



## **OVERSIGHT COMMITTEE MEETING**

Workforce Solutions Alamo  
100 N Santa Rosa Ave  
San Antonio, TX 78207  
November 12, 2021  
9:00 AM

### **AGENDA**

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

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

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

For those members of the public that would like to participate and cannot attend in person at the host location, 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) 272-3250.

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

Presenter: Dr. Mark Niederaur, Chair

#### **II. DECLARATION CONFLICT OF INTEREST**

Presenter: Dr. Mark Niederaur, Chair

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

Presenter: Dr. Mark Niederaur, Chair

#### **IV. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION) MEETING MINUTES –**

July 9, 2021

Presenter: Dr. Mark Niederaur, Chair

#### **V. BRIEFING: PROGRAMS & OPERATIONAL UPDATES**

Presenter: Mr. Mark Milton, COO

a. Performance, Programs and Operational Updates

#### **VI. BRIEFING: PROCUREMENT**

Presenter: Latifah Jackson, Director Contracts and Procurement

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- a. Upcoming Contracts and Renewals

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

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Presenter: Ricardo Ramirez, Director Quality Assurance

- a. Quality Assurance Policies and Procedures
- b. Quality Assurance - Monitoring Report

## VIII. CEO REPORT

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Presenter: Mr. Adrian Lopez, CEO

- a. Unemployment Claims and Unemployment Rate
- b. Report Out Red, White & You

## IX. CHAIR REPORT

Presenter: Dr. Mark Niederaur, Chair

## X. 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.



## **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**

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

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**Meeting Number & Access Code: 146 595 9382**

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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 2<sup>nd</sup> 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

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

**Upon motion by Board Member Ms. Leslie Cantu and 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> by Board Member Lisa Navarro Gonzales the Committee approved the 1<sup>st</sup> 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 2<sup>nd</sup> 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,

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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:

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- b. **Government Code §551.071 - All Matters Where Workforce Solutions Alamo Seeks the Advice of its Attorney as Privileged Communications**

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**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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## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, WSA CEO

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

**Date:** November 12, 2021

**Subject:** Briefing Regarding Programs & Performance 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 COO

11/12/21



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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

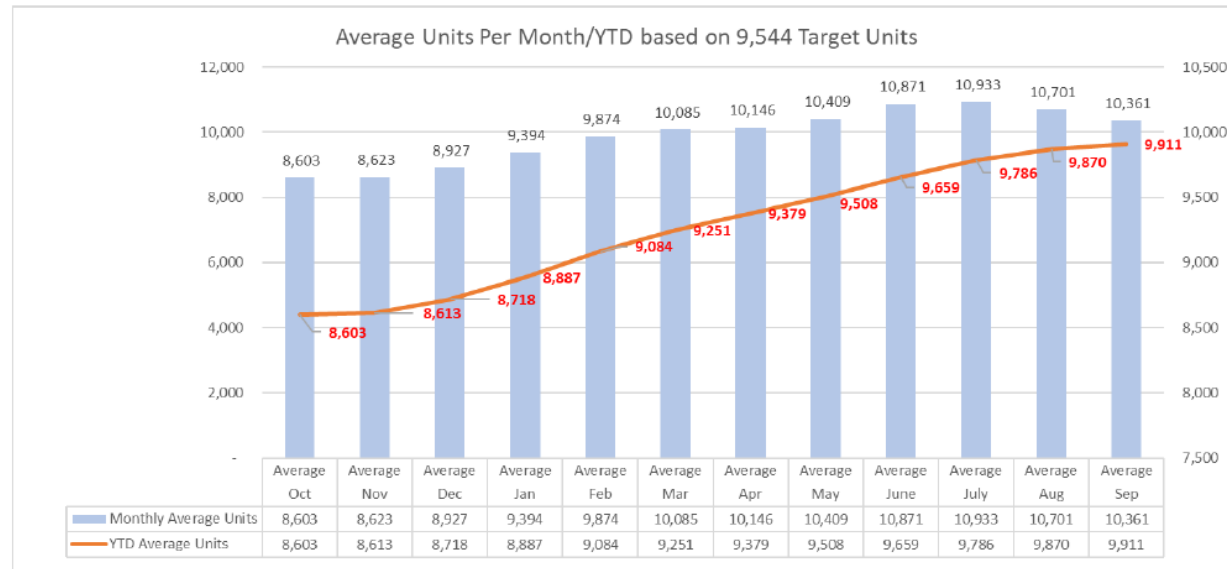
Green = +P White = MP Yellow = MP but At Risk Red = -P

