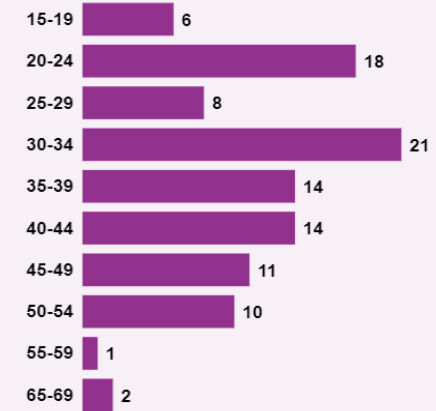
Race & Ethnicity



Gender

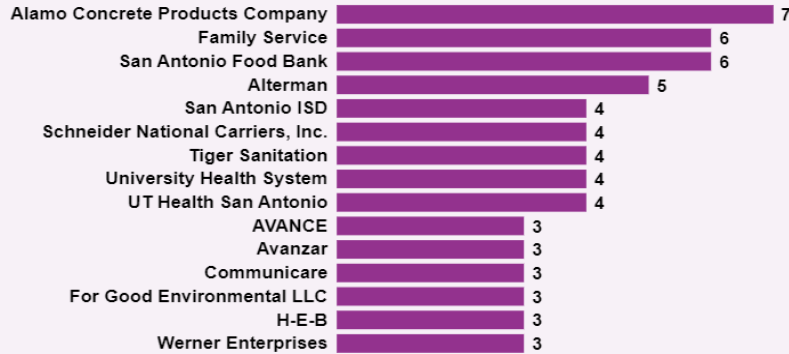


Age

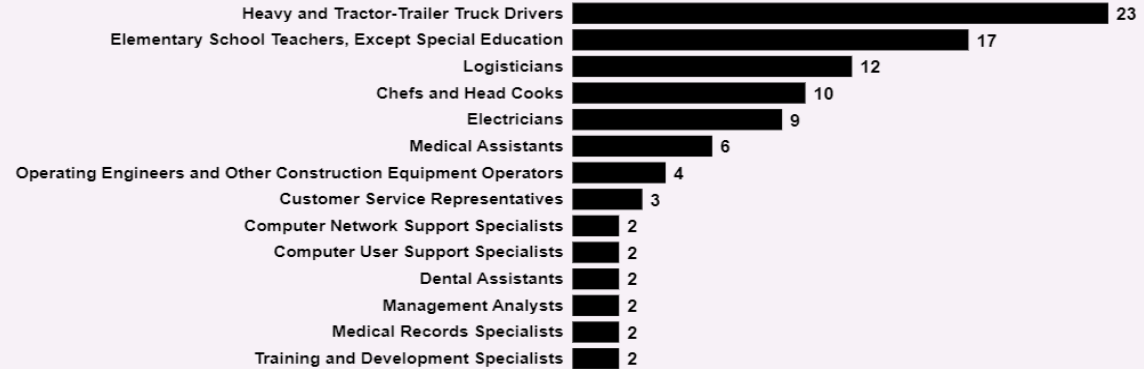


Top Employers of RTW Graduates by Number of Hires

Not responsive to data filters



Top Occupations Hired



Employers Hiring RTW Graduates
79

Median Hourly Wage in New Job
\$17.00

Median Hourly Wage Increase from Intake
\$16.00

Median Annual Salary in New Job
\$35,376

Median Individual Income at Intake
\$9,572

% Placed in Quality Job within 6 months
71%



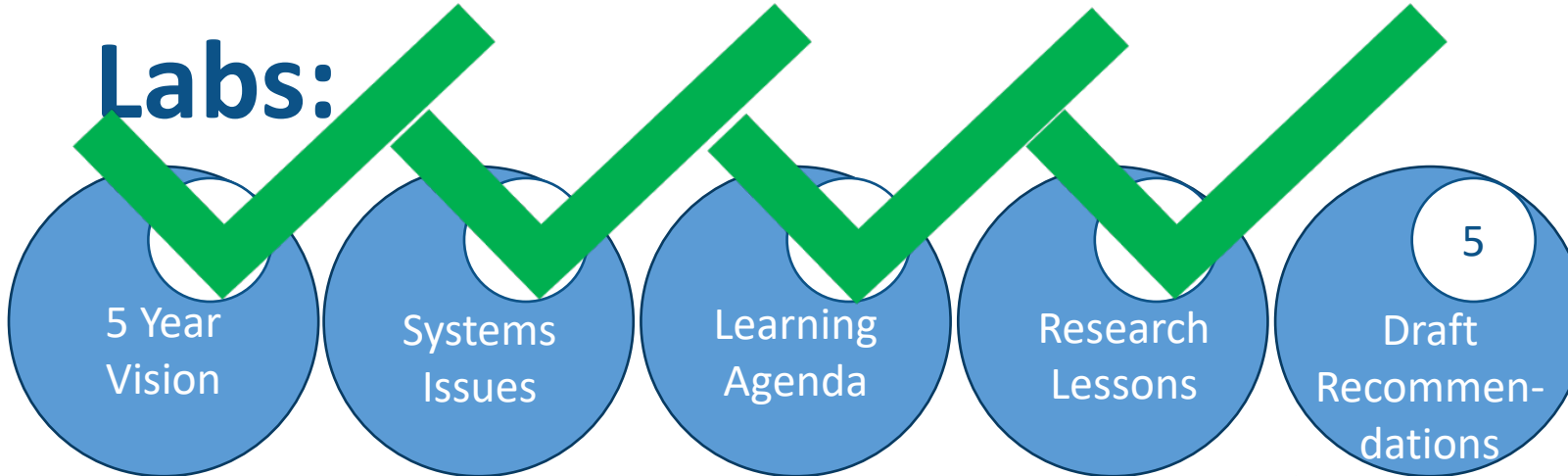
* Data from 10.2.23 pulled from COSA-Signify Monthly Stats Report. Data is live and changing daily.

Developing a Framework for Action

Exploring Options for the Future

Recommendations for Change

Opening Retreat



★ We are here

Fellows conduct local and national interviews and review research

Closing Retreat

Stakeholder Meeting

Team Meetings:



Aspen Workforce Leadership Academy Goals

The Academy engages leaders in a yearlong peer learning cohort to:

- Expand and deepen professional networks and partnerships;
- Strengthen organizational and systems leadership skills;
- Apply a race and equity lens to assess and improve workforce services and strategies;
- Apply systems change framework to Fellows' work;
- Deepen understanding of effective strategies and programs; and
- Provide a forum to work collaboratively to identify local and regional systems-based challenges and create shared solutions.

Workforce Leadership Academy



The Collaborative Lab Process

	Opening Retreat	Lab 1	Lab 2	Lab 3	Team Mtg 1	Lab 4	Team Mtg 2	Lab 5	Team Mtg 3	Closing Retreat	Team Mtg 4	Stakeholder Meeting
Topic	Varied ecosystem perspectives	5-Year Vision	System Issues	Learning Agenda	Local Stakeholder Analysis + Team planning	Lessons from research	Lessons from research	Draft Recs	Prepare Draft Recs	Feedback Draft Recs	Prep for Stakeholder Mtg	Present Final Recs
Process	Visualize the current Workforce Ecosystem Systems Analysis	Articulate practical vision for ecosystem	What is getting in the way of vision becoming reality?	Outline “How Might We” questions to explore through research	Identify effective nat’l practice Identify local stakeholder	Teams debrief research/ interviews and share lessons. Fellows share and reflect across teams	Teams debrief research/ interviews and reflect on implications for local action.	Reflect on lessons learned Discuss implications for systems changes	Slide decks Handouts Making the case	“Dry Run” of Recs Feedback Adjust	Adjust Recs as needed	Present and Discuss
	Fellows conduct interviews, explore national and local efforts online, and review relevant publications.											
Partner Role	Photo of maps/ systems analysis	Develop one-page summary	Develop one-page summary	Support team formation	Coach teams and team chairs, share info on local efforts, connect to advisory council and local leaders. Work with EOP on identifying national practice and share with Collab teams				Support CoLab teams	Support CoLab teams	Advisory council meeting	



Questions?



A proud partner of the American Job Center network

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented by: Jeremy Taub, Director of Procurement and Contracts

Date: October 6, 2023

Subject: Procurement Updates: Contract Summary and RFP

Summary: This report is intended to summarize active contracts the Board has approved or intends to renew or execute through October 31, 2023. Workforce Solutions Alamo Board staff processes contracts, renewals, and amendments, enabling the procurement of goods and services that are reasonable and necessary to administer funds to the greater 13-county Alamo region.

Update: The table below is a summary of procurement projects in process: *(dates subject to change)*

<u>Solicitation</u>	<u>Purchase of</u>	<u>Proposal Deadline</u>	<u>Status</u>	<u>Anticipated Board Award Date</u>
RFQ 2023-020	Postage Meter Machines	June 19, 2023	Under Contract	August 2023
RFP2023-029	Access Control Equipment	October 3, 2023	Open	October 2023
RFI 2023-012	Lease Property Search (Walzem)	March 24, 2023	Under Contract	August 2023
RFI 2023-015	Lease Property Search (Kerrville)	April 17, 2023	Pending Award	January 2024
RFA 2023-025	Teacher Externships	September 28, 2023	In Progress	January 2024
RFI 2023-026	Leased Property Search (Hondo)	October 1, 2023	In Progress	December 2024
RFP 2023-002	Management And Operation of Workforce Solutions Alamo – American Job Centers for Adult Program Services	February 6, 2023	Under Contract	June 2023
RFP 2023-027	Chief Financial Officer Staff Augmentation Services	September 7, 2023	Pending Award	October 2023

The Workforce Solutions Alamo (WSA) Procurement and Contracts Department is responsible for managing the procurement of goods and services operations. We are committed to conducting procurement acquisitions to the maximum extent practical in a manner providing full and open competition consistent with the standards of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) and the Texas Workforce Commission Financial Management for Grants & Contract's (FMGC) Property, Procurement & Contract Standards.

The procurement department takes necessary and affirmative steps to contract with small and minority business firms and other Historically Underutilized Businesses (HUBs) when possible. In addition to pending procurement projects, a list of active contracts and their status is periodically presented to the Board for review. The attached list provides an update on the status of active agreements and upcoming renewals.

Alternatives: None.

Fiscal Impact: All budgeted costs were previously approved or were included in recent Budget Amendments.

Recommendation: There is no action currently recommended. Future updates are to be provided, and any necessary approval of the selected contractors will be requested upon completion of the RFP evaluation process for each solicitation, and a recommendation will be provided.

Next Steps: Procurement and Contracts Management proactively monitors contracts for an effort in identifying new opportunities for purchasing goods and services to leverage cost savings to WSA in support of the local plan and the mission of Workforce Solutions Alamo.

Attachments: Active Contract Listing and Lease Schedule.

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	Adult Services	C2 Global Professional Services, LLC	\$19,505,317	1-Oct-21	3-Apr-22	30-Sep-22	No renewals remaining
Active	Postage Machine-Data Point	FP Mailing Solutions	\$551	2-Jan-19	2-Jan-23	1-Apr-23	Month to Month
Active	Postage Machine-E. Houston	FP Mailing Solutions	\$299	2-Jan-19	2-Jan-23	1-Apr-23	Month to Month
Active	Postage Machine-Marbach	FP Mailing Solutions	\$551	2-Jan-19	2-Jan-23	1-Apr-23	Month to Month
Active	Postage Machine-S. Flores	FP Mailing Solutions	\$551	2-Jan-19	2-Jan-23	1-Apr-23	Month to Month
Active	ACCESIBE SOFTWARE LICENSE	WEBHEAD	\$2,287	1-Jun-22	2/31/2023	31-May-23	Annual Renewal
Active	Postage Machine-Kerrville	FP Mailing Solutions	\$1,102	1-Jul-21	1-Apr-23	30-Jun-23	Month to Month
Active	Postage Machine-New Braunfels	FP Mailing Solutions	\$1,102	1-Jul-21	1-Apr-23	30-Jun-23	Month to Month
Active	Postage Machine-Seguin	FP Mailing Solutions	\$1,102	1-Jul-21	1-Apr-23	30-Jun-23	Month to Month
Active	Academic Testing Services	Comprehensive Adult Student Assessment Systems (CASAS)	\$4,000	25-Jul-22	25-Apr-23	24-Jul-23	No renewals remaining
Active	Skills Development Assessment Services	LearningMate Solutions, Inc / Job Ready	\$60,000	25-Jul-22	25-Apr-23	24-Jul-23	No renewals remaining
Active	Post Machine Rental-E Houston	FP Mailing Solutions	\$627	11-Jul-22	14-May-23	31-Jul-23	No renewals remaining
Active	Board Book Subscription	Board Book	\$4,000	1-Sep-22	2-Jun-23	31-Aug-24	Annual Renewal
EXPIRED	The Work Number-SSN and Employment Verification (Equifax Verification Services for Social	Equifax/Carasoft	\$70,000	1-Sep-22	4-Mar-23	31-Aug-23	Annual Renewal
Active	NEWSLETTER SUBSCRIPTION	THE BOERNE STAR	\$59	15-Sep-23	15-Jun-23	15-Sep-24	Annual Renewal
Active	ISR MODULAR ROUTER - ASA FIREWALL MAINTENCE	PRESIDIO	\$121,697	19-Sep-18	18-Jun-23	18-Sep-23	Annual Renewal
Active	Social Media Scheduling Tool Subscription	HOOTSUITE	\$627	26-Sep-22	25-May-23	25-Sep-23	Annual Renewal
Active	Security Alarm Monitoring Svcs-Datapoint	ADT/Protection One	\$679	29-Sep-21	30-Jun-23	28-Sep-24	Annual Renewal
Active	Architect and Space Planning Services	LK Design Group Inc.	\$150,000	30-Sep-22	30-May-23	30-Sep-24	No renewals remaining
Active	Child Care Management Services	of San Antonio, Department of Human Ser	\$88,475,343	1-Oct-22	2-Jul-23	30-Sep-23	3- 1 year renewals
Active	Child Care Quality Improvement Activity	The City of San Antonio (COSA)	\$1,529,733	1-Oct-22	2-Jul-23	30-Sep-23	2-1 year renewals
Active	Cognito Forms Enterprise License	Cognito	1,622.40	1-Oct-23	30-Jun-23	30-Sep-24	Annual Renewal
Active	Commercial Janitorial Services	M & Rs Elite Janitorial Solutions	\$213,520	1-Oct-21	3-Jul-23	30-Sep-24	4- 1 year renewals
Active	Financial Audit Services	ABIP, PC	\$67,050	1-Oct-22	2-Jul-23	30-Sep-24	No renewals remaining

