



## **OVERSIGHT COMMITTEE MEETING**

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

**May 31, 2024**

**9:00 AM**

### **AGENDA**

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

Citizens may appear before the Committee to speak for or against any item on the Agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of meeting. Questions relating to these rules may be directed to Caroline Goddard at (210) 322-6296.

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

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- I. CALL TO ORDER  
Presenter: Dr. Sammi Morrill, Committee Chair
- II. ROLL CALL AND QUORUM DETERMINATION  
Presenter: Dr. Sammi Morrill, Committee Chair
- III. DECLARATIONS OF CONFLICT OF INTEREST  
Presenter: Dr. Sammi Morrill, Committee Chair
- IV. PUBLIC COMMENT  
Presenter: Dr. Sammi Morrill, Committee Chair
- V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)  
Presenter: Dr. Sammi Morrill, Committee Chair
  - a. Meeting Minutes – APRIL 5, 2024
- VI. BRIEFING: QUALITY ASSURANCE (DISCUSSION AND POSSIBLE ACTION)  
Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance
  - a. Quality Assurance Update
  - b. Monitoring Outcomes and Technical Assistance
  - c. TWC Performance – Texas Talent Assistance Rate
- VII. PROCESS BRIEFING:  
Presenter: Eric Vryn, Chief Process Officer
  - a. Procurement, Information Technology and Ready To Work
- VIII. PROCUREMENT BRIEFING (DISCUSSION AND POSSIBLE ACTION)  
Presenter: Gilbert Monk, Assistant Director of Procurement and Contracts
  - a. Contract Summary and RFP Updates
- IX. BRIEFING: PROGRAMS & OPERATIONAL (DISCUSSION AND POSSIBLE ACTION)  
Presenter: Victoria Rodriguez, Director of Workforce Services
  - a. Performance, Programs, and Operational Updates
- X. CEO REPORT  
Presenter: Adrian Lopez, CEO
  - a. Ready to Work
- XI. CHAIR REPORT  
Presenter: Dr. Sammi Morrill, Committee Chair
- XII. EXECUTIVE SESSION:  
Pursuant to Chapter 551 of the Texas Open Meetings Act, the Committee may move into Executive Session for discussion on any issue for which there is an exception to the Act

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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;
- d. Government Code §551.074 – Personnel Matters Involving Senior Executive Staff and Employees of Workforce Solutions Alamo; and
- e. Government Code §551.089 – Discussions Regarding Security Devices or Audits.

### XIII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair



## **OVERSIGHT COMMITTEE MEETING - MINUTES**

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

**April 5, 2024**

**9:00 AM**

**BOARD OF DIRECTORS:** Dr. Sammi Morrill (Chair), Leslie Cantu, Jennifer Lange, Charles Camarillo, Allison Greer Francis, Yvonne Addison

**STAFF:** Adrian Lopez, Adrian Perez, Angela Bush, Caroline Goddard, Chuck Agwuegbo, Dr. Ricardo Ramirez, Gabriela Navarro Garcia, Jeremy Taub, Kristen Rodriguez, Rebecca Espino Balencia, Teresa Chavez, Trema Cote, Vanessa McHaney, Gabriela Horbach, Brenda Garcia, Chakib Chehadi, Daisey Vega, Ramsey Olivarez, Sylvia Perez, Gilbert Monk, Eric Vryn, Aaron Bieniek, Alfred Salazar, Jessica Villarreal, Manuel Ugues, Roberto Corral, Trema Cote, Carlos Garcia

**PARTNER STAFF:** None

**LEGAL COUNSEL:** None

**GUESTS:** None

### **AGENDA**

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**I. CALL TO ORDER**

Presenter: Dr. Sammi Morrill, Committee Chair

**At 9:01am, Chair Dr. Sammi Morrill called the meeting to order.**

**II. ROLL CALL AND QUORUM DETERMINATION**

Presenter: Dr. Sammi Morrill, Committee Chair

**The roll was called, and a quorum was declared present.**

**III. DECLARATIONS OF CONFLICT OF INTEREST**

Presenter: Dr. Sammi Morrill, Committee Chair

**None.**

**IV. PUBLIC COMMENT**

Presenter: Dr. Sammi Morrill, Committee Chair

**None.**

**V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)**

Presenter: Dr. Sammi Morrill, Committee Chair

a. Meeting Minutes – February 9, 2024

**Upon motion by Leslie Cantu and seconded by Charles Camarillo, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – February 9, 2024.**

**VI. BRIEFING: QUALITY ASSURANCE (DISCUSSION AND POSSIBLE ACTION)**

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Update

- The Office of Child Care (OCC) monitoring is ongoing and have not received a final report. The childcare board staff will report the outcomes to the Early Care & Education Committee.
- Health & Human Services Commission (HHSC) monitoring of SNAP E&T

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fiscal transactions is ongoing. The fiscal board staff will report the item to the Audit & Finance Committee.

- External monitoring for Child Care Services (CCS) – COSA is 100% complete with a 98.3% accuracy rate for DFPS and 99.8% accuracy rate for Low Income. Child Care Quality Improvement Activities (QIA) – COSA is 89% complete.
- Internal monitoring for Informal Technical Assistance – C2GPS is 100% complete. Informal reviews included SNAP, NCP, Choices, TAA, and WIOA Adult and Dislocated Worker. Reemployment Services and Eligibility Assessment (RESEA) – C2GPS is 96% complete. Trade Adjustment Assistance (TAA) – C2GPS is 3% complete. Personal Identifiable Information (PII) walkthrough of all centers is 100% complete and currently working on the final report for TWC’s Audit Resolution.

b. Monitoring Outcomes and Technical Assistance

- Child Care DFPS and Low Income have been added to the monitoring outcomes and technical assistance. For FY20-24, the childcare overall monitoring outcomes have been over 90%.
- TWC requires boards to implement corrective action plans for items with low accuracy rates. Programs/operations board staff implement actions while QA tests outcomes. Relevant grants include SNAP, NCP, Choices, TAA, and WIOA Adult and Dislocated Worker. Testing results show that the grants need additional intensified continuous improvement efforts.

c. TWC Performance – Choices Full Engagement Rate

- Choices is an Employment & Training grant that assists families receiving TANF through HHSC, therefore WSA does not determine eligibility. HHSC mandates or exempts families to participate in workforce development services through WSA.
- The performance aims to help families receiving TANF transition from public assistance through work-related activities leading to employment. In Texas, Choices forms a part of a work first service delivery emphasizing limiting government assistance, shifting responsibility of individual/family support to Texans, and setting employment as the goal.
- HHSC and TWC categorize families in two primary ways. The first is expected, or mandated, families. ‘Ramp Up’ families count in performance during the first two months only if they meet participation targets. Expected families always count in performance starting the third month, unless they receive an exemption for health or other reasons. The second is preferred, or exempt, families. Families may volunteer to participate, and they count performance only if they meet participation targets.
- TWC reports outcomes monthly in real-time. The measure calculates the percentage of expected families that meet their participation goal/target, through a combination of allowable activities. The count is supplemented by preferred families and ‘ramp up’ families who meet the monthly participation goals. The monthly denominator is all expected families, plus any other from the numerator. The monthly numerator includes families meeting monthly participation goals, including expected, ‘ramp up’, and preferred families. Families meet monthly

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participation goals exclusively through a specific menu of services including paid employment, short-term education/training, high school/GED/HSE, or employment experience.

- End of year performance trends outcomes from 2015-2023 show that WSA has consistently exceeded targets. Jennifer Lange asked if the voluntary individuals are covering the fact that required individuals are not meeting their requirements. Dr. Ricardo Ramirez answered that it is not calculated that way but would be good to analyze.
- d. Update on Improvements from TWC Annual Monitoring
- WSA is preparing a document that reflects the actions taken and systems implemented to demonstrate resolution for TWC's Annual Monitoring and Audit Resolution letter requiring WSA to resolve one finding by April 6, 2024. The TWC finding was Personally Identifiable Information (PII) in the VOS greeter/reception where customers could view PII entered in the VOS greeter screen when signing in and unprotected written PII that found an unsecured document in an unattended cubicle. TWC expressed concern about clutter in the storage room. The resolution includes four elements.
  - VOS greeter/reception: Privacy filter screens have been purchased and installed at all locations. However, this only partially protects PII. Depending on the location, the screen has been moved or repositioned to be visible to the customer or the reception staff. Staff acts as a second barrier. PII requires a minimum of two barriers.
  - Walkthroughs: A 'tiered' system of walkthroughs has been implemented. Subrecipient and board contracts management staff have completed informal walkthroughs. Board QA staff completed the formal testing and issued a report. The overall accuracy rate of the report is 96.9%. Of the 17 locations, there was one or more incorrect instances in five locations, a 29.4% error rate. The five incorrect instances have been categorized into two types. The first is the public areas/resource room which had four instances where the VOS greeter did not have the necessary barriers to protect PII. The second is the staffing areas which had one incorrect instance where an unattended staff work area had unprotected PII.
  - Training: Staff have been required to complete two virtual training sessions.
  - Policies & Procedures: A policy has been developed that details the procedural elements required by subrecipients and board staff.
  - The resolution packet with the needed documentation has been submitted on April 5 to TWC.
  - The fiscal impact includes potential costs for identity protection and PII breaches. Strengthening controls will ensure full compliance and guard against future questioned costs. It is anticipated that these controls will yield cost-savings and more significant contract negotiation positions.

## VII. PROCESS IMPROVEMENTS (DISCUSSION AND POSSIBLE ACTION)

Presenter: Eric Vryn, CPO

### a. Procurement Process Improvements

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- Current State Insights: To increase efficiency and address gaps in business processes, policies, communication, and tech usage.
  - Strategic Focus: Focus on immediate needs paired with long-term strategies to solidify improvements.
  - Short-term Initiatives: Refining policies/SOPs, standardizing contract management, enhancing documentation, and introducing a risk forecasting model.
  - Long-term Goals: Improve process efficiency, streamline operations via value stream mapping, and review the technology and system level integration deployment.
- b. Risk Assessments
- Gilbert Monk reviewed the new risk policy and the risk assessment tool being created and how it will allow the team to assess, identify, and forecast the risk and make a determination on how to mitigate. Risks will also be able to be tracked with the new tool and will have a history to be able to explain any decisions made if necessary.
- c. IT and Ready to Work
- IT Infrastructure & Cloud Migration: Review the current server specifications, usage, and performance. Analyze cloud migration strategy, specifically the board staff's assessment of Azure Virtual Desktop as a potential enhancement to the VDI ecosystem.
  - RTW Program Efficiency Focus: Analyze the fiscal staff investment in invoice processing to streamline administrative tasks. Assess COSA policies and requirements of WSA. Identify necessary fiscal and operational adjustments to support the evolving demands of the RTW program.

## VIII. BRIEFING: PROGRAMS & OPERATIONAL (DISCUSSION AND POSSIBLE ACTION)

Presenter: Teresa Chavez, COO

### a. Ready to Work

- Year to date numbers show 4,955 applicants have been interviewed, 3,062 have been case managed and enrolled in training, 423 have completed training, and 224 have been placed in quality jobs.
- A pain point in the numbers of participants being placed in quality jobs is having to wait until the participant provides a check stub or proof of employment and proves benefits are available to them. Another issue is the data migration into the new platform showing discrepancies such as data not being there, or it has been assigned to the wrong agent. The team is having to stop their daily work in serving clients to fix the data.
- The successful training completion rate is 62%. This number needs to be higher at 70%. Placed in a quality job within six months is 46% below the 80% performance goal. The data shows that participants who do not have a solid work history, have a criminal record, and single parent households are taking longer to be placed. The median hourly wage for those that have found employment is \$18.

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- Dr. Sammi Morrill added that the city is not allowing anyone to do front end background checks. This will hurt placement rates because there is no guidance to show the participant where they would be able to obtain employment with having a criminal record.
- Program Challenges and Updates: Sync Program Performance Reports are still in the works. COSA has experienced delays. Training completion rate is low and sub-agencies are contacting the training providers for participant certifications of completion to expedite the process. Placements are low so the staff is working on wage report pull and utilizing work number to verify employment. A \$100 gift card is being provided to participants that provide proof of employment. There is a graduation on March 26 for seven vocational nursing students from the Institute of Allied Health.
- Jennifer Lange asked if the numbers are being tracked for those who completed the training but were not successful in obtaining the certification. Dr. Sammi Morrill responded that she advocated having the new system to show those two separate fields because there was only one field of data in the old system. However, they have not given a clear delineation of which of those fields is driving the training completion number on the public facing dashboard.

#### IX. CEO REPORT

Presenter: Adrian Lopez, CEO

- One of the training providers for Ready to Work has shut down. Most of the students that attended have completed their training. However, three of the students did not complete. The city is going to ask for reimbursement of those students' costs, so WSA is working with their attorney to send a letter of demand to the school for reimbursement.
- The challenges for the Ready to Work program increase WSA's risk level in being successful and financially. The current systems in place affect the ability to collect the dollars that are due for the implementation of the program and are sitting on a \$2M deficit that the city owes on invoices that have been submitted to them.
- Chair Dr. Sammi Morrill reiterated that the Ready to Work program is based on pay for performance. This is unlike any other grant. The monies are being expended first by the agency and then being invoiced to the city for reimbursement.

#### X. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

**None.**

#### XI. EXECUTIVE SESSION:

Pursuant to Chapter 551 of the Texas Open Meetings Act, the Committee may move 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,

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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;
- d. Government Code §551.074 – Personnel Matters Involving Senior Executive Staff and Employees of Workforce Solutions Alamo; and
- e. Government Code §551.089 – Discussions Regarding Security Devices or Audits.

**None.**

## **XII. ADJOURNMENT**

Presenter: Dr. Sammi Morrill, Committee Chair

**Upon motion by Allison Greer Francis and seconded by Jennifer Lange, Chair Dr. Sammi Morrill adjourned the meeting at 10:17am.**



## MEMORANDUM

To: Oversight Committee  
From: Adrian Lopez, Chief Executive Officer  
Presented by: Ricardo Ramirez, Director of Quality Assurance  
Date: May 31, 2024  
Subject: Briefing – Quality Assurance Update

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**SUMMARY:** Quality Assurance briefing on monitoring activities for the WSA (Workforce Solutions Alamo) Board of Directors. The item does not require Board action.

### **TWC Monitoring**

We expect TWC's Annual Monitoring to begin around mid-August. As previously reported, WSA promptly resolved the personally identifiable information (PII) issue from last year's review. There are no pending items, and the Board and Center Staff will continue working to maintain PII standards. The Procurement Department continues to undergo continuous improvement processes.

### **Other Monitoring Activities**

*Office of Child Care (OCC):* The monitoring seemed to have been an 'informal' review, and Child Care Board Staff will report the outcomes to the Early Care & Education Committee.

*Health & Human Services Commission (HHSC):* HHSC's monitoring of SNAP E&T fiscal transactions is ongoing. Fiscal Board Staff will report the item to the Audit & Finance Committee.

### **WSA External Program Monitoring (Ms. Christine Nguyen, CPA)**

- *Child Care Quality Improvement Activities (QIA) – COSA:* 100% complete with a 97.9% accuracy rate. Three attributes included for continuous quality improvement:
  - Completing the initial inclusion assessment within 30 calendar days of the completion of Form 2419 and related documents (71.4% accuracy);
  - Completing unannounced visits within 30 days of the inclusion rate approval (85.7% accuracy);
  - Counselor Note documentation (85.7% accuracy).
- *WIOA Adult and Dislocated Worker – C2 GPS:* 58% complete.
- *SNAP E&T – C2 GPS:* 5% complete.

### **WSA Internal QA Program Monitoring**

- *Reemployment Services and Eligibility Assessment (RESEA) – C2 GPS:* 100% complete with a 94.9% accuracy rate. Two attributes included for continuous quality improvement:
  - Event roster missing supporting attendance documentation (82.6% accuracy);
  - Orientation service missing supporting completion documentation (82.6%).
- *Trade Adjustment Assistance (TAA) C2 GPS:* 100% complete. The staff is completing the Final Report.

[workforcesolutionsalamo.org](http://workforcesolutionsalamo.org)  
[communications@wsalamo.org](mailto:communications@wsalamo.org)

100 N. Santa Rosa Street  
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- *Informal Technical Assistance – C2 GPS*: Informal Technical Assistance Review (Round 2): 44% complete (for SNAP, NCP, Choices, TAA, WIOA Adult/Dislocated Worker).

### **Other Activities**

- *Workforce Case Management System (WF CMS)*: TWC recently replaced its data application system (previously known as 'TWIST'). TWC contracted Geographic Solutions, Inc. as their service provider for the new WF CMS system, a software company that started in 1992 by offering job mapping information.
  - The system is a type of 'Virtual OneStop' that includes the WorkInTexas (WIT) labor exchange system, labor market information, and career/participant management for our grants, among other things.
  - One of the system's primary goals aims to sustain the local workforce by supporting individuals seeking employment.
  - Approximately 1,200 American Job Centers throughout the nation use the software.
  - Board and Center staff are currently going through the transitioning process.
- *WSA Policies*: TWC's data application replacement also has required updating our policies, which we are currently doing.

### **STAFF RECOMMENDATIONS:**

TWC requires Boards to have qualified Monitoring Staff to carry out the Board's oversight responsibilities. To that purpose, Board Staff recommend the Board's continued support of WSA's QA Department to promote the agency's integrity and continuous quality improvement efforts.

**FINANCIAL IMPACT:** WSA's External Program Monitoring contract with Ms. Christine Nguyen, CPA: \$225,000.

**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); TWC's Board Oversight Capacity evaluation, Texas Labor Code §302.048, TWC Rule §Title 40, Part 20, Chapter 802, Integrity of the Texas Workforce System, particularly §802.61; WD 29-15, Chg. 1; TWC Agency-Board Agreements and Grant Contracts).

### **ATTACHMENTS:**

None.



