



# Oversight Committee

May 16, 2025







# Quality Assurance Briefing

Dr. Ricardo Ramirez  
Director of Quality Assurance



# Quality Assurance Briefing

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# External Monitoring (Ms. Nguyen, CPA)

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- ***Child Care Services – COSA:*** Excellent review; 100% complete, with 100% accuracy rate for DFPS and 99.33% for Low Income. Due to parent share of cost calculations, COSA will reimburse:
  - \$482 to WSA and \$75 to a parent.
- ***Child Care Quality Improvement Activities (QIA)– COSA:*** 100% complete with 96.96% accuracy rate, and two items for continuous quality improvement:
  - Completing unannounced visits to centers 30 days after inclusion rate approval (75% accuracy).
  - Thorough completion of the inclusion assistance process in case notes and the Children with Disabilities log (70.59% accuracy).
- ***WIOA Adult and Dislocated Worker – C2 GPS:*** 80% complete.



# Internal Monitoring Activities

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- ***Informal testing (of attributes <90% accuracy)*** – 100% complete (# of attributes in parentheses):
  - ***C2 GPS:*** Choices (one), SNAP (four), NCP (one), RESEA (eight), WIOA Adult (one), and WIOA Dislocated Worker (two).
  - ***SERCO:*** WIOA Youth (two).
  - The testing revealed improvements, and quality improvement efforts continue.
- ***Personally Identifiable Information (PII) and Priority of Service:*** 100% complete with a 96.7% accuracy rate for PII and a 98.5% accuracy rate for Priority of Service for Veterans and a 98.6% accuracy rate for Foster Youth.
  - All attributes scored above the 90% threshold.
- ***Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)*** – ***C2 GPS:*** 52% complete.





# Staff Recommendations

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- To track the progress of actions, QA continues performing informal testing of attributes with accuracy rates below the 90% threshold.
- Staff focus on the most critical items, such as repeat findings or those that impact performance and funding.
- The continuous improvement system includes a feedback mechanism that enables collaboration among Operations, our contractor partners, and QA to drive progress.





# Questions



# TWC Annual Monitoring Update

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# Status

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TWC completed the annual performance audit (monitoring), as follows:

- **Document Request Packet:** Received 08/12/2024.
- **Onsite Testing:** Initiated 10/07/2024 and included Center Walkthroughs (at Datapoint and Boerne locations).
- **Exit Conference:** Held 10/15/2024 and included two potential issues: cash management/bank reconciliation (processing of outstanding checks) and automation (timely revocation of user access).
  - The testing also 'flagged' some items related to PII (personally identifiable information), Priority of Service, asset testing, and procurement ranking reconciliation.
- **Embargoed Reports:** Received 03/25/2025 and included one issue: cash management/bank reconciliation.

# Current Focus (Outcomes)

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- **Final Reports and Letters:** Received 04/03/2024. TWC issued two reports and one letter, all of which are attached and included in the packet.
  - One Report: For Child Care Services, Choices, NCP, Employment Services, Trade Adjustment Assistance, and WIOA.
  - One Letter: For SNAP E&T (TWC is required to report SNAP separately).
  - One Report: For Data Validation (for WIOA and TAA only).
- **Initial Resolution Letter:** Received 04/08/2025.



# TWC Annual Monitoring Report

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One finding, with zero disallowed costs.

- **Strengthen Controls Over Bank Reconciliation:** Monitors identified 25 checks that were outstanding for over 90 days, totaling \$28,310.05, requiring adjustments to internal controls over cash management.
- *TWC's Recommendation:* Strengthen controls to ensure that outstanding checks are reconciled in accordance with the Board's policy.
- *WSA Comments:* WSA issues over 2,600 checks per year, totaling over \$7 million. The 25 checks that exceeded the 90-day limit accounted for 0.95% of the total checks and 0.40% (\$28,310.05) of the yearly check distribution dollar amount.



# TWC Annual Monitoring Report (cont.)

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## Board's Monitoring Certification

- TWC tested the Board's monitoring function and found that it incorporates the necessary attributes for certification, including risk assessment, monitoring plan, program reviews, follow-up, and resolution processes.

