



Oversight Committee

February 6, 2026



Meeting Minutes – November 14, 2025





Quality Assurance Briefing

Dr. Ricardo Ramirez, Director of Quality Assurance



TWC & Associated Monitoring





TWC & Associated Monitoring

TWC Annual Monitoring

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

Equal Opportunity (EO Monitoring)

- TWC completed the review on December 9, 2025, and identified no findings or issues.
- TWC's letter closing out the review is in the packet.



TWC & Associated Monitoring (cont.)

Two SNAP E&T and One Migrant Seasonal Farm Worker Reviews

- **Health and Human Services Commission (HHSC) Quality Improvement Support (QIS)**
 - On January 15, 2026, WSA received notice from TWC that HHSC QIS scheduled a Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) programmatic review.
 - Monitoring will include WSA's SNAP E&T policies and procedures, and the reporting and tracking of ABAWD and General Population participation.
- Entrance Conference: February 9, 2026.
- On-site reviews:
 - February 12, 2026, at the South Flores
 - February 13, 2026, at the San Antonio Food Bank (Third Party Partnership 2026).
- Exit Conference: February 25, 2026.



TWC & Associated Monitoring (cont.)

- **United States Department of Agriculture Food and Nutrition Service (FNS)**
 - On January 15, 2026, WSA received notice from TWC that the FNS Southwest Region Office (SWRO) will conduct a SNAP E&T Validation Review: February 3, 2026, from 1-4 pm, San Antonio Port Authority Workforce Center. FNS, Board and Contractor staff will be in attendance.
 - FNS's monitoring/validating activities focus on:
 - a. Program integrity by implementing measures to prevent fraud and abuse,
 - b. Evaluations and compliance checks to assess the effectiveness of the program, including state agencies' adherence to federal guidelines and ensuring that benefits are distributed appropriately to eligible participants,
 - c. Improving program delivery by strengthening program integrity, and
 - d. Collaborating with TWC and HHSC to implement monitoring strategies while adapting to local needs to ensure effective program delivery.

For this review, FNS plans to visit the HHSC eligibility office and WSA.



TWC & Associated Monitoring (cont.)

- **Migrant Seasonal Farm Worker (MSFW)**
 - On January 7, 2026, WSA received notice from TWC announcing an on-site review by the State Monitor Advocate Program Specialist February 2-6, 2026.
 - The review may include an additional desk review, which could extend the engagement through February 20, 2026.
 - This is the first time that WSA has been monitored for this purpose.

MSFWs are essential to our state's agricultural (Ag) industry, and our Workforce Solutions offices are dedicated to supporting Ag employers and workers seeking opportunities in the Ag sector.

The Wagner-Peyser Act provides the foundation for Ag worker safeguards through the Employment Service (ES) program available through our Centers. The State Monitor Advocate System was established to ensure MSFWs are treated fairly and afforded the same opportunities for employment and career growth as other workers. The system includes State- and Regional-level monitor advocates, all working together under guidance from a National Monitor Advocate. The engagement aims to evaluate compliance with service delivery regulations and provide technical assistance.



TWC & Associated Monitoring (cont.)

The review period (scope) is July 1, 2024, to June 30, 2025. The State Monitor Advocate Program Specialist will monitor:

- Program Design,
- Service Strategy,
- Outreach,
- Policy,
- Financial Management,
- Employer/Business Services for the Agricultural Recruitment System (ARS),
- TWC Employment Services Staffing, and
- The Wagner-Peyser Complaint System.



Recommendation and Next Steps

Recommendation: WSA and TWC staff will be available to address any concerns the monitors may have. Some of these reviews are new, while others include technical assistance. Staff will use the engagements as a learning opportunity to drive continuous improvement and enhance WSA's effectiveness and efficiency in serving job seekers and employers in our region.

Next Steps:

WSA and TWC Staff are coordinating the preparation and submission of documents and information as requested by the monitors, and providing technical assistance to Center Staff, including walkthroughs, planning, logistics, reporting, and documentation.



