



## **OVERSIGHT COMMITTEE MEETING**

WebEx  
July 24, 2020  
9:00 AM

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

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To protect the health of the public and limit the potential spread of COVID 19 as directed by Governor of Texas, Bexar County and City of San Antonio, WSA will hold this meeting via videoconferencing. The meeting will be held in compliance with the suspended provisions of the Texas Open Meetings Act. For those members of the public that would like to participate, please call toll-free 1-877-858-6860, which will provide two-way communications through a speaker phone. For additional information, please call Linda G. Martinez, (210) 581-1093.

### **I. CALL TO ORDER AND QUORUM DETERMINATION**

**Presenter: Mr. Douglas Watson, Chair**

Mr. Douglas Watson, Chair

### **II. DELCARTATION OF CONFLICT OF INTEREST**

**Presenter: Mr. Douglas Watson, Chair**

Mr. Douglas Watson, Chair

### **III. PUBLIC COMMENT**

**Presenter: Mr. Douglas Watson, Chair**

Mr. Douglas Watson, Chair

### **IV. DISCUSSION AND POSSIBLE ACTION REGARDING PREVIOUS MINUTES - MAY 29, 2020**

**Presenter: Mr. Douglas Watson, Chair**

Mr. Douglas Watson, Chair

### **V. BRIEFING**

**Presenter: Mr. Mark Milton, COO**

a. Operational Updates

b. Performance and Programs Reports

Mr. Mark Milton, COO

### **VI. BRIEFING**

**Presenter: Dr. Andrea Guajardo**

a. Local Plan Update

Dr. Andrea Guajardo

### **VII. Briefing: Update on Leasing and Renovations**

**Presenter: LaVonia Horne-Williams, Director Procurement**

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LaVonia Horne-Willians, Director Procurement

VIII. Briefing: Quality Assurance

Presenter: Ricardo Ramirez, Director Quality Assurance

Ricardo Ramirez, Director Quality Assurance

IX. Chair Report

Presenter: Mr. Douglas Watson, Chair

Mr. Douglas Watson, Chair

X. CEO Report

Presenters: C2 & SERCO/Mr. Adrian Lopez, CEO

a. Unemployment Claims and Response

C2 & SERCO/Mr. Adrian Lopez, CEO

XI. BRIEFING

Presenter: Tony Martinez, Childcare Manager

a. Provider Transfer Policy

b. TRS Discount Discussion

Tony Martinez, Childcare Manager

XII. Executive Session:

Pursuant to Chapter 551 of the Texas Open Meetings Act, the Committee may recess 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; and

d. Government Code §551.074- Personnel Matters involving Senior Executive Staff and Employees of Workforce Solutions Alamo.

XIII. Adjournment

Presenter: Mr. Douglas Watson, Chair

Mr. Douglas Watson, Chair



## OVERSIGHT COMMITTEE MEETING

Workforce Solutions Alamo  
100 N. Santa Rosa, Suite 101  
San Antonio, TX 78207  
**July 24, 2020**  
**9:00AM**

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– MAY 29, 2020  
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  - a. Operational Updates

b. Performance and Programs Reports

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**Document Number: 26989**

**Date/Time: 7/20/2020 2:42:41 PM**

**Total Pages: 3**

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  - a. Operational Updates

- b. Performance and Programs Reports
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  - a. Local Plan Update
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Presenter: Ricardo Ramirez, Director Quality Assurance
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- X. CEO Report  
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  - a. Unemployment Claims and Response
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## OVERSIGHT COMMITTEE MEETING MINUTES

Workforce Solutions Alamo  
100 N. Santa Rosa, Suite 101  
San Antonio, TX 78207  
May 29, 2020  
9:00 AM

### **BOARD MEMBERS:**

Juan Solis, III, Leslie Cantu, Polo Leal, Tammy Trevino, Ravae Shaeffer, Sammi Morrill, Mark Niederauer

### **WSA STAFF ATTENDEES:**

Adrian Lopez, Linda Martinez, Manuel Ugues, Josh Villela, Roberto Corral, LaVonia Horne-Williams, Barebeta Womack, Mark Milton, Ricardo Ramirez, Louis Tatum, Tony Martinez, Aaron Smith, Michael De Freez, Melissa Sadler-Nitu, Gabriela Horbach, Dr. Andrea Guajardo,

### **PARTNERS:**

### **LEGAL COUNSEL:**

Frank Burney

## AGENDA

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- I. Call to Order and Quorum Determination The meeting was called to order by: Doug Watson @ 9:02am  
Presenter: Chair Watson
- II. Declarations of Conflict of Interest - There was no conflict of interests declared.  
Presenter: Chair Watson
- III. Public Comment: There were no Public Comments  
Presenter: Chair Watson
- IV. Discussion and Possible Action Regarding Previous Minutes - February 7, 2020  
Presenter: Chair Watson  
All in agreement to table previous minute discussion until next meeting.
- V. Briefing  
Presenter: Mark Milton, COO
  - a. Briefing Memo
  - b. Oversight Committee Presentation
    - WSA is currently meeting all state mandated performance measures. We are currently monitoring the expenditure rates of the DW program. It is currently behind but anticipating significant spending over the summer.
    - We are currently meeting or exceeding all of our performance measures 15 or 15.
    - 17,000,000 spent in childcare funding to keep daycares open during the crisis and keep them from closing. This put 3,000 kids into childcare to assist workers. The full amount wasn't used and going forward will be used for essential workers.
    - **Exception:** Dislocated worker. Target is 58% and we are at 35%.

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- Increase daily orientations, call center, e-mail response outreach and short-term training options. Potential increase of ITA limits above \$7500.
- ITA recognized as sliding scale

### c. Performance Reports

#### Project Goals:

- Received 1.3m from state to assist with crisis; humanitarian aid and support.
- Partner with SA Foodbank, SAHA, Hospitality and rural sites.
- Serve 122 individuals in 1 year with employment assistance
- \$250,000 to serve
- Work with VIA and other partner sites
- \$400,000 to provide support services such as equipment and supplies to assist in cleanup and reopening of center via COVID fund.

#### **DISCONNECTED/EXTENDED GRANTS THROUGH TWC:**

- Summer Earn and Learn disconnected in 2020. Funding will be redistributed to other programs.
- Teacher externships disconnected. Funding will be redistributed to other programs.
- Youth Job Skills Grant extended through May 2021.
- All 3 programs cancelled is ½ mil \$ to be redistributed.
- Under-extended for Re-employment grant

## VI. Chair Report

### Presenter: Chair Watson

- Child Care Program Reports: Recaps that he believed funds would originally be used to assist essential workers find childcare, not just keep childcare centers open.

## VII. CEO Report

### Presenter: Adrian Lopez

#### a. Unemployment Insurance Claims

- 187,206 Unemployment claims filed from 2/28/2020 through 5/15/2020.
- Average claimants in the last two-week period show that claims continue to decline:  
4/13 to 4/20: 32,453  
4/27 to 5/04: 17,595
- Large increase in claims in Guadalupe county. Manufacturing jobs being affected.
- June 15: target date to re-open centers by appointment
- Hundreds of thousands of dollars spent in communications and equipment due to crisis
- \$250k in skills development training
- \$487k for Rapid Response
- Outreach to unemployment claimants via different outlets and partners.
- \$600 ends July 31.
- Not enough funding to support all 187k unemployed residents. Advise for unemployed to come to us for services sooner rather than later.
- Unique job posting trends by Andrea: A claimant might be an accountant but due to layoff may need to work in warehouse. Tracking trends. Jobs available versus jobs claimed.
- Educate UI claimants on what jobs are currently available via job tracking sites in order to re-train alongside career counselors and assessment tools
- City Council to invest 70,000,000 into workforce
- Goal: Reaching 100% of unemployed clients on multiple channels.
- Add additional contracting staff

#### b. Bexar County Workforce Proposal

- 35k will be released into TWC.
- WSA and Bexar county will provide unified intake assessment and referral processes for partners.
- Rural areas of Bexar county or any of the suburban cities will be eligible for this particular program.

## VIII. Briefing

### Presenter: Tony Martinez, Child Care Manager

#### a. Essential Worker Childcare

- Child Care: Enrollment was 2,600 but was pushed over to 2,800. The full \$17,000,000 was spent.

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- Goal was to keep childcare centers open to provide service for essential workers.

#### b. TRS Discount Discussion

- Pushing to add more TRS providers to area.
- Capacity is not capped out and can be further utilized.
- PSOC can be flexible. Parents with children not in care must pay still PSOC to childcare center. This is flexible and could possibly be negotiated with case worker.

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No items were discussed or considered under Executive Session.

#### X. Adjournment

Presenter: Chair Watson

Meeting adjourned 9:55am

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## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, WSA CEO

**Presented by:** Mark Milton, Chief Operating Officer

**Date:** July 17, 2020

**Subject:** Operational Updates

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**Summary:** This item is to provide an update on the operations of the career centers and overall strategies moving forward.

**Analysis:**

- 1) WSA is currently meeting or exceeding all of its state mandated performance measures. We are monitoring the Dislocated Worker employment status 4 quarters after exiting the program to ensure it remains in compliance. We could see the outcomes for our DW program drop in the future due to the high-volume job loss that occurred as a result of the COVID-19 pandemic.
- 2) The current expenditure rates for the Dislocated Worker program and Choices program is at 61% and 57% respectively. These are behind original projections. We have seen an uptick in spending and do not anticipate being unable to expend all resources by the end of the fiscal year. We are expecting a budget shortage next fiscal year that will impact these programs (detail in financial report).
- 3) WSA is finalizing the agreements with Bexar County and the City of San Antonio to administer WF Development funding through the CARES Act and General funds. Approximate funding received through Bexar County and COSA is \$14 million and \$10 million respectively for a total of \$24 million.
- 4) WSA will be implementing new strategies to reach the over 275,000 UI Claimants who have been impacted by this pandemic. Strategies will focus on outreach, recruitment, enrollment into programs, and job placement services.



- 5) WSA has closed the career centers as of July 1, 2020 and are serving the community virtually only at this time. Centers were open for two weeks by appointment only, but eventually closed fully due to the pandemic.
- 6) WSA is working closely with contractor staff to determine total capacity served in the career center and their overall business services strategy.
- 7) Operational Department Goals for 2020-2021 are include for reference.

**Alternatives:**

WSA is considering alternative solutions to all plans in the event there is a funding shortfall.

**Fiscal Impact:**

We anticipate the fiscal impact of these initiatives to be quite significant and are evaluating the cost per individual to ensure it remains efficient.

**Recommendation:**

Recommendation is to approve the plan as highlighted above.

**Next Steps:**

Next steps in the process will be to continue to move forward with the operational objectives listed in this memo. We will be rolling out numerous projects at the same time and will be monitoring the capacity of each as we move forward.



## **MONTHLY PERFORMANCE & SERVICES REPORTS**

**MAY 2020**

# **WORKFORCE PROGRAM REPORTS**

**Program Year (PY) 2019-2020 TWC-Contracted Performance Measures - MAY 2020) Final**

<b>WIOA Adult</b>	<b>Definition</b>	<b>Target</b>	<b>YTD</b>	<b>% Target</b>	<b>Status</b>
Adult Employed in the 2 <sup>nd</sup> Quarter	The percentage of WIOA Adult registered participants in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	81.50%	82.28%	100.96%	<b>MP</b>
Adult Employed in the 4 <sup>th</sup> Quarter	Percentage of WIOA Adult registered participants who are in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	82.50%	83.86%	101.65%	<b>MP</b>
Adult Median Earnings in the 2 <sup>nd</sup> Quarter	Median earnings of WIOA Adult registered participants during the 2 <sup>nd</sup> Quarter after exit from the program.	<i>n a</i>	\$8,362.56	<i>n a</i>	<i>n a</i>
Adult Credential Rate	Percentage of WIOA Adult registered participants who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	87.50%	85.94%	98.22%	<b>MP</b>

<b>WIOA Dislocated Worker</b>	<b>Definition</b>	<b>Target</b>	<b>YTD</b>	<b>% Target</b>	<b>Status</b>
DW Employed in the 2 <sup>nd</sup> Quarter	The percentage of WIOA DW registered participants in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	85.20%	84.31%	98.96%	<b>MP</b>
DW Employed in the 4 <sup>th</sup> Quarter	Percentage of WIOA DW registered participants who are in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	82.90%	77.37%	93.33%	<b>MP</b>
DW Median Earnings in the 2 <sup>nd</sup> Quarter	Median earnings of WIOA DW registered participants during the 2 <sup>nd</sup> Quarter after exit from the program.	<i>n a</i>	\$8,612.01	<i>n a</i>	<i>n a</i>
DW Credential Rate	Percentage of WIOA DW registered participants who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	78.30%	86.79%	110.84%	<b>+P</b>

<b>WIOA Youth</b>	<b>Definition</b>	<b>Target</b>	<b>YTD</b>	<b>% Target</b>	<b>Status</b>
Youth Employed, in Training, or in Education in the 2 <sup>nd</sup> Quarter	Percentage of WIOA Youth registered participants in education or training or in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	73.20%	69.62%	95.11%	<b>MP</b>
Youth Employed, in Training or in Education in the 4 <sup>th</sup> Quarter	Percentage of WIOA Youth registered participants in education or training or in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	72.30%	72.47%	100.24%	<b>MP</b>
Youth Credential Rate	Percentage of WIOA Youth registered participants who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	49.40%	57.89%	117.19%	<b>+P</b>

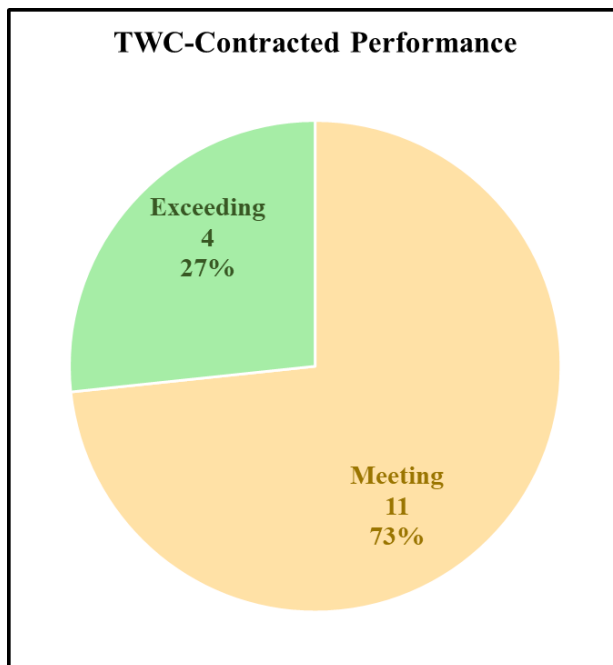
WIOA All Participants	Definition	Target	YTD	% Target	Status
All Participants Employed in the 2 <sup>nd</sup> Quarter	Percentage of Job Seekers in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	69.00%	71.52%	103.65%	MP
All Participants Employed Quarters 2-4 Post Exit	Percentage of Job Seekers in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	84.00%	86.67%	103.18%	MP
All Participants Median Earnings 2 <sup>nd</sup> Quarter Post Exit	Median earnings of Job Seekers during the 2 <sup>nd</sup> Quarter after exit from the program.	\$5,561.00	\$6,249.80	112.39%	+P
All Participants Credential Rate	Percentage of Job Seekers who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	60.00%	76.67%	127.78%	+P

Employers	Definition	Target	YTD	% Target	Status
Employers Served	Number of employers receiving workforce assistance.	<i>n a</i>	<i>n a</i>	<i>n a</i>	<i>n a</i>

Program	Definition	Target	YTD	% Target	Status
Choices Full Work Rate	Percentage of TANF recipients required to meet work-related participation requirements.	50.00%	48.49%	96.98%	MP
Claimant Reemployment	Percentage of unemployment insurance (UI) recipients who re-enter employment within 10 weeks.	<i>n a</i>	<i>n a</i>	<i>n a</i>	<i>n a</i>
Ave # of Children Served	Average number of children receiving subsidized childcare	10,469	10,383	99.18%	MP

Source: TWC Monthly Performance Report (MPR) released 07/07/2020.

"Exit" means participant is no longer scheduled to receive a program funded service.



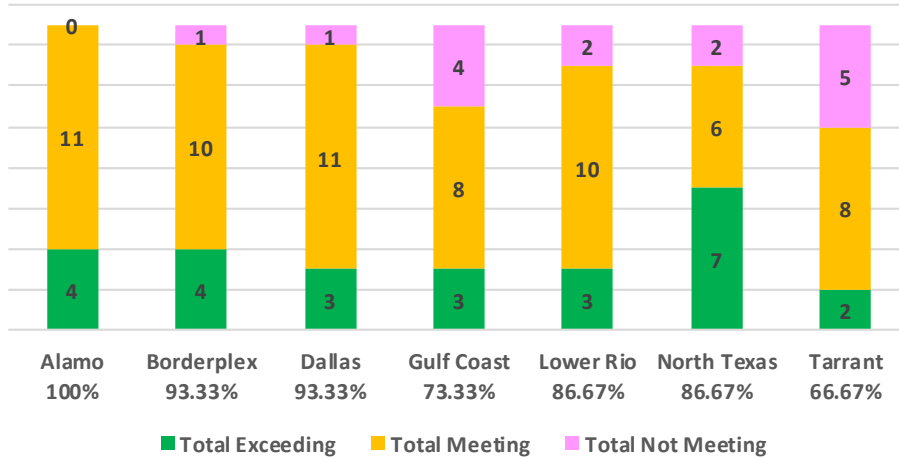
WIOA Measures & Their Participant "Exit" Dates	From	To
Employed/Enrolled at Q2, Employed at Q2, Median Earnings at Q2	7/1/2018	3/31/2019
Employed/Enrolled at Q2-Q4, Employed at Q4, Credential Rate	1/1/2018	9/30/2018

### Performance Comments

- **Acceptable Levels of Performance** - In e-mail dated 9/28/18 TWC recommended acceptable levels of performance updates for WIOA measures only (excludes LBB and TWC measures) and applied the follow standards: MP for BCY19 and beyond is 90%-110% of target.
- **Median Earnings** - In e-mail dated 11/2/18 TWC identified issues regarding Q2 and Q4 targets. As a result, TWC has decided on not setting Median Earnings Targets at this time. Projected timeframe for Median Earnings Targets is May once casemixes can be more accurately evaluated.
- **Employers Served** – TWC is still working on WorkInTexas fix to correctly display Employers Served data.
- **Average Number Children Served Per Day – Combined**– On 1/7/2020, TWC approved updated CC targets which will begin to be displayed and used for Measure Status with the February MPR.
- **Claimants Reemployment** - TWC is currently unable to accurately report performance at this time and will begin reporting measure once this is fixed.

## MPR Board Comparison Report (YTD) release date 07/07/2020

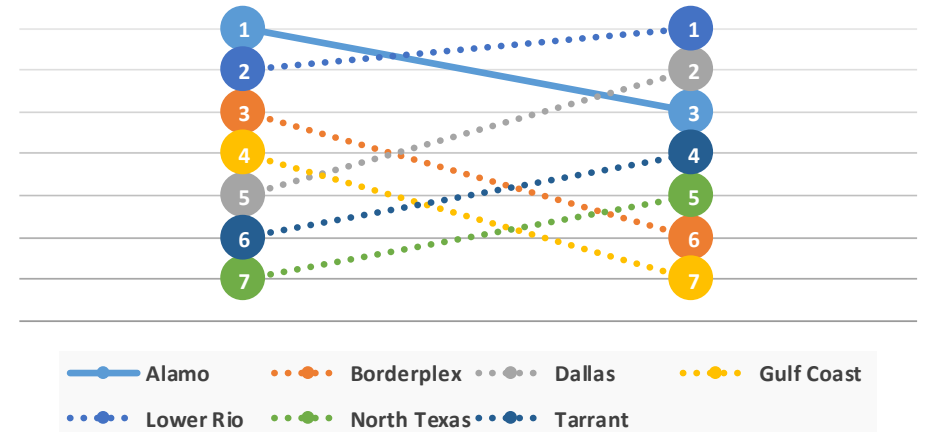
### Performance Measure Totals Large Boards



### PROGRAM RANKINGS

#### CHOICES WORK RATE

#### CHILDREN SERVED

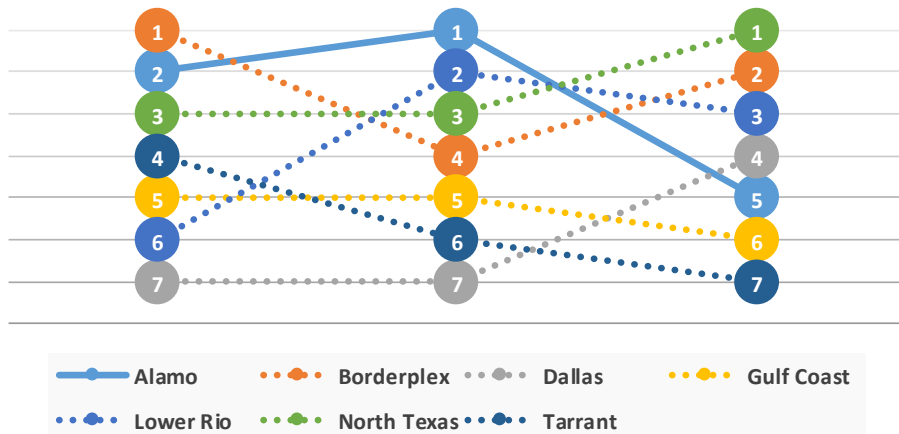


### WIOA ADULT RANKINGS

#### EMPLOYED Q2

#### EMPLOYED Q4

#### CREDENTIALS

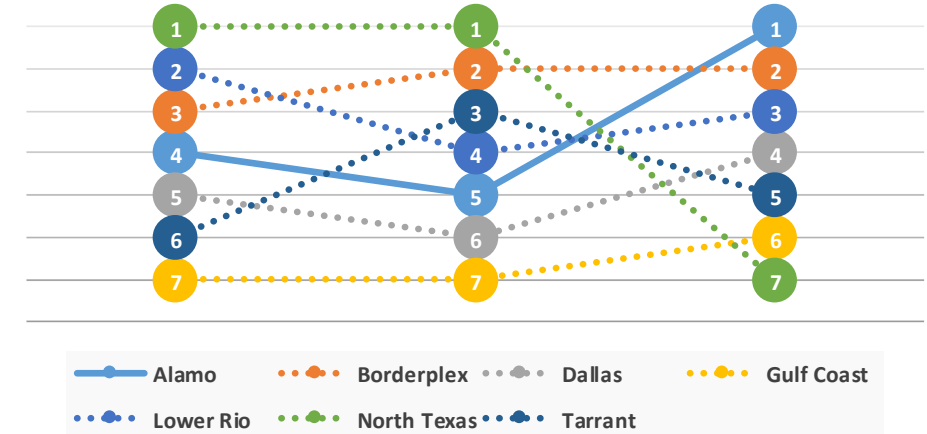


### WIOA DW RANKINGS

#### EMPLOYED Q2

#### EMPLOYED Q4

#### CREDENTIALS

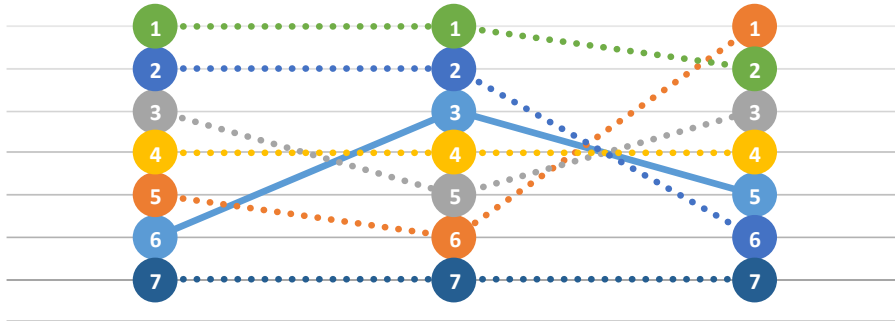


### WIOA YOUTH RANKINGS

EMP/ENROLLED Q2

EMP/ENROLLED Q4

CREDENTIALS



Alamo Borderplex Dallas Gulf Coast  
Lower Rio North Texas Tarrant

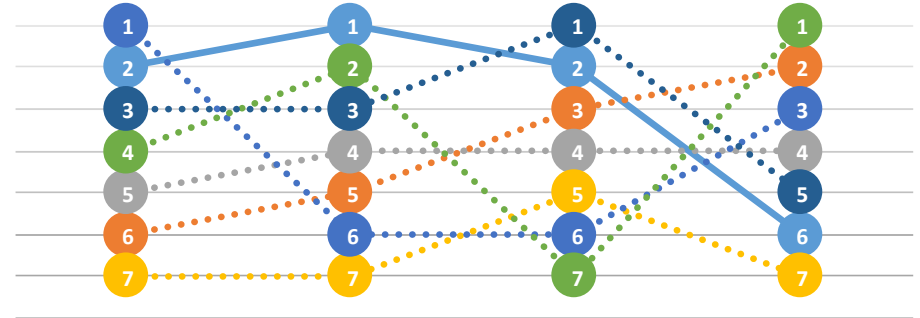
### WIOA C&T RANKINGS

EMP/ENROLLED Q2

EMP/ENROLLED Q4

MEDIAN WAGES

CREDENTIALS

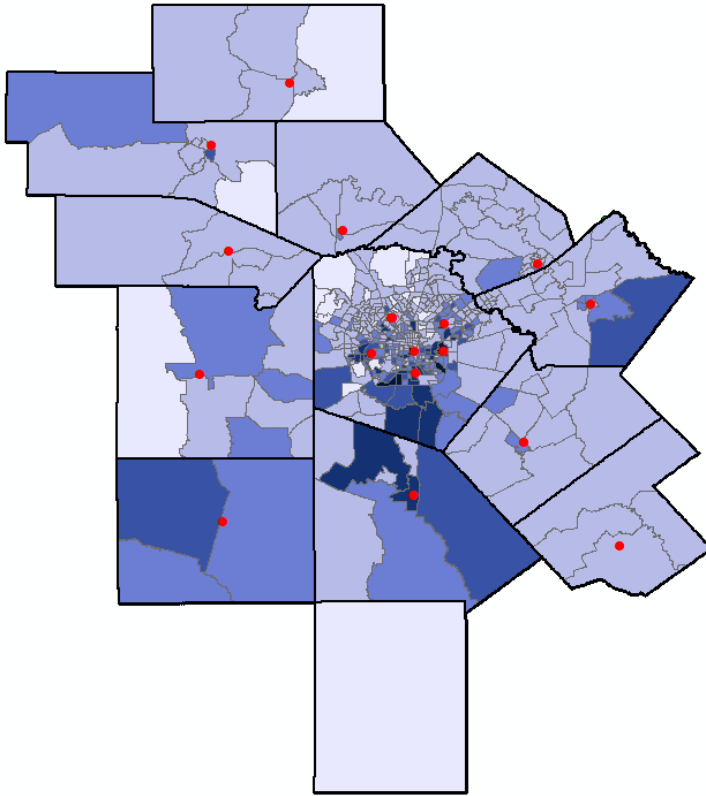


Alamo Borderplex Dallas Gulf Coast  
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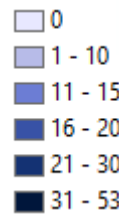
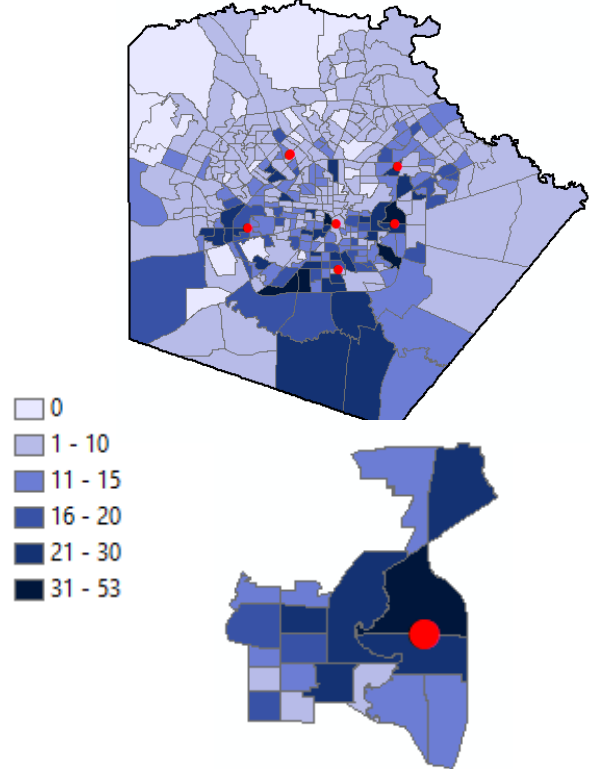
## Year-to-Date (Oct-May 2020) Program Participants