*Note: The monitoring certification validates WSA's internal QA control systems and enables TWC to rely on our reports and testing (e.g., rather than performing the testing themselves).*



# SNAP E&T Letter

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*Note: TWC issues letters (in lieu of reports) when a performance review has no findings (when it's a clean report).*

- TWC's letter reports that WSA's fiscal and program systems for SNAP are effectively managed.

# Data Validation Report

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*Note: The U.S. Dept. of Labor requires TWC to verify the accuracy of data elements in client records by comparing them to source documentation to ensure compliance with federal requirements and appropriateness of fund use. Please note that some of the sample sizes are small, which tends to inflate error rates.*

- **TAA:** Tested three elements, 100% accuracy.
- **WIOA Adult:** Tested four elements, one with 100% accuracy, Assessments (87.5% accuracy), Education (96.7% accuracy), Service Tracking (79.49% accuracy).
- **WIOA Dislocated Worker:** Tested four elements, three with 100% accuracy and Service Tracking (93.75% accuracy).
- **WIOA Youth:** Tested four elements, two with 100% accuracy, Assessment (85% accuracy), and Service Tracking (84.62% accuracy).



# TWC Audit Resolution

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TWC issued the initial audit resolution letter on 04/08/2025, requiring WSA to provide the following information within 45 calendar days (May 23, 2025):

- Copy of updated procedures,
- Most recent bank reconciliation performed, including outstanding checks noted in the report's tool, and
- Agenda and sign-in sheet for the most recent training conducted in this area.



# Staff Recommendations

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- ***Cash Management:*** For Audit Resolution, WSA's Fiscal Dept. has:
  - Updated cash management procedures to align with policy,
  - Completed staff training, and
  - Reconciles checks monthly to maintain internal controls.
  - Fiscal and QA have also met with TWC's Audit Resolution, setting the stage for a prompt resolution.
- ***Flagged Items***
  - These include those that TWC highlights during their visit and *are not* included in the reports, and for which each department continues to implement the necessary controls to ensure they meet TWC's expectations.







# Questions





# Process Briefing

Eric Vryn  
Chief Process Officer



# Update on Enterprise Risk Assessment Tool

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# Risk Assessment Framework Update

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## Current Progress

- ❖ Initial November 2024 approach required refinement based on:
  - ❖ TWC IT assessment recommendations
  - ❖ Need for cross-functional applicability
  - ❖ Stakeholder feedback on implementation approach

## Revised Framework

- ❖ **Adaptable Principles:** Department-specific risk criteria with consistent methodology
- ❖ **Robust Methodologies:** Investigating peer workforce board approaches and TWC best practices
- ❖ **Technology Integration:** Leveraging existing Microsoft 365 platforms
- ❖ **Collaborative Development:** Other workforce boards, TWC and QA department





# Implementation Strategy

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## Strategic Approach

- ❖ Consult with TWC to understand specific risk registry requirements
- ❖ Develop core risk assessment framework applicable across all functional areas
- ❖ Address comprehensive IT risk registry as separate project due to complexity

## Timeline & Deliverables

- ❖ June 2025: Complete TWC consultation and initial framework design
- ❖ July 2025: Present draft assessment templates and documentation
- ❖ August 2025: Deliver implementation prioritization plan and pilot selection

## Fiscal Impact

- ❖ Implementation using existing staff resources and technology
- ❖ No additional budget required



# Three-Month Implementation Roadmap

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## June 2025

- ❖ Complete TWC consultation on risk registry requirements
- ❖ Develop initial assessment criteria for core functions
- ❖ Begin framework design with QA Director input

## July 2025

- ❖ Complete draft risk assessment templates and documentation
- ❖ Finalize framework governance structure
- ❖ Identify SharePoint implementation requirements

## August 2025

- ❖ Deliver department implementation prioritization plan
- ❖ Select and prepare pilot department
- ❖ Finalize training materials and support documentation



# Next Steps and Expected Outcomes

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## Immediate Actions

- ❖ Schedule TWC consultation meetings
- ❖ Initiate collaboration with QA Director
- ❖ Begin framework development research

## Deliverables for Next Committee Meeting

- ❖ Findings and recommendations from TWC and sister boards
- ❖ Draft risk assessment templates for review
- ❖ Department implementation prioritization plan

## Long-Term Benefits

- ❖ Enhanced compliance with TWC requirements
- ❖ Systematic approach to risk identification and mitigation
- ❖ More effective resource allocation for risk management



# Questions







# Programs & Operational Briefing

Victoria Rodriguez  
Director of Workforce Services



# Program Briefing

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# Grants and Initiatives

## Summer Earn and Learn (SEAL)

Offers paid, on-the-job, workplace readiness training, work experience, and transferable skills learning opportunities for students.

