



# Oversight Committee

May 15, 2026



# Meeting Minutes – February 6, 2026

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# Quality Assurance Briefing

Dr. Ricardo Ramirez, Director of Quality Assurance





# TWC & Associated Monitoring

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## TWC Annual Monitoring

- We have not received any new information and continue to wait for the Final Report.

## Migrant Seasonal Farm Worker (MSFW) Monitoring

- The TWC State Monitor Advocate's (SMA) office completed a review of MSFW services with the Exit Conference and follow-up clarification meetings held on February 18, 2026, and March 23, 2026, respectively.
- A Final Report, included as an attachment, was received April 2, 2026, and it was addressed by the TWC SMA to TWC's Chief Deputy Division Director (not to WSA).



# TWC & Associated Monitoring (cont.)

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**The Final Report lists the following areas of concern:**

1. Gaps in MSFW Policies and Guides,
2. Lack of fully standardized Agricultural Recruitment System (ARS) procedures and tools,
3. Need to formalize Wagner-Peyser complaint framework,
4. Self-monitoring testing consistency and documentation expectations.

The report also requires a comprehensive corrective action plan to be submitted to TWC's Executive Director by May 4, 2026 (however, this is a requirement internal to TWC, not WSA).

Multiple Boards' Executive Directors have expressed their concerns to TWC with the SMA's handling of the monitoring.



# TWC & Associated Monitoring (cont.)

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**Some of the issues with the MSFW monitoring include, but are not limited to:**

- The SMA provided technical assistance (TA) to staff while they monitored the same items of the TA that they were providing. Thus, no time was provided for implementation.
- Throughout the Board's history, only TWC staff have used the Agricultural Recruitment System (ARS), but the monitors cite that this is not being properly used.
- The Alamo is not a 'significant' MSFW area (based on MSFW population). However, the SMA monitored the Alamo as if it were a 'significant' area (e.g., some requirements were only applicable to 'significant' areas at the time of the monitoring).
- TWC did not issue clear guidelines to Boards concerning the MSFW until after the monitoring.
- The SMA's testing is highly subjective. The 'areas of concern' do not specifically identify objective instances of non-compliance.
- Staff are awaiting additional guidance and direction from TWC.



# Recommendation and Next Steps

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## Recommendation:

- Staff will continue coordinating with TWC and our partner Boards to be prepared to incorporate and implement updated and new guidance.

## Next Steps:

- In coordination with Texoma, QA initiated a *Quality Assurance Network (QAN)* group that will focus on the MSFW changes. Through this group, WSA is coordinating with other Board areas to promote communication, coordination, and implementation of any new requirements.
- WSA and TWC Staff are providing technical assistance to Center Staff, including walkthroughs, planning, logistics, reporting, and documentation.



# Questions



# Quality Assurance Briefing

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# External Monitoring (Ms. Nguyen, CPA)

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- ***Child Care Quality Improvement Activities (CC QIA) – COSA:*** 100% complete, with an overall 94.11% accuracy rate, exceeding the 90% threshold. The testing revealed one (1) attribute for continuous improvement:
  - Accurately documenting the entire Inclusion Assistance process in TX3C case notes and accurately completing the Children with Disabilities Log (53.33% accuracy).
- ***WIOA Adult – C2 GPS:*** 84% complete
- ***WIOA Dislocated Worker – C2 GPS:*** 84% complete.



# Internal Monitoring Activities

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- **SNAP E&T**
  - **Follow Up – C2 GPS:** 100% complete, with significant progress from the annual review: 10 of 14 incorrect instances (~70%) were resolved. The remaining four attributes continue to require progress:
    - **Case Management:** Participation hours (78.9% accuracy),
    - **Good Cause/Sanctions:** Timely and Accurate Entries (88.9% accuracy),
    - **Sanctions:** Sanction Follow Up (13.3% accuracy), and
    - **Performance:** Employment (86.7% accuracy).
  - **Annual Review – C2 GPS:** 14% complete.
- **Reemployment Services and Eligibility Assessment (RESEA) – C2 GPS:** 100% complete. Currently working on the Final Report.



