



Oversight Committee

February 21, 2025





Quality Assurance Briefing

Dr. Ricardo Ramirez
Director of Quality Assurance



Quality Assurance Briefing



External Monitoring (Ms. Nguyen, CPA)

Program Year 2023-2024:

- ***Ready to Work (RtW) - Multiple Partners:*** 100% complete. For the RtW, we follow a ‘quality control’ approach (as opposed to ‘quality assurance’). Our consultant tests, and we send the information to staff for action as may be needed. The process helps ensure we meet City standards.

Program Year 2024-2025:

- ***Child Care Services – COSA:*** 54% complete.
- ***Child Care Quality Improvement Activities – COSA:*** 38% complete.



Internal Monitoring Activities

- **Summer Earn & Learn (SEAL) – C2 GPS:** 100% complete, with a 100% accuracy rate.
- **Re-employment Services and Eligibility Assessment (RESEA) – C2 GPS:** 100% complete with a 99.2% overall accuracy rate (exceeding the expected 90%), with one attribute for continuous improvement:
 - Data Entry Timeliness- WIT Services (95.8%). Although this attribute did meet the 90% accuracy rate, it is a critical instance that could affect an unemployment claimant's benefits and therefore was highlighted in the report.
- **Informal testing –All Grants:** We informally test the progress of items with <90% accuracy, 57% complete.



Other Activities

- ***Data Sharing Agreements:*** QA is reporting this item separately.
- ***Risk Assessment:*** Completed for 2024-2025. We “risky out” TAA due to the low number of active cases.
- ***Contractor Profits:*** We calculated and approved contractor profits for 2023-2024.



Staff Recommendations

- To track the progress of continuous improvement 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 impacting performance and funding.
- The continuous improvement system includes a feedback mechanism where Programs/Operations, our contractor partners and QA work together to achieve progress.
- Continuous improvement actions are underway for the items reported for TAA and RESEA.



TWC Annual Monitoring Update



TWC Monitoring – Outcomes

The testing phase of the ‘performance audit’ began on 08/12/2024 and ended with an Exit Conference on 10/15/2024.

The ***Exit Conference Report*** identified zero disallowed costs and two potential issues:

- a. **Cash Management:** The Board did not follow bank reconciliation and outstanding check policy, with 30 checks outstanding over ninety (90) days.
- b. **Automation:** The Board did not revoke TWIST access for two (2) employees upon termination within 24 hours (15% error rate, or 2 of 13).

Board’s Monitoring Certification: TWC reported they are recertifying WSA’s monitoring staff, work, and procedures (except for TAA, due to the low number of participants).



TWC Monitoring – Center Walkthroughs

TWC tested PII, Priority of Service, and Cash Equivalents at Datapoint and Boerne.

- a. **Two instances involving PII:** TWC may not include these in the final report due to the strength of our internal PII control system.
- b. **Paper Records:** TWC recommended eliminating paper records in the reception area, ensuring the VOS system is working properly or using an alternate electronic system.
- c. **Records Retention:** Ensure centers process paper documents for shredding/destruction according to records retention schedules.
- d. **Priority of Service:** TWC recommended larger/multiple notices in reception areas.



TWC Monitoring – Next Steps

Not much has changed since the last report. We are still waiting for the TWC monitoring reports. TWC auditors completed the ‘performance audit’ with an Exit Conference on 10/15/2024 and we include the next steps below.

- a. **TWC’s ‘Embargoed’ Report:** TWC will issue an informational (non-public) copy of the report to the CEO five business days before issuing the final report (around February). The report allows WSA to respond to each finding, if any.
- b. **Monitoring Letter:** If there are no issues, TWC will issue a letter (otherwise, they issue a report).
- c. **Monitoring Report:** TWC will issue the final report via e-mail to the Board Chair, Board Executive Director, designated representatives of the US Dept of Health and Human Services, Dept of Labor, TWC, and other TWC executive staff.
- d. **Audit Resolution:** Findings from the report, if any, go to TWC’s Audit Resolution, which provides the Board with 45 days to resolve the items.



