



## **ANNUAL BOARD OF DIRECTORS MEETING 2021**

Workforce Solutions Alamo  
100 N Santa Rosa Ave  
San Antonio, TX 78207  
December 3, 2021  
10:00 AM

### **AGENDA**

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

Citizens may appear before the Committee to speak for or against any item on the agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of meeting. Questions relating to these rules may be directed to Linda G. Martinez at (210) 272-3250.

***The Chair of the Committee will be at the Host Location. The Host location is specified above. Meetings will be visible and audible to the public at the Host location, and there will be a visual or audio recording of the meeting. There will be two-way audio and video of the meeting between each Board member sufficient that Board members and public can hear and see them. WSA will comply with all Videoconferencing Guidelines.***

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

Presenter: Chairwoman Leslie Cantu

#### **II. DECLARATIONS OF CONFLICT OF INTEREST**

Presenter: Chairwoman Leslie Cantu

#### **III. PUBLIC COMMENT**

Presenter: Chairwoman Leslie Cantu

#### **IV. CONSENT AGENDA: (DISCUSSION AND POSSIBLE ACTION)**

Presenter: Chairwoman Leslie Cantu

- a. Board Of Directors Meeting Minutes October 15, 2021
- b. Facilities/Leases Update
- c. Procurement Projects and Contracts Summary
- d. Quality Assurance Briefing
- e. Briefing Monitoring Timeline
- f. Quality and Assurance - Monitoring Report
- g. Unemployment Claims & Responses
- h. Fiscal Integrity Review C2 Global
- i. Service Industry Recovery (SIR)

4

j. TRS Contracted Slots Pilot

V. NOMINATIONS COMMITTEE (DISCUSSION AND POSSIBLE ACTION) 73

Presenter: Carolyn King, Nominations Committee Chair

- a. Nomination Slate for Chairperson, Vice Chair, Secretary for 2022 Calendar Year

VI. AUDIT AND FINANCE COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION) 74

Presenter: Mary Batch, Audit & Finance Committee Chair

- a. Financial Reports
- b. FY22 Board Staff Compensation

VII. CHILD CARE COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION) 85

Presenter: Doug Watson, Child Care Committee Chair

- a. Child Care Performance
- b. Coronavirus Response and Relief Supplement Appropriations Act (CRRSA)  
Alamo Board Plan
- c. Child Care Quality (CCQ) Funding Plan
- d. TRS Assessment Update

VIII. STRATEGIC COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION) 125

Presenter: Eric Cooper, Strategic Committee Chair

- a. Local Plan Progress
- b. Pleasanton Lease

IX. OVERSIGHT COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION) 135

Presenter: Dr. Mark Niederauer, Oversight Committee Chair

- a. Performance, Programs and Operational Update
- b. Quality and Assurance – Policies and Procedures

X. COMMITTEE OF SIX CHAIR AND/OR PARTNER STAFF REPORT OUTS / DISCUSSION ITEMS

Presenters: Diane Rath, Mike Ramsey, Jordana Matthews

XI. CEO REPORT 172

Presenter: Adrian Lopez, CEO

- a. Red, White & You
- b. Floresville and Boerne Grand Opening 1st Qtr. 2022
- c. SA Ready to Work Consortium
- d. TWC 24th Annual Conference
- e. Marketing & Media Update- Cristina Bazaldua

XII. CHAIR REPORT (DISCUSSION AND POSSIBLE ACTION) 189

Presenter: Chairwoman Leslie Cantu

- a. Child Care and Program Success Stories
- b. Board Attendance

- c. Committee and Board Meeting Schedule
- d. 2nd Chance Initiative
- e. Recognition of Board Members

XIII. Next Meeting: Board of Directors Meeting – TBD

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

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Workforce Solutions Alamo in Negotiations with a Third Party;
- b. Government Code §551.071 - All Matters Where Workforce Solutions Alamo Seeks the Advice of its Attorney as Privileged Communications under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas;
- c. Pending or Contemplated Litigation; and
- d. Government Code §551.074- Personnel Matters involving Senior Executive Staff and Employees of Workforce Solutions Alamo and
- e. Government Code Section 551.089—Discussions regarding Security Devices for Audits.

XV. Adjournment

Presenter: Chairwoman Leslie Cantu



## **SPECIAL BOARD OF DIRECTORS MEETING MINUTES**

100 N. Santa Rosa, Suite 120  
San Antonio, TX 78207  
OCTOBER 15, 2021  
10:00AM

**Attendees:** Leslie Cantu (Chair), Jamie Allen (Vice Chair), Frank Crowder, (Secretary) Mary Batch, Ben Peavy, Yousef Kassim, Diana Kenny, Doug Watson, Dr. Burnie Roper, Elizabeth Lutz, Kelli Rhodes, Mitchell Shane Denn, Polo Leal, Dawn Dixon, Dr. Sammi Morrill, Tony Magaro, Betty Munoz, Carolyn King, Lisa Navarro Gonzales, Allison Greer Francis

**Partners:** Diane Rath, Mike Ramsey

**WSA Counsel:** Frank Burney

**Staff:** Adrian Lopez, Linda Martinez, Andrea Guerrero-Guajardo, Mark Milton, Angela Bush, Jessica Villarreal, Manuel Ugues, Rachel Cochran, Rick Zamarripa, John Hershey, Chuck Agwuegbo, Jessica Villarreal, Barbara Marquez, Cristina Bazaldua, Becky Espino Balencia, Joshua Villela, Chakib Chehadi, Caroline Goddard, Aaron Smith, Gabriela Horbach,

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**During the Public Comments portion of the meeting (Agenda Item 3), the Public may type their name into the chat box or unmute themselves and state their name. The meeting host will call each member of the public for comments, in the order their names were submitted.**

- I. Call to Order and Quorum Determination  
Presenter: Chair Leslie Cantu  
**At 10:02 a.m., Chair Cantu called the meeting to order. The roll was called, and a quorum was declared present.**
- II. Declarations of Conflict of Interest  
Presenter: Chair Leslie Cantu  
**None**
- III. Public Comment  
Presenter: Chair Leslie Cantu  
**None**
- IV. Consent Agenda: (Discussion and Possible Action)  
Presenter: Chair Cantu
  - a. Board of Directors Meeting August 13, 2021 Minutes
  - b. Facilities Update
    - i. Boerne
    - ii. Floresville
  - c. Update Local Plan Progress
  - d. Staffing
  - e. Education In Training Evaluation Proposal**Upon motion by Board Member Director Dr. Burnie Roper and second by Board Member Director Doug Watson, the Board unanimously approved consent agenda items a-e.**
- V. AUDIT & FINANCE COMMITTEE REPORT ((DISCUSSION AND POSSIBLE ACTION)  
Presenter: Angela Bush, Interim CFO
  - a. Follow-up Fiscal Integrity Report Out
    - Ms. Bush reported that TWC recently conducted its internal audit which found no material weaknesses and recertified the board's internal and external monitoring.

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- The Adult Services and Urban Youth Contract were approved pending the full resolution of the following fiscal integrity review items:
  - Annual Audit Resolved
  - Bank Reconciliations Pending External Monitor Validation
  - Financial Billings Pending External Monitor Validation
  - Cash Draw Reports Pending External Monitor Validation
  - TimeLine: Full completion by October 29, 2021
- b. Cost of Living Allocation (COLA) FY2022
  - She also provided an overview of proposed Cost of Living Allocation, COLA, increases. Any increase in COLA will be submitted to Board and C of 6 for approval (cumulative cost is approximately \$100,000).
  - CEO Lopez provided additional information to the BOD regarding COLA.
  - Board Member Director Tony Magaro voiced his support of proposed COLA increases. Vice Chair Jamie Allen voiced her support for merit v. COLA increases across the board.
  - CEO Lopez informed the Board that WSA transitioned to a Professional Employer Organization, PEO, to provide HR support. There is some catching up that must take place, however, WSA is in a better place with the PEO.
  - Board Member Ben Peavy asked what is the overall compensation strategy and is cost of living part of it, how much of it is based upon market adjustment analysis vs merit?
  - Board Member Doug Watson also asked if the Area Judges, (Co6) are recommending a COLA or are they asking if WSA is going to give one, it needs to be part of the budget.
  - CEO Lopez informed the Board the Area judges, Co6, highly recommended the COLA be added to the budget and should be taken back to the WSA Board for consideration/approval.
  - Partner Diane Rath clarified by stating the Area Judges, Co6, were concerned that the COLA was not factored into the budget in the beginning of the year to recognize the economic conditions of the prior year.

**Upon motion by Vice Chair Jamie Allen and 2<sup>nd</sup> by Board Member Director Ben Peavey, the Board unanimously approved direction for WSA staff to provide a more in-depth analysis of employee compensation and timing of payment of Cost-of-Living Allocation (COLA) to the Board in connection with future COLA increase recommendations.**

## VI. OVERSIGHT COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Mark Niederauer, Oversight Committee Chair

- Mr. Mark Milton provided the briefing for Programs & Performance Reports in Dr. Niederauer's absence.
- There has been an increase in funding for our Disaster Dislocated Worker funding of \$2 million and \$43 million in childcare.
- b. Briefing: Programs & Performance Report
  - Mr. Milton also informed the Board of the TWC-Contracted Performance: WSA continues to perform well overall and is meeting or exceeding 18/21 measures to include childcare enrollment. Plans are in place to improve WIOA Adult and Dislocated Worker Post Qtr. Earnings.
  - Child Care performance is currently exceeding goal by 101%. Additional funds have been secured for over \$43 million in assistance for hospitality occupations.

- WSA has also included local performance measures in the performance update and is meeting 5/8 of locally established measures.
- c. Succession Plan Policy – CEO
  - CEO Lopez provided the Board background and context to the Succession Plan Policy. In the past, there were only two executive positions, CEO & CFO. To elevate the issue and maintain internal controls including planning for the replacement of key personnel in the event of temporary or permanent absences of the organization, the succession plan outlines a plan for key staff within the organization and mandatory position that will provide a seamless delivery of services in the event of a vacancy.
  - CEO Lopez briefed the Board on Succession Plan Policy, with appointment of CIO, COO, and others to provide a line of succession. Such procedures are memorialized in Succession Plan Policy. He also informed the Board his initiative of “trading spaces” in which every 4<sup>th</sup> Friday of the month the Executive Team will trade spaces. For example, CEO will be the CFO for a day and COO will be the CIO, etc. This exercise will allow the other executives to become aware of their counterparts daily duties.
  - The plan includes the following:
    - A timeframe for position replacement with identification of back-up staff that can perform the responsibilities of the vacant positions on interim basis.
    - An organizational chart indicating levels of management and areas of responsibility, establishing span of control. Mandatory positions within the organization include but are not limited to the CEO, COO, CIO, and CFO.
    - An Executive Coach has been acquired to work closely with the Executive staff as well as the Managers/Directors.

**Upon motion by Board Member Director Frank Crowder and second by Director Board Member Jamie Allen, the Succession Plan Policies were unanimously approved by the Board.**

## VII. STRATEGIC COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenters: Dr. Andrea Guerrero-Guajardo, CIO; Angela Buch, Interim CFO & Latifah Jackson, Director Contracts and Procurement

- a. Return on Investment (ROI)
  - In the absence of Chair Cooper, Dr. Guajardo provided overview of Strategic Committee reports.
  - Return on Investment, ROI, study by MIS provided data-driven analysis of programs.
  - WSA partnered with Emsi (Economic Modeling Specialists Intl.) to provide data on WSA operations and customers/program participants, including financial expenditures, to create this report for 2019.

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- The findings of the analysis concluded that Workforce Solutions Alamo creates a positive net impact on the region's economy and generates a positive ROI for taxpayers.
- Most major programs showed a positive return of at least 1 or higher (Adult and Child Care programs did not meet standard).
- Vice Chair Jamie Allen asked question on methodology of the projections.
- Director Doug Watson asked whether childcare projections included wage increases. It was noted that only participants who received wages were included in study (volunteer/social services were not quantified). Such services were not reflected in overall ROI. Future ROI studies will include changes to improve data.
- Dr. Guajardo concluded with stating the ROI will be refined the methodology for collecting and tracking post-exit metrics on WIOA participants. It will include longitudinal data collection on Child Care Service participants to capture long-term effects of program participation. And we repeat return on investment analysis for the current year and on-going as part of a continual improvement process.

b. SERCO & C2 Global Report Out

- Manuel Ugues, Regional Director, provided an oversight of SERCO rural performance.
- Sector Based Model High School Training to Career (HTC) is a youth representation of WSA's Sector Based Model. The goal and the mission of HTC is to bridge the gap and connect "High school, Training to Careers" by incorporating School Districts, Stakeholders, Educational Providers, Employers, and connecting students with training and employment opportunities.
- Board Member Director Tony Magaro expressed his frustration in availability of trained employees to meet employers' needs. How can employers facilitate the connection between employees that are not trained in the jobs that are in demand?
- John Hershey with C2 presented urban performance report.

c. San Antonio Food Bank Lease

- Ms. Latifah Jackson, Director Contracts and Procurement provided the Board with information and recommendation to approve co-location with SA Foodbank.
- Workforce Solutions Alamo (WSA) and the San Antonio Foodbank (SAFB) are currently in negotiations for a lease agreement. A co-location of services at SAFB would benefit clients in being able to access resources from both entities in a single location. WSA is proposing a small staff and a resource room for the campus.
- The San Antonio Food Bank (SAFB) serves over 600 individuals each week including assisting individuals with the application and renewal of assistance for various federal benefits including SNAP and TANF programs. Last year 17,350 applications for federal TANF and SNAP benefits were processed by the SAFB.
- Both agencies seek to strengthen the partnership between by integrating and expanding employment and training services available for individuals who access services from the SAFB. Individuals that seek assistance at the Food Bank may not be connected to or aware of additional jobseeker services that are available through the workforce system. Integrating services provided by

the SAFB and WSA will allow a deeper leveraging of resources that meet the needs of individuals that are unemployed or underemployed.

- SAFB will deliver a turnkey suite that is 1,808 SQ FT. The lease will be for one year with the option to extend an additional two years.
- The rent will be \$2,925.00 for the term of the initial lease. The monthly rate includes utilities, custodial services, and administrative support. WSA will be responsible for providing furniture and equipment, which is currently budgeted at \$42,500.

c. Hondo Lease Renewal

- Workforce Solutions Alamo (WSA) currently has a lease agreement with the City of Hondo that expires on December 31, 2021. WSA has researched potentially feasible options to provide a high-quality workforce center.
- Our existing location is in the South Texas Regional Training Center, which is 1,799 SQF at the rental rate is \$2,643.78 monthly. The proposed lease amendment is for two years, with the option to extend an additional two years.
- The rent will remain at the current rate of \$2,643.78 for the renewal term. The monthly rate includes utilities, custodial services, and administrative support.

e. Kenedy Renewal

- Workforce Solutions Alamo (WSA) currently has a lease agreement with MIN, Limited, a Texas Limited Liability Company that expires on January 31, 2022. WSA has researched potentially feasible options to provide a high-quality workforce center.
- The current lease has an option for an extended term of 36 months. The current monthly base rent is \$1,650 and, the proposed monthly base rent is \$1,683.00. The center is 1,750 SQF and was renovated in 2021 due to flooding from the winter storm.
- The monthly base rent will be \$1,683.00 for the term of the lease. The monthly rate includes utilities, maintenance of the facility (inclusive of HVAC and plumbing), electrical wiring, permanent lighting fixtures and pest control.

f. New Braunfels Lease

- Workforce Solutions Alamo (WSA) currently has a lease agreement with the RPI Courtyard LTD that expires on January 31, 2022. WSA has researched potentially feasible options to provide a high-quality workforce center.
- The New Braunfels Workforce Center is the largest center in the rural area, approximately 6,720 sq ft in the Courtyard Plaza shopping center located off Highway I-35. This center was recently renovated in 2018. The current lease agreement has an option to renew at \$18.07 per sq ft for an additional five years. However, the Landlord has offered a new lease agreement for 10 years at \$16.70 per sq ft. A market analysis was performed on potential locations in the area. However, the current location offers the best visibility and fiscal impact.
- WSA is requesting approval to continue negotiations with the RPI Courtyard LTD and enter a new 10-year lease at the current facility.

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g. Marbach Relocation

- The current lease at Marbach expires on May 31, 2022. Staff evaluated and toured seven locations. The two primary facilities under consideration to relocate the Marbach Workforce Center to are the Port Authority of San Antonio and Petco Corporation. The two facilities were toured by Chairperson, Eric Cooper and CEO, Adrian Lopez on July 19, 2021.

**Upon motion by Board Member Director Lisa Navarro Gonzales and second by Board Member Director Doug Watson, the proposed leases for Food Bank, Hondo Center, Kenedy Center, New Braunfels, and Marbach relocation to Port SA were unanimously approved.**

VIII. CEO Report

Presenter: Adrian Lopez, CEO

a. Ready to Work Consortium Proposal

- WSA submitted the RFP in conjunction with SA Foodbank, AVANCE, Chrysalis Ministries, San Antonio Housing Authority, YWCA, Family Services Association, Texas A&M SA, and United Way
- Ready to Work Consortium Proposal has been submitted and work session has been scheduled for next week.
- There is also another opportunity WSA is looking into, Good Jobs Initiative, a \$25M proposal.

b. Statewide Conference Board Innovation Video

- TWC asked WSA to showcase and highlight some of the work that has been done in the past 18 months. This video will be shown at the 24<sup>th</sup> Annual YWC Conference in November.

c. US Department of Agriculture - Food and Nutrition Services Evaluation – S. South Flores Center

- USDA monitored Food and Nutrition services with favorable results.
- CEO Lopez also reminded the Board the 1<sup>st</sup> WSA Annual Report has been released for FY 2020 and electronic and hard copies will or have been sent.

IX. Chair Report (DISCUSSION AND POSSIBLE ACTION)

Presenter: Chair Leslie Cantu

a. 2<sup>nd</sup> Chance Initiative

- Chair Cantu updated the Board on the 2<sup>nd</sup> Chance Initiative. Four automotive suppliers working closely in the program. There is a solid program design. Challenges currently is to find a good pipeline of employees.

b. Board of Directors Attendance

- Chair Cantu reminded the Board that the Board Attendance Policy was revised to include attendance to assigned committee meetings.
- Chair Cantu informed the Board Nominations Committee will be meeting soon and anyone that is interested in self-nomination or nominating someone else for the officers' positions are welcomed to do so.
- TWC contacted WSA in regards to how the Board is governed, and the possibility of dissolving the Committee of Six (Co6).

X. Next Meeting: Board Meeting – December 10, 2021

**The Board adjourned into Executive Session pursuant to exceptions of the Texas Open Meetings Act (Chapter 551) at 11:47 am and returned to Open Session at 12:01 pm . No action was taken.**

- XI. **Executive Session: Pursuant to Chapter 551 of the Texas Open Meetings Act, the Board 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 and**
  - e. Government Code Section 551.089—Discussions regarding Security Devices for Audits.**

XII. **Adjournment**

Presenter: Chair Leslie Cantu

**There being no further business, a motion was made by Director Watson and second by Director Allen that the meeting adjourn. The motion carried unanimously. The meeting adjourned at 12p.m.**

Enclosures

- Certificate of Executive Session

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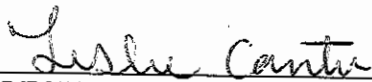


**CERTIFIED AGENDA OF CLOSED MEETING**

**Workforce Solutions BOARD OF DIRECTORS MEETING**

I, LESLIE CANTU, THE PRESIDING OFFICER OF THE WORKFORCE SOLUTIONS ALAMO BOARD OF DIRECTORS, CERTIFY THAT THIS DOCUMENT ACCURATELY REFLECTS ALL SUBJECTS CONSIDERED IN AN EXECUTIVE SESSION OF THE COMMITTEE CONDUCTED ON \_\_OCTOBER 15, 2021\_\_ AT 11:47 AM.

1. The Executive Session began with the following announcement by the presiding officer: **"The Workforce Solutions Alamo BOARD OF DIRECTORS is now in Executive Session on \_\_OCTOBER 15, 2021, at 11:47 AM pursuant to exceptions under Government Code 551."**
2. SUBJECT MATTER OF EACH DELIBERATION:
  - 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.**
3. No further action was taken.
4. The Executive Session ended with the following announcement by the presiding officer: **"This Executive Session ended on \_\_OCTOBER 15, 2021, 12:01 at \_\_ AM"**

  
\_\_\_\_\_  
LESLIE CANTU, Chair



## MEMORANDUM

**To:** WSA Board of Directors

**From:** Adrian Lopez, WSA CEO

**Presented by:** Latifah Jackson, Director of Contracting and Procurement

**Date:** December 3, 2021

**Subject:** Workforce Solutions Alamo – Leases

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### Summary:

Below is a list of WSA leases for informational purposes only. The Marbach location will not be renewed. A lease with the San Antonio Port Authority executed to replace this location with a high-quality Workforce Center.

The board is currently working with our Real Estate Broker to research potential spaces for the Walzem location, which expires in December 2022.

Location	Lease Term
Pleasanton	1/31/2022
Marbach*	5/31/2022
Walzem	12/31/2022
Pearsall*	10/31/2024
E Houston*	8/16/2030
S Flores*	7/31/2028
Boerne	11/30/2031
Hondo	12/31/2021
New Braunfels*	1/31/2032
Kennedy	1/31/2025
Datapoint*	3/31/2030
Kerrville	4/30/2024
Floresville	7/30/2026
Seguin	1/15/2027
Fredericksburg	No Expiration
Bandera	No Expiration

*\*VR staff are located at the office*

# Facilities Update

December 3, 2021

Latifah Jackson, Director of Contracting and Procurement





# Summary

Update on the current facility leases, relocation and renovations of workforce centers.





# Pleasanton

- Rent: \$2,503 monthly
- Term: 3 years
- Square Footage: 2,344 SF
- Landlord covers all M&O





# Expiring Leases

Location	Lease Term
Pleasanton	1/31/2022
Marbach	5/31/2022
Walzem	12/31/2022
Pearsall*	10/31/2024
Hondo	12/31/2024
Kerrville*	4/30/2024
Kennedy	1/31/2025
Floresville	7/30/2026
Seguin*	1/15/2027
S Flores*	7/31/2028
E Houston*	8/16/2030
Datapoint*	3/31/2030
Boerne	11/30/2031
New Braunfels*	1/31/2032
Fredericksburg	No Expiration
Bandera	No Expiration

*\*VR staff are located at the office*





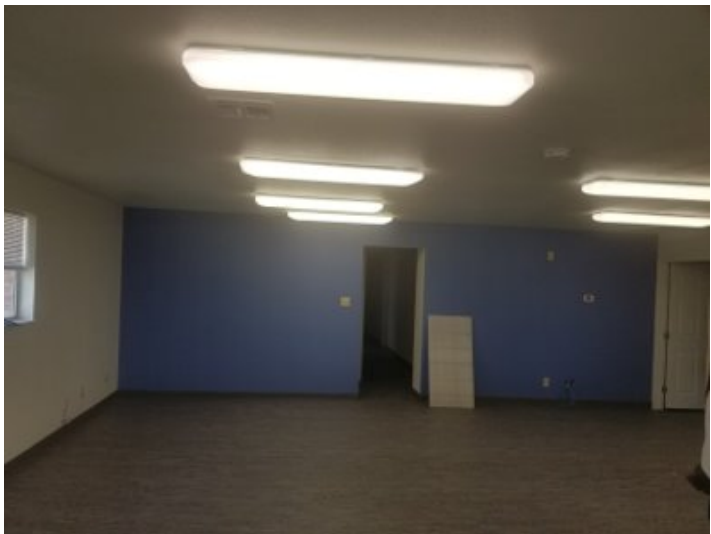
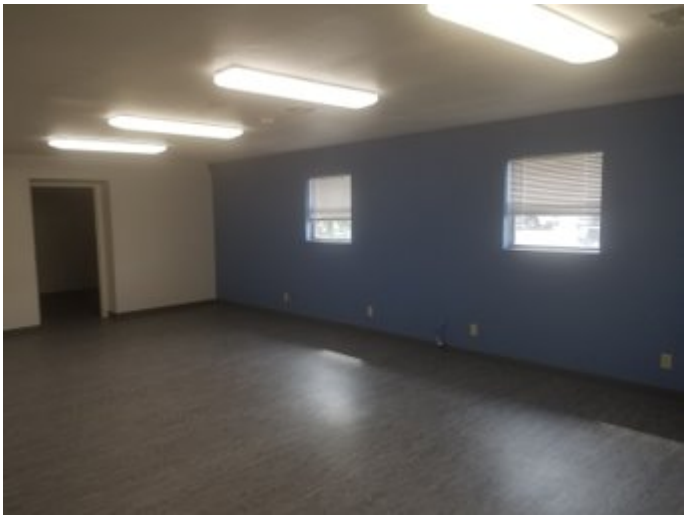


# Current Renovations

## Boerne



## Floresville





Questions?

## MEMORANDUM

**To:** WSA Board of Directors

**From:** Adrian Lopez, WSA CEO

**Presented by:** Latifah Jackson, Director of Contracting and Procurement

**Date:** December 3, 2021

**Subject:** Procurement Projects and Contracts Summary

**Summary:** On a continuous basis WSA staff process informal contracts (any contract under \$150,000) renewals and execute new contracts to support staff. For informational purpose solely are a summary of new contracts, renewed contracts, expiring contracts and upcoming formal and informal procurements.

**Analysis:** During the August 2021 Board meeting a list of contracts that are expiring in fiscal year 2021-2022 were presented. Below is a list of contracts that were procured or renewed for the month of October 2021 and expiring soon.

### Newly Executed

Contractor/Vendor	Services	Contract Amount	Contract Period		Procurement Expiration Date
City of San Antonio (COSA)	Child Care Management Services Contract	\$88,319,865	10/01/21	09/30/22	may extend up to three (3) subsequent one-year period
LK Design Group Inc.	Architect and Space Planning Services	(IDIQ)	10/01/21	09/30/22	may extended for up to two (2) additional one-year contact period
True Protection	Alarm Monitoring Agreement - Walzem	\$1,877.88	09/28/21	09/27/22	09/27/22
Web-Hed Technologies Inc.	Website Operations & Maintenance Support	\$40,614.00	10/16/21	10/31/22	10/31/22
L.K. Jordan, San Antonio	Temporary Staffing Services	\$75,000.00	11/01/21	10/31/22	may be extended for up to two (2) additional one-year contact
Integrated Human Capital	Temporary Staffing Services	\$75,000.00	11/01/21	10/31/22	may be extended for up to two (2) additional one-year contact



### Renewed Contracts

Contractor/Vendor	Services	Contract Amount	Contract Period		Procurement Expiration Date
City of San Antonio (COSA)	Child Care Quality Improvement Activity	\$1,529,733	10/01/21	09/30/22	Exercises the 1st of 3 one-year renewal options in the procurement cycle
SERCO OF TEXAS INC.	Rural Youth Services	\$1,123,468	10/01/21	09/30/22	No renewals remaining
Crites Downtown Lock Key	Locksmith Services	\$1,595.00	12/22/21	12/21/22	No renewals remaining
C2 Global Professional Services, LLC	Youth Services	\$1,638,351	10/01/21	9/30/22	No renewals remaining
C2 Global Professional Services, LLC	Adult Services	\$14,882,683	10/01/21	9/30/22	1 renewal remaining

### Contracts Expiring

Vendor	Value	End Date	Renewals
Biztorming Training & Consulting, LLC	\$6,900.00	01 Dec 2021	no-renewals remaining
Orkin LLC - Deborah Toth	\$8,800.00	21 Dec 2021	1- 1 year renewal
Universal Technical Translation	\$4,050.00	21 Dec 2021	1- 1 year renewal
All Star Electric	\$24,400.00	22 Dec 2021	1- 1 year renewal
FP Mailing Solutions	\$6,754.68	31 Dec 2021	Auto-Renewal
ZipWhip	\$1,200.00	01 Jan 2022	
EMSI	\$14,500.00	08 Jan 2022	
Christine H Nguyen, CPA	\$136,605.00	31 Jan 2022	4 – 1 year renewal
1st Aid Plumbing Inc	\$30,000.00	31 Jan 2022	1- 1 year renewal
Safesite, Inc	\$7,396.00	31 Jan 2022	1- 1 year renewal
Go Daddy	\$42.34	01 Feb 2022	
Carielo Facility Services	\$12,400.00	09 Feb 2022	1- 1 year renewal
FP Mailing Solutions	\$627.00	10 Feb 2022	
TRANSFR Inc.	\$30,000.00	20 Feb 2022	
CCB	\$840.00	01 Mar 2022	
ESRI	\$200.00	22 Mar 2022	
Scobey Moving & Storage, LTD.	\$15,000.00	25 Mar 2022	1- 1 year renewal

### Upcoming Procurements

- RFP for Annual Marketing Services
- RFP for Cloud Services
- RFB for Annual Printing Services
- RFB for Annual Photography and Videographer Services
- RFP for Annual Janitorial Services
- RFP for Youth Services
- RFP for Disaster Recovery Services
- RFP for IT Security Operations Center
- RFP for Network Management Services

**Alternatives:** N/A

**Fiscal Impact:** All costs are budgeted in the FY 2022 budget.

**Recommendation:** N/A

**Next Steps:** Staff will continue to proactively monitor contract expiration dates by sending out a monthly list of contracts that expire within a minimum of 90 calendar day period. Staff will continue to identify new contracting opportunities to leverage a cost savings to WSA in efforts to support the local plan.

## MEMORANDUM

To: Board of Directors

From: Ricardo Ramirez, Director of Quality Assurance

Presented by: Ricardo Ramirez, Director of Quality Assurance

Date: December 3, 2021

Subject: Briefing of Quality Assurance

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**SUMMARY:** The following serves to brief the WSA Board of Directors regarding Quality Assurance monitoring activities, including the status and results of current projects.

### CURRENT PROGRESS

#### Operations

The Fiscal Monitor II whom we had hired resigned. The position will not be filled at this time.

#### TWC Monitoring

TWC's Annual Monitoring was completed, and we are waiting for a Final Report. Once received, the results will be reported to the Board.

TWC Certified WSA's Monitoring. Having an independent review of WSA's monitoring is a federal/state requirement. The Certification validates the quality and reliability of our work, certifies specific monitors, while it also minimizes TWC's testing of WSA as they can rely more on our monitoring for their own monitoring.

#### Contracts

The Financial Monitoring contract with Ms. Christine H. Nguyen, CPA, is being renewed for an additional one-year term. The contract is on its second term (does not require Board action as it is budgeted at less than \$150K). The process includes an internal evaluation that we are implementing to assist for contract renewal decisions for the CEO.

#### External Financial Monitoring (subcontracted to Ms. Christine Nguyen, CPA)

- *Fiscal Integrity Review follow-up for C2 GPS* was completed and is being presented for contract renewal purposes.
- *Financial Monitoring for C2 GPS* – Exit held 11/16/21. Timelines were set for C2 GPS's responses, and a Final Report is scheduled for 12/28/2021.
- *Financial Monitoring Final Report for SERCO* – the Final Report has been issued, and includes one overpayment in Work Experience (\$77.51), six potential questioned costs related to procurement (estimated at \$4,143.28), and two payments that did not meet required

timeliness for disbursement. The items that are reported are being worked on between WSA Fiscal and SERCO for final resolution.

- *Financial Monitoring Final Report for COSA* is due 11/24/2021.

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

- *SERCO WIOA Youth (Rural) Final Report* – was completed and is being issued – overall accuracy rate of 98%. Some individual cases were reported as findings, but there were no areas or patterns of concern.
- *C2 GPS WIOA Adult, Dislocated Worker, and Youth Monitoring* – Exit Conference was held 11/15/2021. Responses are due from C2 GPS, and a Final Report is scheduled to be completed by 12/15/2021.
- *C2 GPS TANF/Choices* – is being scheduled to start after the WIOA reviews.

#### **Internal Program Monitoring**

- *C2 GPS Non-Custodial Parent (NCP) Phase II Report* – was completed and issued 10/14/2021. With a 90.5% accuracy rate, the results of the testing revealed services are being offered, recorded, and reported in a manner that adheres to grant requirements.
- *C2 GPS National Dislocated Worker (NDW) Phase II* – a Draft Report was provided to C2 GPS and an Exit Conference was held on 11/15/2021. C2 GPS is submitting responses by 11/23/2021, once received a Final Report is scheduled to be issued 12/09/2021.
- *C2 GPS Trade Adjustment Assistance (TAA)* – review is scheduled to start 11/30/2021.

#### **ESTIMATED TIMELINE 2021-2022**

The estimated timeline for 2021-2022 is being developed. The timeline will include planned monitoring activities for the following areas:

- External Program Monitoring,
- External Fiscal Monitoring,
- Internal Contractor Program Monitoring,
- Internal Board Monitoring (new),
- TWC Monitoring.

**STAFF RECOMMENDATION:** The information is provided as an operational briefing.

**FINANCIAL IMPACT:** Estimated subcontracted costs for financial monitoring \$127,105, and for program monitoring \$120,000 (total of \$247,000).

**STRATEGIC OBJECTIVE:** To help ensure that local employment and training activities, including one-stop delivery systems and workforce development services, appropriately use, manage, and invest funds as required and in ways that maximize performance outcomes and fulfill continuous improvement efforts (WIOA Sec. 107(d)(8); WIOA Sec. 134(2)(B)(iv); WIOA Sec. 183; WIOA Sec. 185(c)(3); WIOA Sec. 121(3); WIOA Sec. 129(b)(1)(e)).

**ATTACHMENTS:** None.

# WSA Quality Assurance

Ricardo Ramirez, Director of Quality Assurance

December 3, 2021







# Summary

*This item serves to provide a briefing and/or items for discussion and Board action that may be needed regarding WSA QA monitoring activities.*

# Briefing on QA Progress and Status

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## Operational and Other Updates

Our previous QA Fiscal Monitor resigned (followed a different career path), and this position is not expected to be filled.

TWC completed its Annual Monitoring of WSA and we are waiting for a Final Report.



WSA's Monitoring was Certified by TWC

The Financial Monitoring contract with Ms. Christine H. Nguyen, CPA is being renewed for an additional year. This contract is on its second term does not require Board action as it budgeted as less than \$150K.



# Current Monitoring Activities

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## External Financial Monitoring

- ***Fiscal Integrity Review follow-up for C2 GPS*** was completed and is being presented for contract renewal purposes.
- ***Financial Monitoring for C2 GPS*** will continue, with a Draft Initial Report expected by 12/30/2021. The monitoring has focused on the fiscal integrity follow-up items.
- ***Financial Monitoring Report for SERCO*** – the Final Report is being issued, a summary of the report is included in the briefing and the items that are reported are being worked on between WSA Fiscal and SERCO for resolution.
- ***Financial Monitoring Report for COSA*** is due 11/24/2021.

## External Program Monitoring

- ***SERCO WIOA Youth (Rural) Final Report*** was completed this week and is being reviewed to be issued.
- ***C2 GPS WIOA Adult, Dislocated Worker, and Youth Monitoring*** Exit scheduled for the week of 11/15/21.
- ***C2 GPS TANF/Choices*** is scheduled to start after the WIOA reviews.





# Current Monitoring Activities

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## Internal Monitoring

- ***Non-Custodial Parent (NCP) Phase II Report*** was completed and issued 10/14/2021. With a 90.5% accuracy rate, the results of the testing revealed services are being offered, recorded, and reported in a manner that adheres to grant requirements.
- ***National Dislocated Worker (NDW) Phase II*** testing is underway. A Draft Report with an Exit Conference is expected to be held the week of 11/15/2021.



# Estimated Timeline: 2021-2022

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The estimated timeline for 2021-2022 has been developed and are included in the Board packet. The timeline includes planned monitoring activities for the following areas:

- External Program Monitoring
- External Fiscal Monitoring
- Internal Program Monitoring
- Internal Board Monitoring
- TWC Monitoring





Questions?

# CEO REPORT

## Alamo Workforce Development Area



## End of Plan Year 2021

# **CENTER TRAFFIC**

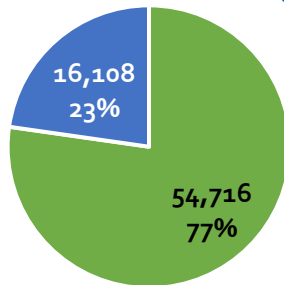
On Average, 282 visit one of our Workforce Centers.



## GUESTS AT ALL JOB CENTERS

**70,824**

(OCT 2020 - SEP 2021)



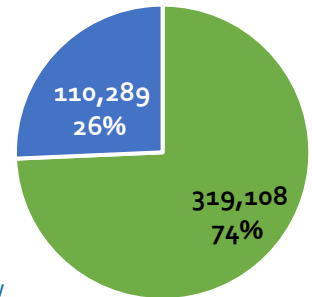
■ Urban ■ Rural

## VIRTUAL GUESTS AT ALL JOB CENTERS

**429,397\***

(OCT 2020 - SEP 2021)

\*Number of phone calls and emails sent/received by staff working remotely.



■ Urban ■ Rural

With over 13k visitors annually, our Marbach Workforce Center has welcomed the greatest number of guests.

October 2020- September 2021			
Center	Inbound Contacts	Outbound Contacts	Visitors
E Houston	4,152	8,352	8,312
Datapoint	8,866	18,819	10,429
Marbach	4,673	51,330	13,632
Sth Flores	7,187	116,113	11,561
Walzem	5,737	90,338	10,782
<b>Urban</b>	<b>30,615</b>	<b>284,952</b>	<b>54,716</b>
Bandera	42	113	183
Boerne	238	7,725	363
Floresville	484	13,555	563
Fredericksburg	49	95	30
Hondo	607	1,104	1,274
Kenedy	280	2,189	194
Kerrville	768	11,324	1,405
New Braunfels	1,456	20,043	7,118
Pearsall	941	1,403	1,148
Pleasanton	996	3,475	2,125
Seguin	1,188	36,974	1,705
<b>Rural</b>	<b>7,049</b>	<b>98,000</b>	<b>16,108</b>
<b>Grand Total</b>	<b>37,664</b>	<b>382,952</b>	<b>70,824</b>

Note: *Inbound and Outbound Contacts* are the number of emails and phone calls made by Telework Staff. *Visitors* are the number of customers that visited a workforce center.

### Top 10 Center Visit Reasons (Year-to-date)

Visit Reason	Urban	Rural	Total
04. I'm here to use the resource room.	33,347	6,726	40,073
30. Virtual Services	12,870	5,163	18,033
08. RESEA Orientation	8,428	1,216	9,644
I am here to see a specific staff member	5,907	2,886	8,793
14. Job Search/Referral	1,827	4,917	6,744
02. I need help finding a job.	3,744	2,568	6,312
01. It's my first time here.	2,818	676	3,494
03. I lost my job and want to file for unemployment.	1,859	933	2,792
13. Job Fair/Hiring Event	1,434	690	2,124
29. In Person Services	896	1,177	2,073

**NOTE:** Center Visitors may self-report multiple visit reasons while checking-in on VOS Greeter.

Employment Services are the main motivators for guests at our Workforce Centers across the Alamo Workforce Development Area. Over 40k guests visited our centers to use the computers and resources available at no cost, an upwards trend from 36K reported as of September.

# **LABOR EXCHANGE SUMMARY**

Year to date **9,078** people in the Alamo Workforce Development Area have been placed in a job.

## PLACEMENTS

(OCT 2020 - SEP 2021)

WorkInTexas.com Internal Job Placements - 1,093 . These are job seekers that applied to jobs from employers registered in WorkInTexas.com.

