



OVERSIGHT COMMITTEE MEETING - MINUTES

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

May 26, 2023

9:00 AM

BOARD MEMBERS: Dr. Sammi Morrill (Chair), Mary Batch, Leslie Cantu

WSA STAFF: Adrian Lopez, Adrian Perez, Katherine Pipoly, Giovanna Escalante-Vela, Penny Benavidez, Jeremy Taub, Chuck Agwuegbo, Dr. Ricardo Ramirez, Linda Martinez, Vanessa McHaney, Rebecca Espino Balencia, Manuel Ugues, Brenda Garcia, Daisey Vega, Angela Bush, Belinda Gomez, Ramsey Olivarez, Aaron Bieniek, Randy Davidson

PARTNERS: Amy Contreras

LEGAL COUNSEL: None.

GUEST: None.

AGENDA

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

Citizens may appear before the Committee to speak for or against any item on the Agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of meeting. Questions relating to these rules may be directed to Linda Martinez at (210) 272-3250.

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

For those members of the public that would like to participate and cannot attend in person at the host location, please call toll-free 1-877-858-6860, which will provide two-way communications through a speaker phone. For additional information, please call Linda G. Martinez, (210) 272- 3250.

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During the Public Comments portion of the meeting (Agenda Item 4), the Public may type their name into the chat box or unmute themselves and state their name. The meeting host will call each member of the public for comments, in the order their names were submitted.

I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

At 9:00am Chair Dr. Morrill called the meeting to order.

II. ROLL CALL AND QUORUM DETERMINATION

Presenter: Dr. Sammi Morrill, Committee Chair

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

III. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Dr. Sammi Morrill, Committee Chair

None.

IV. PUBLIC COMMENT

Presenter: Dr. Sammi Morrill, Committee Chair

None.

V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Sammi Morrill, Committee Chair

a. Meeting Minutes – April 7, 2023

Upon motion by Mary Batch and seconded by Leslie Cantu, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – April 7, 2023.

VI. REVISIONS TO HR PERSONNEL HANDBOOK

Presenter: Maria Martinez, HR Generalist

Presented by: Angela Bush, Collective Strategies

a. WSA Employee Handbook Revision

- The purpose of the Employee Incentive Policy is to formalize an incentive program that provides Executive Leadership discretion to provide additional compensation for the Board staff who has exceeded performance expectations. It creates a reasonable and necessary incentive policy to retain and motivate valued employees, demonstrating a commitment to the agency. The award types include lump sum monetary or non-monetary awards for additional recognition,

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training development, or continuing education.

— Awards may not exceed \$10,000 or 5% of the employee's base salary.

Upon motion by Mary Batch and seconded by Leslie Cantu, the Committee unanimously approved the Employee Handbook Revision – Employee Incentive Policy.

VII. BRIEFING: PROGRAMS & OPERATIONAL UPDATES (DISCUSSION AND POSSIBLE ACTION)

Presenter: Katherine Pipoly, COO

a. Performance, Programs, and Operational Updates

- Staff is continuing to work on Measurable Skills Gained and Credential Rating for WIOA Adult. Credential Rates are on the rise at 87.29% and Measurable Skills Gains at 57.95%. Claimant reemployment within 10 weeks is almost at meets performance at 94.57%. In addition, staff is continuing to work on enrollments in the Ready to Work program. Participants are currently at 1,167.
- Childcare performance is at 102.86%. Data for the TANF enrollments will be presented next time as an answer is needed from the contractor on this, due to TANF enrollments being low most likely.
- The quality cohort happens every 6 months. There will not be significant changes seen quarter by quarter. As of now the TRS certified centers are 25%.
- Amy Contreras stated that the City of San Antonio might have some emergency funding that could be set aside for childcare to address some of the issues as to why centers aren't in the CCS program.
- Summer Earn and Learn: FY23 employer agreements are being signed, 256 is the TWC target, 213 early referrals, and 207 positions secured.
- Teacher Externship: Target is 160 teachers in 25 ISDs, \$106,000 additional funds have been secured from the state to serve the additional 60 teachers, focus on expanding rural district participation, and the launch is in June 2023. Chair Dr. Morrill asked if the Committee could see an update once this externship has been completed. CEO Adrian Lopez stated that the contractor can be brought in to give a report.
- Disaster Recovery, NDW-Winter Storm and NDW-COVID19: Both grants closed on March 31, 2023.
- Skills Development Fund: Grant closed on March 31, 2023. Total new job targets were 246, total actual jobs were 399, and total training hours delivered were 13,629.
- Training and Employment Navigator Pilot: The target enrollment goal was 12, Q6 active enrollment is 45, and total year to date participants served is 92. In April 2023, the grant was extended for two more years.
- Military Family Support Program: 13 new enrollments, 2 in training, and 8 in support services.
- Workforce Commission Initiatives: Hiring Red, White & You! is the veterans job fair that will be held in November 2023, Texas Veterans Leadership Program provides support to TVLP staff at the South Flores and Walzem centers, and Career in Texas Industries provides career exploration in sector-based industries