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	GAZELLE SOFTWARE SUBSCRIPTION	ABILA - GAZELLE	\$12,075	1-Oct-22	30-May-23	30-Sep-24	Annual Renewal
Active	Grant Writer Services	TJD Consulting	\$7,000	23-May-2023	1-Aug-2023	30-Sep-2024	No renewals remaining
Active	Guard Services	Vets Securing America	\$369,000	1-Jan-23	30-Apr-23	30-Sep-23	4- 1 year renewals
Active	Job Placement and Worksite Monitoring Services	Professional Contract Services Inc.	\$138,240	1-Oct-22	2-Jul-23	30-Sep-23	No renewals remaining
Active	Legal Services	Martin & Drought, P.C.	\$90,000	1-Oct-22	2-Jul-23	30-Sep-24	2- 1 year renewals
Active	New CFO Candidate - Hire Solutions - Irlandia Cassidy	Hire Solutions	\$17,000	20-Jun-22	30-Aug-23	30-Sep-23	1-1 year renewal
Active	NIMBLE SUPPORT SERVICES	FreeIT Data Solutions, Inc	\$7,172	20-Jul-22	30-Jun-23	30-Sep-24	Annual Renewal
Active	Youth Services	Serco of Texas Inc.	\$2,500,000	1-Oct-22	2-Jul-23	30-Sep-23	3- 1 year renewals
Active	Postage for VR Staff-Datapoint	FP Mailing Solutions	\$1,555	1-Oct-20	3-Jul-23	1-Oct-23	Auto-Renewal
Active	Safe Cabinet Filing System	Gallion Consulting	\$28,532	1-Oct-22	3-Jul-23	1-Oct-23	Annual Renewal
Active	NORTH SAN ANTONIO CHAMBER OF COMMERCE MEMBERSHIP	NORTH SA COC	\$1,500	26-Oct-22	26-Jul-23	26-Oct-23	Annual Renewal
Active	Temporary Staffing Services	Human Capital International, LLC dba Integrated Human Capital	\$75,000	1-Nov-22	2-Aug-23	31-Oct-23	2-1 year renewals
Active	Temporary Staffing Services	LK Jordan	\$250,000	1-Nov-22	2-Aug-23	31-Oct-23	2-1 year renewals
Active	Web Development & Site Content Support Services	Web-Head Technologies	\$81,047	1-Nov-22	2-Aug-23	31-Oct-23	No renewals remaining
Active	WEBSITE HOST/PRODUCTION DEVELOPMENT	Web-Head Technologies	\$1,838	1-Jul-22	30-Apr-23	31-Oct-23	Annual Renewal
Active	WORK NUMBER SERVICES EMPLOYMENT AND SSN VERIFICATION SERVICES	CARASOFT TECHNOLOGY CORPORATION	\$70,000	1-Sep-22	6/31/2023	31-Oct-23	Annual Renewal
Active	CFO Staff Augmentation Services	Collective Strategies	\$360,000	7-May-23	7-Feb-23	7-Nov-23	No renewals remaining
Active	S. Flores Fire and Burglar Alarm Services	ADT LLC	\$2,224	10-Nov-22	9-Aug-23	9-Nov-23	Annual Renewal
Active	Advertised Opportunities (job board)	Breezy HR, Inc.	\$6,375	24-Nov-22	27-Jul-23	23-Nov-23	Annual Renewal
Active	Procurement Management Software	Bonfire Interactive Ltd	\$24,950	1-Dec-22	1-Sep-23	30-Nov-23	Annual Renewal
Active	Language Interpreter Services	Universal Technical Translation	\$4,050	1-Jan-23	22-Sep-23	31-Dec-23	No renewals remaining
Active	Locksmith Services	Crites Downtown Lock & Key	\$1,595	1-Jan-23	31-Oct-23	31-Dec-23	No renewals remaining
Active	Pest Control Services	Orkin LLC - Deborah Toth	\$9,333	1-Jan-23	22-Sep-23	31-Dec-23	1-1 year renewal
Active	Postage Machine-Urban	FP Mailing Solutions	\$6,755	31-Dec-22	4-Jul-23	31-Dec-23	Auto-Renewal

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	Professional Employer Services Agreement	SWBC Professional Employer Services III, LLC	\$30,000	8-May-21	7-Sep-23	31-Dec-23	3- 1 year renewals
Active	Program Monitoring Services	Christine H Nguyen, CPA	\$142,840	12-Dec-22	3-Aug-23	31-Dec-23	4 - 1 year renewals
Active	SA CHAMBER MEMBERSHIP	SA CHAMBER OF COMMERCE	\$568	1-Jan-23	31-Aug-23	31-Dec-23	Annual Renewal
Active	Subrecipient: Contracted Slots	Ascension DePaul Services, DePaul Children's Center	\$167,051	27-Jul-22	31-Jul-23	31-Dec-23	2-1 year renewals
Active	Subrecipient: Contracted Slots	Converse Christian School & Early Learning Center	\$182,457	27-Aug-22	31 Jun 23	31-Dec-23	2-1 year renewals
Active	Subrecipient: Contracted Slots	La Mission Childcare and Kid Kamp	\$137,642	27-Jul-22	2-Oct-23	31-Dec-23	2-1 year renewals
Active	BIOMED MEMBERSHIP - SURVEY WORKFORCE DATA SERVICES	BIOMED SAN ANTONIO	\$1,000	1-Jan-23	1-Oct-23	1-Jan-24	Annual Renewal
Active	Postage Machine-Walzem	FP Mailing Solutions	\$299	2-Jan-19	3-Oct-23	1-Jan-24	Auto-Renewal
Active	Adobe Creative Cloud Subscription	CCB (Consistent Computer Bargain)	\$1,452	6-Jan-23	1-Dec-23	6-Jan-24	Annual Renewal
Active	DATA ANALYTIC SOFTWARE	EMSI	\$19,500	9-Jan-23	8-Oct-23	8-Jan-24	Annual Renewal
Active	Fiscal Monitoring Services	Christine H Nguyen, CPA	\$136,605	1-Feb-22	3-Oct-22	31-Jan-24	3- 1 year renewals
Active	Storage Facility	Safesite, Inc	\$8,328	1-Feb-23	4-Aug-23	31-Jan-24	No renewals remaining
Active	E Signature Software	DOCUSIGN	\$19,872	15-Feb-23	14-Nov-23	14-Feb-24	Annual Renewal
Active	Marketing & Outreach Services	Texas Creative	\$100,000	21-Feb-23	22-Nov-23	20-Feb-24	2-1 year renewals
Active	Teacher Externships	Alliance for Technology Education In Applied Science and Math	\$162,500	1-Mar-23	28-Sep-23	28-Feb-24	No renewals remaining
Active	Electrical Services	All Star Electric	\$24,400	1-Mar-23	23-Oct-23	29-Feb-24	No renewals remaining
Active	Network & UC Managed Services	Barcom Enterprises	\$119,520	1-Mar-23	30-Dec-23	29-Feb-24	Annual Renewal
Active	On Call Plumbing Services	1st Aid Plumbing Inc	\$30,000	1-Mar-23	1-Aug-23	29-Feb-24	2-1 year renewals
Active	Commerical Real Estate Broker	PCR Brokerage San Antonio LLC	Commission Based	18-Mar-23	1-Dec-23	12-Mar-24	4-1 year renewals
Active	Email outreach software	Constant Contact	\$8,644	16-Mar-23	16-Dec-23	16-Mar-24	Annual Renewal
Active	SWBCU Online Training Services for Staff	Southwest Business Corporation (SWBC)	\$3,000	23-Mar-23	23-Jan-24	23-Mar-24	Annual Renewal
Active	Lawn Care Maintenance-Pearsall	Arriazola Lawn Care Services	\$480	1-Apr-23	31-Dec-23	31-Mar-24	2-1 year renewals
Active	Executive and Professional Recruitment Service	Tranquil Multi Dynamic Advisory LLC	\$40,264	1-Apr-23	1-Jan-23	1-Apr-24	3- 1 year renewals
Active	E FAX FOR SAFB LOCATION	Nextivia	\$23	4-Apr-23		3-Apr-24	Auto-Renewal

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	ArcGIS-Mapping Software	ESRI	\$200	6-Apr-23	5-Jan-23	6-Apr-24	Annual Renewal
Active	GRAPHIC DESIGN SOFTWARE	Canva	\$119	8-Apr-23	8-Jan-23	8-Apr-24	Annual Renewal
Active	Sales and Service Cloud Enterprise	Salesforce Inc	\$614	13-Apr-23	12-Jan-24	12-Apr-24	Annual Renewal
Active	Monitoring, Targeting and Reporting	Agility PR Solutions	\$24,778	18-Apr-22	17-Jan-24	17-Apr-24	Annual Renewal
Active	MICROSOFT OFFICE 365 SOFTWARE LICENSE	CONSISTENT COMPUTER BARGAIN	\$36,958	21-Apr-23	20-Jan-24	20-Apr-24	Annual Renewal
Active	Commercial Insurance Broker	SWBC Insurance	Commission Based	1-May-23	30-Jan-24	30-Apr-24	4 - 1 Year Renewals
Active	Moving Services	Scobey Moving & Storage, LTD.	\$25,000	1-May-23	25-Dec-22	30-Apr-24	2-1 year renewals
Pending	Compliance Hotline Provider	Lighthouse Services	\$260	15-May-23	15-Apr-23	15-May-24	Annual Renewal
Active	Work Readiness Training for SEAL	SA Trainers, LLC dba Partners in Progress	\$80,000	16-May-23	15-Feb-23	15-May-24	1-1 year renewal
Active	3YR VMWARE LICENSE- Virtualization Server	COMPUTER SOLUTIONS	\$10,573	26-Mar-21	17-Feb-24	17-May-24	1-3 year renewal
Active	1YR VMWARE LICENSE- Virtualization Server	COMPUTER SOLUTIONS	\$31,546	19-May-23	18-Feb-24	18-May-24	Annual Renewal
Active	Cisco Wireless Access Point Support- Pearsall	BARCOM	\$72	1-Jun-23	30-Mar-24	31-May-24	Annual Renewal
Active	Mat Rentals	Service Uniform	\$37,281	1-Jun-21	31-Jan-24	31-May-24	No renewals remaining
Active	MIP MAINTENCE & SUPPORT	ABILA	\$16,186	1-Jun-23	31-Jan-23	31-May-24	Annual Renewal
Active	Domain-WSAlamo.org	Go Daddy	\$62	13-Jun-23	13-May-24	12-Jun-24	Annual Renewal
Active	Web Based IT staff Training	SOLID BORDER	\$8,642	14-Jun-23	13-Mar-24	13-Jun-24	Annual Renewal
Active	12 MOS SERVER DIRECTORY AUDITOR	FreeIT Data Solutions, Inc	\$5,787	1-Jul-22	30-Mar-23	14-Jun-24	Annual Renewal
Active	Netwrix Auditor for Active Directory/File Servers	FreeIT Data Solutions, Inc	\$6,104	15-Jun-23	15-Mar-23	14-Jun-24	Annual Renewal
Active	Maintenance Handyman Services	360TXC LLC.	\$13,860	19-Jun-23	19-Jan-24	19-Jun-24	3-1 Year Renewal
Active	SAS ANALYTICAL SOFTWARE MAINT/LIC AGREEMENT	EXECUTIVE INFORMATION SYSTEMS LLC	\$1,704	30-Jun-22	29-Mar-23	29-Jun-24	Annual Renewal
Active	APPSPACE 24MOS DIGITAL SIGNS	PRESIDIO	\$32,400	1-Jul-22	30-Apr-24	30-Jun-24	Annual Renewal
Active	NATIONAL ASSOCIATION WORKFORCE BOARD MEMBERSHIP	NAWB	\$3,000	1-Jul-23	20-Mar-24	30-Jun-24	Annual Renewal
Active	Vistana Front Doorbell Service Agreement	ADT LLC	\$1,019	13-Jul-23	13-Apr-23	12-Jul-24	Auto Renewal
Active	HVAC PM Services	Fixya Air, LLC	\$30,000	15-Jul-23	15-Feb-24	14-Jul-24	2-1 year renewals

