



OVERSIGHT COMMITTEE MEETING MINUTES

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

July 9, 2021

9AM

WSA BOARD MEMBERS: Dr. Mark Niederaur (Chair), Ms. Leslie Cantu, Yousef Kassim, Jamie Allen, Diane Kenny, Dr. Sammi Morrill, Lisa Navarro Gonzales, Dawn Vernon,

WSA BOARD STAFF: Adrian Lopez, Mark Milton, Dr. Andrea Guerrero-Guajardo, Linda G. Martinez, Angela Bush, Louis Tatum, Michael DeFrees, Ricardo Ramirez, Elizabeth Eberhardt, Brenda Garcia, Latifah Jackson, Chuck Agwuegbo, Gabriela Horbach, Trema Cote, Barbetta Womback, Rick Zamarripa, Manuel Ugues, Joshua Villela

LEGAL COUNSEL:

PARTNERS: Pooja Tripathi, Alex Lopez

GUEST(S): Linda McKenzie, CEO, Global Empathy Training Academy

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 9AM
- 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 – May 28, 2021
Presenter: Dr. Mark Niederaur, Chair
**Upon motion by Board Member Ms. Leslie Cantu and 2nd by Board Member
Lisa Navarro Gonzales minutes for May 28, 2021 were approved. Committee
unanimously approved motion carried.**
- V. BRIEFING
Presenter: Mr. Mark Milton, COO
 - Mr. Mark Milton provided an update and highlighted elements related to Programs and Performance to the Oversight Committee. Mr. Milton informed the Committee that return to the office for WSA Board staff has been established for July. Return to office procedures will go into effect in July. All Centers are currently open to the public and are receiving clients (appointments and virtually). All parking lots are equipped with Wi-Fi.
 - a. Operational Updates
 - b. Performance and Programs Reports

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- Mr. Milton stated regarding TWC-Contracted Performance, WSA is Meeting and/or Exceeding 13/15 TWC-contracted performance measures. Plans are in place to improve WIOA Dislocated Worker Post Qtr. Earnings and measurable skills gain.
- He also mentioned Bexar County and COSA projects are in progress and production is being made on each. Training is on schedule and OJT is behind. We are not accepting new enrollees into either program at this point until the pipeline of clients is cleared.
- WSA is pursuing two new Skills Development Grants – Boeing and Lonestar National Bank at approximately \$500,000 total to train and upskill workers in these populations. JET grants with 3 ISD’s have been executed.
- WSA conducted 6 significant hiring events in spring with over 500 job seekers attending in total.
- WSA is currently managing 20 grants or special programs outside of the traditional TWC formula funding streams.
- WSA is working closely with C2 to develop and formalize the sector-based model and we have developed a new scorecard for tracking performance.
- Childcare enrollments are exceeding goal at 99%. We are up from 93% last reporting period.
- Mr. Milton also addressed the accomplishments for year 2020-2021. WSA is currently ranked in the top four of state performers.
- WSA has secured an additional \$43 million in childcare funds from TWC for the remainder of the year.
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VI. CONTRACT RENEWALS AND/OR APPROVAL (DISCUSSION AND POSSIBLE ACTION)

- Ms. Latifah Jackson, Director Contracts and Procurement presented to the Committee upcoming contract renewals.
- a. Adult Services
 - C2 GPS’s Adult and American Job Services contract was initiated 10/01/2019 with three one-year renewal options. The option to renew the contract for the upcoming 10/01/2021 – 09/30/2022 term, which is the second of three one-year renewal options in the procurement cycle of this contract. The contract will have two additional one-year terms remaining.
 - C2 has met compliance with deliverables outlined in the contract including having adequate operating and management systems to effectively provide services in 13-County region; maintained adequate staffing to provide services; has actively participated in the collaboration and development of local partnerships.
 - C2 has met and or exceeded all TWC-contracted and local performance measures; maintained fiscal integrity; has shown improvements to meet expenditure benchmarks tied to the provision of direct services; has adhered to quality assurance and compliance requirements in accordance with local, state, and federal regulations with no questioned costs and demonstrated

improvements in areas needing improvements; displays professionalism at all levels.

Upon motion by Board Member Ms. Leslie Cantu and 2nd by Board Member Lisa Navarro Gonzales the Committee approved the contract renewal of C2 Global upon resolution of pending fiscal integrity review.

b. Urban Youth

- C2 GPS's Youth Urban Services contract was initiated 10/01/2018 with three one-year renewal options. The Board elected to renew the contract for the second term for 10/01/2020 - 09/30/2021. The option to renew the contract for the upcoming 10/01/2021 – 09/30/2022 term, which is the third and final one-year renewal options in the procurement cycle of this contract.
- Met compliance with deliverables outlined in the contract including having adequate operating and management systems to effectively provide services in Bexar County; maintained adequate staffing to provide services; actively participated in the collaboration and development of local partnerships. Notably, C2 has increased and strengthened partnering throughout the community, including COSA, Next Level, Youth build, and others.
- **Upon motion by Board Member Ms. Leslie Cantu and 2nd by Board Member Jamie Allen the Committee approved the renewal of C2 Global Youth Urban Services contract upon resolution of pending fiscal integrity review.**

