



## **OVERSIGHT COMMITTEE MEETING**

Workforce Solutions Alamo  
 100 N Santa Rosa Ave  
 San Antonio, TX 78207  
 March 5, 2021  
 9:00 AM

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

Citizens may appear before the Committee to speak for or against any item on the Agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of meeting. Questions relating to these rules may be directed to Linda G. Martinez at (210) 581-1093.

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

### **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 – November 13, 2020

Presenter: Dr. Mark Niederaur, Chair

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### **V. BRIEFING**

Presenter: Mr. Mark Milton, COO

- a. Operational Updates
- b. Performance and Programs Reports

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### **VI. Briefing: Quality Assurance**

Presenter: Ricardo Ramirez, Director Quality Assurance

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## VII. CEO Report

Presenter: Mr. Adrian Lopez, CEO

### a. Unemployment Claims and Unemployment Rate

## VIII. Chair Report

Presenter: Dr. Mark Niederaur, Chair

## IX. 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.

## X. Adjournment

Presenter: Dr. Mark Niederaur, Chair



## **OVERSIGHT COMMITTEE MEETING MINUTES**

Workforce Solutions Alamo  
100 N. Santa Rosa, Suite 120  
San Antonio, TX 78207  
**November 13, 2020**  
**9:00AM**

**WSA BOARD MEMBERS:** Dr. Mark Niederaur (Chair), Dr. Sammi Morrill, Ms. Leslie Cantu, Mr. Juan Solis, III

**WSA BOARD STAFF:** Adrian Lopez, Mark Milton, Dr. Andrea Guerrero-Guajardo, Linda G. Martinez, Angela Bush, Louis Tatum, Elizabeth Eberhardt, Chuck Agwuegbo, Barbetta Womack, Trema Cote, Gabriela Horbach, Jessica Villarreal, Linda Canizales, Michael DeFrees, LaVonia Horne-Williams, Melissa Sadler-Nitu, Ricardo Ramirez, Robert Corral . Joshua Villela. Manual Ugues

### **LEGAL COUNSEL:**

**PARTNERS:** Ruben Davila and Robert Cantu

### **AGENDA**

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**During the Public Comments portion of the meeting (Agenda Item 3), the Public may type their name into the chat box or unmute themselves and state their name.**

**The meeting host will call each member of the public for comments, in the order their names were submitted.**

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

Presenter: Dr. Mark Niederaur, Chair

**The meeting was called to order at 9:01AM**

**II. DELCARTATION OF 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. DISCUSSION AND POSSIBLE ACTION REGARDING PREVIOUS MEETING MINUTES – February 7, 2020 and July 24, 2020**

Presenter: Dr. Mark Niederaur, Chair

**Upon motion by Ms. Leslie Cantu and 2<sup>nd</sup> by Dr. Sammi Morrill, minutes for February 7, 2020 and July 24, 2020 were approved. Committee unanimously approved motion carried.**

**V. BRIEFING**

Presenter: Mr. Mark Milton, COO

**a. Operational Updates**

- Mr. Milton also provided the Oversight Committee with the Operational Updates.
  - All Centers are currently open to the public and are receiving clients (appointments and virtually). All parking lots are equipped with WiFi as well.
  - Bexar County and COSA projects are in full swing and production is being made on each. Training is projecting on schedule and OJT is behind.
  - Staff are working on internal monitoring and audit reports to ensure we are up to date and compliant with all state requirement.
  - WSA was awarded an additional \$3.5 million in Disaster Dislocated
  - Worker funding – program has launched, and progress is being made

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on the outcomes.

- Child Care team has welcomed 14 new Texas Rising Star providers to the Alamo network.
- We are working closely with C2 to develop and formalize the On-the-Job Training Initiative to generate more interest into the program.
- WSA is currently managing 22 different grants and special programs funded by either TWC or Local partners.
- Mr. Milton highlighted specific grants:
  - Texas Industry Partnership Program (TIP) (\$150K) - TWC awarded WSA funding to help Hill Country Memorial Hospital in Seguin with the purchase of two mannequins. One that simulates birth and the other that simulates a heart attack. Program will be able to serve approximately 100 students annually with their program of study.
  - High Demand Job Training (HDJT) Grant (\$300K) - TWC awarded WSA funding help pay for IT equipment for Navarro and Seguin ISD IT Academies.
  - Skills Development Grant (\$50,000)- United Alloy, Inc will build its new 200,000-square-foot, state-of-the-art manufacturing facility in Seguin, TX. The project will represent a total capital investment of at least \$35 million and will result in the creation of at least 100 new jobs over a three year ramp up period. WSA will be funding the training portion of this project with training to take place in welding, IT, and manufacturing. United Alloy Tx is also in the process of hiring via Workforce Solutions Alamo and through Work-In-Texas. United Alloy Tx would like to start training 12 welders as early as December 1, 2020.
- Mr. Solis, asked who specifically is acquiring these funds? Staff should be recognized for their efforts in locking in these funds.
- Mr. Milton also provided Child Care update:
  - Meeting Performance on our overall average kids served per day. Our year-to-date, Oct 1, 2019 thru Sept.30, 2020 there has been 10,469 children enrolled
  - WSA has up to 123 Texas Rising Star Providers.
  - A new Childcare Director has been hired, Jessica Villarreal.
  - We continue to monitor funding levels from TWC for new fiscal year.

b. Performance and Programs Reports

- Mr. Mark Milton briefed the Oversight Committee and stated WSA is meeting and/or exceeding all TWC-contracted performance measures. WSA is the only large board in Texas to be meeting or exceeding its measures.
- We are continuing to monitor and have open communication with the State on a regular basis to determine how COVID pandemic will impact our measures in 2021. We are anticipating some drops obviously with the individuals who lost their jobs. Many individuals who have gone through our programs in 2020 will be impacted by the pandemic.

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- Mr. Milton updated the Committee of the City of San Antonio Train for Jobs SA Program –
    - The greatest challenge has been the OJT enrollments. There appears to be little interest, fear, and pursuit of training options.
    - The projections remain on track for the overall project.
    - Program is working through customer service issues and responses from clients.
  - Mr. Solis asked the specific amount of funding that has been drawn down.
  - Mr. Louis Tatum replied close to \$700,000 and are currently working on additional money as invoices are received.
  - Mr. Solis also asked, “what systems have we been able to purchase?”
  - Mr. Milton stated, “We started this from nothing. It was a completely new grant program, and it is not being done anywhere else in the nation. So, we did not have a blueprint compare. We've purchased Case Worthy. It is a software system that tracks all our clients/individuals; case management; all the finances; case management notes and activities.
- \*\*(9:41AM) OVERSIGHT COMMITTEE WAS DISRUPTED DUE TO FIRE ALARM\*\*** Mr. Lopez, Mr. Milton, Dr. Guajardo, Mr. Tatum and Linda Martinez, stepped out.
- Mr. Milton continued with his presentation by adding WSA is tracking over training and the administrative side. Referrals to Project Quest did not pan out as originally expected - lack of interest from clients

## VI. BRIEFING

Presenter: Dr. Andrea Guajardo

### a. Local Plan 2021-2024

- Dr. Guajardo stated WSA is required to develop a comprehensive 4-year plan that is to be modified every 2 years. The most recent modification was for 2017 through 2020 year. It's time for an update of the Local Plan. There are lots of guidelines and guidance that is provided to us from TWC and we are abiding by those letters. We also expect three public comment to be held in January 2021.
- The plan shall be approved by the WSA Board and the Committee of Six (2/27) and its respective bodies (City of SA, Bexar County, Rural Judges), and is due to TWC on or before March 1, 2021.
- Dr. Guajardo laid out TWC Goals Strategic Plan 2021-2025:
  - Support a Workforce System that allows employers and workers to achieve and sustain economic prosperity.
  - Promote employers' access to the talent and abilities of individuals with a disability. Accommodate such workers in the workplace and assist with maintaining and advancing their careers successfully.
  - Prepare individuals for employment by supporting education and training that equips individuals with in-demand skills as identified by employers.
  - Accelerate employment pathways for veterans, service members and their spouses as they transition to civilian occupations in Texas.

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- Fostering systems that enhance early education, support strong families, advance the growth of the at-risk workforce to accelerate their employment opportunities, and help support personal and family stability.
- Local Plan Progress Key Check Points:
  - Draft One Complete
  - Board Vision
    - Strategic Planning Committee to review vision and framework on 11/17
    - Alignment of resources with core programs and required partners
  - Economic and Workforce Analysis
    - Regional analysis of economic conditions and employment needs, in-demand industry sectors and occupations, target industry sectors and occupations, knowledge and skills, analysis of regional workforce and labor market, WD activities, training, and education
  - Operational Elements
  - Request for Qualifications
    - Community-Engagement and Data Analysis
- Next Steps:
  - Completion of Draft 2
  - Survey Implementation
    - Data Collection
    - Data Analysis
  - Public Comment Period
    - January 2021
  - Final Stakeholder Approval
    - COSA, Bexar County Commissioners, Co6
    - Jan/Feb2021
  - Submit to TWC
    - March 1, 2021

## VII. Procurement Updates

Presenter: LaVonnia Horne-Williams, Director Procurement

- Mrs. Horne-Williams provided the Oversight Committee the following procurements:
  - Wireless Services all WFCs
  - Call Center Services Agreement
  - KGBTexas Act Now Agreement
  - SA Trainers- Extension & Renewal
  - New Foundation Educational Consultants – Extension & Renewal
  - Christine Nguyen – Fiscal Monitoring Contract Extension
  - ATEAMS- Amendment
  - Cabinet Software Renewal
  - Cares Program Procurements

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- Mrs. Horne-Williams also provided the Oversight Committee the following pending procurements:
  - Adult Services Contract Renewal
  - Adult Services - Amendment - Military Spousal Support
  - Urban & Rural Youth Services Contract Renewals
  - Fiscal Monitoring RFP
  - Childcare Quality RFP
  - Data Analyst RFQ
  - Local Plan Consultant RFP
- Mrs. Horne-Williams provided facilities update to the Oversight Committee on the following:
  - East Houston workforce center location was completed in September.
  - We collaborated with COSA to add bike racks for clients.
  - Seguin Workforce Center will be completed by late November. The
  - Seguin workforce center was relocated from 1500 E. Court Street to Court Street.
- As we plan for the re-opening of both workforce centers, we have procured all the necessary PPE and will coordinate installation at both workforce centers.
  - The Marbach Workforce Center lease is due to expire May 31, 2021. We plan to begin the market study for this location next month.
  - Floresville Location
    - Mrs. Horne-Williams provided an update on the Floresville Workforce Center to the Audit & Finance Committee.
    - The lease will expire on 12/31/2020. We are currently searching for a new facility that is visible, accessible to our clients, and in a high traffic area.
    - A general analysis report will be provided to Board.
- Mr. Solis asked which committee will make the final decision for the Floresville location?
- Mrs. Horne-Williams stated she was under the impression that WSA Executive Committee would make the final decision on the location.
- Mr. Adrian Lopez added the final decision will be made by the Board in December.

#### VIII. Briefing: Quality Assurance

Presenter: Ricardo Ramirez, Director Quality Assurance

- Mr. Ramirez provided the Oversight Committee with a briefing regarding the status of Quality Assurance activities and outcomes.
- New staff member was been hired, Trema Cote, Monitor II
- TWC Annual Monitoring:
  - TWC performed its annual monitoring of WSA (it was done virtually). Entrance: 09/28/2020; Exit: 10/09/2020
  - Final report should be received in the coming months – any information at this time is premature.



- Mr. Ramirez discussed the Quality Assurance Contracts:
  - Financial Monitoring RFQ is being released.
  - Program Monitoring contract is being renewed.
- Mr. Ramirez also updated the Oversight Committee on the timeline/activities, those in progress and upcoming:
  - Financial monitoring: Follow-up Reports for C2 Global, SERCO, and CoSA.
  - Program monitoring: SNAP, Adult, and Dislocated Worker grants.
  - Other:
    - TWC Center Certifications/Equal Employment Opportunity (EO) Reviews.
    - TWC Performance Negotiations.
  - Upcoming: Finalizing timeline/plan for current year.

IX. Chair Report

Presenter: Dr. Mark Niederaur, Chair  
No report.

X. CEO Report

Presenter: Mr. Adrian Lopez, CEO

a. Unemployment Claims and Unemployment Rate

- Mr. Lopez provided the Oversight Committee with UI information specifically the monthly breakdown.
- Mr. Lopez, Dr. Guajardo, and Ms. Canizales have been visiting each county and providing them with updates on UI in their counties.
- This report is based on 312,606 total unique claimants filing a claim from 02/28/2020 through 10/16/2020.
- The most recent week beginning 10/12/2020 saw an increase of close to 1,000 from the previous week.
- Comal and Guadalupe Counties account for 54.5% of all claimants in the 12 rural counties.
- While the pandemic has impacted workers regardless of sex, females have borne more of the brunt. 2.4% more females have filed for unemployment than males.
- Mr. Lopez added the great data reports that Dr. Guajardo, and other folks are providing equip our elected officials, as well as the business community with information that is real and accurate and is valid making decisions; as we move forward to getting out of this economic downturn.

b. Introduce New Staff

- Mr. Lopez also introduced Chuck Agwuegbo, IT Director

XI. **Executive Session: NO 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**

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- 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

**Mr. Juan Solis, III motioned to adjourn meeting and Ms. Leslie Cantu 2<sup>nd</sup>. Committee unanimously approved, meeting adjourned at 10:31am.**

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## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, WSA CEO

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

**Date:** March 5, 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 catch the missing two items up in Q2 of 2021.
- 2) **Special Grants & Other Initiatives:**
  - All Centers are currently open to the public and are receiving clients (**appointments and virtually**). All parking lots are equipped with WiFi as well.
  - Bexar County and COSA projects are in progress and production is being made on each. **Training is projecting on schedule and OJT is behind. We will be capping new enrollments into the Bexar Co. program beginning in March and will focus on clearing those in the pipeline.**
  - Staff are working on internal monitoring and audit reports to ensure we are up to date and compliant with all state requirement.
  - WSA was awarded an additional **\$3.5 million in Disaster Dislocated Worker funding** – program has launched, and progress is being made on the outcomes. **\$1 million of this funding has been approved by TWC for vocational training.**
  - WSA conducted 3 significant hiring events in February to include OW Lee (200+ job seekers), a logistics job fair (100+ job seekers), and a drive-thru job fair for Toyota (400+ cars and 350+ job seekers referred for hire).

- 3) We are working closely with C2 to develop and formalize the On-the-Job Training Initiative to generate more interest into the program. We are also focusing on the sector-based model with C2 Global.
- 4) Child Care team is monitoring the progress of enrollments into the program and is currently at 92%. The goal of 95% is expected to be achieved by the end of February.
- 5) **Special Grants and Initiatives**

WSA is currently managing 20 grants or special programs outside of the traditional TWC formula funding streams. The highlights of those programs and grants are listed in the power point presentation and include:

- TIP Grant – Seguin and Hill Country Memorial
- SDF Grant – Seguin and Navarro ISD; Hallmark and NEISD
- TIP Grant – Caterpillar
- SDF Grant – United Alloy
- SDF Grant – Lonestar Construction and Trades

## 6) **Bexar and COSA Projects**

### **Alternatives:**

No alternatives are being considered at this time.

### **Fiscal Impact:**

We have seen an increase in funding for our Disaster Dislocated Worker funding of \$3.5 million and a decrease of CARES funding by \$3.2 million.

### **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








03/05/21

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# Operational Updates

Item	Description	On target
1	All Centers remain open to the public and are receiving clients ( <b>appointments and virtually</b> ). All parking lots are equipped with WiFi as well. COVID has impacted our normal operating schedule due to temporary center closures for deep cleaning after exposures.	
2	Bexar County and COSA projects continue to move forward. We are currently trending above goal in training enrollments, but behind in OJT	
3	We are working with C2 to increase enrollments into the WIOA program. Currently slightly behind schedule but anticipate catch-up occurring in Q2 of 2021.	
4	WSA has been approved by TWC to add vocational skills training to the Disaster Dislocated Worker Skills program (approximately \$1.1 million of the total \$4 million award)	
5	Child Care is trending at 92% for children served (goal is 95%) and anticipate being on target by the end of March.	
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.	
7	WSA is currently managing <b>20 different grants</b> and special programs funded by either TWC or Local partners.	

# COSA – Train for Jobs SA

		SEPT	OCT	NOV	DEC	JAN	FEB	YTD	YTD
								Actual	% Ach
Intake & Assessment	PROJECTED	75	100	200	200	200	50	825	
	ACTUAL	75	284	120	201	118	79	877	106%
Case Management	PROJECTED	75	55	57	55	85	55	382	
	ACTUAL	75	284	120	201	118	79	877	230%
Short Term Training	PROJECTED	40	30	35	35	50	20	210	
	ACTUAL	40	86	36	30	20	13	225	107%
Long Term Training	PROJECTED	8	5	2	0	10	10	35	
	ACTUAL	8	51	69	43	24	34	229	654%
Administer Stipends	PROJECTED	0	35	37	35	60	30	197	
	ACTUAL	0	81	56	19	39	24	219	111%
Identify Small Business for OJT Placement	PROJECTED	43	40	40	30	60	60	273	
	ACTUAL	25	12	8	6	8	5	64	23%
Place Participants in OJT	PROJECTED	0	20	20	20	25	25	110	
	ACTUAL	0	2	0	1	0	0	3	3%
Place Participants in Jobs	PROJECTED	0	0	0	0	0	100	100	
	ACTUAL	0	0	0	0		2	0	
% Completing Program	PROJECTED	75%	75%	75%	75%	75%	75%	75%	
	ACTUAL								

- March 1<sup>st</sup> COSA submitted an amendment to WSA for the final 6 months of the program. Additional funding to support more long term training is the significant change.
- Projections remain on track for the overall project – Long Term Training is more popular than originally expected
- Working through customer service issues and responses from clients – stipends processing has not been a clean process up to this point.

# Bexar County Strong Metrics

		AUG	SEPT	OCT	NOV	DEC	JAN	FEB	Pgm	YTD
									Total	% Ach
Screened	PROJECTED	500	800	800	800	400	400	200	3,900	
	ACTUAL	893	1025	975	103	503	250	182	3931	101%
Job Readiness/Case Mgmt	PROJECTED	150	200	200	150	50	50	30	830	
	ACTUAL	171	203	133	20	80	21	115	743	90%
Training	PROJECTED	0	60	70	60	20	30	20	260	
	ACTUAL	0	63	107	75	24	28	35	332	128%
Completed Training	PROJECTED	0	0	10	33	40	30	18	131	
	ACTUAL	0	0	9	73	48	38	40	208	159%
Place Participants in OJT	PROJECTED	0	20	40	30	40	50	50	230	
	ACTUAL	0	0	16	0	0	4	3	23	10%
Place Participants in Jobs	PROJECTED	0	0	10	10	10	10	10	50	
	ACTUAL	0	0	11	6	16	5	10	48	96%
Referred to Case Administrator	PROJECTED	50	50	50	50	50	0	0	250	
	ACTUAL	0	10	12	21	10	9	6	68	27%

- OJT has been a gap for WSA - Trending well under target
- Individuals enrolling and completing training remains well ahead of goal.
- Referrals to case administrator agencies has not occurred at the originally anticipated rate.
- Expenditure rates are well ahead of projections.
- Beginning March 1<sup>st</sup>, we will be focusing on no new participants and clearing our pipeline, training completion and job placement.
- We have had significant challenges securing case advances from the county to operate the program



# Highlighted Special Grants and Projects

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Grant/Initiative	Description	Funding
Skills Development Fund	WSA was awarded funding to work with Caterpillar in Seguin to retrain \$300and upskill incumbent workers for the purpose of keeping them employed.	\$300,000
Teacher Externships	TWC awarded WSA funds to train 150 middle and high school teachers and counselors to participate in virtual and or in person sessions with local business to increase the educator's knowledge of workforce topics including STEM careers in the San Antonio area.	\$280,000
Skills Development Grant	United Alloy, Inc will build its new 200,000-square-foot, state-of-the-art manufacturing facility in Seguin, TX. The project will represent a total capital investment of at least \$35 million and will result in the creation of at least 100 new jobs over a three year ramp up period. WSA will be funding the training portion of this project with training to take place in welding, IT, and manufacturing.	\$50,000
OW Lee Furniture Co.	WSA team is working closely with OW Lee in Comfort, Tx to post positions and recruit job seekers for over 200 new positions the company will establish in the community. Positions include welders, manufacturing, and logistics positions.	NA
Schreiner University, Dental Assisting School of Texas	WSA is referring WIOA clients to these to programs in Kerrville for the purpose of retraining and upskilling individuals in the healthcare and dental occupation. Most individuals served are receiving public assistance and lost their jobs due to COVID.	NA

# Success Story Spotlight

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- ❖ Rita Lugo joined the **WIOA YES! Program** with the support of SERCO in Atascosa County.
- ❖ She had limited work experience and skills;
- ❖ Her SERCO case managers helped her **build her skills/resume**;
- ❖ Chief Sanchez of the Pleasanton Police Department inquired about the program and how the PPD could help;
- ❖ Rita interviewed with the PPD, was excellent, and she began the **Work Experience Program** on 10/2020 as an office clerk;
- ❖ Rita excelled and was eventually **promoted** to Police Dispatcher/ Telecommunication Operator;
- ❖ At the end of her 3<sup>rd</sup> month Rita was speaking and dispatching emergency calls to the police officers of the Pleasanton Police Department.

# RECENT EVENTS

19



*New company  
in Comfort, Tx  
– WSA is  
assisting in  
the hiring of  
over 200 jobs*

**Logistics & Warehouse  
Virtual Job Fair**

  
AmericanJobCenter



**February 11, 2021 from 9:00 A.M. - 1:00 P.M.**

**Multiple Employers | Entry Level Experience +**

**San Antonio and 12 Rural Counties!**

**Please pre-register for this event.**  
[www.workforcesolutionsalamo.org/calendar-events](http://www.workforcesolutionsalamo.org/calendar-events)

*200+  
attendees  
referred  
to open  
positions  
in our  
network*



**TOYOTA**  
*Drive Through Job  
Fair:*  
**450 Cars!**  
**350+ Applicants**  
**Moving to Hires!!!**



## Performance Update

- Average Children Served Per Day – 95% is Goal (9,544 children) – At the end of Jan, WSA is at 92% (8,800 children)
- TWS implemented a freeze on new enrollments
- Full state participation challenge
- WSA is currently at 96% (9,934 children) for unofficial numbers for Feb..

<div> <span>Green = +P</span> <span>White = MP</span> <span>Yellow = MP but At Risk</span> <span>Red = -P</span> </div>								
Board	Reemployment and Employer Engagement		Participation		C&T Participants			
	Cmnt ReEmpl within 10 Weeks	Emplyrs Rcvg Wkfc Assist	Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate
Alamo	n/a	n/a	n/a	91.95%	n/a	n/a	n/a	n/a
Borderplex	n/a	n/a	n/a	72.91%	n/a	n/a	n/a	n/a
Brazos Valley	n/a	n/a	n/a	92.49%	n/a	n/a	n/a	n/a
Cameron	n/a	n/a	n/a	89.96%	n/a	n/a	n/a	n/a
Capital Area	n/a	n/a	n/a	75.39%	n/a	n/a	n/a	n/a
Central Texas	n/a	n/a	n/a	78.80%	n/a	n/a	n/a	n/a
Coastal Bend	n/a	n/a	n/a	84.28%	n/a	n/a	n/a	n/a
Concho Valley	n/a	n/a	n/a	79.55%	n/a	n/a	n/a	n/a
Dallas	n/a	n/a	n/a	86.73%	n/a	n/a	n/a	n/a
Deep East	n/a	n/a	n/a	85.38%	n/a	n/a	n/a	n/a
East Texas	n/a	n/a	n/a	78.46%	n/a	n/a	n/a	n/a
Golden Cresce	n/a	n/a	n/a	73.42%	n/a	n/a	n/a	n/a
Gulf Coast	n/a	n/a	n/a	85.51%	n/a	n/a	n/a	n/a
Heart of Texas	n/a	n/a	n/a	77.20%	n/a	n/a	n/a	n/a
Lower Rio	n/a	n/a	n/a	80.23%	n/a	n/a	n/a	n/a
Middle Rio	n/a	n/a	n/a	79.59%	n/a	n/a	n/a	n/a
North Central	n/a	n/a	n/a	82.33%	n/a	n/a	n/a	n/a
North East	n/a	n/a	n/a	91.31%	n/a	n/a	n/a	n/a
North Texas	n/a	n/a	n/a	75.07%	n/a	n/a	n/a	n/a
Panhandle	n/a	n/a	n/a	78.97%	n/a	n/a	n/a	n/a
Permian Basin	n/a	n/a	n/a	73.91%	n/a	n/a	n/a	n/a
Rural Capital	n/a	n/a	n/a	93.16%	n/a	n/a	n/a	n/a
South Plains	n/a	n/a	n/a	91.94%	n/a	n/a	n/a	n/a
South Texas	n/a	n/a	n/a	65.44%	n/a	n/a	n/a	n/a
Southeast	n/a	n/a	n/a	100.60%	n/a	n/a	n/a	n/a
Tarrant	n/a	n/a	n/a	86.58%	n/a	n/a	n/a	n/a
Texoma	n/a	n/a	n/a	97.36%	n/a	n/a	n/a	n/a
West Central	n/a	n/a	n/a	90.05%	n/a	n/a	n/a	n/a

# Performance Update

21

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

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

**FINAL RELEASE**

As Originally Published 2/10/2021

**DECEMBER 2020 REPORT**

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

Board	Reemployment and Employer Engagement		Participation		WIOA Outcome Measures															Total Measures			
					C&T Participants				Adult				DW				Youth						
	Choices Full Work Rate-All Family Total	Avg # Children Svd Per Day-Combined	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q2-Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Employ- ed Q2 Post-Exit	Employ- ed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Empl/ Enrolled Q2 Post-Exit	Empl/ Enrolled Q4 Post-Exit	Credential Rate	+P	MP	-P	% MP & +P		
	Cmnt ReEmpl within 10 Weeks	Emplrys Rcvg Wkfc Assist																					
Alamo	n/a	n/a	n/a	91.95%	n/a	n/a	n/a	n/a	92.05%	110.14%	94.23%	97.37%	80.26%	111.95%	116.97%	107.60%	89.82%	113.12%	150.53%	5	4	3	75%

- Currently tracking our DW Employment Measure – Currently 12 individuals short of the benchmark
- We did see individuals in this program lose their job or become furloughed as a result of the pandemic
- Youth placements are slightly under goal as we experience additional job loss for this group during the pandemic.



