

Student HireAbility



Discussions and activity updates:

- Navigators continue to participate in Rural Career Exploration activities. Since the beginning of Jan 2024 over 1,000 youth have been exposed to information on the Texas Career modules
- The New Braunfels "EmpowerAbility" event is under construction which will expose youth with disabilities to the industries of Healthcare, Manufacturing, and Food and Accommodations in mid-March 2024. A morning of fun hands-on activity conversations and sessions will spark youth to envision a bright future.





Questions



Thank you!





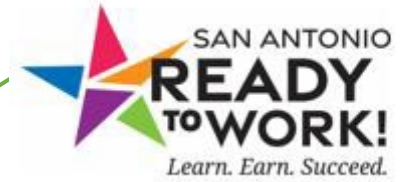
Strategic

Committee Report

San Antonio Food Bank



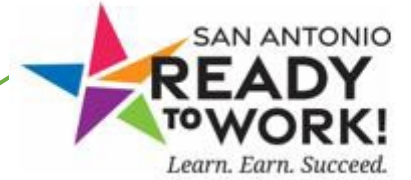
Programmatic Data



12/12/2023

	Owner Agency	Program Year 1 (ending 6.30.23)	Program Year 2 (ending 6.30.24)	Total To Date
1	AVANCE - San Antonio	334	57	391
2	Texas A&M University - San Antonio	265	212	477
3	San Antonio Food Bank	979	267	1,246
4	YWCA of San Antonio	303	380	683
5	Family Service Association of San Antonio, Inc	939	426	1,365
6	Chrysalis Ministries	623	564	1,186
7	Workforce Solutions Alamo	3,375	1,290	4,665
Totals		6,818	3,196	10,012

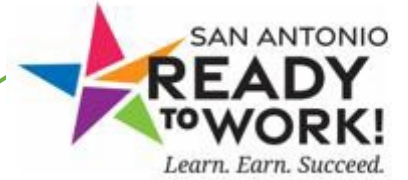
Programmatic Data



% Successful Training Completion WSA and Subcontractors

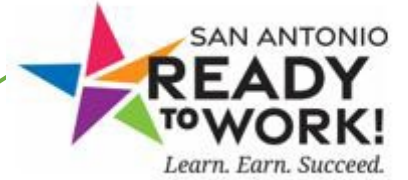
	Source	Enrolled in Approved Training	In Training	Exited Training Unsuccessfully	Successfully Completed Training	Placed in Quality Job	% Successful Training Completion
1	Workforce Solutions Alamo	1,179	1,060	84	35	23	29%
2	Workforce Solutions Alamo-SA Food Bank	301	155	42	104	59	71%
3	Workforce Solutions Alamo-Family Service Associ...	208	100	25	84	48	77%
4	Workforce Solutions Alamo-Chrysalis Ministries	457	338	63	56	9	47%
5	Workforce Solutions Alamo-Texas A&M University ...	222	219	0	3	2	100%
6	Workforce Solutions Alamo-YWCA	176	142	19	15	3	44%
7	Workforce Solutions Alamo-Avance	74	56	13	5	2	28%
Totals		2,617	2,070	246	302	146	55%

Best Practice



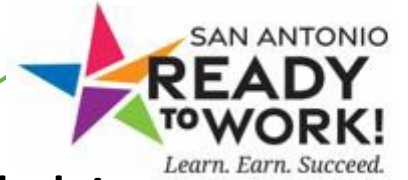
- Alamo Consortium Partnership, strengthens our reach
- Three-step initial phase
 1. Phone screening
 2. Orientation
 3. One-on-one meetings to ensure they understand the program and talk about what type of training they are interested in.

Challenges



- New Client tracking system
- Marketing reach
- Applicant pipeline
- Community Awareness (Marketing)
- Training schedules (non-traditional hours for those currently employed)
- Job Placements – employer buy-in
- Wrap around services (\$ vs. need) (Childcare)
- Point of Contact (Training vendor)
- Externship (lack of resources)
- New data systems and relearning

Success Story



Meet Brent Zinnel - a true inspiration! Brent's journey began with him earning his GED and completing his culinary training, where he demonstrated such outstanding skills that the San Antonio Food Bank hired him as a Line Cook. Not one to rest on his laurels, Brent then earned his forklift certification and began helping in the warehouse too. Recently, Brent applied for the Hunters for the Hungry Coordinator position at the San Antonio Food Bank after moving to the area specifically to help. Brent has been a true asset to the team, butchering deer donations and training others to do the same. In fact, after the previous coordinator left, Brent stepped up, leading a team of up to 20 volunteers and staff. Brent's hard work and dedication have paid off - he was recently promoted to the Hunters for the Hungry Coordinator position, with a salary of \$38,000 per year, up from his previous salary of \$36,000. Brent is a shining example of what hard work, determination, and a willingness to go above and beyond can achieve.

Questions?



MEMORANDUM

To: Board of Directors

From: Adrian Lopez, CEO

Presented By: Jeremy Taub, CPPO, Director of Procurement and Contracts

Date: March 1, 2024

Subject: Facility Updates – Kerrville

Summary: Discussion and Possible Action: Workforce Solutions Alamo (WSA) – Board of Directors awards a contract (lease) to Kerrville Area Chamber of Commerce (landlord) for the facility lease at 1700 Sidney Baker Street, Suite #500, Kerrville, Texas 78028. The estimated annual rent for the 5,000 square foot facility, including maintenance, utilities, taxes, and insurance, (full-service) is \$108,000 – \$118,800, with an annual rent escalation percentage not to exceed 5%, pending final negotiations. *Supporting Texas Talent and Economic Growth – Goal 2, Service Optimizers.*

Analysis: The current lease will expire on April 30, 2024, and no renewal options remain. By TWC – Financial Manual for Grants Contracting, FMGC §J.6.1, and Uniform Guidance, UG, the initial step in the planning process requires a review of existing facilities that meet our current requirements. WSA’s business needs include but are not limited to general location (customer populations, local businesses, area crime statistics), access to public transportation, current parking, space required, access to the ground floor, ability to build out, and compliance with Americans with Disabilities Act (ADA).

