



STRATEGIC COMMITTEE

Workforce Solutions Alamo

100 N Santa Rosa Ave

San Antonio, TX 78207

April 27, 2021

10:00 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 DETERMINE QUORUM

Presenter: Mr. Eric Cooper, Chair

II. ROLL CALL

Presenter: Mr. Eric Cooper, Chair

III. PUBLIC COMMENT

Presenter: Mr. Eric Cooper, Chair

IV. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Mr. Eric Cooper, Chair

V. CONSENT AGENDA: (DISCUSSION AND POSSIBLE ACTION)

Presenter: Mr. Eric Cooper, Chair

a. Meeting February 24, 2021 Minutes

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VI. UPDATE: LOCAL PLAN IMPLEMENTATION (DISCUSSION AND POSSIBLE ACTION)

Presenter: Mr. Adrian Lopez, CEO and Dr. Andrea Guerrero-Guajardo, CIO

a. Timeline

b. Actions Taken

9

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- c. Proposed Reports for Tracking
- d. Strategic Partnerships
- e. Presentations by C2 Global on Sector Based Model

VII. PROCUREMENT UPDATE (DISCUSSION AND POSSIBLE ACTION)

46

Presenter: Louis Tatum, CFO

- a. Floresville Location Update
- b. Marbach Location Lease Renewal
- c. Update on Other Leases
- d. Kennedy Storm Damage Update
- e. Status of Procurement Diversity Policy
- f. Update on COSA RFPs

VIII. CEO REPORT

Presenter: Mr. Adrian Lopez, CEO

- a. Grand Opening Seguin Center, April 29 @ 4PM
- b. Ribbon Cutting- East Houston

IX. CHAIR REPORT

Presenter: Mr. Eric Cooper, Chair

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

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

XI. ADJOURNMENT

Presenter: Mr. Eric Cooper Chair



STRATEGIC COMMITTEE MEETING MINUTES

Workforce Solutions Alamo
100 N. Santa Rosa, Suite 120
San Antonio, TX 78207
February 24, 2021
10:00AM

AGENDA

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

BOARD MEMBERS: LESLIE CANTU, ERIC COOPER, ANTHONY MAGARO, YOUSEF KASSIM, JAMIE ALLEN, MITCHELL SHANE DENN, LINDSAY DENNIS, ELIZABETH LUTZ, (10:05AM), ANGELIQUE DE OLIVEIRA, (10:25AM)

WSA STAFF: ADRIAN LOPEZ, MARK MILTOIN, LOUIS TATUM, ANGELA BUSH, LINDA G. MARTINEZ, GABRIELLE HORBACH, MICHAEL DEFREES, BARBETTA WOMBACK, ROBERTO CORRAL, ESTHER METCALF, CRISTINA BALZALDUA, DR. ANDREA GUERRERO-GUAJARDO, CHUCK AGWUEGBO, BRENDA GARCIA, AARON SMITH, MELISSA SADLER-NITU, JOHN HERSHEY, JESSICA VILLARREAL

LEGAL COUNSEL: None

PARTNERS: None

GUEST: DAN GOSTYLO, REALTOR AND CHARLES JOHNSON, EXECUTIVE DIRECTOR, SOUTH CENTRAL TEXAS REGIONAL CERTIFICATION AGENCY

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Meeting Number & Access Code: 146 521 4718

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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 DETERMINE QUORUM
Presenter: Mr. Eric Cooper, Chair
At 10:00 a.m., Chair Cooper called the meeting to order. The roll was called, and a quorum was declared present.
- II. ROLL CALL
Presenter: Mr. Eric Cooper, Chair
- III. PUBLIC COMMENT
Presenter: Mr. Eric Cooper, Chair
No Public Comment
- IV. DECLARATIONS OF CONFLICT OF INTEREST
Presenter: Mr. Eric Cooper, Chair
No declarations of interest
- V. CONSENT AGENDA: (DISCUSSION AND POSSIBLE ACTION)
Presenter: Mr. Eric Cooper, Chair
 - a. Meeting November 17, 2020 Minutes
Upon motion by Yousef Kassim and second by Leslie Cantu the Board unanimously approved the November 17, 2020 meeting minutes.
- VI. LOCAL PLAN DISCUSSION AND POSSIBLE ACTION
Presenter: Mr. Adrian Lopez, CEO and Dr. Andrea Guajardo, CIO
 - Chair Eric Cooper began by acknowledging and thanking Adrian Lopez and Dr. Andrea Guerrero-Guajardo with producing a great local plan.
 - Dr. Guajardo provided the Board with an update on the Local Plan, to include recommended changes.
 - Dr. Guajardo highlighted the target criteria:
 - o Primary Data Targets
 - Percent change $\geq 15.7\%$
 - Number change (absolute) ≥ 500
 - Mean Wage $\geq \$15.00$ hourly (\$31,200 annual)
 - o Secondary Data Targets:
 - Employment changes due to growth (not exits) ≥ 50

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- Entry Wage >= \$15.00 hourly
- Help Wanted Online (HWOL) postings >= 300
- STEM related
- Staffing Pattern Target Industry
- Occupations identified by TWC as adding the most jobs or fastest growing
- Local Targets for Investment
- Local Wisdom
- In Demand Occupations Criteria
 - Percent change >= 15.7%
 - Number change (absolute) >= 500
 - Mean Wage >= \$15.00 hourly (\$31,200 annual)
- Dr. Guajardo also shared with the Board the feedback/comments received from Public Comment and from elected officials:
 - Consideration of Hospitality/Accommodations/Food Service for inclusion in the Local Plan. Propose strategies to address as a local priority.
 - Continue to pursue organizational economic study for Return on Investment (ROI)
 - Explore strategies for assessing applicability of skillsets across sectors/industries.
- Mr. Lopez addressed the next steps of the Local Plan.
 - Formalizing partnerships and more formal relationships with Alamo Academies and others
- Chair Cooper asked regarding the sector-based model, if a sector feels left out, because they're not a demand occupation and the demand occupation had variables that determine they're in demand specifically wage and if they increase their wages, potentially they become a demand occupation?
- Dr. Guajardo's reply, "yes". If a sector had a collective effort to increase the wages of some of its lowest paid workforce, it could potentially become a target, but that is a long conversation and influencing policy.
- Chair Cooper also asked, "How are we assisting the community with jobs/employment? Many are having difficulty paying bills, rent, etc.
- Mr. Lopez replied, "We are continuing to assist the community with the City funding providing training that may have stipends, on-the-job-training. We have those opportunities working closely with employers to fill positions. Additionally, we can train someone and decide after a certain period of whether they want to keep that individual to hire them on.
- Mr. Lopez also informed the Board a new Director of Public and Government Relations, Cristina Bazaldua. She has made a wonderful job making connections with local media. She has secured a weekly segment on KSAT-12 highlighting job opportunity, job, fairs, connecting job seekers to employers. For example, WOAI, will be having a segment every Tuesday, reflecting opportunities that WSA would bring to the table.
- Ms. Cristina Bazaldua added, to meet the needs of our clients, we are also using our social media platforms to advertise job fairs, food distribution, vaccines, any type of resources are being posted.
- Mr. Shane Denn asked if WSA works in conjunction with any of the building

trades, apprenticeships in San Antonio? They receive WIOA funding each of the building trades internship programs and the entry level wage is at least \$15/hr. Do we bring applicants to them?

- Mr. Denn also added he could make the communication lines better between WSA and the building trade apprenticeships.
- Mr. Mark Milton stated WSA is making connections and promoting WSA services to those agencies and welcomed his assistance. The challenge has been to finding workers that meet the specific occupations requested.
- Chair Cooper addressed the infographic on page 22 and how it provided all the information in a snapshot and requested to have a similar infographic for the overall Local Plan.

VII. PROCUREMENT UPDATE DISCUSSION AND POSSIBLE ACTION

Presenter: Louis Tatum, CFO

a. Floresville Location

- Mr. Lopez provided the Board with an update on the Floresville location. The Board requested Mr. Lopez and WSA staff work closely with elected official, Judge Richard Jackson regarding Floresville location. Mr. Lopez informed the Board he contacted Judge Jackson and he supports WSA's relocation and hoped the improvements or renovations would suite WSA's needs, and staff could occupy the space soon.
- Mr. Dan Gostylo also added he contacted the Floresville location landlord, and an architect was hired. The next step is to have someone from WSA that is familiar with the location to provide input to the architect to lay out the plan for the space.

b. Marbach Update

- Mr. Gostylo, WSA Broker, provided the Board with an update on the Marbach location. An initial search and a secondary search were done in which at least 8 or 10 locations were found. These were narrowed down to 3 options.
 - Option 1- to stay at the current location and renew the lease.
 - Option 2 – a shopping center on Highway 90, Shops at 90
 - Option 3 – Port SA. We have been provided proposal to go into their location.
 - Lease will be up May 31, 2021 and requesting an extension 6-9 month.
- Ms. Jamie Allen asked if public transportation has been taken into consideration for and easy access for our clients?
- Mr. Lopez, replied, one of the things we evaluate for our sites is accessibility to our sites to our clients.

Upon motion by Angelique De Oliveira and second by Elizabeth Lutz the Board unanimously approved allowing the WSA staff to negotiate for an additional 12 months in addition to the lease at Marchbach location.

VIII. CEO REPORT

Presenter: Mr. Adrian Lopez, CEO

a. Status of Procurement Diversity Policy

- Mr. Lopez provided the Board with an update on the request into developing a diversity program to promote contracting opportunities to Small, Minority, Women, and Veteran Owned Business Enterprises (SMWVBE).
- WSA does not currently have a SMWVBE Program nor policy, the first part of the development of a program is to look at existing data.
- The goals of the SMWVBE Program would be encourage Small, Minority, Women and/or Veteran Owned Business to participate in the competitive bid processes for all goods and services needed by the WSA. The objective is to increase business opportunities and to stimulate economic growth while considering diversity. The SMWVBE Program assures that qualified, certified SMWVBE vendors are considered and utilized in the procurement of all goods and services.
- Based on a Purchase Order report pulled from WSA fiscal database, there are currently 360 vendors that are under contract with WSA for goods and services
- Staff sent the list of vendors to the South Texas Regional Certification Agency to cross reference this data with their database. In addition, Staff downloaded Bexar County's Small Business and Entrepreneurship Department Contract and Diversity Management System. Of the 360 vendors, 31 were identified as certified a SMWVBE.
- Mr. Executive Director, South Central Texas Regional Certification Agency, explained the primary function of his agency is to certify small businesses.
- A disparity study is warranted.
- Ms. Jamie Allen asked if there were any fees associated with their services.
- Mr. Johnson replied, we will have to see what category WSA falls under and the structure then go from there.
- Ms. Jamie Allen requested to go into Executive Session to discuss further the Procurement Diversity Policy.
- Mr. Lopez, clarified, Legal Counsel was not present, and Committee cannot go into Executive Session.
- Ms. Jamie Allen added this can be discussed at a later Board meeting and the information she wanted to share with the Board members was informative.
- Ms. Jamie Allen recommended send out a self-identifying email to WSA vendors and ask what they consider themselves, because they may not be certified or Texas HUBs.
- Mr. Yousef Kassim stated his application to certify as a minority owned business was denied because of the way they define a minority owned business. His ethnicity was considered white and not Middle Eastern.
- Ms. Jamie Allen requested Mr. Lopez also get with TWC to see what their aspirational and contracting goals are.

