



## **OVERSIGHT COMMITTEE MEETING MINUTES**

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

**MARCH 5, 2021**

**9:00AM**

**WSA BOARD MEMBERS:** Dr. Mark Niederaur (Chair), Dr. Sammi Morrill, Ms. Leslie Cantu, MS. Jamie Allen (9:04AM), Ms. Elizabeth Lutz, (9:02AM). Eric Cooper, Tony Magaro, Frank Crowder, Yousef Kassim

**WSA BOARD STAFF:** Adrian Lopez, Mark Milton, Dr. Andrea Guerrero-Guajardo, Linda G. Martinez, Angela Bush, Louis Tatum, Aaron Smith, Barbetta Womack, Trema Cote, Gabriela Horbach, Jessica Villarreal, Cristina Bazaldua, Michael DeFrees, Melissa Sadler-Nitu, Ricardo Ramirez, Robert Corral, Joshua Villela, Manual Ugues, Brenda Luna, Esther Metcalf, Frank Martinez, Vickie Reece

**LEGAL COUNSEL:**

**PARTNERS:** Pooja Tripathi, Alex Lopez

### **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) 581-1093.

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

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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: Dr. Mark Niederaur, Chair  
**The meeting was called to order at 9:00AM**
  
- II. DECLARATION CONFLICT OF INTEREST  
Presenter: Dr. Mark Niederaur, Chair  
**There are no conflicts of interest.**
  
- III. PUBLIC COMMENT  
Presenter: Dr. Mark Niederaur, Chair  
**There are no public comments.**
  
- IV. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION) MEETING MINUTES – November 13, 2020  
Presenter: Dr. Mark Niederaur, Chair  
**Upon motion by Mr. Eric Copper and 2<sup>nd</sup> by Ms. Leslie Cantu, minutes for November 13, 2020 were approved. Committee unanimously approved and motion carried.**
  
- V. BRIEFING  
Presenter: Mr. Mark Milton, COO
  - Operational Updates
  - Mr. Mark Milton, COO, provided an Operational update to the Oversight Committee.
    - All Centers are currently open to the public and are receiving clients (appointments and virtually). All parking lots are equipped with WiFi as well. COVID has impacted our normal operating schedule due to temporary center closures for deep cleaning after exposures.
    - Bexar County and COSA projects continue to move forward. We are currently trending above goal in training enrollments, but behind in OJT
    - WSA has been approved by TWC to add vocational skills training to the Disaster Dislocated Worker Skills program (approximately \$1.1 million of the total \$4 million award).

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- Child Care is trending at 92% for children served (goal is 95%) and anticipate being on target by the end of March.
- 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. C2 Global has brought in a new Deputy Director to oversee this project and work closely with staff.
- WSA is currently managing 20 different grants and special programs funded by either TWC or Local partners.
- Dr. Sammi Morrill asked, “Operationally for these types of reports, do you have a compliance or a grant compliance system that is used to track or are they tracked manually?”
- Mr. Milton replied most of those are tracked manually. We have a master calendar and spreadsheet where we have our current performance on all those grants and programs. We do not have a universal system. We use our SharePoint system to track, and we have a project plan for each of those different grants of where we stand on those specific programs.
- Mr. Milton updated the Oversight Committee on COSA- Train for Jobs SA and Bexar County Strong
- COSA- Train for Jobs SA
  - March 1<sup>st</sup> COSA submitted an amendment to WSA for the final 6 months of the program. Additional funding to support more long-term training is the significant change.
  - Projections remain on track for the overall project – Long Term Training is more popular than originally expected.
  - Working through customer service issues and responses from clients – stipends processing has not been a clean process up to this point.
- Bexar County Strong
  - OJT has been a gap for WSA - Trending well under target.
  - Individuals enrolling and completing training remains well ahead of goal.
  - Referrals to case administrator agencies has not occurred at the originally anticipated rate.
  - Expenditure rates are well ahead of projections.
  - Beginning March 1st, we will be focusing on no new participants and clearing our pipeline, training completion and job placement.
  - We have had significant challenges securing case advances from the county to operate the program.
  - Dr. Niederaur asked how much of the OJT behind correlates with the peak of the pandemic.
  - Mr. Milton replied, it does tie specifically to the pandemic and unfortunately, we have seen clients that are not interested. We are essentially presenting two options, a work option, and the on-the-job training option. Individuals are heavily pursuing the training option. Part of the OJT is employment is not guaranteed at the end of that experience. Essentially, the client can earn a wage, but they may not have that job at the end of the program. This is not as lucrative as an