Questions



Quality Assurance Briefing





External Monitoring (Ms. Nguyen, CPA)

Program Year 2024-2025:

- **Temporary Assistance for Needy Families (TANF)- C2 GPS:** 100% complete; overall 92.31% accuracy rate. Two attributes identified for continuous improvement:
 - Closing Choices applications on the last day of the month in which the penalty was initiated (25% accuracy).
 - Timely follow-up with HHSC regarding non-imposed penalties (0% accuracy).
 - *Note: Applicable instances are rare. Only one instance was applicable out of 30.*
- **WIOA Youth – SERCO:** 100% complete; overall 90.52% accuracy rate. Five attributes identified for continuous improvement:
 - Recording the need for support services in the service plan (88.24% accuracy).
 - Documenting support services (82.35% accuracy).
 - Accurately reporting Measurable Skills Gains (MSGs) (29.41% accuracy).
 - Accurately reporting Credential/Outcome Entries (27.27% accuracy).
 - Maintaining documentation for MSGs and Credentials (76.47% accuracy).

External Monitoring (Ms. Nguyen, CPA) (cont.)



- ***Ready to Work (RtW) – multiple partners:*** 100% complete. We follow a ‘quality control’ approach (as opposed to ‘quality assurance’). Our consultant tests and we send the information to staff for needed actions. This process helps ensure we meet City standards.

Program Year 2025-2026:

- ***Child Care Quality Improvement Activities (CC QIA) – COSA:*** Testing is 32% complete.



Internal Monitoring Activities

Program Year 2024-2025: All reviews were completed and previously reported to the Board.

Program Year 2025-2026:

- ***Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) – C2 GPS:*** 100% complete. Currently working on the Final Report.
- ***Informal reviews – all contractors:*** Follow up on attributes scoring <90% accuracy on the most recent program annual reviews. 34% complete.



Other Activities

- *Program Monitoring RFP*: Development of RFP for program monitoring
- *Subrecipient Profits (C2 GPS and SERCO)*: Completed estimated contractor profits for 2024-2025 and are in the process of coordinating invoicing and payment for close-outs.
- *Policies & Procedures*: Reviewing and providing guidance on varied policy- and procedural-related items.
- *Staff Training*: Dr. Ricardo is getting ready to restart the WSA staff training.



Questions



Strategy – Internal and External Monitoring & Training Schedule





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

External Monitoring Timeline

Initial Estimated Timeline				Actual Timeline						
<i>External 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>
Estimated Timeline: 2025-2026	218	1/12/2026	11/11/2026				1/12/2026		32%	
COSA - CC QIA	37	1/12/2026	3/3/2026				1/12/2026		32%	
C2GPS - WIOA Adult	46	3/26/2026	5/28/2026							
C2GPS - WIOA Dislocated Worker	46	3/26/2026	5/28/2026							
Equus - Child Care Services	41	5/13/2026	7/8/2026							
C2GPS - NCP	39	6/4/2026	7/28/2026							
SERCO - WIOA Youth	40	7/7/2026	8/31/2026							
C2GPS - TANF/Choices	42	9/3/2026	10/30/2026							
CONSORTIUM - Ready to Work	27	10/6/2026	11/11/2026							

Avg Duration or Effort (days) → 40

#DIV/0! #DIV/0! #DIV/0!

Multi-tasking (% days overlapping projects) → 31.4%

#DIV/0!

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

⁺⁺ 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.)

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>
Estimated Timeline: 2025-2026	260	11/3/2025	10/30/2026	49	45	Duration	11/3/2025		67%	
SNAP Phase I Follow Up	51	11/3/2025	1/12/2026	49	45	-2	11/3/2025	1/8/2026	100%	Working on final report
Informal Reviews (attributes <90% accuracy)	69	12/12/2025	3/18/2026				12/12/2025		34%	
PII Walkthroughs and Priority of Service	30	3/2/2026	4/10/2026							
C2GPS - RESEA	38	3/9/2026	4/29/2026							
C2GPS- SNAP	36	4/9/2026	5/28/2026							
Informal/Follow Up Reviews (attributes <90% accuracy)	39	7/12/2026	9/3/2026							
Informal/Follow Up Reviews (attributes <90% accuracy)	29	7/16/2026	8/25/2026							
Informal/Follow Up Reviews (attributes <90% accuracy)	37	9/9/2026	10/29/2026							
TWC Annual Monitoring	80	7/13/2026	10/30/2026							
Avg Duration or Effort (days, excludes Other) →	45			49	45	4				
Multi-tasking (% days overlapping projects) →	36.4%			0.0%						