# Internal Monitoring Activities (cont.)

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- ***Informal Follow Up testing (of attributes <90% accuracy):***  
*100% complete, including:*
  - ***C2 GPS:*** Choices (one attribute), NCP (six attributes), WIOA Adult (four attributes), WIOA Dislocated Worker (five attributes).
  - ***SERCO:*** WIOA Youth (four attributes).

Although testing revealed improvements, staff recommend continuing quality improvement efforts.



# Other Activities

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- ***Subrecipient Performance & Profits (C2 GPS and SERCO):*** Completed estimating contractor profits for 2024-2025, and we are in the process of updating targets to align with current budget amendments.
- ***Performance Analysis:*** In coordination with the Operations/Programs department, development of a performance tracking and target-setting system.
- ***Data Release Analysis:*** Building a workforce strategy framework for the Alamo using various data sources to measure labor market dynamics. Some of the data sources include TWC's UI, JOLTS, CES, QCEW, ACS, and LAUS.
- ***Staff Training:*** Dr. Ricardo continues providing staff training (reported in the next agenda item).



# Questions



# Strategy – Internal and External Monitoring & Training Schedule

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# Strategy – Internal and External Monitoring & Training Schedule (cont.)

## Internal Monitoring Timeline

Initial Estimated Timeline				Actual Timeline						
<i>Internal Program Monitoring</i>	<i>Duration</i> ++	<i>Start</i>	<i>Finish</i>	<i>Duration</i> ++	<i>Effort</i>	<i>Variance</i>	<i>Start</i>	<i>Finish</i>	<i>% Complete</i>	<i>Comments</i>
<b>Estimated Timeline: 2025-2026</b>	<b>260</b>	<b>11/3/2025</b>	<b>10/30/2026</b>	<b>119</b>	<b>155</b>	<b>Duration</b>	<b>11/3/2025</b>		<b>79%</b>	
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%	Extended to complete additional testing. Reports issued.
PII Walkthroughs and Priority of Service	30	3/2/2026	4/10/2026							Adjusting schedule for RESEA, MSFW, and other projects
C2GPS - RESEA	38	3/9/2026	4/29/2026	34	34	-4	3/2/2026	4/16/2026	100%	Adjusted start to begin earlier. Working on Final Report.
C2GPS- SNAP	36	4/9/2026	5/28/2026				5/6/2026		14%	Start delayed due to changes in monitoring schedule.
C2GPS- NCP	38	5/7/2026	6/29/2026							
TWC Annual Monitoring	80	7/13/2026	10/30/2026							
Follow Up Reviews (attributes <90% accuracy) <b>if needed</b>	39	7/12/2026	9/3/2026							
Follow Up Reviews (attributes <90% accuracy) <b>if needed</b>	29	7/16/2026	8/25/2026							
Follow Up Reviews (attributes <90% accuracy) <b>if needed</b>	37	9/9/2026	10/29/2026							
Avg Duration or Effort (days, excludes Other) →	45			58	52	13				
Multi-tasking (% days overlapping projects) →	41.8%			-31.6%						

**Duration** : total days from start to finish (includes some holidays); **Effort (or Work)** : actual number of days spent on each project.

### Modification Notes

++ The Duration is not equal to the time that the contractors are actively involved in the project - it includes additional internal QA work (e.g., desk and policy review, tool development, etc.)



