



OVERSIGHT COMMITTEE MEETING - MINUTES

Workforce Solutions Alamo
100 N. Santa Rosa St., Suite 120, Boardroom
San Antonio, TX 78207

August 4, 2023

9:00 AM

BOARD OF DIRECTORS: Dr. Sammi Morrill (Chair), Leslie Cantu, Becky Butler Cap

PARTNERS: None.

WSA STAFF: Adrian Lopez, Adrian Perez, Giovanna Escalante-Vela, Penny Benavidez, Jessica Villarreal, Jeremy Taub, Caroline Goddard, Dr. Ricardo Ramirez, Ramsey Olivarez, Linda Martinez, Terry Trevino, Vanessa McHaney, Manuel Ugues, Roberto Corral, Brenda Garcia, Daisey Vega, Sylvia Perez, Angela Bush, Sandra Rodriguez, Trema Cote, Aaron Bieniek, Chuck Agwuegbo

LEGAL COUNSEL: None.

GUESTS: None.

AGENDA

Agenda items may not be considered in the order they appear.

Citizens may appear before the Committee to speak for or against any item on the Agenda in accordance with procedural rules governing meetings. Speakers are limited to three (3) minutes on each topic (6 minutes if translation is needed) if they register at the beginning of meeting. Questions relating to these rules may be directed to Linda Martinez at (210) 272-3250.

The Chair of the Committee will be at the Host Location. The Host location is specified above. Meetings will be visible and audible to the public at the Host location, and there will be a visual or audio recording of the meeting. There will be two-way audio and video of the meeting between each Board member sufficient that Board members and public can hear and see them. WSA will comply with all Videoconferencing Guidelines.

For those members of the public that would like to participate and cannot attend in person at the host location, please call toll-free 1-877-858-6860, which will provide two-way communications through a speaker phone. For additional information, please call Linda G. Martinez, (210) 272- 3250.

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During the Public Comments portion of the meeting (Agenda Item 4), the Public may type their name into the chat box or unmute themselves and state their name. The meeting host will call each member of the public for comments, in the order their names were submitted.

I. CALL TO ORDER

Presenter: Dr. Sammi Morrill, Committee Chair

At 9:00am, Chair Dr. Sammi Morrill called the meeting to order.

II. ROLL CALL AND QUORUM DETERMINATION

Presenter: Dr. Sammi Morrill, Committee Chair

The roll was called, and a quorum was declared present.

III. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Dr. Sammi Morrill, Committee Chair

None.

IV. PUBLIC COMMENT

Presenter: Dr. Sammi Morrill, Committee Chair

None.

V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Sammi Morrill, Committee Chair

a. Meeting Minutes – May 26, 2023

Upon motion by Leslie Cantu and seconded by Becky Butler Cap, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – May 26, 2023.

VI. EMPLOYEE POLICY HANDBOOK REVISION

Presenter: Giovanna Escalante-Vela, CFO

a. Employee Incentive Policy

— Formalizes an incentive program that provides the Executive Leadership discretion to provide additional compensation for the board staff who has exceeded performance expectations.

— Creates a reasonable and necessary incentive policy to retain and motivate valued employees who demonstrate a commitment to the agency.

— Award types include lump sum monetary or non-monetary awards for additional recognition, training development, or continuing education.

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- The criteria include a lump sum to recognize a specific achievement, an incentive plan with goals, established criteria, and regular payouts when performance exceeds goals, and non-monetary awards can include recognition, career development opportunities, and attendance for special lectures, training programs, and conferences.
 - The limitations are awards may not exceed \$10,000 or 5% of the employee's base salary.
- b. Remote Work Policy
- Formalizes a policy that provides the agency discretion to hire an applicant or enter a telecommuting arrangement with eligible employees who reside more than 100 miles away from an agency office but within the state of Texas as a fully remote employee (“Long-Distance Remote Work”).
 - The criteria include applicants who live more than 100 miles away, applying for and are the best candidate for a mission-critical position, and mission-critical functions of the job are capable of being performed remotely may be eligible for Long-Distance Remote Work.
 - Employees who move more than 100 miles away from their assigned place of employment but remain within the state of Texas are eligible to be considered for Long-Distance Remote Work is the remote work arrangement is in the best interest of the agency and the employee performs mission-critical functions that are capable of being performed remotely.
 - The limitations include an employee must be in good standing, meaning the employee must not be subject to a Performance Improvement Plan (“PIP”), any disciplinary action, or have been subject to a PIP or disciplinary action within the last six months. Long-Distance Remote Work is at the agency’s sole discretion and may be withdrawn at any time.