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
Part 1: Workforce Development & Local Boards		
Completed in July-Aug	1	Workforce Development System
	2	Local Workforce Development Boards
Part 2: Local Plan		
Feb-Mar	3	Local Plan
	4	High Performing Board
Part 3: Labor Market Assessment & Planning		
Apr-May	5	Employment-Related Measures I
	6	Employment-Related Measures II
Part 4: Board Agreements & Contracts		
Jun-Jul	7	TWC Agreements and Grants
	8	WSA Contracts

Est. Dates	Num	Topic
Part 5: Workforce Policies		
Aug-Sept	1	Federal & State Guidance
	2	Local Policies
Part 6: Performance		
Oct-Nov	3	TWC-Contracted Performance
	4	Locally-Developed Performance
Part 7: Internal Controls		
Dec-Jan	5	Risk Assessment
	6	Quality Assurance & Quality Control



Questions



ADM 65, C2 – Monitoring Policy and Procedures Update



ADM 65, C2 – Monitoring Policy and Procedures Update



Quality Assurance (QA) is requesting the Board's approval of WSA's Monitoring Policy update. This item does require Board approval. The policy is included in the packet.

The policy includes the following changes. Some changes involve clarity and editing, in addition to the following:

- **Scope & Purpose:** Eliminated unnecessary information (e.g., dates of when an organizational change occurred, splitting fiscal and QA's monitoring responsibilities).
- **Controls Over Monitoring:** Added reporting to the Executive Committee and the Full Board.
- **Reporting and Resolution Requirements:** Added elements needed for the resolution of identified issues.
- **Exceptions and Responsiveness:** Added a new section granting QA the flexibility needed to adjust processes for responsiveness to meet unforeseen federal and state monitoring requirements.
- **Attachments:** Deleted two attachments, which were procedural in nature and, thus, not applicable for policy-making decisions.



Recommendation

- Updating the policy helps strengthen WSA's monitoring activities to meet federal and state standards and achieve the agency's continuous quality improvement and internal control goals.
- If approved, staff will implement the updated policy and provide associated technical assistance to staff.



Questions





Programs & Operational Briefing

Victoria Rodriguez, Director of Workforce Services



Program Briefing





Externship for Teachers

- FY2025 Completed:
 - 96 Educators
 - \$500 Stipend
 - Host sites for 5 days
- FY2026 Awarded:
 - Target 100 educators
 - Increased externship from five to ten days.
 - \$500 stipend
 - \$50 materials stipend

Partners for Reentry Opportunities in Workforce Development (PROWD)



Implement evidence-based, dedicated services that will improve the outcomes for individuals currently in, or recently released from the custody of the Federal Bureau of Prisons (FBOP).



Student HireAbility Navigator

- **Feb 12, 2025:** Alamo Helping Hands Career & College Expo
 - Location: WSA O'Connor Career Center
 - In development with neighboring workforce boards
- **Self-Advocacy & Disability Virtual Event**
 - Focus: Youth in Transition
 - WSA leading planning and coordination
- **Apr 22, 2026:** 2nd Reverse Job Fair – Project SEARCH Participants
 - Location: Datapoint Career Center
 - ~25 participants



Questions



Performance





Monthly Performance Report

TWC-Contracted Performance	Oct25	Nov25
Employed Q2 Post Exit – Adult (DOL)	12	12
Employed Q4 Post Exit – Adult (DOL)	3	3
Median Earnings Q2 Post Exit – Adult (DOL)	\$3.32	\$3.32
Credential Rate – Adult (DOL)	3	3
Measurable Skills Gains - Adult (DOL)	-8	-6
Employed Q2 Post Exit – DW (DOL)	6	6
Employed Q4 Post Exit – DW (DOL)	10	10
Median Earnings Q2 Post Exit – DW (DOL)	\$872.37	\$872.37
Credential Rate – DW (DOL)	-3	-3
Measurable Skills Gains - DW (DOL)	-6	-1
Employed/Enrolled Q2 Post Exit – Youth (DOL)	8	8
Employed/Enrolled Q4 Post Exit – Youth (DOL)	5	5
Credential Rate – Youth (DOL)	3	3
Measurable Skills Gains - Youth (DOL)	-5	-6
Employed/Enrolled Q2 Post Exit – C&T Participants	N/A	N/A
Employed/Enrolled Q2-Q4 Post Exit – C&T Participant	N/A	N/A
Credential Rate – C&T Participants	-2	-2

