



## **OVERSIGHT COMMITTEE MEETING**

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

**August 4, 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 Linda Martinez at (210) 272-3250.

***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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**During the Public Comments portion of the meeting (Agenda Item 4), the Public may type their name into the chat box or unmute themselves and state their name. The meeting host will call each member of the public for comments, in the order their names were submitted.**

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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 – May 26, 2023
- VI. EMPLOYEE POLICY HANDBOOK REVISION  
Presenter: Giovanna Escalante-Vela, CFO
  - a. Employee Incentive Policy
  - b. Remote Work Policy
- 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
- VIII. BRIEFING: PROCUREMENT (DISCUSSION AND POSSIBLE ACTION)  
Presenter: Jeremy Taub, Director of Procurement and Contracts
  - a. Contract Summary and RFP Update
  - b. Update on Procurement Process Completion
- IX. 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 – Youth Employed/Enrolled
- 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

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XI. CEO REPORT

Presenter: Adrian Lopez, CEO

- a. Ready to Work Monitoring

XII. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

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

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## **OVERSIGHT COMMITTEE MEETING - MINUTES**

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

**May 26, 2023**

**9:00 AM**

**BOARD MEMBERS:** Dr. Sammi Morrill (Chair), Mary Batch, Leslie Cantu

**WSA STAFF:** Adrian Lopez, Adrian Perez, Katherine Pipoly, Giovanna Escalante-Vela, Penny Benavidez, Jeremy Taub, Chuck Agwuegbo, Dr. Ricardo Ramirez, Linda Martinez, Vanessa McHaney, Rebecca Espino Balencia, Manuel Ugues, Brenda Garcia, Daisey Vega, Angela Bush, Belinda Gomez, Ramsey Olivarez, Aaron Bieniek, Randy Davidson

**PARTNERS:** Amy Contreras

**LEGAL COUNSEL:** None.

**GUEST:** None.

### **AGENDA**

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I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

**At 9:00am Chair Dr. Morrill called the meeting to order.**

II. ROLL CALL AND QUORUM DETERMINATION

Presenter: Dr. Sammi Morrill, Committee Chair

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

III. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Dr. Sammi Morrill, Committee Chair

**None.**

IV. PUBLIC COMMENT

Presenter: Dr. Sammi Morrill, Committee Chair

**None.**

V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Sammi Morrill, Committee Chair

a. Meeting Minutes – April 7, 2023

**Upon motion by Mary Batch and seconded by Leslie Cantu, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – April 7, 2023.**

VI. REVISIONS TO HR PERSONNEL HANDBOOK

Presenter: Maria Martinez, HR Generalist

Presented by: Angela Bush, Collective Strategies

a. WSA Employee Handbook Revision

— The purpose of the Employee Incentive Policy is to formalize an incentive program that provides Executive Leadership discretion to provide additional compensation for the Board staff who has exceeded performance expectations. It creates a reasonable and necessary incentive policy to retain and motivate valued employees, demonstrating a commitment to the agency. The award types include lump sum monetary or non-monetary awards for additional recognition,

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training development, or continuing education.

— Awards may not exceed \$10,000 or 5% of the employee's base salary.

**Upon motion by Mary Batch and seconded by Leslie Cantu, the Committee unanimously approved the Employee Handbook Revision – Employee Incentive Policy.**

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

Presenter: Katherine Pipoly, COO

a. Performance, Programs, and Operational Updates

- Staff is continuing to work on Measurable Skills Gained and Credential Rating for WIOA Adult. Credential Rates are on the rise at 87.29% and Measurable Skills Gains at 57.95%. Claimant reemployment within 10 weeks is almost at meets performance at 94.57%. In addition, staff is continuing to work on enrollments in the Ready to Work program. Participants are currently at 1,167.
- Childcare performance is at 102.86%. Data for the TANF enrollments will be presented next time as an answer is needed from the contractor on this, due to TANF enrollments being low most likely.
- The quality cohort happens every 6 months. There will not be significant changes seen quarter by quarter. As of now the TRS certified centers are 25%.
- Amy Contreras stated that the City of San Antonio might have some emergency funding that could be set aside for childcare to address some of the issues as to why centers aren't in the CCS program.
- Summer Earn and Learn: FY23 employer agreements are being signed, 256 is the TWC target, 213 early referrals, and 207 positions secured.
- Teacher Externship: Target is 160 teachers in 25 ISDs, \$106,000 additional funds have been secured from the state to serve the additional 60 teachers, focus on expanding rural district participation, and the launch is in June 2023. Chair Dr. Morrill asked if the Committee could see an update once this externship has been completed. CEO Adrian Lopez stated that the contractor can be brought in to give a report.
- Disaster Recovery, NDW-Winter Storm and NDW-COVID19: Both grants closed on March 31, 2023.
- Skills Development Fund: Grant closed on March 31, 2023. Total new job targets were 246, total actual jobs were 399, and total training hours delivered were 13,629.
- Training and Employment Navigator Pilot: The target enrollment goal was 12, Q6 active enrollment is 45, and total year to date participants served is 92. In April 2023, the grant was extended for two more years.
- Military Family Support Program: 13 new enrollments, 2 in training, and 8 in support services.
- Workforce Commission Initiatives: Hiring Red, White & You! is the veterans job fair that will be held in November 2023, Texas Veterans Leadership Program provides support to TVLP staff at the South Flores and Walzem centers, and Career in Texas Industries provides career exploration in sector-based industries

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for youth and the next two events are on May 26 and June 30, 2023.

- RESEA: Last fiscal year there was a concern that the grant might not be fully expended, however this fiscal year the grant is on track with the budget.
  - Career Pathways – Youth Events: May 26, 2023 from 10am to 2pm at Second Baptist Church Community Center targeting 200 urban homeless and foster students for the Education/Healthcare/Warehousing & Transportation industries, June 30, 2023 at Braden Keller Community Center in Medina County targeting the rural areas for the Aerospace/Robotics/Construction industries, date and location to be determined targeting the rural areas for the IT/Finance/Healthcare industries, and September 29, 2023 at CPS Headquarters in San Antonio targeting urban youth for the Oil and Gas/Engineering industries.
  - WIOA Youth: Enrollments will increase during the summer months.
  - Ready to Work Program: Targets have changed. New goal is to have 2,322 applicants interviewed and 1,318 enrolled in training. WSA is on track to exceed these goals.
  - Summer TANF Initiative: The contractor has an open RFP for applications and there has not been a strong interest. Two bids have been received and they are not up to the caliber needed and also very expensive.
- b. Aspen Institute
- The first two learning sessions and labs are completed. There is not a session or lab in June but will start session three and lab three in July.

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

Presenter: Jeremy Taub, Director of Procurement and Contracts

- a. RFP Updates and Contract Summary
- American Job Centers for Adult Program Services RFP is pending award in June 2023.
  - Maintenance “Handyman” Services RFQ is open for rebid and has an anticipated award date in June 2023.
  - Grant Writer Services RFP is open and has an anticipated award date in June.
  - Lease Property Search RFI for Walzem is in evaluation with an anticipated award date in June 2023.
  - Lease Property Search RFI for Kerrville is in evaluation with an anticipated award date in Fall 2023.
- b. Update on Procurement Processes
- The project improvement plan includes TWC Audit Resolution submitted in May 2023, manage contract log, training, policy and procedures in process, consultant recommendations, lease procedures implemented, procurement schedule, SMWVBE, records management, reporting spend analysis, and procure to pay.
  - The audit resolution is pending response from TWC as requested documentation has been provided to them.
  - Actively monitoring contract management using a developed database that tracks all contract actions.
  - Implemented facility lease procurements and developed a standard operating

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procedure for workforce center leases.

- In process with procurement consultant recommendations such as strengthening controls by updating policies and implementing standard operating procedures, procurement checklists, and other tool kits to improve efficiency and effectiveness.
- Added Assistant Director of Procurement and Procurement Contract Specialist to facilitate the procedure to pay process.

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

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

### a. Quality Assurance Update

- TWC has completed its Annual Monitoring of WSA. WSA received two Audit Resolution Letters, one for the Non-Custodial Parent (NCP) grant and one for the SNAP E&T. WSA missed reporting the SNAP E&T letter during the previous Committee meeting and is now reporting progress.
- SNAP E&T included the following three items: Completion of Form H1822 Work Requirement Verification, completion or submittal of Form H1817 to notify HHSC of participants gaining employment and recording H1817 information in TWIST.
- Staff submitted responses to TWC documenting resolution. WSA is in communication with TWC and expects for both the NCP and SNAP items to be resolved.
- Current monitoring engagements include Child Care Services performed every 2-3 years and have not yet received a report.
- External program monitoring includes Ready to Work which is 63% complete. WSA has experienced delays arising from the newness of the grant, the large number of partner agencies involved, and the different types of systems that the partners use for the grant. WIOA Adult and Dislocated worker is 57% complete. An Exit Conference was held on May 17, 2023. TANF/Choices will be upcoming.
- Internal program monitoring includes SNAP annual review which is 98% complete, National Dislocated Worker (COVID19 and Winter Storm) is 100% complete. NDW had an 86.8% accuracy rate with six attributes identified for continuous quality improvement. Disaster relief grants roll out rapidly during times of crisis and aim to serve large numbers of affected workers. These grants often include minimal and changing guidance which contributes to lower accuracy rates. NCP is 46% complete.
- Other activities include digitizing paper records for WIOA Adult, Dislocated Worker, Trade Adjustment Assistance, TANF/Choices, SNAP, and any grants currently using hard copy records. WSA Policy Review is 98% complete. Assisted with submission of Form H-600 to TWC on May 12, 2023, for Board Recertification. Offered technical assistance to departments and subrecipients.

### b. Monitoring Outcomes and Technical Assistance

- Board staff offer Technical Assistance (TA) to partners when outcomes fall below expected goals. TA plans include several components such as updating

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policies and procedures, staff training, additional internal monitoring, and increased oversight. Successful strategies require the identification of root causes and the implementation of adequate actions.

- WSA Program/Operations implemented a TA Plan to address TWC’s Audit Resolution Letter and Annual Monitoring Report for NCP and SNAP. Expanded monitoring includes 100% monthly review of cases by subrecipient, QA validation of subrecipient monitoring reports, and WSA testing of at least 20 cases per month.
- c. TWC Audit Letter – SNAP
- d. TWC Performance – Employment
  - An Exiter, when the participant goes 90 days without receiving a participatory service, is considered employed in a given quarter if Quarter UI Wage Records or Federal Employment Records show earnings for that quarter or if Supplemental Employment/Wage Records indicate employment during the quarter. Earnings data begin to show about six months later.
  - Measures are calculated by a denominator and a numerator. The denominator includes the number of program participants who exited during their period of participation. The number includes the number of Exiters from the denominator who were employed in the 2<sup>nd</sup> and 4<sup>th</sup> calendar quarter after exit. TWC statistically calculates a target which the Board is then contractually required to meet or exceed.

## X. CEO REPORT

Presenter: Adrian Lopez, CEO

### a. IT Assessment Update

Presenter: Chuck Agwuegbo

- Wireless Implementation: Completed procurement and installation of new wireless solution in all centers, collaborated with neighboring office to reduce wireless interference, validated with staff improved wireless signals and worked on issues, disposed of EOL equipment from our environment that pose security risks, increased wireless coverage areas and support for mobile workforce, better insight into network traffic, and associated AP names with centers.
- ADA Sorenson Equipment: Successful rollout of new ADA solution at 4 premier career centers (South Flores, Data Point, East Houston, and Walzem) and 3 rural centers (Medina, Kennedy, and Wilson). Also, trained staff on how to use the new equipment.
- Upgraded Thin Clients: Completed rollout of 300 Thin Clients to the resource room.
- Infrastructure Upgrade and Streamlining: Phased out old networking and server equipment. Phase two will be coming after migration to the cloud.
- Telecommunication Optimization: Implemented mesh network to support cloud migration. Started design session for remote site; will proceed to implement after cloud migration.
- Security Policy: Created over 30 new security policies with corresponding procedures.

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- Improvement from audit findings went from 1.54 in FY21 to 2.87 in FY23.
- SOC Solution: Implement an enterprise soc solution that proactively informs potential breaches. Solution comes with \$500,000 in cybersecurity incident protection.
- Managed Cloud Solution: Successfully migrated the environment to the cloud, pending actual cutover to happen on Jun 23, 2023.
- Project Management Solution: Collaborated with staff to implement and roll out project management solution called Monday.com.
- Migration of Voice to the Cloud: Started preliminary discussion, implementation timeline will be pushed to later in the year. Proposed solution will incorporate call center modernization.
- Additional Projects: New policy, procedure, and technology to support the ban of ticktock, collaborate with the facilities team to audit laptop inventory, modernization of board room and training, and upgrade of all TVC staff to laptops.

#### XI. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

- Attended the roundtable on E-Health in Austin hosted by Commissioner Daniels.

#### XII. EXECUTIVE SESSION:

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

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- c. Pending or Contemplated Litigation;
- d. Government Code §551.074 – Personnel Matters Involving Senior Executive Staff and Employees of Workforce Solutions Alamo; and
- e. Government Code §551.089 – Discussions Regarding Security Devices or Audits.

**None.**

#### XIII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

**Upon motion by Mary Batch and seconded by Leslie Cantu, Chair Dr. Morrill adjourned the meeting at 10:24am.**

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## MEMORANDUM

To: Oversight Committee  
From: Adrian Lopez, CEO  
Presenter: Giovanna Escalante-Vela, CFO through Maria Martinez,  
HR Generalist  
Date: August 4, 2023  
Subject: Employee Policy Handbook Addendum - Employee  
Incentive Policy

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**SUMMARY:** Workforce Solutions Alamo (WSA) Incentive Plan rewards Board staff, excluding the Chief Executive Officer, for individual and departmental contributions. These contributions are essential to carry out short- and long-term objectives that support the agency’s mission, vision, and values, including but not limited to stated objectives in the Local Plan.

**POLICY:** The Workforce Solutions Alamo Incentive Plan will compensate eligible employees as the available budget permits. Employee Incentives must be budgeted and pre-approved in the Board’s annual operating budget. This plan does not guarantee any employee an incentive award. The Incentive Award is based on the availability of funds, the criteria listed in this policy, and the employee’s performance.

This policy intends to formalize an incentive program that provides the Executive Leadership discretion to provide additional compensation for the WSA employees who have exceeded performance expectations. The Chief Executive Officer may approve a lump sum monetary award, a non-monetary award for additional recognition, training development, or continuing education.

Incentives are reasonable and necessary means to retain and motivate valued employees that demonstrate above and beyond normal performance expectations, a commitment to the agency, the community, and pillars in moving the agency forward. This incentive pay does not affect the base salary or annual salary of the employee and will be a one-time lump sum payout.

**AWARD TYPES:** Each employee, if deemed eligible, may only receive one of the following awards per fiscal year:

- A lump sum to recognize a specific achievement that moves the department or agency forward, or;
- An incentive plan with goals, criteria, and a one-time or regular payout schedule when goals are met or exceeded and above normal performance expectations, or;
- Non-monetary awards can include recognition awards, career development opportunities, and attendance for special lectures, training programs, and conferences.

**PROCEDURE:** Workforce Solutions Alamo will impose the following limitation on all incentives:

- An employee may only be eligible for a once-a-year lump sum to recognize a specific achievement.
- Awards are contingent upon the approved budget for the fiscal year (October 1 - September 30).
- **This policy does not guarantee an incentive award payment every fiscal year.**
- The performance (evaluation) period of the current fiscal year will be from October 1 – September 30 (August 31), and an incentive will be paid before September 30.
- To be eligible, the employee’s performance evaluation will show a **Partially Exceeds or Consistently Exceeds Expectations rating.**
- Eligible Employees will submit the *Employee Incentive Evaluation Form* to the direct supervisor for review and consideration, who will make a recommendation to the Executive Leadership. *The Employee Incentive Evaluation Form determines the amount of payment.*
- The employee’s accomplishments exceed the regular standards/expectations for the job.
- The employee serves as a role model for others, displaying desirable characteristics such as Accountability, Collaboration, Excellence, Innovation, and Integrity.
- An incentive plan with goals and established criteria when performance exceeds goals.
- The department Director and Manager must develop specific targets, goals, and pre-established criteria in the employee’s performance evaluation.
- Managers should communicate the employee's expectations and the incentive period's outcome.
- Non-monetary awards can include recognition, career development opportunities, and attendance for special lectures, training programs, and conferences.
- Based on employee exceeding a department goal established by the Manager.
- Based on employees’ suggestions for increased productivity and outstanding performance on special projects.

**APPROVAL AND PAYMENTS:**

- Signature of a supervisor who is proposing the award.
- Signature of Executive Leadership agreeing with or proposing the award program.
- Signature from the accounting department that sufficient funds for the award are available in the budget.
- Signature from Human Resources.
- Approval from the Chief Executive Officer (CEO).

The monetary award is up to 5% of the employee’s base salary, not to exceed \$10,000. A decision about the amount of the lump-sum award should depend upon the nature and the complexity of the accomplishment and the ability of the department to fund the award. The award must be commensurate with the agency’s benefit received for the individual’s contribution. Under exceptional circumstances, a higher bonus may be approved with the Chief Executive Officer’s approval.

**INQUIRIES:** Inquiries concerning this procedure should be addressed to Human Resources.



Incentive Calculation			
Employee Name			
Review Period			
Manager Review Date			
<b>WSA Core Values</b> Ratings provided by: Employee Incentive Evaluation Form	<b>Consistently Exceeds</b> 1.0%	<b>Partially Exceeds</b> 0.5%	<b>Total</b>
<b>Accountability:</b> 1. Please give an example of how you have demonstrated Accountability.		0.5%	
<b>Collaboration:</b> 2. Please give an example of how you have demonstrated Collaboration.	1.0%		
<b>Excellence:</b> 3. Please give an example of how you demonstrated Excellence.		0.5%	
<b>Innovation:</b> 4. Please give an example how you have demonstrated Innovation .		0.5%	
<b>Integrity:</b> 5. Please give an example of how you demonstrated Integrity.	1.0%		
<b>Total Incentive Earned:</b>			<b>3.5%</b>

## Workforce Solutions Alamo Incentive Evaluation Form

### Employee Incentive Evaluation Form

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<b>EMPLOYEE NAME</b>	
<b>SELF-EVALUATION SUBMITTED</b>	
<b>MANAGER NAME</b>	
<b>MANAGER REVIEW DATE</b>	

Workforce Solutions Alamo (WSA) Incentive Plan rewards the Board staff, excluding the Chief Executive Officer, for individual and departmental contributions. These contributions are essential to carry out short- and long-term objectives that support the agency’s mission, vision, and values, including but not limited to stated objectives in the Local Plan.

The Workforce Solutions Alamo Incentive Plan will compensate eligible employees as the available budget permits. Employee Incentives must be budgeted and pre-approved in the Board’s annual operating budget. This plan does not guarantee any employee an incentive award. The Incentive Award is based on the availability of funds, the criteria listed in this policy, and the employee’s performance.