Other Monitoring Activities

- ***Equal Opportunity:*** On Tuesday, WSA received a letter from TWC with a clean report for the review.
- We will provide the details during the next Committee meeting so that we can add it as a separate agenda item.
- Staff will include a copy of the letter and additional background about the review.



Recommendations

- **Cash Management:** Fiscal has updated cash management procedures to align with policy and is reconciling outstanding checks.
- **Automation:** MIS has increased staff responsible for ensuring WSA promptly discontinues user access.
- **Center Walkthroughs:**
 - **PII:** QA, Program/Operations, and partners at the Centers will continue the walkthrough system that we implemented and which TWC has validated.
 - **Paper Records:** The staff is automating documents and ensuring that everything is electronic, and they are implementing procedures so that the documents received at the front are immediately routed to the secured area.
 - **Records Retention:** WSA staff are currently processing the files for Safesite storage and disposal.
 - **Priority of Service:** Marketing is currently working on printing the notices.



TWC Trade Adjustment Assistance (TAA) Monitoring Update



TWC Trade Adjustment Assistance (TAA)

TWC Trade Adjustment Assistance (TAA): TWC issued a report on 11/25/24 for Quarters 1-2 of 2024. TWC reported a 94.6% accuracy rate (exceeding the expected 90%), with two areas recommended for continuous quality improvement. QA has reviewed the items with all parties, and follow-up actions are in place.

a. Re-employment Plan (REP) / Individual Employment Plan (IEP):

- Documenting REP/IEP amendments and recording the information in the WIT WFCMS case management system.
- Documenting breaks in the REP/IEP.

b. Benchmarks and Monthly Contact:

- Documenting 30-day contact in the WIT WFCMS.
- Documenting academic standing and training completion schedule benchmarks in the REP/IEP.



Actions & Recommendations

- As of July 2022, key components of the TAA have been suspended due to the expiration of certain statutory authorizations (e.g., new petitions are not being accepted). Because of this, participant numbers across the state have been decreasing. For example, WSA currently serves less than 10 active customers.
- In communication with TWC and to ensure the monitoring activity does not cost more than the items monitored, QA has “risked out” the grant (QA will not be testing the grant this year).
 - Because QA ‘risked out’ TAA, WSA will rely on our contractor partner to continue their internal monitoring of the grant, continuous improvement efforts for the two highlighted items, and submitting quarterly reports to WSA.
- QA has reviewed the highlighted items with all parties, and follow-up actions are in place.



Business Partner Agreement: Data-Sharing



Summary

Briefing regarding WSA's Partner Business Agreement – Data Sharing (PBA) with the City of San Antonio for the ReadyToWork(RtW) contract.

At the CEO's and the Board of Director's discretion, this item provides the option to vote and approve:

- a. **WSA's Release of Information & Partner Business Agreement (PBA) Procedures** (attached)
- b. **WSA's and the City's PBA** (attached).

Note: Board's approval is optional.



Purpose

To establish partnerships, convene local workforce development stakeholders, and serve as primary agent by:

- brokering and leveraging expertise and resources
- to expand the workforce development system
- and offer comprehensive services to customers,
- by implementing data-sharing agreements with key partners.



PBA with the City of San Antonio (RtW)

WSA developed a PBA that meets state-required guidelines for sharing participant information, currently in review by the City. Key elements include:

Training and TA for three City users with 'view' access to TWC's WFCMS (WIT) system	Access provided at our location with our equipment	RtW participants will sign a new Consent to Release of Information form authorizing WSA	The Consent includes WSA, the City's RtW, and the option to select additional partners
The data will include wage and employment information	The data include the past six months from the date of authorization, and up to three years thereafter	The process includes a TWC "P-48" form	The PBA meets TWC's Information Security Standards (IRIS) and other guidelines

By requiring WIT registration, the system links RtW participants with the Board's (and TWC's) labor exchange and American Job Center services.