- option for a client who can also choose the training route and have a stipend in their pocket while going through that program.
- Chairwoman Cantu questioned the significant challenges with the cash advances and what kind of impact it was having on WSA.
  - Mr. Milton answered the County does not provide cash advances and C2 Global has putting funds upfront to ensure we are able to provide the services to our clients as quickly as possible. We have also brought this to the County, and they have been very supportive and processing our invoices as quickly as possible. Unfortunately, we are working on approximately 2-3 weeks delay for being reimbursed by the County.
  - Chairwoman Cantu also asked if this was understood at the beginning of the process or were we under the impression there would be no cash advances?
  - Mr. Milton stated this was an issue we did not anticipate upfront. Due to the rapid flow of clients coming in daily, the expenses begin to add up quickly.
  - Mr. Milton provided a Success Story Spotlight: Rita Lugo. She joined the WIOA YES! Program with the support of SERCO in Atascosa County. She had limited work experience and skills. Her SERCO Case Manager helped her build her skills/resume. Chief Sanchez of the Pleasanton Police Department inquired about the program and how the PPD could help. Rita interviewed with the PPD, was excellent, and she began the Work Experience Program on 10/2020 as an office clerk. She excelled and was eventually promoted to Police Dispatcher/ Telecommunication Operator. At the end of her 3<sup>rd</sup> month Rita was speaking and dispatching emergency calls to the police officers of the Pleasanton Police Department.
  - Mr. Milton spoke to the recent events that were held.
    - OW Lee Furniture Co. in Comfort, Tx – WSA is assisting in the hiring of over 200 jobs.
    - Logistics & Warehouse Virtual Job Fair held on 2/11/21- 200+ attendees referred to open positions in our network.
    - First of its kind- TOYOTA - Drive Through Job Fair: 450 Cars! 350+ Applicants Moving to Hire
  - Performance and Programs Reports
    - Child Care Update
      - Average Children Served Per Day – 95% is Goal (9,544 children) – At the end of Jan, WSA is at 92% (8,800 children)
      - TWS implemented a freeze on new enrollments.
      - Full state participation challenge
      - WSA is currently at 96% (9,934 children) for unofficial numbers for February.
      - Currently tracking our Dislocated Worker, DW, Employment Measure – Currently 12 individuals short of the benchmark.

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- We did see individuals in this program lose their job or become furloughed due to the pandemic.
- Youth placements are slightly under goal as we experience additional job loss for this group during the pandemic.
- Youth and WIOA are two programs that we will continue to monitor and update the Oversight Committee.

## VI. Briefing: Quality Assurance

Presenter: Ricardo Ramirez, Director Quality Assurance

- Mr. Ricardo Ramirez provided the Oversight Committee a briefing on Quality Assurance activity, including an updated timeline, progress, and outcomes.
- Monitoring goals include the following: maintain TWC monitoring certification for WSA, automate and streamline systems, incorporate additional audits to minimize subcontracted costs, complete monitoring of projects on a more frequent basis (e.g., twice a year instead of yearly).
- TWC Monitoring
  - Project Trade Adjustment Assistance, (TAA), – Q4- 2020 Agency – C2 Global - began 12/07/2020 submitted records 12/07/2020.
  - Project National Dislocated Worker, (NDW), –C2 Global - began 01/15/21; submitted records 03/22/21.
  - Project Annual Monitoring – required for all agency – schedule pending.
- Subcontracted Fiscal Monitoring (\$127,105) is conducted to assist the Board of Directors/Oversight Committee to determine whether to renew contracts with current contractors. The estimated subcontracted costs for financial monitoring \$127,105, and for program monitoring \$120,000 (total of \$247,000). We estimate completion will be August.
  - SERCO began monitoring on March 5, 2021 and completed on May 13, 2021.
  - C2 Global Prof. Services began monitoring on April 1, 2021 and will be completed on June 30, 2021.
  - City of San Antonio began monitoring on May 1, 2021 and will be completed on July 13, 2021.