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 EXNTERSHIP

### 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.



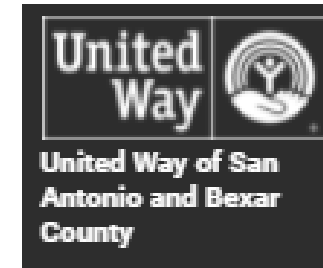
- WSA submitted a proposal on 10/1 to TWC for continued funding of the Teacher Externship Project.
- The project connects educators and industries to introduce students to the workforce.
- WSA has worked in collaboration with partners since 2012 to provide externships for teachers.
- Over 1,000 educators 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.

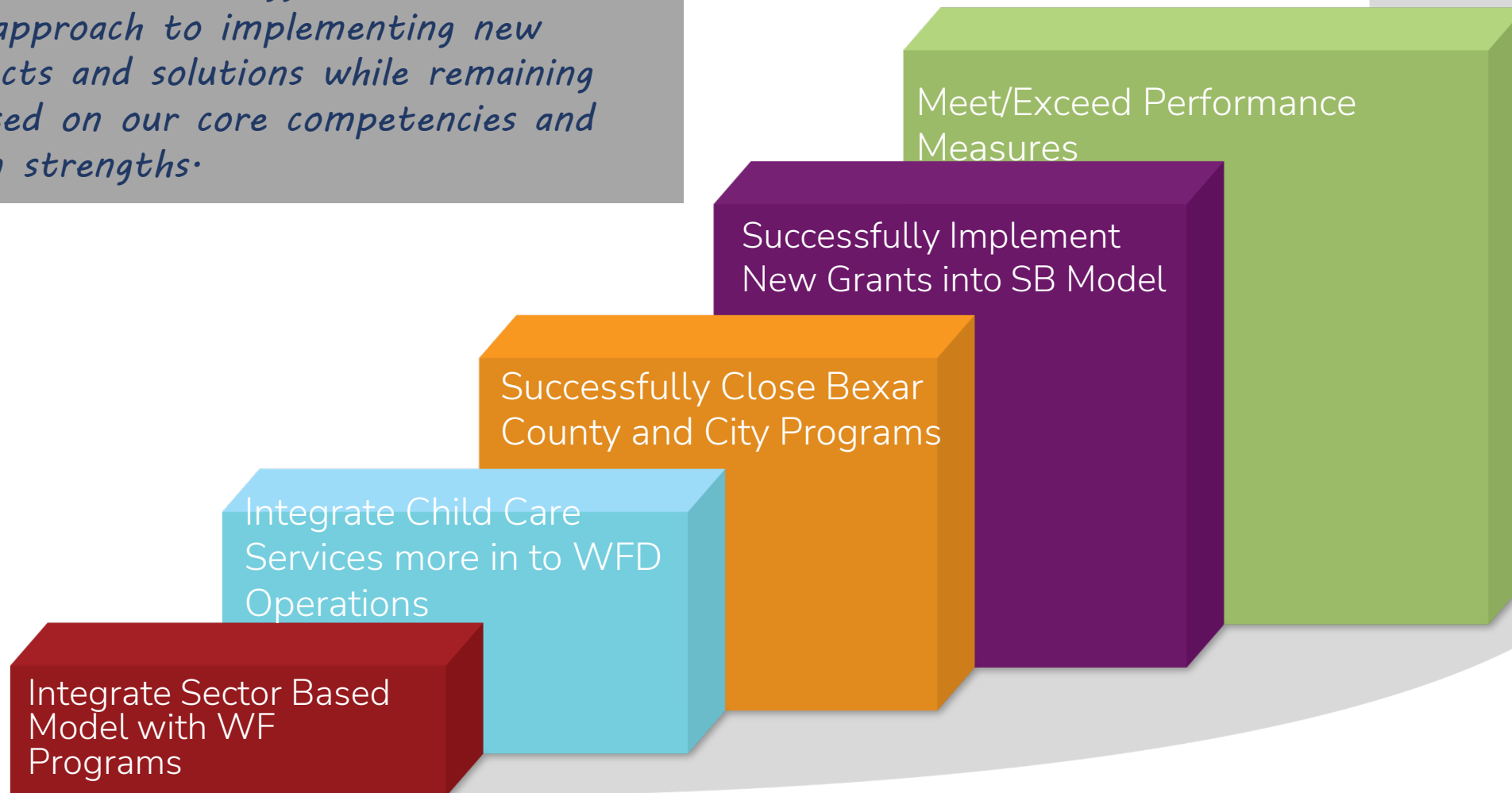
Recently, she became gainfully employed and very happy! She was hired as a Customer Support Specialist with GVTC with a start date of 9/21/2021. She will be working full time with full benefits package. She has been able to find some relief with her family obligations and catch up on her bills. When 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<sup>®</sup> 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:** Oversight Committee

**From:** Adrian Lopez, WSA CEO

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

**Date:** November 12, 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	No renewals 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.

