Workforce Solutions ALAMO
BUILDING BUSINESS • BUILDING CAREERS

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented By: Dr. Ricardo Ramirez, Director of Quality Assurance

Date: November 6, 2026

Subject: TWC & Associated Monitoring

Summary: Quality Assurance (QA) briefing on the Texas Workforce Commission (TWC) and associated monitoring. The item does not require Board action.

Strategic Goals: The agenda item mainly aligns with the following goal in the Strategic Plan:

Goal 2: Service Optimizers
Enhance the efficiency, quality, and accessibility of workforce services delivered by TWC, ensuring Texans experience seamless access to job training, unemployment benefits, and career support.

Analysis:

Child Care Improper Payment (CCIP) Testing
On 08/21/26, TWC issued a letter with the final results of the Child Care Improper Payment (CCIP) monitoring, completed in October 2025.

The monitoring resulted in a total overpayment of $108.00 for child care services for two of the 25 cases tested. On 08/25/26, TWC's Audit Resolution Department issued the initial Audit Resolution letter regarding these overpayments occurring in March and August 2025. The letter requested that WSA submit payment to TWC within 21 days if WSA agreed with the result. WSA reimbursed TWC the $108.00 on 09/02/26, which resolved the issue.

HHSC SNAP E&T Programmatic and Fiscal Monitoring
On 09/16/26, TWC informed WSA that the Health and Human Services Commission (HHSC) Community Access would conduct a SNAP E&T programmatic and fiscal monitoring review of TWC and the Alamo Workforce Development Board. The scope of the review is 04/01/26 to 09/30/26.

TWC requested the following information, which WSA submitted on 09/25/26:

- The Board's most recent SNAP E&T monitoring plan,
- Most recent SNAP E&T monitoring records,
- Copy of SNAP E&T Corrective Action Plans (if applicable),
- Copy of any staff training policy or manuals in addition to the SNAP E&T Guide,
- List of all SNAP E&T employees' training, including Civil Rights and Cybersecurity,
- A copy of the associated SNAP E&T employees' certificates for the Civil Rights and Cybersecurity training, and
- A list of SNAP E&T program-related training offered for SNAP clients, and whether these were covered with SNAP E&T funds.

Staff has not received any additional information or inquiries about the status of the review (HHSC usually works with TWC, who then reaches out to WSA).

Fiscal Impact: CCIP improper payment of $108.00 reimbursed to TWC using non-federal funds.

Recommendation: Staff welcomes the Board's feedback, guidance, and support for staff's ongoing internal control efforts.

Next Steps:

- **CCIP**: TWC did not provide specific information about the two cases, which makes it difficult for staff to address. However, the WSA Child Care Services Department will work with the new contractor to review possible causes, including where improper payments can occur, and the actions needed to identify and process them.
- **SNAP E&T**: Staff has not received any further requests or information for the review. QA and Programs have developed a centralized training repository for staff training assignments and will continue to provide any additional information that may be requested for the monitoring.

Attachments:

VI.a. Att 1: Alamo CCIP Letter
VI.a. Att. 2: Alamo CCIP Audit Resolution Letter

Texas Workforce Commission
A Member of Texas Workforce Solutions

Joe Esparza, Chairman
Commissioner Representing Employers

Alberto Treviño III
Commissioner Representing Labor

Brent Connett
Commissioner Representing the Public

Steve Pier
Executive Director

August 21, 2026

Mr. Adrian Lopez, Chief Executive Officer
Workforce Solutions Alamo
100 North Santa Rosa Street, Ste. 120
San Antonio, TX 78207

Dear Mr. Lopez:

We recently completed Improper Payment Testing of the Child Care and Development Fund (CCDF) program for the State of Texas, as administered by Workforce Solutions Alamo. Required by the U.S. Department of Health and Human Services Administration for Children and Families (ACF), CCDF Improper Payment Testing is a process for verifying data elements in client records by comparing them to source documentation to ensure compliance with federal requirements and appropriateness of fund use. This initiative was conducted to ensure the accuracy of data collected and reported in the CCDF program for the Fiscal Year 2026.

Childcare improper payment testing for your Board resulted in total overpayment of $108.00 for Child Care Services for two of the 25 cases tested. TWC Audit Resolution will work with the Board on the overpayment of $108.00.

Your focus on the continuing importance of improving program administration will help ensure the success of the program overall. Technical assistance for child care program administration may be provided by contacting TWC Child Care and Early Learning staff.

We appreciate the support of you and your staff and look forward to our continuing partnership to ensure the quality of the data reported by the State of Texas.

Sincerely,

Mary B Millan

Mary B. Millan, Deputy Division Director
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

Texas Workforce Commission
A Member of Texas Workforce Solutions

Joe Esparza, Chairman
Commissioner Representing Employers

Alberto Treviño III
Commissioner Representing Labor

Brent Connett
Commissioner Representing the Public

Steve Pier
Executive Director

August 25, 2026

Mr. Adrian Lopez, Chief Executive Director
Workforce Solutions Alamo
100 North Santa Rosa Street, Ste. 120
San Antonio, Texas 78207

Dear Mr. Lopez:

This letter is in regard to the August 21, 2026, TWC Subrecipient Monitoring issued letter with the results of the child care improper payment testing for your Board. It identified improper payment errors with the subsidy calculations. This error resulted in an overpayment of $108.00 for child care services for the two customers below.

FAMILY ID	CHILD ID	SAMPLE MONTH
18913	168245	March 2025
13883	24250	August 2025

If you agree with the result, please submit a payment of $108.00 to Texas Workforce Commission. We have attached a cash remittance form to be completed and mailed along with the check. The mailing instructions are on the top right corner of the form. Prior to mailing, please email Audit Resolution copies of the check and completed cash remittance form.

Please provide the information requested within 21 calendar days from the date of this letter to me or contact me with any questions. You can reach me at (512) 755-5546 or alma.gonzalez2@twc.texas.gov.

Sincerely,

Alma L. Gonzalez
Audit Resolution Manager

Enclosure

Workforce Solutions ALAMO
BUILDING BUSINESS • BUILDING CAREERS

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented By: Dr. Ricardo Ramirez, Director of Quality Assurance

Date: November 6, 2026

Subject: TWC Annual Monitoring (FY25-26)

Summary: Quality Assurance (QA) briefing on the Texas Workforce Commission (TWC) Annual Monitoring (FY25-26). The item does not require Board action.

Strategic Goals: The agenda item mainly aligns with the following goal in the Strategic Plan:

Goal 2: Service Optimizers
Enhance the efficiency, quality, and accessibility of workforce services delivered by TWC, ensuring Texans experience seamless access to job training, unemployment benefits, and career support.

Analysis: TWC has concluded this year's annual monitoring. The annual monitoring encompassed the program year beginning August 1, 2025, through July 31, 2026. TWC's team included six monitors. For this item, staff wishes to present additional information about what the monitoring covers.