New county – Karnes

3 cohorts this summer

Goal: 128 students



## Externship for Teachers

The Externships for Teachers program aims to enhance educators' knowledge of workforce topics, especially STEM careers in the Alamo region. By providing five days of on-site and virtual externships with 15-20 local businesses and industries, the program will equip approximately 100 teachers with practical insights into real-world applications of classroom content.



# New Initiatives

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## Military to Civilian Employment

- This grant was awarded to Alamo to continue providing services to transitioning service members, veterans, spouses and dependents. The goal of the project is to provide a bridge between military or former military members and families to civilian employment. The board is identifying target occupations to strategically employ participants.
  - Recently Separated Veteran. Any veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty. For WIOA purposes, this period extends to 48 months; or
  - Transitioning Service Member. An individual in Active-Duty status (including separation leave) who is within twenty-four (24) months of retirement or twelve (12) months of separation from military service; or
  - Military Spouse. A spouse of an active-duty military member who has experienced a loss of employment, or significant income reduction, due to relocation to accommodate a permanent change in duty station, or call to active duty, or service-connected disability of such member; or a spouse of a service member killed while on active duty.

# PY25 Career Exploration Youth Events



## PY25 Career Exploration Youth Events

<b>24</b> FEB 2025	<b>CTE Showcase</b> <ul style="list-style-type: none"><li>• Education Service Center (ESC-20)</li><li>• 400 Middle School Students</li><li>• 15 CTE Programs/10 Community Orgs</li></ul>
<b>25</b> APRIL 2025	<b>FIESTA OF OPPORTUNITIES</b> <ul style="list-style-type: none"><li>• Westside Education &amp; Training Center</li><li>• 10:00 AM - 2:30 AM</li><li>• Target Audience: 200 Opportunity Youth</li></ul>
<b>8</b> MAY 2025	<b>World of Work Youth Apprenticeship Week</b> <ul style="list-style-type: none"><li>• Devine Community Center</li><li>• Target Audience 200 Youth from SA Rodeo Ag-Mechanics Youth Rural Schools</li></ul>
<b>24</b> JULY 2025	<b>Interns Unite! National Intern Day</b> <ul style="list-style-type: none"><li>• Location TBD</li></ul>

## OVERALL STRATEGIC GOALS:



Inspire Youth: Educate about diverse career options locally and globally



Remove Barriers: Promote YES! Program that addresses employment obstacles



Align with Local Plan: Ensure events meet community workforce needs



# Youth Event Updates



## **Fiesta of Opportunities Youth Expo & Hiring Fair** **April 25, 2025** **WETC, San Antonio, TX** **(Bexar County)**

- **102 Students in Attendance**
- **16 Participating Employers**
- **9 Education & Community Resources**





# Youth Event Updates



## World of Work (WOW) Event May 8, 2025 Devine, TX (Medina County)

- **127 Students in Attendance**
- **15 Employers**
- **5 Surrounding Rural Schools**

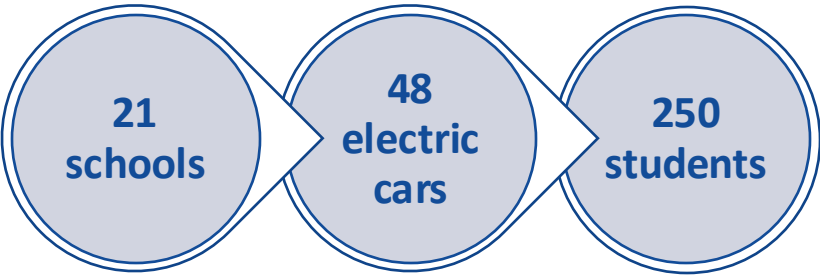






# ACE RACE UPDATE

## Record-breaking Success at the 7th Annual ACE Race!



ACE Series '24-'25 Lap Totals	Heat 1	Heat 2	Total	RANK	POINTS	x2 PTS
East Central #263	40	39.1	79.1	1	32	64
SW CAST #22	39	39	78	2	31	62
East Central #360	40.1	37	77.1	3	30	60