## Estimated Timeline – External Program Monitoring Activities 2023-2024

Initial Estimated Timeline				Actual Timeline						
External Program Monitoring	Duration <sup>++</sup>	Start	Finish	Duration <sup>++</sup>	Effort	Variance	Start	Finish	% Complete	
Estimated Timeline: 2023-2024	263	11/6/2023	11/6/2024	74	59	Duration	12/18/2023		47%	Comments
COSA - Child Care Services	32	12/18/2023	1/30/2024	41	25	9	12/18/2023	2/12/2024	100%	Adjusted finish date due to extenuating circumstances.
COSA - CC QIA	46	1/8/2024	3/11/2024	36	34	-10	2/8/2024	3/28/2024	100%	Adjusted start date as monitors finalized the COSA CCS review. Extended finish date in receipt of COSA's HR information.
CONSORTIUM - Ready to Work	60	2/1/2024	4/24/2024						0%	Adjusted schedule to allow for the City's transition of the data system. Start date pending.
C2GPS - WIOA Adult & Dislocated Worker	55	3/25/2024	6/7/2024				3/26/2024		58%	Adjusted start date as monitors finalized the COSA QIA review.
C2GPS - SNAP	45	5/1/2024	7/2/2024				5/13/2024		5%	Adjusted start date to allow for TWC's transition of the data system.
C2GPS - NCP	49	6/3/2024	8/8/2024						0%	
SERCO - WIOA Youth	40	7/8/2024	8/30/2024						0%	
C2GPS - TANF/Choices	47	9/3/2024	11/6/2024						0%	

Avg Duration or Effort (days) →

47

39

30

Multi-tasking (% days overlapping projects) → 29.7%

-3.9%

**Duration** : total days from start to finish to complete project (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

### Modification Notes

<sup>++</sup> The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review, tool development, etc.).



## Estimated Timeline – Internal Program Monitoring Activities 2023-2024

Initial Estimated Timeline				Actual Timeline						
<i>Internal Program Monitoring</i>	<i>Duration</i> <sup>++</sup>	<i>Start</i>	<i>Finish</i>	<i>Duration</i> <sup>++</sup>	<i>Effort</i>	<i>Variance</i>	<i>Start</i>	<i>Finish</i>	<i>% Complete</i>	
<b>Estimated Timeline: 2023-2024</b>	<b>253</b>	<b>11/14/2023</b>	<b>10/31/2024</b>	<b>121</b>	<b>134</b>	<b>Duration</b>	<b>11/14/2023</b>		<b>75%</b>	<b>Comments</b>
C2GPS - Teacher Externship	45	11/14/2023	1/15/2024	39	34	-6	11/14/2023	1/5/2024	100%	Completed ahead of time.
C2GPS - SEAL	41	12/20/2023	2/14/2024	9	7	-32	12/6/2023	12/18/2023	100%	Minimized scope.
Technical Assistance Informal Reviews (I): Choices, SNAP, NCP, TAA, WIOA	0			23	23	23	1/2/2024	2/1/2024	100%	Added to address areas falling below 90% accuracy target.
PII Walkthroughs I	29	1/30/2024	3/8/2024	17	17	-12	2/27/2024	3/20/2024	100%	Adjusted finish date to allow for Board and Contractor Walkthroughs.
C2 GPS - TAA Phase II	42	3/11/2024	5/7/2024	27	27	-15	3/25/2024	4/30/2024	100%	Adjusted schedule for PII Walkthroughs I. Currently developing Final Report.
C2 GPS - RESEA	45	4/15/2024	6/14/2024	33	26	-12	2/7/2024	3/22/2024	100%	Advanced schedule to address pending TWC Monitoring Report.
Technical Assistance Informal Reviews (II): Choices, SNAP, NCP, TAA, WIOA	0						4/11/2024		44%	Added to address areas below 90% accuracy target.
PII Walkthroughs II and Priority of Service	29	8/1/2024	9/10/2024						0%	
Other projects as the need arises	37	9/11/2024	10/31/2024						0%	Adjusted Estimated start date from 8/1 to 9/11 to allow for PII Walkthroughs.
Avg Duration or Effort (days, excludes Other) →	29			25	22	-9				
Multi-tasking (% days overlapping projects) →	5.6%			-18.2%						

**Duration** : total days from start to finish (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

### Modification Notes

<sup>++</sup> The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review, tool development, etc.)



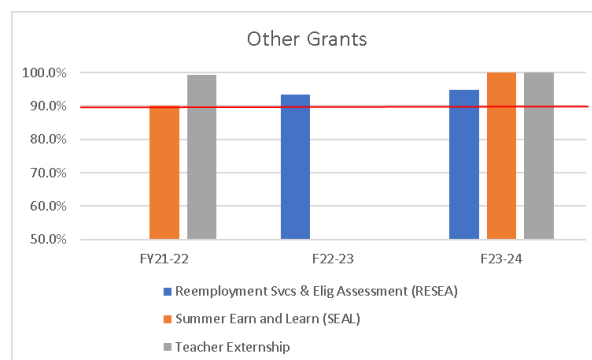
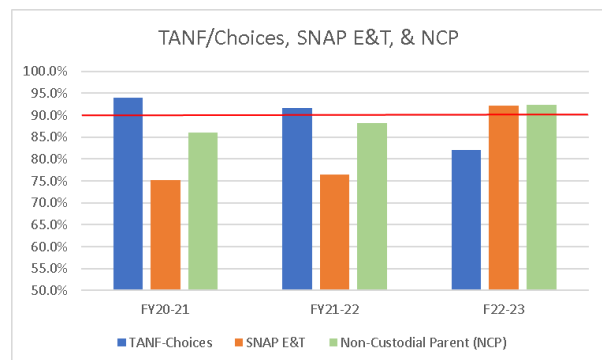
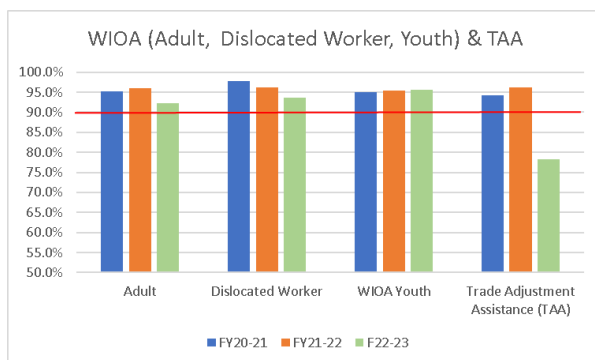
## MEMORANDUM

To: Oversight Committee  
From: Adrian Lopez, Chief Executive Officer  
Presented by: Dr. Ricardo Ramirez, Director of Quality Assurance  
Date: May 31, 2024  
Subject: Briefing – Monitoring Outcomes & Technical Assistance

**SUMMARY:** Quality Assurance briefing on monitoring outcomes for the year, including technical assistance (TA). The item does not require Board action.

### Monitoring Outcomes

The following tables provide trends in overall monitoring outcomes for specific grants.

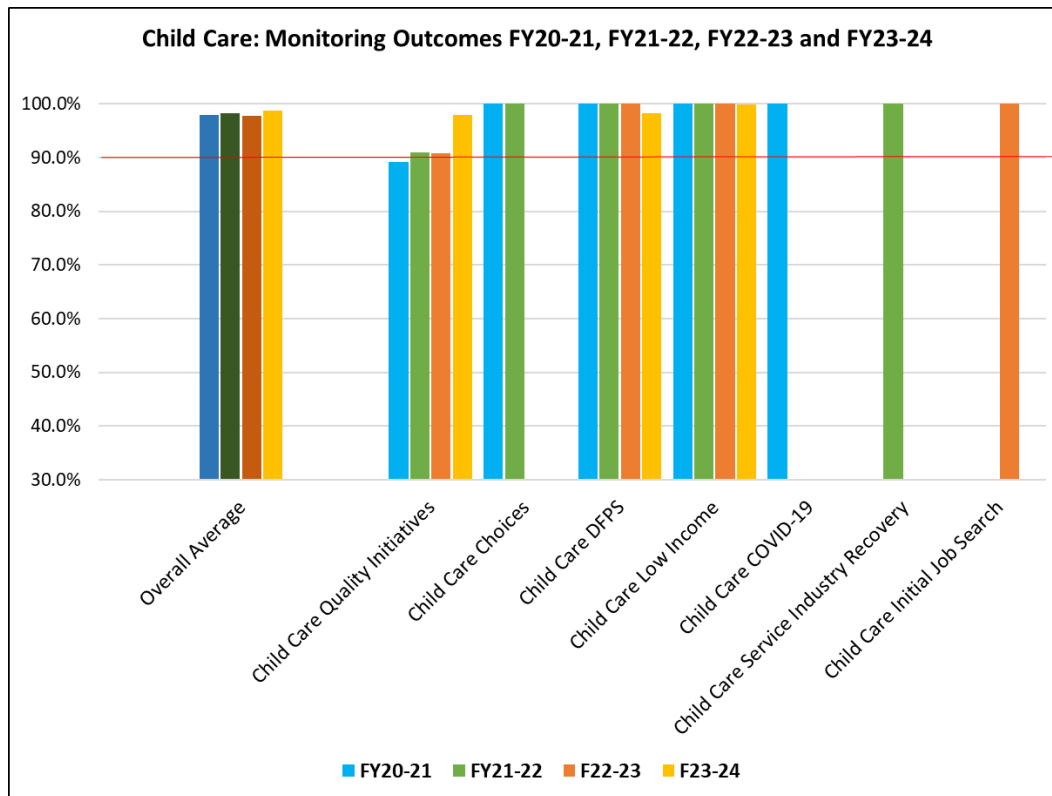


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### Background

While overall outcomes may meet/exceed the 90% accuracy rate target, monitoring outcomes for the individual grants may include testing results of individual attributes falling below the target. When this happens, Board staff offers partners technical assistance (TA).

TA plans include several components: updating policies and procedures, training, additional monitoring, increased oversight, and documenting measurable progress.

To that purpose, we have been working on some grants with attributes falling below the 90% target.

**UPDATE ON CONTRACTOR MONITORING:** TWC requires Boards to implement corrective action plans and document improvements for items with low accuracy rates. Board Programs/Operations Staff implement actions while QA tests the outcomes.

The grants with relevant attributes include SNAP, NCP, Choices, TAA, WIOA Adult/Dislocated Worker, WIOA Youth, and RESEA.

Round #2 of QA's informal reviews is underway. As previously reported, Round #1 from February revealed that grants needed additional continuous improvement efforts.

Since these are 'informal' reviews, QA does not report accuracy rates – we only offer general status information.





**STAFF RECOMMENDATIONS:** QA recommends the continued support of the Board as we coordinate continuous improvement efforts with contractors.

**FINANCIAL IMPACT:** The items did not include questioned or disallowed costs. However, if testing results do not improve, TWC may require additional, more formal actions.

**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); TWC's Board Oversight Capacity evaluation, Texas Labor Code §302.048, TWC Rule §Title 40, Part 20, Chapter 802, Integrity of the Texas Workforce System, particularly §802.61; WD 29-15, Chg. 1; TWC Agency-Board Agreements and Grant Contracts).

**ATTACHMENTS:** None.



## MEMORANDUM

To: Oversight Committee  
From: Adrian Lopez, Chief Executive Officer  
Presented by: Dr. Ricardo Ramirez, Director of Quality Assurance  
Date: May 31, 2024  
Subject: TWC Performance – Texas Talent Assistance Rate

**SUMMARY:** This Memorandum presents definitions and information on TWC-contracted performance measures and does not require Board action. TWC recently updated the current performance measures, including one new measure, the.

### Context

TWC and Boards aim to create more meaningful performance measures for accountability and storytelling. One such measure includes the *Texas Talent Assistance Rate*, effective this year. TWC will incorporate an additional three measures next year. The TWC-contracted performance measures for this year include the following:

#### WIOA-Based Measures

Adult	Dislocated Worker	Youth
Employed Q2	Employed Q2	Employed/Enrolled Q2
Median Earnings Q2	Median Earnings Q2	Median Earnings Q2
Employed Q4	Employed Q4	Employed/Enrolled Q4
Credential Rate	Credential Rate	Credential Rate
Measurable Skills Gain	Measurable Skills Gain	Measurable Skills Gain

#### Reemployment & Employer Engagement (REEMS)

#### TANF/Choices

Claimant Reemployment w/in 10 Wks	Texas Talent Assistance Rate*	Choices Full Engagement Rate
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\* New for this year

### Goal

The measure intends to help employers acquire or develop talent, for example, with new hires and through upskilling and onboarding.

### Definition

The number of employers reporting provided Texas Talent Assistance units.

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### Methodology

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*Denominator:*

- The number of employer establishments in the local board area.

*Numerator:*

- The count of employer establishments receiving Texas Talent Assistance.

*Reportable Services*

The measure includes the following services:

1. Taking preferred job postings;
2. Providing specialized testing to job seekers on behalf of an employer;
3. Performing employer site recruitment;
4. Job Fairs;
5. Providing employer meeting or interview space;
6. Providing customized or incumbent worker or On-the-Job training;
7. Entering into a subsidized/unpaid employer agreement;
8. Fidelity Bonding;
9. Job Development (if attached to an employer).

**Data Sources**

*Data Sources:*

- LMI Quarterly Census of Employment and Wages and its Multiple Worksite Survey.  
Note: Federal law and the Bureau of Labor Statistics require TWC and Boards to keep the data confidential.
- TWC's WorkInTexas (WIT), applies to services provided through employer self-service, Board staff-assistance, and TWC Wagner-Peyser staff-assistance.

**Reporting**

The performance year runs from October to September, and TWC reports the year-end performance in the September Monthly Performance Report (MPR).

**Additional Notes**

TWC will incorporate a second version of the measure called "Employer Engagement," which provides a more complete count of employers served and includes additional services, such as:

- Layoff Aversion;
- Labor Market Information (LMI);
- Miscellaneous Services;
- Rapid Response;
- Services for a Fee.

**Current and Historical Outcomes**

The new measure does not yet include historical trends/outcomes.

**STAFF RECOMMENDATIONS:** TWC requires Boards to Meet or Exceed TWC-contracted performance measures as contracted to service providers. The Board Staff recommends a continued focus on TWC-contracted measures.



**FINANCIAL IMPACT:** Workforce Solutions Alamo (WSA) contracts include TWC-performance goals as part of subrecipient profit. TWC may sanction Boards that fail to Meet performance. TWC Sanctions (or ‘Intent’ to Sanction) may limit the Board’s eligibility for TWC Annual Awards (monetary or other), and different types of sanctions carry additional penalties. WSA also often reports performance outcomes when applying for grants, which can negatively impact successful bidding.

**STRATEGIC OBJECTIVE:** Offering state-of-the-art workforce development services to prepare talent to meet local labor demands, primarily for targeted industries and occupations.

**ATTACHMENTS:** None



## MEMORANDUM

**To:** Oversight Committee

**From:** Eric Vryn, Chief Process Officer

**Date:** May 31, 2024

**Subject:** Procurement, Information Technology, and Ready to Work

---

**Summary:** This memorandum provides an update on our Procurement and Contract Management, IT (Information, Technology) cloud migration efforts focusing on protecting Personally Identifiable Information (PII), and evaluation updates on invoice processing for the Ready-to-Work (RTW) program. The aim is to inform the committee about the progress and strategic enhancements implemented.

### **Updates on Procurement and Contract Management (PCM) Improvements:**

Significant changes have been made to enhance transparency, reduce specialization, and leverage technology within PCM. These changes include:

- *Cross-Training and Workload Distribution:* Contract management responsibilities are now distributed across the team, and team members are cross-training to handle the entire procurement lifecycle. This approach broadens specialized knowledge across the team, fosters better cohesion, and reduces variability. Additionally, we have improved facilities and maintenance checklists to better comprehensively evaluate current and future site needs.
- *Training Development and Delivery:* Training responsibilities have been expanded to all team members. The new contract management process involves organizational-level and departmental-led training by the PCM team. This approach ensures greater visibility into contract deliverables and allows program staff to monitor day-to-day activities while PCM supports at a more organizational level. Pre-bid conferences have also been implemented to provide better guidance and visibility into the process and scope requirements.
- *Policies and Procedures:* A third and fourth-party risk management policy and tool have been developed and are under review. This policy establishes a framework for identifying, assessing, controlling, monitoring, and reporting risks associated with third- and fourth-party relationships, ensuring WSA's responsibilities are met despite outsourcing activities. An enterprise-level risk policy

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is also being developed to ensure a comprehensive, proactive approach to risk management aligned with WSA's strategic objectives and operational resilience.

▪ **Technology Enhancements:**

- Leveraging Technology: Standard work templates have been implemented in Bonfire to enhance our work processes and vendor meetings, helping us better understand and utilize the platform's capabilities.
- Consolidation and Forecasting: We are consolidating and enhancing our Monday boards while developing forecasting models for all WSA (Workforce Solutions Alamo) procurements and contracts, which will be introduced in phases.
- Contract Review and Prioritization: Each contract is under review to prioritize immediate and long-term needs. We are also assessing organizational services that may require new types of contracts due to the organization's evolving nature.

**IT Cloud Migration and PII Security:**

The IT department has made significant progress in moving WSA data to the cloud while ensuring the secure handling of PII. They use secure data transfer protocols, including SSL/TLS encryption and data masking techniques, to protect sensitive information. Before the migration, comprehensive backups were created, and access to any remaining PII is limited to authorized personnel only. The migration is done in phases with real-time monitoring to address security issues quickly. After the migration, any remaining PII will be securely erased from physical servers using NIST 800-88 compliant tools, followed by thorough verification. Compliance with TWC policy and framework for managing data are being adhered to, and the entire process is well-documented. Physical servers will be decommissioned, and hard drives will be destroyed using certified methods to prevent data recovery. Some servers will receive new hard drives and be repurposed as test environments for future internal use.