The following maps show geocoded residential addresses of program participants.  
Due to geocoding limitations, the maps commonly show an undercount.

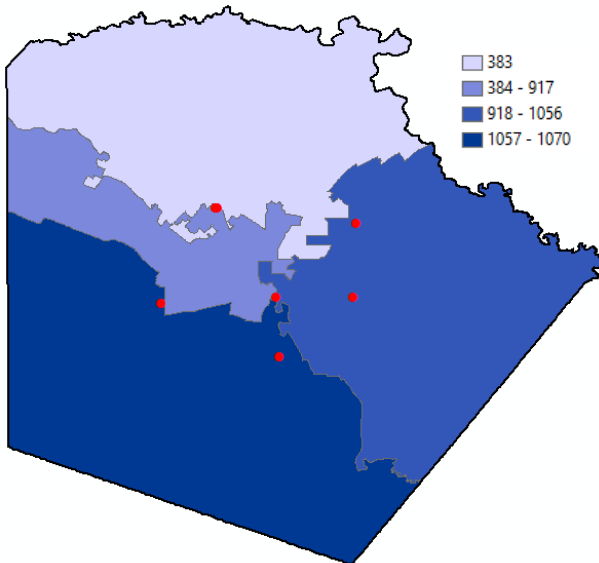
*WSA Region*



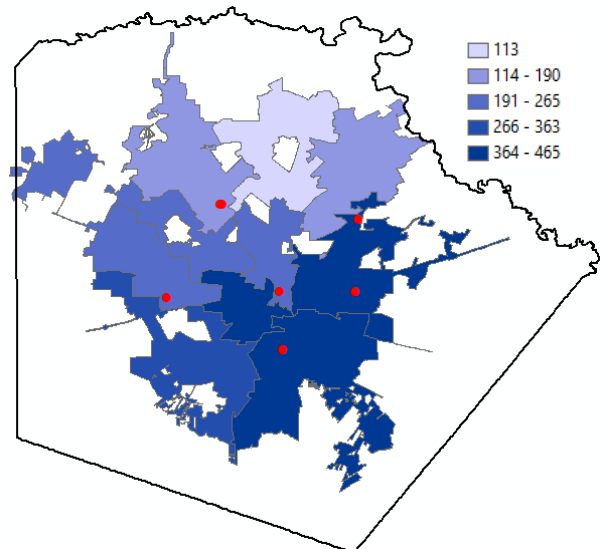
*Bexar County*



*Eastside/Promise Zone*



*Bexar County Precincts*



*City Council Districts*



**Program Participants by County of Residence  
Year-to-Date (Oct 2019-May 2020)  
Workforce Solutions Alamo**

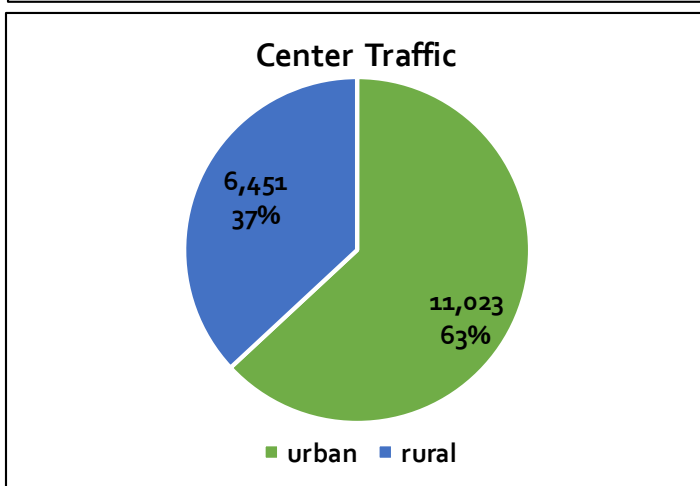
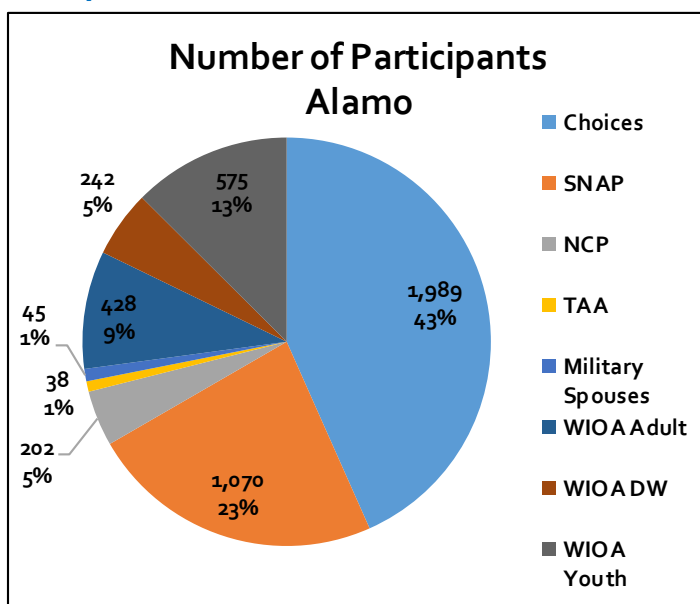
COUNTY	CHOICES	SNAP	NCP	TAA	Military Spouses	Adult	DW	Youth	Total
ATASCOSA	35	15	0	1	0	18	12	18	99
BANDERA	6	6	0	0	0	3	2	12	29
BEXAR	1757	909	201	33	41	308	169	355	3773
COMAL	48	24	0	1	0	18	10	40	141
FRIO	9	13	0	0	0	18	8	11	59
GILLESPIE	1	1	0	0	0	3	0	3	8
GUADALUPE	53	32	0	1	4	23	14	53	180
KARNES	4	4	0	0	0	1	2	6	17
KENDALL	5	5	0	1	0	4	7	17	39
KERR	18	15	0	0	0	12	2	23	70
MCMULLEN	0	0	0	0	0	0	0	0	0
MEDINA	14	24	0	0	0	8	6	17	69
OTHER	25	15	1	1	0	3	0	4	49
WILSON	14	7	0	0	0	9	10	16	56
<b>Total</b>	<b>1989</b>	<b>1070</b>	<b>202</b>	<b>38</b>	<b>45</b>	<b>428</b>	<b>242</b>	<b>575</b>	<b>4589</b>

*Note: Data may not be accurate. TWC data applications/TWIST are configured to report information by the Center from which services are provided and not by residence location. Residence information may be impacted in different ways (e.g., TWIST data are modified through batch processes from data that are updated in WorkInTexas/WIT without staff intervention; participants may move without reporting the change; for some participants, such as TANF and SNAP, their address locations may be imported from other applications, such as from Health and Human Services, etc.).*

*Source: Participant data by County of residence using TWIST Management Summary report.*

## Center Visitors (May 2020)

Office	Call Center	Email	Center	Grand Total
East Houston	701	238	32	971
Datapoint	443	909	55	1,407
Marbach	1,533	811	34	2,378
South Flores	1,965	551	81	2,597
Walzem	1,447	2,133	90	3,670
<b>Urban</b>	<b>6,089</b>	<b>4,642</b>	<b>292</b>	<b>11,023</b>
Bandera	0	0	0	0
Boerne	122	80	35	237
Floresville	353	979	16	1,348
Fredericksburg	0	0	0	0
Hondo	55	25	25	105
Kenedy	14	305	0	319
Kerrville	245	201	30	476
New Braunfels	163	368	33	564
Pearsall	258	125	30	413
Pleasanton	701	333	75	1,109
Seguin	628	1,248	4	1,880
<b>Rural</b>	<b>2,539</b>	<b>3,664</b>	<b>248</b>	<b>6,451</b>
<b>Total</b>	<b>8,628</b>	<b>8,306</b>	<b>540</b>	<b>17,474</b>



### Labor Market Exchange (Oct 2019 - May 2020) *WorkInTexas (WIT) data*

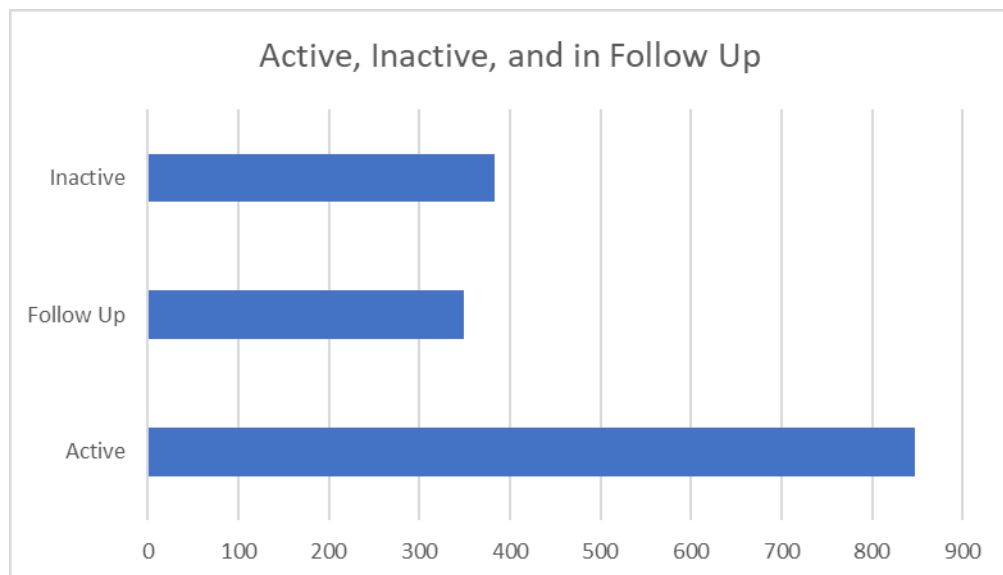
- **Total placements: 8,246**
- **Job Orders: 16,783**
- **Active Job Seekers: 138,724**
- **Employer Recruitment, employers with Job Openings: 1,803**

**RECAP: Caseloads by Program and County  
Snapshot as of 07/01/2020**

County	Program								Grand Total
	CHOICES	MILITARY SPOUSE	NCP	SNAP	TAA	WIOA ADULT	WIOA DW	WIOA YOUTH	
Atascosa	6	0	0	0	1	34	15	16	72
Bandera	0	0	0	0	0	1	4	8	13
Bexar	353	39	26	28	19	258	172	243	1138
Comal	4	0	0	0	4	29	28	37	102
Frio	1	0	0	0	0	18	11	6	36
Gillespie	0	0	0	0	0	2	0	0	2
Guadalupe	4	0	0	0	0	14	7	45	70
Karnes	0	0	0	0	0	2	0	9	11
Kendall	0	0	0	0	0	12	8	17	37
Kerr	0	0	0	0	0	14	2	13	29
Medina	2	0	0	0	0	8	8	14	32
Wilson	2	0	0	0	0	8	9	18	37
Grand Total	372	39	26	28	24	400	264	426	1579

**RECAP: Active, Inactive, and In Follow Up  
As of 07/01/2020**

Status	PROGRAM								Grand Total
	CHOICES	MILITARY SPOUSE	NCP	SNAP	TAA	WIOA ADULT	WIOA DW	WIOA YOUTH	
Active	370	6	21	28	23	131	87	181	847
Follow Up	0	27	0	0	0	145	73	104	349
Inactive	2	6	5	0	1	124	104	141	383
Grand Total	372	39	26	28	24	400	264	426	1579



**RECAP: # of Days Inactive by Fund and County**  
**Snapshot as of 07/01/2020**

FUND	COUNTY	# of Days Inactive				Grand Total
		<45	45-59	60-74	75-89	
<b>WIOA YOUTH</b>	Atascosa	2	0	0	0	2
	Bandera	1	0	0	0	1
	Bexar	89	11	12	4	116
	Comal	3	0	2	0	5
	Frio	2	0	0	0	2
	Guadalupe	7	0	0	0	7
	Karnes	1	0	0	0	1
	Kerr	1	0	0	0	1
	Medina	1	0	0	0	1
	Wilson	5	0	0	0	5
<b>WIOA YOUTH Total</b>		<b>112</b>	<b>11</b>	<b>14</b>	<b>4</b>	<b>141</b>
<b>WIOA DW</b>	Atascosa	10	0	0	0	10
	Bandera	1	0	0	0	1
	Bexar	67	0	1	0	68
	Comal	10	1	0	0	11
	Frio	4	0	0	0	4
	Kendall	4	0	0	0	4
	Medina	3	0	0	0	3
	Wilson	3	0	0	0	3
<b>WIOA DW Total</b>		<b>102</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>104</b>
<b>WIOA ADULT</b>	Atascosa	8	0	0	0	8
	Bandera	1	0	0	0	1
	Bexar	71	7	5	0	83
	Comal	13	0	0	0	13
	Frio	5	2	0	0	7
	Guadalupe	1	0	0	2	3
	Karnes	1	0	0	0	1
	Kendall	3	0	0	0	3
	Kerr	2	0	0	0	2
	Medina	2	0	0	0	2
	Wilson	0	1	0	0	1
<b>WIOA ADULT Total</b>		<b>107</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>124</b>
<b>TAA</b>	Bexar	0	0	1	0	1
<b>TAA Total</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>NCP</b>	Bexar	5	0	0	0	5
<b>NCP Total</b>		<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>MILITARY SPOUSE</b>	Bexar	6	0	0	0	6
<b>MILITARY SPOUSE Total</b>		<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>CHOICES</b>	Bexar	2	0	0	0	2
<b>CHOICES Total</b>		<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Grand Total</b>		<b>334</b>	<b>22</b>	<b>21</b>	<b>6</b>	<b>383</b>





WSA NON-FORMULA FUNDED GRANTS, INITIATIVES, & PROJECTS								
#	Initiative/Grant	Funding	Description	Partners	Goals	Outcomes	Status	Challenges
11	RESEA	Reemployment Services	Provide Unemployment Insurance (UI) Claimants with access to resources, tailored labor market information, career services, and potential co-enrollment in the WIOA Dislocated Worker program, and obtain employment.	C2 GPS	1. 100% Outreach of RESEA UI Claimants. 2. Provision of RESEA Orientations to UI Claimants.	RESEA Orientation Services were provided to 1,897 UI Claimants (Between 10/2019 to 02/2020).	On hold	The Workforce Career Centers were closed in March 2020 due to COVID-19 and RESEA outreach was suspended by TWC.
	\$361,164							
	9/30/2019	12/31/2020						
12	Youth Job Skills/Urban	WIOA Youth	TWC funding to support 5 Boards with the highest # of dropouts and youth UI Claimants.To develop strategies to provide enhanced service delivery to Out-of-School without a secondary school diploma/equivalency, disadvantaged youth, and areas with high poverty rates.	C2 GPS ESC-20, Savant,	1. Enrollment: 42 youth 2. HS enrollment: 21 3. HS/equiv. completion: 7 4. Post-Sec Enrollment: 12 5. Post-Sec Credential: 4 6. Job Placement: 8	Youth are in the pipeline to enroll into GED and Training amidst Covid-19, as outreach is now being conducted virtually and digitally.	In progress	Mutple outreach mechanisms were planned, due to COVID-19 in person outreach and events have been rescheduled at this time!
	\$205,920							
	10/1/2019	8/31/2021		SERC BCFS, ESC-20, Alamo Colleges, Caterpillar	1. Enrollment: 10 youth 2. HS enrollment: 5 3. HS/equiv. completion: 2 4. Post-Sec Enrollment: 3 5. Post-Sec Credential: 1 6. Job Placement: 2	1.(3) Participants ITA training for Industrial Maintenance Technician 2.(4) Participants for HS Diploma	In progress	Due to COVID-19 the start date for ITA training changed multiple times, but was transitioned into online classes.
	Youth Job Skills/Rural	WIOA Youth						
	\$51,480							
	10/1/2019	8/31/2020						
13	Military Family Support Program	WIOA Adult Statewide	On-site services at Military and Family Readiness Centers at JBSA Ft. Sam Houston, Lackland and Randolph located for military spouses, including job search, assessment, labor market information, resume writing, interviewing skills, support services, training in high demand occupations and placement.	C2 GPS Joint Base SA	1. # Provided Assessments - 62 2. # Participants Enrolled - 62 3. # Receiving Supportive Services- 6 4. # Participants Trained - 6 5. # Participants Receiving Certifications - 6	1. # Provided Assessments -12 2. # Participants Enrolled -12 3. # Receiving Supportive Services-0 4. # Participants Trained - 1 5. # Participants Receiving Certifications- 0 (Between 01/01/2020 to 06/30/2020)	In progress	Enrollment of spouses. Difficult to enroll in certain activities (due to spouses' occupational goals and military active duty spouses unexpected reassignment). Gaining employment has been difficult.  C2 Career Counselors are not allowed on base due to COVID-19
	\$222,630							
	1/1/2020	12/31/2020						
14	HPOG Grant	Alamo Colleges Subgrant	TANF recipient co-enrollment/case management with provision of supportive services (including utility, transportation and housing assistance and referral to resources such as childcare), Placement services for participants of Health & Human Services-Health Professions Opportunities Grant ("HPOG"). Individuals must meet eligibility and demonstrate a need for skills and training to enter the workforce.	Alamo Colleges, C2 GPS hires 1 staff	1. 25 applicants by 2/15/20 2. 9 applicants by 5/30/20 3. Medical Front Office certificate: 20 by 6/30/20 to 8/30/20. 4. Provide 25-30 hours of OJT and health care employment services. 5. Job placement: 25 participants by 9/29/20	Accomplished Goal 1 and 2 successfully with 25 applicants by 2/15/2020 and 9 applicants by 5/30/2020. Of the 25 applicants, 0 were selected. Of the 9 applicants by 5/30/20 3 were selected and 1 secured a job. June Medical Front Office training is anticipated pending COVID-19 changes by Alamo Colleges. For the MFO class 200-300 participants were reviewed, 24 met eligibility criteria for HPOG. Of 24, 12 will start the MFO class. 7/15/2020.  WSA is behind on targets, adding 4 WSA MFO participants for July/August cohort. Provided 25-30 OJT hours of OJT ad healthcare employment services. Job placements: 25 participants by 9/29/20.	In-progress  However, will keep an eye on target attainment as it is beginning to fall behind.	Identification of eligible applicants, conflicting goals between TWC/WSA TANF requirements and HPOGs timelines (TWC/WSA is 'work-first' not long-term training), COVID-19: direct impact on training schedule forces participants out of the timeline to participate. COVID 19 has made it difficult to bring participants back in to complete missing paperwork. Team has been instructed to identify new eligible participants to hit targets. Classes have been moved or delayed due to low recruitment. Participants are choosing to collect federal aid from COVID 19 and/or choosing to work instead of going through the training or enrollment process.
	\$81,870							
	10/1/2019	9/29/2020						

WSA NON-FORMULA FUNDED GRANTS, INITIATIVES, & PROJECTS								
#	Initiative/Grant	Funding	Description	Partners	Goals	Outcomes	Status	Challenges
15	TechWorks Grant	Alamo Colleges Subgrant	Referrals, recruitment, job placement assistance for participants with some college but no degree, Veterans, Promise Zone residents, unemployed and underemployed individuals. Must meet Tech Works' eligibility and demonstrate a barrier: long term unemployment-over 27 weeks unemployed, limited	Alamo Colleges, C2 GPS hires 1 staff	1. Refer 20 eligible applicants by 2/30/20. 2. Refer 20 eligible applicants by 4/30/20. 3. Refer 20 eligible applicants by 6/30/20. 4. Job Placement: 50% (30) participants by 12/1/2020.	40 eligible applicants by 4/30/20 is target. 24 applicants were referred prior to 2/30/2020 meeting the February target. 65 eligible applicants were referred from February to April 30, 2020 Grant is meeting all targets.7/15/2020- 50% of referrals have missing eligibility criteria docs or did not met ACCD legibility criteria.	89 applicants In-progress	Implementation of identification of potential eligible applicants and referral system. TechWorks will train participants - subsequent placement requires alignment of business services efforts with employers in the field. COVID 19 has made it difficult to bring participants back in to complete missing paperwork. Team has been instructed to identify new eligible participants to hit targets.
	\$83,580							
	10/1/2019	12/1/2020	English proficiency, disability, childcare needs, housing assistance, prior criminal convictions, and other barriers to employment identified under WIOA.					
16	Rapid Response	WIOA Dislocated Worker	Provides Rapid Response immediate reemployment services to workers affected by layoffs, plant closings, workers of businesses affected by disasters and foreign trade.	Training Solutions, C2 GPS	Provide immediate reemployment services to affected workers.	Displaced Workers 11,068 from 135 companies, January to May 22, 2020	In progress	Tracking outcomes in employment for affected workers, co-enrollment with Dislocated Worker Program.
	\$98,326							
	10/1/2018	9/30/2019						
17	Transitioning Service Members Inventory (Survey)	WIOA Dislocated Worker and Cost Allocated	The Transitioning Service Members Inventory Initiative Survey is authorized by Joint Base San Antonio (JBSA) Fort Sam Houston. Lackland and Randolph and regularly administered by Bexar County staff. WSA Data enters paper responses into database, performs analysis and develops professional/publishing of report twice a year.	JBSA, Bexar Couty	Publish two reports annually	First report published 300 copies. Second report published 500 copies. 2732 surveys received. Third report is under review by JBSA and Bexar County Veterans Service Center Leadership. Report will be distributed August 2020.	In progress  Fell behind due to COVID-19 focus, but is now in progress	Marketing promotion of survey. Manual capturing of surveys during Transition Assistance Program (TAP) classes requires manual data entry. Different surveys were used by Bexar County, consolidation information has been challenging. COVID 19 has impacted collection of surveys.
	\$6,000							
	10/1/2019	9/20/2020						
Initiative or active but all activities were completed or no additional reporting to Board is currently needed.								
#	Initiative/Grant	Funding	Description	Partners	Goals	Outcomes	Status	Challenges
18	Child Care Quality Conference	Workforce Commission Initiatives (WCI)	TWC funding for Board staff travel costs to the TWC Child Care Quality Conference April 24, 2019 in Austin	TWC	Cancelled due to COVID-19	Funding was cancelled due to COVID-19	Inactive	None.
	\$640							
	10/1/2019	9/30/2020						
19	Texas Veterans Leadership Program	Workforce Commission Initiatives (WCI)	TWC funding to support the agency's Texas Veterans Leadership Program (TVLP) staff	TWC/TVLP	Provide funding support to TVLP	Ongoing support.	Ongoing	None.
	\$17,177							
	10/1/2019	9/30/2020						
20	Foster Care Youth Conference	Workforce Commission Initiatives (WCI)	TWC funding of cover Board staff travel costs to the Foster Care Youth Conference	TWC	Conference rescheduled due to COVID-19 to later in the year.	TBD	Ongoing	None.
	10/1/2019	9/30/2020						
21	Externship for Teachers	Statewide Initiative	TWC funding to transfer the externship management and functions to communities and/or school districts, provide additional externship opportunities during the Fall 2019, and Spring 2020 and advance digital badging in the project.	Steuck & Associates and Alamo STEM Coalition	1. Transfer externship to communities and/or school districts 2. Provide externship training to regional areas 3. Digital badging use for teachers to track students outcomes.	The funding was cancelled due to Coronavirus crisis.	Inactive	The pandemic created a challenge to meet in-person with teachers, employers and continue to host on-site tours.
	\$200,00							
	5/6/2020	2/28/2021						
22	Summer Earn and Learn	Statewide Initiative	Summer Earn and Learn is a statewide strategy that includes work readiness training and paid work experience for students with disabilities during the summer months. TWC-VR is primarily responsible for student recruitment and Workforce staff have the responsibility of identifying and recruiting employers to provide work experience opportunities.	VR		The funding was cancelled due to Coronavirus crisis.	Inactive	The pandemic resulted in the program being cancelled.
	\$							
	4/4/2020	08/21/2022						



# **CHILD CARE PROGRAM REPORTS**

# BCY20 CHILD CARE PERFORMANCE MEASURES

## MAY 2020

### Performance

Timeframe	# of Units	BCY20 Target	% Attainment	Status
Year New (10/01/19 - 09/30/20)	10,383	10,469	99.18%	<b>MP</b>

### Child Care Providers - Informational Only

Type of Provider	Number
Number of Texas Rising Star Providers	118
Number of Texas School Ready Providers	35

### Performance Status Methodology

The Measure Status Methodology for BCY 20 will use YTD numbers to calculate performance.