The monetary award is up to 5% of the employee’s base salary, not to exceed \$10,000. Each question has the potential to earn up to 1%.

Below are Workforce Solutions Alamo (WSA) core values. Please evaluate each question and provide a short justification.

**1: Please give an example of how you have demonstrated Accountability.**

Employee’s Comments:

Supervisor Comments:

**Ratings:**

- **Meets Expectations = 0%**
- **Partially Exceeds Expectations = 0.50%**
- **Consistently Exceeds Expectations = 1%**

**2: Please give an example of how you have demonstrated Collaboration.**

Employee's Comments:

Supervisor Comments:

**Ratings:**

- **Meets Expectations = 0%**
- **Partially Exceeds = 0.50%**
- **Consistently Exceeds = 1%**

**3: Please give an example of how you demonstrated Excellence.**

Employee's Comments:

Supervisor Comments:

**Ratings:**

- **Meets Expectations = 0%**
- **Partially Exceeds = 0.50%**
- **Consistently Exceeds= 1%**

**4: Please give an example how you have demonstrated Innovation .**

Employee's Comments:

Supervisor Comments:

**Ratings:**

- **Meets Expectations = 0%**
- **Partially Exceeds = 0.50%**
- **Consistently Exceeds= 1%**

**5: Please give an example of how you demonstrated Integrity.**

Employee's Comments:

Supervisor Comments:

**Ratings:**

- **Meets Expectations = 0%**
- **Partially Exceeds = 0.50%**
- **Consistently Exceeds= 1%**

**Note: Both Supervisor and Employee MUST sign after discussion**

\_\_\_\_\_  
Employee Signature:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature:

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO Signature:

\_\_\_\_\_  
Date

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## MEMORANDUM

To: Oversight Committee  
From: Adrian Lopez, CEO  
Presenter: Giovanna Escalante-Vela, CFO through Maria Martinez,  
HR Generalist  
Date: August 4, 2023  
Subject: Employee Policy Handbook Addendum – Long-Distance  
Remote Work Policy

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**SUMMARY:** The Long-Distance Remote Work Policy is a stand-alone policy separate from the Telecommuting policy (7.4) in the Employee Handbook. Specifically, it covers employees who are essentially fully remote workers working 100+ miles from the Agency, as opposed to employees who “routinely work one or more days per week at a location that is not the regularly assigned place of employment.”

The Long-Distance policy is designed to emphasize that the Agency may opt to employ workers who work at a greater distance than most and may allow these employees to do all their work remotely. It is an arrangement for long-distance workers that is motivated by the Agency when it is in the Agency’s best interest, as opposed to the Telecommuting policy (7.4) which is for an arrangement primarily requested by the employee and granted by the employer, and involves more commuting back and forth to the Agency each week. For example, the Agency may be unable to fill a position with an employee who is within a commutable distance, and the best candidate lives more than 100 miles away. Similarly, the Agency may desire to retain a mission-critical employee who moves more than 100 miles away.

**POLICY:** Workforce Solutions Alamo (“WSA” or the “Agency”) may 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”).

All Agency policies apply to all Long-Distance Remote Work arrangements, including but not limited to all policies prohibiting discrimination and retaliation. Employees in Long-Distance Remote Work arrangements are required to follow the Telecommuting Policy 7.4 of the Employee Handbook, except in the event of a conflict between this Long-Distance Remote Work Policy and the Telecommuting Policy, in which event the Long-Distance Remote Work Policy controls.

### **Eligibility**

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 if 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. Only employees in good standing are eligible for Long-Distance Remote Work, 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.

Applicants who live more than 100 miles away, are 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.

The Agency may require employees working in Long-Distance arrangements to report to work at Agency’s offices or Agency-sponsored events from time to time.

### **Trial Period**

Long-Distance Remote Work includes a trial period of 30 days. At the conclusion of the trial period, the remote working arrangement will be reviewed by the Agency. The trial period may be extended for any reason at the Agency’s discretion.

The Long-Distance Remote Work policy, agreement, or arrangement does not alter the at-will status of employees.

### **Accommodation Requests**

This policy does not apply to requests for reasonable accommodation under the Americans with Disabilities Act, the Pregnant Workers Fairness Act, or applicable state or local law. Employees requesting to work remotely as reasonable accommodation for a disability or for known limitations related to pregnancy, childbirth, or related medical conditions should refer to Handbook Policy 1.7.

**INQUIRIES:** Inquiries concerning this procedure should be addressed to Human Resources.



# **EMPLOYEE POLICY HANDBOOK REVISION: EMPLOYEE INCENTIVE POLICY**

August 4, 2023

Adrian Lopez, Chief Executive Officer

Angela Bush, Collective Strategies / Maria Martinez, Human Resource Generalist

## Purpose:

- 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, demonstrating a commitment to the agency.
- Award types include lump sum monetary or non-monetary awards for additional recognition, training development, or continuing education.



## Criteria:

- A lump sum to recognize a specific achievement.
- An incentive plan with goals, established criteria, and regular payouts when performance exceeds goals.
- Non-monetary awards can include recognition, career development opportunities, and attendance for special lectures, training programs, and conferences.

## Limitations:

- Awards may not exceed \$10,000 or 5% of the employee's base salary.



**Questions**



# **EMPLOYEE POLICY HANDBOOK REVISION: LONG-DISTANCE REMOTE WORK POLICY**

August 4, 2023

Adrian Lopez, Chief Executive Officer

Giovanna Escalante-Vela, Chief Financial Officer / Maria Martinez, Human Resource Generalist



# Long-Distance Remote Work Policy

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## Purpose:

- 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”).

# Long-Distance Remote Work Policy

## Criteria:

- 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 if 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.

# Long-Distance Remote Work Policy

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## Limitations:

- Employees in good standing are eligible for Long-Distance Remote Work, 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.



**Questions?**

## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, CEO

**Presented by:** Jessica Villarreal, Director of Child Care Services, and Terry Trevino, Director of Programs

**Date:** August 4, 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 2022 Year-to-Date MPR performance data reflects WSA as successfully achieving 18 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:** The current measure time frame up to 2nd quarter which is deficit by 10 cases. Staff obtained documentation of the credential in which DINTS were entered and have been forwarded to WSA.
- 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.
  - Credential DW: The current measure time frame up to 3<sup>rd</sup> quarter which is deficit by 5 cases. Staff obtained documentation of the credential in which DINTS were entered and have been forwarded to WSA. Per TWC, DINTS at this time are not a priority and therefore taking longer to process these requests.



- 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 4<sup>th</sup> quarter shows that we would be in a deficit by 2 cases.
- We will continue to monitor this performance and cases that are directly affecting this performance measure.
- We 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 DW Measurable Skills Gains:

- I) Adult contractor will continue to provide MSG training to all management and staff on measures.
- II) Adult contractor will reach out to Training providers to obtain appropriate documentation for MSG entry.
- III) DW: The current measure time frame up to 2<sup>nd</sup> quarter which is deficit by 6 cases.

C. WIOA Youth Credential Rating:

- I) Youth contractor has pulled the necessary data to analyze this measure reflecting majority of the in-school youth having passed their grade level.
- II) There are currently 194 cases affecting the Measurable Skills Gained (MSG) for which 132 have already collected grade reports, transcripts or diplomas, and have been added to the MSG.
- III) Given the recent graduates, the contractor anticipates collecting more outcomes this week to add to the MSG and should be able to be reflected on the next MPR.

**2) Child Care Performance:** TWC has set Alamo's FY (Fiscal Year) 2023 Target at 11,427. Alamo is currently reflecting an annual year to date performance of 105.14%, which falls in the above performance range according to TWC's CCDF (Child Care and Development Fund) Performance Status Methodology. Unofficial numbers for May reflected Alamo is averaging 11,811 units of care for children enrolled in Early Learning Programs, 112.16% for the month. *See Childcare Performance Memo.*

**Child Care Quality:**

As of 6/26/2023, Alamo Board has 153 Early Learning Programs certified as Texas Rising Star. Across the 13 counties there are 568 child development centers with agreements to offer Child Care scholarships. 26.58% 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.
  - Spring 2022- 11 completed
  - Fall 2022- 70 completed

- Spring 2023- 70 currently enrolled, actual number of participants to be determined upon the completion of cohort scheduled for end of September.

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 CCS (CHILD CARE SERVICES)).
- If Providers do not wish to pursue TRS (Texas Rising Star), they will have 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 was cancelled by the host. The Child Care team will transition these conversations, joining other staff members of WSA, who will be hosting Workforce meetings in our rural communities. A staff member from Child Care 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 Child Care representative. The Child Care 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 is 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 ends August 30th, and we expect to continue having participants complete their five weeks of work.
- **Student Hireability Navigators:** Navigators are preparing for the November 2023 Alamo Helping Hands event with Southside First Partnership for VR customers and community members with disabilities. Presenters will include Navigators Alamo Area Coalition Collaborative, Southside First Entrepreneurs, and Higher Educator Participants.
- **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 that will launch in June 2023. 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.

- **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 45 participants. Also, we have provided 2 Paid Work Experience and 2 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. **TWC has shared they are currently unable to provide status of monthly RESEA reporting. An estimate of when the report will be ready cannot be given.**
- **Military Family Support Program (MFSP)** provides active-duty military spouses with work experience, job search assistance, support services, and training. As of April 2023, enrollment is at 13 new participants for the 2023 Grant Year and 7 still active from the 2022 contract year. Of these participants, 2 are enrolled in training and all 13 new participants have received work-ready support as well as 8 support services provided. Contract date is atypical, January 1 through December 31, 2023.
- **Workforce Commission Initiatives - FY2023:**
  1. Hiring Red, White & You! The event is scheduled to be held in November 2,2023. WSA team is exploring local partnerships to co-host this event and leverage additional resources including: JBASA, TVC, and Bexar County Military and Veterans Services.
  2. Texas Veterans Leadership Program (TVLP): Provides support to 2 full-time TVLP staff at two WSA Centers: South Flores & Walzem.
  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 SA, TX, Industries: Warehousing & Transportation/Healthcare/Education  
NOTE: Opportunity and foster youth will be 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
  - August 2023 location TBD, Industry: Finance
  - September 26th at CPS Energy Headquarters in SA, TX, Industries: Manufacturing/Construction/Energy/Oil & Gas
4. Foster Care Youth Conference: This allows funds for the WSA Youth Specialist to attend the annual event and bring back best practices and opportunities to support our local service delivery. This year's conference was scheduled on April 6-7, 2023, in San Marcos, TX. The WSA Youth Program Specialist was in attendance.

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. Ends May 31, 2023.

- **WIOA Youth:**
  - WCI Career Pathways Events: Two of four youth events have taken place. The first one was held on May 26, 2023, at Second Baptist Church Community Center and focused on the Education, Healthcare, Warehousing, and Transportation industries. Over 100 youth were in attendance. The second event was held at the Braden Keller Community Center in Castroville (Medina County) and focused on all target industries with over 100 students and parents in attendance. The next two upcoming events scheduled are September 14, 2023, at the Seguin City Coliseum in Seguin (Guadalupe & Comal Counties) and September 29, 2023, at the CPS Energy Headquarters in San Antonio (Bexar County) in the Oil, Gas, and Engineering industries.
  - Youth enrollments to date are 26 Urban ISY and 159 OSY totaling 185, which exceeds the goal of 164; 42 Rural ISY and 61 OSY totaling 103 which exceeds the goal of 31. Performance measures are being met with the exception of Occupational/Vocational training. Youth Contractor states this measure will be met at the end of the summer.
  - Youth contractor has expended \$1,690,768.86 of \$2,500,000 (68%)
  - Youth contractor currently has 114 Work Experience Agreements in place, 330 Work Experience positions available, and has enrolled 77 of their 140-youth goal.
  
- **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 2,884 individuals and has case managed/enrolled in training 1,549 with 181 already completing their training. 86 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 7.28.23
  - 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 review 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

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# 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 102.86% 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: 1,549 participants in training.	
8	National Dislocated Worker (NDW) Funding is on track to expense full investment	

# 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 7/7/2023

**MAY 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	104.78%	101.36%	117.68%	105.67%	106.33%	106.08%	99.74%	116.92%	87.29%	75.43%	99.13%	103.86%	93.97%	101.94%	115.68%

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

**Except:**

- WIOA DW Participants Credential Rate
- WIOA DW Measurable Skills Gains Rate



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# MPR Performance Updates

P+ : > 105 %

MP: 97.5%-105%

MP but at risk: 95% - 97.5%

- P: <95%

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

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	99.49%	105.23%	91.76%	94.81%	98.44%	123.80%	112.02%	6	12	4	82%

**FINAL RELEASE**  
As Originally Published 7/7/2023  
**MAY 2023 REPORT**

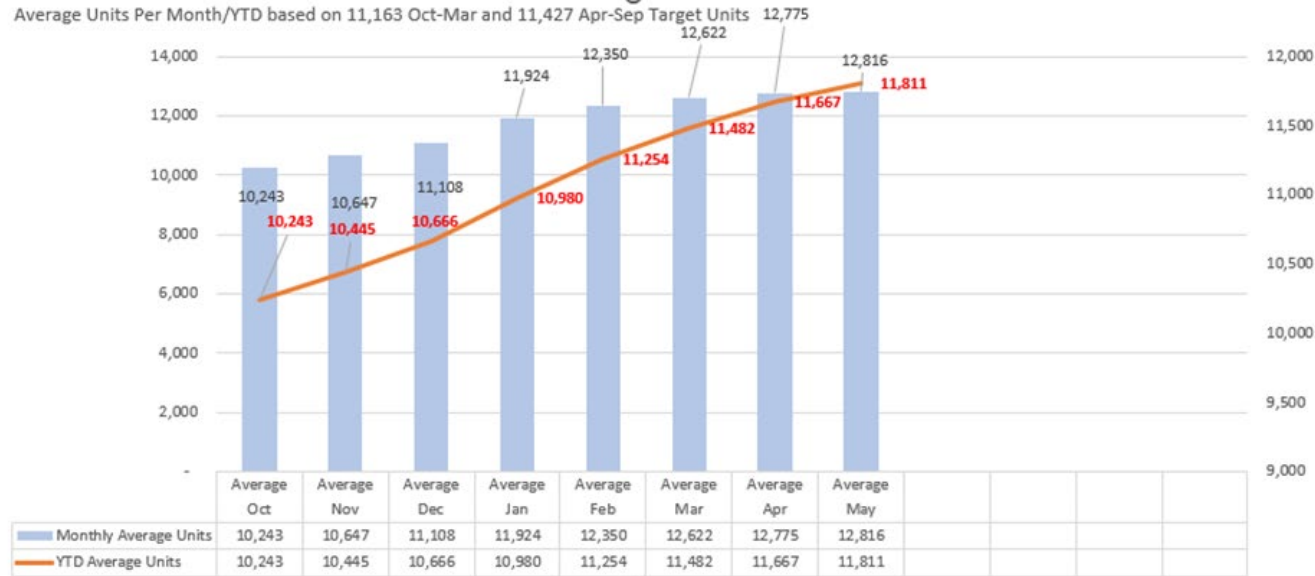
**WSA is currently meeting or exceeding performance targets for 2023 18 of 22 of TWC Contracted Measures**

**Except:**

- WIOA C & T Participants Credential Rate and RESEA Re-Employment Rate



# Child Care Performance Briefing



- TWC Performance set at 11,427 for FY 2023
- Current YTD for FY 2023: 11,811
- Performance 105.14%

	Oct	Nov	Dec	Jan	Feb	March	Apr	May
	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
3								
4								
5	Monthly Average %	91.76%	95.38%	99.50%	106.82%	110.64%	113.07%	111.79%
6	YTD Average Units %	91.76%	93.57%	95.55%	98.36%	100.82%	102.86%	105.14%
7								
8								



# Child Care Performance Briefing

	Oct	Nov	December	Jan	Feb	March	April	May
	Average	Average	Average	Average	Average	Average	Average	Average
Choices	237	229	209	203	201	198	196	186
TANF						4		
Low Income	9,554	9,938	10,419	11,210	11,618	11,868	11,983	11,991
Former DFPS	382	401	392	419	428	439	476	511
Homeless	70	79	88	92	103	114	120	128
Monthly Average Units	10,243	10,647	11,108	11,924	12,350	12,622	12,775	12,816
Monthly % Average	91.76%	95.38%	99.50%	106.82%	110.64%	113.07%	111.79%	112.16%
YTD Average Units	10,243	10,445	10,666	10,980	11,254	11,482	11,667	11,811
YTD % Average	91.76%	93.57%	95.55%	98.36%	100.82%	102.86%	104.14%	105.14%
TWC Target	11,163	11,163	11,163	11,163	11,163	11,163	11,427	11,427



# Alamo Early Learning Centers

## Alamo Region Percentage of CCS / TRS Early Learning Centers

\* As of 6/26/23

Early Learning Center Location	Programs (With/Without CCS agreement)	Total Number of CCS Programs	TRS Certified	Percentage
Bexar Early Learning Programs (CCS)	798	436	<b>128</b>	29.36%
Rural Early Learning Programs (CCS)	254	132	<b>23</b>	17.42%
<b>Total</b>	<b>1042</b>	<b>568</b>	<b>151</b>	<b>26.58%</b>



# WSA Quality Cohort

*Quarter / Program YR	Remaining Centers Start of Quarter	**Centers Enrolled	Percentage Completion	Complete by the End of Quarter	Eligible for TRS	Applied for TRS	TRS Certified	Status
Q1 / 23	411							
Q2 / 23	411	11	100%	11				
Q3 / 23	400	71	100%	71				
Q4 / 23	329	80	80%	64				
Q1 / 24	265	80	80%	64				
Q2 / 24	201	80	90%	72				
Q3 / 24	129	80	90%	72				
Q4 / 24	57	80	70%	56				
Target PY 24	1							

\*Quarter / Program Yr: Cohort is 6 months. Do not anticipate seeing significant changes QXQ

\*\*Centers Enrolled: Existing + New - Graduated. Data tracks urban and rural centers.