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	Cognito Forms Enterprise License	Cognito	\$1,334	1-Aug-23	30-May-23	31-Jul-24	Annual Renewal
Active	Document Destruction	Shred-It (Stericycle)	\$15,000	1-Aug-23	1-Feb-24	31-Jul-24	3- 1 year renewals
Active	Security Operations Center (SOC) Services	FreeIT Data Solutions, Inc	\$102,664	18-Jul-22	2-Jul-23	18-Aug-24	2- 1 year renewals
Active	MICROIX SUPPORT & MAINTENCE SOFTWARE	MICROIX	\$3,674	21-Aug-22	20-May-23	20-Aug-24	Annual Renewal
Active	SAGE ASSEST LICENSE & SUPPORT	SAGE	\$6,857	31-Aug-23	3-Mar-22	30-Aug-24	Annual Renewal
Active	IT Cloud Services	Freeit Data Solutions, Inc.	\$101,201	20-Jul-22	2-Jul-23	1-Sep-24	2- 1 year renewals No renewals remaining
Active	Leased Copier and Supplies-S Flores	Xerox Financial Services	\$23,582	1-Nov-19	2-Aug-24	31-Oct-24	Annual Renewal No renewals remaining
Active	Walzem Burglar Alarm System Services	True Protection LLC	\$1,878	1-Nov-23	14-Jul-24	1-Nov-24	Annual Renewal No renewals remaining
Active	Printer Leases	DOCUmaton	\$32,697	1-Aug-21	3-Jun-24	30-Nov-24	3-1 Year Renewal No renewals remaining
Active	3YR WEBEX LICENSES - Web conferencing	Barcom	\$10,440	30-Nov-21	1-Oct-24	1-Jan-25	1-3 year renewal
Active	RTW- Intake, Assesment and Case Management	Chrysalis Ministries	\$5,376,545	21-Jun-22	22-Jul-24	22-Jan-25	3-1 Year Renewal No renewals remaining
Active	Leased Copier and Supplies-various locations	Xerox Financial Services	\$186,035	1-Mar-20	30-Nov-24	28-Feb-25	No renewals remaining
Active	IX-3 Postage Meter	Quadient	\$4,017	12-Feb-22	13-Nov-24	12-May-25	No renewals remaining
Active	RTW- Intake, Assesment and Case Management	The City of San Antonio (COSA)	\$102,390,463	13-May-22	14-Nov-24	13-May-25	3-1 Year Renewal
Active	RTW- Intake, Assesment and Case Management	YWCA Olga Madri Center	\$5,280,206	1-Jun-22	23-Dec-24	21-Jun-25	3-1 Year Renewal
Active	RTW- Intake, Assesment and Case Management	ECE at Texas A&M University	\$6,740,909	22-Jun-22	24-Dec-24	22-Jun-25	3-1 Year Renewal
Active	RTW- Intake, Assesment and Case Management	Family Services Assocation of SA	\$9,432,421	22-Jun-22	23-Jan-25	22-Jun-25	3-1 Year Renewal
Active	RTW- Intake, Assesment and Case Management	San Antonio Food Bank	\$6,740,910	27-Jun-22	28-Dec-24	26-Jun-25	3-1 Year Renewal
Active	RTW- Intake, Assesment and Case Management	Avance PCEP School based	\$269,757,600	12-Jun-22	12-Feb-25	12-Jul-25	3-1 Year Renewal No renewals remaining
Active	Leased Copier and Supplies-Xerox C9070	Xerox Financial Services	\$30,420	1-Oct-20	3-Jul-25	1-Oct-25	No renewals remaining
Active	Leased Copier and Supplies-various locations	Xerox Financial Services	\$62,220	1-Nov-20	3-Aug-25	1-Nov-25	No renewals remaining
Active	Digital Marketing Services	WebHead Technologies	\$46,786	1-Oct-23	1-Jul-24	30-Sep-24	2-1 year renewals

Property Leases

Location	Property Address	Original Lease	Tested the Market	Renewal	Expiration	Amendments	Square footage	Base Monthly Rent
Seguin	1411 E COURT ST	1/16/2020-12/31/2027	2019	16-Jan-20	31-Dec-27	No renewals remaining	6,442	\$7,086.00
E. Houston	4535 E. Houston	6/5/2002-6/15/2007	2019	31-Jan-20	31-Jan-30	No renewals remaining	11,700	\$19,422.00
Floresville	1106 10th St	1/1/2017-12/31/2020	2017	1-Aug-21	31-Jan-26	No renewals remaining	2,340	\$5,269.00
Marbach	7008 Marbach Rd	6/1/2016-5/31/2021	2016	Month to Month		None	15,000	\$22,608.00
Pearsall	107 E Hackberry	11/1/2018 - 10/31/2021	2018	31-Oct-21	31-Oct-24	Month to Month up to One year	3,200	\$2,500.00
Hondo	402 Carter	1/1/2016-12/31/2018	2018	1-Jan-21	31-Dec-24	No renewals remaining	1,799	\$1,978.90
Pleasanton	1411 Bensdale	1/28/2016-1/31/2019	2018	1-Jan-23	1-Jan-25	No renewals remaining	2,344	\$2,503.66
Kenedy	491N. Sunset Strip	2/1/2019 - 1/31/2022	2018	31-Jan-22	31-Jan-25	One (1) renewal term of three (3) years	1,750	\$1,683.00
New Braunfels	183 IH-35 South	7/11/2000-7/10/2005	2017	1-Feb-22	31-Jan-32	No renewals remaining	6,720	\$9,223.20
Walzem	4615 Walzem Rd	7/15/2008-12/31/2023	2016			Full Procurement	14,339	\$25,122.27
Boerne	124 E Bandera Suite 401 Boerne, TX	11/1/2021-11/30/2026	2021	1-Nov-21	30-Nov-26	No renewals remaining	1,278	\$1,970.25
Kerrville	1700 Sidney Baker	8/1/1999-7/31/2009	2019	1-Apr-19	30-Apr-24	No renewals remaining	5,000	\$9,000.00
Headquarters	100 N. Santa Rosa	3/17/2017-3/16/2027	2017	1-Jan-17	1-Jan-27	No renewals remaining	16,352	\$30,455.60
South Flores	6723 S Flores St	8/1/1999-7/31/2009	2018	1-Aug-18	31-Jul-28	No renewals remaining	25,000	\$25,322.46
Datapoint	9725 Datapoint	12/1/2019-11/30/2029	2019	1-Apr-19	31-Mar-29	No renewals remaining	52,811	\$64,197.82
Port of SA	638 Davy Crockett Rd.	2/9/2022-2/9/2032	2021	09-Feb-22	09-Feb-32	Two (2) renewal term of five (5) years	17,500	\$24,791.67
S.A. Food Bank	5200 Enrique M Barrera Pkwy	1/1/2022-12/31/2022		1-Jan-22	31-Dec-25	No renewals remaining	1,807	\$2,877.00
Fredericksburg	221 Friendship Lane	MOUs					1 desk	no charge
Bandera	702 Buck Creek	MOUs					1 room	no charge

Procurement and Contracts

October 6, 2023

Jeremy Taub, Director of Procurement and Contracts





Summary

- Contract Update: Contract Summary and RFP



Procurement Update: Contract Summary & RFP

The table below is a summary of procurement bid projects in progress:

<u>Solicitation</u>	<u>Procurement</u>	<u>Date of Release</u>	<u>Status</u>	<u>Anticipated Award Date</u>
RFQ 2023-020	Postage Meter Machines	June 19, 2023	Under Contract	August 2023
RFP 2023-029	Access Control Equipment	September 19, 2023	Open	October 2023
RFI 2023-012	Lease Property Search (Walzem)	March 24, 2023	Under Contract	August 2023
RFI 2023-015	Lease Property Search (Kerrville)	April 17, 2023	Evaluation	January 2024
RFA 2023-025	Teacher Externships	September 28, 2023	In Progress	January 2024
RFI 2023-026	Leased Property Search (Hondo)	October 1, 2023	In Progress	December 2023
RFP 2023-027	Chief Financial Officer Staff Augmentation Services	September 7, 2023	Pending Award	October 2023





Questions



MEMORANDUM

To: Oversight Committee
From: Adrian Lopez, Chief Executive Officer
Presented by: Ricardo Ramirez, Director of Quality Assurance
Date: October 6, 2023
Subject: Briefing – Quality Assurance Update & TWC Audit Resolution

SUMMARY: Quality Assurance’s briefing of current monitoring activities for the WSA Board of Directors. The items do not require Board action.

TWC Monitoring

Audit Resolution: TWC completed its Annual Monitoring of WSA on 10/21/2022. The Final Report included four items that went to TWC Audit Resolution for further action: one for the Non-Custodial Parent (NCP) grant and three from SNAP Employment & Training.

- Progress: WSA has cleared and resolved all the items (we have attached the related TWC letters).

Annual Monitoring: TWC started its Annual Monitoring and has scheduled the testing from October 10th through the 20th. We have submitted information for the initial document request, are completing the required questionnaires, and expect to receive sample requests the week of October 4th.

Equal Opportunity (EO) Monitoring: TWC started its EO monitoring. Ms. Caroline Goddard, WSA’s Equal Opportunity Officer, is gathering policies and information and responding to TWC’s questionnaires and requests.

Other Monitoring

Health & Human Services Commission (HHSC): HHSC has started monitoring SNAP E&T fiscal transactions. WSA received an initial engagement letter on September 14th. The Fiscal department will report the item to the Audit & Finance Committee.

WSA External Program Monitoring (Ms. Christine Nguyen, CPA)

- *TANF/Choices – C2 GPS:* 100% complete, with an 82.08% accuracy rate (did not meet the 90% benchmark).
 - Five hundred ninety participants served during the scope, of which 299 (50.68%), or one of every two, gained employment.
 - Three elements highlighted for continuous improvement:
 - Timely and Reasonable Attempts (and related penalty actions),
 - Timely communication of participant status changes to HHSC, and
 - Recording of and reporting participant employment outcomes.
- *WIOA Youth – SERCO:* 100% complete. We are in the process of issuing the final report.

WSA Internal QA Program Monitoring

- *SNAP E&T and Non-Custodial Parent (NCP) Technical Assistance (TA) – C2 GPS*: TWC has closed the audit reports. Programs/Operations staff and QA will continue overseeing the contractor’s internal controls and offering needed support (e.g., so that the associated items do not become “repeat” findings).
 - QA spent approximately 68 workdays (excluding the Director of QA’s time) on the audit findings. We included SNAP in the RFP for our external monitoring consultant and are considering passing on SNAP to Ms. Nguyen.
- *SNAP E&T Annual (Slant Review) – C2 GPS*: 100% complete, with a 92.1% accuracy rate.
 - Between November 2022 and February 2023, WSA served 416 job seekers, 369 completed services, and 54 gained employment (14.6%).
 - Three elements highlighted for continuous improvement:
 - Eligibility – Verification requirements (\$1,646 owed to WSA),
 - Data Entry – Service Tracking information,
 - Data Entry – Program Detail information.
- *Non-Custodial Parent (NCP) (Phase II Review) – C2 GPS*: 100% complete, with a 98.4% accuracy rate (improved from a 78.5% Phase I review).
 - Between November 2022 and March 2023, WSA served 76 job seekers, and 17 gained employment (22.4%).
 - Two areas highlighted for continuous improvement:
 - Case Management – Job Retention Period,
 - Data Entry – COLTS (OAG’s data system).
- *Child Care Quality Improvement Activities (QIA) – COSA*: 100% complete, with a 90.8% accuracy rate.
 - Two areas highlighted for continuous quality improvement:
 - Recording mentor training information and supporting documentation,
 - Provider-related form maintenance in Cabinet (WSA’s electronic document management system).

WSA Other Activities

- *Digitizing Paper Records*: led by Trema Cote, WSA Workforce Monitor. The project is about 95% complete in digitizing all participant hard-copy paper records.
- *Contract Renewals and Initiation*: Assisting with developing contracts for Adult and Youth.
- *Technical Assistance (TA)*: Supporting WSA departments and subrecipients with TA for areas with low accuracy rates, policy development, and other supports.

STAFF RECOMMENDATIONS:

TWC requires Boards to have qualified Monitoring Staff to carry out the Board’s oversight responsibilities. Continue supporting WSA’s QA Department to promote the agency’s integrity and continuous quality improvement efforts.

FINANCIAL IMPACT:

WSA’s External Program Monitoring contract with Ms. Christine Nguyen, CPA: \$170,054.

STRATEGIC OBJECTIVE:

To help ensure that local employment and training activities, including one-stop delivery systems and workforce development services, appropriately use, manage, and invest funds as required and

in ways that maximize performance outcomes (WIOA Sec. 107(d)(8); WIOA Sec. 134(2)(B)(iv); WIOA Sec. 183; WIOA Sec. 185(c)(3); WIOA Sec. 121(3); WIOA Sec. 129(b)(1)(e); TWC's Board Oversight Capacity evaluation, Texas Labor Code §302.048, TWC Rule §Title 40, Part 20, Chapter 802, Integrity of the Texas Workforce System, particularly §802.61; WD 29-15, Chg. 1; TWC Agency-Board Agreements and Grant Contracts).