To that end, the packet includes a copy of the Board's Document Request Package (DRP), as well as the following information. TWC's monitoring centered on testing the following areas:

Fiscal

- Disbursement/Cost Allocation/Support Services
- Procurement/Leases
- Cash and Cash Equivalents

Board

- Monitoring Recertification (SNAP E&T/Non-Custodial Parent)
- Automation (P-41/Terminations)
- Personally Identifiable Information (PII)
- Property

Child Care

- Client Eligibility
- Recoupment and PIRTS

Program

- WIOA Data Validation
- Priority of Service
- RESEA

Follow Up

- Cash Management
- Single Audit
- DFPS Referrals
- WIOA Eligibility
- TANF Choices

The testing included:

- Three Document Request Package documents (one for the Board, which is attached, one for Child Care, and one for the Service Provider)
- One Internal Control Questionnaire (evaluates whether a system of sound internal control exists within the local Board), which reviews the:
  - Effectiveness and efficiency of operations
  - Reliability of financial reporting
  - Compliance with applicable laws and regulations
- Seventeen additional questionnaires (for disbursements, fiscal controls and integrity, procurement, cash and cash equivalents, single audits, property and inventory, automation, PII, Priority of Services, Choices, NCP, RESEA, SNAP, and TAA).
- Twelve samples and requests for information (for procurement, disbursements, payroll, fiscal controls, automation, property, and grants, such as Youth, NCP, SNAP)
- Center Walkthroughs: for PII, Priority of Services, and Cash Equivalent testing.

At the completion of the review, TWC held an Exit Conference on 10/13/26. The Exit Conference Report included two areas with potential issues, which the Final Report may or may not include.

Monitoring Certification: TWC certified QA's monitoring of SNAP E&T and NCP. Next year's review will include a complete recertification of WSA's monitoring.

Findings

1. **Child Care PIRTS/Recoupments**
   a. **PIRTS:** The Board did not ensure Program Integrity Reporting Tracking System (PIRTS) guidelines were followed.

i. Two cases tested (100% error rate). The case status was not updated to Pending Case Closure within 90 days, and PIRTS cases were left open past the required timeframe without journal notes explaining the delay.
ii. One case tested (100% error rate). The Final Demand Letter was not sent within 30 days of sending the Collection Letter and was mailed late.

b. Recoupments

i. The Board did not ensure that recouped amounts from one federal fraud violation were returned to TWC, resulting in potential questioned costs of $5,947.71.

Note: On 10/15/26, WSA informed the TWC Subrecipient Monitoring Project Manager that the City of San Antonio collected a total of $2,309, which WSA returned to TWC.

2. RESEA

a. In three of 22 cases (14% error rate), the Rapid Services Orientation (RSO) service was not updated to "Complete – (Successful Completion)".
b. In five of 20 cases (25% error rate), the work search logs for the prior two weeks were not reviewed and uploaded to the customer's profile.
c. In six of 13 cases (46% error rate), a WF-42 was not completed and uploaded to the customer profile and emailed to the UI liaison for any potential UI eligibility issues identified during the completion of the Eligibility Form and/or review of the work search logs.

Fiscal Impact: $5,947.71 in Child Care funds, for which $2,309.00 has been submitted to TWC. Issues and potential questioned costs identified in the report may require additional research regarding the status as findings and the final amount of costs.

Recommendation: Staff welcomes the Board's feedback, guidance, and support for staff's ongoing internal control efforts.

Next Steps: WSA will receive a report of TWC's findings upon completion. The Executive Director will be provided a courtesy copy of the final report five days prior to its dissemination. The five-day embargo period will allow the Board to provide a response to each individual finding. The Board's response will be included in the final report. If the review results in no issues identified, a management letter will be issued, and the review closed.

After issuance of the monitoring report, TWC Audit Resolution will issue an Initial Resolution Notification, for which the Board will have 45 calendar days from the issuance of the notification to respond.

- QA staff have met with both Equus (10/26/26) and C2GPS (10/22/26) to review the items in detail, emphasizing the need for a review of policies and procedures,

staff training, and additional internal monitoring and controls, which they will need to report to document status and progress.

- **Child Care**: The PIRTS and recoupments are associated processes. WSA staff are reviewing these, updating existing policies and procedures, and ensuring the contractor has the staff needed to complete these functions along with the required training.
- **RESEA**: WSA staff are working with the contractor by providing technical assistance, reviewing policies and procedures, and documenting staff training and staffing patterns. The contractor's internal monitoring team will be submitting accuracy rate status and progress.

Goal: Implement needed actions and ensure we have documented systems and improvements in place to demonstrate resolution for when WSA receives the Final Report and begins working with TWC's Audit Resolution.

Attachments:

VI.a.i. Att. 1: WS Alamo BOARD DRP List
VI.a.i. Att. 2: WS Alamo Exit Conference Report

Workforce Solutions Alamo
Board Document Request List
Project #26.20.0001

The following items must be provided to the monitoring team prior to the review. Items should be provided to **Ernesto Cantú**, Project Manager, by **September 9, 2025**.

- Please indicate the location of the items uploaded to SharePoint, using the titles listed under the Reference column below.
  Ex: 2. StMeritStaff
- Please do not password protect documents uploaded to SharePoint.
- Please include this completed DRP list with the items.
- Please refer to the accompanying instruction sheet for specific details.
- If materials are not provided, please indicate the reason in the last column, and **contact the project manager**.

Please provide the requested information in electronic format, either Microsoft® Word or Excel.

Items Requested	Reference Location	If Not Provided, Please Explain
Organization Information: 1. Provide a current, dated copy of the Board's organization chart. (Chart should include names and job titles.)	1. BdOrgCht	
2. Listing of state merit staff in the Board area.	2. StMeritStaff	
3. Copies of the Board Meeting Minutes for the following months: **March 2025, June 2025, and July 2025**	3. BdMtgMin	
4. Copies of the Board Committee Meeting Minutes for the last six meetings.	4. BdComMin	
5. Listing of all staff with current access to WorkInTexas.	5. BdWITList	
6. List of all terminated employees, including the date of termination, **during the scope of the review, (August 1, 2024, through July 31, 2025).**	6. TermEmp	
Grant Agreements, Contracts, and Non-Financial Agreements: 7. Listing of all active grant agreements and non-financial agreements (e.g., Memoranda of Understanding) **during the scope of the review, (August 1, 2024, through July 31, 2025),** with subrecipients, and contractors. Include dollar amounts, amendments and effective dates.* This includes: • Subrecipients • Auditors	7.GrAgreeList	