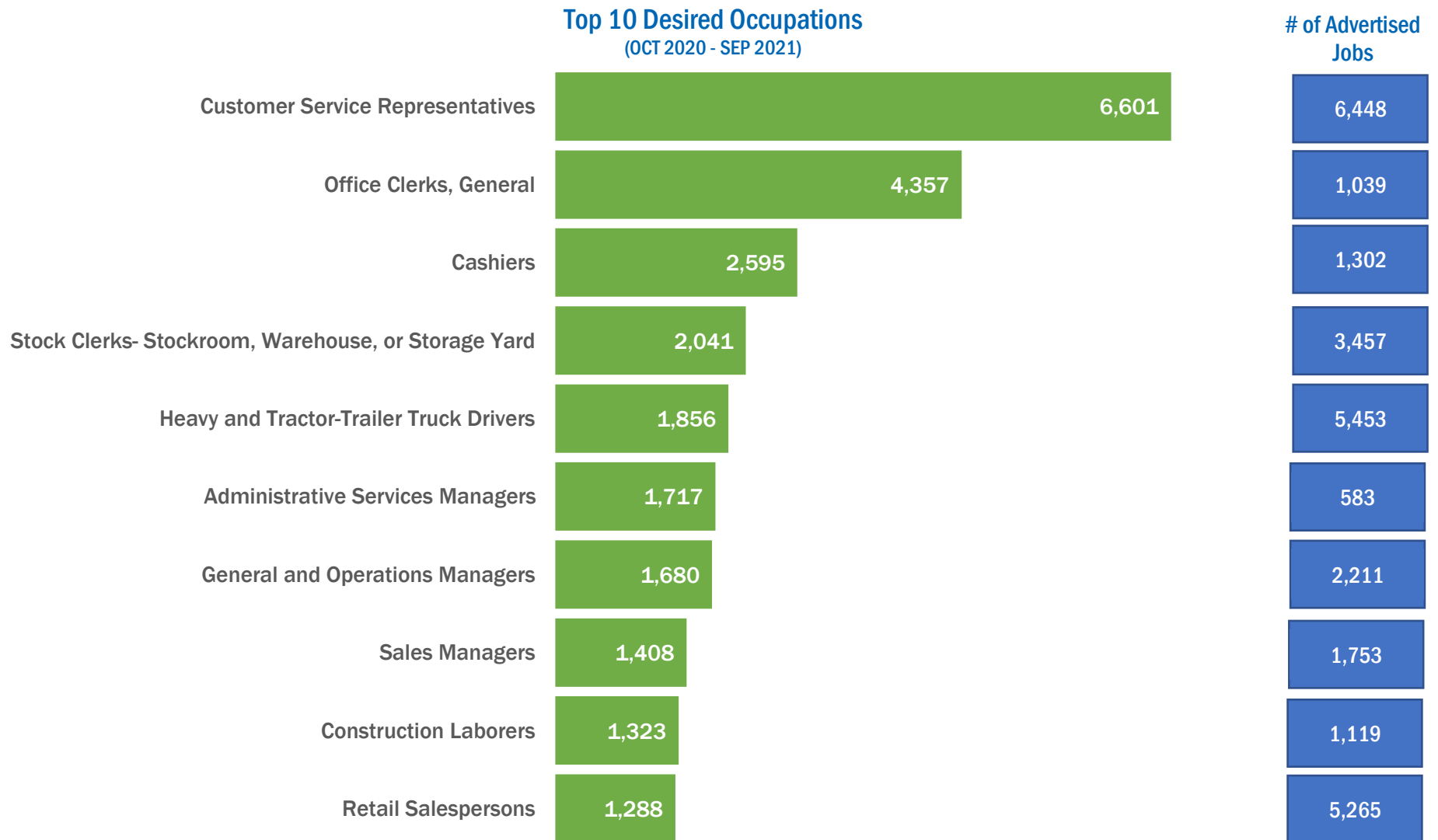
WorkInTexas.com External Job Placements - 4,334. These are job seekers matched with external job postings imported into WorkInTexas.com.  
3,651 from other sources captured by workforce staff (e.g., Employer Help Wanted sign)

Industry Sector	Internal Placements	Top Occupation Within Industry	Top Employer Within Industry
Public Administration	343	Customer Service Representatives (28)	TEXAS WORKFORCE COMMISSION (145)
Administrative and Support and Waste Management and Remediation Services	177	Solar Thermal Installers and Technicians (26)	PEOPLEREADY INC (27)
Retail Trade	154	Retail Salespersons (77)	AMAZON.COM (96)
Health Care and Social Assistance	92	Child, Family, and School Social Workers (12)	TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (29)
Manufacturing	59	Production Workers, All Other (14)	STEVES & SONS INC (6)
Accommodation and Food Services	45	Cashiers (6)	ALLEN THARP (10)
Information	40	Customer Service Representatives (11)	CHARTER COMMUNICATIONS LLC (24)
Educational Services	39	Cooks, Institution and Cafeteria (5)	PEARSALL ISD (11)
Professional, Scientific, and Technical Services	33	Customer Service Representatives (4)	BOOKKEEPING SOLUTIONS INC (3)
Transportation and Warehousing	23	Laborers and Freight, Stock, and Material Movers, Hand (5)	MJ4 VENTURES, LLC (5)
Finance and Insurance	21	Customer Service Representatives (7)	FIRST NATIONAL BANK TEXAS - KILLEEN (4)
Construction	18	Construction Laborers (3)	VK KNOWLTON CONSTRUCTION AND (3)
Other Services (except Public Administration)	17	Cashiers (2)	LAZ PARKING TEXAS LLC (4)
Wholesale Trade	14	Production Workers, All Other (5)	COCA-COLA SOUTHWEST BEVERAGES LLC (4)
Mining, Quarrying, and Oil and Gas Extraction	6	Heavy and Tractor-Trailer Truck Drivers (4)	LEWIS ENERGY GROUP (2)
Utilities	5	Legal Support Workers, All Other (1)	CPS ENERGY (3)
Real Estate and Rental and Leasing	5	Maintenance and Repair Workers, General (1)	HUNT MH SHARED SERVICES LLC (2)
Arts, Entertainment, and Recreation	1	Maids and Housekeeping Cleaners (1)	LIFE TIME CLUB MANAGEMENT (1)
Agriculture, Forestry, Fishing and Hunting	1	Nonfarm Animal Caretakers (1)	MCDONALD BIRD FARM LLC (1)

Note: Detailed information on where people were placed in a job are only available for internal WorkInTexas.com hires,



Year to date there are 124,769 people in the Alamo Workforce Development Area with active resumes. Customer Service Representatives is the most common desired occupation people listed on their resume



## 49,985 available jobs advertised online as of October 11, 2021 in the Alamo Workforce Development Area

(OCT 2020 - SEP 2021)

WorkInTexas.com shows that there were 34,802 job postings created by 2,515 unique employers during the months of October 2020 - September 2021 for the 13 county Workforce Development Area. Up from 31,538 reported last month. In WorkInTexas.com, the Health Care and Social Assistance Industry created the most job postings with 7,223. Hospital Corporation of America is the employer that created the most Job postings with 1,609 while the occupation with the greatest number of job postings is Registered Nurse with 2,286.

Industry Sector	Job Postings	Top Occupation Within Industry	Top Employer Within Industry
Health Care and Social Assistance	7,223	Registered Nurses (1,778)	HOSPITAL CORPORATION OF AMERICA (1,609)
Professional, Scientific, and Technical Services	5,397	Software Developers, Applications (346)	KINDRED SYSTEMS INC (424)
Administrative and Support and Waste Management and Remediation Services	4,770	Janitors and Cleaners, Except Maids and Housekeeping Cleaners (772)	ABM INDUSTRIES INCORPORATED (1,166)
Wholesale Trade	2,660	Order Fillers, Wholesale and Retail Sales (198)	COCA-COLA SOUTHWEST BEVERAGES LLC (657)
Manufacturing	2,453	Production Workers, All Other (251)	NIAGARA BOTTLING LLC (238)
Public Administration	1,950	Office Clerks, General (108)	CITY OF SAN ANTONIO (561)
Retail Trade	1,542	Retail Salespersons (227)	AMAZON.COM (396)
Construction	1,346	Construction Laborers (102)	BOOZ ALLEN HAMILTON INC (83)
Accommodation and Food Services	1,310	First-Line Supervisors of Food Preparation and Serving Workers (251)	PANERA BREAD (388)
Finance and Insurance	1,249	New Accounts Clerks (152)	CREDIT HUMAN FEDERAL CREDIT UNION (246)
Educational Services	841	Educational, Guidance, School, and Vocational Counselors (50)	TRINITY UNIVERSITY (202)
Other Services (except Public Administration)	680	Customer Service Representatives (42)	UNIFIRST HOLDINGS INC (103)
Information	575	Sales Representatives, Services, All Other (93)	CHARTER COMMUNICATIONS LLC (201)
Transportation and Warehousing	543	Heavy and Tractor-Trailer Truck Drivers (98)	XPO LOGISTICS, INC. (113)
Real Estate and Rental and Leasing	385	Maintenance and Repair Workers, General (91)	JONES LANG LASALLE AMERICAS INC (78)
Mining, Quarrying, and Oil and Gas Extraction	337	Heavy and Tractor-Trailer Truck Drivers (81)	VULCAN MATERIALS COMPANY ET AL (206)
Utilities	301	Electrical Engineers (22)	CPS ENERGY (180)
Arts, Entertainment, and Recreation	253	Fitness Trainers and Aerobics Instructors (40)	LIFE TIME CLUB MANAGEMENT (200)
Management of Companies and Enterprises	232	Teachers and Instructors, All Other (13)	PEPSICO INC (79)
Agriculture, Forestry, Fishing and Hunting	58	Farmworkers, Farm, Ranch, and Aquacultural Animals (15)	LONE STAR INC ET AL (3)
Nonclassifiable Establishments	5	Eligibility Interviewers, Government Programs (2)	AMERICAN GI FORUM NATIONAL (2)

# **WORKFORCE PROGRAMS PARTICIPATION**

## PARTICIPANTS ENROLLED IN WORKFORCE PROGRAMS

4,827

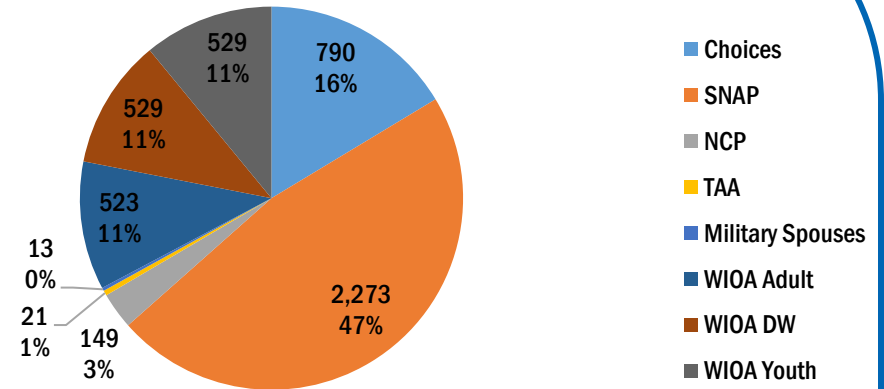
## UNITS OF SERVICE AT JOB CENTERS

26,087

(OCT 2020 - SEP 2021)

Provided to all job seekers and universal customers (those not enrolled in a program)

## The SNAP Program Makes Up 47% of Enrollments for the Alamo WDA



## Training Report

637 program participants enrolled in Training Services (Occupational Vocational Training/Non-TWC Funded Training) during the months of October 2020 - September 2021, of which Health Care Occupations account for the greatest number of students. A total of 336 have graduated and obtained their industry recognized credential.

Occupation	Students
Heavy and Tractor-Trailer Truck Drivers	95
Medical Assistants	81
Medical Records and Health Information Technicians	55
Computer User Support Specialists	39
Dental Assistants	38
Licensed Practical and Licensed Vocational Nurses	38
Computer Support Specialists	34
Web Developers	30
Registered Nurses	20
Bookkeeping, Accounting, and Auditing Clerks	13

Commercial Driver's Licenses ranks as the top credential for graduates.	
Occupation	Graduates
Heavy and Tractor-Trailer Truck Drivers	67
Medical Assistants	40
Dental Assistants	27
Medical Records and Health Information Technicians	26
Computer User Support Specialists	24
Web Developers	21
Computer Support Specialists	17
Licensed Practical and Licensed Vocational Nurses	14
Bookkeeping, Accounting, and Auditing Clerks	9
Registered Nurses	8



# Of WIOA Apprenticeships: 4 Information Technology

# Of WIOA Pre-Apprenticeships: 4 Electrical

# Of SDF COVID-19 Special Initiative Apprenticeships: 5 Digital Marketer

# Of Special Initiatives: 1

# Of Grants: 9

TWC awarded WSA the Texas Industry Partnership (TIP) grant/contract in partnership with 100 Black Men of San Antonio. Competitive quotes underway for the purchase of equipment for the pre-apprenticeship training lab to train 150 participants: (50 Electricians and 100 IT). Grant award amount: \$37,932

A TIP funding application was approved for Hill Country Memorial of Fredericksburg, Texas. The grant will purchase simulation equipment for the training lab to train 60 healthcare professionals annually. Grant award/TWC contract pending from TWC. The application was approved by TWC in August 2021 for \$150,000.

#### SKILLED DEVELOPMENT FUND – MANUFACTURING & FINANCE

- Texas Tito's Approved in June 2021 (\$16,000). Training in progress
- Lone Star Bank Approved in August 2021 ( \$510,967). Grant awarded. Training beginning in October 2021.



# **CAREER FAIRS**



## Career Fairs

September 2021

In this challenging year Workforce Solutions Alamo connected job seekers to Employer through virtual Career Fairs. A virtual Career Fair platform provided new ways to connect employers with local talent pipelines.

Career Fairs	Date	County	Employers	Registered Job Seekers	Total Logged In	Job Postings Available	Interviews	Hires	Industries Represented
Toyotetsu/Veracity hiring event @ Marbach	9/1/21	Bexar	2	5	-	2	5	0	Manufacturing
Toyotetsu/Veracity hiring event @ S. Flores	9/2/21	Bexar	2	4	-	2	4	0	Manufacturing
Oil/Gas, Logistics & Construction @ Walzem	9/8/21	Bexar	4	10	-	31	10	0	Construction, Logistics, Oil & Gas
Renhill Staffing Recruiting @ E Houston	9/8/21	Bexar	1	3	3	8	3	0	Construction
Goodwill of San Antonio	9/9/21	Comal	1	6	-	6	6	2	Non-Sector
Toyotetsu hiring event @ Walzem	9/13/21	Bexar	1	13	-	1	13	0	Manufacturing
Toyotetsu hiring event @Datapoint	9/14/21	Bexar	1	5	-	1	5	0	Manufacturing
Vutex hiring event@S. Flores	9/14/21	Bexar	1	5	-	1	5	0	Manufacturing
September IT Virtual Job Fair	9/15/21	Bexar	5	103	57	44	57	0	IT
Law Enforcement - New Braunfels Job Fair	9/16/21	Comal	1	12	-	4	12	0	Security, Local Government

## Career Fairs - cont.

September 2021

In this challenging year Workforce Solutions Alamo connected job seekers to Employer through virtual Career Fairs. A virtual Career Fair platform provided new ways to connect employers with local talent pipelines.

Career Fairs	Date	County	Employers	Registered Job Seekers	Total Logged In	Job Postings Available	Interviews	Hires	Industries Represented
Toyotetsu Hiring event @ Marbach	9/17/21	Bexar	1	8	-	1	8	0	Manufacturing
Recon MR Hiring Event @ Datapoint	9/16/21	Bexar	1	4	-	2	4	0	IT
Toyotetsu Hiring event @Datapoint	9/21/21	Bexar	1	3	-	1	3	0	Manufacturing
Seguin Manufacturing Job Fair	9/21/21	Guadalupe	5	7	-	6	7	1	Manufacturing
Renhill Staffing Recruiting @ E.Houston	9/22/21	Bexar	1	3	-	8	3		Construction
Toyotetsu Hiring event @ S. Flores	9/22/21	Bexar	1	12	-	1	13	0	Manufacturing
Tellus Equipment Hiring event @ S. Flores	9/28/21	Bexar	1	3	-	15	0	0	Construction
Job Fair at Brooks @ Embassy Suites	9/29/21	Bexar	46	190	-	50	190	0	Manufacturing/ Construction/Healthcare /Hospitality/Logistics/ Transportation/Local Government
September Business and Finance Virtual Job Fair	9/30/21	Bexar	7	48	21	16	48	0	IT / Finance / Education
Ingram Mall Job Fair	9/30/21	Bexar	7	15		9	15	0	Non-Sector

Jan-Sep 2021

127 Job Fairs  
Facilitated

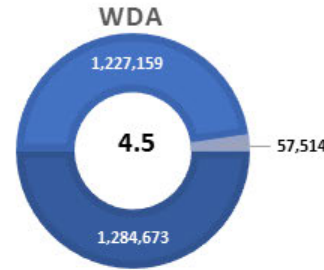
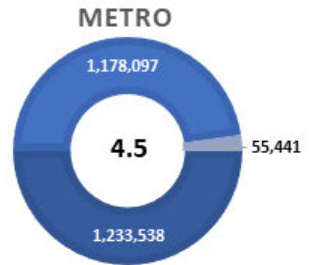
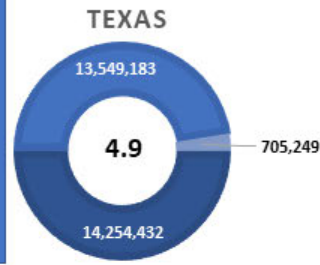
660 Employers  
Assisted

2,926  
Interviews

234 Hires

# **UNEMPLOYMENT RATES**

## LOCAL AREA UNEMPLOYMENT STATISTICS – SEP 2021

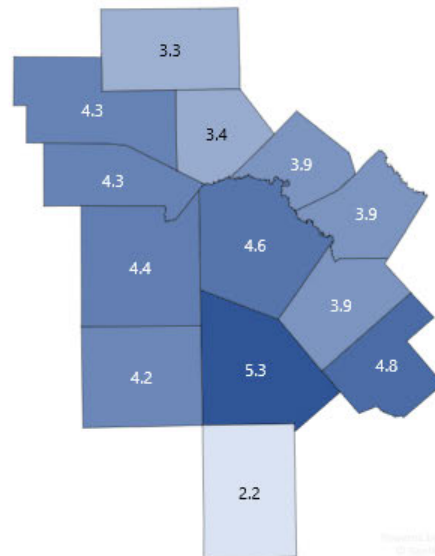
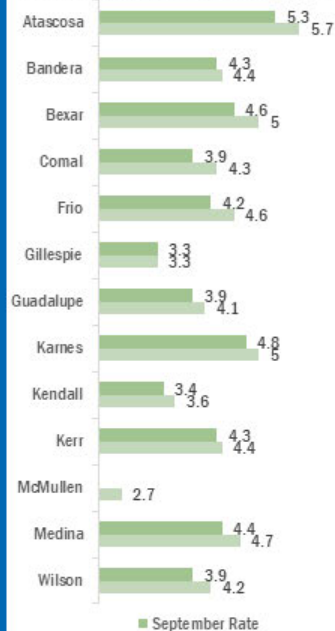


**SAN ANTONIO-NEW  
BRAUNFELS METRO 4.5  
UNEMPLOYMENT RATE IS  
LOWER THAN 4.9 REPORTED  
FOR THE STATE AND RANKS  
3<sup>rd</sup> AMONG THE LARGE  
METRO AREAS**

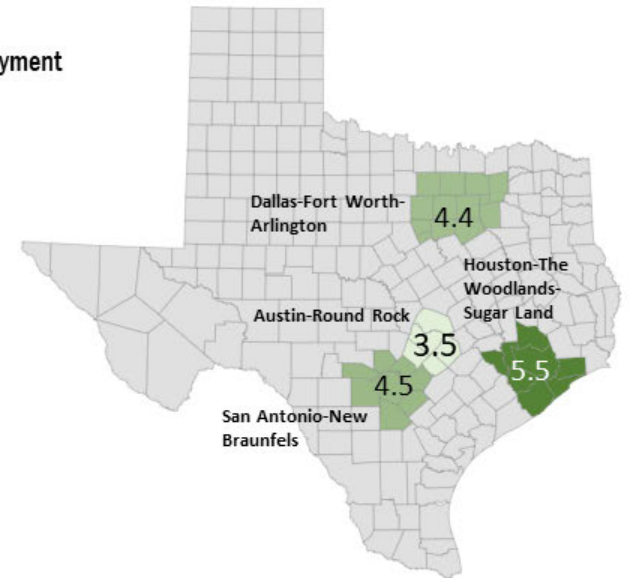
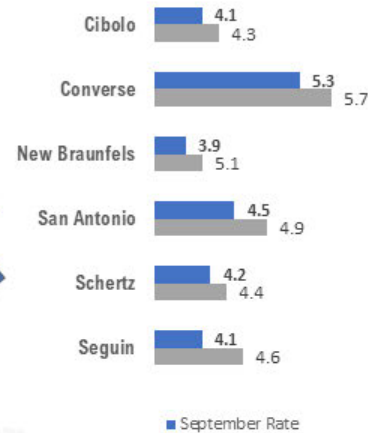
10/22/2021

■ Labor Force ■ Employment ■ Unemployment

**Unemployment rates decreased for most counties except for Gillespie with no change.**



**New Braunfels has the lowest unemployment amongst area cities.**



Source: Texas Workforce Commission/LMCI/LAUS

The Local Area Unemployment Statistics (LAUS) program produces monthly and annual employment, unemployment, and labor force data for Census regions and divisions, States, counties, metropolitan areas, and many cities.

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Workforce Solutions Alamo is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
Texas Relay Numbers: 1 800 735 2989 (TDD) or 1 800 735 2988 (Voice) or 711.

# **UNEMPLOYMENT INSURANCE CLAIMANT DATA**

## Unemployment Insurance Claimant Data Published October 29, 2021\*

Unique Claimants: 332,954

Returned to Work: 229,607

% Reemployed: 69.96%

(Mar 2020 to Sep 2021)

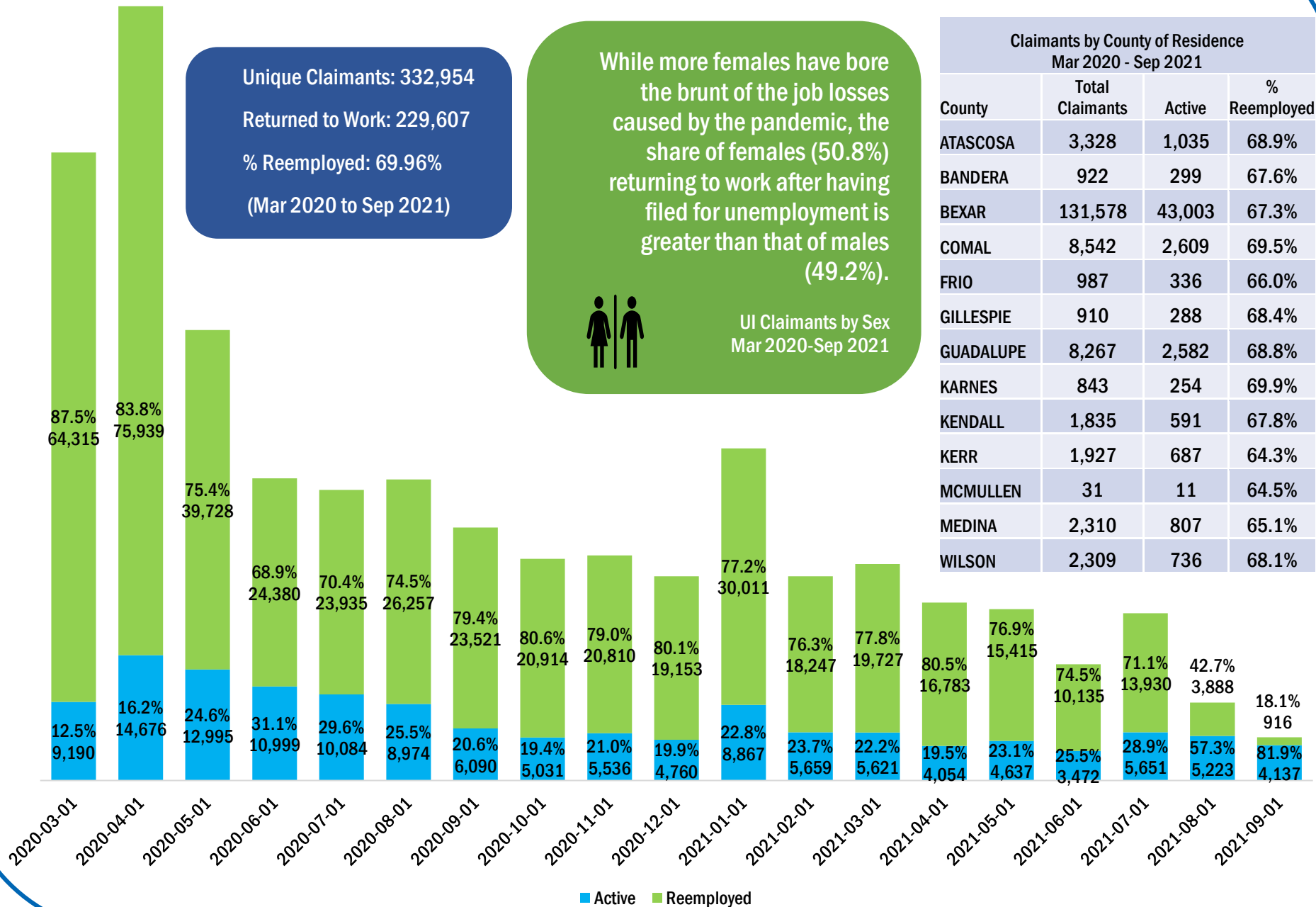
While more females have bore the brunt of the job losses caused by the pandemic, the share of females (50.8%) returning to work after having filed for unemployment is greater than that of males (49.2%).



UI Claimants by Sex  
Mar 2020-Sep 2021

### Claimants by County of Residence Mar 2020 - Sep 2021

County	Total Claimants	Active	% Reemployed
ATASCOSA	3,328	1,035	68.9%
BANDERA	922	299	67.6%
BEXAR	131,578	43,003	67.3%
COMAL	8,542	2,609	69.5%
FRIO	987	336	66.0%
GILLESPIE	910	288	68.4%
GUADALUPE	8,267	2,582	68.8%
KARNES	843	254	69.9%
KENDALL	1,835	591	67.8%
KERR	1,927	687	64.3%
MCMULLEN	31	11	64.5%
MEDINA	2,310	807	65.1%
WILSON	2,309	736	68.1%



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

# **WORKFORCE PROGRAMS PERFORMANCE**



## Workforce Solutions Alamo Performance Update

### AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES


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

**FINAL RELEASE**

As Originally Published 9/30/2021

**AUGUST 2021 REPORT**

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/ Enrolled Q2 Post-Exit	Employed/ Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	89.40%	97.86%	114.72%	109.33%	n/a	82.18%	95.22%	115.68%	113.03%	n/a	103.69%	101.51%	103.61%	187.72%	n/a
					WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
					C&T Participants										
					Employed/ Enrolled Q2 Post-Exit	Employed/ Enrolled Q2-Q4 Post-Exit	Credential Rate	Claimant ReEmployment within 10 Weeks	Employers Receiving Workforce Assistance	Average # Children Served Per Day- Combined	+P	MP	-P	% MP & +P	
					92.55%	99.35%	97.71%	112.71%	102.50%	103.72%	5	10	3	83%	



WSA is currently meeting or exceeding performance targets for all TWC contracted measures except:

- WIOA DW Employed Q2 Post-Exit
- WIOA Adult Employed Q2 Post-Exit
- WIOA C&T Employed/ Enrolled Q2 Post-Exit

### Exception Report for Performance Measures Not Met

#### Measure Not Meeting: WIOA Employed Q2 - Adult

Participants who exit in July 2019 to June 2020 who are employed in the 2<sup>nd</sup> quarter after exit. C2 is deficient 2 customers to meet TWC % target.

Numerator	Denominator	Rate	% Of TWC Rate	Target
226	335	67.50%	89.40%	75.5%

TWC considers measure meeting at >90% of target

The quarters applied (January 2020 – December 2020) for performance was impacted by 2020 pandemic in which individuals lost employment and/or were not able to return to work.

Staff followed-up on 109 Exitters that were not in the numerator to collect employment information for the applied quarter.

Further analyses were conducted based on TWC data and staff outreach efforts.

- TWC UI Claimant list resulted in 45% of 109 exitters were laid off in the quarter applied for performance.
- TWC Tax wage data showed that 46% of 109 exitters were employed after the quarter applied for performance
- Results of staff follow-up outreach:
  - Customers did not reply to outreach
  - Customers were not interested in employment
  - Customer will not provide employment information
  - Customers are concern with the pandemic and not looking for employment

Plan of action in place to follow up with the customers by phone, text, messaging and/or email.

- Staff will notify WSA of the positive outcomes collected thru the DINT process.

#### Measure Not Meeting: WIOA Employed Q2 – Dislocated Worker

Participants who exit in July 2019 to June 2020 who are employed in the 2<sup>nd</sup> quarter after exit. C2 is deficient 11 customers to meet TWC % target.

Numerator	Denominator	Rate	% Of TWC Rate	Target
103	150	68.6%	81.58%	83.60%

TWC considers measure meeting at >90% of target

Staff followed up 48 Exitters not in the numerator to collect employment information for the applied quarter.

The quarters applied (January 2020 – December 2020) for performance was impacted by 2020 pandemic in which individuals lost employment and/or were not able to return to work.

Further analyses were conducted based on TWC data and staff outreach efforts.

- TWC UI Claimant list resulted in 50% of 48 exitters were laid off in the quarter applied for performance.
- TWC Tax wage data showed that 38% of 48 exitters were employed after the quarter applied for performance
- Results of staff follow-up outreach:
  - Customers did not reply to outreach
  - Customers not interested in employment
  - Customers will not provide employment information
  - Customers concern with the pandemic and are not looking for employment

Plan of action is in place to reach out to customer by phone, text, messaging and/or email.

- Staff will notify WSA of the positive outcomes collected thru the DINT process.

#### Measure Not Meeting: WIOA Employed / Enrolled Q2 – Career & Training

Participants who exit in July 2019 to June 2020 who are employed in the 2<sup>nd</sup> quarter after exit. C2 is deficient 385 customers to meet TWC % target.

Numerator	Denominator	Rate	% Of TWC Rate	Target
13,629	22,467	60.66%	92.47%	65.60%

TWC considers measure meeting at >95% of target

This measure is Legislative Budget Board and not an DOL measure This measure includes a variety of specific programs like Wagner Peyser, Vocational Rehabilitation and Adult Education & Literacy programs. Currently TWC has not provided Boards with the data to analyze the impact of this measure. Boards are currently dependent on TWC to provide the data.

The quarters applied (January 2020 – December 2020) for performance were impacted by 2020 pandemic in which individuals lost employment and/or were not able to return to work.

# BCY21 CHILD CARE PERFORMANCE MEASURES: AUGUST 2021

## Performance

Timeframe	# of Units	BCY21 Target	% Attainment	Status
Year to Date (YTD) Average Kids Per Day (10/01/20 - 09/30/21)	9,899	9,544	103.72%	<b>MP</b>

Month	Goal	Actual YTD Units	Percent of Goal	Monthly Bexar CCDF Investment	Monthly Rural CCDF Investment
October	9,544	8,660	90.74%	\$ 3,551,940.83	\$ 902,215.59
November	9,544	8,673	90.87%	\$ 3,416,064.10	\$ 830,470.53
December	9,544	8,776	91.95%	\$ 3,958,769.89	\$ 930,785.50
January	9,544	8,918	93.44%	\$ 3,785,766.11	\$ 879,185.72
February	9,544	9,100	95.35%	\$ 3,777,142.28	\$ 863,787.08
March	9,544	9,280	97.23%	\$ 4,446,978.08	\$ 1,027,133.49
April	9,544	9,410	98.60%	\$ 4,247,908.07	\$ 991,588.68
May	9,544	9,530	99.85%	\$ 4,135,826.92	\$ 978,302.98
June	9,544	9,685	101.48%	\$ 4,977,382.80	\$ 1,221,630.22
July	9,544	9,813	102.82%	\$ 5,056,229.95	\$ 1,264,984.73
August	9,544	9,899	103.72%	\$ 4,734,869.93	\$ 1,214,948.42
September	9,544		0.00%		

Totals: \$ 46,088,878.96 \$ 11,105,032.94

**Performance Status Methodology**  
The Measure Status Methodology for BCY 21 will use YTD numbers to calculate performance.

MP = 95%-105%  
+P = 105% or above  
-P = <94.99

## AUGUST 2021

Texas Rising Star Providers	136
Texas School Ready Providers	40
Waitlist	6,357

## Units by County YTD

County	Goal	Urban/Rural Discretionary Performance	Average Monthly Discretionary	Average YTD Discretionary Investment	Average Monthly Mandatory*	Average YTD Mandatory Investment	Average Monthly CCDF Total	Average Monthly Total CCDF Investment	Percent of Goal	DFPS Not Included in Performance
<b>Bexar</b>	<b>7,635</b>	<b>78.91%</b>	<b>7,125</b>	<b>\$ 3,746,226.56</b>	<b>714</b>	<b>\$ 443,671.52</b>	<b>7,839</b>	<b>\$ 4,189,898.09</b>	<b>102.68%</b>	<b>581</b>
<b>Rural</b>	<b>1,909</b>	<b>21.09%</b>	<b>1,904</b>	<b>\$ 939,185.34</b>	<b>122</b>	<b>\$ 70,363.11</b>	<b>2,026</b>	<b>\$ 1,009,548.45</b>	<b>106.14%</b>	<b>163</b>
Atascosa			245	\$ 113,836.66	17	\$ 8,753.36	262	\$ 122,590.03		17
Bandera			51	\$ 23,755.08	3	\$ 1,456.01	54	\$ 25,211.09		6
Comal			407	\$ 204,254.78	27	\$ 16,195.98	435	\$ 220,450.75		45
Frio			66	\$ 30,549.49	4	\$ 2,373.62	71	\$ 32,923.11		8
Gillespie			32	\$ 14,672.12	7	\$ 4,224.10	39	\$ 18,896.23		2
Guadalupe			493	\$ 252,190.69	20	\$ 12,431.38	513	\$ 264,622.07		28
Karnes			9	\$ 4,319.30	1	\$ 753.85	10	\$ 5,073.15		2
Kendall			46	\$ 23,372.92	6	\$ 2,926.96	52	\$ 26,299.88		13
Kerr			221	\$ 102,221.32	22	\$ 12,730.75	243	\$ 114,952.07		14
McMullen			0	\$ -	0	\$ -	0	\$ -		0
Medina			200	\$ 104,857.99	10	\$ 6,683.97	211	\$ 111,541.96		15
Wilson			135	\$ 65,154.99	3	\$ 1,833.12	138	\$ 66,988.12		11
<b>Total</b>	<b>9,544</b>	<b>100%</b>	<b>9,029</b>	<b>\$ 4,685,411.90</b>	<b>836</b>	<b>\$ 514,034.64</b>	<b>9,866</b>	<b>\$ 5,199,446.54</b>		<b>744</b>

Rural units make up 21.09% of the total number of year to date Discretionary units.

Urban units make up 78.91% of the total number of year to date Discretionary units.

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

## Service Industry Recovery (SIR) Enrollments

Month	Goal	Actual	Percent of Goal
August	4,598	270	5.87%
September	4,598	526	11.44%

As of September 2021, Child Care participation has resulted in an average investment of \$5.2M (\$4.2M in Bexar and \$1M in the surrounding counties).

# **LABOR MARKET ANALYTICS**

## ALAMO WORKFORCE DEVELOPMENT AREA

Company	Total/Unique (Oct 2020 - Sep 2021)
United Services Automobile Association	53,278 / 6,372
Oracle Corporation	34,244 / 3,531
UnitedHealth Group Incorporated	32,674 / 3,229
Humana Inc.	22,708 / 2,330
University Health System	24,128 / 2,261
HCA Holdings, Inc.	23,376 / 2,220
University of Texas Health Science Center At Houston	4,461 / 1,605
Wal-Mart, Inc.	13,807 / 1,577
Heb Grocery Company, LP	7,205 / 1,560
Christus Health	22,451 / 1,493

( EMSI Q4 2021 Data Set).

## ECONOMIC OVERVIEW

2020

### ALAMO WORKFORCE DEVELOPMENT AREA

2,707,223

Population (2020)

Population grew by 215,498 over the last 5 years and is projected to grow by 238,906 over the next 5 years.

1,199,952

Total Regional Employment

Jobs grew by 50,739 over the last 5 years and are projected to grow by 76,372 over the next 5 years.

\$63.5K

Avg. Earnings Per Job (2020)

Regional average earnings per job are \$10.6K below the national average earnings of \$74.2K per job

### Educational Attainment

Concerning educational attainment, 18.0% of the selected regions' residents possess a Bachelor's Degree (2.1% below the national average), and 8.1% hold an Associate's Degree (0.5% below the national average).



	% of Population	Population
Less Than 9th Grade	6.7%	119,490
9th Grade to 12th Grade	8.1%	144,922
High School Diploma	26.6%	474,320
Some College	22.3%	398,017
Associate's Degree	8.1%	143,770
Bachelor's Degree	18.0%	319,936
Graduate Degree and Higher	10.2%	181,666





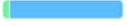















## ECONOMIC OVERVIEW

2020

## ALAMO WORKFORCE DEVELOPMENT AREA

## Educational Pipeline

In 2020, there were 32,740 graduates in Alamo WDA 13 County Region. This pipeline has grown by 10% over the last 5 years. The highest share of these graduates come from Liberal Arts and Sciences/Liberal Studies, General Studies, and Registered Nursing/Registered Nurse.

School	Total Graduates (2020)		Graduate Trend (2016 - 2020)
The University of Texas at San Antonio	7,439		
San Antonio College	3,901		
Northwest Vista College	3,227		
University of the Incarnate Word	2,233		
St Philip's College	2,188		
Palo Alto College	1,931		
Texas A&M University-San Antonio	1,594		
The University of Texas Health Science Center at San Antonio	1,240		
St. Mary's University	992		
Galen College of Nursing-San Antonio	956		

[Jump to Detailed Program Table](#)

● Certificate
 ● Associate's
 ● Bachelor's
 ● Master's or Higher



## MEMORANDUM

**To:** Exucutive Committee  
**From:** Angela Bush, CFO  
**Presented by:** Angela Bush, CFO  
**Date:** November 29, 2021  
**Subject:** C2GPS Fiscal Integrity Review

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**Summary:** The board's external monitor Christine H. Nguyen, CPA has completed the fiscal integrity review for C2GPS to issue the FY22 contract renewal. The results of her report are attached to this report.

**Analysis:** Prior to FY19 (10/1/18-9/30/19), Workforce Solutions Alamo was the fiscal agent for C2GPS. In FY20 (10/1/19-9/30/20), the board began to issue cash advances to C2GPS. The fiscal integrity report indicates concerns around financial reporting beginning in FY19 and inadequate documentation around cash advance projection requests beginning in FY20. This has resulted in the external monitor identifying potential questioned cost for both FY19 and FY20 related to financial reporting.

The external monitor, board, and contractor have been closely working together over the past several months to resolve fiscal integrity review items. Additionally, Ms. Nguyen has cleared the FY20 Audit and bank reconciliations from the fiscal integrity review.

**Staff Recommendation:** It is the recommendation of board staff to return to the previous fiscal agent model, providing additional oversight for financial reporting and, issuing all payments to the PEO for staffing and vendors for services that are utilized under this contract.

**Alternatives:** The contractor retains the role as a turnkey contractor. This will require additional oversight and monitoring, increasing the overall cost for external monitoring and board staff.

**Next Steps:** Board staff will work with the contractor providing technical assistance to correct close outs and aim to minimize questioned costs to the contractor. Any amounts that cannot be resolved will need to be reimbursed to the board.

Attachment: Fiscal Integrity Report

Contract Period: 10/1/21-9/30/22

Fiscal Integrity Review Date: 7/7/21; Follow-Up (11/8/21)

Prepared by: Christine H. Nguyen, CPA

<b>Purpose:</b>	To satisfy performance of the fiscal integrity evaluation of the contract that is being considered for renewal, or for a new contract to comply with the 40 TAC §802.21.				
<b>Criteria:</b>	Financial Manual for Grants and Contracts: Chapter 14, Supplement App D, P.3; TAC §802.21 requires Boards to perform fiscal integrity evaluations of workforce service providers.				
<b>Procedures:</b>	<b>TWC FMGC Reference</b>	<b>Results (Yes / No / NA)</b>	<b>Source Documents Reviewed</b>	<b>Comments</b>	<b>Follow-Up Status (11/8/21)</b>
<b>I. Fiscal Integrity Review</b>					
<b>A. Desk Review Procedures</b>					
1. Does the workforce service providers have the capacity or have program regulations to comply with the following requirements:					
(A) Federal and state statutes and regulations and directives of the Texas Workforce Commission.		Yes	Prior Financial Monitoring reviews; Accounting Policies and Procedures, 2019 Audit reports.		
(B) Any other safeguards a Board has identified that are designed to ensure the proper and effective use of funds placed under the control of its workforce service providers.		Yes	Prior Financial Monitoring reviews; Accounting Policies and Procedures, 2019 Audit reports.		
2. Review workforce service provider's prior three-year financial history before the Board awards or renews a workforce service contract.		No	Prior Financial Monitoring reports; 2019 Audit reports; Financial Statements-April 2021.	C2GPS' 2020 audit report has not been completed. Expected to complete by the end of July/August 2021.	Completed. No issues were identified.
3. Does workforce contractor have any adverse judgments or findings, such as administrative audit findings; Commission, Agency, or Board monitor findings; or sanctions by a Board or court of law?		No	Prior Financial Monitoring reports; 2019 Audit reports and Inquiry.		
4. Does workforce contractor have provisions such as accounting for program income in accordance with federal regulations?		Yes	Prior Financial Monitoring reports.		
5. Does workforce contractor have non-federal/state resources for repayment of disallowed costs in a timely manner?		Yes	Prior Financial Monitoring reports; Tax Report.		
6. Does workforce contractor systems provide safeguarding of fixed assets and provide adequate internal controls for cash management, financial reporting, procurement, and cost allocation?		No	Prior Financial Monitoring reports; Accounting Policies and Procedures; Cost Allocation Plan; Current Financial Monitoring Review.	The financial monitoring review is in progress. We have identified the following areas that need strengthening: 1. Cash Management-bank reconciliations have unreconciled balance and old outstanding adjustments that have not been recorded. <i>C2 has indicated that the adjustments have been identified and will redo the bank reconciliations once the entries are recorded in the general ledger.</i> 2. Cash Draws: We have not been able to determine if excess cash existed since C2 has not provided the Excess Cash Reports and unable to validate the cash projections for the selected months. 3. Financial Billings: Unable to validate closeout reports with the general ledger expenses due to unrecorded adjustments from unreconciled cash account and outstanding adjustments.	We have conducted the follow-up and the results are as follows: 1. <b>Cash Management</b> -bank reconciliations have been corrected- <b>issues are resolved.</b> 2. <b>Cash Draws:</b> A. We have not been able to determine if excess cash existed since C2 has not provided the Excess Cash Reports. We will report this issue in the regular Financial Monitoring Report. B. Except for payroll and indirect costs, C2 GPS did not maintain documentation for the projections by each funding streams for each funding stream. <b>See Attachment 1A Fiscal Integrity.</b> 3. <b>Financial Billings:</b> <b>A. FY18-19 Closeouts:</b> 1. The amounts reported to WSA did not reconcile with C2 GPS Profit and Loss reports and overages of budget amounts by cost categories-Questioned Costs-\$134,604. ( <b>See FY19 C2GPS Attachment 2 Fiscal Integrity</b> ) 2. Contract Release Agreements were not accurately reported for expenses and payments. 3. Unpaid Liabilities Reports were not accurately reported. <b>B. FY19-20 Closeouts:</b> 1. The amounts reported to WSA did not reconcile with C2 GPS Profit and Loss reports and overages of budget amounts by cost categories-Questioned Costs-\$79,774. ( <b>See FY20 C2GPS Attachment 3 Fiscal Integrity</b> ) 2. Contract Release Agreements were not accurately reported for expenses and payments. 3. Unpaid Liabilities Reports were not accurately reported.
7. Does workforce contractor has adequate fidelity bonding, general liability, property, worker's compensation, and error and omission insurance coverage to protect workforce funds?	Chapter 14, App	Yes	Certificate of Insurance.		
<b>B. Conclusion</b>					
1. Based on the above procedures, did the workforce contractor complies with the fiscal integrity requirements to administer workforce services		Yes		Pending 2020 audit report and resolution to Item #B.6.	Pending resolution Item #B.6.