**Ready to Work Fiscal Analysis:**

A preliminary analysis of 11 processed invoices from our fiscal department revealed significant inefficiencies and frequent errors as of April 29, 2024. The main causes include the level of rework needed due to four changes in the funding guide in 2024, system reconfiguration to SYNC, and a lack of clarity in COSA's communication regarding these changes. Data shows that 63.64% of invoices required revisions, with each invoice undergoing an average of 1.45 revisions. Process efficiency is low at 36.36%, indicating significant efforts spent correcting errors. The four (4) revisions to the COSA funding guide, made without consulting partners, led to confusion and additional errors. Clearer guidelines and better communication with partners are needed to streamline the process and reduce errors.

**Next Steps:**



▪ **Procurement and Contract Management:**

- Finalize and implement the PCM forecast model to enhance visibility and predictability in procurement and contract activities.
- Complete the final review and rollout of the third- and fourth-party risk management policy and associated tool.
  - Conduct comprehensive department-wide training sessions on the new contract management framework.
  - Introduce an acknowledgement form for all staff to confirm their understanding and adherence to the new framework.
  - Execute a communication plan and soft launch to inform board staff about the new processes and ensure smooth adoption.

▪ **IT Cloud Migration Project:**

- Pending approval for the third-party vulnerability assessment to ensure the security and integrity of our cloud infrastructure. We are evaluating the associated costs and timeline for conducting this assessment.

▪ **Ready to Work:**

- Verify the recent changes to the COSA funding guide and assess impact on the WSA Fiscal invoicing process since April 29, 2024.
  - Evaluate 60+ day invoice processing by COSA.
  - Review issues with the April Funding Guide and reference to the Workflow manual for partners.
- Conduct a review and analysis of the overall program processes for Ready to Work.
- Develop analysis and recommendations for further action and improvements.

**Fiscal Impact:** The fiscal impact is TBD and pending further analysis.

**Attachments:** None.



## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, CEO

**Presented By:** Gilbert Monk,  
Assistant Director of Procurement and Contracts Management

**Date:** May 31, 2024

**Subject:** Contract Summary and RFP Update

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### Summary:

This report is intended to summarize current solicitations in progress and active contracts that the Procurement and Contracts Management (PCM) division monitors. Workforce Solutions Alamo Board staff processes contracts, renewals, and amendments, enabling the procurement of goods and services that are reasonable and necessary to administer funds to the greater 13-county Alamo Region. This update aligns with **Supporting Texas Talent and Economic Growth - Goal 2, Service Optimizers, through procuring goods and services in compliance with all applicable laws.**

### Update:

- The Workforce Solutions Alamo (WSA) Contract Listing has been updated to include Year-To-Date expenditures of term contracts for transparency and budgetary purposes.
- The items shown below in (Table 1) summarize Procurement projects in progress.
- A bid schedule outlining Request for Proposal (RFP) projections for the next eighteen months is attached to this memo.
- General statistics are provided for year-to-date contract actions in (Table 2) for reporting purposes.

(Table 1)

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Solicitation	Purchase of	Opening (estimated)	Status	Anticipated Award Date
RFI 2024-007	Lease Property Search (Bandera)	February 2024	Pending Award	July 2024
RFI 2024-008	Leased Property Search (Pearsall)	April 2024	In Progress	July 2024
RFI 2024-010	Leased Property Search (Hondo)	April 2024	In Progress	September 2024
RFP 2024-003	Child Care Quality Services	February 2024	In Progress	July 2024
RFP 2024-005	Temporary Staffing Services	February 2024	Pending Award	June 2024

(Table 2)

Contract Actions: Year-To-Date for October 1, 2023 – May 22, 2024		
Contract Amendments	Contract Renewals	Contract New
17	30	15

*\*Contract Actions for procurement of commodities range in scope from General/Professional Service provider contracts to IT license services to Facility and Maintenance contracts.*

### **Analysis:**

The WSA Procurement and Contracts Management (PCM) division is responsible for managing the procurement of goods and services operations. We are committed to conducting procurement acquisitions to the maximum extent practical in a manner that provides full and open competition consistent with the standards of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) and the Texas Workforce Commission Financial Management for Grants & Contract's (FMGC) Property, Procurement & Contract Standards.

The PCM takes the necessary and affirmative steps to contract with small and minority business firms and other Historically Underutilized Businesses (HUBs) when possible. In addition to pending procurement projects, a list of active contracts and their status is periodically presented to the Board for review. The attached list provides an update on the status of active agreements and upcoming renewals.

**Alternatives:** None.



**Fiscal Impact:** All budgeted costs were previously approved or were included in recent Budget Amendments. There are no anticipated budgetary changes resulting from this update.

**Recommendation:** No action is currently recommended. Future updates will be provided, and any necessary approval of the selected contractors will be requested upon completion of the RFP evaluation process for each solicitation, any necessary approval of the selected contractors will be requested. A recommendation will then be provided.

**Next Steps:** Procurement and Contracts Management proactively monitors contracts to identify new opportunities for purchasing goods and services and leverage cost savings to WSA in support of the local plan and the mission of Workforce Solutions Alamo. This update is to provide transparency and seeks to keep the Board of Directors informed of the procurement activities being conducted at WSA throughout the year.

**Attachments:**

- Attachment 1 - Active Contract Listing
- Attachment 2 - WSA – Facility Lease Schedule
- Attachment 3 - Bid Schedule

Attachment 1 - Active Contract Listing



SERVICES	Vendor	Estimated Yearly	Spend to Date	Remaining of Budget	Percentage
Fiscal Monitoring	Christine H Nguyen, CPA	\$149,265.00	\$129,705.00	\$19,560.00	87%
Sales and Service Cloud Enterprise	Salesforce Inc	\$614.00	\$576.00	\$38.00	94%
1YR VMWARE LICENSE-Virtualization Server	COMPUTER SOLUTIONS	\$31,546.00	\$31,524.68	\$21.32	100%
Storage Unit for Marbach Assets	Public Storage	\$495.00	\$438.73	\$56.27	89%
Cisco Wireless Access Point Support-Pearsall	Barcom Enterprises LLC.	\$71.77	\$71.77	\$0.00	100%
Commercial Insurance Broker	SWBC Insurance	\$0.00	\$-	\$0.00	#DIV/0!
MIP Maintenance & Support	Abila	\$16,185.69	\$16,185.69	\$0.00	100%
Mat Rentals	Service Uniform	\$19,000.00	\$18,226.60	\$773.40	96%
Vistana Front Doorbell Service Agreement	ADT LLC	\$1,019.00	\$156.00	\$863.00	15%
Domain-WSAlamo.org	Go Daddy	\$64.32	\$64.32	\$0.00	100%
Maintenance Handyman Services	360TXC LLC.	\$13,860.00	\$13,953.00	(\$93.00)	101%
Web Based IT staff Training	Solid Border	\$9,815.00	\$9,814.59	\$0.41	100%
National Association	NAWB	\$3,000.00	\$3,000.00	\$0.00	100%



Workforce Board					
APPSPACE 24MOS DIGITAL SIGNS	PRESIDIO	\$29,700.00	\$29,700.00	\$0.00	100%
HVAC PM Services	Fixya Air, LLC	\$45,000.00	\$30,673.00	\$14,327.00	68%
Netwrix Auditor for Active Directory/File Servers	FreeIT Data Solutions, Inc	\$6,103.50	\$6,103.50	\$0.00	100%
Nimble Support Services	FreeIT Data Solutions, Inc	\$7,172.00	\$7,172.00	\$0.00	100%
Cognito Forms Enterprise License	Cognito	\$1,257.60	\$1,257.60	\$0.00	100%
Temporary Staff Services	LK Jordan	\$175,000.00	\$118,691.93	\$56,308.07	68%
Storage Facility	Scobey Moving & Storage, LTD.	\$4,770.00	\$4,770.00	\$0.00	100%
Document Destruction	Shred-It (Stericycle)	\$15,000.00	\$12,810.47	\$2,189.53	85%
Security Operations Center (SOC) Services	FreeIT Data Solutions, Inc	\$103,626.00	\$103,625.58	\$0.42	100%
Microix Support & Maintenance	MICROIX	\$3,673.75	\$3,673.75	\$0.00	100%
Office Furniture and Installation Servcies	Icon Office Enviroments	\$275,000.00	\$ -	\$275,000.00	0%
SAGE ASSEST LICENSE & SUPPORT	SAGE	\$7,543.00	\$7,543.00	\$0.00	100%



Guard Services	Vets Securing America	\$369,576.00	\$275,677.15	\$93,898.85	75%
Board Book Subscription	Board Book	\$4,000.00	\$4,000.00	\$0.00	100%
Work Number Services Employment and SSN Verification Services	Carahsoft Technology	\$70,000.00	\$10,005.05	\$59,994.95	14%
IT Cloud Services	Freeit Data Solutions, Inc.	\$98,266.00	\$98,266.00	\$0.00	100%
NEWSLETTER SUBSCRIPTION	THE BOERNE STAR	\$65.00	\$65.00	\$0.00	100%
Architect and Space Planning Services	LK Design Group Inc.	\$150,000.00	\$93,367.79	\$56,632.21	62%
Gazelle Software	Abila	\$12,075.00	\$12,075.00	\$0.00	100%
Financial Audit Services	ABIP, PC	\$67,050.00	\$-	\$67,050.00	0%
Adult Services	C2 Global Professional Services, LLC	\$19,505,317.00	\$811,055.96	\$18,694,261.04	4%
Child Care Management Services	City of San Antonio, Department of Human Services	\$121,653,545.00	\$-	\$121,653,545.00	0%
Cognito Forms Enterprise License	Cognito	\$2,451.00	\$1,181.00	\$1,270.00	48%
Boardroom Digital Display	DTS	\$6,840.00	\$6,840.00	\$0.00	100%



Commercial Janitorial Services	M & Rs Elite Janitorial Solutions	\$213,520.00	\$124,853.50	\$88,666.50	58%
Legal Services	Martin & Drought, P.C.	\$90,000.00	\$-	\$90,000.00	0%
Job Placement and Worksite Monitoring Services	Professional Contract Services Inc.	\$180,000.00	\$-	\$180,000.00	0%
Youth Services	Serco of Texas Inc.	\$2,785,000.00	\$ 724,499.60	\$2,060,500.40	26%
Child Care Quality Improvement Activity	The City of San Antonio (COSA)	\$3,935,196.00	\$-	\$3,935,196.00	0%
Grant Writer Services	TJD Consulting	\$19,600.00	\$4,130.00	\$15,470.00	21%
Digital Marketing Services	WebHead Technologies	\$46,786.00	\$39,937.04	\$6,848.96	85%
North San Antonio Chamber of Commerce	NORTH SA COC	\$1,500.00	\$1,500.00	\$0.00	100%
Temporary Staffing Services	Human Capital International, LLC dba Integrated Human Capital	\$75,000.00	\$50,937.80	\$24,062.20	68%
CFO Augmentation Services	Collective Strategies	\$270,000.00	\$180,000.00	\$90,000.00	67%
Postage Machine Lease: NB, MB, EG, SF, SG, KV, WZ, DP	Pitney Bowes	\$7,017.00	\$1,535.10	\$5,481.90	22%
Leased Copier and Supplies-S Flores	Xerox Financial Services	\$23,582.00	\$20,045.04	\$3,536.96	85%



Walzem Burglar Alarm System Services	True Protection LLC	\$1,848.00	\$699.80	\$1,148.20	38%
Applicant Tracking System	Breezy	\$8,644.00	\$8,644.00	\$0.00	100%
Program Monitoring Services	Christine H Nguyen, CPA	\$225,000.00	\$44,906.25	\$180,093.75	20%
Hondo Wireless Internet	AT&T	\$903.24	\$386.39	\$516.85	43%
3YR WEBEX LICENSES - Web conferencing	Barcom Enterprises LLC.	\$10,440.00	\$10,440.00	\$0.00	100%
Fire and Burglar Monitoring SF	ADT	\$1,452.00	\$726.00	\$726.00	50%
Printer Leases	DOCUmentation	\$32,697.00	\$-	\$32,697.00	0%
Temporary Network Circuit	AT&T	\$1,145.00	\$-	\$1,145.00	0%
Event Management Software	EventBrite	\$954.00	\$318.00	\$636.00	33%
Fire and Burglar Monitoring DP	ADT	\$683.40	\$295.01	\$388.39	43%
Biomed Membership	Biomed SA	\$1,000.00	\$1,000.00	\$0.00	100%
Locksmith	Crites Downtown Lock and Key	\$2,500.00	\$132.50	\$2,367.50	5%
Cabinet SafeManagement	Gallion	\$47,545.35	\$47,545.35	\$0.00	100%
Pest Control Services	Orkin LLC	\$7,982.00	\$2,107.50	\$5,874.50	26%



SA Chamber of Commerce Membership	SA Chamber of Commerce	\$602.00	\$602.00	\$0.00	100%
Language Interpreter Services	Universal Technical Translation	\$4,050.00	\$195.00	\$3,855.00	5%
Adobe Pro and Creative Licenses	Consistent Computer Bargain	\$1,452.00	\$1,452.00	\$0.00	100%
Data Analytic Software	LightCast	\$19,500.00	\$19,500.00	\$0.00	100%
Pleasanton Express Newspaper	Pleasanton Express	\$40.00	\$40.00	\$0.00	100%
Pearsall Lawn Services	Arriazola Lawn Care	\$600.00	\$120.00	\$480.00	20%
Professional Development Training	Avilo	\$7,500.00	\$-	\$7,500.00	0%
Membership to Bandera Chamber of Commerce	Bandera Chamber of Commerce	\$250.00	\$-	\$250.00	0%
Network and Voice Management Services	Barcom Enterprises LLC.	\$122,376.00	\$50,964.00	\$71,412.00	42%
Boerne Chamber of Commerce Membership	Boerne Chamber of Commerce	\$200.00	\$200.00	\$0.00	100%
Professional Development Training	Cargill Consulting	\$10,000.00	\$-	\$10,000.00	0%
Professional Development Training	Child Care Lounge		\$-	\$0.00	#DIV/0!
Membership to Hondo Chamber of Commerce	Hondo Chamber of Commerce	\$150.00	\$-	\$150.00	0%





Karnes City Chamber of Commerce	Karnes City Chamber of Commerce	\$50.00	\$50.00	\$0.00	100%
Professional Development Training	Peace Enforcement	\$4,200.00	\$-	\$4,200.00	0%
Access Control and Maintenance Services	Phoenix Integrated Inc	\$26,030.00	\$10,696.00	\$15,334.00	41%
Professional Development Training	Rainbow Institute	\$5,000.00	\$-	\$5,000.00	0%
Professional Development Training	Region 20	\$29,900.00	\$-	\$29,900.00	0%
Professional Development Training	Start Early	\$15,000.00	\$-	\$15,000.00	0%
Professional Development Training	Youth Empowerment	\$11,000.00	\$-	\$11,000.00	0%
E-Signature Software	Docusign	\$45,208.80	\$45,208.80	\$0.00	100%
Website Operation and Maintenance Support	WebHead Technologies	\$57,899.16	\$4,824.93	\$53,074.23	8%
Microsoft Project License	Consistent Computer Bargain	\$6,336.00	\$-	\$6,336.00	0%
Marketing & Outreach Services	Texas Creative	\$100,000.00	\$131.25	\$99,868.75	0%
Plumbing Services	1st Aid Plumbing	\$15,000.00	\$-	\$15,000.00	0%
Electrical Services	All Star Electric	\$12,000.00	\$308.04	\$11,691.96	3%
Leased Copier and Supplies-	Xerox Financial Services	\$186,035.00	\$145,727.00	\$40,308.00	78%



various locations					
Microsoft Intune	Consistent Computer Bargain	\$2,880.00	\$-	\$2,880.00	0%
Membership to SA Women Chamber of Commerce	SA Womens Chamber of Commerce	\$200.00	\$200.00	\$0.00	100%
Commerical Real Estate Broker	PCR Brokerage San Antonio LLC	\$0.00	\$-	\$0.00	#DIV/0!
Email outreach software	Constant Contact	\$9,444.00	\$5,964.00	\$3,480.00	63%
Kerville Flood Insurance	American Bankers Insurance CO of Florida	\$1,524.00	\$-	\$1,524.00	0%
Walzem Flood Insurance	American Bankers Insurance CO of Florida	\$834.00	\$-	\$834.00	0%
Password Manager	Lastpass	\$3,000.00	\$-	\$3,000.00	0%
Bandera-External Wifi	Spectrum	\$904.56	\$-	\$904.56	0%
Seguin-External Wifi	Spectrum	\$1,079.88	\$-	\$1,079.88	0%
Texas Economic Development Council Yearly Membership	Texas Economic Development Council	\$550.00	\$-	\$550.00	0%
ARGIS Mapping Software	ESRI	\$290.14	\$290.14	\$0.00	100%
Graphic Design Software	Canva	\$119.40	\$119.40	\$0.00	100%
Kerville External Wi-fi	Spectrum	\$1,199.88	\$105.02	\$1,094.86	9%



Agility Media Monitoring	Agility PR Solutions	\$8,000.00	\$-	\$8,000.00	0%
Microsoft Office 365 Software License	Consistent Computer Bargain	\$36,957.60	\$-	\$36,957.60	0%
Kenndy Flood Insurance	SWBC Insurance	\$537.00	\$-	\$537.00	0%
Social Media Scheduling Tool Subscription	HOOTSUITE	\$1,188.00	\$1,186.64	\$1.36	100%
Cisco Enterprise Licences	Barcom Enterprises LLC.	\$119,018.86	\$-	\$119,018.86	0%
Burglar Monitoring for Port SA WF Center	ADT	\$847.08	\$-	\$847.08	0%
Fax Service-Boerne WFC	GVTC Communication	\$333.48	\$-	\$333.48	0%
Moving Services	Scobey Moving & Storage, LTD.	\$25,000.00	\$-	\$25,000.00	0%
Port SA Network Circuit	Spectrum	\$12,712.00	\$-	\$12,712.00	0%
E FAX for SAFB Location	Nextivia	\$239.40	\$23.02	\$216.38	10%
Professional Employer Organization	SWBC	\$42,371.00	\$-	\$42,371.00	0%
IX-3 Postage Meter	Quadient	\$4,017.00	\$2,471.76	\$1,545.24	62%
RTW- Intake, Assesment and Case Management	The City of San Antonio (COSA)	\$102,390,463.00	\$-	\$102,390,463.00	0%
Compliance Hotline Provider	Lighthouse Services	\$307.00	\$-	\$307.00	0%



