



## **OVERSIGHT COMMITTEE MEETING**

Workforce Solutions Alamo  
100 N. Santa Rosa, Suite 101  
San Antonio, TX 78207  
February 7, 2020  
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). Speakers are encouraged to register at the beginning of the meeting. Questions relating to these rules may be directed to Patti Santos at (210) 272-3250.

- I. Call to Order and Quorum Determination  
Presenter: Chair Watson
- II. Declarations of Conflict of Interest  
Presenter: Chair Watson
- III. Public Comment  
Presenter: Chair Watson
- IV. Discussion and Possible Action Regarding Previous Minutes - November 15, 2019 3  
Presenter: Chair Watson
- V. Discussion and Possible Action Regarding Unemployment Insurance (UI) Weekly 6  
Work Search Contact Requirements  
Presenter: Ricardo Ramirez
- VI. Discussion and Possible Action Regarding Quality Assurance Policy 16  
Presenter: Casey Clanton
- VII. Discussion and Possible Action Regarding Self-Service Kiosk Services 29  
Presenter: LaVonnia Horne-Williams, Director
- VIII. Briefing Regarding Programs and Performance 59  
Presenter: Ricardo Ramirez
- IX. Briefing Regarding Internal Monitoring 96  
Presenter: Casey Clanton
- X. Briefing Regarding Child Care Shared Services 103  
Presenter: Tony Martinez
- XI. Chair Report  
Presenter: Chair Watson
- XII. CEO Report

Presenter: Adrian Lopez

- a. Child Care Success Story 113
- b. Feedback from Rural Judges 114
- c. Components of Workforce Masterplan 122
- d. SEAL
- e. Datapoint

XIII. Next Scheduled Meeting  
May 29, 2020 at 9:00 AM  
Presenter: Chair Watson

XIV. Executive Session

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

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Workforce Solutions Alamo in Negotiations with a Third Party; and**
- 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.**

XV. Adjournment  
Presenter: Chair Watson



## OVERSIGHT COMMITTEE MEETING MINUTES

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- I. **CALL TO ORDER:** The Oversight Committee Meeting was called to order by Chair Watson at 1:00 PM on November 15, 2019 at 100 N. Santa Rosa, Suite 101, San Antonio, TX. 78207.
- II. **QUORUM PRESENT:** There was no Public Comment or Conflict of Interest. Board members present were: Doug Watson, Mark Luft, Benjamin Peavy. WSA staff present were: Adrian Lopez, Louis Tatum, Martha Aguilar, Patti Santos, Ricardo Ramirez. Partners present were: Adrian Perez. Guests present were: Joshua Villela, Michael DeFres, Barbetta Womack, Melissa Contreras, Victor Givens, Melissa Sadler-Nitu, SaWanna Ballou, Manuela Zarate, Manuel Ugues, Chakib Chehadi, Andres DelaGarza, Particia Barrers, Gabriela Horbach.
- III. **APPROVAL OF MINUTES:** A motion was made by Mark Luft, seconded by Ben Peavy, to approve the minutes as presented. The Committee unanimously approved the prior meeting minutes.
- IV. **MONTHLY FINANCIAL REPORTS**  
Louis Tatum stated that September is final month of the fiscal year. Mr. Tatum mentioned that the following active grants did not lapse any money: TANF, SNAP, E&T, and Non-Custodial Parent. Chair Watson asked why there was a bump on the insurance. Louis responded that the budget included an increase in the event there is a claim that results in additional payment in insurance deductibles. Chair Watson commented that we are doing much better in spending the money.
- V. **CHILD CARE BUDGET/PERFORMANCE/INCENTIVES**  
Chair Watson stated that the TRS incentives are dollars to improve quality of childcare centers that will be spent in the rural areas. In addition, the memo regarding Child Care Budget/Performance/Incentives implementation will be brought to the Executive Committee for recommendation.
- VI. **PROGRAMS AND PERFORMANCE**  
Ricardo Ramirez reported that child care enrollment is higher than what the State currently expects. **Last year all the Boards across the State received a significant increase in funding after a four- year freeze. Historically, child care funding has been provided in lump sums followed by drops in funding, which makes it difficult**

**to sustain and project. TWC has acknowledged this issue and has developed a two-year budget that will allow for better planning in the future.** There was discussion on the strategy of the Shared Alliance's approach to build capacity of child care centers that heavily depend on CCS dollars. It was noted that WSA is still meeting TWC performance measures.

CEO Lopez mentioned that in future, reports will have a memo explaining the report and/or documentation.

Rick Garcia provided a presentation on the Veterans and Transitional Service Member services. Rick further reported that the Red White and You event had 1,197 Job Seekers in 2018, 2,022 in 2019, and that the 2020 event may need a new venue to expand.

## VII. INTERNAL MONITORING

Louis Tatum provided a report.

## VIII. Chair Watson Reports:

- a. Chairman Watson discussed the WSA Bus and asked about developing a mobile App and stated that it's probably cheaper to buy the App than to buy and maintain a bus. Request was made to send survey to customers and ask them if the app would be beneficial to them.
- b. There was discussion regarding the Kiosks. If anyone wants to receive the bi-weekly updates on the Kiosks, to email Tony or Adrian.

IX. **CEO Report.** The CEO stated that he plans to improve how the Financial, Contract, and Performance Compliance reports are provided to include additional data from staff. Chair Watson asked to add the number of clients served versus dollar figures.

- a. The CEO reported on the recent Red, White & You event hosted in November including that it is one of the largest hiring event throughout the State. Rick recognized the contractors, C2 and Serco and stated their assistance was a big help.
- b. The CEO reported on the upcoming 2019 Career Pathways Summit. The CEO stated that WSA anticipates 400 Juniors and Seniors attending the event that will be hosted at the Region 20 offices. He further stated that this is the first time the pilot project will grow to this scale.
- c. The CEO discussed the 2<sup>nd</sup> Chance Job Fair which is a partnership with Bexar County Commissioner's Office. The CEO reported that there were 330 job seekers that attended.

- d. The CEO provided a spreadsheet to detail the value of Rural Services. The CEO reported that staff developed the spreadsheet based on the State formula excluding child care funding and determined that the Rural Communities were effectively receiving more than what they would be otherwise entitled to.

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

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

There was no Executive Session.

**XI. Adjournment**

Presenter: Chair Watson. Meeting adjourned at 1:58 PM.

## MEMORANDUM

**To:** Workforce Solutions Alamo Board – Oversight Committee

**From:** Adrian Lopez, WSA CEO

**Presented by:** Ricardo Ramirez, PhD(c), Dir. Analytics, Performance, & Strategy

**Date:** February 7, 2020

**Subject:** Unemployment Insurance (UI) Weekly Work Search Contact Requirements

**Summary:** Boards are required to develop, adopt, and modify policies of the work search requirements and processes that must be met for Unemployment Insurance (UI) claimants to continue receiving unemployment compensation benefits. Claimants are required to register for work, actively seek work, be available for work and accept suitable work (Wagner-Peyser Act, Texas Labor Code §207.021, Texas Workforce Commission rule §815.28, TWC Workforce Development Letter 01-12). By law, the minimum number of weekly contacts assigned shall be three work search contacts for all claimants (unless they are exempt).

The primary purpose of the weekly work search contacts is to have a methodology that assists the local area to test that claimants are “able, available, and actively seeking work.”

**Analysis:** Boards may adjust the number of required weekly work search contacts at any time, as local labor market information and conditions warrant, and are required to do a yearly analysis. Some of the factors when evaluating the number of work search contacts required may include: population, labor force/market information, employment opportunities, work search requirements in neighboring or similar counties.

Analysis: we have not seen substantial changes in the economy since 2018. The unemployment rate continued to decline throughout most of the period, with low rates currently stable throughout the counties. Unemployment rate for the region was at 2.7 in Nov. 2019.

Table 2 shows continued population growth for all counties except for McMullen County. Population in the region increased by 1.8% over the year, with a total civilian labor force in Nov. 2019 of 1,285,091.

Table 3 shows increases in average industry employment for all the counties, and an average percent growth of 1.4% for the region.

For comparison, Table 4 provides a summary of similar Board areas and their currently Board-approved weekly job search requirements.

**Alternatives:** Current and Proposed Work Search Requirements.

**Table 1: Weekly Job Search Requirements**

<b>WSA Counties</b>	<b>Current 2018</b>	<b>Proposed 2020</b>
Atascosa	4	4
Bandera	4	4
Bexar	6	6
Comal	5	5
Frio	4	4
Gillespie	4	4
Guadalupe	5	5
Karnes	4	4
Kendall	5	5
Kerr	4	4
McMullen	3	3
Medina	5	5
Wilson	5	5

**Fiscal Impact:** None.

**Recommendation:** Retain current job search requirements.

**Next Steps:** If approved, TWC will be notified of the required weekly job search contacts. Information is used by UI staff to test that UI claimants are able, available, and actively seeking work. TWC may randomly test claimant job search activities. Claimants are required to keep a log that may be used to validate their job search. WSA staff will issue a policy record to the Adult Contractor for continued implementation.

Table 2: Population, Civilian Labor Force, and Unemployment						
WSA Counties	Population		Civilian Labor Force	Num. Unemp.	Unemp. Rate	Over-the- Year
	2018	% Change	November 2019		% Chg.	
Atascosa	50,310	2.7%	21,900	756	3.5	0.0%
Bandera	22,824	2.1%	10,203	309	3.0	-9.1%
Bexar	1,986,049	1.4%	973,519	28,644	2.9	-6.5%
Comal	148,373	5.2%	72,412	2,062	2.8	-6.7%
Frio	19,816	1.1%	10,847	264	2.4	-4.0%
Gillespie	26,804	0.6%	13,582	311	2.3	-8.0%
Guadalupe	163,694	2.5%	82,605	2,265	2.7	-6.9%
Karnes	15,650	3.0%	7,320	181	2.5	0.0%
Kendall	45,641	3.7%	22,096	571	2.6	-10.3%
Kerr	52,405	1.3%	22,249	636	2.9	0.0%
McMullen	778	0.0%	22,238	668	3.0	-3.2%
Medina	50,921	1.7%	753	15	2.0	33.3%
Wilson	50,224	1.9%	25,367	693	2.7	-3.6%
<b>Total</b>	<b>2,633,489</b>	<b>1.8%</b>	<b>1,285,091</b>	<b>34,178</b>	<b>2.7</b>	

Table 3: Industry Employment and Job Demand					
WSA Counties	Industry Avg. Employment 2nd Q		Change		Unique Job Postings
	2019	2018	Num	%	Nov 18 - Nov 19
Atascosa	14,353	13,449	904	6.7%	11,951
Bandera	3,443	3,348	95	2.8%	3,570
Bexar	873,857	865,683	8,174	0.9%	324,829
Comal	59,853	57,469	2,384	4.1%	23,871
Frio	7,762	7,614	148	1.9%	4,228
Gillespie	11,069	10,849	220	2.0%	4,636
Guadalupe	41,792	41,565	227	0.5%	21,529
Karnes	6,686	6,346	340	5.4%	5,884
Kendall	17,518	16,239	1,279	7.9%	7,643
Kerr	18,741	18,387	354	1.9%	7,538
McMullen	538	480	58	12.1%	1174
Medina	10,091	9,824	267	2.7%	7,057
Wilson	8,840	8,476	364	4.3%	6,234
<b>Total</b>	<b>1,074,543</b>	<b>1,059,729</b>	<b>14,814</b>	<b>1.4%</b>	<b>430,144</b>



**Table 4: Comparable Board Areas by County Weekly Job Search Requirements 2019 and Population in 2018**

North Central			Gulf Coast			Upper Rio (Borderplex)			Lower Rio			Tarrant			Dallas		
Collin	5	1,005,146	Austin	3	29,989	Brewster	2	9,267	Hidalgo	3	865,939	Tarrant	3	2,084,931	Dallas	4	2,637,772
Denton	5	859,064	Brazoria	3	370,200	Culberson	1	2,204	Starr	3	64,525						
Ellis	5	179,436	Chambers	3	42,454	El Paso	5	840,758	Willacy	3	21,515						
Erath	4	42,446	Colorado	3	21,217	Hudspeth	1	4,795			951,979						
Hood	5	60,537	Fort Bend	3	787,858	Jeff Davis	1	4,795									
Hunt	5	96,493	Galveston	3	337,890	Presidio	2	6,948									
Johnson	5	171,361	Harris	3	4,698,619			868,767									
Kaufman	5	128,622	Liberty	3	86,323												
Navarro	5	49,565	Matagorda	3	36,552												
Palo Pinto	3	28,875	Montgomery	3	590,925												
Parker	5	138,371	Walker	3	72,480												
Rockwall	5	100,657	Waller	3	53,126												
Somervell	4	9,016	Wharton	3	41,619												
Wise	5	68,305			7,169,252												
		2,937,894															

# Unemployment Insurance Weekly Work Search Contact Requirements

Policy Update



# Summary

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- **Primary Purpose:** *to have a methodology that assists the local area to test that claimants are “able, available, and actively seeking work.”*
  - *Claimants are required to register for work, actively seek work, be available for work, and accept suitable work.*
  - *Boards are required to develop, adopt, and modify policies of the work search requirements and processes that must be met for Unemployment Insurance (UI).*
- **Board Action:** *review/adopt the number of weekly work search contacts required of UI Claimants.*



# Analysis

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- ***We have not seen substantial changes in the economy since 2018.***
- *The unemployment rate continued to decline throughout the period, with low rates currently stable throughout the counties and a regional unemployment of 2.7 in Nov. 2019.*
- *The region's population increased by 1.8% over the year, and it increased in all counties except McMullen. The region's total civilian labor force in Nov. 2019 was 1,285,091.*
- *Average percent growth in industry employment of 1.4% for the region, with 430K unique job postings during the year.*



# Recommendation

Retain current weekly job search requirements at same levels.

**Table 1: Weekly Job Search Requirements**

<b>WSA Counties</b>	<b>Current 2018</b>	<b>Proposed 2020</b>
Atascosa	4	4
Bandera	4	4
Bexar	6	6
Comal	5	5
Frio	4	4
Gillespie	4	4
Guadalupe	5	5
Karnes	4	4
Kendall	5	5
Kerr	4	4
McMullen	3	3
Medina	5	5
Wilson	5	5



# Next Steps

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- *As approved:*
  - *TWC will be notified of the required weekly job search contacts.*
  - *Information is used by UI staff to test that UI claimants are able, available, and actively seeking work.*
  - *TWC may randomly test claimant job search activities.*
  - *Claimants are required to keep a log that may be used to validate their job search.*
  - *WSA staff will issue a policy to the Adult Services Contractor for continued implementation.*





**Questions?**

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## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Casey Clanton

**Date:** February 7, 2020

**Subject:** Discussion and Possible Action Regarding Quality Assurance Policy

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**Summary:** Quality Assurance Policy: The current Quality Assurance Policy ADM 04, C3 was adopted on June 23, 2017. Updates have been made accordingly reflecting changes in current policies and procedures.

Board Monitoring Summaries: Quarter 4 2019 Monitoring Summary Changes/Updates, Quarter 1 2020 Monitoring Summary Updates

**Analysis:** Quality Assurance Policy ADM 04, C3 was adopted on June 23, 2017. Updates have been made accordingly reflecting changes in current policies and procedures. Updates have been added to reflect current monitoring procedures and reflect a mathematical reflection of incorporating Risk Assessment determinations and samples monitored.

**Alternatives:** N/A

**Fiscal Impact:** N/A

**Recommendation:** Discussion and possible action to approve policy updates. Discussion and address any questions and/or concerns raised regarding both QA Board Monitoring Summaries.

**Attachments:** ADM 04, C4, ADM C4 Attachment 1





## Quality Assurance Monitoring Procedures

### **General Provisions**

- Independent monitoring and oversight will be conducted for all WSA-funded workforce programs and activities.
- WSA may elect to adjust the monitoring process as needed to ensure that resources are used efficiently and effectively.
- All concerns identified during a monitoring visit will be classified as either a *Finding or Observation*. Depending on the frequency or severity, repeat Observations could lead to a Finding in subsequent monitoring reports; therefore, Contractors are encouraged to respond to Observations.
- Monitoring instruments and forms will be standardized for use in the monitoring of all workforce programs. Monitoring activities will be implemented in a consistent manner.
- Documentation on all Findings/Observations identified in the monitoring reviews, including work papers and correspondence resulting from the review will become a part of the monitoring file of each Contractor. WSA may require a Corrective Action Plan (CAP) for findings identified in the monitoring reviews or if a negative trend is identified. The requirement of the CAP will be left to the discretion of the WSA Chief Executive Officer (CEO) or designee. If a CAP is required, the Contractor will need to respond to the CAP and include the timeframe for implementation of the corrective action. A follow up review will be conducted for those areas identified in the CAP.
- Contractors may make a written request for an extension, up to 5 business-days, on submissions of responses. The written request must be sent to the Director of Quality Assurance & Monitoring. If approved, the Director of Quality Assurance & Monitoring will approve in writing and establish a new deadline for submission.

### **Types of Monitoring**

There are two (2) types of monitoring that may be conducted by WSA **or designee**, they are:

1. Financial Monitoring – used to determine, with reasonable assurance, the validity of the underlying service records, procedures and systems that are the basis upon which a Contractor is paid and to ensure that funds are being spent in accordance with all applicable rules and regulations.
2. Programmatic Monitoring – used to provide an in-depth examination of the quality and integrity of program activities and services being provided; and to ensure that programs achieve intended results.

## **Monitoring Reviews**

**Formal Monitoring Review:** Formal monitoring reviews of Contractors will occur at any time in order for monitoring efforts to be effective in identifying problem areas before they become liabilities in the form of disallowed costs. Some monitoring visits may be unannounced.

**Follow-Up Monitoring Review:** Follow-up reviews will be conducted as necessary to ensure that adequate corrective action has occurred to resolve reported Findings/Observations and that technical assistance is provided as needed. The sample size for follow-up monitoring will be sufficient enough to provide a representative assurance of the overall population served.

## **Fiscal Monitoring:**

Fiscal monitoring activities may include, but are not limited to, review and evaluation of one or more of the following:

- Accounting and reporting systems;
- Budget methodologies;
- Cash management practices;
- Cost allocation plans and processes;
- Cash disbursements, compliance and documentation;
- Program income identification and reporting;
- Insurance coverage and risk exposure;
- Oversight and monitoring functions;
- Payroll administration;
- Human resources;
- Purchases and procurement processes and procedures; and
- Property accountability and safeguarding.

## **Program Monitoring:**

Program monitoring activities may include, but are not limited to, review and evaluation of one or more of the following:

- Program results and outcomes;
- Performance measures;
- Reporting accuracy;
- Record keeping and file maintenance;
- Self-monitoring functions and activities;
- Service delivery;
- Automated systems and reporting;
- Policies and procedures.

## **Monitoring Process**

**Step 1 — WSA or designee** mails or emails a letter of introduction to the Contractor at least five (5) business days prior to the start of a scheduled review. The letter will include information as to the type(s) of monitoring to be conducted, the program(s) and/or service(s) to be included in the review, a list of documents needed to conduct the review, the date/time of the Entrance Conference, and date the review is scheduled to begin.

Step 2 – Prior to the start of a scheduled monitoring review, monitors will conduct a desk review, which will include, but is not limited to, the following:

- Contracts and contract modifications, including budgets, statement of work, etc.;
- Contract reports (program and/or financial), requests for reimbursement, invoices, etc.;
- Previous monitoring reports;
- Work papers resulting from the previous review;
- TWIST, WIT, or Child Care Services data;
- Correspondence between **WSA or designee** and the Contractor; and
- Meet with Board program staff to discuss any concerns they may have.

Step 3 – **WSA or designee** will schedule an Entrance Conference with appropriate representatives from the Contractor. Attendance will be taken on all conference calls. All persons in attendance will be asked to sign an attendance sheet. The purpose of the Entrance Conference is to:

- Provide an opportunity for all parties to introduce themselves and share contact information;
- Review the purpose and scope of the monitoring review, including planned work schedule;
- Identify the documents to be reviewed;
- Identify the staff to be interviewed;
- Identification and scheduling of any program participant and/or site visits;
- Procedures for responding to monitoring reports; and
- Identify Contractor staff who will be available should questions arise or additional information/documents are needed

Step 4 – Following the Entrance Conference, monitors will begin the ~~on-site~~ review process. Monitoring will be conducted utilizing instruments and forms developed in coordination with or by WSA. Monitors may expand the review beyond the scope of the pre-established monitoring instrument, as necessary, to ensure program activities and systems are consistent with the intent of the applicable policy. Communication between the monitors and the Contractor is important during the monitoring process. As the monitors identify any issues or have any questions during the review process, they will discuss them with Contractor staff. This provides an early opportunity to informally resolve any issues. This communication will occur in person, by telephone or email.