DocuSigned by:  
We have reviewed and concurred with the external financial monitor's recommendation.

Ricardo Ramirez

11/10/2021

Certifying Signature- Director of Quality Assurance

Date

DocuSigned by:

Angela Bush

11/10/2021

Certifying Signature- Chief Financial Officer

Date

## MEMORANDUM

**To:** WSA Board of Directors

**From:** Mark Milton, C.O.O

**Presented by:** Jessica Villarreal, Director of Child Care

**Date:** December 3, 2021

**Subject:** Service Industry Recovery (SIR) Child Care

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### Summary:

To address the impacts of COVID-19 and to support Texas' continued economic recovery, the Texas Workforce Commission (TWC) is implementing a Service Industry Recovery (SIR) child care program to help low-wage workers in TWC-specified service industries who generally operate in close quarters with their customers and whose jobs cannot be accomplished remotely. While TWC is targeting aspects of the service sector with SIR child care, all families continue to have access to TWC's regular low-income child care subsidy program.

### Analysis:

To address the impacts of COVID-19 and to support Texas' continued economic recovery, the Texas Workforce Commission (TWC) is implementing a Service Industry Recovery (SIR) child care program to help low-wage workers in TWC-specified service industries who generally operate in close quarters with their customers and whose jobs cannot be accomplished remotely. While TWC is targeting aspects of the service sector with SIR child care, all families continue to have access to TWC's regular low-income child care subsidy program.

### Highlights

- 12 months of eligibility
- \$0 parent share of cost
- Less required eligibility documentation

### Eligibility

- At least one parent must be currently employed or entering employment in one of the following TWC-specified service industries:

- [Arts, Entertainment, and Recreation: NAICS 71](#)
- [Accommodation and Food Services: NAICS 72](#)
- [Retail Trade: NAICS 44-45](#)
- The parent requires child care services to work.
- One-parent households must be working a minimum of 25 hours per week and a two-parent household must be working a total of 50 hours per week to qualify.
- The family income is at or below 75 percent of SMI; and

Family Size	TWC Threshold of 75% SMI (Monthly)	TWC Threshold of 75% SMI (Annually)
2	\$3,629	\$43,549
3	\$4,483	\$53,796
4	\$5,337	\$64,043
5	\$6,191	\$74,290
6	\$7,045	\$84,537
7	\$7,205	\$86,458
8	\$7,365	\$88,380
9	\$7,525	\$90,301
10	\$7,685	\$92,222

- The child:
  - is under age 13 (or, at Board option, under age 19 if disabled).
  - has legal citizenship or immigration status; and
  - resides with a family (including with an individual standing in loco parentis) within the Alamo local workforce development area.
- Enrolled children must meet attendance standards

As of 11/15/2021, Alamo has enrolled 755 children. This is currently 16.4% of target.

#### **Alternatives:**

Child Care Contractor will continue to engage in opportunities to bring awareness to the community and to increase enrollments. Child Care Contractor in addition to working with large SIR employers, Child Care contractor will utilize social media platforms, engage in community fairs, participate in outreach events, and distribute informational flyers throughout the community to highlight this opportunity.

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**Fiscal Impact:**

WSA allocation for SIR initiative is \$43,797,123 and board target is an enrollment of 4598.

**Recommendation:** WSA will continue assisting Child Care Contractor to highlight, market and promote this initiative to bring awareness of this opportunity to our community

**Next Steps:**

WSA will continue to monitor & work with Child Care Contractor to increase SIR enrollment.

**Attachment:**

None.

# Service Industry Recovery (SIR)

Workforce Solutions Alamo Child Care Department



# Service Industry Recovery

Arts, Entertainment, Recreation, Accommodation, Food Service, Retail Trade

APPLY FOR ONE YEAR OF FREE

## Child Care Assistance

**ATTENTION PARENTS** Do you work in the service industry?  
Do you need child care to continue working?  
*We may be able to help!*



 12 Months of Child Care

**\$0** Cost that Parents Pay

**ELIGIBLE INDUSTRIES:**

- Arts, Entertainment, and Recreation: NAICS 71
- Accommodation and Food Services: NAICS 72
- Retail Trade: NAICS 44-45

Examples: Gas Stations, Supermarkets, Clothing Stores, Hotels, Restaurants, Bars, Gyms, Movie Theaters, Bowling Centers, etc.



To find out if you qualify and apply, please visit <https://bit.ly/SIRchildcare>

**For more information, please contact Child Care Services**  
Phone: (210) 230-6300 | Email: [ccs.intake@wsalamo.org](mailto:ccs.intake@wsalamo.org)

- SIR Child Care Target: 4,598
- Alamo Enrollment as of 11/15: 755 serving 600 families
- 16.4% of target
- Eligible Industries:
  - Arts, Entertainment, and Recreation: NAICS 71
  - Accommodation and Food Services, NAICS 72
  - Retail Trade, NAICS 44-45

*Children must be enrolled by March 2022 to receive 1 full year of care*





# Questions?



## MEMORANDUM

**To:** WSA Board of Directors

**From:** Mark Milton, C.O.O

**Presented by:** Jessica Villarreal, Director of Child Care

**Date:** December 3, 2021

**Subject:** Texas Rising Star Contracted Slots Pilot

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### Summary:

The Texas Rising Star Contracted Slots Pilot Program (Pilot Program) provides Local Workforce Development Boards (Boards) with the opportunity to create a new service delivery design outside of each Board's regular annual allocation of child care funds.

Children served will not be included in a Board's annual performance target. Instead, 100 percent of the direct care for referrals to contracted slots in the Pilot Program will be paid from this grant. Boards are able to identify the planned number of children to be served to support the child care supply needs in each Board area.

All children referred to contracted slots must receive services for a minimum of 12 months, whether or not they remain in the Pilot Program.

### Analysis:

Providers are experiencing a loss of revenue and extra operating costs. Due to funding that normally would be earmarked for educational resources being reallocated, TRS Providers continue to battle to maintain compliance with Texas Rising Star guidelines.

Centers have faced the necessity of utilizing funding to meet health and safety requirements established by HHSC and CDC (Center for Disease Control).

Utilizing contracted slot agreements, will help increase access to high-quality care for targeted communities and populations in the Alamo area for families with Infants and Toddlers. Contracted slots will also help to stabilize the finances of the participating Providers, by continuing payments for children who exit, to offset the temporary revenue loss of enrollments and fees that centers often experience.

When surveying TRS 3- and 4-star providers, WSA received feedback regarding if the provider believed contracted slots would be beneficial for their facility

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**Alternatives:**

N/A

**Fiscal Impact:**

WSA seeks to serve a total of 275 Infants & Toddlers, and has submitted an application requesting \$2,892,000.

Funding received will cover:

- 100% of the direct care for referrals to contracted slots
- vacant reserved slots for up to one month following the month of vacancy, and
- up to 5% administrative costs.

To determine the amount of funding to apply for, WSA staff examined the number of slots, reimbursement rates for 12 months per child, age groups – rates, transitions, plan for vacancies, outreach, and admin costs

Funds must be expended by March 31, 2023.

**Recommendation:** WSA plans to move forward with implementation of this pilot program, to help child care centers.

**Next Steps:**

WSA will await TWC response and guidance for implementation and roll out. TWC will assist in development of goals and implementation plan.

Tentative timeline submitted to TWC:

- RFP Development: 11/30/2021
- RFP Deadline: 12/30/2021
- Award/Contract Execution: 01/31/2022
- Complete provider Survey (pre-contract): 12/30/2021
- Begin contracted slots referrals: 03/01/2022
- Complete provider survey (annual): 03/01/2023
- Complete Contracted Slots Annual Report: 04/30/2023

**Attachment:**

None.

# TRS Contracted Slots: Pilot

Workforce Solutions Alamo Child Care Department



# Guidelines

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Funding Amount: Not to exceed \$5 million per Board

Funding Period: 18 months

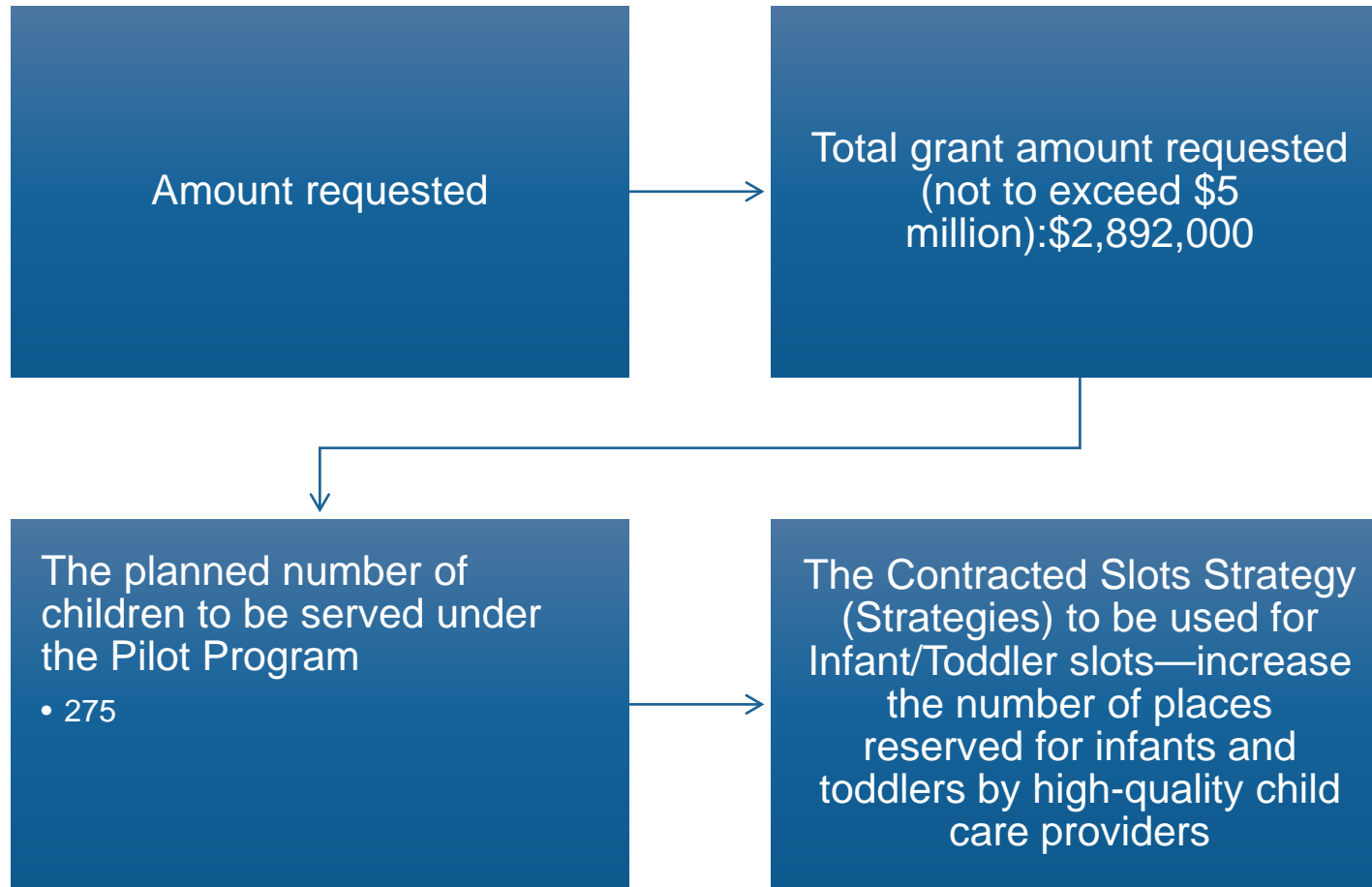
Submission Deadline: Applications accepted beginning September 1, 2021 and processed through November 30, 2021.

All Pilot Program funds must be expended by March 31, 2023.



# WSA Application Details

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# Child Care Program Feedback:

## Question: Do you believe contracted slots would be beneficial to your facility?

Yes, because it would help us open more classrooms and help provide funding to hire more teachers. Funds would be used to pay additional teacher while we are able to enroll more children and stable out our income.

Yes, it would secure jobs and enrollment. It would help us maintain having our doors open.

Yes! We do believe having contracted slots would be financially stabilizing for our center. It would allow for steady income, even when a CCS child leaves their contracted slot. We would be interested in finding out more information about being in a Pre K-Partnership.

Yes, it would allow me to hire quality employees and ensure that we can keep them employed without having to cut hours when enrollment drops. It will also allow us to offer competitive pay for qualified employees.





# Next Steps:

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- Application to TWC
- Await Guidance
- Tentative program timeline for implementation:
  - RFP Development: 11/30/2021
  - RFP Deadline: 12/30/2021
  - Award/Contract Execution: 01/31/2022
  - Complete provider Survey (pre-contract): 12/30/2021
  - Begin contracted slots referrals: 03/01/2022
  - Complete provider survey (annual): 03/01/2023
  - Complete Contracted Slots Annual Report: 04/30/2023



# Questions?

**WORKFORCE SOLUTIONS ALAMO BOARD  
NOMINATION SLATE 2022**

**NOMINATION SLATE**

**BOARD CHAIR**

Place Number	WSA BOARD MEMBER	CATEGORY	INDUSTRY	INITIAL CERTIFICATION	CURRENT TERM	GENDER	RACE	HISP	CC	VET
4	Leslie Cantu	Private Sect.	Manufacturing	12/5/2017	12/5/17-12/31/23	F	White	N	N	N

**BOARD VICE-CHAIR**

Place Number	WSA BOARD MEMBER	CATEGORY	INDUSTRY	INITIAL CERTIFICATION	CURRENT TERM	GENDER	RACE	HISP	CC	VET
1	Mary Batch	Private Sect.	Manufacturing	11/16/2015	12/5/18-12/31/21	F	White	N	N	Y

**BOARD SECRETARY**

Place Number	WSA BOARD MEMBER	CATEGORY	INDUSTRY	INITIAL CERTIFICATION	CURRENT TERM	GENDER	RACE	HISP	CC	VET
9	Frank Crowder	Private Sect.	Professional ,Tech	1/13/2013	12/5/17-12/31/21	M	Black	N	N	Y

## MEMORANDUM

To: WSA Board of Directors  
From: Angela Bush, CFO  
Presented by: Angela Bush, CFO  
Date: December 3, 2021  
Regarding: Financial Report -September 30, 2021

**SUMMARY:** Financial reports through September 30, 2021, have been prepared for the fiscal year October 1, 2020, through September 30, 2021, the straight-line expenditure benchmark is 100% of the budget; **however, these are preliminary year to date expenditures**. An analysis has been performed outlining Corporate and Facility Budgets, as well as the Grant Summary Report.

As the aftermath of COVID 19 and unemployment continue to present challenges for the local community, WSA evaluates the needs of local employers and job seekers while they continue to navigate these challenges by providing resources to the local communities. Through the continued support from the WSA Board of Directors, Texas Workforce Commission, Local Officials, Committee of Six, and Workforce Solution Alamo Executive Leadership we have been able to strategically respond to the needs of both job seekers and employers throughout the region.

### Corporate Budget

Department	% Expensed	Comments
Personnel	91.02%	The agency currently has savings through vacant positions and flat benefits rates in FY21. The FY21 benefit rate was 28% of salaries, against a budget of 32%, reflecting a 4% savings.
Board Facility	101.80%	WSA is slightly over budget for facility cost. In April of 2021 CCQ staff moved to Datapoint, the board will absorb these additional corporate facility expenditures.
Equipment	82.17%	Equipment for board staff is under budget due to processing and shipping delays. Equipment is expected to be received in the first quarter of FY22.
General Office Expense	61.98%	The most significant under expenditure in this category is insurance, which accounts for approximately \$118,000 or 60% of the budget variance. Insurance is currently underspent due to decreased amount of insurance claims.
Professional Services	62.14%	The budget variance for professional services is approximately \$319,915. This variance is attributed to timing differences in staff development and consulting services. Additional savings were realized in audit, temporary staffing, and payroll fees.
<b>Total Expense</b>	<b>84.62%</b>	

Corporate expenditures are currently expended at a rate of 84.62% of the annual budget, which represents a budget surplus of approximately 15.38% of the approved budget. The most significant budget surpluses are in personnel and professional services; **however, not all invoices have been received for the fiscal year end.** Additionally, the professional services variance includes budget savings in audit, consulting, and payroll processing fees.

### Facilities and Infrastructure Budget

Department	% Expensed	Comments
Overall	81.46%	The facility's budget is currently expended at a rate of 81.46% which is underspent by 18.54% of the budget benchmark. The board is expecting additional facility expenditures related to facility renovations, updates to the resource rooms and the expansion of space in Boerne and the San Antonio Food Bank.

### Active Grants Only

Grant	End date	Budget	% Expense	Comments
21TAF	10/31/2021	\$6,059,779	92%	Grant is underspent by 8% due to the suspension of the work requirement. We are expecting to fully expend grant.
21SNE	9/30/2021	\$1,800,206	99%	TWC did not receive additional requested SNAP funding; all board experienced a de-obligation. WSA is expecting to fully expend.
21WCI	9/30/2021	\$54,532	76%	WSA is expecting to fully expend this grant.
21NCP	9/30/2021	\$437,578	90%	Expenditures have returned to normal spending levels; the board is expected to fully expend this grant.
21REA	12/31/2021	\$526,998	61%	Contractor costs have returned to normal spending levels. We are expecting to fully expend by 12/31/2021.
21WS1	12/31/2021	\$222,630	15%	The board expects to spend 30% of this funding. Military Spouse participation has been low across the state due to COVID-19.
21WPA	12/31/2021	\$635,893	29%	This grant will support Employment Services and upgrades to the Resource Rooms to support the sector-based model. The board expects to full expend this grant.
21CCQ	1/31/2021	\$1,947,771	88%	The board is expected to fully expend this grant.
20HJT	12/31/2021	\$31,342	62%	WSA was granted a no-cost extension to 12/31/21 to fully complete this initiative.

21VRS	1/31/2022	\$900,000	36%	The program completed a successful year. Total expenditures were \$319,671, we are expecting enrollments to increase in FY22. This was a fee for service initiative where the board is expected to make a minimum of \$80,000.
21SDF	1/31/2022	\$50,000	0%	WSA is working with Texas Tito's who will expend \$16,000 on this program in the first quarter of FY22. An additional Skills Development Fund Grant has been secured with Lone Star National Bank for \$500,000.
20COS (COVID- Related Skills Development Fund)	9/30/2021	\$287,500	70%	WSA was awarded a 90-day extension to 9/30/2021 to assist successful training of recipients with job placement. The board does not expect to fully expend grant.
20NDW	03/31/2022	\$4,859,231	43%	WSA is on track to fully expend and may receive additional funding and, an extension under this initiative.
21BEX-GEN	12/31/2021	\$7,802,061	63%	This grant is underspent due to the amount of funds allocated to Stipends.
21CIT-GEN	02/28/2022	\$13,731,691	52%	This grant has been extended through 2/28/2022 and increased to \$14,919,464.
TXMUT	03/1/2022	\$75,000	62%	The board is expected to full expend this grant, which support childcare centers.

**ATTACHMENTS:**  
Financial Statement

**Workforce Solutions Alamo**  
**Corporate Expenditure Report**  
**Board Fiscal Year October 01, 2020-September 30, 2021**  
**Report Period: 10/01/20 - 9/30/2021**

	Annual Budget	Amendment # 1 & 2	Amended Budget #1 & 2	Preliminary YTD Expenses	100.00% % Expended	Balance
<b>PERSONNEL</b>						
Salaries/Wages	\$ 3,126,213	\$ 105,000	\$ 3,231,213	\$ 3,059,761	94.69%	\$ 171,452
Fringe Benefits	1,003,476	30,000	1,033,476	856,723	82.90%	176,753
Staff Travel	35,000	-	35,000	14,102	40.29%	20,898
Staff Training & Development	30,000	-	30,000	10,361	34.54%	19,639
<i>PERSONNEL SUBTOTAL:</i>	<b>\$ 4,194,688</b>	<b>\$ 135,000</b>	<b>\$ 4,329,688</b>	<b>\$ 3,940,946</b>	<b>91.02%</b>	<b>\$ 388,742</b>
<b>BOARD FACILITY</b>						
Rent	325,000		325,000	330,840	101.80%	(5,840)
<i>FACILITY SUBTOTAL:</i>	<b>\$ 325,000</b>		<b>\$ 325,000</b>	<b>\$ 330,840</b>	<b>101.80%</b>	<b>\$ (5,840)</b>
<b>EQUIPMENT/RELATED COSTS</b>						
Equipment Purchases	30,000		30,000	3,005	10.02%	26,995
Equipment Rental	20,000	-	20,000	14,001	70.00%	5,999
Repair & Maintenance	2,000		2,000	-	0.00%	2,000
Software Licenses	10,000	20,000	30,000	33,789	112.63%	(3,789)
Software Maintenance & Support	40,000	-	40,000	49,449	123.62%	(9,449)
<i>EQUIPMENT/RELATED COSTS SUBTOTAL:</i>	<b>\$ 102,000</b>	<b>\$ 20,000</b>	<b>\$ 122,000</b>	<b>\$ 100,243</b>	<b>82.17%</b>	<b>\$ 21,757</b>
<b>GENERAL OFFICE EXPENSES</b>						
Communications	55,000		55,000	38,656	70.28%	16,344
Advertising	5,000		5,000	399	7.98%	4,601
Insurances	235,000	-	235,000	117,126	49.84%	117,874
Office Supplies	30,000	-	30,000	16,975	56.58%	13,025
Postage/Shipping/Other	4,000		4,000	1,719	42.97%	2,281
Printing, Binding & Reproduction	10,500		10,500	3,502	33.35%	6,998
Publications & Subscriptions	5,500		5,500	4,829	87.80%	671
Dues	25,000		25,000	17,275	69.10%	7,725
Storage	12,000		12,000	10,388	86.56%	1,612
Marketing (External)	50,000	30,000	80,000	60,671	75.84%	19,329
Miscellaneous Costs	5,000		5,000	1,020	20.40%	3,980
Non Federal	50,000		50,000	47,895	95.79%	2,105
<i>GENERAL OFFICE EXP SUBTOTAL:</i>	<b>\$ 487,000</b>	<b>\$ 30,000</b>	<b>\$ 517,000</b>	<b>\$ 320,454</b>	<b>61.98%</b>	<b>\$ 196,546</b>
<b>PROFESSIONAL SERVICES</b>						
Legal Services-Corporate	90,000	-	90,000	70,002	77.78%	19,998
Legal Services-Other	30,000	-	30,000	23,721	79.07%	6,279
Audit	80,000	-	80,000	62,500	78.13%	17,500
Monitoring (Contractor)	290,000	-	290,000	260,899	89.97%	29,101
Professional Services	225,000	75,000	300,000	95,350	31.78%	204,650
Payroll Fees	55,000	-	55,000	12,614	22.93%	42,386
<i>PROFESSIONAL SERVICES SUBTOTAL:</i>	<b>\$ 770,000</b>	<b>\$ 75,000</b>	<b>\$ 845,000</b>	<b>\$ 525,085</b>	<b>62.14%</b>	<b>\$ 319,915</b>
<b>BOARD EXPENSES</b>						
Board Member Travel	8,000	-	8,000	-	0.00%	8,000
Board Member Training/Development	7,000	-	7,000	-	0.00%	7,000
Board Meetings & Misc. Costs	20,000		20,000	6,455	32.27%	13,546
<i>BOARD EXPENSES SUBTOTAL:</i>	<b>\$ 35,000</b>	<b>\$ -</b>	<b>\$ 35,000</b>	<b>\$ 6,455</b>	<b>18.44%</b>	<b>\$ 28,546</b>
<b>TOTAL EXPENSES</b>						
	<b>\$ 5,913,688</b>	<b>\$ 260,000</b>	<b>\$ 6,173,688</b>	<b>\$ 5,224,023</b>	<b>84.62%</b>	<b>\$ 949,665</b>
<b>SUMMARY:</b>						
Personnel	\$ 4,194,688	\$ 135,000	\$ 4,329,688	\$ 3,940,946	91.02%	\$ 388,742
Board Facility	325,000	-	325,000	330,840	101.80%	(5,840)
Equipment/Related Costs	102,000	20,000.00	122,000	100,243	82.17%	21,757
General Office Expenses	487,000	30,000.00	517,000	320,454	61.98%	196,546
Professional Services	770,000	75,000.00	845,000	525,085	62.14%	319,915
Board Expenses	35,000	-	35,000	6,455	18.44%	28,546
<b>TOTAL CORPORATE EXPENSES</b>	<b>\$ 5,913,688</b>	<b>\$ 260,000</b>	<b>\$ 6,173,688</b>	<b>\$ 5,224,023</b>	<b>84.62%</b>	<b>\$ 949,665</b>

**WORKFORCE SOLUTIONS ALAMO**  
**Board Fiscal Year October 01, 2020 - September 30, 2021**

Report Period: 10/01/20-9/30/2021

**Facilities & Infrastructure Report**

Facilities & Infrastructure	Budgeted Amt.	Amendment #1	Amendment #2	Revised Budgeted Amt.	Preliminary YTD Expenses	% Expensed	% Straightline Benchmark	Balance
	\$ 4,550,200.00	\$ 750,000.00	\$ 366,848.00	\$ 5,667,048.00	\$ 4,616,496.98	81.46%	100.00%	\$ 1,050,551.02

<u>Facilities:</u>	<u>End of Lease</u>	<u>General Expense Item*</u>	
Walzem	12/31/2023	Rent	
Datapoint	3/31/2030	Utilities	
Datapoint - Child Care	3/31/2030	Janitorial	
			Port SA Lease in Negotiations
Marbach	5/31/2022	Repair & Maintenance	10 Year lease
S. Flores	7/31/2028	Security	
E. Houston	8/16/2030	Copiers / Printers	
New Braunfels	1/31/2022	Phones	
			Board Approved Amendment
Hondo	12/31/2021	Computer Equipment	1/1/2022-12/31/2024
Seguin	1/15/2027	Misc.	
Kenedy	1/31/2022	*Not all general expenses items are applicable to each location	
Floresville	7/31/2026		
Kerrville	4/30/2024		
Boerne	11/30/2021	New lease	12/1/21 - 11/30/26
		Renewal- Pending Board	
Pleasanton	1/31/2022	Approval	2/1/2022-1/31/2025
Pearsall	10/31/2021	New lease	11/1/21 - 10/31/24
Fredericksburg	No Expiration		
Bandera	No Expiration		



**Workforce Solutions Alamo**  
**October 1, 2020 to September 30, 2021**  
**Active Grants Report**

GRANT	FUND	Grant End Date	GRANT NO.	Grant Budget	YTD Exp 9/30/2021	Balance	Grant Expended 9/30/2021	Months Remaining
WIOA ADULT SERVICES	20WA1	6/30/2022	2020W0A001	\$ 594,722.00	\$ 585,324.70	\$ 9,397.30	98%	9
WIOA ADULT SERVICES	20WA2	6/30/2022	2020W0A001	\$ 2,433,326.00	\$ 2,430,272.09	\$ 3,053.91	100%	9
WIOA ADULT SERVICES	21WA1	6/30/2023	2021W0A001	\$ 849,798.00	\$ 129,891.86	\$ 719,906.14	15%	21
<b>WIOA ADULT Total</b>				<b>\$ 3,028,048.00</b>	<b>\$ 3,015,596.79</b>	<b>\$ 12,451.21</b>		
WIOA DISLOCATED WORKER	20WD1	6/30/2022	2020W0D001	\$ 849,412.00	\$ 827,428.11	\$ 21,983.89	97%	9
WIOA DISLOCATED WORKER	20WD2	6/30/2022	2020W0D001	\$ 3,270,077.00	\$ 3,257,989.90	\$ 12,087.10	100%	9
WIOA DISLOCATED WORKER	21WD1	6/30/2023	2021W0D001	\$ 901,481.00	\$ 154,971.78	\$ 746,509.22	17%	21
<b>WIOA DISLOCATED Total</b>				<b>\$ 4,119,489.00</b>	<b>\$ 4,085,418.01</b>	<b>\$ 34,070.99</b>		
WIOA YOUTH SERVICES	20WOY	6/30/2022	2020W0Y001	\$ 3,266,806.00	\$ 3,002,695.57	\$ 264,110.43	92%	9
WIOA YOUTH SERVICES	21WOY	6/30/2023	2021W0Y001	\$ 4,430,155.00	\$ 897,584.73	\$ 3,532,570.27	20%	21
<b>WIOA YOUTH Total</b>				<b>\$ 7,696,961.00</b>	<b>\$ 3,002,695.57</b>	<b>\$ 264,110.43</b>		
WIOA RAPID RESPONSE	21WOR	6/30/2022	2021W0R001	\$ 55,214.00	\$ 9,930.91	\$ 45,283.09	18%	9
<b>WIOA RAPID RESPONSE Total</b>				<b>\$ 55,214.00</b>	<b>\$ 5,223.28</b>	<b>\$ 45,292.37</b>		
TEMPORARY ASST FOR NEEDY FAMILIES-TANF	21TAF	10/31/2021	2021TAF001	\$ 6,059,779.00	\$ 5,569,253.06	\$ 490,525.94	92%	1
<b>TANF Total</b>				<b>\$ 6,059,779.00</b>	<b>\$ 5,569,253.06</b>	<b>\$ 490,525.94</b>		
SUPPLEMENTAL NUTRITION ASST PRGRM - SNAP	21SNE	9/30/2021	2021SNE001	\$ 1,800,206.00	\$ 1,775,406.27	\$ 24,799.73	99%	
<b>SNAP E&amp;T Total</b>				<b>\$ 1,800,206.00</b>	<b>\$ 1,775,406.27</b>	<b>\$ 24,799.73</b>		
NON CUSTODIAL PARENT	21NCP	9/30/2021	2021NCP001	\$ 437,578.00	\$ 392,663.37	\$ 44,914.63	90%	
NON CUSTODIAL PARENT	22NCP	9/30/2022	2022NCP001	\$ 437,578.00	\$ 1,204.30	\$ 436,373.70	0%	12
<b>NON CUSTODIAL PARENT Total</b>				<b>\$ 875,156.00</b>	<b>\$ 393,867.67</b>	<b>\$ 481,288.33</b>		
CC SRVCS FORMULA ALLOCATION-CCF	21CCF	12/31/2021	2021CCF001	\$ 71,835,714.00	\$ 65,217,240.11	\$ 6,618,473.89	91%	3
<b>CHILD CARE CCF Total</b>				<b>\$ 71,835,714.00</b>	<b>\$ 65,217,240.11</b>	<b>\$ 6,618,473.89</b>		
CC DVLPMNT FUND LOCAL MATCH - CCM	21CCM	12/31/2021	2021CCM001	\$ 7,244,574.00	\$ 4,456,552.00	\$ 2,788,022.00	62%	3
<b>CHILD CARE CCM Total</b>				<b>\$ 7,244,574.00</b>	<b>\$ 4,456,552.00</b>	<b>\$ 2,788,022.00</b>		
CC TEXAS DEPT FAMILY PROTECTIVE SRVCS-CCP	21CCP	12/31/2021	2021CCP001	\$ 8,961,000.00	\$ 6,186,195.32	\$ 2,774,804.68	69%	3
CC TEXAS DEPT FAMILY PROTECTIVE SRVCS-CCP	22CCP	12/31/2022	2022CCP001	\$ 6,953,000.00	\$ 490,411.84	\$ 6,462,588.16	7%	15
<b>CHILD CARE CCP Total</b>				<b>\$ 38,976,179.28</b>	<b>\$ 6,186,195.32</b>	<b>\$ 2,774,804.68</b>		
TRADE ACT SERVICES	21TRA	12/31/2021	2021TRA001	\$ 193,616.00	\$ 118,382.62	\$ 75,233.38	61%	3
<b>TRADE ACT SERVICES Total</b>				<b>\$ 193,616.00</b>	<b>\$ 118,382.62</b>	<b>\$ 75,233.38</b>		
WAGNER-PEYSER EMPLOYMENT SERVICES-WPA	21WPA	12/31/2021	2021WPA001	\$ 635,893.00	\$ 183,533.00	\$ 452,360.00	29%	3
<b>EMPLOYMENT SERVICES Total</b>				<b>\$ 635,893.00</b>	<b>\$ 183,533.00</b>	<b>\$ 452,360.00</b>		
RESOURCE ADMIN GRANT	21RAG	9/30/2021	2021RAG001	\$ 11,857.00	\$ 9,776.28	\$ 2,080.72	82%	
<b>RESOURCE ADMIN GRANT Total</b>				<b>\$ 11,857.00</b>	<b>\$ 9,776.28</b>	<b>\$ 2,080.72</b>		
VETERANS EMPLOYMENT SERVICE	21TVC	9/30/2021	2021TVC001	\$ 284,084.00	\$ 223,451.84	\$ 60,632.16	79%	
<b>VETERANS EMPLOYMENT SERVICE Total</b>				<b>\$ 284,084.00</b>	<b>\$ 223,451.84</b>	<b>\$ 60,632.16</b>		
CC QUALITY - CCQ	21CCQ	10/31/2021	2021CCQ001	\$ 1,947,771.00	\$ 1,707,109.16	\$ 240,661.84	88%	1
<b>CCQ QUALITY Total</b>				<b>\$ 1,947,771.00</b>	<b>\$ 1,707,109.16</b>	<b>\$ 240,661.84</b>		
WORKFORCE COMMISSION INITIATIVES	21WCI	9/30/2021	2021WCI001	\$ 54,532.00	\$ 41,397.81	\$ 13,134.19	76%	
<b>WORKFORCE COMMISSION INITIATIVES Total</b>				<b>\$ 54,532.00</b>	<b>\$ 41,397.81</b>	<b>\$ 13,134.19</b>		

**Workforce Solutions Alamo**  
**October 1, 2020 to September 30, 2021**  
**Active Grants Report**

GRANT	FUND	Grant End Date	GRANT NO.	Grant Budget	YTD Exp 9/30/2021	Balance	Grant Expended 9/30/2021	Months Remaining
REEMPLOYMENT SERVICES - REA	21REA	12/31/2021	2021REA001	\$ 526,998.00	\$ 319,766.99	\$ 207,231.01	61%	3
<b>REEMPLOYMENT SERVICES Total</b>				<b>\$ 526,998.00</b>	<b>\$ 319,766.99</b>	<b>\$ 207,231.01</b>		
MILITARY FAMILY SUPPORT PROGRAM	21WS1	12/31/2021	2021WOS001	\$ 222,630.00	\$ 33,461.57	\$ 189,168.43	15%	3
<b>MILITARY FAMILY SUPPORT Total</b>				<b>\$ 222,630.00</b>	<b>\$ 33,461.57</b>	<b>\$ 189,168.43</b>		
STUDENT HIREABILITY NAVIGATOR	18HN3	8/31/2022	3018VRS130	\$ 226,000.00	\$ 13,272.79	\$ 212,727.21	6%	11
<b>STUDENT HIREABILITY NAVIGATOR Total</b>				<b>\$ 226,000.00</b>	<b>\$ 13,272.79</b>	<b>\$ 212,727.21</b>		
VOCATIONAL REHABILITATION-VR INFRA SPRT	22COL	8/31/2022	2022COL001	\$ 483,035.56	\$ 39,367.30	\$ 443,668.26	8%	11
<b>VR-INFRA SUPPORT Total</b>				<b>\$ 483,035.56</b>	<b>\$ 39,367.30</b>	<b>\$ 443,668.26</b>		
TEXAS INDUSTRY PARTNER	21TP2	4/30/2022	2021TIP002	\$ 37,932.00	\$ -	\$ 37,932.00	0%	7
<b>WIOA ALTERNATIVE FUNDING Total</b>				<b>\$ 37,932.00</b>	<b>\$ -</b>	<b>\$ 37,932.00</b>		
HIGH DEMAND JOB TRAINING	20HJT	12/31/2021	2020HJT001	\$ 31,342.00	\$ 19,318.45	\$ 12,023.55	62%	3
<b>HIGH DEMAND JOB TRAINING Total</b>				<b>\$ 31,342.00</b>	<b>\$ 19,318.45</b>	<b>\$ 12,023.55</b>		
HEALTH PROF OPPORTUNITIES GRANT - HPOG	HPOG2	9/29/2021	HPOG2	\$ 81,698.00	\$ 52,866.61	\$ 28,831.39	65%	
<b>HPOG - ALAMO COLLEGES TOTAL</b>				<b>\$ 81,698.00</b>	<b>\$ 52,866.61</b>	<b>\$ 28,831.39</b>		
SUMMER EARN & LEARN	21VRS	1/31/2022	21VRS	\$ 900,000.00	\$ 319,671.01	\$ 580,328.99	36%	4
COSA AMBASSADOR	21AMB	12/31/2021	21AMB	\$ 50,000.00	\$ 2,014.85	\$ 47,985.15	4%	3
<b>SUMMER EARN &amp; LEARN TOTAL</b>				<b>\$ 950,000.00</b>	<b>\$ 321,685.86</b>	<b>\$ 628,314.14</b>		
SKILLS DEVELOPMENT FUND	21SDF	1/31/2022	21SDF	\$ 50,000.00	\$ -	\$ 50,000.00	0%	4
<b>SKILLS DEVELOPMENT FUND TOTAL</b>				<b>\$ 50,000.00</b>	<b>\$ -</b>	<b>\$ 50,000.00</b>		
DISASTER RECOVERY DISLOCATED WORKER	20NDW	3/31/2022	2020NDW001	\$ 4,859,231.00	\$ 2,083,322.87	\$ 2,775,908.13	43%	6
WINTER STORMS NDWG	21NDW	3/31/2023	2021NDW001	\$ 280,952.00	\$ 45.71	\$ 280,906.29	0%	18
COVID 19 RESPONSE STATEWIDE FUNDS (SKILLS DEVELOPMENT FUND)	20COS	9/30/2021	2020COS002	\$ 287,500.00	\$ 201,168.93	\$ 86,331.07	70%	
BEXAR COUNTY CARES	21BEX	12/31/2021		\$ 7,802,061.00	\$ 4,929,864.22	\$ 2,872,196.78	63%	3
CITY OF SAN ANTONIO TRAIN FOR JOBS	21CIT	9/30/2021		\$ 13,731,691.26	\$ 7,129,411.76	\$ 6,602,279.50	52%	
HELPING OFFICES MANAGE ELECTRONICALLY (HOM)	21DON	4/30/2022	2021DON001	\$ 51,222.00	\$ 21,036.67	\$ 30,185.33	41%	7
<b>COVID GRANTS TOTAL</b>				<b>\$ 27,012,657.26</b>	<b>\$ 14,364,850.16</b>	<b>\$ 12,647,807.10</b>	53%	
TEXAS MUTUAL FUND	TXMUT	3/1/2022		\$ 75,000.00	\$ 46,203.99	\$ 28,796.01	62%	5
<b>TEXAS MUTUAL FUND TOTAL</b>				<b>\$ 75,000.00</b>	<b>\$ 46,203.99</b>	<b>\$ 28,796.01</b>	62%	
<b>GRAND TOTAL</b>				<b>\$ 174,516,366.10</b>	<b>\$ 111,251,892.51</b>	<b>\$ 28,864,440.96</b>		