A proud partner of the  American Job Center network



# Questions?

**Contact Info:**

**Mark Milton**  
**COO**

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



## **MONTHLY PERFORMANCE & SERVICES REPORTS**

**January 2021**

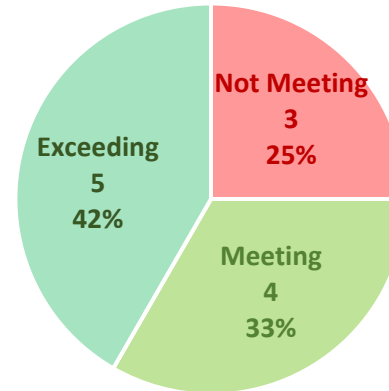
## **WORKFORCE PROGRAM REPORTS**



## BCY 21 Performance Overview for Board Contracted Measures

December 2020 TWC Data Release 02/10/2021

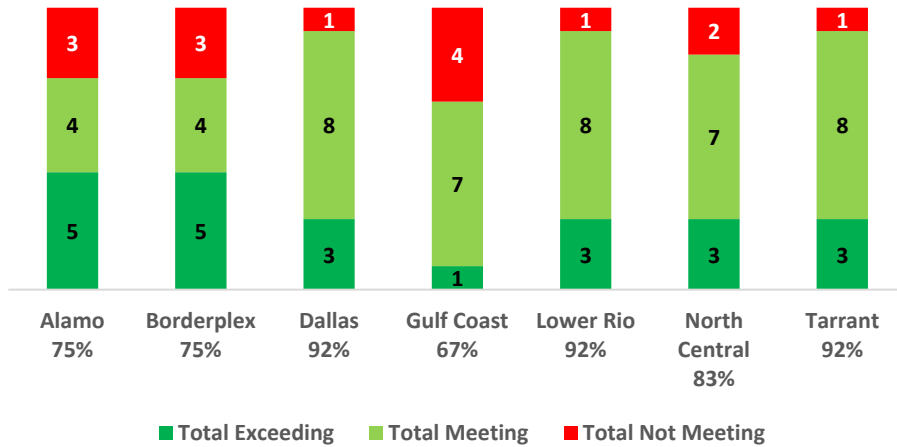
Status	# at Status
P+ (Exceeding)	5
MP (Meeting)	4
P- (Not Meeting)	3
na	7



Measure Name	Numerator	Denominator	Rate	Status
Claimant Reemployment within 10 Weeks	1,526	1,529	n a	n a
# of Employers Receiving Workforce Assistance	3,420	1	3,420	n a
Choices Full Work Rate - All Family Total	25	572	4.32%	n a
Avg # Children Served Per Day - Combined	579,248	66	8,776	-P 91.95%
Employed/Enrolled Q2 Post Exit - C&T Participants	8,192	12,534	65.36%	n a
Employed/Enrolled Q2-Q4 Post Exit - C&T Participants	11,675	14,118	82.70%	n a
Median Earnings Q2 Post Exit - C&T Participants	n a	7,751	\$6,146.93	n a
Credential Rate - C&T Participants	97	141	68.79%	n a
Employed Q2 Post Exit - Adult	123	177	69.50%	MP 92.05%
Employed Q4 Post Exit - Adult	165	214	77.10%	+P 110.14%
Median Earnings Q2 Post Exit - Adult	n a	123	\$5,465.35	MP 94.23%
Credential Rate - Adult	40	54	74.10%	MP 97.37%
Employed Q2 Post Exit - DW	47	70	67.10%	-P 80.26%
Employed Q4 Post Exit - DW	73	82	89.00%	+P 111.95%
Median Earnings Q2 Post Exit - DW	n a	47	\$9,357.41	+P 116.97%
Credential Rate - DW	23	29	79.30%	MP 107.60%
Employed/Enrolled Q2 Post Exit - Youth	142	233	60.90%	-P 89.82%
Employed/Enrolled Q4 Post Exit - Youth	171	228	75.00%	+P 113.12%
Credential Rate - Youth	12	28	42.90%	+P 150.53%

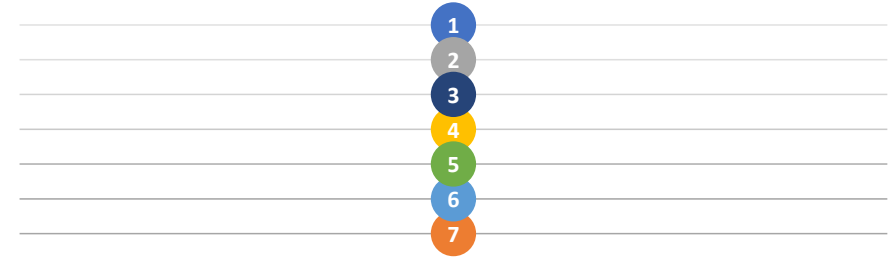
MPR Board Comparison Report (YTD) release date 02/10/2021

### Performance Measure Totals Large Boards



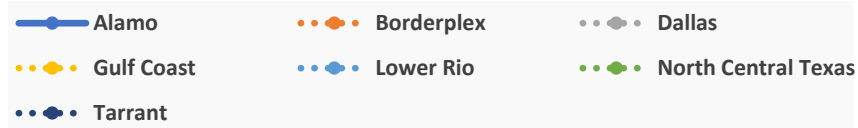
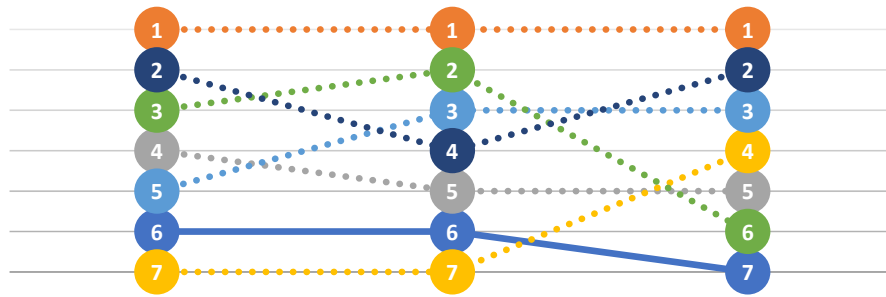
### PROGRAM RANKINGS

#### CHILDREN SERVED



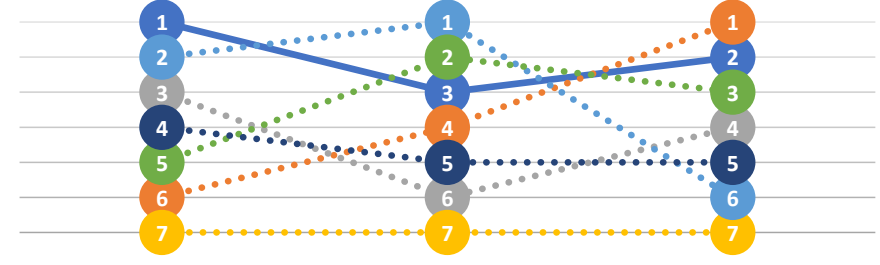
### WIOA ADULT RANKINGS

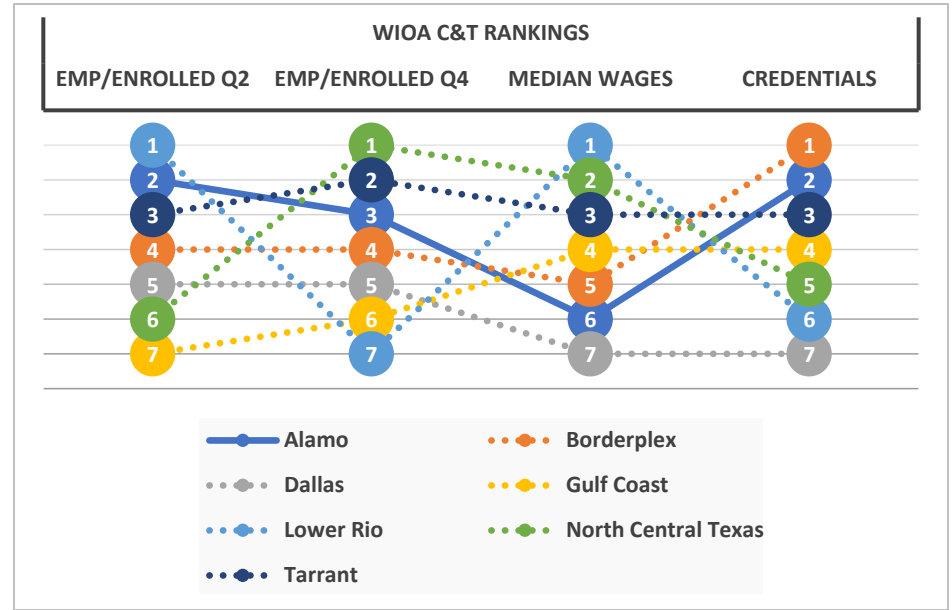
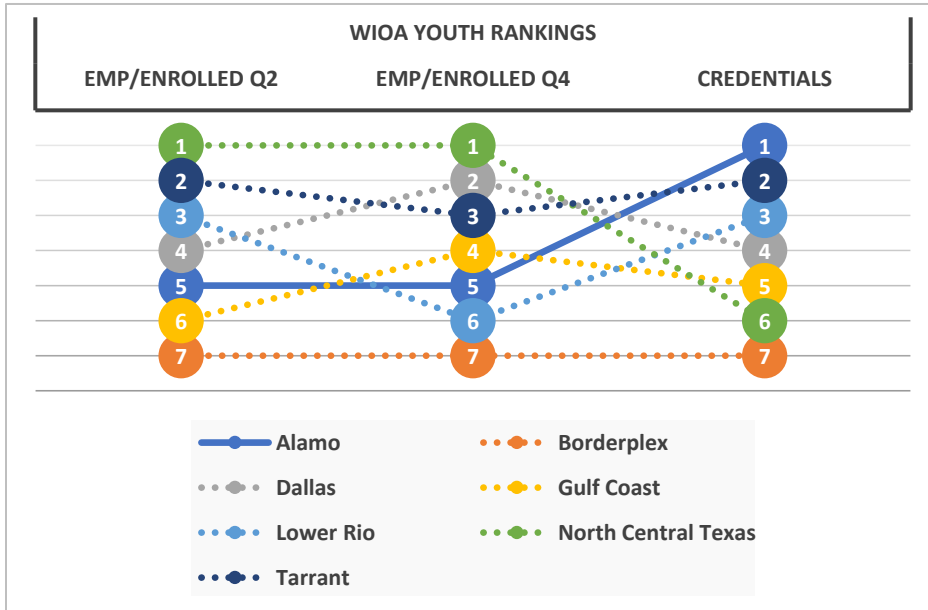
#### EMPLOYED Q2 EMPLOYED Q4 CREDENTIALS



### WIOA DW RANKINGS

#### EMPLOYED Q2 EMPLOYED Q4 CREDENTIALS





**BCY 21 Performance Overview for Board Contracted Measures– Exceptions Report**

<b>Child Care Performance Measure</b>	
<b>Problem</b>	TWC placed all workforce boards on an enrollment freeze in June 2020. Due to attrition, enrollments went down to 8,792 during the freeze. In October, TWC provided WSA with a new enrollment target of 9,544. The enrollment freeze and subsequent increase in enrollment target caused the Child Care Services (CCS) Contractor to have negative performance.
<b>Actions</b>	<ul style="list-style-type: none"> <li>• The Child Care Committee was briefed in October 2020 and January 2021.</li> <li>• CCS staff have been working overtime and shifting resources to meet the new enrollment target.</li> <li>• Several of the families on the waitlist were not eligible due to the work requirement and the impact COVID had on employment.</li> <li>• CCS staff sent mass messages to parents, providers, and community partners to promote open intake. Websites were updated and social media was used to update community.</li> <li>• CCS has made steady progress and plans to meet the new performance target in February.</li> <li>• WSA will continue to monitor progress and provide updates to Child Care Committee.</li> </ul>

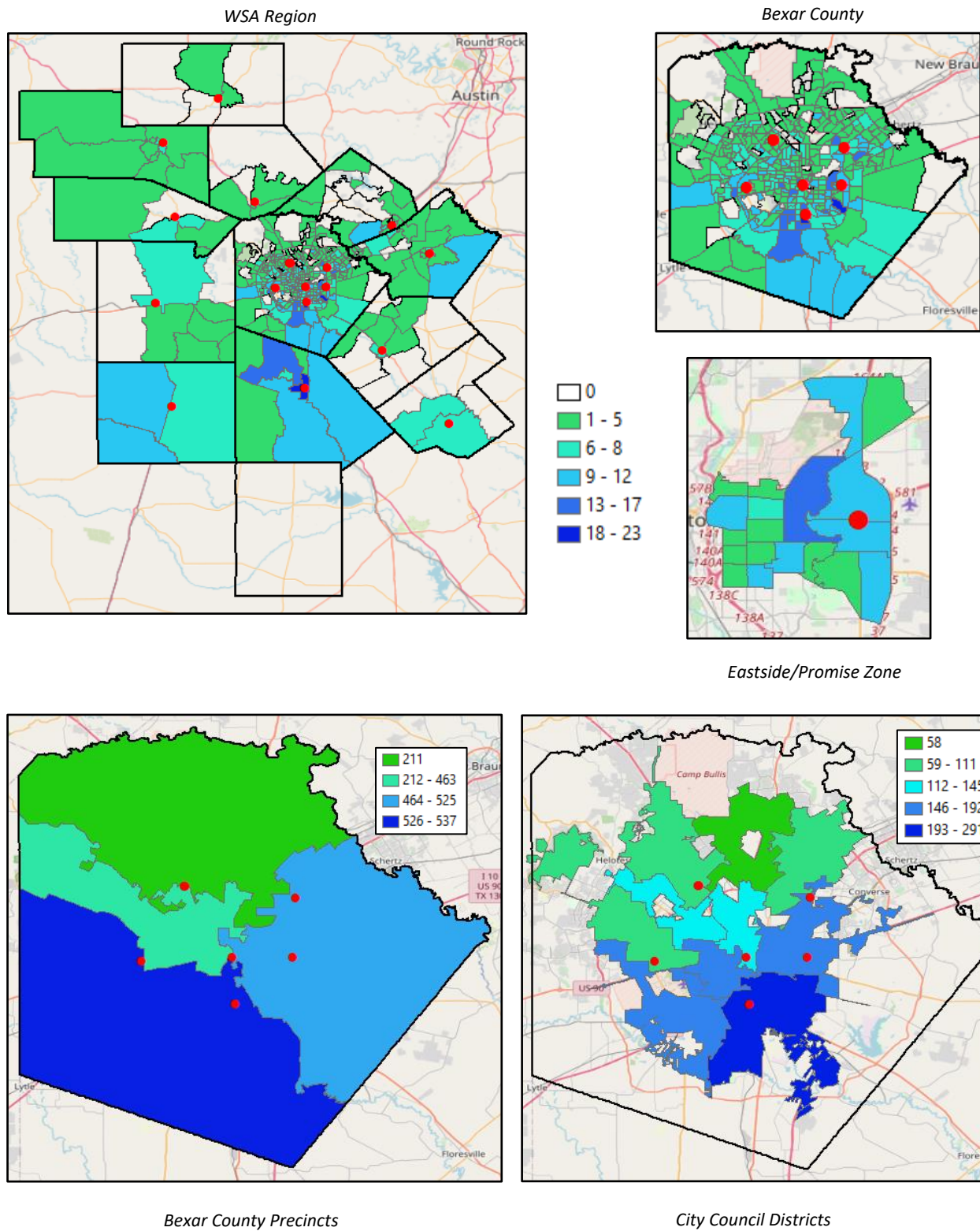
<b>Exception Report for WIOA Dislocated Worker (DW) Program Employment Q2 After Exit</b>	
<b>Problem</b>	Not meeting the DW Employed Q2 Post Exit – measure
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Reviewed the WIOA DW case closures from July 2019 to December 2019 to determine if continued employment existed through the 1<sup>st</sup> quarter of 2020. <ul style="list-style-type: none"> <li>▪ Conducted case closure review to determine if an exclusion existed that would remove them from performance.</li> <li>▪ Conducted a review of customers who were not employed during this period to see if there were wages missed and/or supplemental.</li> <li>▪ Conducted review to Identify individuals who appear in the Unemployment Insurance (UI) wages list that identified loss of employment during the above Quarter.</li> <li>▪ Plan to rerun reports based on a change in TWC methodology of reporting from TWC Adam Leonard.</li> </ul> </li> <li>• The affected Quarter is in the beginning of the Pandemic and may have contributed to employment losses.</li> <li>• WSA Board staff continues to work with C2 Global staff to provide technical assistance as needed.</li> </ul>

<b>WIOA Youth Q2 After Exit</b>	
<b>Problem</b>	Currently, WIOA Youth is not meeting the Youth Q2 After Exit – Measure
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Reports: WIOA Employed/Enrolled Q2, WIOA Employed/Enrolled Q4, WIOA Credential Rate are being ran monthly. Moving forward these reports will be conducted bi-weekly, as a proactive approach to ensure performance measures are exceeded.</li> <li>• Case Closure reviews were conducted to identify if any exclusions were rendered, removing youth from performance.</li> <li>• Contractor staff are revising cases that were exited and submitting DINT request to record quarterly wages for youth that were verified as currently employed. Performance Measure- Youth Q2 After Exit, will be met once cases are updated.</li> <li>• COVID 19 also contributed to the negative impact, regarding Q2 2020.</li> <li>• WSA Board staff continues to work with Youth Contractor staff to provide guidance and technical assistance as needed.</li> </ul>

### Year-to-Date (Oct 2020 - Jan 2021) Program Participants

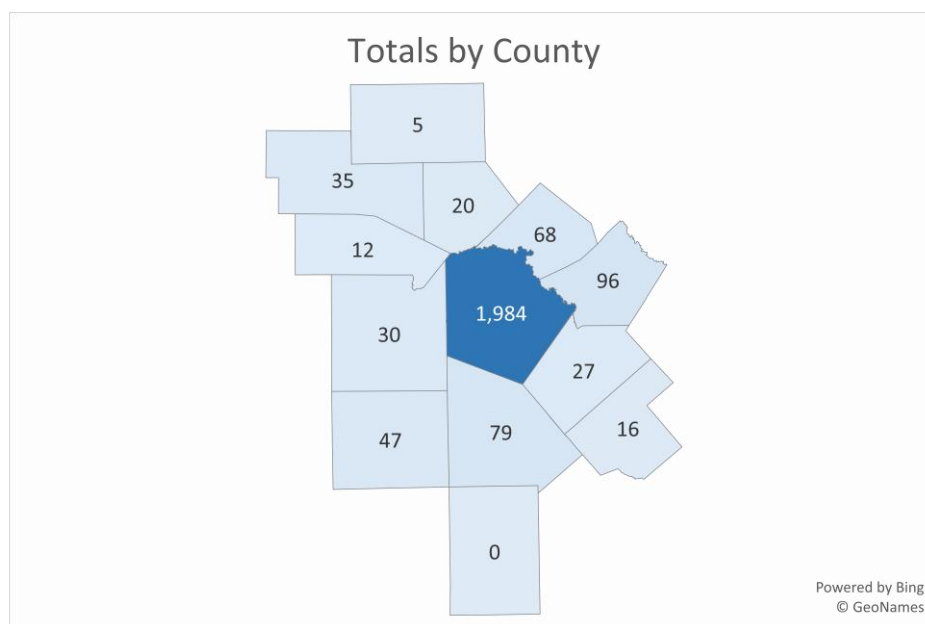
The following maps show geocoded residential addresses of program participants.

