



MINUTES OVERSIGHT COMMITTEE MEETING

Workforce Solutions Alamo
100 N. Santa Rosa St., Suite 120, Boardroom
San Antonio, TX 78207
February 21, 2025
9:00 AM

BOARD OF DIRECTORS: Dr. Sammi Morrill, Leslie Cantu, Esmeralda Perez, Charles Camarillo, Yvonne Addison

STAFF: Adrian Lopez, Teresa Chavez, Victoria Rodriguez, Kristen Rodriguez, James Keith, Maria Martinez, Brandee Perez, Jessica Villereal, Stefanie Moore, Trema Cote, Gabriel Navarro, Christopher Ferguson, Jesse Maldonado, Janel Santos

PARTNER STAFF: Joel Morgan

LEGAL COUNSEL: None.

GUESTS: Karen Monsen, Chakib Chehadi, Manuel Ugues, Roberto Corral, Brenda Garcia, Daisey Vega, Sylvia Perez, Ramsey Olivarez, Fransico Martinez

AGENDA

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

Citizens may appear before the Committee to speak for or against any item on the agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of the meeting. Questions relating to these rules may be directed to Janel Santos (210) 850-2160.

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

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Workforce Solutions Alamo is an equal opportunity employer/program. Persons with disabilities who plan to attend this meeting and who may need auxiliary aids, services, or special accommodations should contact Janel Santos at (210) 850-2160 so that appropriate arrangements can be made. Relay Texas: 1-800-735-2969 (TDD) or 711 (Voice).

I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

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

II. ROLL CALL AND QUORUM DETERMINATION

Presenter: Dr. Sammi Morrill, Committee Chair

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

III. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Dr. Sammi Morrill, Committee Chair

NONE.

IV. PUBLIC COMMENT

Presenter: Dr. Sammi Morrill, Committee Chair

NONE.

V. DISCUSSION AND POSSIBLE ACTION ON MEETING MINUTES

Presenter: Dr. Sammi Morrill, Committee Chair

a. Meeting Minutes of November 8, 2024

On a motion by Leslie Cantu and seconded by Jennifer Lange the meeting minutes of November 8, 2024, were approved.

VI. QUALITY ASSURANCE BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Briefing

WSA External Program Monitoring (Ms. Christine Nguyen, CPA) The monitoring consultant completed all engagements for 2024 and begun testing for 2025.

b. TWC Annual Monitoring Update

There have been no significant changes since the last report. TWC auditors completed the performance audit with an Exit Conference on 10/15/2024, and we await the monitoring reports.

c. TWC Trade Adjustment Assistance (TAA) Monitoring Update

Federal guidelines require that states (TWC) conduct quarterly monitoring reviews of the TAA grant, in addition to the annual monitoring. To fulfill this requirement, TWC monitored the TAA program for Quarters 1 and 2 of 2024. The review began on June 18, 2024, and the final summary report was issued on November 25, 2024. TWC reported a 94.6% accuracy rate, surpassing the expected 90%, and identified two areas for continuous quality improvement.

d. Business Partner Agreement: Data-Sharing

WSA aims to establish partnerships and convene local workforce development stakeholders by leveraging expertise and resources to enhance the workforce system. This includes implementing data-sharing agreements with key partners. WSA may enter agreements to cover costs for educating, training, or placing individuals in programs,

including supportive services as defined in WIOA Sec. 194(3)(A). The ReadyToWork (RtW) contract exemplifies these efforts. These partnerships rely on outcomes, and WSA can access critical participant information like employment and wage data. A Partner Business Agreement (PBA) with the City of San Antonio for the ReadyToWork contract is being developed and is currently under review, meeting state guidelines for sharing participant information.

VII. PROCESS BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Eric Vryn, Chief Process Officer

a. Update: Ready to Work

Update on the Ready to Work (RTW) program analysis, following multiple briefings in 2024. Revisions made since the last briefing incorporate updated performance metrics and data evaluations, while core findings remain unchanged. A new recommendation addresses challenges in program implementation. The WSA RTW Program Analysis (2025) highlights four main operational challenges: Enrollment & Completion Challenges; Administrative & Compliance Burden; Intake & Case Management Inefficiencies and Financial & Invoice Processing Inefficiencies. Recommendations: Negotiate with COSA for a tiered compliance model; Standardize SYNC and invoicing processes; Reevaluate the reimbursement model and conduct a third-party review of RTW's framework. The next steps WSA is in discussions with COSA and will provide regular updates to the Board.

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

Presenter: Rebecca Espino Balencia, Director of Ready to Work

a. Ready to Work Monitoring

The Technical Assistance Review (TAR) was conducted by the City of San Antonio's Workforce Development Office. The TAR included an evaluation of the following areas: intake, case management, placement, and performance outcomes. The City of San Antonio's Workforce Development Ready to Work (RtW) team initiated this review in July 2024 and completed it in January 2025. Program Year 2024: Ready to Work (RtW) – All subagencies have achieved 100% completion. This process helps ensure compliance with City standards. The subagencies involved include AVANCE, C2 Global Professional Services, Chrysalis, Family Service Association, San Antonio Food Bank, Texas A&M University-San Antonio (TAMUSA), and YWCA. Areas of Review: Intake, Case Management, Placement, and Program Performance. Workforce Solutions Alamo (WSA) is permitted to respond to any findings resulting from the review, if applicable. No Performance Improvement Plan was implemented by COSA, as they were satisfied with the responses.

IX. PROGRAMS & OPERATIONAL BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Victoria Rodriguez, Director of Workforce Services

a. Program Briefing

The workforce service staff is actively planning and preparing special initiatives, including WCI events, Summer Earn and Learn, and the Externship for Teachers program. Additionally, efforts are underway to expand the Student Hire Ability Navigator program through coordinated activities with Vocational Rehabilitation.

b. Incumbent Worker

The Texas Workforce Commission released Workforce Development (WD) Letter 06-19 Ch1 Incumbent Worker Training Update. The WD letter provides updated information on providing and tracking incumbent worker training using Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funds.

c. End of Year Performance Report and Next Steps

A Presentation was presented on the following: End of Year (EOY) Measures Not Met; Customers Needed to Meet Measure; Revised MPR 2.21.25; Customers Needed to Meet Measure; Target Change and next steps Meet with contract staff to review factors that negatively impacted performance; Conduct data validation at both the Board and contractor levels; Communicate findings with TWC and Continue providing technical assistance training to contractors.

X. CEO REPORT

Presenter: Adrian Lopez, CEO

a. Employee Handbook Update, Karen Monsen, Caldwell Clark Fanucchi & Finlayson PLLC

Update and seek approval for changes to the 2021 Employee Handbook to align with current human resources policies. This handbook outlines employee rights, responsibilities, and organizational policies. Periodic updates are essential to comply with laws and internal changes. Board approval is needed as it affects all employees and ensures alignment with legal standards and organizational goals. The handbook will be reviewed at least every five years or when significant HR laws or operations change. Human Resources will distribute the updated handbook and conduct training sessions to ensure staff understand the new policies.

XI. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

NONE.

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

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Workforce Solutions Alamo in Negotiations with a Third Party.
- b. Government Code §551.071 – All Matters Where Workforce Solutions Alamo Seeks the Advice of its Attorney as Privileged Communications Under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas; Pending or Contemplated Litigation;
- c. Government Code §551.074 – Personnel Matters Involving Senior Executive Staff and Employees of Workforce Solutions Alamo; and
- d. Government Code §551.089 – Discussions Regarding Security Devices or Audits.

NONE.

XIII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

There being no further business, the meeting was adjourned by Jennifer Lange at 10:24am.