In May 2009, the board executed a lease for its present facility, and there are no remaining options to renew. In accordance with TWC – Financial Manual for Grants and Contracts, FMGC §J.6.2.2, on April 17, 2023, a Request for Information was released to potential Lessors and Realtors to conduct market research and solicit potential available properties to administer workforce programs. Additionally, WSA’s contracted Real Estate Broker, PCR Brokerage San Antonio, LLC. DBA Partners, conducted a required Competitive Market Analysis (CMA) to

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determine prospective locations, along with a required cost analysis completed by board procurement staff shown below.

Alternatives: None. The three properties yielded from the market research and CMA analysis were evaluated by board staff against WSA's requirements. As a result of these efforts, the existing property at 1700 Sidney Baker Street in Kerrville is recommended for an award on a best-value basis. The current location provides the best value for the agency to continue to provide workforce services.

Fiscal Impact: The annual estimated rent amount is \$108,000 - \$118,000, with an annual rent escalation not to exceed 5%. The anticipated initial term of the lease will be for 5 years with up to three (3) 5-year options to renew and will be specified in the agreement, and not exceed twenty years inclusive of all renewals. The actual amount paid will be finalized during negotiations and specified in the lease.

Cost Analysis:

TWC Lease Market Assessment Information	Current Subject Lease: 1700 Sidney Baker Street	Comparable Lease 1: 501 Main Street	Comparable Lease 2: 827 Junction Hwy
Building Type and Class:	Full Service	Class C-Retail	Class C Retail
Square Footage Needed and/or Available:	5,000	5,000	6,120
Base Rent Rate: (\$/SQFT/YR)	\$21.60 x 5,000 SQFT = \$105,250	\$16.00 x 5,000 SQFT = \$80,000	\$13.00 x 6,120 SQFT = \$79,560
Total Base Rent Rate Per Term: (60 Months)	\$540,000	\$400,000	\$397,800
Avg. Total Rent per Year:	\$108,000	\$80,000	\$79,560
Type of Lease: NNN, Modified Gross, or Full Service	Full Service	NNN	NNN
Additional Rent: Such as Operating Expenses or Common Area Maintenance (CAM), Estimated Annual Amount	\$0	\$50,000	\$48,960
Estimated Utilities: If not included in the Base Rent or Additional Rent Above (\$/SQFT/YR) Estimated Annual Amount	\$3,370	\$3,456	\$3,624



TWC Lease Market Assessment Information	Current Subject Lease: 1700 Sidney Baker Street	Comparable Lease 1: 501 Main Street	Comparable Lease 2: 827 Junction Hwy
Total Estimated Annual Cost: Annual Base Rent + Additional Rent (if needed) + Estimated Utilities	\$111,370	\$133,456	\$132,144
Total Available Parking Spaces:	44	107	NA
Estimated Build Out Cost per Square Feet:	\$11	\$11	\$11
Total Build Out Cost per Year: (est.)	\$55,000	\$55,000	\$67,320
Move Out Costs: Moving Expenses: (per hour rate x labor hours = total estimated cost)	\$0	\$280	\$280
Renovation to Current Lease (if needed): Total Tenant Improvements/Expenditures	\$0	\$0	\$0
Total Annual Cost: Including rent per year + build out + utilities + moving + renovations	\$166,370	\$188,736	\$199,744

Recommendation: With approval of this action, the board will proceed negotiations with the landlord to secure a lease at the recommended location. Vocational Rehabilitation Services, VRS, is a strategic partner with WSA at this location and will contribute to the overall rent at the contracted rate.

Next Steps: Board staff will negotiate in coordination with its contracted broker, Legal Services, and the landlord for execution of a new the lease agreement.

Attachments: Lease Procurement Checklist



Lease Procurement Checklist

Name of Landlord/Contractor/Vendor:	Kerrville Chamber of Commerce
Property Location and Address:	1700 Sidney Baker
	Kerrville, Texas 78028
Time Frame: (current lease dates)	26 Mar 19 – 30 Apr 24
New Contract or Renewal:	New Contract
If Renewal, what Renewal #:	NA
# of Renewals Remaining:	0

Item	Description	Responsibility	Begin	Completed
1	Needs Determination (to include VRS)	Facilities	Mar `23	Apr `23
2	Market Research/RFI Supplementing broker's/agents use of listing services	Purchasing	Apr `23	Apr `23
3	Broker/agent identifies commercial properties.	Broker	Apr `23	Apr `23
4	Competitive Market Analysis (CMA)	Broker	Apr `23	Apr `23
5	Broker/agent schedules site visits and attends with WSA if warranted.	Broker /Purchasing	Apr `23	Apr `23
6	Independent Cost Assessment	Purchasing	May `23	Jun `23
7	Technical Evaluation/Analysis	Purchasing	May `23	Jun `23
8	Broker/agent requests proposal(s) from landlord(s) for recommended properties.	Broker	Jan `24	Jan `24
9	Broker/agent conducts subsequent review and analysis of the selected property against WSA specifications.	Broker	Jan `24	Jan `24
10	Provide internal recommendation to CEO	Purchasing / CEO	Jan `24	Jan `24
11	Memo of Recommendation prepared and submitted to WSA Board of Directors for approval.	Purchasing	Jan `24	Mar `24