Step 5 - Monitors will present, or email, a Draft monitoring report that identifies any Findings/Observations, including questioned or disallowed costs that were discovered during the review. This is the Contractor's opportunity to provide any documentation that may have been overlooked during the review. If an area of high-risk is identified during the review, Contractors will be required to take immediate action **WSA or designee** will also establish a deadline for a written response to the Draft monitoring report based on the amount of follow-up required to resolve all the deficiencies in the report.

Step ~ 6 - Following receipt of the Contractor's response to the Draft monitoring report, it will be evaluated by the designated WSA Workforce Monitor that is responsible for review of the program. All information/documentation submitted will be evaluated to ensure the Contractor has taken steps to strengthen program deliverables and meet contractual obligations. A follow-up review will be

conducted by WSA to ensure the responses provided by the Contractor resolved the issues identified in the Draft report.

Step 7 - After the follow-up is completed and the Final report has been approved by the Director of Quality Assurance & Monitoring, a copy of the Final report will be issued to Board program staff for their review and concurrence. The Final report will identify any outstanding or unresolved issues that were not cleared with the Contractor's initial response. Once Board program staff concur with the report, a cover letter will be attached to the Final report that includes expectations on required follow-up and a deadline for completion. A copy of the Final report will be provided to the Contractor's Executive Director, and the applicable WSA Management.

Step 8 –WSA will send a closure letter when follow up has been completed and confirmed by WSA's QA Department.

### Risk Assessment

This risk assessment tool is designed to:

- Identify those Contractors that pose the highest risk to WSA, therefore require more frequent monitoring.
- Identify program areas that pose the highest risk to WSA, therefore require in-depth reviews.
- Identify and minimize serious problems from arising at the Contractor level.

Risk assessment considers:

- Instability in the management environment and large turnovers in their workforce.
- Ineffective or inefficient management controls.
- Significant gaps between expected and actual results.
- Large commitments of State and Federal resources.
- Complex information systems used for tracking program status for clients.

There are two components of the risk assessments that will be conducted for each contract annually, they are:

- The Inherent Risk is the susceptibility of material non-compliance with a compliance requirement assuming that there were no related internal control problems.
- The Control Risk is the risk that material errors or irregularities will not be prevented or detected by the internal control structure. The Assessment Tool will determine the overall evaluation of a Contractor's risk assessment which will be used to focus on the more critical Contractors/Programs.

There are three general categories of risk: low-risk, moderate-risk, or high-risk. A Contractor may be classified as high-risk or may have areas of high-risk, e.g., intake. Program staff will be asked for input on the risk assessment. ~~\*The risk assessment will dictate the monitoring scope and frequency for each Contractor. However, Assessing risk is an ongoing process and the monitoring plan or scope will be adjusted accordingly as issues arise. \*If a Contractor is determined to be in high-risk or moderate-risk status, they will be notified in writing and will be informed on how the determination was made; and how it will affect the monitoring plan.~~

In determining the risk assigned to Contractors/Programs a point value will be assigned to each of the categories being evaluated. A value of "2" will indicate the risk is low. A value of "4" will indicate moderate-risk, and a value of "6" will indicate high-risk.

The points assigned to each category will be summed in the Risk Assessment Tool. A score of 50 or less indicates that the risk is low. It is a fair assumption that this particular Contractor/Program will be successful. A score between 51 and 70 points will indicate moderate-risk. Careful reviews during the monitoring process will be conducted to ensure compliance. A Contractor/Program whose score is 71 points or higher will be considered high-risk and will be subject to more frequent and intense monitoring and evaluation activities. ~~The WSA Quality Assurance Department or its designee will evaluate the following areas annually.~~

**The risk assessment will dictate the monitoring scope and frequency for each Contractor. If a Contractor is determined to be in high-risk or moderate-risk status, they will be notified in writing and will be informed on how the determination was made; and how it will affect the monitoring plan. A score of 50 points or less (low-risk) and between 51 and 70 points (moderate-risk) will have a minimum monitoring sample size of 10%. A score of 71 points or higher (high-risk) will have a minimum monitoring sample size of 15% or higher.**

**The WSA Quality Assurance Department or its designee will evaluate the following areas annually:**

#### INHERENT RISK

##### Program Size to Total Federal Assistance Received

- 2 (Low) – Program dollars are 15% or less of total funds
- 4 (Moderate) – Program dollars are more than 15% but less than 50% of total funds.
- 6 (High) – Program dollars are 50% or more of total funds.

Data Sources: WSA Contracts and Independent Audit Reports

##### Newness of Contractor to Program

- 2 (Low) – Operating for 3 or more years and experienced no significant changes.
- 4 (Moderate) – Operating for at least 1 year but less than 3 years without significant changes.
- 6 (High) – Less than 1 year of operating or has experienced significant and complex changes.

Data Sources: RFP Response, Federal Regulations, and WSA Contracts and Procurement Department

### Timeliness and Accuracy of Program Reporting

- 2 (Low) – Reports were timely and error free during last program year.
- 4 (Moderate) – Reports have been late on 1 to 4 occasions or had minor errors during last program year.
- 6 (High) – Reports have been late more than 4 times and/or reports contained major errors during last program year.

Data Sources: Previous Monitoring Reports, Independent Audits, Report Submissions

### Prior Compliance Issues

- 2 (Low) – There have been minimal Observations and Findings in the last 2 program years with no questioned or disallowed costs.
- 4 (Moderate) – Experienced minor instances of Observations and Findings with minimal questioned or disallowed costs in the last 2 program years.
- 6 (High) – Experienced significant Findings in the last 2 program years with questioned or disallowed costs.

Data Sources: Independent Audit Reports, Prior Monitoring Reports, State Auditor Reports, Office of Inspector General Reports, Random Samples

### Key Personnel Turnover

- 2 (Low) – Little or no turnover in the last program year.
- 4 (Moderate) – Some turnover in the last program year that impacts key areas.
- 6 (High) – Significant turnover in key personnel in the last program year which could have significant impact on the program.

Data Sources: Periodic inquiry of Contractor's Quality Assurance staff, Communication with other Departments within WSA of staffing during desk reviews

### Effectiveness of Internal Monitoring

- 2 (Low) – An effective internal monitoring function is in place. Written policies and procedures are available, as well as evidence that internal monitoring had been conducted regularly during the last program year.

- 4 (Moderate) – Policies and procedures are available, but internal monitoring has not been conducted on a regular basis in the last program year.
- 6 (High) – No written policies and procedures are available; evidence of internal monitoring is not available for last program year.

Data Sources: ~~On-site m~~ Monitoring, written internal reports, and inquiries

#### Complaints and Official Monitoring

- 2 (Low) – There were no unresolved complaints in the last program year that required WSA or TWC intervention.
- 4 (Moderate) – There were complaints received by WSA or TWC in the last program year, that upon investigation, were not warranted.
- 6 (High) – There have been a significant number of complaints in the last program year that have warranted investigations due to possible fraud, abuse, discrimination or other irregularities.

Data Sources: TWC Program Monitors, TWC Office of Investigation, Legislature Inquiries, EEOC reviews

#### Performance Measures

- 2 (Low) – The Contractor has met targeted performance outcomes on a consistent basis in the last 2 program years.
- 4 (Moderate) – The Contractor has failed to meet 2 or more performance measures in the last 2 program years.
- 6 (High) – The Contractor has failed to meet 3 or more performance measures in the last 2 program years.

Data Sources: WSA Performance Reports, TWC Performance Reports, Other Funding Source Performance Reports

### CONTROL RISK

#### Adequacy of Policies and Procedures

- 2 (Low) – In-depth policies in place and enforced.
- 4 (Moderate) – Policies in place with occasional minor infractions.

- 6 (High) – Policies do not meet the standard.

Data Sources: Internal Monitoring Reports, WSA Monitoring Reports, TWC Monitoring Reports, Audit Findings

#### Management's Knowledge of Laws and Regulations

- 2 (Low) – Fully understands all laws and regulations that pertain to the contract.
- 4 (Moderate) – Familiar with all laws and regulations that pertain to the contract and can normally find answers to identified contractual issues.
- 6 (High) – Does not understand all laws and regulations that govern their contract.

Data Sources: Audit Agencies, TWC Monitor Reports, WSA Monitor Reports

#### Segregation of Duties

- 2 (Low) – Workload evenly divided with no more than 2 layers of direct supervision.
- 4 (Moderate) – Some inequities in workload with 3 layers of direct supervision.
- 6 (High) – A few carrying the workload of others with no clear supervision chain.

Data Sources: Audit Reports, TWC Monitoring Reports, WSA Monitoring Reports, Internal Monitoring Reports

#### Experience Level of Management

- 2 (Low) – Management has over 3 years of experience on current contract.
- 4 (Moderate) – Management has 2-3 years of experience on current contract.
- 6 (High) – Management has less than 2 years of experience on current contract.

Data Sources: Contract Files, Review RFPs, Review Contract Proposals

#### Extent of Management Reviews

- 2 (Low) – Very in-depth reviews with follow-up action on identified deficiencies during last program year.



- 4 (Moderate) – Sporadic reviews conducted with some follow-up on identified deficiencies during last program year.
- 6 (High) – No record of any management reviews being conducted during last program year.

Data Sources: Audit Reviews, TWC Monitoring Reports, WSA Monitoring Reports, Internal Monitoring Reports

#### Level of Subcontracting

- Contractor did not subcontract services in the last program year.
- Contractor did use at least 1 subcontractor in the last program year.
- Contractor used 2 or more subcontractors in the last program year, or more than 25% of WSA funding was subcontracted.

Data Sources: WSA Contracts, WSA Performance Reports, Review RFP



## WORKFORCE SOLUTIONS ALAMO POLICY LETTER

**ID NO: ADM 04, C4**

**DATE ISSUED: 02/21/2020**

**TO: Workforce Solutions Alamo Contractors & Partners**

**FROM: Adrian Lopez, Chief Executive Officer**

**SUBJECT: Quality Assurance Policy and Procedures**

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### **PURPOSE:**

The purpose of this policy is to provide procedures regarding quality assurance and monitoring for all entities funded by Workforce Solutions Alamo (WSA).

### **REFERENCE(S):**

Texas Government Codes 2308.302 (a) & (b)  
Texas Workforce Commission (TWC) Rules, Chapters 800, 802, and 841  
Agency-Board Agreement Section 17  
The Financial Manual for Grants and Contracts, Chapters 17, 19, 20, 21, and  
Appendix K  
Workforce Solutions Alamo Services Contract

**Bold** typeface indicates new or clarified language.

A ~~strike through~~ indicates language has been deleted.

### **BACKGROUND:**

WSA is the grant recipient and fiscal agent for state and federal workforce development funds allocated to the Alamo workforce development area, which consists of: Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, McMullen and Wilson counties. As such, WSA is responsible for the planning, administration, performance and evaluation of all workforce programs and activities in the local workforce development area. All programs, functions and activities supported by federal and/or state funds administered by WSA must be

monitored on a regular basis to ensure compliance with applicable federal and/or state requirements. Contractors must develop policies and procedures related to their oversight responsibilities.

In order to achieve program goals and maintain fiscal accountability, WSA or its designee will conduct evaluation and monitoring activities to assess whether Contractors are in compliance with:

1. Program implementation directives;
2. Program quality and data integrity;
3. Quality customer service;
4. Federal and state laws, rules and regulations;
5. Local policies and procedures; and
6. Compliance with WSA contract terms.

The evaluation and monitoring activities are designed to ensure that programs achieve the intended results and the resources are efficiently and effectively used for authorized purposes and protected from waste, fraud and abuse. The outcomes of the evaluation and monitoring activities may result in:

1. A determination as to whether expenditures were allowable and properly allocated;
2. A determination of whether there was compliance with applicable federal and state laws, regulations, rules, policies and procedures;
3. Need for additional technical assistance;
4. Recommendations to service delivery and customer service;
5. Identification of best practices that could be shared with other entities;
6. Identification of areas of concerns requiring immediate corrective action(s); and
7. A risk assessment determination for future monitoring plan purposes.

Monitoring and evaluation activities are management tools used as part of a continuous improvement process. They are intended to identify areas in which improvement is/may be needed, preventing potential problems at a later date.

### **Access to Records**

In accordance with federal regulations, the TWC, USDOL, The Comptrollers General of the United States, the Texas state auditor's office and any of their authorized representatives shall, during business hours, have access to audit, inspect, examine, excerpt, and copy books, records, memorandums, correspondence, personnel staffing records, independent audit work papers and any other documents, and shall be allowed to monitor and review such through on-site review visits. The right to access may last beyond the prescribed period of record retention in accordance with the state record retention laws.

### **Methodology**

A comprehensive evaluation and monitoring review will be conducted based on the outcome of a risk assessment. A risk assessment is a tool that identifies high-risk Contractors operations. The evaluation and monitoring reviews will be conducted using the following methods, but will not be limited to:

1. Desk reviews;
2. On-site inspection of systems, including Contractor's policies and procedures;
3. Financial records and participants files;
4. Interviews with staff and participants; and
5. Observations of the service delivery model and program activities for participants.

### **Evaluation Activities**

Evaluation activities may focus on current activity and practices, with a special emphasis on improving service delivery. A variety of monitoring methods may be used during the course of evaluation activities to accomplish this goal. Evaluation activities are scheduled on an as-needed basis and may not be included in the annual monitoring plan.

### **ATTACHMENT(S):**

WSA Monitoring Procedures

### **REQUIRED ACTION:**

Contractors must ensure all appropriate staff are apprised of and comply with the requirements in this policy. Effective immediately, all reports, back up documentation, and correspondence must be submitted electronically by the established deadline. Hard copies will only be accepted as a last resort.

### **EFFECTIVE DATE:**

Immediately

### **RESCISSIONS:**

ADM04, C3

### **INQUIRIES:**

All inquiries pertaining to this policy should be directed to [policyinquiry@wsalamo.org](mailto:policyinquiry@wsalamo.org)

## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** LaVonia Horne-Williams, Procurement & Contracts Director

**Date:** February 7, 2020

**Subject:** Discussion and Possible Action on Self-Service Kiosk Services

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**Summary:** Workforce Solutions Alamo (WSA) issued a Request for Qualifications (RFQ) on January 7, 2020 for Self-Service Kiosks services as a Rebid. The purpose of the project was to provide an efficient way to address the needs of our growing customer demand for access to services. WSA is seeking to hire a firm to provide hardware, software, services and support needed for a fully integrated, turnkey system.

**Analysis:** Procurements are conducted in a manner which provides for full, open and free competition. The procurement of these services is governed by the requirements and specifications outlined in the Texas Workforce Commission (TWC) Financial Manual for Grants and Contracts, Chapter 14. Services were procured through the Small Purchase Procedures, a method of competitive bidding.

On January 24, 2020, two (2) quotes were received and two (2) No bid responses. One bidder was deemed non-responsive and the other was deemed responsive. In accordance with the Financial Management for Grants and Contracts (FMGC), Section 14.15, "positive efforts [were] made to use small businesses, minority-owned firms, and women business enterprises".

However, through a series of questions received from bidders, staff was unable to find a single firm that would be able to provide WSA a fully integrated, turnkey system.

**Alternatives:** Through continued research, staff was able to locate a firm that could provide a fully integrated, turnkey system on budget. Alveni is a single kiosk source, providing full services from project design to deployment and beyond. (See attached)

**Fiscal Impact:** \$58,000 Pilot Program funded for six (6) Self-Service Kiosks

**Recommendation:** *Staff recommends rejecting all bids received under the RFQ and moving forward with the alternative option instead.*

**Next Steps:** *If approved, Staff will begin negotiating an agreement with Alveni, LLC. The expectation is to have a contract executed within the next 45 days.*



## **Request for Quotations Self-Service Kiosks- Rebid**

DATE ISSUED: 01/07/2020

PRE-RESPONSE CONFERENCE TIME AND DATE: N/A

QUOTES DUE: 01/24/2020, prior to 5:00PM

FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING:

Authorized Contact: Cynthia Caruso  
Contract & Procurement Specialist  
Phone: (210) 272-3260  
E-Mail: [ccaruso@wsalamo.org](mailto:ccaruso@wsalamo.org)

*Historically Underutilized Businesses (HUBs) are encouraged to apply.*

**SUBMIT YOUR QUOTE VIA E-MAIL TO:**

[ccaruso@wsalamo.org](mailto:ccaruso@wsalamo.org)

\*\*\*SIGNATURE FOR SUBMITTAL REQUIRED ON PAGES 2 & 7 OF THIS DOCUMENT\*\*\*



The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Federal Tax ID No. \_\_\_\_\_

Printed Name of Officer/Authorized Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Signature of Officer/Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**\* Price Proposal must be submitted with this signed Offer Sheet to be considered for award.**





The following Provisions apply to this solicitation:

1. EXPLANATIONS OR CLARIFICATIONS: All requests for explanations or clarifications must be submitted in writing to the Procurement Department, [ccaruso@wsalamo.org](mailto:ccaruso@wsalamo.org), at least three (3) business days prior to the solicitation due date.
2. INSURANCE: Insurance is required for this solicitation.
  - A. General Requirements
    - I. The Consultant shall provide a Certificate of Insurance as verification of coverages required below to Workforce Solutions Alamo at the below email address prior to contract execution. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award.
    - II. The Consultant shall not commence work until the required insurance is obtained and until such insurance has been reviewed by Workforce Solutions Alamo.
    - III. The Consultant must also forward a Certificate of Insurance to Workforce Solutions Alamo whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
    - IV. The Certificate of Insurance, and updates, shall be mailed to the following email address: [Procurement@wsalamo.org](mailto:Procurement@wsalamo.org)
  - B. Specific Coverage Requirements

The Consultant shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Consultant.

    - I. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee.
    - II. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are \$500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
    - III. **Business Automobile Liability Insurance:** The Consultant shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident.
3. TERM OF CONTRACT:

The Contract is for a pilot project and shall commence upon execution, unless otherwise specified, and shall remain in effect for an initial term of twelve (12) months. Prices are firm and fixed for the contract duration.



### Purpose

Workforce Solutions Alamo (WSA) is seeking to pilot the use of six (6) self-service kiosks. The purpose of the project is to provide an efficient way to address the needs of our growing customer demand for access to services. Workforce Solutions Alamo seeks a firm to provide hardware, software, services and support needed for a fully-integrated, turnkey system.

The system must be safe and secure for unattended operation, with advanced security features to prevent access to the operating system, network, and personal data. WSA is seeking to pilot the use of six (6) self-service kiosks inside selected public buildings in the following tentative partner locations:

1. Bandera Public Library  
515 Main St, Bandera, TX 78003
2. City of Dilley  
116 E Miller St, Dilley, TX 78017
3. Hill Country University Center  
2818 E US Hwy 290 Fredericksburg, TX 78624
4. Schertz Library  
798 Schertz Parkway, Schertz, TX 78154
5. McMullen County Courthouse  
501 River Street, Tilden, TX 78072
6. Bexar County - TBD

### Estimated Budget

The annual all-inclusive budget for this contract is approximately \$58,000.00.

### Background

The Alamo Workforce Development, Inc. (AWD), d/b/a Workforce Solutions Alamo (WSA) is a 501(c)(3) non-profit organization in the State of Texas. WSA is governed by a 25-member Board of Directors appointed by the Chief Elected Officials (CEOs) of the Alamo Workforce Development Area (AWDA), which consists of the City of San Antonio and the 13 counties of Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, McMullen, and Wilson.



## Operational Requirements

### **Standard Features:**

A fully integrated system of kiosk hardware and software with a user-friendly interface and 24x7 reliability; an adjustable Computer Kiosk that will allow the user to work while sitting or standing; adjustable from 27" keyboard height to 39" standing height; and comprehensive service and support package.

19" LCD Touchscreen	4 GB DDR4 Memory	Thermal Cooling System
120 GB SSD Hard Drive	3.6 GHz Quad Core CPU	Adjustable Printer Shelf
Backlit Metal Keyboard	14 Gauge Steel Enclosure	ADA Compliance
Lock and Key Access Panel	Mounting Hardware	WIFI / Ethernet Connectivity
Amplified Stereo Speakers	Surge Protection	Vinyl Graphics and Logo
Windows 10 Professional	Easy Set Up Manuals	Built-in Web Camera
VOIP Handset	Document Scanner	Battery Backup
Privacy Screen	Signature Pad	Intuitive touchscreen interface

The Consultant shall:

1. Be available for in-person meetings as agreed by both parties. The Consultant shall return calls and emails within forty-eight (48) hours of being contacted.
2. Provide WSA with a Project Manager (PM), to be available by cell phone and email. The PM assigned to this contract shall have full decision-making authority under this contract.
3. Submit progress reports to WSA Contract Manager every two (2) weeks, at a minimum. Reports shall be submitted electronically, via email, in MS Word. Reports shall document all events in progress and completed and shall alert WSA staff to issues that need to be addressed.