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for youth and the next two events are on May 26 and June 30, 2023.

- RESEA: Last fiscal year there was a concern that the grant might not be fully expended, however this fiscal year the grant is on track with the budget.
 - Career Pathways – Youth Events: May 26, 2023 from 10am to 2pm at Second Baptist Church Community Center targeting 200 urban homeless and foster students for the Education/Healthcare/Warehousing & Transportation industries, June 30, 2023 at Braden Keller Community Center in Medina County targeting the rural areas for the Aerospace/Robotics/Construction industries, date and location to be determined targeting the rural areas for the IT/Finance/Healthcare industries, and September 29, 2023 at CPS Headquarters in San Antonio targeting urban youth for the Oil and Gas/Engineering industries.
 - WIOA Youth: Enrollments will increase during the summer months.
 - Ready to Work Program: Targets have changed. New goal is to have 2,322 applicants interviewed and 1,318 enrolled in training. WSA is on track to exceed these goals.
 - Summer TANF Initiative: The contractor has an open RFP for applications and there has not been a strong interest. Two bids have been received and they are not up to the caliber needed and also very expensive.
- b. Aspen Institute
- The first two learning sessions and labs are completed. There is not a session or lab in June but will start session three and lab three in July.

VIII. BRIEFING: PROCUREMENT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Jeremy Taub, Director of Procurement and Contracts

- a. RFP Updates and Contract Summary
- American Job Centers for Adult Program Services RFP is pending award in June 2023.
 - Maintenance “Handyman” Services RFQ is open for rebid and has an anticipated award date in June 2023.
 - Grant Writer Services RFP is open and has an anticipated award date in June.
 - Lease Property Search RFI for Walzem is in evaluation with an anticipated award date in June 2023.
 - Lease Property Search RFI for Kerrville is in evaluation with an anticipated award date in Fall 2023.
- b. Update on Procurement Processes
- The project improvement plan includes TWC Audit Resolution submitted in May 2023, manage contract log, training, policy and procedures in process, consultant recommendations, lease procedures implemented, procurement schedule, SMWVBE, records management, reporting spend analysis, and procure to pay.
 - The audit resolution is pending response from TWC as requested documentation has been provided to them.
 - Actively monitoring contract management using a developed database that tracks all contract actions.
 - Implemented facility lease procurements and developed a standard operating

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procedure for workforce center leases.

- In process with procurement consultant recommendations such as strengthening controls by updating policies and implementing standard operating procedures, procurement checklists, and other tool kits to improve efficiency and effectiveness.
- Added Assistant Director of Procurement and Procurement Contract Specialist to facilitate the procedure to pay process.

IX. BRIEFING: QUALITY ASSURANCE (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Update

- TWC has completed its Annual Monitoring of WSA. WSA received two Audit Resolution Letters, one for the Non-Custodial Parent (NCP) grant and one for the SNAP E&T. WSA missed reporting the SNAP E&T letter during the previous Committee meeting and is now reporting progress.
- SNAP E&T included the following three items: Completion of Form H1822 Work Requirement Verification, completion or submittal of Form H1817 to notify HHSC of participants gaining employment and recording H1817 information in TWIST.
- Staff submitted responses to TWC documenting resolution. WSA is in communication with TWC and expects for both the NCP and SNAP items to be resolved.
- Current monitoring engagements include Child Care Services performed every 2-3 years and have not yet received a report.
- External program monitoring includes Ready to Work which is 63% complete. WSA has experienced delays arising from the newness of the grant, the large number of partner agencies involved, and the different types of systems that the partners use for the grant. WIOA Adult and Dislocated worker is 57% complete. An Exit Conference was held on May 17, 2023. TANF/Choices will be upcoming.
- Internal program monitoring includes SNAP annual review which is 98% complete, National Dislocated Worker (COVID19 and Winter Storm) is 100% complete. NDW had an 86.8% accuracy rate with six attributes identified for continuous quality improvement. Disaster relief grants roll out rapidly during times of crisis and aim to serve large numbers of affected workers. These grants often include minimal and changing guidance which contributes to lower accuracy rates. NCP is 46% complete.
- Other activities include digitizing paper records for WIOA Adult, Dislocated Worker, Trade Adjustment Assistance, TANF/Choices, SNAP, and any grants currently using hard copy records. WSA Policy Review is 98% complete. Assisted with submission of Form H-600 to TWC on May 12, 2023, for Board Recertification. Offered technical assistance to departments and subrecipients.