MP = 95%-105%

+P = 105% or above

-P =<94.99

### Wait List - Informational Only

Month	Number
May 2020	4,717

Month	Goal	Actual Units	Percent of Goal
October	9,532	10,891	114.26%
November	9,532	10,690	112.15%
December	9,532	10,357	108.66%
January	9,532	10,215	107.17%
February	10,469	10,159	97.04%
March	10,469	10,227	97.69%
April	10,469	10,282	98.21%
May	10,469	10,452	99.84%
June	10,469		
July	10,469		
August	10,469		
September	10,469		

### Intake Information

- WSA met the Discretionary Rural Enrollment Goal of 20%.
- Intake for Rural customers on the Waitlist began in February 2020 as the Goal for BCY20 increased to 10,469
- COVID Essential Workers became a new protective services funding characteristic where Essential Workers making up to approximately 150% State Median Income can receive care for three months.

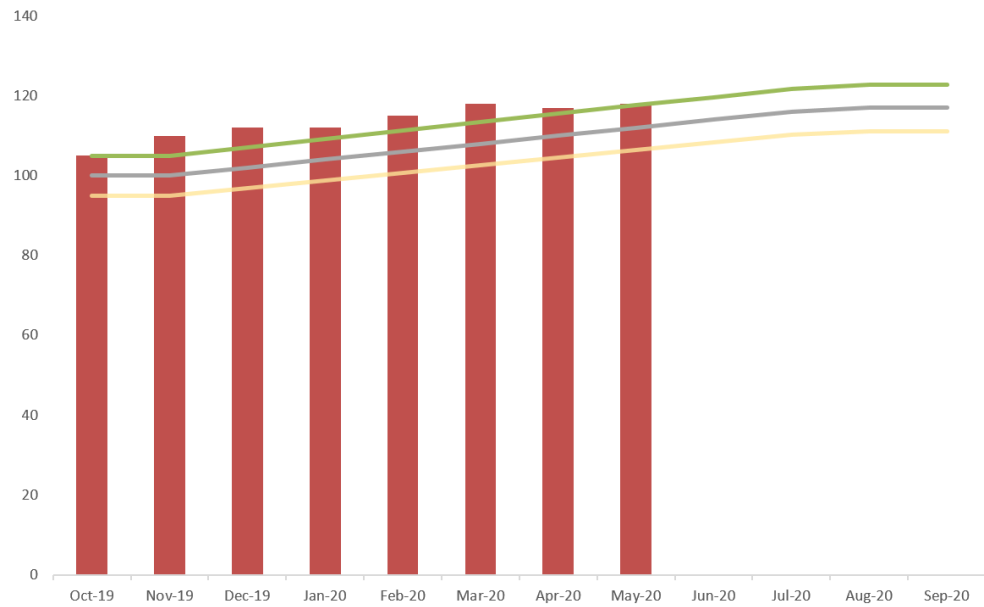
### Provider Outreach Efforts:

- Provider outreach is being done remotely due to new COVID Child Care regulations.

County	Goal	Urban/Rural Discretionary Performance	Discretionary	Mandatory*	CCDF Total	Percent of Goal	COVID Essential Worker	DFPS Not Included in Performance
<b>Bexar</b>	<b>8,375</b>	<b>76.90%</b>	<b>6,881</b>	<b>1,357</b>	<b>8,238</b>	<b>98.36%</b>	<b>1,944</b>	<b>580</b>
<b>Rural</b>	<b>2,094</b>	<b>23.10%</b>	<b>2,067</b>	<b>147</b>	<b>2,214</b>	<b>105.73%</b>	<b>338</b>	<b>165</b>
Atascosa			253	16	269		65	24
Bandera			48	2	50		1	4
Comal			464	42	506		67	34
Frio			67	7	74		9	6
Gillespie			28	8	36		2	1
Guadalupe			526	32	558		64	41
Karnes			22	0	22		2	0
Kendall			52	4	56		7	7
Kerr			251	12	263		41	21
McMullen			0	0	0		3	0
Medina			210	18	228		26	12
Wilson			146	6	152		51	15
<b>Total</b>	<b>10,469</b>		<b>8,948</b>	<b>1,504</b>	<b>10,452</b>		<b>2,282</b>	<b>745</b>

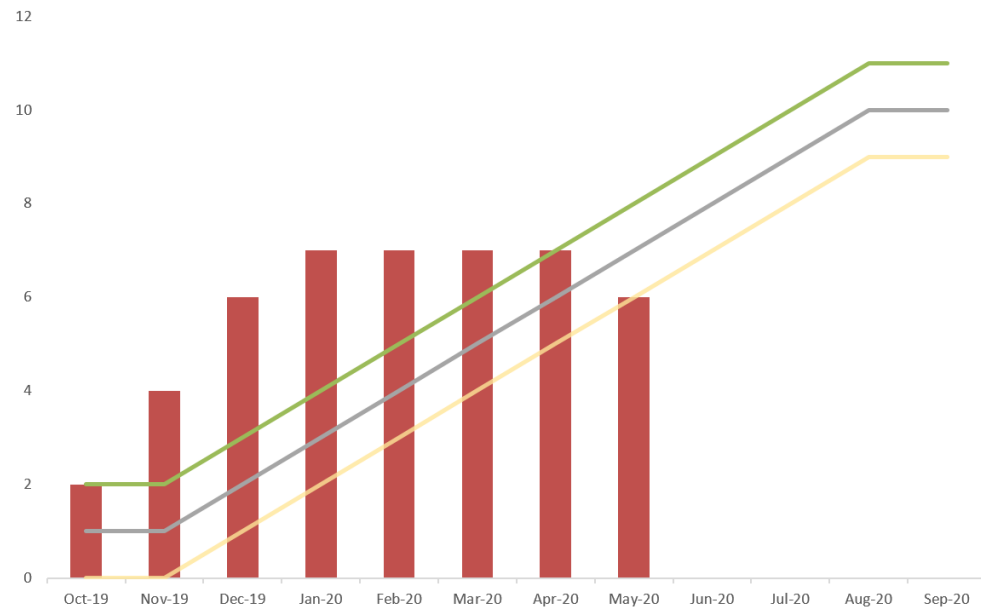
Differences in units are due to timing of payments/referral fixes vs. date TWC extracted performance and will be captured in the subsequent month.

Workforce Solutions Alamo  
Child Care Services (CCS) Quality Performance BCY20  
Number of Texas Rising Star Providers



	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Actual Cumulative Performance	105	110	112	112	115	118	117	118				
Cumulative Performance Goal 95%	95	95	97	99	101	103	105	106	108	110	111	111
Cumulative Performance Goal 100%	100	100	102	104	106	108	110	112	114	116	117	117
Cumulative Performance Goal 105%	105	105	107	109	111	113	116	118	120	122	123	123

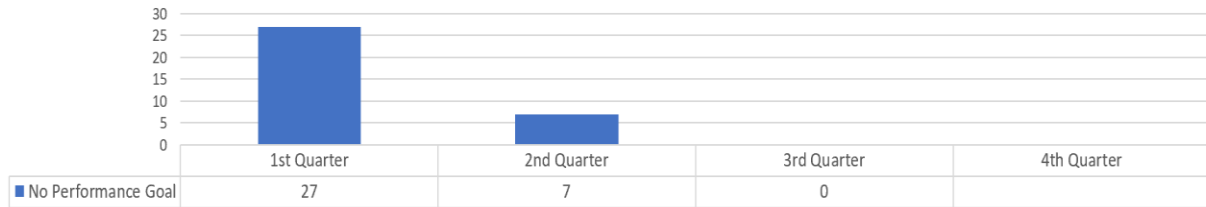
Workforce Solutions Alamo  
 Child Care Services (CCS) Quality Performance BCY20  
 Increase in Star Level of Texas Rising Star Providers



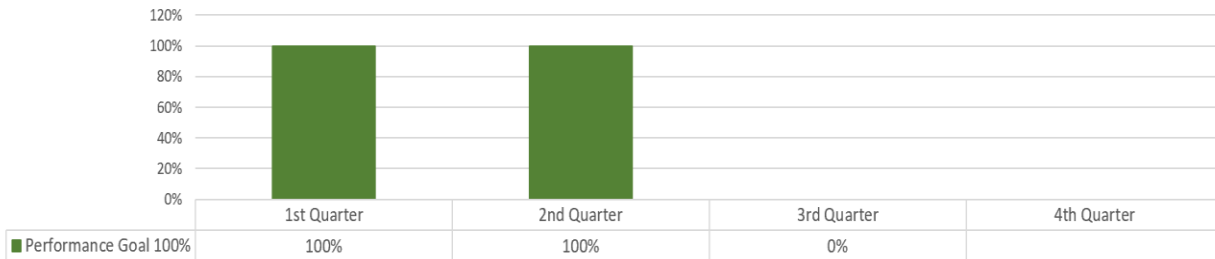
	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Actual Cumulative Performance	2	4	6	7	7	7	7	6				
Cumulative Performance Goal 95%	0	0	1	2	3	4	5	6	7	8	9	9
Cumulative Performance Goal 100%	1	1	2	3	4	5	6	7	8	9	10	10
Cumulative Performance Goal 105%	2	2	3	4	5	6	7	8	9	10	11	11

# Texas Rising Star Assessor Performance

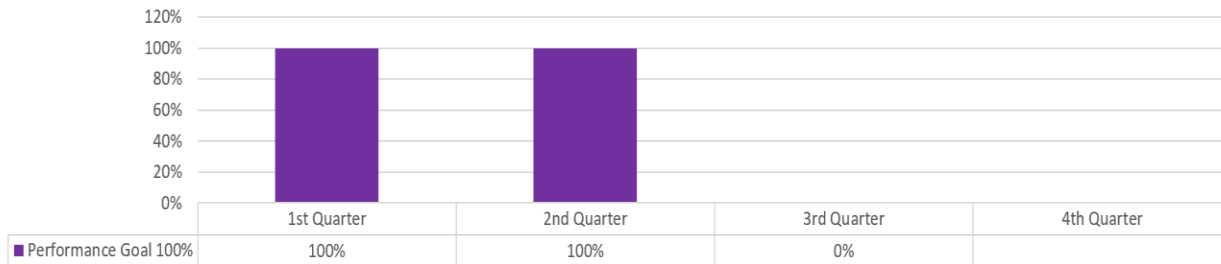
BCY20 Number of Assessments Conducted



BCY20 Percentage of Exit Reviews Conducted After Assessments



BCY20 Percentage of Assessment Results Provided Timely



**No TRS Assessments completed this Quarter due to COVID-19**

# Quality Improvement Activities

## Mentoring Activities

- Total Texas Rising Star Providers: 118
  - 75 – 4 Star
  - 31 – 3 Star
  - 12 – 2 Star
- 25 zero-star centers (not TRS Certified) being mentored

## Current Initiatives/Partnerships:

- Voices for Children – South Texas Trauma Informed Consortium Sector – Early Care and Education. The focus of this group is to work to mitigate the effects of Adverse Childhood Experiences by working together to create a Certified Trauma Informed Bexar County.
- Region 20 – As part of the RECESS grant, WSA is working in partnership with Region 20 to have TRS child care centers work in collaboration with ISDs to support a school readiness and transition plan.
- Pre-K 4 SA – Working together to increase quality child care in San Antonio without duplicating services. Pre-K 4 SA has been providing professional development to child care providers who do not meet the TRS Guidelines to prepare them for reaching TRS status.
- Ready Kids SA – Working with a network of partners to maximize early childhood resources in our community. Primary Objectives: Create a comprehensive early childhood system that promotes the social, emotional, physical and cognitive development of children 0-8. Establish strategies and tools for family support and partnership.
- Working with (Texas Early Childhood Professional Development System) TECPDS to create a partnership so that we can utilize the system for storing all training certificates for future and easy access.
- United Way – Working with St Paul center on providing TRS Training to their trainer and master mentor to work with 10 Child Care Centers to bring them up to quality.
- Shared Services Alliance – WSA is working with the Shared Services Alliance in San Antonio, which includes established partners: United Way, Region 20, Pre-K 4 SA, Voices for Children, and the SA Food Bank. The Shared Services Alliance is leveraging resources to improve business practices at child care centers and improve quality by providing services and resources for providers. WSA will replicate services for rural counties.
- San Antonio College (SAC) – Developed a Career Pathway for early childhood professionals by establishing a scholarship for a Level II certificate, a stackable credential that can be transferred to an associate degree.

# **BUDGETS**

	Report Period: 10/01/19 - 5/31/20								
	Contractor Expense Report								
Contractor	Budgeted Amt.	Fiscal year 10/1/19 to 9/30/20	% Expensed	Balance	Direct Client Expenses	Urban Direct Client Expenses	Rural Direct Client Expenses	Direct Client Expenses Urban %	Direct Client Expenses Rural %
<b>C2 GPS Workforce Center-FY20</b>									
WIOA Adult	3,465,161	2,181,107.20	62.94%	1,284,054	970,027	765,174	204,852	78.88%	21.12%
WIOA Dislocated Worker	3,494,069	2,127,092.68	60.88%	1,366,976	649,264	484,274	164,991	74.59%	25.41%
WIOA Statewide Activities	48,000	22,079.54	46.00%	25,920	-	-	-		
WIOA Youth - Urban	2,938,859	1,627,018.37	55.36%	1,311,841	801,624	801,624	-	100.00%	0.00%
WIOA Youth Job Skills	205,920	11,509.89	5.59%	194,410	-	-	-		
TANF / Choices	4,410,565	2,371,205.46	53.76%	2,039,360	467,556	405,336	62,220	86.69%	13.31%
SNAP ABAWD	1,277,464	949,511.19	74.33%	327,953	196,848	165,777	31,071	84.22%	15.78%
NCP	364,552	256,285.79	70.30%	108,266	39,543	39,543	-	100.00%	0.00%
TAA	275,269	141,067.74	51.25%	134,201	141,063	106,253	34,810	75.32%	24.68%
REA	450,000	321,589.58	71.46%	128,410	-	-	-		
Child Care Quality-CCQ	1,398,760	649,733.52	46.45%	749,026	59,679	59,679	-	100.00%	0.00%
VR Infrastructure Funding	19,985	8,859.19	44.33%	11,126	-				
Military Family Support	121,084	100,910.04	83.34%	20,174	6,299	6,299		100.00%	0.00%
Military Family Support	178,104	138,934.17	78.01%	39,170	43,410	43,410		100.00%	0.00%
H-1B Job Training-Tech Works Grant	83,580	6,553.21	7.84%	77,027	-				
Teacher Externship	20,000	-	0.00%	20,000					
Women's Entrepreneurship Bootcamp	13,319	-	0.00%	13,319					
Health Profession Opportunity Grant	81,870	32,810.16	40.08%	49,060					
WCI Funding	41,470	0	0.00%	41,470					
Rapid Response	15,000	13,698.56	91.32%	1,301					
NDW - Disaster Recovery DW grant	735,219	3,171.57	0.43%	732,047					
<b>C2 GPS Total</b>	<b>19,638,250</b>	<b>10,963,137.86</b>	<b>55.83%</b>	<b>8,675,112</b>	<b>3,375,314</b>	<b>2,877,370</b>	<b>497,944</b>		
<b>SERCO-FY20</b>									
WIOA Youth - Rural	1,484,411	832,940.54	56.11%	651,470	275,408	-	275,408	0.00%	100.00%
WIOA Youth Job Skills Grant	51,480	7,451.17	14.47%	44,029	-	-	-		
WIOA Statewide Activities	10,861	-	0.00%	10,861	-	-	-		
<b>SERCO TOTAL</b>	<b>1,546,752</b>	<b>840,391.71</b>	<b>54.33%</b>	<b>706,360</b>	<b>275,408</b>	<b>-</b>	<b>275,408</b>		



		Report Period: 10/01/19 - 5/31/20							
Contractor	Budgeted Amt.	Fiscal year 10/1/19 to 9/30/20	% Expensed	Balance					
<b>SPECIAL PROJECTS / GRANTS</b>									
<b>Externship for Teachers 2019</b>				-					
ATEAMS	300	-	0.00%	300					
Steuck & Associates	10,000	10,000.00	100.00%	-					
UTSA	5,000	5,000.00	100.00%	-					
<b>Externship for Teachers</b>	<b>15,300</b>	<b>15,000.00</b>	<b>98.04%</b>	<b>300</b>	-	-	-		
<b>Child Care Automation FY20</b>									
ACS-Xerox Business Services	361,164	231,661.76	64.14%	129,502					
				-					
<b>WIOA Alternative Funding Statewide Activities</b>				-					
* ATEAMS-Teacher Externship	90,000	-	0.00%	90,000					
* ATEAMS-Teacher Externship Plus	160,000	-	0.00%	160,000					
UTSA-Women's Entrepreneurship Bootcamp	28,000	7,000.00	25.00%	21,000					
Texas Industry Partner	56,640	-	0.00%	56,640					
<b>WIOA AFSA Total</b>	<b>334,640</b>	<b>7,000.00</b>	<b>2.09%</b>	<b>327,640</b>					
<i>* Pending information to finalize contract</i>									
<b>Rapid Response 2019</b>				-					
* Training Solutions	61,434	61,434.00	100.00%	-					
<i>* Contractor Training Solutions amendment in process</i>									
TAA/ES Contractor Cost		22,316.10							
<b>Contractor Grand Total</b>	<b>103,782,209</b>	<b>66,604,735.26</b>	<b>64.18%</b>	<b>37,177,474</b>	-	-	-		

## WORKFORCE PROGRAM SUMMARY DESCRIPTION

“Programs” can be classified in different ways as based on the way that they come about. These include “*Formula-Funded Grants*,” “*Workforce Initiatives*,” “*Special Grants/Projects*,” “*Fee-for-Service Grants*,” and “*Other TWC Grants*.”

### Formula-Funded Grants

Funds for services are allocated to state and local areas based on a formula. These grants are the Board’s ‘bread and butter’ and form a part of our primary or core programs.

**Child Care Services (CCS).** Child care subsidies in support of low-income parents’ employment (retention) and/or completion of education and training. Services are also offered to TANF/Choices and SNAP E&T participants, as well as for children in need of protective services.

**Non-Custodial Parent Choices (NCP).** Program targets low-income unemployed or underemployed noncustodial parents who are behind on their child support payments and whose children are current or former recipients of public assistance.

**Quality Improvement Activities (QIA).** Initiatives that help promote the quality of child care, including training and technical assistance that are primarily geared to benefit child care facilities that are working toward Texas Rising Star (TRS) certification or are TRS providers working toward a higher certification level.

**Rapid Response.** Rapid Response is a proactive, business-focused strategy designed to help growing companies access an available pool of skilled workers from companies that are downsizing and to respond to layoffs and plant closings by providing immediate on-site assistance to transition workers to their next employment as soon as possible.

**Supplemental Nutrition & Assistance Program Employment & Training (SNAP).** Program helps ‘food stamp’ recipients gain skills, training, or work experience and increase their ability to obtain regular employment.

**TANF/Choices.** Program offers job preparation and educational services required for parents who depend on public assistance (Temporary Assistance for Needy Families/TANF) to transition into economic self-sufficiency through employment.

**Trade Adjustment Assistance (TAA).** Program provides job training and employment services to workers who have lost their jobs due to the effects of international trade.

**Wagner-Peyser.** Federal legislation that established the ‘Employment Service’ and ancillary functions in 1935, as subsequently amended. Employer, job matching, and other related services offered at the Centers are partly funded using Wagner-Peyser grant funds.

**Workforce Investment & Opportunity Act (WIOA).** WIOA has three main “formula-funded” grants serving Adults, Dislocated Workers, and Youth. However, other smaller grants are funded through WIOA, such as Rapid Response and Trade Adjustment Assistance (TAA).

WIOA funds also can be used for Incumbent Worker and Customized Training, both of which only require 'basic' WIOA eligibility (e.g., being eligible to work in the U.S., being employed and, for males, being registered in Selective Service). The following three grants do have additional eligibility requirements which individuals must meet for funding.

**WIOA Adult.** Program serves economically disadvantaged adults assisting them in obtaining the skills needed to obtain, retain, and/or advance in employment.

**WIOA DW.** Program serves individuals who have lost their jobs as a result of a layoff or closure (e.g., at no fault of their own). Program assists dislocated workers in returning to the workforce as quickly as possible.

**WIOA Youth.** Program serves in-school and out-of-school youth ages 16-24 supporting them so they may enter into or complete educational/training opportunities, so they may gain the skills and credentials needed to obtain and retain employment.

### Special Grants/Projects

Special Grants/Projects are those that WSA competes for (e.g., these are not like the "formula-funded grants" that TWC awards WSA). Rather, WSA writes a proposal to request and/or compete for funding, be this on our own and/or with partners.

**Externship for Teachers.** Grant available by TWC to outreach/collaborate with employers and Independent School Districts (ISDs) to provide externships for middle school and/or high school teachers, schools, counselors, and school administrators. WSA assists in the development and submits a proposal in partnership with the Alamo STEM Workforce Coalition (ASWC). ASWC is comprised of the Alliance for Technology Education in Applied Math and Science (ATEAMS), the Education Service Center 20 (ESC-20), SA Works, UTSA, and C2 GPS. The project requires matching funds (e.g., non-federal funds put in by the partners and/or private donors).

**High Demand Job Training Program.** WIOA funds that aim to address skill gaps that support talent pipelines that help meet industry needs, for example, for the purchasing of instrumentation, tools, and/or equipment. These must be done in collaboration between Boards and Economic Development Corporations (EDCs). Partners with whom WSA has collaborated include Alamo Colleges, Seguin EDC, and New Braunfels IDC (e.g., recent grant focused on building capacity with CNC machining technology and training).

### Workforce Commission Initiatives (WCI)

WCIs are grant awards issued to Boards by TWC to fund specific project initiatives. The focus and timeframes of these grants vary. These initiatives support the delivery of services to workers and employers and help fund projects that strengthen and add value to the delivery system. The following are some examples.

**Red, White, and You!** Employment Service (ES) funds to support the job fair event for Veterans.

**Career in Texas Industries/Youth Career Fair Events.** TANF funds that support Career in Texas Industries or Youth Career events for middle school, high school, and postsecondary students. Events aim at promoting exploration of career opportunities including

understanding pathways to in-demand careers, networking, internships, and other applied learning opportunities. This year's focus is on a Career Pathway Readiness Mini-Summit to include school Administrators, Counselors & Teachers, Parents, Students, and Workforce Development professionals with individual tracks and which is scheduled for September.