### Experience

The Consultant shall have directly related experience and have completed projects of a similar nature.

The Consultant shall demonstrate:

1. Experience developing and implementing use of Self-Service Kiosk systems.
2. Experience creating innovative approaches to be utilized in this scope of work.
3. Understanding of WSA's goals for this project.

Provide the names of the Project Manager and all individuals who will be assigned to the project and their assigned roles; attach resumes for each.

References. Provide (3) references for projects executed related to this Scope of Work. For each reference include: Individual to contact, with phone and email and Project name, date, and location.

### Proposed Timeline

WSA's proposed timeline for this project is 120 days from execution of the contract.



## REFERENCE SHEET

**Please Complete and Return This Form with the Offer**

OFFEROR'S NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

WSA at its discretion may check references in order to determine the Offeror's experience and ability to provide the products and/or services described in this Solicitation. The Offeror shall furnish at least 3 complete and verifiable references. References shall consist of customers to whom the offeror has provided the same or similar services. References shall indicate a record of positive past performance.

1. Company's Name \_\_\_\_\_  
Name and Title of Contact \_\_\_\_\_  
Project Name \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Email Address \_\_\_\_\_
  
2. Company's Name \_\_\_\_\_  
Name and Title of Contact \_\_\_\_\_  
Project Name \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Email Address \_\_\_\_\_
  
3. Company's Name \_\_\_\_\_  
Name and Title of Contact \_\_\_\_\_  
Project Name \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Email Address \_\_\_\_\_



**NON-SUSPENSION OR DEBARMENT CERTIFICATION**

**Please Complete and Return This Form with the Offer**

Workforce Solutions Alamo (WSA) is prohibited from contracting with or making awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal or State Contracts.<sup>1</sup> This certification is required for all Vendors on all WSA Contracts to be awarded and all contract extensions.

The Offeror hereby certifies that its firm and its principals are not currently suspended or debarred from bidding on any Federal or State Contracts.

Printed Name of Officer/Authorized Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Signature of Officer/Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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<sup>1</sup> Tex. Gov't Code § 2155.077.

January 30th, 2020.

LaVonja Horne-Williams, CTCM, MA  
Director of Contracting & Procurement  
Direct: (210) 581-1068  
lwilliams@wsalamo.org  
Workforce Solutions Alamo

### Kiosk Quote. Version 1.0

#### Indoor Chac XLS Freestanding Kiosk with 19" Monitor

##### Enclosure features:

- All metal powder-coated steel
- Colors available: white, black, silver grey & dark grey
- Internal power strip
- Security CamLock and keys
- Custom graphics available upon request
- ADA compliant
- Includes double corrugated cardboard box
- **1 years limited warranty** - parts and labor

##### Hardware to be used:

- 19" touchscreen monitor
- Industrial grade cpu Intel i3, 8GB RAM, 120 SSD, Win10 Pro
- Laserjet printer
- Voip Handset
- Webcam
- Speakers & amp
- 8" wide document scanner
- Signature pad



## Chac 19" Freestanding kiosk. Quote.

Qty.	Description	Unit price	
6	Chac 19" freestanding kiosk	\$5,685.00	\$34,110.00
6	Alveni Gold Uptime extended warranty for kiosk 1 yrs	\$525.86	\$3,155.18
6	Shipping to final destination in TX	\$350.75	\$2,104.50
<b>Options</b>			
6	Medium size vinyl custom graphics (max. size 10" x 10")	\$65.00	\$390.00
6	Full from vinyl wrap graphics	\$135.00	\$810.00
6	Stainless steel keyboard with trackball	\$485.00	\$2,910.00
6	Backlit Stainless steel keyboard with trackball	\$595.00	\$3,570.00
6	Additional 550 sheet paper tray for laser printer	\$250.00	\$1,500.00
6	Upgrade to 22" multitouch touchscreen AiO, Intel i5 2.3GHz Quad-Core Processor, 8 GB RAM, 120 SSD, Win 10	\$155.00	\$930.00
6	Upgrade to 350 VA UPS	\$90.00	\$540.00
6	Mini wireless Keyboard and touchpad for maintenance	\$46.00	\$276.00
<b>Professional services</b>			
6	On site kiosk installation (scheduled visit 8x5, 3 hrs max.)	\$350.00	\$2,100.00
<b>Lockdown, Monitoring and content updating platform</b>			
1	Initial kiosk sw platform setup	\$2,000.00	\$2,000.00
6	Sitekiosk Plus Bundle licenses + software updates and support for 1 yr	\$260.00	\$1,560.00
6	Annual Plus monitoring per kiosk. Includes Siteremote license for 1 kiosk	\$195.00	\$1,170.00
		Subtotal	\$57,125.68
		Tax	\$0.00
		Total	\$57,125.68

**Notes:**

- Prices in US Dollars.
- Standard delivery to multiple destinations in Texas.
- In orders of up to 100 units, ETD 30-35 days from receipt of signed sales order and payment (Alveni will make every attempt to expedite the project to meet your requirements.)



- The unit prices are based on the total number of units mentioned in the quote. If this number varies at the time of the PO, the unit prices might change.
- Shipping prices are approximate and should be revised when final destinations are determined. They only include unloading on ground level. If a special appointment is necessary for delivery, additional charges may apply.
- Software development and/or software integration with customer's internal systems is not included.
- Kiosk Price does not include onsite installation.
- Annual pro monitoring includes Siteremote annual license and active monitoring from Alveni's tech support team.
- Industrial cpus used in our kiosks do not include optical DVD/CD unit or keyboard/mouse. If required, it can be added at an additional cost.
- Alveni's Uptime Support Program prices are based on kiosk base configuration. If the customer adds extra options and components, the prices will change.
- Network / Internet access is not included. It is the customer's responsibility.
- Pricing valid for 60 days.
- Software licenses numbers delivered electronically.
- 50% deposit required , 50% before shipping. On prototypes, 100% down payment is needed.
- Kiosks and other components: 1 year limited warranty unless otherwise noted. More info <http://alveni.com/url/wty>

**Jorge Euran**

[jeuran@alveni.com](mailto:jeuran@alveni.com)

Alveni, LLC

(512) 777 2623 ext. 106



# ALVENI UPTIME PROGRAMS



The **Alveni Uptime** Annual Programs are designed to guarantee continuous support to your IT investment. We provide different levels of tech support and SLA's with flexible options according to your requirements and budget. Alveni has the tools and qualified personnel to monitor, troubleshoot and solve any incident that your kiosks and/or devices might have, therefore, maximizing their uptime operation.

The **Alveni Uptime** Programs are based on Annual Agreements that provide different options and scopes. For every service level offered, there are specific individual tech support services that can be added to create a custom level service based on your company's requirements.

## Benefits



Protection of your hardware investment.



Minimize downtime, by having remote troubleshooting and backup components.



Decrease IT and support internal costs.



Access to specialized technicians and engineers with high level knowledge of kiosks, POS, digital signage.



Tech support throughout USA and Mexico.



Pro-active maintenance and troubleshooting corrective tech visits (optional).

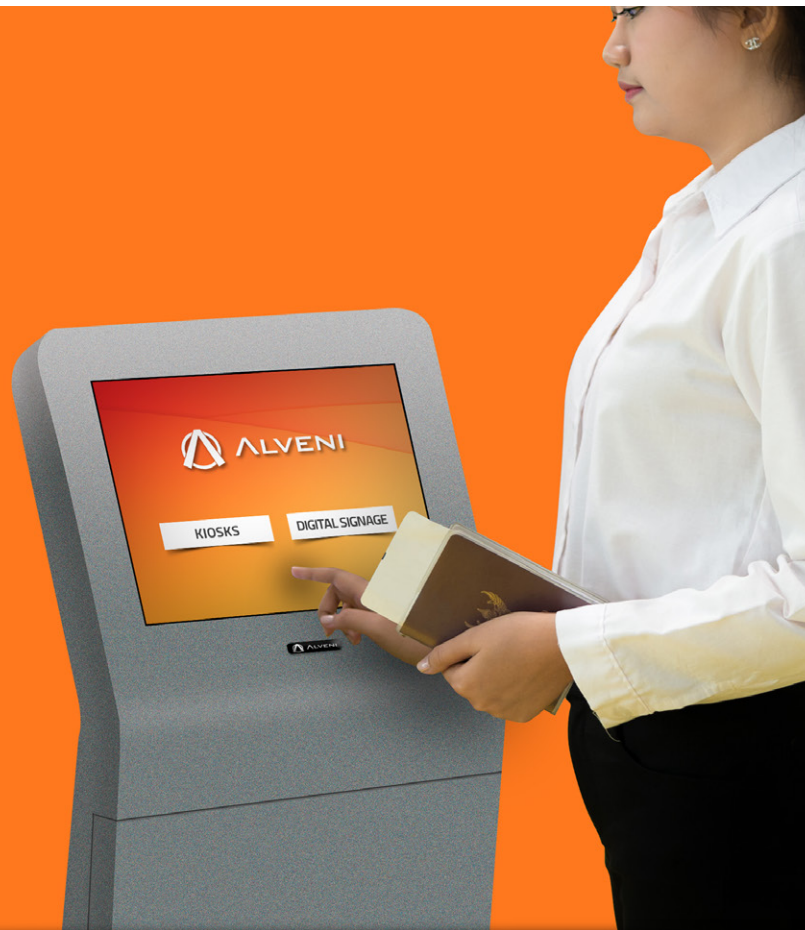


Detailed reports of incidents and solutions.



Efficient and agile support response times.

*\*The benefits depend on the package and options included in each agreement.*



### Geographic coverage

Alveni has tech support coverage throughout USA and Mexico, lead by our own tech support team and specialized tech partners. We offer devices installation, maintenance as well as scheduled and urgent tech support visits.

# Alveni's Solution Process



## Customer service

To help you solve the incidents that may take place in your kiosks or devices, Alveni's own Customer Service Department consists of a certified bilingual team (English / Spanish) of technicians and engineers. We provide tech support to our customers via telephone, onsite visits, live chat, online portal and special remote access tools to solve your reports in an efficient timely manner. When our team receives your ticket, you will get a case number, that you will use to follow up and be informed of any change of status, until the case is solved and closed.



## Tech support via telephone, email and chat

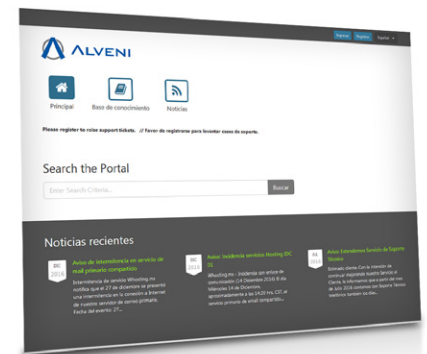
Our Call Center operates from Monday to Friday from 9 am to 6pm (CST), except holidays. However, our support team is available 24x7 receiving tickets and monitoring customer's devices. If you need to contact our team via telephone 24x7, there are specific extended service options so you will get the help needed 24 hours a day, 365 days a year. Our Service Center has certified personnel with experience in remote tech support and they are able to escalate any issue to either a specialized partner, vendor or a local technician for an onsite visit. They also have live chat tools to communicate with customers, send URLs and give feedback in real time.



## Customer Service Portal

Our online Help desk platform allows each customer to access FAQs, manuals and submit support cases 24/7 which will be automatically assigned and escalated in an efficient and timely manner to optimize the response time and solution to any incident reported.

Our online portal (<http://portal.alveni.com>) is the place where each customer can follow up and access the history of tickets, reports, and solutions. Our platform registers every communication and contact point that takes place between the customer and our team. Our automatic escalation methodology based on specific SLA commitments guarantees that each report is solved in the time frame the customer expects.



## Onsite visits

Alveni offers scheduled maintenance onsite visits and corrective emergency visits as part of the annual Uptime Programs or individual support events.

### Preventive visits

These are visits that are scheduled every certain time frame for general kiosk/device maintenance. The visits are defined by the initial project planning and they are intended to maximize the life span of each device by maintaining it on its best level of operation. These type of visits include activities such as:

- General kiosk and components check.
- Cleaning of any dust, grease and other residues that could be accumulated in the kiosk components (monitor, cpu, etc.) preventing normal operation.
- Cleaning and maintenance to printing mechanisms.
- Checking electric connections, power supplies, UPS and power surge protectors.
- Detecting damaged components caused by vandalism or inadequate usage.
- Generating a full report of the kiosk's status.

### Corrective visits

When one or more of the components provided by Alveni in a kiosk or device gets damaged or malfunctions (touchscreen, monitor, printer, keyboard, etc.) and it cannot be solved remotely by our team, we offer emergency corrective visits. Our support team can dispatch a technician to go onsite within 24-48 hours after the report. Once the tech is onsite, he will do every effort to solve the incident during the visit by swapping the damaged component with a backup one or repairing it onsite with the help of Alveni's Support team.

\*Check tech support coverage availability with your support agent.

## Value Added Services

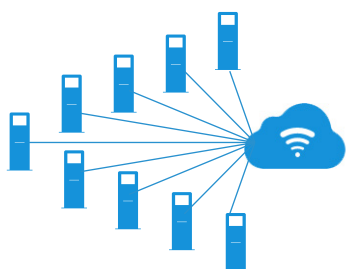
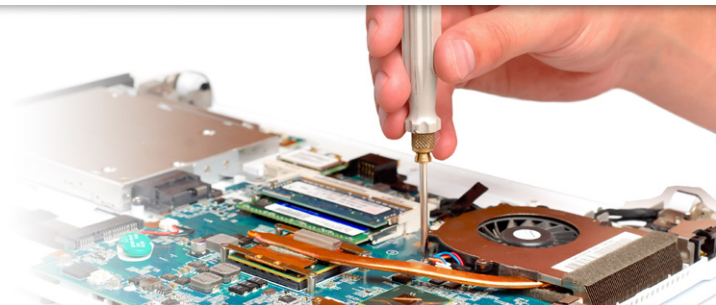
Our **Alveni Uptime** Annual Programs includes one or more of the following services depending on the specific SLA and agreement defined with every customer.



### Express replacement of components

We offer the option to manage emergency stock, equivalent to 5% of the total customer's kiosks / devices installed base. This stock will be used to ship to sites where there might be a hardware incident that can only be solved with a replacement part, while the original part is sent to a warranty process\*.

\*This option is only available to projects of 20 or more kiosks (or special projects)



### Pro-active remote monitoring

We can monitor your kiosks and devices by our monitoring support team. For this option, the customer must have a monitoring platform in place that can be accessible by our team. Alveni offers different monitoring platforms depending on the customer's devices and requirements. When the customer provides its own monitoring system, Alveni personnel will need the appropriate training by the customer in order to provide the service.



### Configuration backups

We can backup and keep configurations of full hard drives, Sitekiosk files and other important items like databases and files that might be needed to troubleshoot or re-install a device, hard drive or kiosk.



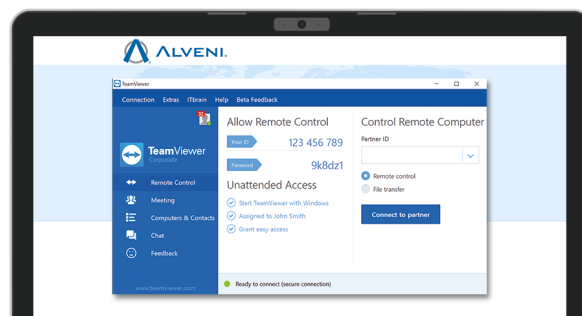
### Preferred Escalation with Vendors

There are times when we need the help of the vendors that supply the electronic components included in the kiosks or devices that Alveni offers (such as Elotouch, Zebra, Datalogic, among others). Our Alveni team will contact the Vendor Tech Support Department to troubleshoot and find the most suitable solution for the incident following the vendor's suggestions and best practices. In the case a more specialized escalation is needed, Alveni has direct contact with each Vendor support team to guarantee a solution for the customer.



### Remote Access to devices

We manage different remote access platforms (Teamviewer, Remote Desktop Connection, VNC, VPN tunnels) to remotely connect & troubleshoot kiosks and other devices in a secure and efficient manner, even when the devices might be behind a corporate firewall. These remote access platforms help our Support team to solve most of the configuration, software and hardware issues rapidly without having to incur in other costs like onsite visits. And if a visit is needed, it helps our team to begin troubleshooting and problem definition before the visit takes place.



# Alveni Uptime Annual Programs

<b>LIMITED WARRANTY</b>	<b>SILVER</b> + Express replacement	<b>GOLD</b> + Onsite support	<b>PLATINUM</b> + 24/7 service
-------------------------	--	---------------------------------	-----------------------------------

DETAILED FEATURES	LIMITED WARRANTY	SILVER UPTIME	GOLD UPTIME	PLATINUM UPTIME
9x5 Support center	✓	✓	✓	✓
Telephone / email support	✓	✓	✓	✓
Online support portal access	✓	✓	✓	✓
Online Knowledge base	✓	✓	✓	✓
Users accounts to raise tickets	Unlimited	Unlimited	Unlimited	Unlimited
Policy Coverage	1 to 3 yrs depot warranty	Optional 1 - 5 yrs	Optional 1 - 5 yrs	Optional 1 - 5 yrs
Standard repair / replacement time of components under warranty***	20-30 days	1-3 days***	1-3 days***	1-3 days***
Proactive monitoring of devices by Alveni*	Optional*	Optional*	Optional*	Optional*
<b>EXPRESS REPLACEMENT OF COMPONENTS***</b>		✓	✓	✓
Level 1 remote support via VNC, RDC or Teamviewer**		✓	✓	✓
Special discounts on tech support visits		10%	15%	20%
<b>ON SITE SUPPORT</b>			✓	✓
Configurations backups			✓	✓
Monthly incidents reports			✓	✓
Annual scheduled visits included (2BD)			1 per location	2 per location
<b>24/7 PRIORITY SUPPORT</b>				✓
Senior tech support rep assigned				✓

- Alveni's Uptime Programs only cover the hardware that is provided by Alveni LLC. The devices should be only serviced by Alveni's authorized personnel. Otherwise the annual support agreement will be void.

- Onsite Visits are non cumulative. Corrective visits will not be used as scheduled preventive visits.

\* Proactive monitoring is only performed when the customer has purchased Alveni's SaaS monitoring platform. Request more information on monitoring annual plans available.

\*\* Remote support only applies to Windows, Mac, Android and/or Linux operative systems that support remote access and have the adequate software and network access available to Alveni.

\*\*\* Express components stock only applies to projects of 20 or more kiosks/ DS devices, except in special projects. For more info contact your sales rep.



# REMOTE MONITORING, DIGITAL SIGNAGE & MANAGEMENT PLATFORM FOR KIOSKS SITEKIOSK & SITEREMOTE



## Pro-active remote monitoring for kiosks & unattended devices

Monitor your kiosks and devices through Alveni's specialized support staff. Alveni offers Sitekiosk & SiteRemote, a leading solution for monitoring unattended devices as a SaaS solution.

We can also monitor customer's devices with a third party remote monitoring software with the appropriate access rights.

Alveni offers proactive monitoring of kiosks, devices and players through the Sitekiosk & SiteRemote platform. This helps to assure the uptime of your equipment is the highest possible and to react proactively if an alarm is generated in any of them. With our remote monitoring solution, the Alveni team may optionally conduct a remote troubleshooting session, report the incident to the customer and / or dispatch a technician to the site to resolve the incident.



## Turnkey software solution to protect public access devices

- ✓ Full protection of kiosk browsers
- ✓ Avoids manipulation to the operating system
- ✓ Includes homepage designs and templates
- ✓ Digital signage publishing
- ✓ Remote monitoring & alerting system



Tablet



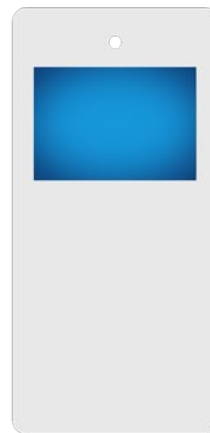
Laptop



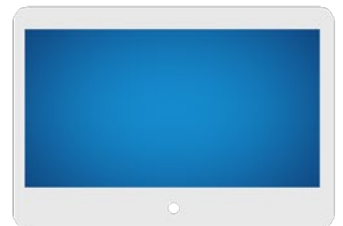
PC



Kiosk Tablet



Terminal



Display



## Sitekiosk Windows

Lockdown browser & kiosk software for safeguarding public access Internet-PCs, Displays and Tablets. Protects the browser and operating system against manipulations. Now featuring IE & Chrome browser engine, and Windows 10 support!