ATTACHMENTS:

QA Estimated Timeline (FY22-23)

Audit Resolution Report (NCP)

Audit Resolution Report (SNAP)



Estimated Timeline – External Program Monitoring Activities 2022-2023

Initial Estimated Timeline				Actual Timeline						
External Program Monitoring	Duration ⁺⁺	Start	Finish	Duration ⁺⁺	Effort	Variance	Start	Finish	% complete	Comments
Estimated Timeline: 2022-2023	242	10/3/2022	9/5/2023	252	326	Duration	10/3/2022	9/19/2023	100.0%	
*COSA - Child Care Services	92	10/3/2022	2/7/2023	92	91	0	10/3/2022	2/7/2023	100%	Started but was postponed 43 days until External Monitoring Consultant was procured.
CONSORTIUM - Ready to Work	57	2/3/2023	4/24/2023	129	61	72	2/10/2023	8/9/2023	100%	Delays from RtW partnership structure/systems and newness of the grant with its multiple subcontracts.
C2GPS - WIOA Adult & Dislocated Worker	70	2/28/2023	6/5/2023	92	63	22	3/23/2023	7/28/2023	100%	Delays due to WSA's network access and two extension requests from C2 GPS.
C2GPS - TANF/Choices	58	6/1/2023	8/21/2023	64	62	6	6/2/2023	8/30/2023	100%	Delays due to WSA's network access
SERCO - WIOA Youth	47	7/3/2023	9/5/2023	55	49	8	7/5/2023	9/19/2023	100%	Final report being issued - included two extensions, one for SERCO and one for Ms. Nguyen
Avg Duration or Effort (days) →	65			86	65	22				
Multi-tasking (% days overlapping projects) →	25.3%			51.4%						

Duration : total days from start to finish to complete project (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

Modification Notes

⁺⁺ The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review and tool development, etc.)
 * COSA-Child Care Services was started but later postponed until the External Monitoring Consultant was procured



Estimated Timeline – Internal Program Monitoring Activities 2022-2023

Note: May expect delays due to increased efforts tied to TWC’s Audit Resolution.

Initial Estimated Timeline				Actual Timeline						
Internal Program Monitoring	Duration ⁺⁺	Start	Finish	Duration ⁺⁺	Effort	Variance	Start	Finish	Comments	% complete
Estimated Timeline: 2022-2023	215	11/14/2022	9/8/2023	226	499	Duration	11/14/2022	9/25/2023		100.0%
Trade Adjustment Assistance (TAA) - Phase I	49	11/14/2022	1/19/2023	75	55	26	11/14/2022	2/24/2023	Included delays for SNAP/NCP TAP for TWC's Monitoring, plus a 1-day extension for C2GPS.	100%
National Dislocated Worker (Phase II)	50	1/3/2023	3/13/2023	92	84	42	1/3/2023	5/10/2023	Final Report Issued. Delays from SNAP/NCP TAP for TWC's Monitoring and other projects.	100%
SNAP E&T - Technical Assistance (TWC Audit)				233	80	n/a	11/1/2022	9/21/2023	TAP for TWC's Monitoring.	100%
SNAP E&T Annual Review	45	3/13/2023	5/12/2023	70	47	25	3/8/2023	6/13/2023	Final Report Issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Non-Custodial Parent - Technical Assistance (TWC Audit)				206	80	n/a	11/1/2022	8/15/2023	TAP for TWC's Monitoring.	100%
Non-Custodial Parent - Annual Review (Phase II)	45	4/20/2023	6/21/2023	82	49	37	4/7/2023	7/31/2023	Final Report Issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Child Care QIA	31	5/30/2023	7/11/2023	59	58	28	5/24/2023	8/14/2023	Final Report Issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
RESEA	41	6/20/2023	8/15/2023	46	46	5	7/24/2023	9/25/2023	Final Report in development. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Summer Earn & Learn (SEAL)	38	7/19/2023	9/8/2023						Decided to not test - needed to focus on TWC's Audit Resolution (last year's accuracy rate was 90%).	
Other (Phase II, TWC, Training, etc.)	50	8/24/2023	11/1/2023						Focused on TWC's Audit Resolution.	
Duration or Effort (days, excludes "Other") →	43			108	62	27				
Multi-tasking (% days overlapping projects) →	38.4%			73.8%						

Duration : total days from start to finish (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

Modification Notes

⁺⁺ The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review and tool development, etc.)

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Aaron Demerson
Commissioner Representing
Employers

Alberto Treviño, III
Commissioner Representing
Labor

Edward Serna
Executive Director

August 23, 2023

Mr. Adrian Lopez, Chief Executive Officer
Workforce Solutions Alamo
100 North Santa Rosa St., Suite 120
San Antonio, Texas 78207

Audit Resolution Report

Dear Mr. Lopez:

Workforce Solutions Alamo (Board) administers the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, Trade Adjustment Assistance, and Workforce Innovation and Opportunity Act programs. In Fiscal Year 2023 TWC conducted a monitoring review of these programs and had three findings, as documented in Monitoring Report # 23.20.0001. This letter is about the audit resolution of the findings, as outlined below:

Finding: Ensure Leases are Properly Procured

The Board did not comply with federal and state procurement requirements for six workforce center leases. The following errors were noted:

- For the Pearsall Workforce Center lease, the Board did not complete a market analysis prior to the option to renew on November 1, 2021, or a justification for staying at the current space. The Board provided a market analysis completed on October 5, 2022, which was late and did not contain sufficient information.
- For the Floresville Workforce Center lease, the Board has a new lease beginning August 1, 2021. The Board did not conduct a needs determination for the square footage.
- For the Kenedy Workforce Center lease, the Board exercised its option to renew. However, the lease renewal contained language for another option to renew for two years, that was not included in the procurement.
- For the New Braunfels Workforce Center lease, the Board did not provide a needs determination for the square footage needed. The Board also executed an amendment to an expired lease instead of entering into a new lease.

- For the Boerne Workforce Center lease, the Board did not provide a needs determination for the square footage needed.
- For the Hondo Workforce Center lease, the Board exercised an option to renew that was not included in the procurement.

In addition, the broker's contract expired December 31, 2021, and the broker continued to provide services.

By not adhering to procurement controls, the Board cannot demonstrate that all procurement actions were conducted in a manner providing for full and open competition.

Corrective Action Taken:

The Board has implemented controls to strengthen its internal processes to ensure leases are procured in accordance with FMGC guidelines. This includes but not limited to Procurement Checklist, Procurement Processes, and revised Standard Operating Procedures for Procurement Process dated 4/30/2023.

In addition, the Board provided required documentation to address the weaknesses identified for the workforce center leases.

- For the Pearsall Workforce Center, the Board provided current market analysis with lease spaces comparable to its current location, which justified that the best value was obtained by selecting its current location.
- For the Floresville and Boerne Workforce Centers, the Board provided current needs assessment which included square footage, as well as all requirements needed to meet Board's needs at these locations.
- For the Kenedy Workforce Center, the Board provided a copy of its Lease Amendment that does not include renewal options. The current lease will expire on January 31, 2025. In addition, the Board provided a market analysis which indicates that the current lease space selected, was the best value.
- For the New Braunfels Workforce Center, the Board reviewed its termination clause with current landlord to determine the financial impact on terminating the current lease agreement. The Board provided documentation to support the financial burden and cost it would assume if the existing lease agreement was terminated and decided it would not be a feasible action. In addition, the Board provided a plan of action that includes timeline to procure a new lease agreement when the current lease expires.

- For the Hondo Workforce Center, the Board provided current market analysis with lease spaces comparable to the current location which indicates and justifies that the best value was obtained by selecting the current location. The current lease expires December 31, 2024, with no renewal option. The Board will procure a new lease when the current lease expires.

Lastly, the Board provided copies of agenda and sign-in sheets for recent procurement training conducted. Based on the actions listed above, the corrective actions taken are sufficient to resolve this finding.

Finding: Ensure NCP Choices Guidelines are Followed

In nine of fourteen (64 percent) applicable case files tested, the request to remove was not sent within the required timeframe to the Office of the Attorney General (OAG). The requests were sent ranging from 16 to 87 days late. In addition, four were sent early, prior to participant being non-compliant for 30 days.

Without strict adherence to the NCP Choices requirements, the Board cannot ensure all the NCP program requirements are met, which may hinder the client from becoming economically self-sufficient and making consistent child support payments.

Corrective Action Taken:

The Board has adequate controls in place to ensure NCP program requirements are met. This includes but not limited to revised procedures to strengthen the service provider's controls, ongoing training, and continued quality assurance reviews conducted by the Board and its Service Provider. In addition, Board's recent monitoring of this area revealed significant improvement and a zero percent error rates for the weaknesses identified. Lastly, the Board provided copies of training agenda and sign-in sheets for this area. The corrective actions taken are sufficient to resolve this finding.

Finding: Ensure Monitoring Services are Procured

The Board did not ensure the Board's external program monitoring services were procured. The Board extended the contract for the Board's external program monitors which expired September 30, 2022, with no more options to renew. Instead of re-procuring, the Board completed a contract extension for 90-days, as of October 1, 2022, to increase the budget, and to test low-income childcare eligibility case files. By not re-procuring the monitoring services contract, full and open competition was limited. At the time of the monitoring review, the Board had not used any TWC funding to pay for the services during the 90-day extension.

By not adhering to federal and state procurement requirements, the Board cannot demonstrate that all procurement actions were conducted in a manner that is appropriate for the purchases of services.

Corrective Action Taken:

The Board has adequate controls in place to ensure program monitoring services are properly procured and comply with federal, state, and local procurement requirements, allowing for full and open competition at all times. This includes but not limited to Procurement Checklist, Procurement Processes, and revised Standard Operating Procedures for Procurement Process dated 4/30/202. In addition, the Board provided complete procurement documentation for its current program monitoring services, along with a copy of signed and dated contract for the vendor selected. Lastly, the Board provided copies of training agenda and sign-in sheets for this area. The corrective actions taken are sufficient to resolve this finding.

Because the corrective actions taken adequately resolve the findings, TWC Monitoring Report #23.10.0001 is closed. We encourage the Board to continue its efforts in following and adhering to local, federal, and state procurement guidelines and Choices NonCustodial Parent guide, as these areas will be tested during subsequent monitoring reviews.

Thank you for your assistance on this matter. If you have any further questions, please contact Judy Ohn at (512) 354-9616 or judy.ohn@twc.texas.gov.

Sincerely,



Charles E. Ross, Jr.
Director, Division of Fraud Deterrence and Compliance Monitoring

cc: Leslie Cantu, Chair, Workforce Solutions Alamo

United States Department of Health and Human Services

Gwendolyn Jones, Regional Program Manager
Deborah Daniels, Program Specialist
Alisa Matthews, Program Specialist

United States Department of Labor

Nicholas E. Lalpui, Regional Administrator, Employment and Training Administration
M. Frank Stluka, Regional Director, Office of State Systems, Employment and Training Administration

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Aaron Demerson
Commissioner Representing
Employers

Alberto Treviño, III
Commissioner Representing
Labor

Edward Serna
Executive Director

September 18, 2023

Mr. Adrian Lopez, Chief Executive Officer
Workforce Solutions Alamo
100 North Santa Rosa St., Suite 120
San Antonio, Texas 78207

Audit Resolution Report

Dear Mr. Lopez:

Workforce Solutions Alamo (Board) administers the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program. In Fiscal Year 2023 TWC conducted a monitoring review of this program and had one finding, as documented in Monitoring Report #23.20.0001. This letter is about the audit resolution of the finding, as outlined below:

Finding: Ensure SNAP E&T Program Requirements are Followed

The Board did not ensure the service provider followed SNAP E&T program guidelines and required regulations were followed for work activities. The following details were noted:

- In four of 11 (36% percent) applicable case files tested, the form H1822 ABAWD Work Requirement Verification was not fully completed. Specifically, on all four files, the Part I box was not checked.
- In three of six (50 percent) applicable case files tested, the form H1817 SNAP Information Transmittal was not submitted to HHSC for a reconsideration request as soon as the client informed Workforce Solutions Office staff they obtained employment, and one was not completed at all.
- In five of six (83% percent) applicable case files tested, when form H1817 SNAP Information Transmittal was sent to HHSC to request a reconsideration of eligibility, the requests were not entered in the TWIST Good Cause tab and Counselor Notes.

Accurate and complete documentation to verify SNAP E&T work activities is necessary to support participant compliance with required hours of participation. Without strict adherence to SNAP E&T directives, there is limited assurance that federal and state funds are expended in accordance with statutory requirements.

Corrective Action Taken:

The Board has adequate controls in place to ensure SNAP E&T program requirements are followed and adhered to. This includes but not limited to revised procedures and processes to strengthen the service provider's controls; creating a TEAMS portal to coordinate actions, communication, documentation, and training progress; creating program training videos, implementing a Technical Assistance Plan (TAP) with service provider, ongoing training, and continued quality assurance reviews conducted by both the Board and its service provider. Both the Board and TWC's Workforce TA provided recent monitoring reports of this area for the months of July and August, with significant improvement and acceptable error rates for each of the weaknesses identified. Lastly, the Board provided recent training documentation conducted by TWC Workforce TA, along with agenda and sign-in sheets for this area.

Because the corrective actions taken adequately resolves the finding, TWC Monitoring Report #23.20.0001 is closed. We encourage the Board to continue its efforts in following and adhering to SNAP E&T program requirements and guidelines, as this area will be tested during subsequent monitoring reviews.

Thank you for your assistance on this matter. If you have any further questions, please contact Judy Ohn at (512) 354-9616 or judy.ohn@twc.texas.gov.