Claimant Reemployment within 10 Weeks	18	-19
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Next Steps

- Board staff will collaborate with contractors to assess current performance
- Analyze data to identify trends and areas needing improvement
- Review service delivery methods to ensure effectiveness
- Implement strategic adjustments to enhance overall outcomes



Questions





Process Briefing

Eric Vryn, Chief Process Officer



WSA's Enterprise Risk Management (ERM) Tool





ERM Tool Update: Current Version & What Changed

Prior version (baseline)

- 13 questions across weighted categories
- Fast directional score; limited narrative structure
- Harder to document controls, evidence, and decision gates consistently

Current version (release candidate)

- 32 structured sections: free text + weighted/scored fields
- Python-coded logic delivered as a simple HTML file
- Exports to Word, Excel, or PDF for review and retention

How staff use it (low-friction)

Access

HTML file: drag-and-drop to desktop.

Open in browser.

Completion

Guided prompts capture risk statements, scoring, controls, and open items.

Outputs

Export package supports review, retention, and escalation:

Word • Excel • PDF



Current Tool Capabilities (Release Candidate)

Designed for consistent intake, documentation, and leadership decision support

Enterprise-standard scoring

- Inherent risk scoring (Likelihood 1–5 × Consequence 1–5)
- Risk Snapshot summarizes highest-scoring risks
- Supports cross-division comparability and triage
- FMGC Procurement Rubric

Decision-ready outputs

- Top risks list (5–8 focus set)
- Controls/mitigations: owner, status, due date, evidence
- Open items / release conditions for approval decisions

Universal by default; procurement view is modular

- Core intake applies across Programs, Fiscal, IT/Data, QA, Facilities, etc.
- Procurement/contract view activates only when applicable (weighted factors + monitoring cadence)
- Practical test case in support of an upcoming RFP helped identify definition/prompt gaps; details withheld per FMGC and solicitation integrity



Risk Analysis Framework

Scoring organizes attention; documentation drives defensibility

What the tool scores

- Inherent risk captured at intake
- Snapshot highlights top LxC risks for governance
- Scoring supports prioritization; it does not replace judgment

What the tool documents

- Risk statements, controls, and evidence expectations
- Residual risk may be unknown until controls are implemented/evidenced
- Unknowns are flagged as governance risk—not assumed away

Governance value

- Establishes a common risk language across divisions with clearer escalation triggers
- Improves audit readiness through traceable assumptions, decision gates, and retention of exported outputs
- Allows for improved forecasting



Implementation Approach (Phased, Governance-First)

Sequenced rollout to prevent scoring drift and ensure evidence discipline

0–30 days

- Finalize scoring definitions and risk-statement quality standards
- Define “control in place” vs “planned” and evidence expectations
- Establish gating rules (open items, approvals, documented exceptions)
- Run pilot cycle and produce a short calibration brief

30–90 days

- Set escalation thresholds and reporting cadence
- Define record retention for exported outputs (Word/Excel/PDF)
- Deliver role-based training and QA spot-checks for consistency
- Integrate into decision workflow (department → leadership)

Scale

- Expand by division with periodic recalibration
- Track recurring unknowns and overdue gates
- Mature register roll-ups for executive/committee oversight



Near-Term Actions & Decision Points

What must be set to deploy with control and audit defensibility

0–30 days (stabilize)

- Introduce scoring anchors and Risk Snapshot tier definitions
- Approve gate policy and exception logging expectations
- Confirmed reviews
- Pilot outputs: scoring drift, common unknowns, evidence readiness
- Train Board Staff

30–90 days (operate & scale)