IX. CHAIR REPORT

Presenter: Mr. Eric Cooper, Chair

- Mr. Cooper proposed to the Committee to continue to work on the Local Plan, advocating, reminding, updating.

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- Mr. Cooper also recommended having a WSA staff member monitor real estate turn over to be proactive and the timelines of when the leases will be expiring.

X. Executive Session: **No Executive Session**

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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.

XI. ADJOURNMENT

Presenter: Mr. Eric Cooper Chair

Upon motion by Jamie Allen and second by Yousef Kassim the Board unanimously approved adjourning the meeting at 10AM.

MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, WSA CEO

Presented by: Andrea Guerrero-Guajardo, PhD, MPH

Date: April 21, 2021

Subject: Local Plan Update

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

Board staff and service provider teams have begun working sessions focused on data collections essential to the planning phase of implementation including existing partnerships with employers, education and training partners, or other agencies that should be represented in the model. The work plan includes specific steps toward development of the Sector-Based Partnership model including dissemination of economic and workforce analysis detailing target sectors, industries, and occupations, development of expertise of WSA team and embedding sector-based concepts existing work, and the development data indicators, associated activities, and outcome metrics.

Next steps include the implementation of a IT/cybersecurity focused pilot, planning and implementation of a launch meeting, and plans for sustainability.

Local Plan Progress

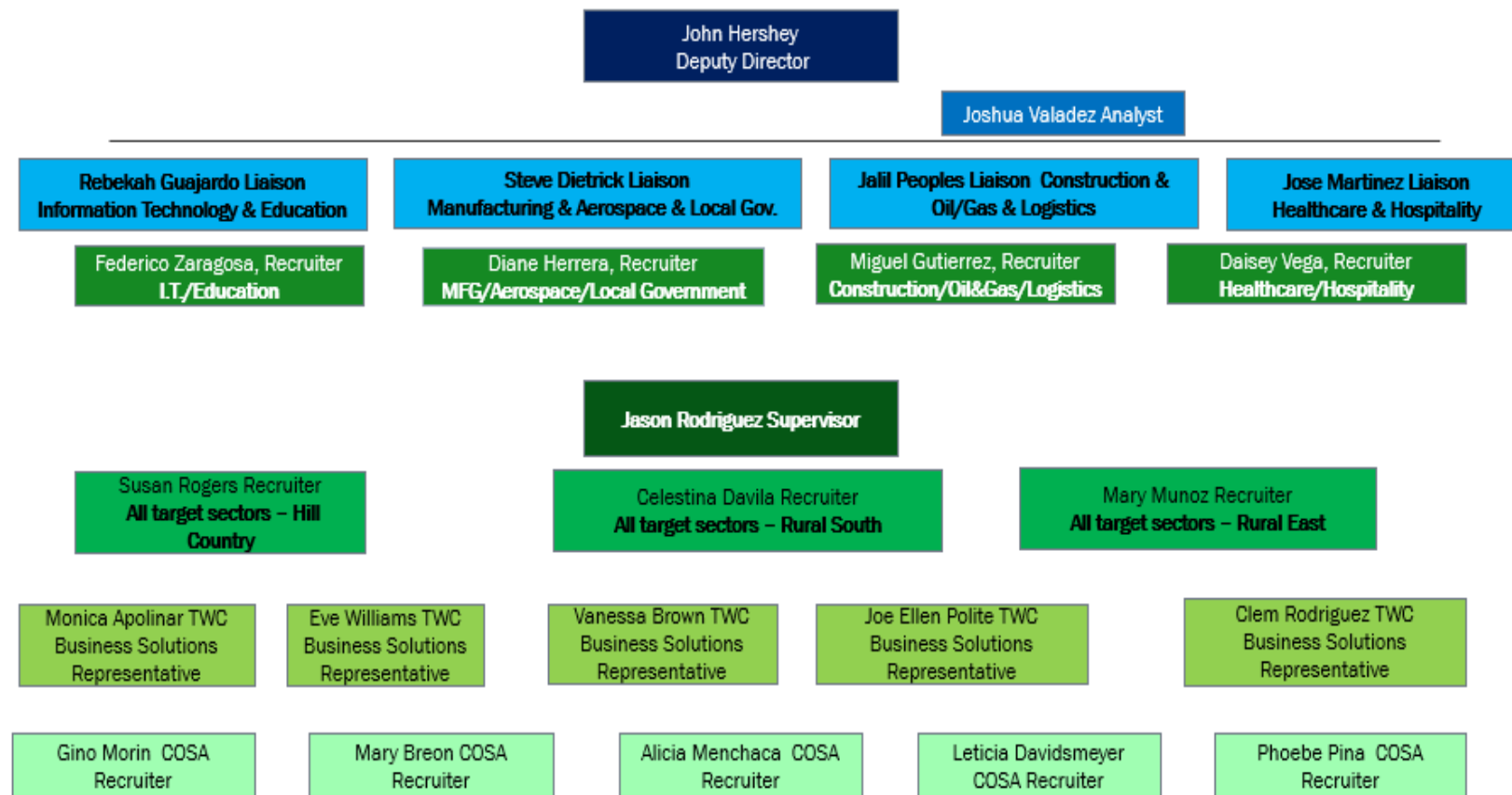
Andrea Guerrero-Guajardo, PhD, MPH

Local Plan Implementation

- Step 1:
 - Economic and workforce analysis to define target sectors, industries, and occupations
 - Establish WSA as a convener
 - Dissemination of the WSA vision across sectors
- Step 2: Develop expertise of WSA team and embed SB theories into existing work
 - BSU Reorganization
 - Program Talent Pipelines
- Step 3:
 - Develop data indicators, associated activities, and outcome metrics
 - IT/Cybersecurity pilot
- Step 4: Launch Meeting/Execution
- Step 5: Sustainability

Increase
capacity and
expertise of
WSA Team

Workforce Solutions Alamo - Business Solutions Team

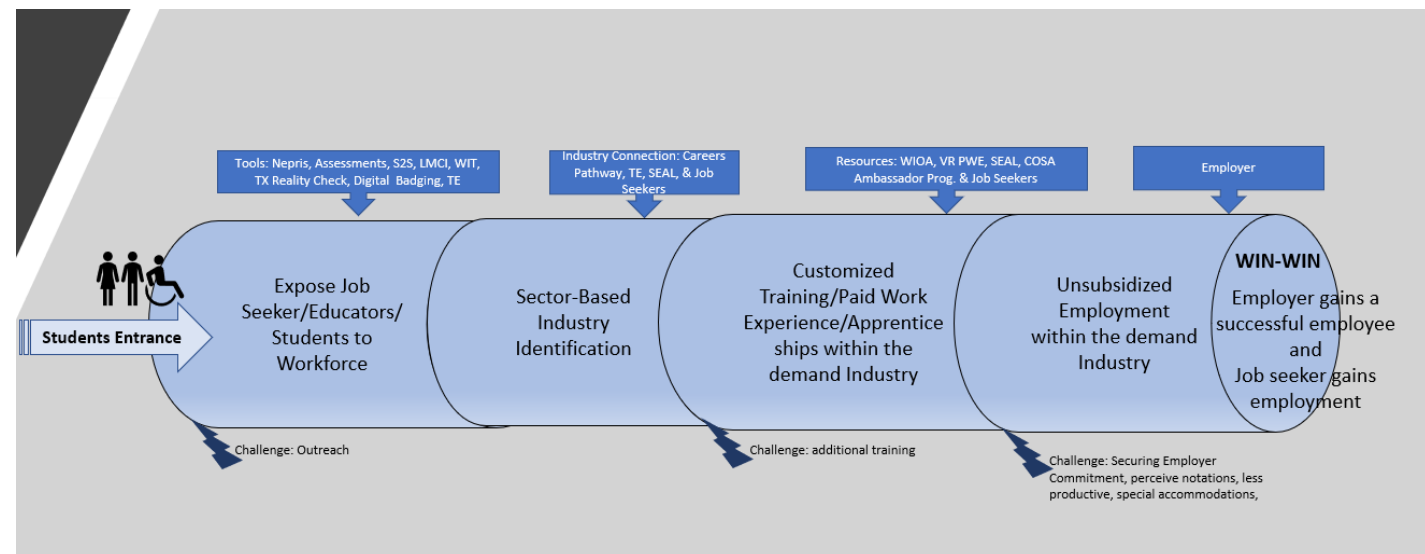


Program Talent Pipelines



Youth Talent Pipeline Management Ages 16-24

High School	HSE Providers	Training Providers	Employers	Outcomes
<ul style="list-style-type: none"> Seniors entering Technical/Vocational Training Sector Based Educational Partners School District's CTE Programs 	<ul style="list-style-type: none"> Strategic HSE Providers HSE providers with high graduation rates 	<ul style="list-style-type: none"> ETPL Providers that are not placed on D-List. Education and training analysis and communication Providers that are willing to participate in the development of students after completion of certifications 	<ul style="list-style-type: none"> New or enhanced employer partnerships Identifying employer needs Upskilling of incumbent workers # of credential, certificates, or other education and training Having decision makers at roundtable discussions: CEO, VP, HR Manager, Recruiters 	<ul style="list-style-type: none"> Job placements Wage data Increased retention Career pathway advancement Self-sufficiency and personal stability

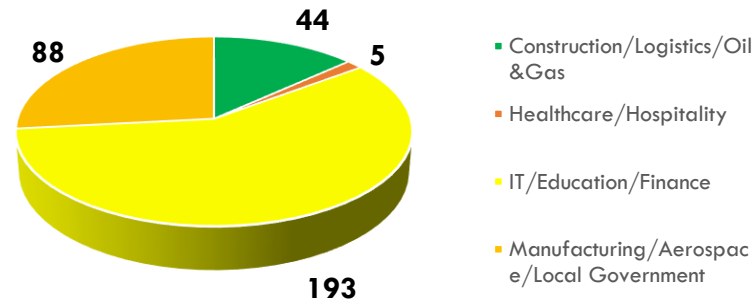


Existing and Proposed Data Collections

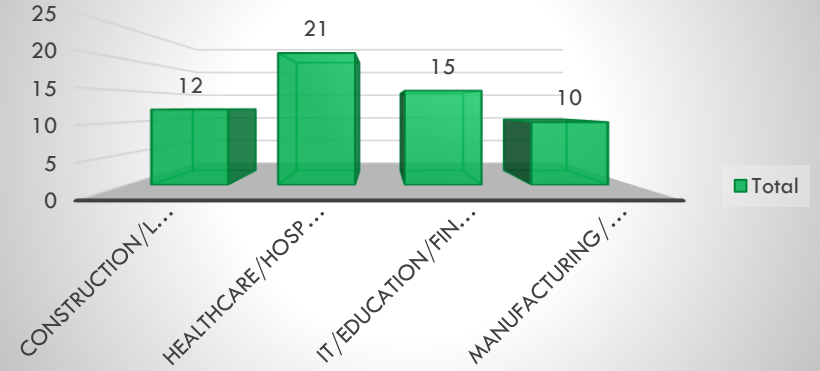
- Employer Partnerships
- Activities/Hiring Events/Job Fairs
- Job Postings: Staff Created and HWOL
- UI Claimants
- MOUs and Data Sharing Agreements
- Program Participants Enrolled
- Program Participants Graduated/Completed
- Program Participants Placement