# Procurement Department

Contracts and Procurement

November 12, 2021



# New Contracts

Contractor/Vendor	Services	Contract Amount	Contract Period		Procurement Expiration Date
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# Pending Procurements

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- 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\*

\*Formal Procurements that will be presented to the BOD



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**Questions?**



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The American Job Center logo consists of the word 'American' in blue, followed by 'Job' in red and 'Center' in blue. A red star is positioned above the 'J' in 'Job', with a blue swoosh arching over it from the left.

## MEMORANDUM

To: Oversight Committee

From: Ricardo Ramirez, Director of Quality Assurance

Presented by: Ricardo Ramirez, Director of Quality Assurance

Date: November 12, 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*

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## MEMORANDUM

To: Oversight Committee

From: Ricardo Ramirez, Director of Quality Assurance

Presented by: Ricardo Ramirez, Director of Quality Assurance

Date: November 12, 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 of current projects and the estimated timeline for 2021-2022.

### 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!

#### 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 year and the renewal does not require Board action as it is budgeted at less than \$150K.

#### 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 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, and includes one overpayment in Work Experience \$77.51, six potential questioned costs related to procurement (estimated at \$4,143.28), two payments did not meet required timeliness for disbursement. The items that are reported will be worked on between WSA Fiscal and SERCO for resolution.
- *Financial Monitoring 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 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.

**Internal Program 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.

**STAFF RECOMMENDATION:** Continue supporting WSA's monitoring functions.

**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 (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)).

Main monitoring goals include: closing out current projects and implementing the new timeline, maintaining TWC monitoring certification for WSA, implementation of the new policy, and continuing to automate and streamline systems.

**ATTACHMENTS:** None.

# WSA Quality Assurance

Ricardo Ramirez, Director of Quality Assurance

November 12, 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.*

# **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.



# 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**

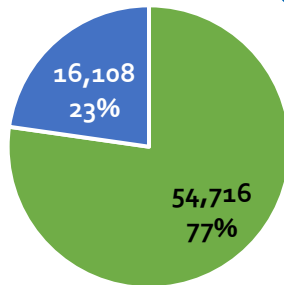
On Average, 282 visit one of our Workforce Centers.



## GUESTS AT ALL JOB CENTERS

**70,824**

(OCT 2020 - SEP 2021)