E Houston External Wifi	Spectrum	\$1,079.88	\$105.02	\$974.86	10%
Pearsall Flood Insurance	SWBC Insurance	\$666.00	\$-	\$666.00	0%
RTW- Intake, Assesment and Case Management	YWCA Olga Madri Center	\$5,280,206.00	\$391,708.49	\$4,888,497.51	7%
RTW- Intake, Assesment and Case Management	Avance PCEP School based	\$1,993,839.00	\$100,907.52	\$1,892,931.48	5%
RTW- Intake, Assesment and Case Management	Family Services Assocation of SA	\$9,432,421.00	\$95,379.73	\$9,337,041.27	1%
RTW- Intake, Assesment and Case Management	Chrysalis Ministries	\$5,376,545.00	\$830,081.74	\$4,546,463.26	15%
RTW- Intake, Assesment and Case Management	ECE at Texas A&M University	\$674,090.00	\$86,522.92	\$587,567.08	13%
RTW- Intake, Assesment and Case Management	San Antonio Food Bank	\$6,740,910.00	\$602,578.53	\$6,138,331.47	9%
Leased Copier and Supplies- Xerox C9070	Xerox Financial Services	\$30,420.00	\$19,773.00	\$10,647.00	65%
Leased Copier and Supplies- various locations	Xerox Financial Services	\$62,220.00	\$40,518.00	\$21,702.00	65%
Procurement Platform	Bonfire	\$74,849.97	\$49,899.98	\$24,949.99	67%
Storage Unit # 202	Inspire	\$1,380.00	\$1,380.00	\$0.00	100%
expwy-edge.wsalamo.org	Go Daddy	\$299.97	\$-	\$299.97	0%



vpn.wsalamo.org	Go Daddy	\$299.97	\$-	\$299.97	0%
Storage Facility	SafeSite	\$8,328.00	\$1,477.00	\$6,851.00	18%


Attachment 2 - WSA – Facility Lease Schedule:



Facility Lease Schedule				
Name	Status	Expires On:	Renewals Remaining	Pending Action
Bandera MOU	Procurement in Progress	2024-05-14	None	Reprocure
Boerne	Active	2026-11-30	None	Reprocure
Datapoint	Active	2029-03-30	None	Reprocure
E. Houston	Active	2030-01-31	None	Reprocure
Floresville	Active	2026-01-30	None	Reprocure
Fredericksburg MOU	Active		Annually	Renews annually in June
Hondo	Procurement in Progress	2024-12-31	None	Reprocure
Kenedy	Renewal in Progress	2025-01-31	(1) three-year	Renew
Kerrville	Renewal in Progress	2024-04-30	None	Reprocure
Subitems	Owner	Status		
		Working on it		
Marbach	Expired	2022-05-31	None	Relocating
Mobile Workforce Unit "RV"	New		NA	Pending Delivery
New Braunfels	Active	2032-01-30	None	Reprocure
O'Connor	Relocation in Progress	2034-10-05	(2) five-year	Renew
Pearsall	Procurement in Progress	2024-10-31	None	Reprocure
Pleasanton	Procurement in Progress	2025-01-01	None	Reprocure
Port SA	Relocation in Progress	2032-02-09	(2) five-year	Renew
Seguin	Active	2027-12-31	None	Reprocure
South Flores	Active	2028-07-31	None	Reprocure
Vistana	Active	2026-12-31	(1) five-year	Reprocure
Walzem	Expired	2023-12-29	None	Relocating
Subitems	Owner	Status		
SA Food Bank	Active	2025-12-31	None	Reprocure
Archive Building	Active			

Attachment 3 - Bid Schedule:



Bid Schedule		Powered by  monday.com	
Currently Out			
Name	Status	Timeline - Start	Timeline - End
RFP Temporary Staffing Services	Pending Approval	2024-02-01	2024-05-01
RFQ Handyman Services	Open Solicitation	2024-05-14	2024-06-04
RFP Child Care Quality Services	Evaluation	2023-11-01	2024-04-30
RFQ Mat Rentals	In Progress	2024-02-29	2024-05-31
RFP Phone System Cloud migration License and Implementation	Evaluation	2024-05-01	2024-06-08
		2023-11-01	2024-06-08
3 Months Out			
Name	Status	Timeline - Start	Timeline - End
RFI Property Search Bandera	Pending Approval		
RFI Pearsall Property Search	Open Solicitation		
PROWD RFP/RFA	In Progress	2024-05-17	2024-07-31
RFQ Childcare Kits	Assessing Requirements		
RFQ Childcare Curriculum	Assessing Requirements		
		2024-05-17	2024-07-31
6 Months Out			
Name	Status	Timeline - Start	Timeline - End
RFP Marketing Services	Pending SOW/Budget	2024-05-01	2024-12-31
RFP Leased Copier Services	Assessing Requirements	2024-04-30	2024-10-30
RFQs Architect and Space Planning Services	Assessing Requirements	2024-10-01	2024-12-01
RFQ Locksmith Services	Assessing Requirements	2024-04-30	2024-11-29
RFP Web Development & Site Content Support Services	Assessing Requirements	2024-04-30	2024-10-31
RFQ Language Interpreter Services	Assessing Requirements	2024-08-30	2024-11-29
RFQ Grant Writer Services	Assessing Requirements	2024-03-29	2024-08-30
RFQ Health Insurance Broker	Assessing Requirements	2024-06-03	2024-11-01
RFA Teacher Externship	Assessing Requirements	2024-10-01	2025-02-01
		2024-03-29	2025-02-01
12 Months Out			
Name	Status	Timeline - Start	Timeline - End
RFP Managed Print Services	Assessing Requirements		
RFI Hondo Property Search	Open Solicitation	2024-01-01	2024-12-24
RFI Pleasanton Property Search	Pending SOW/Budget	2024-01-01	2024-12-02
RFI Kenedy Property Search	In Progress		
RFP Leased Copier and Supplies (Various Locations (24))	In Progress	2024-03-21	2025-01-27
		2024-01-01	2025-01-27
18 Months Out			
Name	Status	Timeline - Start	Timeline - End
RFQs Legal Services	Assessing Requirements	2025-02-03	2025-09-30
RFQ eProcurement Software	Assessing Requirements	2024-03-21	2025-10-30
RFQ Pest Control Services	Assessing Requirements	2024-08-30	2024-11-29
		2024-03-21	2025-10-30



## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, CEO

**Presented By:** Gilbert Monk, Assistant Director  
Procurement and Contracts Management

**Date:** May 31, 2024

**Subject:** New Facility Lease for Bandera Work Force Center

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### Summary:

The Workforce Solutions Alamo (WSA) Board of Directors is being updated on the proposal to award a contract for a facility lease at 4173 Highway 16, Bandera, TX. The estimated annual rent for the facility, including maintenance, partial utilities, taxes, and insurance, is \$21,600, with a yearly rent escalation percentage not to exceed five percent (5%), pending final negotiations. This supports Texas Talent and Economic Growth – Goal 2, Service Optimizers, in our Strategic Plan.

WSA was unable to negotiate a facility lease for a Workforce Center at the recommended property address and reserved the right to proceed with the next highest-ranked property address in negotiating a facility lease with its respective landlord.

### Analysis:

The current location can no longer accommodate WSA's needs, and the Memorandum of Understanding (MOU) will terminate on November 14, 2024. In accordance with TWC's Financial Manual for Grants and Contracting (FMGC §J.6.1) and Uniform Guidance (UG), the initial step in the planning process requires a review of existing facilities that meet our current requirements. In selecting a facility to lease, WSA's business needs include the general location (customer populations, local businesses, and area crime statistics), access to public transportation, current parking, required space, ground floor access, ability to build out, and compliance with Americans with Disabilities Act (ADA) standards.

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In accordance with TWC's Financial Manual for Grants and Contracts (FMGC §J.6.2.2), on February 23, 2024, a Request for Information (RFI) was released to potential Lessors and Realtors, including local Realtors Pat Boyle Realty and Guilot Realty in Bandera, TX, to conduct market research and solicit potentially available properties for administering various Workforce programs. Additionally, WSA's contracted Real Estate Broker, PCR Brokerage San Antonio, LLC (dba Partners), conducted a required Competitive Market Analysis (CMA) to determine prospective locations, along with a required cost and technical analysis completed by Board Procurement staff, attached herein.

Accordingly, WSA Procurement and Contracts originally recommended two locations for the award (624 Highway 16 and 4173 Highway 16, respectively) to the Board. This was done if WSA could not negotiate a facility lease for a Workforce Center at the recommended property address, allowing WSA to proceed with the next highest-ranked property address. Since WSA was unable to negotiate a facility lease for a Workforce Center at the 624 Highway 16 location, WSA is now proceeding with the finalization of negotiations for the 4173 Highway 16 location.

**Alternatives:**

None. No properties met the requirements based on the market research and CMA analysis performed by the Board staff. However, after evaluating the properties against WSA's requirements, the property located at 4173 Highway 16, Bandera, TX, has been recommended for award on a best-value basis. Negotiations for finalizing the award are currently in progress.

**Fiscal Impact:**

The estimated annual rent amount is \$21,600, with an annual rent escalation not to exceed five percent (5%) for the recommended property. The anticipated initial term of the lease will be for a 3–5-year term with up to three (3) options to renew, not to exceed twenty (20) years inclusive of all renewals. The actual amount paid will be finalized during negotiations and specified in the lease.

**Recommendation:**

No board action is required at this time. WSA Procurement and Contracts Management has proceeded to finalize negotiations with the landlord to secure a lease at the recommended location, pending final facility inspection.

**Next Steps:**



Board staff will finalize negotiations in coordination with its contracted broker, Legal Services, and the landlord for the execution of a new lease agreement in Bandera, TX.

**Attachments:**

Cost Analysis

Lease Procurement Checklist



### Cost Analysis:

TWC Lease Market Assessment Information	Subject Lease: 702 Buck St	624 Highway 16	4173 Highway 16	1401 Sycamore St.	158 Highway 16
Building Type and Class:	Class B Office	Class B Retail	Class B Retail	Class C Office	Class B Retail
Square Footage Needed and/or Available	1000	1500	1200	800	1000
Base Rent Rate:(\$/SQFT/YR) (Enter dollar amount/SQFT/YR)	\$0 x 1,000 sq. ft.=0	\$12 x 1500 sq. ft. = \$18,000	\$18.00 x 1200 sq. ft. = \$21,600	\$24.00 x 800 sq. ft. = \$21,776	\$10.20 x 1000 sq ft.= \$10,000
Total Base Rent Rate Per Term (60 Months)	\$0	\$90,000	\$108,000	\$96,000	\$50,000
Avg. Total Rent per Year	\$0	\$18,000	\$21,600	\$19,200	\$10,200
Type of Lease: NNN, Modified Gross, or Full Service.	FULL SERVICE	MODIFIED GROSS	Modified Gross	NNN	NNN
Additional Rent: Such as Operating Expenses or Common Area Maintenance (CAM), if not included in the Base Rent amount above (\$/SQFT/YR). Estimated Annual Amount	\$0	\$0	\$3,600	\$0	\$3,000
Estimated Utilities: If not included in the Base Rent or Additional Rent above (\$/SQFT/YR) Estimated Annual Amount	0	\$2,160	\$1,728	\$1,152	\$1,440

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TWC Lease Market Assessment Information	Subject Lease: 702 Buck St	624 Highway 16	4173 Highway 16	1401 Sycamore St.	158 Highway 16
Total Estimated Annual Cost: Annual Base Rent + Additional Rent (if needed) + Estimated Utilities	\$0	\$20,160	\$26,928	\$20,352	\$14,640
Total Available Parking Spaces: If by square footage, please note parking spaces per square foot.	20	>20	20	Unknown	5
Estimated Build Out Cost per Square Feet:	\$23.83	\$23.83	\$23.83	\$23.83	\$23.83
Total Build Out Cost per Year (Estimation):	\$4,766	\$7,149	\$5,719	\$3,813	\$4,766
Move Out Costs:(Moving Expenses: per hour rate x labor hours = total estimated cost)	\$0	\$280	\$280	\$280	\$280
Renovation to Current Lease (if needed): Total tenant improvements/expenditures	\$0	\$0	\$0	\$0	\$0
Total Annual Cost: Including rent per year + build out + utilities + moving + renovations	\$4,766	\$27,589	\$32,927	\$24,445	\$19,686
OVERALL RANKING		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>



**Notes:** Other properties below were reviewed but did not meet facility space requirements for a Workforce Center. As a result, these properties were removed from consideration as potential locations for various reasons, including Adequate square footage, ADA compliance, or lack of immediate availability:

- 129 Highway 16, Bandera, TX, did not meet the space requirement.
- 611 Main Street, Bandera, TX, did not meet the space/ADA requirement.
- 2667 Highway 16, Bandera, TX, did not meet the space requirement.
- 1116 12<sup>th</sup> Street, Bandera, TX – Arthur Nagel Community Clinic, unavailable
- 803 Buck Street, Bandera, TX – Silver Sage Senior/Community Center, unavailable

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## Lease Procurement Checklist

Name of Landlord/Contractor/Vendor:	Health and Human Services
Property Location and Address:	702 Buck Street
	Kerrville, Bandera, Texas 78003
Time Frame (current lease dates)	28 Mar 23 – 31 Mar 27
New Contract or Renewal:	New Contract
If Renewal, what Renewal #:	NA
# of Renewals Remaining:	0

Item	Description	Responsibility	Begin	Completed
1	Needs Determination (to include VRS)	Facilities	Feb `24	Feb `24
2	Market Research/RFI Supplementing broker's/agents use of listing services	Purchasing	Feb `24	Mar `24
3	Competitive Market Analysis (CMA)	Broker	Feb `24	Mar `24
4	Independent Cost Assessment	Purchasing	Mar `24	Mar `24
5	Technical Evaluation /Analysis	Purchasing	Mar `24	Mar `24
6	Broker identifies commercial properties that meet WSA specs.	Broker	Feb `24	Mar `24
7	Broker/agent schedules site visits and attends with WSA if warranted.	Broker /Purchasing	Mar `24	Mar `24
9	Broker agent requests a proposal from landlord for the property or properties that best meet the specifications.	Broker	Mar `24	Mar `24
10	WSA reviews the broker/agent recommendation and decides whether to execute a lease.	Purchasing / CEO	Mar `24	Mar `24
8	QA Review	QA	Apr `24	Apr `24
11	Memo of Recommendation prepared and submitted to WSA Board of Directors for approval.	Purchasing	Apr `24	Apr `24
12	Broker/agent negotiates lease terms with the landlord on behalf of WSA to include required lease provisions.	Broker /Purchasing	Mar `24	Apr `24
13	Lease - Legal Review	Legal	Mar `24	Apr `24

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Item	Description	Responsibility	Begin	Completed
14	Broker/agent assists WSA with the oversight of any alterations or improvements required to make space ready for move-in, (Build-out).	Broker /Purchasing	NA	NA
15	Procurement to retain all documentation to include Market Analysis and all related files.	Purchasing	Mar `23	Apr `24
<b>LEASE AGREEMENT</b>				
Evidence of Agreement Terms  <u>  X  </u> 3 Year Term <u>      </u> 5 Year Term				
Special Terms and Conditions List: _____ _____ _____				
Board Approval of Agreement    Yes <input type="checkbox"/> No <input type="checkbox"/> Supporting Evidence: Board Meeting Minutes/				

- WSA shall conduct Initial market research to determine whether to supplement the use of listing services with public advertisement of the grantee's property search.
- An example of the steps a grantee might take when conducting a lease procurement with the full assistance of a real estate broker/agent includes the above.
- As noted, these are sample steps. A grantee's actual process may differ, provided it results in a procurement that provides for full and open competition and conformance with other UG and UGMS procurement standards.

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## MEMORANDUM

**To:** Oversight Committee  
**From:** Gilbert Monk, Assistant Director of Procurement and Contracts  
**Presented by:** Gilbert Monk, Assistant Director of Procurement and Contracts  
**Date:** May 31, 2024  
**Subject:** RFP Update: Child Care Quality (CCQ) Improvement Services

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**Summary:** Workforce Solutions Alamo (WSA) – Board of Directors previously approved a contract renewal for the purchase of Child Care Quality (CCQ) Improvement Services in the estimated annual amount of \$3,935,196 with a contract term effective 10/01/2023 – 09/30/2024, this was the third of three (3) one-year renewals and is currently being reprocured.

**Update:** A notice soliciting a Request for Proposals (RFP) was posted online and in the Texas Electronic State Business Daily (ESBD) on April 5, 2024. Procurement and Contracts issued an email to invite potential respondents to the RFP, and was posted on its eBid portal, Bonfire. The six (6) proposals received by the RFP deadline are being evaluated in accordance with the RFP specifications and requirements by independent evaluators.

**Analysis:** The Contractor will provide comprehensive services to be delivered to providers, directors, teachers, and community partners and shall comply with the following required elements:

1. Quality childcare activities defined in 40 TAC Section 809.16; and WD Letter 21-19, TA Bulletin 298 including any subsequent issuances.
2. Mentor quality childcare programs whose director receives ongoing mentoring; or that are in the process of obtaining a Texas Rising Star (TRS) certification.
3. A continuous quality improvement plan and needs assessment for each provider to determine appropriate goals, initiatives, and resources for each provider.
4. Technical assistance, including assistance to TRS providers and providers seeking TRS Certification.
5. Professional development for childcare providers, directors, and employees including attainment of a Child Development Associate (CDA) credential and fees or an associate or bachelor's degree in early childhood education or child development through public Colleges or Universities, including incentives for receiving a credential or degree and/or retention at employer.

The proposals received by the RFP deadline were reviewed for responsiveness and evaluated by the contracted evaluators. The anticipated contract term will be effective October 1, 2024, through September 30, 2025, with the option to renew for up to four (4) one-year periods upon written mutual consent of Workforce Solutions Alamo and the selected Contractor.