Workforce Solutions Alamo
Board Document Request List
Project #26.20.0001

Items Requested	Reference Location	If Not Provided, Please Explain
• Monitors • Attorneys • Other contractors ***Upon receipt and review of the list of grant agreements and non-financial agreements, complete copies of some of the documents may be requested.***		
8. Provide a complete current copy of grant agreements for the Service Provider Subrecipient, Child Care Subrecipient, fiscal agent, contracted monitors, managing director, and Youth Subrecipient, if applicable, including corresponding organization charts.	8.GrAgree	
Leases: 9. Provide copies of all current leases for Board and Service Provider/ Child Care Subrecipient office spaces, if signed by the Board.	9. Leases	
MOUs and IFAs: 10. Provide a copy of any new or updated Memoranda of Understanding (MOUs) and Infrastructure Funding Agreements (IFAs).	10. MOUIFA	
11. Provide a copy of the most recent reconciliation (monthly or quarterly), reconciled to actual costs incurred, and adjusted to ensure that actual costs charged to any workforce partner is proportionate to the use of the Workforce Solutions Office and relative to the benefit received by the workforce partner and its respective programs or activities. (See page 29 of *Guide to Texas Workforce System Operations, April 2024.*)	11. ReconRev	
PreAward/Fiscal Integrity Evaluation 12. Provide copies of the most recent fiscal integrity evaluation documentation for procurement or grant agreement renewal of the Workforce Center Provider, Child Care Provider, and Youth Provider (if applicable).	12. FiscInt	
Property: 13. Current, dated equipment inventory report. ***Must be provided in EXCEL format. PDFs will not be accepted.***	13. Property	

Workforce Solutions Alamo
Board Document Request List
Project #26.20.0001

Items Requested	Reference Location	If Not Provided, Please Explain
Procurement: 14. Listing of all procurements conducted and contractors paid. Include effective period of procurement, amount, procurement type, date awarded, and goods or services procured **during the scope of the review, (August 1, 2024, through July 31, 2025).** Include all procurements that are totally funded or partially funded with any workforce funds. If procurement is done of subrecipients, please provide the fiscal integrity evaluation.	14. Procurements	
Accounting Records: 15. Detail of **ALL (asset, liability, accruals, expenditures, revenue, etc**.) general ledger entries **during the scope of the review, (August 1, 2024, through July 31, 2025)**, detailed by funding stream and funding year. **At a minimum**, the detailed general ledger **MUST** include: • Grant • Funding Year • Account Title • Transaction Description • Payee/Contractor • GL Code/Description • Effective Date • Dollar Amount (debits and credits) • Reference/Invoice # • Cost Category (if applicable) **Note:** If any of the above items are tracked separately, outside of the general ledger, please provide a copy of the tracking mechanism used. **Each Category listed above must be represented in a separate column within the Excel Document.** ***Must be provided in EXCEL format (filterable). PDFs will not be accepted.***	15. GLnCR	

Workforce Solutions Alamo
Board Document Request List
Project #26.20.0001

Items Requested	Reference Location	If Not Provided, Please Explain
16. Check register for all cut checks **during the scope of the review, (August 1, 2024, through July 31, 2025)**, detailed by funding source if possible. Include a register for any electronic transfers, direct deposits, etc., not included in the check register. ***Must be provided in EXCEL format. PDFs will not be accepted.***	16. CR	
17. Provide the current chart of accounts. Include a detailed description that explains what each of the columns represent for all elements in the GL (Grant, Account, Program, Cost Category, etc.) ***Must be provided in EXCEL format. PDFs will not be accepted.***	17. ChtofAccts	
18. Listing of staff that received merit raises, bonuses, any allowances, and severance packages **during the scope of the review, (August 1, 2024, through July 31, 2025)**, with amounts and the funding sources charged.	18.Staff Raises	
19. Provide a full list of all the Board's bank accounts with copies of the corresponding bank statements and bank reconciliations **during the scope of the review, (August 1, 2024, through July 31, 2025)**.	19.BnkAccts	
20. Provide copies of all Board staff credit card statements **during the scope of the review, (August 1, 2024, through July 31, 2025)**	20. Credit Cards	
Cost Allocation: 21. Provide a complete, signed, and dated copy of the Board's approved cost allocation plan applicable to the **scope of the review, (August 1, 2024, through July 31, 2025).** Include a copy of current/approved indirect cost rate, if applicable. In addition, provide a copy of the budget or financial statements that accompany the plan, including the certification page.	21. Cost Alloc	
Single Audits: 22. Provide copies of completed desk reviews of subrecipient single audits **covering the scope of the review, (August 1, 2024, through July 31, 2025)**.	22. SingAud	
Monitoring: 23. Dated copy of current fiscal and programmatic monitoring schedule for all programs.	23. MtgSCh	

Workforce Solutions Alamo
Board Document Request List
Project #26.20.0001

Items Requested	Reference Location	If Not Provided, Please Explain
24. Dated copy of the risk assessment (both fiscal and programmatic) **covering the scope of the review, (August 1, 2024, through July 31, 2025).**	24. RiskAsmt	
25. Copies of completed work papers including the tools/spreadsheets used in conducting both the fiscal and programmatic monitoring.	25. Tools	
26. Copies of all fiscal and programmatic monitoring reports for reviews completed and/or conducted **during the scope of the review, (August 1, 2024, through July 31, 2025)**.	26. MtgReports	
27. Copies of all Corrective Action Plans/Follow-up Reports for reviews completed and/or conducted **during the scope of the review, (August 1, 2024, through July 31, 2025)**.	27. CAP.FUR	
28. Any reports/documentation from monitoring or follow-up of TWC Child Care Exception Reports.	28. CCExRpts	
Recoupment 29. Provide a list of all Child Care recoupments.	29.Recoup	

Docusign Envelope ID: 1E0F7974-8251-8B9D-83D1-5834FB86AB2E

Workforce Solutions Alamo
Exit Conference Report
Project #27.20.0001

To: Board's Staff, Other Representatives, & TWC Monitoring Team

From: Ernesto Cantú, Project Manager

Date: October 13, 2026

Time: **2:30pm**

RE: Exit Conference Report with the Workforce Solutions **Alamo**

I. Introductions & Sign-In:

Please enter your name, title, and department in Teams "Chat Box" section. Please distinguish between Board or subrecipient.

II. Scope

The scope of this review encompassed the program year beginning August 1, 2025, through July 31, 2026

III. Issues and Documentation

Child Care PIRTS/Recoupments

PIRTS - Two cases tested
The Board did not ensure Program Integrity Reporting Tracking System (PIRTS) guidelines were followed. The following issues were noted:

- In all two (100 percent) applicable case files tested, the case status was not updated to Pending Case Closure within 90 days and cases in PIRTS were left open past the required timeframe without journal notes to explain the reason for the delay.
- In all one (100 percent) applicable case file tested, the Final Demand Letter was not sent 30 days after sending the Collection Letter. Instead, it was mailed late.

Recoupments – One (1) case tested
The Board did not ensure that recouped amounts from one federal fraud violation were returned to TWC resulting in potential questioned cost of $5,947.71.

RESEA

In three of 22 (14% error rate) applicable case files tested, the RSO was not updated as "Complete - (Successful Completion)".

In five of 20 (25% error rate) applicable case files tested, the work search logs for the prior two weeks were not reviewed and uploaded to the customer's profile.

In six of 13 (46% error rates) applicable case files tested, a WF-42 was not completed and uploaded to the customer profile and emailed to the UI liaison for any potential UI eligibility issues identified during the completion of the Eligibility Form and/or review of the work search logs.