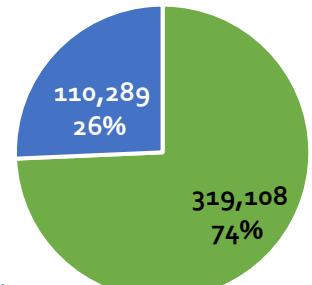
■ Urban ■ Rural

## 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)

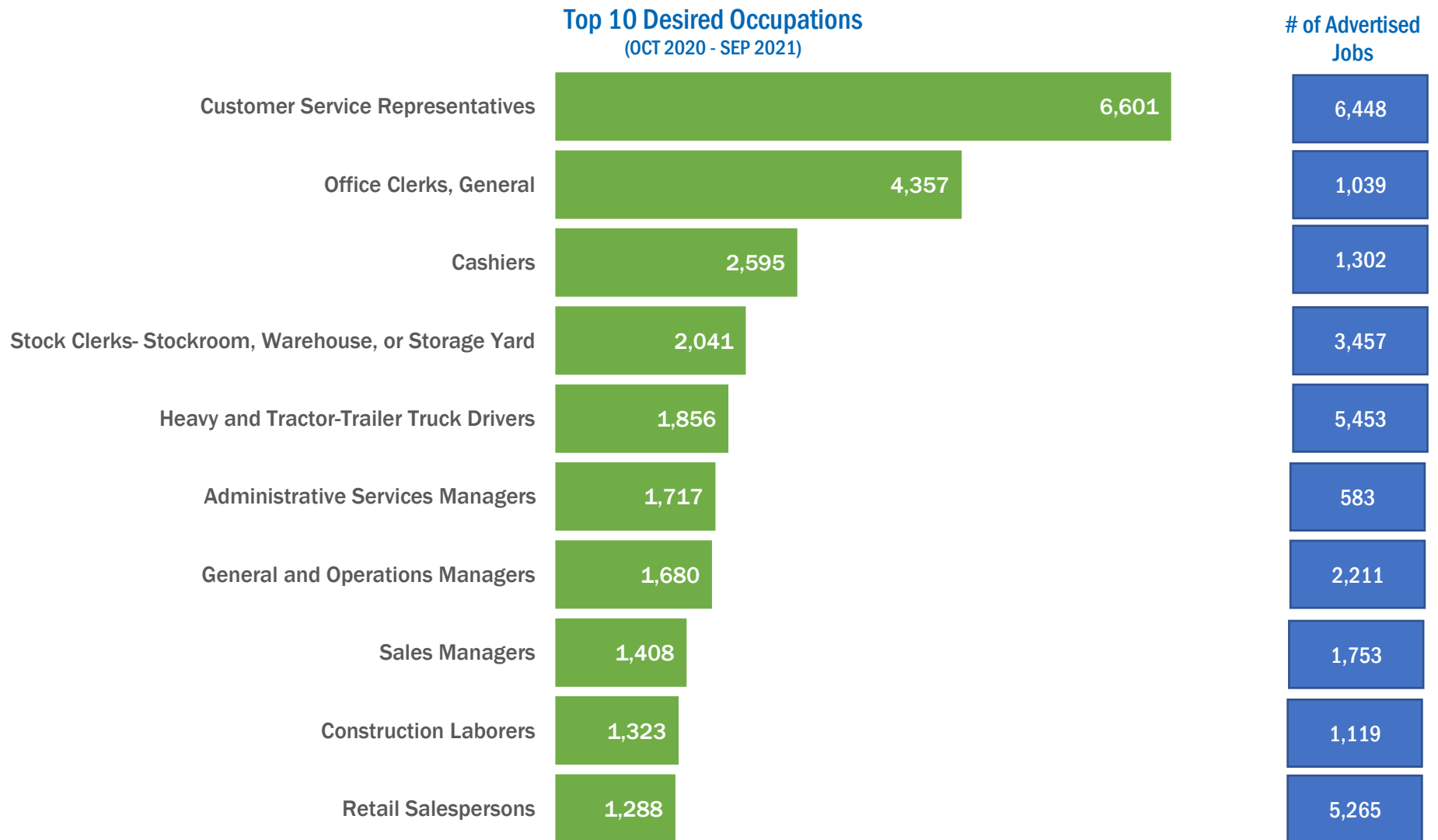
WorkInTexas.com Internal Job Placements - 1,093 . These are job seekers that applied to jobs from employers registered in WorkInTexas.com.