**Texas Veterans Leadership Program.** Utilize ES funds to support TWC's Texas Veterans Leadership Program (TVLP) staff. The Board shall ensure Agency TVLP staff is provided access to and use of common equipment, software or hardware platforms, consumables, and telecommunications networks in shared facilities. The Board may acquire goods or services needed to support the Agency's TVLP staff.

**Child Care Quality Conference.** Utilize CCDF funds to cover travel costs to the TWC Child Care Quality Conference.

**Foster Care Youth Conference.** Utilize TANF funds to cover travel costs to the Foster Care Youth Conference.

**Military Family Support Pilot Program.** Program designed to better meet the needs of military spouses entering the job market at military installations.

### **Fee-for-Service Grants**

TWC has begun issuing funding for Vocational Rehabilitation Services (VRS). These funds aim at ensuring that Texas effectively prepares students with disabilities to obtain competitive and integrated employment through participation in employability skills and work readiness training, career exploration activities, work experience, postsecondary education, and other activities.

**Summer Earn & Learn (SEAL).** Includes work readiness training and paid work experience during the summer for students with disabilities.

**Student HireAbility Navigator Project.** Funding for two positions to serve as resources in the WDA to support, expand, and enhance the provision of pre-employment transition services to students with disabilities who are in the early phases of preparing for transition to postsecondary education and employment.

**Paid Work Experience Services.** Boards partner with TWC-Vocational Rehabilitation Division (TWC-VR) to pay wages and associated taxes and fees so customers with disabilities can engage in paid work experiences.

### **Other TWC Grants**

TWC sometimes may issue grants to Boards that are not tied to Workforce Initiatives.

**Reemployment Services and Eligibility Assessment (RESEA).** Grant programs funded by Title I of WIOA and the federal-state Unemployment Insurance (UI) program are required partners in a comprehensive, integrated workforce system. This program targets claimants who are most likely to exhaust benefits and be in need of reemployment services.

## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Andrea Guerrero, Guajardo, PhD, MPH

**Date:** July 24, 2020

**Subject:** Local Plan Update

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**Summary:** This item is to provide an update on the proposed timeline for the creation of the 2021-2024 Local Plan in accordance with TWC requirement for each Workforce Development Board to develop a comprehensive 4-year local plan that analyzes the local workforce development area and lays out each Board's strategy to meet the economic and employment needs of the area's job seekers and employers.

**Analysis:** This timeline covers various tasks and activities associated with the development of the plan including data collection from various stakeholders, including the public.

**Alternatives:** This plan is a required deliverable.

**Recommendation:** Recommendation is to continue the process of the development of the local plan. This item is informational. No action necessary.

Local Plan Estimated Timeline*		Start	End
<b>1</b>	<b>Local Wisdom</b>	<b>7/7/2020</b>	<b>8/11/2020</b>
1.1	Employer Survey		
1.2	Partner Survey		
1.3	AACOG, COSA EDD, BX EDD - Local Officials		
1.4	WSA Board Feedback		
<b>2</b>	<b>Research &amp; Analysis</b>	<b>8/12/2020</b>	<b>9/30/2020</b>
2.1	Data Sources		
2.2	Data Gathering		
2.3	Data Preparation		
2.4	Data Targets (with Board/Community feedback)		
2.5	Data Analysis		
1.6	Staff Review (Initial List)		
<b>3</b>	<b>TWC Guidance</b>	<b>10/1/2020</b>	<b>10/30/2020</b>
3.1	Receive/review TWC Guidance	10/1/2020	
3.2	Write first draft		
3.3	Schedule/Plan Public Comment Meetings		
<b>3</b>	<b>Draft 1</b>	<b>10/15/2020</b>	<b>10/31/2020</b>
<b>4</b>	<b>Stakeholder Meetings/ Public Comment (30 days max)</b>	<b>11/1/2020</b>	<b>11/30/2020</b>
4.1	Forum 1: New Braunfels	1/15/2019	
4.2	Forum 2: Hondo	1/16/2019	
4.3	Forum 3: S. Flores	1/17/2019	
4.4	Meetings with AACOG, COSA EDD, BX EDD		
<b>5</b>	<b>Draft 2</b>	<b>12/1/2020</b>	<b>12/15/2020</b>
<b>6</b>	<b>WSA Board Approvals</b>	<b>1/2/2020</b>	
6.1	Strategic Planning Committee		
6.2	Executive Committee		
6.3	Full Board		
<b>7</b>	<b>Draft 3</b>		<b>1/20/2020</b>
<b>8</b>	<b>Co6 &amp; Respective Body Approvals</b>		
8.1	Area Judges		
8.2	Commissioners Court		
8.3	City Council		
8.4	Committee of Six		
<b>9</b>	<b>Final Draft</b>		<b>2/15/2020</b>
9.1	Signatures (obtain required signatures)		
<b>10</b>	<b>Submission to TWC</b>		<b>3/1/2020</b>

<b>Local Plan Modification Estimated Timeline*</b>		<b>Start</b>	<b>End</b>
<b>1</b>	<b>Research &amp; Analysis</b>	<b>11/5/2018</b>	<b>1/6/2019</b>
1.1	Data Sources		
1.2	Data Gathering		
1.3	Data Preparation		
1.4	Data Targets		
1.5	Data Analysis		
1.6	Staff Review (Initial List)		
<b>2</b>	<b>Local Wisdom</b>		
2.1	Employer Survey		
2.2	Agency Partner Survey		
2.3	Meeting with AACOG, COSA EDD, BX EDD		
<b>3</b>	<b>Draft 1</b>	<b>1/7/2019</b>	<b>1/8/2019</b>
<b>4</b>	<b>Stakeholder Meetings/ Public Comment (30 days)</b>	<b>1/8/2019</b>	<b>2/6/2019</b>
4.1	Forum 1: New Braunfels	1/15/2019	
4.2	Forum 2: Hondo	1/16/2019	
4.3	Forum 3: S. Flores	1/17/2019	
4.4	Meeting with AACOG, COSA EDD, BX EDD		
<b>5</b>	<b>Draft 3</b>	<b>2/7/2019</b>	<b>2/7/2019</b>
<b>6</b>	<b>Approvals</b>	<b>2/7/2019</b>	
6.1	Strategic Planning Committee		2/8/2019
6.2	Executive Committee		2/8/2019
6.3	Full Board		2/19/2019
<b>7</b>	<b>Draft 4</b>		<b>2/20/2019</b>
<b>8</b>	<b>C06 &amp; Respective Body Approval</b>	<b>1/23/2019</b>	<b>2/27/2019</b>
8.1	Area Judges	1/23/2019	2/27/2019
8.2	Commissioners Court	2/7/2019	2/26/2019
8.3	City Council	2/21/2019	2/28/2019
8.4	Committee of Six	2/27/2019	2/27/2019
<b>9</b>	<b>Final Draft</b>	<b>2/28/2019</b>	
10	Signatures		3/14/2019
<b>11</b>	<b>Submission</b>	<b>3/15/2019</b>	<b>3/15/2019</b>

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## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, WSA CEO

**Presented by:** LaVonnia Horne-Williams, Procurement & Contracts Director

**Date:** July 24, 2020

**Subject:** Procurement Projects and Contracts Summary

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**Summary:** Workforce Solutions Alamo (WSA) issues Request for Qualifications (RFQ), Request for Proposals (RFP), and Request for Quotes (RFQ) to acquire services and goods. Procurements are conducted in a manner which provides for full, open and free competition. The procurement of all goods and services for WSA is governed by the requirements and specifications outlined in the Texas Workforce Commission (TWC) Financial Manual for Grants and Contracts, Chapter 14, Office of Management and Budget's "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance (UG)) which is codified at Title 2, Part 200 of the Code of Federal Regulations (2 CFR part 200) and the Uniform Grant Management Standards (UGMS), Part III, Chapter 783 Texas Government Code.

**Analysis:** As an entity supported by public funds, WSA has a legal obligation to spend public funds wisely and prudently, to act in the public interest, to be transparent in its actions, and be accountable to the public. As the Director of Procurement and Contracting, the goal of my team is to ensure our department reviews all requests for purchases of goods, services, equipment, software, hardware, and subscriptions for best value.

Currently we have two renovation projects underway. The East Houston workforce center location is on schedule to be completed in late July, early August. The Seguin workforce center is relocating. The new location renovations are scheduled to be complete in late August. As we plan for the re-opening of all workforce centers, we have procured all the necessary PPE and have installed all necessary safeguards in each workforce center.

We are also focusing on contract amendments for program services, renewal contracts and assessing future service needs. We are working to dedicate time to staff development and training, creating best practices, updating policies and procedures and improving risk



mitigation by designing new business processes with built-in risk control and containment measures.

**Alternatives:** N/A

**Fiscal Impact:** N/A

**Recommendation:** Continuing current course of action to build improved business processes that mitigate the agency's risk, work within budgeted allocations, and provide the highest quality of service to our internal and external customers.

**Next Steps:** Providing Procurement staff and agency staff training on procurement processes and best practices. Training will include quarterly briefs on emergency procurements, sole source/proprietary procurements, and procurement process flow.

# Procurement Department

Contracts and Procurement

July 24, 2020



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# East Houston Renovation Schedule

## Interior/Exterior Updates

All selections, such as paint, hard surfaces, flooring, and signage are complete and completion of the project is still on schedule for early August.

- On the interior - millwork is done, countertops going in on 7/15/20, minor electrical/ plumbing remaining and painting/ flooring are starting.
- On the exterior, stucco is completed, the parapet has been framed but awaiting the TREX (wood) cladding before completion. Bike racks have been ordered.







**4535 East Houston**











EXIT















# Seguin Renovation Schedule

## Interior Renovation Updates

Contractor is currently working on replacing the ceiling grid and all ceiling tiles while awaiting materials ordered for the interior finish out. WSA has scheduled time with the contractor to have a progress meeting and make all remaining interior selections based on WSA standards. Interior selections, such as paint, hard surfaces, flooring, and door types will be finalized soon.



Currently, the project is still on schedule to complete in late August.





**Plaza Del Ray - 1411 East Court Street**





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**Questions?**



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## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Ricardo Ramirez, Dir. Quality Assurance

**Date:** July 2020

**Subject:** Briefing Regarding Quality Assurance

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**Summary:** To provide WSA Board of Directors with a summary briefing regarding Quality Assurance.

**Analysis:** Several program and fiscal monitoring reviews have been completed while others are underway. Notably:

- April 30, 2020: Received a clean report from Department of Labor (DOL) monitoring of Titles I and III (all WIOA programs and Wagner-Peyser).
- July 8, 2020: Received a clean report from Texas Workforce Commission (TWC) monitoring of WSA's Equal Opportunity requirements.
- Prioritized upcoming and in-progress fiscal and program reviews as follows:
  - 1) Fiscal integrity reviews (needed for contract renewals and awards) – three completed for C2 Global, COSA, and SERCO – all passed the reviews,
  - 2) Financial reviews (to validate contractor fiduciary processes),
  - 3) Program reviews.
- For 2019-2020: we have had minimal if any questioned costs (we continue to reflect high levels of compliance).
- We'll be working closely with Programs and Data departments, as well as with contractors to streamline and better integrate internal controls and define and design continuous improvement strategies.

**Alternatives:** N/A

**Fiscal Impact:** N/A

**Recommendation:** N/A.

**Attachments:** Board Quality Assurance Summaries for Programs and Fiscal.





## BOARD QUALITY ASSURANCE SUMMARY – July 2020

### PROGRAM MONITORING

*\*Independent monitoring conducted by Christine Nguyen*

COMPLETED			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	TANF/Choices 10/01/18 - 09/30/19	Needs improvement: TWIST data entry, contact with customers, file documentation.	Final Report issued 07/13/2020. Working with C2 on improvements.
City of San Antonio	Child Care Services 10/01/18 - 09/30/19	Questioned Costs: \$604.76 from overpayment and underpayments by parents due to errors calculating income. Error rates: minor in eligibility, low in parent share of cost, moderate in timeliness of eligibility and notifications.	Final report issued June 30, 2020.
TWC EO Monitoring	Equal Opportunity Yearly Monitoring	No findings - received a clean report from TWC.	Letter received from TWC July 8, 2029.
DOL Monitoring	Department of Labor Monitoring of TWC + WSA of WIOA Titles I and III.	No findings - received a clean report from TWC/DOL.	Letter received from TWC April 30, 2020.
C2 Global	Trade Adjustment Assistance (TAA) 01/01/19 - 10/31/19	No findings or disallowed costs. Observation: timeliness of Counselor Notes.	Final Report issued 11/21/2019. Observation addressed.
All	Risk Assessment	Completed.	Assessment completed 11/08/2019

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.



## BOARD QUALITY ASSURANCE SUMMARY – July 2020

IN-PROGRESS			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	WIOA Adult 10/01/18 - 09/30/19	Initial Report & Exit completed: 05/18/20. Non-final Initial Report. No disallowed costs. Initial error rates: minor in eligibility, moderately high in services, training services, support services, case management.	Issues will be reviewed pending responses from C2 07/01/20.
C2 Global	WIOA Dislocated Worker 10/01/18 - 09/30/19	Initial Report & Exit completed: 05/18/20. Non-final Initial Report. Pending questioned costs \$2,500 - rental lease and vehicle ownership documentation. Initial error rates: high in eligibility, training services, support services, case management.	Issues will be reviewed pending responses from C2 08/07/20.

UPCOMING			
Contractor	Scope	Summary	Status
C2 Global	WIOA Youth 02/01/19 - 09/30/19	na	Scheduled to begin after fiscal integrity and financial reviews are completed.
SERCO	WIOA Youth 10/01/18 - 09/30/19	na	

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.



## BOARD QUALITY ASSURANCE SUMMARY – July 2020

### FISCAL MONITORING

*\*Independent monitoring conducted by Christine Nguyen*

COMPLETED			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	Current status	Fiscal Integrity reviews needed for upcoming contract renewals.	All contractors passed. Completed 07/15/2020
COSA			
SERCO			

IN-PROGRESS			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	01/2019 - 12/2019	In-progress.	Pending some areas for direct customers.
COSA	04/2019 - 02/2020	In-progress.	Estimated completion 08/14/2020.
SERCO	6/2019 - 05/2020	In-progress.	Estimated completion 08/24/2020.
ATEAMS	Externship for Teachers	Fiscal Integrity review for contract award.	Working on some areas with ATEAMS.

UPCOMING			
Contractor	Scope	Summary	Status
na	na	na	na

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.

# Quality Assurance Report Briefing

Ricardo Ramirez, Director of Quality Assurance  
July 2020



AmericanJobCenter®



# Summary

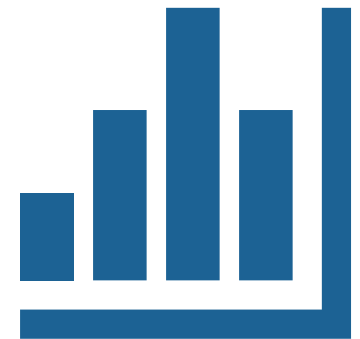
*This item is to provide an update of and highlight elements related to Quality Assurance.*



# Analysis Overview

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1. April 30, 2020: received clean report from Department of Labor (DOL) monitoring of Titles I and III (all WIOA programs and Wagner-Peyser)
2. July 8, 2020: received a clean report from Texas Workforce Commission (TWC) monitoring of WSA's Equal Opportunity requirements.
3. Prioritized reviews:
  - A. Fiscal Integrity Reviews (needed for contract renewals) – completed – C2 Global, COSA, and SERCO all passed the reviews,
  - B. Financial Reviews (to validate contractor fiduciary systems and processes, in-progress),
  - C. Program Reviews (Adult, Dislocated Worker in-progress – Youth upcoming).
4. Have had minimal if any questioned costs.
5. Will work closely with Board and Contractor staff to streamline/centralize internal controls and define/implement continuous improvement strategies.



# 1. Program Monitoring

*\*Independent monitoring conducted by Christine Nguyen*

COMPLETED			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	TANF/Choices 10/01/18 - 09/30/19	Needs improvement: TWIST data entry, contact with customers, file documentation.	Final Report issued 07/13/2020. Working with C2 on improvements.
City of San Antonio	Child Care Services 10/01/18 - 09/30/19	Questioned Costs: \$604.76 from overpayment and underpayments by parents due to errors calculating income. Error rates: minor in eligibility, low in parent share of cost, moderate in timeliness of eligibility and notifications.	Final report issued June 30, 2020.
TWC EO Monitoring	Equal Opportunity Yearly Monitoring	No findings - received a clean report from TWC.	Letter received from TWC July 8, 2029.
DOL Monitoring	Department of Labor Monitoring of TWC + WSA of WIOA Titles I and III.	No findings - received a clean report from TWC/DOL.	Letter received from TWC April 30, 2020.
C2 Global	Trade Adjustment Assistance (TAA) 01/01/19 - 10/31/19	No findings or disallowed costs. Observation: timeliness of Counselor Notes.	Final Report issued 11/21/2019. Observation addressed.
All	Risk Assessment	Completed.	Assessment completed 11/08/2019



# 1. Program Monitoring - continued

IN-PROGRESS			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	WIOA Adult 10/01/18 - 09/30/19	Initial Report & Exit completed: 05/18/20. Non-final Initial Report. No disallowed costs. Initial error rates: minor in eligibility, moderately high in services, training services, support services, case management.	Issues will be reviewed pending responses from C2 07/01/20.
C2 Global	WIOA Dislocated Worker 10/01/18 - 09/30/19	Initial Report & Exit completed: 05/18/20. Non-final Initial Report. Pending questioned costs \$2,500 - rental lease and vehicle ownership documentation. Initial error rates: high in eligibility, training services, support services, case management.	Issues will be reviewed pending responses from C2 08/07/20.

UPCOMING			
Contractor	Scope	Summary	Status
C2 Global	WIOA Youth 02/01/19 - 09/30/19	na	Scheduled to begin after fiscal integrity and financial reviews are completed.
SERCO	WIOA Youth 10/01/18 - 09/30/19	na	





# 2. Fiscal Monitoring

*\*Independent monitoring conducted by Christine Nguyen*

COMPLETED			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	Current status	Fiscal Integrity reviews needed for possible contract renewals.	All contractors passed. Completed 07/15/2020
COSA			
SERCO			

IN-PROGRESS			
Contractor	Scope	Summary Findings/Observations	Status
C2 Global	01/2019 - 12/2019	In-progress.	Pending some areas for direct customers.
COSA	04/2019 - 02/2020	In-progress.	Estimated completion 08/14/2020.
SERCO	6/2019 - 05/2020	In-progress.	Estimated completion 08/24/2020.
ATEAMS	Externship for Teachers	Fiscal Integrity review for contract award.	Working on some areas with ATEAMS.

UPCOMING			
Contractor	Scope	Summary	Status
na	na	na	na





**Questions?**

**Unemployment Insurance  
(UI) Claimants**

Alamo Area

Data: Feb. 28, 2020 to Jul. 10, 2020

*Published July 17, 2020*



# Information about the data

This weekly report includes the Alamo region's 13 counties of Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, McMullen, Medina, and Wilson.

The data are intended to support reemployment and general analysis – and may not perfectly align with federal Unemployment Claim information.

Boards are determined by zip code of record, which is how the UI system assigns the Board. There will be cases where the zip code was incorrectly entered into the system, including claimants not living in the Board area.

Summary information will vary depending on how the data are aggregated.

This report begins using newly released data from Texas Workforce Commission (TWC).

## Unemployment Insurance Claimant Data

*Published July 17, 2020*

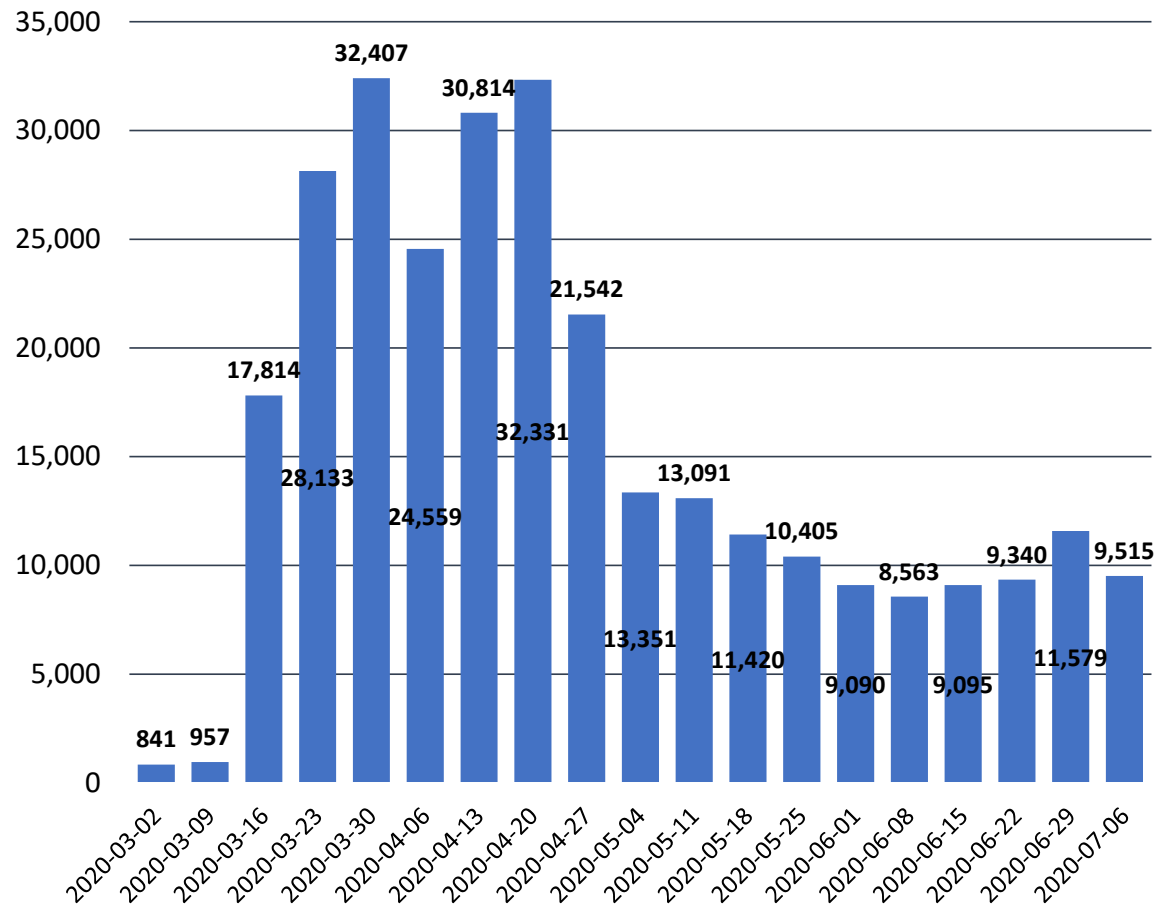
This report is based on **254,812 total unique claimants** (247,131 two weeks ago) filing a claim from 02/28/2020 through 07/10/2020.

- The most recent data, which do not include the full 7-day week, included 9,515 claimants.
- The number of UI claimants have shown increases during the past three weeks and are reaching numbers that we saw back in late May.