## VII. CEO Report

Presenter: Mr. Adrian Lopez, CEO

- Unemployment Claims and Unemployment Rate
- Mr. Lopez provided an overview of the unemployment claims and rates to the Oversight Committee.
- He reported this is based on 341,120 total unique claimants filing a claim from 02/28/2020 through 01/29/2021.
- New claimants during the previous two weeks (excluding most recent week which is incomplete) averaged 5,677.
- During the week of January 4, there was an increase to over seven thousand.

- He mentioned there were approximately 30K claimants every month and the last two months, a slight downturn to the number of claimants. For example, this number has been reduced to about 26K in January.
- Mr. Lopez showed a graph of the claimants by county and specifically noted Comal County is struggling with 18,440, 28.1% and Guadalupe County struggling with 16,920, 25.8%.
- Mr. Lopez also pointed out claimants by sex, male vs. female. An alarming 172,884, 50.7%, female have applied for unemployment compared to the male population, 168,287, 49.3%. While the pandemic has impacted all workers regardless of sex, females have borne more of the brunt; 1.3% more females have filed for unemployment than males.
- Mr. Lopez continued with stating, between February 28, 2020 to January 29, 2021 there have been 8,097 individuals applying for unemployment that have self-disclosed they have a disability.
- WSA will provide this data to the Vocational Rehab side of Texas Workforce Commission to develop strategies to meet the needs of this population.
- Mr. Lopez addressed industry sectors that are most affected by unemployment claimants.
  - Accommodation and Food Service – 57,924, 17%
  - Retail Trade – 35,090, 10.3%
  - Health Care and Social Assistance – 33,172, 9.7%
  - Administrative and Support and Waste – 31,240, 9.2%
- Mr. Lopez updated the Oversight Committee on the unemployment rates.
  - 7.1% unemployment rate for Texas
  - 6.4% unemployment rate for Bexar County, San Antonio metro area
  - 6.4% overall for the Workforce Development region
- Centers are continuing to stay busy assisting clients and providing services. Since the beginning of the fiscal year, October 1, 2020, we have serviced 17k clients.
- Since October 1, 2020 we have had approximately 23,500 contacts and of those 2100 have be placed in jobs.
- The Business Service Reps have received 9500 job orders, which means they are working closely with employers to assist with posting jobs, and we have approximately 150,000 job seekers.
- Ms. Cristina Bazaldua, Director, Government and Public Relations, updated the Oversight Committee on upcoming events and social media engagement.
  - Since January, social media following has increased to 600 new followers.
  - We have established a partnership with KSAT and it will begin next week. We will be on Good Morning San Antonio to launch a collaborate effort with Brooks City Base on a virtual job fair.
  - Ms. Bazaldua also asked Oversight Committee members to update their LinkedIn accounts. Their profile pictures will be used on the on a business profile.
  - March 31<sup>st</sup>, East Houston grand opening and ribbon cutting ceremony.

- Mr. Lopez informed the Oversight Committee WSA recently signed a letter of support for Alamo Colleges. Dr. Sammi Morrill invited WSA to be a partner on her proposal to the Trellis Foundation. WSA also provided a letter of support for SA Works for a proposal submitted to Trellis Foundations.
- Alamo Colleges also submitted a proposal for a \$1M skills development fund that will support people who are be trained and employed by Navistar.

VIII. Chair Report

Presenter: Dr. Mark Niederaur, Chair

- Appreciates the staff and all the highpoints that all presentations provide.

XI. **Executive Session: None**

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

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

X. Adjournment

Presenter: Dr. Mark Niederaur, Chair

**Mr. Eric Cooper motioned to adjourn the meeting and 2<sup>nd</sup> by Dr. Sammi Morrill. Committee unanimously approved, meeting adjourned at 9:58am.**

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