Issues and potential questioned costs identified in this report may require additional research regarding the status as findings and the final amount of costs. Therefore, we will continue communications with Board staff, as necessary, after the exit. If circumstances warrant, an issue may be removed from this review and addressed in a subsequent special review. Findings from previous reports that are still in process with TWC Audit Resolution may be included in this year's report as a prior year issue.

Docusign Envelope ID: 1E0F7974-8251-8B9D-83D1-5834FB86AB2E

Workforce Solutions Alamo
Exit Conference Report
Project #27.20.0001

IV. Reporting Process:

You will receive a report of our findings, if any, upon completion of our fieldwork. The Executive Director (or appropriate representative for non-Board reviews) will be provided a courtesy copy of the final report five days prior to its dissemination. The five-day embargo period allows the Board to provide a response to each individual finding. The Board's response will be included in the final report. If no response is received, SRM will state that no response was received in the report. (FDCM Letter 05-2024). If the review results in no issues identified, a management letter will be issued, and the review closed. (40 T.A.C. 802.65(a))

V. Resolution Process:

After issuance of the monitoring report, TWC Audit Resolution will issue you an Initial Resolution Notification regarding administrative findings and questioned costs noted in the report. The monitored entity will have 45 calendar days from the issuance of the Initial Resolution Notification to respond. (40 T.A.C. 802.65(b)(1) and (2)).

Administrative Findings: If administrative findings are resolved based on the responses to the Initial Resolution Notification, a monitoring closure letter is issued. (40 T.A.C. 802.65(b)(1)(A)). Unresolved administrative findings remain open; TWC's Audit Resolution Department will continue to work with the monitored entity until the next scheduled review to ensure follow-up. ((40 T.A.C. 802.65(b)(1)(B))

Questioned Costs: If questioned costs are resolved based on the responses to the Initial Resolution Notification, a monitoring closure letter is issued. (40 T.A.C. 802.65(b)(2)(A)). Unresolved questioned costs will result in the issuance of an Initial Determination. (40 T.A.C. 802.65(b)(2)(B)).

VI. Special Requests:

Special requests for or any of the following areas can be facilitated by the Subrecipient Monitoring Department or in conjunction with other departments.

A. Monitoring Technical Assistance – For monitoring tools, procedures and training: informal or formal.
Contact person is: Ashley Kendrick, Quality Assurance and Reporting Manager
Telephone: 737-667-5380 (O);
Email or Microsoft Teams: ashley.kendrick@twc.texas.gov

B. Fiscal Technical Assistance – For answers to financial questions, you may email TWC fiscal technical assistance workgroup at Fiscal.ta@twc.texas.gov

C. Program Technical Assistance Requests:

Applicable Grant Manager: Janice Henschen, janice.henschen@twc.texas.gov

Workforce Policy & Program Assistance:
Email wfpolicy.clarifications@twc.texas.gov

VII. Customer Service

The Subrecipient Monitoring Department strives to continually improve our processes and procedures. As such, a *Customer Satisfaction Survey* will be provided to the Executive Director. We would greatly appreciate your time in completing the survey and returning it to:

Docusign Envelope ID: 1E0F7974-8251-8B9D-83D1-5834FB86AB2E

Workforce Solutions Alamo
Exit Conference Report
Project #27.20.0001

Brian Shaw
Interim Deputy Director
Fraud Deterrence and Compliance Monitoring Division
Email: brian.shaw@twc.texas.gov

VIII. Closing Remarks & Questions

IX. Acknowledgement

The purpose of the exit conference report is to provide monitored entities, upon completion of the on-site review, a written record of potential issues and questioned costs which could be included in the monitoring report. It also documents one of our primary goals; assurance that entities we monitor are provided daily feedback, verbally and/or in writing as requested by the entity, throughout the duration of the on-site review.

Signatures below acknowledge that the TWC team gave frequent verbal and written updates on the status of the monitoring visit. It also acknowledges that the Board understands that the issues identified may be written as findings in the TWC Monitoring Report. ***The signature below does not acknowledge agreement or disagreement with the issues noted, merely that the issues and potential questioned costs were communicated during the course of the review.***

DocuSigned by:
Adrian Lopez
A8660FAA8A94453...

Executive Director or Designee — Date: 10/21/2026

Ernesto Cantú

TWC SRM Project Manager — Date: 10/13/2026



Jason Stalinsky — Date: 10/13/2026
Director, Division of Fraud Deterrence and Compliance Monitoring
Texas Workforce Commission

Docusign Envelope ID: 1E0F7974-8251-8B9D-83D1-5834FB86AB2E

Workforce Solutions Alamo
Exit Conference Report
Project #27.20.0001

Sign-In Sheet

PLEASE PRINT CLEARLY

	Name	Job Title	Organization Name
1.	Ernesto Cantú	Project Manager	TWC FDCM/SRM
2.	Nadine Butler	Program Monitor	TWC FDCM/SRM
3.	Chiffon Mitchell	Program Monitor	TWC FDCM/SRM
4.	Linda Banks	Fiscal Monitor	TWC FDCM/SRM
5.	Alan George	Fiscal Monitor	TWC FDCM/SRM
6.	Carolyn Davis	Program Monitor	TWC FDCM/SRM
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented By: Dr. Ricardo Ramirez, Director of Quality Assurance

Date: November 6, 2026

Subject: TWC Audit Resolution (FY24-25)

Summary: Quality Assurance (QA) briefing on the Texas Workforce Commission (TWC) Initial Audit Resolution Notification for the Annual Monitoring of BCY 2024-2025. The item does not require Board action.

Strategic Goals: The agenda item mainly aligns with the following goal in the Strategic Plan:

Goal 2: Service Optimizers
Enhance the efficiency, quality, and accessibility of workforce services delivered by TWC, ensuring Texans experience seamless access to job training, unemployment benefits, and career support.

Analysis: TWC issued an Initial Audit Resolution Notification on September 1, 2026, for findings identified in TWC's Annual Monitoring for BCY 2024-2025, which occurred in October 2025. The notice identifies three findings requiring resolution within 45 calendar days of the letter.

WSA requested an extension for resolution, which TWC granted through 10/23/2026.

Findings:

1. **Ensure procurements are properly conducted and documented.**
   The Board did not maintain documentation in a format to support that the proper procurement steps were completed and documented prior to contract issuance for the procurement of legal services. The highest scorer was not selected, and justification for selection was not documented in the procurement file.

   By not adhering to federal, state and local procurement requirements, the Board cannot demonstrate that all procurement actions were conducted in a manner providing for full and open competition.

   Documentation Required: TWC stated that it would request documentation at a future date for this finding.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

Status: Board staff met with TWC several times to discuss the finding. The most recent conference was held on 10/30/2026 (to be discussed in Executive Session).

2. **Ensure single audit requirements are met.**
The Board did not ensure the single audit requirements were met. For two subrecipients, the Board did not review the third-party review within six months of the issuance of the single audit reports.

Without timely single audit reviews, the Board cannot ensure corrective actions are completed, if necessary.

Documentation Required:

1. Copy of the Precursory Single Audit Desk Review policy and form. Policy should include frequency staff will check the Federal Audit Clearinghouse, and actions taken to address any findings, internal control weaknesses, along with timelines for addressing the issues.
2. Training documentation to include agenda, and sign-in sheet of the process, if conducted.