Item	Description	Responsibility	Begin	Completed
12	Broker/agent negotiates lease terms with the landlord on behalf of WSA to include required lease provisions.	Broker /Purchasing	Feb `24	Apr `24
13	Broker/agent reviews the new lease proposal with WSA representatives.	Broker /Purchasing	Mar `24	Apr `24
14	Lease - Legal Review	Legal	Mar `24	Apr `24
15	Broker/agent assists WSA with the oversight of any alterations or improvements required to make space ready for move-in, (Build-out).	Broker /Purchasing	NA	NA
16	Procurement to retain all documentation to include Market Analysis and all related files.	Purchasing	Mar `23	Apr `24
LEASE AGREEMENT - Internal Use Only				
Evidence of Agreement Terms ____ 3 Year Term __X__ 5 Year Term				
Special Terms and Conditions List: _____ _____ _____				
Board Approval of Agreement Yes <input type="checkbox"/> No <input type="checkbox"/> Supporting Evidence: Board Meeting Minutes/				

- *WSA conducts Initial market research to include online search, issuance of an RFI to supplement the use of The Broker's listing services with public advertisement, ESBD of the grantee's property search.*
- *Dates are tentative and may be subject to change.*



MEMORANDUM

To: Board of Directors

From: Adrian Lopez, CEO

Presented By: Jeremy Taub, CPPO, Director of Procurement and Contracts

Date: March 1, 2024

Subject: Facility Updates: Port SA

Summary: On August 18, 2023, Workforce Solutions Alamo – Board of Directors authorized negotiation of a contract amendment to the lease with The Port Authority of San Antonio for the revised Tenant Improvement Allowance, TI, of up to \$2,213,750 under the terms of the agreement for the facility located at 638 Davy Crockett, San Antonio, Texas. Supporting *Texas Talent and Economic Growth – Goal 2, Service Optimizers*.

Update:

- Weekly progress meetings are being conducted with board staff, Port SA reps, and the General Contractor. Construction remains on schedule and is at 65% completion.
- In anticipation of the projected move-in date, WSA is coordinating with the appropriate contractors, partners, and vendors to necessitate a smooth transition. This will include IT data, relocation/breakdown of furniture, fixtures, and equipment and to meet the needs of our partners.

Analysis: The Board of Directors approved a lease for the relocation and renovation of a new facility at Port San Antonio on September 17, 2021. The finalized plan was previously forwarded to the architect and contractor to initiate build-out renovation with an anticipated completion date of Spring 2024. The lease agreement provides for the rental of the 17,500 square foot space to include repairs and maintenance, with an initial term of ten years, and has two (2) five-year options to renew.

Alternatives: None.

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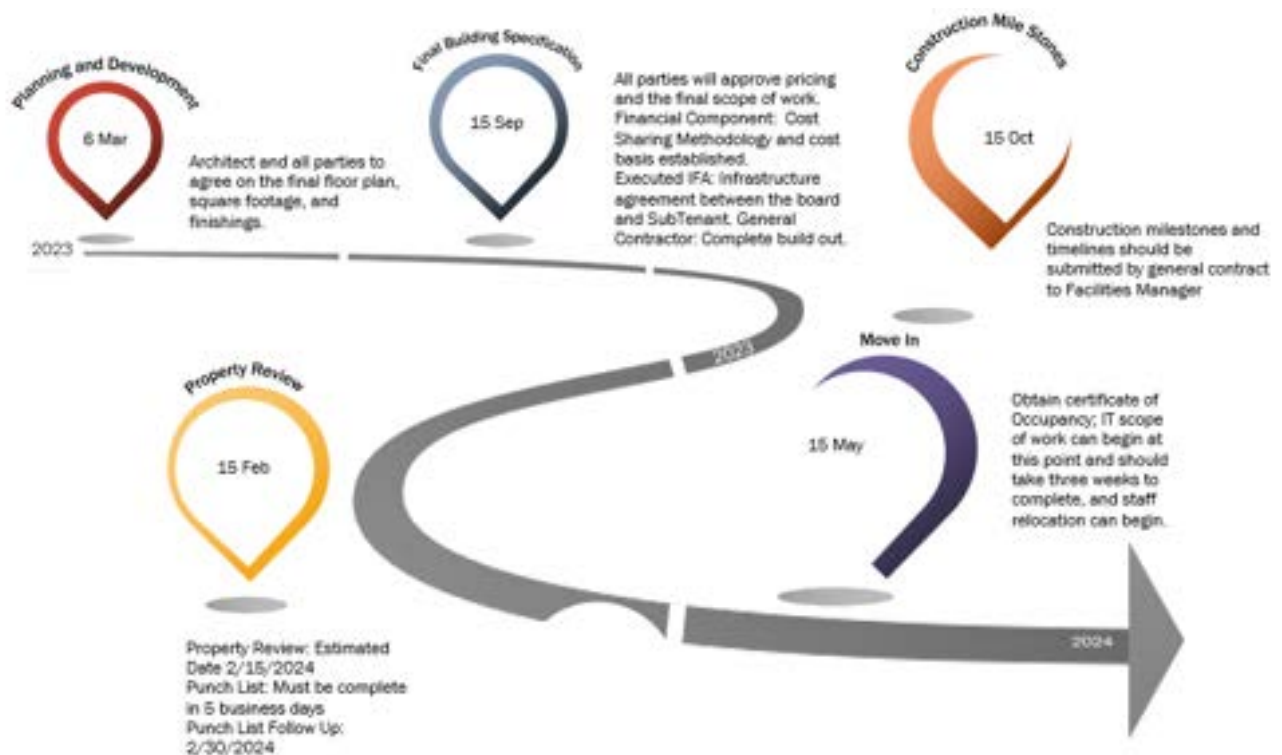