Due to geocoding limitations, the maps commonly show an undercount



**Program Participants by County of Residence**  
**Program Year 2020 (Oct 2020 - Jan 2021)**  
**Workforce Solutions Alamo**

COUNTY	CHOICES	SNAP	NCP	TAA	Military Spouses	Adult	DW	Youth	Total
ATASCOSA	4	12	0	1	0	20	27	15	79
BANDERA	0	1	0	0	0	3	3	5	12
BEXAR	317	958	68	17	8	214	179	223	1,984
COMAL	7	4	0	1	0	12	19	25	68
FRIO	0	4	0	0	0	6	23	14	47
GILLESPIE	0	0	0	0	0	3	0	2	5
GUADALUPE	2	17	0	0	0	18	19	40	96
KARNES	1	1	0	0	0	2	5	7	16
KENDALL	0	0	0	0	0	4	7	9	20
KERR	1	2	0	0	0	15	3	14	35
MCMULLEN	0	0	0	0	0	0	0	0	0
MEDINA	0	3	0	0	0	5	13	9	30
OTHER	3	12	0	0	0	2	2	1	20
WILSON	0	5	0	0	0	8	10	4	27
<b>Total</b>	<b>335</b>	<b>1,019</b>	<b>68</b>	<b>19</b>	<b>8</b>	<b>312</b>	<b>310</b>	<b>368</b>	<b>2,439</b>

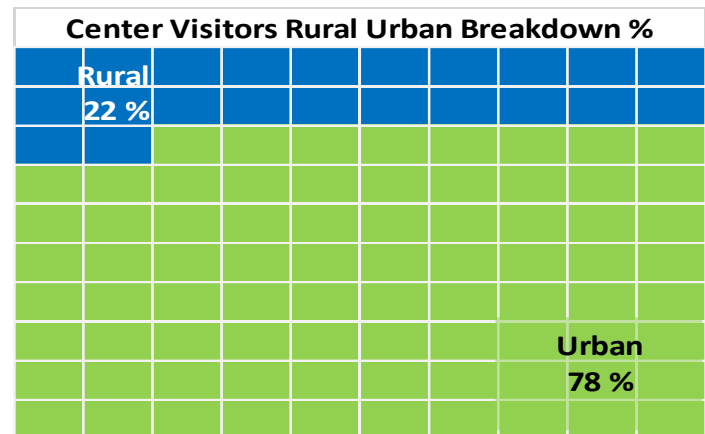
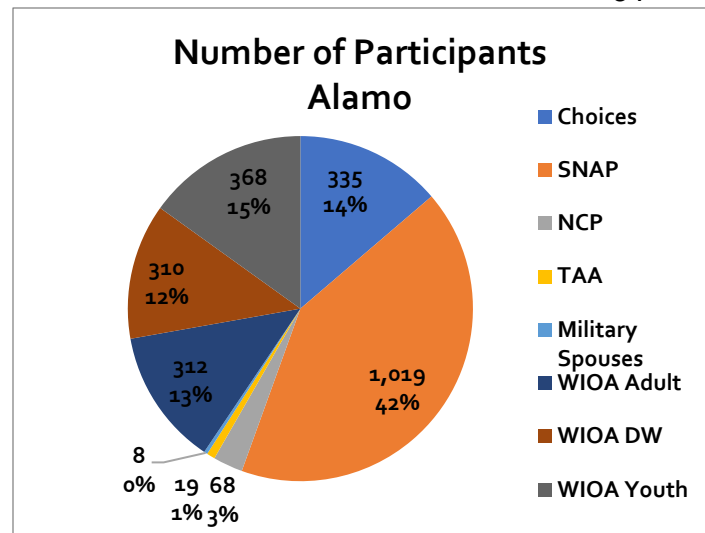


*Note: Data may not be accurate. TWC data applications/TWIST are configured to report information by the Center from which services are provided and not by residence location. Residence information may be impacted in different ways (e.g., TWIST data are modified through batch processes from data that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

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

Oct 2020 -Jan 2021 Center Traffic			
Center	Inbound Contacts	Outbound Contacts	Visitors
E Houston	1,723	4,816	2,006
Datapoint	4,147	13,050	2,971
Marbach	2,069	19,672	3,052
Sth Flores	4,441	38,768	3,083
Walzem	3,248	70,269	1,827
<b>Urban</b>	<b>15,628</b>	<b>146,575</b>	<b>12,939</b>
Bandera	24	48	32
Boerne	141	6,849	94
Floresville	294	8,176	144
Fredericksburg	6	14	1
Hondo	346	677	189
Kenedy	168	2,153	67
Kerrville	385	9,794	248
New Braunfels	894	13,815	2,874
Pearsall	480	592	158
Pleasanton	509	2,414	426
Seguin	538	25,085	73
<b>Rural</b>	<b>3,785</b>	<b>69,617</b>	<b>4,306</b>
<b>Grand Total</b>	<b>19,413</b>	<b>216,192</b>	<b>17,245</b>

**Note:** *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.	9,119	1,612	10,731
14. Job Search/Referral	465	2,148	2,613
30. Virtual Services	990	929	1,919
I am here to see a specific staff member	1,358	477	1,835
08. RESEA Orientation	1,145	216	1,361
11. WIOA Orientation	66	977	1,043
02. I need help finding a job.	617	391	1,008
25. Disaster Assistance	385	622	1,007
18. Support Services	187	814	1,001
16. Training Services	207	690	897

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

### Labor Market Exchange Summary(Oct 2020 - Jan 2021)

WorkInTexas (WIT) data

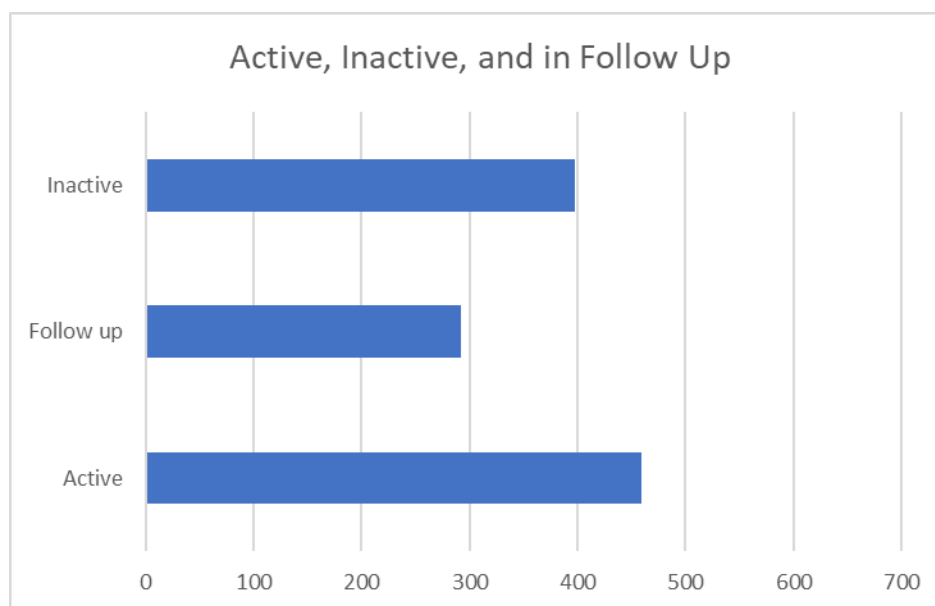
- Total placements: 2,197
- Job Orders: 9,503
- Active Job Seekers: 150,650
- Employers with Job Openings: 1,119

**RECAP: Caseloads by Program and County**  
**Snapshot as of 02/01/2021**

COUNTY	PROGRAM								Grand Total
	CHOICES	MILITARY SPOUSE	NCP	SNAP	TAA	WIOA ADULT	WIOA DW	WIOA YOUTH	
Atascosa	3	0	0	2	0	25	26	14	70
Bandera	0	0	0	0	0	3	5	5	13
Bexar	83	21	38	68	10	169	133	185	707
Comal	1	0	0	1	1	26	33	28	90
Frio	0	0	0	1	0	17	28	15	61
Gillespie	0	0	0	0	0	3	0	0	3
Guadalupe	1	0	0	10	0	12	7	35	65
Karnes	1	0	0	0	0	1	5	9	16
Kendall	0	0	0	0	0	9	8	18	35
Kerr	0	0	0	0	0	21	5	11	37
Medina	0	0	0	0	0	5	13	8	26
Wilson	0	0	0	0	0	7	8	10	25
<b>Grand Total</b>	<b>89</b>	<b>21</b>	<b>38</b>	<b>82</b>	<b>11</b>	<b>298</b>	<b>271</b>	<b>338</b>	<b>1,148</b>

**RECAP: Active, Inactive, and In Follow Up**  
**As of 02/01/2021**

Status	PROGRAM								Grand Total
	CHOICES	MILITARY SPOUSE	NCP	SNAP	TAA	WIOA ADULT	WIOA DW	WIOA YOUTH	
Active	85	1	33	71	11	80	39	139	<b>459</b>
Follow up	0	19	0	0	0	101	77	95	<b>292</b>
Inactive	4	1	5	11	0	117	155	104	<b>397</b>
<b>Grand Total</b>	<b>89</b>	<b>21</b>	<b>38</b>	<b>82</b>	<b>11</b>	<b>298</b>	<b>271</b>	<b>338</b>	<b>1,148</b>





**RECAP: # of Days Inactive by Fund and County**  
**Snapshot as of 02/01/2021**

FUND	COUNTY	# of Days Inactive					Grand Total
		<45	45-59	60-74	75-89	90-104	
WIOA YOUTH	Atascosa	3	0	0	3	0	6
	Bexar	53	3	11	2	1	70
	Comal	5	1	0	0	0	6
	Frio	2	0	0	0	0	2
	Guadalupe	7	0	0	1	0	8
	Karnes	1	2	1	0	0	4
	Kendall	7	1	0	0	0	8
	Wilson	1	0	1	0	0	2
WIOA YOUTH Total		79	7	13	6	1	106
WIOA DW	Atascosa	16	0	0	0	0	16
	Bandera	3	0	1	0	0	4
	Bexar	74	0	4	2	1	81
	Comal	15	0	0	0	0	15
	Frio	14	1	0	0	0	15
	Guadalupe	4	0	0	0	0	4
	Karnes	4	0	1	0	0	5
	Kendall	1	1	0	0	0	2
	Kerr	3	0	0	0	0	3
	Medina	11	0	0	0	0	11
	Wilson	4	1	0	0	0	5
WIOA DW Total		149	3	6	2	1	161
WIOA ADULT	Atascosa	6	1	0	0	0	7
	Bexar	62	6	3	2	1	74
	Comal	8	0	0	0	0	8
	Frio	3	0	0	0	0	3
	Gillespie	1	1	0	0	0	2
	Guadalupe	3	0	0	0	0	3
	Karnes	1	0	0	0	0	1
	Kendall	6	1	0	0	0	7
	Kerr	7	0	0	0	0	7
	Medina	2	0	0	1	0	3
	Wilson	2	0	0	0	0	2
WIOA ADULT Total		101	9	3	3	1	117
SNAP	Bexar	15	1	0	0	0	16
	Guadalupe	1	0	0	0	0	1
SNAP Total		16	1	0	0	0	17
NCP	Bexar	4	0	0	1	0	5
NCP Total		4	0	0	1	0	5
MILITARY SPOUSE	Bexar	1	0	0	0	0	1
MILITARY SPOUSE Total		1	0	0	0	0	1
CHOICES	Bexar	6	0	0	0	0	6
CHOICES Total		6	0	0	0	0	6
Grand Total		356	20	22	12	3	413











## **CHILD CARE PROGRAM REPORTS**

**BCY21 CHILD CARE PERFORMANCE MEASURES  
DECEMBER 2020**

**Performance**

Timeframe			# of Units	BCY21 Target	% Attainment	Status						
Year to Date (YTD) Average Kids Per Day (10/01/20 - 09/30/21)			8,776	9,544	91.95%	-P						
Month	Goal	Actual YTD Units	Percent of Goal	<div>Performance Status Methodology</div> <div>The Measure Status Methodology for BCY 20 will use YTD numbers to calculate performance.</div> <div>MP = 95%-105%</div> <div>+P = 105% or above</div> <div>-P = &lt;94.99</div> <div>December 2020</div> <table><tr><td>Texas Rising Star Providers</td><td>132</td></tr><tr><td>Texas School Ready Providers</td><td>30</td></tr><tr><td>Waitlist</td><td>75</td></tr></table>			Texas Rising Star Providers	132	Texas School Ready Providers	30	Waitlist	75
Texas Rising Star Providers	132											
Texas School Ready Providers	30											
Waitlist	75											
October	9,544	8,660	90.74%									
November	9,544	8,673	90.87%									
December	9,544	8,776	91.95%									
January	9,544		0.00%									
February	9,544		0.00%									
March	9,544		0.00%									
April	9,544		0.00%									
May	9,544		0.00%									
June	9,544		0.00%									
July	9,544		0.00%									
August	9,544		0.00%									
September	9,544		0.00%									

**Units by County YTD**

County	Goal	Urban/Rural Discretionary Performance	Discretionary	Mandatory*	CCDF Total	Percent of Goal	DFPS Not Included in Performance
<b>Bexar</b>	<b>7,635</b>	<b>78.30%</b>	<b>6,087</b>	<b>873</b>	<b>6,961</b>	<b>91.17%</b>	<b>604</b>
<b>Rural</b>	<b>1,909</b>	<b>21.70%</b>	<b>1,687</b>	<b>129</b>	<b>1,816</b>	<b>95.15%</b>	<b>158</b>
Atascosa			192	14	206		19
Bandera			47	3	50		7
Comal			370	35	405		41
Frio			54	6	60		10
Gillespie			28	6	34		2
Guadalupe			442	25	467		29
Karnes			7	0	7		2
Kendall			36	8	44		13
Kerr			204	22	226		14
McMullen			0	0	0		0
Medina			181	8	189		11
Wilson			126	2	128		11
<b>Total</b>	<b>9,544</b>		<b>7,774</b>	<b>1,003</b>	<b>8,777</b>		<b>761</b>

Rural units make 21.70% of the total number of year to date Discretionary units.

Urban units make 78.30% 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.





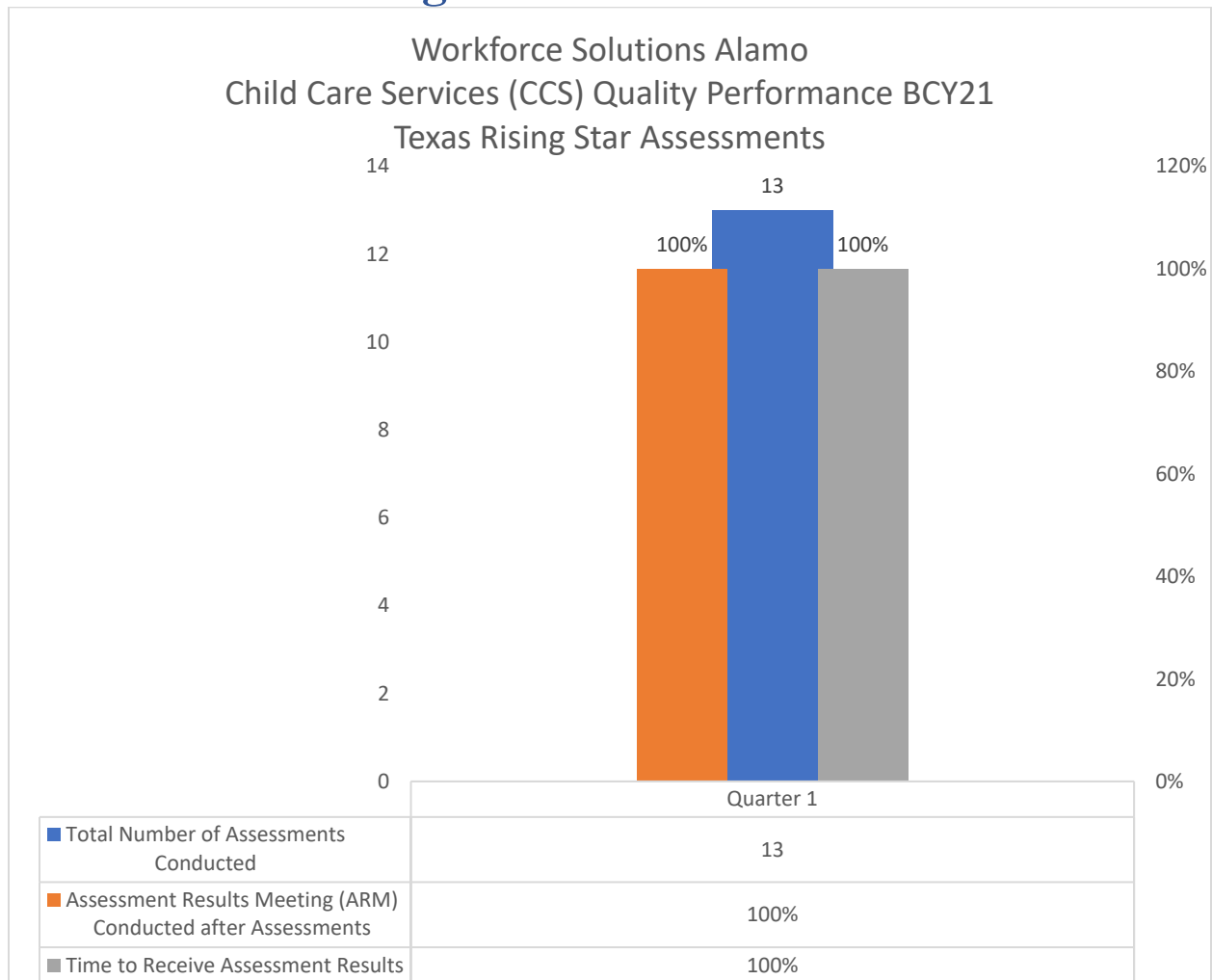
Workforce Solutions Alamo  
 Child Care Services (CCS) Quality Performance BCY21  
 Increase in Star Level of Texas Rising Star Providers



■ Actual Cumulative Performance

Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
2	0	-1	0								

## Texas Rising Star Assessor Performance



## Quality Improvement Activities

### Mentoring Activities

- Total Texas Rising Star Providers: 134
  - 83 – 4 Star
  - 34 – 3 Star
  - 17 – 2 Star
- 39 zero-star centers (not TRS Certified) being mentored

### Current Initiatives/Partnerships:

- Voices for Children – South Texas Trauma Informed Consortium Sector – Early Care and Education. The focus of this group is to work to mitigate the effects of Adverse Childhood Experiences by working together to create a Certified Trauma Informed Bexar County.

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

## **BUDGETS**

## WORKFORCE PROGRAM SUMMARY DESCRIPTION

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

### Formula-Funded Grants

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### Special Grants/Projects

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

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

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

### Workforce Commission Initiatives (WCI)

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Other TWC Grants**

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

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



Program Year (PY) 2019-2020 TWC-Contracted Performance Measures - Glossary		
WIOA Adult	Definition	Current Target
Adult Employed in the 2 <sup>nd</sup> Quarter	The percentage of WIOA Adult registered participants in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	81.50%
Adult Employed in the 4 <sup>th</sup> Quarter	Percentage of WIOA Adult registered participants who are in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	82.50%
Adult Median Earnings in the 2 <sup>nd</sup> Quarter	Median earnings of WIOA Adult registered participants during the 2 <sup>nd</sup> Quarter after exit from the program.	<i>n a</i>
Adult Credential Rate	Percentage of WIOA Adult registered participants who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	87.50%
WIOA Dislocated Worker	Definition	Current Target
DW Employed in the 2 <sup>nd</sup> Quarter	The percentage of WIOA DW registered participants in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	85.20%
DW Employed in the 4 <sup>th</sup> Quarter	Percentage of WIOA DW registered participants who are in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	82.90%
DW Median Earnings in the 2 <sup>nd</sup> Quarter	Median earnings of WIOA DW registered participants during the 2 <sup>nd</sup> Quarter after exit from the program.	<i>n a</i>
DW Credential Rate	Percentage of WIOA DW registered participants who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	78.30%
WIOA Youth	Definition	Current Target
Youth Employed, in Training, or in Education in the 2 <sup>nd</sup> Quarter	Percentage of WIOA Youth registered participants in education or training or in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	73.20%
Youth Employed, in Training or in Education in the 4 <sup>th</sup> Quarter	Percentage of WIOA Youth registered participants in education or training or in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	72.30%
Youth Credential Rate	Percentage of WIOA Youth registered participants who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	49.40%
WIOA All Participants	Definition	Current Target
All Participants Employed in the 2 <sup>nd</sup> Quarter	Percentage of Job Seekers in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit from the program.	69.00%
All Participants Employed Quarters 2-4 Post Exit	Percentage of Job Seekers in unsubsidized employment during the 4 <sup>th</sup> quarter after exit from the program.	84.00%
All Participants Median Earnings 2 <sup>nd</sup> Quarter Post Exit	Median earnings of Job Seekers during the 2 <sup>nd</sup> Quarter after exit from the program.	\$5,561.00
All Participants Credential Rate	Percentage of Job Seekers who obtain a post-secondary credential or a secondary school diploma or equivalent during participation in or within one year after exit from the program.	60.00%
Employers	Definition	Current Target
Employers Served	Number of employers receiving workforce assistance.	<i>n a</i>
Program	Definition	Current Target
Choices Full Work Rate	Percentage of TANF recipients required to meet work-related participation requirements.	50.00%
Claimant Reemployment	Percentage of unemployment insurance (UI) recipients who re-enter employment within 10 weeks.	<i>n a</i>
Ave # of Children Served	Average number of children receiving subsidized childcare	10,469

Report Period: 10/01/20 - 1/31/21

## Contractor Expense Report

Contractor	Budgeted Amt.	Fiscal year 10/1/20 to 9/30/21	% Expensed	Balance	Direct Client Expenses	Urban Direct Client Expenses	Rural Direct Client Expenses	Direct Client Expenses Urban %	Direct Client Expenses Rural %
<b>C2 GPS Workforce Center-FY20</b>									
WIOA Adult	2,693,562	1,002,822.83	37.23%	1,690,739	264,117	193,029	71,088	73.08%	26.92%
WIOA Dislocated Worker	3,761,489	911,453.68	24.23%	2,850,036	239,369	124,642	114,727	52.07%	47.93%
WIOA Youth - Urban	1,616,190	493,211.06	30.52%	1,122,979	137,396	137,396	-	100.00%	0.00%
WIOA Youth Job Skills	160,000	24,816.08	15.51%	135,184	5,100	5,100	-	100.00%	0.00%
TANF / Choices	5,369,779	779,740.70	14.52%	4,590,038	28,716	27,386	1,330	95.37%	4.63%
SNAP ABAWD	1,589,344	600,960.30	37.81%	988,384	28,781	25,866	2,915	89.87%	10.13%
NCP	377,578	117,076.14	31.01%	260,502	354	354	-	100.00%	0.00%
TAA	226,315	18,271.29	8.07%	208,044	18,271	8,758	9,513	47.93%	52.07%
REA	377,992	52,231.01	13.82%	325,761	-	-	-		
Child Care Quality-CCQ	594,093	494,660.41	83.26%	99,433	148,055	148,055	-	100.00%	0.00%
VR Infrastructure Funding	37,983	28,129.17	74.06%	9,853	-				
Military Family Support	133,578	3,549.64	2.66%	130,028	-	-			
Employment Services	346,183	-	0.00%	346,183					
Health Profession Opportunity Grant	73,528	22,262.51	30.28%	51,265					
WIOA Rapid Response (Exp 6/30/21)	40,513	-	0.00%	40,513					
NDW - Disaster Recovery DW grant	2,464,673	578,076.89	23.45%	1,886,596	454,348	453,053	1,295	99.71%	0.29%
20COV Rapid Response (Exp 6/30/21)	40,000	35,868.03	89.67%	4,132					
20COV Layoff Aversion (Exp 6/14/21)	20,000	-	0.00%	20,000					
Bexar County - Cares Grant	1,507,480	1,224,041.25	81.20%	283,438	746,051	746,051		100.00%	0.00%
Bexar County - General Funds	7,497,495	1,151,273.70	15.36%	6,346,221	711,302	711,302		100.00%	0.00%
City of San Antonio - Cares Grant	1,851,456	1,134,909.65	61.30%	716,546	727,833	727,833		100.00%	0.00%
City of San Antonio - General Funds	13,120,840	1,309,955.80	9.98%	11,810,884	1,070,512	1,070,512		100.00%	0.00%
Skills Development - Covid-19 Special Initiative	175,000	105,224.00	60.13%	69,776	105,224	105,224		100.00%	0.00%
<b>C2 GPS Total</b>	<b>44,075,070</b>	<b>10,088,534.14</b>	<b>22.89%</b>	<b>14,735,538</b>	<b>4,685,430</b>	<b>4,484,562</b>	<b>200,869</b>		
<b>SERCO-FY20</b>									
WIOA Youth - Rural	1,232,928	488,214.55	39.60%	744,713	195,628	-	195,628	0.00%	100.00%
Employment Services	150,000	30,081.13	20.05%	119,919					
<b>SERCO TOTAL</b>	<b>1,382,928</b>	<b>518,295.68</b>	<b>37.48%</b>	<b>864,632</b>	<b>195,628</b>	<b>-</b>	<b>195,628</b>		

Report Period: 10/01/20 - 1/31/21

## Contractor Expense Report

Contractor	Budgeted Amt.	Fiscal year 10/1/20 to 9/30/21	% Expensed	Balance	Direct Client Expenses	Urban Direct Client Expenses	Rural Direct Client Expenses	Direct Client Expenses Urban %	Direct Client Expenses Rural %
<b>City of San Antonio (Child Care) FY21</b>									
Child Care Operations/Direct Care - CCF	19,395,551	19,807,970.28	102.13%	(412,420)	10,486,564	8,388,655	2,097,910	79.99%	20.01%
Mandatory Direc Care Ratio Sub set CCC	3,320,526	2,299,265.26	69.24%	1,021,260	2,303,215	2,020,231	282,984	87.71%	12.29%
Direct Child Care Match - CCM	2,658,697	2,687,426.81	101.08%	(28,730)	2,683,749	2,117,880	565,869	78.91%	21.09%
Child Care Quality - CCQ	143,058	95,731.00	66.92%	47,327				N/A	N/A
*Child Care - CCP	2,757,250	1,984,766.50	71.98%	772,484	1,985,420	1,595,147	390,273	80.34%	19.66%
<b>City of San Antonio (Child Care) FY21 - Total</b>	<b>28,275,081</b>	<b>26,875,159.85</b>	<b>95.05%</b>	<b>1,399,921</b>					

\*The CCP, WSA nor COSA can control enrollment by Urban or Rural; must serve based on referral from other agencies.

Report Period: 10/01/20 - 1/31/21

## Contractor Expense Report

Contractor	Budgeted Amt.	Fiscal year 10/1/20 to 9/30/21	% Expensed	Balance					
<b>SPECIAL PROJECTS / GRANTS</b>									
<b>Child Care Automation FY21</b>									
ACS-Xerox Business Services	361,164	76,740.45	21.25%	284,424					
				-					
<b>WIOA Alternative Funding Statewide Activities</b>				-					
* ATEAMS-Teacher Externship	94,427	(13,952.17)	-14.78%	108,379					
* ATEAMS-Teacher Externship Plus	100,325	28,177.16	28.09%	72,148					
<b>WIOA AFSA Total</b>	<b>194,752</b>	<b>14,224.99</b>	<b>7.30%</b>	<b>180,527</b>					
<i>* Pending information to finalize contract</i>									
				-					
				-					
TAA/ES Contractor Cost/Other		65,789.27							
<b>Contractor Grand Total</b>	<b>74,288,995</b>	<b>37,638,744.38</b>	<b>50.67%</b>	<b>36,650,251</b>	-	-	-		

Report Period: 10/01/20 - 1/31/21

## Contractor Expense Report

Contracts with start dates prior to 10/1/19 (Complete Contract Supplemental)	Total Budget - Includes prior to 10/1/2020	Total YTD Expenses Includes prior to 10/1/2020	% Expensed	Balance					
<b>WIOA Alternative Funding Statewide Activities</b>									
* ATEAMS-Teacher Externship	160,000	51,621.07	32.26%	108,379					
* ATEAMS-Teacher Externship Plus	90,000	17,851.83	19.84%	72,148					
<b>WIOA AFSA Total</b>	<b>250,000</b>	<b>69,472.90</b>	<b>27.79%</b>	<b>180,527</b>	-	-	-		
				-					
				-					
<b>Contractor Grand Total</b>	<b>250,000</b>	<b>69,472.90</b>	<b>27.79%</b>	<b>180,527</b>	-	-	-		

## MEMORANDUM

To: Oversight Committee

From: Ricardo Ramirez, Director of Quality Assurance

Presented by: Ricardo Ramirez, Director of Quality Assurance

Date: March 5, 2021

Subject: Quality Assurance Briefing

**SUMMARY:** The following serves to brief the WSA Board of Directors regarding Quality Assurance activities, including an updated timeline, progress, and outcomes.