Status: Staff submitted documentation on 10/23/2026, for which TWC requested additional information, including:

- A contractor failed to submit their annual financial and compliance audit within nine months of their fiscal year-end.
    - Corrective actions enforced to bring the subrecipient into compliance with Single Audit requirements.
- Contractor audit report dated March 3, 2026, but it not being submitted to WSA until June 1, 2026 (policy requires their submission to WSA within 30 days).
    - Corrective actions taken to address the delay and enforce Board policy.

Next Steps: Staff is preparing the responses, due to TWC 11/06/2026.

3. **Strengthen controls over workforce services (PII in the centers).**
During the walkthrough of the Floresville Workforce Center, the monitor noted the Board did not have the first barrier in place at the entrance. There were no staff monitoring the front door to ensure that customers are signing in or registering when they enter the center. The center only had one staff member at the center for workforce services. The second staff was not working that day.

Without minimum protection standards, the Workforce Center is at risk of a security and Personal Identifiable Information (PII) breach.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

Documentation Required: Strengthen controls and implement a secure PII barrier at the entrance of the Floresville Workforce Center. TWC Audit Resolution has received the Board's plan of action to address WD Letter 02-18, Change 1. The training addresses the security of PII, but not the required two barriers.

- Provide implemented controls and the steps taken to ensure staff presence is maintained during all operating hours at the Floresville Workforce Center.
- Most recent training provided to staff regarding WD Letter 02-18, Change 1, along with the agenda and sign-in sheets.

Status: Staff submitted documentation on 10/23/2026, for which TWC requested additional information, including:

- There were no staff monitoring the front door to ensure that customers are signing in or registering when they enter the center. To address this issue the Board stated that the Contractor maintains a weekly organizational staffing tracker for all career centers, identifying vacancies or coverage concerns, and coordinate adjustments to support uninterrupted operations and appropriate security oversight.
    - Please provide a copy of the staff tracker that is currently being used.
    - Provide process on how a small center with one or two staff notifies management when there is not sufficient coverage at the office. How are staff assignments coordinated to assist with coverage.

Next Steps: Staff is preparing the responses, due to TWC 11/06/2026.

Fiscal Impact: The notice does not identify any potential questioned costs.

Recommendation:

- Staff welcome the Board's feedback, guidance, and support as we work to resolve the items.

Next Steps:

- Staff will continue efforts to provide TWC Audit Resolution with documentation to clear all items.
- Updates will be provided to the Board as appropriate, and staff is confident that the items will be satisfactorily addressed and closed.

Attachments:

VI.a.ii - Attachment 1 – Alamo Initial Resolution Notice

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

Texas Workforce Commission
A Member of Texas Workforce Solutions

Joe Esparza, Chairman
Commissioner Representing Employers

Alberto Treviño III
Commissioner Representing Labor

Brent Connett
Commissioner Representing the Public

Steve Pier
Executive Director

September 1, 2026

Mr. Adrian Lopez, Chief Executive Officer
Workforce Solutions Alamo
100 North Santa Rosa Street, Ste. 120
San Antonio, TX 78207

Dear Mr. Lopez:

This letter is regarding findings identified in the Texas Workforce Commission (TWC) Monitoring Report #26.20.0001. This report included a review of the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunity Act programs administered by Workforce Solutions Alamo (Board). This monitoring review identified three findings that require further resolution action as outlined below:

Finding: Ensure Procurements are Properly Conducted and Documented

The Board did not maintain documentation in a format to support that the proper procurement steps were completed and documented prior to contract issuance for the procurement of legal services. The highest scorer was not selected and justification for selection was not documented in the procurement file.

By not adhering to federal, state, and local procurement requirements, the Board cannot demonstrate that all procurement actions were conducted in a manner providing for full and open competition

Documentation Required:

Documentation will be requested at a future date for this finding.

Finding: Ensure Single Audit Requirements are Met

The Board did not ensure the single audit requirements were met. For two subrecipients, the Board did not review the third-party desk review within six months of the issuance of the single audit reports.

Without timely reviews of the single audit, the Board cannot ensure corrective actions are completed, if necessary

Documentation Required:

The monitoring report states the Board should strengthen controls to ensure the single audit requirements are met. Based on the Board's response to the monitoring report, please provide the following documentation:

- Copy of the Precursory Single Audit Desk Review policy and form.
    - Policy should include frequency staff will check the Federal Audit Clearinghouse, and actions taken to address any findings, internal control weaknesses, along with timelines for addressing the issues.
- Training documentation to include agenda, and sign-in sheet of the process, if conducted.

Finding: Strengthen Controls Over Workforce Services

During the walkthrough of the Floresville Workforce Center, the monitor noted the Board did not have the first barrier in place at the entrance. There were no staff monitoring the front door to ensure that customers are signing in or registering when they enter the center. The center only had one staff at the center for workforce services. The second staff was not working that day.

Without minimum protection standards, the Workforce Center is at risk of a security and Personal Identifiable Information (PII) breach.

Documentation Required:

The monitoring report states that the Board should strengthen its control and implement the secure PII barrier at the entrance at the Floresville Workforce Center. TWC Audit Resolution is in receipt of the Board's plan of action to address WD Letter 02-18, Change 1. The training addresses the security of PII, but not the required two barriers. Please provide the following documentation.

- Please provide implemented controls and the steps taken to ensure staff presence is maintained during all operating hours at the Floresville Workforce Center.
- Most recent training provided to staff regarding WD Letter 02-18, Change 1, along with agenda, and sign-in sheets.

Please provide the above information within 45 calendar days from the date of this letter to me at alma.gonzalez2@twc.texas.gov and copy Rudy Ortiz, rudolfo.ortiz@twc.texas.gov. Additional documentation may be requested at a future date based on the documentation submitted.

Thank you in advance for your cooperation and assistance. Should you have any questions or concerns, please contact me at 512-755-5546 or by the email provided above.

Sincerely,

Alma I. Gonzalez

Alma I. Gonzalez
Audit Resolution Manager

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented By: Dr. Ricardo Ramirez, Director of Quality Assurance

Date: November 06, 2026

Subject: **Quality Assurance Briefing**

Summary: Quality Assurance (QA) briefing on WSA monitoring activities. The item does not require Board action.

Strategic Goals: This item mainly aligns with the following goal in the Strategic Plan:

Goal 2: Service Optimizers
Improve the efficiency, quality, and accessibility of workforce services delivered by the Texas Workforce Commission (TWC), so Texans have seamless access to job training, unemployment benefits, and career support.