# 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	45	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)

**\$1.8 Million**

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

- TWC Target 256
- Enrollments: 359
- Positions Secured: 207
- Completed WRT: 163
- Job Placements: 197
- Completed 5 weeks: 65

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: 100
- Increased award by \$106,000, pending confirmation
- 60 additional teachers with increase
- Focus on expanding rural district participation
- Launch: June 2023

New Program Year: Timeline: March 2023 - August 2023

## Targeted Industries:



Manufacturing



Education



Health



IT/Cybersecurity



Construction



Finance



# 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	3	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 held at Expo Hall 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 will have multiple smaller events versus a large event. Next two events scheduled Sept 14<sup>th</sup> & Sept 29<sup>th</sup>, 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 91%.
- "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	TOTAL	Goal	%	
<b>Enrollments - URBAN</b>													
In-School Youth	1	1	1	1	0	2	1	2	17	26	185	164	113
Out-of-School Youth	11	9	28	14	12	32	17	17	19	159			
<b>Enrollments - RURAL</b>													
In-School Youth	1	3	1	0	2	4	7	8	16	42	103	31	332
Out-of-School Youth	9	14	4	1	4	4	5	8	12	61			
<b>Services</b>													
Occupational/Vocational Training	2	6	2	5	3	2	2	1	7	30		40	75
Work Experience	7	4	4	13	8	18	8	23	46	131		140	94
Supportive Services	43	54	53	85	47	103	56	90	103	634		209	303
Educational Services (GED)	8	9	0	3	4	2	2	8	1	37		21	176

Timeline: October 1, 2022 – September 30, 2023



# Jobs Y'all Youth Career Event

## Castroville, TX - June 29, 2023

### Sponsors



- Rural Focus – Braden Keller Community Center
- Castroville, TX (Medina County) 3:00 PM -7:00 PM
- All Industries
- 59 students, 41 + parents, 24 employers/community organizations

Sponsor	Amount Donated	Line items
Guadalupe Readymix	\$140.00	Snow Cones, Popcorn, Cotton Candy Machines
Walmart	\$100.00	Hot dogs, Cookies, Decorations
Friendly Stop	2 Large Boxes	Boxes of Chips
Pizza Hut	10 Pizzas	Pizza for Volunteers
Bush's Chicken		Tea, Ice, Cups

June Youth Budget	
Event Budget	\$8,320.67
Monthly % used	34.7 %
Venue	\$150.00
Promotional Materials	\$2,737.68
Event Total	\$2,887.68

\* Per TWC guidelines, Youth Programs require Boards to identify existing resources throughout their communities to serve Youth.

As good stewards, the savings from this event allows us to us allocate the remaining funds to the upcoming youth events Seguin, TX (Sept. 14) & San Antonio, TX. (Sept. 29)

#### Next Steps

- from this event lead to....
- Students more likely to attend while school is in session due to transportation.
  - Strong community presence willing to sponsor in Medina County.
  - Great interest of solar eclipse events, early start to promoting initiative.



# Jobs Ya'll Youth Career Event

## Upcoming Events

### Guadalupe & Comal Counties Seguin, TX

- Date: September 14, 2023
- Time: 10am – 2pm
- Location: Seguin City Coliseum
- All Industries
- Goal: Target 500 youth from nine area school districts in rural counties



It's real.



### Bexar County San Antonio, TX

- Date: September 29, 2023
- Time: 10 am – 2pm
- Location: CPS Headquarters
- Oil and Gas & Engineering
- Goal: Target 200 youth from five area school districts in urban



# 2022 Workforce Grants & Project Updates

## WIOA Youth - Participant Planning Summary

PPS WIOA YOUTH 2022-2023	Carry Overs	NEW				YEAR END GOAL	YEAR END GOAL %
		Q1 OCT-DEC'22	Q2 JAN-MAR'23	Q3 APR-JUN'23	Q4 JUL-SEP'23		
Urban Participants Planned	184	36	48	44	36	164	
Actual New Enrollments		51	61	73		185	113%
Rural Participants Planned	150	7	9	8	7	31	
Actual New Enrollments		32	15	28	28	103	332%
Work Experience Career Opportunities Planned		35	35	35	35	140	
Actual		15	39	77		131	94%
Educational Service (GED) Planned		5	5	6	5	21	
Actual		17	9	11		37	176%
Supportive Services Planned		52	52	53	52	209	
Actual		150	235	249		634	303%
Training Services Planned		10	10	10	10	40	
Actual		11	10	9		30	75%

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
130	375	140	157



### Targeted Industries:

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



# Overview of Youth Budget

004 - WIOA YOUTH						
Account Code	Account Short Title	Total Budget - Revised	Current Period Actual	YTD Actual	Total Budget Variance - Revised	Percent Total Budget Used - Revised
10	Personnel					
7140	Personnel Wages	1,050,243.14	90,434.48	734,814.24	315,428.90	69.96%
7141	Personnel Fring	330,125.24	21,570.81	194,853.14	135,272.10	59.02%
Total 10	Personnel	1,380,368.38	112,005.29	929,667.38	450,701.00	67.35%
20	Contractor Admi					
7142	Travel-Contract	35,470.47	6,770.58	50,658.93	(15,188.46)	142.82%
7143	General Ops	15,278.77	3,576.35	47,072.83	(31,794.06)	308.09%
7144	Contract/Prof S	45,682.00	3,129.83	26,613.70	19,068.30	58.25%
Total 20	Contractor Admi	96,431.24	13,476.76	124,345.46	(27,914.22)	128.95%
22	Profit					
7102	Profit-Contract	94,835.58	0.00	0.00	94,835.58	0.00%
Total 22	Profit	94,835.58	0.00	0.00	94,835.58	0.00%
23	Board Cost					
5404	Cell Phones & D	0.00	353.29	3,737.38	(3,737.38)	100.00%
5869	Software Licens	0.00	0.00	456.00	(456.00)	100.00%
Total 23	Board Cost	0.00	353.29	4,193.38	(4,193.38)	100.00%
30	Direct Client S					
7208	Incentives-Work	10,302.80	1,150.00	12,500.00	(2,197.20)	121.32%
7209	Other SS-Client	14,400.00	2,579.88	18,236.26	(3,836.26)	126.64%
7210	Transportation	17,550.00	2,527.00	19,133.00	(1,583.00)	109.01%
7301	Training-Client	120,000.00	17,974.60	155,912.67	(35,912.67)	129.92%
7305	Work Experience	753,312.00	106,951.03	410,470.96	342,841.04	54.48%
7314	Prevoc Skills	12,800.00	169.00	16,309.75	(3,509.75)	127.41%
Total 30	Direct Client S	928,364.80	131,351.51	632,562.64	295,802.16	68.14%
Total 004 - WIOA YOUTH		<b>2,500,000.00</b>	<b>257,186.85</b>	<b>1,690,768.86</b>	<b>809,231.14</b>	<b>67.63%</b>
Report Difference		<b>2,500,000.00</b>	<b>257,186.85</b>	<b>1,690,768.86</b>	<b>809,231.14</b>	<b>67.63%</b>



# 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 7.27.28

FY22/24 Goals (April – June)	WSA Applicants Interviewed	Case Managed / Enrolled in Training	Completed Training	Placed in Quality Job
	6553	4372		
YTD	2884	1549	181	86

### 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

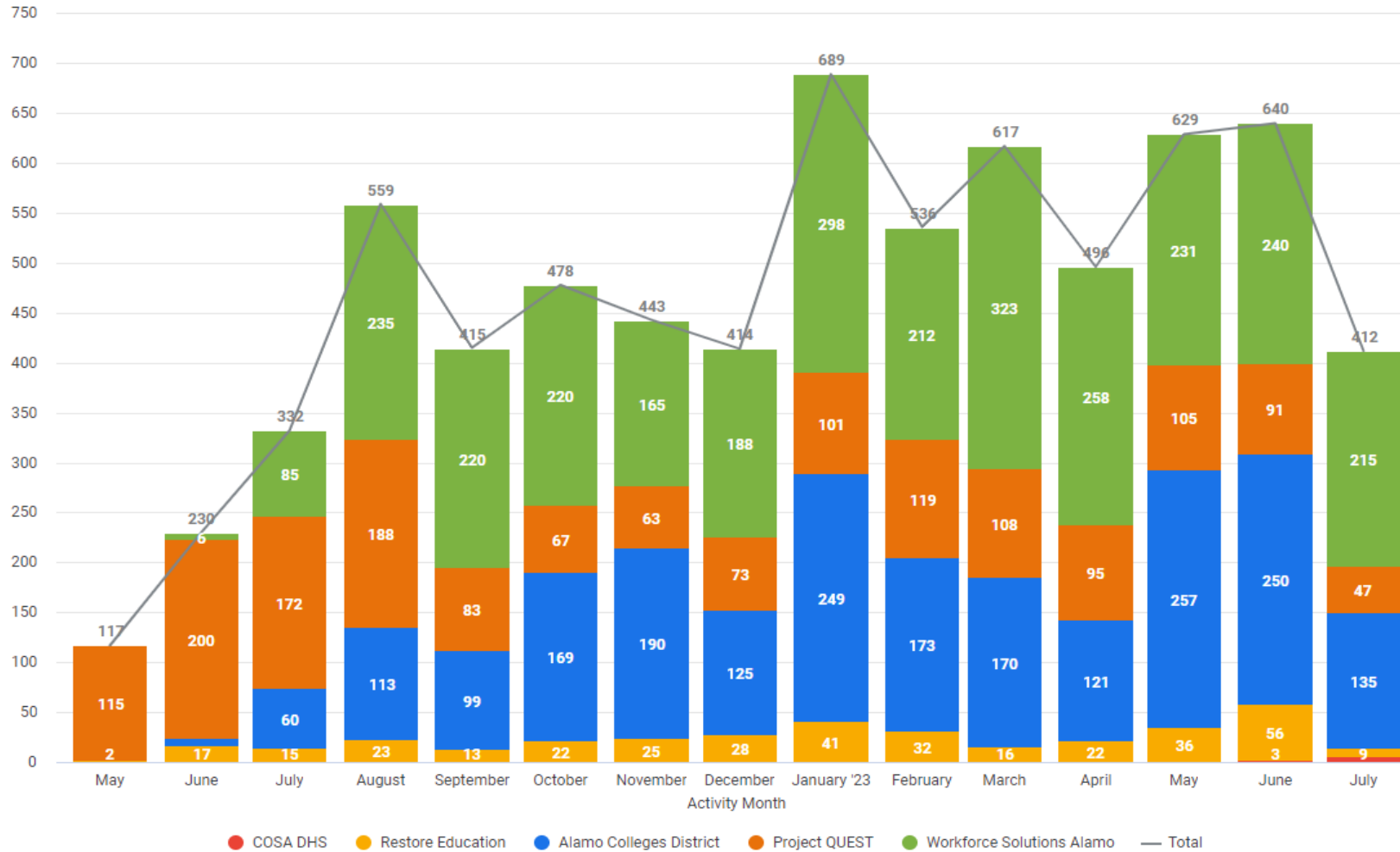


Top Trainings being selected: Medical, IT & Construction



# YEAR TO DATE - ENROLLED IN TRAINING

Applicants Interviewed (Successful PAAs) by Month



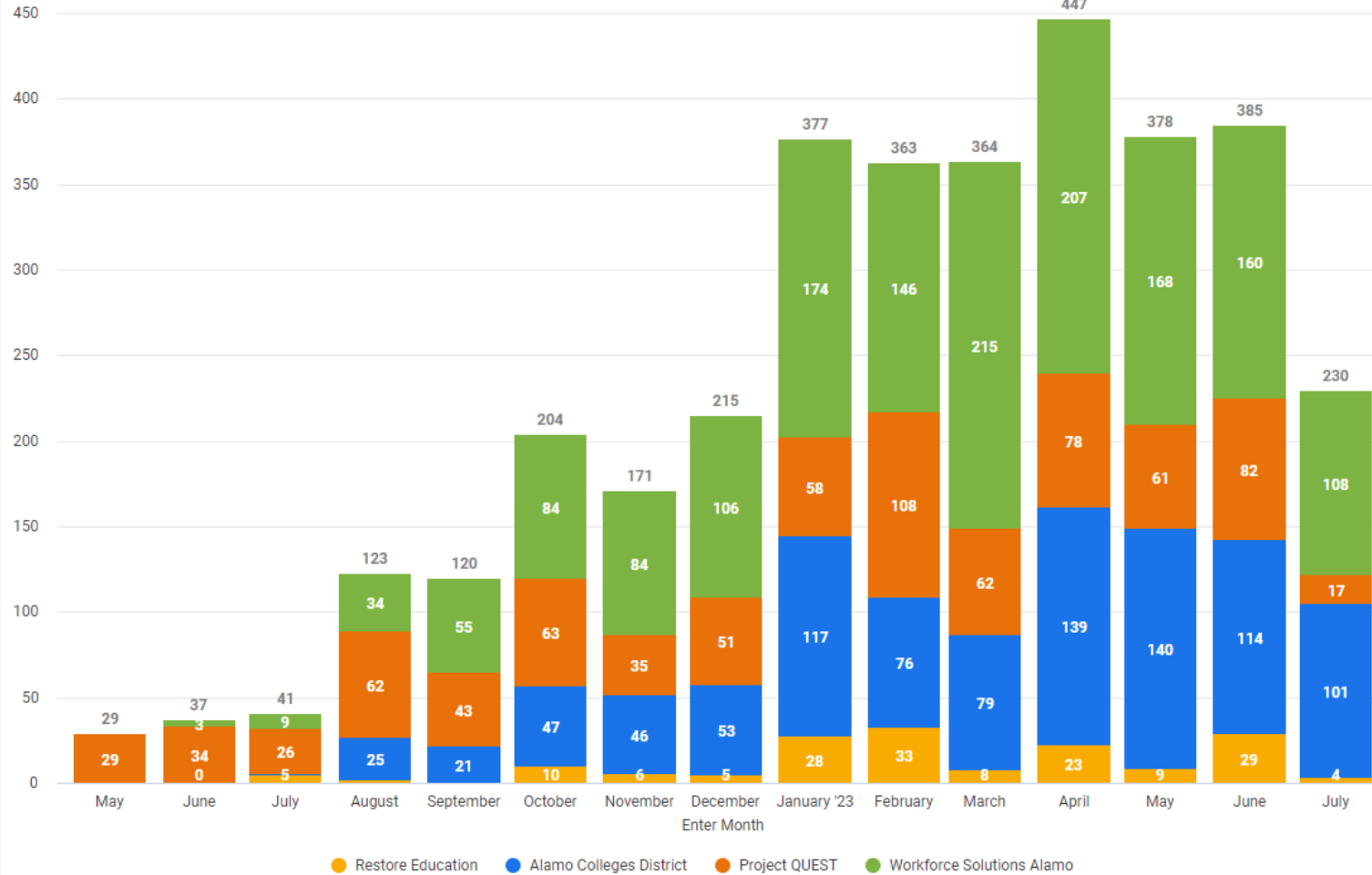
Applicants Interviewed (Successful PAAs) by Month

	Activity Month ^	Total	Workforce Solutions Alamo	Alamo Colleges Distr
1	2022-05	117	0	0
2	2022-06	230	0	6
3	2022-07	332	85	0
4	2022-08	559	235	0
5	2022-09	415	220	0
6	2022-10	478	220	0
7	2022-11	443	165	0
8	2022-12	414	188	0
9	2023-01	689	298	0
10	2023-02	536	212	0
11	2023-03	617	323	0
12	2023-04	496	258	0
13	2023-05	629	231	0
14	2023-06	640	240	0
15	2023-07	412	215	0
Totals		7,002	2,896	0

Data from 7.28.23 pulled from COSA-Signify Monthly Stats Report. Data is live and changing daily.

# RTW YEAR-TO-DATE PROGRAM PROGRESS

Enrolled in Training by Month

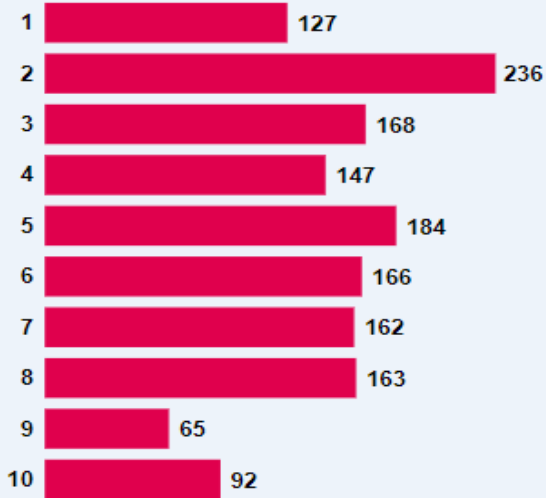


Enrolled in Training by Month

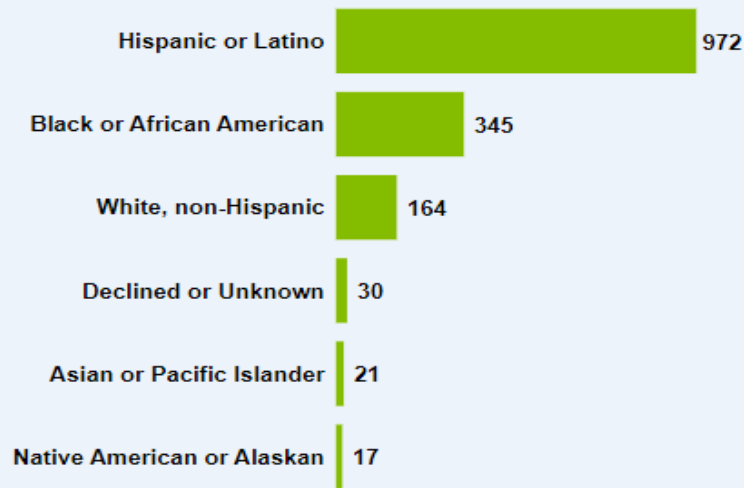
n	Alamo Colleges District	Project QUEST	Workforce Solutions Alamo
1	0	0	29
2	0	0	34
3	5	1	26
4	2	25	62
5	1	21	43
6	10	47	63
7	6	46	35
8	5	53	51
9	28	117	58
10	33	76	108
11	8	79	62
12	23	139	78
13	9	140	61
14	29	114	82
15	4	101	17
Totals	163	959	809