Fiscal Impact: The revised base rent for the Port San Antonio facility is \$28,364.58 monthly, increasing by 5% annually. Additionally, the FY24 moving expense budget is \$700,000, including a \$250,000 contribution for build-out to support the furniture, equipment, upgraded technology, and moving expenditures for the workforce center. The current economic environment has caused the cost to exceed the original Tennant Improve Allowance of approximately \$900,000.

Recommendation: There is no further recommendation currently.

Next Steps: The construction has started and WSA is currently holding a status review call weekly. The roof decking is complete, and the demising walls are in progress.

Timeline: Dates are tentative and subject to change.



Facilities Updates

March 1, 2024

Jeremy Taub, CPPO

Director of Procurement and Contracts



New Facility Lease – Kerrville Workforce Center



New Lease:

- Existing 5,000 SQFT facility
- Current lease expiring April 30, 2024

Financial: Full-Service Lease

- Est. Monthly Rent - \$9,000 – \$9,900
- Est. Annually - \$108,000 – \$118,800

Next Steps:

- Negotiate New Agreement
- Anticipated Contract Term: Initial term of five years with three (3) five-year renewals.



New Facility Lease – Kerrville Workforce Center



Assessment Includes:

- Location to customer populations and growth rate.
- Access to public transportation parking.
- Space requirements/square footage.
- Proximity to the concentration of jobs.
- Annual rent.
- Compliance with the Americans with Disabilities Act (ADA).

New Facility Lease – Kerrville Workforce Center



Need Identified: KERRVILLE WFC		Lease Expired with no Available options to Renew	
TWC Lease Market Assessment Information	Current Subject Lease Name & Address: 1700 Sidney Baker Street	Comparable Lease 1 Name & Address: 501 Main Street	Comparable Lease 2 Name & Address: 827 Junction Hwy
Building Type and Class:	Full Service	Class C-Retail	Class C Retail
Square Footage Needed and/or Available	5,000	5,000	6,120
Base Rent Rate: (\$/SQFT/YR) (Enter dollar amount/SQFT/YR)	\$21.60 x 5,000 sq. ft.=105,250	\$16.00 x 5,000 sq. ft.=\$80,000	\$13.00 x 6,120 sq ft.=\$79,560
Total Base Rent Rate Per Term (60 Months)	\$540,000	\$400,000	\$397,800
Avg. Total Rent per Year	\$108,000	\$80,000	\$79,560
Type of Lease: NNN, Modified Gross, or Full Service.	FULL SERVICE	NNN	NNN
Additional Rent: Such as Operating Expenses or Common Area Maintenance (CAM), if not included in the Base Rent amount above (\$/SQFT/YR). Estimated Annual Amount	0	50,000	48,960
Estimated utilities: If not included in the Base Rent or Additional Rent above (\$/SQFT/YR) Estimated Annual Amount	\$3,370	\$3,456	\$3,624
Total Estimated Annual Cost: Annual Base Rent + Additional Rent + Estimated Utilities	\$111,370	\$133,456	\$132,144

Port San Antonio

Tentative Opening: May 2024

Construction Update:

- Weekly progress meetings are being conducted.
- Construction remains on schedule and is at 65% completion.

Financial:

- Monthly Rent - \$28,365, with 5% annual escalation.



Port San Antonio



Port San Antonio





Questions



Thank you!





Oversight

Committee Report



MEMORANDUM

To: Board of Directors

From: Adrian Lopez, CEO

Presented By: Ricardo Ramirez, Director of Quality Assurance, Teresa Chavez, COO, Jeremy Taub, Director of Procurement and Contracts

Date: March 1, 2024

Subject: Update on Improvements from TWC Annual Monitoring

Summary: Briefing of WSA's follow-up actions to address TWC's Annual Monitoring Exit Conference findings. The briefing includes two sets of actions. The first addresses the PII (personal identifiable information) issues, with the Program/Operations department preparing the report. The second summarizes procurement processes and improvements the board is implementing to increase controls related to contracts and leases. ***Supporting Texas Talent and Economic Growth – Goal 2, Service Optimizers.*** The item does not require board action.

Programs/Operations Report – PII Findings

TWC Annual Monitoring

TWC conducted its Annual Monitoring and completed the onsite testing from October 10th through the 24th. TWC provided an Exit Conference with an accompanying Exit Conference Report on October 24th.

TWC Exit Conference Report

TWC's Exit Conference Report cited WSA for not properly securing Personal Identifiable Information (PII) at the centers. Please note that the report is in an initial or draft format, meaning that the items may or may not be included (or adjusted) in the Final Report.

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Personal Identifiable Information (PII)

The TWC Auditors performed a walkthrough to test the security of PII at the Marbach Workforce Center and cited the following two items:

1. Lack of barriers to cover/secure PII at the reception desk (adequate protection requires a minimum of two barriers).
2. Unsecured emails and written passwords in an empty staff cubicle.