### Display in fullscreen mode

With the fullscreen mode feature, you can either show all URLs or only the ones you have selected in fullscreen mode.

### Protects against electronic vandalism

It secures the computer on a high level preventing the user to access the pc's configuration. It protects the OS and system's critical files. It provides the ability to use domain users and Active Directory policies in corporate environments.

### Session reset after idle time

A session will be terminated automatically after a specified idle time. All browser and application windows will be closed, all user traces will be deleted (history, cookies, and cache), and the SiteKiosk browser returns to the Start Page.

### Start-Screen Generator

With the Start-Screen Template and our new WYSIWYG editor you can easily design your Start Screens using drag & drop.

### Chrome Engine Support

In addition to the Internet Explorer, SiteKiosk 9 supports Google's Chrome Browser Engine. This feature allows SiteKiosk to be adaptable to future changes in browser technology such as Microsoft's announcement to discontinue Internet Explorer.

### Virtual keyboards

Configure customized alphanumeric keyboards to be used instead of physical keyboards, giving better interface and ease of information entry.

### Restricted surfing area

The surfing area allows you to define which URLs the user is allowed to access. You can, for instance, restrict the user's access to only your organization's websites.

### Manage print jobs

Restrict printing entirely or charge a user per printed page. Direct printing without Windows printing dialogs to avoid misconfiguration in printing.





## SiteKiosk Android

SiteKiosk Android is the ideal software solution to secure tablets in a public location and define how the device can be used.

### APPs Control

Limit the use of your tablets to one or several installed apps. The app can be started automatically.

### GPS location tracking

Optionally, the gps position of your tablets will be sent to your SiteRemote Server account to track their location.

### Manage sessions and protect personal data

By touching the screen, the user initiates a personal session, when leaving the kiosk, the session is closed and the user's data is removed to provide privacy and security.

### Digital Signage

SiteRemote allows you to create digital signage campaigns and distribute them to Android clients.

### Facial recognition

SiteKiosk for Android recognizes when someone looks at the screen and can then terminate the screen saver automatically.

### Remote administration and monitoring

SiteKiosk for Android can exchange data with the SiteRemote Server to create statistics, change configurations, and monitor mobile devices.

### And much more...

### Android



*Alveni Chac-i kiosks with integrated Android devices.*



## SiteRemote Cloud

Simply access through your browser to remotely control your machines, do maintenance, or create Digital Signage campaigns.

### Central Server Administration Console

- Snapshot of all machines at a glance
- Grouping of machines / Virtual folders
- Remote Screenshot feature
- Machine location map

### Remote Content Management

- Job execution for common tasks
- Digital signage campaigns
- File management application
- File synchronizing

### Remote Maintenance

- Remote configuration updates
- Remote desktop access via VNC
- Remote monitoring / Alert system
- Batch jobs for machine groups

### Statistics and reporting

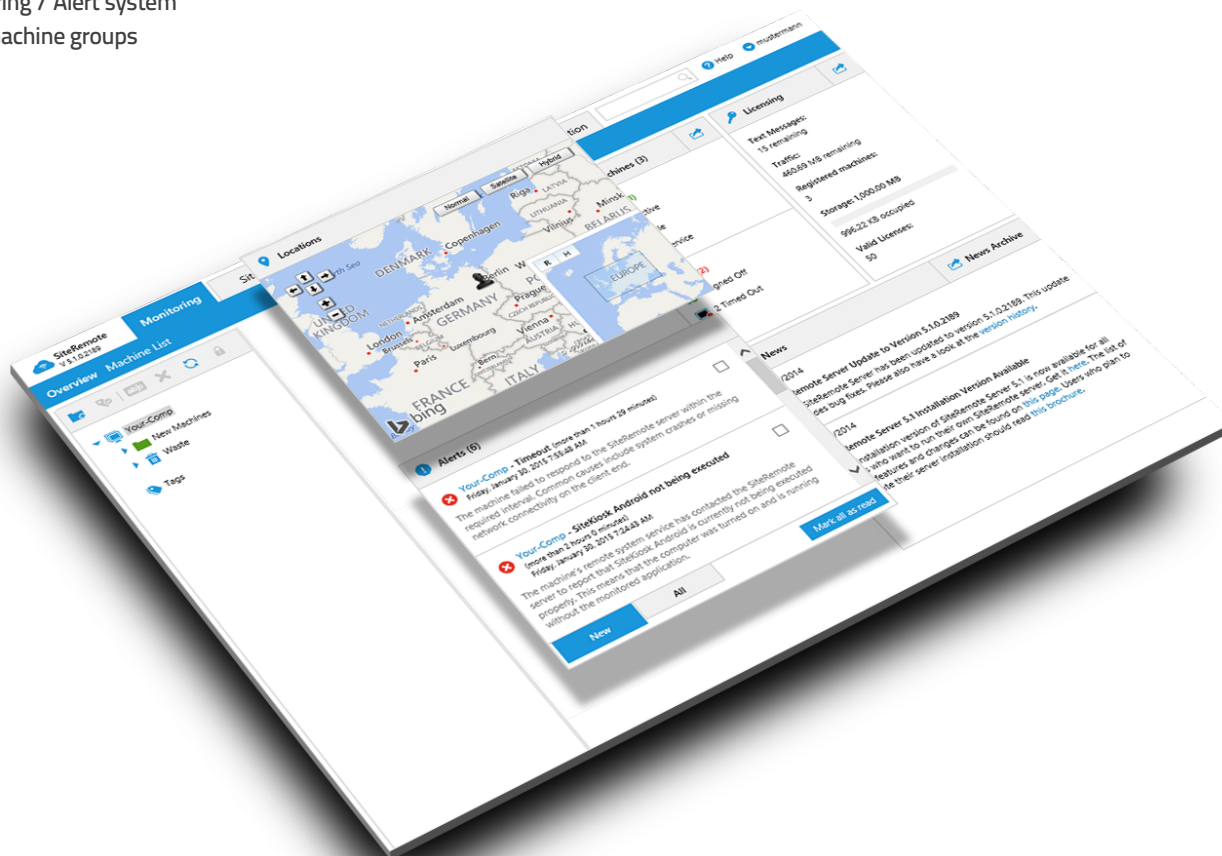
- Reports (Scheduled & custom)
- Log files / Real-time stats
- Software & hardware inventory
- Heatmaps for usage tracking

### Multiple users and permissions

It allows the creation of users to access the system with different levels of permissions as well as define the responsible of each kiosk to receive alerts by email.

### Geographical location of kiosks

By assigning the physical address to each kiosk, the system maps it to Google Maps to facilitate the location of the equipment for questions of on-site support or administration of geographic regions.







## Digital Signage & Content Management System

Create and publish your advertisements and interactive content on screens, tablets or kiosk terminals, regardless of whether they run Windows or Android.

### Quick start: Using real-life based examples and templates

From simple layouts to an expanding library of project templates, SiteCaster offers various ways to make creating professional content fast and easy. The SiteCaster Editor provides a whole set of widgets for various designs.

### Intuitive web-based user interface (WYSIWYG)

Create and manage your Digital Signage content directly in your web browser; easy and flexible thanks to modern HTML features. Arrange your content elements via drag and drop

### Navigation and Popups for interactive digital signage projects

Let your customers browse through your products, create a product advisor to help them decide which product fits best or generate a kiosk-suitable version of your intranet or company web page. Use pop-ups to present videos, images, web pages or PDFs. Combine interaction with animation and bring your content to life. There are many possible ways to incorporate user interaction into your projects. For individual needs, customization on a scripting level is possible too.

### Windows and Android supported

SiteCaster can show your content on many different devices and displays. By supporting Windows and Android, you can use the bulk of devices available on the market. You can create content and publish it regardless of the platform and it will look the same on Windows and Android.

### Plan and schedule your presentations

Classical digital signage can be implemented quickly and effortlessly with SiteCaster. Put your media assets into a sequence or schedule whole pages with conditions like date range, day time range, weekdays, etc. SiteCaster takes care of displaying the content as you planned it. In case of errors or crashes, the system tries to restore a proper mode of operation. On top of that, you can use a wide range of monitoring and control capabilities to identify and fix problems.

### Control your presentation with external sources (sensors, network)

In addition to touch or mouse input you can also use external sources to control and navigate your presentation. This includes sensors like bar code/RFID scanners, switches or proximity sensors. You can even remotely control a presentation on big screen on a wall with a tablet in your hand. With this it is possible to implement scenarios like Lift & Learn or a product information scanner.

### Screensaver and multiple displays

SiteCaster content is not restricted to be shown permanently on a single monitor. It is very easy to show different content when the terminal is not used (idle mode) or to present content on a second monitor. Use the screensaver (idle) mode to display an attract loop to capture the attention of passersby with video, animations and slide shows.



**Digital Signage made simple.**



## Sitekiosk

Perpetual License + Annual Support



## SiteRemote

Annual SaaS License & Service



**Installed in each kiosk or device**



**Provides local security**



**Virtual keyboards**



**Screensaver management**



**Auto-start**



**User session control**



**Navigation skins**



**Devices monitoring & administration**



**Digital Signage & CMS management (SiteCaster)**



**Usage & uptime statistics**



**Incident alerts**



**Remote access & troubleshooting**



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# Procurements Department

Contracts and Procurement



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Self Service  
Kiosks



AmericanJobCenter®



# Self-Service Kiosks

## Background

Workforce Solutions Alamo issued a Request for Qualifications (RFQ) on January 7, 2020 for Self-Service Kiosks services as a Rebid. The purpose of the project was to provide an efficient way to address the needs of our growing customer demand for access to services. Workforce Solutions Alamo is seeking to hire a firm to provide hardware, software, services and support needed for a fully integrated, turnkey system.



# Self-Service Kiosks

## Functionality

Allow for completing the following online applications:

- **Childcare Services application**
- **All-In-One application**
- **Youth Empowerment Services Referral**



# Self-Service Kiosks

## Enclosure features:

- All metal powder-coated steel
- Colors available: white, black, silver grey & dark grey
- Internal power strip
- Security CamLock and keys
- Custom graphics available upon request
- ADA compliant
- Includes double corrugated cardboard box
- 1 years limited warranty - parts and labor



# Self-Service Kiosks

## Hardware to be used:

- 19" touchscreen monitor
- Industrial grade CPU Intel i3, 8GB RAM, 120 SSD, Win10 Pro
- Laserjet printer
- VOIP Handset
- Webcam
- Speakers & amp
- 8" wide document scanner
- Signature pad





# Self-Service Kiosks

Fort Bend County Justice Center Kiosks



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Questions?



AmericanJobCenter®

The American Job Center logo consists of the word 'American' in blue, 'Job' in red, and 'Center' in blue, with a red star and a blue swoosh above the 'Job'.

## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Ricardo Ramirez, Director of Analytics, Performance, & Strategy

**Date:** February 7, 2020

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

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**Summary:** This item is to provide an update of and highlight elements related to Programs and Performance.

**Analysis:**

- 1) **TWC-Contracted Performance:** Meeting and/or Exceeding all TWC-contracted performance measures (most recent MPR released 02/04/2020).
- 2) **Program Participants:** We have had 2,642 participants enrolled in WSA programs (Quarter 1), with a total of 47,171 visitors at the American Job Centers (15,724 monthly average).
  - a) **Outcomes:**
    - i) **Total Job Placements:** 1,569;
    - ii) **Total Credentials Obtained:** 225 enrolled in Training Services (most in Healthcare, 94), and 26 total attaining a credential.
- 3) **Special Grants & Other Initiatives:**
  - a) Received funding for Red, White, & You! and Career Pathways.
  - b) Externships are underway with ATEAM and partners.
  - c) Women's Entrepreneurial Bootcamps: underway and scheduled through June 2020.
  - d) Two Grants with Alamo Colleges: HPOG and TechWorks also being implemented.
- 4) **Child Care:** 10,690 units of care (goal is 10,469 – currently exceeding performance); 20/80 still being maintained for rural/urban.
- 5) **Quality Child Care:** 112 Texas Rising Star providers (goal is 117).

**Other:**

- **Staffing:** two vacancies, making an offer for SEAL opening, and interviewing for Special Projects.
- **DOL Monitoring:** recommendations related to policies and procedures (to be developed by Contractors). Outstanding reviews tied to Case Notes.
- **Child Care:** received additional \$2M in child care – opened enrollments.



## **MONTHLY PROGRAMS & PERFORMANCE REPORT**

**DECEMBER 2019**

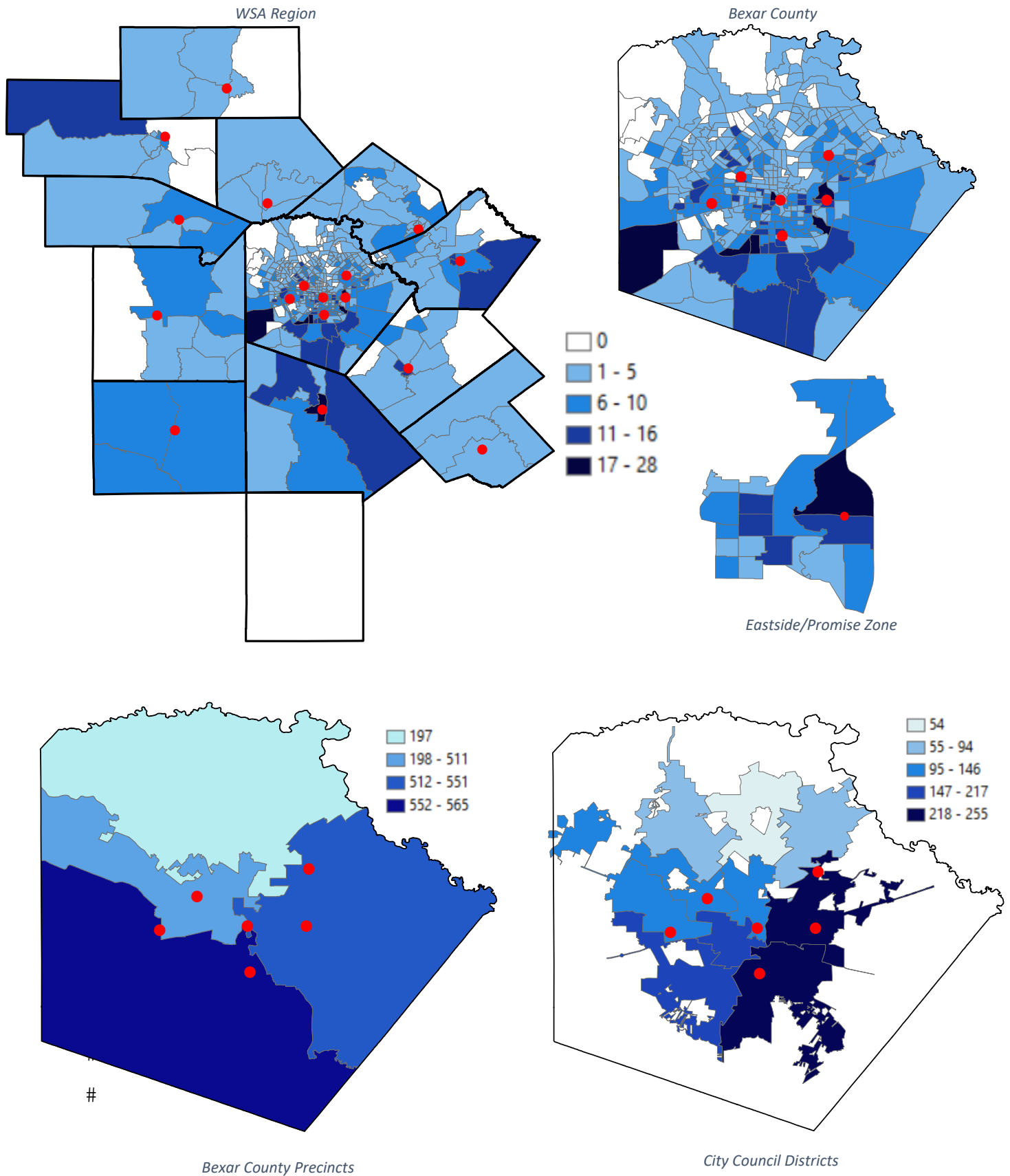
## **WORKFORCE PROGRAM REPORTS**

Most Current MPR – Released by TWC 2/4/2020

	Current Rank	Current Status	% Current Target	Current Target	E O Y Target	Current Performance	Prior Year End	Y T D Num	Y T D Den	From	To
<b>Reemployment and Employer Engagement</b>											
Claimant Reemployment within 10 Weeks	N L	N L	N L	N L	59.60%	N L	62.73%	N L	N L	7/1/2019	9/30/2019
# of Employers Receiving Workforce Assistance	n a	n a	n a	n a	n a	N L	n a	N L	N L	10/1/2019	12/31/2019
<a href="#">Return to Measure Groups Menu</a>											
	Current Rank	Current Status	% Current Target	Current Target	E O Y Target	Current Performance	Prior Year End	Y T D Num	Y T D Den	From	To
<b>Program Participation Measures</b>											
Choices Full Work Rate - All Family Total	6	+P	116.76%	50.00%	50.00%	58.38%	63.18%	158	270	10/1/2019	12/31/2019
Avg # Children Served Per Day - Combined	7	+P	111.53%	9,532	9,532	10,631	10,287	701,627	66	10/1/2019	12/31/2019
<a href="#">Return to Measure Groups Menu</a>											
	Current Rank	Current Status	% Current Target	Current Target	E O Y Target	Current Performance	Prior Year End	Y T D Num	Y T D Den	From	To
<b>WIOA Outcome Measures</b>											
Employed/Enrolled Q2 Post Exit – C&T Participants	15	MP	103.22%	69.00%	69.00%	71.22%	71.25%	20,110	28,235	7/1/2018	12/31/2018
Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	6	MP	102.83%	84.00%	84.00%	86.38%	86.17%	16,295	18,865	1/1/2018	6/30/2018
Median Earnings Q2 Post Exit – C&T Participants	11	+P	118.72%	\$5,561.00	\$5,561.00	\$6,601.90	\$6,235.72	n a	19,062	7/1/2018	12/31/2018
Credential Rate – C&T Participants	12	+P	129.63%	60.00%	60.00%	77.78%	72.49%	98	126	1/1/2018	6/30/2018
Employed Q2 Post Exit – Adult	11	MP	99.91%	81.50%	81.50%	81.43%	82.80%	228	280	7/1/2018	12/31/2018
Employed Q4 Post Exit – Adult	17	MP	98.18%	82.50%	82.50%	81.00%	81.44%	162	200	1/1/2018	6/30/2018
Median Earnings Q2 Post Exit – Adult	n a	n a	n a	n a	n a	\$9,374.60	\$10,459.61	n a	225	7/1/2018	12/31/2018
Credential Rate – Adult	14	MP	99.25%	87.50%	87.50%	86.84%	78.38%	33	38	1/1/2018	6/30/2018
Employed Q2 Post Exit – DW	23	MP	93.24%	85.20%	85.20%	79.44%	85.82%	85	107	7/1/2018	12/31/2018
Employed Q4 Post Exit – DW	17	MP	95.38%	82.90%	82.90%	79.07%	83.59%	102	129	1/1/2018	6/30/2018
Median Earnings Q2 Post Exit – DW	n a	n a	n a	n a	n a	\$7,840.00	\$7,741.15	n a	83	7/1/2018	12/31/2018
Credential Rate – DW	14	MP	105.91%	78.30%	78.30%	82.93%	83.49%	34	41	1/1/2018	6/30/2018
Employed/Enrolled Q2 Post Exit – Youth	22	MP	95.63%	73.20%	73.20%	70.00%	70.42%	161	230	7/1/2018	12/31/2018
Employed/Enrolled Q4 Post Exit – Youth	16	MP	98.41%	72.30%	72.30%	71.15%	67.80%	185	260	1/1/2018	6/30/2018
Credential Rate – Youth	19	MP	96.82%	49.40%	49.40%	47.83%	64.00%	11	23	1/1/2018	6/30/2018

## Year-to-Date (Oct. 2019 – Dec. 2019) Program Participants

The following maps show geocoded residential addresses of program participants. Due to geocoding limitations, the maps commonly show an undercount.