Next Steps

Once WSA and the City agree on the language of the PBA, WSA will finalize the details, which involves multiple departments:

- Programs/Operations oversees the engagement,
- MIS sets up the data and information,
- IT ensures the system meets security requirements,
- Fiscal and Procurement validate the leveraging of resources,
- QA helps will continue providing technical assistance as well as help maintain internal controls to minimize risk.



Staff Recommendations

The Partner Business Agreement supports WSA's efforts to leverage resources and expertise to expand our customer base and provide comprehensive services through data-sharing.

- Staff recommend the Board's support in implementing WSA's *Release of Information and Partner Business Agreement (PBA) Procedures*.
- Staff recommend the Board's support towards leveraging local area resources and expertise with the *Partner Business Agreement* for the City of San Antonio for the RtW contract.

At the Board's discretion, the items are optionally available for approval.





Questions





Process Briefing

Eric Vyrn
Chief Process Officer



Update: Ready to Work



Agenda

1. Updates:

- ❖ Ready-to-Work (RTW) Analysis Presentation
- ❖ RTW Scope of Service Change Requests
- ❖ WSA & COSA Budget

2. Data Collection & Analysis Methodology

3. Program Performance Overview

4. Operational Challenges & Process Capability

5. Strategic Recommendation:

- ❖ Compliance Requirement
- ❖ Communication & System Enhancements
- ❖ Third-party Cost Benefit Analysis
- ❖ Third-party Process Analysis & Mediation



Updates

1. WSA Presented its Ready-to-Work Analysis to the RTW Consortium

- Meeting was held on **December 16, 2024**, with more than 50+ individuals in attendance.
- WSA Ready-to-Work Analysis has been updated.
 - Updated language and revised performance metrics based on new data.
 - One additional recommendation.

2. Scope of Service Change Requests

- COSA requested all Primes mutually agree upon any requested changes to the online Scope of Service document by January 31, 2025.
- WSA held four (4) meetings with all four (4) Prime Agencies and WSA Sub-prime agencies
- All prime agencies request changes to the Scope of Service along with additional request to improve the program.

3. WSA is currently in budget negotiations with COSA :

- Ready-to-Work and Fiscal teams will provide programmatic and fiscal updates in the coming weeks.



Data Collection & Analysis Methodology

Analysis Context:

- ❖ Examining system-level challenges in data entry, payment processing, and compliance framework used by COSA
- ❖ Focus on WSA's long-term program sustainability
- ❖ Assessment of operational barriers to scale

Methodological Approach:

- ❖ Cross-functional analysis team: Chief Process Officer, RTW & Data Board Staff, Subprime partner (C2).
- ❖ Data collection through multiple micro-projects
- ❖ Integration of Lean, Six Sigma, Agile, and Change Management principles
- ❖ Field interviews and direct observation with board and subprime staff
- ❖ Analysis of COSA dashboard and operational data

Note: slight variations may exist in the performance data due to variable collection periods.



Program Performance Overview

The analysis reveals significant systemic barriers limiting program effectiveness. The data shows concerning gaps between investment and outcomes

Performance:

- ❖ **Unique applicants interviewed: 73%** (7,273 of 10,033 target)*
- ❖ **Training enrollment goals: 75%** (4,713 of 6,268 target)*
- ❖ **Training completion rate: 32.7%** (1,545 completions out of 4,713 enrolled)
- ❖ **Job Placement Rate: 37.5%** (549 employers hiring RTW graduates out of 1,545 completions)

*Target Numbers were adjusted within the last six (6) months.

Employment Barriers:

- ❖ **Age 45+:** 38.7% quality job rate **vs. 44.3%** (ages 25-44).
- ❖ **Justice-Involved:** 29% quality job rate **vs. 44.6%** (non-involved).
- ❖ **With Disabilities:** 24.2% quality job rate **vs. 44%** (no disability).
- ❖ **Education Level:** 36% quality job rate for those with a high school diploma or less.