# End of Year Performance Report

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# End of Year Performance Report

## AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target

As Originally Published

Green = +P White = MP Yellow = MP but At Risk Red = -P

### BOARD CONTRACT YEAR 2024 YEAR END REPORT

Board	WIOA Outcome Measures														
	Adult					DW					Youth				
	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed Q2 Post-Exit	Employed Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q4 Post-Exit	Median Earnings Q2 Post-Exit	Credential Rate	Measurable Skills Gains (YTD-Only)
Alamo	87.31%	88.81%	91.22%	82.24%	122.19%	96.36%	88.88%	104.53%	83.05%	103.26%	94.34%	93.54%	108.39%	114.50%	125.12%

Percent of Target

As Originally Published

Green = +P White = MP Yellow = MP but At Risk Red = -P

### BOARD CONTRACT YEAR 2024 YEAR END REPORT

Board	WIOA Outcome Measures (cont.)			Reemployment and Employer Engagement		Participation		Total Measures			
	C&T Participants			Claimant ReEmployment within 10 Weeks	Employers Rcvg TX Talent Assistance	Choices Full Engagement Rate	Average # Children Served Per Day-Combined	+P	MP	-P	% MP & +P
	Employed/Enrolled Q2 Post-Exit	Employed/Enrolled Q2-Q4 Post-Exit	Credential Rate								
Alamo	100.77%	102.08%	88.48%	102.58%	113.38%	129.66%	103.08%	5	11	6	73%





# December 2024

## Summary of MPR Measures not Meeting Performance, December 2024 Report

Employed Q4 Post Exit, WIOA Adult (86.2% Current Target, Meeting  $\geq 90\%$ )

YTD Numerator	202	Current Target	72.7	211	72.7
YTD Denominator	322	% Percent Current Target	0.86	322	0.90
% Performance	<b>62.73</b>			<b>65.53</b>	

*\* 9 more persons required to meet 90% target performance*

*\* Current Targets are dictated by TWC*

Credential Rate, WIOA Adult (78.6% Current Target, Meeting  $\geq 90\%$ )

YTD Numerator	46	Current Target	75.9	53	75.9
YTD Denominator	77	% Percent Current Target	0.79	77	0.91
% Performance	<b>59.74</b>			<b>68.83</b>	

*\* 7 more persons required to meet 90% target performance*

*\* Current Targets are dictated by TWC*

Credential Rate, WIOA DW (58.5% Current Target, Meeting  $\geq 90\%$ )

YTD Numerator	10	Current Target	81.4	16	81.4
YTD Denominator	21	% Percent Current Target	0.585	21	0.94
% Performance	<b>47.62</b>			<b>76.19</b>	

*\* 6 more persons required to meet 90% target performance*

*\* Current Targets are dictated by TWC*



# December 2024

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Employed/Enroll Q2 PE, C&T (89.7% Current Target, Meeting  $\geq 95\%$ )

YTD Numerator	5312	Current Target	68	5625	68
YTD Denominator	8705	% Percent Current Target	0.897	8705	0.950
% Performance	<b>61.02</b>			<b>64.62</b>	

*\* 313 more persons required to meet 90% target performance*

*\* Current Targets are dictated by TWC*

Credential Rate, C&T (78.3% Current Target, Meeting  $\geq 95\%$ )

YTD Numerator	105	Current Target	71	128	71
YTD Denominator	189	% Percent Current Target	0.78	189	0.95
% Performance	<b>55.56</b>			<b>67.72</b>	

*\* 23 more persons required to meet 90% target performance*

*\* Current Targets are dictated by TWC*



# Next Steps

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- The board has initiated a Technical Assistance Plan
- This plan includes a detailed analysis of:
  - Unmet performance metrics
  - Strategies
  - Logistics
  - Service delivery
- The goal of the analysis is to identify solutions to achieve TWC performance targets.
- The TAP's progress is reviewed bi-weekly to promote collaboration between contract and board staff.
- The contractor is currently in a response period to provide all items outlined in the TAP to the board.



# Questions





# CEO Report

Adrian Lopez  
Chief Executive Officer







# Questions





# Chair Report

Dr. Sammi Morrill  
Committee Chair





# Questions



# Thank you!