Preliminary Data

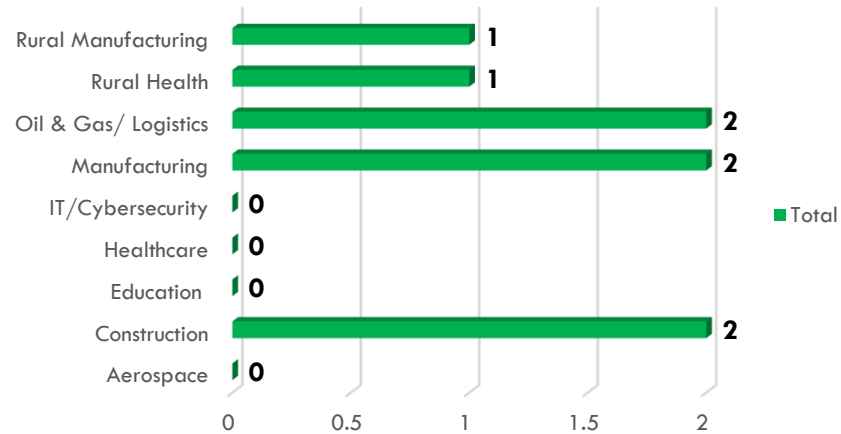
Employer Partnerships



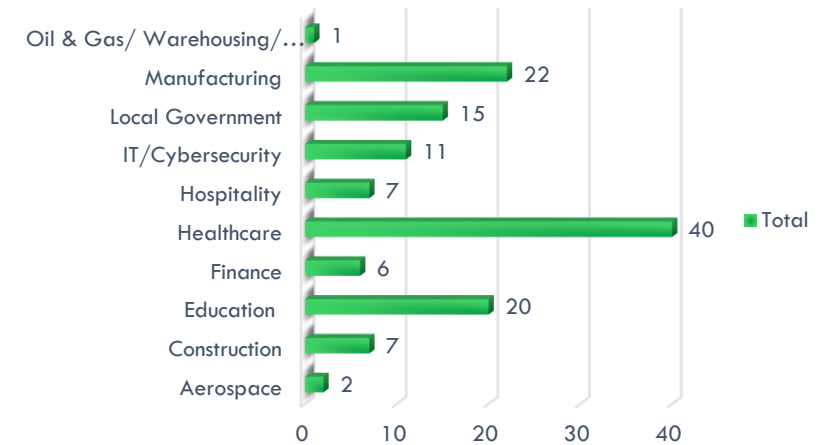
Staff Created Job Postings



Job Fairs/Hiring Events Held



Current Agreements and Contracts





What are the most critical competency requirements per sector?



What are the most critical credential requirements per sector?
Are they required or preferred?



What is the level of work experience that will be included in the analysis?



What is the frequency in which the skills or competencies are applied on the job?



What other requirements are important to employers?



What are the career pathways for target occupations?

Employer Survey Data Collection

Next Steps

- Launch Meeting
 - Engage business leaders and key stakeholders
 - Affirm shared priorities
 - Business leaders and key stakeholders commit to specific next steps
 - Create space for non-employer organizations to identify roles in the model
 - Distribution of executive summary and create plan for continued engagement
- Sustainability
 - Companies/employers, education and training partners, workforce and economic developers recognize value of sector-based partnerships as an opportunity for:
 - Collective solutions and shared costs
 - Expedited understanding of industry needs and career pathways
 - Access to data and other resources
 - Ongoing evaluation and assessment, reaffirmation of the shared priorities, and 2-year Local Plan modification



SECTOR-BASED BUSINESS SOLUTIONS AND OPERATIONS

FUTURE OF WORK
THE NEW VISION

Sector-Based Operations Team

Special C2-GPS team designing the operations implementation process



**Melissa
Sadler-Nitu**

Managing Director-
Research



**Brenda
Garcia**

Deputy Director
Operations Pilot
Development



**Michael
De Frees**

Deputy Director
Center Operations-
Quality Training
Identification



**Victor
Ramirez**

Virtual Center
Coordinator



**Esther
Metcalf**

Special Operations
Manager-
Professional Learning
Communities for
PODS



**John
Hershey**

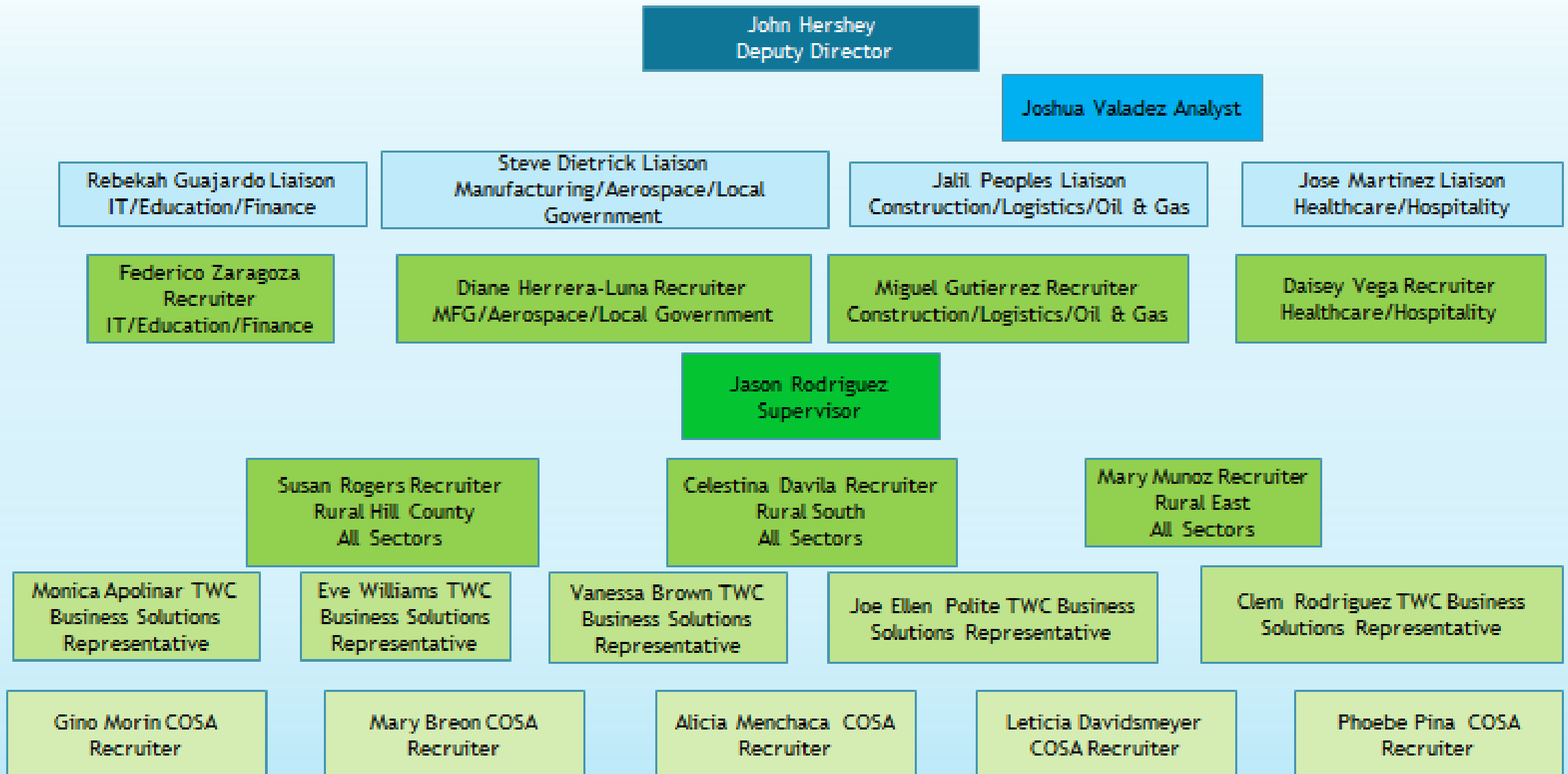
Deputy Director
Business Solutions-
Employer integration

SECTOR-BASED INNOVATION

APPLYING THE SECTOR-BASED APPROACH TO
WORKFORCE DEVELOPMENT

LOCAL PLAN 2021-2024

Workforce Solutions Alamo - Business Solutions Team



Where we are going! Becoming Focused and Strategic..

- Industry Sector Focus
- Business Solutions Unit team members have been assigned to target sectors aligned to the 2021-2024 local plan;
- The BSU Team will focus on placements based on sector employer needs by understanding and addressing business needs, sharing emerging employment opportunities to Career Counselors and Customer Services Reps in a timely manner, and working closer with Career Counselors and Programmatic Teams to get job seeker customers placed. Teamwork is the key!
- Career Fairs and hiring events will be focused in target industry sectors and in-demand occupations.

Sector Based Business Solutions Team

Goal: increase placements (in collaboration with operations) and positive outcomes that meet employer needs and increase career opportunities for our job seekers

Business Liaisons

- Develop & maintain a pool of key accounts by target sector;
- Become industry experts, use data as tool and validate findings via employer partner feedback;
- Consultative approach, research businesses, gain insights to employer current state and develop solutions to resolve current/future needs.



Business Recruiters

- Create and maintain sector-based job postings;
- Coordinate direct and program placements within target sector(s);
- Share information between Liaisons and centers about opportunities, recruitment of applicants and information about events/job fairs or training opportunities.



Business Solutions Reps.