*Data counts unique claimants per week.*

### Claimants by Week

Weeks beginning Mar. 03, 2020 to Jul. 06, 2020

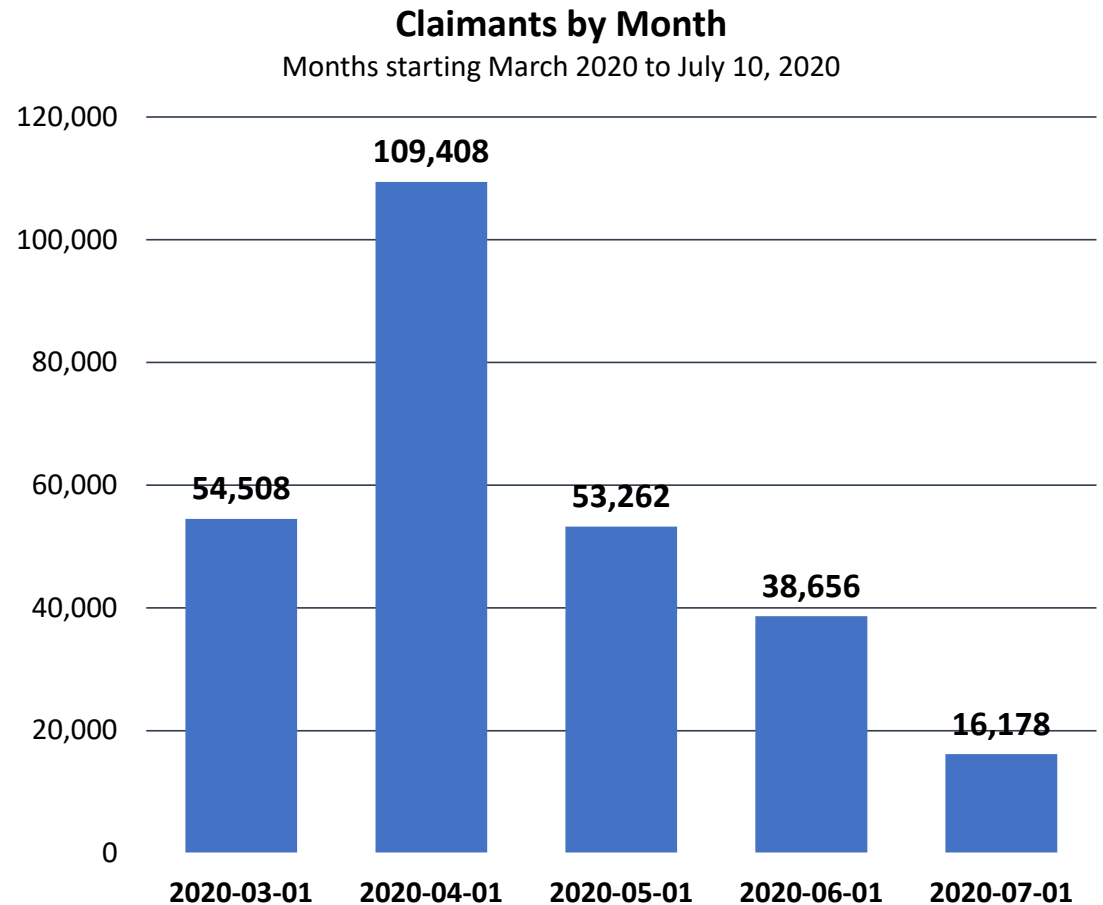


## Unemployment Insurance Claimant Data

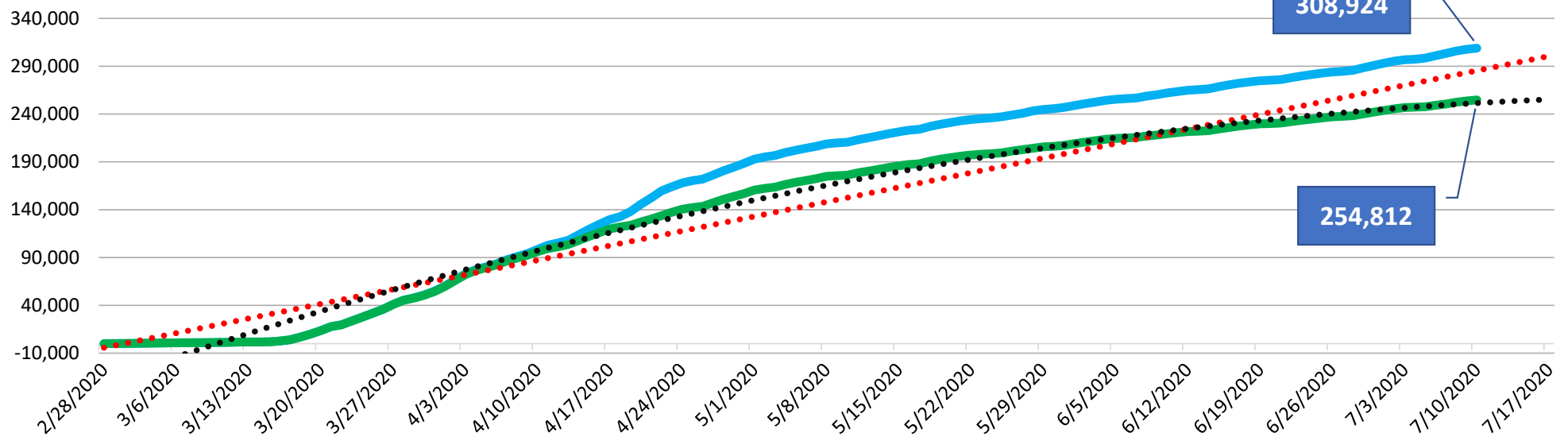
*Published July 17, 2020*

- The figure shows unique claimants per month.
- May (53.3K) had about half the total number of claimants in April (109.4K).
- June (38.8K) continues to show a drop in the number of claimants.
- The number of claimants in the 1<sup>st</sup> 10 days in July are nearing half of what we saw in June.

*Data counts unique claimants per month.*



**Duplicate Claimants (Light Blue) / Unduplicated Claimants (Green)**  
**Polynomial Trendline (Dark Blue) / Linear Trendline (Red)**  
 Feb. 28, 2020 to Jul. 10, 2020



## Unemployment Insurance Claimant Data

*Published July 17, 2020*

- We are reporting two trends, unique claimants (green) and duplicated claimants (light blue).
- There were an estimated 54,112 claimants who have filed duplicate claims during the period.
- This suggests that approximately 21.2% (20.2% in previous week) workers who filed an initial claim starting 02/28/2020 at some point gained employment and thereafter lost that job and filed an additional claim. We see this duplicate trend in claims beginning around mid-April.

*The data count unique and duplicate claimants by day.*

## Unemployment Insurance Claimant Data

*Published July 17, 2020*

67.8% of claimants excluding San Antonio occurred in the cities shown in the table below.

City	Claimants	% Tot	% Chg.
NEW BRAUNFELS	10,954	16.8%	2.8%
CONVERSE	5,158	7.9%	3.4%
SEGUIN	4,787	7.3%	2.9%
SCHERTZ	3,180	4.9%	2.7%
BOERNE	3,094	4.7%	2.0%
KERRVILLE	2,525	3.9%	2.9%
CIBOLO	2,511	3.8%	2.2%
HELOTES	2,201	3.4%	2.1%
UNIVERSAL CITY	2,053	3.1%	2.2%
CANYON LAKE	1,687	2.6%	3.1%
FLORESVILLE	1,627	2.5%	4.4%
FREDERICKSBURG	1,500	2.3%	2.0%
PLEASANTON	1,498	2.3%	4.0%
LIVE OAK	1,483	2.3%	2.8%

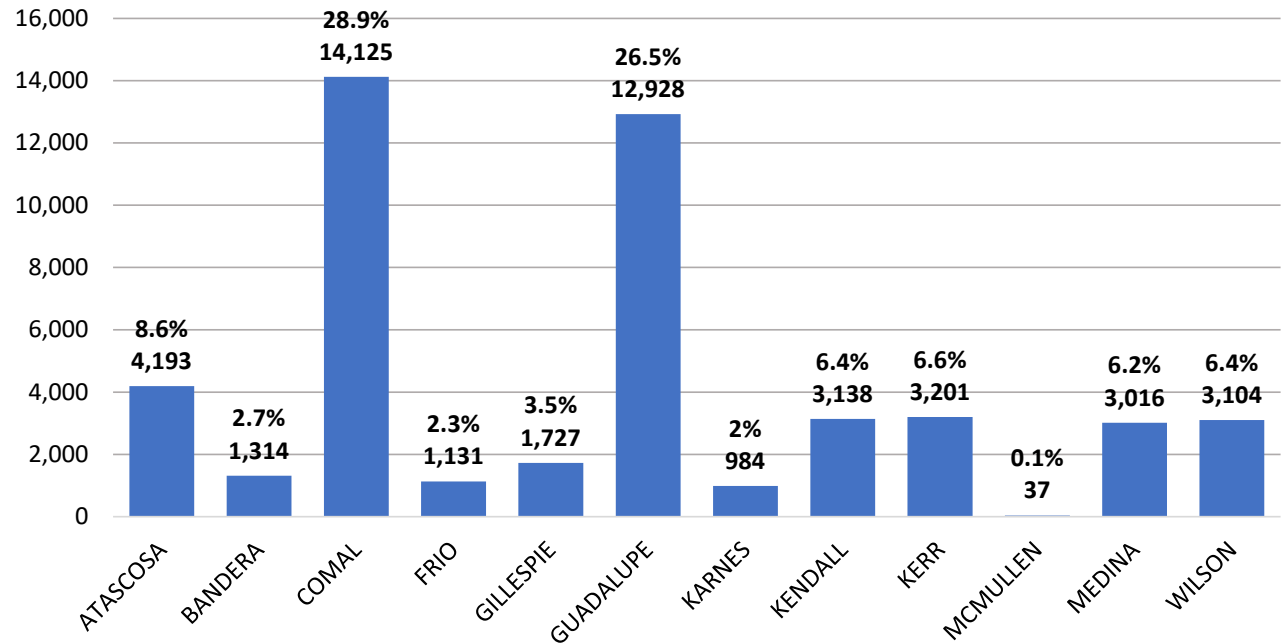
*Data count unique claimants by  
County and City of residence as recorded by  
Claimants.*

Comal and Guadalupe Counties account for 55.4% of all claimants in the 12 rural counties. These two counties also account for 13.2% and 10.1% of the total rural population ages 15-64, respectively.

Of the estimated 73,217 who commute into Bexar County for work, 31.6% commute from Guadalupe and 19.0% from Comal (US Census).

## Claimants by County of Residence

Feb. 28, 2020 to Jul. 10, 2020

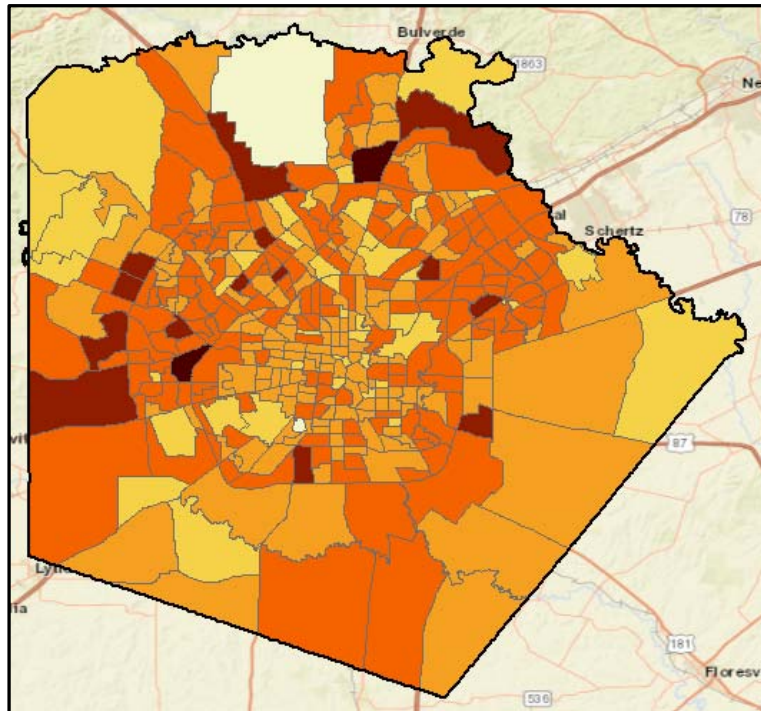




## Unemployment Insurance Claimant Data

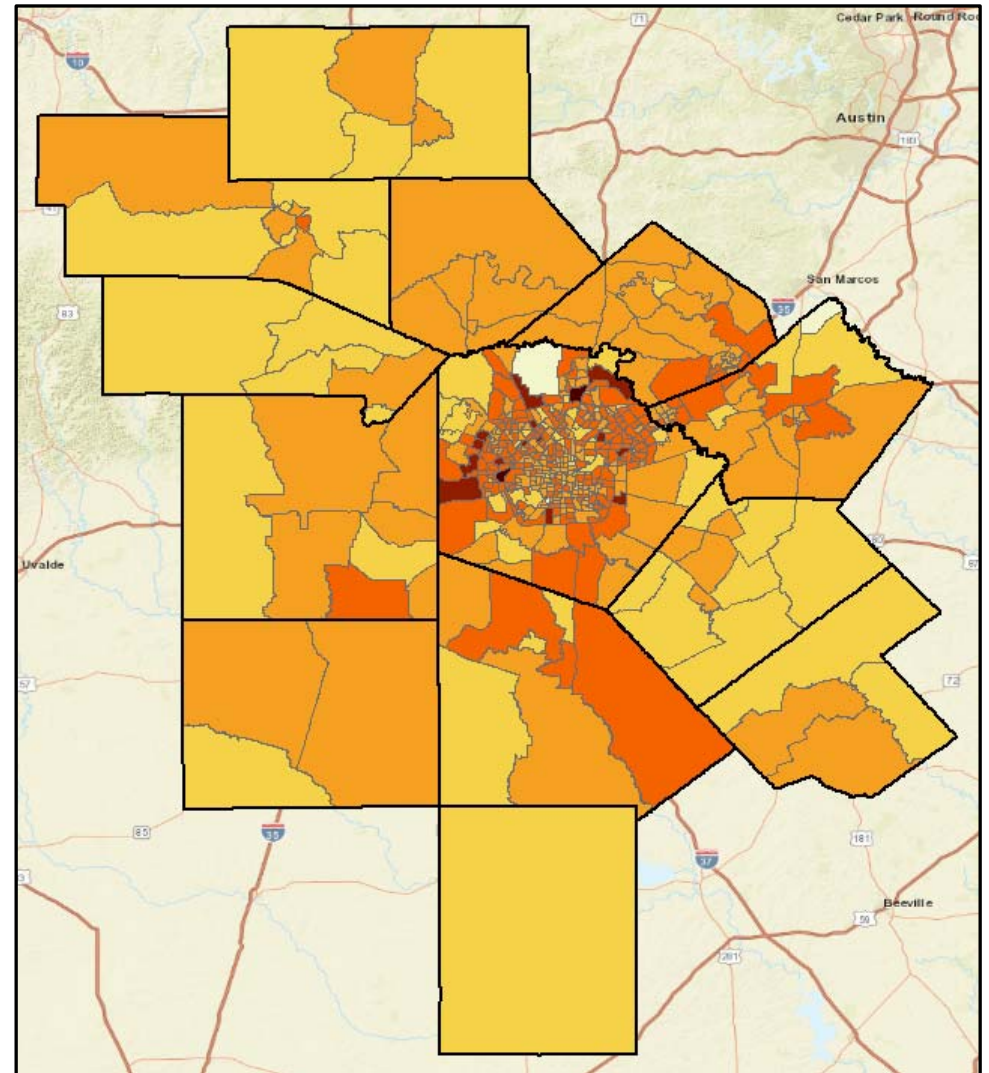
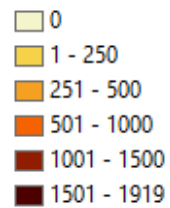
Published July 17, 2020

*Data count unique claimants by  
census tract based on geocoded  
residences.*



## Claims by Census Tract

The maps show claimants by  
census tract. Census tracts have  
on average about 4,000 residents.



## Unemployment Insurance Claimant Data

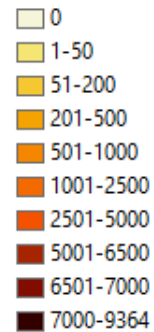
*Published July 17, 2020*

Zip	Claimants	% Tot	% Chg.
78245	9,626	3.8%	2.8%
78130	8,554	3.3%	2.8%
78249	6,963	2.7%	2.7%
78254	6,854	2.7%	2.5%
78251	6,571	2.6%	2.8%
78240	6,375	2.5%	2.8%
78223	6,374	2.5%	3.9%
78228	6,203	2.4%	3.3%
78250	5,809	2.3%	2.7%
78253	5,539	2.2%	2.4%
78233	5,531	2.2%	2.6%
78247	5,424	2.1%	2.2%
78216	5,243	2.1%	2.9%
78109	5,198	2.0%	3.4%
78227	5,094	2.0%	4.1%
78213	5,080	2.0%	3.2%
78207	4,959	1.9%	4.2%
78201	4,834	1.9%	3.3%
78230	4,782	1.9%	2.7%
78155	4,710	1.8%	2.8%

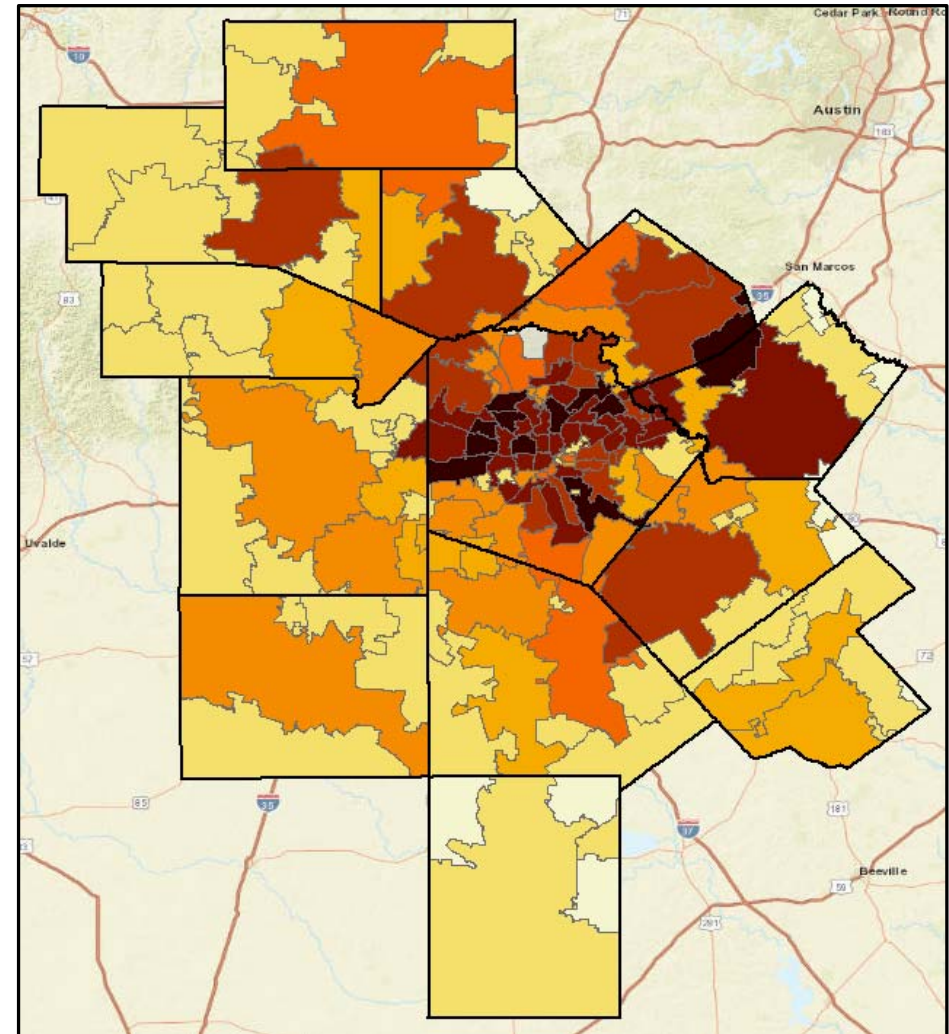
## Claims by Zip Code

Zip codes with the highest number of claimants (top 20) account for 46.9% of total claimants.

Data include only zip codes that are fully or partially contained within the WSA 13-county area.



*Data count unique claimants by zip code based on residence information as recorded by Claimants.*





## Unemployment Insurance Claimant Data

*Published July 17, 2020*

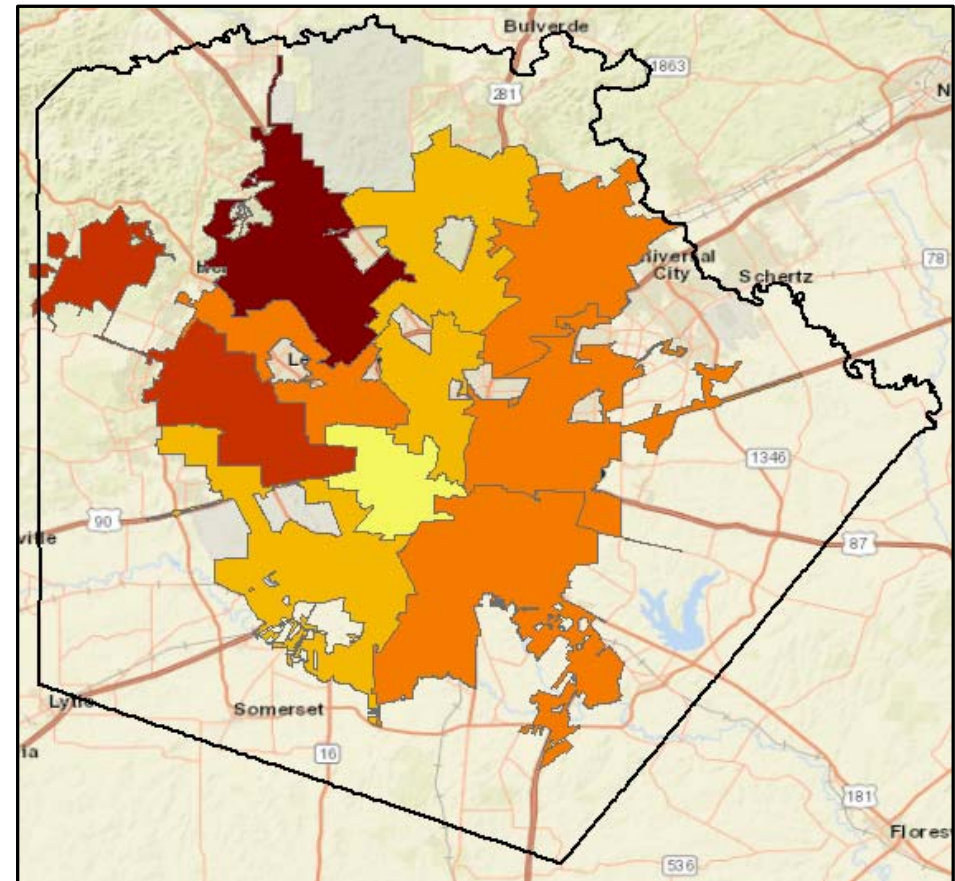
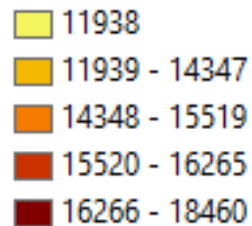
District	Claimants	% Tot	% Chg.
1	14,128	9.4%	3.3%
2	15,168	10.1%	3.9%
3	15,015	10.0%	3.7%
4	14,308	9.5%	3.6%
5	11,938	7.9%	4.2%
6	16,265	10.8%	3.0%
7	15,519	10.3%	3.0%
8	18,460	12.3%	2.5%
9	14,347	9.5%	2.4%
10	15,344	10.2%	2.5%

*Data count unique claimant geocoded addresses using a TIGER US Census address (edges) file, mapped using a Council District spatial boundary file.*

## Claimants by Council District

UI claimants by Council District increased on average by 3.2% from the past week.

150,492 geocoded addresses  
(145,865 a week ago).



## Unemployment Insurance Claimant Data

*Published July 17, 2020*

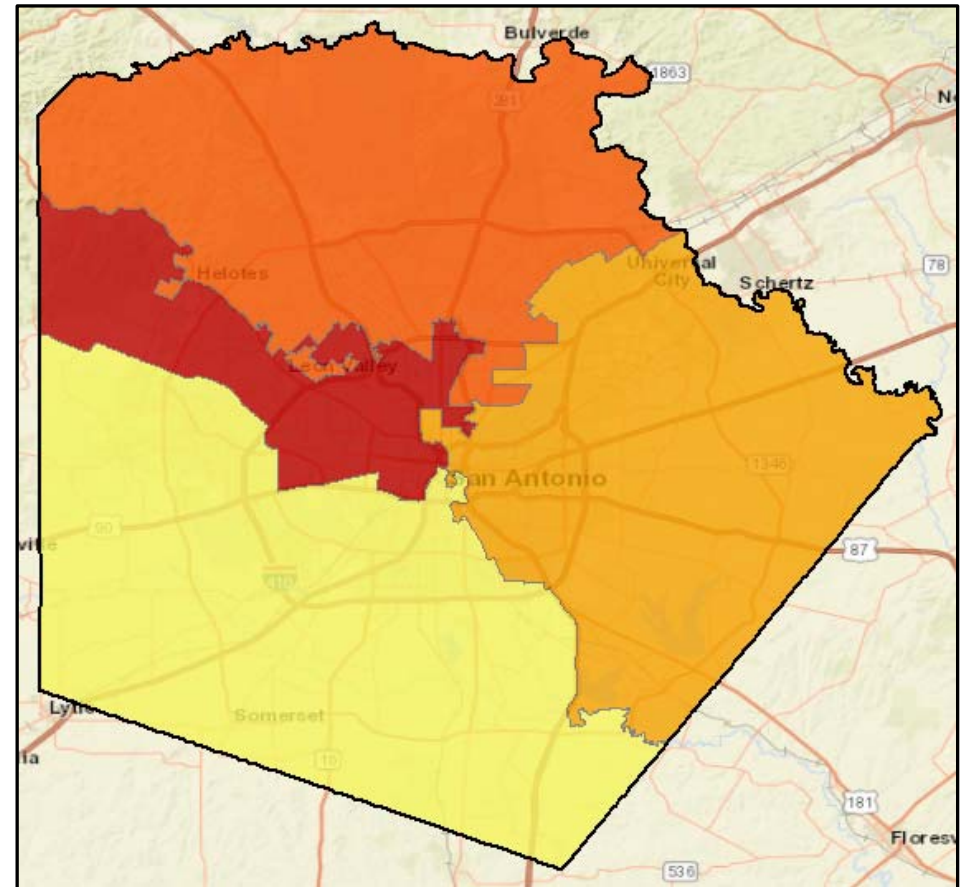
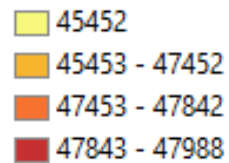
Precinct	Claimants	% Tot	% Chg.
1	45,452	24.1%	3.4%
2	47,988	25.4%	3.3%
3	47,842	25.3%	2.5%
4	47,452	25.1%	3.5%

*Data count unique claimant  
addresses geocoded using a TIGER  
US Census address file (edges),  
mapped using a Commissioner  
Precinct spatial boundary file.*

## Claims by Bexar County Commissioner Precincts

UI claimants by Precinct  
increased on average by  
3.1% from the past week.