Insight: Significant gaps remain in program performance, particularly in training completion and job placement rates. Employment barriers—including age, prior justice involvement, and disabilities—exert a disproportionate influence on participant outcomes, necessitating a need for more targeted interventions to enhance equitable access to quality job opportunities.



Operational Challenges & Process Capability

Process Efficiency:

- ❖ **Takt Time:** 160 minutes per assessment (under maximum workload conditions).
- ❖ **Cycle Time:** 90 minutes per assessment (initial time, excluding additional tasks).
- ❖ **Cpk (Process Capability Index):** 1.00 (no buffer for variability, below ideal target of 1.33).
- ❖ **VAR (Value Added Ratio):** 80% of case managers' time spent on required tasks.

Key Challenges:

- ❖ **SYNC System Complexity:**
 - 150+ fields (37 critical for invoicing) create administrative burden.
 - Frequent updates and poor communication increase inefficiencies.
- ❖ **Case Management Overload:**
 - 1:300-350 participant-to-case manager ratio limits engagement.
 - 69% of case managers' time spent on SYNC data entry, reducing participant support.
- ❖ **Invoice Processing:**
 - 63.6% revision rate (only 36.3% processed correctly on first attempt).
 - Monthly cost of revisions: \$41,047.85.

Insight: Operational inefficiencies, particularly in data management and case management, are straining resources and reducing program effectiveness. Addressing these challenges is critical to improving participant outcomes and program sustainability.



Strategic Recommendation #1

COSA Compliance Requirements

Rationale: Current operational model shows significant process inefficiencies affecting both WSA and partner organizations.

- Negotiate tiered compliance system
- Maintain 100% compliance for critical data only
- Allow flexibility for less crucial elements (5-10% error allowance)
- Reduce partner burden while maintaining accountability



Strategic Recommendation #2

Communication & System Enhancements

Rationale: Address challenges from complex reporting requirements and frequent guideline changes

- Enhance SYNC platform usability (required fields)
- Implement quarterly update cycle
- Implement 30-day notice for major changes
- Require consortium agreement for off-cycle changes
- Minimum 21-day notice for rapid changes



Strategic Recommendation #3

Third-party Cost Benefit Analysis

Rationale: address operational costs and ensure long-term program sustainability

- Determine equitable compensation structure
- Engage third-party professional service
- Evaluate program delivery costs
- Assess reimbursement model



Strategic Recommendation #4

Third-party Process Analysis & Mediation

Rationale: Operational challenges stem from balancing strict compliance requirements with performance objectives, creating gaps between COSA's procedural mandates and operational realities.

❖ Engage Impartial Third-Party Mediator:

- Conduct a comprehensive evaluation of RTW program processes.
- Harmonize compliance mechanisms and performance standards.

❖ Streamline Processes:

- Identify opportunities to reduce inefficiencies while maintaining oversight.

❖ Develop Balanced Framework:

- Create operational protocols that optimize both compliance and performance.





Questions





Programs & Operational Briefing

Rebecca Espino Balencia
Director of Ready to Work



Ready to Work Monitoring

Technical Assistance Review Update July 2024 - January 2025

Area of Review; Intake, case management, placements and program performance.

Samples were collected from all subagencies, including AVANCE, C2 Global Professional Services, Chrysalis, Family Service Association, San Antonio Food Bank, TAMUSA and YWCA.

Recommendation: monitor subagencies to ensure they make contact within 48 hours of receiving a new referral from 311 portal.

- No Performance Improvement Plan
- No disallowed cost





Programs & Operational Briefing

Victoria Rodriguez

Director of Workforce Services



Program Briefing



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



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.