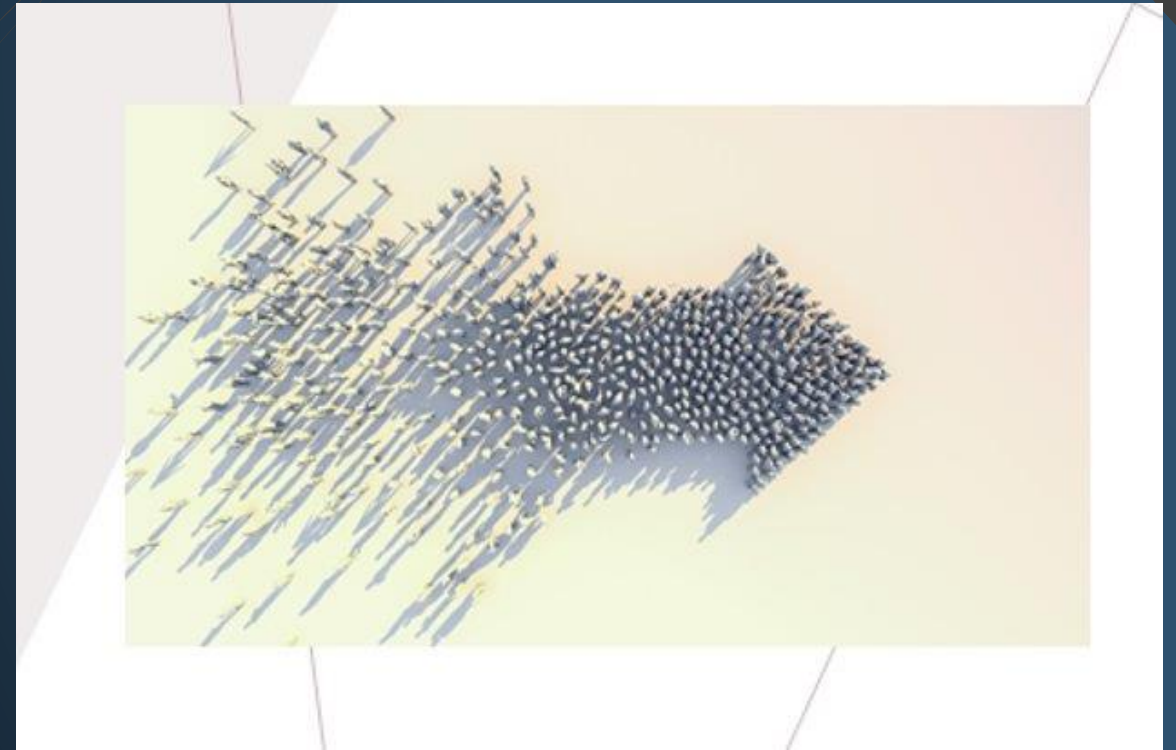
- Job Posting Maintenance & Monitoring;
- Assist with non-sector related job postings/request;
- Handoff request if in target sectors to appropriate teammate(s);
- Communicate with center teams when needed about non-sector related needs.

SECTOR FOCUSED WORK GROUPS & COLLABORATIONS

- CONVENE BUSINESSES FROM TARGET SECTORS TO GET BUY-IN AND SHARE INFORMATION TO MAKE INFORMED DECISIONS THAT WILL HELP ALLOCATE OUR TIME AND FUNDING DECISIONS TO ACHIEVE POSITIVE OUTCOMES

ACTIVITIES:

- > PARTNERSHIP WITH WSA BOARD TEAM IN ESTABLISHING AN INFORMATION, TECHNOLOGY & CYBERSECURITY WORK GROUP (INITIAL PLANNING MEETING COMPLETED)
- > PARTICIPATING IN SAN ANTONIO MANUFACTURING ASSOCIATION MEETINGS (OUR SECTOR ASSIGNED LIAISON)



PARADIGM SHIFT

Research Based Investigations

1. How do we build sector-based career pathways for participants?
2. What types of implementation will we need at all stages of the participant experience?
3. How do we make the staff culture shift?



Sector-based Trends Research Results

Possible Vision for Alamo Career Centers

Opportunities through Technology

- Sector-based assessments and assessment process
- Digital badging for validating existing skills
- Virtual Reality for career exploration and training experiences
- Exposure to employer needs through podcasts
- Building accessible career pathways for career counselors



Sector-Based Training

- Sector-based Job Readiness in-person and online synchronous courses that contextualize industry culture.
- Identification of quality short-term and long-term training providers.
- Building career pathways with quality training providers.



Employment

- Sector-based employer needs matched to program participant skills.
- Outreach to new participants that may not walk through our doors naturally.
- Partnerships with training providers that offer reverse referrals.

Moving the Needle

1st Steps to Operational Change



Professional Development

Steps to C2 model certification-standardizing the customer experience



PODS

Working together across funding streams for effective braided funding



Training Roundtables

Collaborating with workforce training providers to create career pathways



Employer Roundtables

Collaborating with sector employers to identify workforce needs and communicate to operations



Culture Shift

Understanding the gaps in operational culture to make the shift through change management

What is a WSA PLC?



An ongoing process in which staff work in center pods collaboratively in recurring cycles of collective inquiry and workforce employment research to achieve stronger results for clients and community employers.

Professional Learning Communities (PLC)

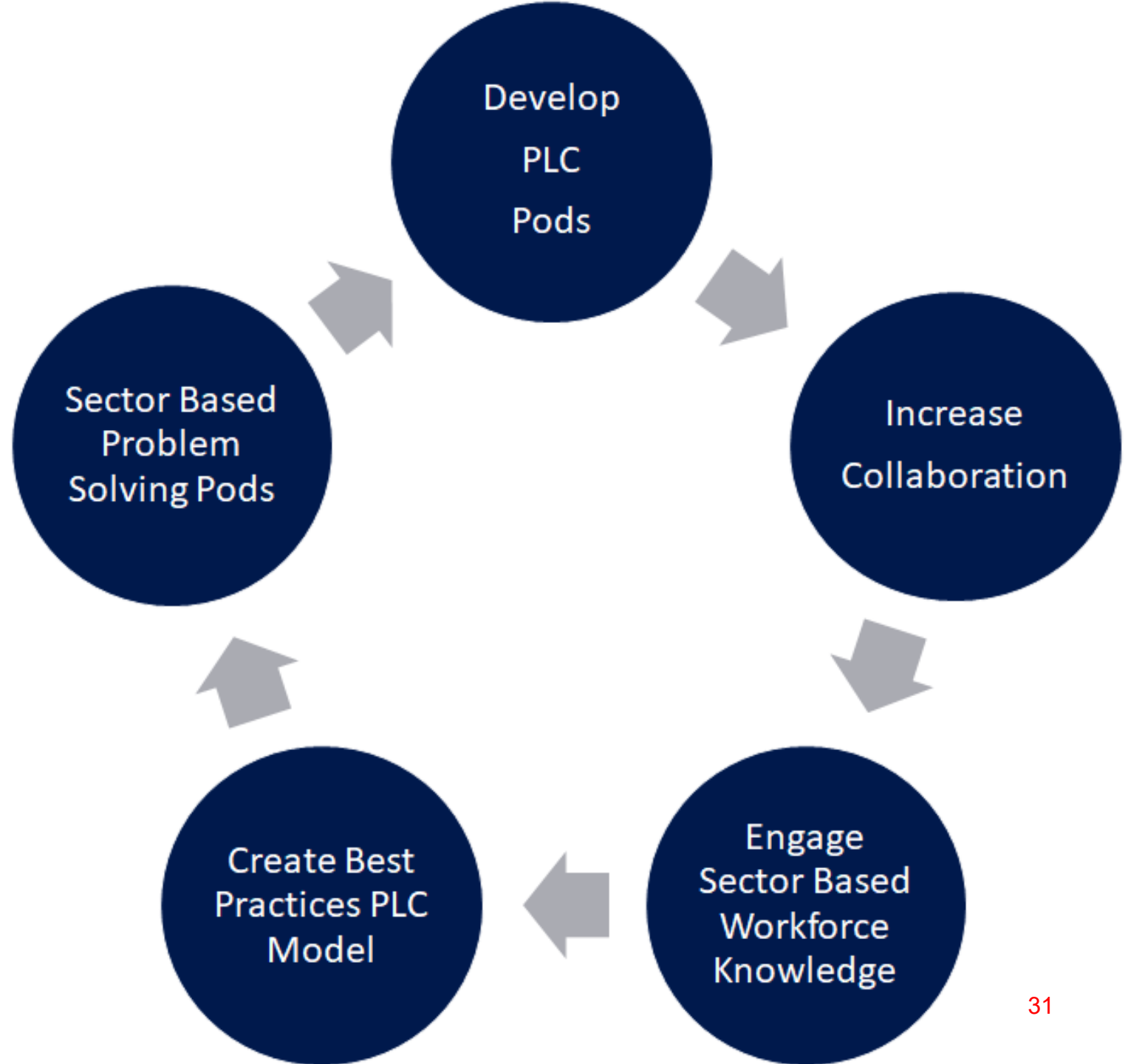
Sector Based WSA Center Pods

Professional Learning Communities

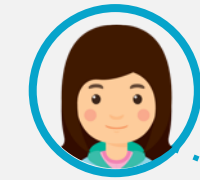
- One WIOA Career Counselor
- One CHOICES Career Counselor
- One Youth Career Counselor
- One Business Services Representative
- One Employment Specialist
- One SNAP Representative
- One Bexar and COSA Staff
- One Special Projects Staff



PLC Sector Based Workforce Pods



The career seeker in our story



Our client

Wants to find a new career, get smarter, find a job with family-supporting wages and get done faster.



Has a problem

"I cannot find a job."

"I can't seem to get out of the revolving door employment / unemployment."

"I don't know what to do and I am confused, intimidated and frustrated."



Takes an assessment on MyInnerGenius

Develops a complete job-related capability map focusing not on what they have done or where they have been, but where they are going – their potential.

Badges verifiable, demonstrated competencies.



Who gives a plan

Maps to career needing those capabilities.

Identifies gaps and provides links to training opportunities to get started.

Provides links to career journeys taking all the guesswork out of getting started.



And calls them to action

Just a click serves up the information about the careers they are matched to, future potential, learning gaps, career pathways.