VII. BRIEFING: PROGRAMS & OPERATIONAL UPDATES (DISCUSSION AND POSSIBLE ACTION)

Presenters: Jessica Villarreal, Director of Child Care Services, and Terry Trevino, Director of Programs

a. Performance, Programs, and Operational Updates

- MPR Quarterly Performance Updates: The MSG report year to date is 106.33% and the credential rate is at 105.67%. WSA is successfully achieving 18 out of 22 measures. A plan of action has been put together for those 4 measures that are not being met to be met by the end of the year.
- Child Care Performance Briefing: TWC performance set at 11,427 for FY23. The current year to date is 11,811 with performance at 105.14%.
- As of June 26, 2023, 151 out of 568 CCS centers are TRS certified which is 26.58%. WSA is working hard to get more centers certified. The childcare team has been involved in the new Community Conversations effort in the rural areas.
- Dr. Sammi Morrill asked about the timeline and the number of centers still needing to become certified. Jessica Villarreal responded that the timeline is until September 2024 and there was a pause at the beginning because the assessors had to go through a certification process. She also stated that some of the 417

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non-certified centers may not yet be entry level designated by TWC. However, WSA is making sure the centers are being prepared for an assessment. The projection is that 100% of the centers will be ready for assessment by August 2024. Dr. Sammi Morrill would like a slide to show those projection numbers and the risk factors through August 2024. CIO Adrian Perez added that they are working through a process to gather information on the center's status and their risk factors.

- Training and Employment Navigator Pilot: The target enrollment was 12, there are 45 active enrollments in quarter 6, and 92 participants have been served year to date. In April 2023, the grant was extended for two more years.
- SEAL: TWC's target was 256, total enrollments are 359, 207 positions have been secured, 163 have completed the optional work readiness training, 197 job placements, and 65 have completed their five weeks of work.
- Teacher Externship: The target was 160 teachers in 25 ISDs and 100 educators have completed. The award was increased by \$106,000 and 60 additional teachers are able to participate. The focus is expanding in the rural district.
- Military Family Support Program: 5 new enrollments, 3 in training, and 6 in support services.
- Workforce Commission Initiatives: The Red, White & You! event will be held on November 2, 2023, Texas Veterans Leadership Program provides support to TVLP staff at South Flores and Walzem workforce centers, and Career in Texas Industries will have two more events scheduled on September 14th and 29th, 2023.
- RESEA: Last TWC reports shows reporting is at 91% with an 80% completion rate required for boards.
- WIOA Youth: Enrollments to date are meeting and exceeding goals.
- Jobs Y'all Youth Career Event: This event was held in Castroville on June 29, 2023. 59 students, over 41 parents, and 24 employers/community organizations participated. The next event will be held in Seguin on September 14th from 10am to 2pm at Seguin City Coliseum targeting all industries and the goal is 500 youth from nine area school districts in rural counties. Another event will be held in San Antonio on September 29th from 10am to 2pm at CPS Headquarters targeting the Oil and Gas & Engineering industry and the goal is 200 youth from five area school districts in the urban area.
- Youth Partners – Work Experience: 130 current agreements, 375 positions available, 140 participant enrollment target, and 157 current participant enrollments to date.
- The youth budget is \$2.5 million with 67.63% of the total budget used. The contractor has asked for an additional \$150,000 to support the youth on the waitlist for work experience.
- Ready to Work: The data as of July 27, 2023, shows that 2,884 applicants have been interviewed, 1,549 have been enrolled in training, 181 have completed training, and 86 have been placed in quality jobs. The median hourly wage in the new jobs is \$17.
- Aspen Workforce Leadership Academy: The Fellows have attended their third session and colab. They have been divided into their four working groups and

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team meetings start this month.

VIII. BRIEFING: PROCUREMENT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Jeremy Taub, Director of Procurement and Contracts

a. Contract Summary and RFP Update

— Job Placement and Worksite Monitoring is pending award with an anticipated award date of August 2023. Postage Meter Machines are under evaluation with an anticipated award date of August 2023. Document Shredding Services is pending award with an anticipated award date of August 2023. Walzem Lease Property Search is pending award with an anticipated award date of August 2023. Kerrville Lease Property Search is under evaluation with an anticipated award date of September 2023. Teacher Externship is in progress with an anticipated award date of January 2024. Hondo Lease Property Search is in progress with an anticipated award date of December 2024.

b. Update on Procurement Process Completion

— Controls Implementation Update: Re-procure real estate broker has been completed and the contract has been executed. Provide requested documentation to TWC for audit resolution has been completed and resolved. Review all leases for compliance will be completed on August 31, 2023, and is in the process of secondary review. Implement lease procedures have been completed. Manage contract log has been implemented and will be ongoing. Implement procurement consultant recommendations has been completed.