PY25 Career Exploration Youth Events

PY25 Career Exploration Youth Events



24
FEB
2025

CTE Showcase

- Education Service Center (ESC-20)
- 400 Middle School Students
- 15 CTE Programs/10 Community Orgs

23
APRIL
2025

Alamo Future Fest

- Westside Education & Training Center
- Collaboration with NXT Level
- Target Audience: Opportunity Youth

7
MAY
2025

World of Work Youth Apprenticeship Week

- Location TBD

24
JULY
2025

Interns Unite! National Intern Day

- Location TBD

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



Upcoming Youth Outreach Opportunities



**2025 Stock Show and Rodeo Ag-
Mechanics Hall
February 21st and 22nd**

**Freeman Coliseum
9:00 AM – 2:00 PM**



**BOYS & GIRLS CLUBS
OF SAN ANTONIO**

**5th Annual Trades Discovery
Day
Saturday, March 1st**

**Eastside Clubhouse
10:00 AM – 3:00 PM**



ACE RACE UPDATES



**EVENT
SPONSORS &
VOLUNTEERS
NEEDED!**



**Date and Time:
Saturday, April 12, 2025
8:00 AM – 5:00 PM**



**Location: San Antonio
Police Academy**



**Fees/Admission: This
event is free to the
public**

Alamo Helping Hands

- On February 6, 2025
- Hosted Northside, Edgewood, Harlandale, SAISD, and South San School Districts at Pre-K 4 SA
- Increased awareness of available disability services, provide career and education resources, and foster inclusive employment opportunities.
- This event will empowers individuals by offering valuable information on education, employment, and community support, helping them achieve greater independence and career success.



Incumbent Worker

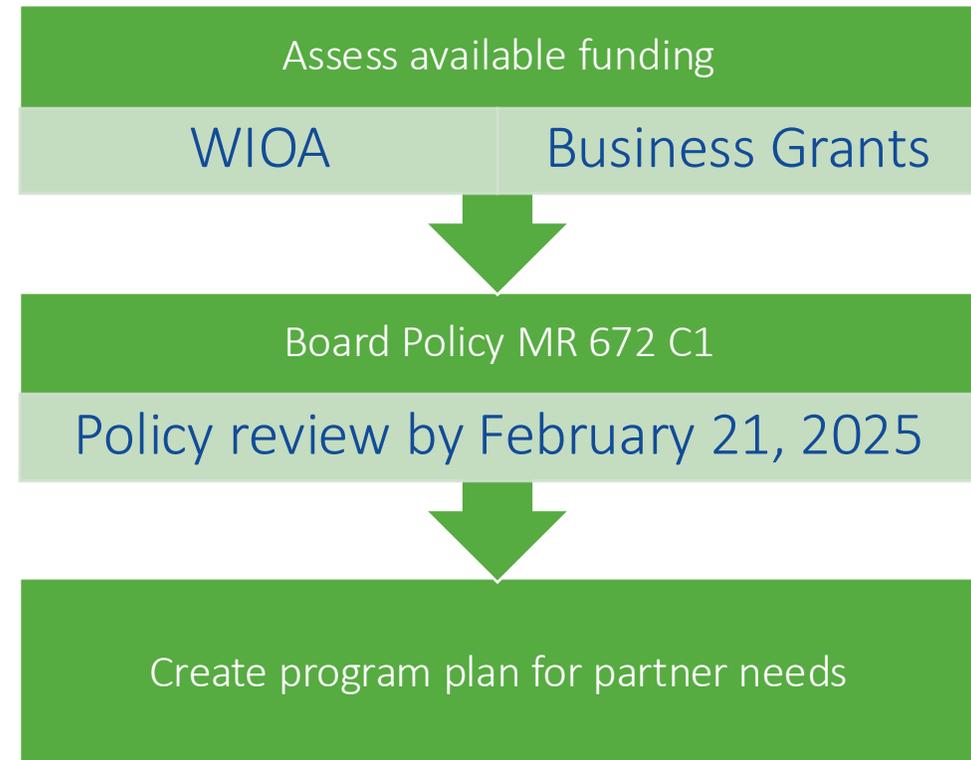




Incumbent Worker Funding

Funding:

- **WIOA Funds:** Traditional funding source for workforce training.
 - **Employers:** Must have a TWC Tax Account Number and WorkInTexas.com account.
 - **Workers:** Must be employed for at least six months; WIOA eligibility not required.
- **Skills for Small Business:** Supports training for employees in small businesses.
- **Skills Development Fund:** Employer-training institution collaborations.
- **Self-Sufficiency Fund:** Focuses on wage growth and self-sufficiency.
- **High Demand Job Training Program:** Targets high-demand occupations.