### TWC Monitoring

#### *TWC Monitoring*

#### Actual

Project	Agency	Start	Finish	Status	Start	End
TAA - Q4-2020	C2	12/07/20		Submitted records	12/07/20	
NDW	C2	01/15/21		Submitted records	03/22/21	
Annual Monitoring	ALL			Pending schedule		

### Financial Monitoring

#### *Subcontracted Fiscal Monitoring (\$127,105)*

#### Actual

Project	Days	Start	Finish	Status	Start	End
SERCO	50	03/05/21	05/13/21	Starting soon	03/05/21	
C2 Global Prof. Services	65	04/01/21	06/30/21			
City of San Antonio	52	05/01/21	07/13/21			

*Switched to start with SERCO*

Fiscal Integrity Reviews	Pending dates
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### Program Monitoring

#### *Subcontracted Program Monitoring (\$120,000)*

#### Actual

Project	Agency	Days	Start	Finish	Status	Start	End
Risk Assessment	ALL	14	12/10/20	12/29/20	Completed	12/01/20	12/15/20
Child Care Services	COSA	55	02/09/21	04/26/21	Testing	02/09/21	
TANF/Choices	C2	30	03/15/21	04/23/21			
WIOA Adult	C2	25	04/13/21	05/17/21			
WIOA Dislocated Wrkr	C2	25	05/18/21	06/21/21			
WIOA Youth Urban	C2	25	06/22/21	07/26/21			
WIOA Youth Rural	SERCO	25	07/27/21	08/30/21			

**Internal Program Monitoring**

					<b>Actual</b>		
<b>Project</b>	<b>Agency</b>	<b>Days</b>	<b>Start</b>	<b>Finish</b>	<b>Status</b>	<b>Start</b>	<b>End</b>
TAA	C2	59	12/07/20	02/25/21	No major issues	12/08/20	02/25/21
NDW (1st Phase)	C2	11	01/20/21	02/03/21	Preliminary	01/20/21	02/03/21
NCP - BCY20	C2	35	02/04/21	03/24/21	Testing	02/04/21	
SNAP E&T	C2	29	03/05/21	04/14/21	Starting soon	03/05/21	
Child Care QIA	COSA	28	03/16/21	04/22/21			
Voc. Rehab. SEAL	C2/SERCO	27	04/01/21	05/07/21			
Voc. Rehab. Year-Rnd	C2/SERCO	27	04/19/21	05/25/21			
Externship for Teachers	Partnership	27	05/05/21	06/10/21			
NDW (2nd Phase)	C2	23	05/18/21	06/17/21			
PII Reviews	ALL	10	06/11/21	06/24/21			
Equal Opportunity	ALL	11	06/25/21	07/10/21			
NCP - BCY21	C2	30	07/01/21	08/11/21			

**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)).

Monitoring goals include the following: maintain TWC monitoring certification for WSA, automate and streamline systems, incorporate additional audits to minimize subcontracted costs, complete monitoring of projects on a more frequent basis (e.g., twice a year instead of yearly).

**ATTACHMENTS:** None.

# WSA Quality Assurance

Ricardo Ramirez, Director of Quality Assurance

March 5, 2021







# Summary

*This item serves to provide a briefing regarding Quality Assurance activities, including an updated timeline, progress, and outcomes.*



# Overview

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In alignment with functions that are required of Local Boards, WSA both contracts out and performs internal oversight and compliance monitoring of federal and state grants as operated by subrecipients and contractors.

The following tables show estimated timelines and status for TWC monitoring, subcontracted program and fiscal monitoring, and internal program monitoring.



# TWC Monitoring



Planned				Actual		
Project	Agency	Start	Finish	Status	Start	End
TAA - Q4-2020	C2	12/07/20		Submitted records	12/07/20	
NDW	C2	01/15/21		Submitted records	03/22/21	
Annual Monitoring	ALL			Pending schedule		

# Contracted Fiscal Monitoring



Planned				Actual		
Project	Days	Start	Finish	Status	Start	End
SERCO	50	03/05/21	05/13/21	Starting soon	03/05/21	
C2 Global Prof. Services	65	04/01/21	06/30/21			
City of San Antonio	52	05/01/21	07/13/21			
Fiscal Integrity Reviews	Pending dates			Switched to start with SERCO		

# Contracted Program Monitoring



Planned					Actual		
Project	Agency	Days	Start	Finish	Status	Start	End
Risk Assessment	ALL	14	12/10/20	12/29/20	Completed	12/01/20	12/15/20
Child Care Services	COSA	55	02/09/21	04/26/21	Testing	02/09/21	
TANF/Choices	C2	30	03/15/21	04/23/21			
WIOA Adult	C2	25	04/13/21	05/17/21			
WIOA Dislocated Wrkr	C2	25	05/18/21	06/21/21			
WIOA Youth Urban	C2	25	06/22/21	07/26/21			
WIOA Youth Rural	SERCO	25	07/27/21	08/30/21			

# Internal Program Monitoring



Planned					Actual		
Project	Agency	Days	Start	Finish	Status	Start	End
TAA	C2	59	12/07/20	02/25/21	No major issues	12/08/20	02/25/21
NDW (1st Phase)	C2	11	01/20/21	02/03/21	Preliminary	01/20/21	02/03/21
NCP - BCY20	C2	35	02/04/21	03/24/21	Testing	02/04/21	
SNAP E&T	C2	29	03/05/21	04/14/21	Starting soon	03/05/21	
Child Care QIA	COSA	28	03/16/21	04/22/21			
Voc. Rehab. SEAL	C2/ SERCO	27	04/01/21	05/07/21			
Voc. Rehab. Year-Rnd	C2/ SERCO	27	04/19/21	05/25/21			
Externship for Teachers	Partnership	27	05/05/21	06/10/21			
NDW (2nd Phase)	C2	23	05/18/21	06/17/21			
PII Reviews	ALL	10	06/11/21	06/24/21			
Equal Opportunity	ALL	11	06/25/21	07/10/21			
NCP - BCY21	C2	30	07/01/21	08/11/21			



**Questions?**

## Unemployment Insurance (UI) Claimants

Alamo Area

Data: Feb. 28, 2020 to Jan. 29, 2021

*Published February 18, 2021*





# Information about the data

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

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

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

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

This report uses Texas Workforce Commission (TWC) claimant data and ad hoc generated data.

## Unemployment Insurance Claimant Data

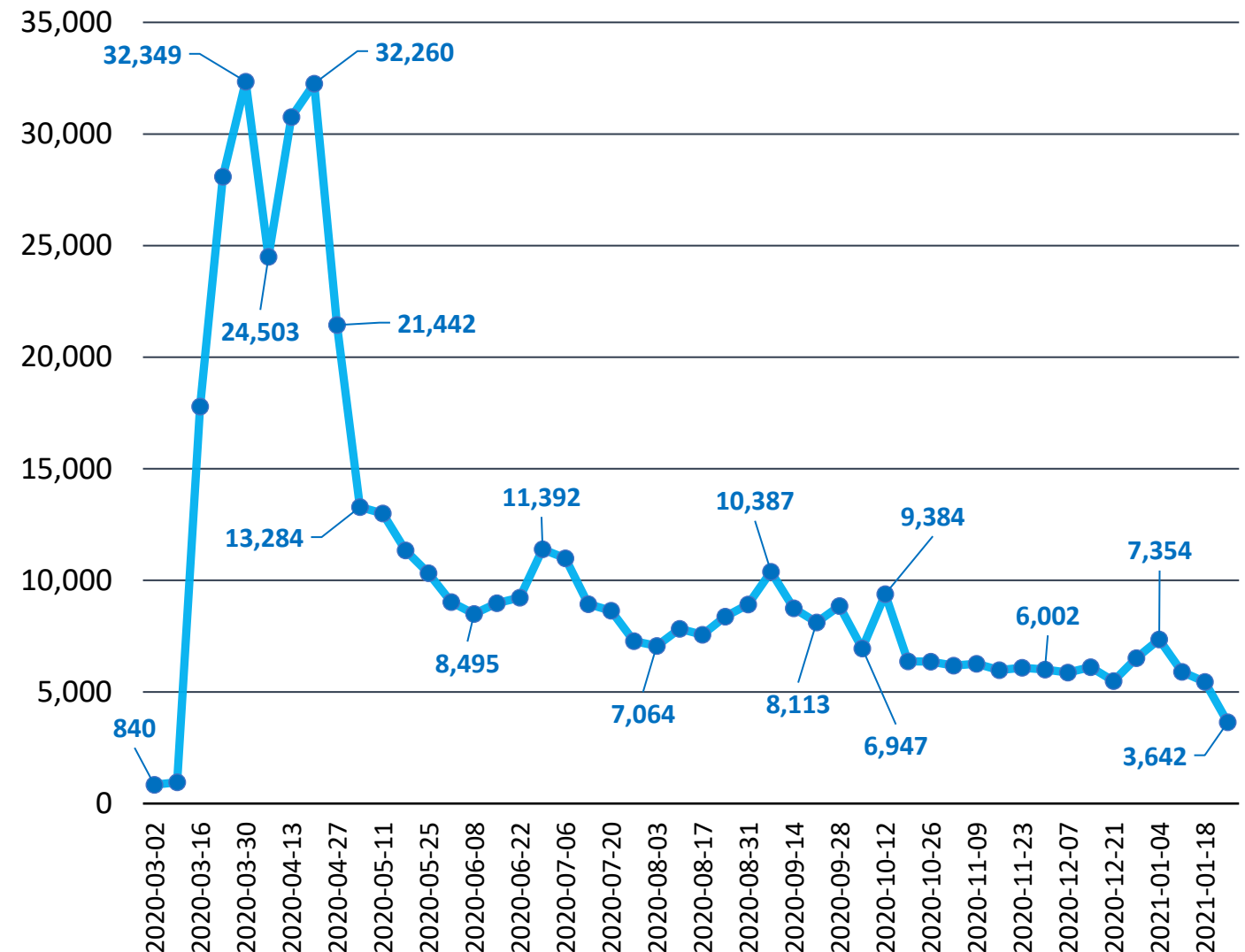
*Published February 18, 2021*

This report is based on **341,120 total unique claimants** filing a claim from 02/28/2020 through 01/29/2021.

- New claimants during the previous two weeks (excluding most recent week which is incomplete) averaged 5,677.
- The week of 01/04 saw a bump to over 7 thousand.

### Claimants by Week

Weeks beginning Mar. 02, 2020 to Jan. 29, 2021



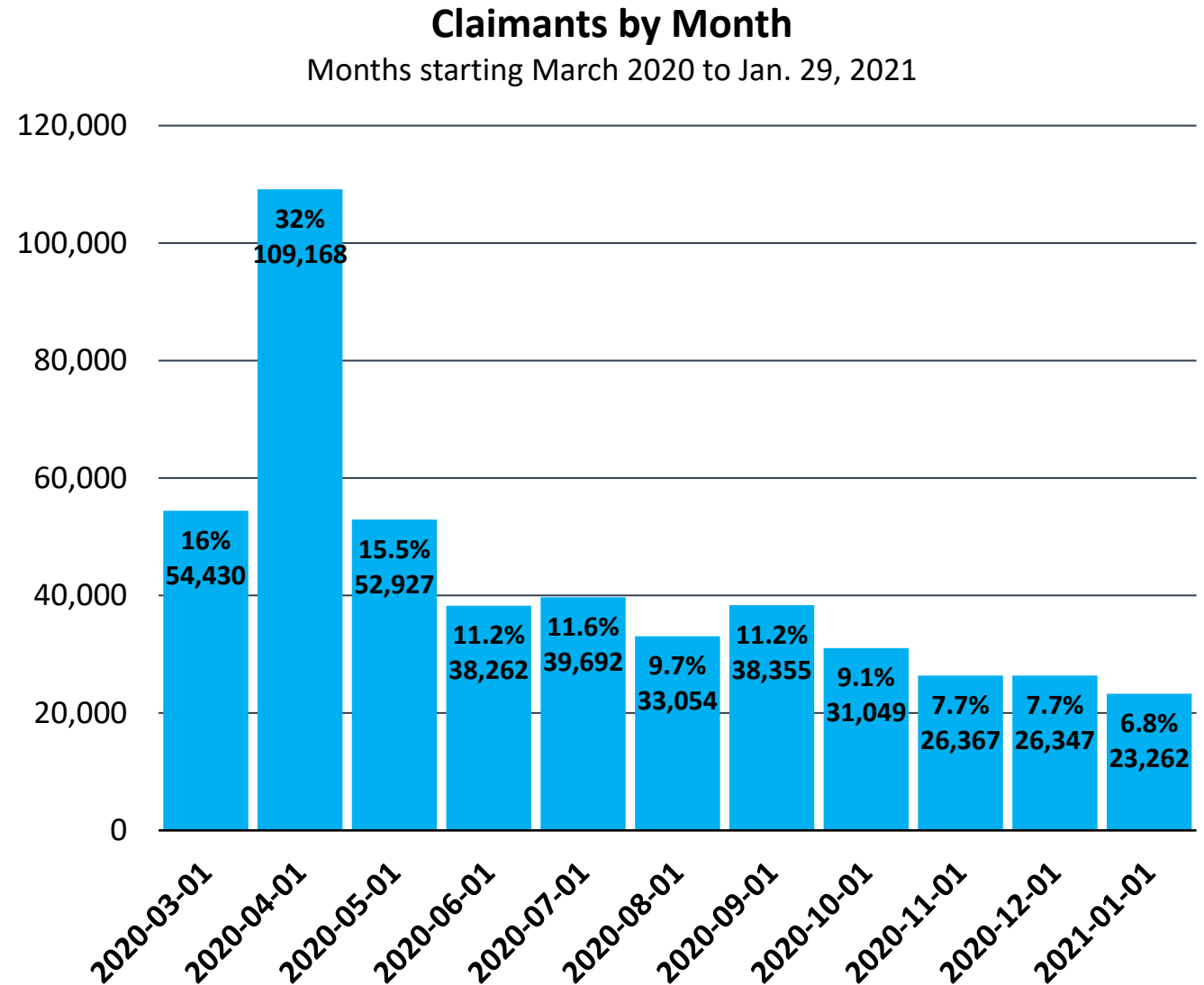
*Data counts unique claimants per week.*

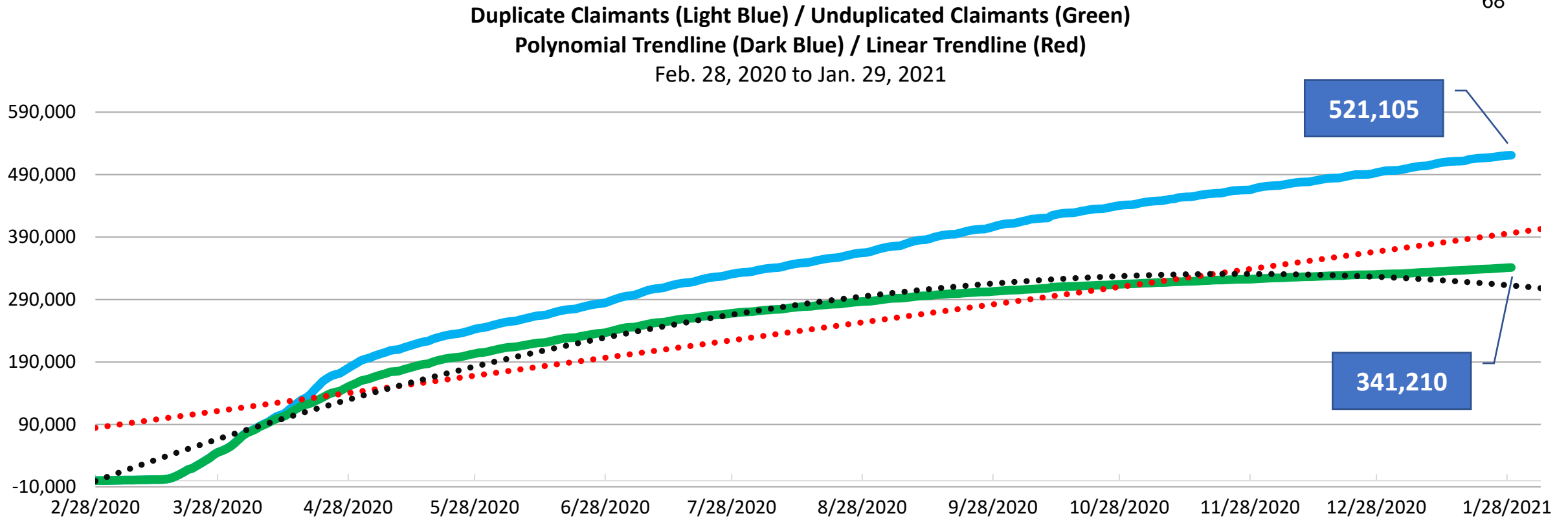
## Unemployment Insurance Claimant Data

*Published February 18, 2021*

- The figure shows unique claimants per month.
- Month-to-month claims show a decreased of about 11.7% in January.

*Data counts unique claimants per month.*





## Unemployment Insurance Claimant Data

*Published February 18, 2021*

- We are reporting two trends, unique claimants (green) and duplicated claimants (light blue).
- There have been an estimated 179,895 claimants who have filed multiple claims during the period.
- This suggests that over half of workers (52.7%) filing and initial claim starting 02/28/2020 at some point gained employment and thereafter lost those new jobs and filed additional claims. We see this multiple filing trend in claims beginning around mid-April.

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

## Unemployment Insurance Claimant Data

*Published February 18, 2021*

66.7% of claimants excluding San Antonio reported the following cities as their place of residence.

City	Claimants	% Tot
NEW BRAUNFELS	14,111	16.10%
CONVERSE	7,136	8.10%
SEGUIN	6,221	7.10%
SCHERTZ	4,175	4.80%
BOERNE	4,095	4.70%
KERRVILLE	3,447	3.90%
CIBOLO	3,293	3.70%
UNIVERSAL CITY	2,791	3.20%
HELOTES	2,747	3.10%
CANYON LAKE	2,341	2.70%
FLORESVILLE	2,235	2.50%
PLEASANTON	2,075	2.40%
LIVE OAK	1,976	2.20%
FREDERICKSBURG	1,907	2.20%

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

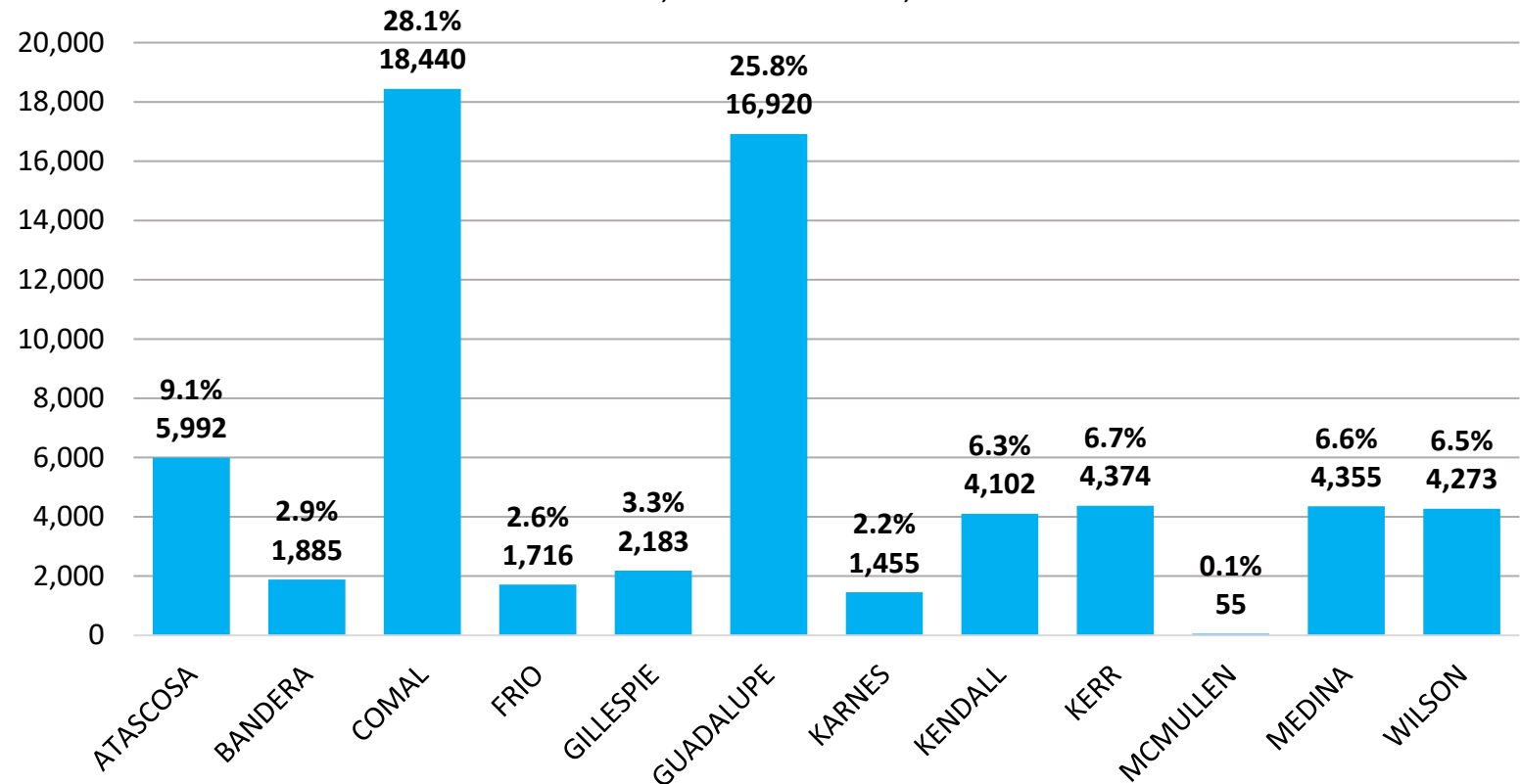
69

Comal and Guadalupe Counties account for 53.9% of all claimants in the 12 rural counties. These two counties also account for 13.2% and 10.1% of the total rural population ages 15-64, respectively.