# Strategy – Internal and External Monitoring & Training Schedule (cont.)

Est. Dates	Num	Topic
<b>Part 1: Workforce Development &amp; Local Boards</b>		
<i>Completed</i>	1	Workforce Development System
July-Aug	2	Local Workforce Development Boards
<b>Part 2: Local Plan</b>		
<i>Partial Compl.</i>	3	Local Plan
Feb-Mar	4	High Performing Board
<b>Part 3: Labor Market Assessment &amp; Planning</b>		
Apr-May	5	Employment-Related Measures I
	6	Employment-Related Measures II
<b>Part 4: Board Agreements &amp; Contracts</b>		
Jun-Jul	7	TWC Agreements and Grants
	8	WSA Contracts

Est. Dates	Num	Topic
<b>Part 5: Workforce Policies</b>		
Aug-Sept	9	Federal & State Guidance
	10	Local Policies
<b>Part 6: Performance</b>		
Oct-Nov	11	TWC-Contracted Performance
	12	Locally-Developed Performance
<b>Part 7: Internal Controls</b>		
Dec-Jan	13	Risk Assessment
	14	Quality Assurance & Quality Control



# Questions





# Programs & Operational Briefing

Victoria Rodriguez, Director of Workforce Services



# Program Briefing

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# Program Briefing

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## **PROWD (Partners in Reentry Opportunities in Workforce Development)**

- 227/600 enrolled
- 154 employed
- 173 completed training
- 162 received measurable skills gains

## **National Dislocated Worker (NDW)**

- Program participation updates:
- 15/25 enrolled
- 8 participants in DRE
- Employers:
- Kerr EDC
- City of Kerr
- County of Kerr
- 13 Disaster Relief Employment (DRE) positions secured.



# Questions



# Performance

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# Performance

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Measure	Performance	Current Target	EOY Target	% Current Target
Child Care: Initial Job Search Success	45.93%	69.20%	69.20%	66.37%
Reemployment: Claimant Reemployment (10 Weeks)	56.69%	60.79%	60.79%	93.26%
Reemployment: Employers Receiving Talent Assistance	1,732	2,000	4,349	86.60%



Monthly Performance Report | Official Release | February 2026 | Report Type: Board Contracted | Area: Board | LWDA: 20: Alamo

Release Date: 04/21/2026

Measure	Numerator	Denominator	Performance	Current Target	EOY Target	% Current Target	From	To	Notes	% Current Target	
Adult: Credential Rate	25	32	78.13%	76.96%	76.96%	101.52%	01/24	06/24	18	N/A	101.52%
Adult: Employed Q2	174	218	79.82%	74.34%	74.34%	107.37%	07/24	12/24	18	N/A	107.37%
Adult: Employed Q4	160	229	69.87%	73.57%	73.57%	94.97%	01/24	06/24	18	N/A	94.97%
Adult: Measurable Skill Gains	44	69	63.77%	70.70%	70.70%	90.20%	07/25	02/26	18	N/A	90.20%
Adult: Median Earnings Q2	N/A	174	\$7,059.97	\$7,000	\$7,000	100.86%	07/24	12/24	18	N/A	100.86%
C&T: Credential Rate	71	104	68.27%	75.00%	75.00%	91.03%	01/24	06/24	18	N/A	91.03%
Child Care: Average # Children Served Per Day - Combined	1,322,870	108	12,249	12,509	12,509	97.92%	10/25	02/26	15	N/A	97.92%
Child Care: Initial Job Search Success Rate	96	209	45.93%	69.20%	69.20%	66.37%	06/25	10/25	19	NM	66.37%
Choices/TANF: Full Engagement Rate - All-Family	N/A	N/A	N/A	50.00%	50.00%	N/A	10/25	02/26	14	N/A	N/A
DW: Credential Rate	27	36	75.00%	80.91%	80.91%	92.70%	01/24	06/24	18	N/A	92.70%
DW: Employed Q2	99	115	86.09%	78.28%	78.28%	109.98%	07/24	12/24	18	N/A	109.98%
DW: Employed Q4	128	153	83.66%	82.81%	82.81%	101.03%	01/24	06/24	18	N/A	101.03%
DW: Measurable Skill Gains	42	58	72.41%	76.00%	76.00%	95.28%	07/25	02/26	18	N/A	95.28%
DW: Median Earnings Q2	N/A	99	\$10,832.73	\$9,750	\$9,750	111.10%	07/24	12/24	18	N/A	111.10%
Reemployment: Claimant Reemployment within 10 Weeks	9,218	16,260	56.69%	60.79%	60.79%	93.26%	07/25	11/25	N/A	NM	93.26%
Reemployment: Employers Receiving Texas Talent Assistance	1,732	1	1,732	2,000	4,349	86.60%	10/25	02/26	N/A	NM	86.60%
Youth: Credential Rate	30	57	52.63%	57.45%	57.45%	91.61%	01/24	06/24	18	N/A	91.61%
Youth: Employed/Enrolled Q2	191	229	83.41%	74.21%	74.21%	112.40%	07/24	12/24	18	N/A	112.40%
Youth: Employed/Enrolled Q4	123	150	82.00%	75.56%	75.56%	108.52%	01/24	06/24	18	N/A	108.52%
Youth: Measurable Skill Gains	95	129	73.64%	65.30%	65.30%	112.77%	07/25	02/26	18	N/A	112.77%
Youth: Median Earnings Q2	N/A	183	\$4,334.86	\$4,000	\$4,000	108.37%	07/24	12/24	18	N/A	108.37%