TWC also expressed concern regarding storage area maintenance concerning PII security (although they did not report it as a finding).

TWC Next Steps

TWC Audit Resolution may issue an "Initial Resolution Notification" with administrative findings (we do not expect questioned costs). WSA will have 45 calendar days from the date of issuance of the notification to demonstrate resolution.

WSA Process Improvement Approach

Our process improvement approach to resolve the items and document improvement includes the following elements:

- a) *Planning*: Evaluate, strategize, and set actionable goals;
- b) *Policies & Procedures*: Review and update as needed;
- c) *Training*: Offer technical assistance and training for staff;
- d) *Testing*: Assess compliance by testing and reporting progress.

WSA Action Items

1) Lack of barriers to protect PII at the reception (via the VOS Greeter)

- a. VOS greeter process (at the reception desk)
 - i. Evaluated each center's VOS greeter process.
 - ii. Moved screens facing the public to face reception staff – if the customer needs to enter PII, the staff asks them to complete the process at an adjacent protected location.
 - iii. Challenges:
 1. Some centers are small, and creating a separate setting where customers may enter the PII becomes difficult.
 2. The process now requires additional staffing (but this can/should be positive for customers).



3. Some screens/monitors are fixed (cannot be moved, which may require build-out or alternate resolution, such as screen protectors). The monitors that could not be moved were turned off.
- b. Build-out
 - i. Staff adjusted the triage areas to address PII concerns by adding protective screens on the monitors. Additional consideration is being done on the technology used during the VOS greeter process.
 - c. Screen Protectors
 - i. Staff ordered screen protectors and installed these in 16 of our workforce offices. We anticipate completion by no later than February 2023.
 - ii. These screens form an optical barrier to prevent others from viewing PII information (e.g., while clients enter VOS greeter data).
 - iii. Our screen protectors align with TWC's list of compliant screen protectors.

2) Unsecured PII in the physical environment

- a. Implemented a layered approach for the walkthroughs at the centers:
 - i. Center staff (contractor staff) performs walkthroughs regularly (e.g., monthly):
 - ii. Board staff also perform unannounced walkthroughs regularly (e.g., quarterly).
 - iii. QA board staff will perform the "formal" final testing. TWC has certified QA's monitoring, so we expect TWC to use QA's walkthrough results instead of TWC performing walkthroughs themselves).
- b. Storage Rooms
 - i. Board staff is coordinating with contractors to clean up/organize storage rooms at each location (we also review these areas during the walkthroughs).
 - ii. Board staff is establishing a timeline to facilitate the clean-up.
- c. Public Areas
 - i. Other requirements come into play in public areas, which both the contractor and board staff review during the walkthroughs. These include:
 1. Secured shredding bins placed near copiers with regular emptying.
 2. Resource Room/Reception Areas.



- d. Staff training/technical assistance
 - i. Board Staff will schedule training and/or technical assistance with contractors to address the findings as early as February 2024.
- e. Procedures
 - i. WSA is working with the contractor staff to establish preventative procedures to address all areas of concern.

Procurement and Contracts Report – Procurement/Lease Findings

In October 2023, the annual TWC monitoring review of procurement was performed to ensure historical procurements were completed following policies and procedures. During the monitoring, several areas were identified as impacting WSA's compliance with the procurement process. As a result, the board is reviewing its' strengthening of contracts, policies, procedures, and additional tools to implement the recommendations by TWC.

TWC – Monitoring concerns: (pending review and issuance of final report)

1. *Contracts:*

- *Legal Services Contract* - The original contract value is not to exceed \$90,000, however the original contract value for the term excluded a budget for non-routine matters, which caused the contract to be amended. The contract was recently renewed within budgetary limits, subject to any authorized changes. Additionally, the scope of service and budgetary requirements was reviewed by the contractor.
- *Procurement Consultant Services* - In October 2022, the board sought to amend the contract with The Syndicate Wave to enable implementation of their recommendation plan and provide ongoing support services for an increased cost of \$56,212.72. As a result of the monitoring review, the board submitted a journal entry to pay overage amount using non-federal to mitigate risk of any potential dis-allowed cost. The services were completed, and this contract is now expired.

2. *Leases:*

- The monitoring review conducted by TWC notated that required Needs Determination and Market Analysis for two of the board's leases weren't dated properly for the boards' leases at San Antonio Food Bank and the Port San Antonio locations. The Needs Determination and Comparative Market Assessment, CMA is completed for every procurement that we request for properties.



- The assessments were added to our Lease Policy and Procedures following last year's audit review and from the direction provided by TWC Audit Resolution to have more concise and detailed documentation that clearly shows that the board has demonstrated proper compliance.

3. *Procurement Process:*

- *Conflict of Interest* - The procurement process is being reviewed more thoroughly for each purchase transaction for accurate and complete documentation.
- *Independent Estimate* - The procurement process is being reviewed more thoroughly for each purchase transaction for accurate and complete documentation.

Process Improvement:

- Implemented more thorough review of supporting justification for all contract actions has been updated through its memo review process to include a more thorough and comprehensive review of all stakeholders.
- The board's Procurement and Contracts Management staff have reviewed its procurement processes to ensure compliance. Additionally, training for both procurement and board staff has been actively ongoing to address contract spend management, amendment procedures, and accuracy of its procurement files.
- WSA performed a desk-top review lease-by-lease for each property to ensure required documentation is properly dated to align with recent implementation of WSA lease procedures and tools.
- Limiting amendment of contracts beyond the original scope, length, and amount unless provided for in the original contract.