# ENROLLED IN TRAINING

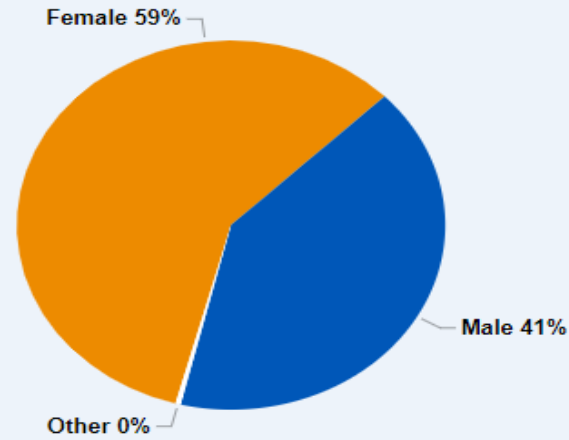
City Council District



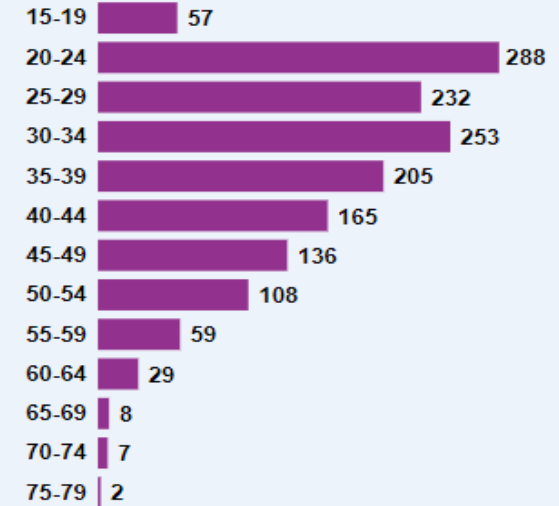
Race & Ethnicity



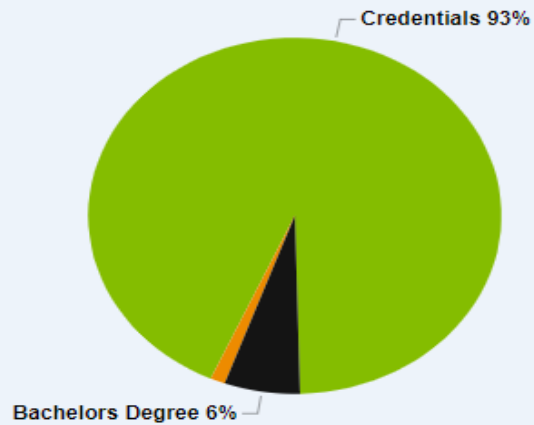
Gender



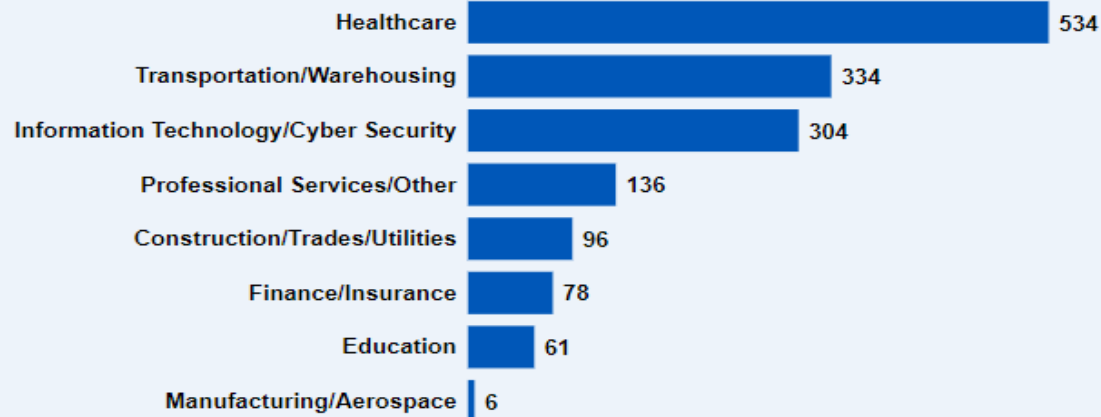
Age



Type of Credential



Enrollment by Target Industry



Successfully Completed Training  
**181**

Training Retention Rate  
**93%**

Successful Training Completion Rate  
**63%**

# APPLICANTS INTERVIEWED



## Applicants Interviewed: 2,884

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

The City has contracted with four partner agencies to interview RTW applicants to assess eligibility and potential barriers: Workforce Solutions Alamo, Alamo Colleges District, Project QUEST, and Restore Education. Workforce Solutions Alamo manages a consortium of seven subcontractors to assist, including Avance, C2Global, Chrysalis Ministries, Family Service Association, SA Food Bank, Texas A&M San Antonio, and YWCA.

Program Overview
Applicants Interviewed
Enrolled in Training
Placed in Quality Job

**Filter data** Clear all filters

Press Ctrl to select multiple values

**City Council District**

All

**Partner Agency**

Workforce Solutions Alamo

**Race & Ethnicity**

All

**Eligibility Status**

All

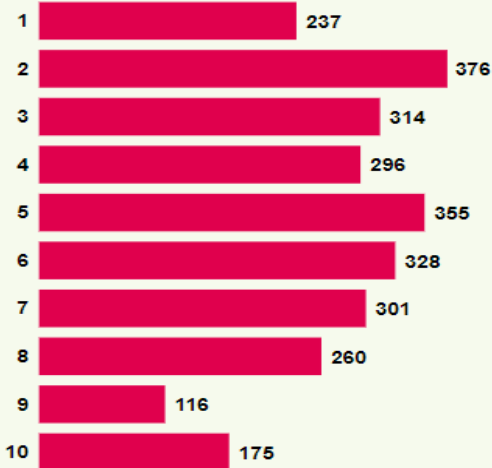
**Gender**

All

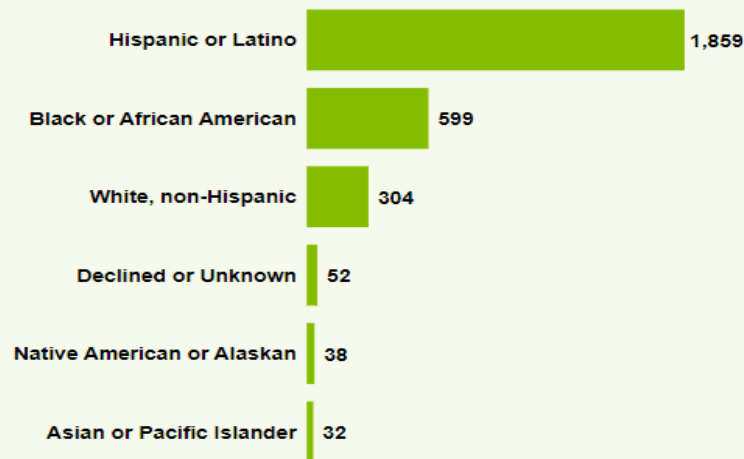
**Age Range**

17  84

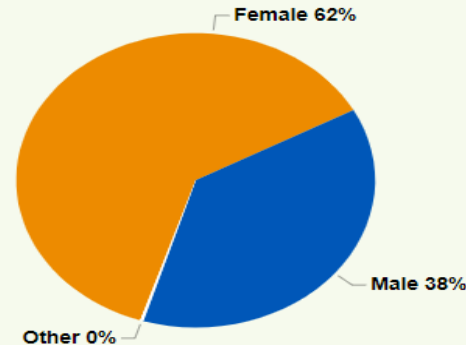
City Council District



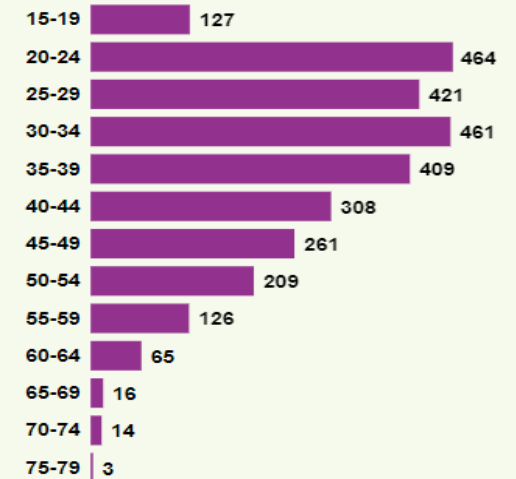
Race & Ethnicity



Gender

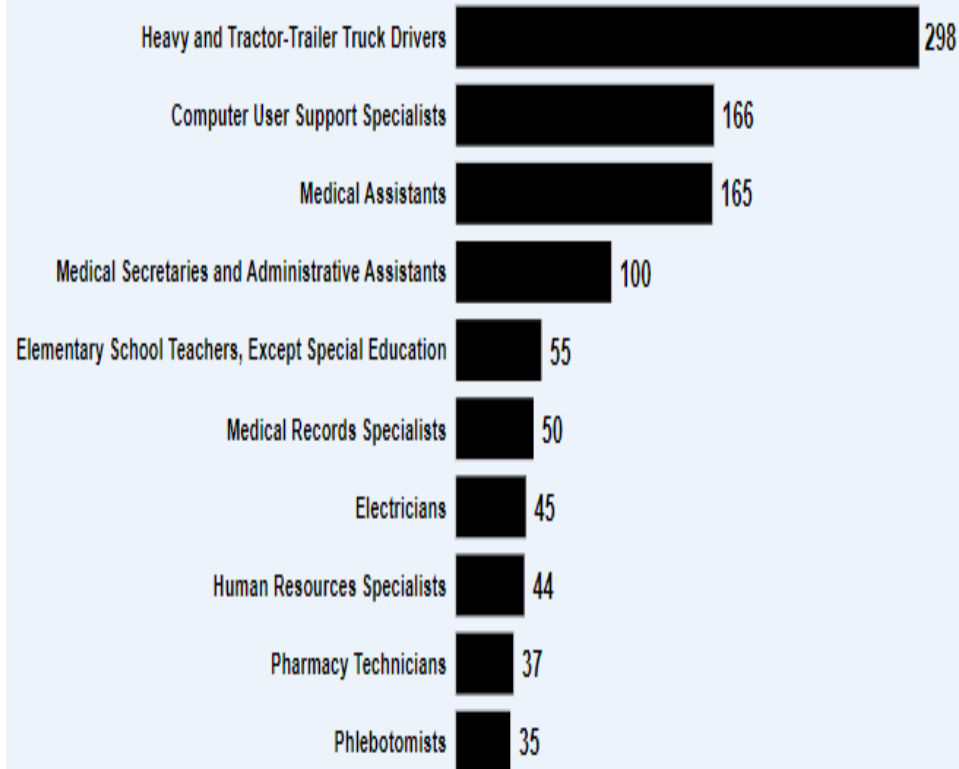


Age

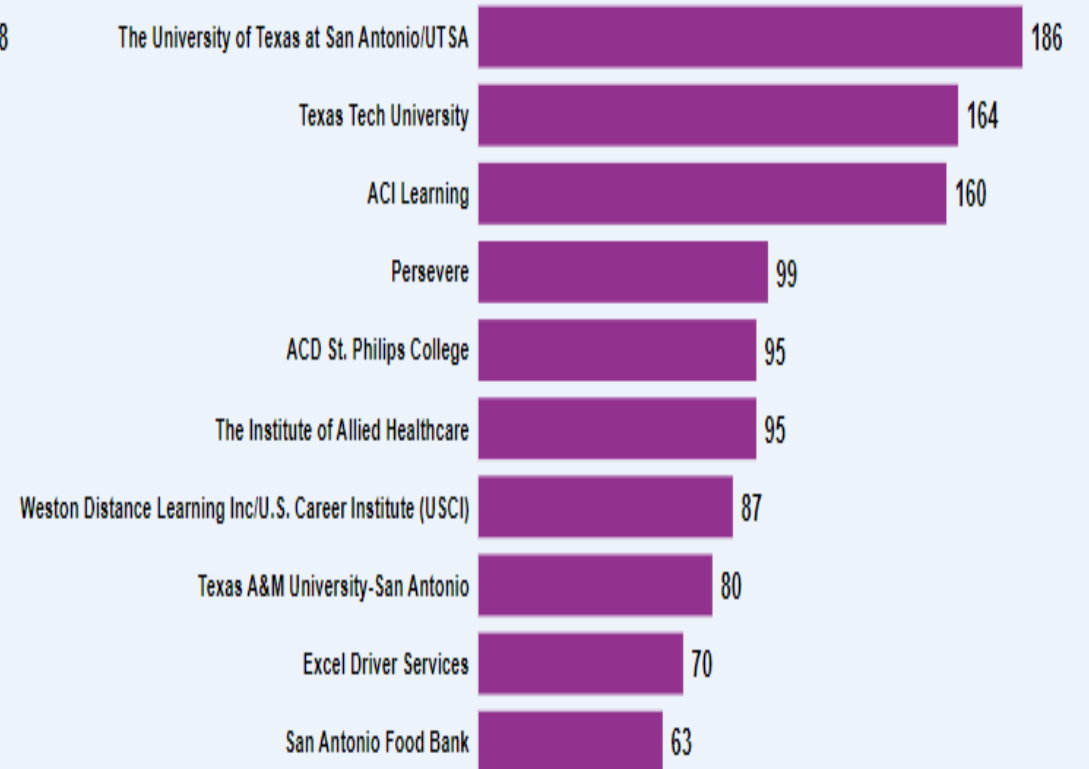


# Training

### Top 10 Training Occupations by Enrollment

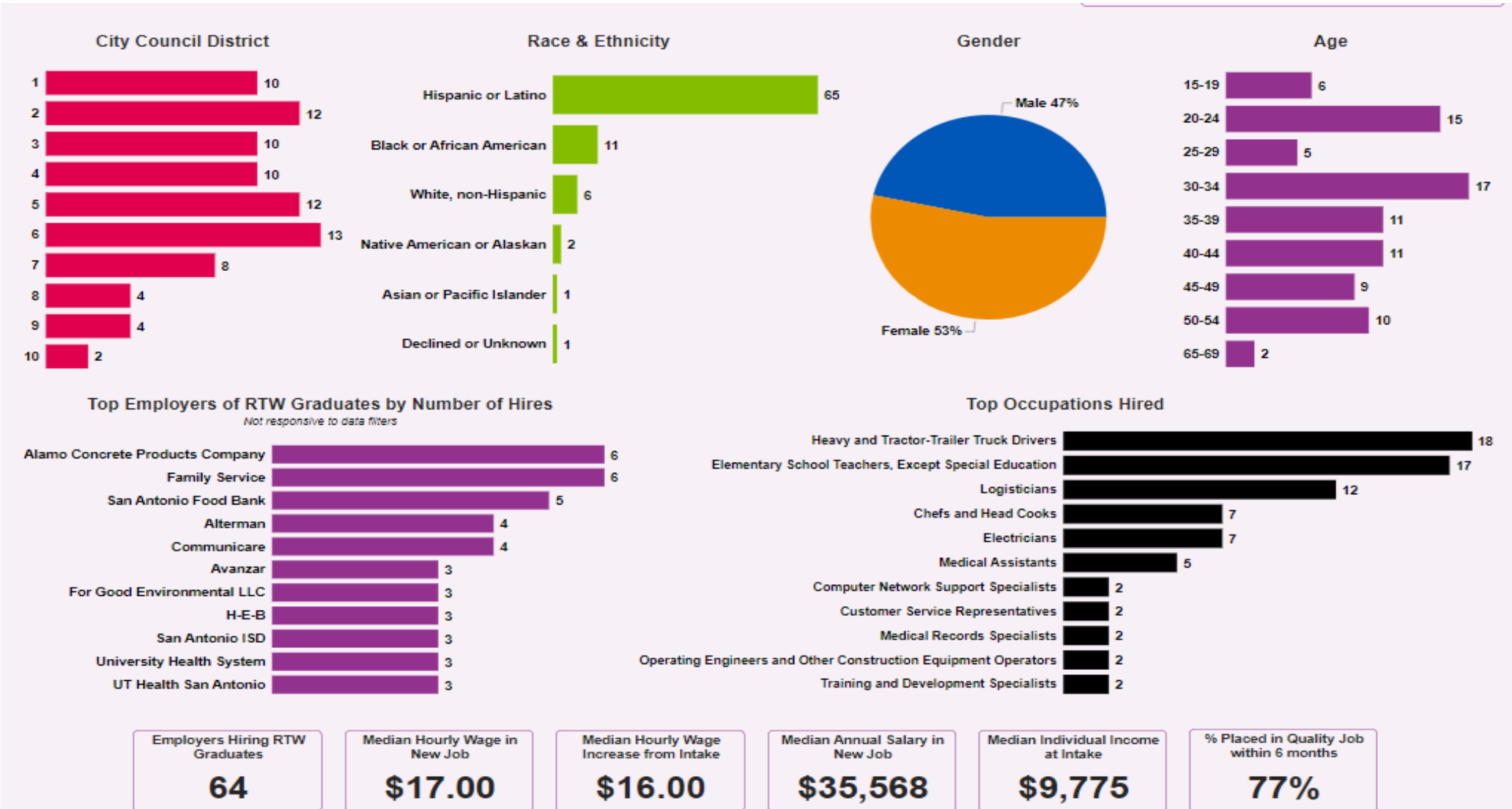


### Top 10 Training Providers by Enrollment



The City of San Antonio is sharing this data publicly in line with the program's guiding principle of transparency. This data is current as of 7/27/2023 and is subject to change on a daily basis. Hundreds of Ready to Work coaches manually input and update information in a central case management data platform as they work every day with program applicants and participants. Contact 210-207-JOBS (5627) or [RTWHelp@sanantonio.gov](mailto:RTWHelp@sanantonio.gov) with any questions or comments.

# PLACEMENTS



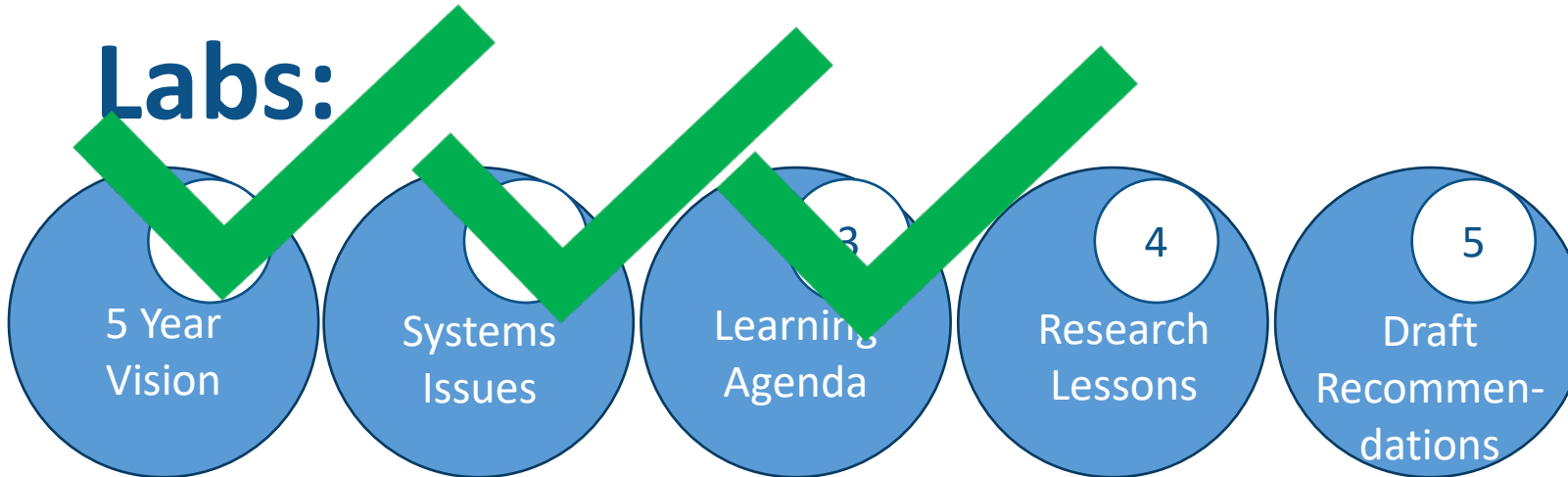
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Developing a Framework for Action

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 Procurement and Contracts

**Date:** August 4, 2023

**Subject:** Procurement: Contract Summary and RFP Update

**Summary:** This report is intended to provide a summary of active contracts the Board has approved or intends to renew or execute through June 30, 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>Procurement</u>	<u>Date of Release</u>	<u>Status</u>	<u>Anticipated Award Date</u>
RFP 2023-019	Job Placement and Worksite Monitoring	June 16, 2023	Pending Award	Augst 2023
RFQ 2023-020	Postage Meter Machines	June 19, 2023	Evaluation	August 2023
RFQ 2023-021	Document Shredding Services	June 30, 2023	Evaluation	August 2023
RFI 2023-012	Lease Property Search (Walzem)	March 24, 2023	Pending Award	August 2023
RFI 2023-015	Lease Property Search (Kerrville)	April 17, 2023	Evaluation	September 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 & Contracts’ 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 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 is provided.