**Workforce Solutions Alamo**  
**October 1, 2020 to September 30, 2021**  
**Grant Summary Report**

GRANT	FUND	GRANT NO.	Grant Budget	Estimate YTD as 9/30/20	Balance as 9/30/20	FY21 Budget (WSA)	Exp from 10/1/20 to 9/30/2021	YTD Exp 9/30/2021	Balance
WIOA ADULT SERVICES	19WA1	2019WOA001	\$ 753,296.00	\$ 632,384.69	\$ 120,911.31	\$ 120,911.31	\$ 120,915.10	\$ 753,299.79	\$ (3.79)
WIOA ADULT SERVICES	19WA2	2019WOA001	\$ 3,300,517.00	\$ 3,267,612.91	\$ 32,904.09	\$ 32,904.09	\$ 32,912.07	\$ 3,300,524.98	\$ (7.98)
WIOA ADULT SERVICES	20WA1	2020W0A001	\$ 594,722.00	\$ -	\$ 594,722.00	\$ 594,722.00	\$ 585,324.70	\$ 585,324.70	\$ 9,397.30
WIOA ADULT SERVICES	20WA2	2020W0A001	\$ 2,433,326.00	0	\$ 2,433,326.00	\$ 2,433,326.00	\$ 2,430,272.09	\$ 2,430,272.09	\$ 3,053.91
	21WA1	2021WOA001	\$ 849,798.00	0	\$ 849,798.00	\$ 849,798.00	\$ 129,891.86	\$ 129,891.86	\$ 719,906.14
<b>WIOA ADULT Total</b>			<b>\$ 7,931,659.00</b>	<b>\$ 3,899,997.60</b>	<b>\$ 4,031,661.40</b>	<b>\$ 4,031,661.40</b>	<b>\$ 3,299,315.82</b>	<b>\$ 7,199,313.42</b>	<b>\$ 732,345.58</b>
WIOA DISLOCATED WORKER	19WD1	2019WOD001	\$ 711,177.00	\$ 358,134.34	\$ 353,042.66	\$ 353,042.66	\$ 353,049.85	\$ 711,184.19	\$ (7.19)
WIOA DISLOCATED WORKER	19WD2	2019WOD001	\$ 2,946,453.00	\$ 2,860,593.25	\$ 85,859.75	\$ 85,859.75	\$ 85,872.14	\$ 2,946,465.39	\$ (12.39)
WIOA DISLOCATED WORKER	20WD1	2020WOD001	\$ 849,412.00	\$ -	\$ 849,412.00	\$ 849,412.00	\$ 827,428.11	\$ 827,428.11	\$ 21,983.89
WIOA DISLOCATED WORKER	20WD2	2020WOD001	\$ 3,270,077.00	0	\$ 3,270,077.00	\$ 3,270,077.00	\$ 3,257,989.90	\$ 3,257,989.90	\$ 12,087.10
	21WD1	2021WOD001	\$ 901,481.00	0	\$ 901,481.00	\$ 901,481.00	\$ 154,971.78	\$ 154,971.78	\$ 746,509.22
<b>WIOA DISLOCATED Total</b>			<b>\$ 8,678,600.00</b>	<b>\$ 3,218,727.59</b>	<b>\$ 5,459,872.41</b>	<b>\$ 5,459,872.41</b>	<b>\$ 4,679,311.78</b>	<b>\$ 7,898,039.37</b>	<b>\$ 780,560.63</b>
WIOA YOUTH SERVICES	19WOY	2019WOY001	\$ 4,373,355.00	\$ 4,149,150.17	\$ 224,204.83	\$ 224,503.93	\$ 224,293.52	\$ 4,373,443.69	\$ (88.69)
WIOA YOUTH SERVICES	20WOY	2020WOY001	\$ 3,266,806.00	\$ 1,112,237.20	\$ 2,154,568.80	\$ 2,154,568.80	\$ 1,890,458.37	\$ 3,002,695.57	\$ 264,110.43
WIOA YOUTH SERVICES	21WOY	2021WOY001	\$ 4,430,155.00	0	\$ 4,430,155.00	\$ 4,430,155.00	\$ 897,584.73	\$ 897,584.73	\$ 3,532,570.27
<b>WIOA YOUTH Total</b>			<b>\$ 12,070,316.00</b>	<b>\$ 5,261,387.37</b>	<b>\$ 6,808,928.63</b>	<b>\$ 6,809,227.73</b>	<b>\$ 3,012,336.62</b>	<b>\$ 8,273,723.99</b>	<b>\$ 3,796,592.01</b>
WIOA RAPID RESPONSE	20WOR	2020WOR001	\$ 50,513.00	\$ -	\$ 50,513.00	\$ 50,513.00	\$ 50,513.35	\$ 50,513.35	\$ (0.35)
WIOA RAPID RESPONSE	21WOR	2021WOR001	\$ 55,214.00	0	\$ 55,214.00	\$ 55,214.00	\$ 9,930.91	\$ 9,930.91	\$ 45,283.09
<b>WIOA RAPID RESPONSE Total</b>			<b>\$ 105,727.00</b>	<b>\$ -</b>	<b>\$ 105,727.00</b>	<b>\$ 105,727.00</b>	<b>\$ 60,444.26</b>	<b>\$ 60,444.26</b>	<b>\$ 45,282.74</b>
TEMPORARY ASST FOR NEEDY FAMILIES-TANF	20TAF	2020TAF001	\$ 6,169,544.00	\$ 4,778,149.15	\$ 1,391,394.85	\$ 1,391,394.85	\$ 176,053.72	\$ 4,954,202.87	\$ 1,215,341.13
TEMPORARY ASST FOR NEEDY FAMILIES-TANF	21TAF	2021TAF001	\$ 6,059,779.00	0	\$ 6,059,779.00	\$ 6,059,779.00	\$ 5,569,253.06	\$ 5,569,253.06	\$ 490,525.94
<b>TANF Total</b>			<b>\$ 12,229,323.00</b>	<b>\$ 4,778,149.15</b>	<b>\$ 7,451,173.85</b>	<b>\$ 7,451,173.85</b>	<b>\$ 5,745,306.78</b>	<b>\$ 10,523,455.93</b>	<b>\$ 1,705,867.07</b>
SUPPLEMENTAL NUTRITION ASST PRGRM - SNAP	21SNE	2021SNE001	\$ 1,800,206.00	0	\$ 1,800,206.00	\$ 1,686,265.00	\$ 1,775,406.27	\$ 1,775,406.27	\$ 24,799.73
<b>SNAP E&amp;T Total</b>			<b>\$ 1,800,206.00</b>	<b>\$ -</b>	<b>\$ 1,800,206.00</b>	<b>\$ 1,686,265.00</b>	<b>\$ 1,775,406.27</b>	<b>\$ 1,775,406.27</b>	<b>\$ 24,799.73</b>
NON CUSTODIAL PARENT	21NCP	2021NCP001	\$ 437,578.00	\$ 3.21	\$ 437,574.79	\$ 437,574.79	\$ 392,660.16	\$ 392,663.37	\$ 44,914.63
NON CUSTODIAL PARENT	22NCP	2022NCP001	\$ 437,578.00	0	\$ 437,578.00	\$ 1,204.30	\$ 1,204.30	\$ 1,204.30	\$ 436,373.70
<b>NON CUSTODIAL PARENT Total</b>			<b>\$ 875,156.00</b>	<b>\$ 3.21</b>	<b>\$ 875,152.79</b>	<b>\$ 438,779.09</b>	<b>\$ 393,864.46</b>	<b>\$ 393,867.67</b>	<b>\$ 481,288.33</b>
CC SRVCS FORMULA ALLOCATION-CCF	20CCF	2020CCF001	\$ 84,753,484.00	\$ 72,614,892.28	\$ 12,138,591.72	\$ 12,138,591.72	\$ 6,594,582.18	\$ 79,209,474.46	\$ 5,544,009.54
CC SRVCS FORMULA ALLOCATION-CCF	21CCF	2021CCF001	\$ 71,835,714.00	0	\$ 71,835,714.00	\$ 71,835,714.00	\$ 65,217,240.11	\$ 65,217,240.11	\$ 6,618,473.89
<b>CHILD CARE CCF Total</b>			<b>\$ 156,589,198.00</b>	<b>\$ 72,614,892.28</b>	<b>\$ 83,974,305.72</b>	<b>\$ 83,974,305.72</b>	<b>\$ 71,811,822.29</b>	<b>\$ 144,426,714.57</b>	<b>\$ 12,162,483.43</b>
CC DVLPMNT FUND LOCAL MATCH - CCM	20CCM	2020CCM001	\$ 7,210,326.00	\$ 4,522,759.81	\$ 2,687,566.19	\$ 2,687,566.19	\$ 2,687,566.19	\$ 7,210,326.00	\$ -
CC DVLPMNT FUND LOCAL MATCH - CCM	21CCM	2021CCM001	\$ 7,244,574.00	0	\$ 7,244,574.00	\$ 7,244,574.00	\$ 4,456,552.00	\$ 4,456,552.00	\$ 2,788,022.00
<b>CHILD CARE CCM Total</b>			<b>\$ 14,454,900.00</b>	<b>\$ 4,522,759.81</b>	<b>\$ 9,932,140.19</b>	<b>\$ 9,932,140.19</b>	<b>\$ 7,144,118.19</b>	<b>\$ 11,666,878.00</b>	<b>\$ 2,788,022.00</b>
CC TEXAS DEPT FAMILY PROTECTIVE SRVCS-CCP	20CCP	2020CCP001	\$ 10,019,800.00	\$ 7,132,560.55	\$ 2,887,239.45	\$ 2,887,239.45	\$ 7,132,560.55	\$ 2,887,239.45	\$ 2,887,239.45
CC TEXAS DEPT FAMILY PROTECTIVE SRVCS-CCP	21CCP	2021CCP001	\$ 8,961,000.00	\$ 520,608.70	\$ 8,440,391.30	\$ 8,440,391.30	\$ 5,665,586.62	\$ 6,186,195.32	\$ 2,774,804.68
CC TEXAS DEPT FAMILY PROTECTIVE SRVCS-CCP	22CCP	2022CCP001	\$ 6,953,000.00	0	\$ 6,953,000.00	\$ 490,411.84	\$ 490,411.84	\$ 490,411.84	\$ 6,462,588.16
<b>CHILD CARE CCP Total</b>			<b>\$ 25,933,800.00</b>	<b>\$ 7,653,169.25</b>	<b>\$ 18,280,630.75</b>	<b>\$ 11,818,042.59</b>	<b>\$ 6,155,998.46</b>	<b>\$ 13,809,167.71</b>	<b>\$ 12,124,632.29</b>
TRADE ACT SERVICES	20TRA	2020TRA001	\$ 226,315.00	\$ 207,908.42	\$ 18,406.58	\$ 18,406.58	\$ 18,406.59	\$ 226,315.01	\$ (0.01)
TRADE ACT SERVICES	21TRA	2021TRA001	\$ 193,616.00	0	\$ 193,616.00	\$ 193,616.00	\$ 118,382.62	\$ 118,382.62	\$ 75,233.38
<b>TRADE ACT SERVICES Total</b>			<b>\$ 419,931.00</b>	<b>\$ 207,908.42</b>	<b>\$ 212,022.58</b>	<b>\$ 212,022.58</b>	<b>\$ 136,789.21</b>	<b>\$ 344,697.63</b>	<b>\$ 75,233.37</b>

**Workforce Solutions Alamo**  
**October 1, 2020 to September 30, 2021**  
**Grant Summary Report**

GRANT	FUND	GRANT NO.	Grant Budget	Estimate YTD as 9/30/20	Balance as 9/30/20	FY21 Budget (WSA)	Exp from 10/1/20 to 9/30/2021	YTD Exp 9/30/2021	Balance
WAGNER-PEYSER EMPLOYMENT SERVICES-WPA	20WPA	2021WPA001	\$ 1,392,426.00	\$ 576,769.69	\$ 815,656.31	\$ 815,656.31	\$ 815,661.37	\$ 1,392,431.06	\$ (5.06)
WAGNER-PEYSER EMPLOYMENT SERVICES-WPA	21WPA	2021WPA001	\$ 635,893.00	0	\$ 635,893.00	\$ 635,893.00	\$ 183,533.00	\$ 183,533.00	\$ 452,360.00
<b>EMPLOYMENT SERVICES Total</b>			<b>\$ 2,028,319.00</b>	<b>\$ 576,769.69</b>	<b>\$ 1,451,549.31</b>	<b>\$ 1,451,549.31</b>	<b>\$ 999,194.37</b>	<b>\$ 1,575,964.06</b>	<b>\$ 452,354.94</b>
RESOURCE ADMIN GRANT	21RAG	2021RAG001	\$ 11,857.00	0	\$ 11,857.00	\$ 11,857.00	\$ 9,776.28	\$ 9,776.28	\$ 2,080.72
<b>RESOURCE ADMIN GRANT Total</b>			<b>\$ 11,857.00</b>	<b>\$ -</b>	<b>\$ 11,857.00</b>	<b>\$ 11,857.00</b>	<b>\$ 9,776.28</b>	<b>\$ 9,776.28</b>	<b>\$ 2,080.72</b>
VETERANS EMPLOYMENT SERVICE	21TVC	2021TVC001	\$ 284,084.00	0	\$ 284,084.00	\$ 284,084.00	\$ 223,451.84	\$ 223,451.84	\$ 60,632.16
<b>VETERANS EMPLOYMENT SERVICE Total</b>			<b>\$ 284,084.00</b>	<b>\$ -</b>	<b>\$ 284,084.00</b>	<b>\$ 284,084.00</b>	<b>\$ 223,451.84</b>	<b>\$ 223,451.84</b>	<b>\$ 60,632.16</b>
CHILD CARE ATTENDANCE AUTOMATION	20CAA	2020CAA001	\$ 361,164.00	\$ 321,294.11	\$ 39,869.89	\$ 39,869.89	\$	\$ 321,294.11	\$ 39,869.89
CHILD CARE ATTENDANCE AUTOMATION	21CAA	2021CAA001	\$ 361,164.00	0	\$ 361,164.00	\$ 361,164.00	\$ 109,180.68	\$ 109,180.68	\$ 251,983.32
<b>CHILD CARE ATTENDANCE AUTOMATION Total</b>			<b>\$ 722,328.00</b>	<b>\$ 321,294.11</b>	<b>\$ 401,033.89</b>	<b>\$ 401,033.89</b>	<b>\$ 109,180.68</b>	<b>\$ 430,474.79</b>	<b>\$ 291,853.21</b>
CC QUALITY - CCQ	20CCQ	2020CCQ001	\$ 1,941,072.00	\$ 1,287,361.45	\$ 653,710.55	\$ 653,710.55	\$ 653,710.55	\$ 1,941,072.00	\$ -
CC QUALITY - CCQ	21CCQ	2021CCQ001	\$ 1,947,771.00	0	\$ 1,947,771.00	\$ 1,947,771.00	\$ 1,707,109.16	\$ 1,707,109.16	\$ 240,661.84
<b>CCQ QUALITY Total</b>			<b>\$ 3,888,843.00</b>	<b>\$ 1,287,361.45</b>	<b>\$ 2,601,481.55</b>	<b>\$ 2,601,481.55</b>	<b>\$ 2,360,819.71</b>	<b>\$ 3,648,181.16</b>	<b>\$ 240,661.84</b>
WORKFORCE COMMISSION INITIATIVES	19WCI	2019WCI000	\$ 144,333.00	\$ 119,878.07	\$ 24,454.93	\$ 24,454.93	\$ 23,824.25	\$ 143,702.32	\$ 630.68
WORKFORCE COMMISSION INITIATIVES	20WCI	2020WCI001	\$ 105,272.00	\$ 54,282.25	\$ 50,989.75	\$ 50,989.75	\$ 50,000.00	\$ 104,282.25	\$ 989.75
WORKFORCE COMMISSION INITIATIVES	21WCI	2021WCI001	\$ 54,532.00	0	\$ 54,532.00	\$ 54,532.00	\$ 41,397.81	\$ 41,397.81	\$ 13,134.19
<b>WORKFORCE COMMISSION INITIATIVES Total</b>			<b>\$ 304,137.00</b>	<b>\$ 174,160.32</b>	<b>\$ 129,976.68</b>	<b>\$ 129,976.68</b>	<b>\$ 115,222.06</b>	<b>\$ 289,382.38</b>	<b>\$ 14,754.62</b>
REEMPLOYMENT SERVICES - REA	20REA	2020REA001	\$ 651,116.00	\$ 509,191.68	\$ 141,924.32	\$ 141,924.32	\$ 81,446.59	\$ 590,638.27	\$ 60,477.73
REEMPLOYMENT SERVICES - REA	21REA	2021REA001	\$ 526,998.00	0	\$ 526,998.00	\$ 526,998.00	\$ 319,766.99	\$ 319,766.99	\$ 207,231.01
<b>REEMPLOYMENT Total</b>			<b>\$ 1,178,114.00</b>	<b>\$ 509,191.68</b>	<b>\$ 668,922.32</b>	<b>\$ 668,922.32</b>	<b>\$ 401,213.58</b>	<b>\$ 910,405.26</b>	<b>\$ 267,708.74</b>
MILITARY FAMILY SUPPORT PROGRAM	20WS1	2020WOS001	\$ 222,630.00	\$ 219,938.74	\$ 2,691.26	\$ 2,691.26	\$ 2,700.12	\$ 222,638.86	\$ (8.86)
MILITARY FAMILY SUPPORT PROGRAM	21WS1	2021WOS001	\$ 222,630.00	0	\$ 222,630.00	\$ 222,630.00	\$ 33,461.57	\$ 33,461.57	\$ 189,168.43
<b>MILITARY FAMILY SUPPORT Total</b>			<b>\$ 445,260.00</b>	<b>\$ 219,938.74</b>	<b>\$ 225,321.26</b>	<b>\$ 225,321.26</b>	<b>\$ 36,161.69</b>	<b>\$ 256,100.43</b>	<b>\$ 189,159.57</b>
STUDENT HIREABILITY NAVIIGATOR	18HN2	3018VRS120	\$ 200,000.00	\$ 10,797.76	\$ 189,202.24	\$ 189,202.24	\$ 122,933.88	\$ 133,731.64	\$ 66,268.36
STUDENT HIREABILITY NAVIIGATOR	18HN3	3018VRS130	\$ 226,000.00	0	\$ 226,000.00	\$ 13,272.79	\$ 13,272.79	\$ 13,272.79	\$ 212,727.21
<b>STUDENT HIREABILITY NAVIGATOR Total</b>			<b>\$ 426,000.00</b>	<b>\$ 10,797.76</b>	<b>\$ 415,202.24</b>	<b>\$ 202,475.03</b>	<b>\$ 136,206.67</b>	<b>\$ 147,004.43</b>	<b>\$ 278,995.57</b>
VOCATIONAL REHABILITATION-VR INFRA SPRT	21COL	2021COL001	\$ 718,541.00	\$ 45,466.44	\$ 673,074.56	\$ 673,074.56	\$ 607,529.83	\$ 652,996.27	\$ 65,544.73
VOCATIONAL REHABILITATION-VR INFRA SPRT	22COL	2022COL001	\$ 483,035.56	0	\$ 483,035.56	\$ 39,367.30	\$ 39,367.30	\$ 39,367.30	\$ 443,668.26
<b>VR-INFRA SUPPORT Total</b>			<b>\$ 1,201,576.56</b>	<b>\$ 45,466.44</b>	<b>\$ 1,156,110.12</b>	<b>\$ 712,441.86</b>	<b>\$ 646,897.13</b>	<b>\$ 692,363.57</b>	<b>\$ 509,212.99</b>
TEXAS INDUSTRY PARTNER (TIP)	20TIP	2020TIP001	\$ 147,358.00	\$ -	\$ 147,358.00	\$ 147,358.00	\$	\$ -	\$ 147,358.00
TEXAS INDUSTRY PARTNER (TIP)	21TIP	2021TIP001	\$ 73,320.00	0	\$ 73,320.00	\$ 73,320.00	\$ 72,840.20	\$ 72,840.20	\$ 479.80
TEXAS INDUSTRY PARTNER (TIP)	21TP2	2021TIP002	\$ 37,932.00	0	\$ 37,932.00	\$ 37,932.00	\$ -	\$ -	\$ 37,932.00
<b>Texas Industry Partnership (TIP)</b>			<b>\$ 258,610.00</b>	<b>\$ -</b>	<b>\$ 258,610.00</b>	<b>\$ 258,610.00</b>	<b>\$ 72,840.20</b>	<b>\$ 72,840.20</b>	<b>\$ 185,769.80</b>
WIOA ALTERNATIVE FUNDING	19WAF	2019WAF001	\$ 479,224.00	\$ 165,314.36	\$ 313,909.64	\$ 313,909.64	\$ 267,168.51	\$ 432,482.87	\$ 46,741.13
<b>WIOA ALTERNATIVE FUNDING Total</b>			<b>\$ 479,224.00</b>	<b>\$ 165,314.36</b>	<b>\$ 313,909.64</b>	<b>\$ 313,909.64</b>	<b>\$ 267,168.51</b>	<b>\$ 432,482.87</b>	<b>\$ 46,741.13</b>
YOUTH JOB SKILLS INITIATIVE	19WS2	2019W0S002	\$ 286,000.00	\$ 78,710.02	\$ 207,289.98	\$ 207,289.98	\$ 233,964.17	\$ 312,674.19	\$ (26,674.19)
<b>YOUTH JOB SKILL INITIATIVE Total</b>			<b>\$ 286,000.00</b>	<b>\$ 78,710.02</b>	<b>\$ 207,289.98</b>	<b>\$ 207,289.98</b>	<b>\$ 233,964.17</b>	<b>\$ 312,674.19</b>	<b>\$ (26,674.19)</b>
HIGH DEMAND JOB TRAINING	20HJT	2020HJT001	\$ 31,342.00	\$ -	\$ 31,342.00	\$ 31,342.00	\$ 19,318.45	\$ 19,318.45	\$ 12,023.55
<b>HIGH DEMAND JOB TRAINING Total</b>			<b>\$ 31,342.00</b>	<b>\$ -</b>	<b>\$ 31,342.00</b>	<b>\$ 31,342.00</b>	<b>\$ 19,318.45</b>	<b>\$ 19,318.45</b>	<b>\$ 12,023.55</b>
ACCD-HEALTH PROF OPPORTUNITIES GRNT-HPOG	HPOG2	HPOG2	\$ 81,698.00	\$ -	\$ 81,698.00	\$ 81,698.00	\$ 52,866.61	\$ 52,866.61	\$ 28,831.39
ACCD-TECH WORKS GRANT - TEC20	TEC20	TEC20	\$ 83,580.00	\$ 25,072.80	\$ 58,507.20	\$ 58,507.20	\$ (3,002.60)	\$ 22,070.20	\$ 61,509.80

**Workforce Solutions Alamo**  
**October 1, 2020 to September 30, 2021**  
**Grant Summary Report**

GRANT	FUND	GRANT NO.	Grant Budget	Estimate YTD as 9/30/20	Balance as 9/30/20	FY21 Budget (WSA)	Exp from 10/1/20 to 9/30/2021	YTD Exp 9/30/2021	Balance
<b>ALAMO COLLEGES Total</b>			<b>\$ 165,278.00</b>	<b>\$ 25,072.80</b>	<b>\$ 140,205.20</b>	<b>\$ 140,205.20</b>	<b>\$ 49,864.01</b>	<b>\$ 74,936.81</b>	<b>\$ 90,341.19</b>
SUMMER EARN & LEARN (SEAL)	21VRS	3021VRS073	\$ 900,000.00	0	\$ 900,000.00	\$ 900,000.00	\$ 319,671.01	\$ 319,671.01	\$ 580,328.99
COSA AMBASSADOR	21AMB	21AMB	\$ 50,000.00		\$ 50,000.00	\$ 50,000.00	\$ 2,014.85	\$ 2,014.85	\$ 47,985.15
<b>SEAL AND COSA AMBASSADOR Total</b>			<b>\$ 950,000.00</b>	<b>\$ -</b>	<b>\$ 950,000.00</b>	<b>\$ 950,000.00</b>	<b>\$ 321,685.86</b>	<b>\$ 321,685.86</b>	<b>\$ 628,314.14</b>
SKILLS DEVELOPMENT FUND	21SDF	2021SDF001	\$ 50,000.00	0	\$ 50,000.00	\$ 50,000.00	\$ -	\$ -	\$ 50,000.00
<b>SKILLS DEVELOPMENT FUND Total</b>			<b>\$ 50,000.00</b>	<b>\$ -</b>	<b>\$ 50,000.00</b>	<b>\$ 50,000.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 50,000.00</b>
COVID 19 RESPONSE STATEWIDE FUNDS	20COV	2020COV001	\$ 308,626.00	\$ 30,346.61	\$ 278,279.39	\$ 278,279.39	\$ 270,630.12	\$ 300,976.73	\$ 7,649.27
DISASTER RECOVERY DISLOCATED WORKER	20NDW	2020NDW001	\$ 4,859,231.00	\$ 111,970.69	\$ 4,747,260.31	\$ 4,747,260.31	\$ 1,971,352.18	\$ 2,083,322.87	\$ 2,775,908.13
WINTER STORMS NDWG	21NDW	2021NDW001	\$ 280,952.00	0	\$ 280,952.00	\$ 280,952.00	\$ 45.71	\$ 45.71	\$ 280,906.29
COVID 19 RESPONSE STATEWIDE FUNDS (SKILLS DEVELOPMENT FUND)	20COS	2020COS002	\$ 287,500.00	\$ 40,000.00	\$ 247,500.00	\$ 247,500.00	\$ 161,168.93	\$ 201,168.93	\$ 86,331.07
BEXAR COUNTY CARES	20BEX		\$ 6,107,000.00	\$ 759,522.89	\$ 5,347,477.11	\$ 5,347,477.11	\$ 1,032,836.92	\$ 1,792,359.81	\$ 4,314,640.19
BEXAR COUNTY CARES	21BEX		\$ 7,802,061.00	\$ (1,013.86)	\$ 7,803,074.86	\$ 7,803,074.86	\$ 4,930,878.08	\$ 4,929,864.22	\$ 2,872,196.78
CITY OF SAN ANTONIO TRAIN FOR JOBS	20CIT		\$ 2,293,380.71	\$ 129,987.44	\$ 2,163,393.27	\$ 2,163,393.27	\$ 1,210,012.29	\$ 1,339,999.73	\$ 953,380.98
CITY OF SAN ANTONIO TRAIN FOR JOBS	21CIT		\$ 13,731,691.26	0	\$ 13,731,691.26	\$ 13,731,691.26	\$ 7,129,411.76	\$ 7,129,411.76	\$ 6,602,279.50
HELPING OFFICES MANAGE ELECTRONICALLY (HOM)	21DON	2021DON001	\$ 51,222.00	\$ -	\$ 51,222.00	\$ 51,222.00	\$ 21,036.67	\$ 21,036.67	\$ 30,185.33
<b>COVID GRANTS Total</b>			<b>\$ 35,721,663.97</b>	<b>\$ 1,070,813.77</b>	<b>\$ 34,650,850.20</b>	<b>\$ 34,650,850.20</b>	<b>\$ 16,727,372.66</b>	<b>\$ 17,798,186.43</b>	<b>\$ 17,923,477.54</b>
TEXAS MUTUAL	TXMUT		\$ 75,000.00	\$ -	\$ 75,000.00	\$ 75,000.00	\$ 46,203.99	\$ 46,203.99	\$ 28,796.01
<b>TEXAS MUTUAL TOTAL</b>			<b>\$ 75,000.00</b>	<b>\$ -</b>	<b>\$ 75,000.00</b>	<b>\$ 75,000.00</b>	<b>\$ 46,203.99</b>	<b>\$ 46,203.99</b>	<b>\$ 28,796.01</b>
<b>GRAND TOTAL</b>			<b>\$ 289,596,452.53</b>	<b>\$ 106,641,885.82</b>	<b>\$ 182,954,566.71</b>	<b>\$ 175,285,567.48</b>	<b>\$ 126,991,256.00</b>	<b>\$ 233,633,141.82</b>	<b>\$ 55,963,310.71</b>

## MEMORANDUM

To: WSA Board of Directors  
From: Angela Bush, CFO  
Presented By: Angela Bush, CFO  
Date: December 3, 2021  
Regarding: FY22 Board Staff Compensation

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**SUMMARY:** Workforce Solutions Alamo regularly reviews board staff compensation against market rates and makes long term investments in employees through regular training and development opportunities.

**ANALYSIS:** In FY20 the board retained an outside consultant to perform a complete assessment of board staff salaries to ensure their compensation correlated with market rates. The board implemented recommendations from the study that adjusted several employees pay rates to align with market values, issued a performance-based merit increases and, cost-of-living adjustments in September of 2020. Additionally, the board paid a budgeted retroactive COLA in September of 2021 for the period of October 1, 2020-September 30, 2021, reflecting the increase in FY22 pay rates. The board typically issues COLA at the end of the fiscal, but the rural judges have requested that we revisit COLA in the beginning of the fiscal year, recognizing that this practice effects the employees spending power.

Staff presented this request to the Board of Directors in October of 2021. The board has requested that executive leadership revisit a performance-based merit increase for FY22, taking into consideration that a COLA was issued in September of 2021. Executive leadership will review FY21 goals and training objectives and make recommendations for a FY22 merit-based increase. A recommendation will be presented to the finance committee, the board, and the committee of six in the first quarter of FY22.

**FISCAL IMPACT:** Board staff will reconcile final close outs and ensure adequate funds are available in the budget prior to making a recommendation for the implementation of FY22 salary increase.

**RECCOMENDATION:** Implement the Board of Directors request to analyze and issue a performance-based increase after the full reconciliation of close outs and available funding is verified before implementation of any increases.

## MEMORANDUM

**To:** WSA Board of Directors

**From:** Mark Milton, C.O.O

**Presented by** Jessica Villarreal, Director of Child Care

**Date:** December 3, 2021

**Subject:** Child Care Performance Briefing

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**Summary:** This is an update to the Child Care Committee on the Child Care Performance

WSA continues to work with Child Care Contractor as they monitor & process enrollments. WSA maintains ongoing communication with Child Care Contractor, on TWC's performance goal of 95%.

**Analysis:** Impacts of Covid-19 may continue to show effects for Workforce boards across the state causing TWC performance goals to fluctuate and be atypical of the past. As several variables, such as children's return to school, increase in vaccinations, and uncertainty on parents' decision on vaccinations, continue, WSA and Child Care contractor will continue ongoing communication to monitor enrollments and performance.

WSA's Performance target for 2021 was set at 9544. WSA performance was reflected for September at 9935, which is 104.10% of target.

TWC has informed boards of the BCY 22 targets & funding, and Alamo's target for FY 22 is set at 8931.

**Fiscal Impact:** TWC performance effects board funding. TWC provides boards a performance status methodology that shows that a board meets performance staying within 95-105%, boards exceed performance at 105% or above, and boards do not meet performance with less than 94.99%.

**Recommendation:** N/A

**Next Steps:** WSA & Child Care Contractor will continue to monitor performance to ensure enrollment remains at a level that will not negatively impact performance.



# Child Care Performance Briefing

December 3, 2021





# Summary

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1

Briefing on Child Care  
Performance FY 21

2

Briefing on Child Care  
Performance outlined for FY  
22



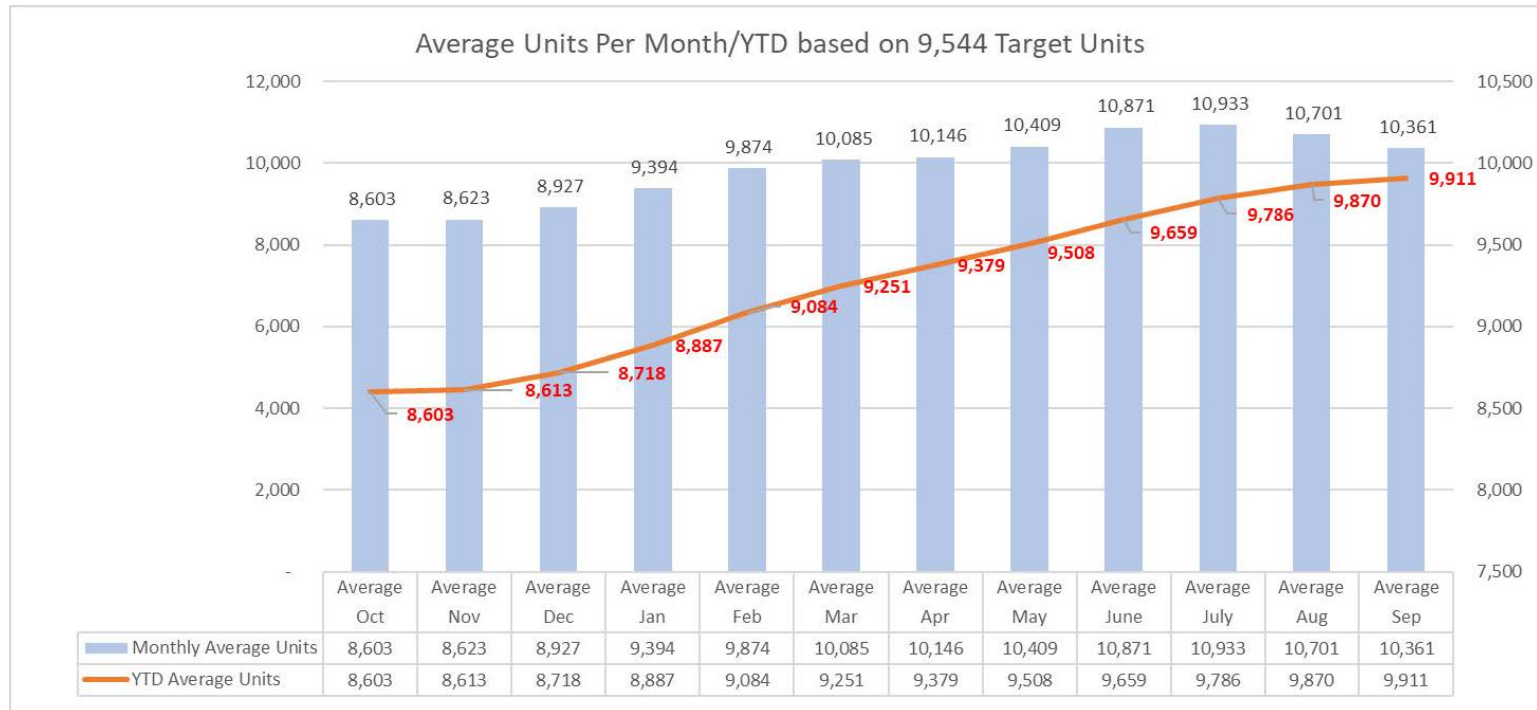
# Performance History Breakdown FY 21

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average
Choices	442	378	326	273	220	171	167	170	174	158	158	188
Low Income	7,454	7,566	7,917	8,457	9,015	9,271	9,335	9,560	10,011	10,112	9,903	9,562
Former DFPS	632	607	607	590	567	577	589	624	621	598	570	545
Homeless	74	73	78	74	71	66	54	55	65	66	70	65
Monthly Average Units	8,603	8,623	8,927	9,394	9,874	10,085	10,146	10,409	10,871	10,933	10,701	10,361
Monthly % Average	90.14%	90.35%	93.54%	98.43%	103.45%	105.67%	106.31%	109.06%	113.90%	114.55%	112.12%	108.56%
YTD Average Units	8,603	8,613	8,718	8,887	9,084	9,251	9,379	9,508	9,659	9,786	9,870	9,911
YTD % Average	90.14%	90.24%	91.34%	93.11%	95.18%	96.93%	98.27%	99.62%	101.21%	102.54%	103.41%	103.84%

Program Year is 10/1-9/30



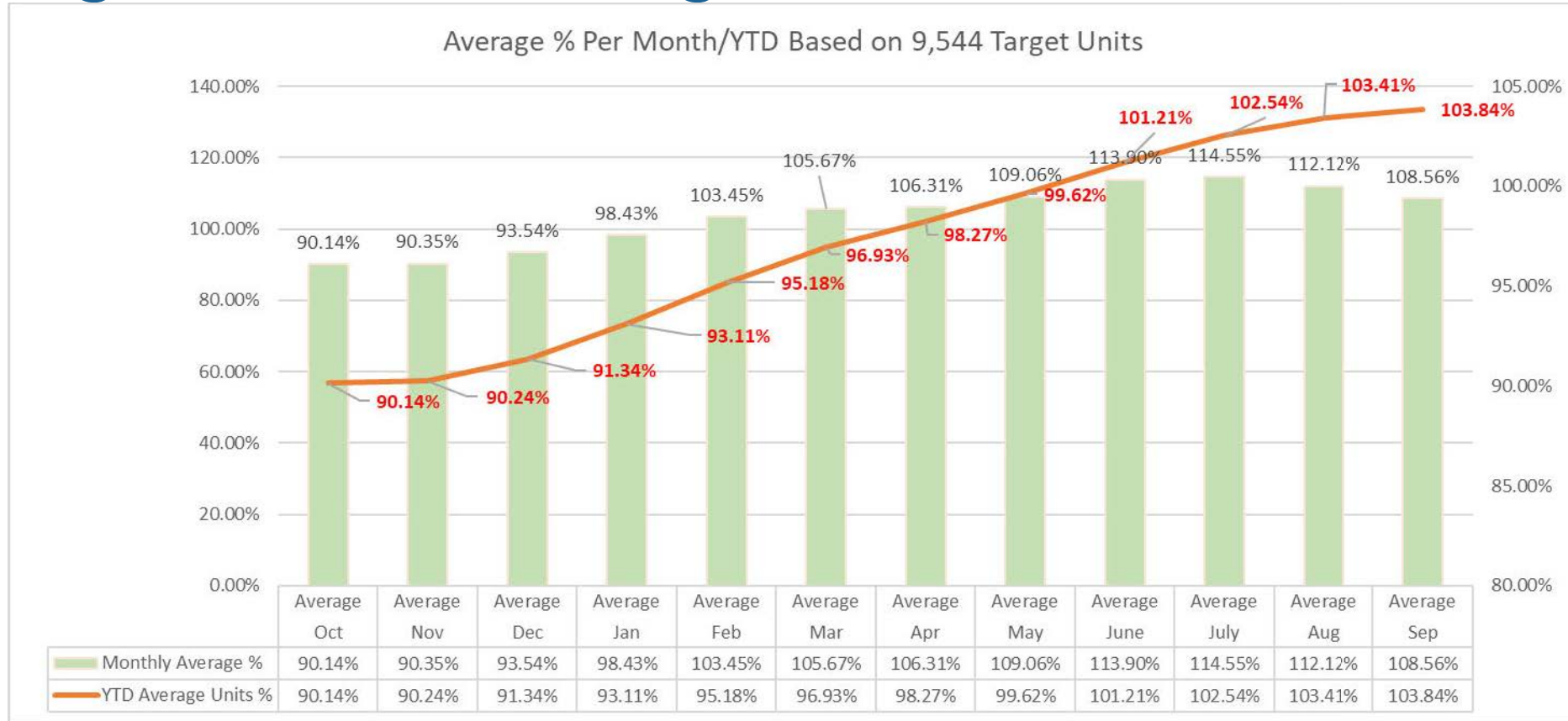
# Average % and Average Units FY 21



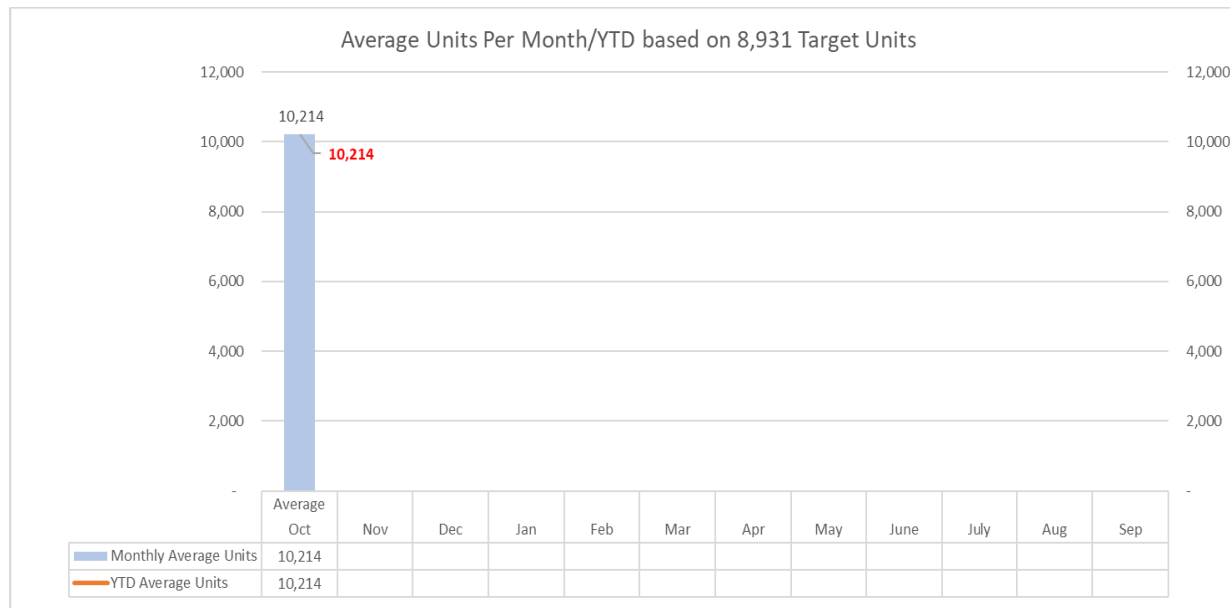
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average
Monthly Average Units	8,603	8,623	8,927	9,394	9,874	10,085	10,146	10,409	10,871	10,933	10,701	10,361
YTD Average Units	8,603	8,613	8,718	8,887	9,084	9,251	9,379	9,508	9,659	9,786	9,870	9,911



# Average % and Average Units FY 21



# Performance & Target for FY 22



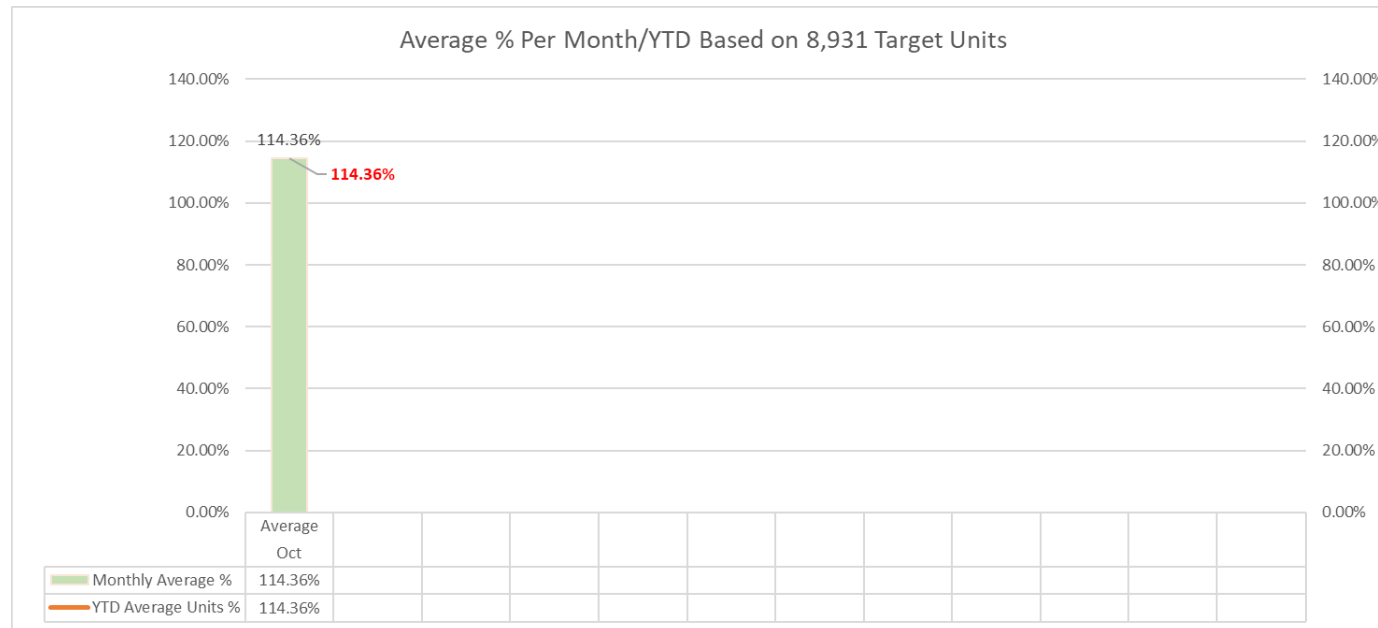
- TWC's performance goal/target for Alamo for FY 22: 8931
- This is a reduction from last year's board target of 9544
- TWC may provide additional funding for supplemental care, which could increase target to 9634



# Current performance based on FY 22 target

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
	Average											
Monthly Average Units	10,214											
YTD Average Units	10,214											

	Oct
	Average
Choices	203
Low Income	9,406
Former DFPS	542
Homeless	62
Monthly Average Units	10,214
Monthly % Average	114.36%
YTD Average Units	10,214
YTD % Average	114.36%



	Oct
	Average
Monthly Average %	114.36%
YTD Average Units %	114.36%



# Next Steps

WSA & Child Care Contractor will continue to monitor performance to work to ensure enrollment remains at a level that performance remains within positive performance range.