**Program Participants by County of Residence  
Year-to-Date (Oct-Dec 2019)  
Workforce Solutions Alamo**

COUNTY	CHOICES	SNAP	NCP	TAA	Military Spouses	Adult	DW	Youth	Total
ATASCOSA	19	11	0	0	0	12	4	16	62
BANDERA	4	5	0	0	0	1	0	10	20
BEXAR	990	465	146	29	32	177	63	225	2127
COMAL	34	12	0	1	0	7	5	32	91
FRIO	8	6	0	0	0	11	0	4	29
GILLESPIE	1	1	0	0	0	2	0	3	7
GUADALUPE	34	26	0	1	1	16	9	34	121
KARNES	3	1	0	0	0	1	2	4	11
KENDALL	5	4	0	1	0	0	4	11	25
KERR	9	6	0	0	0	5	1	21	42
MCMULLEN	0	0	0	0	0	0	0	0	0
MEDINA	8	15	0	0	0	7	1	10	41
OTHER	12	12	0	1	0	1	0	2	28
WILSON	8	5	0	0	0	6	7	12	38
<b>Total</b>	<b>1135</b>	<b>569</b>	<b>146</b>	<b>33</b>	<b>33</b>	<b>246</b>	<b>96</b>	<b>384</b>	<b>2642</b>

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

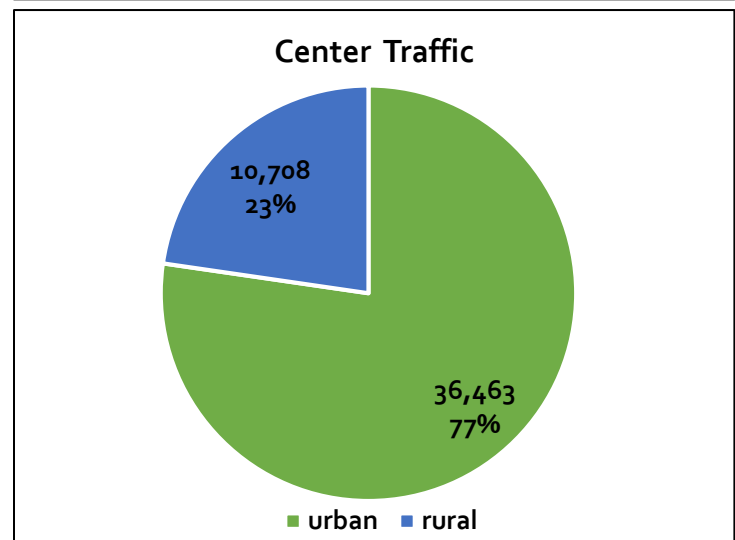
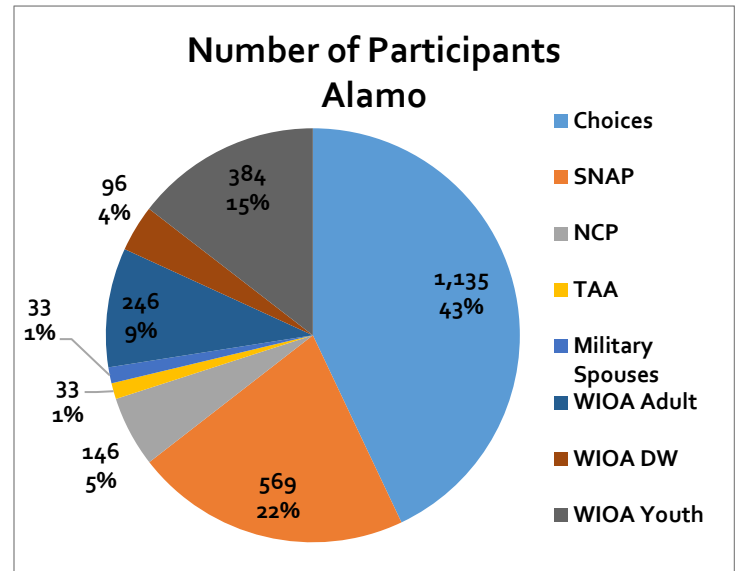
*Source: Participant data by County of residence using TWIST Management Summary report.*



## YTD Center Visitors (Oct-Dec 2019)

Workforce Center Customer Tracking (WCCT) data

Workforce Center Customer Tracking(WCCT)			
Oct 2019 - Dec 2019			
Office	Dec-19	Average	YTD
East Houston	1,640	1,703	5,109
HillCrest	1,847	2,913	8,740
Marbach	1,943	2,105	6,316
South Flores	2,440	3,078	9,235
Walzem	2,093	2,354	7,063
Urban	9,963	12,154	36,463
Bandera	28	22	66
Boerne	166	116	347
Floresville	219	215	646
Fredericksburg	7	8	25
Hondo	142	205	614
Kenedy	71	92	276
Kerrville	392	427	1,282
New Braunfels	1,033	1,065	3,195
Pearsall	279	303	909
Pleasanton	326	364	1,092
Seguin	739	752	2,256
Rural	3,402	3,569	10,708
Total	13,365	15,724	47,171



## Labor Market Exchange

(Oct-Dec 2019)

WorkInTexas (WIT) data

- Total placements: 1,569
- Job Openings: 6,698
- Registered Job Seekers: 106,626
- Employer Recruitment, employers with Job Openings: 1,108

## SERVICES OVERVIEW - YTD OCT 19 - DEC 19

Youth	Carry Over	New
Total	333	51
In-School Youth (ISY)		
Urban	24	2
Rural	37	3
Out-of-School Youth(OSY)		
Urban	165	39
Rural	107	7
Activities		
Emp Exp	96*	
Train Svcs	34	
Outcomes		
Ent Emp	31	
Cred	4	

SNAP	Carry Over	New
Total	381	188
Urban	314	165
Rural	67	23
Outcomes		
Ent Emp	110	

Adult	Carry Over	New
Total	221	25
Urban	56	10
Rural	165	15
Activities		
WE/SE	12**	
Educ Svcs	11	
Train Svcs	51	
Outcomes		
Ent Emp	48	
Cred	15	

DW	Carry Over	New
Total	86	10
Urban	56	7
Rural	30	3
Activities		
WE/SE	5**	
Educ Svcs	2	
Train Svcs	25	
Outcomes		
Ent Emp	13	
Cred	6	

Choices	Carry Over	New
Total	925	210
Urban	818	180
Rural	107	30
Activities		
WE/SE	360	
Outcomes		
Ent Emp	76	

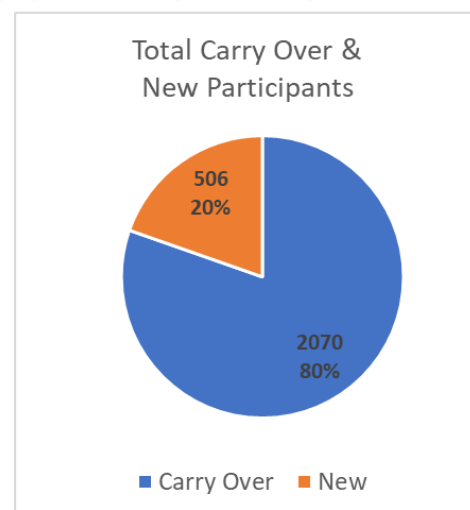
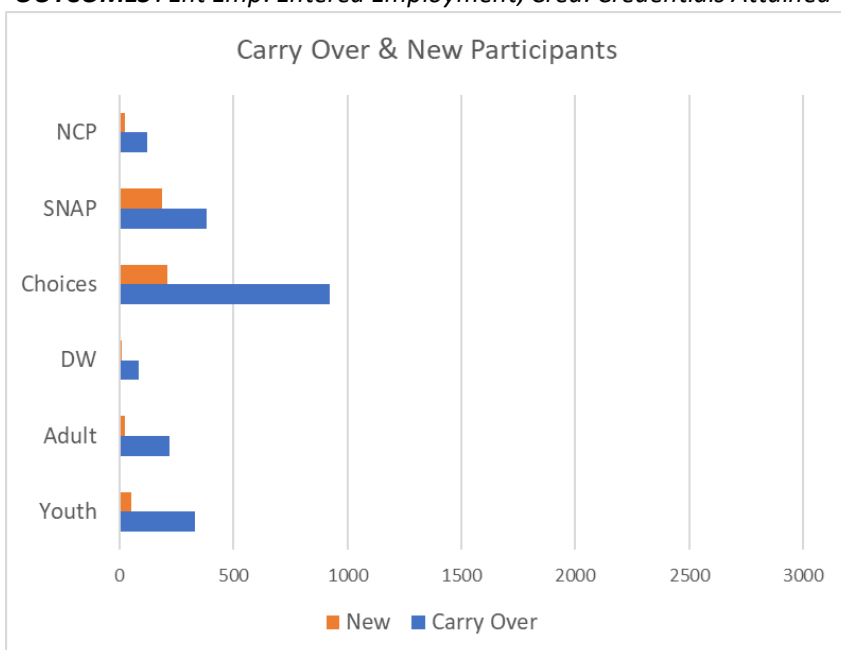
NCP	Carry Over	New
Total	124	22
Activities		
Emp Exp	50	
Outcomes		
Ent Emp	35	

**Carry Over** : participants in the program from the previous months 'carried over' into this reporting period.

**New** : participants registered into the program this reporting month (Dec 19).

**ACTIVITIES** : Emp Exp: Employment Experience; Train Svcs: Training Services; Educ Svcs: Educational Services; WE: Work Experience; SE: Subsidized Employment. \* InforMaker Ad Hoc \*\*InfoMaker Ad Hoc and TWIST Management Summary Report

**OUTCOMES** : Ent Emp: Entered Employment; Cred: Credentials Attained

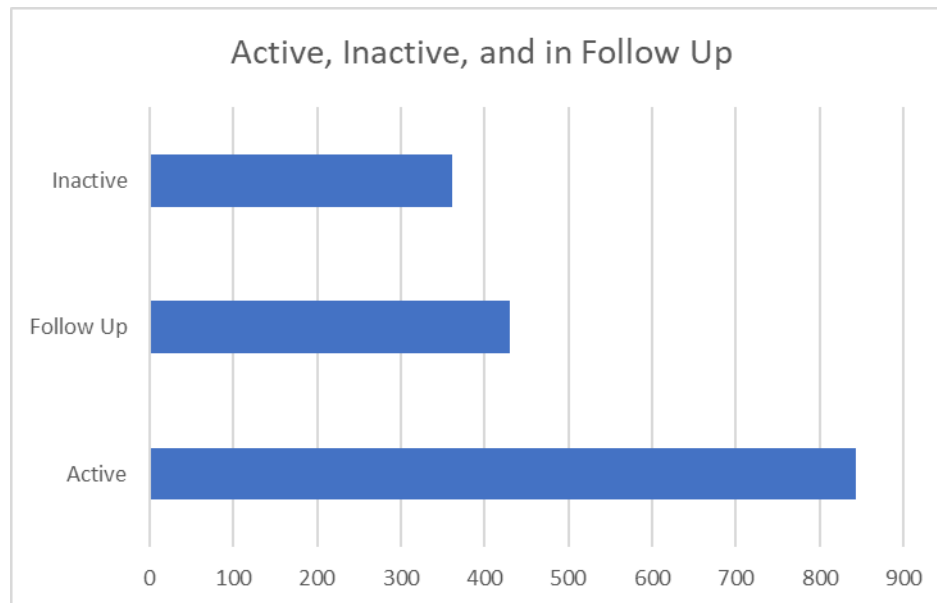


**RECAP: Caseloads by Program and County**  
**Snapshot as of 01/03/2020**

County	Program								Grand Total
	CHOICES	MILITARY SPOUSE	NCP	SNAP	TAA	WIOA ADULT	WIOA DW	WIOA YOUTH	
Atascosa	8	0	0	4	1	30	9	22	74
Bandera	0	0	0	2	0	0	2	8	12
Bexar	321	47	105	105	21	279	117	215	1210
Comal	14	0	0	4	4	17	24	35	98
Frio	3	0	0	1	0	15	2	3	24
Gillespie	0	0	0	0	0	2	0	0	2
Guadalupe	11	0	0	7	0	15	9	33	75
Karnes	1	0	0	1	0	3	4	5	14
Kendall	1	0	0	3	0	4	2	15	25
Kerr	2	0	0	2	0	7	4	24	39
Medina	4	0	0	0	0	11	4	15	34
Wilson	2	0	0	0	0	6	7	14	29
Grand Total	367	47	105	129	26	389	184	389	1636

**RECAP: Active, Inactive, and In Follow Up**  
**As of 01/03/2020**

Status	PROGRAM								Grand Total
	CHOICES	MILITARY SPOUSE	NCP	SNAP	TAA	WIOA ADULT	WIOA DW	WIOA YOUTH	
Active	304	1	93	117	25	101	27	176	844
Follow Up	0	28	0	0	0	216	110	76	430
Inactive	63	18	12	12	1	72	47	137	362
Grand Total	367	47	105	129	26	389	184	389	1636



**RECAP: # of Days Inactive by Fund and County**  
**Snapshot as of 01/03/2020**

FUND	COUNTY	# of Days Inactive					Grand Total
		<45	45-59	60-74	75-89	90-104	
WIOA YOUTH	Atascosa	3	0	0	0	0	3
	Bexar	59	18	10	5	1	93
	Comal	3	1	2	0	0	6
	Frio	0	1	0	0	0	1
	Guadalupe	10	1	0	0	0	11
	Karnes	0	1	0	0	0	1
	Kendall	2	0	1	1	0	4
	Kerr	7	2	2	0	0	11
	Medina	2	1	0	0	0	3
	Wilson	2	1	0	0	0	3
	Bandera	1	0	0	0	0	1
WIOA YOUTH Total		89	26	15	6	1	137
WIOA ADULT	Atascosa	5	0	0	0	0	5
	Bexar	43	5	1	0	0	49
	Comal	2	2	0	0	0	4
	Frio	2	0	0	0	0	2
	Gillespie	1	0	0	0	0	1
	Guadalupe	4	0	0	0	0	4
	Karnes	1	0	0	0	0	1
	Kendall	1	0	0	0	0	1
	Kerr	1	0	0	0	0	1
	Medina	2	0	0	0	1	3
	Wilson	1	0	0	0	0	1
WIOA ADULT Total		63	7	1	0	1	72
CHOICES	Atascosa	0	1	0	0	0	1
	Bexar	48	4	9	0	0	61
	Medina	1	0	0	0	0	1
CHOICES Total		49	5	9	0	0	63
WIOA DW	Atascosa	2	0	0	0	0	2
	Bexar	28	1	1	0	0	30
	Comal	3	0	1	0	0	4
	Guadalupe	4	0	0	0	0	4
	Karnes	1	1	0	0	0	2
	Kendall	2	0	0	0	0	2
	Medina	0	1	0	0	0	1
	Wilson	2	0	0	0	0	2
WIOA DW Total		42	3	2	0	0	47
NCP	Bexar	12	0	0	0	0	12
NCP Total		12	0	0	0	0	12
SNAP	Bexar	10	0	2	0	0	12
SNAP Total		10	0	2	0	0	12
MILITARY SPOUSE	Bexar	16	1	1	0	0	18
MILITARY SPOUSE Total		16	1	1	0	0	18
TAA	Comal	1	0	0	0	0	1
TAA Total		1	0	0	0	0	1
Grand Total		282	42	30	6	2	362

WSA NON-FORMULA FUNDED GRANTS, INITIATIVES, & PROJECTS								
#	Initiative/Grant	Funding	Description	Partners	Goals	Outcomes	Status	Challenges
1	Hiring Red, White & You!	Workforce Initiatives	Annual Job Fair (statewide) for veterans. November 5, 2020, 11AM to 3PM We are currently in the pre-planning stages for the 2020 event. Planning Committee Meetings will begin again in April and will continue to be held the 1st Thursday @ 10:30 @ the Walzem WFC. In Feb. our "A Team" consisting of WSA Board staff and C2 staff will begin developing marketing strategies and putting together the budget, booking the venue, etc.	Veteran Coalition (numerous community partners), C2 GPS and SERCO.	2020 1. 165 Employers 2. 2000+ Job Seekers	2019 Event Review: 1. Employers = 161 Registered 2. Job Seekers = 2,022 Registered 3. Employer outcomes (hires) - 200 (12.5%).	In-progress	Capturing outcomes - hire information (from Employers, WIT and/or staff follow-up with employers).  Capitalizing on largest job hiring event with expanded marketing/branding of WSA, including region's involvement with Transitioning Service Members, Veterans and Spouses.
		\$37,100						
	10/1/2019	9/30/2020						
2	Career in Texas Industries/Youth Career Fair Events	Workforce Initiatives	#DreamBiggerGoFurther Career Pathways Summit held November 18, 2019, at ESC-20, 10 AM - 2 PM  Annual Career Pathways event for students. Careers in Texas Industries or Youth Career events for middle-school, high school, and postsecondary students, including employer exploration of career opportunities in industry. Information of career opportunities including pathways to in-demand careers, networking, internships, and other applied learning opportunities. A meeting is scheduled for February to set goals for 2020 event.	Procured consultant/ project manager Susana Calvillo (partnered with Steuck & Associates, ATEAMS, and others).  Career Pathways Task Force, C2 GPS, SERCO.	1. 400 students 2. 30 Employers 3. 16 Presenters	2019 Event Review 1. 13 schools attended with more than 400 students in healthcare, advanced manufacturing, construction, and IT. 2. 25 presenters attended from companies including Alamo Colleges, Caterpillar, Cox Manufacturing, Methodist Hospital, MGC Contractors, Rackspace, San Antonio Water System, Texas Biomedical Research Institute, TDIndustries, University Health System, Zachry Group, and more.	In-progress	Recruitment of presenters, ensuring students had bus transportation and having to shorten the schedule due to unforeseen early bus pick up time by some schools.
		\$50,000						
	10/1/2019	9/30/2020						
3	Excellence in Rural Service Delivery	Workforce Initiatives	New TWC funding focused on innovative strategies to expand accessibility and services in the most rural and remote areas of the Alamo region.	AACOG  > Five (1) partner locations in rural areas: Bandera Library, Fredericksburg Hill Country University, City of Diley, Schertz Library, McMullen County Courthouse and One (1) in Bexar County (rural area)-Commissioner Rodriguez .	1. 5 Kiosks in rural counties and 1 Kiosk in rural area of Bexar County 2. Relocation of two satellite offices (Bandera and Fredericksburg) 3. Mobile unit discussions put on standby until after implementation of kiosks.	1. Kiosks out for procurement 2. Located new locations for Bandera and Fredericksburg 3. Completed all site visits 01/23/20  Current milestones moving according to timeline/plan. Note: Funding end date extended by TWC to 4/30/20. Previous end date was 01/31/20.	In-progress  Initial Board directive took long to implement	Procurement and selection of vendor, integration with WSA IT network structure, customer 'call center' and staffing infrastructure.
		\$41,000						
	10/1/2019	4/30/2020						
4	Teacher Externship	Statewide Initiative	TWC funding for Summer teacher externships with employers to develop contextual curriculum.	Alamo STEM Coalition (ASWC)	1. 150 Teachers 2. 35 Employers	In planning stages. ASWC is planning the summer session dates and arranging logistics (e.g. locations). The 2019 announcement/recruiting content is being updated for Summer 2020 externships.	In-progress	Capacity and sustainability
		\$200,000						
	7/26/2019	8/31/2020						
5	Teacher Externship Plus	Statewide Initiative	TWC made funding available, we are using the funds to extend externship services throughout the year, replicate in communities, and build sustainability and capacity.	Alamo STEM Coalition	1. Build sustainability/capacity 2. Replicate in communities 3. Fall/Spring Events (1-day professional development) 4. District-initiated events (at ISDs/schools) 5. Host-initiated events (at employers, scaled-down version, no stipend but requires product/curriculum development) 6. Digital Badging: integrate with ESC-20's effort for teacher and student inclusion of outcomes.	In planning stages. The Fall event was initially scheduled for early December but due to low registration, the event is being rescheduled for Spring 2020. The initial date was too close to the holidays to ensure sufficient attendance. Similarly, the Spring event is also being rescheduled for later in Spring 2020.	In-progress	Capacity and sustainability. Selecting the best dates in collaboration with activities at schools can be challenging.
		\$100,000						
	7/26/2019	8/31/2020						