Analysis:

External Program Monitoring (Ms. Christine Nguyen, CPA)

- ***WIOA Adult – C2 GPS:*** Testing is 100% complete with an overall accuracy rate of 97.11%, meeting the 90% threshold, with two areas for continuous improvement:
  - Evidence of accurate Measurable Skills Gains (MSGs) entry (86.67% accuracy),
  - Evidence that employment information was verified by staff and entered under the Employment Ribbon in WIT (88.89% accuracy).
- ***WIOA Dislocated Worker – C2 GPS:*** Testing is 100% complete with an overall accuracy rate of 94.69%, meeting the 90% threshold, with four areas for continuous improvement:
  - Evidence of accurate MSGs entry (81.25%% accuracy),
  - Documentation for MSGs and Credentials in the case file and in WIT notes (89.47% accuracy),
  - Evidence that employment information was verified by staff and entered under the Employment Ribbon in WIT (80.00% accuracy),
  - Evidence of monthly contact with customers, or if no contact was made, that at least two additional attempts were documented within the month (73.33%).
- ***Child Care Services – Equus:*** Testing is 100% complete. Currently working on the Final Report.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

- ***Ready to Work – Multiple partners:*** Testing is 100% complete. For RtW, we follow a 'quality control' approach (as opposed to 'quality assurance'). Our consultant conducts tests, and we send the information to staff for action as needed. The process helps ensure we meet City standards.

Internal QA Program Monitoring

- ***Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)*** – C2 GPS: Testing is 100% complete with an overall accuracy rate of 85.7%, which did not meet the expected 90% threshold, with six areas for continuous improvement. Some items are repeats and reflect low accuracy rates, for which WSA will issue a Technical Assistance Plan (TAP) requiring resolution.
    - Assessment of weekly activities (86.7% accuracy),
    - Case management – participation hours (53.3% accuracy),
    - Case management – Form 1817 submittal to HHSC (66.7% accuracy),
    - Good Cause determination (73.3% accuracy),
    - Good Cause entries in WIT (73.3% accuracy), and
    - Follow-up after the initiation of a penalty (86.7% accuracy).
- ***Noncustodial Parent Choices (NCP) – C2 CPS***: Testing is 100% complete with an overall accuracy rate of 92.2%, meeting the 90% threshold with two areas for continuous improvement.
    - Data Entry – Case Closure Date (46.7% accuracy),
    - Data Entry – Timeliness (26.7% accuracy).
- ***PII and Priority of Service – All grants: Testing*** is 62% complete.

Other QA Activities

Additional activities performed by QA include, but are not limited to, the following:

- ***New Program Monitoring Contract Implementation***: As part of the new contract, working with Ms. Christine Nguyen, CPA, for this year's monitoring engagements.
- ***Contract Renewals****:* Completed Statements of Work, Profit, and Participant Planning Summaries for the subrecipient contract renewals.
- ***Youth Contractor Transition:*** Assisted with the transition of the youth contractor.
- ***Youth Work Experience Review****:* Working with three temporary staff assisting in reviewing work experience timesheets from the previous youth contractor.
- ***MIS Department:*** Working with two temporary staff with training on department functions.
- ***Data & Analytics:*** Promoting the agency's data and reporting goals.

Fiscal Impact: WSA's External Program Monitoring contract with Ms. Christine Nguyen, CPA: $203,685 (annual).

Recommendation:

- Staff welcome the Board's feedback, guidance, and support as we continue our quality assurance and continuous improvement efforts to strengthen compliance with applicable requirements, enhance internal controls, and improve program performance.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

Next Steps:

- Prepare for next year's TWC monitoring certification process (occurs during the annual review).
- There is one item pending from this year's review (PII monitoring), which will be reviewed during TWC's annual monitoring.
- Finalize this year's monitoring engagement timeline.
- Coordinate initiation of a Technical Assistance Plan (TAP) for the SNAP E&T program.
- Continue to provide technical support to contractors for all programs.
- QA and its contracted professional services consultant will be conducting follow-up reviews to verify that actions appropriately address findings.
- Continue reporting status updates to the Board, as appropriate.

Attachments: None.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

MEMORANDUM

To:	Board of Directors
From:	Adrian Lopez, CEO
Presented By:	Dr. Ricardo Ramirez, Director of Quality Assurance
Date:	November 6, 2026
Subject:	Strategy – Internal and External Monitoring and Training Schedule

SUMMARY: Quality Assurance (QA) briefing on the monitoring and training schedules. The item does not require Board action.

Strategic Goals: This item mainly aligns with the following goal in the Strategic Plan:

Goal 2: Service Optimizers
Enhance the efficiency, quality, and accessibility of workforce services delivered by the Texas Workforce Commission (TWC), ensuring Texans experience seamless access to job training, unemployment benefits, and career support.

Analysis: QA reports the following timelines and the staff training schedule for 2025-2026.

- The youth contractor transition required a considerable amount of time and effort, and it is ongoing. Staff adjusted schedules and ensured the agency met our and TWC's monitoring expectations and goals.
- Currently finalizing the Child Care Services (CCS) Final Report for Equus.
- Staff are currently finalizing the plans for this year's engagements and timeline, for which:
    - Staff will be completing the remaining PII & Priority Service Walkthroughs (about five center locations remaining), to be provided to TWC during next year's annual monitoring. Staff will then continue with this year's engagements.
    - WSA's external consultant is currently working on initiating the TANF review.
    - Staff are looking forward to another successful year implementing quality assurance functions and achieving WSA's continuous quality improvement goals.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

Estimated Timeline – *External* Program Monitoring Activities 2025-2026

Initial Estimated Timeline				Actual Timeline						
External Program Monitoring	***Duration*** ++	***Start***	***Finish***	***Duration*** ++	***Effort***	***Variance***	***Start***	***Finish***	***% Complete***	
Estimated Timeline: 2025-2026	**218**	**1/12/2026**	**11/11/2026**	**174**	**267**	***Duration***	**1/12/2026**	**9/10/2026**	**100%**	***Comments***
COSA - CC QIA	37	1/12/2026	3/3/2026	37	37	0	1/12/2026	3/3/2026	100%	Report issued
C2GPS - WIOA Adult	46	3/26/2026	5/28/2026	48	46	2	3/26/2026	6/1/2026	100%	Report issued
C2GPS - WIOA Dislocated Worker	46	3/26/2026	5/28/2026	48	46	2	3/26/2026	6/1/2026	100%	Report issued
COSA - Child Care Services	41	5/13/2026	7/8/2026	51	45	10	5/13/2026	7/22/2026	100%	Report issued. Testing extended to complete the review due to issues with TX3C.
Equus - Child Care Services	41	5/13/2026	7/8/2026	73	65	32	5/13/2026	8/21/2026	100%	Completing Final Report. Extended due to TX3C issues and TWC policy clarifications.
C2GPS - NCP	39	6/4/2026	7/28/2026	Moved NCP to be completed by Internal QA						
SERCO - WIOA Youth	40	7/7/2026	8/31/2026	Postponed. Will work with TWC Annual Monitors on next steps.						
C2GPS - TANF/Choices	42	9/3/2026	10/30/2026	Most recent review will be used for TWC Annual Monitoring. The next review will be completed with the new contract starting 10//01/2026.						
CONSORTIUM - Ready to Work	27	10/6/2026	11/11/2026	28	28	1	8/4/2026	9/10/2026	100%	Adjusted schedule, initiated earlier to complete by end of Sept.
Avg Duration or Effort (days) →	40			48	45	8				
Multi-tasking (% days overlapping projects) →	39.3%			-38.9%						