Sincerely,



Charles E. Ross, Jr.
Director, Division of Fraud Deterrence and Compliance Monitoring

cc: Leslie Cantu, Chair, Workforce Solutions Alamo

United States Department of Health and Human Services
Gwendolyn Jones, Regional Program Manager
Deborah Daniels, Program Specialist
Alisa Matthews, Program Specialist

MEMORANDUM

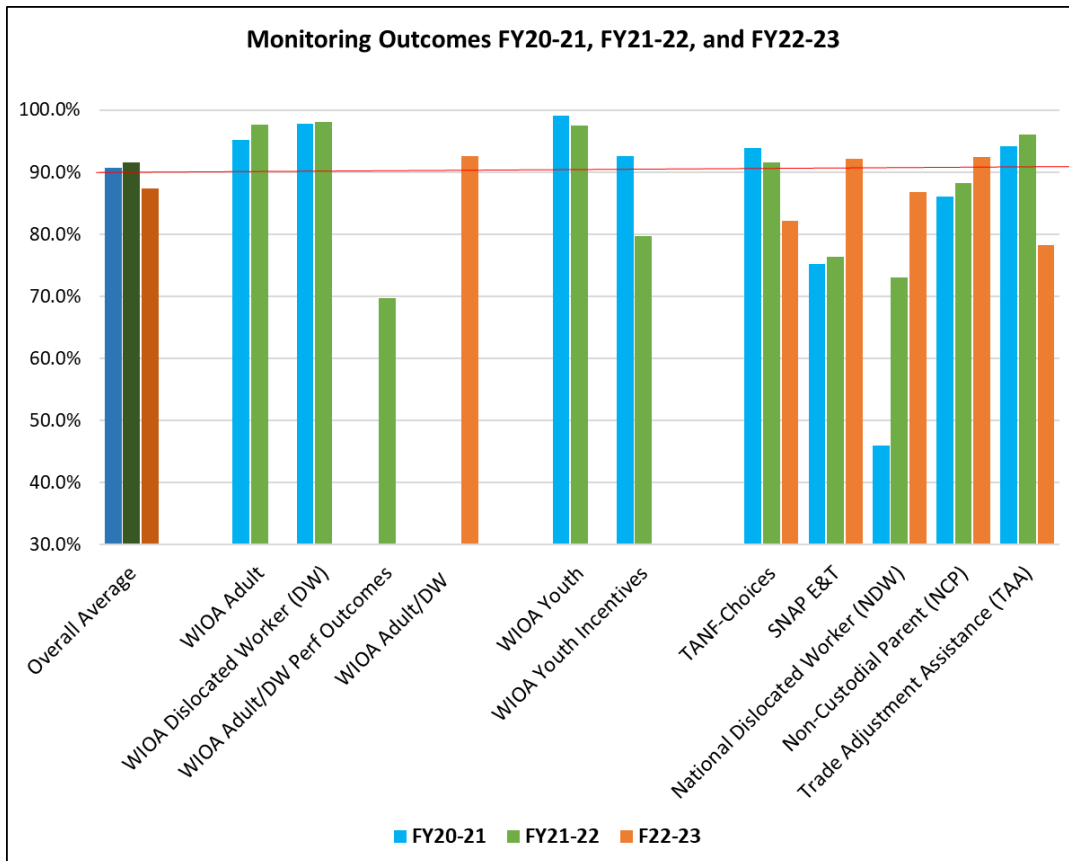
To: Oversight Committee
 From: Adrian Lopez, Chief Executive Officer
 Presented by: Ricardo Ramirez, Director of Quality Assurance
 Date: October 6, 2023
 Subject: Briefing – Monitoring Outcomes and Technical Assistance

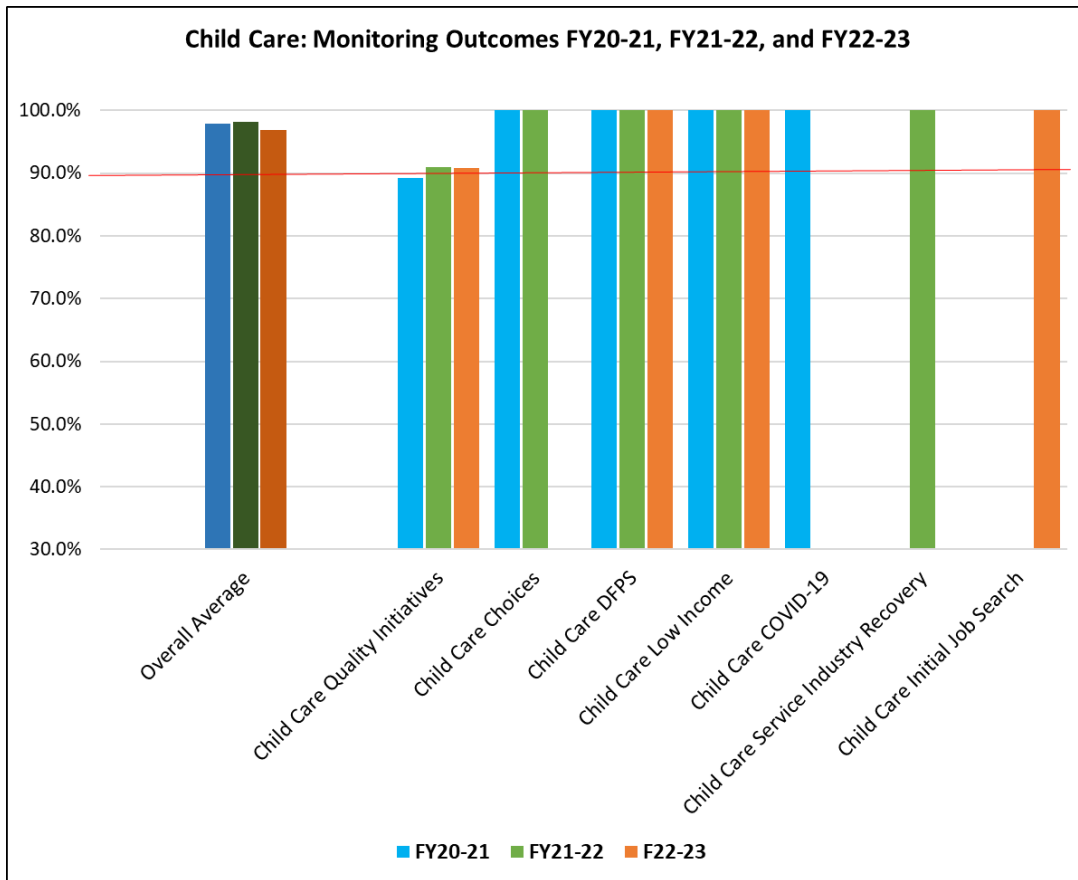
SUMMARY: This Memorandum presents a summarized version of monitoring outcomes previously presented to the Board. We also include information tied to providing technical assistance (TA). The briefing does not require Board action.

Monitoring Outcomes

The table below compares monitoring outcomes for Fiscal Years 2020-2021, 2021-2022, and 2022-2023 (Oct-Sep timeframe). The red line at 90% represents the minimum expected accuracy rate threshold. We updated the graphs to include:

- TANF/Choices, SNAP E&T, Non-Custodial Parent (NCP), WIOA Adult/Dislocated Worker, and Child Care Quality Improvement Activities (CC QIA).





Technical Assistance

Board staff offers partners technical assistance (TA) when outcomes fall below expected goals. TA plans include several components, such as:

- updating policies and procedures,
- training,
- additional monitoring,
- increased oversight,
- documenting measurable progress.

Successful strategies require the identification of root causes and the implementation of adequate actions. Successful strategies result in accuracy rates equal to or greater than 90% (e.g., for each attribute we test). Successful outcomes aim to prevent questionable costs, improper performance reporting, and individual issues from turning into ‘repeat’ findings.

Technical Assistance: Additional Monitoring

QA works with the Programs/Operations team to highlight monitoring areas needing continuous quality improvement.

- While an overall accuracy rate for a single engagement may exceed the 90% threshold, one or more of the attributes that we test may fall below the threshold.
- Attributes that fall below the 90% threshold prompt intervention in the form of technical assistance (e.g., including process improvements).

STAFF RECOMMENDATIONS: TWC requires Boards to have qualified Monitoring Staff to carry out the Board’s oversight responsibilities. Continue supporting WSA’s QA Department to promote the agency’s compliance, internal controls, and continuous quality improvement efforts.

FINANCIAL IMPACT: Not applicable.

STRATEGIC OBJECTIVE: To help ensure that local employment and training activities, including one-stop delivery systems and workforce development services, appropriately use, manage, and invest funds as required and in ways that maximize performance outcomes (WIOA Sec. 107(d)(8); WIOA Sec. 134(2)(B)(iv); WIOA Sec. 183; WIOA Sec. 185(c)(3); WIOA Sec. 121(3); WIOA Sec. 129(b)(1)(e); TWC’s Board Oversight Capacity evaluation, Texas Labor Code §302.048, TWC Rule §Title 40, Part 20, Chapter 802, Integrity of the Texas Workforce System, particularly §802.61; WD 29-15, Chg. 1; TWC Agency-Board Agreements and Grant Contracts).

ATTACHMENTS: None.



WSA Quality Assurance

From: Adrian Lopez, Chief Executive Officer

Presented by: Dr. Ricardo Ramirez, Director of Quality Assurance

October 6, 2023





Summary

Quality Assurance (QA) monitoring activities:

- *Quality Assurance Update*
- *TWC Audit Resolution*
- *Monitoring Outcomes & Technical Assistance*

Staff are not requesting Board action at this time.

Texas Workforce Commission (TWC) Monitoring



TWC Annual Monitoring – Audit Resolution Progress

TWC's Annual Monitoring Report included four items, one from Non-Custodial Parent and three from SNAP E&T, that went to TWC Audit Resolution:

- The four items have been closed and resolved (TWC letters attached).

TWC Annual Monitoring – Current Engagement

TWC started its annual monitoring. Their auditors will be testing all key grants, functions, and processes from 10/10/2023 through 10/20/2023.

TWC Equal Opportunity (EO) Monitoring

TWC has also started its annual EO monitoring. Ms. Caroline Goddard, WSA's Equal Opportunity Officer leads the engagement.

Other External Monitoring



Health and Human Services Commission (HHSC)

- HHSC has started monitoring SNAP E&T fiscal transactions.
- WSA received an initial engagement letter September 14th.
- WSA's Fiscal Department will report the project to the Audit & Finance Committee.

External Program Monitoring



By Ms. Nugyen, CPA

- ***TANF/Choices – C2 GPS***: 100% complete, 82.08% accuracy rate. Three items highlighted for continuous improvement:
 - Timely and Reasonable Attempts,
 - Timely communication of participant status changes to HHSC,
 - Recording of/reporting participant employment outcomes.
- ***WIOA Youth – SERCO***: 100% complete. We are in the process of issuing the final report.

Internal Program Monitoring (WSA QA)



- *SNAP and Non-Custodial Parent (NCP) Technical Assistance – C2 GPS*: QA will continue offering support for internal controls.
- *SNAP Annual (Slant) Review – C2 GPS*: 100% complete, 92.1% accuracy rate. Three items highlighted for continuous quality improvement:
 - Eligibility – Verification requirements (\$1,646 reimbursed to WSA),
 - Data Entry – Service Tracking information,
 - Data Entry – Program Detail information.

Internal Program Monitoring - continued



- ***Non-Custodial Parent (NCP, Phase II) – C2 GPS:*** 100% complete, 98.4% accuracy rate. Two areas highlighted for continuous quality improvement:
 - Case Management – Job Retention Period,
 - Data Entry – COLS (OAG’s data system).
- ***Child Care Quality Improvement Activities (QIA) – COSA:*** 100% complete, 90.8% accuracy rate. Two areas highlighted for continuous quality improvement:
 - Recording mentor training information and supporting documentation,
 - Provider-related form maintenance in Cabinet (WSA’s electronic document management system).

Other Activities



- *Digitizing Paper Records*: 95% complete, project led by Trema Cote, WSA Workforce Monitor. Includes digitizing participant hard-copy paper records.
- *Contract Renewals and Initiation*: Assisting with developing contracts for Adult and Youth.
- *Technical Assistance (TA)*: Supporting WSA departments and subrecipients with TA to help improve areas with low accuracy rates, policy development, and other processes.

Monitoring Timeline – Internal Engagements

Initial Estimated Timeline				Actual Timeline						
Internal Program Monitoring	Duration ⁺⁺	Start	Finish	Duration ⁺⁺	Effort	Variance	Start	Finish	Comments	% complete
Estimated Timeline: 2022-2023	215	11/14/2022	9/8/2023	226	499	Duration	11/14/2022	9/25/2023		100.0%
Trade Adjustment Assistance (TAA) - Phase I	49	11/14/2022	1/19/2023	75	55	26	11/14/2022	2/24/2023	Included delays for SNAP/NCP TAP for TWC's Monitoring, plus a 1-day extension for C2GPS.	100%
National Dislocated Worker (Phase II)	50	1/3/2023	3/13/2023	92	84	42	1/3/2023	5/10/2023	Final Report Issued. Delays from SNAP/NCP TAP for TWC's Monitoring and other projects.	100%
SNAP E&T - Technical Assistance (TWC Audit)				233	80	n/a	11/1/2022	9/21/2023	TAP for TWC's Monitoring.	100%
SNAP E&T Annual Review	45	3/13/2023	5/12/2023	70	47	25	3/8/2023	6/13/2023	Final Report Issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Non-Custodial Parent - Technical Assistance (TWC Audit)				206	80	n/a	11/1/2022	8/15/2023	TAP for TWC's Monitoring.	100%
Non-Custodial Parent - Annual Review (Phase II)	45	4/20/2023	6/21/2023	82	49	37	4/7/2023	7/31/2023	Final Report Issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Child Care QIA	31	5/30/2023	7/11/2023	59	58	28	5/24/2023	8/14/2023	Final Report Issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
RESEA	41	6/20/2023	8/15/2023	46	46	5	7/24/2023	9/25/2023	Final Report in development. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Summer Earn & Learn (SEAL)	38	7/19/2023	9/8/2023						Decided to not test - needed to focus on TWC's Audit Resolution (last year's accuracy rate was 90%).	
Other (Phase II, TWC, Training, etc.)	50	8/24/2023	11/1/2023						Focused on TWC's Audit Resolution.	