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

## Claimants by County of Residence

Feb. 28, 2020 to Jan. 29, 2021



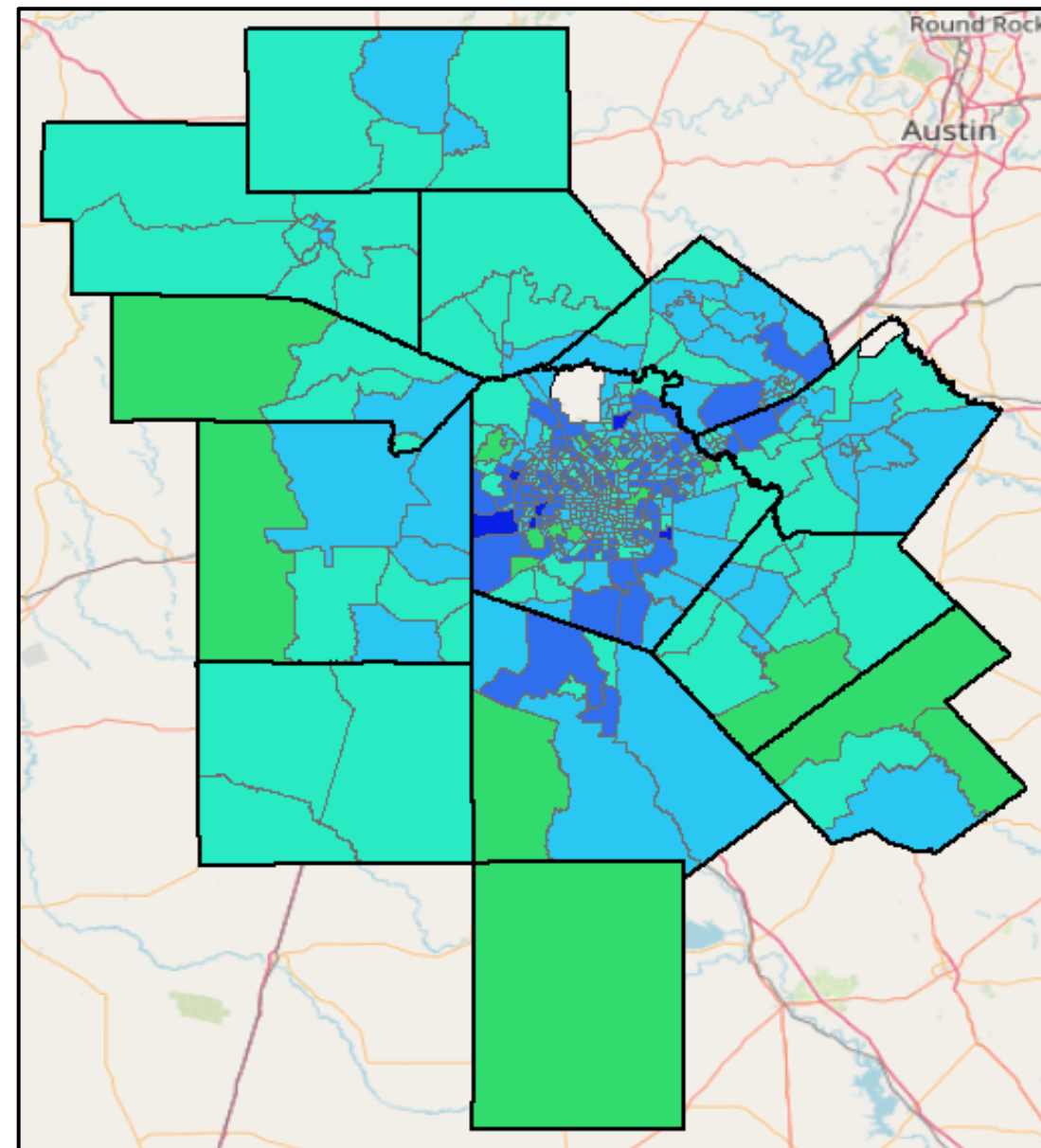
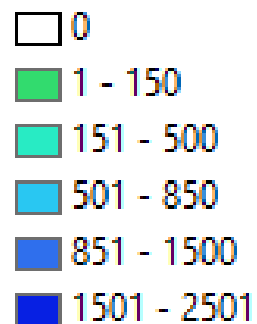
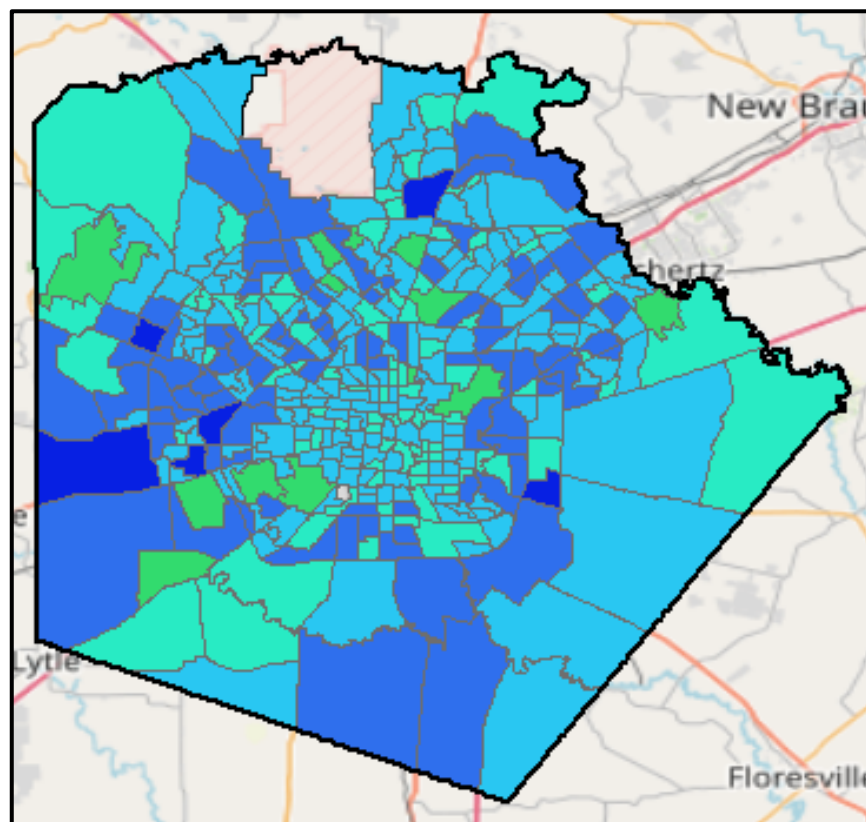
## Unemployment Insurance Claimant Data

Published February 18, 2021

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

## Claims by Census Tract

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



## Unemployment Insurance Claimant Data

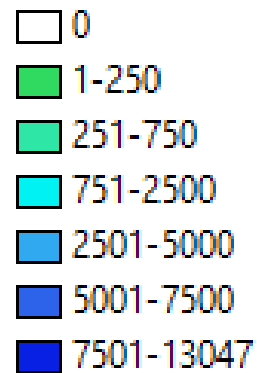
*Published February 18, 2021*

Claimants in the following  
zip codes account for  
46.8% of all claimants.

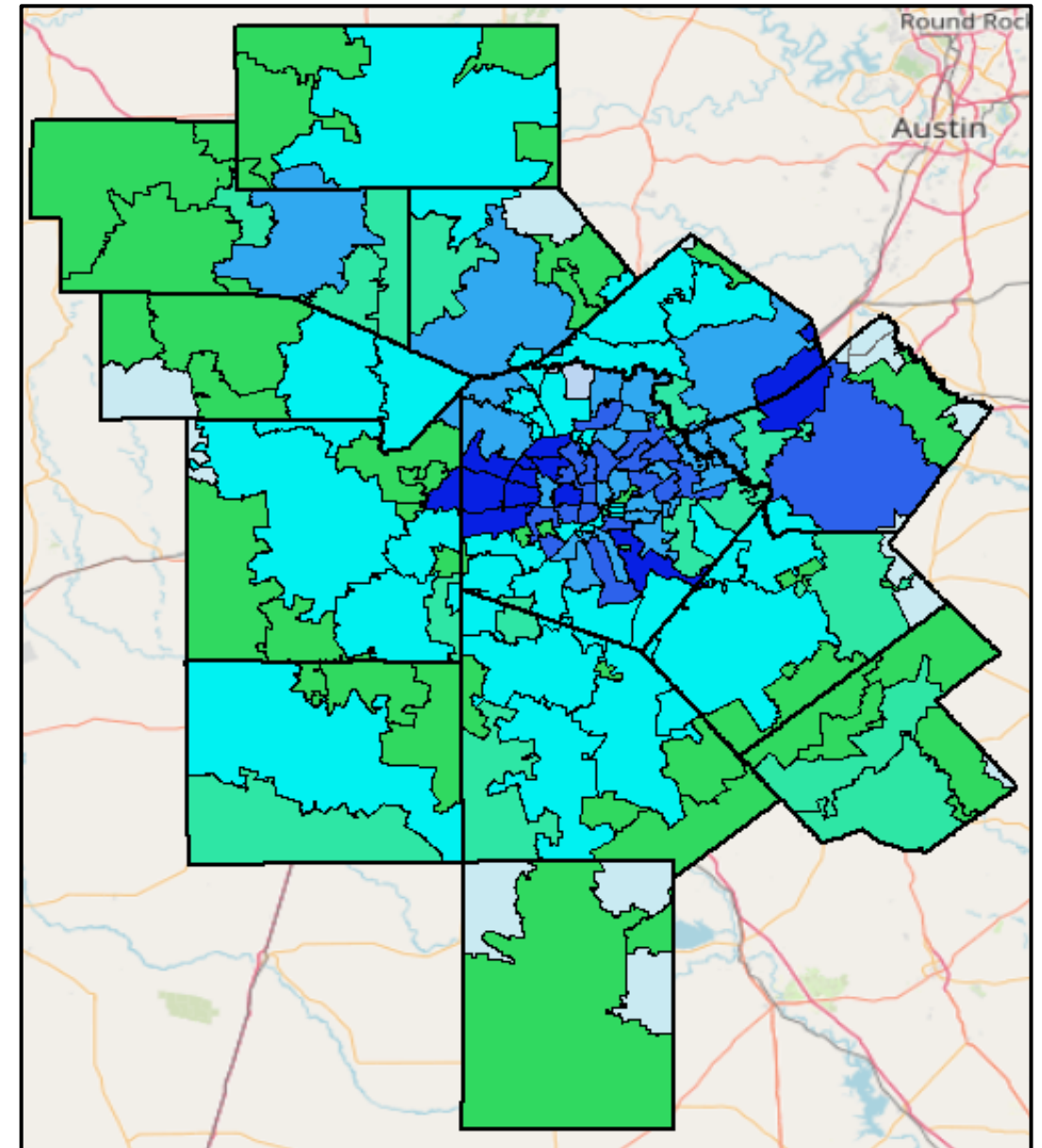
Zip	Claimants	% Tot
78245	13,047	3.8%
78130	10,960	3.2%
78223	8,847	2.6%
78249	8,816	2.6%
78254	8,718	2.6%
78251	8,615	2.5%
78228	8,584	2.5%
78240	8,452	2.5%
78250	7,531	2.2%
78253	7,512	2.2%
78233	7,378	2.2%
78207	7,240	2.1%
78227	7,228	2.1%
78109	7,194	2.1%
78216	6,943	2.0%
78247	6,936	2.0%
78213	6,783	2.0%
78201	6,769	2.0%
78230	6,251	1.8%
78155	6,133	1.8%

## Claims by Zip Code

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



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





## Unemployment Insurance Claimant Data

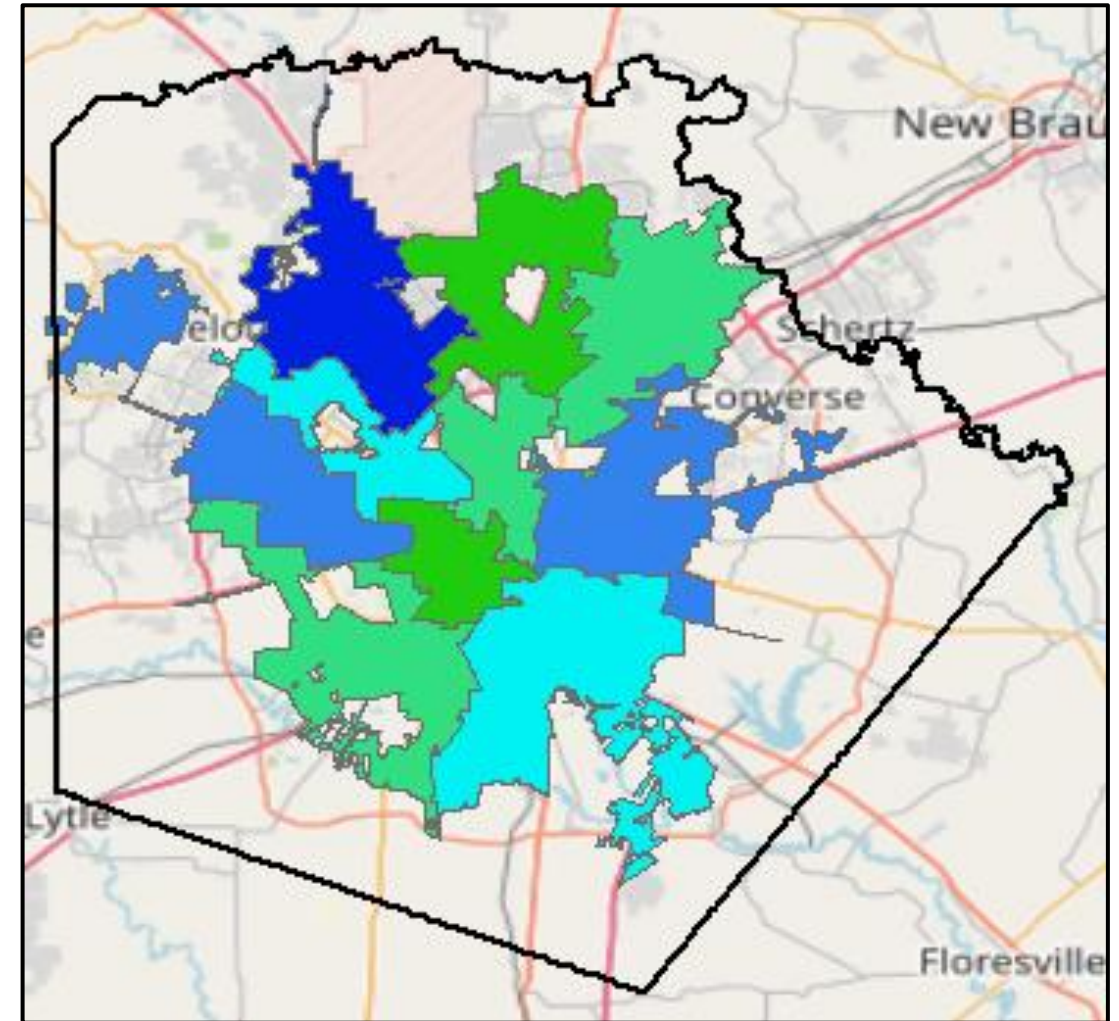
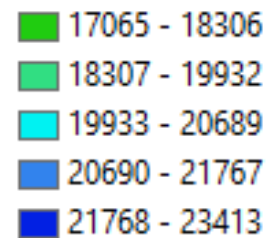
*Published February 18, 2021*

District	Claimants	% Tot
1	18,789	9.3%
2	21,767	10.8%
3	20,689	10.3%
4	19,707	9.8%
5	17,065	8.5%
6	21,434	10.6%
7	20,568	10.2%
8	23,413	11.6%
9	18,306	9.1%
10	19,932	9.9%

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

## Claimants by Council District

UI claimants by Council District include 201,670 geocoded addresses.





## Unemployment Insurance Claimant Data

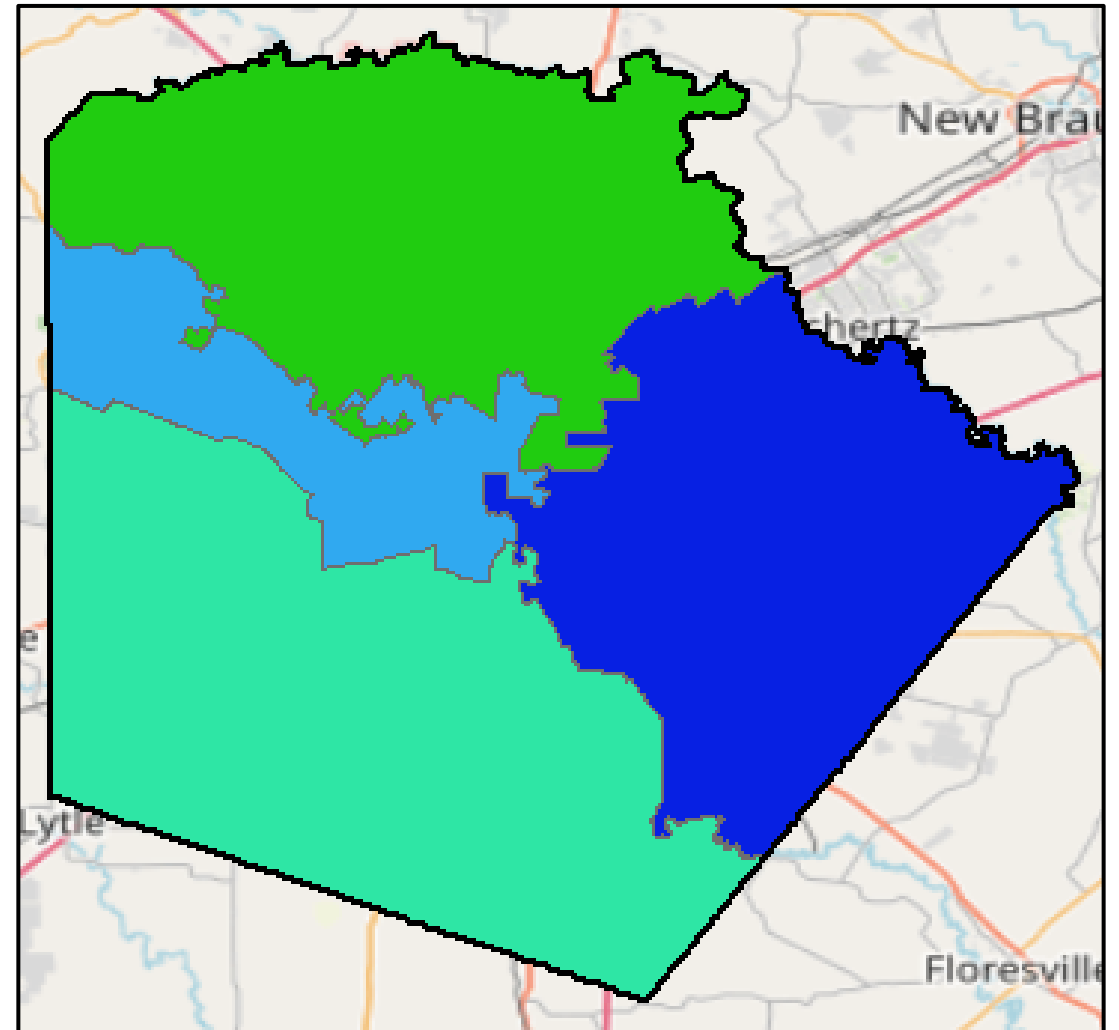
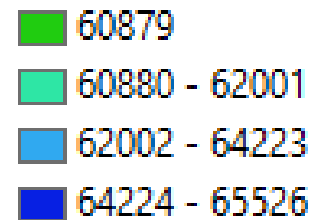
*Published February 18, 2021*

Precinct	Claimants	% Tot
1	62,001	24.5%
2	64,223	25.4%
3	60,879	24.1%
4	65,526	25.9%

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

## Claims by Bexar County Commissioner Precincts

UI claimants by Precinct  
include 252,629 geocoded  
addresses.

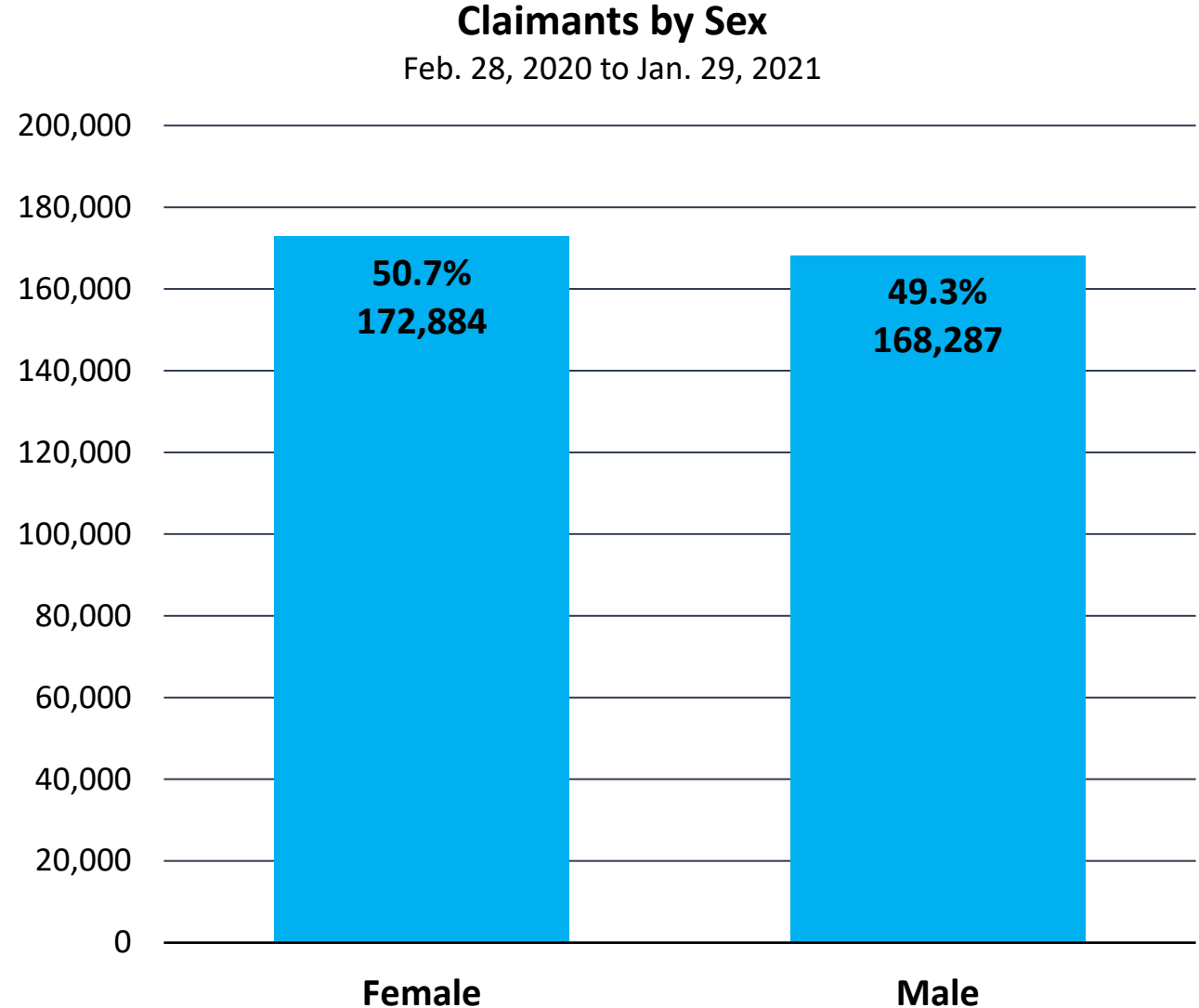


## Unemployment Insurance Claimant Data

*Published February 18, 2021*

- While the pandemic has impacted all workers regardless of sex, females have borne more of the brunt.
- 1.3% more females have filed for unemployment than males.

*Data count unique claimants  
with sex information.*



## Unemployment Insurance Claimant Data

*Published February 18, 2021*

Black and Hispanics have been impacted over twice as much as Whites by the pandemic (65.0% compared to 31.2%)

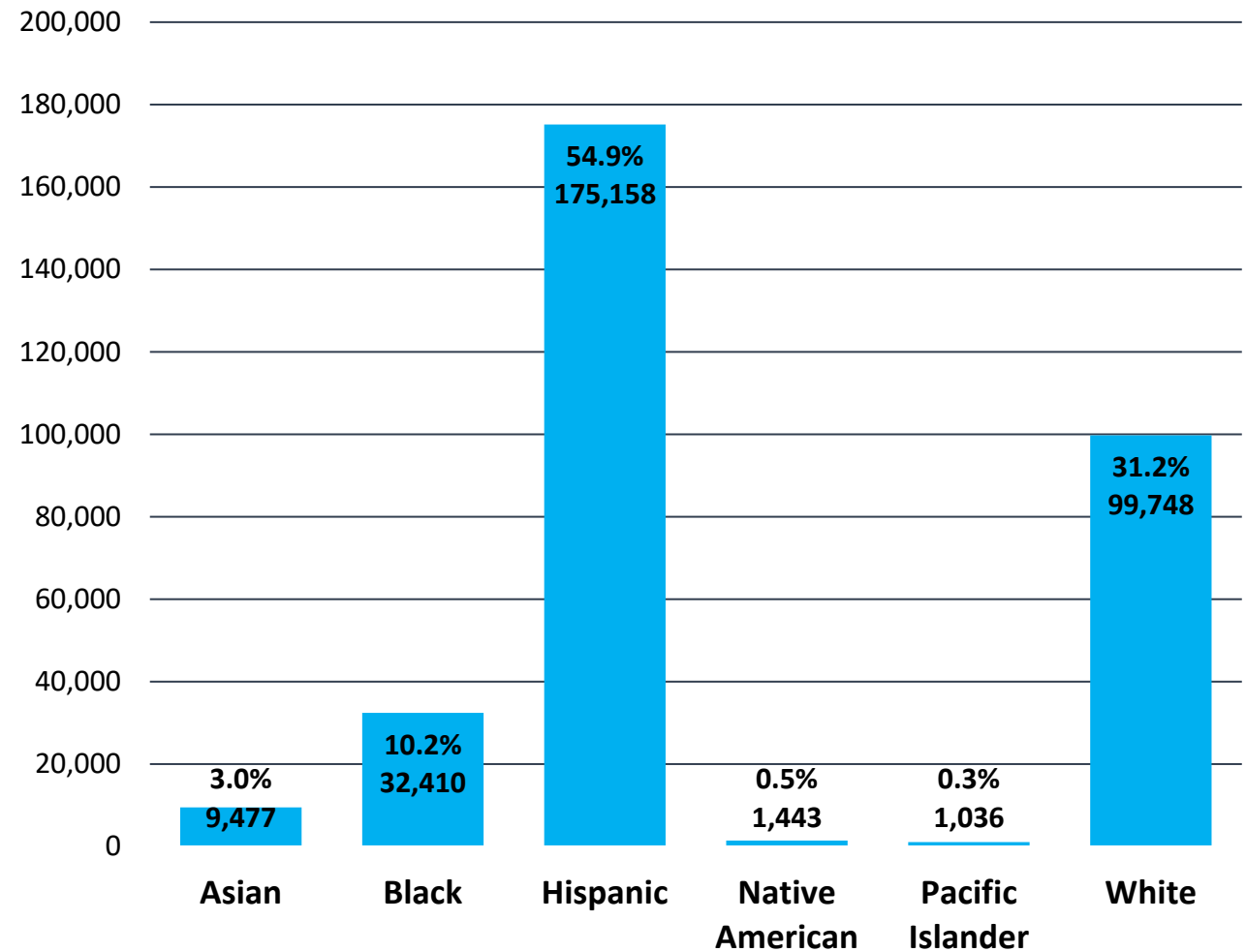
- Over half of all claimants have been Hispanic (54.9%).