b. Monitoring Outcomes and Technical Assistance

- Board staff offer Technical Assistance (TA) to partners when outcomes fall below expected goals. TA plans include several components such as updating

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policies and procedures, staff training, additional internal monitoring, and increased oversight. Successful strategies require the identification of root causes and the implementation of adequate actions.

- WSA Program/Operations implemented a TA Plan to address TWC’s Audit Resolution Letter and Annual Monitoring Report for NCP and SNAP. Expanded monitoring includes 100% monthly review of cases by subrecipient, QA validation of subrecipient monitoring reports, and WSA testing of at least 20 cases per month.
- c. TWC Audit Letter – SNAP
- d. TWC Performance – Employment
 - An Exiter, when the participant goes 90 days without receiving a participatory service, is considered employed in a given quarter if Quarter UI Wage Records or Federal Employment Records show earnings for that quarter or if Supplemental Employment/Wage Records indicate employment during the quarter. Earnings data begin to show about six months later.
 - Measures are calculated by a denominator and a numerator. The denominator includes the number of program participants who exited during their period of participation. The number includes the number of Exiters from the denominator who were employed in the 2nd and 4th calendar quarter after exit. TWC statistically calculates a target which the Board is then contractually required to meet or exceed.

X. CEO REPORT

Presenter: Adrian Lopez, CEO

a. IT Assessment Update

Presenter: Chuck Agwuegbo

- Wireless Implementation: Completed procurement and installation of new wireless solution in all centers, collaborated with neighboring office to reduce wireless interference, validated with staff improved wireless signals and worked on issues, disposed of EOL equipment from our environment that pose security risks, increased wireless coverage areas and support for mobile workforce, better insight into network traffic, and associated AP names with centers.
- ADA Sorenson Equipment: Successful rollout of new ADA solution at 4 premier career centers (South Flores, Data Point, East Houston, and Walzem) and 3 rural centers (Medina, Kennedy, and Wilson). Also, trained staff on how to use the new equipment.
- Upgraded Thin Clients: Completed rollout of 300 Thin Clients to the resource room.
- Infrastructure Upgrade and Streamlining: Phased out old networking and server equipment. Phase two will be coming after migration to the cloud.
- Telecommunication Optimization: Implemented mesh network to support cloud migration. Started design session for remote site; will proceed to implement after cloud migration.
- Security Policy: Created over 30 new security policies with corresponding procedures.

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- Improvement from audit findings went from 1.54 in FY21 to 2.87 in FY23.
- SOC Solution: Implement an enterprise soc solution that proactively informs potential breaches. Solution comes with \$500,000 in cybersecurity incident protection.
- Managed Cloud Solution: Successfully migrated the environment to the cloud, pending actual cutover to happen on Jun 23, 2023.
- Project Management Solution: Collaborated with staff to implement and roll out project management solution called Monday.com.
- Migration of Voice to the Cloud: Started preliminary discussion, implementation timeline will be pushed to later in the year. Proposed solution will incorporate call center modernization.
- Additional Projects: New policy, procedure, and technology to support the ban of ticktock, collaborate with the facilities team to audit laptop inventory, modernization of board room and training, and upgrade of all TVC staff to laptops.

XI. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

- Attended the roundtable on E-Health in Austin hosted by Commissioner Daniels.

XII. EXECUTIVE SESSION:

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

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

None.

XIII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

Upon motion by Mary Batch and seconded by Leslie Cantu, Chair Dr. Morrill adjourned the meeting at 10:24am.

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