



# Oversight Committee

November 14, 2025



# Meeting Minutes – August 15, 2025

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# Quality Assurance Briefing

Dr. Ricardo Ramirez, Director of Quality Assurance



# TWC Annual Monitoring Update

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# Background

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Staff are reporting three TWC performance audits (monitoring reviews). The agenda item does not require Board action.

- TWC's Annual Monitoring (Exit Report attached)
- Child Care Improper Payments (CCIP) Monitoring
- Equal Opportunity Monitoring



# TWC Annual Monitoring

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TWC's Exit Conference Report, issued October 23, 2025, included five items.

## 1. Procurement: Legal Counsel RFP & Contract

- Retainer in the contract appeared to be greater than the proposed
- Best value selection versus the lowest cost
- Comparison of proposers' costs

## 2. Property: 7200 Forms

- Timely form submission



# TWC Annual Monitoring

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## 3. Fiscal: Subrecipient Single Audit Reviews

- Documenting timely review

## 4. PII/Center Walkthroughs

- One location did not have a staff member present at reception

## 5. Reemployment Services & Eligibility Assessment

- The accuracy rate of five attributes was lower than 90%



# Child Care Improper Payments (CCIP)

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**TWC reviewed Child Care Services payments.**

- **TWC did not issue an Exit Report**
- **TWC will generate a Final Report around June 2025**
- **If the report includes any amounts owed to the State, the process will be handled through Audit Resolution**



# Equal Opportunity (EO) Monitoring

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**TWC is currently performing its EO Monitoring.**

- **The review helps ensure equal opportunity and access for all members of the public.**
- **WSA's EO Officer is coordinating the audit**
- **Staff will continue to report progress**



# Next Steps

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- **TWC's Embargoed Report:** non-public informational report issued five business days before issuing the final report (around April 2026).
- **Monitoring Letter:** If there are no issues, TWC provides a letter (otherwise, they provide a report).
- **Monitoring Report:** If there are findings, TWC issues a Final Report.
- **Audit Resolution:** WSA coordinates with TWC's Audit Resolution to resolve issues within 45 days



# Staff Recommendations

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**WSA Departments develop *action plans* that include:**

- An examination of root causes,
- A review of existing (or the development of) procedures,
- Staff training, and
- Additional internal controls.



# Questions



# Quality Assurance Briefing

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# Summary

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- Quality Assurance briefing on WSA activities.
- The item does not require Board action.



# External Monitoring (Ms. Nguyen, CPA)

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- ***Non-Custodial Parent Choices (NCP) – C2GPS, 100% complete.***
  - Overall accuracy rate of 72.94%, with eight attributes for continuous improvement.
    - Participant noncompliance notifications to OAG and weekly re-engagement attempts (79.17%)
    - Opening monthly Planned Gap services (81.25%)
    - Case closure timeframes (88.24%)
    - Recording Unsubsidized Employment after job gain (80%)
    - Recording employment outcomes (50%)
    - Validation of case closures (71.43%)
    - Meeting the three-day data entry of Case notes and COLTS (6.67%)
    - Maintaining weekly participant contacts (76.67%)



# External Monitoring (Ms. Nguyen, CPA)

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- ***Temporary Assistance for Needy Families (TANF) – C2GPS: 100% complete (currently working on Final Report).***
- ***Ready to Work – Various Partners: 94% complete.***
- ***WIOA Youth – SERCO: 95% complete, currently reviewing the Final Report.***



# Internal QA Monitoring

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- **QA Review of Contractor's Internal Monitoring – C2GPS, SERCO, and COSA.**
  - *QA is evaluating each contractor's internal monitoring and system of quality control. This includes several elements:*
    - *Review of contractor internal quarterly monitoring reports, 100% complete.*
    - *Review of contractor's quality control staffing structure, monitoring frequency, etc. – Ongoing.*
  - *Staff are assessing the contractor's processes and actions to:*
    - *Ensure consistent adherence to standards,*
    - *Demonstrate follow-up progress (with accuracy rates).*
  - *Staff will use the evaluation to strengthen internal controls.*



# Other Activities

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- *Program Monitoring Contract Renewal (Ms. Nguyen)*
- *Risk Assessment & Timeline*
- *Subrecipient Contract Renewals (C2GPS, SERCO)*
- *Board Oversight Capacity*
- *WSA Staff Training*
- *WSA Policies*