188,734 geocoded  
addresses (182,990  
a week ago).

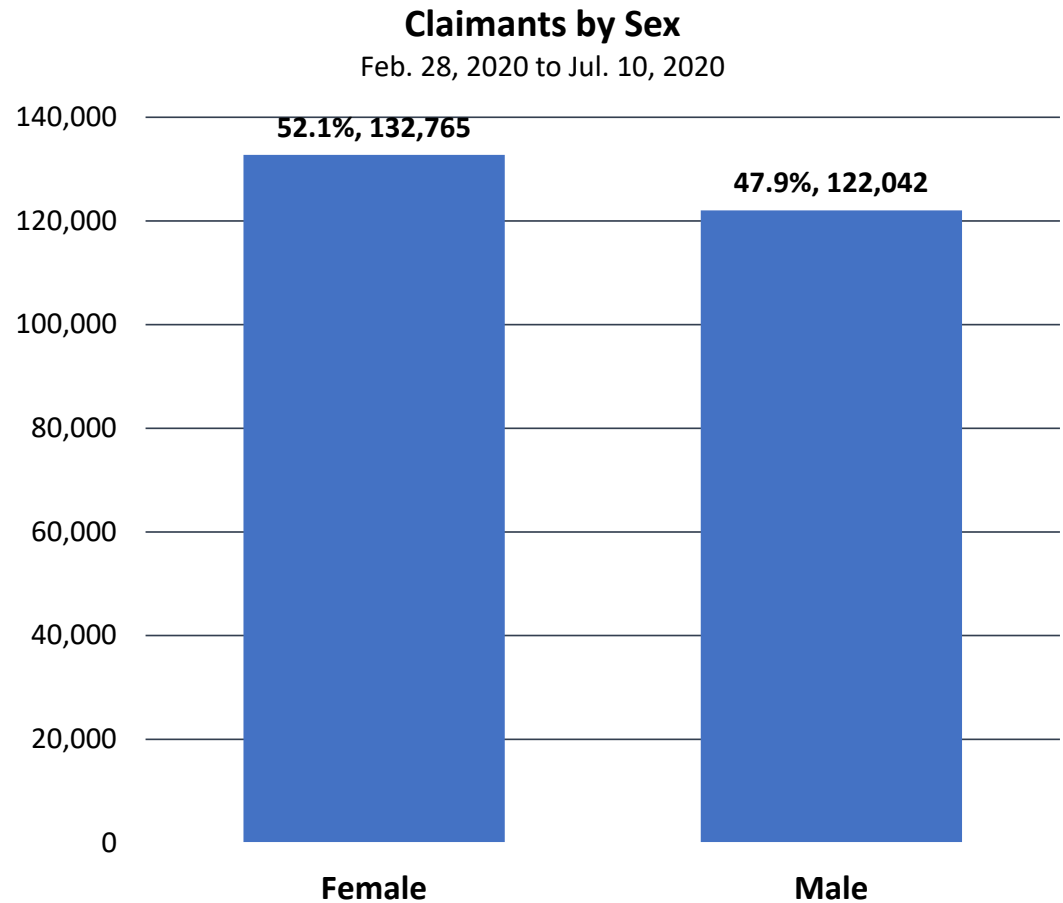


## Unemployment Insurance Claimant Data

*Published July 17, 2020*

- While the pandemic has impacted workers regardless of sex, females have bore more of the brunt.
- The gap in claims filed by females and males continues to close, 4.2% this week (4.3%, 4.5% , 4.8%, 5.2%, 5.3%, 5.6% , 6.2%, 6.7%, 6.8%, 8.5%, and 11.5% in previous weeks)
- The female-to-male ratio in claims remained at 1.09 (1.09, 1.09, 1.10, 1.11, 1.11, 1.12 and 1.13 previous weeks).

*Data count unique claimants  
with sex information.*



## Unemployment Insurance Claimant Data

*Published July 17, 2020*

Black and Hispanics have been impacted over twice as much as Whites by the pandemic (65.9% compared to 29.8%)

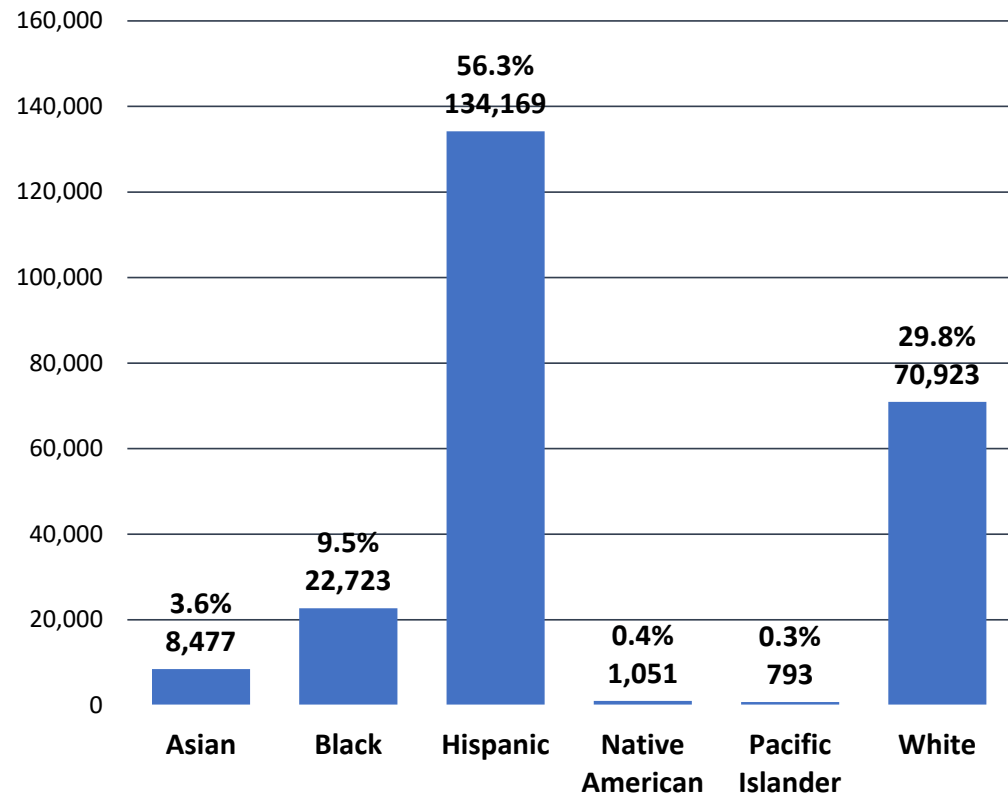
- Over half of all claimants have been Hispanic (56.3%).
- The distribution of claimants by race/ethnicity remained mostly the same as the previous week – except for White which decreased by 0.1 percentage points.

Data include 238,136 claimants with race/ethnicity information. Percentages are based on this total.

*Data count unique claimants with race/ethnicity information.*

## Claimants by Race/Ethnicity

Feb. 28, 2020 to Jul. 10, 2020



## Unemployment Insurance Claimant Data

*Published July 17, 2020*

Younger workers have been most impacted by the coronavirus pandemic.

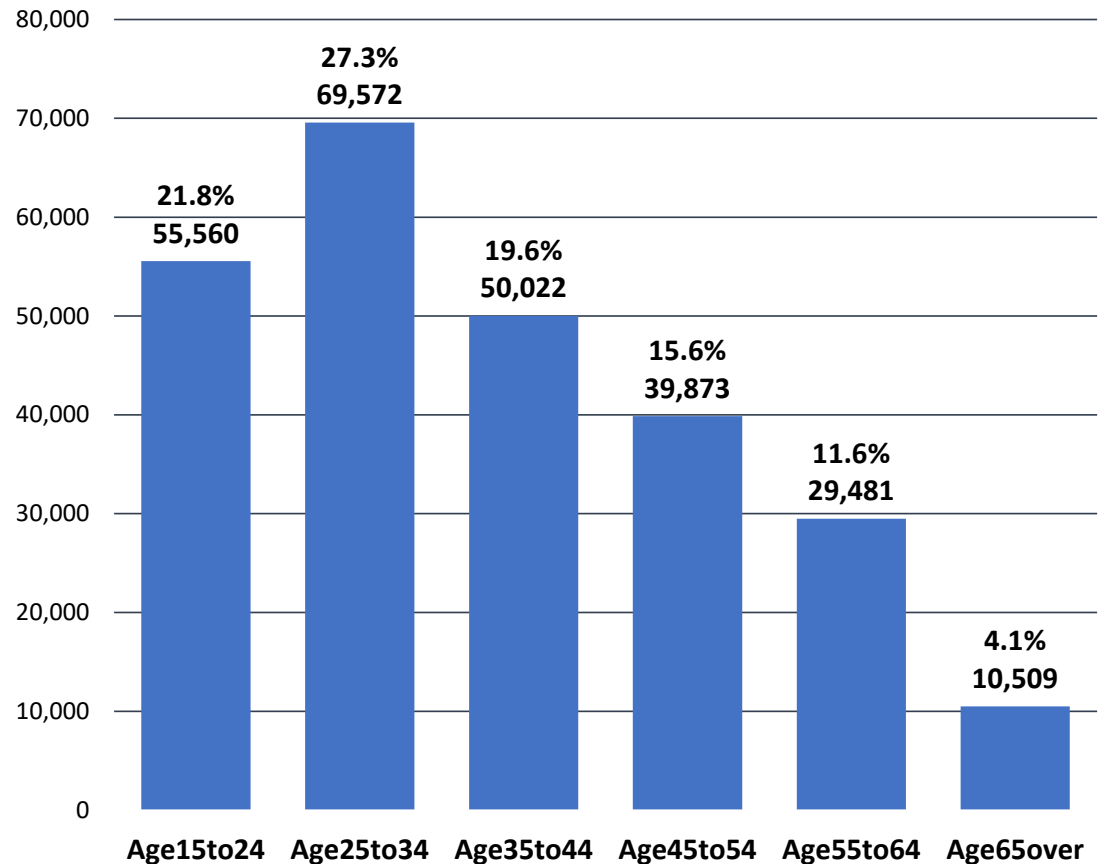
- The proportion of individuals ages 34 and under filing claims account for almost half of all claimants (49.1%).
- The proportion of claimants ages 35 to 54 account for 35.3% of all claimants.
- The proportion of claimants ages 55 and over account for 15.7% of all claimants.

Data may include claimants who filed a second claim after having a birthday that could have bumped them from one age group to the next. They would be counted once for each age group.

*Data count unique claimants with age information.*

### Claimants by Age Group

Feb.28, 2020 to Jul. 10, 2020



## Unemployment Insurance Claimant Data

*Published July 17, 2020*

Information on the educational attainment of claimants show that:

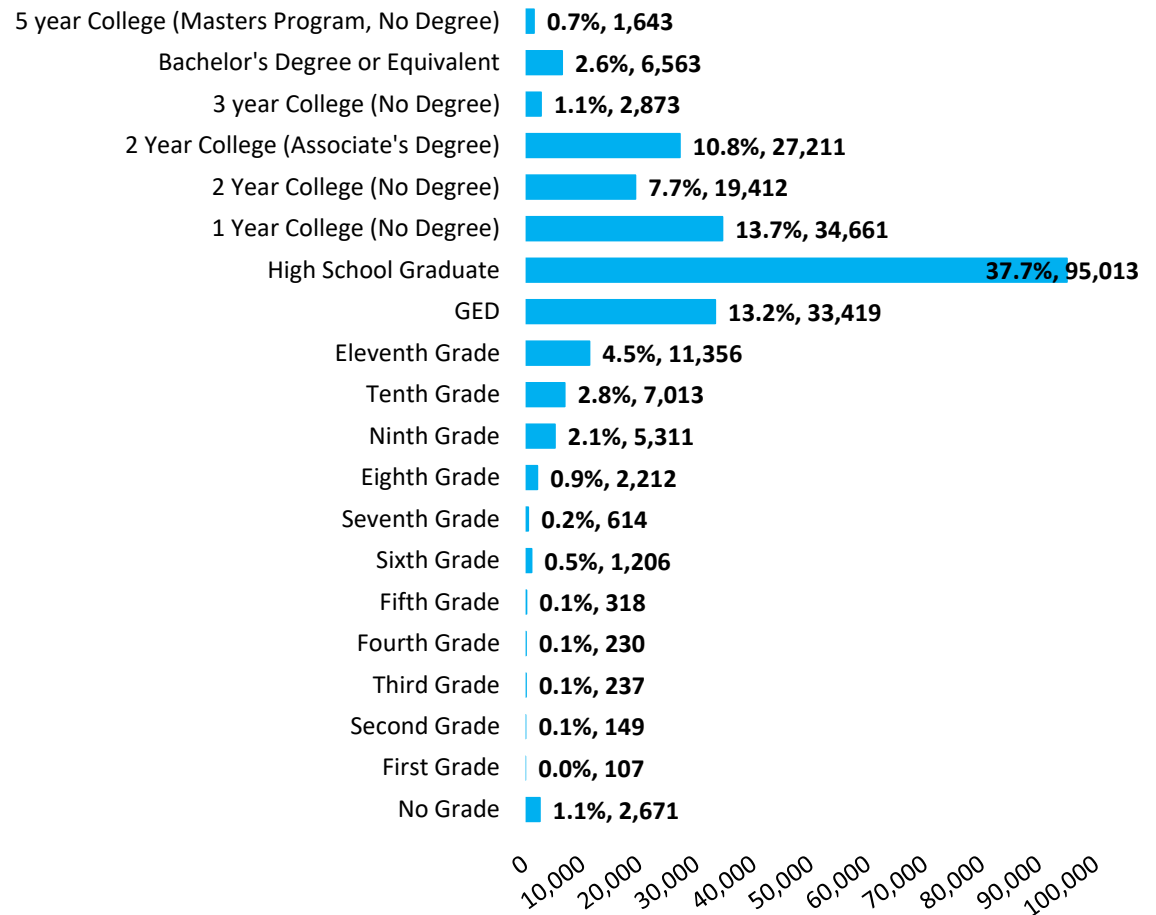
- 12.5% have less than a HS/Equivalency Diploma (12.3 previous week),
- 50.9% have a HS/Equivalency Diploma (same in previous week),
- 21.4% have Some College/No Degree (21.6% previous week).

Data may include claimants who filed a second claim after advancing in their education. They would be counted once for each educational level.

*Data include unique claimants with educational information.*

## Claimants by Education

Feb. 28, 2020 to Jul. 10, 2020





## Unemployment Insurance Claimant Data

*Published July 17, 2020*

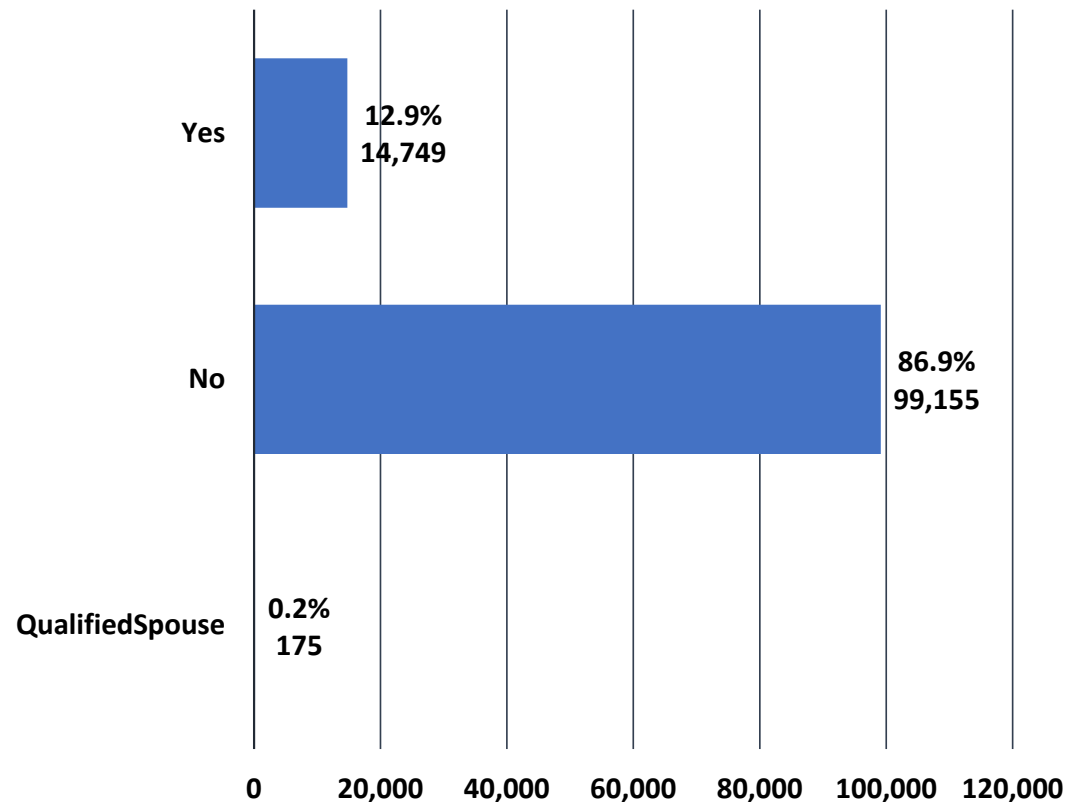
- 440 additional Veterans filed a claim during the past week (3.1% increase from previous week).
- 3 additional Qualified Spouses filed a claim the past week (1.2% increase from previous week).

Data include a total of 114,079 claimants who had Veteran information.

*Data include unique claimants with  
Veteran information.*

## Claimants by Veteran Status

Feb. 28, 2020 to Jul 10, 2020



## Unemployment Insurance Claimant Data

*Published July 17, 2020*

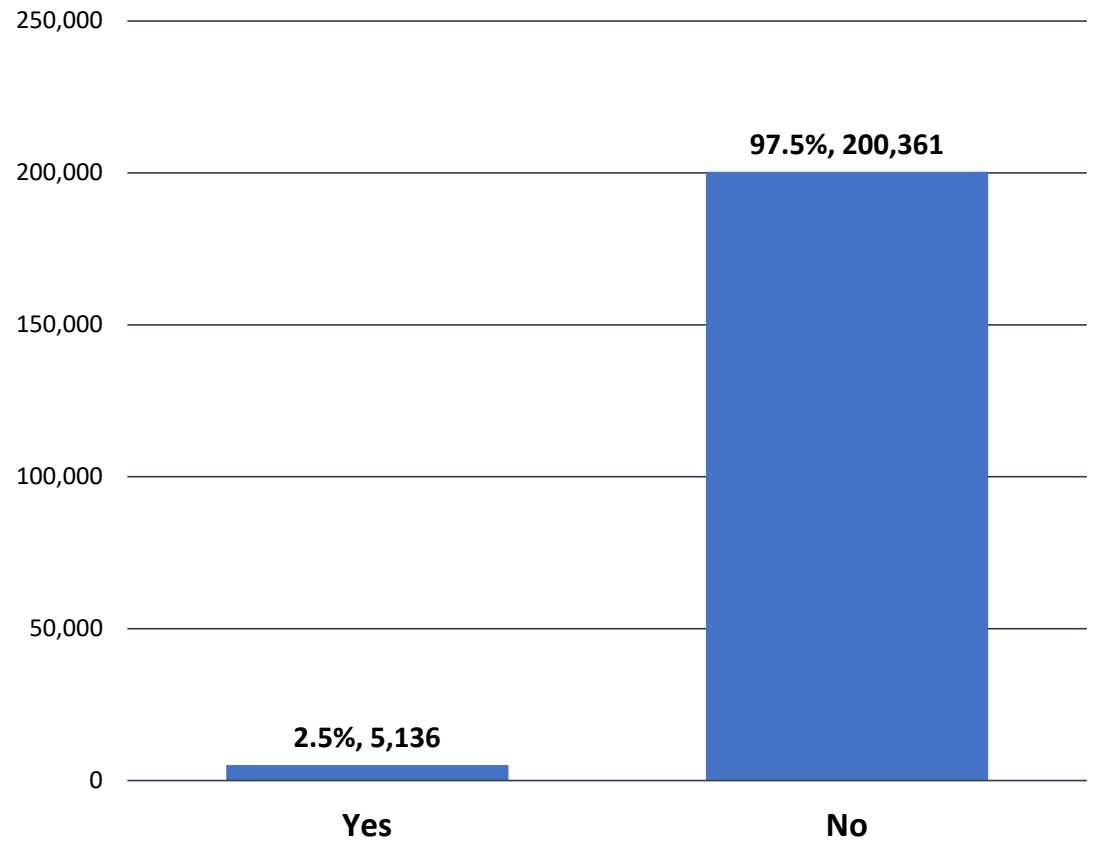
- About 5,136 of claimants have self-disclosed having a disability (2.5% increase from previous week).

Data include a total of 205,497 claimants who disclosed disability information.

*Data include unique claimants with disability information.*

### Claimants with a Disability

Feb. 28, 2020 to Jul. 10, 2020



## Unemployment Insurance Claimant Data

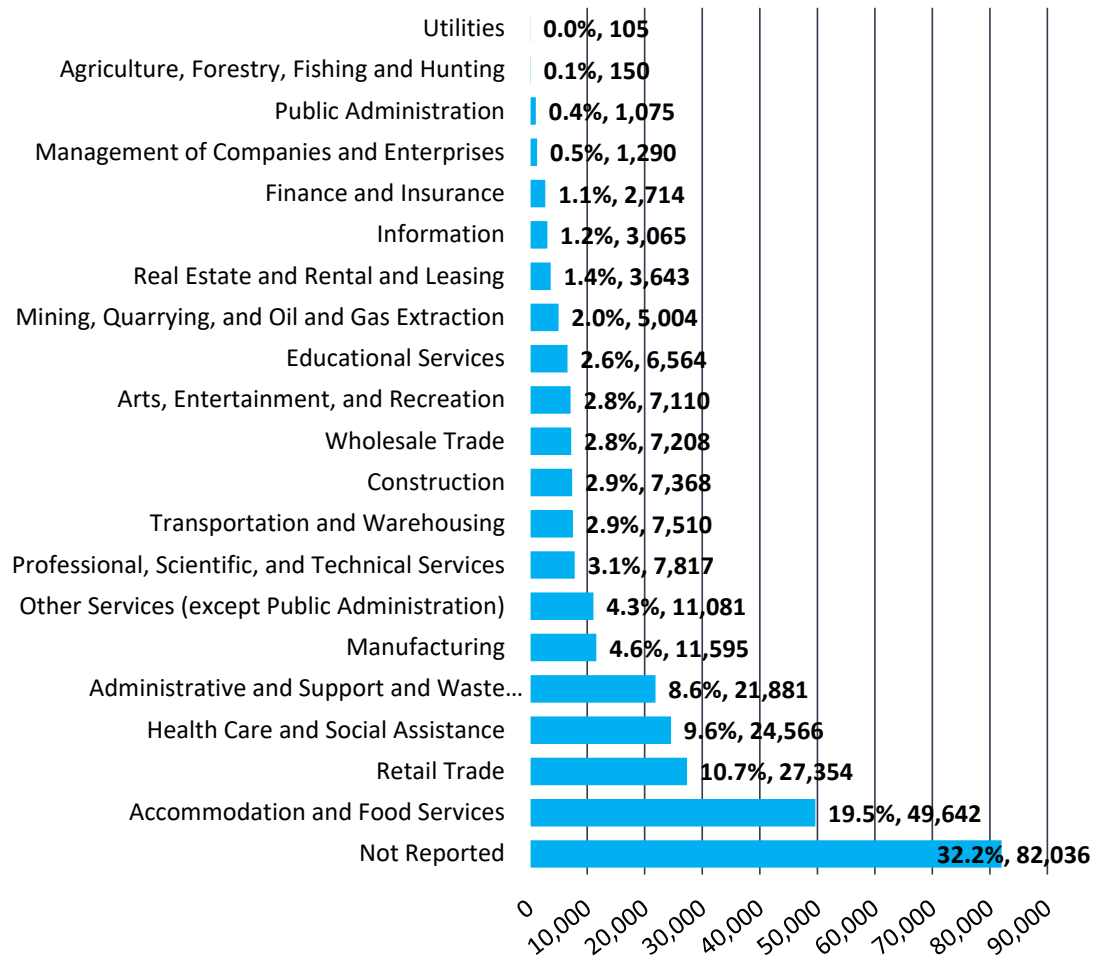
*Published July 17, 2020*

- While the data include all 254,812 unique claimants, the total claimants aggregated by industry sum to 288,778.
- Because claimants file multiple claims, they are counted once for each industry for which they filed a claim.
- The data show that there were a total of 33,966 (13.3%) claimants who may have filed separate claims associated with jobs in different industries.
- The data may suggest the types of industry movement of workers in the labor market.