That ends in success

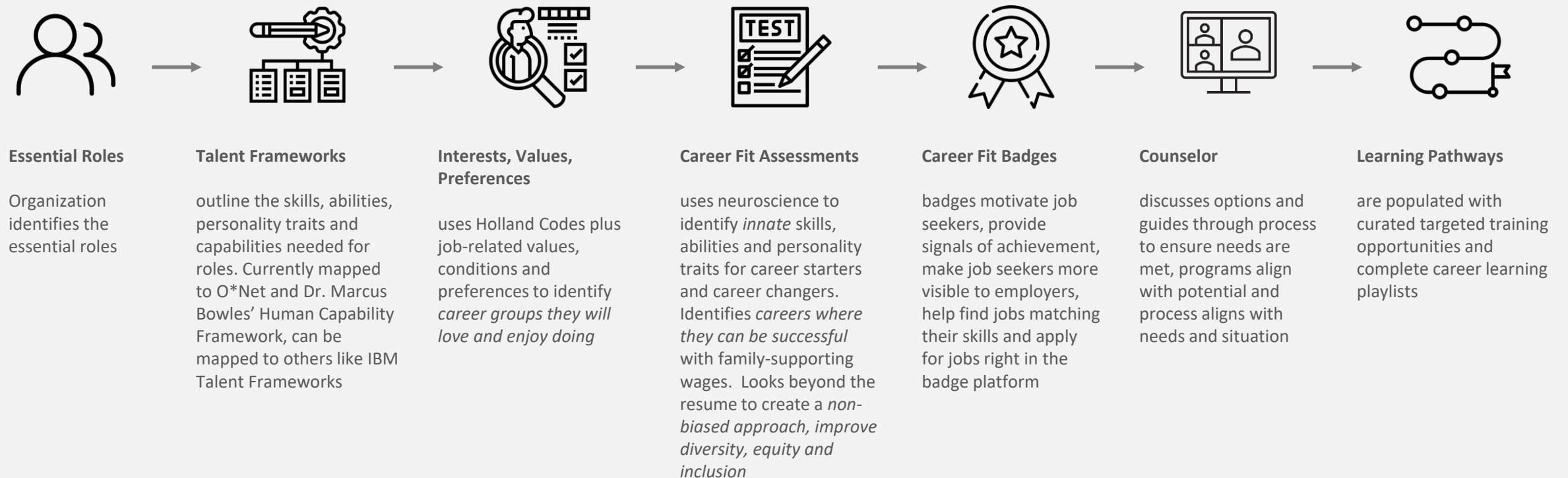
1. New careers – many they might never have thought they could do
2. Boost to self-esteem
3. New skills which increase competence and value
4. Family-supporting wages
5. A new career with a bright future



That helps avoid failure

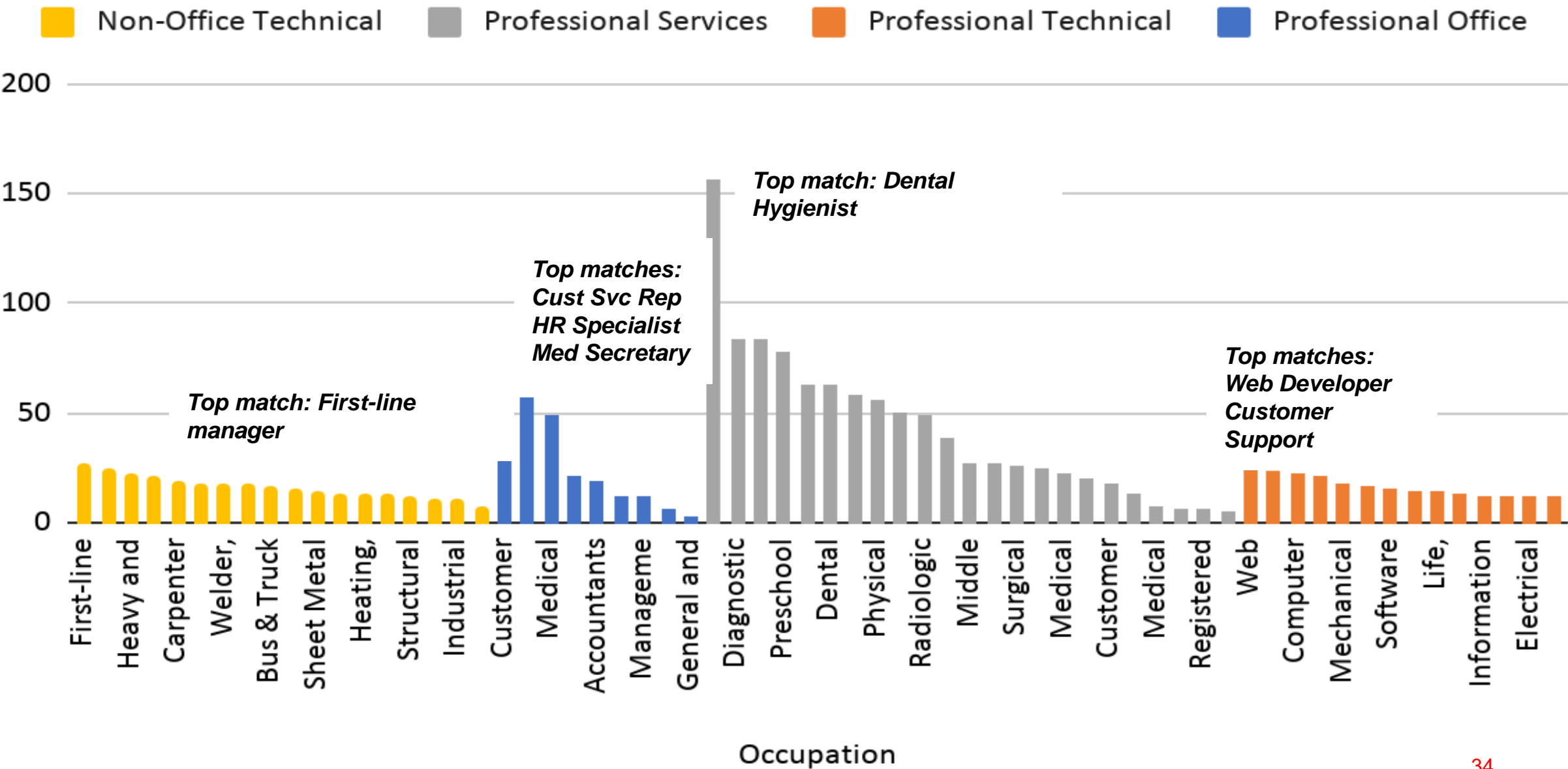
1. Being stuck in the same old cycle
2. Being frustrated not know what to do
3. Not understanding what their job-related capabilities are
4. Not knowing how to get started in a new career
5. Not know what high-quality training is best
6. Not being able to communicate to employers the value they can contribute to their organization

Career matching, skilling and job search using a structured, non-biased, scalable, neuroscience approach



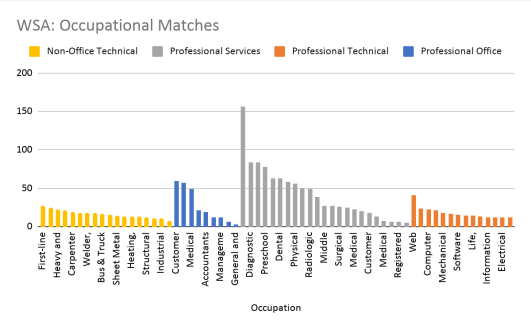
The entire journey sets people up for success in finding and starting future-proof careers with family-supporting wages. Careers they will love and be successful doing, while taking out the stress, frustration and guesswork.

WSA: Occupational Matches



Workforce Supply and Demand surfaces training needs

Career Fit Distribution



Talent Potential Supply-Demand Analysis

Matches	Demand	Occupation
24	22	Computer User Support Specialist
6	27	Registered Nurse
5	27	Licensed Practical and Licensed Vocational Nurse
13	26	Electrician
16	24	Plumber, Pipefitter, and Steamfitter
21	23	Automotive Service Technician and Mechanic
17	23	Bus & Truck Mechanic & Diesel Engine Specialist
14	25	Heating, Ventilation, and Air Conditioning (HVAC) Installer & Mechanic
18	24	Welder, Cutter, Solderer, and Brazier
23	28	Heavy and Tractor-Trailer Truck Driver

Demand for Targeted Occupations

Top Ten Targeted Occupations		
Soc Code	Job Title	Total
15-1151	Computer User Support Specialists	22
29-1141	Registered Nurses	27
29-2061	Licensed Practical and Licensed Vocational Nurses	27
47-2111	Electricians	26
47-2152	Plumbers, Pipefitters, and Steamfitters	24
49-3023	Automotive Service Technicians and Mechanics	23
49-3031	Bus & Truck Mechanics & Diesel Engine Specialists	23
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	25
51-4121	Welders, Cutters, Solderers, and Brazers	24
53-3032	Heavy and Tractor-Trailer Truck Drivers	28

Potential Demand for Skills
Training

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THANK YOU!

Customer Service



Training Provider's Sector-Based Soft Skills

Purpose: Identify the Sector-based soft skills ranked by importance according to providers

Medical

- ❖ Problem Solving
- ❖ Multi-Tasking
- ❖ Attention to Detail
- ❖ Cooperation
- ❖ Confidence
- ❖ Patience
- ❖ Active Listening
- ❖ Empathy
- ❖ Verbal Communication
- ❖ Critical Thinking
- ❖ Stress Management



IT/Cyber Security

- ❖ Attention to Detail
- ❖ Cooperation
- ❖ Verbal Communication
- ❖ Adaptability
- ❖ Stress Management
- ❖ Active Listening
- ❖ Critical Thinking
- ❖ Team Building
- ❖ Time Management



Manufacturing/Construction

- ❖ Non-verbal Communication
- ❖ Attention to detail
- ❖ Critical thinking
- ❖ Problem Solving
- ❖ Collaboration
- ❖ Time Management

Training Provider Soft Skills

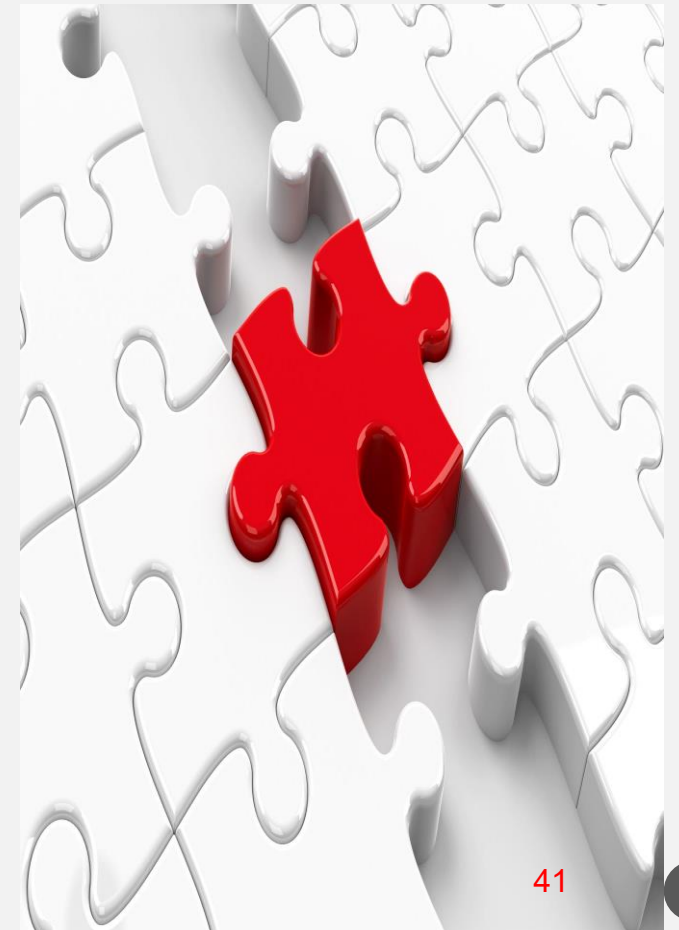
Business/Customer Service

- ❖ Active Listening
- ❖ Collaboration
- ❖ Resilience
- ❖ Stress Management
- ❖ Time Management
- ❖ Business Etiquette



Education

- ❖ Cooperation
- ❖ Patience
- ❖ Self-Motivation
- ❖ Verbal/Non-Verbal Communication
- ❖ Adaptability
- ❖ Attention to Detail
- ❖ Critical Thinking
- ❖ Initiative
- ❖ Problem Solving
- ❖ Collaboration
- ❖ Conflict Management
- ❖ Team Building
- ❖ Resilience
- ❖ Stress Management



Culture Shift

3 STEPS TO SHIFT YOUR CULTURE (QUICKLY)

Get

- Get Clear About Your Results
- Help people think and act in a different way

Define

- Define the Shift
 - Map it out
 - Name it
 - Get clear and specific

Act on

- Act on the Shift
 - Internal communication is key
- Follow up and support
- Repeat
- Train Staff

Training Provider Roundtables

Purpose: Identify quality sector-based training providers in the target demand occupations



Medical

February 26, 2021

Invited - 25

Attended - 5



IT/Cyber

February 26, 2021

Invited - 14

Attended - 7



Manufacturing/ Construction

March 3, 2021

Invited - 18

Attended - 4



Business/ Customer Service

March 19, 2021

Invited - 12

Attended - 2



Education

March 26, 2021

Invited - 10

Attended - 4

Sector-Based Professional Development

Customer Centric Approach- Level 1



Standard Greeting

Approach every interaction with your customers best interest in mind



Ask Great Questions

Coach on probing questions that gets to the heart of what's important to the customer



Consultation

Understanding the issue, then help to resolve it with the most appropriate solution



Use Customer's Communication Style

Active Listening combined with probing questions.
Adapt to the customer's preferred communication style



Customer Service Training

Outcomes include increased customer loyalty, retention, and referrals.