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

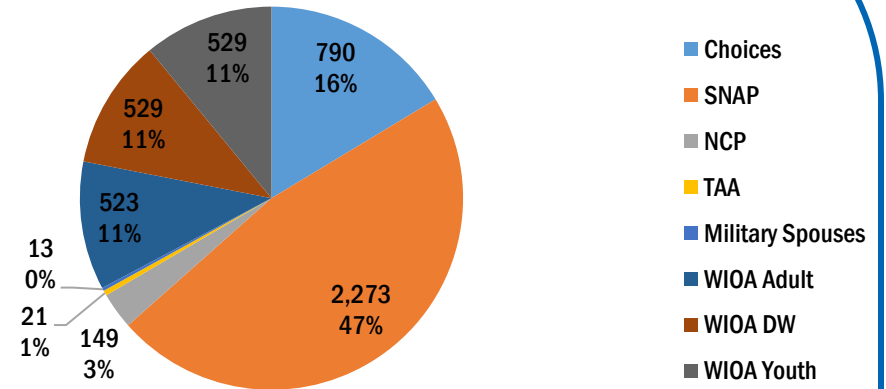
## UNITS OF SERVICE AT JOB CENTERS

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

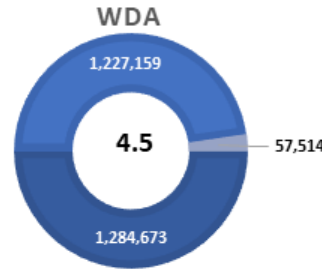
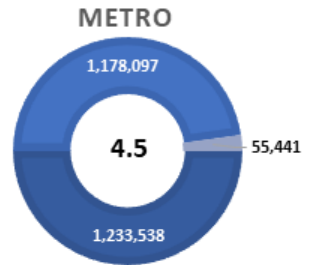
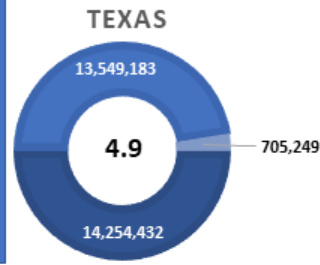
660 Employers  
Assisted

2,926  
Interviews

234 Hires

# UNEMPLOYMENT RATES

## LOCAL AREA UNEMPLOYMENT STATISTICS – SEP 2021

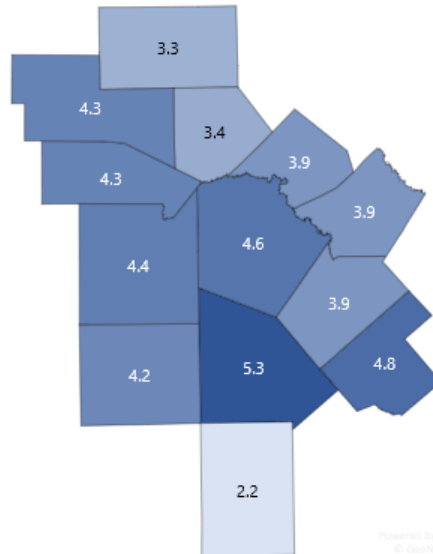
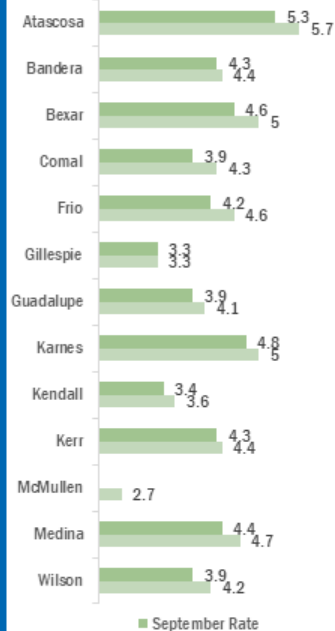


**SAN ANTONIO-NEW  
BRAUNFELS METRO 4.5  
UNEMPLOYMENT RATE IS  
LOWER THAN 4.9 REPORTED  
FOR THE STATE AND RANKS  
3<sup>rd</sup> AMONG THE LARGE  
METRO AREAS**

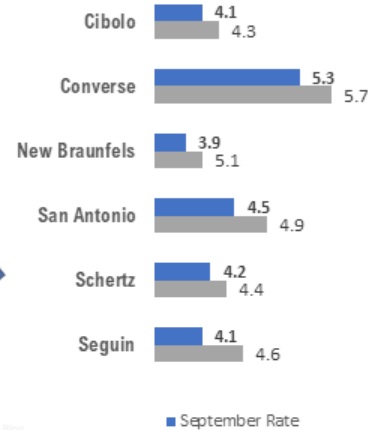
10/22/2021

■ Labor Force ■ Employment ■ Unemployment

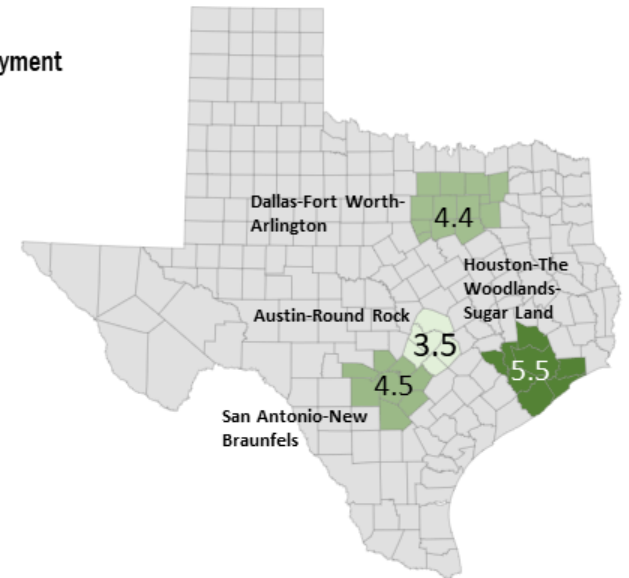
**Unemployment rates decreased for most counties except for Gillespie with no change.**



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



■ September Rate



Source: Texas Workforce Commission/LMCI/LAUS

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.