Data include 319,272 claimants with race/ethnicity information.  
Percentages are based on this total.

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

### Claimants by Race/Ethnicity

Feb. 28, 2020 to Jan. 29, 2021



## Unemployment Insurance Claimant Data

*Published February 18, 2021*

Younger workers have been most impacted by the coronavirus pandemic.

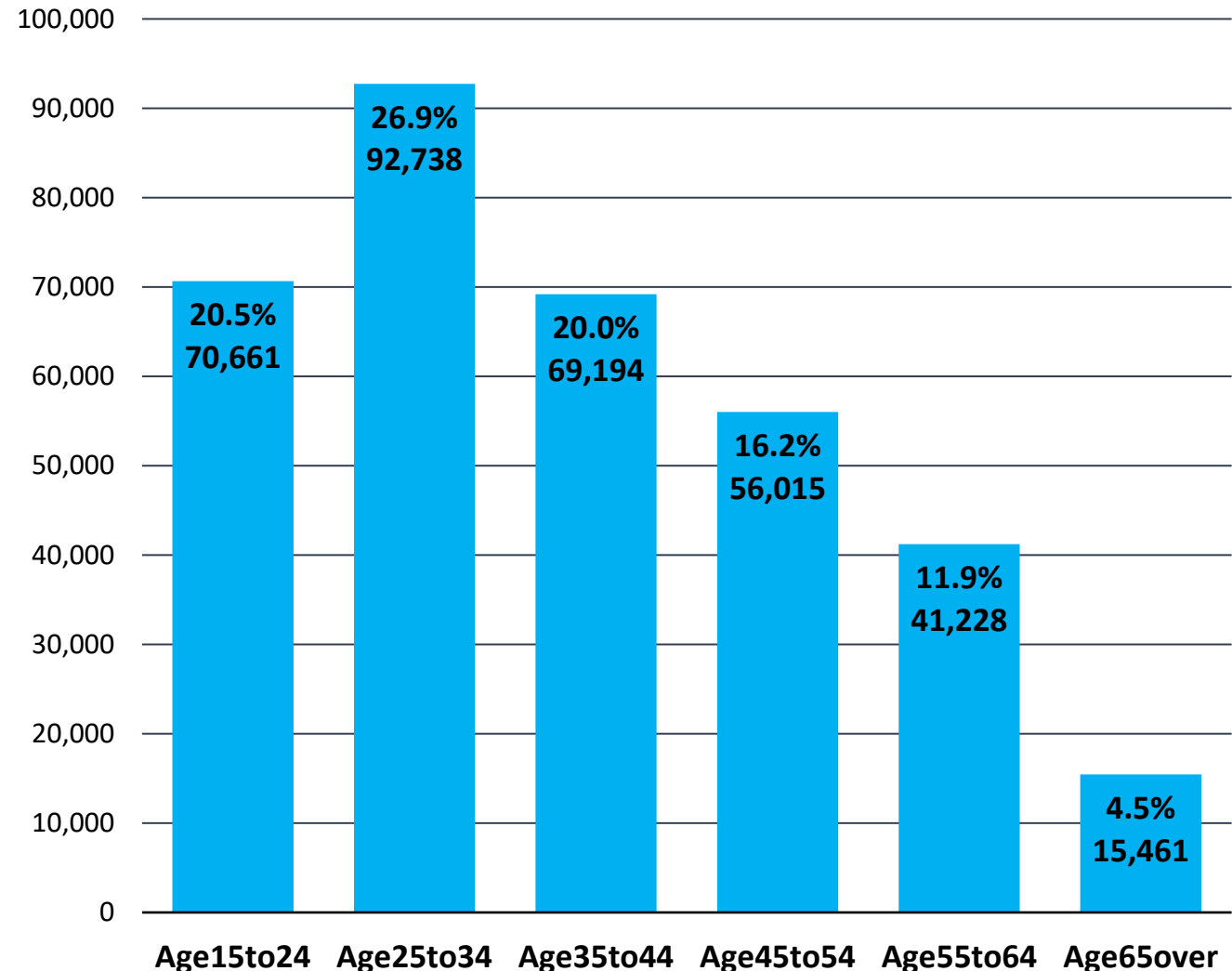
- The proportion of individuals ages 34 and under filing claims account for almost half of all claimants (47.3%).
- The proportion of claimants ages 35 to 54 account for 36.3% of all claimants.
- The proportion of claimants ages 55 and over account for 16.% of all claimants.
- Prime working ages (25-54): 63.1%

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

*Data count unique claimants with age information.*

### Claimants by Age Group

Feb.28, 2020 to Jan. 29, 2021



## Unemployment Insurance Claimant Data

*Published February 18, 2021*

Information on the educational attainment of claimants show that those with lower educational attainment have been impacted most:

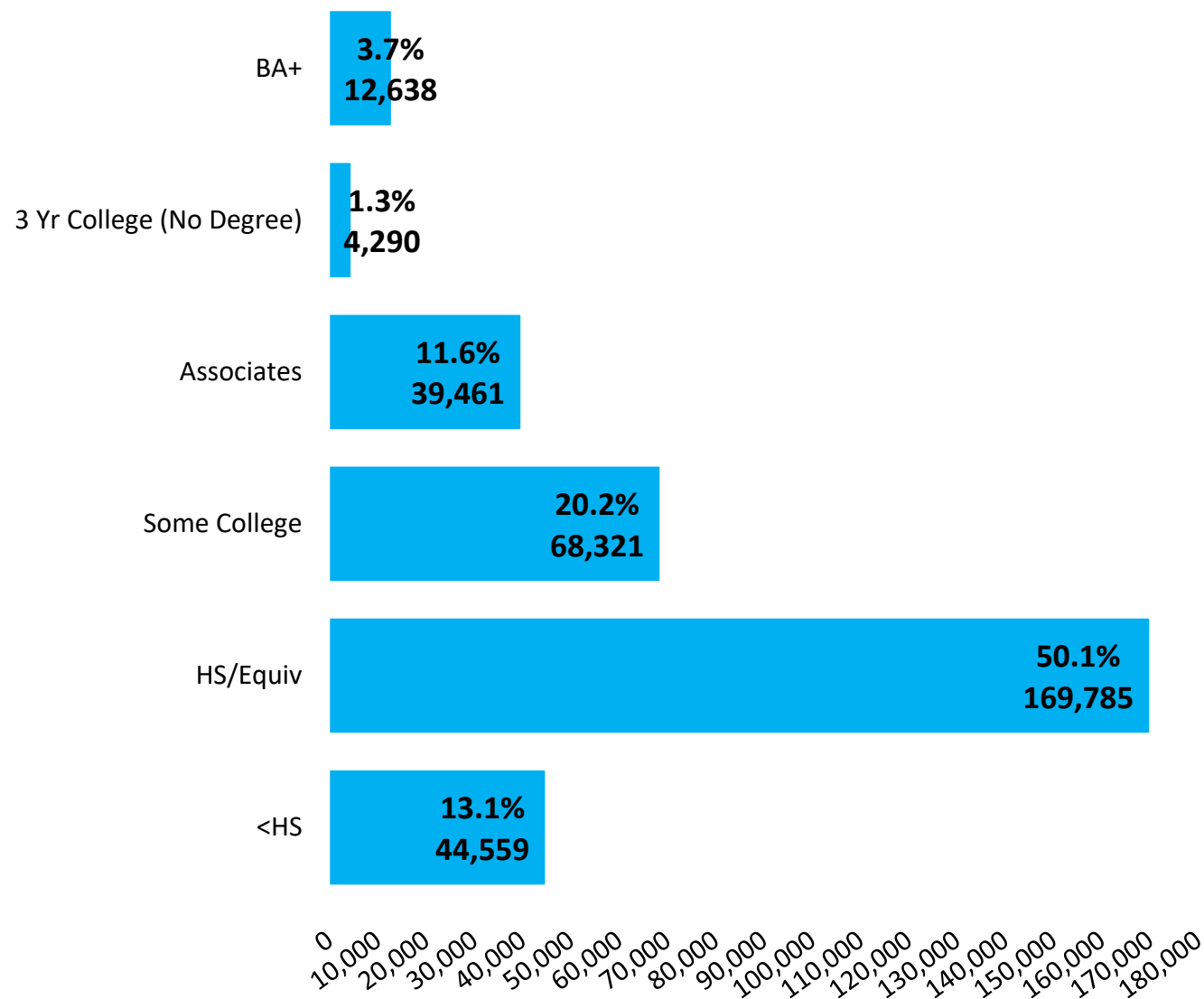
- 83.4% have Some College or Less,
- 63.2% have a HS/Equivalency Diploma or less.

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

*Data include unique claimants with educational information.*

## Claimants by Education

Feb. 28, 2020 to Jan. 29, 2021



## Unemployment Insurance Claimant Data

*Published February 18, 2021*

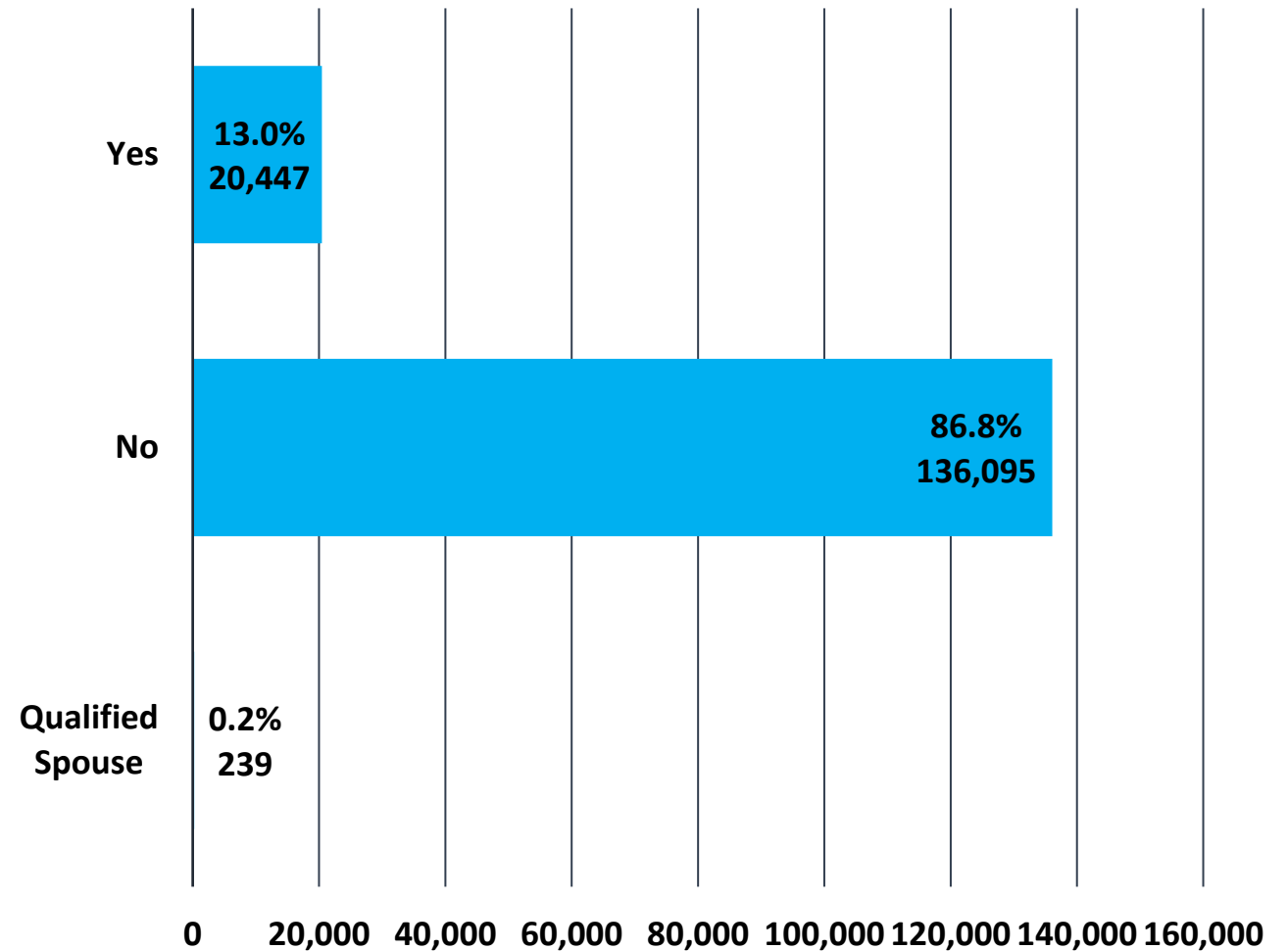
- Over 20,000 Veterans have filed for unemployment insurance.
- 239 Qualified Spouses of Veterans have also filed UI claims.

Data include a total of 156,781 claimants who had Veteran information.

*Data include unique claimants with Veteran information.*

## Claimants by Veteran Status

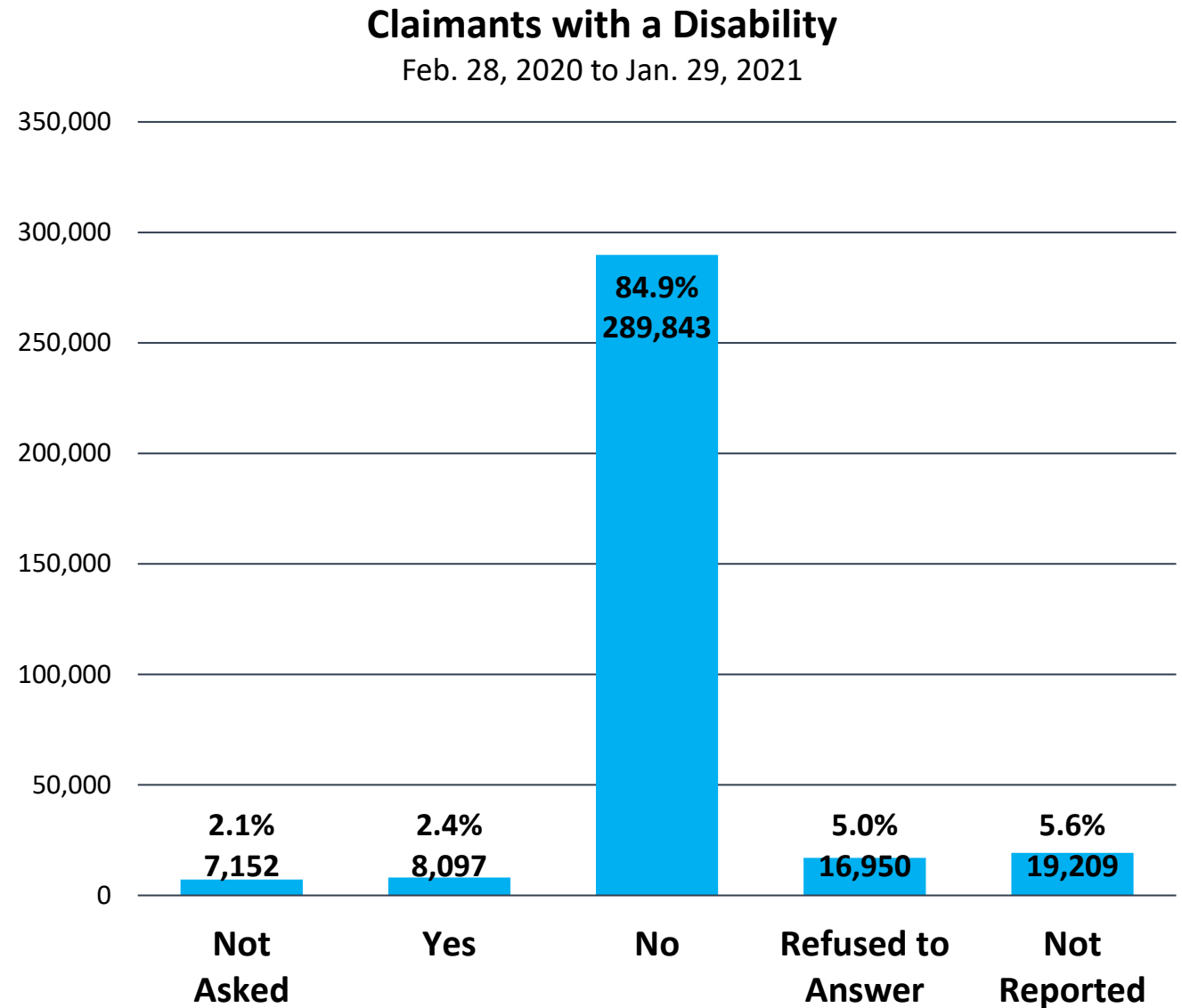
Feb. 28, 2020 to Jan. 29, 2021



Unemployment Insurance  
Claimant Data  
*Published February 18, 2021*

About 8,097 of  
claimants have self-  
disclosed having a  
disability.

*Data include unique claimants with  
disability information.*



## Unemployment Insurance Claimant Data

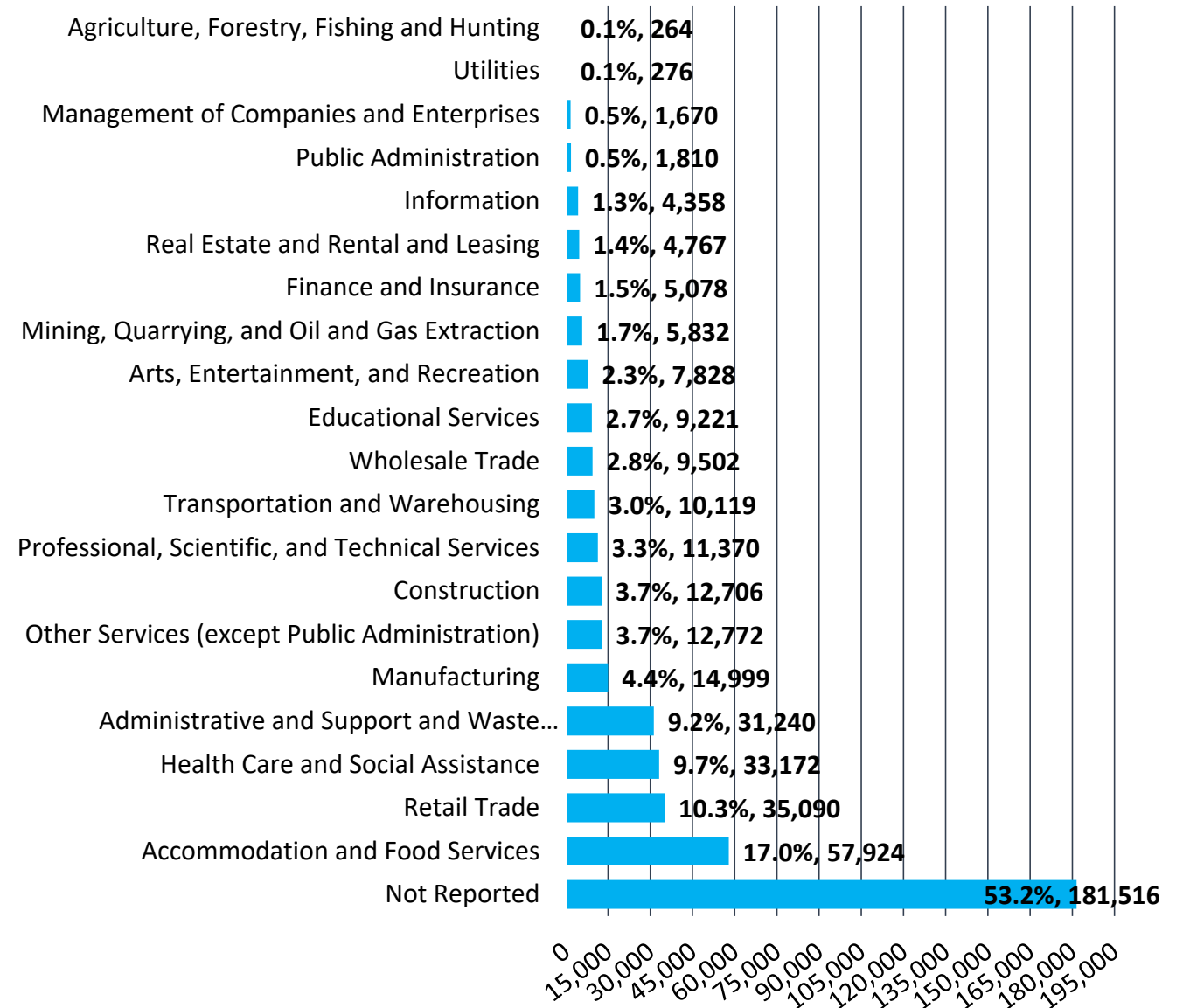
*Published February 18, 2021*

- While the data include all 341,210 unique claimants, the total claimants aggregated by industry sum to 451,514.
- Because claimants file multiple claims, they are counted once for each industry for which they filed a claim.
- The data show that there were a total of 110,304 (32.3%) claimants who may have filed separate claims associated with jobs in different industries.
- The data may suggest the types of industry movement of workers in the labor market.

*Data include unique claimants by industry.*

### Claimants by Industry

Feb. 28, 2020 to Jan. 29, 2021





Industry	Claimants	% Tot	Jobs 2020	Est. Impact	Job Postings Jan'20	Clmts-to-Jobs	Avg. Advertised Wage	Employers with Layoffs	Employers 2020	Est. Impact Employers
Accommodation and Food Services	57,924	24.1%	119,018	48.7%	3,466	16.7	\$33,472	4,563	5,283	86.4%
Adm. & Supp. & Waste Mgmt. & Remediation Svs.	31,240	13.0%	78,547	39.8%	9,854	3.2	\$52,096	3,013	3,087	97.6%
Agriculture, Forestry, Fishing and Hunting	264	0.1%	5,679	4.6%	75	3.5	\$37,248	127	605	21.0%
Arts, Entertainment, and Recreation	7,828	3.3%	18,468	42.4%	407	19.2	\$25,472	675	725	93.1%
Construction	12,706	5.3%	82,560	15.4%	1,732	7.3	\$75,136	3,604	4,722	76.3%
Educational Services	9,221	3.8%	23,704	38.9%	1,695	5.4	\$47,488	868	659	131.8%
Finance and Insurance	5,078	2.1%	74,737	6.8%	4,097	1.2	\$62,592	1,027	3,155	32.6%
Health Care and Social Assistance	33,172	13.8%	154,107	21.5%	7,293	4.5	\$52,096	4,723	11,018	42.9%
Information	4,358	1.8%	19,422	22.4%	2,951	1.5	\$53,120	471	611	77.1%
Management of Companies and Enterprises	1,670	0.7%	13,847	12.1%	136	12.3	\$60,032	192	258	74.5%
Manufacturing	3,016	1.3%	53,908	5.6%	2,990	1.0	\$48,000	364	1,646	22.1%
Mining, Quarrying, and Oil and Gas Extraction	5,832	2.4%	12,252	47.6%	250	23.3	\$43,648	799	na	na
Other Services (except Public Administration)	12,772	5.3%	64,711	19.7%	1,750	7.3	\$40,576	2,454	4,759	51.6%
Professional, Scientific, and Technical Services	11,370	4.7%	63,487	17.9%	7,473	1.5	\$61,568	3,403	6,584	51.7%
Real Estate and Rental and Leasing	4,767	2.0%	22,496	21.2%	858	5.6	\$41,600	1,166	2,799	41.7%
Retail Trade	21,971	9.1%	121,960	18.0%	6,480	3.4	\$40,576	2,286	6,482	35.3%
Transportation and Warehousing	7,614	3.2%	37,086	20.5%	3,900	2.0	\$62,656	1,190	1,426	83.4%
Utilities	276	0.1%	1,544	17.9%	153	1.8	\$51,584	77	74	104.8%
Wholesale Trade	9,502	3.9%	37,147	25.6%	908	10.5	\$38,016	2,027	2,663	76.1%

The table reports estimated impacts of COVID-19 on industry based on UI Claimant activity. **Over half (57.9%) of employers have had layoffs. There are about 4.3 claimants per job posting), and the estimated impact on jobs in 2020 is on average at 23.9%.** We could not calculate employers with layoffs in Mining – the information conflicted with total employers reported.