Estimated Timeline – *Internal* Program Monitoring Activities 2025-2026

Initial Estimated Timeline				Actual Timeline						
Internal Program Monitoring	***Duration*** ++	***Start***	***Finish***	***Duration*** ++	***Effort***	***Variance***	***Start***	***Finish***	***% Complete***	***Comments***
Estimated Timeline: 2025-2026	**260**	**11/3/2025**	**10/30/2026**	**201**	**303**	***Duration***	**11/3/2025**	**10/13/2026**	**96%**	
SNAP Phase II Follow Up	51	11/3/2025	1/12/2026	49	45	-2	11/3/2025	1/8/2026	100%	Report issued.
Informal Reviews (attributes <90% accuracy)	69	12/12/2025	3/18/2026	91	76	22	12/12/2025	4/17/2026	100%	Reports issued. Extended to complete additional testing.
TWC Migrant Seasonal Farm Worker (MSFW)				15	15	15	2/18/2026	3/10/2026	100%	Unplanned TWC Monitoring. Required adjusting timelines.
PII Walkthroughs and Priority of Service	30	3/2/2026	4/10/2026				9/22/2026		62%	Adjusting schedule due to RESEA, MSFW, Youth WEX, other projects. Delay in completion due to priority projects extending the timeframe.
C2GPS - RESEA	38	3/9/2026	4/29/2026	34	34	-4	3/2/2026	4/16/2026	100%	Report issued. Adjusted start to begin earlier.
C2GPS- SNAP	36	4/9/2026	5/28/2026	56	31	20	5/6/2026	7/22/2026	100%	Report Issued. Delayed start due to priority projects, which extended the timeframe.
C2GPS- NCP	38	5/7/2026	6/29/2026	50	28	12	6/2/2026	8/10/2026	100%	Report issued. Testing delayed due to priority projects, which extended the timeframe.
WIOA Youth Work Experience Review - Targeted				24	21	24	6/12/2026	7/15/2026	100%	Added to timeline. Complete.
TWC Annual Monitoring	80	7/13/2026	10/30/2026	67	53	-13	7/13/2026	10/13/2026	100%	TWC Monitoring complete.
Avg Duration or Effort (days, excludes Other) →	49			48	38	-1				
Multi-tasking (% days overlapping projects) →	24.0%			-47.9%						

Training Schedule

Est. Dates	Num	Topic
		Part 1: Workforce Development & Local Boards
Completed	1	Workforce Development System
	2	Local Workforce Development Boards
		Part 2: Local Plan
Completed	3	Local Plan
	4	High Performing Board
		Part 3: Labor Market Assessment & Planning
Partially	5	Employment-Related Measures I
Completed	6	Employment-Related Measures II
		Part 4: Workforce Policies
Nov-Dec	7	Federal & State Guidance
	8	Local Policies
		Part 5: Performance
Jan-Feb	9	TWC-Contracted Performance
	10	Locally-Developed Performance
		Part 6: Internal Controls
Mar-Apr	11	Risk Assessment
	12	Quality Assurance & Quality Control
		Part 7: Board Agreements & Contracts
May-Jun	13	TWC Agreements and Grants
	14	WSA Contracts

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented By: Presenter, Adrian Lopez, CEO

Date: November 6, 2026

Subject: Chief Elected Officials End-of-Year Report Highlights

Summary: This briefing presents the end-of-year Chief Elected Officials (CEO) Report for FY25-26. This item does not require board action.

Strategic Goals: This agenda item aligns with the following goal(s) in the Strategic Plan:

Goal 1: Texas Talent Experts
Build a statewide network of Texas Talent Experts to support workforce development by identifying skill gaps, advising employers and jobseekers, and promoting talent recruitment and retention across Texas.
Goal 2: Service Optimizers
Enhance the efficiency, quality, and accessibility of workforce services delivered by the Texas Workforce Commission (TWC), ensuring Texans experience seamless access to job training, unemployment benefits, and career support.
Goal 3: Partnership Managers
Strengthen and expand strategic partnerships among TWC, employers, educational institutions, and community-based organizations to deliver coordinated and innovative workforce development solutions.

Analysis: The partnership agreement requires WSA to report service information to the chief elected officials monthly, which the agency has been doing since its inception. The report provides WSA the opportunity to highlight outcomes and keep the area's CEOs informed about the agency's strategies and investments.

To that end, staff compiles data from TWC applications, the agency's subrecipients, and labor market information. The reporting timeline aligns with the fiscal/program year, from October to September, and reflects cumulative information. For example, the End-of-Year (EOY) report presented today includes outcomes and information covering the entire year, from October 2025 through September 2026.

TWC provides a calendar with the data entry deadline for each month, usually falling on the first Friday of the month. Accordingly, staff pull data the Monday after TWC's data entry deadline, which is retained for official record-keeping and replication purposes.

Data include information and outcomes for all grants, career center activities, program participation, and the labor market. Staff summarize the information with descriptive statistics and trends, mostly

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

using figures. Staff provide a few highlights in the Memo, but offer a fuller picture in the accompanying slides.

CEO Report Highlights:

- 98,124 people visited Alamo Workforce Centers, averaging 389 visits per day.
- Visits to the centers were primarily driven by employment services.
- Employers advertised 4,939 positions, adding up to 16,342 open roles in the Alamo Area.
- 12,456 individuals were successfully placed in employment.
- Enrollment in workforce programs rose to 4,097 participants, receiving a combined 165,059 units of service.
- The Centers conducted 50 job fairs, assisting 602 employers to conduct 5,835 interviews and hire 566 job seekers.

Fiscal Impact: None.

Recommendation: Analyze and present WSA activities alongside area labor market trends to identify job and training opportunities and support employer demand for a skilled workforce.

Next Steps:

- Continue consistently producing the monthly CEO Report highlighting outcomes and maintain the area's chief elected officials informed of WSA's successes.
- Maintain the Board of Directors informed by presenting outcomes to the various committees.
- Incorporate additional analyses that can be transformed into actionable strategies and efforts in support of informed decision-making and improved center operations and services.

Attachment: None.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

MEMORANDUM

To:	Oversight Committee
From:	Adrian Lopez, CEO
Presented By:	Victoria Rodriguez, Director of Workforce Services
Date:	November 3, 2026
Subject:	Program Briefing

Summary: Workforce Solutions Alamo consistently pursues innovative workforce opportunities to better serve individuals, employers, and communities across our 13-county region. Today, WSA would like to highlight Partners in Reentry Opportunities in Workforce Development.

Strategic Goals: This agenda item aligns with the following goals in the Strategic Plan:

Goal 2: Service Optimizers
Enhance the efficiency, quality, and accessibility of workforce services delivered by the Texas Workforce Commission (TWC), ensuring Texans experience seamless access to job training, unemployment benefits, and career support.
Goal 3: Partnership Managers
Strengthen and expand strategic partnerships among TWC, employers, educational institutions, and community-based organizations to deliver coordinated and innovative workforce development solutions.

