



BOARD OF DIRECTORS MEETING - MINUTES

Seguin Public Library
313 W Nolte St
Seguin, TX 78155
March 1, 2024
10:00 AM

BOARD OF DIRECTORS: Leslie Cantu (Chair), Mary Batch, Yousef Kassim, Betty Munoz, Chris Corso, Esmeralda Perez, Anthony Magaro, Jennifer Lange, Jerry Graeber, Lowell Keig, Jim Robertson, Tasha Schmidt, Lisa Navarro Gonzales, Eric Cooper, Elizabeth Lutz, Ana DeHoyos O'Connor, Charles Camarillo, Dr. Sammi Morrill, Angelique De Oliveira, Josh Schneucker, Kelli Rhodes, Allison Greer Francis, Dawn Dixon, Tylane Barnes, Yvonne Addison

STAFF: Adrian Lopez, Adrian Perez, Angela Bush, Caroline Goddard, Chuck Agwuegbo, Dr. Ricardo Ramirez, Gabriela Navarro Garcia, Jeremy Taub, Rebecca Espino Balencia, Teresa Chavez, Vanessa McHaney, Victoria Rodriguez, Sandra Rodriguez, Kim Villarreal, Jesse Maldonado, Juan Palencia, Roberto Corral, Gabriela Horbach, Stefanie Moore, Daisey Vega, Ramsey Olivarez, Brenda Garcia, Sylvia Perez, Alfred Salazar, Gabriela Ore, Jessica Villarreal, Miriam Barksdale Botello, Stephanie Gutierrez, Trema Cote

PARTNER STAFF: Mike Ramsey, Cliff Herberg, Jordana Mathews, Marshal Hoak

LEGAL COUNSEL: Frank Burney

GUESTS: Jose Patterson and Mike Rivas with SA Food Bank, Mark Spurlock with PCSI, Reuben Garcia with TWC, Travis Hennecke with Cisco

AGENDA

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

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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: Chairwoman Leslie Cantu

At 10:01am, Chairwoman Leslie Cantu called the meeting to order.

II. ROLL CALL AND QUORUM DETERMINATION

Presenter: Chairwoman Leslie Cantu

The roll was called, and a quorum was declared present. Chairwoman Leslie Cantu asked all board members to introduce themselves as the board has seven new members this year.

III. DECLARATIONS OF CONFLICT OF INTEREST

Presenter: Chairwoman Leslie Cantu

None.

IV. PUBLIC COMMENT

Presenter: Chairwoman Leslie Cantu

None.

V. CONSENT AGENDA (DISCUSSION AND POSSIBLE ACTION)

Presenter: Chairwoman Leslie Cantu

- a. Board of Directors Meeting Minutes – November 17, 2023
- b. Contract Summary and RFP Updates
- c. Financial Reports
- d. Ready to Work Analysis and Update
- e. TWC FY22 Audit Acceptance

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- f. FY23 Audit Engagement & Timeline
- g. Partner Update: Mayor's Commission on the Status of Women
- h. Childcare Performance Briefing
- i. TRS Contracted Slots Pilot Briefing
- j. Entry Level Designation & Efforts Towards Increasing and Accessing Quality
- k. Success Stories
- l. Youth Program Briefing
- m. Youth Career Pathways Events
- n. FY24 Youth Program Goals
- o. Rural & Urban Youth Success Stories
- p. Texas Veterans Commission Update
- q. Vocational Rehabilitation Update
- r. Ready to Work Update
- s. Procurement Diversity Update (SMWVBE)
- t. Facility Updates
 - i. Mobile Unit
- u. Sector-Based Model Update – Sector-Based Score Cards & Strategic Partnership Manager Update
- v. Ready to Work Analysis
- w. Quality Assurance Update
- x. Monitoring Outcomes and Technical Assistance
- y. TWC Equal Opportunity Monitoring (Final Report/Letter)
- z. TWC Performance – Number of Employers Receiving Workforce Assistance
- aa. Update on Implementation of Recommendations from the Procurement Consultant
- bb. Performance, Programs, and Operational Updates
 - This item was pulled for further discussion by COO Teresa Chavez. She stated that TWC informed WSA that they are not meeting performance for MPRs. There are 8 measures that are not being met, however these are not unattainable. As of yesterday, one of the youth measures has already been met. WSA has until August to meet these measures. Chairwoman Leslie Cantu asked if this is a statewide challenge. COO Teresa Chavez stated that it is.
- cc. Workforce Center Certifications
- dd. IT Implementation

Upon motion by Eric Cooper and seconded by Anthony Magaro, the Board of Directors unanimously approved the Consent Agenda items a. through dd.

VI. AUDIT AND FINANCE COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Mary Batch, Audit & Finance Committee Chair

a. Budget Amendment #1

Presented by: Gabriela Navarro Garcia, Controller

- This budget amendment includes a reconciliation of projections to actual awards and FY23 grant closeouts.
- Budget is increasing by \$5,755,950 representing a 3% increase from \$192,112,907 to \$197,870,857.