End of Year Performance Report and Next Steps



EOY Measures Not Met

- **Employed Quarter 4 Post Exit Adult/DW-** The percentage of program participants who are employed or enrolled in education/training in the 2nd quarter after exiting and continue to be employed or enrolled in education/training in both the 3rd and 4th quarters after exiting (WIOA 116).
- **Credential Rate Adult/DW-**The percentage of program participants who completed training or education (excluding On-the-Job Training or Employer Customized Training) and earned a recognized credential within one year after exiting the program (WIOA 116).
- **Credential Rate C&T Participants-** All Career & Training Participants was selected to be contracted because the state provides support for training and education through a variety of other programs.



Customers Needed to Meet Measure

TWC-Contracted Performance		EOY
a d u l t	Employed Q2 Post Exit – Adult (DOL)	MP
	Employed Q4 Post Exit – Adult (DOL)	-P
	Median Earnings Q2 Post Exit – Adult (DOL)	MP
	Credential Rate – Adult (DOL)	-P
	Measurable Skills Gains - Adult (DOL)	+P
d w i r s k l r	Employed Q2 Post Exit – DW (DOL)	MP
	Employed Q4 Post Exit – DW (DOL)	-P
	Median Earnings Q2 Post Exit – DW (DOL)	MP
	Credential Rate – DW (DOL)	-P
	Measurable Skills Gains - DW (DOL)	MP
y o u t h	Employed/Enrolled Q2 Post Exit – Youth (DOL)	MP
	Employed/Enrolled Q4 Post Exit – Youth (DOL)	MP
	Median Earnings Q2 Post Exit – Youth (DOL)	MP
	Credential Rate – Youth (DOL)	+P
	Measurable Skills Gains - Youth (DOL)	+P
c & t	Employed/Enrolled Q2 Post Exit – C&T Participants	MP
	Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	MP
	Credential Rate – C&T Participants	-P



Customers Needed to Meet Measure

TWC-Contracted Performance	EOY
Employed Q2 Post Exit – Adult (DOL)	48
Employed Q4 Post Exit – Adult (DOL)	-6
Median Earnings Q2 Post Exit – Adult (DOL)	\$55.69
Credential Rate – Adult (DOL)	-9
Measurable Skills Gains - Adult (DOL)	17
Employed Q2 Post Exit – DW (DOL)	26
Employed Q4 Post Exit – DW (DOL)	-2
Median Earnings Q2 Post Exit – DW (DOL)	\$1,449.37
Credential Rate – DW (DOL)	-4
Measurable Skills Gains - DW (DOL)	7
Employed/Enrolled Q2 Post Exit – Youth (DOL)	9
Employed/Enrolled Q4 Post Exit – Youth (DOL)	7
Median Earnings Q2 Post Exit – Youth (DOL)	\$753.99
Credential Rate – Youth (DOL)	21
Measurable Skills Gains - Youth (DOL)	56
Employed/Enrolled Q2 Post Exit – C&T Participants	614
Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	653
Credential Rate – C&T Participants	-17