# Staff Recommendations

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- **QA will switch from performing ‘informal’ testing to a ‘formal’ testing of attributes with accuracy rates <90%.**
  - The adjustment will help better meet TWC’s follow-up expectations to identify resolution
- **Continue supporting Program Operations’ continuous quality improvement efforts with contractors.**
- **QA’s review of the contractor’s monitoring systems aims to minimize the quantity of attributes falling below the 90% accuracy target.**



# External Program Monitoring Timeline

Initial Estimated Timeline				Actual Timeline						
<i>External Program Monitoring</i>	<i>Duration</i> <sup>++</sup>	<i>Start</i>	<i>Finish</i>	<i>Duration</i> <sup>++</sup>	<i>Effort</i>	<i>Variance</i>	<i>Start</i>	<i>Finish</i>	<i>% Complete</i>	<i>Comments</i>
<b>Estimated Timeline: 2024-2025</b>	<b>241</b>	<b>12/2/2024</b>	<b>11/3/2025</b>	<b>237</b>	<b>289</b>	<b>Duration</b>	<b>12/2/2024</b>		<b>99%</b>	
COSA - Child Care Services	46	12/2/2024	2/3/2025	81	80	35	12/2/2024	3/24/2025	100%	Completion delayed due to TWIST access issues.
COSA - CC QIA	40	1/27/2025	3/21/2025	40	40	0	2/11/2025	4/7/2025	100%	Start delayed due to TWIST access issues.
C2GPS - WIOA Adult	46	3/26/2025	5/28/2025	46	46	0	3/26/2025	5/28/2025	100%	
C2GPS - WIOA Dislocated Worker	46	3/26/2025	5/28/2025	46	46	0	3/26/2025	5/28/2025	100%	
C2GPS - SNAP										Moved SNAP to be completed internally by WSA QA
C2GPS - NCP	39	6/4/2025	7/28/2025	38	37	-1	5/29/2025	7/21/2025	100%	
SERCO - WIOA Youth	41	7/7/2025	9/1/2025				7/7/2025		95%	Extension granted for holiday, and delays due to TWC Annual Monitoring. Currently reviewing Final.
C2GPS - TANF/Choices	40	9/3/2025	10/28/2025	40	40	0	9/3/2025	10/28/2025	100%	Reviewing Final Report before issuance.
CONSORTIUM - Ready to Work	21	10/6/2025	11/3/2025				10/8/2025		94%	
Avg Duration or Effort (days) →	40			49	48	9				
Multi-tasking (% days overlapping projects) →	24.5%			-18.6%						

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

## Modification Notes

<sup>++</sup> 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.).



# Internal Program Monitoring Timeline

Initial Estimated Timeline				Actual Timeline						
<i>Internal Program Monitoring</i>	<i>Duration</i> <sup>++</sup>	<i>Start</i>	<i>Finish</i>	<i>Duration</i> <sup>++</sup>	<i>Effort</i>	<i>Variance</i>	<i>Start</i>	<i>Finish</i>	<i>% Complete</i>	<i>Comments</i>
<b>Estimated Timeline: 2024-2025</b>	<b>244</b>	<b>11/12/2024</b>	<b>10/17/2025</b>	<b>254</b>	<b>276</b>	<b>Duration</b>	<b>11/12/2024</b>		<b>100%</b>	
C2GPS - SEAL	34	11/12/2024	12/27/2024	16	11	-18	11/12/2024	12/3/2024	100%	Completed ahead of schedule.
C2 GPS - RESEA	34	12/3/2024	1/17/2025	31	21	-3	12/3/2024	1/14/2025	100%	Completed ahead of schedule.
Informal Reviews - Follow up on Repeat Findings	63	1/7/2025	4/3/2025	40	39	-23	1/7/2025	3/3/2025	100%	Completed ahead of schedule.
C2GPS - SNAP E&T	34	4/4/2025	5/21/2025	34	34	0	4/21/2025	6/5/2025	100%	Adjusted schedule for PII & Priority of Service walkthroughs.
PII Walkthroughs and Priority of Service	33	4/30/2025	6/13/2025	33	24	0	3/4/2025	4/17/2025	100%	Adjusted start to begin earlier.
C2GPS- SNAP 45-day Plan				85	85	85	6/18/2025	10/14/2025	100%	
Contractor QC Review (C2GPS, SERCO, COSA) - Phase I				27	15	27	7/2/2025	8/7/2025	100%	1st phase review of contractor internal monitoring reports completed.
TWC Annual Monitoring	66	8/1/2025	10/31/2025	79	47	13	7/15/2025	10/31/2025	100%	TWC Annual Monitoring Engagement began earlier than estimated.
Contractor QC Review (C2GPS, SERCO, COSA) - Phase II							11/1/2025			Phase II review of contractor's quality control in progress - will be included in new year's timeline.
Avg Duration or Effort (days, excludes Other) →	44			43	35	-1				
Multi-tasking (% days overlapping projects) →	7.6%			-26.4%						

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

## Modification Notes

<sup>++</sup> 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.)