c. Rural Youth

- SERCO's Youth Rural Services contract was initiated 10/01/2018 with three one-year renewal options. The Board elected to renew the contract for a second term 10/01/2020-09/30/2021. The option to renew the contract for the upcoming 10/01/2021 – 09/30/2022 term, which is the third and final one-year renewal options in the procurement cycle of this contract.
 - Met compliance with deliverables outlined in the contract including having adequate operating and management systems to effectively provide services in the 12 rural counties; maintained adequate staffing to provide services; actively participated in the collaboration and development of local partnerships. SERCO has effectively transformed services for youth in the rural areas, particularly in counties where services had been dormant.
 - Met and, or, exceeded all TWC-contracted and local performance measures; maintained fiscal integrity; has shown improvements to meet expenditure benchmarks tied to the provision of direct services; has adhered to quality assurance and compliance requirements in accordance to local, state, and federal regulations including no questioned costs and minimal findings; displays professionalism at all levels.
- Upon motion by Board Member Ms. Leslie Cantu and 2nd by Board Member Dr. Sammi Morrill the Committee approved the renewal of SERCO's Youth Rural Service contract for the period of 10/1/2021 – 09/30/2022.**

- d. Child Care Quality
- City of San Antonio, cost reimbursement contract for Child Care Quality Services was initiated 04/01/2021 with three one-year subsequent renewal options. The option to renew the contract for the upcoming 10/01/2021 – 09/30/2022 term. This will be the of first one-year renewal options in the procurement cycle. Passed Fiscal Integrity Review.
 - The Child Care Quality (CCQ) services contract provides services and activities to implement & support the Texas Rising Star program. Texas Rising Star Mentors provide mentoring and technical assistance to providers working towards TRS certification as well as ongoing mentoring to ensure quality is maintained and/or elevated. Texas Rising Star Assessors conduct initial certification assessments, annual monitoring assessments, recertification assessments, facility move assessments, reconsideration assessments and category reconsideration assessments. In addition, the CCQ contract provides funding for the implementation of childcare quality improvement activities, and special projects structured to increase the number of TRS providers and increase the star levels of existing childcare centers.
- Upon motion by Board Member Ms. Leslie Cantu and 2nd by Board Member Lisa Navarro Gonzales the Committee approved the 1st renewal of COSA Child Care Quality Service contract for the period of 10/1/2021 – 09/30/2022.**

VII. CONTRACT APPROVAL (DISCUSSION AND POSSIBLE ACTION)

- a. Child Care Services
- The Child Care Services (CCS) program provides subsidized care for eligible families engaged in work or education and/or training activities. It also provides support for quality initiatives (i.e. early childhood development activities). CCS funding represents approximately 60% of WSA’s total funding.
 - The City of San Antonio (CoSA) is WSA’s current CCS contractor. CCS was last procured in 2017. WSA staff issued a solicitation for a single contractor to provide childcare services for the Alamo region.
 - The proposal was evaluated by a 3-member independent evaluation team for reviewing and scoring and a fiscal integrity check was performed by a WSA contractor. The evaluators were separately procured by WSA.
 - CoSA scored an average of 91.67 out of 105 points. The procurement was conducted in accordance with applicable procurement standards, including those specified in the TWC Financial Manual for Grants and Contracts.
- Upon motion by Board Member Dr. Sammi Morrill and 2nd by Board Member Jamie Allen the Committee approved awarding the Child Care Services contract to CoSA.**

VIII. BRIEFING: QUALITY ASSURANCE

Presenter: Ricardo Ramirez, Director Quality Assurance

- a. Quality Assurance - Monitoring Report
- Mr. Ricardo Ramirez provided the Oversight Committee a briefing on the Quality Assurance activities, including operations, an updated timeline,

progress, and outcomes. The timeline will continue to be adjusted to meet goals and other requirements.

- Mr. Ramirez introduced new staff member, Monica Arambula, Fiscal Monitor II to the Quality Assurance Team.
- Mr. Ramirez informed the Committee voting on renewing the Compliance & Programmatic Monitoring contract with Ms. Christine H. Nguyen, CPA. The contract is on its last year and will need to be procured after this 10/2021 to 09/2022 term.
- Mr. Ramirez added TWC will be conducting monitoring and documents will be submitted within a week's time.

IX. CEO REPORT

Presenter: Mr. Adrian Lopez, CEO

a. Unemployment Claims and Unemployment Rate

- Mr. Lopez, CEO provided updated unemployment rates to the Oversight Committee.
- 20k people are still applying for unemployment a month has decreased from 30k.

b. Employer Events

- Mr. Lopez also informed the Oversight Committee of employer events that have taken place since Jan. 2021.
- WSA has had 65 events with about 3200 job seekers. There are over 11k positions and a little over 1000 interviews.
- Dr. Guajardo informed the Oversight Committee that WSA was contacted by the Enroll Coalition, which was created to maximize the enrollment in the health care market. This is to assist anyone who has received an unemployment benefit at least one week in the calendar year of 2021 is eligible.

X. CHAIR REPORT

Presenter: Dr. Mark Niederaur, Chair

- Dr. Niederaur applauded the WSA leadership for doing an excellent job during the pandemic and the flexibility of the programs to reach the community.

XI. Executive Session:

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

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Workforce Solutions Alamo in Negotiations with a Third Party;**
- b. Government Code §551.071 - All Matters Where Workforce Solutions Alamo Seeks the Advice of its Attorney as Privileged Communications**

under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas:

- c. Pending or Contemplated Litigation; and**
- d. Government Code §551.074- Personnel Matters involving Senior Executive Staff and Employees of Workforce Solutions Alamo.**

XII. ADJOURNMENT

Presenter: Dr. Mark Niederaur, Chair

Meeting adjourned at 10am

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