*Data for the table count unique claimants by industry. Source: EMSI.*

## Unemployment Insurance Claimant Data

*Published February 18, 2021*

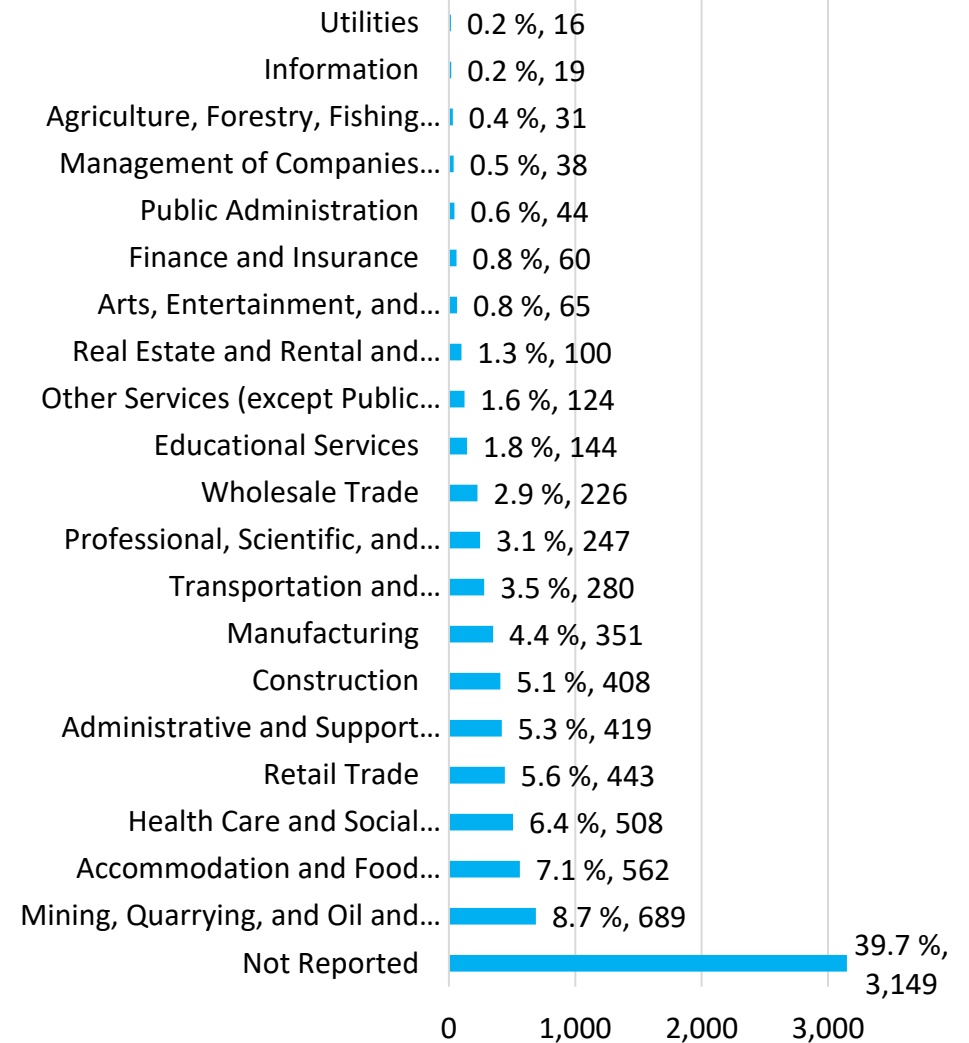
A newly released TWC dataset was used to identify claimants by County of residence.

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

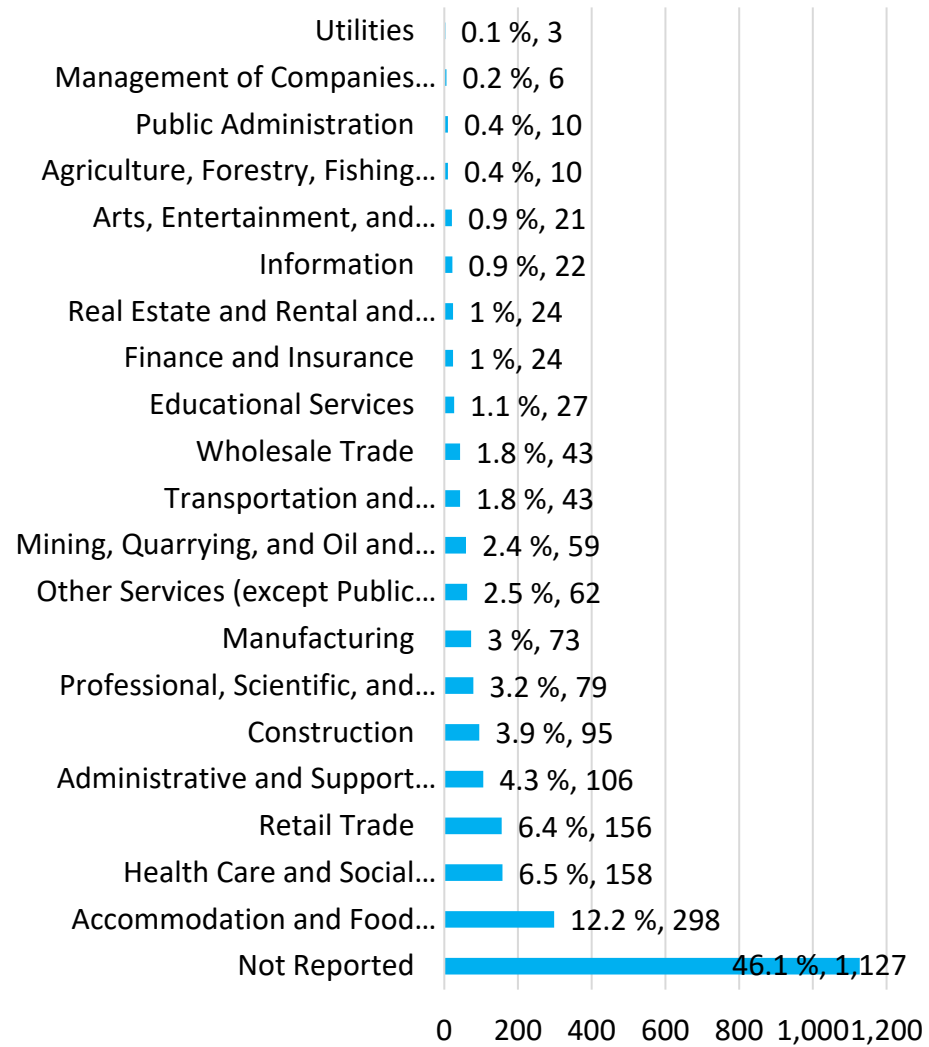
Claimants that file multiple claims can and do lose jobs from different industries – these claimants will count once for each industry they filed a claim for.

