



MINUTES OVERSIGHT COMMITTEE MEETING

Workforce Solutions Alamo
100 N. Santa Rosa St., Suite 120, Boardroom
San Antonio, TX 78207
May 16, 2025
9:00 AM

BOARD OF DIRECTORS: Esmeralda Perez, Allison Greer Francis, Charles Camarillo, Yvonne Addison, Jennifer Lange

STAFF: Adrian Lopez, Teresa Chavez, Victoria Rodriguez, Kristen Rodriguez, James Keith, Maria Martinez, Brandee Perez, Gregory Villines, Trema Cote, Gabriel Navarro, Vanessa Garcia, Sandra Alvarez, Eric Vryn, Ricardo Ramirez, Rebecca Balancia,

PARTNER STAFF: None.

LEGAL COUNSEL: None.

GUESTS: Manuel Ugues, Amouye Kassi, Sylvia Perez, Ramsey Olivarez

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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I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

At 9:03 AM, Acting Chair Yvonne Addison 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 February 21, 2025

On a motion by Jennifer Lange and seconded by Allison Greer Francis the meeting minutes of February 21, 2025, were approved.

VI. QUALITY ASSURANCE BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Briefing

External Monitoring (Ms. Nguyen, CPA); Internal Monitoring Activities; Staff Recommendations included the following: Child Care Services (COSA) were 100% complete with 100% accuracy for DFPS and 99.33% for Low Income, exceeding the 90% threshold; all attributes met expectations, and reimbursements of \$482 (WSA) and \$75 (parent) were requested due to share-of-cost calculations. Child Care Quality Improvement Activities (COSA) were also 100% complete with 96.96% accuracy; tested areas included TRS Mentors, Participating Providers, Inclusion Designations, and Scholarships, with improvement needed in unannounced daycare visits within 30 days of inclusion approval (75% accuracy) and documentation of inclusion assistance in case notes/Disabilities log (70.59% accuracy). WIOA Adult and Dislocated Worker (C2 GPS) activities were 80% complete.

b. TWC Annual Monitoring Update

Status; Current Focus (Outcomes); TWC Annual Monitoring Report; SNAP E&T Letter; Data Validation Report; TWC Audit Resolution; Staff Recommendations included TWC conducts audits, reviews, and comprehensive monitoring to ensure Boards meet program goals while maintaining fiscal accountability, legal and regulatory compliance, contract adherence, and proper grant administration. TWC's Annual Performance Audit for WSA began with the document request on 08/12/2024, onsite testing on 10/07/2024 (Datapoint and Boerne centers), and an exit conference on 10/15/2024 identifying potential issues in cash management/bank reconciliation, automation, and flagged items in PII, Priority of Service, asset testing, and procurement reconciliation. The embargoed report (03/25/2025) listed one finding—25 checks outstanding over 90 days totaling \$28,310.05 (0.95% of checks issued)—with no disallowed costs; the final reports (04/03/2025) certified the Board's monitoring system and included a clean SNAP E&T letter and data validation results showing high accuracy rates with some improvement areas in assessments and service tracking. TWC's audit resolution letter (04/08/2025) required updated procedures,

recent reconciliations, and training documentation by 05/23/2025. WSA has updated procedures, trained staff, and implemented monthly reconciliations; flagged items are being addressed by respective departments.

VII. PROCESS BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Eric Vryn, Chief Process Officer

a. Update on Enterprise Risk Assessment Tool

This presentation provided an update from November 2024 communication on the comprehensive risk assessment framework, reflecting two key influences: TWC's IT assessment recommending a formal risk registry and the need to address risk across all operational domains. The revised, enterprise-wide approach maintains core principles of data-informed decisions and transparent accountability but introduces department-specific criteria, a review of multiple assessment methodologies, and use of existing Microsoft 365 tools for documentation and monitoring. Led jointly by Quality Assurance and the Chief Process Officer, the strategy will emphasize investigation, adaptation, and phased implementation—initially focusing on programs and administrative functions, with a separate track for the complex IT risk registry. Immediate steps include consulting with TWC, reviewing peer board practices, forming a QA-led working group, and developing an implementation plan. The initiative will be completed with existing resources and no additional budget.

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

Presenter: Victoria Rodriguez, Director of Workforce Services

a. Program Briefing

WSA is advancing several major initiatives, including Summer Earn and Learn (60 participants and 40 employer sites, wage increased to \$13.50), the Externship for Teachers program (100 educators placed with 15–20 businesses), and the newly awarded Military to Civilian Employment grant connecting service members, veterans, and families to civilian careers. Recent TWC-supported events include the CTE Showcase (400+ students), Fiesta of Opportunities (102 youth), World of Work (127 youth), and National Intern Day, along with ongoing youth outreach and the bi-national Alamo City Electrathon (21 schools, 48 cars, 250 students). These programs continue to generate strong community engagement and measurable returns, and WSA will refine internal processes, establish performance measures, and collect grant data to assess the collective impact. Collaboration with staff, partners, the board, and TWC will remain central to optimizing these efforts.

b. End of Year Performance Report

On December 18, 2024, TWC released the End of Year Monthly Performance Report (MPR) with explanations for statewide reporting challenges stemming from the April 2023 transition from TWIST to Work in Texas, which caused data loss, backlogs, and operational disruptions. WSA met most targets but did not achieve four siloed measures—Employed Q4 Post Exit (Adult and Dislocated Worker) and Credential Rate (Adult and Dislocated Worker)—and one statewide measure (Credential Rate), with sanctions pending TWC's decision given the year's unique circumstances. Performance negotiations and adjustments under WIOA Section 116 were complicated by the CMS change, a full rebuild of the reporting system, and limited guidance following the resignation of TWC's Chief Analytics Officer; adjustments were capped at a 5% increase despite statistical models indicating higher targets. WSA continues working with TWC to resolve reporting issues and ensure accurate future performance tracking. The board staff has launched a Technical Assistance Plan (TAP) focused on analyzing unmet performance metrics, strategies, logistics, and service delivery to identify solutions for meeting TWC targets. Progress is reviewed bi-weekly to ensure collaboration between contract and board staff. The contractor is

currently responding by providing all required TAP deliverables to the board.

IX. CEO REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Adrian Lopez, Chief Executive Officer

Mr. Lopez provided a recap emphasizing the importance of everything shared in the oversight presentation, particularly monitoring performance. James Keith then updated on the latest developments for the inaugural Impact Awards, scheduled for May 28, 2025 including details about the event process and sponsorships.

X. CHAIR REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Sammi Morrill, Committee Chair

The acting chair mentioned that Dr. Morrill, the chair, did not have any report to share.

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

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, 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; and/or Settlement Offer.
- c. Government Code §551.074 – To deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee of Workforce Solutions Alamo.

NONE.

XII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

There being no further business, Acting Chair Yvonne Addison adjourned the meeting at 9:56 AM, with a motion by Jennifer Lange and seconded by Allison Greer Francis.