Duration or Effort (days, excludes "Other") → 43
 Multi-tasking (% days overlapping projects) → 38.4%

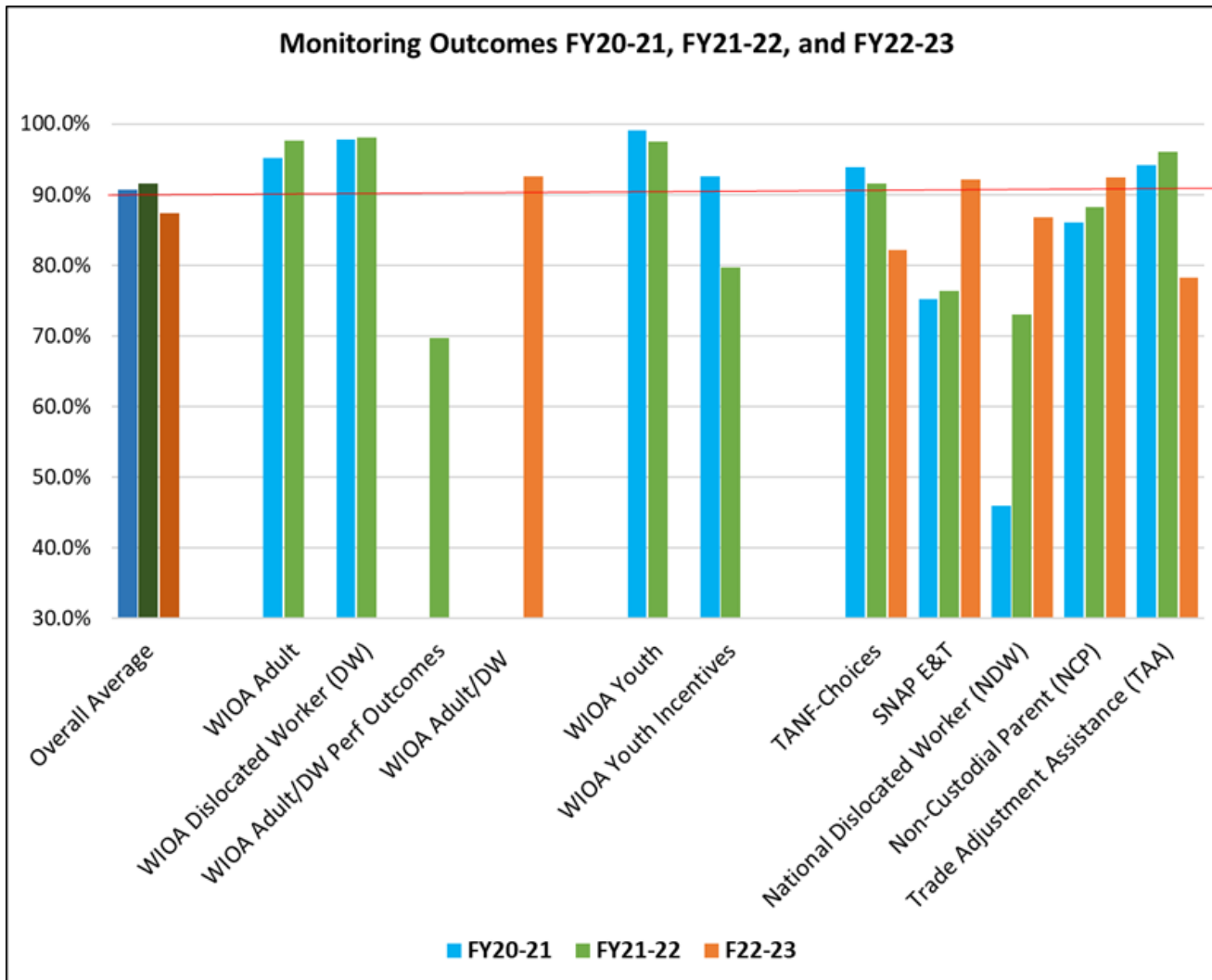
108 62 27
 73.8%

Duration: total days from start to finish (includes some holidays); **Effort (or Work)**: actual number of days spent on each project.

Modification Notes

⁺⁺ The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review and tool development, etc.)

Briefing – Monitoring Outcomes

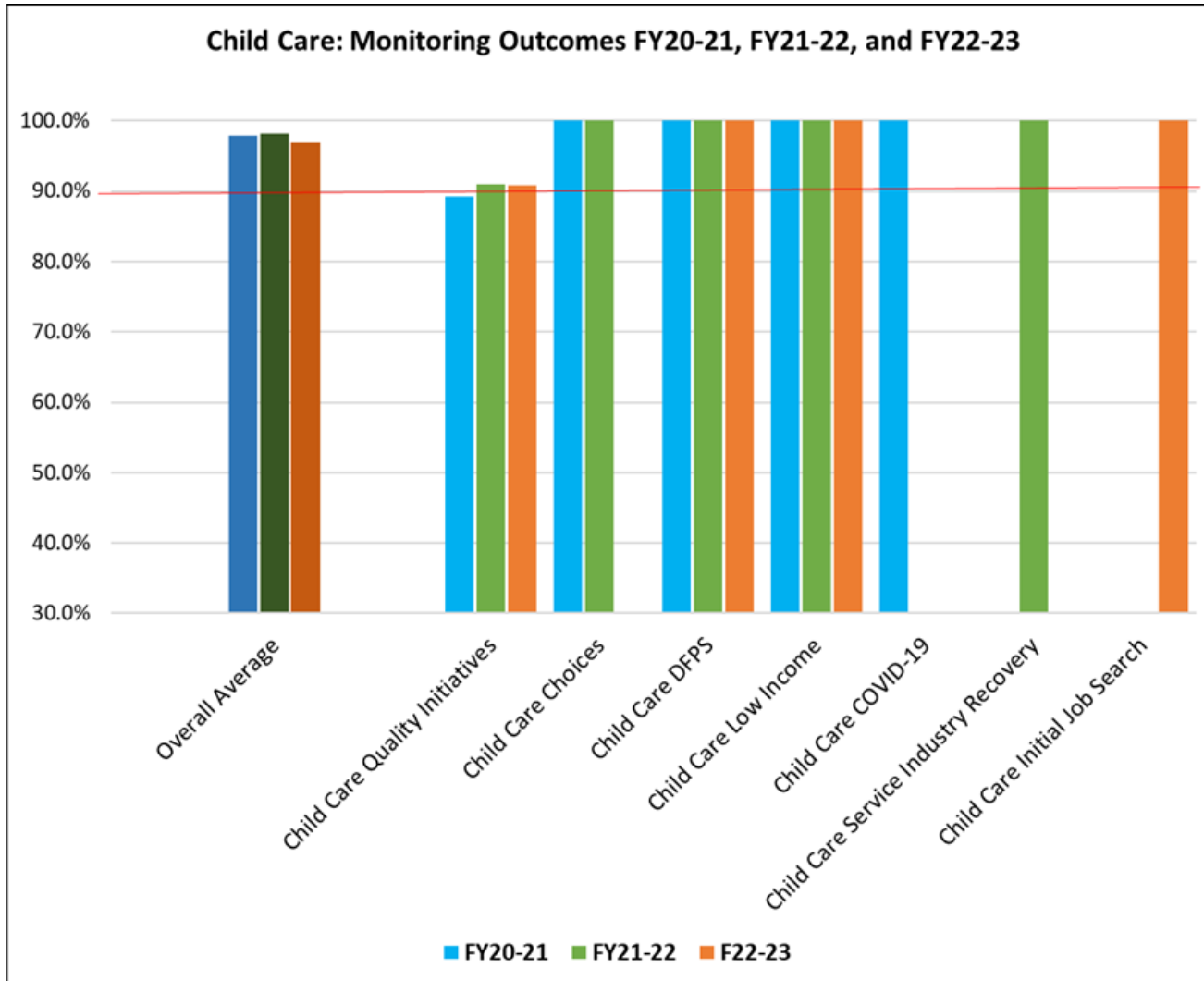


Added: TANF/Choices, SNAP E&T, Non-Custodial Parent (NCP), and WIOA Adult and Dislocated Worker.

The chart summarizes outcomes of monitoring engagements for FY20-21, FY21-22, and FY22-23.

The red line highlights the 90% expected accuracy rate.

Briefing – Monitoring Outcomes



Added: Child Care Quality Improvement Activities (CC QIA).

The chart summarizes outcomes of monitoring engagements for Child Care in FY20-21, FY21-22, and FY22-23.

The red line highlights the 90% expected accuracy rate.

Briefing – Technical Assistance



Board staff offers technical assistance (TA) to partners when outcomes fall below expected goals. TA plans include several components, such as:

- updating policies and procedures,
- staff training,
- additional internal monitoring,
- increased oversight.

Successful strategies require the identification of root causes and the implementation of adequate actions.

Briefing – Technical Assistance



Additional QA Monitoring

QA works with Programs/Operations team to highlight monitoring areas needing continuous quality improvement:

- While an overall accuracy rate for a single engagement may exceed the 90% threshold, one or more of its attributes may fall below the threshold.
- Attributes that fall below the threshold prompt intervention in the form of TA.

Staff Recommendations



TWC requires Boards to have qualified Monitoring Staff to carry out the Board's oversight responsibilities:

- We thank the Board of Directors for their continued support of WSA's QA Department to promote the agency's compliance, internal controls, and continuous quality improvement efforts.



Questions or Comments?

MEMORANDUM

To: Oversight Committee
 From: Adrian Lopez, Chief Executive Officer
 Presented by: Ricardo Ramirez, Director of Quality Assurance
 Date: October 6, 2023
 Subject: TWC Performance – Median Earnings at Q2

SUMMARY: This memorandum presents information to assist with the definition and role of TWC-contracted performance measures. WIOA §116 requires TWC to formally contract specific ‘siloes’ Title I Adult, Dislocated Worker (DW), and Youth measures to Boards. The following table reports these measures, including Median Earnings.

Adult	Dislocated Worker	Youth
Employed Q2	Employed Q2	Employed/Enrolled Q2
Median Earnings Q2	Median Earnings Q2	Median Earnings Q2
Employed Q4	Employed Q4	Employed/Enrolled Q4
Credential Rate	Credential Rate	Credential Rate
Measurable Skills Gain	Measurable Skills Gain	Measurable Skills Gain

Methodology – Median Earnings (at Quarter 2 after Exit)

Earnings, or income from employment, arguably represent the most critical outcome of the labor market. TWC contracts Boards to promote worker income via employment gain, retention, and advancement. As with other performance measures, TWC uses unemployment insurance tax records as reported by employers to calculate earnings.

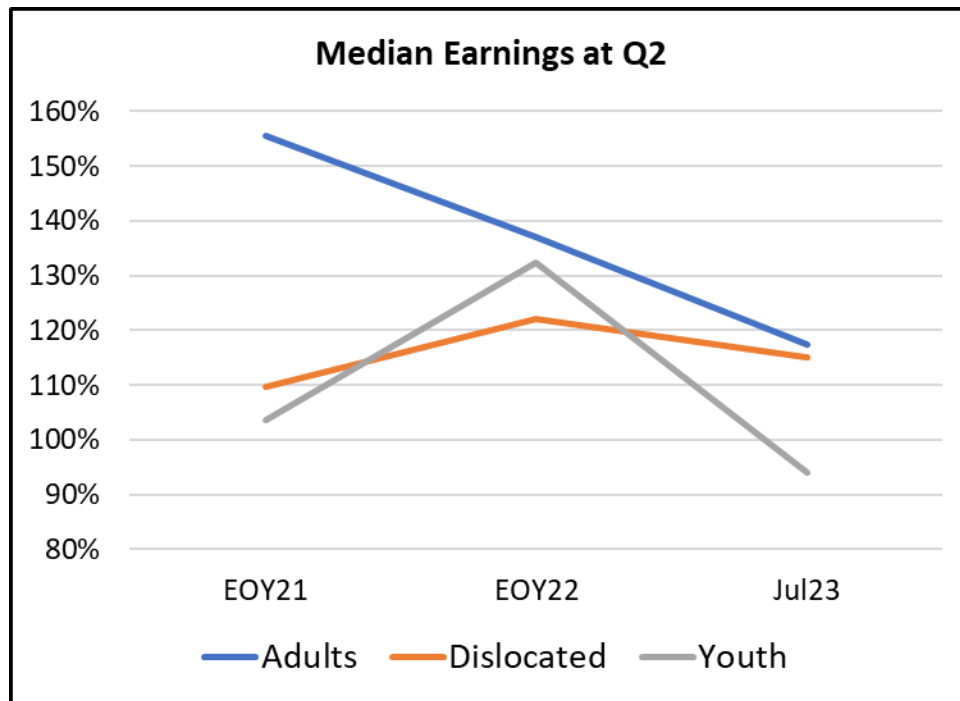
Definition: Median earnings of all participants employed in the 2nd quarter after exit.