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

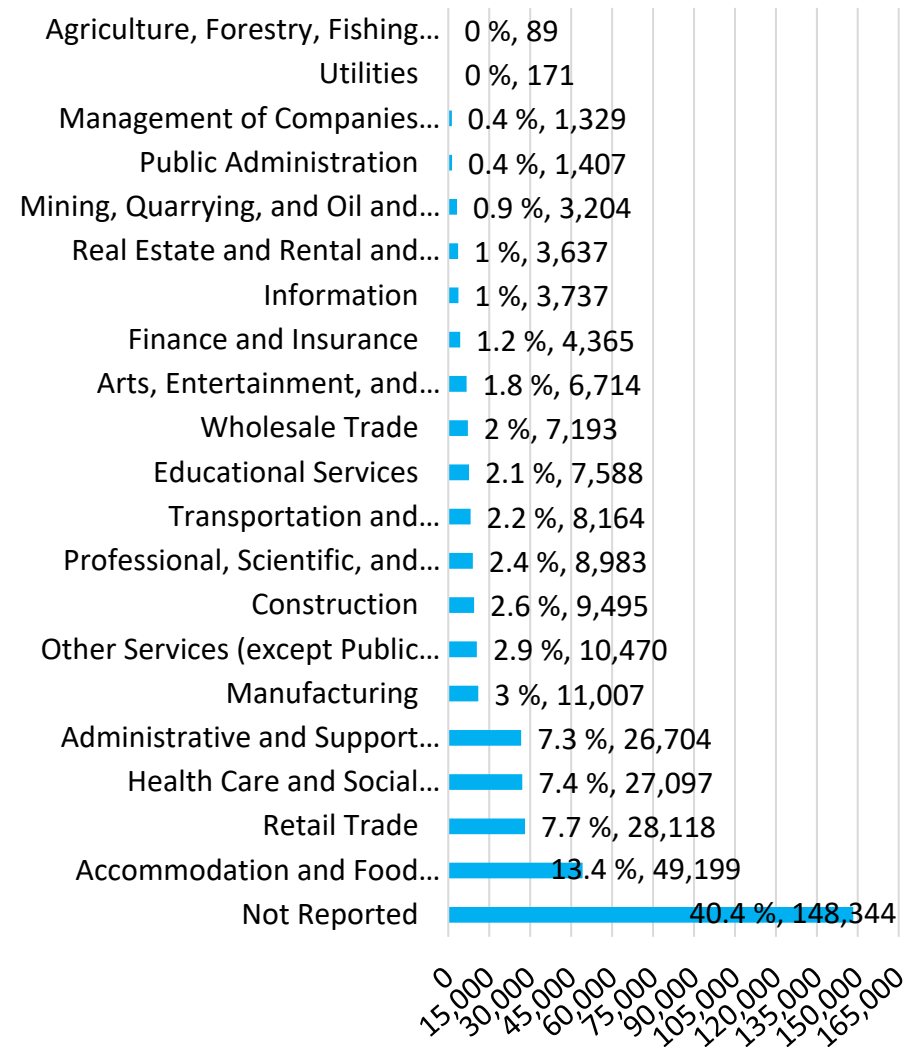
### Atascosa County



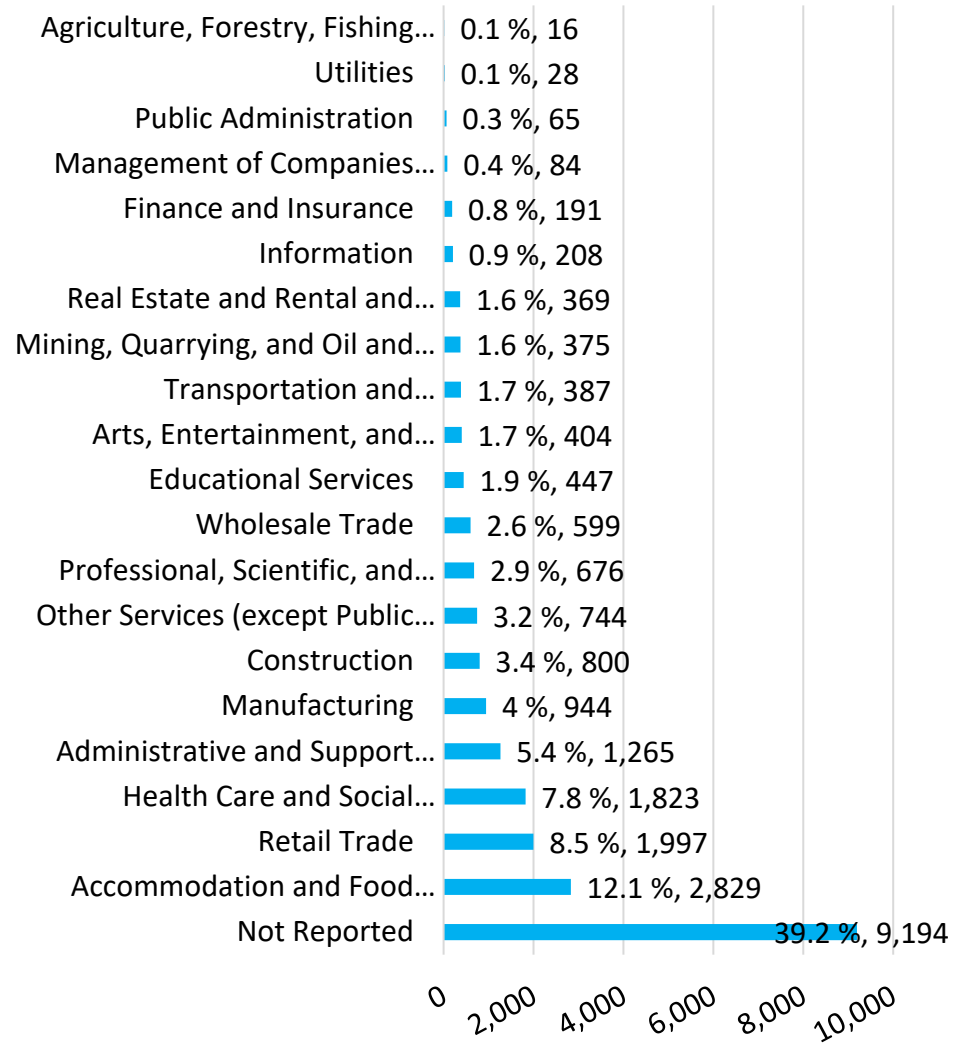
### Bandera County



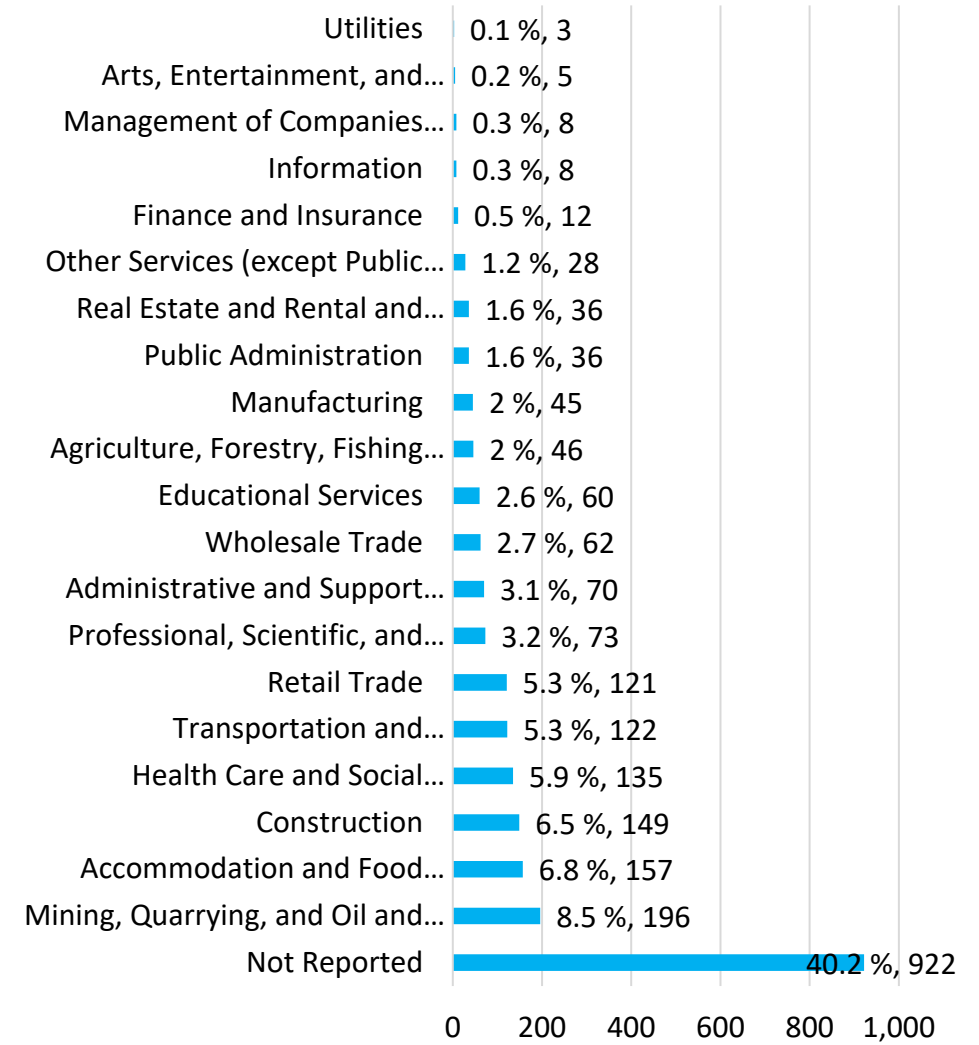
### Bexar County



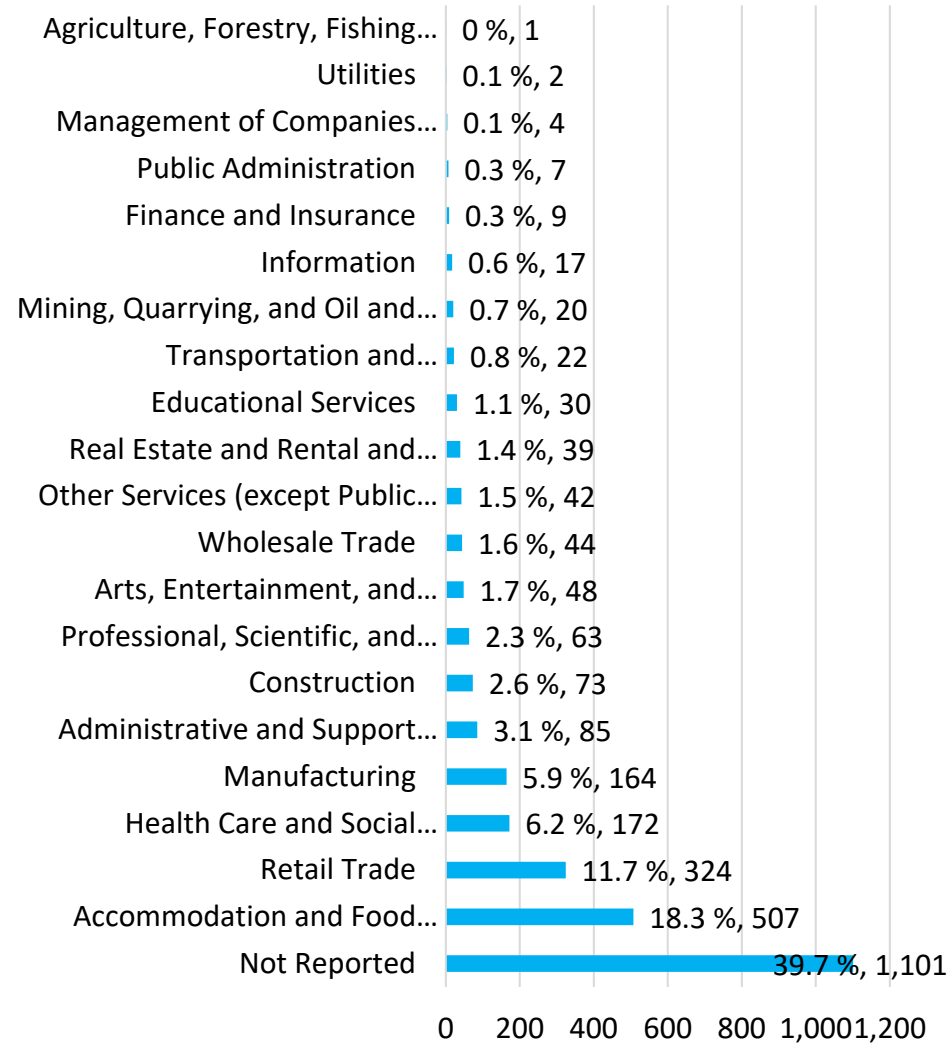
### Comal County



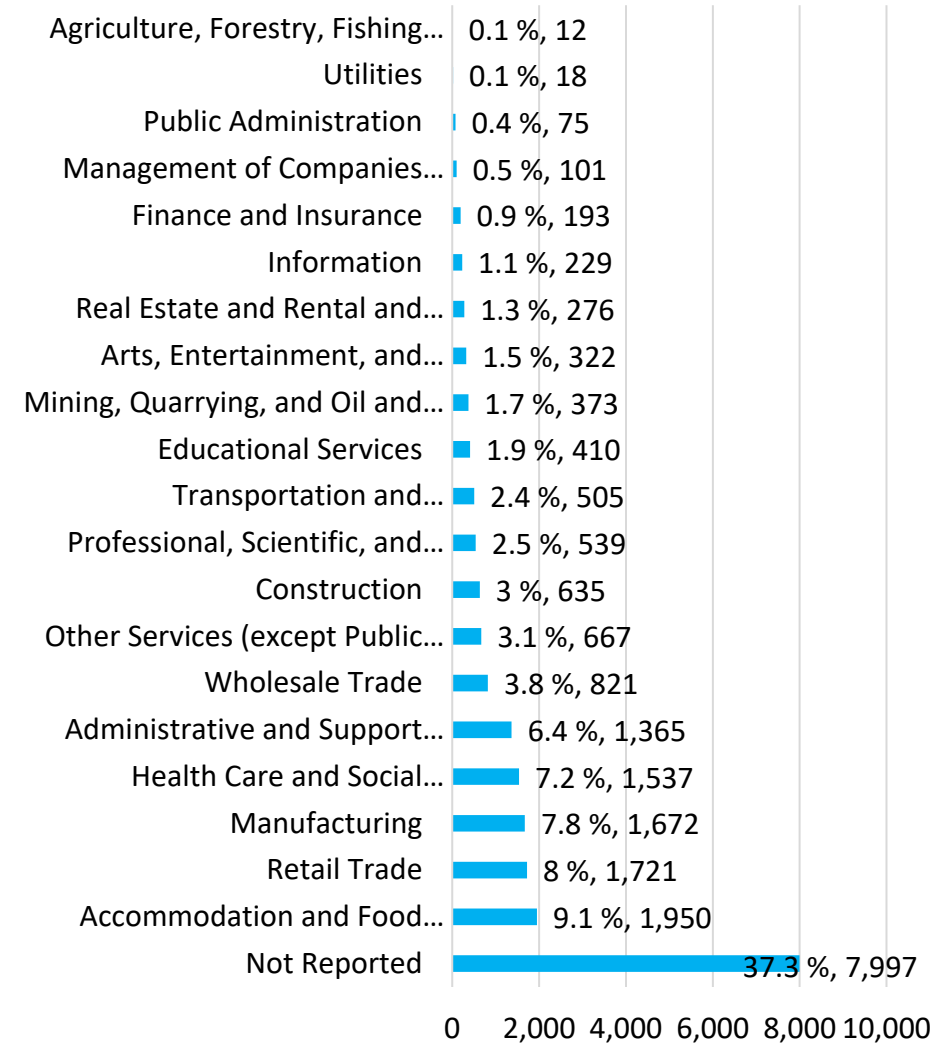
### Frio County



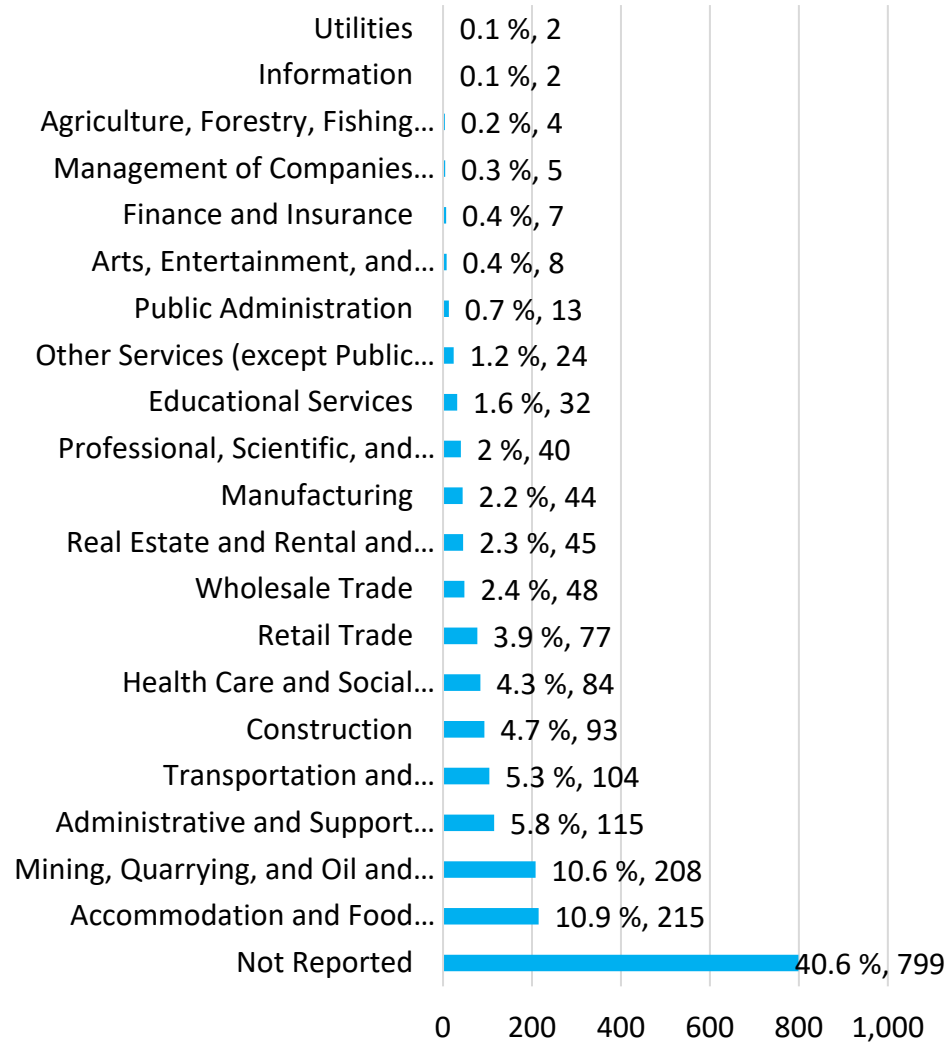
### Gillespie County



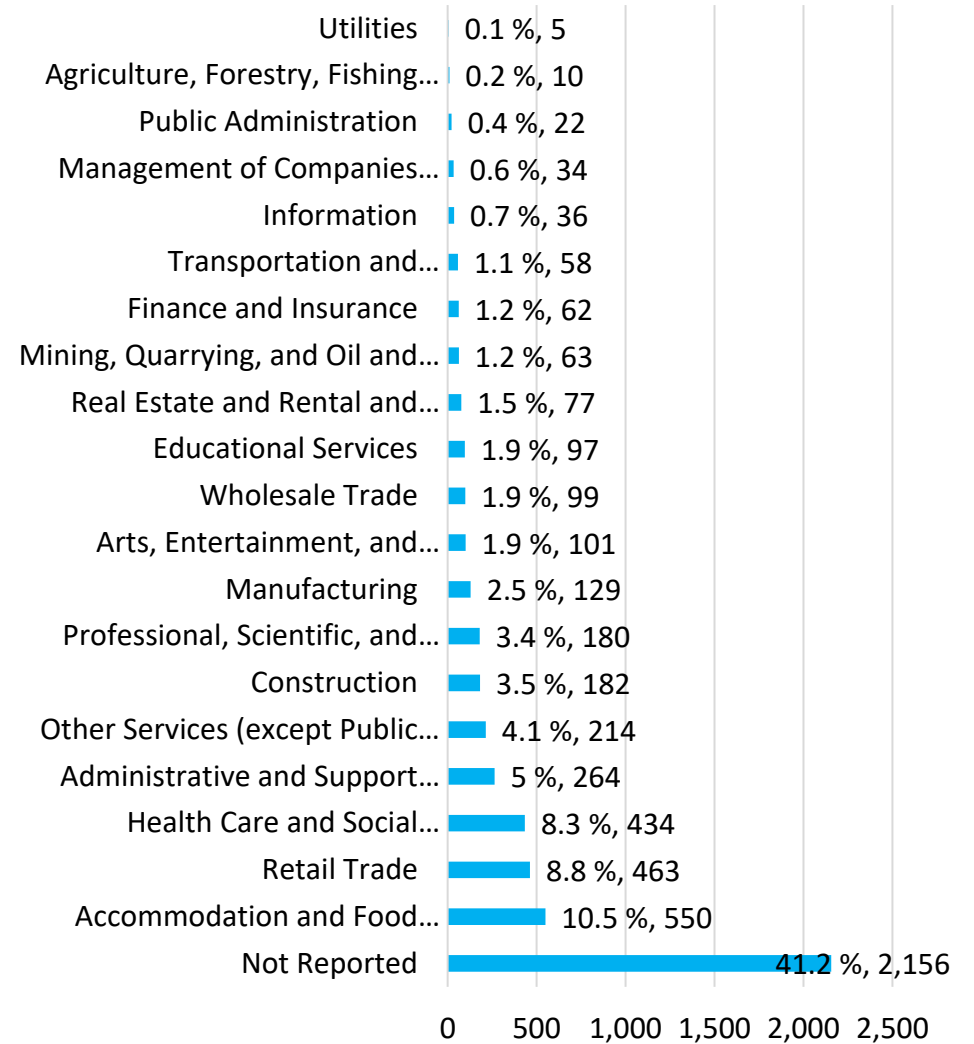
### Guadalupe County



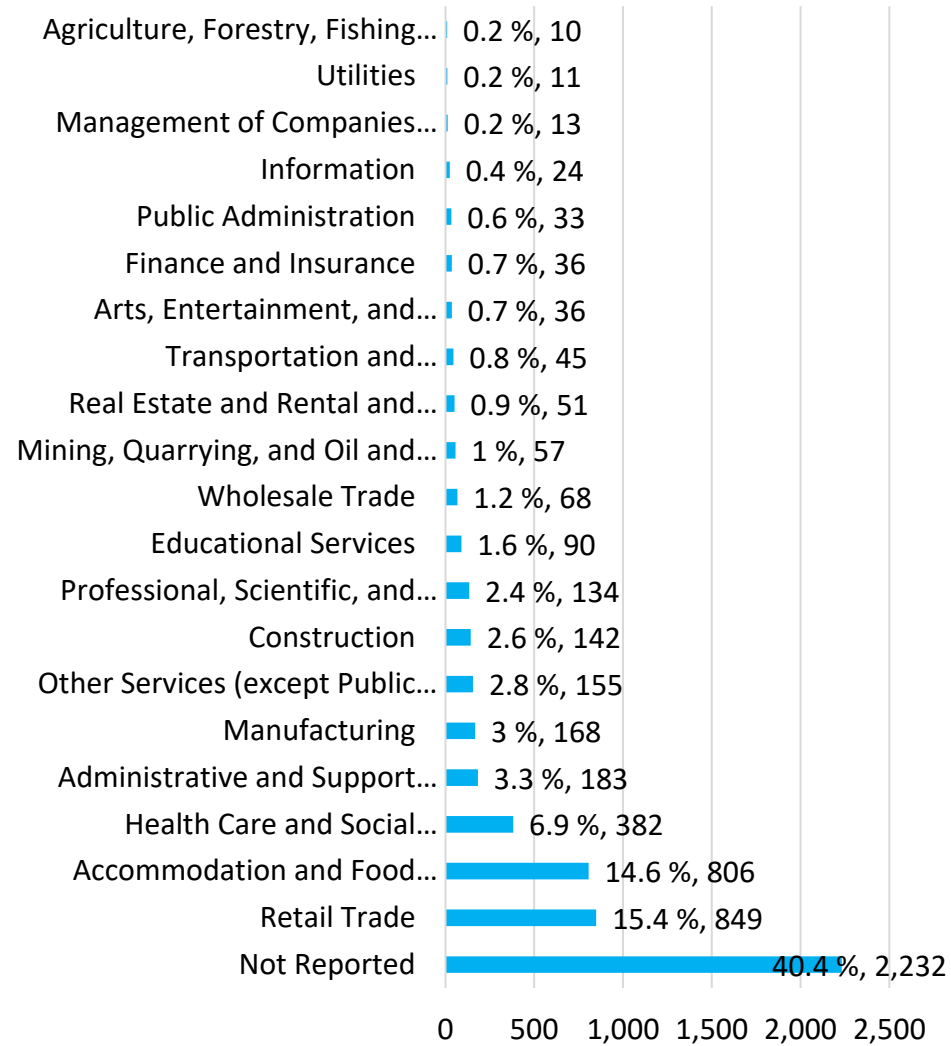
### Karnes County



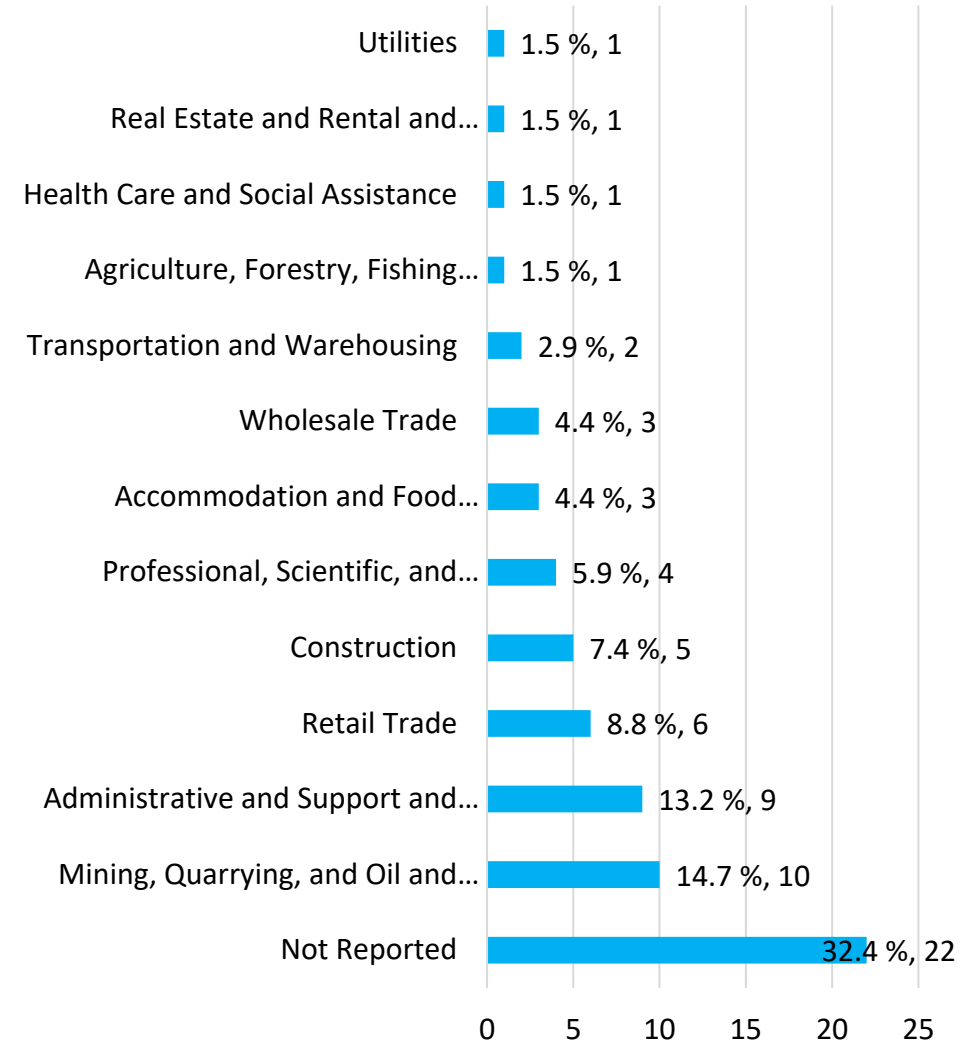
### Kendall County



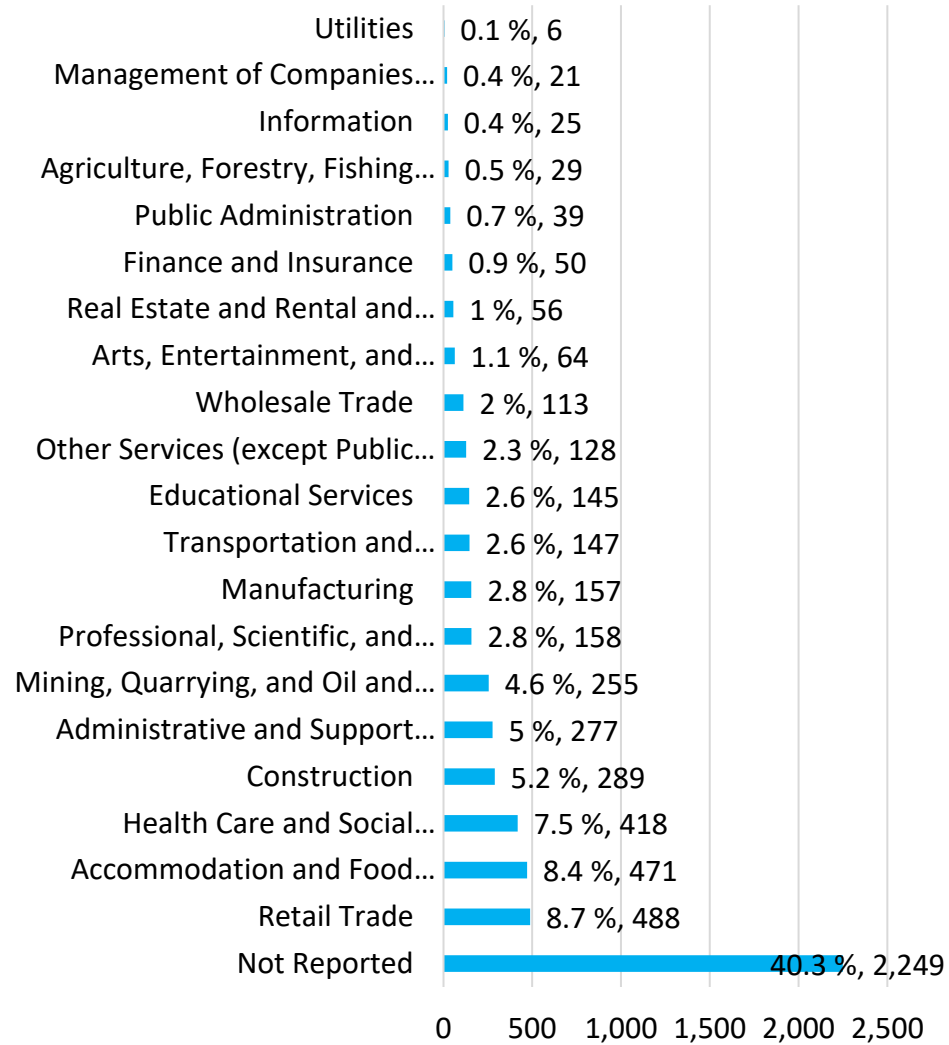
### Kerr County



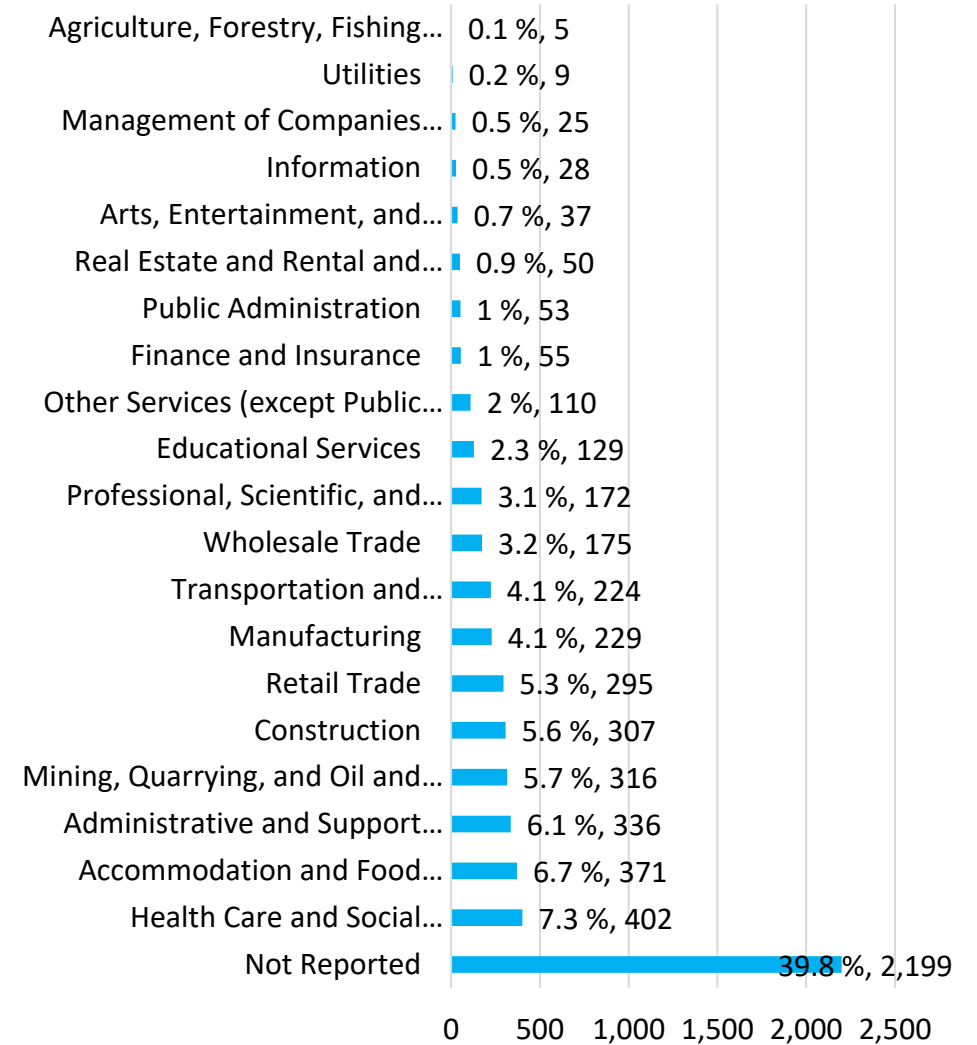
### McMullen County



### Medina County



### Wilson County





## Unemployment Insurance Claimant Data

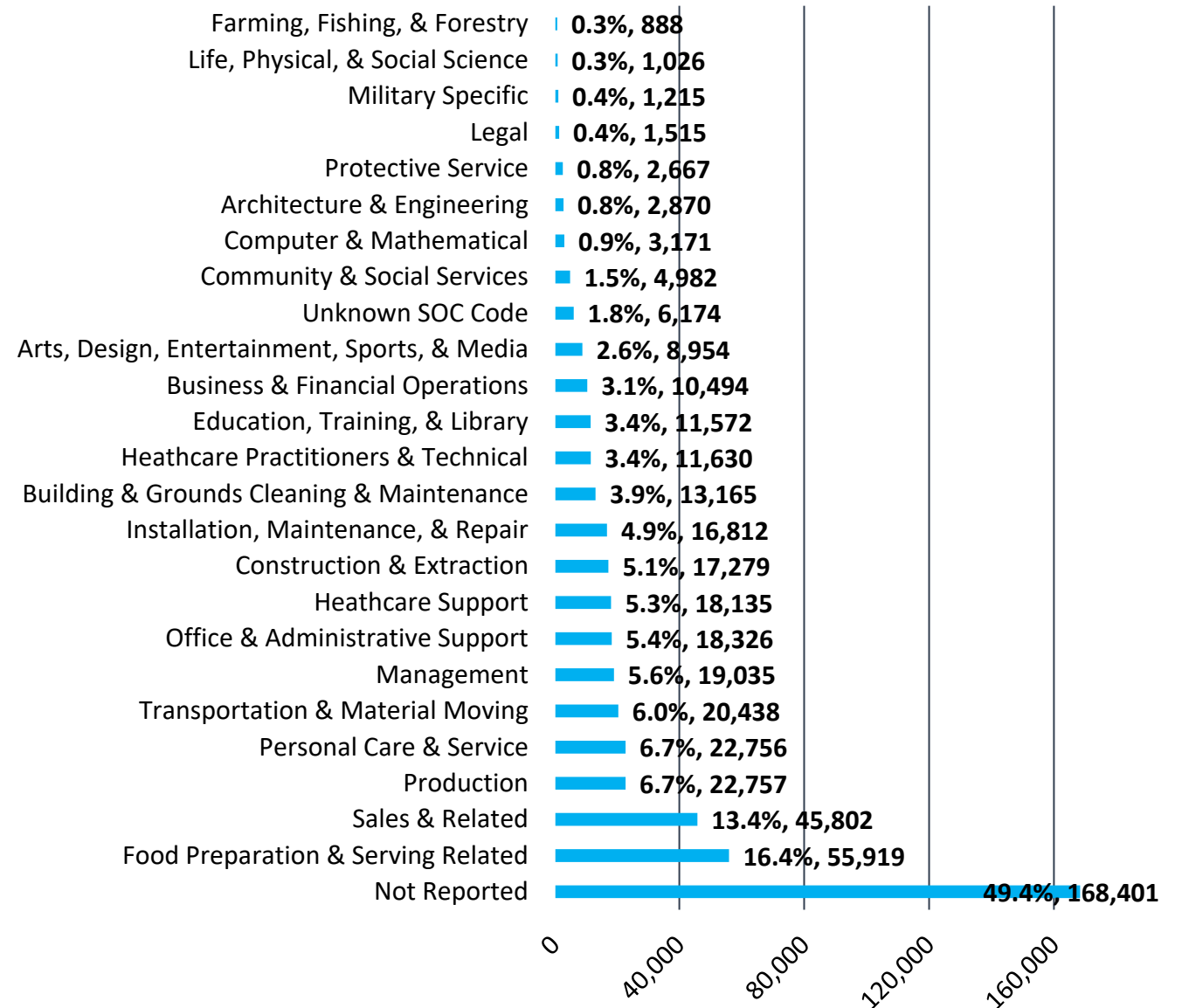
*Published February 18, 2021*

- As with industry, claimants filing multiple claims count once for each occupation.
- Because claimants file for multiple occupations and count once in each occupation that they file a claim for, the data include a total of 505,983 claimants (341,210 unique).
- The data may suggest that 48.3% of claimants may be gaining jobs in multiple occupations. They filed an initial claim for one occupation, gained a job in a different occupation, and then also lost that new job and filed an additional claim.
- The data may also suggest that gaining jobs in multiple occupations is about 16% more likely to occur than gaining jobs in multiple industries (32.3%).

*Data counts of unique claimants by occupation.*

### Claimants by Occupation

Feb. 28, 2020 to Jan. 29, 2021



Occupation	Claimants	% Tot	Jobs 2020	Est. Impact	Job Postings Jan'21	Clmts-to-Jobs	Posting Wage Jan'21	Automation Index
Architecture & Engineering	2,870	0.9%	18,127	15.8%	1,410	2.0	\$80,256	86.9
Arts, Design, Entertainment, Sports, & Media	8,954	2.7%	17,165	52.2%	766	11.7	\$39,808	89.9
Building & Grounds Cleaning & Maintenance	13,165	4.0%	44,845	29.4%	912	14.4	\$27,008	122.6
Business & Financial Operations	10,494	3.2%	66,220	15.8%	3,771	2.8	\$71,040	89.6
Community & Social Services	4,982	1.5%	16,675	29.9%	951	5.2	\$41,600	82.3
Computer & Mathematical	3,171	1.0%	29,853	10.6%	6,892	0.5	\$83,328	83.5
Construction & Extraction	17,279	5.2%	65,785	26.3%	936	18.5	\$43,648	123.4
Education, Training, & Library	11,572	3.5%	69,280	16.7%	1,060	10.9	\$42,624	85.8
Farming, Fishing, & Forestry	888	0.3%	4,167	21.3%	37	24.0	\$27,008	110.0
Food Preparation & Serving Related	55,919	16.9%	114,109	49.0%	2,722	20.5	\$24,128	125.9
Healthcare Practitioners & Technical	11,630	3.5%	71,633	16.2%	9,744	1.2	\$85,888	88.3
Healthcare Support	18,135	5.5%	66,218	27.4%	2,247	8.1	\$29,056	95.0
Installation, Maintenance, & Repair	16,812	5.1%	51,522	32.6%	2,471	6.8	\$45,440	108.9
Legal	1,515	0.5%	8,711	17.4%	275	5.5	\$60,032	84.0
Life, Physical, & Social Science	1,026	0.3%	8,618	11.9%	542	1.9	\$63,360	84.6
Management	19,035	5.7%	64,023	29.7%	5,803	3.3	\$88,960	85.2
Military Specific	1,215	0.4%	20,446	5.9%	19	63.9	\$31,104	na
Office & Administrative Support	18,326	5.5%	172,795	10.6%	5,327	3.4	\$33,472	98.0
Personal Care & Service	22,756	6.9%	34,834	65.3%	1,042	21.8	\$28,032	96.4
Production	22,757	6.9%	48,374	47.0%	1,251	18.2	\$28,032	113.8
Protective Service	2,667	0.8%	27,215	9.8%	676	3.9	\$40,320	98.8
Sales & Related	45,802	13.8%	120,702	37.9%	6,168	7.4	\$50,048	94.9
Transportation & Material Moving	20,438	6.2%	88,311	23.1%	7,832	2.6	\$60,032	110.5

The table reports estimated impacts by occupation based on UI claimant activity including claimant and jobs in 2020, claimant-to-job posting ratios, and automation index (greater than 100 means above average risk of automation, lower than 100 means below average risk).

Data include claimants filing claims for multiple occupations.

*Data counts of unique claimants by occupation.*

## Unemployment Insurance Claimant Data

*Published February 18, 2021*

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

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

## Unemployment Insurance Claimant Data

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AmericanJobCenter

### Data Sources

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

### Methodology

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

### Definitions

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