# Questions?





## MEMORANDUM

**To:** WSA Board of Directors

**From:** Mark Milton, C.O.O

**Presented by:** Jessica Villarreal, Director of Child Care

**Date:** December 3, 2021

**Subject:** **Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSA) Funding for Texas Rising Star Supports**

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### **Summary:**

WSA is presenting the CRRSA Plan to the Child Care Committee for approval. The following plan has been developed, in alignment with Alamo's vision and commitment to building, increasing, and sustaining the number of quality Child Care programs for our region.

On September 23, 2021, TWC issued Workforce Development Letter 21-21 outlining the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 funding for Texas Rising Star Supports. Boards were asked to submit a plan for allocation of funds by October 31, 2021.

In response to TWC request for plan, WSA staff participated in, and held several meetings with stakeholders, committee members, and other workforce boards to understand the issues and challenges that Child Care programs and staff are facing, and how the use of these funds could best serve the needs of the programs and remain in alignment of WSA's child care vision of increasing & sustaining quality programs and staff. Following all meetings and discussions, WSA staff, a plan was developed that addresses the needs of Child Care programs and maintains the committee vision of increasing the number of Child Care programs in the Alamo region. WSA will continue to monitor expenditures accordingly.

On Thursday, 10/21/2021 WSA staff circulated the quality plan and the CRRSA plan to Child Care committee and requested questions/feedback/comments from committee members. Input was requested to be submitted no later than close of business on Monday, 10/25/2021 so that plan could be submitted on Tuesday, 10/26/2021.

### **Analysis:**

On February 23, 2021, TWC's three-member Commission (Commission) approved the Planned Use of CRRSA Funds Report, which outlines possible uses for these funds. On

May 4, 2021, the Commission approved the use of \$790 million of CRRSA funds, with approximately \$345.7 million remaining for future prioritization and implementation.

On June 29, 2021, the Commission approved the use of \$30 million of the funds for Texas Rising Star program supports, which will promote increased and ongoing participation in the Texas Rising Star program.

Alamo board's allocation has been set at \$2.8 million dollars. TWC guidance outlines funds be utilized for targeted supports to increase and promote ongoing participation in the Texas Rising Star program.

**Alternatives:** WSA's plan was due by October 31, 2021, and, as a result, has been submitted to TWC.

#### **Fiscal Impact:**

WSA's Child Care Quality Initiative plan, has been carefully created & developed to meet TWC criteria and investments have been designed to address the critical needs of shortage of staff due to wages, business sustainability, professional development and increasing the number of Child Care programs in the Alamo Community.

- \$2.8 million dollars will be invested in Child Care programs
  - \$1.8 million on the Quest for Quality grant
  - \$600,000 on TRS Staff support: staff incentive based on star level
  - \$227,827 on TRS outreach: increasing the number of providers that submit an interest form for TRS

#### **Recommendation:**

WSA staff is planning to move forward with the CRRSA funding plan, and is seeking assistance from committee members, willing to volunteer time to assist with the development of a rubric. The goal will be to design a rubric that will help tailor the plan to focus on centers that will benefit from this initiative, and in return, help provide necessary data collection that can help direct future funding, initiatives, and services for Child Care programs.

#### **Next Steps:**

CRRSA plan will be considered finalized and implemented upon completion of a well-developed rubric that will help focus shared efforts on Child Care Programs.

WSA will bring together a small cohort to work in collaboration on this grant initiative. Goal is to create a plan that will best serve the Child Care programs and the community by leveraging

services and aiding centers in order to help create a sustainable quality business. WSA will continue to provide updates to Child Care Committee.

**Attachment:** None.

## MEMORANDUM

**To:** WSA Board of Directors

**From:** Mark Milton, C.O.O

**Presented by** Jessica Villarreal, Director of Child Care

**Date:** December 3, 2021

**Subject:** Child Care Quality Annual Expenditure Plan FY22

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**Summary:** This is a briefing to the Child Care Committee on the Child Care Quality Annual Expenditure Plan for FY 22, which will cover October 1, 2021 – September 30, 2022.

Each FY boards are required to submit an annual plan to TWC describing how the board intends to expend the current fiscal year's CCQ funds. TWC required the plan to be submitted by October 30, 2021. WSA has allocated funding based on TRS/CCS roundtable discussions as well as input received from stakeholders. WSA will continue to monitor expenditures accordingly and adjust as needed.

On Thursday, 10/21/2021 WSA staff circulated the quality plan and the CRRSA plan to Child Care committee and requested questions/feedback/comments from committee members. Input was requested to be submitted no later than close of business on Monday, 10/25/2021 so that plan could be submitted to TWC, on Tuesday, 10/26/2021.

**Analysis:** Boards must designate all estimated expenditures using the following seven categories:

1. Training and Professional Development, which includes costs associated with any training, professional development, and/or postsecondary education opportunities provided to child care provider staff that do not include infant- and toddler-specific training.
2. Tiered Quality Rating and Improvement System (QRIS), which includes any costs associated with Texas Rising Star recognition, maintenance, and mentor and assessor staff.
3. Infant and Toddler Quality Improvements, which includes any costs associated with specifically addressing infant and toddler program establishment or expansion, infant and toddler training, early intervention partnerships, or infant and toddler materials.
4. Supporting Health and Safety, which includes any costs associated with assisting early learning programs in maintaining child care licensing compliance or providing high-quality health and safety provisions that do not include activities specific to

infants and toddlers.

5. Evaluating Quality, which includes any costs associated with purchasing assessment tools that measure effective practices for child development, training staff to implement these tools; and/or conducting formal evaluation studies of quality efforts, which requires the submission of an evaluation report to TWC.

6. Supporting National Accreditation, which includes any costs associated with assisting early learning programs in obtaining or maintaining national accreditation (for example, fees and materials).

7. Other Activities, which is limited to costs for:

- Shared services
- Pre-K partnerships
- Activities to support pandemic recovery such as:
  - Supply-building and capacity expansion grants or stipends for providers
  - Recruitment and retention bonuses for child care staff.

**Fiscal Impact: Child Care Quality Funding: \$ 786,968.40**

**Recommendation:** WSA staff plans to move forward with the Child Care Quality (CCQ) annual expenditure plan for FY22 as outlined and will monitor the plan and adjust should priorities change.

**Next Steps:**

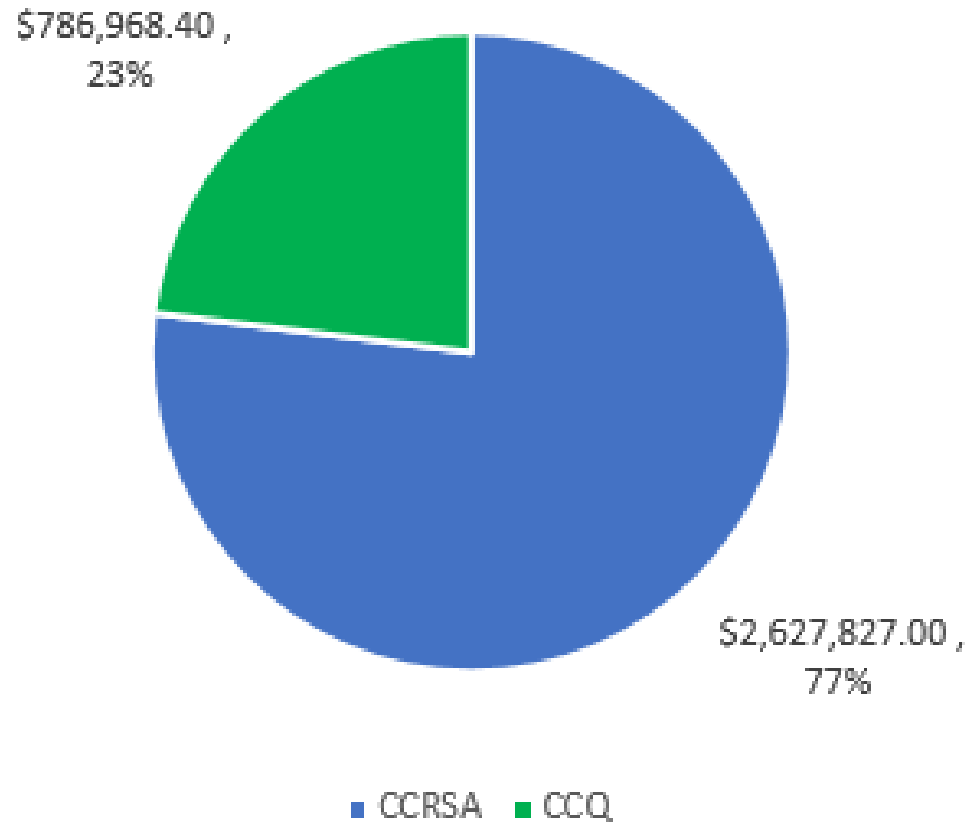
- Child Care Quality Plan will be implemented
- WSA will continue to meet and collaborate with ECE organizations to maintain awareness of the needs of the ECE community
- Quality funding and initiatives will continue to be allocated according to TWC guidelines.

# BCY22 Child Care Quality Plan

Workforce Solutions Alamo Child Care Department



# Funding Amounts



\$2,627,827.00

Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSA) Funding for Texas Rising Star Supports

\$786,968.40

Child Care Quality Funding



# CRRSA TRS Supports – Eligible Categories

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1. Targeted recruitment and outreach activities to expand the number of providers in the TRS program, with specified goals regarding the number of new TRS programs to be certified.
2. Incentives for newly certified providers and current providers that reach and sustain higher levels of quality.
3. Targeted coaching and resources to assist providers in strengthening their business practices. This may include support strategies that are based on a provider's individualized needs.
4. Targeted strategies to help TRS providers meet the goals of their individualized Continuous Quality Improvement Plans (CQIPs).
5. Other Board-defined activities approved by TWC's Child Care & Early Learning (CC&EL) Division





# Child Care Quality Funding – Eligible Categories

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1. Training and Professional Development, which includes costs associated with any training, professional development, or postsecondary education opportunities provided to provider staff
2. Tiered Quality Rating and Improvement System (QRIS), which includes any costs associated with TRS recognition, maintenance, and mentor and assessor staff.
3. Infant and Toddler Quality Improvements, which includes any costs associated with specifically addressing infant and toddler program establishment or expansion, infant and toddler training, early intervention partnerships, or infant and toddler materials.
4. Supporting Health and Safety, which includes any costs associated with assisting early learning programs in maintaining Child Care licensing compliance or providing high-quality health and safety provisions that do not include activities specific to infants and toddlers.
5. Evaluating Quality, which includes any costs associated with purchasing assessment tools, training staff to implement tools; and/or conducting formal evaluation studies of quality efforts
6. Supporting National Accreditation, which includes any costs associated with assisting early learning programs in obtaining or maintaining national accreditation
7. Other Activities, which includes costs limited to shared services.



# Goals

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To provide for a systemic approach to strengthening the local early childhood education system by eliminating provider barriers to obtaining Texas Rising Star initial certification and higher star levels:

- Leveraging resources by collaborating with area partners including the WSA Child Care Committee, Early Matters, Region 20, Prek4SA, United Way, local colleges, and more.
- Collect data determining where each center is on the quality continuum (Center Profile) and action plan for achieving quality (increasing wages, professional development, business support, etc.), including measurable milestones to understand progress.
- Create center accountability and buy-in
- Provide consistent training and mentoring/coaching
- Increase staff retention and recruitment by providing funding to elevate staff wages and provide incentives for increased educational attainment.
- Provide access to resources that enhance center quality and strengthen the business model and operations of early childhood centers.



# Investments – Quest for Quality

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## Quest for Quality Grant

\$1.8 Million

- Allow providers to build an individualized plan to reach TRS 3- or 4-star certification leveraging support for the following categories:
  - Professional Development
  - Staff Wages *or* Bonuses
  - Indoor/Outdoor Learning Environment
- Require providers to respond to a survey: profile questionnaire
- Require providers to develop or strengthen their business plan in partnership with existing local resources, i.e., business coach, shared services alliance, owner/director professional development, etc.
- Require providers to fully develop center specific & staff professional development plans to increase quality and reduce number of documented deficiencies
- Require providers to share baseline and progress data to demonstrate the impact of the tailored investment



# Investments – Quest for Quality

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## Quest for Quality Grant

\$1.8 Million

- Construct rubric to weight strengths and needs of each center and highlight centers exhibiting vulnerable attributes, i.e., located in a quality child-care dessert, rural area, low wage/high poverty census tract, high employee attrition rate, type of childcare setting (home or center based), capacity vs. enrollment, number of classrooms open/available, average staff wage, professional development of staff, # of CCS/EHS-CCP children served, previous awards received, utilization of resources available (TWC, grants), etc.
- Award amounts to vary depending on need
- TBD: based on the rubric created, number of centers selected, and number of staff employed
- Goal: Increase the number of providers that maintain certification & staff retention after one year.



# Investments – TRS Staff Support

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## TRS Staff Support

\$600,000

- Staff will receive incentives after a TRS assessment visit depending on the star level achieved and their classroom score.
- Approximately 2,000 – 2,500 total staff members projected
- Range from \$100 to \$350 each
- Goal: Increase the number of providers that achieve 4-Star certification by increasing staff buy-in



# Investments – TRS Outreach

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## TRS Outreach

\$227,827 (plus \$113,968.40 from CCQ for a total of \$341,795.40)

- Outreach events, incentives for submitting an interest form, material/supply/curriculum assistance based upon locally developed survey/checklist.
- Award amounts to vary depending on need
- Approximately 30 providers (45 providers total)
- Goal: Increase the number of providers that submit an interest form for TRS accreditation and begin working with a Mentor/Coach. Target result is 6 (20% of 30) providers receiving initial certification within 15 months.



# Child Care Quality (CCQ) Annual Expenditure Plan

FY 22

# Infant & Toddler (including PD)

Planned Expenditures:	\$160,000
% of Total Planned Expenditures:	7%
Activity Type/Name	Narrative Description of Planned Activities
Infant & Toddler Contracted Slots Supports	<p><b>The identified local need or Board strategy that the activity aligns with:</b> WSA is working towards implementing Contracted slots, which are designed to (a) increase the supply of available child care for children receiving subsidies, (b) help stabilize finances of child care programs, and ( c ) improve quality. Some providers do not have the capital needed to open a new classroom or add additional materials to an existing classroom to increase the number of slots available.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 20 providers</p>





# Professional Development

<b>Planned Expenditures:</b>	<b>\$153,000</b>
<b>% of Total Planned</b>	<b>7%</b>
<b>Activity Type/Name</b>	<b>Narrative Description of Planned Activities</b>
<i>Professional Development for providers to meet licensing</i>	<p><b>The identified local need or Board strategy that the activity aligns with:</b> On a monthly basis WSA promotes free child care trainings that are available in our area. In addition, WSA provides scholarships or subscriptions to conferences and learning platforms to child care providers as an additional way to earn licensing hours. WSA believes in providing quality training opportunities to staff in order to increase the quality of care and interactions in the facilities.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 136 providers</p>
<i>TXAEYC Conference</i>	<p><b>The identified local need or Board strategy that the activity aligns with:</b> On a monthly basis WSA promotes free child care trainings that are available in our area. In addition, WSA provides scholarships or subscriptions to conferences and learning platforms to child care providers as an additional way to earn licensing hours. WSA believes in providing quality training opportunities to staff in order to increase the quality of care and interactions in the facilities.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 70 staff</p>



# Professional Development continued

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## *CDA renewal scholarship*

**The identified local need or Board strategy that the activity aligns with:** WSA provides scholarships to help with the cost of the CDA renewal as having a CDA assists in the quality of care and staff scoring on a TRS Assessment. With the low wages child care staff make, it's often difficult for them to pay for the renewal.

**The estimated reach of this activity (i.e., how many will be served):**  
Approximately 16 staff



# Texas Rising Star/Quality Improvement (except PD; include TRS personnel)

<b>Planned Expenditures:</b>	\$1,921,030
<b>% of Total Planned</b>	<b>83%</b>
<b>Activity Type/Name</b>	<b>Narrative Description of Planned Activities</b>
<i>Professional development training and rug purchase</i>	<p><b>The identified local need or Board strategy that the activity aligns with:</b> On a monthly basis WSA promotes free child care trainings that are available in our area. In addition, WSA provides scholarships or subscriptions to conferences and learning platforms to child care providers as an additional way to earn licensing hours. WSA believes in providing quality training opportunities to staff in order to increase the quality of care and interactions in the facilities. In addition to the trainings, staff who participate can earn a rug for their classrooms. Rugs are requested by child care facilities often as they are expensive to replace but are necessary for a quality indoor environment.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 80 classrooms and staff</p>
<i>Cohort for LCCH and RCCH providers to achieve TRS</i>	<p><b>The identified local need or Board strategy that the activity aligns with:</b> Child care homes are often an under-represented percentage part of our child care provider population when it comes to TRS certification. Homes have needs and processes specific to their size and makeup which can best be supported using a cohort model.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 10-20 providers</p>

# Texas Rising Star/Quality Improvement (except PD; include TRS personnel) continued

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## *TRS Incentive Award*

**The identified local need or Board strategy that the activity aligns with:** WSA strives to increase the number of quality providers in our region and recognizes that quality care helps make children school ready. With incentives, WSA strives to ensure continued participation in the TRS program for already certified providers.

**The estimated reach of this activity (i.e., how many will be served):**  
Approximately 140 providers



# Evaluation & Assessment (tools to measure effective practice or child development/program)

Evaluation & Assessment (tools to measure effective practice or child development/progr	
Planned Expenditures:	\$50,000
% of Total Planned	2%
Activity Type/Name	Narrative Description of Planned Activities
DECA Assessments for I/T and Preschool	<p><b>The identified local need or Board strategy that the activity aligns with:</b> WSA has not invested in Assessment tools for child care providers to measure the effective practice or child development/program.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 200 classrooms</p>



# Supporting National Accreditation

Supporting National Accreditation	
Planned Expenditures:	\$20,000
% of Total Planned	1%
Activity Type/Name	Narrative Description of Planned Activities
NAFCC Conference	<p><b>The identified local need or Board strategy that the activity aligns with:</b> On a monthly basis WSA promotes free child care trainings that are available in our area. In addition, WSA provides scholarships or subscriptions to conferences and learning platforms to child care providers as an additional way to earn licensing hours. WSA believes in providing quality training opportunities to staff in order to increase the quality of care and interactions in the facilities. Homes have needs and processes specific to their size and makeup which can best be supported with targeted professional development opportunities.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 6 providers</p>
Support Child Care Centers through National accreditation Process	<p><b>The identified local need or Board strategy that the activity aligns with:</b> WSA encourages providers to participate in continuous quality improvement which can be measured by increasing in star levels or achieving national accreditation. National accreditation is seen as the top quality level that can be achieved.</p> <p><b>The estimated reach of this activity (i.e., how many will be served):</b> Approximately 3-5 providers</p>



Questions?



## MEMORANDUM

**To:** WSA Board of Directors

**From:** Mark Milton, C.O.O.

**Presented by:** Jessica Villarreal, Director of Child Care

**Date:** December 3, 2021

**Subject:** Texas Rising Star Assessment Update

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### Summary:

The Texas Workforce Commission's (TWC) three-member Commission (Commission) approved final rules for revisions to the Texas Rising Star program on January 5, 2021. Along with the rule changes, the Commission approved statewide protocols for implementation of the revised Texas Rising Star standards. The Commission-approved implementation protocols include a deferment of assessments and in-person visits during the time that Texas Rising Star staff members are learning about and transitioning to the revised standards.

On August 3, 2021, the Commission approved modifications to the implementation protocols, which include establishing an implementation date of September 1, 2021.

### Analysis:

Board assessments, using the revised Texas Rising Star standards, were allowed to commence on September 1, 2021. Alamo ensured that only Texas Rising Star assessors who have completed and passed courses 1 through 6 of the Assessor Training and Certification Program (ATCP) were eligible to conduct program assessments. All 6 Assessors had completed the course by September 1<sup>st</sup>. In compliance with TWC guidance, Alamo required all Texas Rising Star mentors to participate in the assessment trainings for the revised Texas Rising Star certification guidelines. Mentors continued to work with child care programs, educating them on the revisions.

As of 11/12/2021, Alamo has completed a total of 31 assessments. 3 centers have requested a deferral due to heightened COVID-19, and 6 centers are pending program assessments due to non-COVID related deferral. The remaining 96 centers are currently pending assessments and are being scheduled according to TWC guidance.

### Alternatives:

N/A



**Fiscal Impact:**

N/A

**Recommendation:** N/A. Assessments will continue as outlined, following TWC guidance and processes.

**Next Steps:**

WSA will continue monitoring assessment scheduling and progress

**Attachment:**

None.



# Texas Rising Star Assessment Briefing

December 3, 2021



# Summary

Board Area	Role	Course 1	Course 2	Course 3	Course 5	Course 6	Course 6 Status	Can Assess?
Alamo	Assessor	Completed	Completed	Completed	COMPLETED	Completed	passed	Yes
Alamo	Assessor	Completed	Completed	Completed	COMPLETED	Completed	Passed	Yes
Alamo	Assessor	Completed	Completed	Completed	COMPLETED	Completed	Passed	Yes
Alamo	Assessor	Completed	Completed	Completed	COMPLETED	Completed	Passed	Yes
Alamo	Assessor	Completed	Completed	Completed	COMPLETED	Completed	Passed	Yes
Alamo	Assessor	Completed	Completed	Completed	COMPLETED	Completed	Passed	Yes
Alamo	Assessor Manager	Completed	Completed	Completed	COMPLETED	Completed	Passed	Yes

- September 1, 2021: TWC allowed for Texas Rising Star Assessments to resume
- By September 1, 2021: All (6) Alamo board assessors completed through Course 6.
- September 20<sup>th</sup>: Alamo Assessors returned to the field for 1<sup>st</sup> scheduled assessment.
- 136 TRS centers to be assessed
- Completed
  - 18 Accredited Centers (National: NAEYC, NAFCC, NAC, NECPA, COA, Cognia, ACSI / EHS/HS: with wrap around services)
  - 8: Military Centers: Auto Assign ( No onsite assessment)
  - 5: Non-Accredited: Full Assessment Categories 1-4



# 31

Assessments



*Complete*



# Next Steps

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- Assessment scheduling to continue.
- Mentors to continue working with centers to prepare programs for assessment & to provide ongoing support for maintaining and increasing quality.
- Assessors to continue completing assessments according to TWC guidance.



# Questions?



## MEMORANDUM

**To:** WSA Board of Directors

**From:** Adrian Lopez, WSA CEO

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

**Date:** December 3, 2021

**Subject:** Local Plan Update

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**Summary:** This item is to provide an update on the progress of the implementation of the 2021-2024 Local Plan.

Board staff and service provider teams continue working sessions focused on data collection essential to the planning phase of implementation including existing partnerships with employers, education and training partners, or other agencies that should be represented in the model.

The work plan includes specific steps toward development of the Sector-Based Partnership model including dissemination of economic and workforce analysis detailing target sectors, industries, and occupations, development of expertise of WSA team and embedding sector-based concepts existing work, and the development data indicators, associated activities, and outcome metrics.

WSA hosted its first Healthcare Employer Collaborative on October 7, 2021 at the WSA Datapoint Career Center. Replicating the process used for the IT Employer Collaborative, staff distributed a survey to understand staffing patterns, number of vacancies, and time-to-fill positions. Additionally, employers are being asked to identify the greatest challenges to hiring and what positions and credentials are in the highest demand. The results of this survey and other topics were the foundation for a facilitated discussion led by Dr. Sammi Morrill, WSA Board Member. Education and training partners were also in attendance as observers to the conversation and will participate in future discussions.

# Local Plan Progress

Andrea Guerrero-Guajardo, PhD, MPH

CIO

12/03/2021

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# Local Plan Progress

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## Step 1

### Creation and Approval of Local Plan

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- Economic and workforce analysis
- Creation of strategic employer and supportive service partnerships

## Step 2

### Developing Expertise and Integration of Sector-Based Theories

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- Business Solutions Team
- Talent Pipeline Management

## Step 3

### Active Partnerships and Data Collection

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- Sector-Based Industry Outreach
- Scorecard
- MOUs and Data Sharing Agreements

## Step 4

### Implementation

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- IT Solutions
- Healthcare, Construction, Manufacturing

## Step 5

### Sustainability

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- Sector Hub Transformation
- Sector-Based Advisory Groups



# Healthcare Employer Collaborative



- Hard-to-fill Occupations
- COVID19 Impact on Talent Pipeline
- Priority Skills
- Skills Gaps
- Current Resources and Programs for Talent Development
- Career Pathway Discussion

- Healthcare organizations representing hospitals, retail pharmacy, assisted living, primary care clinics
- Education and training partners as observers
- Chamber of Commerce partners



# Healthcare Employer Collaborative Survey Summary

n=18

- Average employees: 1500  
FT 450 PT
- Average vacancies: 31-60  
days
- Plans to Increase within 6-  
8 months
- 50:50 Hiring Challenges

## High Demand Occupations

- Registered Nurse
- Licensed Vocational Nurse
- Patient Care Associate
- Respiratory Therapist
- Surgical Tech
- CNA
- MA
- Housekeeper
- Receptionist
- Driver
- EMT, Paramedic
- CSR
- Food Service/Dietary
- Pharmacy Tech
- Dental Assistants
- Limited Medical Radiology

## Preferred Credentials:

- BLS/AHA
- CPR
- HIPAA
- OSHA
- RN, BSN
- Sealant Cert
- Coronal Polishing
- Occupation-Specific  
License





Questions?

## MEMORANDUM

**To:** WSA Board of Directors

**From:** Latifah Jackson, Director of Contracts and Procurement

**Presented by:** Latifah Jackson, Director of Contracts and Procurement

**Date:** December 3, 2021

**Subject:** Discussion and Possible Action Lease Execution for Pleasanton Center

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**Summary:** Workforce Solutions Alamo (WSA) currently has a lease agreement with Costal Bend College, that expires on January 31, 2022. WSA needs a high-quality workforce center in the Pleasanton area and has researched potentially feasible options. Coastal Bend College provides the best location and value on the attached market analysis.

**Analysis:** The current lease has an option for an extended term of 36 months. The current monthly base rent is \$2,503.66 and, the proposed monthly base rent is \$2,503.66. The center is 2,344 SQF.

**Fiscal Impact:** The monthly base rent will be \$2,503.66 for the term of the lease. The monthly rate includes utilities, maintenance of the facility (inclusive of HVAC and plumbing), electrical wiring, permanent lighting fixtures and pest control.

**Staff Recommendation:** WSA is requesting approval to execute the lease renewal for the current facility.

**Alternatives:** Staff has performed a market analysis and similar properties do not meet WSA specifications.

**Next Steps:** Upon the Committees approval present recommendations to Executive Committee.

**Attachments:** Pleasanton Market Analysis

# WSA - Pleasanton Rent Comparable Survey

## Pleasanton Tour

5/1/2021  
Updated 10/28/21

Map #	Property	Size SF	Base Rate/SF	OPEX	Total Monthly Rent	Annual Rent	Annual Rate/SF	Tenant
1	Coastal Bend College (1411 Bensdale)	2,344	\$9.60	\$3.22	\$2,504	\$30,044	\$12.82	Current WSA location
	Proposed Three-Year Renewal	2,344	\$9.60	\$3.22	\$2,504	\$30,044	\$12.82	Same as current rental rate
2	201 North Bryant	2,160	\$15.00	\$2.86	\$3,215	\$38,580	\$17.86	Single-Tenant building
3	1020 Bensdale	5,000	\$19.20	Modified Gross	\$8,000	\$96,000	\$19.20	\$4,000/Month just taking half of space
4	Oaklawn Terrace 1320 W Oaklawn	3,000	\$20.00	\$4.75	\$6,188	\$74,250	\$24.75	Probably too large regardless
5	Former Threads 307 2nd St. Space 1	1,875	\$15.00	\$5.78	\$3,247	\$38,962	\$20.78	Both space sizes could possibly work
	Former Threads 307 2nd St. Space 2	2,288	\$15.00	\$5.78	\$3,962	\$47,545	\$20.78	Both space sizes could possibly work

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## WSA - Pleasanton Rent Comparable Survey

### *Pleasanton Tour*

5/1/2021  
Updated 10/28/21

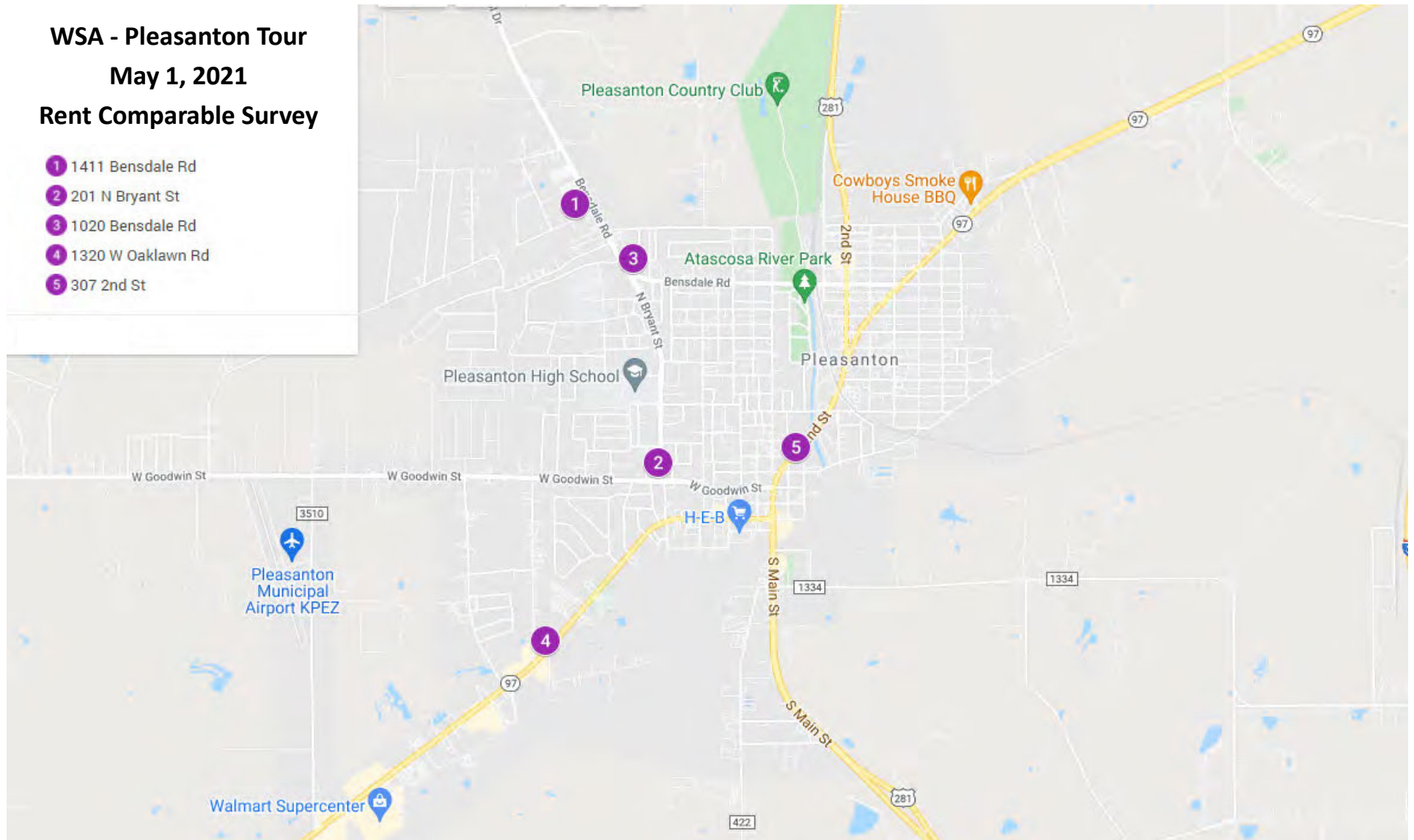
Map #	Property	Size SF	Base Rate/SF	OPEX	Total Monthly Rent	Annual Rent	Annual Rate/SF	Tenant
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*The information contained within this document has been obtained from sources believed reliable. While we do not doubt its accuracy, we have not verified it and make no guarantee, warranty or representation about it. It is your responsibility to independently confirm its accuracy and completeness. Any presentation of size, quantity or quality of any of the physical characteristics of the property should be verified by you or your advisors. Any projections, opinions, assumptions, or estimates used are for example only and do not represent the current or future performance of the property. The value of this transaction to you depends on tax and other factors which should be evaluated by your tax, financial and legal advisors. You and your advisors should conduct a careful, independent investigation of the property to determine to your satisfaction the suitability of the property for your needs.*



**WSA - Pleasanton Tour**  
**May 1, 2021**  
**Rent Comparable Survey**

- 1 1411 Bensdale Rd
- 2 201 N Bryant St
- 3 1020 Bensdale Rd
- 4 1320 W Oaklawn Rd
- 5 307 2nd St





## MEMORANDUM

**To:** WSA Board of Directors

**From:** Adrian Lopez, WSA CEO

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

**Date:** December 3, 2021

**Subject:** Briefing Performance, Programs and Operational Report

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**Summary:** This item is to provide an update of and highlight elements related to Programs and Performance.

**Analysis:**

- 1) **TWC-Contracted Performance:** Meeting and/or Exceeding 13/15 TWC-contracted performance measures. Plans are in place to improve WIOA DW Post Qtr. Earnings and measurable skills gain.
- 2) **Special Grants & Other Initiatives:**
  - Staff are working on a combination of state formula funded programs in addition to special initiatives and projects.
  - Bexar County and COSA projects are in final stages with emphasis being placed on training completion and job placement. We are currently working with Bexar County to obtain the funding needed to finalize and close out program which is approximately \$600k in total.
  - WSA is pursuing two new initiatives: SA Ready to Work and Good Jobs Challenge. Each initiative will be part of the newly established WSA Consortium made up of 8 local service providers and community-based agencies.
  - WSA conducted 6 significant hiring events in a month with over 1000 job seekers attending in total.

- 3) We are working closely with C2 to develop and formalize the sector-based model and have made significant progress in tracking the data.
- 4) Childcare enrollments are exceeding goal at 105% (up from 93% last reporting period). The goal is to integrate more childcare services into the Sector Based Model.

5) **Special Grants and Initiatives**

WSA is currently managing 20 grants or special programs outside of the traditional TWC formula funding streams.

**Alternatives:**

No alternatives are being considered at this time.

**Fiscal Impact:**

We have seen an increase in funding of \$1.5 million from the city for the Train for Jobs SA initiative. We are currently awaiting funding from Bexar County totaling over \$600,000.

**Recommendation:**

Recommendation is to approve the plan as highlighted above.

**Next Steps:**

Next steps will be to continue to monitor the centers that are open and ensure we are safely serving the community and protecting our staff. In addition, we will be monitoring all current active grants and special programs.

# Performance and Programs Briefing









Mark Milton, WSA C00

12/03/21

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# Operational Updates

Item	Description	On target
1	WSA has started the new program year in October and is performing well on overall expenditures and outcomes.	
2	Bexar Co. and COSA projects are in final phases. We are currently trending above goal in training enrollments, but behind in OJT. Placements are catching up as more individuals complete their programs. WSA received an additional \$1.5 million from COSA and are awaiting approximately \$600k in funding from Bexar Co.	
3	We are working with C2 to improve outcomes in the WIOA program for exits (Adult and DW). Potentially co-enrolling with COSA clients for utilization of braided-funding.	
4	WSA executed an amendment with COSA on the project that increased our total funding for training by approximately \$1 million. There is the potential for a 3 <sup>rd</sup> amendment which will increase funding to training and extend program through December 2021.	
5	Child Care is trending at 105% for children served (goal is 95%) and are on track for the month.	
6	We are working closely with C2 to develop the sector-based model for business and industry where there will be a focus on specialized recruitment for business. Child Care recipients are now a focal point for the SBM.	
7	WSA is currently managing 20+ grants and special programs funded by either TWC or Local partners.	
8	TANF Expenditure rates are slightly behind schedule for the first month of the year 5% (goal was 8%).	