- **Performance:** TWC uses the aggregate earnings of employed participants during the quarter, sorts these from low to high, and identifies the median.

TWC reports the year-end performance in the August TWC Monthly Performance Report (MPR).

Current and Historical Outcomes

The following figures report the measures' current and historical outcomes from TWC's Monthly Performance Outcomes (MPR) data through May 2023. WSA has consistently met or exceeded TWC targets.



Meeting = 90% to 110%; Exceeding = greater than 110%

STAFF RECOMMENDATIONS:

TWC requires Boards to meet or exceed TWC-contracted performance measures as contracted to service providers. Board staff recommends a continued focus on the measures.

FINANCIAL IMPACT: WSA subrecipient contracts include TWC-performance goals as part of their profit. TWC may sanction Boards that fail to meet performance. TWC Sanctions (or 'Intent' to Sanction) may limit the Board's eligibility for TWC Annual Awards (monetary or other), and different types of sanction may carry additional requirements.

STRATEGIC OBJECTIVE: To help meet the requirements of WIOA 116, which requires states to formally contract specific 'siloes' Title I Adult, Dislocated Worker (DW), and Youth Measures, including Measurable Skills Gain and Credential Rate.

ATTACHMENTS:

None

TWC DEFINITIONS
BCY22 LWDA Contracted Performance Measure Definitions

Measure Name:	Median Earnings Quarter 2 Post Exit
Contracted?	Three (3) Measures: Title I Adult, Title I Dislocated Worker, Title I Youth
Perf Period:	Exiters from 7/1/12 to 6/30/21
Data Source	TWC's PIRL Report
Definition:	The median earnings in the 2 nd calendar quarter after exit for participants employed in the 2 nd calendar quarter after exit
Methodology	Participants employed in the 2 nd quarter after exit have their aggregate earnings in that quarter sorted from low to high and then the median is identified. The median is the point in the middle where half the employed exiters earned more and half earned less.
Additional Notes	<p>Year-end performance will be reported in the August MPR.</p> <p>Although the measures can use earnings reported through supplemental records, DOL has not yet provided guidance on how this works and so for now, performance is only reported using True Wage Records.</p> <p>Because the measures are primarily based on quarterly UI Wage and Federal Employment Records which are updated after the end of each calendar quarter (in October, January, April, and July) and require time to fully mature. Wage information obtained from out-of-state sources is not available until several months later. Therefore, performance results for a given quarter of exiters is generally not reported in the MPR until roughly 6 months after the end of the 2nd quarter after exit.</p> <p>Title I Adult and Title I Dislocated Worker versions of these measures are statutorily required to be contracted to local Boards under WIOA §116. All Career & Training Participants were selected to be contracted because the state is responsible for Wagner-Peyser performance as well and nearly all Career & Training program participants are in Wagner-Peyser.</p>



WSA Quality Assurance TWC Performance – Median Earnings

From: Adrian Lopez, Chief Executive Officer

Presented by: Dr. Ricardo Ramirez, Director of Quality Assurance

October 6, 2023





Summary

Briefing on TWC Performance:

- *Median Earnings at Quarter 2.*

Staff are not requesting Board action at this time.

TWC-Contracted Performance Measures



- *Each year, TWC contracts require Boards to meet or exceed performance targets. Three of these measures include reporting median earnings.*

Adult	Dislocated Worker	Youth
Employed Q2	Employed Q2	Employed/Enrolled Q2
Median Earnings Q2	Median Earnings Q2	Median Earnings Q2
Employed Q4	Employed Q4	Employed/Enrolled Q4
Credential Rate	Credential Rate	Credential Rate
Measurable Skills Gain	Measurable Skills Gain	Measurable Skills Gain

- *These measures are tied to participant income from employment activities.*
- *WSA uses TWC's Monthly Performance Report (MPR) to determine outcomes.*
- *WSA attaches TWC's performance to partner contracts and ties these to their profits.*

Methodology



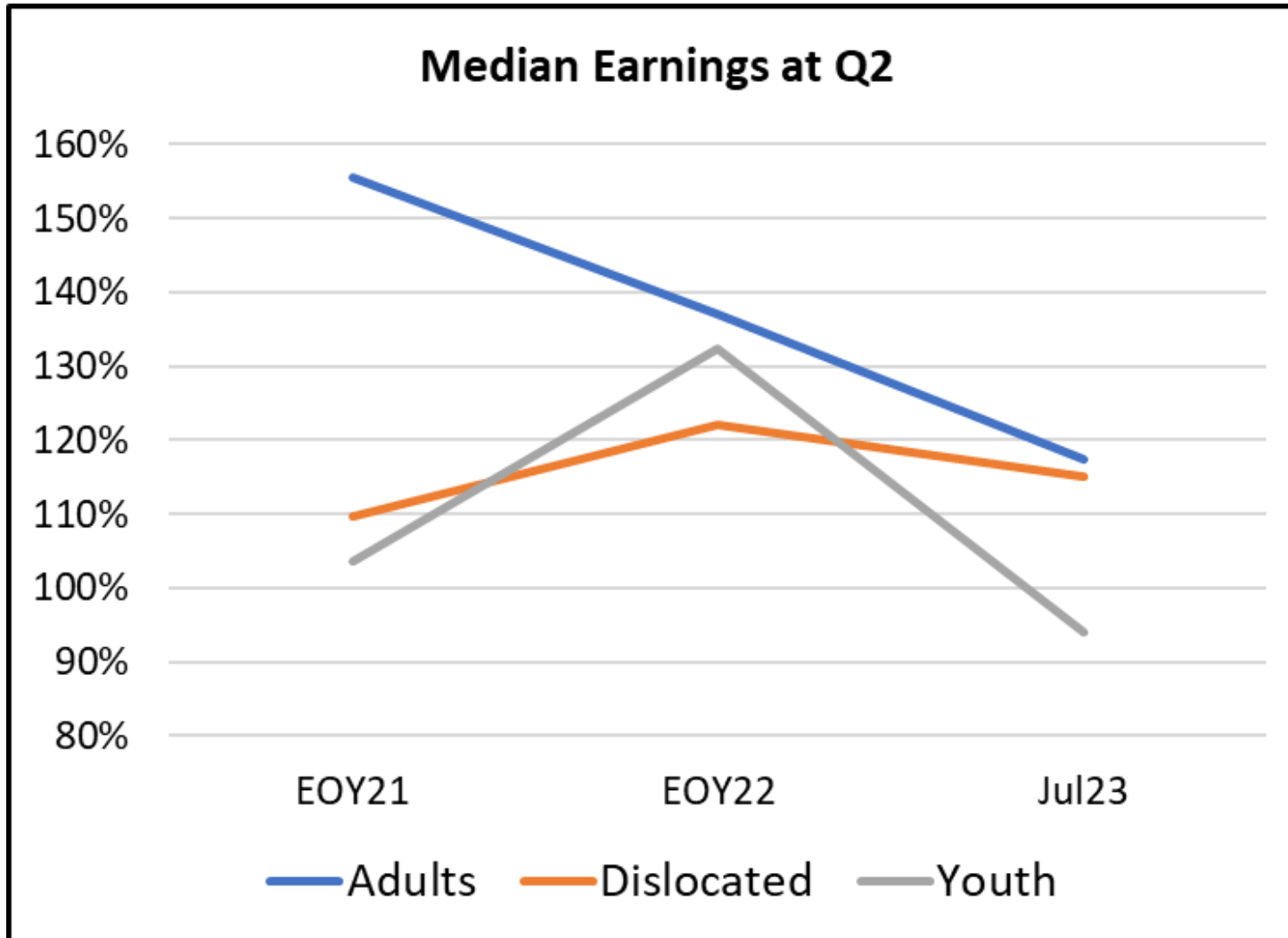
Earnings, or income from employment, arguably represent the most critical outcome of the labor market. TWC contracts Boards to promote worker income via employment gain, retention, and advancement. TWC uses unemployment insurance tax records as reported by employers to calculate earnings.

Definition: Median earnings of all participants employed at Q2 after exit:

- TWC uses the aggregate earnings of employed participants during the quarter, sorts these from low to high, and identifies the median.

TWC reports the year-end performance in the August Monthly Performance Report (MPR).

Current & Historical Outcomes



The graph shows Median Earnings outcomes for 2021 and 2022 (year-end), and July 2023.

WSA has consistently met or exceeded the measures.

Meeting $\geq 90\%$
Exceeding $> 110\%$

Source: TWC's MPR



Questions or Comments?

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented by: Adrian Perez, CIO

Date: October 6, 2023

Subject: Rural Partnership Update

Summary: WSA is working with the Partners to define operational standards to ensure the Interlocal/Partnership Agreement is translated into Standard Operating Procedures related to communication, budget management, and performance design/monitoring. WSA has begun the development of Rural Workforce Councils starting with Community Conversations in each of the 12 surrounding counties with the goal of enhancing and continuously improving rural service delivery in response to concerns raised by the Area Judges and in the interest of addressing these concerns in perpetuity. The development and scope of the Rural/Local Workforce Council reinforces the Sector Based Model defined in the Local Plan.

Background: In early 2023, Area Judges concerned with a perceived lack of service and non-responsiveness in the rural areas inquired with the Texas Workforce Commission regarding the division of the Alamo Workforce Development Area to create Urban and Rural Workforce Development Areas.

WSA staff engaged in work sessions with TWC, Contractors, and Partners to develop a recommended course of action to fulfill the six points requested by the Rural Judges through their Liaison. The full response is detailed in the August 23, 2023, Committee of Six memo, Subject: Operational Plan for the Interlocal/Partnership Agreement to Address Rural Judges' Service Delivery Concerns.

Item #3 of the "What the Judges Want" document provided to WSA on May 22, 2023, spoke to reporting and service delivery. WSA outlined the development of the County Allocation and Service Delivery Report (CASD) which will outline performance elements to include outreach partnerships with local partners. It also outlined the intent to enhance local voice of the rural areas through formalization of sustainable partnerships with local partners in each county through Local/Rural Workforce Councils. To establish these partnerships WSA is developing Local/Rural Workforce Councils made up of local non-profit, Chamber and Economic Development, and childcare-related partnerships.

Analysis: The objective of a successful Local/Rural Workforce Council is to establish a locally driven, sustainable, and contractor supported County Outreach and Action Plan development process that produces and tracks information for reporting to the Area Judges through the CASD.

Meeting #1 (Complete): Key messages include how WSA seeks to come alongside existing work being done in each county. WSA focused on Adult Job Seeker, Youth Job Seeker, Childcare customer and provider, and Businesses as our core audiences. WSA also outlined how partners can integrate through the WSA Academy.

Meeting #2 (On-Going): Begin working with specific partners to outline elements of Memorandums of Understanding as a means of formalizing and sustaining partnerships to include points of contact, mission, WSA and Partner responsibilities, continuous improvement discussion channels, data sharing, and date to revisit the MOU.

Meeting #3 (Planned): Finalize initial group of MOU's and initial Workforce Council and establish the agenda and cadence for follow-up meetings for each community.

Community Conversations are the starting point for development of the Rural/Local Workforce Councils that will support consistent strengthening and evolution of County Outreach and Action Plans. This plan will be substantiated through MOU's that will form the basis of the partnerships in support of the Local Plan. *Part 1. Board Vision and Strategies, Section B. Board Strategies of the Local Plan (Page 14 and 15)* calls out the Sector Based Strategy which includes the following section:

Sector partners should implement data sharing agreements memoranda of understanding to expedite innovation and promote shared accountability.

- *WSA will execute a MOU and data sharing agreement with each of the sector partners. MOUs and data sharing agreements provide valuable information to WSA and its partners to align education and training programming with target labor market skills and credentials. MOUs will outline long-term expectations for the partnership, and data sharing will inform workforce development planning, curricula, marketing and communications, and evaluation.*

Sector partnerships should leverage cross-system resources.

- *In addition to the investment of WIOA funds and resources, WSA has forged strategic partnerships with cross-system organizations including municipal governments and city councils, county commissioners, rural county judges, early childhood education organizations, housing, food and nutrition supplemental programs, and veterans, juvenile, and adult corrections programs. WSA will continue to seek partnerships with other programs that support mental health and substance abuse prevention, child abuse and neglect prevention, healthcare, and other organizations that address social determinants of health and coalitions that address systems and systemic change.*

Sector partnerships should be guided by intermediary-level governance boards Workforce Solutions Alamo Local Plan 2021-2024.

- *The sector-based model proposed by WSA will be informed by a wide array of key decision-makers with expertise at the executive operational levels. Sector champions will be identified from target industries to form an advisory board intended to inform strategic planning and program development.*

Fiscal Impact: WSA has budgeted additional dollars for travel and other items to ensure service delivery in the surrounding 12 counties.

Recommendation: This is an informational item. No action is requested at this time.

Next Steps: WSA completed the first round of Community Conversations and began the second round of meetings on October 4th, with Comal and Guadalupe County.

Attachments:

Calendar of Upcoming Community Conversations



Community Conversations: Discussion 2

Join us for the second discussion of our local community conversations on Workforce Development throughout the Alamo Region.