**Next Steps:** Procurement and Contracts will continue to proactively monitor contracts in identifying new opportunities for purchase of goods and services to leverage cost savings to WSA in support of the local plan and the mission of Workforce Solutions Alamo.

**Attachments:** Contract Listing

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	1YR VMWARE LICENSE- Virtualization Server	COMPUTER SOLUTIONS	\$31,546	19-May-23	18-Feb-24	18-May-24	Annual Renewal
Active	3YR WEBEX LICENSES - Web conferencing	Barcom	\$10,440	30-Nov-21	1-Oct-24	1-Jan-25	1-3 year renewal
Active	Virtual Recruitment Suite	Premier Virtual	\$15,000	30-Jun-22	30-Apr-23	30-Jun-23	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	3YR VMWARE LICENSE- Virtualization Server	COMPUTER SOLUTIONS	\$10,573	26-Mar-21	17-Feb-24	17-May-24	1-3 year renewal
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	ACCESIBE SOFTWARE LICENSE	WEBHEAD	\$2,287	1-Jun-22	2/31/2023	31-May-23	Annual Renewal
Active	Adobe Creative Cloud Subscription	CCB (Consistent Computer Bargain)	\$1,452	6-Jan-23	1-Dec-23	6-Jan-24	Annual Renewal
Active	Adult Services	C2 Global Professional Services, LLC	\$19,505,317	1-Oct-21	3-Apr-22	30-Sep-22	No renewals remaining
Active	Advertised Opportunities (job board)	Breezy HR, Inc.	\$6,375	24-Nov-22	27-Jul-23	23-Nov-23	Annual Renewal
Active	APPSPACE 24MOS DIGITAL SIGNS	PRESIDIO	\$32,400	1-Jul-22	30-Apr-24	30-Jun-24	Annual Renewal
Active	ArcGIS-Mapping Software	ESRI	\$200	6-Apr-23	5-Jan-23	6-Apr-24	Annual Renewal
Active	Architect and Space Planning Services	LK Design Group Inc.	\$150,000	30-Sep-22	30-May-23	30-Sep-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	Board Book Subscription	Board Book	\$4,000	1-Sep-22	2-Jun-23	31-Aug-23	Annual Renewal
Active	Case Management Solutions	CaseWorthy, Inc	\$25,419	1-Aug-21	2-May-23	31-Jul-23	Annual Renewal
Active	CFO Staff Augmentation Services	Collective Strategies	\$270,000	7-May-23	7-Feb-23	7-Aug-23	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	Cisco Wireless Access Point Support- Pearsall	BARCOM	\$72	1-Jun-23	30-Mar-24	31-May-24	Annual Renewal
Active	Cognito Forms Enterprise License	Cognito	\$1,334	1-Sep-22	30-May-23	31-Aug-23	Annual Renewal
Active	Cognito Forms Enterprise License	Cognito	1,622.40	1-Oct-22	30-Jun-23	30-Sep-23	Annual Renewal
Active	Commercial Insurance Broker	SWBC Insurance	Commission Based	1-May-23	30-Jan-24	30-Apr-24	4 - 1 Year Renewals
Active	Commercial Janitorial Services	M & Rs Elite Janitorial Solutions	\$213,520	1-Oct-21	3-Jul-23	30-Sep-23	4- 1 year renewals

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
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
Pending	Compliance Hotline Provider	Lighthouse Services	\$260	15-May-23	15-Apr-23	15-May-24	Annual Renewal
Active	DATA ANALYTIC SOFTWARE	EMSI	\$19,500	9-Jan-23	8-Oct-23	8-Jan-24	Annual Renewal
Active	Document Destruction	Shred-It (Stericycle)	\$15,000	2-Jul-21	2-Apr-22	1-Jul-23	No renewals remaining
Active	Domain-WSAlamo.org	Go Daddy	\$62	13-Jun-23	13-May-24	12-Jun-24	Annual Renewal
Active	E FAX FOR SAFB LOCATION	Nextivia	\$23	4-Apr-23		3-Apr-24	Auto-Renewal
Active	E Signature Software	DOCUSIGN	\$19,872	15-Feb-23	14-Nov-23	14-Feb-24	Annual Renewal
Active	Electrical Services	All Star Electric	\$24,400	1-Mar-23	23-Oct-23	29-Feb-24	No renewals remaining
Active	Email outreach software	Constant Contact	\$8,644	16-Mar-23	16-Dec-23	16-Mar-24	Annual Renewal
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	Financial Audit Services	ABIP, PC	\$67,050	1-Oct-22	2-Jul-23	30-Sep-23	2-1 year renewals
Active	Fiscal Monitoring Services	Christine H Nguyen, CPA	\$136,605	1-Feb-22	3-Oct-22	31-Jan-24	3- 1 year renewals
Active	GAZELLE SOFTWARE SUBSCRIPTION	ABILA - GAZELLE	\$12,075	1-Oct-22	30-May-23	30-Sep-23	Annual Renewal
Active	Grant Writer Services	TJD Consulting	\$7,000	23-May-2023	1-Aug-2023	30-Sep-2023	1-1 year renewal
Active	GRAPHIC DESIGN SOFTWARE	Canva	\$119	8-Apr-23	8-Jan-23	8-Apr-24	Annual Renewal
Active	Guard Services	Vets Securing America	\$369,000	1-Jan-23	30-Apr-23	30-Sep-23	4- 1 year renewals
Active	HVAC PM Services	Fixya Air, LLC	\$30,000	18-Jun-21	30-Apr-23	30-Sep-23	No renewals remaining
Active	ISR MODULAR ROUTER - ASA FIREWALL MAINTENCE	PRESIDIO	\$121,697	19-Sep-18	18-Jun-23	18-Sep-23	Annual Renewal
Active	IT Cloud Services	Freeit Data Solutions, Inc.	\$101,201	20-Jul-22	2-Jul-23	30-Sep-23	3- 1 year renewals
Active	IX-3 Postage Meter	Quadient	\$4,017	12-Feb-22	13-Nov-24	12-May-25	No renewals remaining
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	Language Interpreter Services	Universal Technical Translation	\$4,050	1-Jan-23	22-Sep-23	31-Dec-23	No renewals remaining
Active	Lawn Care Maintenance-Pearsall	Arriazola Lawn Care Services	\$480	1-Apr-23	31-Dec-23	31-Mar-24	2-1 year renewals
Active	Leased Copier and Supplies-S Flores	Xerox Financial Services	\$23,582	1-Nov-19	2-Aug-24	31-Oct-24	No renewals remaining

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	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	Leased Copier and Supplies-various locations	Xerox Financial Services	\$62,220	1-Nov-20	3-Aug-25	1-Nov-25	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	Legal Services	Martin & Drought, P.C.	\$90,000	1-Oct-22	2-Jul-23	30-Sep-23	3- 1 year renewals
Active	Locksmith Services	Crites Downtown Lock & Key	\$1,595	1-Jan-23	31-Oct-23	31-Dec-23	No renewals remaining
Active	Maintenance Handyman Services	360TXC LLC.	\$13,860	19-Jun-23	19-Jan-24	19-Jun-24	3-1 Year Renewal
Active	Marketing & Outreach Services	Texas Creative	\$100,000	21-Feb-23	22-Nov-23	20-Feb-24	2-1 year renewals
Active	Mat Rentals	Service Uniform	\$37,281	1-Jun-21	31-Jan-24	31-May-24	No renewals remaining
Active	MICROIX SUPPORT & MAINTENCE SOFTWARE	MICROIX	\$3,674	21-Aug-22	20-May-23	20-Aug-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	MIP MAINTENCE & SUPPORT	ABILA	\$16,186	1-Jun-23	31-Jan-23	31-May-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	Moving Services	Scobey Moving & Storage, LTD.	\$25,000	1-May-23	25-Dec-22	30-Apr-24	2-1 year renewals
Active	NATIONAL ASSOCIATION WORKFORCE BOARD MEMBERSHIP	NAWB	\$3,000	1-Jul-23	20-Mar-24	30-Jun-24	Annual Renewal
Active	Network & UC Managed Services	Barcom Enterprises	\$119,520	1-Mar-23	30-Dec-23	29-Feb-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	New CFO Candidate - Hire Solutions - Irlanda Cassidy	Hire Solutions	\$17,000	20-Jun-22	30-Aug-23	30-Sep-23	1-1 year renewal
Active	NEWSLETTER SUBSCRIPTION	THE BOERNE STAR	\$59	15-Sep-22	15-Jun-23	15-Sep-23	Annual Renewal
Active	NIMBLE SUPPORT SERVICES	FreeIT Data Solutions, Inc	\$7,172	20-Jul-22	30-Jun-23	30-Sep-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	On Call Plumbing Services	1st Aid Plumbing Inc	\$30,000	1-Mar-23	1-Aug-23	29-Feb-24	2-1 year renewals
Active	Pest Control Services	Orkin LLC - Deborah Toth	\$9,333	1-Jan-23	22-Sep-23	31-Dec-23	1-1 year renewal
Active	Post Machine Rental-E Houston	FP Mailing Solutions	\$627	11-Jul-22	14-May-23	31-Jul-23	No renewals remaining
Active	Postage for VR Staff-Datapoint	FP Mailing Solutions	\$1,555	1-Oct-20	3-Jul-23	1-Oct-23	Auto-Renewal

Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	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-Kerrville	FP Mailing Solutions	\$1,102	1-Jul-21	1-Apr-23	30-Jun-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-New Braunfels	FP Mailing Solutions	\$1,102	1-Jul-21	1-Apr-23	30-Jun-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	Postage Machine-Seguin	FP Mailing Solutions	\$1,102	1-Jul-21	1-Apr-23	30-Jun-23	Month to Month
Active	Postage Machine-Urban	FP Mailing Solutions	\$6,755	31-Dec-22	4-Jul-23	31-Dec-23	Auto-Renewal
Active	Postage Machine-Walzem	FP Mailing Solutions	\$299	2-Jan-19	3-Oct-23	1-Jan-24	Auto-Renewal
Active	Printer Leases	DOCUMation	\$32,697	1-Aug-21	3-Jun-24	30-Nov-24	No renewals remaining
Active	Procurement Consulting Services	The Syndicate Wave	\$76,212	31-Aug-22	2-May-23	31-Jul-23	No renewals remaining
Active	Procurement Management Software	Bonfire Interactive Ltd	\$24,950	1-Dec-22	1-Sep-23	30-Nov-23	Annual Renewal
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	RTW- Intake, Assesment and Case Management	Chrysalis Ministries	\$5,376,545	21-Jun-22	22-Jul-24	22-Jan-25	3-1 Year Renewal
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
Active	S. Flores Fire and Burglar Alarm Services	ADT LLC	\$2,224	10-Nov-22	9-Aug-23	9-Nov-23	Annual Renewal
Active	SA CHAMBER MEMBERSHIP	SA CHAMBER OF COMMERCE	\$568	1-Jan-23	31-Aug-23	31-Dec-23	Annual Renewal
Active	Safe Cabinet Filing System	Gallion Consulting	\$28,532	1-Oct-22	3-Jul-23	1-Oct-23	Annual Renewal



Status	Contract Name/Description	Vendor	Yearly Estimated Amount	Start Date	Lead Date	End Date	Renewals Remaining
Active	SAGE ASSEST LICENSE & SUPPORT	SAGE	\$6,857	31-Aug-22	3-Mar-22	30-Aug-23	Annual Renewal
Active	Sales and Service Cloud Enterprise	Salesforce Inc	\$614	13-Apr-23	12-Jan-24	12-Apr-24	Annual 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	Security Alarm Monitoring Svcs-Datapoint	ADT/Protection One	\$679	29-Sep-21	30-Jun-23	28-Sep-23	Annual Renewal
Active	Security Operations Center (SOC) Services	FreeIT Data Solutions, Inc	\$102,664	18-Jul-22	2-Jul-23	30-Sep-23	3- 1 year renewals
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	Social Media Scheduling Tool Subscription	HOOTSUITE	\$627	26-Sep-22	25-May-23	25-Sep-23	Annual Renewal
Active	Storage Facility	Safesite, Inc	\$8,328	1-Feb-23	4-Aug-23	31-Jan-24	No renewals remaining
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	SWBCU Online Training Services for Staff	Southwest Business Corporation (SWBC)	\$3,000	23-Mar-23	23-Jan-24	23-Mar-24	Annual Renewal
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	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	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	Vistana Front Doorbell Service Agreement	ADT LLC	\$1,019	13-Jul-23	13-Apr-23	12-Jul-24	Auto Renewal
Active	Walzem Burglar Alarm System Services	True Protection LLC	\$1,878	1-Nov-23	14-Jul-24	1-Nov-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	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	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	Youth Services	Serco of Texas Inc.	\$2,500,000	1-Oct-22	2-Jul-23	30-Sep-23	3- 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					1desk	no charge
Bandera	702 Buck Creek	MOUs					1room	no charge

**MEMORANDUM**

**To:** Oversight Committee

**From:** Adrian Lopez, CEO

**Presented by:** Jeremy Taub, Director of Procurement and Contracts

**Date:** August 4, 2023

**Subject:** Procurement Update: Procurement Process Improvements Status

**Summary:** This report is intended to summarize and update on procurement processes and improvements the Board implemented to increase controls related to contracts and leases. Workforce Solutions Alamo Board procurement staff contracted with a Procurement Consultant, The Syndicate Wave, LLC. in 2022 to help to improve processes and efficiencies.

**Update:** The table below is intended to summarize the completion status of the corrective actions taken:

Item	Status	Complete By
Re-Procure Real Estate Broker	Contract Executed	Completed
Provide requested documentation to TWC for Audit Resolution	Resolved	Completed
Review all Leases for compliance	Secondary review In-Process	August 31, 2023
Implement Lease Procedures	Completed	Completed
Manage Contract Log	On-going	On-going
Implement Procurement Consultant Recommendations*	Completed	Completed

**TWC Recommendations:** In October 2022, the annual TWC monitoring review of procurement was performed to ensure historical procurements were completed in accordance with related policies and procedures. The Board should strengthen controls over expiring contracts. The Board should adhere to the requirements of the FMGC and work with TWC Audit Resolution on re-procuring the workforce center leases for Kenedy, New Braunfels, and Hondo in compliance with federal and state requirements. To accomplish this, TWC has recommended putting in additional measures including:

- The Board should reprocure the contract for a broker before requesting additional services.
- The Board should provide documentation of cost reasonableness to demonstrate that a fair market rate is currently being paid for Pearsall, Floresville, and Boerne workforce center leases.

**TWC Lease Recommendation Progress:** The Board has implemented the recommendations by TWC and coordinated with TWC’s Audit Resolution unit for additional technical assistance on how to cure the non-compliant leases before any future lease renewals. After meeting with TWC, the Board took the following steps to cure the findings:

- WSA performed a lease-by-lease summary of each property with required documentation to address findings with implementation of lease procedures and tools not previously in place.
- TWC did not request WSA to break any lease but expects WSA to perform a complete and transparent procurement before exercising any renewal options on a current lease.
- WSA is reviewing all existing leases to ensure proper procurement.
- WSA performed Lease Market Assessment for the leases to determine cost reasonableness.
- TWC provided that original lease procurements must indicate renewal option periods. Therefore, additional option periods not included in the original lease cannot be exercised without new procurement.

As an outcome of the technical assistance, the Board has taken the following steps:

- The RFP for Real Estate Broker Services has been completed, and the contract with Partners Realty has been executed. The contract term is effective March 13, 2023, for 12 months, and has four (4) one-year options to renew.
- The Board staff is conducting an internal review of all property leases. This process analyzes the existing lease procedures to ensure they align with the TWC’s Financial Manual for Grants Contracts, including the procurement supplement. In addition, this process will ensure that documentation is on file for each item listed in the Lease Procurement Checklist.

**Additional Controls Over Expiring Contracts:** TWC recommended that the Board review and strengthen controls to ensure contracts are renewed or reprocured promptly and appropriately. Procurement has developed a contract management database that is updated regularly by reviewing contract expiration dates in addition to any other contract related action.

Furthermore, Procurement and Contracts Management utilizes e-procurement software to issue automated reminders to contract end users for necessary action requirements on renewing and expiring contracts. Additionally, procurement staff performs follow up with end users individually for status updates. This follow-up process creates an opportunity for collaboration, training, and development throughout the agency.

**Agency-Wide Procurement Improvements:** In March 2022, the Board contracted with The Syndicate Wave, LLC. to address the prior years` TWC recommendation, listing procurement as an area of concern. The independent consultant assessed the procurement area, identifying several required vital control needs. The Board had contracted with The Syndicate Wave, LLC to assess, recommend, and assist to implement agency-wide

improvements to the procurement and contract management process. This included strengthening controls by updating policies and implementing standard operating procedures.

The outcome of the assessment resulted in identifying key risk control areas of capacity, governance, and process effectiveness. The Syndicate Wave, LLC scope of service and contracted course of action was to recommend, enhance, and implement the following agency-wide:

- Improve Procurement Governing Practices and Enhancing Best Practices
- Capacity Building and Strengthening Policy & Procurement System(s) Performance
- Procurement checklists and other tool kits to improve efficiency and effectiveness
- Contract Compliance and Monitoring Improvements
- Standardization of Procurement Planning, Timeline, Requirements, and Operating Procedures
- Records Management Policies (including the utilization of electronic storage)
- Vendor Diversity Outreach Policy Improvements (SMWVBE/HUB)
- Procurement Professional Development Recommendations and Training
- Support Audit reconciliation activities and any “Cure” actions

WSA and The Syndicate Wave, LLC collectively finalized all enhancements and implemented these new policy and procedures recommendations. WSA is committed to conducting procurement acquisitions to the maximum extent practical, in a manner providing full and open competition consistent with the standards detailed in the Financial Manual for Grants and Contracts (FMGC), Texas Workforce Commission Procurement Supplement, Grant Management Common Rule, and Uniform Grant Management Standards (2 CFR 200).