Workforce Solutions PLC Purpose

PLC Purpose

Pods share vision, goals, values and are client focused.

Pod members utilize their expertise to aid recruitment, training, and employment for the diverse WSA workforce programs and special initiatives to best serve both clients and employers.

1. Develop WSA Sector Based Center Pods.
2. Increase collaboration and workforce learning within teams to provide the best outcome for clients and employer.
3. Engage in reciprocal investigation with community employers and partners that leads to collective workforce inquiry of sector-based needs.
4. PLC center pods create a workforce model for best practices.
5. Focus on problem solving centered pods for each sector.

MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, WSA CEO

Presented by: Latifah Jackson, Procurement & Contracts Director

Date: April 27, 2021

Subject: Facility Update

Summary: Workforce Solutions Alamo (WSA) issues Request for Qualifications (RFQ), Request for Proposals (RFP), and Request for Quotes (RFQ) to acquire services and goods. Procurements are conducted in a manner which provides for full, open and free competition. The procurement of all goods and services for WSA is governed by the requirements and specifications outlined in the Texas Workforce Commission (TWC) Financial Manual for Grants and Contracts, Chapter 14, Office of Management and Budget's "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance (UG)) which is codified at Title 2, Part 200 of the Code of Federal Regulations (2 CFR part 200) and the Uniform Grant Management Standards (UGMS), Part III, Chapter 783 Texas Government Code.

Analysis: As an entity supported by public funds, WSA has a legal obligation to spend public funds wisely and prudently, to act in the public interest, to be transparent in its actions, and be accountable to the public. As the Director of Procurement and Contracting, the goal of my team is to ensure our department reviews all requests for purchases of goods, services, and equipment for best value, and compliance of all established regulations, policies and procedures.

WSA has recently finished two renovations. The East Houston workforce center location hosted a grand opening on March 30, 2021. Several board members and two City Council women were amongst the attendees. The Seguin workforce center, which was relocated, will hold a grand opening on April 29, 2021 at 4 PM. Both sites have all the proper PPE in accordance with the CDC guidelines.

WSA has two renovations currently underway. The Kennedy location was renovated due to multiple pipes burst during the February winter storm. The landlord covered the expenses for the major renovation. There are a few punch lists items that staff are actively working to complete.

The center is scheduled to reopen in mid-May. The Floresville location floorplans are currently under review pending contractor quotes.

The Marbach lease is currently pending the landlord's signature. The new lease agreement will be effective 06/01/2021 to 5/31/2022. Staff reviewed several locations but opted for a one-year lease renewal. A market study and a cost price analysis were complete and determined it was in the best interest of the customer, business, and the community to remain at the current location to provide continuity of services, as the community recovers from the pandemic. Additionally, VR will be adding 14 FTEs to this location in the current year, which Marbach currently has capacity to meet the needs of TWC.

WSA has six lease terms ending within the next 10 months. We have engaged our commercial real estate agent, Providence Commercial Real Estate Services, to conduct a market analysis of cost per square footage for each location to assist in future negotiations of lease terms.

Location	Lease Term	Recently Renovated
Pearsall	10/31/2021	Yes
Boerne	11/30/2021	No
Hondo	12/31/2021	Yes
New Braunfels	1/31/2022	Yes
Kennedy	1/31/2022	Yes
Pleasanton	1/31/2022	Yes

Alternatives: N/A

Fiscal Impact: The Marbach lease was renewed at a premium for a one-year lease renewal. The lease is being renewed at a base rental rate of \$18,000 per month, which is a monthly increase of \$3,247, which is a 22% increase.

Recommendation: To approve the one-year renewal of the Marbach lease.

Next Steps: Work with commercial real estate agent to review market analysis and renegotiate expiring leases.

Facilities Update

4.27.2021





Summary

WSA has recently finished 2 renovations, currently working on 2 renovations and have 7 leases expiring soon.

Grand Openings



- East Houston
 - March 30, 2021
- Seguin
 - April 29, 2021 at 4:00 PM



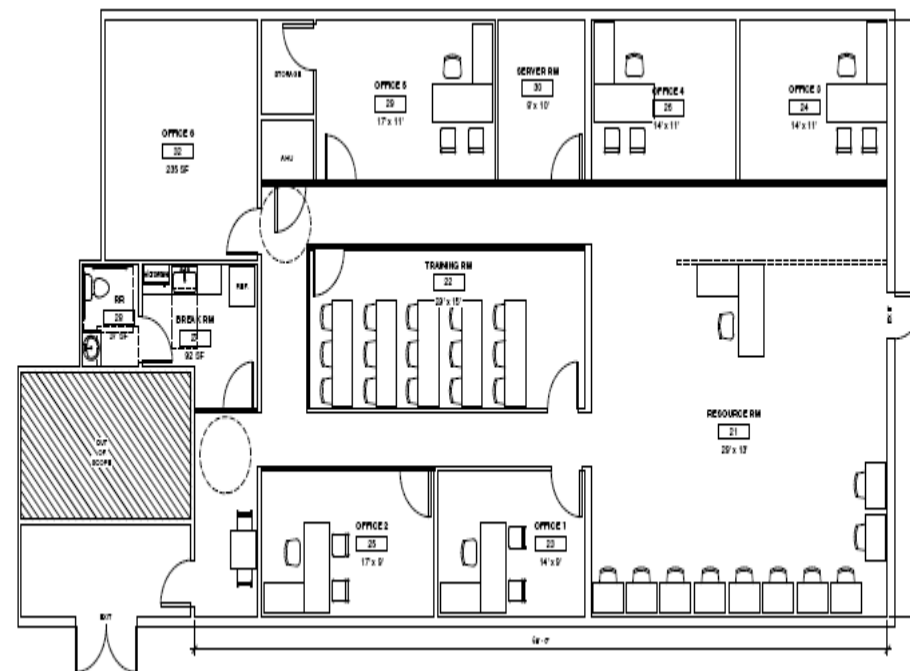
AmericanJobCenter®



Kennedy



Floresville



WorkforceSolutions
ALAMO

BUILDING BUSINESS • BUILDING CAREERS



AmericanJobCenter®

Expiring Leases

Location	Lease Term	Recently Renovated
Marbach	5/31/2021	No
Pearsall	10/31/2021	Yes
Boerne	11/30/2021	No
Hondo	12/31/2021	Yes
New Braunfels	1/31/2022	Yes
Kennedy	1/31/2022	Yes
Pleasanton	1/31/2022	Yes





Questions?

MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, WSA CEO

Presented by: Latifah Jackson, Director of Purchasing and Contracts

Date: April 27, 2021

Subject: Procurement Diversity Program (SMWVBE)

Summary: The WSA Board asked the CEO to look at developing a Diversity Program to promote contracting opportunities to Small, Minority, Woman, and Veteran Owned Business Enterprises (SMWVBE). This will be a first time the WSA Board will consider and potentially approve a policy that promotes this priority.

The goals of the SMWVBE Program would be encourage Small, Minority, Women and/or Veteran Owned Business to participate in the competitive bid processes for all goods and services needed by the WSA. The objective is to increase business opportunities and to stimulate economic growth while considering diversity. The SMWVBE Program assures that qualified, certified SMWVBE vendors are considered and utilized in the procurement of all goods and services.

Analysis: Based on a Purchase Order report pulled from WSA fiscal database, there are currently 360 vendors that are under contract with WSA for goods and services. Because WSA does not currently have a SMWVBE Program nor policy, the first part of the development of a program is to look at existing data. Staff sent the list of vendors to the South Texas Regional Certification Agency to cross reference this data with their database. In addition, Staff downloaded Bexar County's Small Business and Entrepreneurship Department Contract and Diversity Management System. Of the 360 vendors, 31 were identified as certified a SMWVBE.

Staff understands that the data is not complete because not all WSA contracted vendors are registered with the South Texas Regional Certification Agency or other similar organizations even though they may meet the qualifications. For example, C2 Global Services that operates the WSA One Stop centers is not currently certified, even though they are 51% or more minority owned.

Staff presented to the Strategic Committee and asked for their input and suggestions. Board members suggested that in light of the incomplete data, that staff request that all current vendors self-identify, and another board member suggested staff survey TWC to see what they are doing.

Staff reviewed and analyzed three current policies: City of San Antonio, Bexar County and Alamo Colleges. Based on each of the policies, staff drafted the attached draft policy as a basic framework for discussion purposes. The draft policy still needs to be vetted by legal. In addition, staff is currently surveying the other 27 workforce boards to review their policies.

The draft policy sets out basic parameters and aspirational goals. “Please note that SMWVBE participation aspirational goals are not included in the evaluation of bids or proposals for awards and nothing in this policy is to be construed to require Workforce Solutions Alamo to award a contract to any bidder other than the best value bidder as required by law and Workforce Solutions Alamo policies/procedures and funder requirements.” The policy also proposes to use the first year as a baseline year to collect and refine data and to be utilized for potential future changes to the policy.

Alternatives: None considered at this moment.

Fiscal Impact: Annual membership dues with the SCTRCA.

Recommendation: Approve the proposed policy.

Next Steps: Adopt the proposed policy and begin outreach with SMWVBE Vendors.

Workforce Solutions Alamo SMWVBE Policy

April 27, 2021



AmericanJobCenter®



Summary

Workforce Solutions Alamo's strategic plan to achieve the goal of establishing equal opportunity for all. This policy to encourage the use of Small, Minority, Women and/or Veteran Owned Business Enterprises (SMWVBEs). The purpose of this policy is to ensure that SMWVBE's are provide practicable opportunity to participate in WSA purchasing and contracting opportunities.