Comal County
Wednesday, October 4, 2023
9:30 AM – 11:30 AM
New Braunfels Food Bank
1620 S. Seguin Avenue
New Braunfels, TX 78130
[Register Here](#)

Guadalupe County
Wednesday, October 4, 2023
1:30 PM – 3:30 PM
Workforce Solutions Alamo
Seguin Career Center
1411 E. Court Street
Seguin, TX 78155
[Register Here](#)

Gillespie County
Tuesday October 10, 2023
9:30 AM – 11:30 AM
Holy Ghost Lutheran Church
115 E. San Antonio Street
Fredericksburg, TX 78624
[Register Here](#)

Kerr County
Tuesday October 10, 2023
1:30 PM – 3:30 PM
BCFS Health & Human Services
1127 E. Main Street Suite 106
Kerrville, TX 78028
[Register Here](#)

McMullen County
Thursday, October 19, 2023
9:30 AM – 11:30 AM
McMullen County Emergency
Services building: 306 Live Oak.
Tilden, TX 78072
[Register Here](#)

Atascosa County
Thursday, October 19, 2023
1:30 PM – 3:30 PM
Pleasanton Civic Center
115 N. Main Street
Pleasanton, TX 78064
[Register Here](#)

Bandera County
Tuesday, October 24, 2023
9:30 AM – 11:30 AM
Bandera County Public Library
515 Main Street
Bandera, TX 78003
[Register Here](#)

Kendall County
Tuesday, October 24, 2023
1:30 PM - 3:30 PM
Patrick Heath Public Library
451 N. Main Street
Boerne, TX 78006
[Register Here](#)

Medina County
Tuesday, October 31, 2023
9:30 AM - 11:30 AM
Workforce Solutions Alamo
Hondo Career Center
402 Carter Street
Hondo, TX 78861
[Register Here](#)

Frio County
Tuesday, October 31, 2023
1:30 PM - 3:30 PM
Frio County Conference Room
410 S. Pecan
Pearsall, TX 78061
[Register Here](#)

Wilson County
Wednesday, November 8, 2023
9:30 AM - 11:30 AM
Workforce Solutions Alamo
Floresville Event Center, 600
SH 97 W.: Hall 1 Floresville, TX
78114
[Register Here](#)

Karnes County
Wednesday, November 8, 2023
1:30 PM - 3:30 PM
Karnes County Courthouse
101 N. Panna Maria Avenue
Karnes City, TX 78118
[Register Here](#)

www.workforcesolutionsalamo.org

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Workforce Solutions Alamo

**Rural Partnership Update
October 6, 2023**



Summary

- In response to concerns raised by the Area Judges in early 2023 and in the interest of addressing the concerns in perpetuity, WSA developed a series of recommendations alongside Partner Staff and Contractors presented to Committee of Six in August.
- Recommendations included establishment of County Workforce Councils to address how performance would be planned, delivered, and reported through a sustainable and continuously improving model.
- The initial work of Community Conversations as a precursor to the creation of County Workforce Councils has begun and reinforces the Local Plan and the implementation of Sector Based Strategy.



Background

- In early 2023 Area Judges requested guidance from TWC regarding bifurcation of Workforce Development Area into Urban and Rural citing consistent issues with the Partnership.
- WSA staff presented the final recommendations to the Committee of Six in August in response to the six points established by the *What the Judges Want* document provided on May 22, 2023.
- Point 3 of 6 included reporting on expenditures and number served and reporting on variances.
 - Development of County Workforce Councils to ensure that a strong partnership developed and grown in each county
 - Local input and leadership in a model to develop local Outreach and Action Plans



Community Conversations: The Power of Partnerships



Community Conversations

Meeting #1 (Complete): Introduction and Overview

Key messages include:

- How WSA seeks to come alongside existing work being done in each county.
- WSA focused on Adult Job Seeker, Youth Job Seeker, Childcare customer and provider, and industry as our core audiences.
- WSA also outlined how partners can integrate through the WSA Academy.

Meeting #2 (On-Going): Partner Identification and MOU Points

- Begin working with specific partners to outline elements of Memorandums of Understanding (MOU) as a means of formalizing and sustaining partnerships.

Meeting #3 (Planned): Finalization and Cadence

- Finalize initial group of MOU's and initial Workforce Councils and establish the agenda and cadence for follow-up meetings for each community.



Local Plan

Community Conversations are the starting point for development of the Rural/Local Workforce Councils that will support consistent strengthening and evolution of County Outreach and Action Plans.

County Outreach and Action Plans will be substantiated through MOU's that will form the basis of the partnerships in support of the Local Plan.

Part 1. Board Vision and Strategies, Section B. Board Strategies of the Local Plan (Page 14 and 15) calls out the Sector Based Strategy which includes the following section:

- ***Sector partners should implement data sharing agreements memoranda of understanding to expedite innovation and promote shared accountability.***
- ***Sector partnerships should leverage cross-system resources.***
- ***Sector partnerships should be guided by intermediary-level governance boards Workforce Solutions Alamo Local Plan 2021-2024.***



Next Steps

WSA has completed the first round of Community Conversations.

Held Meeting #2 on, Wed., October 4, with Comal and Guadalupe County.

Upcoming Meeting #3 Planned.



Community Conversations: Discussion 2

Join us for the second discussion of our local community conversations on Workforce Development throughout the Alamo Region.

Comal County
Wednesday, October 4, 2023
9:30 AM – 11:30 AM
New Braunfels Food Bank
1620 S. Seguin Avenue
New Braunfels, TX 78130
[Register Here](#)

Guadalupe County
Wednesday, October 4, 2023
1:30 PM – 3:30 PM
Workforce Solutions Alamo
Seguin Career Center
1411 E. Court Street
Seguin, TX 78155
[Register Here](#)

Gillespie County
Tuesday October 10, 2023
9:30 AM – 11:30 AM
Holy Ghost Lutheran Church
115 E. San Antonio Street
Fredericksburg, TX 78624
[Register Here](#)

Kerr County
Tuesday October 10, 2023
1:30 PM – 3:30 PM
BCFS Health & Human Services
1127 E. Main Street Suite 106
Kerrville, TX 78028
[Register Here](#)

McMullen County
Thursday, October 19, 2023
9:30 AM – 11:30 AM
McMullen County Emergency
Services building: 306 Live Oak.
Tilden, TX 78072
[Register Here](#)

Atascosa County
Thursday, October 19, 2023
1:30 PM – 3:30 PM
Pleasanton Civic Center
115 N. Main Street
Pleasanton, TX 78064
[Register Here](#)



Questions



MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented by: Adrian Perez, CIO

Date: October 6, 2023

Subject: Board Composition Update – New Childcare Workforce Position

Summary: TWC released WD 21-23 on September 1, 2023, that requires the addition of a representative of the childcare workforce. WSA and Partner Staff are working to ensure a slate is nominated and presented to the Committee of Six on December 6th to include an additional private sector position to maintain the mandated 51% balance of private sector representation. WSA is standing by for any additional direction from TWC regarding any future updates that may be required.

Background:

House Bill (HB) 1615, passed during the 88th Texas Legislature, Regular Session (2023), amended Texas Government Code §2308.256 to require each Board to expand its membership to include a representative of the childcare workforce.

Prior to the passing of HB 1615, a Board member who was appointed to represent one of the required categories was required to also have expertise in childcare or early childhood education. The requirement, as set forth in Texas Government Code §2308.256(g), was repealed with the passing of HB 1615. Section 2308.256(g) outlined the previous childcare requirement.

This position on the WSA Board filling the previous requirement associated with childcare also fulfilled a Community Based Organization requirement. The Board must have a minimum of 15% of Organized Labor and Community Based Organization representation. Because of this, that board member will remain on the WSA Board.

On August 15, 2023, the Texas Workforce Commission’s three-member Commission adopted the definition of “childcare workforce representative” as follows:

- Board composition requirements now include a stand-alone representative of the childcare workforce;

- A Board representative of the childcare workforce must be a current owner or director of a childcare provider that is licensed by or registered with the Texas Health and Human Services Commission's Child Care Regulation department;
- The addition of the childcare workforce representative may result in an increase to the minimum number of members needed to meet requirements for private-sector businesses and organized labor or community-based organizations (CBOs).

Boards must be composed of a minimum of 27 members, including the following representatives:

- Fourteen from private sector businesses;
- Four from organized labor and CBOs;
- Two from educational agencies;
- One from vocational rehabilitation agencies;
- One from public assistance agencies;
- One from economic development agencies;
- One from the public employment service;
- One from local literacy councils;
- One from adult basic and continuing education organizations; and
- One from the childcare workforce.

Fiscal Impact: No fiscal impact.

Recommendation: This is an informational item. No action is requested at this time.

Next Steps: WSA and Partner staff are recruiting for Board Membership for the childcare workforce and additional private sector position during the December 6th Committee of Six Meeting. The December 5th Board Meeting will either be rescheduled for January, or any action will have to be recertified once WSA is in compliance with the Board Composition now required.

Attachments:

WD 21-23

TEXAS WORKFORCE COMMISSION
Workforce Development Letter

ID/No:	WD 21-23
Date:	September 1, 2023
Keyword:	Administration; Child Care; WIOA
Effective:	Immediately

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers



From: Courtney Arbour, Director, Workforce Development Division

Subject: **Local Workforce Development Board Membership**

PURPOSE:

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on Board member composition relating to the new requirement for representation from the child care workforce.

RESCISSIONS:

None

BACKGROUND:

House Bill (HB) 1615, passed during the 88th Texas Legislature, Regular Session (2023), amended Texas Government Code §2308.256 to require each Board to expand its membership to include a representative of the child care workforce. Prior to the passing of HB 1615, a Board member who was appointed to represent one of the required categories was required to also have expertise in child care or early childhood education. The requirement, as set forth in Texas Government Code §2308.256(g), was repealed with the passing of HB 1615.

On August 15, 2023, the Texas Workforce Commission’s three-member Commission adopted the definition of “child care workforce representative.”

PROCEDURES:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

NLF: Boards must be aware that:

- Board composition requirements now include a stand-alone representative of the child care workforce;
- a Board representative of the child care workforce must be a current owner or director of a child care provider that is licensed by or registered with the Texas Health and Human Services Commission’s Child Care Regulation department;
- the child care workforce representative must be selected from individuals recommended by interested organizations, as set forth in Texas Government Code §2308.256(e); and
- the addition of the child care workforce representative may result in an increase to the minimum number of members needed to meet requirements for private-sector businesses and organized labor or community-based organizations (CBOs).

NLF: Boards must be composed of a minimum of 27 members, including the following representatives:

- Fourteen from private-sector businesses;
- Four from organized labor and CBOs;
- Two from educational agencies;
- One from vocational rehabilitation agencies;
- One from public assistance agencies;
- One from economic development agencies;
- One from the public employment service;
- One from local literacy councils;
- One from adult basic and continuing education organizations; and
- One from the child care workforce.

NLF: Boards must be aware that if, as of the date of this WD Letter, a current Board member who represents one of the other required categories (such as a private-sector business or a CBO) also meets the criteria for a representative of the child care workforce:

- the Board member may serve in both roles until the expiration of the Board member's current term; and
- the Board must appoint any new Board members necessary to meet the requirements of this WD Letter within 90 days of the expiration of the Board member's current term.

NLF: If no current Board members meet the criteria for a representative of the child care workforce, the Board must appoint the child care workforce representative, along with any other new members necessary to meet the requirements of this WD Letter, by November 30, 2023.

NLF: Boards must be aware that the veterans special requirement, as set forth in Texas Government Code §2308.256(h), remains the same.

INQUIRIES:

Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.texas.gov.

REFERENCES:

20 CFR §679.320

Texas Government Code §2308.256

House Bill 1615, 88th Texas Legislature, Regular Session (2023)

Chief Elected Official's Membership Guide for Local Workforce Development Boards



Workforce Solutions Alamo

**Board Composition Update
October 6, 2023**



Summary

- TWC released WD 21-23 on September 1, 2023, that requires the addition of a representative of the childcare workforce.
- WSA and Partner Staff are working to ensure a slate is nominated and presented to the Committee of Six on December 6th to include an additional private sector position to maintain the mandated 51% balance of private sector representation.
- WSA is standing by for any additional direction from TWC regarding any future updates that may be required.



Background

- House Bill (HB) 1615 is requiring each Board to expand its membership to include a representative of the childcare workforce.
- Prior to the passing of HB 1615, a Board member who was appointed to represent one of the required categories was required to also have expertise in childcare or early childhood education.
 - The requirement, as set forth in Texas Government Code §2308.256(g), was repealed with the passing of HB 1615.
- On August 15, 2023, the Texas Workforce Commission’s three-member Commission adopted the definition of “childcare workforce representative.”
- On September 1, 2023, TWC issued Workforce Development Letter 12-23 providing administrative guidance with a deadline of November 30, 2023, for implementation.



Childcare Workforce Position

- Board composition requirements now include a stand-alone representative of the childcare workforce;
- Board representative of the childcare workforce must be a current owner or director of a childcare provider that is licensed by or registered with the Texas Health and Human Services Commission's Child Care Regulation department.



WSA Board Composition

- The addition of the childcare workforce representative may result in an increase to the minimum number of members needed to meet requirements for private sector businesses and organized labor or community-based organizations (CBOs).
- Boards must be composed of a minimum of 27 members.
- Texas was grandfathered into a 15% Labor and CBO representation requirement.
- DOL may at some point in the future require Texas to adjust to the current 20% requirement.
- This would then require additional appointments.



Next Steps

WSA and Partner staff are recruiting for Board Membership for the childcare workforce and additional private sector position during the December 6th Committee of Six Meeting.

The December 5th Board Meeting will either be rescheduled for January, or any action will have to be recertified once WSA is in compliance with the Board Composition now required.



Questions