0.00% 50.00% 100.00%



# Questions





# CEO Report

Adrian Lopez



# Impact Awards – Honoring Those Who Took the Chance...



**ORDER OF EVENTS**

**Breakfast Service and Networking**

**Welcome and Pledge of Allegiance**

**Opening Remarks**  
Workforce Solutions Alamo Leadership

**Awards Presentation**  
Recognition of Impact Award Honorees

**Special Recognitions**  
Acknowledgment of Key Partners and Special Honorees

**Closing Remarks**  
Final Thoughts and Appreciation from Workforce Solutions Alamo

**Continued Networking**  
Guests are invited to Stay, Connect and Engage

 **Bid with Purpose and turn Play into Possibility.**  
Take part in our online auction of **Lakeshore Learning** educational toys and invest in scholarships for the early childhood educators who are shaping our youngest learners and tomorrow's workforce.

 **Pedrotti's WiFi:** Pedrotti's Secure | **Password:** catering

**2026**  
**IMPACT AWARDS**  
Honoring Those Who Took the Chance...

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\*\*\* Thank You \*\*\*



# Questions





# Chair Report

Dr. Sammi Morrill, Committee Chair



# Board Retreat



## OVERSIGHT COMMITTEE BREAKOUT SESSION

Strengthening Data Integrity, Oversight, and Governance



### TOPICS OF DISCUSSION

- Data integrity and reliability across TWC, contractor, CCS, and internal systems
- Lagging, compliance-driven reporting limits proactive oversight
- Data inconsistencies and gaps between reported metrics and true program effectiveness
- Need for independent validation, predictive indicators, and executive dashboards
- Strengthening governance, risk management, and Board-level oversight tools

### MAIN PRIORITIES

- 1 Strengthen data accuracy and independent validation
- 2 Improve Board oversight with proactive, predictive reporting
- 3 Reduce governance and compliance risk from reliance on external systems
- 4 Align KPIs with strategic goals, contractor performance, and compliance requirements
- 5 Enhance transparency, accountability, and decision-making
- 6 Build Board and staff understanding of WIOA/TWC systems and reporting

### RECOMMENDED DIRECTION

Adopt a phased data governance enhancement strategy focused on:

<p>Independent data validation and reconciliation</p>	<p>Predictive dashboards and leading indicators</p>	<p>Enterprise Risk Management (ERM) framework</p>	<p>KPI alignment and standardized reporting</p>
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*This approach balances improved oversight, fiscal responsibility, and operational feasibility while addressing core data integrity risks.*

### NEXT STEPS

- 1 Define scope for data validation and reconciliation framework
- 2 Identify key leading indicators and risk thresholds
- 3 Develop a prototype executive-level dashboard
- 4 Establish data alignment matrix (KPIs, sources, cadence, ownership)
- 5 Launch Board/staff technical briefing series on WIOA/TWC reporting systems
- 6 Present phased implementation plan for Board approval

**Thank you!**