WSA NON-FORMULA FUNDED GRANTS, INITIATIVES, & PROJECTS								
#	Initiative/Grant	Funding	Description	Partners	Goals	Outcomes	Status	Challenges
6	Women's Entrepreneurship Bootcamp	Statewide Initiative	TWC made funding available to provide 1-day physical and virtual entrepreneurship bootcamp for eligible women.	UTSA = main partner delivering bootcamp.  Partner locations for virtual bootcamp: South Texas Regional Training Center (Hondo), Coastal Bend College (Pleasanton), Alamo Colleges (Central Texas Technology Center, Seguin/New Braunfels)..	1. In-person bootcamp: 20 participants x 8 sessions = 160 participants. 2. Virtual bootcamp: 10 participants x 8 sessions = 80 participants. 3. Curriculum development for women entrepreneurs.	MOUs and contracts/agreements in place. First bootcamp completed successfully on January 6, 2020. Registered to capacity (40) + at UTSA and New Braunfels site, Hondo registered 12 participants and Pleasanton 9. Attendance included 4 Pleasanton, 4 Hondo, 17 New Braunfels, and 19 at UTSA.  Upcoming Bootcamps: 2/24/2020 (Spanish), 03/30/2020 (English), 04/27/2020 (Spanish), 05/18/2020 (English), 06/22/2020 (Spanish).	In-progress	Main partner's capacity (they took on this additional initiative), identification and coordination of virtual partner locations, technology to stream virtual bootcamps, curriculum development copyrights. Outreach in the rural areas to increase registrations. Technology challenges. Spanish translations. Low response in Spanish.
		\$58,200						
	7/26/2019	8/31/2020						
7	Texas Industry Partnership	Statewide Initiative	Support South Texas Electrical JATC, a 501(c)(3) electricians and technologies apprenticeship program develop a Certified Building Industry Consulting Service International (BICSI) Lab as an Authorized Training Facility (ATF).	South Texas Electrical JATC, a 501(c)(3) nonprofit electricians and technologies apprenticeship program, as registered with the U.S. Department of Labor	Development of a Certified Building Industry Consulting Service International (BICSI) Lab, and be recognized as a BICSI Authorized Training Facility (ATF).  > Purchasing of items to build lab.	MOU signed on 11/03/19. Construction of lab/training room is at 40% completion. Some changes to the equipment and supplies requested by South Texas Electrical JATC pending final TWC approval.	In-progress	There are only seven ATF labs in Texas, four in Houston, two in Dallas, and one in Austin. There are no established labs serving the Greater San Antonio Area or the South Texas Region.
		\$64,000						
	7/26/2019	8/31/2020						
8	WIOA ITAs Urban	Statewide Initiative	Leftover balance of Statewide Initiative funds must be used toward ITAs. Upskilling of WIOA participants with industry-recognized credentials in in-demand occupations	C2 GPS	> 13 - 14 participants enrolled in credentialing educ/training. > 8 - 9 obtain an industry-recognized credential.	None reported: will be recoding currently enrolled participants in training to reflect usage and expenditures.	Coding issues.	Funding was issued by TWC requiring a Plan with approvals by both Board + TWC. ITA funding was left over from the 3 other Initiatives. 11/01/2019 funding released to contractors.
		\$48,000						
	7/26/2019	8/31/2020						
	WIOA ITAs Rural	Statewide Initiative		SERCO	> 2 - 3 participants enroll in credentialing educ/training. > 1 - 2 obtain an industry-recognized credential.	None reported: will be recoding currently enrolled participants in training to reflect usage and expenditures.	Coding issues.	Funding was issued by TWC requiring a Plan with approvals by both Board + TWC. ITA funding was left over from the 3 other Initiatives. 11/01/2019 funding released to contractors.
		\$10,861						
	7/26/2019	8/31/2020						
9	RESEA	Reemployment Services	Provide UI Claimants with access to resources and career services, potential co-enrollment in WIOA Dislocated Workers, and obtain employment.	C2 GPS	1. 100% Outreach of RESEA UI Claimants. 2. Provision of RESEA Orientations to RESEA UI Claimants.	1. 100% outreach being completed. 2. 1,125 UI Claimants provided RESEA Orientation (10/1/19 to 12/31/19).	Under-expended.	Maintaining full on-going staffing, reporting up-to-date information. Issues with WIT.
		\$450,000						
	9/30/2019	12/31/2020						
10	Youth Job Skills/Urban	WIOA Youth	TWC awarded to 5 Boards with highest # of dropouts and youth UI Claimants, to develop strategies to provide enhanced service delivery to OSY without a secondary school diploma/equivalency, disadvantaged youth, and areas with high poverty rates.	C2 GPS ESC-20, George Gervin, Good Samaritan, Next Level, BCFS	1. Enrollment: 42 youth 2. HS enrollment: 21 3. HS/equiv. completion: 7 4. Post-Sec Enrollment: 12 5. Post-Sec Credential: 4 6. Job Placement: 8	1. Enrollments: 0 (0%), 2. HS Enrollment 0 (0%), 3. HS/equiv. completion: 0 (0%), 4. Post-Sec Enrollment: 0 (0%), 5. Post-Sec Credential: 0 (0%), 6. Job Placement: 0 (0%).	Requested Action Plan from C2	Identifying and engaging disadvantaged OSY, key partnership development.
		\$205,920						
	10/1/2019	8/31/2020						
	Youth Job Skills/Rural	WIOA Youth		SERCO BCFS, ESC-20	1. Enrollment: 10 youth 2. HS enrollment: 5 3. HS/equiv. completion: 2 4. Post-Sec Enrollment: 3 5. Post-Sec Credential: 1 6. Job Placement: 2	1. Enrollments: 3 (30%), 2. HS Enrollment 3 (60%), 3. HS/equiv. completion: 1 (50%), 4. Post-Sec Enrollment: 0 (0%), 5. Post-Sec Credential: 0 (0%), 6. Job Placement: 0 (0%).	In-progress.  #s 4-6 plan available starting 02.2020	Identifying and engaging disadvantaged OSY, key partnership development.
		\$51,480						
	10/1/2019	8/31/2020						

WSA NON-FORMULA FUNDED GRANTS, INITIATIVES, & PROJECTS								
#	Initiative/Grant	Funding	Description	Partners	Goals	Outcomes	Status	Challenges
11	Military Family Support Program	WIOA Adult Statewide	On-site services for active military spouses, including job search, assessment, labor market information, resume writing, interviewing skills, support services, and training in high demand occupations.  We have two C2 GPS staff offering services/located on-site at the three military bases.	C2 GPS Joint Base San Antonio (JBSA) Military and Family Readiness Centers at Ft Sam Houston, Lackland and Randolph	1. Enrollments: 2. Training: 3. Education: 4. Work Readiness: 5. Pre-Emp. Activities: 6. Work Experience: 7. Job Placement: 2020 Goals pending approval	1. Enrollments: 55 (92%) 2. Training: 7 (117%) 3. Education: 0 (0%) 4. Work Readiness: 28 (280%) 5. Pre-Emp. Activities: 0 (0%) 6. Work Experience: 0 (0%) 7. Job Placement: 32 (74%) 2019 Outcomes	Not meeting enrollments, some services, and job gain.	Enrollment of spouses. Difficult to enroll in certain activities (which depends on spouses' occupational goals and their active duty military spouses duty assignment activities such as deployment or temporary duty away from home base). Gaining employment has been difficult.  JBSA highly commends our services to the military spouses
	\$178,104							
	1/1/2020	12/31/2020						
12	HPOG Grant	Alamo Colleges Subgrant	TANF recipient co-enrollment/case management with provision of supportive services (including utility, transportation and housing assistance and referral to resources such as childcare), Placement services for participants of Health & Human Services-Health Professions Opportunities Grant ("HPOG"). Individuals must meet eligibility and demonstrate a need for skills and training to enter the workforce.	Alamo Colleges, C2 GPS hires 1 staff	1. 25 applicants by 2/15/20 2. 9 applicants by 5/30/20 3. Medical Front Office certificate: 20 by 6/30/20 to 8/30/20. 4. Provide 25-30 hours of OJT and health care employment services. 5. Job placement: 25 participants by 9/29/20	In-progress. Referrals - 87 - only 1/2 were TANF. Possible 7 Placements - 3 did not make lottery - 1 dropped out. 2 starting class 1/31/2020. 1 pending drug test.	In-progress.	Identification of eligible applicants, conflicting goals between TWC/WSA TANF requirements and HPOGs timelines (TWC/WSA is 'work-first' not long-term training),
	\$81,870							
	10/1/2019	9/29/2020						
13	TechWorks Grant	Alamo Colleges Subgrant	Referrals, recruitment, job placement assistance for participants with some college but no degree, Veterans, Promise Zone residents, unemployed and underemployed individuals. Must meet Tech Works' eligibility and demonstrate a barrier: long term unemployment-over 27 weeks unemployed, limited English proficiency, disability, childcare needs, housing assistance, prior criminal convictions, and other barriers to employment identified under WIOA.	Alamo Colleges, C2 GPS hires 1 staff	1. Refer 20 eligible applicants by 2/30/20. 2. Refer 20 eligible applicants by 4/30/20. 3. Refer 20 eligible applicants by 6/30/20. 4. Job Placement: 50% (30) participants by 12/1/2020.	In-progress. Initial meetings with Alamo Colleges have been completed.	In-progress	Implementation of identification of potential eligible applicants and referral system. TechWorks will train participants - subsequent placement requires alignment of business services efforts with employers in the field.
	\$83,580							
	10/1/2019	12/1/2020						
14	Rapid Response	WIOA Dislocated Worker	Provide Rapid Response immediate reemployment services to workers affected by layoffs, plant closings, workers of businesses affected by disasters, and foreign trade.	Training Solutions C2 GPS	Provide immediate reemployment services to affected workers.	Dislocated Workers: 584 From 7 companies for current BCY.	Successful	Tracking outcomes in employment for affected workers, co-enrollment with Dislocated Worker program is low.
	\$98,326							
	10/1/2018	9/31/19						
18	Transitioning Service Members Inventory Initiative (Survey)	WIOA Dislocated Worker and Cost Allocated	The Transitioning Service Members Inventory Initiative Survey is authorized by Joint Base San Antonio (JBSA) Fort Sam Houston, Lackland and Randolph and regularly administered by Bexar County staff.  WSA data enters paper responses into database, performs analysis, and develops professional printing/publishing of report twice a year.	JBSA, Bexar County	Publish two reports annually.	> First report published 300 copies. > Second report published 500 copies. > 2,732 surveys received > Third report in progress.	Ongoing	Marketing/promotion of survey. Manual capturing of surveys requires data entry. Different surveys were used by Bexar County, consolidating information has been challenging.
	\$6,000							
	10/1/2019	9/30/2020						
Initiative/grant is active but all activities were completed or no additional reporting to Board is currently needed.								
15	Child Care Quality Conference	Workforce Initiatives	TWC funding for Board staff travel costs to the TWC Forum/Child Care Quality Conference April 8, 2020 in San Marcos, Texas	TWC	Two Board staff to attend		Recurring annual event	None.
	\$640							
	10/1/2019	9/30/2020						
16	Texas Veterans Leadership Program	Workforce Initiatives	TWC funding to support the agency's Texas Veterans Leadership Program (TVLP) staff	TWC/TVLP	Provide funding support to TVLP	Ongoing support.	Ongoing	None.
	\$17,177							
	10/1/2019	9/30/2020						
17	Foster Care Youth Conference	Workforce Initiatives	TWC funding to cover Board staff travel costs to the Foster Care Youth Conference. Date and location: TBD	TWC	Staff to attend conference		Recurring annual event	None.
	\$355							
	10/1/2019	9/30/2020						

## **CHILD CARE PROGRAM REPORTS**



## BCY20 CHILD CARE PERFORMANCE MEASURES NOVEMBER 2019

### Performance

Timeframe	# of Units	BCY20 Target	% Attainment	Status
November 2019 (11/01/19 - 11/30/19)	10,690	9,532	112.15%	<b>+P</b>
Year To Date (10/01/19 - 09/30/20)	10,776	9,532	113.05%	<b>+P</b>

### Child Care Providers - Informational Only

Type of Provider	Number
Number of Texas Rising Star Providers	105
Number of Texas School Ready Providers	34

### Wait List - Informational Only

Month	Number
November 2019	5,452

### Performance Status Methodology

The Measure Status Methodology for BCY 20 will use YTD numbers to calculate performance.

MP = 95%-105%

+P = 105% or above

-P =<94.99

Month	Goal	Actual	Percent of Goal
October	9,532	10,891	114.26%
November	9,532	10,690	112.15%
December	9,532		
January	9,532		
February	10,469		
March	10,469		
April	10,469		
May	10,469		
June	10,469		
July	10,469		
August	10,469		
September	10,469		

### Rural Intake Information

- WSA met the Discretionary Rural Enrollment Goal of 20%.
- Intake is closed because we exceeded our enrollment goal.
- Rural Outreach Efforts:
  - + Distributed flyers at CCS Providers to outreach to private pay parents who may qualify for services.
  - + Distributed flyers and visited business locations in the Rural Counties to include Libraries, City Halls, County Offices, Laundromats, Local Non-Profits, and School Districts.

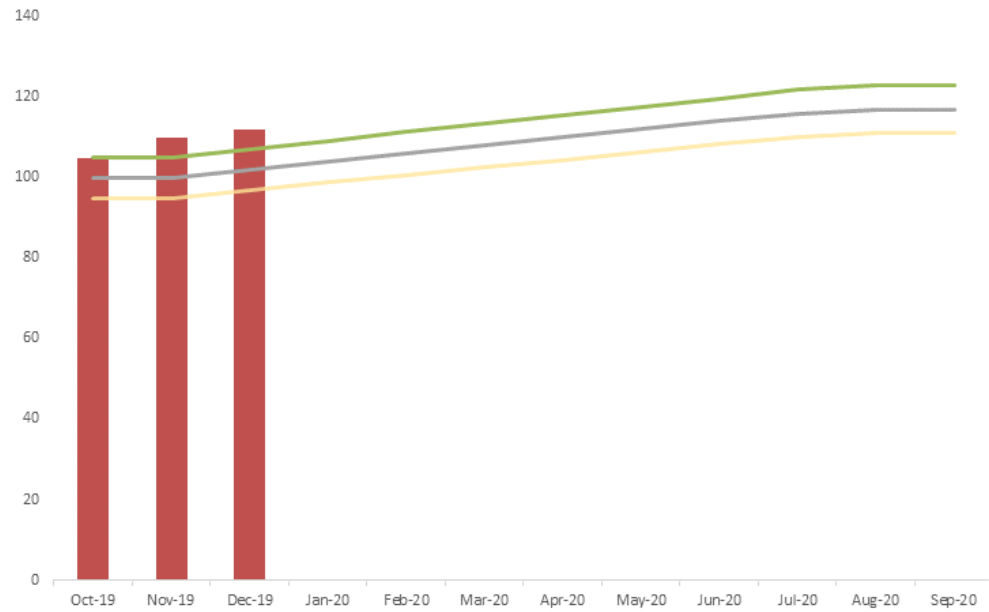
County	Goal	Urban/Rural Discretionary Performance	Discretionary	Mandatory*	CCDF Total	Percent of Goal	DFPS Not Included in Performance
<b>Bexar</b>	<b>7,625</b>	<b>78.53%</b>	<b>7,115</b>	<b>1,464</b>	<b>8,579</b>	<b>112.51%</b>	<b>800</b>
<b>Rural</b>	<b>1,907</b>	<b>21.47%</b>	<b>1,945</b>	<b>161</b>	<b>2,106</b>	<b>110.44%</b>	<b>204</b>
Atascosa			238	21	259		19
Bandera			46	6	52		5
Comal			452	35	487		31
Frio			62	6	68		8
Gillespie			30	4	34		8
Guadalupe			494	31	525		64
Karnes			19	0	19		3
Kendall			52	6	58		18
Kerr			233	19	252		15
McMullen			0	0	0		0
Medina			188	25	213		21
Wilson			131	8	139		12
<b>Total</b>	<b>9,532</b>		<b>9,060</b>	<b>1,625</b>	<b>10,685</b>		<b>1,004</b>

Rural units make up 21.47% of the total number of Discretionary units for the month.

Urban units make up 78.53% of the total number of Discretionary units for the month.

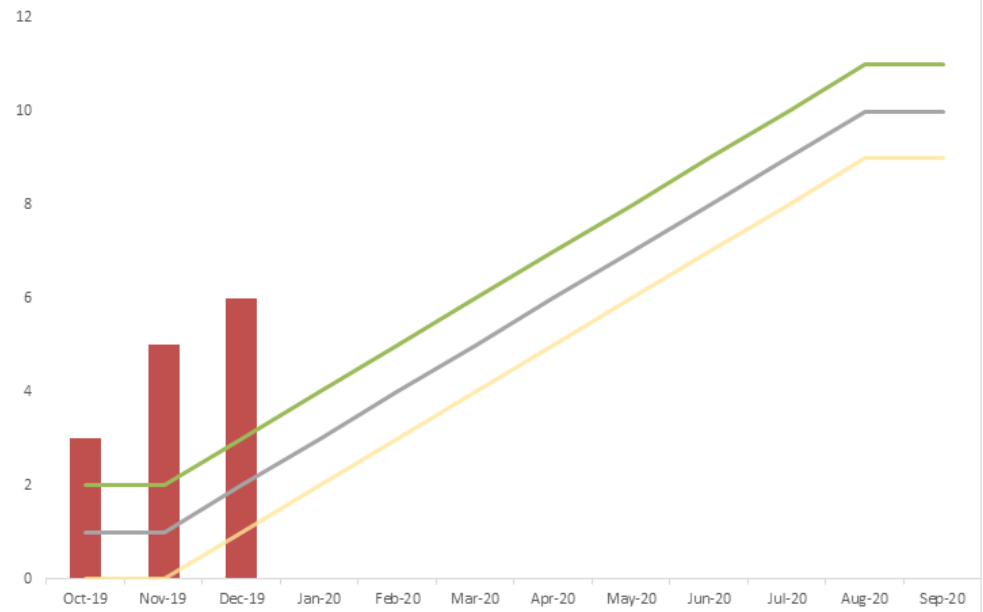
Differences in units are due to timing of payments/referral fixes vs. date TWC extracted performance.