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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# **UNEMPLOYMENT INSURANCE CLAIMANT DATA**

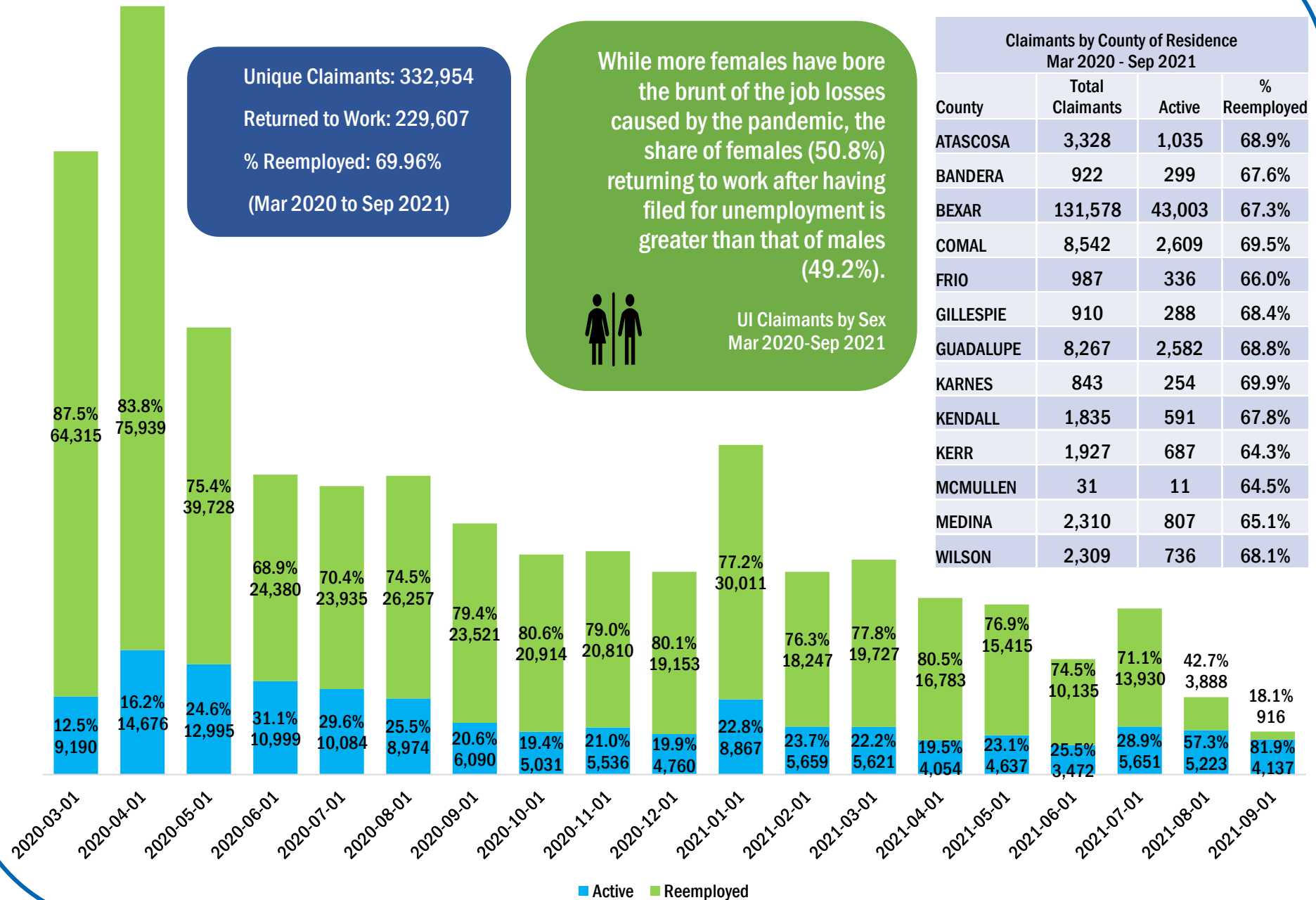
## Unemployment Insurance Claimant Data Published October 29, 2021\*

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.

# **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 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



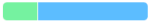

















## ECONOMIC OVERVIEW

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		

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