# Performance Update

## Workforce Solutions Alamo Performance Update

### AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

**FINAL RELEASE**

As Originally Published 9/30/2021

**AUGUST 2021 REPORT**

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	89.40%	97.86%	114.72%	109.33%	n/a	82.18%	95.22%	115.68%	113.03%	n/a	103.69%	101.51%	103.61%	187.72%	n/a
WIOA Outcome Measures (cont.)						Reemployment and Employer Engagement		Participation		Total Measures					
C&T Participants															
Employed/Enrolled Q2 Post-Exit			Employed/Enrolled Q2-Q4 Post-Exit			Credential Rate		Claimant ReEmployment within 10 Weeks		Employers Receiving Workforce Assistance		Average # Children Served Per Day-Combined			
92.55%			99.35%			97.71%		112.71%		102.50%		103.72%		5   10   3   83%	



- Currently tracking our DW and Adult Employment Measure – We are experiencing loss of jobs due to pandemic or a change of careers.
- Results of staff follow-up outreach: 1.) Customers did not reply to outreach, 2.) Customers were not interested in employment, 3.) Customer will not provide employment information, 4.) Customers are concerned with the pandemic and not looking for employment



# AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

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

FINAL RELEASE

As Originally Published 8/13/2021

JUNE 2021 REPORT

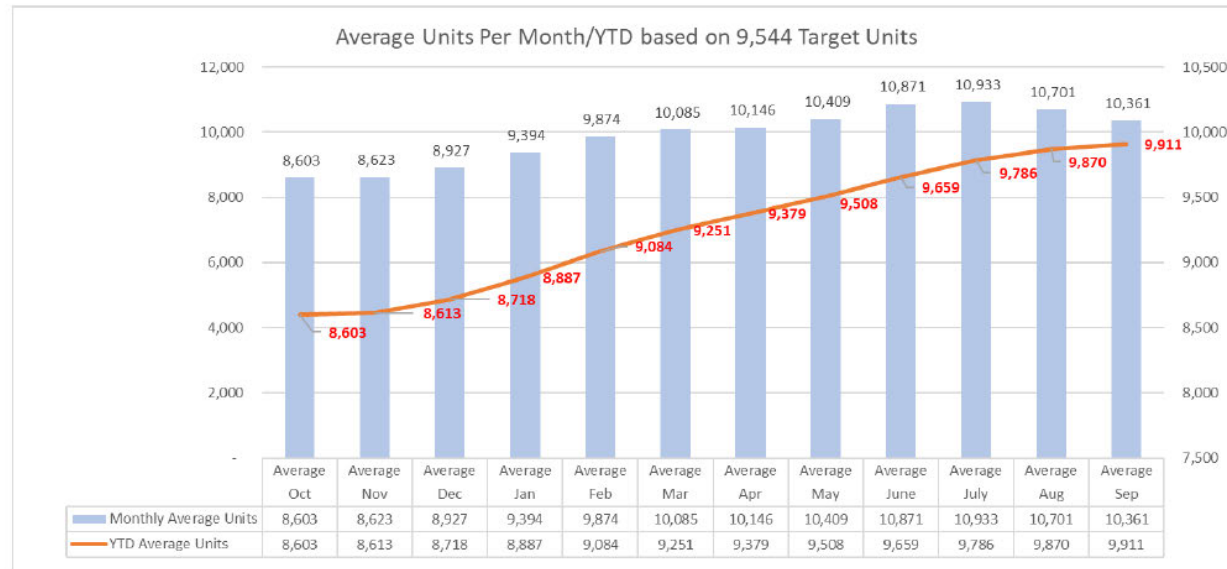
Green = +P    White = MP    Yellow = MP but At Risk    Red = -P

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	89.40%	97.86%	114.72%	109.33%	126.27%	81.58%	95.22%	115.68%	113.03%	149.80%	96.46%	97.13%	103.57%	181.40%	282.00%
Borderplex	98.71%	102.34%	150.10%	113.18%	143.01%	92.11%	90.12%	115.31%	115.45%	145.42%	115.64%	87.68%	101.75%	64.55%	123.93%
Brazos Valley	96.05%	95.51%	100.00%	74.16%	153.28%	80.81%	81.24%	110.40%	66.30%	122.45%	104.38%	113.87%	111.34%	168.00%	87.72%
Cameron	94.51%	100.13%	124.68%	108.71%	128.83%	97.61%	103.87%	107.93%	112.78%	146.25%	102.29%	110.27%	148.84%	178.11%	219.57%
Capital Area	106.02%	104.67%	174.72%	110.52%	87.06%	98.25%	97.15%	168.60%	103.59%	99.12%	99.61%	111.37%	115.83%	124.32%	114.16%
Central Texas	93.07%	101.04%	201.84%	113.42%	107.31%	75.94%	85.63%	154.47%	105.19%	45.52%	98.31%	113.36%	110.83%	130.08%	140.41%
Coastal Bend	88.86%	90.34%	120.55%	91.74%	99.78%	98.64%	85.60%	118.38%	81.57%	119.80%	94.01%	107.74%	97.84%	107.02%	173.50%
Concho Valley	106.23%	92.56%	99.58%	89.60%	117.03%	82.28%	108.06%	137.88%	107.54%	146.94%	74.87%	114.53%	165.41%	169.12%	375.00%
Dallas	83.57%	87.73%	122.53%	101.20%	129.79%	85.79%	97.83%	111.31%	112.65%	154.29%	96.83%	101.98%	88.42%	125.29%	114.88%
Deep East	109.36%	98.08%	98.15%	115.21%	138.49%	79.18%	96.13%	98.29%	82.33%	142.36%	118.07%	121.80%	118.21%	145.19%	200.00%
East Texas	83.01%	93.27%	100.87%	92.96%	98.59%	80.92%	89.30%	74.43%	90.79%	119.26%	94.92%	101.95%	125.47%	192.98%	252.50%
Golden Crescent	114.47%	114.45%	114.61%	110.12%	87.47%	93.12%	91.56%	76.61%	127.86%	158.78%	94.01%	83.22%	193.50%	53.28%	200.00%
Gulf Coast	91.17%	86.68%	84.80%	83.49%	146.72%	84.63%	84.91%	102.45%	84.86%	152.45%	93.87%	92.26%	100.37%	109.97%	250.63%
Heart of Texas	105.49%	94.39%	118.34%	64.27%	141.14%	90.75%	91.35%	181.40%	78.00%	136.12%	110.28%	101.98%	80.28%	104.32%	n/a
Lower Rio	99.02%	92.99%	96.93%	102.30%	132.30%	100.13%	94.83%	143.43%	96.37%	140.70%	99.85%	91.94%	103.12%	161.40%	235.50%
Middle Rio	104.58%	106.36%	110.79%	107.04%	128.70%	96.04%	95.49%	84.47%	126.00%	157.76%	101.95%	119.75%	128.95%	330.03%	377.36%
North Central	84.06%	93.12%	121.07%	109.33%	150.66%	80.88%	86.74%	121.18%	110.11%	141.63%	101.36%	99.29%	116.31%	120.32%	221.82%
North East	102.88%	101.70%	113.63%	92.02%	176.41%	92.80%	92.87%	86.45%	129.43%	137.14%	122.92%	123.92%	133.74%	141.04%	295.60%
North Texas	87.19%	82.92%	77.79%	72.55%	167.01%	58.28%	111.22%	84.90%	142.86%	179.39%	119.03%	100.86%	123.29%	108.10%	300.00%
Panhandle	98.56%	93.87%	135.67%	115.08%	116.73%	104.38%	113.15%	84.30%	114.29%	110.44%	106.77%	108.04%	173.03%	134.72%	136.99%
Permian Basin	95.61%	85.94%	109.27%	116.36%	127.29%	67.13%	68.36%	143.13%	90.57%	163.06%	78.13%	92.51%	139.00%	269.82%	94.50%
Rural Capital	95.16%	99.17%	121.47%	107.98%	169.94%	91.90%	94.60%	109.95%	103.89%	183.06%	97.40%	104.30%	165.27%	121.92%	200.23%
South Plains	98.55%	104.04%	122.23%	114.42%	158.65%	96.04%	89.28%	141.70%	114.29%	129.36%	99.87%	111.51%	121.51%	74.72%	400.00%
South Texas	82.16%	74.84%	114.68%	118.86%	172.71%	88.59%	121.36%	90.95%	114.29%	156.93%	96.22%	96.26%	136.33%	126.09%	215.05%
Southeast	94.83%	78.86%	103.56%	128.59%	174.24%	103.40%	101.16%	136.82%	92.91%	153.06%	99.56%	90.34%	79.26%	190.18%	360.00%
Tarrant	94.40%	91.36%	128.76%	99.31%	129.72%	96.60%	90.94%	117.12%	106.43%	163.67%	103.53%	97.86%	81.55%	237.06%	312.00%
Texoma	106.67%	107.04%	150.27%	101.76%	135.25%	58.28%	121.80%	13.59%	114.29%	137.36%	99.28%	93.48%	134.11%	84.16%	157.53%
West Central	96.08%	99.71%	160.40%	113.61%	177.95%	109.32%	92.81%	124.24%	101.60%	142.74%	112.16%	97.33%	103.88%	116.84%	182.00%
+P	1	1	19	11	23	0	4	16	13	26	6	9	18	20	25
MP	20	21	7	12	3	15	16	5	10	1	20	17	6	4	1
-P	7	6	2	5	2	13	8	7	5	1	2	2	4	4	1
% MP & +P	75%	79%	93%	82%	93%	54%	71%	75%	82%	96%	93%	93%	86%	86%	96%
From	7/19	1/19	7/19	1/19	7/20	7/19	1/19	7/19	1/19	7/20	7/19	1/19	7/19	1/19	7/20
To	6/20	12/19	6/20	12/19	6/21	6/20	12/19	6/20	12/19	6/21	6/20	12/19	6/20	12/19	6/21



# Child Care Overview

## Average % and Average Units FY 21



### Child Care Universe

	Oct Average
Choices	203
Low Income	9,406
Former DFPS	542
Homeless	62
Monthly Average Units	10,214
Monthly % Average	114.36%
YTD Average Units	10,214
YTD % Average	114.36%

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average
Monthly Average Units	8,603	8,623	8,927	9,394	9,874	10,085	10,146	10,409	10,871	10,933	10,701	10,361
YTD Average Units	8,603	8,613	8,718	8,887	9,084	9,251	9,379	9,508	9,659	9,786	9,870	9,911

- Average Children Served Per Day – 95% is Goal (9,544 children) – At the end of Sept., WSA is at 103% of goal (9,900 children)
- WSA is currently ranked in the top 4 of state performers.
- WSA has also receive an additional \$43 million for service industry jobs.

# WSA Accomplishments 20-21

Active Grants/Projects	Description	Fiscal Impact (approx)	People Impact	Owner
Disaster Dislocated Worker Grant	Provide training and work experience to individuals impacted by the pandemic	\$4,400,000	200	Rick G.
Winter Storm Grant	Provide training and work experience to individuals impacted by the winter storm	\$300,000	80	Rick G.
Teacher Externships	Provide teacher externship curriculum to 150 middle and high school teachers and counselors.	\$160,000	150	Vickie/Carol
SDF - Caterpillar	Retooling of Caterpillar incumbent workers to upgrade their skills and remain employed	\$250,000	50	Rick G.
IKEA	Provide support to local business in their reopening needs after pandemic	\$50,000	50	Rick G.
Red White and You	Annual Job Fair for Veterans	\$50,000	600	Becky
Bexar Co.	Provide training and work experience to individuals impacted by the pandemic	\$11,000,000	700	Becky
COSA TFJSA	Provide training and work experience to individuals impacted by the pandemic	\$10,000,000	1100	Becky
SEAL	Summer Earn and Learn program	\$900,000	300	Vickie/Carol
WIOA Youth	Youth reemployment and training program	\$205,000	100	Shantelle
WIOA Youth - Rural	Youth reemployment and training program	\$205,000	100	Shantelle
WIOA Adult	Provide training and work experience to individuals	\$2,500,000	900	Rick G.
WIOA DW	Provide training and work experience to individuals	\$3,000,000	400	Rick G.
SDF - Titos	Support with business expansion in NB	\$40,000	10	Rick G.
SDF - Lonestar	Pre-Apprenticeship Training and Placement	\$300,000	50	Rick G.
SDF - Navarro ISD	Seguin EDC and Navarrows working on training solutions for clients	\$50,000	80	Rick G.
TANF	Annual job training and work experience for TANF customers	\$5,000,000	500	Vickie
SNAP	Annual job training and assistance to FS recipients	\$1,500,000	400	Vickie
Disability Navigation	Annual services to individuals with Disabilities	\$2,000,000	300	Janice
Career in Texas Youth Fairs	Annual Job Fair for Veterans	\$50,000	400	Shantelle
JET - Boerne	Assistance with purchasing of equipment to train HS seniors	\$50,000	40	Rick G.
Jet - Ingram ISD	Assistance with purchasing of equipment to train HS seniors	\$50,000	40	Rick G.
JET - South San ISD	Assistance with purchasing of equipment to train HS seniors	\$50,000	40	Rick G.
Child Care	COSA direct service delivery	\$60,000,000	10000	Jessica
CCQ	COSA quality initiative	\$4,000,000	100	Jessica
Texas Mutual Grant	Provide assistance and equipment on need for CC services	\$50,000	50	Jessica
NCP	Non Custodial Parent Program	\$300,000	200	Carol
RESA	Provide UI claimants with Job Search and ITAs	\$600,000	200	Rick G.
Assessment Development	Provide updated tools on assessments for contractors	\$100,000	200	Carol
Military Family Support Program	Military and Family Readiness Center for military spouses, including job search, assessment, labor market info	\$225,000	50	Rick G.
Workforce Academy	Build an ambassador program for WSA on the services of the agency	\$50,000	100	Shantelle



# Additional Department Accomplishments for FY 21

## TEACHER EXTERNSHIP

### 2021 YEAR AT-A-GLANCE

Externship for Teachers creates partnerships among educators and industries to develop an effective workforce system by making the connection between academic skills and the workplace.



## PARTICIPATING INDUSTRIES

Eight organizations hosted either a virtual or in-person externship during Summer 2021. The organizations included industries such as manufacturing, research & engineering (mechanical, civil, structural, automotive, environmental), construction and grocery store logistics and food manufacturing.

HEB, Joeris, SwRI, Holt-Cat, Boeing, Cox Manufacturing, Nissei and Accenture

## Education

## Industries

## Workforce

### Participating School Districts

ALAMO HEIGHTS ISD  
COMAL ISD  
EDGEWOOD ISD  
HARLANDALE ISD  
IDEA PUBLIC SCHOOLS  
JUDSON ISD  
MARION ISD  
NORTH EAST ISD  
NORTHSIDE ISD  
SAN ANTONIO ISD  
SCHERTZ-CIBOLO-U CITY ISD  
SOUTH SAN ANTONIO ISD  
SOUTHWEST ISD

Seventy-eight (78) middle and high school educators throughout the Alamo region participated in the first virtual Externship.

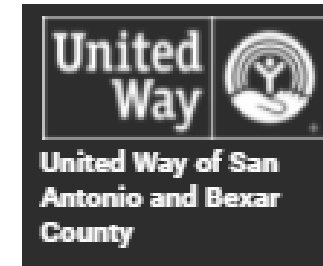


- WSA submitted a proposal on 10/1 to TWC for continued funding of the Teacher Externship Project.
- The project connects educators and industries to introduce students to the workforce.
- WSA has worked in collaboration with partners since 2012 to provide externships for teachers.
- Over 1,000 educators have participated in the externships at 68 different industry partners.
- If WSA's proposal is successful the Teacher Externship grant will be implemented in February 2022.

# WSA Consortium of Partners



**Chrysalis Ministries**



- Consortium will be focused on key aspects of workforce services throughout the region
- SA Ready to Work is first objective - 5,000 individuals served annually for 5 years!
- Good Jobs Challenge - National Workforce Initiative focused on re-training and job placement;
- Accountability, Collaboration, Transparency, and Trust!



# Success Stories

## WSA SUCCESS STORIES – SEPTEMBER 2021

### DATAPoint

Robert Murphy joined the WFA Dislocated Worker program in March 2021. He was laid off from his work as a Geologist and came to Datapoint seeking assistance.

After meeting with a WIOA CC, he was enrolled in CodeUp to help him find work in the IT field and has recently graduated from the program Sept. 3 2021 and is currently excited to explore careers with his CC in the IT Field, i.e. Web Development.

codeup

### KERRVILLE



Kevin Casey is a resident of Kerrville and was determined WIOA eligible on 07.27.20. Client was deemed WIOA eligible as a Dislocated Worker after he was laid off from Uber. His layoff was due to the downturn in food delivery services.

Mr. Miller is a divorced male with 2 dependents who are in the custody of their mother. The client requested assistance with the cost of CDL training through Roadmaster Driver School. Client successfully completed CDL training on time and subsequently accepted a drivers position with Monterey Mushrooms.

### BOERNE

Tonya Martinez is a single mom of two girls who joined the WIOA-Adult program in April 2021. She was deemed eligible for the WIOA-Adult Program. She requested assistance with transportation and rent. These support services allowed her to keep her head above water while she was job searching.

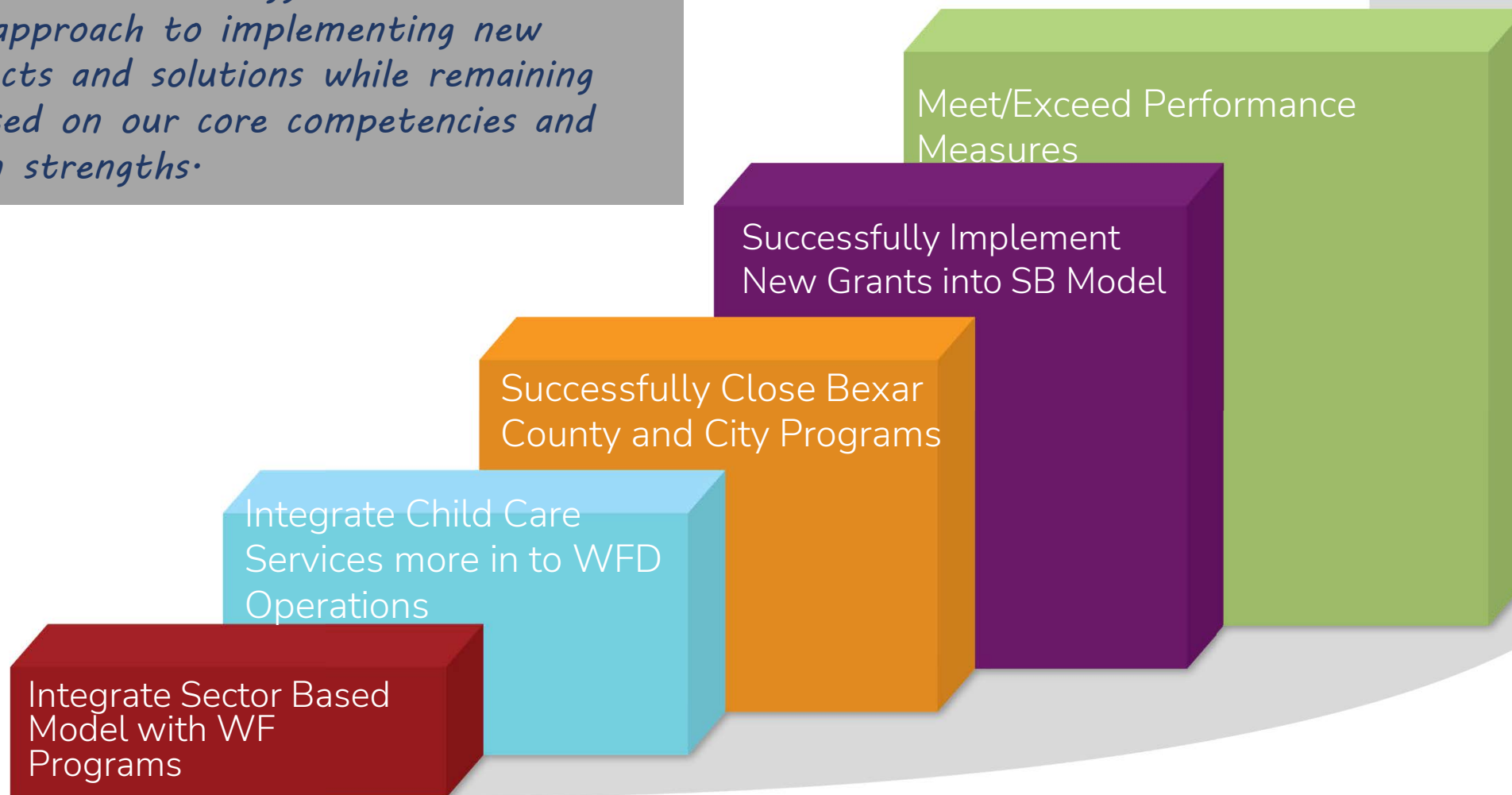
Recently, she became gainfully employed and very happy! She was hired as a Customer Support Specialist with GVTC with a start date of 9/21/2021. She will be working full time with full benefits package. She has been able to find some relief with her family obligations and catch up on her bills. When we reached out to the employer, we were informed that Tonya Martinez was a great employee and was a successful partner for them.



# Department Goals for FY 22

A proud partner of the AmericanJobCenter network

*Department Strategy: Be innovative in our approach to implementing new projects and solutions while remaining focused on our core competencies and team strengths.*





# Questions?

Contact Info:

Mark Milton  
COO

[mmilton@wsalamo.org](mailto:mmilton@wsalamo.org)  
210-272-3250 Office

## MEMORANDUM

To: Board of Directors

From: Ricardo Ramirez, Director of Quality Assurance

Presented by: Ricardo Ramirez, Director of Quality Assurance

Date: December 3, 2021

Subject: Discussion and Possible Action Regarding QA Policies and Procedures

**SUMMARY:** The following is presented for discussion and possible action regarding a new and updated QA Policy and Procedures. ADM 65 – Quality Assurance Policy and Procedures sets forth the provisions governing the responsibilities of WSA’s monitoring activities. This new policy rescinds the previous policy and includes elements that better help to:

- manage monitoring activities,
- clarify roles and responsibilities of both Board staff and contractors,
- minimize risk, and
- strengthen and attain compliance and continuous improvement goals.

The policy includes the following elements:

ADM 65 QA Policy and Procedures	Attachment 1: MONITORING PROCEDURES	Attachment 2: RISK ASSESSMENT
<p>The policy sets forth the provisions governing the responsibilities of WSA monitoring activities, including:</p> <ul style="list-style-type: none"> <li>• Monitoring Activities</li> <li>• Access to Records</li> <li>• Risk Assessment</li> <li>• Monitoring Plan</li> <li>• Controls over Monitoring</li> <li>• Reporting and Resolution Requirements</li> <li>• Independent Audit Requirement</li> <li>• Monitoring Principles</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Types of Monitoring</b> (Fiscal, Programmatic, and Fiscal Integrity Reviews)</li> <li>• <b>Monitoring Activities</b> <ul style="list-style-type: none"> <li>• Monitoring Systems</li> <li>• Risk Assessment</li> <li>• Step 1: Desk Review</li> <li>• Step 2: Entrance Notification</li> <li>• Step 3: Entrance Conference</li> <li>• Step 4: Testing</li> <li>• Step 5: Exit Conference and Draft Report</li> <li>• Step 6: Draft Report Responses</li> <li>• Step 7: Final Reports</li> <li>• Step 8: Resolution, Follow-up, and Phase II Reviews</li> <li>• TWC and External Monitoring</li> </ul> </li> </ul>	<p>Risk Assessment Example that may be used by WSA to assess risk. The example includes the criteria and purpose, and which satisfy the goals:</p> <ul style="list-style-type: none"> <li>• <b>Inherent Risk:</b> the susceptibility of material non-compliance with a compliance requirement assuming that there were no related internal control problems;</li> <li>• <b>Control Risk:</b> the risk that material errors or irregularities will not be prevented or detected by the internal control structure.</li> </ul>

**STAFF RECOMMENDATION:** Staff recommends that ADM 65 – Quality Assurance Policy and Procedures be approved for implementation as written, to include any amendments and/or recommendations as may be provided by the Board.

**FINANCIAL IMPACT:** None.

**NEXT STEPS:** Once approved by the Full Board, the policy will be made effective and issued immediately after approval.

**STRATEGIC OBJECTIVE:** To help ensure that local employment and training activities, including one-stop delivery systems and workforce development services, appropriately use, manage, and invest funds as required and in ways that maximize performance outcomes (WIOA Sec. 107(d)(8); WIOA Sec. 134(2)(B)(iv); WIOA Sec. 183; WIOA Sec. 185(c)(3); WIOA Sec. 121(3); WIOA Sec. 129(b)(1)(e)).

**ATTACHMENTS:**

ADM 65 – Quality Assurance Policy and Procedures

ADM 65 Attachment 1: Monitoring Procedures

ADM 65 Attachment 2: Risk Assessment Example



## MEMORANDUM OF RECORD

**ID NO: ADM 65**

**DATE ISSUED: XX/XX/XXXX**

**TO:** Workforce Solutions Alamo Contractors

**FROM:** Ricardo Ramirez, Director of Quality Assurance

**SUBJECT:** Quality Assurance Policy and Procedures

### **SCOPE & PURPOSE:**

- (a) The purpose of this policy is to set forth the provisions governing the responsibilities of WSA's monitoring activities.
- (b) The guidelines contained in this policy apply in addition to any program-specific rules to all programs administered by WSA, except that to the extent of any conflict, the program-specific rule will govern.

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

- Texas Administrative Code (TAC) 802
- Texas Government Codes 2308.302(a) and (b)
- Texas Workforce Commission (TWC) Rules, Chapters 800 and 802
- TWC Agency-Board Agreement
- TWC Financial Manual for Grants and Contracts (FMGC), Chapters 17, 19, 20, 21, and Appendix K
- WSA Contracts (as applicable)

### **BACKGROUND:**

#### **Monitoring Activities**

- (a) WSA shall ensure that regular oversight of its own activities and regular monitoring of the activities of its contractors, subrecipients, and service providers that receive public or other funds administered by WSA are conducted and completed.
- a. Monitoring shall include monitoring of both the fiscal and program performance of the workforce service providers administering and delivering services.
  - b. These monitoring activities shall be designed to
    - i. ensure programs achieve intended results;



- ii. ensure resources are efficiently and effectively used for authorized purposes and are protected from waste, fraud, and abuse;
    - iii. ensure reliable and timely information is captured and reported to serve as a basis to improve decision-making.
  - c. To help ensure the most effective use of monitoring resources, monitoring activities shall be planned to focus on areas of highest risk.
- (b) Monitoring activities shall assess a workforce service provider's compliance with applicable laws, regulations, provisions of contracts and Board plans, and official directives and circulars including, but not limited to, DOL Training and Employment Guidance Letters, DOL Training and Employment Notices, U.S. Department of Health and Human Services guidance letters, U.S. Department of Education Office of Vocational and Adult Education guidance, Commission rules contained in Part 20 of this title, Texas Workforce Commission WD Letters and AEL Letters, TA Bulletins, the Agency's Financial Manual for Grants and Contracts, and other relevant guidance.
  - a. WSA shall assess the workforce service provider's compliance with the appropriate uniform administrative requirements for grants and agreements applicable to the type of entity receiving funds, as promulgated in OMB circulars or rules.
  - b. These activities shall encompass both financial and programmatic monitoring and shall be evaluated on a periodic basis.
  - c. WSA shall conduct regular oversight and monitoring of its workforce service providers and, as appropriate, of the Board itself, in order to:
    - i. determine that expenditures have been charged to the cost categories and within the cost limitations specified in the applicable laws and regulations;
    - ii. determine whether or not there is compliance with other provisions of applicable laws and regulations; and
    - iii. provide technical assistance as necessary and appropriate.
- (c) The monitoring function shall include the development and implementation of:
  - a. a risk assessment tool;
  - b. a monitoring plan;
  - c. a monitoring program, including established policies and procedures; and
  - d. reporting and resolution processes.
- (d) WSA and its workforce service providers shall develop and implement written policies and procedures that describe and support the monitoring process.

### **Access to Records**

All books, documents, papers, computer records, or other records prepared by subrecipients, service providers, or contractors that are pertinent to the use of any funds administered by WSA are WSA (and ultimately TWC's) property. Subrecipients, service providers, contractors, and Board staff in possession of such records shall be responsible for their secure and proper maintenance. WSA monitors shall have the right of timely and unrestricted access to any such records in order to conduct monitoring, audits, and examinations, and to make excerpts, transcripts, and photocopies of such documents. The right of access also includes timely and unrestricted access to subrecipients, service providers, contractor, or Board personnel for the purpose of interviews and discussions related to such documents. The right of access is not

limited to any required record retention period but shall last as long as the records are retained. When a subrecipient, service provider, or contractor is terminated, WSA's responsibility for maintenance and retention of records as well as WSA's right to access does not end.

### **Risk Assessment**

- a) WSA and its workforce service providers shall include the use of a risk assessment tool in their monitoring functions (an example is provided in Attachment 2).
- b) The risk assessment tool shall identify high-risk workforce service providers and high areas of risk within an individual workforce service provider's operation.
- c) The entity responsible for including the risk assessment tool in its monitoring functions shall be responsible for determining what constitutes high risk or an area of high risk.
- d) WSA and its workforce service providers shall establish monitoring schedules and monitoring programs that best use monitoring resources. WSA and its workforce service providers shall quantify, as much as possible, and document areas of risk identified for assessment.

### **Monitoring Plan**

- a) WSA and its workforce service providers shall develop a local-level monitoring plan based on the results of the risk assessment. This monitoring plan shall incorporate the following:
  - a. a schedule or timetable for monitoring WSA-funded activities; and
  - b. identification of the type of review planned, such as on-site review, comparative financial analysis, desk review, staff analysis, or other type of appropriate review; and
  - c. identification of the entity performing the monitoring activity.
- b) WSA and its workforce service providers may perform monitoring reviews either formally or informally but shall incorporate the risk assessment results in scheduling decisions.

### **Controls over Monitoring**

To ensure comprehensive and effective monitoring, WSA QA shall:

- 1) require periodic reports from its workforce service providers outlining monitoring reviews, noncompliance issues, and the status of corrective actions – these are to be submitted by contractors at a minimum on a quarterly basis;
- 2) ensure that a briefing regarding monitoring activities and findings is provided to the Board or appropriate Board subcommittee at regularly scheduled meetings;
- 3) participate in the evaluation of the monitoring function to determine its effectiveness, by a person or entity independent of the monitoring function – this is commonly done by the Texas Workforce Commission in both an annual basis and also for TWC's Certification of WSA's Monitoring; and
- 4) develop a written monitoring procedure to be used in monitoring both program and fiscal operations.

### **Reporting and Resolution Requirements**

- a) WSA and its workforce service providers shall ensure that monitoring reports identify instances of noncompliance with federal and state laws and regulations and TWC policies and provide recommendations for corrective action and program quality enhancements.
- b) WSA Board Staff responsible for the direct service delivery or administrative functions (e.g., operations, fiscal/accounting, procurement, Equal Opportunity, 504 Coordination, HR, etc.), and its workforce service providers shall ensure that timelines are established for the completion of corrective actions, based on the severity of the deficiency, and shall work with the workforce service providers to ensure implementation of corrective actions.
- c) WSA QA shall report outcomes of monitoring activities to the Board Oversight Committee.

### **Independent Audit Requirement**

WSA and its workforce service providers are subject to the following (and, or, as amended) and shall ensure that an annual audit or program-specific audit is obtained in accordance with the following:

- (1) Single Audit Act Amendments of 1996 (Public Law 104-156);
- (2) OMB Circular A-133 and Compliance Supplement;
- (3) OMB Circular A-21;
- (4) OMB Circular A-110;
- (5) *Government Auditing Standards* (U.S. Government Accountability Office); and
- (6) State of Texas Single Audit Circular within the Uniform Grant Management Standards Act (Texas Government Code, Chapter 783).

### **Monitoring Principles**

To ensure that monitoring activities are successful in their continuous improvement efforts, are not tainted or biased, retain the highest degree of independence and transparency, WSA and its contractors shall promote and create an environment that is based on the following principles:

- Monitoring activities and monitors shall be provided with the highest degree of independence, without the intervention of internal or external influences.
- To ensure that WSA's CEO and Board are informed of monitoring results with transparency, monitors shall be afforded with the needed assurances and protections from potential or actual negative repercussions from their monitoring reports.
- To prevent apparent or actual conflicts of interest, monitors shall not be directly involved in the development and implementation of processes that they are responsible for monitoring.
- While monitors may offer technical assistance (TA), monitors shall not provide directives to those who are dedicated to direct service delivery and administrative operations, including the development, updating and, or, issuing of WSA policies (except those that are related to QA monitoring activities). The responsibility of outcomes of such policies and functions shall rest on the respective WSA department and contractors.

- Monitors shall be afforded with the needed authority to request information, test, and report monitoring activities and both Board and contractor staff shall cooperate with the monitors and be responsive to monitoring activities.
- To not disrupt service delivery and WSA's direct or indirect operations, monitoring activities shall be performed efficiently and in coordination with Board staff and contractors.
- Corrective and Other Action Plans. Copies of corrective action or other plans initiated by managers and/or executives shall be provided to QA who, as may be needed, may perform testing to validate outcomes.

**ATTACHMENT(S):**

Attachment 1: Monitoring Procedures

Attachment 2: WSA Risk Assessment

**REQUIRED ACTION:**

Board staff and Contractors must ensure all appropriate staff are apprised and comply with requirements in this policy.

**EFFECTIVE DATE:**

Immediately.

**RECISSIONS:**

ADM 04, C4

**INQUIRIES:**

All inquiries pertaining to this policy should be directed to [policyinquiry@wsalamo.org](mailto:policyinquiry@wsalamo.org)



## Quality Assurance Monitoring Procedures

The following procedures shall be used by WSA QA to implement and conduct monitoring activities. The QA Director shall have discretion to make adjustments that may be needed to ensure that WSA meets compliance requirement and continuous improvement efforts.

### Types of Monitoring

There are three (3) types of monitoring that shall be conducted by WSA:

1. **Financial Monitoring** – used to determine, with reasonable assurance, the validity of the underlying service records, procedures and systems that are the basis upon which a Contractor is paid and to ensure that funds are being spent in accordance with all applicable rules and regulations.
2. **Programmatic Monitoring** – used to provide an in-depth examination of the quality and integrity of program activities and services being provided, and to ensure that programs achieve intended results.
3. **Fiscal Integrity Reviews** – used to assess, with reasonable assurance, the degree to which a contractor has the fiscal capacity to operate as a WSA subrecipient and which is required for subrecipient contract initiation and or renewals.

### Fiscal Monitoring:

Fiscal monitoring activities may include, but are not limited to, testing and evaluation of one or more of the following:

- Accounting and reporting systems;
- Budget methodologies;
- Cash management practices;
- Cost allocation plans and processes;
- Cash disbursements, compliance, and documentation;
- Program income identification and reporting;
- Insurance coverage and risk exposure;
- Oversight and monitoring functions;
- Payroll administration;
- Human resources;
- Purchases and procurement processes and procedures; and
- Property accountability and safeguarding.

Fiscal monitoring shall be performed for each subrecipient. Subrecipients include the contractors that operate the One-Stops/American Job Centers, or who may be contracted to operate any of the following formula-funded grants: WIOA Adult, WIOA Dislocated

Worker, WIOA Youth, Rapid Response, Trade Adjustment Assistance, TANF/Choices, SNAP E&T, Child Care Services, and Child Care Quality Initiative Activities.

**Programmatic Monitoring:**

Programmatic monitoring activities may include, but are not limited to, review and evaluation of one or more of the following:

- Contracted provisions and requirements;
- Policies and procedures;
- Eligibility and service delivery, including but not limited to registration/certification, assessments, service plans, support services, education and training, work-related activities, incentives, follow-up, exits, and performance and data integrity stipulations;
- Automated systems and reporting;
- Record keeping and file maintenance;
- Internal controls and self-monitoring functions and activities.

Program monitoring shall be performed for each of the following grants: WIOA Adult, WIOA Dislocated Worker, WIOA Youth, TANF/Choices, SNAP E&T, and Child Care Services, Quality Initiatives, National Dislocated Grant, Trade Adjustment Assistance, Non-Custodial Parent, Summer Earn & Learn (SEAL), Externship for Teachers and, or, other grants which may require monitoring.

**Fiscal Integrity Reviews:**

Fiscal Integrity Reviews include those that WSA shall develop and which include fiscal integrity evaluation indicators designed to appraise the fiscal integrity of its workforce service providers (subrecipients). The review shall adhere to the provisions described in 802.21(a) Fiscal Integrity Provisions, or as amended.

WSA shall assess workforce service providers to ensure they meet the requirements of the evaluation based on the following schedule:

- a) Contracts under \$100,000 – the fiscal indicators must be verified prior to the award of the contract and at each renewal of the contract;
- b) Contracts between \$100,000 and \$500,000 – the fiscal indicators must be verified prior to the award of the contract, at each renewal of the contract, and not less than biennially (every other year); and
- c) Contracts over \$500,000 – the fiscal indicators must be verified prior to the award of the contract, at each renewal of the contract, and not less than once annually.

**Monitoring Activities**

**Monitoring Systems.** WSA QA may develop, implement, and require Contractors and Board Staff to use systems and technology intended to facilitate, track, automate, and report monitoring activities. This includes technology that helps to centralize communications, the transmission of documents, and record activities and project timelines, while ensuring that personally identifiable and sensitive information is protected (e.g., Microsoft TEAMS, SharePoint, or other tools).

**Risk Assessment.** WSA QA and its Contractors shall implement and document an annual risk assessment of its grants and contracts. Quantified results of the risk assessment shall be used to plan monitoring activities.

**Step 1 – Desk Review.** Prior to the start of a scheduled monitoring review, monitors will conduct a desk review, which will include, but is not limited to, the following reviews and activities:

- Contracts and contract modifications, including budgets, statements of work, etc.;
- Contract reports (program and/or financial) and related documents;
- Previous monitoring reports and monitoring work papers;
- TWIST, WIT, or Child Care Services data;
- Correspondence between WSA or designee and the Contractor;
- Board and Contractor policies and procedures, and state/federal guidelines;
- Development of tools/instruments to be used for testing (the instrument must at a minimum include the elements and attributes that are tested by TWC monitors). External monitors shall coordinate with WSA QA for the development of these instruments;
- Monitoring instruments and forms will be standardized for use in the monitoring of all workforce programs. Monitoring activities will be implemented in a consistent manner;
- Requests from Board or Contractor staff for lists/reports (e.g., of participants, of accounting or other records, etc.) that are used to generate samples;
- Generation of samples to be used for testing during the review;
- Other reviews or activities which may be needed for the review.

#### *Sample Lists*

- The sample lists shall be issued five (5) business days prior to the date of the Entrance Conference. However, circumstances may warrant to provide the recipient additional days to allow for the records to be submitted (e.g., for challenges that may be due to out-of-the-norm circumstances, such as a pandemic, system down times, the size of the sample lists and the location of the associated records);
- The records for the sample lists shall be submitted by the Contractor (or Board staff if the review is internal to WSA operations) by the date of the Entrance Conference.
- Monitors may implement varied sampling methodologies, and which shall be based on the particular goals and purpose of the monitoring, including simple random selection or more targeted sampling approaches.
- To the extent possible, monitors shall ensure that sample sizes for each individual attribute that is tested shall have no less than 15 applicable cases. *Note: only when this criterion is met shall monitoring reports include error or accuracy rates for the particular attribute – if the attribute does not include at least 15 applicable cases, then its ‘error’ or ‘accuracy’ rate shall not be reported. This is not to be interpreted to mean that an individual case cannot be reported as a “finding” or as being in non-compliance, or incorrect.*

**Step 2 – Entrance Notification.** WSA QA notifies the contractor at least five (5) business days prior to the start of a monitoring review. The notification will include information about the type(s) of monitoring that will be conducted, the program(s) and/or service(s), and the date/time of the Entrance Conference. The notification shall also include the sample lists of the records that will be tested, and which are required to be submitted by the contractor (or Board staff if the review is internal to WSA operations) by the Entrance Conference date.

**Step 3 – Entrance Conference.** The Entrance Conference marks the initiation of the review and shall include management staff from both the Contractor and Board. Monitors shall provide an



Entrance Conference document which includes the following items, and which are discussed during the conference:

- the type of monitoring (e.g., fiscal or program, and other related information),
- the grant or contracts being monitored,
- the scope of the review,
- overall procedures,
- point of contact information,
- the processes and steps that will be followed,
- confirmation with discussion of an agreed-upon timeline, and
- other relevant information.

Contractors are required to submit records of samples lists by the date that the Entrance Conference is held, and attendance information shall be obtained and kept for QA record-keeping.