Workforce Solutions Alamo  
 Child Care Services (CCS) Quality Performance BCY20  
 Number of Texas Rising Star Providers



	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Actual Cumulative Performance	105	110	112									
Cumulative Performance Goal 95%	95	95	97	99	101	103	105	106	108	110	111	111
Cumulative Performance Goal 100%	100	100	102	104	106	108	110	112	114	116	117	117
Cumulative Performance Goal 105%	105	105	107	109	111	113	116	118	120	122	123	123

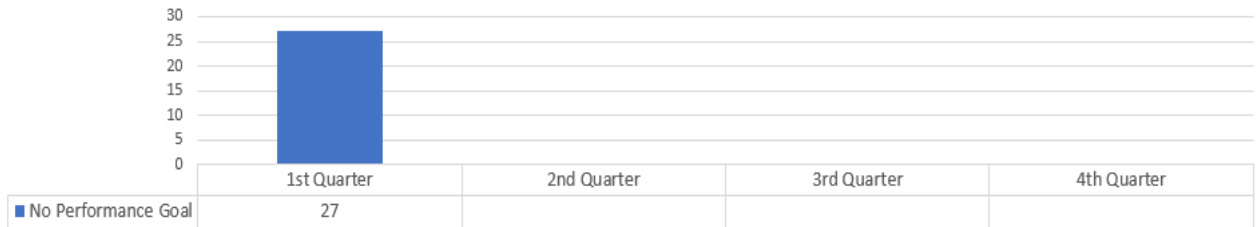
Workforce Solutions Alamo  
 Child Care Services (CCS) Quality Performance BCY20  
 Increase in Star Level of Texas Rising Star Providers



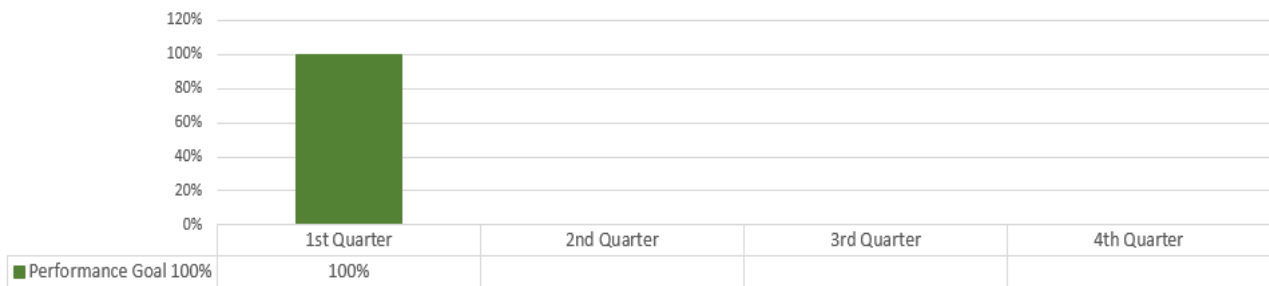
	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Actual Cumulative Performance	3	5	6									
Cumulative Performance Goal 95%	0	0	1	2	3	4	5	6	7	8	9	9
Cumulative Performance Goal 100%	1	1	2	3	4	5	6	7	8	9	10	10
Cumulative Performance Goal 105%	2	2	3	4	5	6	7	8	9	10	11	11

# Texas Rising Star Assessor Performance

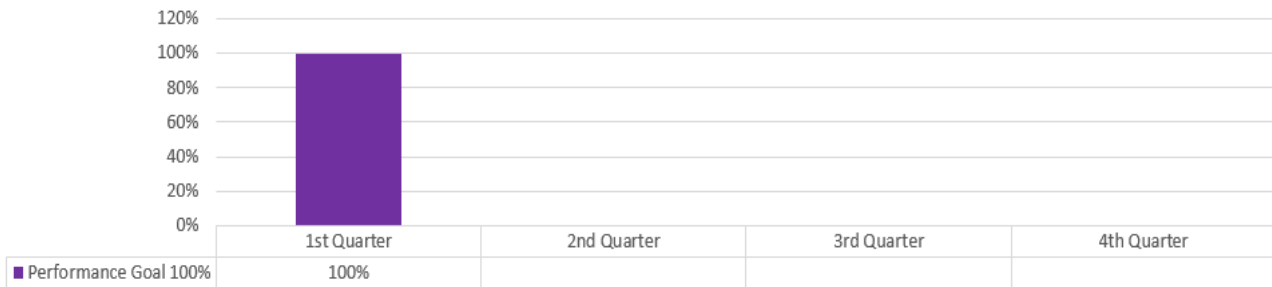
BCY20 Number of Assessments Conducted



BCY20 Percentage of Exit Reviews Conducted After Assessments



BCY20 Percentage of Assessment Results Provided Timely



# Quality Improvement Activities

## Mentoring Activities

- Total Texas Rising Star Providers: 110
  - 66 – 4 Star
  - 32 – 3 Star
  - 12 – 2 Star
- 30 zero-star centers (not TRS Certified) mentored at the end of December

## Current Initiatives/Partnerships:

- Voices for Children – South Texas Trauma Informed Consortium Sector – Early Care and Education. The focus of this group is to work to mitigate the effects of Adverse Childhood Experiences by working together to create a Certified Trauma Informed Bexar County.
- Region 20 – As part of the RECESS grant, WSA is working in partnership with Region 20 to have TRS child care centers work in collaboration with ISDs to support a school readiness and transition plan.
- Pre-K 4 SA – Working together to increase quality child care in San Antonio without duplicating services. Pre-K 4 SA has been providing professional development to child care providers who do not meet the TRS Guidelines to prepare them for reaching TRS status.
- Ready Kids SA – Working with a network of partners to maximize early childhood resources in our community. Primary Objectives: Create a comprehensive early childhood system that promotes the social, emotional, physical and cognitive development of children 0-8. Establish strategies and tools for family support and partnership.
- Working with (Texas Early Childhood Professional Development System) TECPDS to create a partnership so that we can utilize the system for storing all training certificates for future and easy access.
- United Way – Working with St Paul center on providing TRS Training to their trainer and master mentor to work with 10 Child Care Centers to bring them up to quality.
- Shared Services Alliance – WSA is working with the Shared Services Alliance in San Antonio, which includes established partners: United Way, Region 20, Pre-K 4 SA, Voices for Children, and the SA Food Bank. The Shared Services Alliance is leveraging resources to improve business practices at child care centers and improve quality by providing services and resources for providers. WSA will replicate services for rural counties.

# **BUDGETS**

Report Period: 10/01/19 - 12/31/19

Contractor Expense Report

Contractor	Budgeted Amt.	Fiscal year 10/1/19 to 9/30/20	% Expensed	Balance	Direct Client Expenses	Urban Direct Client Expenses	Rural Direct Client Expenses	Direct Client Expenses Urban %	Direct Client Expenses Rural %
<b>C2 GPS Workforce Center-FY20</b>									
WIOA Adult	3,465,161	708,424	20.44%	2,756,737	209,094	167,956	41,139	80.33%	19.67%
WIOA Dislocated Worker	3,494,069	389,848	11.16%	3,104,221	104,721	81,282	23,439	77.62%	22.38%
WIOA Statewide Activities	48,000		0.00%	48,000	-	-	-		
WIOA Youth - Urban	2,938,859	621,794	21.16%	2,317,065	357,875	357,875	-	100.00%	0.00%
WIOA Youth Job Skills	205,920	-	0.00%	205,920	-	-	-		
TANF / Choices	4,410,565	977,538	22.16%	3,433,027	222,472	201,626	20,846	90.63%	9.37%
SNAP ABAWD	1,277,464	370,153	28.98%	907,311	88,828	73,219	15,609	82.43%	17.57%
NCP	364,552	102,074	28.00%	262,478	20,303	20,303	-	100.00%	0.00%
TAA	275,269	12,045	4.38%	263,224	12,045	12,045	-	100.00%	0.00%
REA	450,000	199,862	44.41%	250,138	-	-	-		
Child Care Quality-CCQ	1,398,760	195,575	13.98%	1,203,185	2,043	2,043	-	100.00%	0.00%
VR Infrastructure Funding	69,985	2,408	3.44%	67,577	-				
Military Family Support	121,084	100,922	83.35%	20,162	6,299	6,299		100.00%	0.00%
H-1B Job Training-Tech Works Grant	83,580	-	0.00%	83,580	-				
Teacher Externship	20,000	-	0.00%	20,000					
Women's Entrepreneurship Bootcamp	13,319	-	0.00%	13,319					
Health Profession Opportunity Grant	81,870	6,026	7.36%	75,844					
WCI Funding	41,470	0	0.00%	41,470					
Rapid Response	15,000	0	0.00%	15,000					
<b>C2 GPS Total</b>	<b>18,774,927</b>	<b>3,686,667</b>	<b>19.64%</b>	<b>15,088,260</b>	<b>1,023,681</b>	<b>922,648</b>	<b>101,032</b>		
<b>SERCO-FY20</b>									
WIOA Youth - Rural	1,484,411	286,942	19.33%	1,197,469	108,073	-	108,073	0.00%	100.00%
WIOA Youth Job Skills Grant	51,480	-	0.00%	51,480	-	-	-		
WIOA Statewide Activities	10,861	-	0.00%	10,861	-	-	-		
<b>SERCO TOTAL</b>	<b>1,546,752</b>	<b>286,942</b>	<b>18.55%</b>	<b>1,259,810</b>	<b>108,073</b>	<b>-</b>	<b>108,073</b>		

Report Period: 10/01/19 - 12/31/19

Contractor Expense Report

Contractor	Budgeted Amt.	Fiscal year 10/1/19 to 9/30/20	% Expensed	Balance	Direct Client Expenses	Urban Direct Client Expenses	Rural Direct Client Expenses	Direct Client Expenses Urban %	Direct Client Expenses Rural %
<b>City of San Antonio (Child Care) FY20</b>									
Child Care Operations/Direct Care - CCF	40,991,852	8,125,344	19.82%	32,866,508	7,039,492	5,503,283	1,536,209	78.18%	21.82%
Mandatory Direc Care Ratio Sub set CCC	12,811,127	2,786,482	21.75%	10,024,645	2,767,325	2,484,652	282,673	89.79%	10.21%
Direct Child Care Match - CCM	7,211,390	5,423,008	75.20%	1,788,382	7,066,323	5,694,269	1,372,054	80.58%	19.42%
Child Care Quality - CCQ	424,502	131,562	30.99%	292,940				N/A	N/A
*Child Care - CCP	7,300,716	1,877,440	25.72%	5,423,277	1,283,430	1,034,938	248,492	80.64%	19.36%
<b>City of San Antonio (Child Care) FY20 - Total</b>	<b>68,739,587</b>	<b>18,343,836</b>	<b>26.69%</b>	<b>50,395,752</b>					

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



Report Period: 10/01/19 - 12/31/19

Contractor Expense Report

Contractor	Budgeted Amt.	Fiscal year 10/1/19 to 9/30/20	% Expensed	Balance					
<b>SPECIAL PROJECTS / GRANTS</b>									
<b>Externship for Teachers 2019</b>				-					
ATEAMS	300	-	0.00%	300					
Steuck & Accociates	10,000	-	0.00%	10,000					
UTSA	5,000	-	0.00%	5,000					
<b>Externship for Teachers</b>	<b>15,300</b>	<b>-</b>	<b>0.00%</b>	<b>15,300</b>	<b>-</b>	<b>-</b>	<b>-</b>		
<b>Child Care Automation FY20</b>									
ACS-Xerox Business Services	<b>361,164</b>	<b>94,844</b>	<b>26.26%</b>	<b>266,320</b>					
				-					
<b>WIOA Alternative Funding Statewide Activities</b>				-					
ATEAMS-Teacher Externship	90,000	-	0.00%	90,000					
ATEAMS-Teacher Externship Plus	<b>160,000</b>	<b>-</b>	<b>0.00%</b>	160,000					
UTSA-Women's Entrepreneuership Bootcamp	28,000	-	0.00%	28,000					
Texas Industry Partner	56,640	-	0.00%	56,640					
<b>WIOA AFSA Total</b>	<b>334,640</b>	<b>-</b>	<b>0.00%</b>	<b>334,640</b>					
<b>Rapid Response 2019</b>				-					
Training Solutions	<b>46,349</b>	<b>25,693</b>	<b>55.43%</b>	<b>20,656</b>					
TAA/ES Contractor Cost		<b>11,791</b>							
<b>Contractor Grand Total</b>	<b>89,818,719</b>	<b>22,449,773</b>	<b>24.99%</b>	<b>67,368,946</b>	<b>-</b>	<b>-</b>	<b>-</b>		

Report Period: 10/01/19 - 12/31/19

Contractor Expense Report

Contracts with start dates prior to 10/1/19 (Complete Contract Supplemental)	Total Budget - Includes prior to 10/1/2019	Total YTD Expenses Includes prior to 10/1/2019	% Expensed	Balance					
<b>Externship for Teachers 2019</b>									
Region 20	42,450	42,450	100.00%	-					
ATEAMS	17,550	17,250	98.29%	300					
ATEAMS-Service Funds	10,000	10,000	100.00%	-					
Steuck & Accociates	25,000	15,000	60.00%	10,000					
UTSA	5,000	-	0.00%	5,000					
<b>Externship for Teachers</b>	<b>100,000</b>	<b>84,700</b>	<b>84.70%</b>	<b>15,300</b>	-	-	-		
<b>Rapid Response 2019</b>				-					
Training Solutions	138,055	117,399	85.04%	20,656					
<b>Contractor Grand Total</b>	<b>238,055</b>	<b>202,099</b>	<b>84.90%</b>	<b>35,956</b>	-	-	-		

## WORKFORCE PROGRAM SUMMARY DESCRIPTION

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

### Formula-Funded Grants

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### Special Grants/Projects

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

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

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

### Workforce Commission Initiatives (WCI)

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

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

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

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

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

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

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

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

### Fee-for-Service Grants

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

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

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

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

### Other TWC Grants

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

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

# Programs & Performance Report Briefing

Ricardo Ramirez, Director of Analytics, Performance, & Strategy

February 7<sup>th</sup>, 2020



AmericanJobCenter®





# Summary

*This item is to provide an update of and highlight elements related to Programs and Performance.*

# Analysis Overview

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1. TWC-Contracted Performance
  2. Program Participants
  3. Special Grants & Other Initiatives
  4. Child Care
  5. Quality Child Care
- Other:
- Staffing
  - DOL Monitoring
  - Child Care





# 1. TWC Contracted Performance

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- Most recent Monthly Performance Report (MPR) released by TWC 02/04/2020:
  - WSA is Meeting/Exceeding ALL TWC-contracted performance measures.



## 2. Program Participants

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We have had 2,642 participants enrolled in WSA programs (Quarter 1), with a total of 47,171 visitors at the American Job Centers (15,724 monthly average).

- **Outcomes:**
  - **Total Job Placements:** 1,569;
  - **Total Credentials Obtained:** 225 enrolled in Training Services (most in Healthcare, 94), and 26 total attaining a credential.



# 3. Special Grants & Other Initiatives

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- Received funding for Red, White, & You! and Career Pathways.
- Externships are underway with ATEAMS and partners.
- Women's Entrepreneurial Bootcamps: underway and scheduled through June 2020.
- Two Grants with Alamo Colleges: HPOG and TechWorks also being implemented.



## 4. Child Care

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- 10,690 units of care (goal is 10,469 – currently exceeding performance)
- 20/80 still being maintained for rural/urban.



# 5. Quality Child Care

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- 112 Texas Rising Star providers (goal is 117).



# Other:

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- **Staffing:** two vacancies, making an offer for SEAL opening, and interviewing for Special Projects.
- **DOL Monitoring:** recommendations related to policies and procedures (to be developed by Contractors). Outstanding reviews tied to Case Notes.
- **Child Care:** received additional \$2M in child care – opened enrollments.





**Questions?**

## BOARD QUALITY ASSURANCE SUMMARY

**Months: January 2020 – March 2020**

Contractor	Scope of Review	Summary of Findings/Observations	Status
C2 Global (Trade Adjustment Act Contractor) – <b>Program Monitoring</b> as conducted by Christine Nguyen.	Review of TAA program. Areas of review included eligibility, assessment, data validation, exits and case closures. Period of review: January 1, 2019 – October 31, 2019.	Observation: TWIST Counselor Notes not entered in a timely manner per WD 06-13.	Final Report issued November 21, 2019. Contractor has addressed observation.

Contractor	Scope of Review	Summary of Findings/Observations	Status
COSA (Child Care) – <b>Program Monitoring</b> as conducted by Board Christine Nguyen	Areas of review included eligibility and case management. Period of review: October 1, 2018 – September 30, 2019.	Summary will be submitted upon completion of Draft Report.	Entrance Meeting conducted December 13, 2019. Monitoring currently ongoing.
Training Solutions (Rapid Response) – <b>Fiscal Integrity Monitoring</b> as conducted by Christine Nguyen	Areas of review included payroll, direct child care payments, general ledger, procurements. Period of review: October 1, 2019 – December 31, 2019.	Summary will be submitted upon completion of Draft Report.	Final report week of 1/27/2020.

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.



## BOARD QUALITY ASSURANCE SUMMARY

Contractor	Scope of Review	Summary of Findings/Observations	Status
ATEAMS (Teacher Externship) – <b>Fiscal Integrity Monitoring</b> as conducted by Christine Nguyen	Areas of review included eligibility and case management. Period of review: TBD.	Summary will be submitted upon completion of Draft Report.	Document Request submitted to ATEAMS January 14, 2020, due January 24, 2020.

Contractor	Scope of Review	Summary of Findings/Observations	Status
C2 Global (Career Center Contractor) – <b>Program Monitoring</b> as conducted by Christine Nguyen.	Review of WIOA Adult program. Areas of review include eligibility, file maintenance and date integrity. Period of review: October 1, 2018 – September 30, 2019.	N/A	Monitoring will begin week of February 24, 2020.
C2 Global (Career Center Contractor) – <b>Program Monitoring</b> as conducted by Christine Nguyen.	Review of WIOA Dislocated Worker program. Areas of review include eligibility, file maintenance and date integrity. Period of review: October 1, 2018 – September 30, 2019.	N/A	Monitoring will begin week of February 24, 2020.
C2 Global (Career Center Contractor) – <b>Program Monitoring</b> as conducted by Christine Nguyen.	Review of Choices program. Areas of review include compliance evaluation, assessment, and case management. Period of review: October 1, 2018 – September 30, 2019.	N/A	Monitoring will begin week of February 3, 2020.

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.

## BOARD QUALITY ASSURANCE SUMMARY

Contractor	Scope of Review	Summary of Findings/Observations	Status
C2 Global (Non-Custodial Parent Contractor) – <b>Program Monitoring</b> as conducted by WSA QA Monitoring Staff.	Review of NCP program. Areas of review include compliance evaluation, assessment, and case management. Period of review: January 1, 2019 – December 31, 2019.	N/A	Monitoring will begin April 2020.
C2 Global (Quality Improvement Activities - QIA) – <b>Program Monitoring</b> as conducted by WSA QA Monitoring Staff.	Review of QIA program. Areas of review include compliance evaluation, assessment, and case management. Period of review: January 1, 2019 – December 31, 2019.	N/A	Monitoring will begin February 2020.
All Contractors (Equal Opportunity - EO) – <b>Monitoring</b> as conducted by WSA QA Monitoring Staff All 16 Workforce Solutions Alamo Centers.	All 16 Workforce Solutions Alamo Centers.	N/A	Ongoing over the next 17 weeks, to be completed by May 1, 2020.
All Contractors (Personal Identifiable Information - PII) – <b>Monitoring</b> as conducted by WSA QA Monitoring Staff	All 16 Workforce Solutions Alamo Centers.	N/A	Ongoing over the next 17 weeks, to be completed by May 1, 2020.

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.



## **BOARD QUALITY ASSURANCE SUMMARY**

### **Department of Labor (DOL) Monitoring**

January 13 – 17, 2020

- Scope: Workforce Commission's (TWC) Workforce Innovation and Opportunity Act (WIOA) Titles I and III programs January 13-17, 2020. The purpose of the review is to measure progress, identify areas of compliance, offer opportunities for technical assistance, and collect promising practices.
- The program aspects of the review are state and local governance, financial and administrative activities, and the service delivery of the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs administered by the Workforce Solutions Alamo (WSA) Board.

### **Texas Workforce Commission (TWC) Monitoring – Child Care Improper Payments (CCIP)**

February 10 – 14, 2020

- Scope: The scope for the CCIP Review is October 1, 2018, through September 30, 2019.

**UPCOMING**

**IN-PROGRESS**

**COMPLETED**

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.



## BOARD QUALITY ASSURANCE SUMMARY

Texas Workforce Commission Technical Assistance

April 2020 (Specific Date TBA)

- Scope: Providing Technical Assistance in all programs.

### Texas Workforce Commission (TWC) Monitoring

May 2020 (Specific Date TBA)

- ▶ Scope: Fiscal and Program Year 2019, Internal Controls, Disbursements (all funding sources), Procurements, Cash Management, Financial Reporting, Property, MOUs and Infrastructure Costs, Monitoring & Oversight, Personally Identifiable Information (PII), WIOA Eligibility, EO/ADA Compliance, TAA Eligibility and Compliance, Choices Work Activities and Non-Cooperation, Non-Custodial Parent Choices, SNAP E&T Work Activities and Non-Cooperation, and Child Care.

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.

## BOARD QUALITY ASSURANCE SUMMARY

**Months: September 2019 – December 2019**

Contractor	Scope of Review	Summary of Findings/Observations	Status
C2 Global (Career Center Contractor) – <b>Fiscal Monitoring</b> as conducted by Board Christine Nguyen	Areas of review included payroll, general ledger, provider reimbursement rates. Period of review: December 1, 2017 – December 31, 2018.	Finding related to Inventory Quantity Adjustment in the amount of \$20.00.	Final report issued December 31, 2019. C2 provided reimbursement in the amount of \$20.00. No additional follow up needed.
SERCO– <b>Fiscal Monitoring</b> as conducted by Christine Nguyen	Questioned Cost in the Amount of \$800.00 where no voucher was provided for GED class payment and \$297.02 in Non-personnel disbursements.	SERCO provided Voucher for GED class payment (issue resolved) and issued a reimbursement check in the amount of \$297.02 to resolve second finding. Final report issued November 18, 2019. No additional follow up needed.	SERCO provided Voucher for GED class payment (issue resolved) and issued a reimbursement check in the amount of \$297.02 to resolve second finding. Final report issued November 18, 2019. No additional follow up needed.
The River City Group and Mitchell Service Company LLC, Summer Earn and Learn (SEAL) Contractors – <b>Fiscal/Program Monitoring</b> conducted by Internal WSA QA Staff	Areas of review included program directives and fiscal compliance	Areas with observations included overtime hours worked, no lunch being taken, and no timesheets.	Internal Report issued September 20, 2019. Areas identified will be monitored in subsequent reviews.

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.



## BOARD QUALITY ASSURANCE SUMMARY

Contractor	Scope of Review	Summary of Findings/Observations	Status
ATEAMS and Steuck & Associates LLC (Teacher Externship Contractors)– <b>Fiscal Monitoring</b> as conducted by Internal WSA QA Staff	Areas of review included timesheets, invoices, stipends, and vouchers. Period of Review, Summer 2019 program.	There were no issues to report.	Internal Report issued October 29, 2019.