— Continuous monitoring and the path forward include an annual review of all policies and procedures and emphasize for all procurements no matter the size and complexity to always perform a needs assessment, market research and cost analysis, ongoing training and assessment of procurement staff, documentation, and review and investigate any processes that can be automated.

IX. BRIEFING: QUALITY ASSURANCE (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Update & TWC Audit Resolution

— TWC Annual Monitoring – Audit Resolution Progress: For SNAP E&T the completion of Form H1822 Work Requirement Verification has been resolved, completion/submittal of Form H1817 to HHSC is in progress, and recording H1817 information in TWIST is in progress. For Non-Custodial Parent (NCP) the timely submission of Request to Remove Form is in progress.

— Comments from TWC Audit Resolution say that WSA has made significant improvement in fixing the issue and providing the needed training to staff. TWC will review at least one more month for each pending item. Resolution requires a low error rate and continued improvement with accuracy, which WSA is achieving both.

— The next TWC Annual Monitoring will start on October 10, 2023.

— Ready to Work is 98% complete and waiting for the final report. WIOA Adult and Dislocated Worker is 99% complete and waiting for the final report. TANF/Choices is 39% complete. WIOA Youth is 29% complete.

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- SNAP annual review is 100% complete and the final report is being issued. NCP is 99% complete and the final report is being completed. Child Care Quality Improvement Activities is 72% complete.
- Digitizing paper records project is on schedule to digitize participant hard copy paper records. Contract renewals and initiation assist with the development of contracts for adult and youth. Technical assistance is offered to support departments and subrecipients.
- b. Monitoring Outcomes and Technical Assistance
 - There are no updates, but information will be updated when the outcomes of the reports are issued.
- c. TWC Performance – Youth Employed/Enrolled
 - Two of the measures for youth are employed/enrolled in Q2 and employed/enrolled in Q4. These measures are tied to participant educational and training achievements. WSA uses TWC’s MPR to determine outcomes. WSA attached TWC’s performance to partner contracts and ties these to their profits.
 - TWC uses Quarterly UI Wage Records or Federal Employment Records to show earnings for that quarter or if Supplemental Employment/Wage Records indicate employment during the quarter. Youth are “Enrolled” in education/training if during that quarter they are enrolled in a registered apprenticeship program, occupational skills training, post-secondary education, or secondary education.
 - The methodology used is the percent of exiting participants employed or enrolled in education or training in the second and fourth quarters after exit. The denominator is the number of participants who exited during the performance period and who did not have a valid exclusion. The numerator is the number of exiters from the denominator who were employed or enrolled in education or training in the second and fourth calendar quarters after exit. Performance is calculated by dividing the numerator by the denominator. From August 2018 through May 2023, WSA has consistently met both measures.

X. UPDATE TO DEVELOP AN OPERATIONAL PLAN FOR THE INTERLOCAL/PARTNERSHIP AGREEMENT TO ADDRESS RURAL JUDGES’ SERVICE DELIVERY CONCERNS (DISCUSSION AND POSSIBLE ACTION)

Presenter: Adrian Perez, CIO

- In response to concerns raised by the Area Judges and in the interest of addressing the concerns in perpetuity, WSA and the partners are working to define operational standards to ensure the Interlocal/Partnership agreement is translated into Standard Operating Procedures. It is focused on communication, budget management, and performance design/monitoring. WSA is requesting Board approval of overall strategy.
- At the March 22, 2023, meeting of the Area Judges, action was taken to request guidance from TWC regarding bifurcation of the Workforce Development Area into Urban and Rural. Summarized concerns were service, communication, and governance.
- At the April 26, 2023, meeting of the Area Judges, they were informed that TWC would not support the bifurcation request. Recommended action was to have a

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work session between the partner staff and WSA, and a work session for the Committee of Six to discuss the issues.