#### *Timelines and Extensions*

Once the timelines are set during the Entrance Conference, all parties (internal or external monitors, contractors, and Board staff) shall strictly adhere to these. The timelines serve as the dates of when specific activities are to occur and cannot be exceeded. Exceeding the timelines shall require a written request with a reasonable justification in advance (at least one business day prior to when the activity is due). The WSA's QA Director shall have authority to grant the 1<sup>st</sup> request for extension. A 2<sup>nd</sup> request for an extension shall only be approved by the WSA's CFO. A 3<sup>rd</sup> request for an extension shall only be approved by WSA's CEO. The approval for extensions shall be provided in writing and include a newly set timeline.

#### *Examples*

- Contractors shall submit records by the set timeline. Records or information received after the set timeline shall be documented in monitoring reports as not having been made available within the set timeline, and which may be reported as a 'finding,' 'noncompliance,' or as 'incorrect.' The same is applicable for records that are submitted but which are incomplete and, or, inaccurate.
- Monitors shall not accept records or information that is submitted after a set timeline.
- Monitors shall schedule Entrance and Exit conferences and submit reports by the set timeline.

**Step 4 – Testing.** Following the Entrance Conference, monitors will begin the testing. The duration of the testing varies depending on the scope and type of the review.

To record the monitoring, the monitors shall use the tools or instruments that were developed during the Desk Review, and these shall identify each element and attribute being tested and whether the record(s) being tested are 'correct,' 'incorrect,' or 'not applicable.' Incorrect items include "findings," "noncompliances," and "observations." Incorrect items that involve funding (potential or actual disallowed costs) or are performance-related (as impacting contracted performance by TWC) have a higher level of priority and criticality.

Monitors may expand the review beyond the pre-established scope and samples. This may be needed to ensure program activities and systems are consistent with applicable policy, to further



validate the results of the testing, or for other purposes needed to satisfy the monitoring activities.

To help clarify or confirm information, the monitors may communicate with the contractor or Board staff to request additional information or perform interviews. If a critical item is identified as needing immediate action, the monitors shall alert the staff about these issue(s) so that they may be immediately addressed (e.g., to help prevent additional potential disallowed costs from being incurred or misused or mitigate actions that may be impacting performance).

For the purpose of day-to-day business operations, records that are being tested can continue to be worked on by contractors and or Board staff during the review. However, unless otherwise instructed by WSA QA, contractors or Board staff shall not alter, delete, or otherwise amend records for the purposes of the monitoring and what is being tested and which may interfere with the monitoring activity (this may be considered a misrepresentation or potential fraud).

**Step 5 – Exit Conference and Draft Report.** During the Exit Conference, monitors will present a Draft monitoring report that identifies any findings, observations, recommendations, comments, or other non-compliance information about the results of the testing, including potential or actual questioned costs that were discovered during the review.

During the Exit, the contractor (or Board staff) is given an opportunity to ask questions, request clarification, provide additional information or documents, and discuss the information in the Draft report. If an area of high-risk or is identified as being critical during the review, Contractors will be required to take immediate action.

The Draft Report, or the Tools associated with the report, shall be provided by the monitors for the contractor (or Board staff) to respond in writing to the items that are identified in the report (see following section).

During the Exit, the established timelines are reviewed and coordinated with the parties to set the date for when the responses to the Draft report shall be due. The number of days to respond by providing additional documentation or information is commonly set at 10 business days from the date of the Exit. However, this timeline may be extended, or shortened, depending on whether it may be reasonably justified (e.g., due to the number of grants/contracts in the review, number, type, and complexity of the issues identified in the report, the number of cases involved, etc.).

**Step 6 – Draft Report Responses.** To attempt to address items that are identified in the Draft report, the contractor will be granted up to the date of when the responses are due to submit additional information or documentation. Contractors shall write their responses in the Draft Report and, or, the Tools associated with the report.

Contractors (or Board staff if they are being monitored) shall develop and submit responses to items that are reported as “incorrect,” “findings” or as being in “noncompliance.” While contractors (or Board staff) are not required to provide responses to “observations” or “recommendations,” monitors may request that responses are provided for these if warranted. Depending on the frequency or severity, repeat observations could lead to a finding or noncompliance in subsequent monitoring reports; therefore, Contractors (or Board staff) are encouraged to develop and implement internal continuous improvement activities to address observations.

Monitors shall not accept documents or information submitted after the scheduled timeline. This allows for the monitors to perform the review of the responses and draft a Final Report. However, it is allowable for monitors to reach out to staff with questions and, or, request additional information related to the items that were submitted on time by the contractor (or Board staff).

**Step 7 – Final Reports.** The monitors will draft and submit a Final Report by the set timeline. The due date of the Final Report shall be set by the 10<sup>th</sup> business day from the date of receipt of the responses to the Draft Report, unless additional time may be reasonably justified (e.g., due to the number of grants/contracts in the review, number, type, and complexity of the issues identified in the report, the number of cases involved, the amount and type of information in the responses, etc.).

The report shall identify critical areas and areas of concern, which will be classified as either a “finding” or a “noncompliance,” or as “incorrect” (these are interchangeable terms which refer to critical items). Other non-critical elements may be classified as “observations.” Once the Final Report is signed by the QA Director and is issued, it is considered an ‘official’ report and shall not be modified (the Follow-up or Phase II activities are not an additional opportunity to modify the Final Report).

Depending on the number and type of reportable critical items, the Final Report may require a “Follow-up” or a “Phase II” review. If these are not needed, then the Final Report shall mark the completion of the monitoring activity.

*Fiscal Monitoring* Final Reports shall be issued to the contractor’s signatory authority and WSA’s Chief Executive Officer (CEO). *Program Monitoring* Final Reports shall also be issued to the same individuals, except when a “Phase II” review is warranted (as described below).

## **Step 8 – Resolution, Follow-up, and Phase II Reviews.**

### *Fiscal Monitoring Follow-up Reviews*

“Follow-up” reviews are performed by monitors when a *Fiscal Monitoring* Final Report requires that certain reportable items be resolved within a certain timeframe or which may require resolution. If the review is performed by external monitors, the monitors shall coordinate with WSA QA immediately after the Final Report is issued to schedule the Follow-up review. Follow-up reviews will adhere to the same requirements as those required for monitoring activities and shall be completed for the purposes of validating the status and resolution of the critical items and questioned costs as reported in the Final Report.

### *Program Monitoring Phase II Reviews*

“Phase II” reviews are performed by monitors when a *Program Monitoring* Final Report has “substantial” reportable or critical areas that require resolution. An “accuracy rate” of less than 90% shall be used to determine whether a Phase II review is warranted. The accuracy rate is computed by dividing the total number of instances that are reported as being correct by the total number of applicable instances that are tested (the sum of both correct and incorrect applicable instances). If a Phase II review is required, the “Final Report” is to be issued as a “Phase I” Report. Phase I reports are issued by WSA QA to both the contractor’s local lead director and WSA’s Chief Operating Officer (COO), Chief Financial Officer (CFO), and/or Chief

Information Officer (CIO). Phase II reports are issued to the contractor's signatory authority and WSA's Chief Executive Director (CEO).

#### *Contractor and Board Staff Action Plans*

To ensure that all critical elements are effectively addressed, the contractor *and* Board managers and/or executives responsible for such elements shall coordinate to develop a written action plan for "elements" that are reported with an accuracy rate that falls below 90%. An "element" is a combination of one or more "attributes." An "attribute" is one specific criterion that is tested and which belongs to an "element." An example of elements and attributes includes, for instance, "Eligibility" is an element that includes multiple attributes that are tested (e.g., "does participant meet the age eligibility," "does participant meet the income eligibility," "is participant eligible to work in the U.S.," etc.).

Action plans may involve a revision of strategies, processes, policies and procedures, and approaches that may require additional training for staff, time for implementation, and an internal monitoring to be performed to validate that resolution has been attained. Depending on the critical elements, this process may take 1 to 3 months after the Phase I Report is issued. Four-to-six months from the date the Phase I Report is issued, monitors will perform a "Phase II" slant review. As based on other priorities that may arise, the WSA's QA Director may adjust the timeframe for the Phase II review.

#### *TAPs, CAPs, and Sanctions*

Depending on the severity of the issues, an action plan, Technical Assistance Plan (TAP), Corrective Action Plan (CAP), or a Sanction should be developed and implemented by the Board Staff who are responsible for the particular area that was monitored. WSA QA shall not develop or implement TAPs, CAPs, or Sanctions, except when the particular area may involve a QA vendor or consultant, or functions or processes that are strictly a part of the monitoring functions. *Examples:* WSA COO is responsible for addressing monitoring outcomes related to Program Monitoring; WSA CFO is responsible for outcomes related to fiscal, accounting, procurement, and HR; WSA CIO is responsible for monitoring outcomes that pertain to Automation.

#### *Questioned Costs*

In all circumstances, questioned costs must be coordinated with WSA's CFO and resolved within 30 days after a Final, Follow-up, Phase I, or Phase II Report is issued. If a different number of days are needed, this must be authorized by WSA's CFO.

#### **TWC and External Monitoring**

WSA's QA Director shall lead the coordination of monitoring activities as may be performed by TWC and other external agencies (e.g., DOL, HHSC, etc.). This includes:

- a) communications with monitors, and
- b) internal coordination with both Board staff and contractors for the submission of documents and information that may be requested from the monitors.
- c) The results of the monitoring activity shall be reviewed by WSA's CEO, COO, CIO, and CFO to determine whether follow-up actions from WSA may be warranted. 'Follow-up' items include "findings" or "areas of concern" that are reported in TWC's or an external monitoring's final report. Depending on the issue(s), follow-up activities may be warranted even when an item is not reported in the final report, but which may have been 'flagged' or identified by the external monitors as an 'area of concern.'

- d) To prevent future noncompliances, WSA Follow-up Action Plans shall be developed by the WSA manager(s) in coordination with their direct supervisor (e.g., COO, CIO, or CFO) for which a finding or area of concern is identified.
- e) Follow-up plans shall be submitted in writing by the responsible party to the CEO with a copy to QA. The plan shall identify the area of concern, root causes, and specific actions that will be taken, as appropriate, by the responsible party or parties, to address the issue with specific timeframes.
- f) As appropriate, QA may implement testing to validate the results of such plans.
- g) TWC's Audit Resolution. After TWC issues a Final Report, it may include reportable items which are processed by TWC's Audit Resolution. In such cases, WSA's QA Director will work with TWC as may be needed and coordinate internally with the respective Board Staff to resolve the issue(s) as required.



### Quality Assurance Risk Assessment Example

The following serves to provide an example of the type of tool and elements that may be used by WSA to satisfy the Risk Assessment requirement that is to be used for its monitoring activities.

This risk assessment tool is designed to:

- Identify those Contractors (subrecipients) that pose the highest risk to WSA, therefore require more frequent monitoring.
- Identify grant or program areas that pose the highest risk to WSA, therefore require more in-depth reviews.
- Identify and minimize serious problems from arising.

Risk assessment considers:

- Instability in the management environment and large turnovers in their workforce.
- Ineffective or inefficient management controls.
- Significant gaps between expected and actual results.
- Large commitments of State and Federal resources.
- Complex information systems used for tracking program status for clients.

There are two components that this risk assessment evaluates, as follows:

- **Inherent Risk:** the susceptibility of material non-compliance with a compliance requirement assuming that there were no related internal control problems.
- **Control Risk:** the risk that material errors or irregularities will not be prevented or detected by the internal control structure.

There are three general categories of risk: *low*, *moderate*, or *high*. A Contractor (or grant) may be classified as high-risk or may have areas of high-risk.

WSA's QA Department shall have discretion to adjust its monitoring activities in order to handle unexpected risks that may arise, and which may require modifications to the monitoring activities.

In determining the risk assigned to Contractors/Programs a point value will be assigned to each of the categories being evaluated. A value of "2" or less will indicate the risk is low. A value greater than two and less than equal to "4" will indicate moderate-risk, and a value greater than "4" will indicate high-risk.

The points assigned to each category will be summed in the Risk Assessment Tool. A score of 50 or less indicates that the risk is low. It is a fair assumption that this particular Contractor or Program will be successful. A score between 51 and 70 points will indicate moderate-risk. Careful reviews during the monitoring process will be conducted to ensure compliance. A

Contractor/Program whose score is 71 points or higher will be considered high-risk and will be subject to more frequent and intense monitoring and evaluation activities.

The risk assessment will dictate the monitoring scope and frequency for each Contractor/Grant. If a Contractor is determined to be in high-risk, they will be notified in writing and will be informed on how the determination was made; and how it will affect the monitoring plan.

Sample size examples (QA may adjust these as needed and may use lower or larger sample sizes): A score of 50 points or less (low-risk) and between 51 and 70 points (moderate-risk) will have a minimum monitoring sample size of 10%. A score of 71 points or higher (high-risk) will have a minimum monitoring sample size of 15% or higher.

The WSA Quality Assurance Department or its designee will evaluate the following areas annually.

## **INHERENT RISK**

### **Program Size to Total Federal Assistance Received**

- 2 (Low) – Program dollars are 15% or less of total funds
- 4 (Moderate) – Program dollars are more than 15% but less than 50% of total funds.
- 6 (High) – Program dollars are 50% or more of total funds.

*Data Sources: WSA Contracts and Independent Audit Reports*

### **Newness of Contractor to Program**

- 2 (Low) – Operating for 3 or more years and experienced no significant changes.
- 4 (Moderate) – Operating for at least 1 year but less than 3 years without significant changes.
- 6 (High) – Less than 1 year of operating or has experienced significant and complex changes.

*Data Sources: RFP Response, Federal Regulations, and WSA Contracts and Procurement Department*

### **Timeliness and Accuracy of Program Reporting**

- 2 (Low) – Reports were timely and error free during last program year.
- 4 (Moderate) – Reports have been late on 1 to 4 occasions or had minor errors during last program year.
- 6 (High) – Reports have been late more than 4 times and/or reports contained major errors during last program year.

*Data Sources: Previous Monitoring Reports, Independent Audits, Report Submissions*

### **Prior Compliance Issues**

- 2 (Low) – There have been minimal Observations and Findings in the last 2 program years with no questioned or disallowed costs.
- 4 (Moderate) – Experienced minor instances of Observations and Findings with minimal questioned or disallowed costs in the last 2 program years.

- 6 (High) – Experienced significant Findings in the last 2 program years with questioned or disallowed costs.

*Data Sources: Independent Audit Reports, Prior Monitoring Reports, State Auditor Reports, Office of Inspector General Reports, Random Samples*

#### Key Personnel Turnover

- 2 (Low) – Little or no turnover in the last program year.
- 4 (Moderate) – Some turnover in the last program year that impacts key areas.
- 6 (High) – Significant turnover in key personnel in the last program year which could have significant impact on the program.

*Data Sources: Periodic inquiry of Contractor's Quality Assurance staff, Communication with other Departments within WSA of staffing during desk reviews*

#### Effectiveness of Internal Monitoring

- 2 (Low) – An effective internal monitoring function is in place. Written policies and procedures are available, as well as evidence that internal monitoring had been conducted regularly during the last program year.
- 4 (Moderate) – Policies and procedures are available, but internal monitoring has not been conducted on a regular basis in the last program year.
- 6 (High) – No written policies and procedures are available; evidence of internal monitoring is not available for last program year.

*Data Sources: On-site monitoring, written internal reports, and inquiries*

#### Complaints and Official Monitoring

- 2 (Low) – There were no unresolved complaints in the last program year that required WSA or TWC intervention.
- 4 (Moderate) – There were complaints received by WSA or TWC in the last program year, that upon investigation, were not warranted.
- 6 (High) – There have been a significant number of complaints in the last program year that have warranted investigations due to possible fraud, abuse, discrimination or other irregularities.

*Data Sources: TWC Program Monitors, TWC Office of Investigation, Legislature Inquiries, EEOC reviews*

#### Performance Measures

- 2 (Low) – The Contractor has met targeted performance outcomes on a consistent basis in the last 2 program years.
- 4 (Moderate) – The Contractor has failed to meet 2 or more performance measures in the last 2 program years.
- 6 (High) – The Contractor has failed to meet 3 or more performance measures in the last 2 program years.

*Data Sources: WSA Performance Reports, TWC Performance Reports, Other Funding Source Performance Reports*



## **CONTROL RISK**

### **Adequacy of Policies and Procedures**

- 2 (Low) – In-depth policies in place and enforced.
- 4 (Moderate) – Policies in place with occasional minor infractions.
- 6 (High) – Policies do not meet the standard.

*Data Sources: Internal Monitoring Reports, WSA Monitoring Reports, TWC Monitoring Reports, Audit Findings*

### **Management's Knowledge of Laws and Regulations**

- 2 (Low) – Fully understands all laws and regulations that pertain to the contract.
- 4 (Moderate) – Familiar with all laws and regulations that pertain to the contract and can normally find answers to identified contractual issues.
- 6 (High) – Does not understand all laws and regulations that govern their contract.

*Data Sources: Audit Agencies, TWC Monitor Reports, WSA Monitor Reports*

### **Segregation of Duties**

- 2 (Low) – Workload evenly divided with no more than 2 layers of direct supervision.
- 4 (Moderate) – Some inequities in workload with 3 layers of direct supervision.
- 6 (High) – A few carrying the workload of others with no clear supervision chain.

*Data Sources: Audit Reports, TWC Monitoring Reports, WSA Monitoring Reports, Internal Monitoring Reports*

### **Experience Level of Management**

- 2 (Low) – Management has over 3 years of experience on current contract.
- 4 (Moderate) – Management has 2-3 years of experience on current contract.
- 6 (High) – Management has less than 2 years of experience on current contract.

*Data Sources: Contract Files, Review RFPs, Review Contract Proposals*

### **Extent of Management Reviews**

- 2 (Low) – Very in-depth reviews with follow-up action on identified deficiencies during last program year.
- 4 (Moderate) – Sporadic reviews conducted with some follow-up on identified deficiencies during last program year.
- 6 (High) – No record of any management reviews being conducted during last program year.

*Data Sources: Audit Reviews, TWC Monitoring Reports, WSA Monitoring Reports, Internal Monitoring Reports*

### **Level of Subcontracting**

- 2 (Low) – Contractor did not subcontract services in the last program year.



- 4 (Moderate) – Contractor did use at least 1 subcontractor in the last program year, or subcontracted 10-24% of its funding.
- 6 (High) – Contractor used 2 or more subcontractors in the last program year, or more than 25% of WSA funding was subcontracted.

*Data Sources: WSA Contracts, WSA Performance Reports, Review RFP*

# WSA Quality Assurance

Ricardo Ramirez, Director of Quality Assurance

December 3, 2021



# Requested Board Action

## ADM 65 – QA Policy and Procedures

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New and revised QA policy and procedures have been developed and prepared for your review and action.

**ADM 65 – Quality Assurance Policy and Procedures** sets forth the provisions governing the responsibilities of WSA's monitoring activities. This new policy rescinds the previous policy and includes elements that better help to:

- manage monitoring activities,
- clarify roles and responsibilities of both Board staff and contractors,
- minimize risk, and
- strengthen and attain compliance and continuous improvement goals.



<b>ADM 65</b> <b>QA Policy and Procedures</b>	<b>Attachment 1:</b> <b>MONITORING PROCEDURES</b>	<b>Attachment 2:</b> <b>RISK ASSESSMENT EXAMPLE</b>
<p>The policy sets forth the provisions governing the responsibilities of WSA monitoring activities, including:</p> <ul style="list-style-type: none"> <li>• Monitoring Activities</li> <li>• Access to Records</li> <li>• Risk Assessment</li> <li>• Monitoring Plan</li> <li>• Controls over Monitoring</li> <li>• Reporting and Resolution Requirements</li> <li>• Independent Audit Requirement</li> <li>• Monitoring Principles</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Types of Monitoring</b> (Fiscal, Programmatic, and Fiscal Integrity Reviews)</li> <li>• <b>Monitoring Activities</b> <ul style="list-style-type: none"> <li>• Monitoring Systems</li> <li>• Risk Assessment</li> <li>• Step 1: Desk Review</li> <li>• Step 2: Entrance Notification</li> <li>• Step 3: Entrance Conference</li> <li>• Step 4: Testing</li> <li>• Step 5: Exit Conference and Draft Report</li> <li>• Step 6: Draft Report Responses</li> <li>• Step 7: Final Reports</li> <li>• Step 8: Resolution, Follow-up, and Phase II Reviews</li> <li>• TWC and External Monitoring</li> </ul> </li> </ul>	<p>Risk Assessment Example that may be used by WSA to assess risk. The example includes the criteria and purpose, and which satisfy the goals:</p> <ul style="list-style-type: none"> <li>• <b>Inherent Risk:</b> the susceptibility of material non-compliance with a compliance requirement assuming that there were no related internal control problems;</li> <li>• <b>Control Risk:</b> the risk that material errors or irregularities will not be prevented or detected by the internal control structure.</li> </ul>

# Recommendation

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Staff recommend that *ADM 65 – Quality Assurance Policy and Procedures* be approved for implementation as written, to include any amendments and/or recommendations as may be provided by the Board.

## *Next Steps*

Once approved by the Full Board, the policy will be made effective and issued immediately after approval.





# Summary

RED, WHITE & YOU JOB FAIR



# Red, White & You Job Fair

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## Attendance

- Total Registered: 971
- Veterans: 235
- General Population: 505
- Total Attendees: 740
- Employers Attended: 157
- Follow up with Interviews: 70
- Employment offers: 36























Questions?

## Media Stories (up-to-date)

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
KENS 5	Zack	Briggs	No	Broadcast and Digital Print	11.23.21	Some SA businesses still struggling to retain employees	471 Words	<a href="#">Some SA businesses still struggling to retain employees   kens5.com</a>
Wilson County News	Staff Report	Staff Report	No	Digital Print	11.23.21	Wilson County unemployment numbers drop in September	151 Words	<a href="#">drop in September   Wilson County News</a>
KSAT	greater:SAT X Regional Economic	N/A	No	Digital Print	11.16.21	Consider these things if you're thinking about a job in manufacturing	364 Words	<a href="#">Consider these things if you're thinking about a job in manufacturing (ksat.com)</a>
KENS 5	Vanessa	Croix	No	Broadcast and Digital Print	11.7.21	Seguin, New Braunfels to host mega job fair	332 Words	<a href="#">Seguin, New Braunfels to host mega job fair   kens5.com</a>
1200 News Radio WOAI	Staff Report	Staff Report	No	Digital Print	11.5.21	\$55M City Grant To Cover Child Care For People In Service Industries	76 Words	<a href="#">People In Service Industries   News Radio 1200 WOAI (iheart.com)</a>
107.1 550 KTSA	Don	Morgan	No	Digital Print	11.5.21	San Antonio City Council Votes To Expand Child Care Subsidy Program For Service And Hospitality Workers	146 Words	<a href="#">child care subsidy program for service and hospitality workers - KTSA</a>
KENS 5	Staff Report	Staff Report	Contractor	Broadcast and Digital Print	11.4.21	New grant alleviates child-care burden for San Antonio's service industry	264 Words	<a href="#">for San Antonio's service industry   kens5.com</a>
NEWS4SA	Jim	Lefko	Yes	Broadcast and Digital Print	11.4.21	Scarcity of job seekers challenges employers desperate to hire seasonal employees	390 Words	<a href="#">employers desperate to hire seasonal employees   WOAI</a>
NEWS4SA	Lynette	Vega	No	Digital Print	11.3.21	Workforce Solutions Alamo hosts 10th annual 'Hiring Red, White & You'	159 Words	<a href="#">https://news4sanantonio.com/news/local/workforce-solutions-alamo-hosts-10th-annual-hiring-red-white-you</a>
1200 News Radio WOAI	Staff Report	Staff Report	No	Digital Print	10.30.21	Texas Offers Free Year Of Child Care To Parents In Service Industries	75 Words	<a href="#">Parents In Service Industries   News Radio 1200 WOAI (iheart.com)</a>
Texas News Today	Staff Report	Staff Report	No	Digital Print	10.30.21	The state offers free childcare for one year to service industry workers	542 Words	<a href="#">year to service industry workers - Texas News Today</a>
KSAT	Patty	Santos	Yes	Broadcast & Digital Print	10.30.21	State offers free child care for a year for service industry workers	542 Words	<a href="#">State offers free child care for a year for service industry workers (ksat.com)</a>
San Antonio Report	greater:SAT X Regional Economic	N/A	No	Digital Print	10.19.21	Celebrating manufacturing month in the greater San Antonio region	675 Words	<a href="#">greater San Antonio region (sanantonioreport.org)</a>
KSAT	Max	Massey	Yes	Broadcast & Digital Print	10.17.21	Workforce Alamo Solutions CEO says San Antonio's unemployment rate near pre-pandemic level	399 Words	<a href="#">Antonio's unemployment rate near pre-pandemic level (ksat.com)</a>
NEWS4SA	Lynette	Vega	No	Broadcast & Digital Print	10.6.21	Healthcare positions open at upcoming job fair in Pearsall   WOAI	82 Words	<a href="#">job fair in Pearsall   WOAI (news4sanantonio.com)</a>
NEWS4SA	Lynette	Vega	No	Broadcast	10.5.21	Workforce Solutions Alamo to host virtual job fair with Prosper West San Antonio	240 Words	<a href="#">virtual job fair with Prosper West San Antonio   WOAI (news4sanantonio.com)</a>
Wilson County News	Staff Report	Staff Report	No	Digital Print	9.28.21	Wilson County News Meeting Watch - Rural Youth	396 Words	<a href="#">https://www.wilsoncountynews.com/articles/meeting-watch-26187c7e-2a8d-4a5a-b010-01m141https://foxsanantonio.com/news/local/is-the-right-time-a-new-retailer-brings-west-san-antonio-jobs-and-economic-growth</a>
FOX 29	Amanda	Henderson	Yes	Broadcast and Digital Print	9.25.21	'It is the right time': a new retailer brings west San Antonio jobs and economic growth	349 Words	<a href="#">is-the-right-time-a-new-retailer-brings-west-san-antonio-jobs-and-economic-growth</a>
Community Impact News	Trent	Thompson	No	Digital Print	9.22.21	Austin regains all pandemic job loss, San Antonio nearly misses top 10 best performing metros in the country	493 Words	<a href="#">Antonio nearly misses top 10 best performing metros in the country  </a>
KSAT	Staff Report	Staff Report	No	Digital Print	9.20.21	Nonprofit offers work-based learning programs to get students comfortable with real-world situations	368 Words	<a href="#">programs to get students comfortable with real-world situations (ksat.com)</a>
NEWS4SA	Amanda	Henderson	Yes	Broadcast and Digital Print	9.15.21	'We offer everything': new jobs rising as businesses stay competitive for good workers	341 Words	<a href="#">businesses stay competitive for good workers   WOAI (news4sanantonio.com)</a>
N/A (San Antonio Chamber of	Staff Report	Staff Report	No	Digital Print	9.14.21	CHILD CARE HELP FOR SAN ANTONIO'S SERVICE INDUSTRY	272 Words	<a href="#">Industry   San Antonio Chamber (sachamber.org)</a>
San Antonio Report	Waylon	Cunningham	No	Digital Print	9.10.21	Service workers are struggling with child care. A new program will cover 100% of the cost for a year.	747 Words	<a href="#">Fund will cover a year of child care for service workers (sanantonioreport.org)</a>



Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
FOX 29	Staff Report	Staff Report	No	Digital Print	9.7.21	Over \$43 million now available to help with child care for service industry workers	363 Words	<a href="#">with child care for service industry workers   KABB (foxsanantonio.com)</a>
Community Impact News	Lauren	Canterberry	Yes	Digital Print	9.3.21	New Braunfels industries caught in the wake of staffing challenges	1950 Words	<a href="#">wake of staffing challenges   Community Impact</a>
MySA	Diego	Mendoza-Moyers	No	Digital Print	9.2.21	"We're going to change lives": How the city's new workforce director plans to roll out the voter-approved Ready to Work initiative	1544 Words	<a href="#">city's new workforce director plans to roll out the voter-approved Ready to</a>
San Antonio Report	Waylon	Cunningham	No	Digital Print	9.3.21	UTSA study suggests unequal job recovery between neighborhoods	696 Words	<a href="#">recovery between neighborhoods (sanantonioreport.org)</a>
Quality Magazine	Staff Report	Staff Report	No	Digital Print	9.1.21	San Antonio Pilot Program Launches for "Second Chance" Workers	477 Words	<a href="#">"Second Chance" Workers   2021-08-30   Quality Magazine</a>
Pleasanton Express	Rebecca	Pesqueda	No	Digital Print	8.25.21	Unemployment rate remains high, local businesses urgently seek employees	382 Words	<a href="#">businesses urgently seek employees   Pleasanton Express</a>
WOAI News 4	Amanda	Henderson	Yes	Broadcast & Digital Print	8.6.21	'Really unique:' places in San Antonio offering training for those making career changes	2:13 Mins 347 Words	<a href="#">'Really unique:' places in San Antonio offering training for those making career changes (news4sanantonio.com)</a>
WOAI News 4	SGB San Antonio	SGB San Antonio	Yes	Town Hall	8.3.21	Town Hall helps you find a job in San Antonio	1:03:21 Mins	<a href="#">Town Hall helps you find a job in San Antonio   WOAI (news4sanantonio.com)</a>
San Antonio Business Journal	Jeanette E.	Garcia	No	Digital Print	7.27.21	Special enrollment period for ACA coverage almost over	474 Words	<a href="#">Special enrollment period for ACA coverage almost over (expressnews.com)</a>
San Antonio Business Journal	Jeanette E.	Garcia	No	Digital Print	7.27.21	Hill Country city opens new incubator space	394 Words	<a href="#">Kerrville opens new incubator space - San Antonio Business Journal (bizjournals.com)</a>
PR Web	N/A	N/A	No	Press Release	7.27.21	Kerr Economic Development Corp. Opens Region's First-Ever Business Incubator	657 Words	<a href="#">Kerr Economic Development Corp. Opens Region's First-Ever Business Incubator (prweb.com)</a>
KSAT & San Antonio Business Journal	Staff Report	Staff Report	No	Digital Print	7.26.21	San Antonio area unemployment on the rise	204 Words	<a href="#">San Antonio area unemployment on the rise (ksat.com)</a>
San Antonio Report	Waylon	Cunningham	No	Digital Print	7.26.21	As tourism ramps up and hotels raise wages, workers play hard to get	737 Words	<a href="#">As tourism ramps up and hotels raise wages, workers play hard to get (sanantonioreport.org)</a>
Kerrville Daily Times	Staff Report	Staff Report	No	Digital Print	7.22.21	Local jobless rate increases	570 Words	<a href="#">Local jobless rate increases   Promotions   dailytimes.com</a>
WOAI News 4	Morgan	Burrell	No	Broadcast & Digital Print	7.21.2021	Workers look to transition to stable, pandemic-proof jobs	1:53 Mins 418 Words	<a href="#">Workers look to transition to stable, pandemic-proof jobs   WOAI (news4sanantonio.com)</a>
WOAI News 4	Alejandra	Guzman-Tracy	No	Broadcast & Digital Print	7.20.2021	Hospitality workers hopeful for future after COVID hit industry hard	2:31 Mins 456 Words	<a href="#">Hospitality workers hopeful for future after COVID hit industry hard   WOAI (news4sanantonio.com)</a>
San Antonio Business Journal	Scott	Bailey	No	Digital Print	07.19.2021	Metro San Antonio unemployment on the rise - San Antonio Business Journal (bizjournals.com)	312 Words	<a href="#">Metro San Antonio unemployment on the rise - San Antonio Business Journal (bizjournals.com)</a>
KSAT	KSAT Staff	KSAT Staff	Yes	Broadcast	07.09.2021	KSAT Q&A: Workforce Solutions Alamo CEO discusses San Antonio's economic recovery	7:22 Mins	<a href="#">KSAT Q&amp;A: Workforce Solutions Alamo CEO discusses San Antonio's economic recovery</a>

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
KSAT	Jessie	Degollado	Yes	Broadcast & Digital Print	07.02.2021	Hiring up nationally in June, San Antonio region 'not quite there yet' (ksat.com)	1:51 Mins 300 Words	<a href="#">Hiring up nationally in June, San Antonio region 'not quite there yet' (ksat.com)</a>
San Antonio Report	Iris	Dimmick	No	Digital Print	06.27.2021	San Antonio's Train for Jobs program extension considered	1492 Words	<a href="#">San Antonio's Train for Jobs program extension considered (sanantonioreport.org)</a>
KSAT	Max	Massey	Yes	Broadcast & Digital Print	06.27.2021	Leading SA: Workforce Solutions Alamo CEO discusses current, future job market in San Antonio (ksat.com)	4:16 Mins 541 Words	<a href="#">Leading SA: Workforce Solutions Alamo CEO discusses current, future job market in San Antonio (ksat.com)</a>
San Antonio Report	Waylon	Cunningham	No	Digital Print	06.25.2021	Tough nut to crack': Manufacturers struggle to fill jobs despite raising wages (sanantonioreport.org)	1207 Words	<a href="#">'Tough nut to crack': Manufacturers struggle to fill jobs despite raising wages (sanantonioreport.org)</a>
San Antonio Business Journal	Jeanette E.	Garcia	No	Digital Print	06.23.21	City job training program swells as pandemic benefits end	380 words	<a href="https://www.bizjournals.com/sanantonio/news/2021/06/23/as-federal-assistance-comes-to-an-end-city-train.html">https://www.bizjournals.com/sanantonio/news/2021/06/23/as-federal-assistance-comes-to-an-end-city-train.html</a>
WOAI News 4	Robyn	Oguinye	Yes	Broadcast & Digital Print	06.23.2021	As pandemic assistance ends, workforce agencies help you find work	297 words	<a href="https://www.news4sanantonio.com/news/local/as-pandemic-assistance-ends-workforce-agencies-help-you-find-work">https://www.news4sanantonio.com/news/local/as-pandemic-assistance-ends-workforce-agencies-help-you-find-work</a>
KENS 5	Zack	Briggs	Yes	Broadcast & Digital Print	06.22.2021	Workforce development groups optimistic about future as Texas jobless rate goes down	1:53 Mins 362 Words	<a href="#">Workforce development groups optimistic about future as Texas jobless rate goes down   kens5.com</a>
San Antonio Express News	Brandon	Lingle	No	Digital Print	06.18.2021	Slower than what we anticipated': San Antonio jobs program still struggling to gain momentum (expressnews.com)	973 Words	<a href="#">'Slower than what we anticipated': San Antonio jobs program still struggling to gain momentum (expressnews.com)</a>
FOX 29	Jeff	Garcia	No	Digital Print	06.18.2021	The unemployment rate in San Antonio sees a decline	171 Words	<a href="#">The unemployment rate in San Antonio sees a decline   KABB (foxsanantonio.com)</a>
KSAT	Julie	Moreno	No	Digital Print	06.17.2021	Hospitality industry job fair looking to hire hundreds of positions for hotels, restaurants in San Antonio (ksat.com)	152 Words	<a href="#">Hospitality industry job fair looking to hire hundreds of positions for hotels, restaurants in San Antonio (ksat.com)</a>
Pleasanton Express	Gabriella	Ruiz	No	Digital Print	06.16.2021	Fun in the sun' at Poteet Summer Fun   Pleasanton Express	317 Words	<a href="#">'Fun in the sun' at Poteet Summer Fun   Pleasanton Express</a>
San Antonio Report	Waylon	Cunningham	No	Digital Print	06.11.2021	Visit San Antonio's new CEO has a 100-day plan to jump-start travel (sanantonioreport.org)	852 Words	<a href="#">Visit San Antonio's new CEO has a 100-day plan to jump-start travel (sanantonioreport.org)</a>
KENS 5	KENS 5 Staff	KENS 5 Staff	No	Broadcast & Digital Print	06.10.2021	2.Councilwoman-elect Phyllis Viagran talks about future plans for District 3   kens5.com	4:12 Mins 634 Words	<a href="#">Councilwoman-elect Phyllis Viagran talks about future plans for District 3   kens5.com</a>

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
FOX 29	Amanda	Henderson	Yes	Broadcast & Digital Print	06.04.2021	We are so thrilled:' Texas' unemployment heading in good direction, more jobs available	392 Words	<a href="https://www.foxsanantonio.com/news/local/we-are-so-thrilled-texas-unemployment-heading-in-good-direction-more-jobs-available">https://www.foxsanantonio.com/news/local/we-are-so-thrilled-texas-unemployment-heading-in-good-direction-more-jobs-available</a>
Seguin Gazette	Dalondo	Moultrie	Yes	Digital Print	05.30.2021	Area jobless rate declining Workforce Solutions shows more employment seekers than positions	NA	<a href="http://seguingazette.com/news/article_acbb58d2-c019-11eb-afbf-03c300a8e97b.html">http://seguingazette.com/news/article_acbb58d2-c019-11eb-afbf-03c300a8e97b.html</a>
San Antonio Report	Waylon	Cunningham	No	Digital Print	05.28.2021	Mention, Additional Unemployment benefits ending	837 words	<a href="https://www.sanantonioreport.org/The-end-of-federal-benefits-could-pressure-workers-in-San-Antonio-to-return">The end of federal benefits could pressure workers in San Antonio to return (sanantonioreport.org)</a>
San Antonio Express News	Greg	Jefferson	No	Digital print	05.28.2021	Jefferson: Abbott to the unemployed - Get back to work	1,129 Words	<a href="https://www.expressnews.com/business/business-columnists/greg-jefferson/article/Jefferson-Abbott-to-the-unemployed-Get-back-16210368.php">https://www.expressnews.com/business/business-columnists/greg-jefferson/article/Jefferson-Abbott-to-the-unemployed-Get-back-16210368.php</a>
WOAI	Gregory	Pollak	Yes	Digital Print	05.26.2021	Resume tips for jobseekers	234 words	<a href="https://www.news4sanantonio.com/news/local/resume-tips-and-interview-skills-to-put-you-ahead-of-the-game- WOAI">Resume tips and interview skills to put you ahead of the game   WOAI (news4sanantonio.com)</a>
WOAI	Lynette	Vega	No	Digital Print	05.24.2021	Toyotetsu job fair	112 words	<a href="https://www.news4sanantonio.com/news/local/auto-parts-manufacturer-hosting-in-person-job-fair-Wednesday- WOAI">Auto parts manufacturer hosting in-person job fair Wednesday   WOAI (news4sanantonio.com)</a>
CBS Austin	Gregory	Pollak	Yes	Broadcast & Digital Print	05.24.2021	Jobseeker struggling to find work	326 words	<a href="https://www.cbsaustin.com/news/local/unemployment-rate-down-some-are-still-struggling-to-find-work- KEYE">Unemployment rate down, some are still struggling to find work   KEYE (cbsaustin.com)</a>
WOAI News 4	Lynette	Vega	No	Broadcast & Digital Print	05.24.2021	Auto parts manufacturer hosting in-person job fair Wednesday	100 Words	<a href="https://www.news4sanantonio.com/news/local/auto-parts-manufacturer-hosting-in-person-job-fair-Wednesday">https://www.news4sanantonio.com/news/local/auto-parts-manufacturer-hosting-in-person-job-fair-Wednesday</a>
WOAI News 4	Greg	Pollak	Yes	Broadcast & Digital Print	05.24.2021	Unemployment rate down, but some are still struggling to find work	2:38 Mins	<a href="https://cbsaustin.com/news/local/unemployment-rate-down-some-are-still-struggling-to-find-work">https://cbsaustin.com/news/local/unemployment-rate-down-some-are-still-struggling-to-find-work</a>
KSAT	David	Ibañez	No	Digital Print	05.21.2021	WSA Vaccination Event	210 words	<a href="https://www.ksat.com/Workforce-Solutions-Alamo-to-host-three-COVID-19-pop-up-vaccine-clinics">Workforce Solutions Alamo to host three COVID-19 pop-up vaccine clinics (ksat.com)</a>
WOAI News 4	SBG	Staff	No	Digital	05.21.2021	More vaccines available starting Monday	160 Words	<a href="https://www.foxsanantonio.com/news/local/more-vaccines-available-starting-Monday">https://www.foxsanantonio.com/news/local/more-vaccines-available-starting-Monday</a>
Fredericksburg Standard	Penny	McBridge	No	Digital Print	05.19.2021	Mention, Fredericksburg local economy	N/A	<a href="https://www.fredericksburgstandard.com/We-have-a-money-tree-but-it-needs-regular-tending- Fredericksburg-Standard">We have a money tree but it needs regular tending   Fredericksburg Standard</a>
KSAT	Rebecca	Salinas	No	Digital Print	05.19.2021	TWC 'Texans Return To Work Roundtable'	240 words	<a href="https://www.ksat.com/Watch-Thursday-at-10-a.m.-Texas-Workforce-Commission-hosts-Texans-Return-To-Work-Roundtable- ksat.com">Watch Thursday at 10 a.m.: Texas Workforce Commission hosts 'Texans Return To Work Roundtable' (ksat.com)</a>