**Next Steps:** Procurement and Contracts Management will continue proactively monitoring compliance, embracing a continuous process improvement culture, as well as integrating an internal quality assurance process.

**Timeline:** The procurement process improvements have been completed and will be reviewed and updated annually to maintain a quality and efficiently run Procurement Department.

**Fiscal Impact:** Strengthening controls will ensure full compliance and guard against future question costs, and potential cost savings. Additionally, these controls will yield more significant contract negotiation positions.

**Attachments:** None.

# Procurement and Contracts

August 4, 2023

Jeremy Taub, Director of Procurement and Contracts  
Giovanna Escalante-Vela, CFO







# Summary

- Contract Summary & RFP
- Procurement Improvement Status



# Procurement Update: Contract Summary & RFP

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

<u>Solicitation</u>	<u>Procurement</u>	<u>Date of Release</u>	<u>Status</u>	<u>Anticipated Award Date</u>
<b>RFP 2023-019</b>	Job Placement and Worksite Monitoring	June 16, 2023	Pending Award	August 2023
<b>RFQ 2023-020</b>	Postage Meter Machines	June 19, 2023	Evaluation	August 2023
<b>RFQ 2023-021</b>	Document Shredding Services	June 30, 2023	Pending Award	August 2023
<b>RFI 2023-012</b>	Lease Property Search (Walzem)	March 24, 2023	Pending Award	August 2023
<b>RFI 2023-015</b>	Lease Property Search (Kerrville)	April 17, 2023	Evaluation	September 2023
<b>RFA 2023-025</b>	Teacher Externships	September 28, 2023	In Progress	January 2024
<b>RFI 2023-026</b>	Leased Property Search (Hondo)	October 1, 2023	In Progress	December 2024





# UPDATE: PROCUREMENT IMPROVEMENT STATUS

**FY21 Concern:** TWC monitoring results identified potential administrative concerns around the Board needing to follow federal and state guidelines for procurement consistently.

**FY22 Contract-Related Findings:** The Board should strengthen controls around expiring leases and contracts.

**Board Response:** As a proactive measure, the Board contracted with The Syndicate Wave to evaluate current policies and procedures, implement best practices, and strengthen controls around procurement.



# UPDATE: PROCUREMENT IMPROVEMENT STATUS

## Controls Implementation Update:


Item	Status	Complete By
Re-Procure Real Estate Broker	Contract Executed	Completed
Provide requested documentation to TWC for Audit Resolution	Resolved	Completed
Review all leases for compliance	Secondary review In-Process	August 31, 2023
Implement Lease Procedures	Completed	Completed
Manage Contract Log	Implemented	Ongoing
Implement Procurement Consultant Recommendations*	Completed	Completed

## Contract Automation


TO MAXIMIZE CONTRACT LIFECYCLE MANAGEMENT



Automate approvals and signing



Standardize contract authoring



Improve business relationships



Leverage electronic signature integrations



Boost compliance and decrease risk



# UPDATE: PROCUREMENT IMPROVEMENT STATUS

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## Continuous Monitoring and Path Forward:

The templates developed and implemented allows for continuous monitoring moving forward:

- ✓ **Annual Review of all policies and procedures.** *Mid-year* changes in operational process and procedures to be addressed accordingly with any updates to the templates established.
- ✓ **Emphasize for all procurements no matter size and complexity to always perform the following:**
  - ❖ **Needs Assessment** to always include document scope/requirements needed for stakeholders.
  - ❖ **Market Research/Cost & Price Analysis** to ensure there's full and open competition documented for every procurement transaction.
  - ❖ **Ongoing Training and Assessment of Procurement Staff** – update professional skills as needed to maintain proficiency with FMGC and State/Federal Regulations.
  - ❖ **Documentation...Documentation...Documentation:** Document all procurement transactions.
  - ❖ **Review and investigate any processes that can be automated** such as the Needs Assessment/Market Research and Cost/Price Analysis Template are good examples of applicable items.





**Questions**

## MEMORANDUM

To: Oversight Committee  
From: Adrian Lopez, Chief Executive Officer  
Presented by: Ricardo Ramirez, Director of Quality Assurance  
Date: August 4, 2023  
Subject: Briefing – Quality Assurance Update

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

### TWC Monitoring

#### Annual Monitoring

TWC completed its Annual Monitoring of WSA on 10/21/2022. We received the Final Report and Audit Resolution Letter(s). Audit Resolution progress:

- SNAP E&T Grant:
  - Form H1822 ABAWD Work Requirement Verification was not fully completed: *resolved*.
  - Form H1817 SNAP Information Transmittal was not completed or submitted timely to HHSC: *in progress*.
  - Form H1817 SNAP Information Transmittal was not recorded in the TWIST Good Cause tab, and Counselor Notes: *in progress*.
- Non-Custodial Parent (NCP):
  - Timely submission of Request to Remove Form: *in progress*.

TWC’s Audit Resolution Comments:

- *WSA has made significant improvement, is fixing the issue, and providing the needed training to staff, and TWC Technical Assistance is supporting WSA’s efforts.*
- *They will review at least one more month for each pending item. Resolution requires a low error rate and continued improvement with accuracy – WSA is achieving both at the time.*

*Upcoming Reviews:* TWC’s Annual Monitoring estimated start date of 10/10/2023.

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

- *Ready-to-Work (RtW): 98% complete. Waiting for final report.*
- *WIOA Adult and Dislocated Worker: 99% complete. Waiting for final report.*
- *TANF/Choices: 39% complete. Currently testing.*
- *WIOA Youth: 29% complete. Currently testing.*

#### Internal QA Program Monitoring

- *SNAP E&T and Non-Custodial Parent (NCP) Technical Assistance (TA): ongoing, performed as part of TWC’s audit resolution monitoring.*

- *SNAP E&T Annual Review*: 100% complete. Final report being released (will report outcomes in upcoming Board meetings).
- *Non-Custodial Parent (NCP)*: 99% complete. Final report being completed.
- *Child Care Quality Improvement Activities (QIA)*: 72% complete.

**Other Activities**

- *Digitizing Paper Records*: led by Trema Cote, WSA Workforce Monitor. Project is on schedule to digitize participant hard-copy paper records.
- *Contract renewals and initiation*: assisting with the development of contracts for Adults 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)







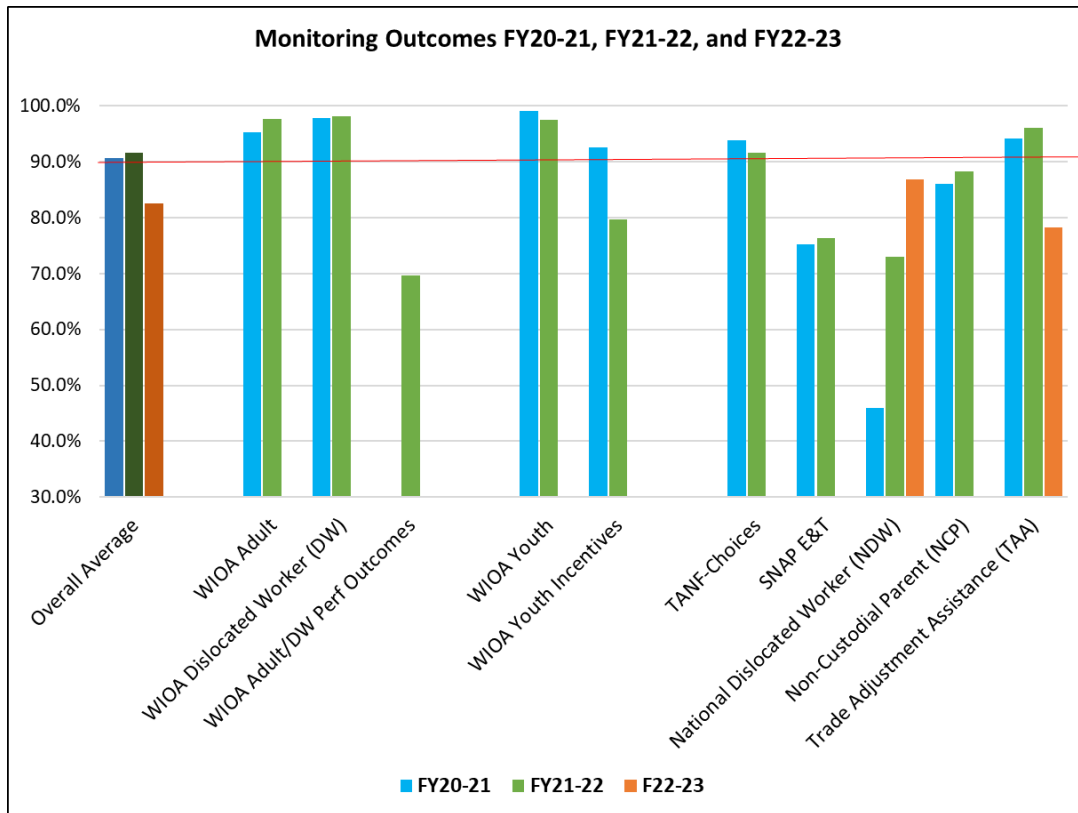
**MEMORANDUM**

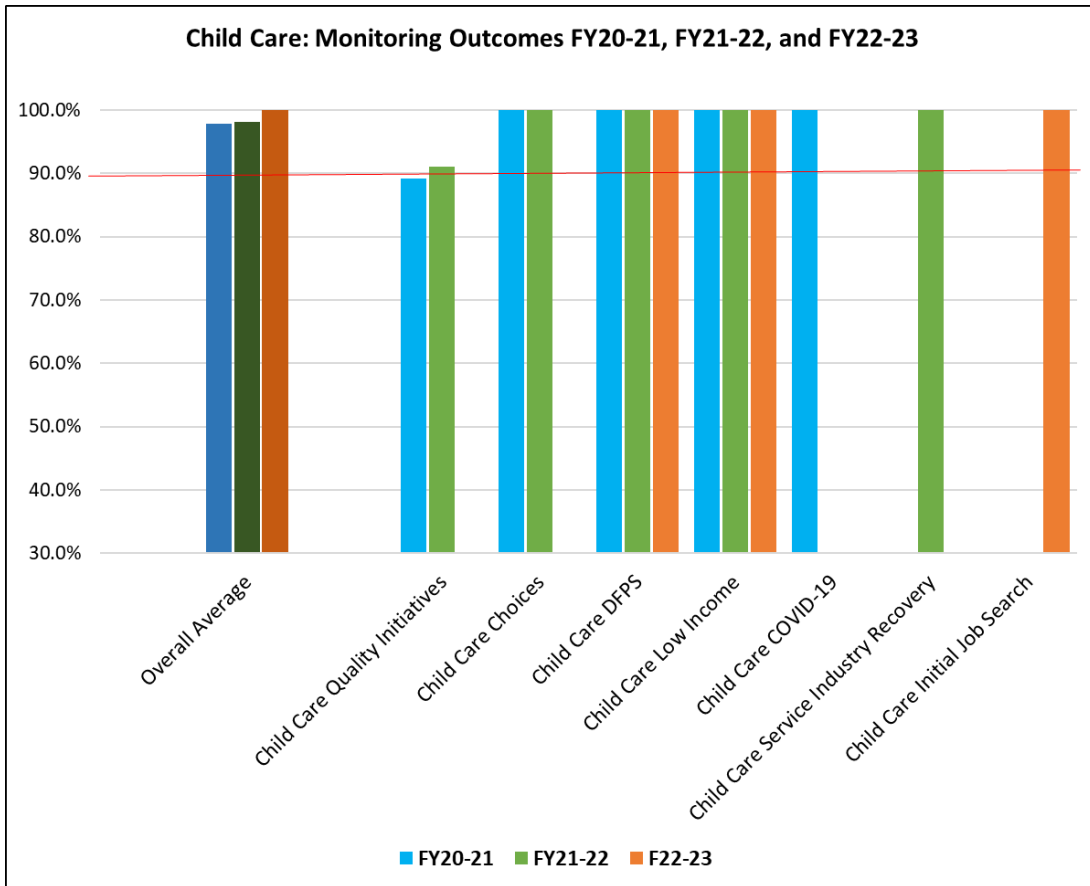
To: Oversight Committee  
 From: Adrian Lopez, Chief Executive Officer  
 Presented by: Ricardo Ramirez, Director of Quality Assurance  
 Date: August 4, 2023  
 Subject: Briefing – Monitoring Outcomes & Technical Assistance

**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. *No changes since last report.*

**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.





### 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.

### Technical Assistance: Additional Monitoring

Expanded monitoring includes 100% monthly review by subrecipient with WSA QA validation of their monitoring and WSA QA testing of at least 20 cases per month.

### Non-Custodial Parent (NCP)

- WSA Programs/Operations team implemented a TA Plan to address TWC's Audit Resolution Letter and Annual Monitoring Report.

**SNAP E&T**

- WSA Programs/Operations team implemented a TA Plan to address TWC's Annual Monitoring Report.

**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.

**MEMORANDUM**

To: Oversight Committee  
 From: Adrian Lopez, Chief Executive Officer  
 Presented by: Ricardo Ramirez, Director of Quality Assurance  
 Date: August 04, 2023  
 Subject: TWC Performance – Youth Employed/Enrolled

**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 those related to youth employment and education/training.

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

**Definitions**

**Employed (as relates to post-exit outcomes)** – An exiter is considered employed in a given quarter if Quarterly UI Wage Records or Federal Employment Records show earnings for that quarter or if Supplemental Employment/Wage Records indicate employment during the quarter.

**Enrolled in Education or Training (as it relates to post-exit outcomes)** – An exiter is considered to be Enrolled in Education or Training in a given quarter if during that quarter the exiter is either in a Registered Apprenticeship Program or enrolled in:

- Occupational Skills Training (including advanced training);
- Postsecondary Education; or
- Secondary Education.

**Participatory Services:** Certain services make a person a participant (for the period of participation). Three types: Training Services, Individualized Career Services, and Staff-Assisted Basic Career Services (beyond information-only services).

**Period of Participation (POP):** The time that a participant is in active engagement. Begins when a person becomes a participant and ends when the participant exits.

- **TWC/Boards are accountable for employment, earnings, and educational outcomes for each participant’s POP** (even if a participant has multiple POPs within a year).

**Exit:** When the participant goes 90 days without receiving a “participatory service.” The exit brings the “Period of Participation” to conclusion.

### Methodology – Youth Employed/Enrolled in Quarters 2 and 4 (Youth)

Two key labor market activities for youth include enrollment in education/training and employment.

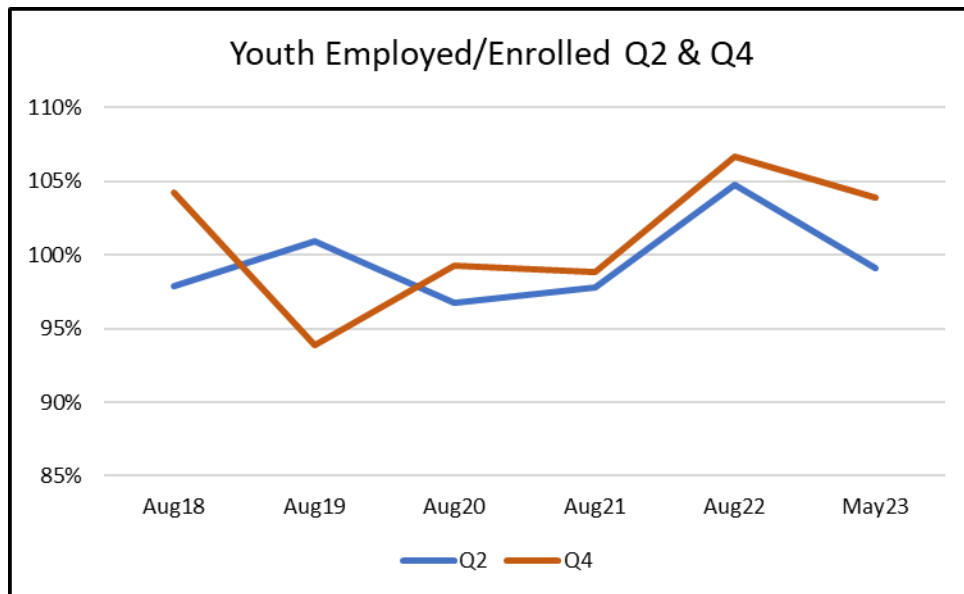
**Definition:** The percent of Exiting Participants (Exiters) Employed or Enrolled in Education or Training in the 2<sup>nd</sup> and 4<sup>th</sup> Quarters after exit.

- **Denominator:** The number of participants who exited during the performance period (and who did not have a valid exclusion).
- **Numerator:** The number of exiters from the denominator who were Employed or Enrolled in Education or Training in the 2<sup>nd</sup> and 4<sup>th</sup> Calendar Quarters after exit.
- **Performance:** Calculated by dividing the numerator by the denominator.

TWC statistically estimates a target, which requires WSA to meet or exceed. 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:	<b>Employed/Enrolled Quarter 2 Post Exit</b>
Contracted?	Two (2) Measures: Title I Youth and All Career & Training Participants
Perf Period:	Exiters from 7/1/21 to 6/30/22
Data Source	TWC’s PIRL Report for Youth - TWIST Report 257 for All C&T
Definition:	The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education or Training in the 2 <sup>nd</sup> Calendar Quarter after exit.
Methodology	Denominator is the number of program participants who exited during the performance period and who did not have a valid exclusion.  Numerator is the number of exiters from the denominator who were Employed or Enrolled in Education or Training in the 2 <sup>nd</sup> Calendar Quarter after exit.  Performance is calculated by dividing the numerator by the denominator.
Additional Notes	Year End Performance will be reported in the August MPR.  These measures are primarily based on True Wage 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 2 <sup>nd</sup> quarter after exit.  The Title I Youth version of the measure is statutorily required to be contracted to local Boards under WIOA §116. Because Enrollment in Education or Training can be a successful outcome for all Career & Training Participants and not just youth, Texas adopted this measure for state reporting purposes across all Career & Training programs.

Measure Name:	<b>Employed/Enrolled Quarter 4 Post Exit</b>
Contracted?	<b>One (1) Measure: Title I Youth</b>
Perf Period:	Exiters from 1/1/21 to 12/31/22
Data Source	TWC's PIRL Report
Definition:	The percent of Exiting Program Participants (Exiters) Employed or Enrolled in Education/Training in the 4 <sup>th</sup> Calendar Quarter after exit.
Methodology	<p>Denominator is the number of program participants who exited during the performance period and who did not have a valid exclusion.</p> <p>Numerator is the number of exiters from the denominator who were Employed or Enrolled in Education or Training in the 4<sup>th</sup> Calendar Quarter after exit.</p> <p>Performance is calculated by dividing the numerator by the denominator.</p>
Additional Notes	<p>Year End Performance will be reported in the August MPR.</p> <p>This measure is 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 4<sup>th</sup> quarter after exit.</p> <p>This measure is statutorily required to be contracted to local Boards under WIOA §116.</p>



# WSA Quality Assurance

Ricardo Ramirez, Director of Quality Assurance

August 4, 2023







# Summary

*Quality Assurance (QA) monitoring activities:*

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

*Staff are not requesting Board action at this time.*

# Briefing on Monitoring Activities



## Texas Workforce Commission (TWC) Monitoring

### *TWC Annual Monitoring – Audit Resolution Progress*

#### *SNAP E&T*

- Completion of Form H1822 Work Requirement Verification: **resolved**.
- Completion/submittal of Form H1817 to HHSC: in progress.
- Recording H1817 information in TWIST (TWC's application): in progress.