**Alternatives:** None.



**Fiscal Impact:** The estimated annual budget for this contract is \$4,000,000.00.

**Staff Recommendation:** To proceed with the evaluating proposals from qualified organizations to provide Child Care Quality (CCQ) Improvement Services which includes Texas Rising Star (TRS) Mentoring, TRS Business Specialist, and Quality Initiatives throughout the Alamo Workforce Development Area in accordance with the proposed timelines:

Action Item	Date - Tentative
Issue/Post/Advertise Solicitation	April 05, 2024
Pre-Submittal Conference	April 11, 2024
Final Date for Questions By	April 16, 2024
Issue Final Addendum By	April 17, 2024
Solicitation Submittal Deadline	May 03, 2024
Proposal Distribution Meeting for Evaluators	May 06, 2024
Proposal Evaluation Committee Meeting	May 21, 2024
Fiscal Integrity Review By	June 05, 2024
Lead Evaluator Recommendation Briefing	June 07, 2024
Audit & Finance / Oversight Committee	July 08, 2024
Executive Committee	July 12, 2024
Regular Board Meeting	July 19, 2024

**Next Steps:** Pending award by The Workforce Solutions Alamo – Board of Directors; Procurement will work to negotiate and execute a contract with the awarded Offeror.

**Attachments:** None



## MEMORANDUM

**To:** Oversight Committee

**From:** Adrian Lopez, CEO

**Presented By:** Teresa Chavez, COO

**Date:** May 31, 2024

**Subject:** Performance, Programs, and Operational Updates

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**Performance:** The February MPR report shows WSA (Workforce Solutions Alamo) not meeting seven measures including Average # of Children Served Per Day-Combined. The February MPR shows an increase on the MSG measure for Adult, Dislocated Worker, and Youth. In general, February MPRs do not show a change in all WIOA measures except for the MSG, however March MPRs would show a change in all WIOA measures. We are projecting an increase in the performance rates on almost all measures. As of today, we have not been notified when the March MPR will be published. Some measures have not been met for six consecutive months, four consecutive months, three consecutive months or one month. Our goal is to improve the recurrence of not meeting performance by measure. As of the February 24 MPR we are missing meeting the measure by different number of cases or dollar amounts. There has not been an increase or decrease in performance goal rates. TWC might update the current targets again this program year. TWC will also be adding additional performance rates next program year. We are looking at individual cases to improve performance.

**Child Care Performance:** Childcare is trending at 91.38% for children served. December's unofficial year to date average is 11,311. TWC (Texas Workforce Commission) has set Alamo's 2024 performance target at 12,378. Childcare staff are actively enrolling and pulling families from waitlist.

**Child Care Quality:** At the beginning of January, our board had 181 Texas Rising Star certified centers, 34% from Bexar and 19% from Rural, for a total of 31% for our board area. Mentors continue to partner with external organization coaches to support and assist Early Learning programs preparing for Texas Rising Star certification.

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### **Special Grants & Other Initiatives:**

**Upskilling and Training to Address Skills Gap:** Connecting individuals with employers in high-demand industries by funding upskilling and job training that leads to industry-recognized credentials in high-demand occupations to support in-need industries, including health care, transportation, semiconductor and technology, broadband development, and construction.

**Summer Earn and Learn:** Summer Earn and Learn offers paid, on-the-job, workplace readiness training, work experience, and transferable skills learning opportunities for students with unique abilities. Currently SEAL (Summer Earn and Learn) has 247 participants registered to participate. 253 secured positions, 169 urban and 84 in rural. WSA hosted three SEAL Meet and Greets on May 15<sup>th</sup>, 2024, at our DataPoint location and May 21<sup>st</sup>, 2024, at South Flores and New Braunfels location, this event was for the participants to complete their onboarding. Lastly, the wage has increased from \$10.50 to \$12.50 per hour.

**Student Hireability Navigators:** Navigators have increased Rural presence for Transitional Services towards Vocational Rehabilitation Awareness and Career Exploration activities at the Navigators continue to stamp a footprint in urban and rural communities towards Disability connections and WSA Programs for Youth in Transition. Previous events consist of the following:

- 3/8/24 – What's Up Symposium @ Harlandale HS
- 4/2/24 – Project Access Orientation for IDD Certifications
- 4/12/24 – SAISD Senior Job Fair
- 4/17/24 – WIN Center @ Morgan's Wonderland
- 4/19/24 – 2024 ACE Race Volunteer
- 4/19/24 – SAC Welcome Aboard Packet Stuffing Volunteer
- 5/9/24 – Alamo Heights Project Search 1st Cohort Graduation

**WIOA Youth:** WSA continues to work with the youth contractor, SERCO, as they monitor and process enrollments. WSA maintains ongoing communication with the youth contractor on TWC's performance goal range of meeting performance at 95-105% and to remain within the allocated budget.

The yearly goal for Urban In-School and Out-of-School Youth is 306 and is currently at 36% met with 110 enrolled youth. This is the trending enrollment for the beginning of a new program year. The yearly goal for Rural In-School and Out-of-School Youth is 88 which is



currently at 86% met with 76 youth enrolled, again the trending enrollment for the beginning of a new program year. The current total of active WIOA (Workforce Innovation and Opportunity Act) Youth Participants is 186. Services provided in alignment with the 14 elements consist of Occupational/Vocational Training at 59% of measure met, Work Experience at 33% of measure met (this increases tremendously in the summer months), and Supportive Services exceeding measure at 212%.

The current enrollment of active registered youth program participants and youth by county is 186. Our goal is to serve the largest possible number of registered program participants and provide for a consistent type of coverage of WIOA elements and related services. As you can see here, we are actively serving registered youth participants in each of WSA's 13-counties.

#### **SA Ready to Work:**

- Ready to Work is a one-of-a-kind program to help San Antonio residents find easy access to education and quality jobs. WSA is the largest funded COSA partner at \$105,781,953.00 and includes 7 subgrantees providing case management, training/certification, and job placement. Ready to work is funded by a 1/8 cent sales and use tax collected through December 2025.
- Year to date WSA has completed intake for 5407 and 3284 individuals are case managed/enrolled in training with 890 completing their training. participants have gained employment and earn more than \$15.00 per hour. The average wage of those graduates securing employment has increased from \$17.24 to \$20.06, above the requirement. The top training courses being selected are medical, IT, and construction. \*Data is from 5/22/2024.
- Placement: We have been addressing placement challenges and have developed strategies to help improve our numbers. Placement goal of 80% within 6 months is currently at 47% and 77% at twelve months.
- WSA has established a Placement Committee with meetings twice a month to focus on improving placement outcomes, sharing employer leads and building relationships among sub-agencies, collaboration to provide participant advice for individuals who are challenging to place, building support for sub-agencies, especially those new to the placement process. The Work Number (Equifax) will be utilized to obtain wages for placements when participants are not providing proof of employment. A \$100.00 gift card was increased to \$200.00, will be provided to participants that provide proof of employment. This will occur in June 2024.



- Training Completion Rate is being monitored. The current rate is 76% and program goal is 70%. Sub agencies are working directly with training providers to collect proof of completion, this is to expedite our data collection to reflect outcomes quickly.
- The new data platform, SYNC, is currently in use. However, there have been some issues related to data migration and reports. WSA has maintained constant communication with COSA to address these concerns, and efforts are underway to resolve the issues.
- The majority of our subagencies have requested additional SYNC training. We will be providing TEAMS or in-person training to accommodate the different learning styles of individuals. We will continue to offer the same type of support, including email and phone call assistance, once the new reporting system is available.
- We continue to address recommendations from the Process Improvement Plan and Technical Assistance Review 2, and our numbers indicate an improvement since the time of the PIP/TAR2 assessment.
- The Official Audit completed by COSA's Daniel Zuniga has not been received, however, we anticipate the following areas to be included based on verbal feedback: 3 case files pulled for review concluded clients were not entered in Work in Texas (WIT) or not being documented in Signify correctly and 1 case file had no documentation that follow up was done while client was in training. All files have been updated to reflect correct information needed.
- **Fiscal Impact:** No additional fiscal impact currently.
- **Next Steps:** Moving forward with items recommended on Ready to Work Placement Committee meetings, additional Sync training, and Training Provider workshop on June 5, 2024. We will continue to monitor program outcomes, budgets, and work collaboratively with the data team to understand program data to enhance services for job seekers and employers. As initiatives sunset, teams are reviewing new opportunities to secure funding supporting the WSA sector-based model.

**Fiscal Impact:** No additional fiscal impact currently.

**Recommendation:** Recommendation is for WSA staff to review internal processes for supporting employers and community partners in leveraging TWC funded opportunities. This includes establishing standard performance measures demonstrating the proposed program's contribution to increasing employment within the sector-based model. WSA is also exploring the collection of data from grant funded initiatives to determine the collective contribution across existing grant programs.



**Next Steps:** Move forward with items recommended on Ready to Work Placement Committee meetings, additional Sync training, and Training Provider workshop. Continue to monitor program outcomes, budgets, and working collaboratively with the data team to understand program data to enhance services for job seekers and employers. As initiatives sunset, teams are reviewing new opportunities to secure funding supporting the WSA sector-based model.





# Oversight Committee

May 31, 2024



# Director of Quality Assurance Dr. Ricardo Ramirez

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## Quality Assurance Update

Monitoring Outcomes – Technical Assistance

TWC Performance – Texas Talent Assistance (a new measure)

*\*Staff are not requesting Board action*





# TWC & Other Monitoring

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- ***TWC Annual Monitoring:*** we expect the monitoring to begin around mid-August.
- ***Office of Child Care (OCC):*** the monitoring seemed to be an ‘informal’ review. Child Care Board Staff will report outcomes to the Early Child Care & Education Committee.
- ***Health & Human Services Commission (HHSC):*** HHSC’s monitoring of SNAP E&T fiscal transactions is ongoing. Fiscal Board Staff will report the item to the Audit & Finance Committee.



# External Monitoring (Ms. Nguyen, CPA)

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- ***Child Care Quality Improvement Activities (CC QIA) – COSA:***

- 100% complete, with a 97.9% accuracy rate.

**Three attributes included for continuous quality improvement:**

- Completing the initial inclusion assessment w/in 30 calendar days of the completion of Form 2419 and related documents (71.4%).
- Completing unannounced visits w/in 30 days of the inclusion rate approval (85.7%).
- Counselor Note documentation (85.7%).



# External Monitoring (Ms. Nguyen, CPA)

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- ***WIOA Adult and Dislocated Worker – C2 GPS:***
  - 58% complete.
- ***SNAP E&T– C2 GPS:***
  - 5% complete.



# Internal Monitoring Activities

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- ***Reemployment Services and Eligibility Assessment (RESEA) – C2 GPS:***

- 100% complete, with a 94.9% accuracy rate.

**Two attributes included for continuous quality improvement:**

- Event roster missing supporting attendance documentation (82.6%).
- Orientation service missing supporting completion documentation (82.6%).



# Internal Monitoring Activities

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- ***Trade Adjustment Assistance (TAA) – C2 GPS:***
  - 100% complete. Currently completing the Final Report.
- ***Informal Technical Assistance Reviews (Round 2) – C2 GPS:***
  - 44% complete.
  - These ‘informal’ reviews test attributes with less than a 90% accuracy rate.
  - Includes several grants: SNAP, NCP, Choices, TAA, and WIOA Adult and Dislocated Worker.



# Other Activities

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- ***Workforce Case Management System (WF CMS):***
  - TWC recently replaced its data application system and contracted Geographic Solutions, Inc. as the service provider.
  - The new system is a type of ‘Virtual OneStop’ and includes WorkInTexas (WIT) labor exchange, labor market information, and career/participant management as well as other features.
  - A primary goal aims to sustain the local workforce by supporting individuals seeking employment.
  - Approximately 1,200 Centers use the software nationwide.
- *The change has required us to update policies and the process is ongoing.*



# Timeline – External Engagements

Initial Estimated Timeline				Actual Timeline						
External Program Monitoring	Duration <sup>++</sup>	Start	Finish	Duration <sup>++</sup>	Effort	Variance	Start	Finish	% Complete	
Estimated Timeline: 2023-2024	263	11/6/2023	11/6/2024	74	59	Duration	12/18/2023		47%	Comments
COSA - Child Care Services	32	12/18/2023	1/30/2024	41	25	9	12/18/2023	2/12/2024	100%	Adjusted finish date due to extenuating circumstances.
COSA - CC QIA	46	1/8/2024	3/11/2024	36	34	-10	2/8/2024	3/28/2024	100%	Adjusted start date as monitors finalized the COSA CCS review. Extended finish date in receipt of COSA's HR information.
CONSORTIUM - Ready to Work	60	2/1/2024	4/24/2024						0%	Adjusted schedule to allow for the City's transitioning of the data system. Start date pending.
C2GPS - WIOA Adult & Dislocated Worker	55	3/25/2024	6/7/2024				3/26/2024		58%	Adjusted start date as monitors finalized the COSA QIA review.
C2GPS - SNAP	45	5/1/2024	7/2/2024				5/13/2024		5%	Adjusted start date to allow for TWC's transitioning of the data system.
C2GPS - NCP	49	6/3/2024	8/8/2024						0%	
SERCO - WIOA Youth	40	7/8/2024	8/30/2024						0%	
C2GPS - TANF/Choices	47	9/3/2024	11/6/2024						0%	
Avg Duration or Effort (days) →				47	39	30				
Multi-tasking (% days overlapping projects) →				29.7%	-3.9%					

**Duration** : total days from start to finish to complete project (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

## Modification Notes

<sup>++</sup> The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review, tool development, etc.).



# Timeline – Internal Engagements

Initial Estimated Timeline				Actual Timeline						
Internal Program Monitoring	Duration <sup>++</sup>	Start	Finish	Duration <sup>++</sup>	Effort	Variance	Start	Finish	% Complete	
Estimated Timeline: 2023-2024	253	11/14/2023	10/31/2024	121	134	Duration	11/14/2023		75%	Comments
C2GPS - Teacher Externship	45	11/14/2023	1/15/2024	39	34	-6	11/14/2023	1/5/2024	100%	Completed ahead of time.
C2GPS - SEAL	41	12/20/2023	2/14/2024	9	7	-32	12/6/2023	12/18/2023	100%	Minimized scope.
Technical Assistance Informal Reviews (I): Choices, SNAP, NCP, TAA, WIOA	0			23	23	23	1/2/2024	2/1/2024	100%	Added to address areas falling below 90% accuracy target.
PII Walkthroughs I	29	1/30/2024	3/8/2024	17	17	-12	2/27/2024	3/20/2024	100%	Adjusted finish date to allow for Board and Contractor Walkthroughs.
C2 GPS - TAA Phase II	42	3/11/2024	5/7/2024	27	27	-15	3/25/2024	4/30/2024	100%	Adjusted schedule for PII Walkthroughs I. Currently developing Final Report.
C2 GPS - RESEA	45	4/15/2024	6/14/2024	33	26	-12	2/7/2024	3/22/2024	100%	Advanced schedule to address pending TWC Monitoring Report.
Technical Assistance Informal Reviews (II): Choices, SNAP, NCP, TAA, WIOA	0						4/11/2024		44%	Added to address areas below 90% accuracy target.
PII Walkthroughs II and Priority of Service	29	8/1/2024	9/10/2024						0%	
Other projects as the need arises	37	9/11/2024	10/31/2024						0%	Adjusted Estimated start date from 8/1 to 9/11 to allow for PII Walkthroughs.
Avg Duration or Effort (days, excludes Other) →	29			25	22	-9				
Multi-tasking (% days overlapping projects) →	5.6%			-18.2%						

**Duration** : total days from start to finish (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

## Modification Notes

<sup>++</sup> The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal OA work (e.g., desk and policy review, tool development, etc.)

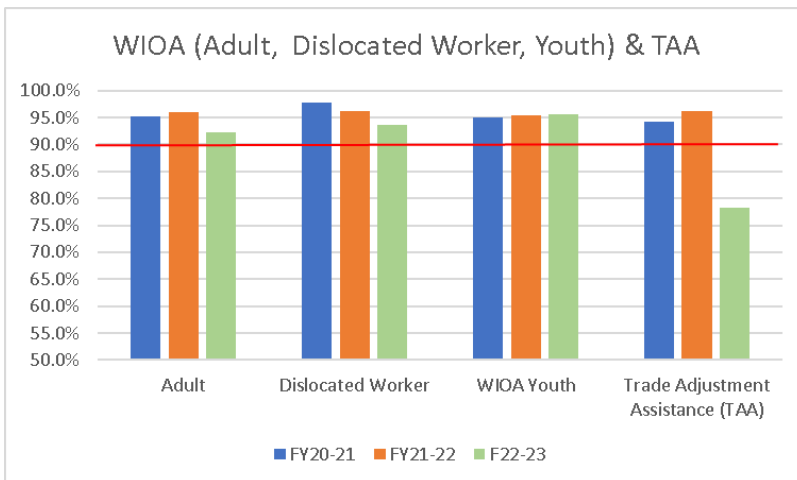




# Briefing – Monitoring Outcomes & TA

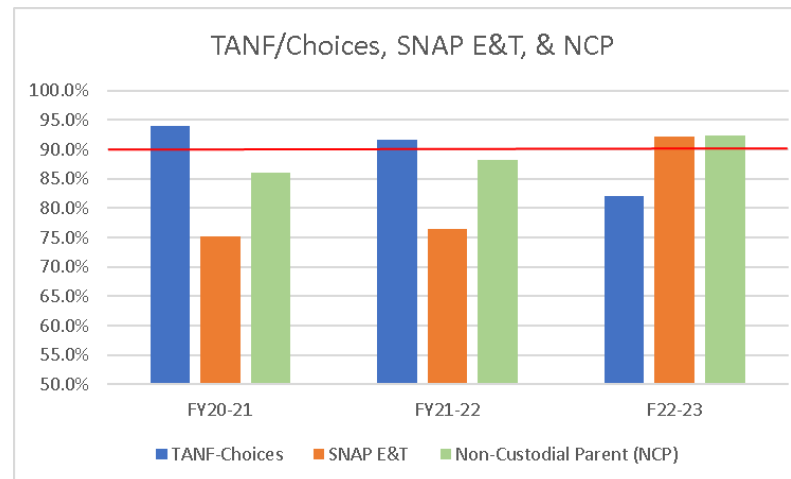
All WIOA grants have scored over the 90% accuracy rate.