Certifications

HUB – Comptroller	SCTRCA	WSA
<ul style="list-style-type: none"> • African American • Hispanic American • Asian American • Native American • Women • Service-Disabled Veteran 	<ul style="list-style-type: none"> • African American • Hispanic American • Asian American • Native American • Women • Veteran • Disabled Individual • Minority • Emerging Small Business • Small Business 	<ul style="list-style-type: none"> • African American • Hispanic American • Asian American • Native American • Women • Small Business • Veteran

The SCTRCA has a MOU with the state that accepts its certified vendors as HUBs on the Comptroller Website.



Goals

TWC Goals	WSA Proposed
32.7% special trade / construction 23.6% professional services 24.6% other services 21.0% commodities	Aspirational Goal of 20%

The Texas Workforce Commission has adopted the State's expenditure goals as its own.



Solicitation Requirements

TWC	WSA Proposed
“TWC must solicit from a minimum of three (3) active vendors on the CMBL including two (2) current Texas-certified HUBs.”	A minimum solicitation to two (2) SMWVBES is required for purchases that are greater than \$3,000.



Recommendation



- 20% Aspirational Goal
- Join SCTRCA Board
- 2 Solicitations to SMWVBEs for procurements \$3,000+



Questions?

Workforce Solutions Alamo SMWVBE Policy

PURPOSE

Workforce Solutions Alamo (WSA) establishes this policy to encourage the use of Small, Minority, Women and/or Veteran Owned Business Enterprises (SMWVBEs). The purpose of this policy is to ensure that SMWVBE's are provide practicable opportunity to participate in WSA purchasing and contracting opportunities. All individuals and entities doing business, or anticipating doing business, with Workforce Solutions Alamo are encouraged to support and implement strategies to achieve the goal of establishing equal opportunity for all

Workforce Solutions Alamo will recognize SMWVBEs certification credentials from the South-Central Texas Regional Certification Agency and The State of Texas HUB Program as defined below. It is the process of Workforce Solutions Alamo to encourage participation by Small, Minority, Women and/or Veteran Owned Business Enterprises to secure vendor opportunities offered by Workforce Solutions Alamo.

It is the policy of Workforce Solutions Alamo that its contractors, their subcontractors, and suppliers, as well as all suppliers of all goods and services, shall not discriminate on the basis of race, color, religion, national origin, disability, gender or sexual orientation in the award and/or performance of contracts.

Please note that SMWVBE participation aspirational goals are not included in the evaluation of bids or proposals for awards and nothing in this policy is to be construed to require Workforce Solutions Alamo to award a contract to any bidder other than the best value bidder as required by law and Workforce Solutions Alamo policies/procedures and funder requirements.

DEFINITIONS

1. "Availability" means those vendors, SMWVBE and non-SMWVBE, that have asked to participate in Workforce Solutions Alamo purchasing and contracting activities and are identified for the purpose of validating and documenting the willingness of vendors to participate;
2. "Certification" means certification as a HUB, SBE, MBE, DBE, WBE or VBE awarded by any authorized agency that certifies that a business is a for-profit independent operating business that is at least 51% owned, operated and controlled by minority person(s) and/or a woman or women. The ownership by minorities and women must be real and substantial.
3. "Certification Agency" means an authorized local, state, federal or private sector entity that provides certification services, which consist of supplier submittal of a certification

application with supporting documentation, review, and often a personal interview or site visit to validate claims of SMWVBE status.

4. “Contractor” or “Supplier” or “Company” means any person or legal entity that submits a bid or proposal to provide labor, goods or services to Workforce Solutions Alamo by contract for profit; and any person or legal entity that supplies or provides labor, goods or services to Workforce Solutions Alamo by contract.
5. “Expertise” means demonstrable skills or knowledge of the field of endeavor in which certification is sought, including licensure where required.
6. “HUB Program” means the State of Texas HUB Program of the Texas Procurement and Support Services (TPASS) division of the Texas Comptroller of Public Accounts. TPASS certifies HUB-eligible applicant suppliers and maintains a list of HUB-certified suppliers for Texas state agencies and governmental entities.
7. “Joint Venture” means a legal entity in the nature of a partnership or association engaged in the joint prosecution of a particular transaction for mutual benefit. In cases of joint ventures between local and out- of-town business enterprises or a non-MWBE and MWBE business enterprise, if 51% or more of the contract amount of the work is performed by the local MWBE business enterprise and 51% or more of the compensation is paid to the local MWBE, then 100% of that contract amount will be applied towards the MWBE goal. If less than 51% of the work is performed by the local business enterprise or an MWBE, then only that portion of the contract amount will apply towards the MWBE goal.
8. “Minority and Women Owned Business Enterprise” or “MWBE” means a sole proprietorship, partnership, joint venture or other legal entity owned, operated, and controlled by one or more minority group member(s) or women that have at least 51% ownership. The minority group member(s) or women must have operational and managerial control, interest in capital, and earnings commensurate with the percentage of ownership.
9. “Minority Group Member” means those persons, citizens of the United States and lawfully admitted resident aliens, who are defined as Black, African American, Hispanic, Mexican American, Asian American, Asian Pacific American, Asian Indian American or Native American.
10. “Prime Contractor” means a supplier or contractor awarded a contract or purchase order.
11. “Professional Service Equivalent” means a procurement of professional services where the responsible account principal and/or the professional performing the services are a woman and/or a Minority Group Member.

12. "Responsible" means a supplier can demonstrate the capacity and willingness to perform the bid or proposal (i.e., proper equipment, manpower, financial resources, technical expertise, etc.).
13. "Responsive" means the supplier's bid or proposal meets the specifications and requirements set forth in the Workforce Solutions Alamo request or solicitation.
14. "Small Business Enterprise" or "SBE" means a business owner meeting all criteria outlined in the U.S. Department of Transportation (DOT) guidelines in 49 CFR Part 26, including the CFR Small Business Administration size standards.
15. "Veteran Business Enterprise" or "Veteran" means a business structure that is at least 51% owned and controlled by an individual who served in the United States Armed Forces, and who was discharged or released under conditions other than dishonorable.
16. "Minority, and/or Women Owned Business Enterprise" ("MWBE") means a business which is a business entity, sole proprietorship, partnership, or joint venture in which at least 51 percent is owned, operated, and controlled by a person or persons who are socially disadvantaged because of their identification as members of certain groups who historically have suffered the effects of discriminatory practices. MWBE groups include:

Black Americans - which includes persons having origins in any of the Black racial groups of Africa; Hispanic Americans - which includes persons of Mexican, Puerto Rican, Cuban, Central or South American, or other non-Iberian Spanish or Portuguese culture or origin, regardless of race; Asian Pacific Americans - which includes persons whose origins are from Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, the U.S. Trust Territories of the Pacific and the Northern Marianas; Native American - which includes persons who are American Indians, Eskimos, Aleuts, or Native Hawaiians; and Women.
17. "South Central Texas Regional Certification Agency (SCTRCA)" means the agency contracted with Alamo Colleges District and other local public entities for certification of Minority Business Enterprises (MBEs), Small Business Enterprise (SBEs), Women-owned Business Enterprises (WBEs) and/or Veteran Business Enterprises (VBEs). The SCTRCA receives audits and certifies applications from said businesses in accordance with federal, state, and local laws and regulations, as well as guidelines adopted by the SCTRCA Board of Directors, on behalf of Workforce Solutions Alamo.
18. "Subcontractor" means a legal entity that takes a portion of a contract from a principal contractor or another subcontractor. In the event of a subcontractor relationship, if the SMWVBE subcontractor performs 51% or more of the contract work and 51% or more of the

compensation paid to the SMWVBE subcontractor, then 100% of the contract amount will apply towards the SMWVBE goal. If the SMWVBE subcontractor performs less than 51% of the work and less than 51% of the compensation is paid to the SMWVBE subcontractor, then only that contract amount will apply towards the SMWVBE goal.

ROLES AND RESPONSIBILITIES

Workforce Solutions Alamo procurement department

When assembling information for purchases, the departments will be responsible for seeking out and using SMWVBEs as referenced in accordance with the SMWVBE Procedure and Goals, when practicable, reasonable and within sound business principles to do so, as set forth below.

1. Procure all goods and services that maximize performance and achieve Workforce Solutions Alamo SMWVBE goals;
2. Identify employees with purchase requisition and PCARD duties and ensure that they obtain necessary training in appropriate SMWVBE/Purchasing procedures before purchasing approval is granted; and
3. Uphold the minimum SMWVBE solicitations and quote requirements during the procurement process. A minimum ~~quote requirement of one solicitation to two (2)~~ SMWVBEs is ~~required established~~ for purchases that are ~~subject to the Informal Competitive Procurement Process; greater than \$3,000.~~
4. The Procurement Director, in collaborative efforts with departments, will utilize as appropriate, purchasing rules and regulations in support of the SMWVBE Policy with good faith effort objectives and goals, by following and maintaining an effective purchasing procedure through SMWVBE Procedure, as follows.
5. The Procurement Director will conduct outreach efforts to build relationships with the SMWVBE community and organizations throughout San Antonio and the State of Texas.
6. The Procurement Director will seek out SMWVBEs to solicit bids and proposals in support of this policy and goal.
7. Work with Workforce Solutions Alamo executives and departments to develop necessary forms, formats and procedures in compliance with this policy.

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8. Work with SMWVBES to ensure timely delivery of all goods and services for Workforce Solutions Alamo campuses and departments for the greatest value in compliance with Workforce Solutions Alamo's purchasing policies and procedures; and
6. Help provide training to assist Workforce Solutions Alamo employees in compliance of the SMWVBE policies and procedures towards purchasing policies.

Vendors

It is the responsibility of the vendor to ensure that all required forms to do business with Workforce Solutions Alamo are up to date and all applicable opportunities for subcontracting follow the requirements of the SMWVBE Policy to ensure the success and value of Workforce Solutions Alamo SMWVBE effort, as follows.

1. Vendors are required to complete and submit a Vendor Registration form with all supporting documents to Workforce Solutions Alamo.
2. Vendors are required to send information updates to Workforce Solutions Alamo, to ensure all information in its Vendor database is accurate and precise; also, Vendors must submit changes in email form to document changes such as certifications, ownership changes, and information pertaining to procurement process.
3. In conjunction with completing the SMWVBE Subcontracting forms, each Vendor will notify SMWVBES in writing when SMWVBE subcontracting opportunities are available, allowing sufficient time for the SMWVBES to propose their participation in the work the supplier plans to subcontract. The notification shall include, but is not limited to, the following:
 - A. Provide information concerning the intended subcontracting work;
 - B. Provide bonding and insurance requirements that the SMWVBE Subcontractor will be required to fulfill;

- C. Provide a point of contact (name, title, phone number, and address, etc.) within the Vendors organization that can answer any question a SMWVBE may have concerning the project; and
 - D. Provide SMWVBEs that are genuinely interested in the project with adequate information about the project (i.e., plans & specifications, scope of work, etc.) and any other information that will prove beneficial to the SMWVBE.
4. Vendors are required to provide written notice/explanation to the SMWVBE Program Office when a change is made to the SMWVBE Subcontractor Plan after the plan has been submitted. The SMWVBE Program Office will then evaluate the new plan and determine whether changes will be accepted per justification of change.
 5. For those Vendors that experience difficulty in locating certified SMWVBEs, a list will be provided to help in the search of SMWVBEs for subcontracting opportunities.