#### *Non-Custodial Parent (NCP):*

- Timely submission of Request to Remove Form: in progress.

# Briefing on Monitoring Activities



## Texas Workforce Commission (TWC) Monitoring

### *TWC Audit Resolution comments:*

- *WSA has made significant improvement, is fixing the issue, and providing the needed training to staff, and TWC Technical Assistance is supporting WSA's efforts.*

*TWC will review at least one more month for each pending item. Resolution requires a low error rate and continued improvement with accuracy – WSA is achieving both at the time.*

*Upcoming Reviews: TWC's Annual Monitoring est. start date of 10/10/2023.*

# Briefing on Monitoring Activities

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## External Program Monitoring

- *Ready-to-Work (RtW)*: 98% complete. Waiting for final report.
- *WIOA Adult & Dislocated Worker*: 99% complete. Waiting for final report.
- *TANF/Choices*: 39% complete. Currently testing.
- *WIOA Youth*: 29% complete. Currently testing.

# Briefing on Monitoring Activities



## Internal Program Monitoring

### *Current Internal Monitoring Engagements*

- *SNAP and Non-Custodial Parent (NCP) Technical Assistance*: ongoing, performed as part of TWC's audit resolution monitoring.
- SNAP Annual Review: 100% complete – final report being issued.
- Non-Custodial Parent (NCP): 99% complete – final report being completed.
- Child Care Quality Improvement Activities (QIA): 72% complete.

# Briefing on Monitoring Activities



## Other Activities

### *Other Activities*

- *Digitizing Paper Records*: project led by Trema Cote, WSA Workforce Monitor. Project is on schedule to digitize participant hard-copy paper records.
- *Contract renewals and initiation*: assisting with the development of contracts for Adults and Youth
- *Technical Assistance (TA)*: we offer varied support to WSA departments and subrecipients.

# Monitoring Timeline – External Engagements



Initial Estimated Timeline				Actual Timeline						
<i>External Program Monitoring</i>	<i>Duration</i> <sup>++</sup>	<i>Start</i>	<i>Finish</i>	<i>Duration</i> <sup>++</sup>	<i>Effort</i>	<i>Variance</i>	<i>Start</i>	<i>Finish</i>	<i>% complete</i>	<i>Comments</i>
<b>Estimated Timeline: 2022-2023</b>	<b>242</b>	<b>10/3/2022</b>	<b>9/5/2023</b>	<b>0</b>	<b>91</b>	<i>Duration</i>	<b>10/3/2022</b>		<b>77%</b>	
*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				2/10/2023		98%	Final report in development. Delays from RtW partnership structure/systems.
C2GPS - WIOA Adult & Dislocated Worker	70	2/28/2023	6/5/2023				3/23/2023		99%	Final report in development. Delayed due to WSA's network access and two extension requests from C2 GPS.
C2GPS - TANF/Choices	58	6/1/2023	8/21/2023				6/2/2023		39%	Currently testing.
SERCO - WIOA Youth	47	7/3/2023	9/5/2023				7/5/2023		29%	Currently testing.

Avg Duration or Effort (days) → 65

92 91 0

Multi-tasking (% days overlapping projects) → 37.8%

100.0%

**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

<sup>++</sup> 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

# Monitoring Timeline – Internal Engagements



Initial Estimated Timeline				Actual Timeline						
<i>Internal Program Monitoring</i>	<i>Duration</i> <sup>++</sup>	<i>Start</i>	<i>Finish</i>	<i>Duration</i> <sup>++</sup>	<i>Effort</i>	<i>Variance</i>	<i>Start</i>	<i>Finish</i>	<i>Comments</i>	<i>% complete</i>
<b>Estimated Timeline: 2022-2023</b>	<b>215</b>	<b>11/14/2022</b>	<b>9/8/2023</b>	<b>Duration</b>			<b>10/11/2021</b>	<b>10/31/2022</b>		<b>81%</b>
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	Ongoing with delays for SNAP/NCP TAP for TWC's Monitoring and other projects.	100%
SNAP E&T - Technical Assistance							11/1/2022		TAP for TWC's Monitoring. Ongoing.	
SNAP E&T Annual Review	45	3/13/2023	5/12/2023	70	47	25	3/8/2023	6/13/2023	Final Report being issued. Delays from SNAP/NCP Tap and TWC Audit Resolution.	100%
Non-Custodial Parent - Technical Assistance							11/1/2022		TAP for TWC's Monitoring. Ongoing.	
Non-Custodial Parent - Annual Review (Phase II)	45	4/20/2023	6/21/2023				4/7/2023		Final Report being completed. Delays from SNAP/NCP Tap and TWC Audit Resolution.	99%
Child Care QIA	31	5/30/2023	7/11/2023				5/24/2023		Ongoing. Delays from SNAP/NCP Tap and TWC Audit Resolution.	72%
RESEA	41	6/20/2023	8/15/2023						Delays from SNAP/NCP Tap and TWC Audit Resolution.	
Summer Earn & Learn (SEAL)	38	7/19/2023	9/8/2023						Delays from SNAP/NCP Tap and TWC Audit Resolution.	
Other (Phase II, TWC, Training, etc.)	50	8/24/2023	11/1/2023							

Avg Duration or Effort (days, excludes "Other") → 44 79 62 31

Multi-tasking (% days overlapping projects) → 38.4% 100.0%

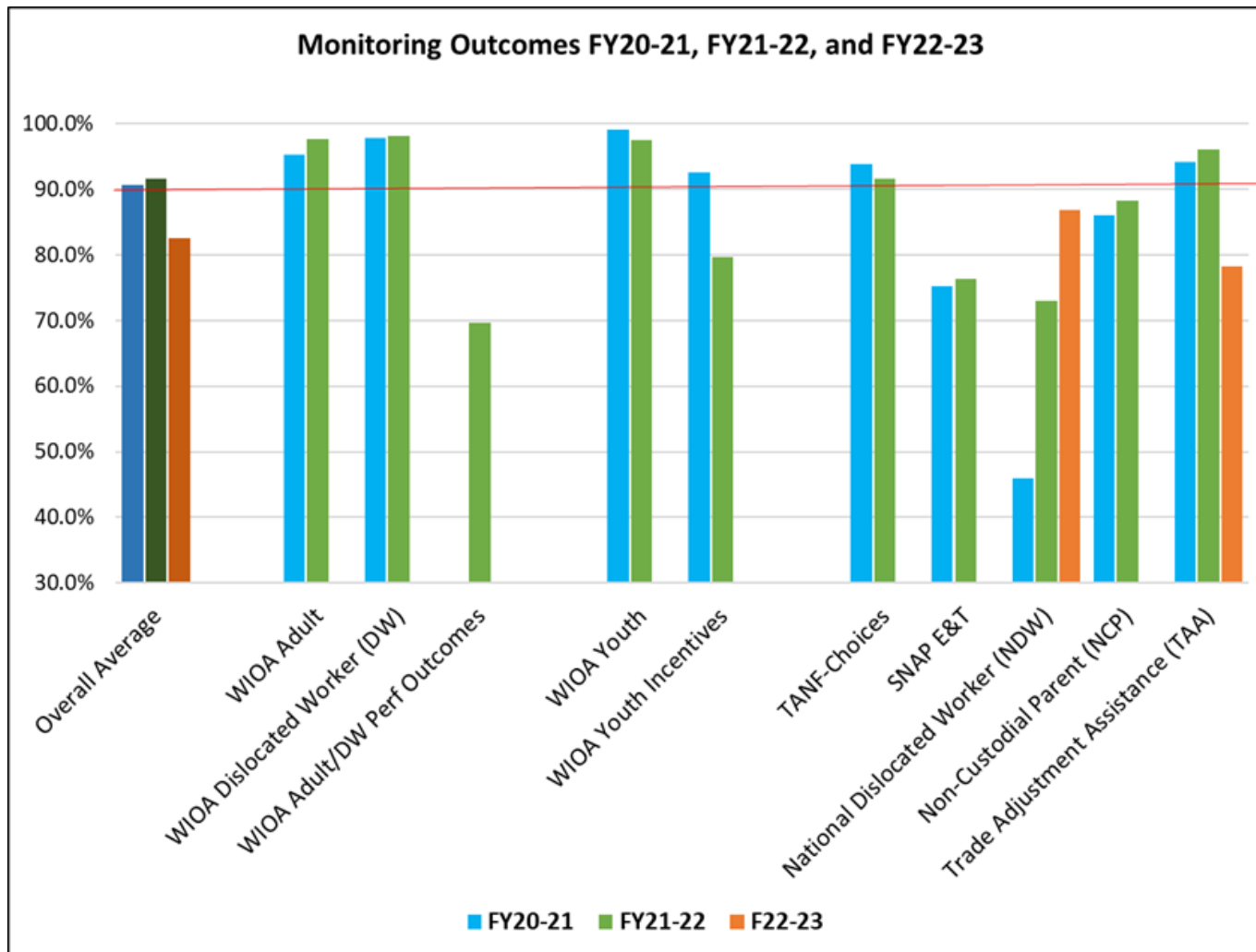
**Duration** : total days from start to finish (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

## Modification Notes

<sup>++</sup> 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,



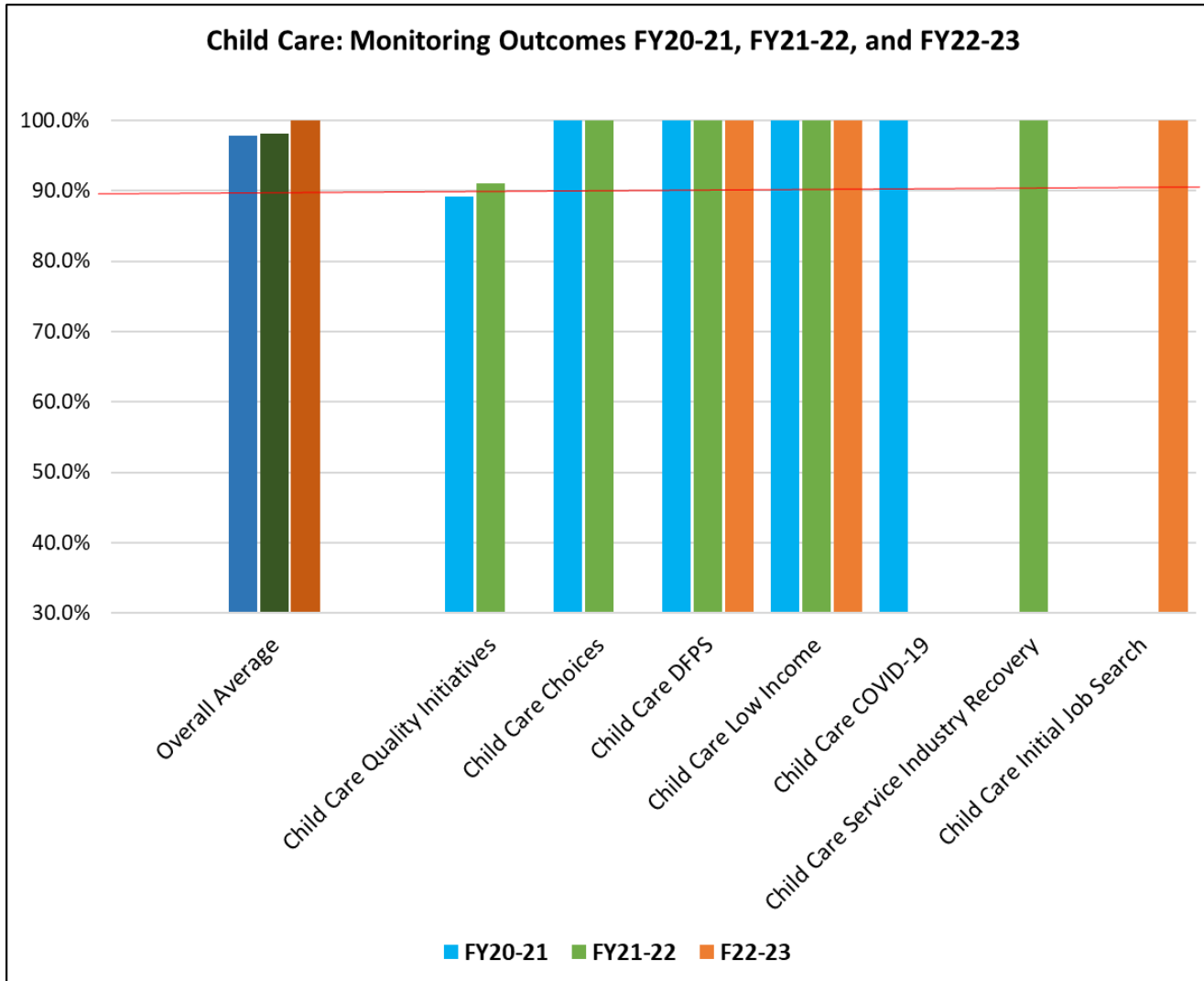
# Briefing – Monitoring Outcomes



The chart summarizes outcomes of monitoring engagements for FY20-21, FY21-22, and FY22-23 (Oct-Sep timeframe)

The red line highlights the 90% expected accuracy rate.

# Briefing – Monitoring Outcomes



*No changes since last report.*

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

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

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## Additional QA Monitoring

- WSA Program/Operations implemented a TA Plan to address TWC's Audit Resolution Letter and Annual Monitoring Report for NCP and SNAP.

Expanded monitoring includes:

- 100% monthly review of cases by subrecipient,
- QA validation of subrecipient monitoring reports, and
- WSA testing of at least 20 cases per month.

# Briefing on Monitoring Activities



## 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?



# WSA Quality Assurance TWC Performance – Youth Employed/Enrolled

Ricardo Ramirez, Director of Quality Assurance

August 4, 2023





## Summary

### *Briefing on TWC Performance:*

- *Youth Employed/Enrolled in Q2 & Q4.*

*Staff are not requesting Board action at this time.*



# Briefing on TWC Performance



## TWC-contracted Performance Measures

- *Each year, TWC contracts require Boards to meet or exceed performance targets. Two of these measures include:*

<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth</b>
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 educational and training achievements.*
- *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.*

# Briefing on TWC Performance



## Definitions

**Employed (as relates to post-exit outcomes)** – 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.

**Enrolled in Education or Training (as it relates to post-exit outcomes)** – Youth are “Enrolled” in Education/Training if during that quarter they are enrolled in:

- Registered Apprenticeship Program;
- Occupational Skills Training (including advanced training);
- Postsecondary Education; or
- Secondary Education.

# Briefing on TWC Performance

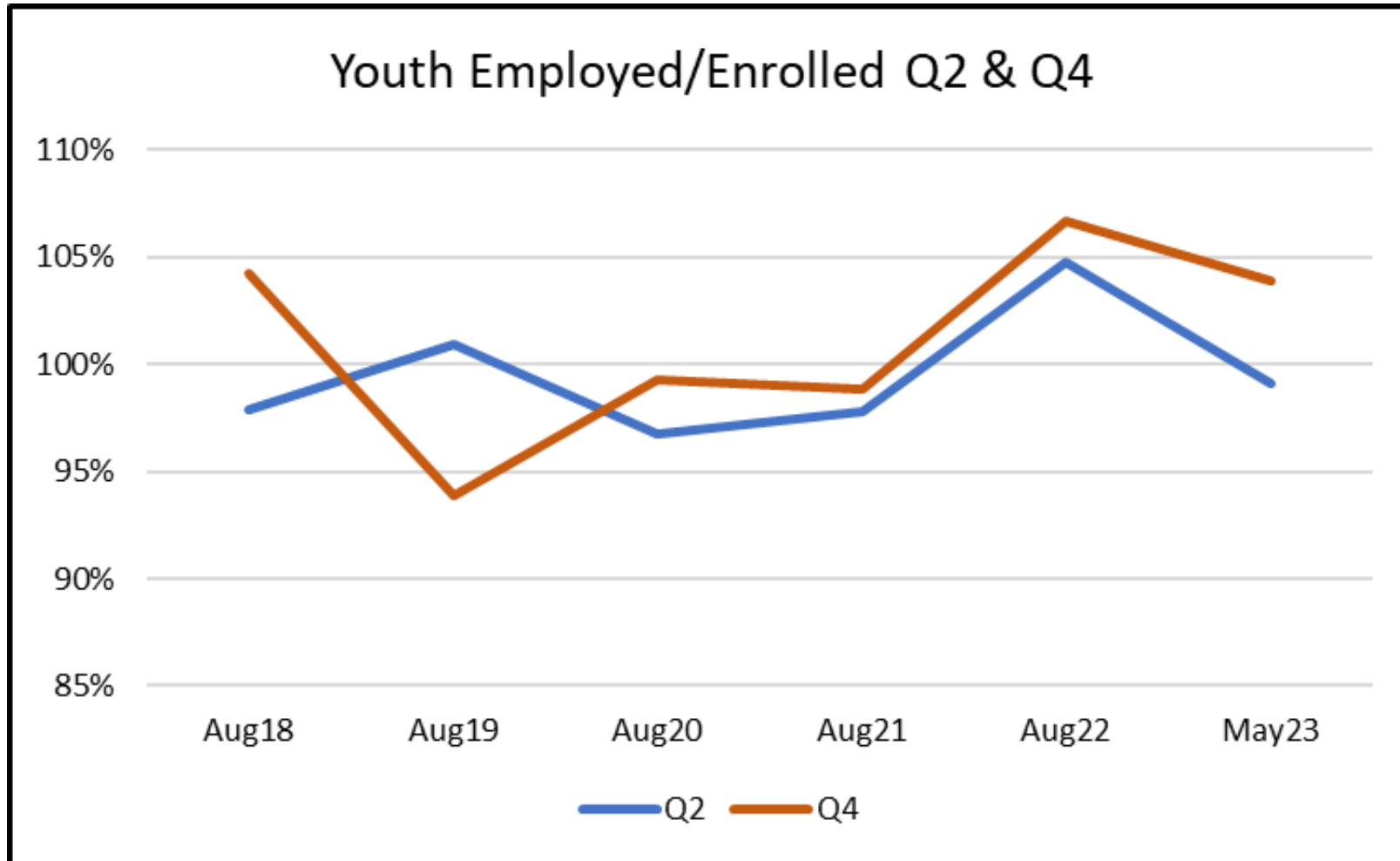


## Methodology

The percent of Exiting Participants (Exiters) Employed or Enrolled in Education or Training in the 2<sup>nd</sup> and 4<sup>th</sup> Quarters after Exit.