- Establish escalation thresholds and leadership reporting cadence
- Implement retention/audit trail for exported outputs
- Expand rollout with training and periodic recalibration
- Measure mitigation workload to inform capacity planning



Questions





Integrity Central & Strategy



Child Care Services



INTEGRITY CENTRAL AND STRATEGY

Texas continues to strengthen program integrity across early childhood and childcare subsidy systems. The integration of Integrity Central with KinderTrack is a key control designed to detect, prevent, and respond to fraud, waste, and abuse while maintaining timely payments to eligible providers and families





Fraud Risk Landscape

Primary fraud and misuse risks include:

- Inaccurate or inflated attendance reporting
- Duplicate or overlapping service claims
- Billing for ineligible children or time periods
- Provider non-compliance with program requirements
- Delayed detection leading to improper payments



Role of KinderTrack

KinderTrack serves as the operational system of record for:

- Child enrollment and eligibility
- Attendance tracking
- Provider billing and payment data
- Program participation history



Integrity Central: How It Is Used

Integrity Central functions as the fraud detection and monitoring layer, leveraging KinderTrack data to:

- Flag anomalies (attendance patterns, billing outliers, volume spikes)
- Identify duplicate or conflicting claims
- Monitor provider behavior trends over time
- Support pre-payment and post-payment reviews
- Create audit trails for investigations and compliance reviews



Questions



Program Integrity & Risk Management





Program Integrity & Risk Management

On average, Workforce Solutions Alamo (WSA) undergoes multiple monitoring reviews and on-site visits each year. These include internal monitoring activities conducted by staff, as well as external oversight from state and federal entities such as the Texas Workforce Commission, U.S. Department of Labor, U.S. Department of Health and Human Services, and independent auditors through the annual Single Audit. Collectively, these reviews create layered oversight designed to ensure compliance, fiscal accountability, and the prevention of fraud, waste, and abuse across all programs.

- Multiple monitoring reports and site visits conducted annually
- Ongoing internal program and fiscal monitoring
- State oversight through Texas Workforce Commission monitoring
- Federal reviews including U.S. Department of Labor and HHS
- Independent annual Single Audit
- Layered oversight framework to ensure compliance and prevent fraud, waste, and abuse



Questions





Facilities Management Process & Strategy

Kristen Rodriguez, Director of Procurement and Contracts



Facilities Management Process & Strategy



What's Being Implemented

- Standardized forms and checklists
- Centralized tracking of facility issues and incidents
- Automated status notifications
- Dashboards for monitoring trends, response timelines, and workload

Oversight & Operational Benefits

- Reduced reliance on email-based requests
- Improved transparency and documentation
- Better coordination with internal staff and contracted services
- Increased efficiency through automation and reduced manual follow-up
- Greater assurance that facilities are maintained to consistent standards across all centers



Facility Request Form

Kristen Rodriguez ?



Facility Request

Type of Request *

Facility Related x v

Facility Issue Category

v

Request *

0/255

Location

v

Description of Request *
Provide details describing the request

0/2000

Submit



Facility Request Management Board

Facilities Requests

Integrate Automate / 12 CR +1 Invite / 7

Main table All Requests Open Requests Closed Requests Form Status breakdown Customizable view +

New request Search Person Filter Sort Hide Group by

Open Requests

Request	Type of Request	Facility Is...	Location	Priority	Single select	Summary Of Request	Status	Files	How long it's o...
OC Front Door		Access and Sec...	O'Connor	High		The OC center manager reported that the front do...	New		0m 0s
+ Add request									

Fob/ Key Request Only

Request	Type of Request	Facility Is...	Location	Priority	Single select	Summary Of Request	Status	Files	How long it's o...
New Fob Request		Access and Sec...	Port SA	High	New Employee	Assign fob XFS 0206:47177 to Shawndel Granberry.	New		0m 0s
+ Add request									