Target Change

Performance Target Changes	Absolute Chg	
	EOY23-Sep 23	Dec23- EOY
Employed Q2 Post Exit – Adult (DOL)	1.80%	-0.90%
Employed Q4 Post Exit – Adult (DOL)	-4.30%	1.70%
Median Earnings Q2 Post Exit – Adult (DOL)	\$700.00	-\$1,160.00
Credential Rate – Adult (DOL)	9.20%	-\$0.09
Measurable Skills Gains - Adult (DOL)	-0.60%	-\$0.03
Employed Q2 Post Exit – DW (DOL)	-5.10%	4.80%
Employed Q4 Post Exit – DW (DOL)	0.00%	1.50%
Median Earnings Q2 Post Exit – DW (DOL)	-\$700.00	-\$325.00
Credential Rate – DW (DOL)	9.40%	\$0.00
Measurable Skills Gains - DW (DOL)	-2.00%	\$0.02
Employed/Enrolled Q2 Post Exit – Youth (DOL)	8.30%	-6.10%
Employed/Enrolled Q4 Post Exit – Youth (DOL)	6.40%	-8.20%
Median Earnings Q2 Post Exit – Youth (DOL)	\$200.00	\$200.00
Credential Rate – Youth (DOL)	9.00%	-\$0.26
Measurable Skills Gains - Youth (DOL)	-0.50%	-\$0.18
Employed/Enrolled Q2 Post Exit – C&T Participants	0.00%	0.00%
Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	0.00%	0.00%
Credential Rate – C&T Participants	0.00%	0.00%
Claimant Reemployment within 10 Weeks	34.00%	-33.89%
Employers Receiving Texas Talent Assistance	na	2,303

*Finalized 7/25/24



Next Steps

- Meet with contract staff to review factors that negatively impacted performance.
- Conduct data validation at both the Board and contractor levels.
- Communicate findings with TWC.
- Continue providing technical assistance training to contractors.





Questions





CEO Report

Adrian Lopez
Chief Executive Officer



Employee Handbook Updates



Employee Handbook Update 2025

NEW	REASON
1.4 - Reasonable Accommodations	To add accommodations for pregnancy and religion
1.6 - Whistleblower Policy	To comply with law
2.4 - Long-Distance Remote Work	New policy previously adopted by the Board
3.3 – Timekeeping	Consolidated from other policies to follow best practices
4.6 - Personal Day	To address current practice
6.7 - Emergency Evacuation Leave	To comply with Texas law
7.2.4 – Lactation Breaks	Added to comply with federal law
7.14 – Prohibited Technologies	Added to comply with the state and federal law and TWC regulations
7.16 – References	To follow best practices

SUBSTANTIVE REVISIONS		REASON
FROM 2021	TO 2025	
1.3 – Equal Employment Opportunity	1.3 – Equal Employment Opportunity	List of protected classes updated
1.4 – Harassment & Sexual Harassment	1.4 – Harassment & Sexual Harassment	Hotline contacts added
1.5 – Drugs and Alcohol	7.7 – Drugs and Alcohol	Language added to identify the occasions when WSA may test for drugs and alcohol
1.8 - Customer Relations	1.9 – Partner Relations	Renamed and rewritten for accuracy
2.2 - Application for Employment and Background Investigation	2.2 – Job Application and Assessment Process	Background Investigations are a standard procedure rather than policy; revised to reflect actual practice

2.3.4 – Interim Appointments	2.2.10 – Interim Appointments	Individuals may or may not receive a wage adjustment when appointed on interim basis
3.6 – Pay Deductions	3.2 – Pay Deductions	Revised to include permissible deductions for exempt employees in accordance with federal law
4.3 – Paid Time Off	4.3 – Paid Time Off	Revised to provide PTO only to full-time employees (and not part-time employees)
4.3 – Paid Time Off	4.3 – Paid Time Off	Black-out dates for consecutive leave during critical operations
4.3 – Paid Time Off	4.3 – Paid Time Off	Provided payout of accrued, unused PTO for death of an employee
4.3 – Paid Time Off	4.3 – Paid Time Off	For employees who resign to be entitled to payout of accrued, unused PTO, they must work during the notice period to ensure a smooth transition
4.7 – Emergency Leave Pool	4.5 – Leave Sharing for Medical Emergencies	Renamed & updated with best practices
5.4 – Security of Personal Property	7.7 – Security of Personal Property	Updated to state that employees do not have a right of privacy in WSA desks and work areas
7.3.7 – Attendance and Tardies	7.3.5 – Consequences of Excessive Absences	Voluntary resignation changed from 3 days to 2 days for no-call, no-show
7.8 – Non-Smoking Policy	7.6 – Non-Smoking/No-Vaping Policy	Vaping added to prohibited activity
7.9 – Political Activities	7.8 – Political Activities	Updated for best practices
7.10 – Social Media Policy	7.9 Social Media and Blogging Policy	Updated to prohibit the use of TikTok and for best practices
7.13 – Use of Computer Resources	7.13 – Use of Computer Resources	Expanded to reflect best practices, i.e., prohibiting conduct violating fair employment laws
7.20 – Weapons Policy	5.3 – Weapons Policy	Updated to comply with Texas law on keeping firearms in parking areas
7.21 – Use of Agency-Owned or Leased Vehicles and Driving for Agency Business	7.20 – Use of Agency-Owned or Leased Vehicles and Driving for Agency Business	Updated for best practices