Next Steps: Procurement and Contracts Management will continue proactively monitoring contract compliance, embracing a continuous process improvement culture, and integrating an internal quality assurance process.

Timeline: The procurement process improvements have remained ongoing since October 2022, with adjustments made as necessary, and reviewed annually.

Fiscal Impact: Potential costs for identity protection and PII breaches. Strengthening controls will ensure full compliance and guard against future question costs. Additionally, it's



anticipated these controls will yield cost-savings and more significant contract negotiation positions.

Attachments: None.

Texas Workforce Commission

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Bryan Daniel, Chairman
Commissioner Representing
the Public

Alberto Treviño, III
Commissioner Representing
Labor

Joe Esparza
Commissioner Representing
Employers

Edward Serna
Executive Director

February 22, 2024

Mr. Adrian Lopez, Chief Executive Officer
Workforce Solutions Alamo
100 North Santa Rosa Street, Suite 120
San Antonio, Texas 78207

Dear Mr. Lopez:

This letter is regarding a finding identified in the Texas Workforce Commission (TWC) Monitoring Report #24.20.0001. This report included a review of the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), and Employment Services programs administered by Workforce Solutions Alamo (Board). This monitoring review identified one finding that requires further resolution action as outlined below:

Finding: Ensure Security of Personally Identifiable Information

The Board did not ensure the security of personal identifiable information (PII). During the walkthrough of the Marbach Workforce Center, the monitor noted the following PII issues:

- The Board has no barriers in place to cover and secure the PII information from the public that a new customer is entering into the computer at receptionist desk.
- A notebook with user accounts and passwords belonging to a staff who was out, was found unsecured in an empty cubicle.

When a person's personally identifiable information or passwords are not secured, the risk of unauthorized access increases.

Documentation Required:

The recommendation in the monitoring report states that the Board should strengthen its controls to ensure client data is safeguarded on computer screens and files containing PII are secured. Please provide implemented controls and procedures which address each of the weaknesses identified and ensures PII is safeguarded at all times, and all requirements of *WD Letter 02-18, March 23, 2018, Handling and Protection of PII* are followed and adhered to. In addition, please provide Board's recent monitoring of this area, along with training documentation and sign-in sheets if conducted.

Mr. Lopez
Page 2
February 22, 2024

Please provide the above information within 45 calendar days from the date of this letter to Ruth C. Cureton, via email ruth.cureton@twc.texas.gov. Additional documentation may be requested at a future date based on the documentation submitted.

Thank you in advance for your cooperation and assistance. Should you have any questions or concerns, please contact Ruth C. Cureton at (737) 471-1308 or me at (512) 354-9616 or judy.ohn@twc.texas.gov.

Sincerely,

Judy Ohn

Judy Ohn
Director of Fiscal Services and Audit Resolution



MEMORANDUM

To: Board of Directors

From: Adrian Lopez, CEO

Presented By: Teresa Chavez, COO

Date: March 1, 2024

Subject: Unemployment Insurance Weekly Work Search Contact Requirement

Summary: The Wagner-Peyser Act requires that the state unemployment compensation system administer work test requirements. Texas Labor Code §207.021 requires UI claimants to register for work, to demonstrate the ability to work, and to be available for work. UI claimants must actively seek suitable work by making a minimum of three work search contacts per week. Commission rule allows boards to require more than three work search contacts per week, based on a local labor market information analysis. The board must review the analysis and approve the recommended UI weekly job search requirements.

Analysis: Boards are required to conduct an annual analysis of the minimum number of weekly work search contacts for each county. Sources to consider when evaluating the number of work search contacts may include population, labor force and labor market information, employment opportunities, and work search requirements in neighboring or similar counties.

Alternatives: None.

Fiscal Impact: None.

Recommendation: An analysis was conducted reviewing U.S. Census demographics, Local Area Unemployment Statistics (LAUS), and industry employment growth (% and # change) data by county. WSA also reviewed a comparison of job search requirements by county for other large boards. WSA staff recommends that the weekly work search contact requirements remain at 5 for all counties. Recommendation is based on the unemployment rate of 3.2% for

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the region, and UI rates ≤ 3.2 in twelve of thirteen counties in November of 2023. Also, QCEW industry employment comparison for Q2 2022 and 2023 indicated an employment growth for all WSA counties of 34,765 with a 3.1% change over the year.

Next Steps: If approved, TWC will be notified of the required weekly job search contacts. Claimants are required to keep a log that may be used to validate their job search. WSA will issue a policy record to the adult contractor for continued implementation.

Summary

- Update on Improvements from TWC Annual Monitoring
- UI Weekly Work Search Contact Requirement





Continuous Improvement Actions

- Review of policies/procedures, training, monitoring, increased oversight, and documenting progress;
- Board staff review the items during monthly board-contractor meetings and offer technical assistance;
- Board staff develop TEAMS portals to centralize and manage progress and improvement efforts;
- Contractor staff intensify their internal monitoring reviews to focus on attributes that we know TWC will test and submit their monitoring results to board staff regularly;
- QA implements an ‘informal’ regular review/sampling of the attributes in question (the first round is 97% complete);
- Board staff prepare the needed documentation for submission to TWC
 - TWC usually requests the information during the Annual Monitoring to validate the board’s oversight capacity.

Update on Improvements from TWC Annual Monitoring - PII



Lack of Barriers to Protect PII at Reception Area:

- Evaluated each center's VOS greeter process.
- Moved screens facing public and added screen protectors.
- Identified the center challenges at each center and board staff are working to remove those barriers.