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
KSAT	Garrett	Brnger	Yes	Broadcast & Digital Print	05.18.2021	'A slap in the face': Unemployed San Antonians weigh in after Gov. Abbott opts out of extra \$300 per week	1:46 Mins 591 Words	<a href="https://www.ksat.com/news/local/2021/05/19/a-slap-in-the-face-unemployed-san-antonians-weigh-in-after-gov-abbott-opts-out-of-extra-300-per-week/">https://www.ksat.com/news/local/2021/05/19/a-slap-in-the-face-unemployed-san-antonians-weigh-in-after-gov-abbott-opts-out-of-extra-300-per-week/</a>
Texas Public Radio	David Martin	Davies	Yes	Radio	05.13.2021	"The Source" talkshow: state of and issues for the U.S. labor force as we transition out of the COVID economy.	48:59 Mins	<a href="https://www.tpr.org/podcast/the-source/2021-05-12/help-wanted-are-the-u-s-texas-facing-a-labor-shortage-post-covid-whats-keeping-people-from-reentering-the-workforce">https://www.tpr.org/podcast/the-source/2021-05-12/help-wanted-are-the-u-s-texas-facing-a-labor-shortage-post-covid-whats-keeping-people-from-reentering-the-workforce</a>
FOX 29	Kristina	DeLeon	No	Digital Print	05.04.2021	Hotel & Restaurant Job Fair Event	100 words	<a href="https://www.foxsanantonio.com/news/job-tracker/two-day-job-fair-starts-today">https://www.foxsanantonio.com/news/job-tracker/two-day-job-fair-starts-today</a>
KSAT	Max	Massey	Yes	Broadcast & Digital Print	05.04.2021	Hotel & Restaurant Job Fair Event	Good Morning San Antonio (GMSA) Live at 9 AM	<a href="#">2-day job fair connects potential employees with hospitality industry in San Antonio</a> <a href="#">Workforce Solutions Alamo job fair is May 4-5 from 9 a.m. to 2 p.m.</a>
WOAI News 4	Greg	Pollak	Yes	Broadcast & Digital Print	05.04.2021	Hotel & Restaurant Job Fair Event Job Seeker Recruitment	9 o'clock news 268 Words	<a href="https://www.foxsanantonio.com/news/local/hotel-and-restaurant-job-fair-continues-Wednesday">https://www.foxsanantonio.com/news/local/hotel-and-restaurant-job-fair-continues-Wednesday</a>
Seguin Today	Cindy	Aguirre	Yes	Digital Print	05.04.2021	Seguin Career Center Ribbon Cutting / Job Fair Mention	903 words	<a href="https://seguintoday.com/2021/05/03/new-seguin-career-center-opens-its-doors/">https://seguintoday.com/2021/05/03/new-seguin-career-center-opens-its-doors/</a>
Univision	Myrna	Salas	Yes	Broadcast	05.03.2021	Hotel & Restaurant Job Fair Event Job Seeker Recruitment	10 O'clock News	Live Broadcast
KSAT	News	Broadcast	No	Broadcast	05.03.2021	Hotel & Restaurant Job Fair Event Job Seeker Recruitment	10 O'clock News	Live Broadcast
WOAI News 4	News	Broadcast	No	Broadcast	05.03.2021	Hotel & Restaurant Job Fair Event Job Seeker Recruitment	9 o'clock news	Live Broadcast
KSAT	Max	Massey	Yes	Broadcast & Digital Print	04.27.2021	Hotel & Restaurant Job Fair Event	Good Morning San Antonio (GMSA) Live at 9 AM	<a href="#">Hospitality industry in San Antonio looking to hire; 2-day job fair set for next week</a>
Telemundo	Josue	Esquivel	Yes	Broadcast	04.21.2021	Workforce is scarce for all industries	10 O'clock News	<a href="#">Reportan escases de interesados en trabajar tras reapertura de la economía</a>
KSAT	Courtney	Friedman	Yes	Broadcast	04.21.2021	Issues business are facing now that they are open 100%	5 O'clock News	<a href="#">Businesses struggle to hire enough employees to open at capacity one month after Texas' reopening</a>
Univision	Jorge	Viñales	Yes	Broadcast	04.07.2021	Recent college gradates facing pandemic future	Edición Digital @14:31	<a href="https://www.facebook.com/UnivisionSATX/videos/826134821633075/">https://www.facebook.com/UnivisionSATX/videos/826134821633075/</a>

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
Univision	Jorge	Viñales	Yes	Broadcast	04.06.2021	Recent college gradates facing pandemic future	10 O'clock News	<a href="#">Jóvenes a punto de graduarse en San Antonio enfrentan incertidumbre y desempleo</a>
Univision	Brenda	Jimenez	Yes	Virtual Townhall	03/22/2021	How to prepare for the Virtual Job Fair with Brooks, SAWorks, and Goodwill	60 Mins.	<a href="#">Live Virtual Town Hall - Feria de Trabajo Virtual</a>
Univision	Alex	Camera	Yes	Broadcast & Digital Print	03.31.2021	East Houston Ribbon Cutting Ceremony	5 O'clock News	Live Broadcast
KSAT	Camera	Camera	Yes	Broadcast & Digital Print	03.31.2021	East Houston Ribbon Cutting Ceremony	KSAT 12 News at Noon	<a href="#">Workforce Solutions Alamo Unveils Renovated Site</a>
KSAT	Steven	Cavazos	Yes	Broadcast & Digital Print	3/24/2021	Series - Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	KSAT 12 News at Noon	<a href="#">Over 500 job seekers registered for Brooks Virtual Job Fair</a>
KSAT	Steven	Cavazos	Yes	Broadcast	3/24/2021	Series - Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	Good Morning San Antonio (GMSA) Live at 9 AM	Live interview
WOAI News 4	Simone	DeAlva	Yes	Broadcast	3/22/2021	Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	10 O'clock News	Live interview
WOAI News 4	Maritza	Núñez	No	Digital Print	3/18/2021	Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	237 Words	<a href="#">35 San Antonio Companies team up for massive, virtual job fair; Here's how you sign up...</a>
KSAT	Steven	Cavazos	Mention	Broadcast & Digital Print	3/18/2021	Series - Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	Good Morning San Antonio (GMSA) Live at 9 AM	<a href="#">Global company seeks to fill 100 positions at upcoming Brooks virtual job fair</a>
KSAT	Max	Massey	Yes	Broadcast & Digital Print	3/16/2021	Series - Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	Good morning San Antonio (GMSA) Live at	<a href="#">Collaborative virtual job fair set to help San Antonio get back to work</a>
KEDA Radio 99.9FM / 1540 AM	Robert / Cristina	Vargas III / Bazaldúa	Yes	Radio	3/13/2021	Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	27 Mins.	<a href="#">KEDA Radio 99.9 FM / 1540 AM</a>
MySA	Candice	Avila-Garcia	No	Digital Print	3/11/2021	Workforce Solutions Alamo Business and Finance Virtual Job Fair	133 Words	<a href="https://www.mysanantonio.com/news/local/article/City-of-San-Antonio-virtual-job-fair-16017589.php">https://www.mysanantonio.com/news/local/article/City-of-San-Antonio-virtual-job-fair-16017589.php</a>
KSAT	Max	Massey	Yes	Broadcast & Digital Print	3/9/2021	Series - Collaborative Virtual Job Fair with Brooks, SAWorks, and Goodwill	Good Morning San Antonio (GMSA) Live at 9 AM	<a href="#">Collaborative virtual job fair set to help San Antonio get back to work</a>
Seguin Gazette	Dalondo	Moultrie	Yes	Digital Print	3/7/2021	Seguin unemployment compared to national numbers	TBD	<a href="http://seguingazette.com/news/article_65a20af4-7e24-11eb-a917-ef56e476102b.html#tncms-source=article-nav-prev">http://seguingazette.com/news/article_65a20af4-7e24-11eb-a917-ef56e476102b.html#tncms-source=article-nav-prev</a>

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
San Antonio Report	Waylon	Cunningham	Yes	Digital Print	2/25/2021	Dream Proposal	997 words	<a href="https://sanantonioreport.org">Workforce Solutions Alamo gives grants to San Antonio-area child care centers (sanantonioreport.org)</a>
WOAI News 4	Ryan	Wolf	Yes	Broadcast	2/17/2021	Pandemic Proof Jobs	3:02 minutes and 478 words	<a href="https://www.foxsanantonio.com">San Antonio paying people to land pandemic-proof jobs   KABB (foxsanantonio.com)</a>
WOAI News 4	Maritza	Nuñez	No	Digital Print	2/12/2021	The Center for Health Care Services Job Fair	84 words	<a href="https://www.foxsanantonio.com">High demand for registered nurses and licensed vocational nurses in San Antonio   WOAI (news4sanantonio.com)</a>
WOAI News 4	Maritza	Nuñez	No	Digital Print	2/9/2021	WSA Job Fair(s) Post	139 words	<a href="https://news4sanantonio.com/news/job-tracker/two-virtual-job-fairs-set-up-to-help-san-antonians-find-the-perfect-job">https://news4sanantonio.com/news/job-tracker/two-virtual-job-fairs-set-up-to-help-san-antonians-find-the-perfect-job</a>
San Antonio Report	Jackie	Wang	Quote	Digital Print	2/9/2021	(Bexar Co. Commissioner Meeting) Bexar County commissioners hear of 'skill set mismatch' complicating workforce development efforts	798 words	<a href="https://sanantonioreport.org/bexar-county-commissioners-hear-of-skill-set-mismatch-complicating-workforce-development-efforts/">https://sanantonioreport.org/bexar-county-commissioners-hear-of-skill-set-mismatch-complicating-workforce-development-efforts/</a>
WOAI News 4	Maritza	Nunez	No	Digital Print	2/4/2021	Toyota Drive Thru Hiring Event	71 words	<a href="https://news4sanantonio.com">Looking for a job at the Toyota plant? Drive-thru hiring event set for this weekend   WOAI (news4sanantonio.com)</a>
mySA & San Antonio Express-News	Candice	Avila-Garcia	No	Digital Print	2/4/2021	Toyota Drive Thru Hiring Event	155 words	<a href="https://mysanantonio.com">Toyota San Antonio job fair set for this weekend (mysanantonio.com)</a>
North San Antonio Chamber	N/A	N/A	No	Digital Newsletter	2/4/2021	December Unemployment Rates	123 words	<a href="https://www.northsachamber.com/nsac-news/#LatestNews">https://www.northsachamber.com/nsac-news/#LatestNews</a>
WOAI News 4	Robyn	Oguinye	Yes	Broadcast	2/4/2021	COVID-19 - Women in he workforce; Unemployment data	10 O'clock News	Live news
WOAI News 4	Maritza	Nunez	No	Digital Print	2/3/2021	Train For Jobs SA	204 words	<a href="https://news4sanantonio.com">Know someone looking for a job in the San Antonio area? Start here...   WOAI (news4sanantonio.com)</a>
San Antonio Report	Iris	Dimmick	No	Media mention, Digital Print	2/3/2021	Train For Jobs SA; local politics	586 words	<a href="https://sanantonioreport.org">With nearly 5,000 San Antonians signed up, Train for SA hopes to enroll 5,000 more (sanantonioreport.org)</a>
KENS 5	Megan	Ball	Yes	Broadcast & Digital Print	1/26/2021	COVID-19 - How to land a job	1.4 minutes / 1061 words	<a href="#">IN THE LOOP: How to land a job during the middle of a pandemic</a>
KVDA 60	Joanna	Benavidez	No	Broadcast Media Mention	1/26/2021	December Unemployment Rates	5 O'clock News	Live news

Station	Reporter First Name	Reporter Last Name	Interview	Media Type	Date Aired	Topic / Title	Length of Story	Link
Social Media								
Webhead	Melissa	Adame		Mention	03.31.2021	East Houston Ribbon Cutting Ceremony		<a href="https://www.facebook.com/96015283159/posts/10158361037358160/?d=n">https://www.facebook.com/96015283159/posts/10158361037358160/?d=n</a>
Dave Sims Media	Dave	Sims		Mention	03.31.2021	East Houston Ribbon Cutting Ceremony		<a href="https://www.facebook.com/796128403852607/posts/2297651537033612/?d=n">https://www.facebook.com/796128403852607/posts/2297651537033612/?d=n</a>
SAGE	Tuesdaé	Knight	Yes	YouTube	04.22.21	It Takes a Village		<a href="https://www.youtube.com/watch?v=BeBF8Rh6P8c">https://www.youtube.com/watch?v=BeBF8Rh6P8c</a>
Media Mention								
San Antonio Report	Iris	Dimmick	No	Digital Print	05.30.2021	Mention, "Turning Point" program (Recindivism)	1532 words	<a href="https://www.sanantoniofreed.org/new-nonprofit-freed-texas-takes-aim-at-recidivism-in-bexar-county">New nonprofit FREED Texas takes aim at recidivism in Bexar County (sanantonioreport.org)</a>
Texas Public Radio	Brian	Kirkpatrick	No	Mention Digital	02.09.2021	Bexar County's Unemployment Rate Has Decreased, But Commissioners Seek To Lower It More	585 Words	<a href="https://www.tpr.org/san-antonio/2021-02-09/bexar-countys-unemployment-rate-has-decreased-but-commissioners-seek-to-lower-it-more">https://www.tpr.org/san-antonio/2021-02-09/bexar-countys-unemployment-rate-has-decreased-but-commissioners-seek-to-lower-it-more</a>
Hill Country Community Journal (Kerrville)	Bonnie	Arnold	No	Digital Print	10.7.21	F&L seeking volunteer instructors     hccommunityjournal.com	765 Words	<a href="https://www.hccommunityjournal.com/f&amp;l-seeking-volunteer-instructors">F&amp;L seeking volunteer instructors     hccommunityjournal.com</a>
San Antonio Report	Brooke	Crum	No	Digital Print	10.31.21	Westside Halloween event connects hundreds of San Antonio residents to utility, rent help	747 Words	<a href="https://www.sanantonioreport.org/halloween-event-connects-san-antonians-to-utility-rent-help">Halloween event connects San Antonians to utility, rent help (sanantonioreport.org)</a>
107.1 550 KTSA	Katy	Barber	No	Digital Print	11.3.21	More Than 600 Jobs Available At Seguin And New Braunfels Joint Job Fair Next Week	203 Words	<a href="https://www.ktsa.com/more-than-600-jobs-available-at-seguin-and-new-braunfels-joint-job-fair-next-week">More than 600 jobs available at Seguin and New Braunfels joint job fair next week - KTSA</a>





# Child Care Success Stories





## Child Care Success Story: **ANGELIC BARRON**

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Angelic Barron is a single mother of seven children who aims to work in the police department after she attends college. She is grateful to have the opportunity to participate in the Child Care Services (CCS) program because it allowed her to get her High School diploma and be employed at the same time.

Angelic is a firm believer that you can do anything you put your mind to and if you work hard, you will accomplish any obstacle. She wants to thank everyone who took the time to make sure her every need was met and that her family was set for success.

Angelic is grateful every day for the care her children receive while she is attending school full time. She is thankful that she does not have to worry about not having childcare because she knows as long as she is working at least 25 hours per week or going to school full time, she will not lose her care.



## Child Care Success Story: KRISTINA REYES



After spending nine years as the full-time caregiver of her children, Kristina experienced a change in her family status which required her to begin working. Through Workforce Solution's Alamo Career Center, Kristina attended a class which provided her information on available supports, including Child Care Services.

At first Kristina was afraid to leave her kids in daycare but was surprised the daycares that worked with the program were all topnotch. The program allowed her to comfortably leave her children and get to work.

Kristina can now say with the help of workforce solutions, she was able to become an Operations Manager at a national law firm and is currently enrolled in a University. Kristina hopes to earn a bachelor's degree and to one day become an attorney.

# **PROGRAM SUCCESS STORIES**



## WSA SUCCESS STORIES – SEPTEMBER 2021

### WALZEM

Customer Sulema Gonzalez' goal entering the WIOA program was to obtain full-time suitable employment in architecture. Ms. Gonzalez came into the WIOA program in April 2021 and began intensive job search. Ms. Gonzalez had been permanently laid off from her previous position at Consulting Engineer Group on 1/28/21. Through intensive job search and workforce services, Ms. Gonzalez has been able to obtain full-time employment with Harrison French and Associates as a Designer earning \$20 per hour.



### YOUTH

Youth Trevor Mullis came to the YES! Program and was enrolled on March 17, 2020. He came in knowing what he wanted to do and set forth to become successful. He began training with Code Up on March 23, 2020 and successfully completed his training November of that year despite the many setbacks that were occurring during this time. He prevailed and after completion began to job search within the industry he was trained for. He interned for some time at Code Up and was offered a temporary position at the training provider he attended as a Graduate Fellow as of 3.22.21. He is continuing with our program, but with the support of Code Up and the YES! Program, we are positive that he will permanently secure the career he has worked so hard to achieve.

### E. HOUSTON

Ryan Ballas is a disabled veteran who received career and training services at the Workforce Solutions career center. He was deemed eligible for the WIOA Adult program. He successfully completed Network Support Specialist training at ACI formally known as Leaderquest. Mr. Ballas received his certification in ITIL Foundations, Comp TIA+, CCNA Part I, and CCNA Part II. He was able to obtain a government security clearance while job searching and was hired with a company called, Global Commerce and Service LLC (GCS). His job title is a Help Desk Coordinator TIER I which supports the Air Force Installation and Mission Support Center. Mr. Ballas starting salary is \$41,600 (\$20.00 per hour) which is an upgrade from his last employer at \$31,200 ( \$15.00 per hour).

## WSA SUCCESS STORIES – SEPTEMBER 2021

### NCP

On April 19, 2021, Mr. David A. Crow was court ordered to participate in the Non-Custodial Parent Choices Program. When enrolled into the Non-Custodial Parent Choices program, Mr. Crow had not worked for almost two years. Mr. Crow was assisted in creating a Work In Texas account including a resume to include his employment history and job skills.

On 05/18/2021, Career Counselor emailed Mr. Crow a flyer for the Coca-Cola Job Fair on 05/19/2021. Mr. Crow was excited and willing to attend the Coca-Cola Job Fair and was interviewed on 05/19/2021. On 06/08/2021 Mr. Crow was hired by the Coca-Cola Southwest Beverages, LLC as an Order Replenishment Merchandiser earning \$15.87 an hour. Mr. Crow was grateful Career Counselor sent the email regarding the Coca-Cola Job Fair.

Career Counselor Roque assisted Mr. Crow with transportation while in the Non-Custodial Parent Choices Program.

Mr. Crow is eager to maintain his fulltime employment. He created a better future for his child and himself. He will be able to be consistent in paying his Child Support obligation since he was found employment. He feels he has accomplished his barriers and was appreciative for the assistance from the Non-Custodial Parent Choices Program.



### S. FLORES



Mr. Nathan Adcock sent CC Sara DeLosSantos an email informing her that he was offered employment at Capture RX as a Software Developer . He is a WIOA D/W participant that completed training at CodeUp as of 7/20/2021. He stated that his first day of work will be on 8/30/2021. He will be earning a salary of \$75,000 yearly around \$37.50 per hour. He provided an offer letter and stated that he accepted the position officially. The WIOA Program paid \$15,000 towards his training at CodeUp, assisted with support services and job search. Please see email below from customer Nathan Adcock:

My name is Nathan. In May of 2020 I was laid-off due to the Covid 19 Pandemic. Prior to that, I worked for over ten years in the Social Services sector for non-profits and had been lay off two other times because of grant losses or funding cuts. This time was especially hard, because for months it seemed like no one was hiring. This combination of circumstances made me realize that I needed to find a career that was stable in the face of economic changes and that had hard skills that were scalable and marketable. I did some research and found Codeup and the WIOA program through Texas Workforce. Codeup offered the career change that I was looking for, but its cost was prohibitive. Sara DeLosSantos and the WIOA program provided me with the funding to make my goals possible.

I didn't need to stress about the tuition or living expenses and I focused completely on class and my subject comprehension. When the 2021 freeze struck San Antonio, the main water line to my house burst and I worried about how I could cover the expense. Sara informed me that Texas Workforce could assist me with my bills while I figured out how to get my plumbing fixed. I have since finished the course and after only a month of searching for work I received a job offer for nearly double what I was paid before. I worked hard to reach this "fresh start" but it wouldn't have been possible if I hadn't received the assistance that was provided through Texas Workforce's WIOA program. I am profoundly grateful this opportunity. Thank you!

## WSA SUCCESS STORIES – SEPTEMBER 2021

### DATAPoint

Robert Murphy joined the WFA Dislocated Worker program in March 2021. He was laid off from his work as a Geologist and came to Datapoint seeking assistance.

After meeting with a WIOA CC, he was enrolled in CodeUp to help him find work in the IT field and has recently graduated from the program Sept. 3 2021 and is currently excited to explore careers with his CC in the IT Field, i.e. Web Development.

The CodeUp logo features the word "codeup" in a lowercase, sans-serif font, followed by a stylized icon of a person sitting at a desk with a laptop.

### KERRVILLE



Kevin Casey is a resident of Kerrville and was determined WIOA eligible on 07.27.20. Client was deemed WIOA eligible as a Dislocated Worker after he was laid off from Uber. His layoff was due to the downturn in food delivery services.

Mr. Miller is a divorced male with 2 dependents who are in the custody of their mother. The client requested assistance with the cost of CDL training through Roadmaster Driver School. Client successfully completed CDL training on time and subsequently accepted a drivers position with Monterey Mushrooms.

### BOERNE

Tonya Martinez is a single mom of two girls who joined the WIOA-Adult program in April 2021. She was deemed eligible for the WIOA-Adult Program. She requested assistance with transportation and rent. These support services allowed her to keep her head above water while she was job searching.

Recently, she became gainfully employed and very happy! She was hired as a Customer Support Specialist with GVTC with a start date of 9/21/2021. She will be working full time with full benefits package. She has been able to find some relief with her family obligations and catch up on her bills. When we reached out to the employer, we were informed that Tonya Martinez was a great employee and was a successful partner for them.





## WSA SUCCESS STORIES – SEPTEMBER 2021

### TRAIN FOR JOBS SA

Ms. Kimberly Alvarado was employed for over 20 years as a Data Analyst for the American Cancer Society. When COVID-19 impacted her employment, she found herself unemployed in June 2020 due to her self-taught skill-set. She did not have any of the necessary certifications to be able to obtain the same type of employment she was previously in. She enrolled in the Train for Jobs SA (COSA) program in February 2021 and started training with ACI Learning in April 2021 for Computer User Support Specialist and completed in June of 2021. Now she is currently employed utilizing her current training at APEX Systems as a Business Systems Analyst earning \$45.40 an hour.

In her own words, she states, “I had been at my previous employment for 29+ years. Then came Covid-19 and on June 10, 2020, I was laid off. They released over 45% of the workforce globally. I worked as a Data Analyst with them for the last 17 years of employment. Most of my skills there were self taught with minimal professionally taught support. I found that trying to find work at this point was going to be difficult with out the official professional training most companies wanted and needed to be hired. I reached out to the COSA program and an IT Training resource and was able to get in and get funding to allow me to receive five training and certifications for IT Service, which helped me get a fabulous job.

I’m now an IT Business Analyst contract to permanent in six months through APEX Systems to WellMed Medical Management in the Corporate IT center. I love the job and I love the people I work with and for. This opened up a great opportunity I never would have found otherwise.

There is such a thing as a silver lining in everything and COSA and Workforce Solutions helped me get there.” - Kim A



### NEW BRAUNFELS



Valerie Castillon was certified for WIOA as an Adult in December of 2019. She is a single mom who was receiving SNAP benefits for herself and her daughter. Valerie had a plan in mind when she came into the New Braunfels WFS location. She wanted to become a nurse and was in the process of enrolling in St. Phillips College LVN Program at CTTC in New Braunfels. Her course work began in January of 2020, and she was set to finish within a year's time. Unfortunately, the pandemic hit and slowed down her timeline. However, Valerie was determined to finish and finally became a licensed LVN on July 17, 2021. Valerie began applying for jobs, had several promising interviews, and found full time employment as a LVN in September 2021 at Conviva Care Center in San Antonio.

Valerie benefitted greatly from the monetary assistance WIOA was able to provide her to keep up with her household bills while she completed her training and searched for suitable employment. She participated in her job search assistance and training attendance appointments. Through her employment, Valerie is extremely grateful for the help Workforce Solutions and the WIOA program has provided her and is doing a job she has a true passion for.

Valerie's story is a success story because she has met her employment goal while facing the challenges of the national pandemic. She will continue to work and take night classes to meet her ultimate goal of becoming a Registered Nurse.

## WSA SUCCESS STORIES – SEPTEMBER 2021

### SEGUIN

Ms. Roxanne Campbell is a WIOA Dislocated worker that was determined eligible on 08/03/2021. The client came into the office eager to enroll in the program for job search, possible training and other services. Although she had unforeseen barriers in which her CC was able to assist with by providing counseling and support services, she was able to complete the last test she needed to gain her license for Insurance adjustor. She later was able to find employment with AllCat Insurance based out of San Antonio, TX as an INSIDE INSURANCE ADJUSTER as of 09/20/2021 making 19.00 dollars an hour. Ms. Campbell is so thankful for our assistance and wants us to stay connected.



### MARBACH



Mr. Trinidad was laid off due to the pandemic from Exhibit Guru on 03/2020. After being enrolled in the WIOA program, Career Counselor Debra A. Rodriguez and customer created and went over an Initial employment plan to assist him in finding employment in his previous occupation, as a vendor and in sales.

Mr. Trinidad began to broaden up his searches and discussed with CC a different Career path. Mr. Trinidad requested training to be a Commercial Driver (CDL) to overcome his barriers and to find steady employment. He began training on May 3, 2021, with Alamo Trucking Company and completed successfully on August 27, 2021. Mr. Trinidad was hired immediately with Rancho as a CDL Driver which started on September 20, 2021.

Since the beginning of his participation in the WIOA program, Mr. Trinidad, was optimistic in being successful. Due to his motivational attitude, Career Counselor Rodriguez feels Mr. Trinidad was such a success because he did not allow his barriers to overcome him in finding employment and having a promising future.

### FLORESVILLE

Ms. Andrea Blair became certified in the WIOA program as an Adult in January 2021. She was already attending school but needed assistance with transportation and employment services once she has completed the nursing program. She submitted her attendance and was in compliance with the program.

Ms. Blair contacted the office and stated she recently completed the program and found employment. Client has become employed with Floresville ISD as a School Nurse and is to be paid \$15 hr until she takes her RN Board Exam and will get a raise thereafter. She is happy and thankful for the assistance with offered during her training. She looks forward to her new journey in her new profession.



## WSA SUCCESS STORIES – SEPTEMBER 2021

### HONDO

Michele Thacker was referred to attend our COVID 19 Rural Career Center Services Orientation in March 2021. Michele last worked for Hondo Independent School District as Director of Nutrition Services. Her last month of employment with Hondo Independent School District was in June of 2020.

Michele utilized our Career Center for job search assistance and was also interested in support services opportunities available under WIOA program.

During Michele's enrollment in our WIOA program, she always reported to her scheduled WIOA appointments on time and ready to discuss how her job search was coming along.

After working with Michele for a couple of months and assisting her with job search, she was selected for a job interview with USAA for a Non-Injury Adjuster vacancy that she had applied for.

Michele was very excited about this job offer and she accepted it immediately! Michele shared with me this exciting news and she was eager, ready to start.

Michele started employment with USAA on 8.2.2021, working full time and earning \$21.16 /hour and states that she is currently enjoying her job. She thanks Workforce Solutions Alamo for assisting her with the services that she received such as job search, counseling, and case management.

Michele's accomplishment has made her more marketable in today's labor market!



### PEARSALL



Roy Dominguez was enrolled on 10/20/20 in WIOA Dislocated Worker Program. He began participating in the WIOA program at the Pearsall Workforce Center. Roy is married with one dependent. He last worked as a Wireline with Byrd Completion, LLC earning \$7,500.00 a month. Roy's goal was to obtain employment as a Truck Driver/Lineman.

Roy was assisted with job search, support services and training to obtain his CDL Class A. He successfully completed his training. Roy successfully completed her Truck driver training on 7-25-21. He met his overall goal by obtaining employment with Linetec Services as an Apprentice Lineman III where he is utilizing his Class A CDL earning \$22.00 an hour with a start date of 9/20/21. His future aspirations are to start his own truck driving business soon.

## PLEASANTON

Ms. Sylvia Zavala came into the Pleasanton office looking for guidance on what next steps after being separated from her job because of COVID. After speaking with the Career Counselor Ms. Zavala decided it was in her best interest to attend a Human Resource training and add to her legal toolbox. She came from a background of working in a law office and she wanted to be able to look at the human resource side of the law. Ms. Zavala decided she would attend Dynamic Advancement for human resource training. She was also in a paralegal training. Ms. Zavala completed the training successfully and passed her HRS, Diversity and Inclusion, and the SHRM. She was hired by a private law firm as a paralegal in their human resource department. She is thrilled with her new job and grateful for Pleasanton WSA.



**WORKFORCE SOLUTIONS ALAMO BOARD  
2021 ATTENDANCE**

Place #	WSA BOARD MEMBER	CATEGORY	CURRENT TERM	DEC '20	JAN '21	FEB '21	MAR '21	APR '21	MAY '21	JUN '21	JULY '21	AUG '21	SEPT '21	OCT '21	NOV '21	Number of Meetings	Meetings Attended/ Excused	Number of Unexcused Absences	Total %
1	Mary Batch	Private Sect.	1/4/17-12/31/21													15	14	1	93%
	BOARD OF DIRECTORS			Y	Y	Y	Y			E		Y	Y	Y					
	EXECUTIVE COMMITTEE						E			Y					Y				
	AUDIT & FINANCE COMMITTEE (CHAIR)						Y		E		U				Y				
	HR COMMITTEE																		
2	Betty Munoz	Private Sect.	12/4/18-12/31/21													12	12	0	100%
	BOARD OF DIRECTORS			E	Y	Y	Y			Y		Y	Y	Y					
	HR COMMITTEE																		
	CHILD CARE COMMITTEE				Y			Y		Y					Y				
11	Diana Kenny	Private Sect.	12/18/18-12/31/22													8	8	0	100%
	BOARD OF DIRECTORS			Y	E	Y	Y			Y		E	Y	Y					
	HR COMMITTEE																		
4	Leslie Cantu	Private Sect.	01/01/2021-12/31/23													28	28	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y			Y	Y					
	AUDIT & FINANCE COMMITTEE						Y		Y		Y				Y				
	STRATEGIC COMMITTEE			Y	Y	Y	E			Y		Y							
	OVERSIGHT COMMITTEE						Y		Y		Y				Y				
	EXECUTIVE COMMITTEE						Y			Y	Y				Y				
	CHILD CARE COMMITTEE				Y			E			Y								
	HR COMMITTEE (CHAIR)																		
5	Carolyn King	Private Sect.	12/4/18-12/31/21													11	11	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	NOMINATIONS COMMITTEE (CHAIR)			Y											Y	Y			
	MARKETING & COMMUNICATIONS																		
6	Anthony Magaro	Private Sect.	02/01/2021-12/31/2024													9	9	0	100%
	BOARD OF DIRECTORS					Y	Y			Y		Y	Y	Y					
	STRATEGIC COMMITTEE				Y	Y									Y				
7	Yousef Kassim	Private Sect.	01/01/2021-12/31/23													22	22	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	AUDIT & FINANCE COMMITTEE						Y		Y		Y				Y				
	CHILD CARE COMMITTEE							Y		Y					Y				
	STRATEGIC COMMITTEE					Y	Y	Y			E								
	OVERSIGHT COMMITTEE						Y		Y		Y								
8	Ben Peavy	Private Sect.	01/01/2021-12/31/23													18	16	2	89%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	EXECUTIVE COMMITTEE						Y			Y	Y			Y	Y				
	STRATEGIC COMMITTEE					E		E			E		U		U				
9	Frank Crowder	Private Sect.	12/4/18-12/31/21													16	13	3	81%
	BOARD OF DIRECTORS			E	Y	Y	E			E		Y	Y	Y					
	CHILD CARE COMMITTEE				Y			U	U						Y				
	STRATEGIC COMMITTEE					Y		Y			U								
	NOMINATIONS COMMITTEE														Y				

**WORKFORCE SOLUTIONS ALAMO BOARD  
2021 ATTENDANCE**

Place #	WSA BOARD MEMBER	CATEGORY	CURRENT TERM	DEC '20	JAN '21	FEB '21	MAR '21	APR '21	MAY '21	JUN '21	JULY '21	AUG '21	SEPT '21	OCT '21	NOV '21	Number of Meetings	Meetings Attended/Excused	Number of Unexcused Absences	Total %
10	Polo Leal	Private Sect.	1/07/2020-12/31-2021													8	8	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	BY LAWS																		
3	Jamie Allen	Private Sect.	01/01/2021-12/31/23													17	17	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	E			E		Y	Y	Y					
	EXECUTIVE COMMITTEE						Y			Y	Y								
	OVERSIGHT COMMITTEE						Y		E		Y				Y				
	NOMINATIONS COMMITTEE			Y											Y				
	MARKETING & COMMUNICATIONS																		
12	Dr. Mark Niederauer	Private Sect.	12/31/19-12/31/2022													16	15	1	94%
	BOARD OF DIRECTORS			E	Y	Y	Y			E		Y	U	E					
	OVERSIGHT COMMITTEE (CHAIR)						Y		Y		Y				Y				
	EXECUTIVE COMMITTEE						Y			Y	Y				Y				
13	Lisa Navarro Gonzales	Private Sect.	01/01/2021-12/31/2023													10	10	0	100%
	BOARD OF DIRECTORS				Y	Y	Y			Y			Y	Y					
	AUDIT & FINANCE COMMITTEE						Y		Y		Y				Y				
14	Eric Cooper	CBO	12/4/18-12/31/21													21	18	3	86%
	BOARD OF DIRECTORS			E	Y	Y	Y			Y		Y	U	U					
	STRATEGIC COMMITTEE (CHAIR)					Y		Y			Y		Y		Y				
	CHILD CARE COMMITTEE				Y			Y		E					Y				
	EXECUTIVE COMMITTEE						Y			E	Y				Y				
15	Elizabeth Lutz	CBO	12/31/19-12/31/2022													15	11	4	73%
	BOARD OF DIRECTORS			Y	E	E	Y			Y		Y	Y	Y					
	CHILD CARE COMMITTEE			E	U			U		U									
	STRATEGIC COMMITTEE					Y							Y		U				
16	Doug Watson	CBO	12/4/18-12/31/21													16	16	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	CHILD CARE COMMITTEE				Y			Y		Y					Y				
	EXECUTIVE COMMITTEE						Y			Y	E				Y				
17	Dr. Burnie Roper	Education	01/01/2021-12/31/23													8	8	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	MARKETING & COMMUNICATIONS																		
18	Dr. Sammie Morrill	Education	01/07/2020-12/31/2022													11	11	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y			Y	Y					
	OVERSIGHT COMMITTEE						Y		E		Y				E				
19	Angelique De Oliveira	ABE	01/05/21-12/31/2023													13	12	1	92%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		E	E	E					
	STRATEGIC COMMITTEE					Y		Y			Y		U		Y				

**WORKFORCE SOLUTIONS ALAMO BOARD  
2021 ATTENDANCE**

Place #	WSA BOARD MEMBER	CATEGORY	CURRENT TERM	DEC '20	JAN '21	FEB '21	MAR '21	APR '21	MAY '21	JUN '21	JULY '21	AUG '21	SEPT '21	OCT '21	NOV '21	Number of Meetings	Meetings Attended/ Excused	Number of Unexcused Absences	Total %
20	Lindsay Dennis	Econ. Dev.	09/01/2020-12/31/2021													13	12	1	92%
	BOARD OF DIRECTORS			Y	Y	Y	Y			E		Y	U	U					
	STRATEGIC COMMITTEE			X		Y		E			E		Y		Y				
21	Mitchell Shane Denn	Labor	01/07/2020-12/31/2021													18	13	5	72%
	BOARD OF DIRECTORS			Y	Y	E	Y			Y		U	Y	Y					
	STRATEGIC COMMITTEE					Y		E			Y		Y		Y				
	AUDIT & FINANCE COMMITTEE						U		U		E	U			U				
22	Kelli Rhodes	Literacy	09/01/2020-12/31/2021													8	8	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			Y		Y	Y	Y					
	MARKETING & COMMUNICATIONS			X															
23	Allison Greer Francis	Public Assist.	02/01/2021-12/32/2024													4	4	0	100%
	BOARD OF DIRECTORS			X	X	X	E			Y			Y	Y					
24	Dawn Vernon	Public Empl.	01/07/2020-12/31/2023													12	12	0	100%
	BOARD OF DIRECTORS			Y	Y	Y	Y			E		Y	E	E					
	AUDIT & FINANCE COMMITTEE						Y		Y		Y				E				
25	Dawn Dixon	Rehabilitation	01/01/2021-12/31/2023													7	7	0	100%
	BOARD OF DIRECTORS			X	Y	Y	Y			Y		E	Y	Y					

Average: Average: 94.92%

HIGHLIGHTED BOARD MEMBERS  
UP FOR RE-APPOINTMENT



**DRAFT**  
**PROPOSED BOD COMMITTEE MEETING**  
**SCHEDULE 2022**

Meeting	Date	Items to Committee
New Board Orientation	18-Feb-22	
Strategic Committee Meeting	25-Feb-22	Meeting Minutes, Local Plan, Leases/Facilities
Audit & Finance Committee Meeting	4-Mar-22	Meeting Minutes, Financial Reports,
Oversight Committee Meeting	4-Mar-22	Meeting Minutes, Operational, Performance/Programs Update/ QA; UI Claims
Executive Committee Meeting	18-Mar-22	Meeting Minutes, Operational, Performance/Programs Update/ BOD Attendance
Regular Board Meeting	25-Mar-22	Meeting Minutes, Operational, Performance/Programs Update/ BOD Attendance
Child Care Committee Meeting	11-Apr-22	Meeting minutes, Child Care Performance Briefing
Strategic Committee Meeting	27-Apr-22	Meeting Minutes, Local Plan, Leases/Facilities
Audit & Finance Committee Meeting	20-May-22	(FY Mid Point- March Financials)- Budget Amendment if Necessary & Audit Presentation
Oversight Committee Meeting	20-May-22	Meeting Minutes, Operational, Performance/Programs Update; QA; UI Claims
Executive Committee Meeting	3-Jun-22	AUDIT/Financial Report; Meeting Minutes, Operational, Performance/Programs Update; QA; UI Claims
Regular Board Meeting	10-Jun-20	AUDIT/Financial Report; Meeting Minutes, Operational, Performance/Programs Update; QA; UI Claims/ <b>Annual Report?</b>
Child Care Committee Meeting	11-Jul-22	Meeting minutes, Child Care Performance Briefing
Strategic Committee Meeting	27-Jul-22	Meeting Minutes, Local Plan, Leases/Facilities
Audit & Finance Committee Meeting	22-Jul-22	Annual Budget approval/ Financial Reports
Oversight Committee Meeting	22-Jul-22	Meeting Minutes, Operational, Performance/Programs Update/Monitoring Update/ Service Contracts Renewals (Adult, Janitorial, Legal, Urban Youth, Program Monitoring)
Executive Committee Meeting	12-Aug-22	Annual Budget approval; Meeting Minutes, Operational, Performance/Programs Update/ BOD Attendance; Monitoring Update/ Service Contracts Renewals (Adult, Janitorial, Legal, Urban Youth, Program Monitoring)
Regular Board Meeting	August 19, 2022 (ON SITE)	Annual Budget approval; Meeting Minutes, Operational, Performance/Programs Update/Monitoring Update/ Service Contracts Renewals (Adult, Janitorial, Legal, Urban Youth, Program Monitoring)
Child Care Committee Meeting	29-Aug-22	Meeting minutes, Child Care Performance Briefing

**DRAFT**  
**PROPOSED BOD COMMITTEE MEETING**  
**SCHEDULE 2022**

Meeting	Date	Items to Committee
Strategic Committee Meeting	16-Sep-22	Local Plan; Sector Base Model
Audit & Finance Committee Meeting	23-Sep-22	August Financials
Oversight Committee Meeting	23-Sep-22	Meeting Minutes, Operational, Performance/Programs Update/ Monitoring Update/QA
Executive Committee Meeting	7-Oct-22	Meeting minutes, Child Care Performance Briefing; Local Plan, Leases/Facilities; August Financials
Regular Board Meeting	21-Oct-22	Meeting minutes, Child Care Performance Briefing; Local Plan, Leases/Facilities; August Financials/ROI?
Nominations Committee Meeting	4-Nov-22	WSA Board Officers nomination slates
Child Care Committee Meeting	7-Nov-22	Meeting minutes, Child Care Performance Briefing
Strategic Committee Meeting	14-Nov-22	Meeting Minutes, Local Plan, Leases/Facilities
Nominations Committee Meeting	16-Nov-22	Final nominations to be taken to BOD Meeting
Audit & Finance Committee Meeting	18-Nov-22	September Financials
Oversight Committee Meeting	18-Nov-22	Meeting Minutes, Operational, Performance/Programs Update/ Monitoring Update; Local Plan Update
Executive Committee Meeting	28-Nov-22	Meeting minutes, Child Care Performance Briefing; Local Plan, Leases/Facilities; September Financials
Regular Board Meeting	Dec. 2, 2022	WSA Board Officers nomination slates; Meeting minutes, Child Care Performance Briefing; Local Plan, Leases/Facilities; September Financials