*Data include unique claimants by industry.*

### Claimants by Industry

Feb. 28, 2020 to Jul. 10, 2020



Industry	Claimants	% Tot	Jobs 2019	Est. Impact	Postings Jun'20	Clmt-to Jobs	Median Posting Wage	Employers with Layoffs	Employers 2019	Employer Impact
Accommodation and Food Services	49,642	26.9%	127,669	38.9%	3,391	14.6	\$35,520	4,003	5,248	76.3%
Administrative and Support and Waste Management and Remediation Services	21,881	11.9%	81,268	26.9%	8,301	2.6	\$47,808	2,293	3,056	75.0%
Agriculture, Forestry, Fishing and Hunting	150	0.1%	5,379	2.8%	67	2.2	\$29,056	81	599	13.5%
Arts, Entertainment, and Recreation	7,110	3.9%	20,603	34.5%	415	17.1	\$26,368	575	756	76.1%
Construction	7,368	4.0%	81,199	9.1%	1,468	5.0	\$45,696	2,468	4,713	52.4%
Educational Services	6,564	3.6%	24,404	26.9%	1,818	3.6	\$48,064	637	738	86.3%
Finance and Insurance	2,714	1.5%	73,658	3.7%	3,897	0.7	\$57,984	710	3,137	22.6%
Health Care and Social Assistance	24,566	13.3%	154,570	15.9%	5,415	4.5	\$42,624	3,718	10,926	34.0%
Information	3,065	1.7%	20,833	14.7%	2,010	1.5	\$45,696	339	609	55.7%
Management of Companies and Enterprises	1,290	0.7%	14,231	9.1%	136	9.5	\$31,104	144	251	57.4%
Manufacturing	2,078	1.1%	54,628	3.8%	2,434	0.9	\$40,576	296	1,636	18.1%
Mining, Quarrying, and Oil and Gas Extraction	5,004	2.7%	13,822	36.2%	276	18.1	\$50,048	na	na	na
Other Services (except Public Administration)	11,081	6.0%	57,339	19.3%	1,589	7.0	\$40,640	2,013	4,831	41.7%
Professional, Scientific, and Technical Services	7,817	4.2%	62,686	12.5%	6,657	1.2	\$52,096	2,396	6,518	36.8%
Real Estate and Rental and Leasing	3,643	2.0%	22,672	16.1%	891	4.1	\$42,112	906	2,753	32.9%
Retail Trade	17,341	9.4%	123,560	14.0%	6,763	2.6	\$33,984	1,840	6,530	28.2%
Transportation and Warehousing	5,941	3.2%	35,871	16.6%	3,510	1.7	\$75,136	924	1,544	59.8%
Utilities	105	0.1%	1,488	7.1%	154	0.7	\$45,440	34	113	30.1%
Wholesale Trade	7,208	3.9%	36,337	19.8%	764	9.4	\$42,112	1,508	2,657	56.8%

The table reports estimated impacts of COVID-19 on industry based on UI Claimant activity including claimant to jobs in 2019, jobs available to claimants using recent unique job posting ratios, and percentage of employers with layoffs. We could not calculate employers with layoffs in Mining – the information conflicted with total employers reported. **Almost half, 44.0% (42.9% previous week), of employers have had workers impacted with layoffs.**

*Data for the table count unique claimants by industry. Sources include EMSI and QCEW/BLS data for employer counts by industry.*

## Unemployment Insurance Claimant Data

*Published July 17, 2020*

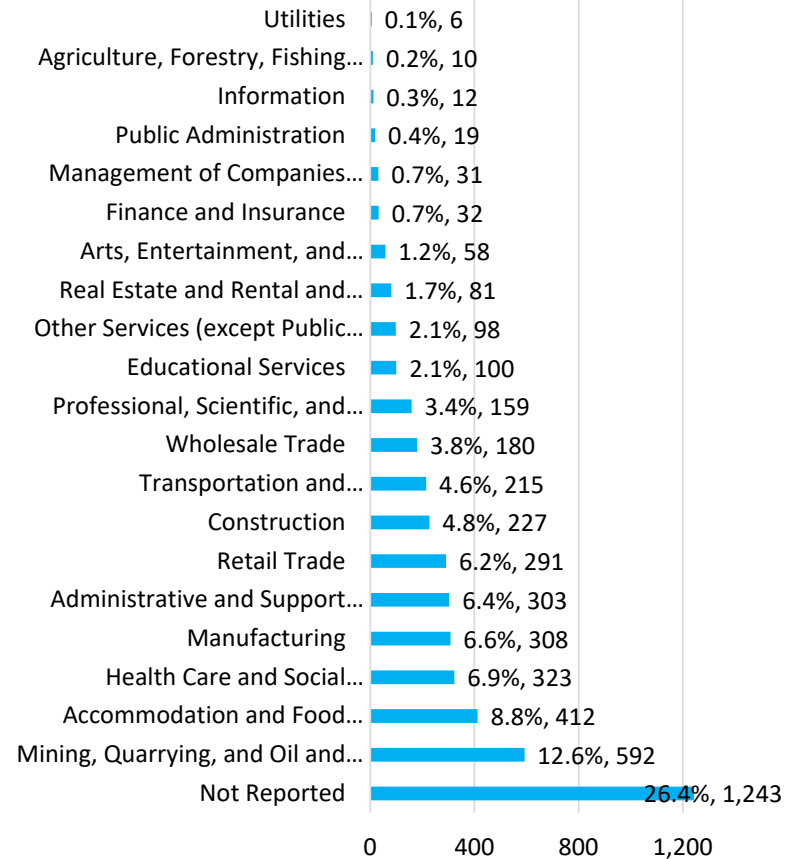
A newly released TWC dataset was used to identify claimants by County of residence.

County industry information is now based on county of residence and not the ES Office where the claim was filed as was previously reported.

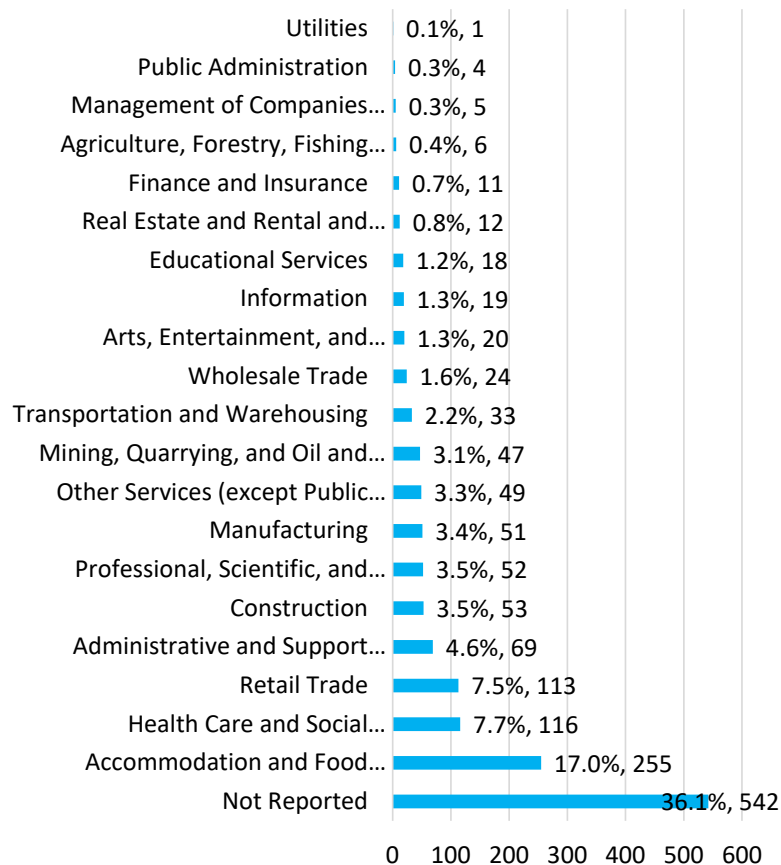
Claimants that file multiple claims can and do lose jobs from different industries – these claimants will count once for each industry they filed a claim for.

We previously excluded reporting the number of claimants missing industry information but are now including these.