Unsecure PII in the Physical Environment:

- Implemented a layered approach for the walkthrough at the centers.
- Board and contractor staff will be performing unannounced walkthrough regularly. QA board staff will perform "formal" final testing.
- Staff training/Technical Assistance will be scheduled for contractors to address the findings.



Update on Improvements from TWC Annual Monitoring - Procurement



TWC – Monitoring Concerns:

- Contracts – Exceeded Budget and Amended Scope of Work.
 - Ensuring amendments of contracts are not outside the original scope, length, and amount unless provided for in the original contract.
- Leases – Required forms were improperly dated for two leases.
 - The forms were added following last year's review per direction provided by TWC Audit Resolution.
- Procurement Processes – Required forms missing or were not completed.
 - Ongoing training for both procurement and board staff.
 - More detailed justification for all contract actions through coordinated memo review process.

Unemployment Insurance Weekly Work Search Contact Requirement

Annual Analysis, Review and Approval



Summary

The primary purpose of the weekly work search contact requirement is to assure claimants are “able, available, and actively seeking work”. Boards are required to conduct an annual analysis of the minimum number of weekly work search contacts for each county. Commission rule directs UI claimants to make a minimum of three work search contacts per week. Based on the analysis, boards may require more than three work search requirements per week.



Work Search Requirement Yearly Analysis



Boards may adjust the number of required weekly work search contacts at any time, as local labor market information and conditions warrant, and are required to do a yearly analysis.

Some of the factors when evaluating the number of work search contacts required may include:

- **Population,**
- **Labor force/market information,**
- **Employment opportunities,**
- **Work search requirements in neighboring or similar counties.**

Population and Unemployment Statistics Alamo Counties Table 1 shows:



Population

- Population growth continued for most counties. McMullen indicated a loss of 5.3%.
- Population in the region increased by 53,743 individuals and 19.3% over the year, with a total 2022 estimate census population of 2,769,787 and a 2021 estimate of 2,716,044.

Civilian Labor Force & Unemployment

- The civilian labor force in Nov. 2023 was 1,358,572 an increase over the year of 89,107 in the labor force.
- November 2023 data indicated that the counties with the highest unemployment rates were Atascosa, Bexar and Medina counties at 3.5, 3.3 and 3.4, respectively.
- The unemployment rate for all counties declined over the year from the November 2022 rates.

Table 1 Population, Civilian Labor Force and Unemployment



Table 1 Population, Civilian Labor Force and Unemployment									
WSA Counties	Population					Civilian Labor Force	Num. Unemp.	Unemp. Rate	Over the Year Change
	Population		% Change	% Change					
	Population Estimate July 2022	Counts April 2020	(April 2020- July 2022) Estimates	Population Estimate 2021	2021 to 2022 Estimates	Nov-23	Nov-23	Nov-23	Nov 22 to Nov 23
Atascosa	50,864	48,981	3.80%	49,939	1.9%	23,334	807	3.5	-0.2
Bandera	22,115	20,851	6.10%	21,565	2.6%	11,021	342	3.1	-0.5
Bexar	2,059,530	2,009,324	2.50%	2,028,236	1.5%	1,018,876	33,319	3.3	-0.2
Comal	184,642	161,501	14.30%	174,986	5.5%	85,782	2,699	3.1	-0.2
Frio	17,815	18,385	-3.10%	18,436	-3.4%	9,231	270	2.9	-0.3
Gillespie	27,477	26,725	2.80%	27,297	0.7%	15,576	325	2.1	-0.3
Guadalupe	182,760	172,706	5.80%	177,036	3.2%	89,121	2,677	3.0	-0.3
Karnes	14,836	14,710	0.90%	14,754	0.6%	6,599	187	2.8	-0.3
Kendall	48,973	44,279	10.60%	46,788	4.7%	24,702	713	2.9	-0.2
Kerr	53,741	52,598	2.20%	53,161	1.1%	22,903	680	3.0	-0.4
McMullen	576	600	-4.00%	608	-5.3%	911	13	1.4	-0.1
Medina	53,723	50,748	5.90%	51,981	3.4%	23,520	791	3.4	-0.3
Wilson	52,735	49,753	6.00%	51,257	2.9%	26,996	743	2.8	-0.2
Total	2,769,787	2,671,161	4%	2,716,044	19.3%	1,358,572	43,566	3.2	-0.3
Source: TWC/US-Census-Quickfacts-Population 2021/TWC-LAUS November 2022/TWC-QCEW Q2 2022-2021									

Table 2 shows:

- An over the year growth (numeric & % change) in the industry employment for the 2nd Quarter 2023 for all counties except Bandera, Karnes, and McMullen.
- Wilson and Kendall counties had the fastest employment growth with a % change at 5.4% and 4.9% respectively.
- A total over the year industry employment growth for all WSA counties of 34,765 with a percent change of 3.1.
- Job postings for all counties

Alamo Counties Employment & Job Demand Q2 2022

Table 2: Employment and Job Demand					
Industry Employment 2nd Q					Total Job Postings
Change					June 2023 to November 2023
WSA Counties	2023	2022	Number Change	% Change	
Atascosa	14,261	13,764	497	3.6%	1643
Bandera	3,681	3,707	-26	-0.7%	393
Bexar	918,788	893,671	25,117	2.8%	106,156
Comal	73,774	70,153	3,621	5.2%	8,577
Frio	6,820	6,591	229	3.5%	543
Gillespie	12,220	12,116	104	0.9%	324
Guadalupe	47,435	44,319	3,116	7.0%	7,315
Karnes	5,989	6,062	-73	-1.2%	394
Kendall	20,157	19,214	943	4.9%	2,228
Kerr	19,178	18,622	556	3.0%	1,141
McMullen	593	606	-13	-2.1%	39
Medina	10,563	10,353	210	2.0%	1,026
Wilson	9,396	8,912	484	5.4%	930
Total	1,142,855	1,108,090	34,765	3.1%	130,709

Source: TWC-QCEW Q2 2022-2021, EMSI Job Posting



Large Board Comparison

Large Boards Tarrant, Dallas, Gulf Coast, Borderplex, and Lower Rio Grande have 3 weekly job search requirements for all counties.