- On May 22, 2023, WSA staff, the partners, and WSA Board of Directors Chair met. The partners reviewed the Interlocal and Partnership agreements to summarize the partners' preferences. The Rural Judges' Liaison shared the summary of issues the Area Judges would like addressed which are to conform to federal and state laws and the Interlocal/Partnership agreements, ensure services conform to budget allocations are delivered in each county, report quarterly on allocation/expenditure/number served, workforce center in each county, except McMullen, to do outreach and intake for all programs, ensure each center has the capacity to perform childcare outreach and maintain a waiting list in all counties if funding is not available, and ensure contractors' contracts conform to the Partnership agreement.
- On May 25, 2023, a work session occurred to begin drafting an Interlocal/Partnership Operational Agreement that specified mutually agreeable operational standards to address these concerns.
- In addition to the partner work sessions, WSA staff has acted immediately to enhance services such as authorizing a full-time representative to be available in Bandera and a representative available in McMullen Tuesday through Thursday, seeking approval from TWC TANF budget to support outreach operations to engage and serve more individuals who qualify for TANF, executed Community Conversations on Childcare in each of the rural communities which resulted in Kerr EDC matching childcare funds.
- WSA staff, having secured a format to address the issues and after being provided requests in writing have made the adult, youth, and childcare contractors aware on July 5th and 6th of the requested additions to the upcoming contractor agreements. On July 17th, TWC suggested caution as it pertains to creating additional requirements not required by the agreements with TWC, working on legal opinion regarding DOL requirements on priority of services, and additional meetings to be scheduled with childcare and monitoring units within TWC.
- On July 17th and 28th partner staff was briefed on the following recommendations:
 1. Follow applicable laws and agreements and ask Co6 if unsure. Develop an Interlocal/Partnership Agreement Operational Plan that will be updated as needed through Co6 action. Partner feedback is satisfactory and finalizing draft for review.
 2. Allocate resources per Partnership Agreement's new interpretation of Partnership Agreement VII A. Sent allocation formulas to TWC for validation. Establish County Workforce Councils for outreach and partnership plans. Partner feedback is satisfactory. TWC has provided allocation factors as of August 1, 2023.
 3. Report on allocation/expenditure/number served with 10% variance explanations. Establish a County Allocation and Service Delivery Report (CASD), Commissioner Court presentations, and urban/rural budget allocations. Partner feedback is the expectation is county-by-county and

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program-by-program budget adopted and waitlists used if budget adjustment is required.

4. Staff presence in all counties except McMullen with ability to enroll and assessment of need. Acted immediately to assign staff, have included in adult contractor agreement, will enact assessment annually, and included in the Operational Plan. Partner feedback is satisfactory.
 5. Childcare outreach and waiting list with staff ability to enroll. The contractor has indicated specificity regarding in-person presence not articulated RFP but will respond to requests for such service and are doing so currently. Partner feedback is new waitlists can be maintained but not filled on a county-by-county budget basis.
 6. Contractor's agreements conform to Partnership Agreement. Contractor agreements are currently being negotiated with a focus on integrating service delivery into agreements. Partner feedback is expectation is program-by-program and county-by-county budget.
- Next steps are a draft of the Operational Plan will be shared with the Committee of Six after a consensus view that a draft is ready for distribution, feedback finalized for the Committee of Six meeting on August 23, 2023, and final feedback may be provided during the Area Judges meeting on September 27, 2023, when the body considers approval of the annual budget.
 - If the partners work sessions and recommendations do not derive consensus solutions, then the Area Judges through their Liaison have communicated options such as mediation or withholding approval of the WSA annual budget.
 - Recommendation is for board staff to continue to work with TWC to assess impacts on updates to the budget and performance procedures, continue to integrate recommendations with adult, youth, and childcare contractors, and bring Iterative Operational Plan, budget amendments, and other recommendations in coordination with partner staff and Committee of Six.

XI. CEO REPORT

Presenter: Adrian Lopez, CEO

a. Ready to Work Monitoring

- Monitoring is going well without any major findings or disallowed costs so far.

XII. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

None.

XIII. EXECUTIVE SESSION:

Pursuant to Chapter 551 of the Texas Open Meetings Act, the Committee may move into Executive Session for discussion on any issue for which there is an exception to the Act as set out in section 551.071 et. seq. including, but not limited to, the following:

- a. Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Workforce Solutions Alamo in Negotiations

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- with a Third Party;
- b. Government Code §551.071 – All Matters Where Workforce Solutions Alamo Seeks the Advice of its Attorney as Privileged Communications Under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas;
 - c. Pending or Contemplated Litigation;
 - d. Government Code §551.074 – Personnel Matters Involving Senior Executive Staff and Employees of Workforce Solutions Alamo; and
 - e. Government Code §551.089 – Discussions Regarding Security Devices or Audits.
- None.**

XIV. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

Upon motion by Becky Butler Cap and seconded by Leslie Cantu, Chair Dr. Sammi Morrill adjourned the meeting at 10:31am.

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