7.17 – Employees with Serious Diseases	Limited applicability
7.19 – Agency-Issued Cellular Phone Usage	Incorporated into other policies
9.2 – Reduction in Force	Limited applicability
9.3 – Exit Interviews	Represents a standard of procedure rather than a policy

MOVED TO NEW SECTIONS		REASON
FROM 2021	TO 2025	
1.5 - Drugs and Alcohol	7.7 - Drugs and Alcohol	Moved to General Work Rules
1.6 - Confidential Information	7.11 - Confidential Information	Moved to General Work Rules
1.11 – Violence in the Workplace	5.2 - Violence in the Workplace	Moved to Safety and Security
2.4 – Expectations for Employee Behavior	8.1 – Expectations for Employee Behavior	Moved to Rules of Conduct
2.9 - Immigration Law Compliance	1.2.2 – Immigration Law Compliance	Moved to General Provisions/Equal Employment Opportunity
3.7 – Final Wage Payments	9.2 – Final Wage Payments	Moved to Separation of Employment
4.5 – Travel Expenses	3.6 – Travel Expenses	Moved to Compensation where reimbursements are addressed
4.8 – Administrative Leave	6.4 – Administrative Leave	Moved to Leaves of Absence
7.4 – Telecommuting	2.3 - Telecommuting	Moved to Employment
7.7 – Security of Personal Property	5.4 – Security of Personal Property	Moved to Safety and Security
7.11 – Personal Behavior Expectations	8.1 – Expectations for Employee Behavior	Moved to Rules of Conduct
7.20 – Weapons Policy	5.3 – Weapons Policy	Moved to Safety and Security

8.1 – Standards of Conduct and Disciplinary Process	8.3 – Disciplinary Process	Section added to make individuals currently subject to discipline ineligible for pay increases or bonuses for specified period of time
8.2 - Grievance	1.7 - Workforce Innovation and Opportunity Act Grievance Procedure	Revised to comply with state and federal regulations

REMOVED	REASON
1.1 - Definitions	Definitions inserted into relevant sections
1.10 – Equal Opportunity Officer	Unrelated to employment policies
2.6 - Promotions	To increase CEO flexibility to fill positions
2.7 - Transfers	To increase CEO flexibility to fill positions
2.8 - Demotions	To increase CEO flexibility to fill positions
2.11 – Supervisory Policy	Represents a standard of procedure rather than a policy
4.1 - Medical and Health Insurance	Consolidated with other benefits and reference to plan documents
4.2 - Life and Disability Insurance	Consolidated with other benefits and reference to plan documents
4.3 - Retirement – Defined Contribution Plan	Consolidated with other benefits and reference to plan documents
4.10 – Worker’s Compensation Insurance	Limited applicability
4.11 - Consolidated Omnibus Budget Reconciliation Act (COBRA)	Limited applicability
4.14 - Direct Deposit	Incorporated into Payroll Schedule
4.15 – Alternative Work Schedules	Replaced with Telecommuting and Long-Distance Remote Work policies
6.3 – Jury/Witness Duty	Witness duty removed



Questions





Chair Report

Dr. Sammi Morrill
Committee Chair





Questions



Thank you!