# Questions



# Board Oversight Capacity

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# Summary & Background

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- Staff are presenting TWC's *Board Oversight Capacity* evaluation. The item does not require Board action.
- **Goal:**
  - TWC helps ensure the integrity of the workforce system by evaluating, on an annual basis, the Board's capacity to oversee and manage:
    - local funds and
    - the delivery of local workforce services.
  - TWC posts the Board's scorecard ratings on their website.



# Board's Oversight Capacity to:

Fiscal Management	Staffing	Contractor Oversight	Center Operations	Performance	Problem Resolution
Develop, maintain, and upgrade comprehensive fiscal management systems	Hire, train, and retain qualified staff to carry out the board's oversight activities	Select and oversee local contractors to improve the delivery of workforce activities	Oversee and improve the operations of local career development centers in the area	Manage contractors' performance across multiple board programs	Identify and resolve long-standing or severe Board oversight problems and workforce service provider performance issues

The evaluation also includes an *Area Community Impact Statement* summarizing the Board's impact on and relationship with the local community and economy.



# Ratings

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- For each of the six criteria, TWC assigns a rating of “Meets Standards” or “Below Standards.”
- The annual evaluation runs from October to September.
- For BCY 2024 (October 2023 to September 2024):
  - **WSA successfully met all standards.**



# Next Steps

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- Staff submitted this year's *Board Oversight Capacity Ratings, Board Attestation & Community Impact Statement* on October 31, 2025.
- We will wait for the scorecard and any feedback requested from TWC.
- The packet includes last year's scorecard and the recently submitted form.



# Financial Impact

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- There are no severe, long-standing, or other performance issues at this time.
  - Severe performance issues are defined as serious enough to warrant a sanction.
  - Long-standing performance issues are defined as those persisting for more than one review period.



# Strategic Objective

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- WSA continues to promote and instill a culture of continuous quality improvement and internal controls in a variety of ways to help ensure that the Board successfully fulfills WSA's oversight capacity responsibilities and goals, as based on the State's and any locally defined criteria.



# Questions





# Programs & Operational Briefing

Victoria Rodriguez, Director of Workforce Services



# Program Briefing

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# National Dislocated Worker Grant

- Kerr and Kendall counties have been designated eligible for Public Assistance under FEMA Disaster Declaration DR-4879-TX due to severe storms, straight-line winds, and flooding. Disaster Recovery Dislocated Worker Grants (DWGs) provide discretionary funding from the U.S. Secretary of Labor to support employment and workforce recovery efforts in coordination with FEMA and state emergency officials.

25 eligible individuals and receive support services

10 to receive career services

10 to receive training services

10 to receive career and training services

# Military to Civilian Employment



- 21 total services
  - Employment services
- 3 support services



# Questions



# Performance

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# September MPR

WIOA Outcome Measures	Status
Employed Q2 Post Exit - Adult (DOL)	MG
Employed Q4 Post Exit - Adult (DOL)	AR
Measurable Skills Gains - Adult (DOL)	NM
Median Earnings Q2 Post Exit - Adult (DOL)	MG
Credential Rate - Adult (DOL)	MG
Employed Q2 Post Exit - DW (DOL)	MG
Employed Q4 Post Exit - DW (DOL)	MG
Measurable Skills Gains - DW (DOL)	NM
Median Earnings Q2 Post Exit - DW (DOL)	MG
Credential Rate - DW (DOL)	NM
Employed/Enrolled Q2 Post Exit - Youth (DOL)	AR
Employed/Enrolled Q4 Post Exit - Youth (DOL)	MG
Measurable Skills Gains - Youth (DOL)	NM
Median Earnings Q2 Post Exit - Youth (DOL)	MG
Credential Rate - Youth (DOL)	MG
Credential Rate - All C&T	NM

Reemployment/Employer Engagement Measures	Status
Claimant Reemployment within 10 Weeks	NM
Employers Receiving Texas Talent Assistance	MG



# Next Steps

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- Closely track measurable skill gains (MSGs).
- Conduct analysis of UI and REEMS data.
- Utilize TWC client extracts to project end-of-year performance outcomes.



# Questions





# CEO Report

Adrian Lopez, Chief Elected Officer





# Questions





# Chair Report

Dr. Sammi Morrill, Committee Chair





# Questions



**Thank you!**