Analysis: As of November 3, 2026, the PROWD Stage 2 program has enrolled 291 participants, with 41 currently active. The program has achieved 229 job placements, representing approximately 79% of total enrollments, demonstrating strong progress in connecting justice-involved individuals to employment opportunities and supporting successful workforce reintegration.

Additionally, 240 participants have completed occupational training in high-demand fields, including Commercial Driver's License (CDL), Manufacturing Skill Standards Council (MSSC) Logistics, National Center for Construction Education and Research (NCCER) Core Curriculum, and Heating, Ventilation, Air Conditioning, and Refrigeration (HVAC/R). The program has also recorded 231 credentials and measurable skill gains (MSGs), reflecting continued progress in developing participants' occupational skills and industry-recognized qualifications.
Overall, PROWD continues to demonstrate positive outcomes in workforce training, credential attainment, and employment placement. These results highlight the program's role in reducing employment barriers for justice-involved individuals, strengthening pathways to sustainable employment, and supporting the region's workforce needs. WSA will continue monitoring participant

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

progress, employment outcomes, and remaining program activities to maximize results and support successful program completion.

Alternatives: The Board may choose to maintain the current approach to these initiatives, modify program strategies based on performance and lessons learned, or explore additional partnerships and funding opportunities to expand their reach. WSA may also consider adjustments to recruitment, program structure, employer engagement, and supportive services to address implementation challenges and strengthen participant outcomes in future program cycles.

Fiscal Impact: The PROWD initiative represents WSA's continued investment in workforce reintegration, occupational skills training, and employment opportunities for justice-involved individuals. Fiscal impacts are supported through existing grant allocations, including occupational training, credential attainment, supportive services, employment assistance, and program administration. Continued collaboration with employers, training providers, correctional institutions, and community partners helps address barriers to employment, leverage available resources, and maximize the impact of PROWD funding in supporting successful reentry and long-term economic mobility.

Board Responsibilities: This item supports the Board's responsibility to understand the scope and purpose of services provided by staff.

Recommendation: Staff recommends continued support of the PROWD initiative, with an emphasis on strengthening employer and community partnerships, increasing occupational training completions and credential attainment, and improving employment placement and retention outcomes for justice-involved individuals. WSA should continue monitoring program performance, addressing barriers to successful workforce reintegration, and evaluating implementation challenges to identify opportunities for improvement and ensure resources are effectively utilized to support sustainable employment and long-term economic mobility.

Next Steps: WSA will continue collaborating with employers, training providers, correctional institutions, and community partners to complete remaining PROWD program activities, evaluate outcomes, and identify opportunities for improvement. Staff will utilize lessons learned from program implementation to strengthen participant engagement, occupational training completion, credential attainment, and employment placement and retention. WSA will also continue expanding employer partnerships and coordinating supportive services to address barriers to employment, promote successful workforce reintegration, and improve long-term economic mobility for justice-involved individuals.

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

Workforce Solutions ALAMO
BUILDING BUSINESS • BUILDING CAREERS

MEMORANDUM

To: Oversight Committee

From: Adrian Lopez, CEO

Presented By: Victoria Rodriguez, Director of Workforce Services

Date: November 3, 2026

Subject: Performance

Summary: There are fifteen siloed measures tracked across all WIOA programs (Adult, Dislocated Worker, and Youth) in the Monthly Performance Report (MPR) by TWC. These measures include Claimant Re-Employment within 10 Weeks, Employers Receiving Workforce Assistance from Boards or Self-Services, Choices Full Engagement Rate, and the Average Number of Children Served per Day Combined. Each measure has a specific definition outlined in the presentation. Performance targets vary by measure, with some requiring 90% of the target performance to be met and others 95%. WIOA measures have start periods that run either from July to June or January to December, with the End of Year Report concluding in August. Meanwhile, Claimant Re-Employment within 10 Weeks, Employers Receiving Workforce Assistance, Choices Full Engagement Rate, and the Average Number of Children Served per Day Combined follow a rolling start period from the previous month to the current year, with their End of Year Report concluding in September.

Strategic Goals: This agenda item aligns with the following goal in the Strategic Plan:

Goal 1: Texas Talent Experts
Build a statewide network of Texas Talent Experts to support workforce development by identifying skill gaps, advising employers and jobseekers, and promoting talent recruitment and retention across Texas.

Analysis: In July, all 28 Local Workforce Development Boards began the WIOA performance target negotiation process. WSA received proposed performance targets from TWC and was provided five days to review and negotiate. Following its review, WSA did not request modifications to the proposed targets.

The Board has since received the August Monthly Performance Report, which is not the final end-of-year report. TWC has corrected most of the performance measures, resulting in variances across

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

previously issued MPRs dating back to May as adjustments were made to the underlying data. These corrections have contributed to fluctuations in reported performance and created challenges in accurately assessing trends.

Based on the August MPR, WSA is currently meeting all applicable performance measures except Employed Quarter 4, Credential Rate, and Initial Job Search. WSA staff continue to work closely with contractors and TWC to monitor performance, validate reported data, and implement strategies to improve outcomes. The Board remains focused on continuous improvement while emphasizing the importance of accurate and consistent performance reporting.

Alternatives: These items reflect WSA's ongoing work across various services and TWC-funded grants and will require updates as they progress through their respective timelines.

Fiscal Impact: If TWC decides to impose disciplinary action on the Board, it could have significant consequences on the Board's ability to secure future grant funding. Such actions may result in reduced eligibility for certain funding opportunities, restrictions on grant allocations, or increased oversight in financial and programmatic operations

Board Responsibilities: This item supports the Board's responsibility to understand the scope and purpose of services provided by staff.

Recommendation: It is recommended that the Board continue to actively engage with TWC throughout the data validation and system transition process while maintaining close monitoring of all WIOA performance measures. Given the instability in reporting during the TWIST to WIT conversion period, the Board should focus on strengthening internal data tracking, documentation practices, and quality assurance processes to ensure accurate reporting and readiness for any future Technical Assistance Plan requirements. Continued collaboration with state partners will be critical to maintaining transparency and positioning the Board for performance stabilization.

Next Steps: The Board should prioritize continued monitoring of the Employed Quarter 4 performance measure and maintain ongoing communication with TWC regarding performance expectations, reporting methodologies, and any applicable Technical Assistance Plan (TAP) requirements. Staff should work closely with service providers to evaluate employment retention outcomes, identify factors contributing to performance deficiencies, and implement targeted improvement strategies. Additionally, WSA should strengthen follow-up services, employer engagement, and data validation efforts to support sustained employment outcomes, improve performance, and ensure timely corrective actions are implemented.
These actions will help ensure readiness for future reporting cycles and support improved

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.

outcomes once system issues are fully resolved.

workforcesolutionsalamo.org
communications@wsalamo.org

100 N. Santa Rosa Street
San Antonio, Texas 78207
(210) 272-3260

Workforce Solutions Alamo is an equal opportunity employer and program provider. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas (800) 735-2989 (TDD) or (800) 735-2988 Voice.