Alamo and North Central have 5 weekly job search requirements for all counties.



Table 3: Large Board Comparison

	Civilian Labor Force	Num. Unemp.	Unemp. Rate	Unemp. Rate	Weekly Job Search Requirements
Six Large Board Areas	Nov-23			Nov-23	2023 UI Job Search
Alamo	1,358,572	43,566	3.2	3.4	All counties 5
North Central	1,852,492	59,047	3.2	3.1	All counties 5
Tarrant County	1,199,927	39,895	3.3	3.4	3
Dallas	1,502,337	51,061	3.4	3.5	3
Gulf Coast	390,868	141,220	3.8	4.0	All counties 3
Borderplex	390,868	15,447	4.0	4.2	All counties 3
Lower Rio Grande	419,950	22,720	5.4	6.7	All counties 3

Source: TWC/LMCI-
LAUS-November
2022, November
2023

2024 Proposed Job Search Requirement



Table 4: Weekly Job Search Requirements

TWC Weekly Job Search Requirements	Job Search Requirement 2023	Proposed Job Search Requirement 2024
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5
3	5	5

Next Steps: If approved, TWC will be notified of the required weekly job search contacts. Information is used by UI staff to test that UI Claimants are able, available and actively seeking work. TWC may randomly test that UI claimants job search activities. Claimants are required to keep a log that may be used to validate their job search. WSA will issue a policy record to the Adult Contractor for continued



Recommendation Weekly Work Search Requirement



Proposed Work Search requirement recommendations for Alamo:

- The recommendation is for the work search requirement to remain at 5 for all counties.

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Questions



Thank you!





Committee of Six

Partner Report





CEO Report

APPLICATIONS FOR FUNDING



Letters of Support

- **Catholic Charities:** Applied for \$325,000 for the Refugee Resettlement Career Pathway Program Grant to expand their ability to create a talent pipeline through education, on-the-job training, and employment. This grant would serve 150 clients in the Healthcare, Manufacturing, and Accommodations & Food Service Industries. WSA would connect clients to employers and training providers if funds are awarded.
- **The Children's Shelter:** Applied for \$500,000 from the HHSC Thriving Texas Families program pilot project to increase the enrollment of vulnerable young parents and help them deliver healthy babies, build supportive families, and thrive. Family University will target 300 families building participants' awareness and knowledge of child growth and development and will provide critical connections known to reinforce family stability, including education and employment services (Workforce Solutions), mental health care (Hope Center), and housing services.

MHM Implementation Phase for Thriving Communities



10 Community Coalitions Selected for 3rd Cohort of Methodist Healthcare Ministries' Prosperemos Juntos Thriving Together Implementation Phase

- **Pathways to Prosperity**

- Culturingua, House of Prayer Lutheran Church COSA Immigration Liaison, Afghan Village and Restaurant, West Avenue Compassion, Workforce Solutions Alamo, Salvere Public Health Consultants

- **Mission of Motherhood**

- American Indians in Texas at the Spanish Colonial Missions, P.E.A.C.E. Initiative, Opportunity Home, Workforce Solutions Alamo



Partners for Reentry Opportunities in Workforce Development (PROWD)



The goal of Texas PROWD is to 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)

- Award: \$1,174,500
- Contract Period: February 9, 2024-September 30, 2027
- Partners: Chrysalis Ministries, Goodwill, Crosspoint



crosspoint^{INC}



GOODWILL
SAN ANTONIO



CHRYSALIS
MINISTRIES



MEMORANDUM

To: Board of Directors

From: Adrian Lopez, CEO

Presented By: Adrian Lopez, CEO

Date: March 1, 2024

Subject: WSA Internship Program Report

Summary: The FY24 budget has allocated resources for the internship at Workforce Solutions Alamo, aiming to provide experiential learning that integrates theoretical knowledge gained in academic settings with practical application and skills development in a professional environment. This memo aims to offer insight into the internship program with WSA.

Analysis: The internship program seeks to formalize a structured initiative providing interns with valuable applied experience and connections in their chosen professional fields. This facilitates students in understanding and preparing for potential career paths. Key benefits for students include gaining real-world experience, understanding industry-specific responsibilities, building a professional network, applying academic knowledge in practical settings, and acquiring skills to enhance their career paths.

Alternatives: While the staff recommendation is to approve the internship, potential alternatives could involve modifications to the program, impact on the quality of the internship experience, student engagement, and the overall effectiveness of the program.

Fiscal Impact: The fiscal impact of the internship program is contingent on its inclusion in an approved budget. The program's feasibility relies on securing necessary funding from approved sources within the FY25 budget.

Recommendation: The recommendation is to approve the internship program, recognizing its value in providing ongoing opportunities for students within the Alamo community. This

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aligns with the objectives of integrating theoretical learning with practical application and fostering connections within professional fields.

Next Steps: Budgeted internship program will be reviewed during the FY24 to be effective for FY25.