However, the Trade Adjustment Assistance scored less than the 90% in FY22-23.

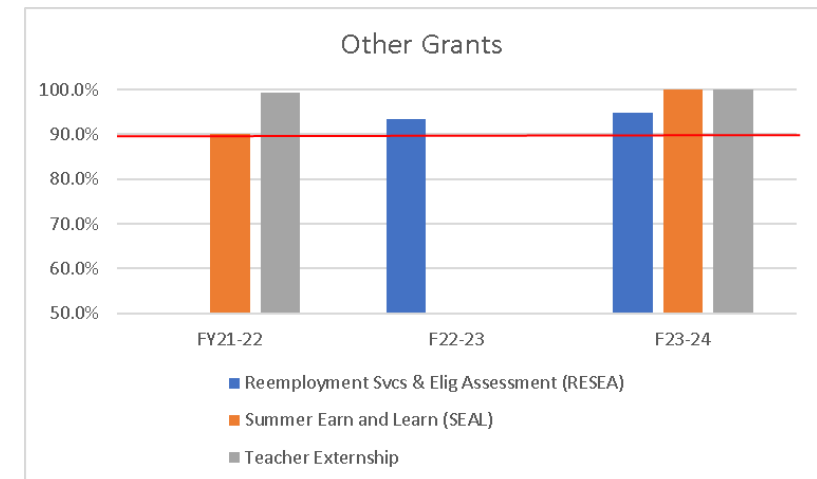


Choices and SNAP are more complicated than other grants. For instance, they require:

- Additional communications with HHSC;
- Weekly/monthly tracking of participation hours.

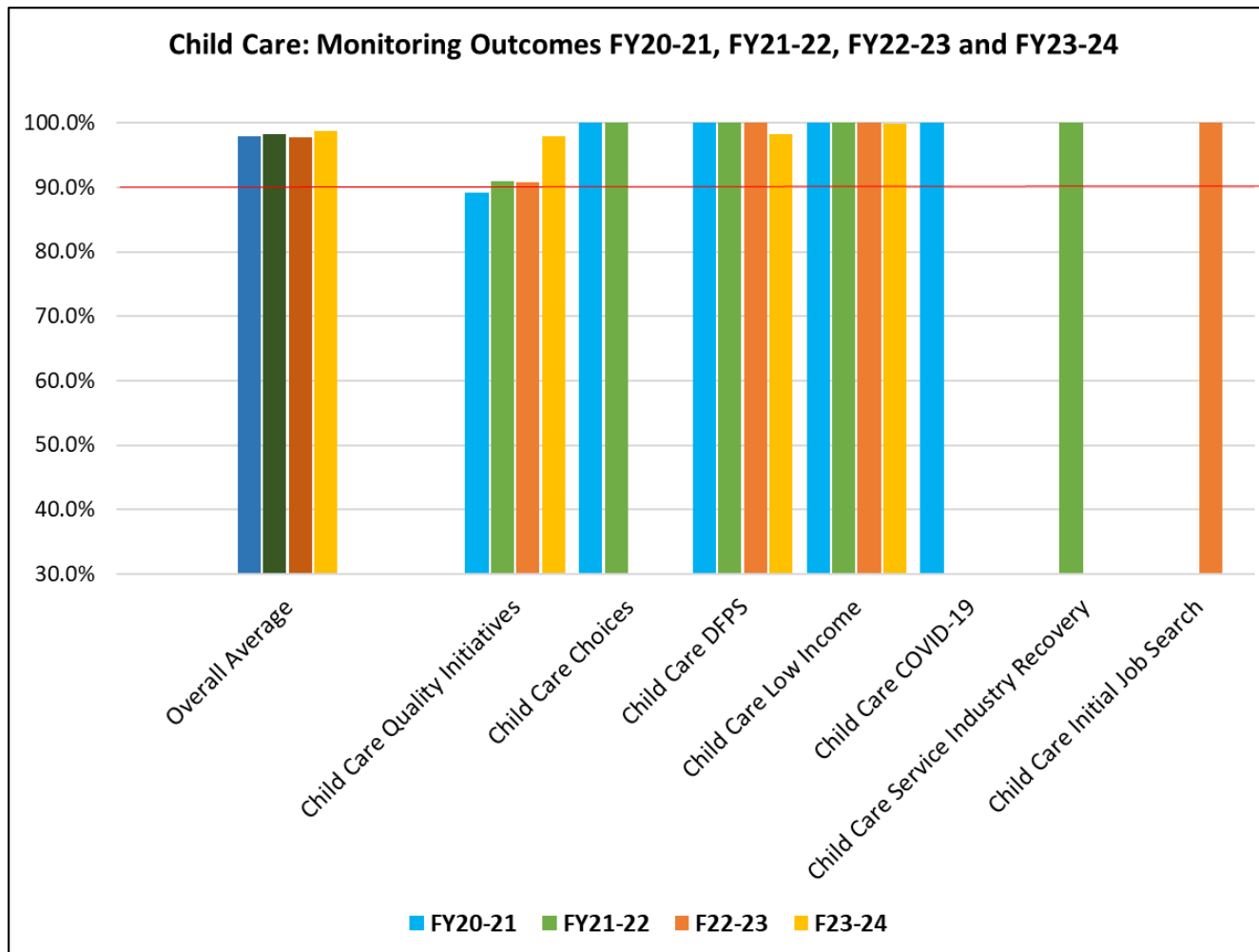


Outcomes of other grants have scored at or above the 90% accuracy rate target.





# Briefing – Monitoring Outcomes & TA



The figure summarizes outcomes of monitoring engagements for Child Care from FY 20-21 to FY 23-24.

**Added: Child Care Quality Initiatives (CC QIA) (in yellow).**

The red line highlights the 90% expected accuracy rate.

# Briefing – Update on Informal TA Contractor Monitoring

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- While a review's overall accuracy rate may exceed 90%, it may include individual attributes that fall below the target.
- TWC requires Boards to implement corrective action plans for attributes that do not meet the target.
- Programs/Operations Board staff implement actions with Contractors/Partners while QA helps by testing outcomes.
- Relevant grants include SNAP, NCP, Choices, TAA, WIOA Adult, Dislocated Worker, and Youth, and RESEA.
- Round #1 testing results in February revealed the grants needed additional continuous improvement efforts. We have completed 44% of Round #2 of these informal TA reviews.

# Summary & Context

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This briefing is part of the TWC Performance series and includes a new measure, the *Texas Talent Assistance*.

- TWC and Boards want to continue creating more meaningful performance measures.
- The effort aims to focus on accountability and storytelling.
- To that purpose, TWC has implemented a new measure, the *Texas Talent Assistance*, and this is the first year that it is being implemented.



# Goal & Definition

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- The performance aims to help employers acquire or develop talent:
  - With new hires, upskilling, and onboarding.

## ***Definition***

- *The number of employers reporting Texas Talent Assistance units.*



# Methodology

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## Denominator

- The number of employer establishments in the local area.

## Numerator

- The count of employer establishments receiving Texas Talent Assistance.



# Reportable Services

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The measure includes the following nine services:

<b>Taking preferred job postings</b>	<b>Job Fairs</b>	<b>Subsidized and unpaid employer agreements</b>
<b>Specialized testing of job seekers on behalf of an employer</b>	<b>Providing interviewing or meeting space</b>	<b>Fidelity Bonding</b>
<b>Employer site recruitment</b>	<b>Customized, incumbent worker, or on the job training</b>	<b>Job Development (if attached to an employer)</b>



# Data Sources & Reporting

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## Data

- *LMI Quarterly Census of Employment and Wages and its Multiple Worksite Survey*: federal law and the Bureau of Labor Statistics require TWC and Boards to keep the data confidential.
- *TWC's WorkInTexas (WIT)*: includes employer self-service, Board staff-assistance, and TWC Wagner-Peyser staff-assistance.

## Reporting

- *Performance Year*: from October to September.
- *Year-End Report Card*: issued in the September MPR (Monthly Performance Report).





# Questions



# Chief Process Officer Eric Vryn

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Update: Procurement, IT, and Ready to Work



# Agenda

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- ❖ Recap of strategic focus
- ❖ Procurement Enhancements
- ❖ Secure IT Cloud Migration
- ❖ Optimized Ready to Work Program





# Procurement & Contract Management Enhancements

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- ❖ **Current State Insights:** To increase efficiency and address gaps in business processes, policies, communication, and tech usage.
- ❖ **Strategic Focus:** Focus on immediate needs paired with long-term strategies to solidify improvements.
- ❖ **Short-term Initiatives:** Refining policies/SOPs, standardizing contract management, enhancing documentation, and introducing a risk forecasting model.
- ❖ **Long-term Goals:** Improve process efficiency, streamline operations via value stream mapping, and review the technology and system level integration deployment.



# CPO: Additional Strategic Priorities

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**Evaluate the current cloud migration plan and resource allocation of the Ready-To-Work (RTW) Program.**

❖ RTW Program Efficiency Focus:

- ❖ Analyze the fiscal staff investment in invoice processing to streamline administrative tasks.
- ❖ Assess COSA policies and requirements of WSA.
- ❖ Identify necessary fiscal and operational adjustments to support the evolving demands of the RTW program.

❖ IT Infrastructure & Cloud Migration:

- ❖ Review the current server specifications, usage, and performance.
- ❖ Analyze our cloud migration strategy, specifically the board staff's assessment of Azure Virtual Desktop as a potential enhancement to our VDI ecosystem.



# Procurement Enhancements

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## **Cross-Training & Workload Distribution:**

- ❖ Responsibilities distributed across the team.
- ❖ Comprehensive facilities and maintenance checklists

## **Training Development & Delivery:**

- ❖ Organization-wide and departmental-led sessions
- ❖ Pre-bid conferences for clear process guidance

## **Robust Policies:**

- ❖ Third- and fourth-party risk management framework
- ❖ Development of enterprise-level risk policy

## **Tech-Driven Efficiency:**

- ❖ Leveraging Bonfire for Standardized Templates
- ❖ Enhancing Monday boards and developing forecasting models
- ❖ Prioritizing contract review for immediate and long-term needs



# Cloud Migration & RTW

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## Cloud Migration

### ❖ Data Protection:

- ❖ SSL/TLS encryption and data masking techniques.
- ❖ Comprehensive backups created pre-migration.

### ❖ Phased Migration:

- ❖ Real-time monitoring to address security issues promptly.
- ❖ Restricted access to PII for authorized personnel only.

### ❖ Comprehensive Security:

- ❖ Post-migration PII erasure using NIST 800-88 compliant tools.
- ❖ Ensuring GDPR and HIPAA compliance.

### ❖ Server Optimization:

- ❖ Repurposing servers with new hard drives for test environments.

## Ready to Work

### ❖ Invoice Processing Issues:

- ❖ 63.64% of invoices required revisions
- ❖ **Average of 1.45 revisions per invoice:**
  - ❖ Each invoice often needed more than one round of corrections due to errors
  - ❖ Changes in the funding guide has caused confusion and rework
  - ❖ SYNC reconfiguration and unclear communication from COSA led to additional errors
- ❖ Low process efficiency at 36.36%
- ❖ Four (4) changes to the COSA funding guide in 2024.

### ❖ Impact:

- ❖ Significant rework and inefficiencies
- ❖ Increased processing time and errors.



# Next Steps

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## ❖ Procurement Excellence:

- ❖ Finalize and implement the PCM forecast model.
- ❖ Complete rollout of third-and fourth-party risk management policy.
  - ❖ Conduct department-wide training on new contract management framework.
  - ❖ Introduce acknowledgment form.
- ❖ Execute communication plan and soft launch for board staff.

## ❖ IT Cloud Migration:

- ❖ Pending approval for third-party vulnerability assessment to ensure cloud infrastructure security and integrity; evaluating associated costs and timeline.

## ❖ Ready to Work:

### ❖ Verify Changes to COSA Funding Guide

- ❖ Verify the changes made to the COSA funding guide since April 29, 2024. Assess the impact of these changes on fiscal invoicing procedures.

### ❖ Comprehensive Review and Analysis

- ❖ Conduct a thorough review and analysis of program processes, focusing on both fiscal and programmatic aspects



# Assistant Director of Procurement and Contract Management Gilbert Monk

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## Procurement & Contracts Update



# Contract Summary and RFP Updates

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<u>Solicitation</u>	<u>Purchase of</u>	<u>Opening (estimated)</u>	<u>Status</u>	<u>Anticipated Award Date</u>
RFI 2024-007	Lease Property Search (Bandera)	February 2024	Pending Award	June 2024
RFI 2024-008	Leased Property Search (Pearsall)	April 2024	In Progress	July 2024
RFI 2024-010	Leased Property Search (Hondo)	March 2024	In Progress	September 2024
RFP 2024-005	Temporary Staffing Services	February 2024	Pending Award	July 2024
RFP 2024-015	Child Care Quality (CCQ) Improvement Services	April 4, 2024	In Progress	July 2024
RFP 2024-013	Phone Cloud Migration	April 18, 2024	Evaluation	August 2024

# Bandera

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## Tentative Opening: August 2024

- **Summary:** The Workforce Solutions Alamo (WSA) Board of Directors is presented with a proposal to consider authorizing staff to award a contract (Lease) for a Facility Lease at one of two locations: 624 Highway 16, Bandera, TX, and 4173 Highway 16, Bandera, TX. As WSA was unable to finalize the lease with the first location through negotiations, it has now moved to finalize negotiations on location #2(4173 Highway 16).
- **Process Overview:** On February 23, WSA issued an RFI to solicit potentially available properties. Nine (9) properties were evaluated; of those nine (9), four (4) were deemed viable options. Accordingly, the other five (5) were disqualified for various reasons, such as non-adherence to Building Code standards, Lack of immediate availability, and failure to adhere to WSA spacing requirements.



# Bandera: Property #2

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## Tentative Opening: May 2024

- **Selection Process:** New facility lease for the Bandera Workforce Center.
- **Financial:** Rent - \$1,800 per month, with up to 5% annual escalation.
- **Location(s):** 4173 Highway 16, Bandera, TX
- **Term:** Initial lease term of 3-5 years, with renewal options.



4173 State Highway 16, Bandera, TX



# Childcare Quality Request for Proposal (RFP)

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- ❖ **Rebid RFP for Child Care Quality Services to update requirements:**
  - ❖ Estimated annual budget is **\$4,000,000.00**.
  - ❖ **Six proposals were received** by the solicitation submittal deadline.
  - ❖ Evaluations have concluded and are in the process of fiscal integrity review.

Action Item	2024 - RFP	Rebid
Issue/Post/Advertise Solicitation	February 14, 2024	April 4, 2024
Solicitation Submittal Deadline	April 2, 2024	May 3, 2024
Evaluation Due: Committee Meeting	April 19, 2024	May 17, 2024
Finance Committee	May 31, 2024	July 8, 2024
Executive Committee	June 7, 2024	July 12, 2024
Board Meeting	June 21, 2024	July 19, 2024
Transition - Planning	Summer 2024	AUG - SEPT
Contract Start Date	October 1, 2024	October 1, 2024

# Director of Child Care Jessica Villareal

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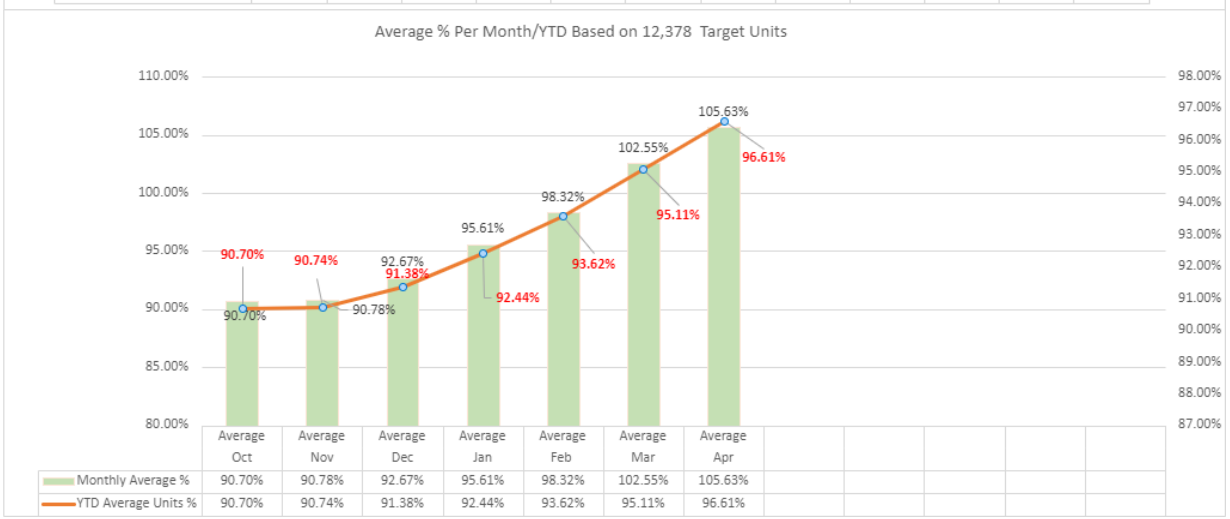
## Performance Briefing





# Childcare Performance Briefing FY 2024

*\*information pulled 05/23/2024*



	Oct	Nov	Dec	Jan	Feb	Mar	Apr
	Average	Average	Average	Average	Average	Average	Average
Monthly Average %	90.70%	90.78%	92.67%	95.61%	98.32%	102.55%	105.63%
YTD Average Units %	90.70%	90.74%	91.38%	92.44%	93.62%	95.11%	96.61%