- **Denominator:** The number of participants who exited during the Performance Period (and who did not have a valid exclusion).
- **Numerator:** The number of exiters from the denominator who were Employed or Enrolled in Education or Training in the 2<sup>nd</sup> and 4<sup>th</sup> Calendar Quarters after exit.
- **Performance:** Calculated by dividing the numerator by the denominator.

# Current & Historical Outcomes



The graph shows outcomes from August 2018 through May 2023.

WSA has consistently met both measures.

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

Source: TWC's MPR

# Briefing on TWC Performance

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- Attachments include:
  - TWC's definitions of the two performance measures.



Questions or Comments?

## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, CEO

**Presented by:** Adrian Perez, CIO

**Date:** August 4, 2023

**Subject:** Update to Develop an Operational Plan for the Interlocal/Partnership Agreement to Address Rural Judges' Service Delivery Concerns

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**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 in order to enhance and maintain rural service delivery in response to concerns raised by the Area Judges and in the interest of addressing the concerns in perpetuity.

### Analysis:

On March 22, 2023, Area Judges Meeting Agenda Item #6 "Discussion and possible action regarding the failure of WSA to perform as agreed with the terms of the Partnership and Interlocal Agreements" authorized appointed liaison, Diane Rath, to inquire about division of the Workforce Development Area to separate from Bexar County and the City of San Antonio creating separate Urban and Rural Workforce Development Areas.

Concerns outlined during that meeting and leading to the action include (summarized and not exhaustive):

- Potential legal liability to the Chief Elected Officials given un-answered requests for budget reports (specific numbers) pertaining to County-by-County expenditures as well as operational integrity as described Procurement procedures and the need to cancel a procurement for the regional workforce bus.
- Not receiving a copy of the final version of the Local Plan update when being asked to approve the Two-Year Update.
- Concerns that not all Co6 members understand the importance of the role given other Co6 members' attendance issues due to other obligations.
- Allocation of resources associated with a historic 80%/20% split.

- The need for a workforce center in Bandera County.
- Contract amounts that can be approved without needing Board approval and Board review of contracts.
- Provision of monitoring reports and other legal actions documents to the Committee of Six in addition to briefings that are provided.
- The history of AADC and how/why it was disbanded specifically that COSA has the largest single contract with WSA. Including the determination that there exists a conflict of interest with AADC, but the same standard isn't being followed with COSA.

On Wednesday, April 26, 2023, Areas Judges Meeting Agenda #5 “Discussion and possible action on the information gathered by AACOG’s Executive Director regarding feasibility of dividing the WSA region into two regions: rural and urban.” They were informed that TWC has denied a request for separation. Comments and concerns expressed at this meeting include (summarized and not exhaustive):

- Nobody wants workforce to fail, however, WSA needs to follow the interlocal and partnership agreements.
- They are concerned about outreach in the rural communities.
- The area judges don't exist as an official entity. They are just an association of judges coming together to collaborate. They want a 14-member body (1 COSA, 1 Bexar County, 12 area judges) and for the Committee of Six structure to be amended.
- The idea of an 80/20 split may not be accurate and funding allocations should be based on population.
- The Interlocal allows for an entity to pull out of the agreement.
- Direction focused on working through clarification and adherence to the Interlocal and Partnership agreement through a workshop with Partner and WSA staff.
- Additionally, extension of an invitation to the Committee of Six to engage in a workshop to advance discussion regarding potential amendment of the Partnership Agreement and future consultation with TWC attorneys regarding governance.

The Area Judges, through their Liaison, have also communicated the attached issues and requested a Committee of Six work session to discuss these matters as well as the topic of governance as it pertains to the use of the Committee of Six as the body providing oversight.

In response to concerns raised by Area Judges WSA staff and the Partners engaged in two work sessions on May 22 & 25, 2023, to discuss how each of these items could be addressed through and Interlocal/Partnership Operational Agreement that specified mutually agreeable operational standards that could be enhanced to work through these issues.

WSA staff developed recommendations to demonstrate responsiveness to each of the attached points provided by the Area Judges Liaison at the May 22<sup>nd</sup> work session. WSA staff has briefed representatives from the Texas Workforce Commission, WSA Board Program Managers, Quality Assurance, MIS Division, Fiscal staff, as well as the Adult, Youth, and Childcare contractor on



recommendations. On Monday, July 17, 2023, WSA staff briefed Partner staff on the following recommendations corresponding to the document provided on May 22<sup>nd</sup> which included:

- 1.) Adoption of an Operational Agreement to address any items in Interlocal and Partnership Agreement that do not explicitly indicate when, how, and to what degree in relation to Board responsibility. The Agreement will be updated annually to ensure consistency of interpretation across turnover in Partner and Agency staff. This will set out clear expectations for WSA Board of Directors to hold WSA staff accountable to conformity to laws and agreements.
- 2.) Development of the County Allocation and Service Delivery (CASD) Report to enhance transparency regarding how dollars are coming in and out in relation to the full spectrum of service delivery in each county. Additionally, Local Workforce Councils will be established in each county to enhance co-planning of outreach and partnerships. The result will be local wisdom injected into annual outreach plans, special initiatives, and clear communication of full spectrum of service being provided in each county and associated cost.
- 3.) WSA staff is in negotiation with contractors to propose an annual budget with direct services segmented by rural and urban that will require amendment for movement of dollars between the two. The budget will be based on specific fund allocations derived by State of Texas allocations rather than the average of an 80% Urban and 20% Rural split. Additionally, WSA staff will pursue phased enhancements to the accounting systems, piloting of allocation practices, and development of protocols to support a county-by-county and fund-by-fund cost allocation related to individuals served and to include encumbrances. This work will form the basis for the quarterly CASD report initially and then evolve with input from Partners in relation to the cost-benefit of such changes relative to the advice of TWC. WSA will continue to work with TWC to secure opinions on whether further segmentation of the agency budget and disaggregation of performance measures integrated into each contractor agreement represents additional exposure for findings that may impact the overall regional competitiveness to secure additional program dollars or compliance.

Items 4-6 of the document are currently being negotiated with the Adult, Youth and Childcare Contractors.

TWC advised caution and indicated that material changes in service approach could warrant an update to the Local Plan and potentially create additional exposure in performance findings as this practice is uncommon across the state. WSA staff is characterizing these modifications as a pilot in FY 2024 that will result in finalizing of the scope to update systems and contracts that will be implemented and tested in FY 2025 and added to the 2026-2030 Local Plan submission. WSA staff are scheduling additional briefing with TWC Performance, legal, and other staff to ensure visibility and compliance with all State and Federal regulations in the implementation of the points provided on May 22<sup>nd</sup> and recommendations made by the Area Judges Liaison in the Partner work sessions.

In addition to the Partner work sessions, WSA staff has acted immediately to enhance services with the following actions:

- Arranged for a full-time representative to be available in Bandera, Monday through Friday, 8am-5pm, a representative available in McMullen, Tuesday, Wednesday, and Thursday, 8am-5pm.
- SA Early Childhood Team has invested an additional \$927K in strengthening local early childhood operations by providing \$526K in back-to-school stipends to teachers and \$901K in teacher bonuses.
- Additionally, WSA will invest approximately \$6M in additional childcare services through reallocating childcare reserve funding and receiving additional state funding.

**Alternatives:** If a consensus solution that addresses each of the items outlined cannot be derived through the Partners work sessions the Area Judges have, through their Liaison, communicated options such as entering into mediation as is provided for in the Interlocal and Partnership Agreement, and/or withholding approval of the WSA annual Budget.

**Fiscal Impact:** WSA staff is evaluating the impact on performance dollars if the expectation of expenditure of service dollars emphasizes expenditures on a county-by-county and program-by-program basis.

**Recommendation:** WSA Staff requests approval from the WSA Board with pursuit of this strategy.

**Next Steps:** A draft of the Operational Plan will be shared with the Committee of Six shortly after the July 26, 2023, meeting. A final Operational Plan will be provided at the August 23, 2023, meeting. If there is additional feedback the Area Judges meeting is to be held on September 27, 2023, and represents the last opportunity for the Area Judges to impact the overall budget of WSA.

1. Conform to federal and state law and to the Interlocal and Partnership agreements. If any doubt as to intent, ask the Co6.
2. Ensure Services that conform to the allocations budgeted are delivered in each county.
3. Report quarterly on Allocation/Expenditure/# served. If there is a variance of more than 10%, include a variance explanation. Update the allocation per county as additional funds/grants are received.
4. Have a workforce center in each county (except McMullen) with the ability to do outreach and intake for all programs. Evaluate the need for additional services offered in each county regularly.  
Bandera is larger than Frio and Karnes and has minimal staff only present Monday 9-4. Confirm Staff is present when scheduled in area centers. Using the combined allocation percentage, Bandera is .58%, Fredericksburg and Kenedy .65%, Kenedy and Fredericksburg have centers opened full time Mon-Fri.
5. Ensure each center has the capacity to do childcare outreach, explain the program, and submit forms. Maintain waiting lists in all counties if funding is not available for enrollment.
6. Ensure the contractors' contract conforms to the Partnership agreement.



# **Workforce Solutions Alamo**

## **Interlocal/Partnership Agreement**

### **Operational Plan Update**

#### **August 4, 2023**



# Summary

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- In response to concerns raised by the Area Judges and in the interest of addressing the concerns in perpetuity
- WSA/Partners working to define operational standards to ensure the Interlocal/Partnership Agreement is translated into Standard Operating Procedures
- Focused on communication, budget management, and performance design/monitoring
- WSA staff is requesting Board approval of overall strategy

# Background

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- At the March 22, 2023, meeting of the Area Judges, action was taken to request guidance from TWC regarding bifurcation of Workforce Development Area into Urban and Rural.
- Summarized concerns expressed included:
  - **Service:** Rural service provision and lack of a career center and childcare outreach in Bandera County.
  - **Communication:** Provision of information, operational integrity of WSA, and potential exposure for disallowed costs created by lack of transparency and level of engagement with rural leadership.
  - **Governance:** Governance structure of the Committee of Six and whether different modes of governance should be explored.



# Background Continued

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- At the April 26, 2023, meeting of the Area Judges, informed that TWC would not support bifurcation of Workforce Development Area into Urban and Rural.
- Summarized concerns expressed included:
  - Service, communication, and governance
  - Potential need for a new governance model
- Recommended action:
  - Work session between Partner Staff and WSA, and a work session for the Committee of Six to discuss issues.





# Previous Action

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WSA Staff and the Partners engaged in two work sessions:

**May 22, 2023:** WSA Staff, Partners and WSA Board Chair met.

Partners reviewed Interlocal and Partnership agreement to summarize Partners preferences.

Rural Judges Liaison shared the following summary of issues Area Judges would like addressed:

1. Conform to federal and state law and Interlocal and Partnership agreement.
2. Ensure services conform to budget allocations are delivered in each county.
3. Report quarterly on allocation/expenditure/number served.
  - a) If there is a variance of more than 10% include a variance explanation.
  - b) Update the allocation per county as additional funds are granted.
4. Workforce center in each county, except McMullen, to do outreach and intake for all programs. Evaluate the need for additional services offered in each county and confirm staff presence.
5. Ensure each center has the capacity to perform childcare outreach and maintain a waiting list in all counties if funding is not available.
6. Ensure contractors' contract conforms to the Partnership Agreement

**May 25, 2023:** Worked together to begin drafting an Interlocal/Partnership Operational Agreement that specified mutually agreeable operational standards to address these concerns.



# Initial Response

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In addition to the Partner Work sessions, WSA staff has acted immediately to enhance services with the following actions:

- Moved to authorize a full-time representative to be available in Bandera, Monday through Friday, 8am-5pm, a representative available in McMullen, Tuesday, Wednesday, and Thursday, 8am-5pm.
- Seeking approval from TWC Temporary Assistance for Needy Families (TANF) budget shifted to support outreach operations to engage and serve more individuals qualifying for TANF.
- Have executed Community Conversations on Childcare in each of the Rural Communities – resulting in Kerr EDC for matching childcare funds.



# Current Action

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WSA Staff, having secured a format to address the issues and after being provided requests in writing, conferred with the following entities:

## **Adult, Youth and Childcare Contractors (July 5<sup>th</sup> and 6<sup>th</sup> )**

- Made aware of the requested additions to the upcoming contractor agreements.

## **Texas Workforce Commissions (July 17<sup>th</sup>):**

- Suggested caution as it pertains creating additional requirements not required by the agreements with TWC.
  - Ex: If there are disruptions such as the pandemic in the future the additional requirements limit flexibility.
- Working on legal opinion regarding DOL requirements on priority of services.
  - Ex: Veteran requires service but is waitlisted while a budget amendment is completed.
- **Additional meetings being scheduled with Childcare and Monitoring units within TWC.**
  - **TWC also indicated they would like HHS to opine on impact to Childcare dollars.**

## **Partner Staff (July 17<sup>th</sup> and July 28<sup>th</sup> )**

- Briefed on the following recommendations:

# Summary of Recommendations (May 22nd Request)

No.	Summarized Description	WSA Staff Recommendation	Partner Feedback - Status
1.	Follow applicable laws and agreements. Ask Cof6.	Interlocal/Partnership Agreement Operational Plan – updated as needed through Cof6 Action	Satisfactory – Finalizing Draft for Review
2.	Allocate Resources per Partnership Agreement New Interpretation of Partnership Agreement VII A.	Sent allocation formulas to TWC for validation County Workforce Councils- Outreach Plans and Partnership Plans Added to Operational Plan	Satisfactory – NEW TWC has provided allocation factors as of August 1, 2023 Budget Work Session Aug 7
3.	Report on allocation, expenditure, number served with 10% variance explanations.	County Allocation and Service Delivery Report (CASD) Commissioner Court Presentations Urban/Rural Budget Allocations	Expectation is County-by-County and Program-by-Program budget adopted; waitlists used if budget adjustment required.
4.	Staff presences in all counties except McMullen with ability to enroll. Assessment of need.	Acted immediately to assign staff, have included in Adult Contractor agreement in negotiation. Will enact assessment annually. Included in Operational Plan	Satisfactory
5.	Childcare outreach and waiting list, with staff ability to enroll.	Contractor has indicated specificity regarding in-person presence not articulated RFP but will respond to requests for such service and are doing so currently	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	Expectation is program by program county by county budget.

# 1.) Conform to federal and state law and interlocal and partnership agreements. If any doubt, ask the COS.

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**Action:** Development of Interlocal/Partnership Agreements Operational Plan.

**Purpose:** For those items in Interlocal and Partnership Agreement that do not explicitly indicate, when, how, and to what degree, the Operational Plan will be updated annually to ensure consistency of interpretation across turnover in Partner and Agency staff.

**Result:** Clear expectations for Board to hold WSA staff to regarding conformity to laws and agreements. Following actions to be documented in the plan.



## 2.) Ensure Services that conform to the allocations budgeted are delivered in each county.

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**Action:** Development of the County Allocation and Service Delivery Report (CASD). Staff working through specific formulas on allocation fund by fund according to TAC 800 and using CFDA numbers as a last resort. Seeking clarity from TWC on any assumptions.

Develop County Workforce Councils to implement and seek guidance on development of Local Plan coming up on the next 4-year renewal.

**Purpose:** Enhance transparency regarding how dollars are coming in and out in relation to service delivery and co-planning outreach and partnerships.

**Result:** Fund by Fund County by County allocation driven by State and Federal formulas and Local wisdom injected into Local Plan and annual outreach plans and special initiatives and *clear communication of full spectrum of service being provided in each county and associated cost.*



### 3.) Report Quarterly on Allocation/Expenditure/Number Served. If there is a variance of more than 10% include a variance explanation. Update allocations by county as additional funds/grants are received.

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**Actions:** County Allocation and Service Delivery (CASD) Report will illustrate 1.) allocation 2.) expenditures 3.) any new allocations 4.) detailed quarterly numbers served and outreach activity per program

Report to each Commissioners Court quarterly.

Propose Urban and Rural budgets based on Allocation factors which will be reported to WSA Board on a county-by-county basis for development of the CASD. Reallocation of funds between Urban and Rural accomplished through budget amendment. SOP's will be added to Operational Plan noting this as a requirement.

**Result:** Transparency of allocations including additional funding, expenditure, and service delivery and variances. Quarterly tracking of Service Delivery costs and number served by county.



**4.) Have a workforce center in each county (except McMullen) with the ability to do outreach and intake for all programs. Evaluate the need for additional services offered in each county regularly.**

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**Action:** Include center or staff representation requirement into the Adult and Youth Contracts. Notice of changes in staffing require a backup plan and communications plan to ensure clients are made aware of where than can secure service. Signage and hours posted.

Include an annual evaluation of service level as it pertains to need in the Operational Agreement.

**Result:** Evaluate staff presence in each County and adopt an evaluation methodology as new SOP.



**5.) Ensure each center has the capacity to do childcare outreach, explain the program, and submit forms. Maintain waiting lists in all counties if funding not available for enrollment.**

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**Action:** Including center or staff representation requirement into the Childcare contract and require reporting on wait list numbers. Include in the Operational Plan the requirement to include this in the contractor agreement and reporting of the waitlist on the CASD.

**Result:** Increase in staff presence in each county through contractual obligation and quarterly reporting on waitlist development.

**Potential Impacts:** Increase childcare contractor admin expense, less money for childcare.





## 6.) Ensure the contractors' contract conforms to the Partnership agreement.

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**Action:** Requirements associated with resource allocation and service provision will be integrated in Profit Matrix, Budget, and Participant Service Plan.

Partners are requested to highlight any issues that need to be integrated and will be adopted into Operational Agreement for inclusion in current or future contracts as appropriate.

**Result:** All requests highlighted by the Partners, are being negotiated for integration into contractor agreements.



# Next Steps

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- A draft of the Operational Plan will be shared with the Committee of Six shortly after briefing the Partners and consensus view that a draft is ready for distribution.
- Feedback finalized for the August 23, 2023, Committee of Six meeting.
- Final feedback may be provided regarding recommendations through the Area Judges meeting on September 27, 2023, when the body considers approval of the WSA annual budget.
- WSA is committed to an iterative process that results in new systems, processes, and operational standards for the board and contractors that limit additional exposure while meeting the needs of the Area Judges.



# Alternatives

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If Partners work sessions and recommendations do not derive consensus solutions, Area Judges, through their Liaison, have communicated options such as:

- Mediation as is provided for in the Interlocal and Partnership Agreement, and/or;
- Withholding approval of the WSA annual budget.



# Recommendation

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- WSA Board staff will continue to work with TWC to assess impacts to updates to budget and performance procedures.
- WSA Board staff will continue to integrate recommendations with Adult, Youth and Childcare Contractors.
- WSA Board staff will bring Iterative Operational Plan and budget amendments and other recommendations in coordination with Partners staff and Committee of Six.



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# Questions