Working on it

Request	Type of Request	Facility Is...	Location	Priority	Single select	Summary Of Request	Status	Files	How long it's o...
NCP Furniture Move		Furniture and Eq...	NCP	Medium		Request to rearrange office furniture for two CAs t...	Pending Additio...		314h 6m 7s
DP Employee Men's Restroom Sink		Plumbing and R...	Datapoint	High		sink leaking unto counter	Working on it		142h 37m 45s
Kerrville HVAC Not Working		HVAC and Temp...	Kerrville	High		Kerrville reported the HVAC unit on the building's r...	Awaiting Landlord		51h 16m 38s
Kerrville Water Fountain		Plumbing and R...	Kerrville	Low		Water fountain is malfunctioning; please inform th...	Awaiting Landlord		51h 15m 55s
OC 2 Drawer Lat		Furniture and Eq...	O'Connor	Medium		Cubicle 7's drawer lock needs repair; lock number ...	Working on it		31h 21m 53s



Facility Dashboard

Facility Dashboard ☆

Export ▾ Invite ...

+ Add widget 2 connected boards Type to filter People Filter

Number of Facility Request ▾ ...

164

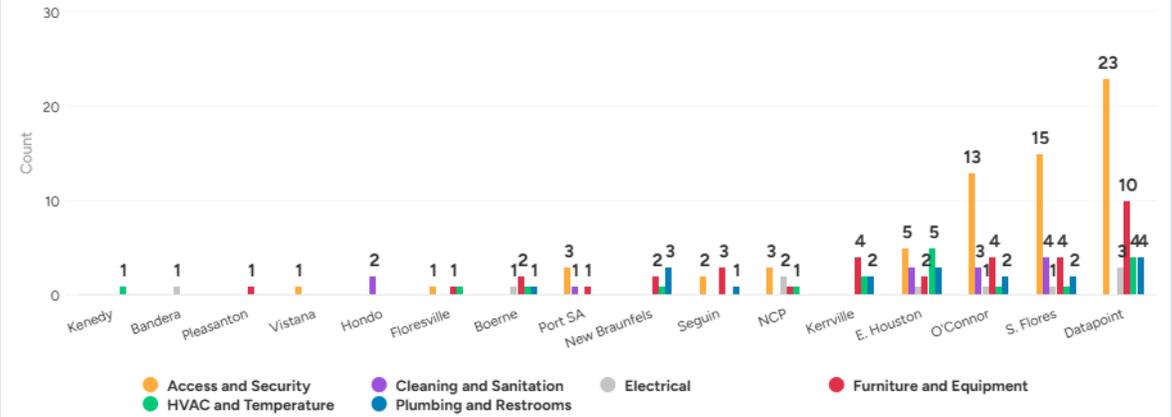
Number of Incidents ▾ ...

2

Number of Facility Requests and Incidents by Location ▾ ...



Number of Request by Location and Category ▾ ...





Questions





Employee Handbook



Employee Handbook Updates

Fiscal Year 2026



NEW	REASON
7.23 – Video Surveillance in the Workplace	To notify WSA employees of WSA's reserved right to monitor Agency property for business purposes.

SUBSTANTIVE REVISIONS		REASON
FROM 2025	TO 2025	
1.3 – Harassment & Sexual Harassment	1.3 – Harassment & Sexual Harassment	Provides updated hotline contact information to ensure employees have current resources available when reporting complaints.
4.3 – Paid Time Off	4.3 – Paid Time Off	PTO accrual is based on years of service and the number of paid hours for each pay period excluding overtime. PTO does not accrue during unpaid leave, or unpaid status. Includes PTO accrual schedule with carryover limits.
6.1 – Bereavement	6.1 – Bereavement	Outlines the definition of immediate family for bereavement leave purposes to <u>include</u> : spouse, children, parents, siblings, grandparents, grandchildren, and also the immediate family member of the employee's spouse.
6.3 – Jury Duty	6.3 – Jury Duty	Grants employees leave with pay when summoned to serve on Jury Duty.
7.7 – Drugs and Alcohol	7.7 – Drugs and Alcohol	Identifies circumstances under which WSA may be required to notify the Texas Workforce Commission (TWC) of a conviction.

REMOVED	REASON
3.6 Travel Expenses	To be addressed with fiscal for specific circumstances.
6.3.4 – Not Time Worked/Non-Accrual	Not applicable. Reference in section 4.3



Questions





CEO Report

Adrian Lopez, Chief Elected Officer





Questions





Chair Report

Dr. Sammi Morrill, Committee Chair





Questions



Thank you!