	Oct	Nov	Dec	Jan	Feb	Mar	Apr
	Average	Average	Average	Average	Average	Average	Average
Monthly Average Units	11,227	11,237	11,470	11,834	12,171	12,694	13,075
YTD Average Units	11,227	11,232	11,311	11,442	11,588	11,772	11,958

WSA's unofficial YTD avg for FY 2024 is 96.61%

CCDF Performance Status Methodology  
Year-to-Date numbers to calculate performance  
MP = 95%-105%  
+P = 105% or above  
-P = <94.99





# Childcare Performance Briefing FY 2024

*\*information pulled 05/23/2024*

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	Oct	Nov	December	Jan	Feb	March	Apr
	Average	Average	Average	Average	Average	Average	Average
Choices	208	237	227	222	222	230	223
Low Income	10,312	10,269	10,465	10,803	11,158	11,668	12,049
Former DFPS	568	591	634	650	632	622	630
Homeless	140	140	144	159	158	175	174
Monthly Average Units	11,227	11,237	11,470	11,834	12,171	12,694	13,075
Monthly % Average	90.70%	90.78%	92.67%	95.61%	98.32%	102.55%	105.63%
YTD Average Units	11,227	11,232	11,311	11,442	11,588	11,772	11,958
YTD % Average	90.70%	90.74%	91.38%	92.44%	93.62%	95.11%	96.61%
TWC Target	12,378	12,378	12,378	12,378	12,378	12,378	12,378





# Director of Workforce Services Victoria Rodriguez

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Monthly Performance Report March and February  
2024

Grants and Initiatives



# Programs Performance BCY24

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

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

**FINAL RELEASE**

As Originally Published 4/10/2024

**FEBRUARY 2024 REPORT**

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	89.54%	87.38%	78.28%	63.76%	123.95%	101.17%	93.41%	92.81%	92.94%	88.15%	95.50%	81.33%	114.64%	95.31%	97.63%

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

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants										
	Employed/ Enrolled Q2 Post-Exit	Employed/ Enrolled Q2-Q4 Post-Exit	Credential Rate	Claimant ReEmployment within 10 Weeks	Employers Rcvg Wkfc Asst Fm Bds or Self Svc	Choices Full Engagement Rate	Average # Children Served Per Day-Combined	+P	MP	-P	% MP & +P
Alamo	n/a	n/a	n/a	n/a	n/a	n/a	93.63%	2	7	7	56%



# Programs Performance BCY24

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

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

**FINAL RELEASE**

As Originally Published 5/23/2024

**MARCH 2024 REPORT**

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

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/ Enrolled Q2 Post-Exit	Employed/ Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	84.97%	94.29%	74.42%	61.53%	118.26%	98.96%	93.41%	102.58%	79.29%	93.72%	92.50%	86.02%	111.91%	97.86%	94.38%

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

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

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Rcvg TX Talent Assistance	Choices Full Engagement Rate	Average # Children Served Per Day-Combined	+P	MP	-P	% MP & +P
	Employed/ Enrolled Q2 Post-Exit	Employed/ Enrolled Q2-Q4 Post-Exit	Credential Rate								
Alamo	95.76%	101.79%	87.32%	90.47%	125.21%	129.66%	95.03%	4	11	7	68%



# Individual Measures Status YTD

## INDIVIDUAL MEASURES - MEETING/NOT MEETING STATUS

TWC-Contracted Performance	Sep23	Oct23	Nov23	Dec23	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	EOY	Months Not Meeting	% of Year Meeting
Employed Q2 Post Exit - Adult (DOL)	MP	MP	MP	-P	-P	-P	-P								4	57.14%
Employed Q4 Post Exit - Adult (DOL)	MP	MP	MP	-P	-P	-P	MP								3	57.14%
Median Earnings Q2 Post Exit - Adult (DOL)	-P	-P	-P	-P	-P	-P	-P								7	0.00%
Credential Rate - Adult (DOL)	-P	-P	-P	-P	-P	-P	-P								7	0.00%
Measurable Skills Gains - Adult (DOL)	-P	-P	-P	MP	+P	+P	+P								3	57.14%
Employed Q2 Post Exit - DW (DOL)	MP	MP	MP	MP	MP	MP	MP								0	100.00%
Employed Q4 Post Exit - DW (DOL)	MP	MP	MP	MP	MP	MP	MP								0	100.00%
Median Earnings Q2 Post Exit - DW (DOL)	MP	MP	MP	MP	MP	MP	MP								0	100.00%
Credential Rate - DW (DOL)	-P	-P	-P	MP	MP	MP	-P								4	42.86%
Measurable Skills Gains - DW (DOL)	-P	-P	-P	-P	-P	-P	MP								6	14.29%
Employed/Enrolled Q2 Post Exit - Youth (DOL)	MP	MP	MP	MP	MP	MP	MP								0	100.00%
Employed/Enrolled Q4 Post Exit - Youth (DOL)	-P	-P	-P	-P	-P	-P	-P								7	0.00%
Median Earnings Q2 Post Exit - Youth (DOL)	MP	MP	MP	+P	+P	+P	+P								0	100.00%
Credential Rate - Youth (DOL)	-P	MP	MP	MP	MP	MP	MP								1	85.71%
Measurable Skills Gains - Youth (DOL)	-P	-P	-P	-P	MP	MP	MP								4	42.86%
Employed/Enrolled Q2 Post Exit - C&T Participants	MP	n a	n a	n a	n a	n a	MP								0	100.00%
Employed/Enrolled Q2-Q4 Post Exit - C&T Participants	MP	n a	n a	n a	n a	n a	MP								0	100.00%
Credential Rate - C&T Participants	-P	n a	n a	n a	n a	n a	-P								2	0.00%
Claimant Reemployment within 10 Weeks*	n a	n a	n a	n a	n a	n a	-P								1	0.00%
Employers Receiving Texas Talent Assistance	n a	n a	n a	n a	n a	n a	+P								0	100.00%
Choices Full Engagement Rate - All Family Total	n a	n a	n a	n a	n a	n a	+P								0	100.00%
Avg # Children Served Per Day - Combined	-P	-P	-P	-P	-P	-P	MP								5	16.67%

Source: TWC's Monthly Performance Reporting (MPR) Access Database

highlights  
<50%

not meeting	9	7	7	7	6	6	7
meeting	9	8	8	8	9	9	14
% of measures meeting	50.0%	53.3%	53.3%	53.3%	60.0%	60.0%	66.7%

# Cases or Dollar Amount Needed to Meet Performance Per Measure



## NUMBER OF PARTICIPANTS NEEDED TO MEET THE % OF TARGET

TWC-Contracted Performance	Dec23	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24
Employed Q2 Post Exit – Adult (DOL)	-1	-1	-1	-20						
Employed Q4 Post Exit – Adult (DOL)	-4	-4	-4	12						
Median Earnings Q2 Post Exit – Adult (DOL)	-\$1,802.83	-\$1,802.83	-\$1,802.83	-\$2,123.26						
Credential Rate – Adult (DOL)	-13	-13	-13	-27						
Measurable Skills Gains – Adult (DOL)	1.33	12.11	13.15	12						
Employed Q2 Post Exit – DW (DOL)	9	9	9	11						
Employed Q4 Post Exit – DW (DOL)	3	3	3	5						
Median Earnings Q2 Post Exit – DW (DOL)	-\$740.69	-\$740.69	-\$740.69	\$265.61						
Credential Rate – DW (DOL)	1	1	1	-4						
Measurable Skills Gains – DW (DOL)	-7	-1	-1	2						
Employed/Enrolled Q2 Post Exit – Youth (DOL)	7	8	8	5						
Employed/Enrolled Q4 Post Exit – Youth (DOL)	-12	-12	-12	-9						
Median Earnings Q2 Post Exit – Youth (DOL)	\$545.32	\$570.88	\$570.88	\$464.50						
Credential Rate – Youth (DOL)	2	2	2	4						
Measurable Skills Gains – Youth (DOL)	-26	15	10	6						
Employed/Enrolled Q2 Post Exit – C&T Participants	na	na	na	na						
Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	na	na	na	na						
Credential Rate – C&T Participants	na	na	na	na						
Claimant Reemployment within 10 Weeks	na	na	na	na						
Employers Receiving Texas Talent Assistance	na	na	na	na						
Choices Full Engagement Rate – All Family Total										
Avg # Children Served Per Day – Combined										

Source: TWC's Monthly Performance Reporting (MPR) Access Database



# Targets Needed to Meet Measure

## TWC-Contracted Performance

TWC-Contracted Performance		Exiters		Target	Lagged
EOY Report	Period	Year			
Employed Q2 Post Exit – Adult (DOL)	August	July to June	previous	Meeting >= 90%	YES
Employed Q4 Post Exit – Adult (DOL)		Jan to Dec			
Median Earnings Q2 Post Exit – Adult (DOL)		July to June			
Credential Rate – Adult (DOL)		Jan to Dec			
Measurable Skills Gains - Adult (DOL)		July to June	previous		
Employed Q2 Post Exit – DW (DOL)		July to June			
Employed Q4 Post Exit – DW (DOL)		Jan to Dec			
Median Earnings Q2 Post Exit – DW (DOL)		July to June			
Credential Rate – DW (DOL)		Jan to Dec			
Measurable Skills Gains - DW (DOL)		July to June	previous		
Employed/Enrolled Q2 Post Exit – Youth (DOL)		July to June			
Employed/Enrolled Q4 Post Exit – Youth (DOL)		Jan to Dec			
Median Earnings Q2 Post Exit – Youth (DOL)		July to June			
Credential Rate – Youth (DOL)		Jan to Dec			
Measurable Skills Gains - Youth (DOL)		July to June	previous		
Employed/Enrolled Q2 Post Exit – C&T Participants		July to June			
Employed/Enrolled Q2-Q4 Post Exit – C&T Participants		Jan to Dec			
Credential Rate – C&T Participants		Jan to Dec			
Claimant Reemployment within 10 Weeks	September	previous month	same	Meeting >= 95%	NO
Employers Receiving Workforce Assistance from Boards or Self-Service					
Choices Full Engagement Rate - All Family Total	September	previous month	same	Meeting >= 95%	
Avg # Children Served Per Day - Combined				refer to child care	

Source: TWC's Monthly Performance Reporting (MPR) Access Database





# MPR Next Steps

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- Performance targets may increase or decrease during this program year based on current economic data and the casemix of exiters we are serving in our workforce centers.
- TWC will be adding additional performance measures next program year which include:
  - Initial Job Search Child Care Success Rate: Parents placed in ISJ CC May 2024-March 2025
  - Successful Texas Talent Assistance Rate: Employees receiving TTA April 2024-March 2025
  - New Employment Connection Rate: Based on active job search Period beginning Jan 2024 to Dec 2024
  - Maintaining New Employment Connection Rate: Based on New Employment Connections Jan 2024 to Dec 2024
- The board continues to validate Exception reports from the contractors for measures not being met each month.



# 2024 Workforce Grants & Project Updates

## Upskilling and Training to Address Skills Gaps

**\$170,471.00**



Connecting individuals with employers in high-demand industries by funding upskilling and job training that leads to industry-recognized credentials in high-demand occupations to support in-need industries, including health care, transportation, semiconductor and technology, broadband development, and construction.

**Apply today!**

### Targeted Industries:



Healthcare



Transportation



Construction



Production



Broadband Development





# Workforce Commission Initiatives Grant

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## Summer Earn and Learn (SEAL)

Offers paid, on-the-job, workplace readiness training, work experience, and transferable skills learning opportunities for students



## 2024 Overview:

- 246 Students currently enrolled
- 253 secured employment positions
  - 169 – Urban
  - 84 – Rural

# Student HireAbility



Navigators continue to stamp a footprint in urban and rural communities towards Disability connections and WSA Programs for Youth in Transition.

- 3/8/24 – What's Up Symposium @ Harlandale HS
- 4/2/24 – Project Access Orientation for IDD Certifications
- 4/12/24 – SAISD Senior Job Fair
- 4/17/24 – WIN Center @ Morgan's Wonderland
- 4/19/24 – 2024 ACE Race Volunteer
- 4/19/24 – SAC Welcome Aboard Packet Stuffing Volunteer
- 5/9/24 – Alamo Heights Project Search 1<sup>st</sup> Cohort Graduation





# Monthly Youth Participant Enrollment

CURRENT YOUTH COUNTS AS OF April 30, 2024 -REPORT PULLED 5/7/2024											
WIOA YOUTH REPORT 2023-2024	Oct'23	Nov'23	Dec'23	Jan '24	Feb '24	March '24	April '24	TOTAL		Goal	%Met
Enrollments - URBAN											
In-School Youth	0	1	2	1	4	0	2	10	110	306	36%
Out-of-School Youth	12	19	11	17	19	13	9	100			
Enrollments - RURAL											
In-School Youth	2	2	5	2	3	5	3	22	76	88	86%
Out-of-School Youth	7	7	5	12	7	11	5	54			
Services											
Occupational/Vocational Training	5	5	6	3	3	0	1	23	23	39	59%
Work Experience	8	11	13	18	28	23	20	121	121	365	33%
BCY23 Work Experience Carryover - Active								3			
Supportive Services	53	106	74	70	96	91	186	676	676	319	212%
Educational Services (GED)	2	1	4	3	2	2	0	14			
Follow-Up	20	15	8	11	3	4	0	61			

Overview: Monthly enrollment of registered youth program participants and key services provided.

Goal: The yearly goal for Urban ISY and OSY is 306 youth participants and Rural ISY and OSY is 88 youth participants.





# Ready To Work

Weekly Update 5.22.24



# Director of Ready to Work Rebecca Espino Balencia

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## Performance Update

\*Data confirmed May 22,2024



# 2024 Workforce Grants & Project Updates

## Ready to Work Program

**\$105,781,953**

Ready to Work is a one-of-a-kind program to help San Antonio residents find easy access to education and quality jobs. Ready to Work is funded by a 1/8 cent sales and use tax collected through December 2025.

FY22/24 Goals (April – June)	WSA Applicants Interviewed	Case Managed / Enrolled in Training	Complete d Training	Placed in Quality Jobs
	7332	6367		
YTD	5407	3284	890	554

### WSA Ready to Work Subgrantees

1. AVANCE
2. C2 Global
3. Chrysalis
4. Family Service Association
5. San Antonio Food Bank
6. Texas A&M San Antonio
7. YWCA San Antonio





# Completed Intake: 5,407

This page displays data about Ready to Work (RTW) applicants that have completed intake and assessment interviews.

The City has contracted with four partner agencies to interview RTW applicants to assess eligibility and potential barriers: Workforce Solutions Alamo, Alamo Colleges District, Project QUEST, and Restore Education. Workforce Solutions Alamo manages a consortium of seven subcontractors to assist, including Avance, C2Global, Chrysalis Ministries, Family Service Association, SA Food Bank, Texas A&M San Antonio, and YWCA. Ready to Work also supports participants in the Department of Human Services Training for Job Success program.