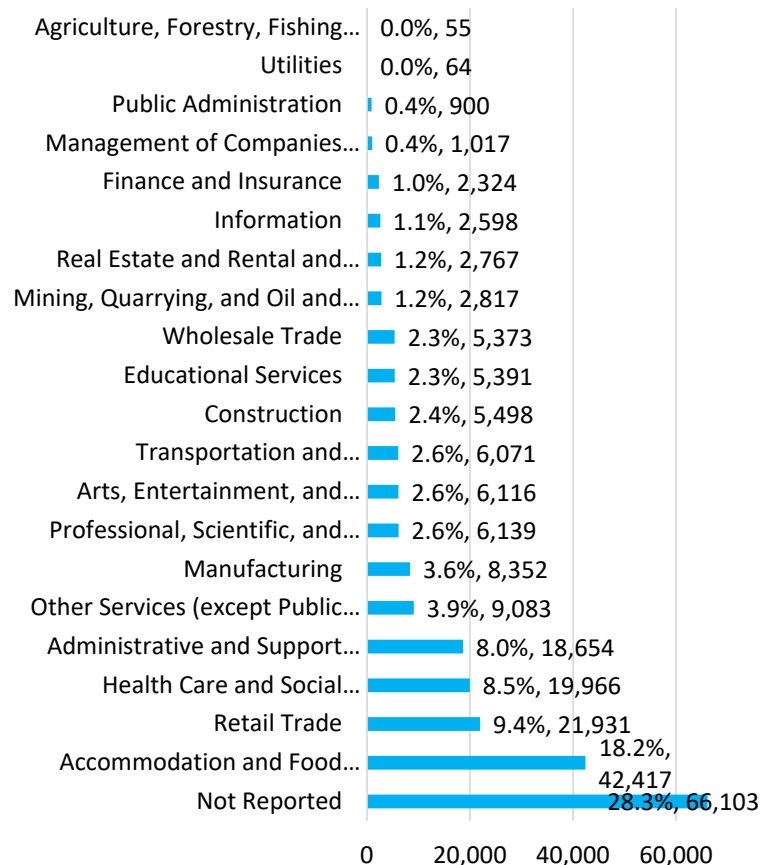
### Atascosa County



### Bandera County

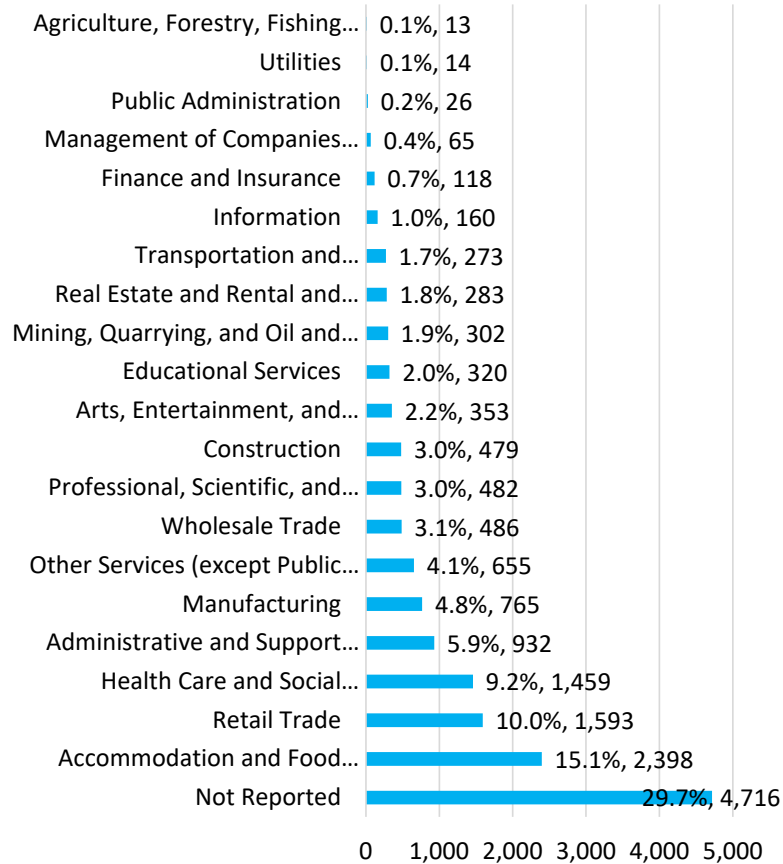


### Bexar County

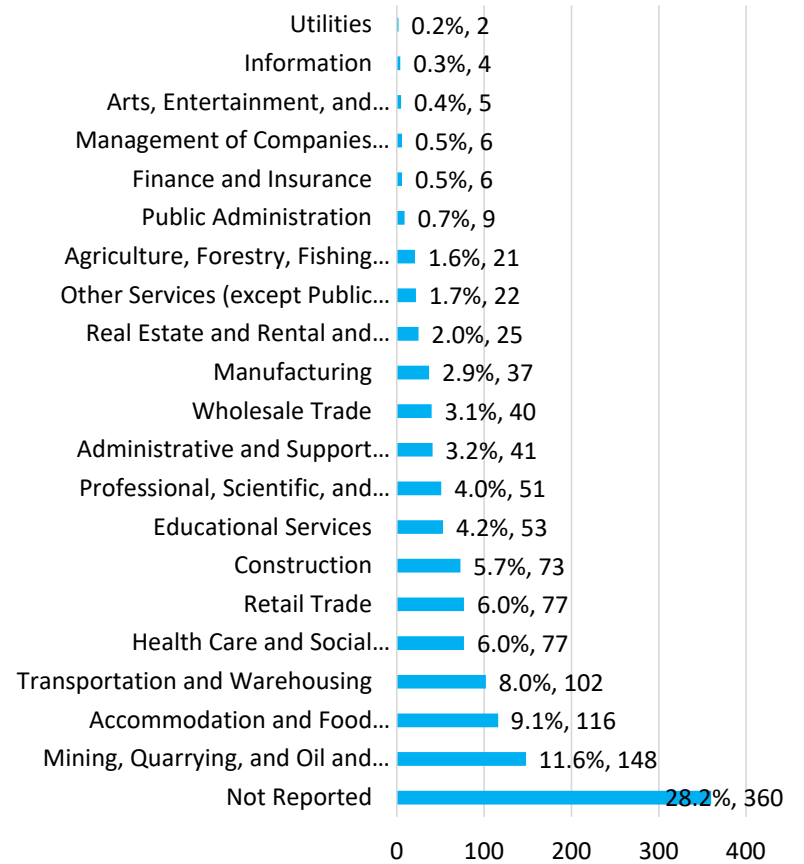




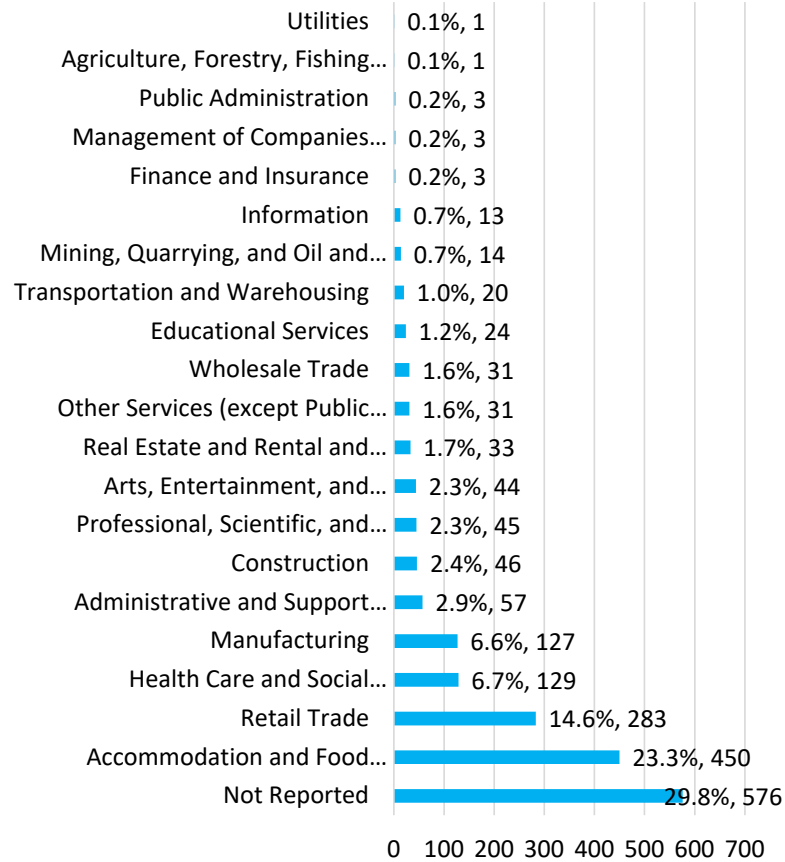
### Comal County



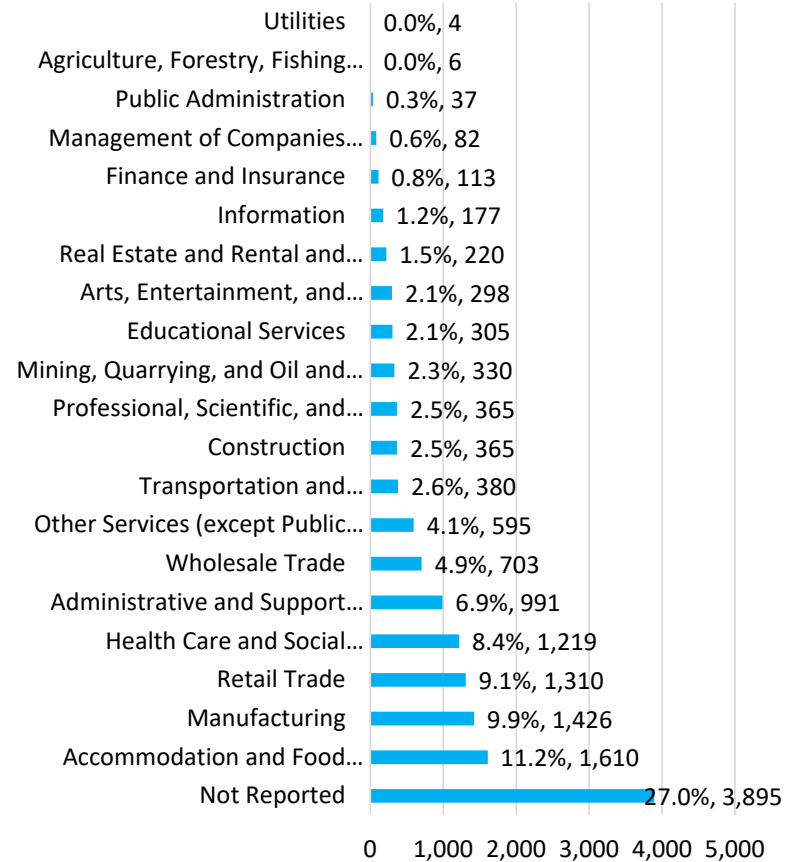
### Frio County



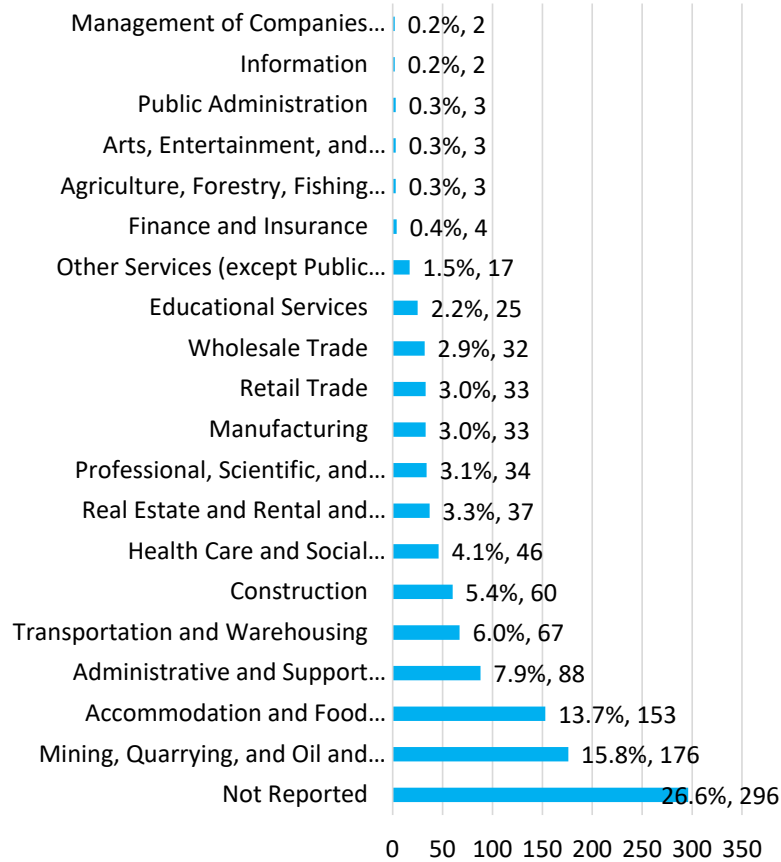
### Gillespie County



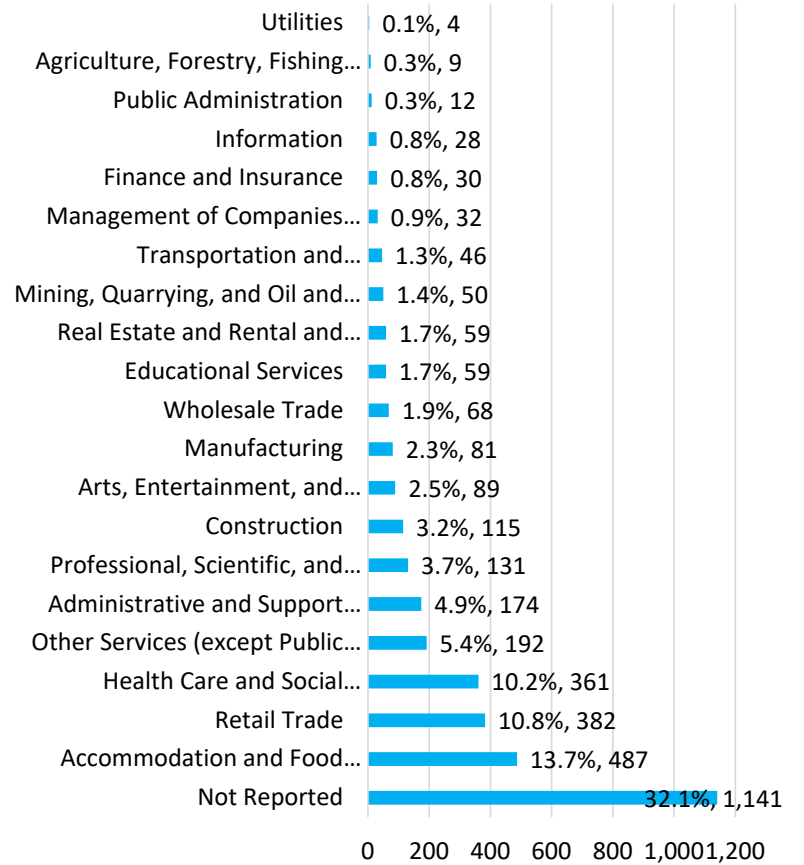
### Guadalupe County



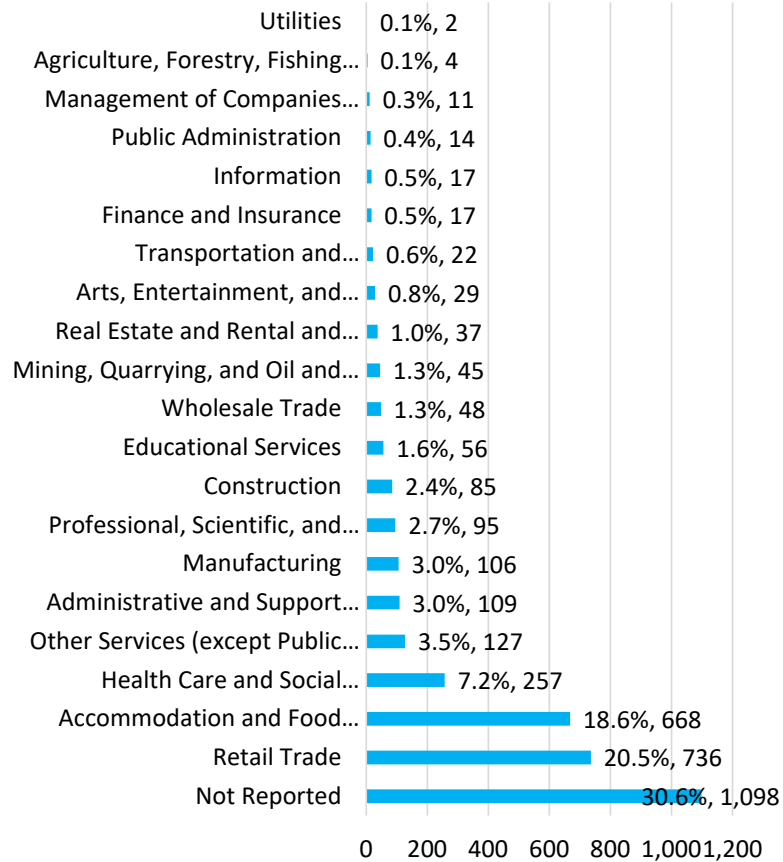
### Karnes County



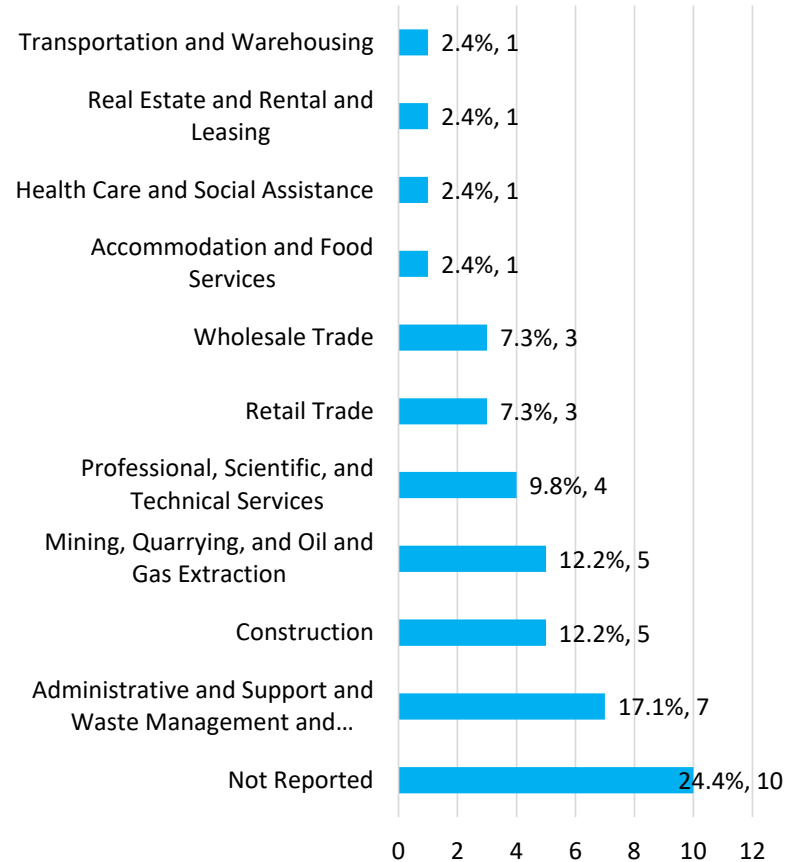
### Kendall County



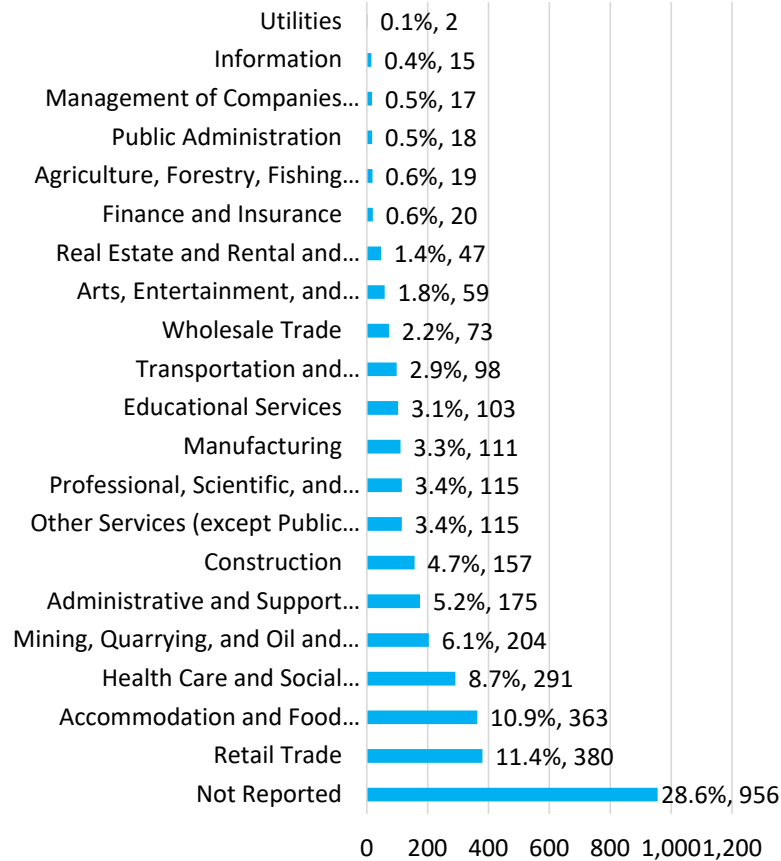
### Kerr County



### McMullen County



### Medina County



### Wilson County



## Unemployment Insurance Claimant Data

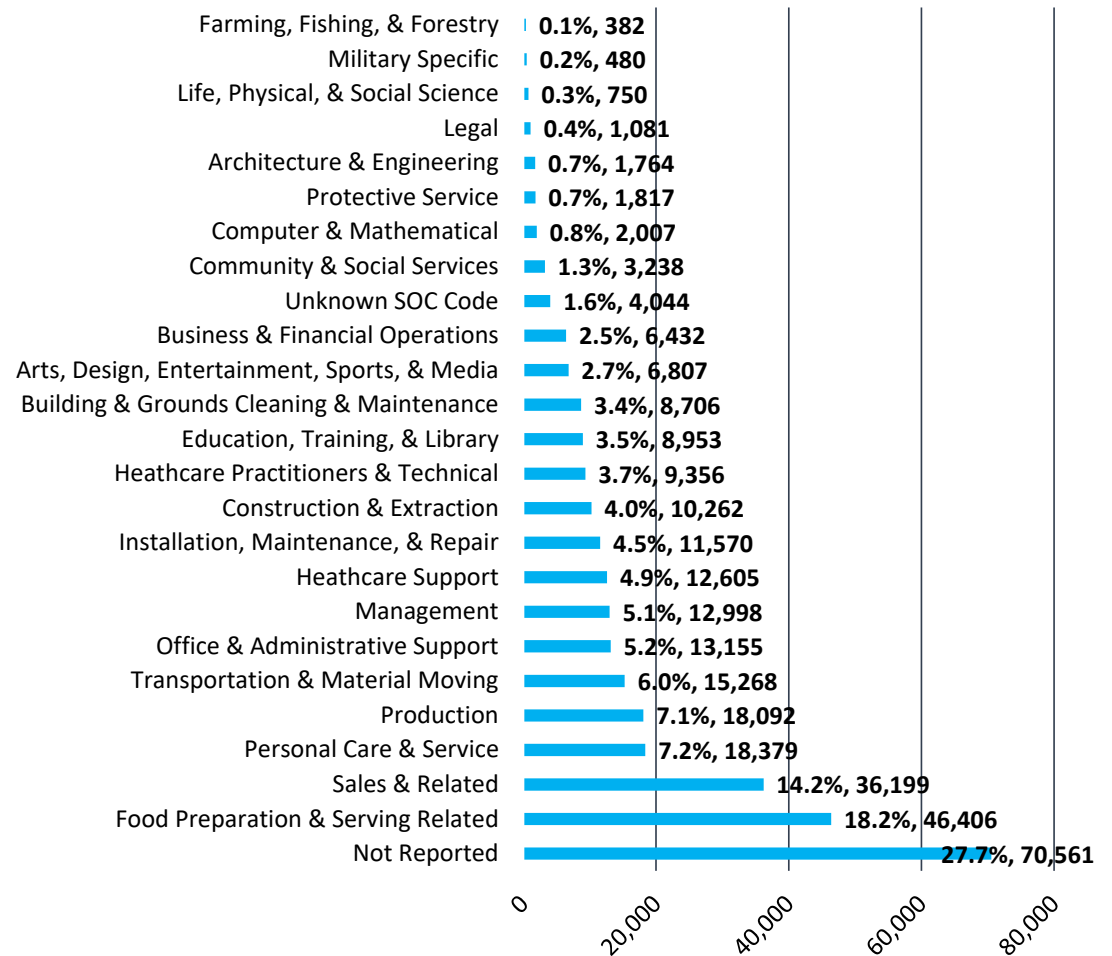
*Published July 17, 2020*

- As with industry, claimants filing multiple claims count once for each occupation.
- Because claimants file for multiple occupations and count once in each occupation that they file a claim for, the data include a total of 321,312 claimants.
- The data may suggest that a little over a quarter (26.1%) of claimants may be gaining jobs in multiple occupations. They filed an initial claim for one occupation, gained a job in a different occupation, and then also lost that new job and filed an additional claim.
- The data may also suggest that gaining jobs in multiple occupations is about twice as likely to occur than gaining jobs in multiple industries (13.3%).

*Data counts of unique claimants by occupation.*

### Claimants by Occupation

Feb. 28, 2020 to Jul. 10, 2020





Occupation	Claimants	% Tot	Jobs 2019	Est. Impact	Postings Jun '20	Clmt-to Jobs	Median Posting Wage	Median Annual Wage	AutomIndex
Architecture & Engineering	1,764	0.7%	17,298	10.2%	1,364	1.3	\$73,600	\$75,779	86.9
Arts, Design, Entertainment, Sports, & Media	6,807	2.8%	18,980	35.9%	802	8.5	\$37,056	\$44,407	89.8
Building & Grounds Cleaning & Maintenance	8,706	3.5%	43,701	19.9%	1,096	7.9	\$26,368	\$25,049	122.7
Business & Financial Operations	6,432	2.6%	61,887	10.4%	3,542	1.8	\$67,968	\$68,124	89.6
Community & Social Services	3,238	1.3%	17,162	18.9%	878	3.7	\$42,176	\$46,755	82.3
Computer & Mathematical	2,007	0.8%	28,952	6.9%	5,954	0.3	\$78,720	\$79,397	83.5
Construction & Extraction	10,262	4.2%	67,639	15.2%	1,109	9.3	\$42,112	\$38,000	123.3
Education, Training, & Library	8,953	3.6%	68,847	13.0%	1,286	7.0	\$45,696	\$52,442	85.8
Farming, Fishing, & Forestry	382	0.2%	4,044	9.4%	34	11.2	\$24,960	\$23,879	109.9
Food Preparation & Serving Related	46,406	18.8%	120,275	38.6%	2,572	18.0	\$25,024	\$21,210	126.1
Healthcare Practitioners & Technical	9,356	3.8%	68,933	13.6%	6,781	1.4	\$78,208	\$62,736	88.3
Healthcare Support	12,605	5.1%	36,116	34.9%	1,468	8.6	\$30,080	\$27,915	95.7
Installation, Maintenance, & Repair	11,570	4.7%	51,566	22.4%	2,425	4.8	\$42,624	\$42,604	108.9
Legal	1,081	0.4%	8,174	13.2%	420	2.6	\$67,968	\$64,108	84.2
Life, Physical, & Social Science	750	0.3%	6,837	11.0%	438	1.7	\$60,032	\$67,242	84.2
Management	12,998	5.3%	57,101	22.8%	4,989	2.6	\$86,912	\$98,466	85.2
Military Specific	480	0.2%	18,849	2.5%	22	21.8	\$29,056	\$32,362	na
Office & Administrative Support	13,155	5.3%	190,919	6.9%	5,818	2.3	\$31,168	\$34,005	99.1
Personal Care & Service	18,379	7.4%	55,716	33.0%	1,531	12.0	\$27,072	\$20,817	95.9
Production	18,092	7.3%	50,035	36.2%	1,115	16.2	\$30,080	\$32,425	113.9
Protective Service	1,817	0.7%	29,127	6.2%	722	2.5	\$38,528	\$40,378	99.0
Sales & Related	36,199	14.7%	129,760	27.9%	6,030	6.0	\$50,112	\$27,785	94.9
Transportation & Material Moving	15,268	6.2%	74,786	20.4%	5,633	2.7	\$61,312	\$31,813	110.2

The table reports estimated impacts by occupation based on UI claimant activity including claimant and jobs in 2019, claimant-to-job posting ratios, and automation index (greater than 100 means above average risk of automation, lower than 100 means below average risk).

Data include claimants filing claims for multiple occupations.

*Data counts of unique claimants by occupation.*

## Unemployment Insurance Claimant Data

*Published July 17, 2020*

## Unemployment Insurance Claimant Data

*Published July 17, 2020*

### **Additional important information about the data.**

- **New TWC Data.** TWC has worked on providing Workforce Solutions Boards with UI Claimant data. This report uses this new dataset.
- **Claimants by County.** This new format now uses the County of residence as provided by TWC as opposed to the county associated with the ES Offices where claimants filed their claims. By doing so, summary information for some tables and figures vary from what was previously reported particularly for County aggregate data and Industry by County.
- **Multiple Claims.** Workers may and do file multiple UI claims. Because of this, claimants may count more than once depending on how the data are aggregated. For instance, one worker may have filed two claims in different weeks for different industries and occupations – the claimant will count once for each week and once for each industry and occupation.
- **Missing Information.** Many records have missing information. Thus, summary information will vary. Depending on the information that is available, for instance, aggregating by sex will show different total numbers than aggregating by race/ethnicity.
- **Slicing Data.** Every time the data are sliced using one or more characteristics, the aggregate summary information will vary and not necessarily coincide with other summary information.
- **Residence and Place of Claim.** Claimants can reside outside the 13-county area and file their claim(s) in a WSA ES Office. This presents a different challenge. When summarizing by county, which is based on WSA ES Office location and their respective geographic assignments, the claimant will be counted for counties in the Alamo area. If the zip code that the claimant entered, however, is not fully or partially contained by a WSA county, then we exclude those zip codes and claimants with zip codes that are outside of the area will not be counted. Thus, the total number of claimants by location, county, city, or zip code, will vary.
- **Location.** Summary of claimants using certain administrative boundaries, such as City Council Districts or Bexar County Commissioner Precincts, are generated through geocoding of the addresses that claimants enter when applying for UI. Because claimants enter their address, these contain errors, misspellings, and other information that prevents the address from being identified in a map. There also may be addresses that are not yet coded into the US Census database and captured by the Address Locator. The way street address and number information are entered also impact geocoding (e.g., E Travis as opposed to Travis E.). Thus, the numbers reported for these administrative boundaries will generally involve an undercount. About 90% of addresses do get geocoded so the entire set of geocoded addresses reflect an undercount of approximately 10%. Each of the smaller administrative boundaries could include 90-100% of addresses, but it is not feasible to determine a precise undercount number within that range for smaller geographical/administrative areas.

## Unemployment Insurance Claimant Data

*Published July 17, 2020*

Ricardo G. Ramirez, PhD(c)

*Director of Quality Assurance*

[rramirez@wsalamo.org](mailto:rramirez@wsalamo.org)



AmericanJobCenter

### Data Sources

- TWC newly released UI Claimant dataset.
- Sybase InfoMaker ad hoc report using vw\_claim\_instance.
- EMSI for Jobs in 2019, Avg. Wages, job postings, and similar information.
- QCEW/BLS data for employer counts by industry.
- Burning Glass for job posting information.
- ArcGIS Business Analyst for employer/business information.

### Methodology

- Counts mostly based on individuals using ssn and claim file date.
- For industry and occupation information, merged TWC data with ad hoc data using ssn and date claim was filed (involves ~3-5% margin of error).
- ArcGIS was used for geocoding of residential addresses and mapping spatial information.
- All of the analysis except the mapping was done using the R statistical software.

### Definitions

- *Claimants*: includes all claimants regardless of type of claim or reason that the job seeker separated from the last employer that he/she had before filing.
- *Claim file date*: The date that the claimant filed his/her initial and/or additional UI claim.
- *Automation Index*: EMSI's potential automation risk based on job task content – derived from ONET work activities, combined with data of Frey and Osborne to identify risk and resilience tied to automation.



## WORKFORCE SOLUTIONS ALAMO POLICY LETTER

**ID NO:** CCS 18, C2

**DATE ISSUED:** July 24, 2020

**TO:** Workforce Solutions Alamo (WSA) Contractors

**FROM:** Mark Milton, COO

**SUBJECT:** Provider Transfers

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### **PURPOSE:**

To provide WSA Contractors with guidance regarding Child Care Services (CCS) provider transfers.

### **REFERENCE(S):**

Texas Workforce Commission (TWC) Rules, Sections 809.13, 809.71, **809.94**

### **POLICY:**

Parents are eligible to transfer their children to a different provider if needed. **At minimum, there will be a mandatory 14-day waiting period before the transfer will be completed. The 14-day waiting period includes weekends and holidays and will begin the next calendar day after the request.**

**The 14-day waiting period will not apply if the child's safety is in jeopardy, such as Department of Family Protective Services (DFPS) corrective and adverse action described in TWC Rule 809.94. Other exceptions may be made based on local Contractor procedures.** ~~Transfers related to Department of Family Protective Services (DFPS) must be completed within 14 calendar days of the parent request, except in cases where the parent is on a provider search.~~

Transfers will not be granted for CCS families if a provider reports non-payment of parent share of cost (PSOC). The provider must report the non-payment of PSOC in a timely manner, as specified by Contractor's procedures. ~~For families determined eligible before August 1, 2018, services will be suspended until the parent pays the unpaid PSOC or at the eligibility end date. For families determined eligible after August 1, 2018, services will be terminated at the end of the month if the provider reports non-payment, and the parent does not pay the unpaid PSOC before the end of the month.~~

~~If a parent fails to pay their parent share of cost to a provider and the provider chooses to request a transfer of the family as a result, the transfer will be effective the first of the subsequent month.~~

~~A parent receiving notification of a provider's evaluation or probationary status with DFPS may transfer the child to another eligible provider without being subject to the Board transfer policies if the parent requests the transfer within 14 calendar days of receiving such notification.~~

**ACTION REQUIRED:**

Contractor shall implement this policy immediately.

**EFFECTIVE DATE:**

Immediately.

**INQUIRIES:**

Please direct all comments and inquires pertaining to this policy to: [policyinquiry@wsalamo.org](mailto:policyinquiry@wsalamo.org)

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## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Mark Milton, WSA COO

**Date:** July 24, 2020

**Subject:** Child Care Provider Transfers

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**Summary:**

Child Care Services (CCS) parents choose the child care option that meets their needs and preferences. TWC is making a TWC Rule change that will require a two-week waiting period before a provider transfer is completed. TWC is encouraging boards to make a policy change at the next open meeting because this change is needed to meet industry standards.

WSA is presenting CCS 18, C2 for Board approval.

**Analysis:**

Parents can transfer their child to a different center when their needs change. When a parent transfer to a new provider, the child care provider needs to adjust ratios and budget accordingly. When a parent does not give adequate notice, providers struggle to adjust, and many times they lose money. These adjustments hinder the provider's ability to maintain staff and reduce turnover.

This change will meet the industry standard of a two week notice for transfers. CCS strives to meet industry standards, so providers are more willing to accept CCS children. Maintaining an ample number of CCS providers is vital for enrollment capacity and parent options.

**Alternatives:**

There are no alternatives since TWC is going to make the rule change and make it mandatory.

**Fiscal Impact:**

There is not fiscal impact on the budget.

**Recommendation:**

Board staff recommends approving these changes because it aligns with our goal of strengthening businesses and communities.



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**Next Steps:**

Approve the attached proposed policy.

**Attachment:**

CCS 18, C2

# Child Care Provider Transfers

May 29, 2020



# Background

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- TWC is updating TWC Rules with mandatory two-week waiting period for provider transfers
- This will help meet industry standards
- This helps providers plan staff and ratios
- This is a business-friendly strategy



# Request Approval

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- CCS 18, C2 Child Care Transfers
- Requires a two-week waiting period for transfers
- Exceptions will be made when the child care provider is placed on corrective action by DFPS





**Questions?**

## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Mark Milton, WSA COO

**Date:** July 24, 2020

**Subject:** Texas Rising Star (TRS) Discount for Consideration

### Summary:

Child Care Services (CCS) parents must pay a parent share of cost (PSOC). We are asking the Board to consider a discount for parents that choose a TRS provider. This will be a financial incentive for parents and the children will reap the short-term and long-term benefits of being enrolled at a TRS provider. This topic is for discussion and further consideration.

### Analysis:

TRS providers generally charge more due to the cost of quality services. WSA reimburses providers based on max reimbursement rates for that provider type and designation. Some TRS providers lose money when they accept CCS enrollments due to the cost of care exceeding the WSA reimbursement rate. Sometimes TRS providers charge parents the difference between the cost of care and the reimbursement rate. If we make this change, parents that choose TRS providers can use these savings to help cover the difference between the provider's rates and WSA's reimbursement rates.

Current TRS enrollment and % of total enrollment		
Status	Number of Children	Percentage of Total
TRS	3,924	28%
Not TRS	10,140	72%

WSA had the highest increase in children enrolled in TRS centers statewide from 2019-2020.

Boards with Largest Increase in children enrolled in TRS 2019-2020			
Board	2019	2020	Increase
Alamo	4353	7646	3293
North Central Texas	2776	4931	2155
Tarrant County	6068	8157	2089



This increase was accomplished by promoting TRS centers to parents and educating parents on the benefits of TRS. The discount will be an added perk and we can use the discount to create more awareness. This change may also encourage more CCS providers to become TRS certified.

### Alternatives:

We do not have enough TRS providers in every County to serve all children. In some counties we do not have any TRS providers. This means the discount would not be available in some areas of our region.

TRS Centers by County			
County	TRS Centers	TRS Enrollments	*Total Capacity
Atascosa	2	71	191
Bandera	0	0	0
Bexar	100	3,237	14,192
Comal	4	57	249
Frio	1	51	85
Gillespie	2	8	109
Guadalupe	3	78	165
Karnes	0	0	124
Kendall	1	0	0
Kerr	3	112	326
McMullen	0	0	0
Medina	1	120	164
Wilson	1	8	186
Total	118	3,742	15,791

In order to increase the number of TRS providers in our region, we can hire a recruiter that will focus on recruiting more TRS providers. This strategy would increase capacity so we can enroll more children in TRS providers and give parents more options for quality care. We may consider using part of the investment detailed below to hire a recruiter.

\*Total Capacity includes private pay customers enrolled at the center.

### Fiscal Impact:

WSA has the 3<sup>rd</sup> lowest Parent Share of Cost statewide, with an average parent share of cost of \$67.47. WSA will consider a 15% discount or 20% discount depending on available budget. WSA developed the 12-month estimates below.

Estimate Based on Current TRS Enrollment			
Discount	Duration	Cost	Avg. Parent Savings
15%	12 months	\$210,187.43	\$10
20%	12 months	\$280,249.91	\$13

Other items to consider:

- On June 3rd, TWC informed boards that COVID-19 continues to have long term implications on the statewide budget.
  - Boards should expect a reduction in enrollments for PY21.
  - Boards were asked to be cautious with At Risk enrollments as they monitor these unexpected expenditures.
- It is unclear how many school age children will require full time child care during the school year, which will impact the statewide budget.
- TWC has not assigned a reduced target for PY21.
- TWC recommends that boards maintain carryforward for unexpected expenses and Alamo's projected carryforward is unknown due to this developing situation.
- We are currently evaluating staffing needs at the Board and Contractor level.
- Expenditures will impact the total number of children we serve and our ability to exceed our performance target.

**Recommendation:**

Board staff recommends further discussion and consideration of these options. Board staff will continue to provide updates as final determinations are made.

This investment in quality will have a lasting impact on the families that choose TRS providers. Children that attend quality child care programs are more prepared for school. This change will help prepare our future workforce and make quality child care more accessible to low income families.

**Next Steps:**

Discuss and consider the best option for implementation.

# Discussion on TRS Discounts

July 24, 2020



# TRS Discount

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- Parents will receive a discount if they choose a TRS provider
- The discount will create more parent awareness
- Parents will be more likely to choose a TRS provider
- May encourage more CCS providers to become TRS



# Current TRS enrollment

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## Current TRS enrollment and % of total enrollment

Status	# of Children	% of Children
TRS	3,924	28%
Not TRS	10,140	72%



# TRS Centers and Enrollments

TRS Centers and Enrollments by County			
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<b>Total</b>	<b>118</b>	<b>3,742</b>	<b>15,791</b>



\*Includes private pay customers



# Increase in Children Enrolled in TRS

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Boards with Largest Increase in children enrolled in TRS 2019-2020			
Board	2019	2020	Increase
Alamo	4353	7646	3293
North Central Texas	2776	4931	2155
Tarrant County	6068	8157	2089

**Discount will supplement current efforts to promote TRS to parents**



# Alternative

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Use part of the funds to hire a dedicated recruiter

- Recruiter will focus on increasing number of TRS providers
- Increases capacity at TRS centers
- Increases options for parents
- Increase provider awareness if they aren't ready now



# Budget

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## Estimate Based on Current TRS Enrollment

Discount	Duration	Cost	Avg. Parent Savings
15%	12 months	\$210,187.43	\$10
20%	12 months	\$280,249.91	\$13



# Items for Consideration

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- Unexpected expenses related to developing COVID-19
- Unclear how many school age children will require full time care during the school year
  - Statewide budget impact
- TWC is going to reduce enrollments for PY21
  - TWC hasn't assigned reduced target
- TWC recommends Boards maintain carryforward for unexpected expenses – amount is unclear (developing)
- Expenditures will impact the number of children we serve and ability to exceed performance





**Questions?**