Procurement Director

In order to fully implement the intent and goals of this procedure, the Procurement Director is responsible for the implementation, monitoring, and general operations of the SMWVBE policy requirements. In addition, all Workforce Solutions Alamo departments are required to coordinate and support the SMWVBE Program. The Procurement Director shall be responsible for the overall administration of the program for Workforce Solutions Alamo, as follows:

1. Establishing procedures for the implementation of the policy;
2. Developing and implementing educational programs to assist SMWVBEs to compete effectively for Workforce Solutions Alamo contracting opportunities;
3. Making recommendations to Workforce Solutions Alamo CEO to further the objectives of this procedure;
4. Compiling quarterly reports reflecting program statistics and the progress in attaining Workforce Solutions Alamo SMWVBE goals;
5. Reviewing, developing, and providing access to a directory of certified SMWVBEs, HUBs and those in the SCTRCA and HUB program certification process;
6. Serving as Workforce Solutions Alamo board representative to the South Central Texas Regional Certification Agency;

7. Assisting departments with identifying SMWVBE's for use in the procurement process;
8. Establishing efforts to build and maintain partnerships with other public, non-profit agencies and private enterprise organizations for the purpose outlined in this policy;
9. Performing other duties assigned by Workforce Solutions Alamo to comply with the intent of this procedure;
10. Providing assistance to departments with SMWVBE searches for quotes, qualifications and solicitation requirements for the purchasing procedures;
11. Assisting Vendors with understanding "how to do business with Workforce Solutions Alamo" and the vendor registration process;
12. Updating, maintaining, and managing SMWVBE and Vendor databases for Workforce Solutions Alamo; and
13. Coordinating meetings with Vendors throughout San Antonio and the State of Texas regarding the business processes and policies procedures of Workforce Solutions Alamo.
14. Analyzing potential contracts of \$100,000 or more. Workforce Solutions Alamo SMWVBE Policy when considering entering into a contract with an expected value of \$100,000 or more over the life of the contract (including any renewals) shall, before the agency solicits bids, proposals, offers, or other applicable contract. If so, the SMWVBE Program in accordance with Purchasing and Contract Administration will include a SMWVBE Subcontracting Plan apart of the proposal.

SMWVBE PROGRAM ASPIRATIONAL GOAL

Workforce Solutions Alamo establishes a Small, Minority, Women, Veteran, Business Enterprise (SMWVBE) Policy with aspirational participation targets of 20% for Small, Minority, Women, Veteran, Business Enterprise (SMWVBE).

Through marketing and outreach efforts, Workforce Solutions Alamo will attempt to encourage all segments of the business community to compete and participate in procurement activities.

Each year the SMWVBE Aspirational Goal will be reviewed and potentially adjusted. It is understood that the first year of the implementation of this policy will serve as a baseline year and will be utilized to determine how to adjust goals in the future.

SMWVBE UTILIZATION REPORTING

The SMWVBE Program Office will develop and maintain a SMWVBE utilization reporting by compiling and analyzing quarterly and annual data. The SMWVBE utilization will be reported annually to the Board of Directors.

OUTREACH PROGRAM

The SMWVBE Program Office will establish an outreach program designed to contact and maintain continuous liaison with the local and regional SMWVBE business community. The major objectives of the outreach program are (1) to become knowledgeable of SMWVBE firms capable of supplying needed materials, supplies, equipment, and services, and (2) to inform the SMWVBE community of business opportunities with Workforce Solutions Alamo and of requisite business processes and procedures.

Outreach to SMWVBE organizations within San Antonio and the State of Texas will include:

- A. Supporting organizations with training on how to do business with Workforce Solutions Alamo and how to obtain supplier certifications and registration for members through events.
- B. Providing current opportunities for organization members learn of opportunities with Workforce Solutions Alamo.
- C. Partnering and promoting organizations' events throughout the fiscal year.
- D. Establishing Workforce Solutions Alamo's commitment to the SMWVBE community by being available to and supportive of the SMWVBE business community by engaging in events throughout the State of Texas.

MEMORANDUM

To: Strategic Committee

From: Adrian Lopez, WSA CEO

Presented by: Mark Milton, Chief Operating Officer

Date: April 21, 2021

Subject: Briefing Regarding City of San Antonio Ready to Work SA

Summary: This item is to provide an update on the status of the COSA RFP for Ready to Work SA.

Analysis:

- 1) COSA will be launching the Ready to Work SA initiative in the fall of 2021.
- 2) RFPs will be broken down into 4 primary categories:
 - Intake and Eligibility
 - Case-Management
 - Marketing
 - Program Evaluation
- 3) WSA is planning to evaluate each RFP as it is released and make a recommendation to the strategic committee on course of action for the agency.

Alternatives:

All options will be considered, and recommendations will be made based on current experience with the Train for Jobs SA initiative and plans for the future program

Fiscal Impact:

Potential increase in funding for direct client services.

Recommendation:

Recommendation will be forthcoming as the RFPs are released.

Next Steps:

Next steps will be to review and meet with partner organizations prior to providing a recommendation to the board.

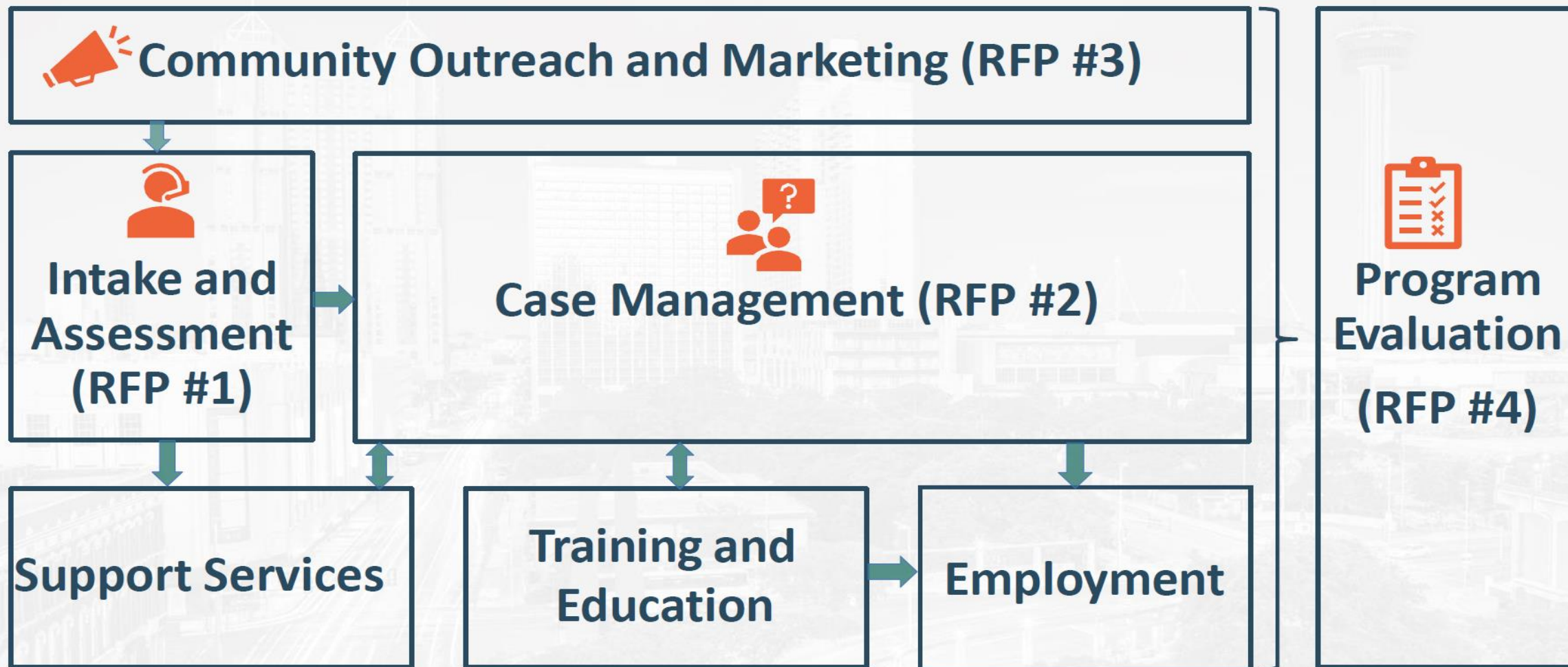
Strategic Committee Briefing

COSA RFPs



COSA Updates on RFPs

SA: Ready to Work Solicitations



COSA Eligibility RFP

Scope

- Serve as first point of contact for applicants
- Provide translation services
- Determine eligibility
- Provide overview of program and benefits
- Perform client assessments
 - Barriers
 - Academics
 - Career and workplace readiness
 - Skills aptitude
- Determine level of services required
- Assign client to relevant case management agency
- Input information in City data platform

Contract

- Goal – consistent, effective process for applicant with seamless milestone transfers
- Value
 - \$6m total over 6 years
- Term
 - 2 years with 4, 1-year renewal options

COSA Case Management RFP

Scope

- Case management
 - Career exploration
 - College and career readiness
 - Coaching and mentoring
 - Financial literacy
 - Job referrals and placement
- Wraparound services
- Emergency funding
- Enroll in and marshal through training and education programs
- Track client progress in City data platform

Contract

- Goal – consistent, effective support based on participant needs, at scale
- Value
 - \$67.2m total over 6 years
- Term
 - 2 years with 4, 1-year renewal options

COSA Marketing RFP

Scope

- Create comprehensive community outreach plan
- Conduct periodic surveys to solicit feedback
- Develop branded marketing materials
- Develop City-hosted website
- Design and publish periodic and annual program reports

Contract

- One awardee
- Value
 - \$2.1m total over 6 years
- Term
 - 2 years with 4, 1-year renewal options

COSA Evaluation RFP

Scope

- Create comprehensive evaluation plan
- Specify observable measures
- Conduct periodic surveys
- Perform statistical analysis
- Evaluate partner processes
- Compare data to national norms and best practices
- Prepare periodic and annual program reports
- Consult with City Auditor as necessary

Contract

- One awardee
 - Not eligible to provide intake, case management, or marketing services
- Value
 - \$600k total over 6 years
- Term
 - 2 years with 4, 1-year renewal options

High Level Talking Points

- ✓ WSA will evaluate all RFPs as they are released and strategize on best course of action for the agency's constituents.
- ✓ WSA will meet with partner organizations to determine most efficient way to serve the community.
- ✓ Concerns and challenges will be noted for this committee
- ✓ Release of first RFPs is expected to be in late April
- ✓ Program launch will be in Fall of 2021



Questions?

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