Program Overview

Completed Intake

Enrolled in Training

Placed in Quality Job

## Filter data

Press Ctrl to select multiple values

Clear all filters

City Council District

All

Partner Agency

Workforce Solutions Alamo

Race & Ethnicity

All

Eligibility Status

All

Gender

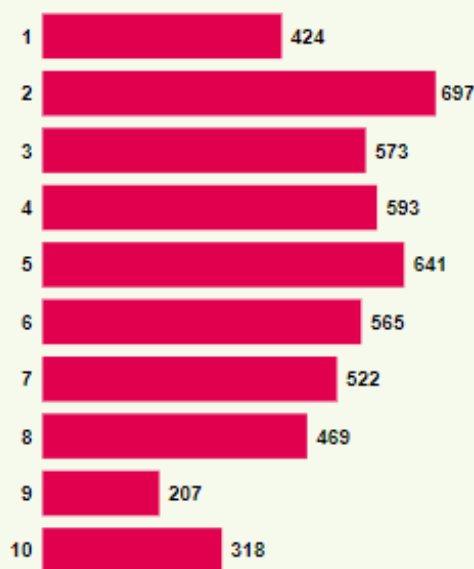
All

Age Range

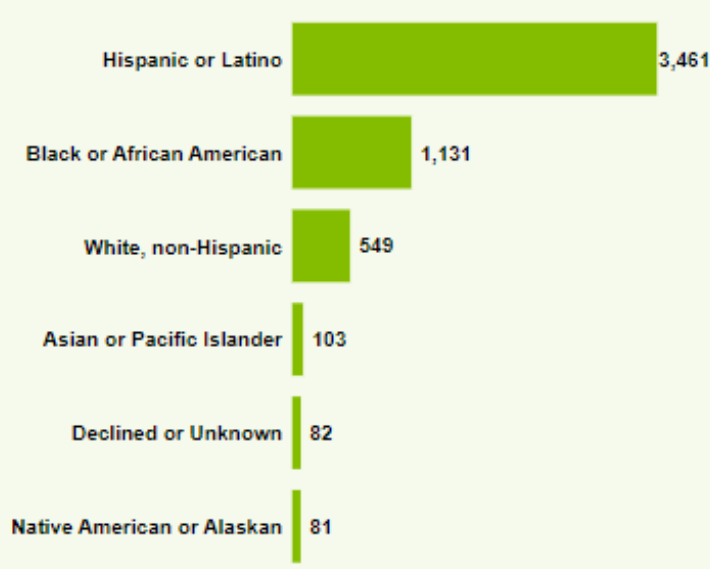
Age 0 85



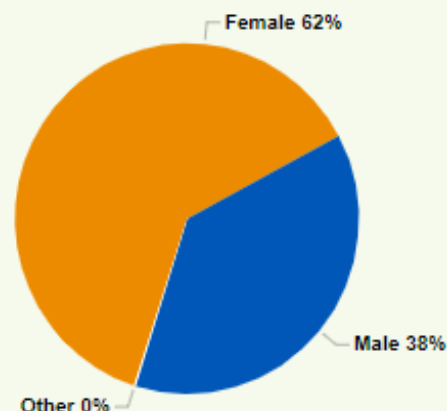
City Council District



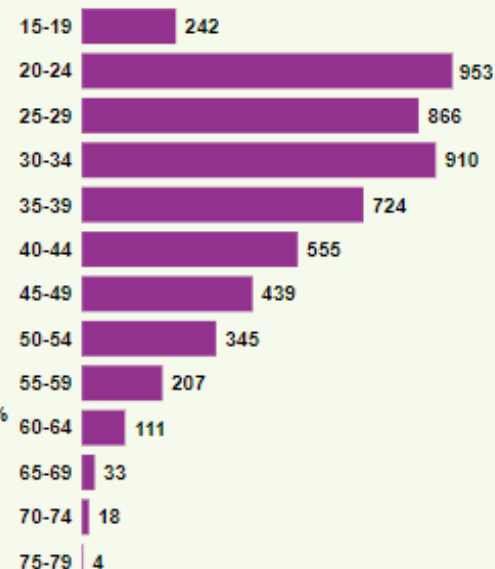
Race & Ethnicity



Gender



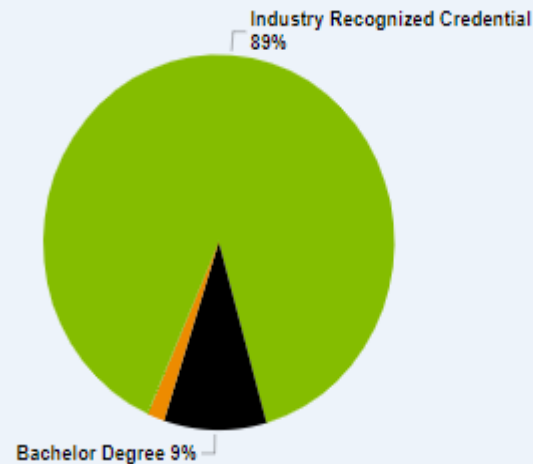
Age



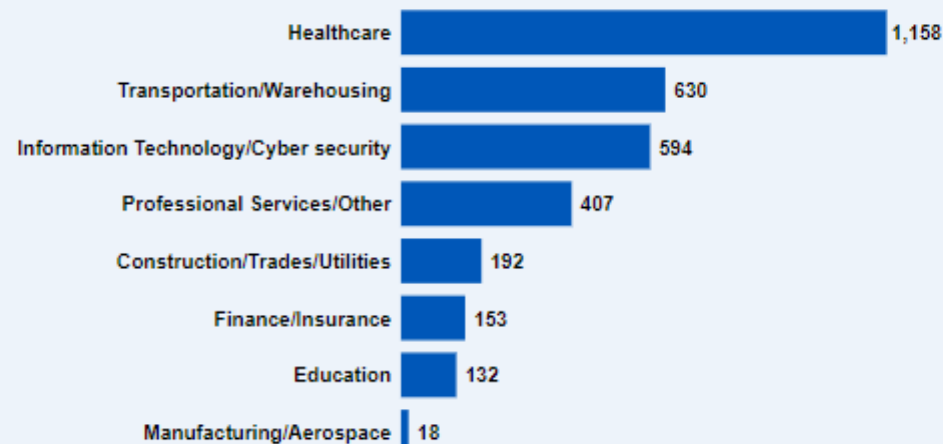
The City of San Antonio is sharing this data publicly in line with the program's guiding principle of transparency. This data is current as of 5/22/2024 and is subject to change on a daily basis. Hundreds of Ready to Work coaches manually input and update information in a central case management data platform as they work every day with program applicants and participants. Contact [RTW.Help@sanantonio.gov](mailto:RTW.Help@sanantonio.gov) with any questions or comments.



### Type of Credential



### Enrollment by Target Industry



Training in Progress

**2,070**

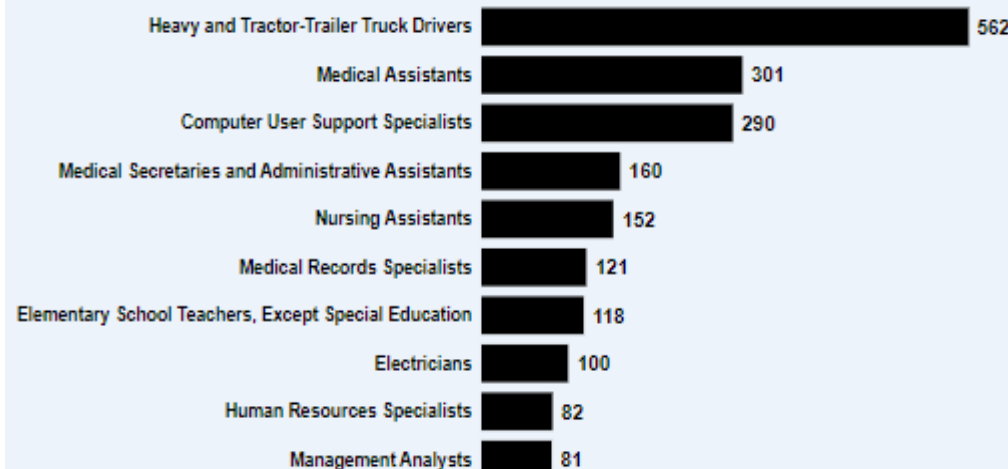
Successfully Completed Training

**890**

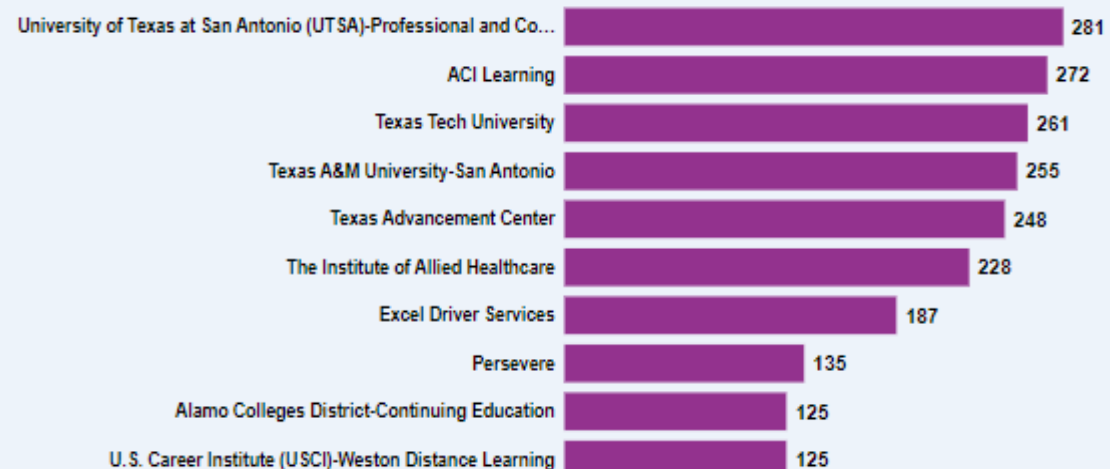
Successful Training Completion Rate

**76%**

### Top 10 Training Occupations by Enrollment

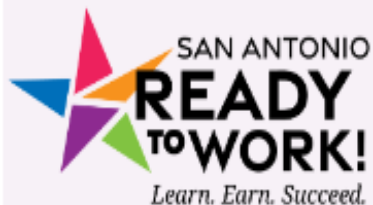


### Top 10 Training Providers by Enrollment



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# Placed in Quality Jobs: 554

This page displays data about Ready to Work (RTW) participants that have been placed in quality jobs. RTW defines a quality job as one that offers an hourly wage of at least \$15 and an annual salary of at least \$31,200, plus benefits, in a RTW target occupation.

RTW coaches assist participants with interview skills, resume preparation and online profiles. Employers share critical needs, engage in employer roundtables and collaboratives to enhance training pipelines, offer work-based learning opportunities like internships and apprenticeships, and hire RTW participants upon completion of training programs.

Program Overview

Completed Intake

Enrolled in Training

Placed in Quality Job



## Filter data

Press Ctrl to select multiple values

Clear all filters

City Council District

All

Partner Agency

Workforce Solutions Alamo

Race & Ethnicity

All

Industry

All

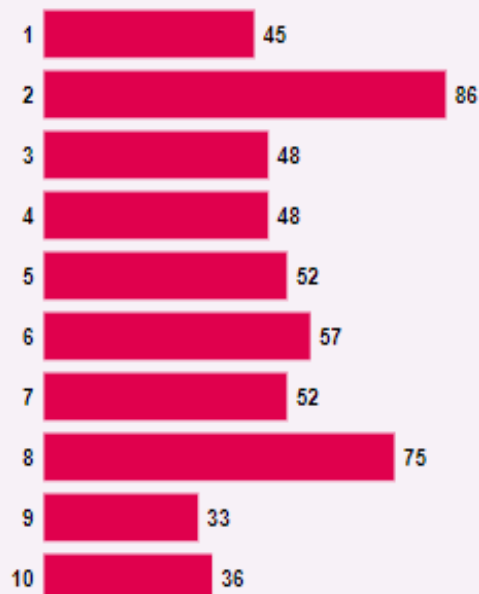
Gender

All

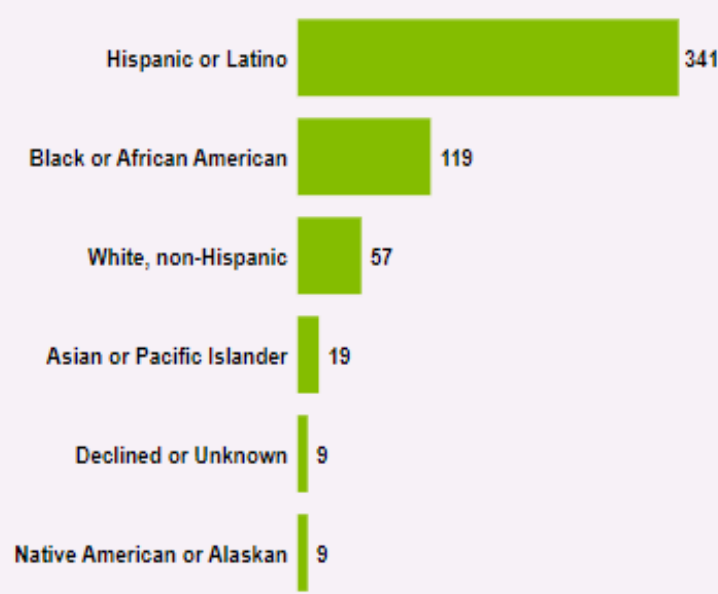
Age Range

Age 0 85

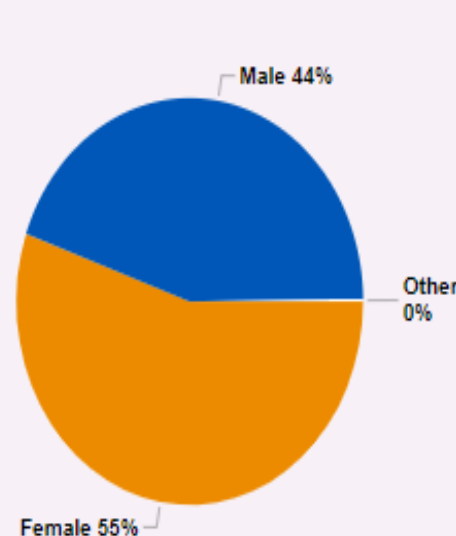
City Council District



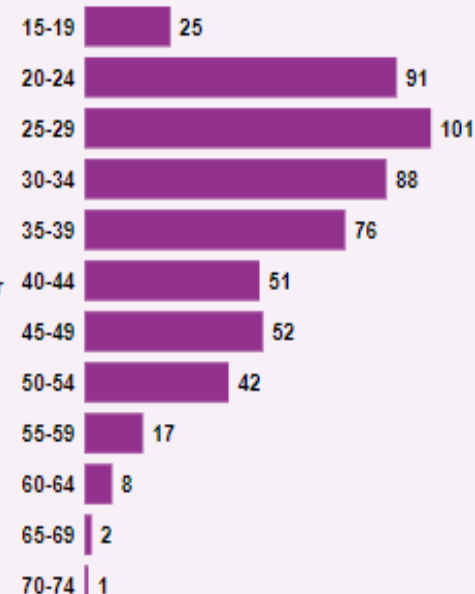
Race & Ethnicity



Gender



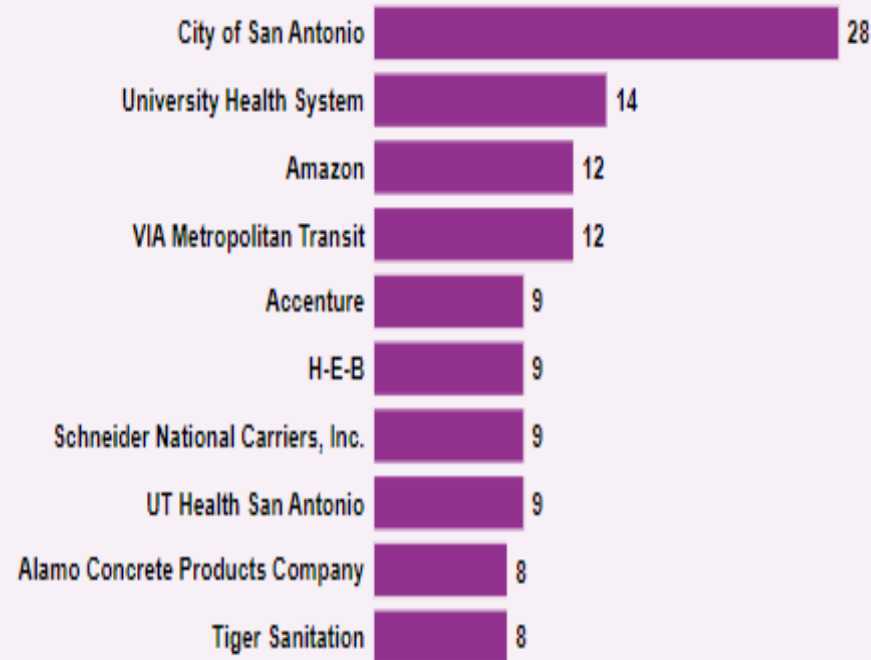
Age



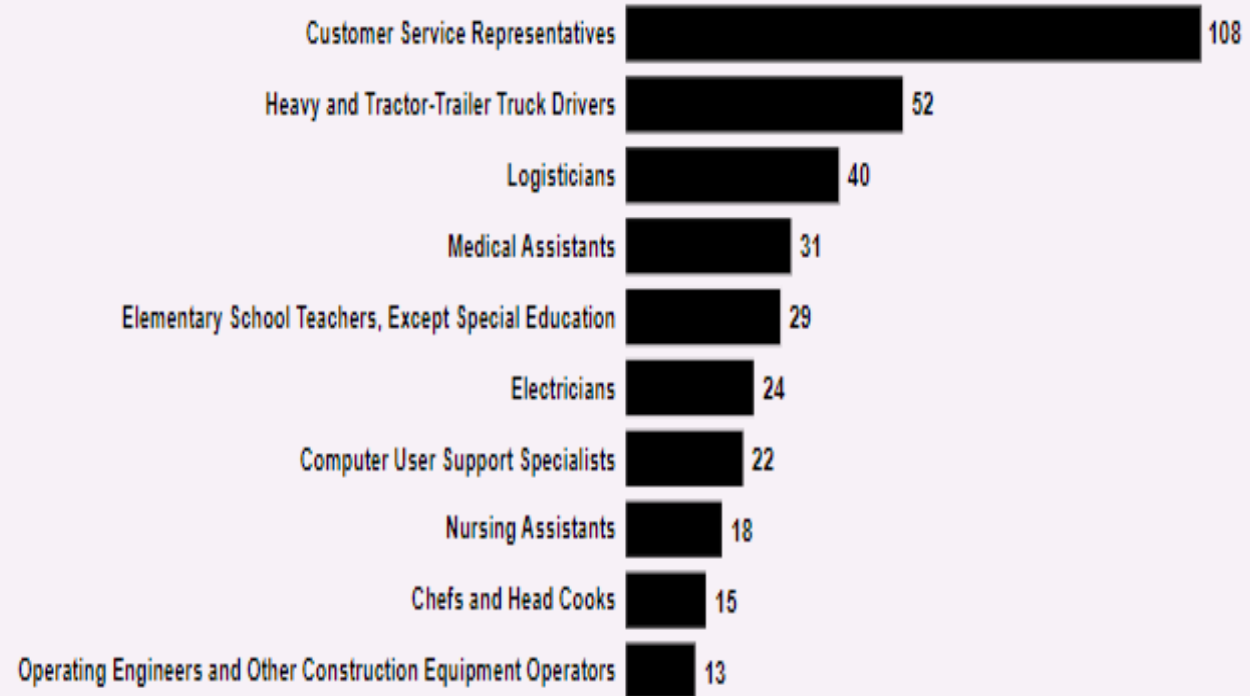


## Top Employers of RTW Graduates by Number of Hires

*Responsive only to Industry data filter*



## Top Occupations Hired



Employers Hiring RTW  
Graduates

**413**

Mean Hourly Wage in New Job

**\$20.06**

Mean Annual Salary in New Job

**\$42,063**

% Placed in Quality Job within  
6 months

**47%**

% Placed in Quality Job within  
12 months

**77%**

The City of San Antonio is sharing this data publicly in line with the program's guiding principle of transparency. This data is current as of 5/22/2024 and is subject to change on a daily basis. Hundreds of Ready to Work coaches manually input and update information in a central case management data platform as they work every day with program applicants and participants. Contact [RTW.Help@sanantonio.gov](mailto:RTW.Help@sanantonio.gov) with any questions or comments.



# UPDATES

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- Training Provider Info Session at the Food Bank, June 5<sup>th</sup>.
- We continue to increase in placements each week. Goal is to hit 600 by month end.



# Challenges

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- Sub-agencies still working on data clean up. Sync Workflow is missing steps. COSA team is working on updates. We have not been provided an expected timeframe on completion.
- User Access to Sync reports is the hot topic. Our data team needs access as well to best support teams and program.



# Questions