UPCOMING

IN-PROGRESS

COMPLETED

\*\*\*Participants reviewed will be 10% of active enrollment unless otherwise noted.

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## MEMORANDUM

**To:** Workforce Solutions Alamo Board

**From:** Adrian Lopez, WSA CEO

**Presented by:** Tony Martinez, Child Care Manager

**Date:** February 7, 2020

**Subject:** Briefing Regarding Shared Services Pilot

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**Summary:** WSA joined the Shared Services Alliance, which includes United Way of San Antonio and Pre-K 4 SA as primary partners, as well as Bexar County and Children at Risk.

The Shared Services Alliance brings multiple child care providers together so they can share resources, negotiate better prices as a group, improve child care outcomes, and work together to meet their goals around quality. The reallocation and pooling of resources allows partners to create efficiencies to help improve overall quality and increase access for children. Monthly meetings are ongoing, which were used to assess needs and desired outcomes before implementation.

The goal is increased enrollment, decreased debt, and increased revenue to fill critical gaps at child care centers. The Alliance is one of three that are being created throughout the state as part of the Preschool Development Grant Birth-Five (PDG B-5) awarded to Texas by the US Dept. of Health and Human Services and US Dept. of Education. Also, Texas Education Agency has partnered with Children at Risk to provide the technical assistance services needed to launch the shared services alliances.

Through Shared Services:

- Teachers and staff can benefit from better wages, retirement benefits, professional development, and substitute pools
- Vulnerable families can have better access to quality programming that meets their needs
- Children can have improved social-emotional and educational outcomes

To be eligible for WSA funds, providers must be Texas Rising Star (TRS) or working towards TRS. As of December 2019, there were a total of 112 TRS providers.

**Analysis:** According to Children at Risk:

- Most child care centers are small operations, often too small to be financially viable.
- Compensation for child care professionals is very low nationwide and statewide.
- The median wage for child care teachers in Texas is \$9.12 per hour.

- Most child care providers operate their business month-to-month, making little to no profit and with minimum funds to invest in improvements or staff pay.
- The majority of the child care workforce is made up of women, many of whom rely on public assistance.

**Alternatives:** TWC had specific guidelines as to how the funding could be used, and what they would approve – the back-office business automation software was the only item that was approved.

**Fiscal Impact:** The Texas Workforce Commission allocated \$41,928 to the Alamo Board for a one-year Shared Services pilot that is restricted to business automation purposes.

Using the Shared Services buying power (WSA purchased 17 licenses) and negotiated a good price for the software. We were able to use excess funds to purchase laptops for the 17 eligible providers. A total of 16 providers are in Bexar County and one provider is in Kerr County.

United Way and Pre-K 4 SA plan to contribute over \$2M annually. Partners from the Shared Services SA Alliance are paying for a software consultant and a child care software specialist who will provide frontline staff with technical assistance during this project. The Alliance may also help fund shared janitorial services, landscaping, marketing, and others

However, the Alliance's (non-WSA) funds cannot be used for rural providers due to local grant restrictions. To that purpose, a C2 Global mentor will be trained by the software consultant and provide the Kerr County provider with technical assistance. This technical assistance will allow providers to maximize the benefits of the software and make data-driven decisions.

Funding from TWC is not guaranteed after this year.

**WSA Board Staff Actions:** In partnership with the Shared Services Alliance, WSA staff are implementing the back-office automation.

**Next Steps:** Full implementation is scheduled to begin on February 17, 2020. The child care consultant is currently providing training to the software specialist and the C2 Global Mentor. Providers will be trained on the many capabilities of the back-office software, including:

- Monitoring and maximizing enrollments and staff ratios for profit increases.
- Tracking payment collection and generating electronic notices for maximum revenue.
- Tracking revenue against business costs for budgeting and planning purposes.
- Tracking teacher training hours for Child Care Licensing.
- Tracking children's designated adults for pick-up with pictures for added safety.
- Tracking immunization records and other administrative data.
- Tracking human resources records for staff at the center.

WSA and C2 Global will continue to meet with the providers and the Alliance on a monthly basis. WSA will report outcomes to TWC and provide the Board with regular updates during this project.



# Child Care Shared Services Pilot

Building Business, Strengthening Communities

February 7, 2020



# What is Shared Services?

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- Big business discounts become available to Child Care Providers in the form of:
  - Lower cost rates for products/services (e.g., bulk or big business costs), and
  - Products/services become “shared” across providers.
- Share sound business practices with leadership.
- Technical assistance is provided:
  - Billing,
  - Ratios,
  - Payroll,
  - Training needs,
  - Human Resource,
  - Family Engagement.



# Why Shared Services?

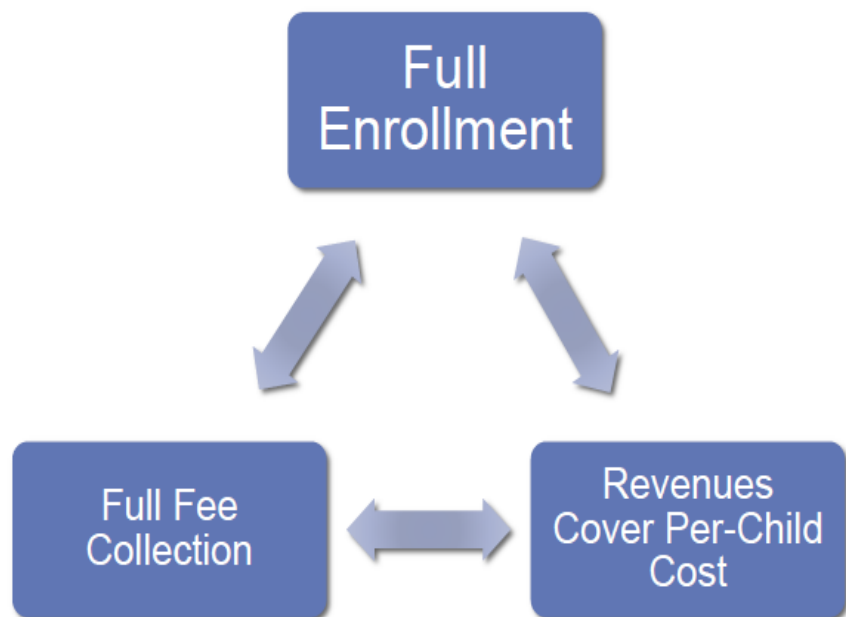
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- Most child care centers are small operations:
  - Small centers (less than 100) don't have sufficient scale to break even
  - \$3.24 generate billion annually in Texas
  - 172,674 jobs in Texas
- Most child centers operate their business month-to-month
  - Can't afford to invest in quality
- Compensation for child care professionals is very low
  - The median wage for child care teachers in Texas is \$9.12 per hour
  - The majority of the child care workforce is made up of women, many may rely on public assistance
- Build Quality
  - Invest in staff pay and quality improvements

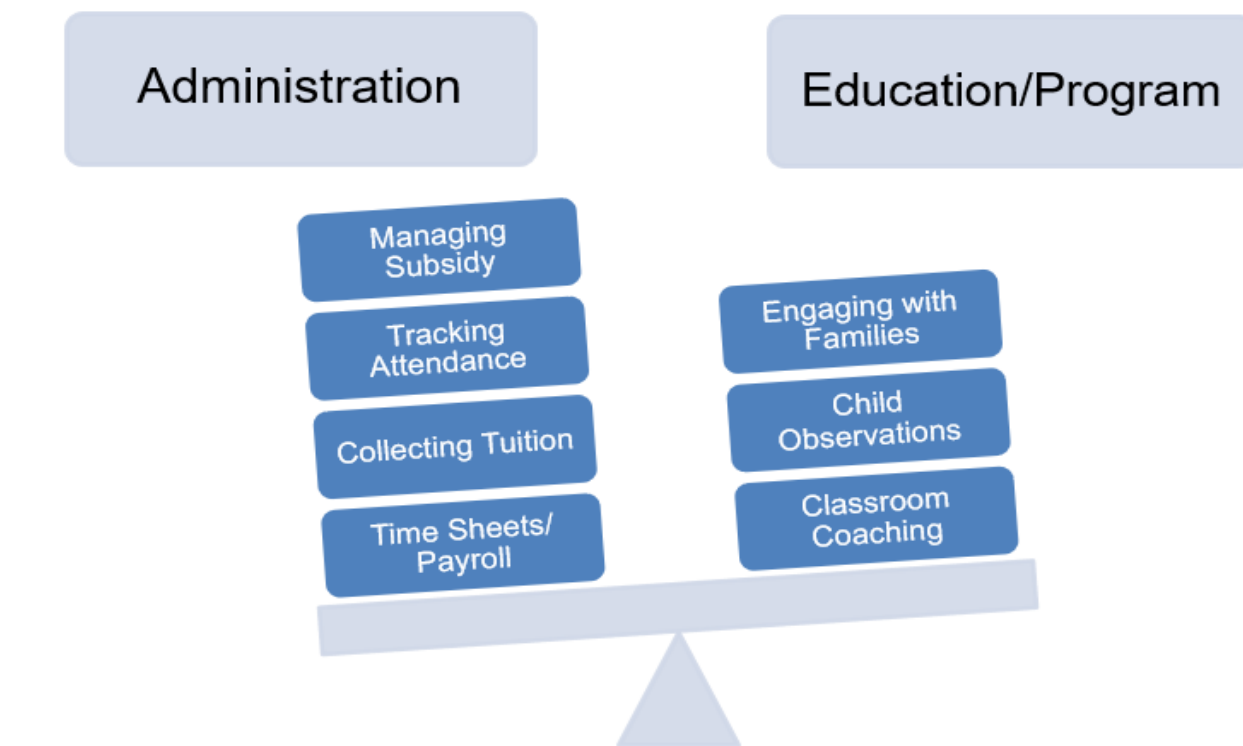
*Source: Children at Risk*



# The Iron Triangle

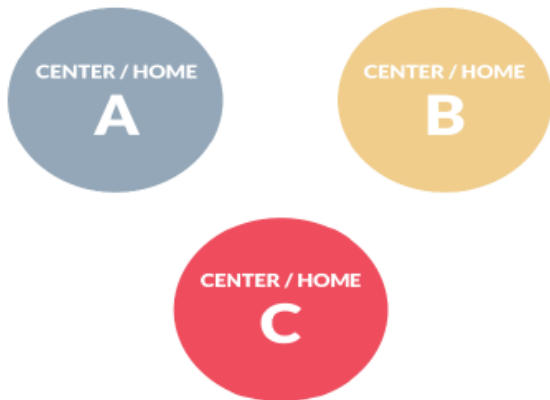


# The Truth

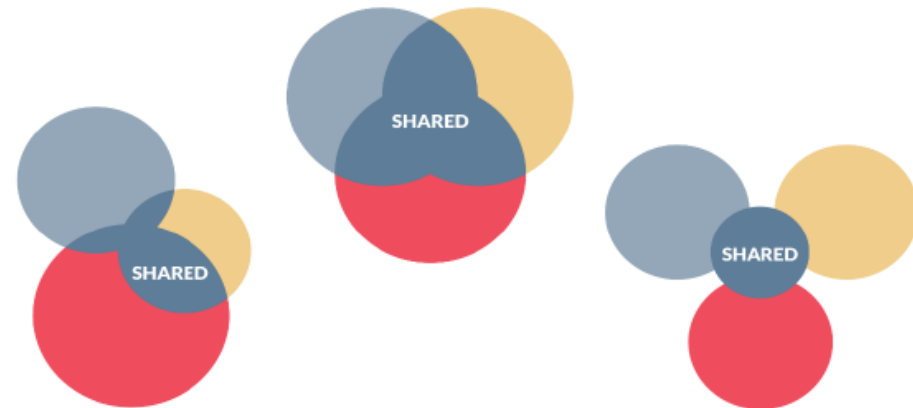


# A Strategy to Build Capacity

From: Working  
Independently



To: Sharing staff  
and resources



With Shared Services, programs can be **big** where big matters and **small** where small matters

# WSA Shared Services Investment

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- TWC allocated \$41,928 towards shared services
- Focus was on business automation processes, which WSA used to invest/purchase backend administrative tool
- For 17 TRS providers or providers in process of becoming providers
- Included 17 laptops
- 16 providers in Bexar County, 1 provider in Kerr County
- Primary Partners: United Way of SA and PreK SA.



# Sustainability Strategy

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- 2020: Software implementation, Share 1-3 services
  - Alliance pays 100% of cost
- 2021: Maintain, modify, and/or expand services
  - Provider pays 50% of discounted rate (\$40)
- 2022: Maintain, modify, and/or expand services
  - Provider pays 100% of discounted rate (\$80)
- 2023: Provider is on their own
  - No support



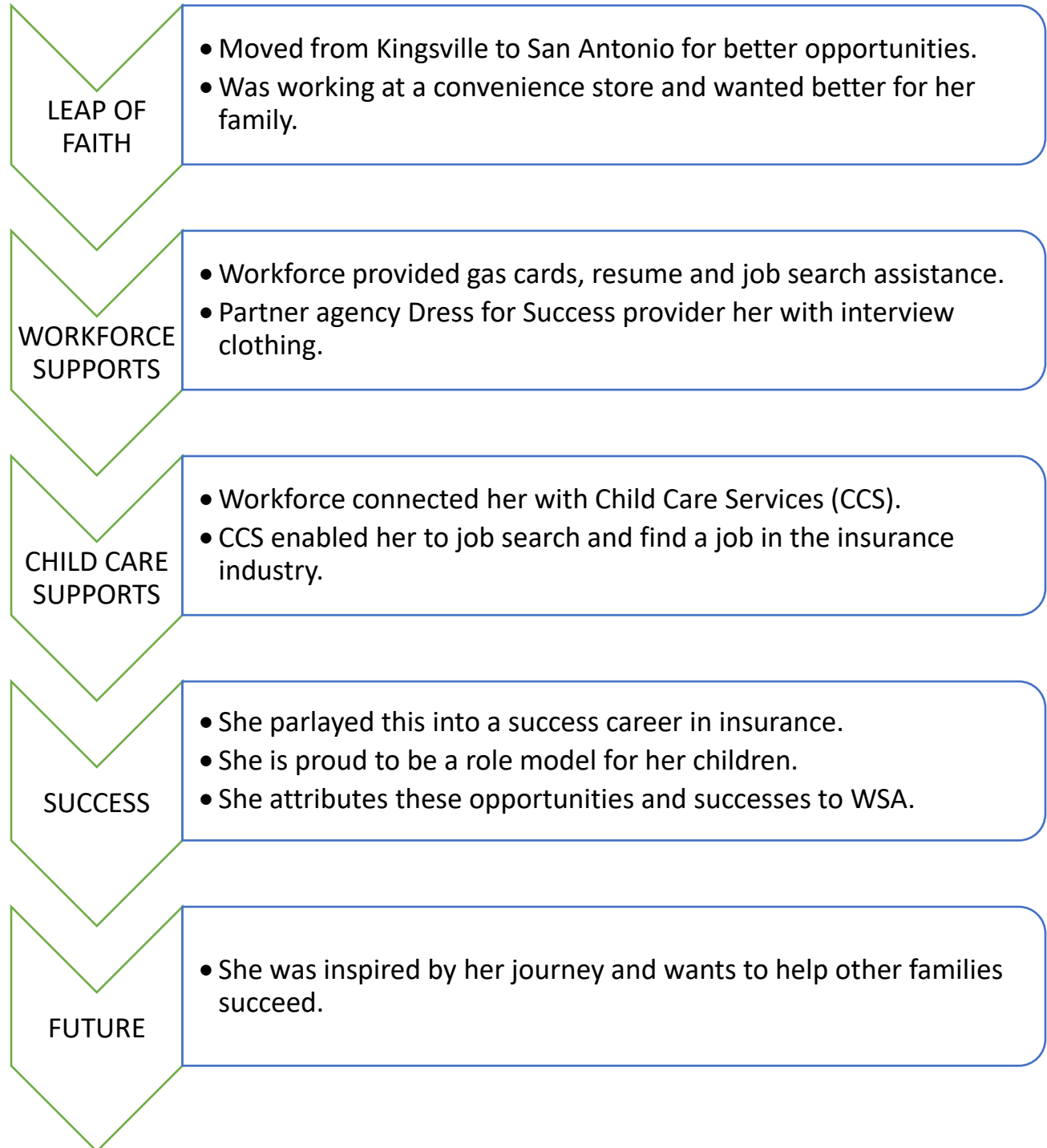


**Questions?**



# Rebecca Reyes

## Child Care and Workforce Success Story



# Feedback from Rural Judges

Adrian Lopez, WSA CEO

2/7/20



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# Goals for 2020

- Guide a comprehensive Masterplan that engages all aspects of the Workforce Ecosystem
- Demonstrate outcomes to elected officials and the general public
- Promote successes and develop WSA's narrative
  - Articulate WSA's role in addressing poverty through increased collaboration
- Oversee the strengthening of partnerships and leveraging of services/resources
- Exceed all TWC performance expectations
- Nominate and secure at least 3 TWC awards
- Grow signature events
  - Red, White and You
  - Dream Bigger/Go Further Career Pathways



# Goals for 2020

- Promote and highlight programs
  - Summer Earn And Learn
  - Work Experience, Internships and Apprenticeships
  - Women's Entrepreneurship
  - Rapid Response
  - Childcare
  - Youth Services
  - Externship for Teachers
  - Military Support
- Continue to oversee administrative improvements to the agency
- Promote greater Board member participation
- Utilize Board knowledge and expertise



# Needs of Rural Communities

- GED/Adult Ed
- Increased internship opportunities
- Training for local industry (ie. hospitality)
- Meet demands of new and expanding companies (oil and gas, truck stops)
- Meet the demands of existing employers (state and private prison facilities)
- Increase marketing of WSA services (signs, flyers, Facebook)
- Collaborate on major local projects (training facilities, construction projects)



# Needs of Rural Communities

- Communicate and promote local successes (businesses and clients)
- Fill local job opportunities with local residents
- Increase childcare opportunities
- Career awareness for youth
- Collaborate and leverage local college districts (Alamo does not cover the whole region)
- Collaborate with local court systems mandated offenders to secure work
- Expand services through technology



# Needs of Rural Communities

- Other issues affecting workforce include: transportation, affordable housing, infrastructure, economic development strategies, land prices, water issues, other



# Next Steps

- **Present at Commissioners Courts**
- **Ask for feedback on the Master Plan**
- **Work with contractors to develop plan to meet needs expressed by Judges**
- **Continue to communicate**







# Questions?

**Contact Info:**

**Adrian Lopez  
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**210-272-3250 Office**

**210-730-6224 Cell**



# Components of the Master Plan

Adrian Lopez, WSA CEO

2/7/20

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AmericanJobCenter®

# Texas Workforce Investment Council Evaluation

- **What is the State of Workforce for Texas?**
  - Formal and less formal measures
  - Reported by: Texas Department of Criminal Justice and its Windham school, Texas Education Agency, Texas Higher Education Coordinating Board, Texas Juvenile Justice Department, Texas Veterans Commission, Texas Workforce Commission
- **How do we define the “State” of Workforce for the San Antonio Region/WSA 13 County region?**
  - Different systems: ISD, Higher Ed, WSA, SA Works, Associations, Non-Profits, Specialty High Schools, Private Vocational Schools, Continuing Education Programs, Academies



# Components of Workforce Master Plan

- **Childcare/Early Childhood**

- Rising Star
- Pre-K for SA
- Headstart
- Pre-K Texas

- **Youth**

- Internships
- Work Experience
- After School Programs
- Career Pathways



# Components of Workforce Master Plan

- **Adults**

- Adult Education
- Upskilling
- Placement
- Advancement
- Increase Earnings
- Targeted Occupations

- **Businesses**

- Target vs. all
- Special Programs

- **Communities**

- Local economic goals and industries
- Unique challenges
- Expand access and services through technology



# Components of Workforce Master Plan

- **Partners**

- Core agencies to fulfill TWC requirements (community college, adult ed, vocational rehab)
- Network of non-profits and other agencies (providing client support, preparing clients)
- Transportation providers

- **Target Populations**

- Foster Youth “Aging out”
- Mandated populations
- Vocational Rehab
- Homeless

- **Industry Focus**

- Strategic partnerships (target occupations, industry/employment center focused offices)



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# Partner with WSA

- Continue to meet with all area judges (12 of 13 so far)
- Ask for your partnership with WSA (rapid response, economic development, potential new leads, existing business expansion)
- Help WSA promote the concept of the Workforce Plan to encourage stakeholders to participate
- Collaborate and support each other on seeking additional resources
- Continue to communicate





# Questions?

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