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- Summary of Increases by Budget Category: Corporate - \$110,000, Reserve - \$110,802, Projects - \$155,666, and Service Delivery - \$5,381,842.
- Corporate Expenditure Increases: Marketing at \$50,000 for general marketing promoting initiatives that are not program specific, Payroll Service Fees at \$10,000 for payroll services that are currently being procured and additional costs may be incurred if there is a change in vendor, and Non-Federal at \$50,000 for unforeseen general expenditures that cannot be charged to TWC.
- Reserve and Special Project Increases: Reserve increase of \$110,802 is for additional surplus projected from SEAL and Ready to Work. The total expected FY24 surplus is \$325,000, of which \$250,000 is from Ready to Work, reserved for any questioned cost until program completion and final audit. Projects increase of \$155,666 is for the San Antonio Area Foundation and the Aspen Institute that were extended into FY24. These programs support capacity building, the Workforce Academy, and the Aspen Institute. Ana DeHoyos O'Connor asked what the extension was for the Aspen Institute. CEO Adrian Lopez responded that the grant was in two fiscal years, FY23 and FY24.
- Service Delivery Significant Changes: TANF (\$1,164,611) – This decrease aligns TANF back to historical spending rates, WIOA Upskill and Training \$170,471 – New TWC initiative focusing on training for high-demand occupations, Ready to Work \$3,697,343 – This is a three-year award for approximately \$65M and the projection through FY24 is \$44M, Child Care Discretionary has an increase of \$1,518,051, Child Care Mandatory (\$1,551,657) – Additional funding can be requested as needed for protected populations, Child Care Quality \$568,479 – For operations, provider incentives, supplies, and professional development, and Child Care Quality Providers has an increase of \$2,450,000.

Upon motion by Allison Greer Francis and seconded by Josh Schneuer, the Board of Directors unanimously approved Budget Amendment #1.

b. Purchase of Teachers Externship Services

Presented by: Jeremy Taub, Director of Procurement and Contracts

- The purpose is an externship for participating educators of high demand skill sets needed for the top industries and occupations.
- The contractor will work with educators to enhance their teaching practices through professional development to create and implement externship focused lessons.
- The recommended contractor is Alliance for Technology Education in Applied Math and Science, ATEAMS.
- The term is a twelve-month contract with four one-year renewals in the estimated annual amount of \$162,251, contingent upon award of TWC grant funds.
- CEO Adrian Lopez emphasized that this award is contingent upon the award of TWC grant funds. He stated that WSA is still working with TWC on the funding and has encountered a challenge. The scoring was received yesterday and will be protested. The anticipated time to resolve this issue is within two weeks.

Upon motion by Anthony Magaro and seconded by Allison Greer Francis, the Board of Directors approved the recommendation to award the contract for

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teachers' externship services to Alliance for Technology Education in Applied Math and Science, ATEAMS, contingent upon award of TWC grant funds, with Lowell Keig abstaining from the vote.

- c. Purchase of Cyber-Security Solution Suite Software Licenses
 - This item was pulled from the agenda.

VII. EARLY CARE & EDUCATION COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Ana DeHoyos O'Connor, Early Care & Education Committee Chair

- a. Texas Rising Star Assessment Update
 - 181 centers are currently certified centers for Texas Rising Star, which is 31%. Six centers are 2-star, 45 centers are 3-star, and 130 centers are 4-star.
 - The City of San Antonio is no longer the contractor for center assessments. The new contractor in charge of center assessments is CLI. There is a slight pause on center assessments until the contractor gets fully acclimated to their role.
 - Alamo CCS shows 589 total providers with a capacity of 56,370. There are 134 rural providers with a capacity of 12,629. Staff is focused on assisting centers in the rural areas to achieve TRS.

VIII. YOUTH COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Anthony Magaro, Youth Committee Chair

- a. SEAL Presentation
 - Presenter: Mark Spurlock, PCSI, Director of Vocational Rehabilitation Services
 - The River City Group (now PCSI) initially worked on the SEAL program in 2018 as the Work Readiness Training provider. As a subcontractor for ResCare, teams were deployed to multiple sites throughout the WSA service area, offering soft and adaptive skills training to prepare participants for the rigors of work.
 - Each year PCSI has participated in SEAL, they have conducted an internal process review to ascertain where improvements in service provision can be identified. Reallocation of staff assets, process automation, and introduction of new technology features have all yielded system improvements.
 - In 2023, PCSI's SEAL team deployed automated notifications for job site matches. All interns, parents, caregivers, and VRCs received placement notifications at least seven days in advance of their respective start dates. Notifications included first day job information, uniform or attire requirements, and an employer POC.
 - The SEAL Worksite Map is built on a Google Maps platform and provides the user with interactive, critical job site information including job descriptions, job site locations, and viable transportation options. The map is accessible to TWC-VRS staff, interns, and their family members/caregivers.
 - In 2022, PCSI deployed automated calendar booking capabilities that allowed VRS VRCs to schedule matching sessions at a time of their convenience. This reduced phone and email tag, greatly reducing the inefficiencies associated with prior booking methodologies.
 - In 2023, PCSI upgraded its informational website for the SEAL program. This

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site provides answers to common SEAL questions, resources for parents, a link to the Worksite Map, resources for finding job coaching service providers, and a portal for direct contact with the placement team.

- During the last two SEAL programs, PCSI has shared its employer resources with the WSA team in an effort to assist in creating a more robust employer database. Employers such as VIA Metropolitan Transit, Cibolo Grange, Denny's, and Special Olympics Texas have helped to diversify intern options.
 - Dawn Dixon asked if there is any capacity to monitor the students that participated in this program in terms of permanent job placement. Mark Spurlock responded that they do track interns that get offers from the SEAL employers at the end of their internship. Dawn Dixon also asked about the percentage of students that are hired permanently on their job site. Mark Spurlock answered that it is about 5 – 10%.
- b. Youth-Related Special Initiatives
- Anthony Magaro briefed on an event held at the San Antonio Stock Show and Rodeo where WSA had an Ag Mechanics booth that reached over 1,500 student exhibitors. He highlighted a student with a disability that showed his exhibition project on a barbeque pit that could cook different types of meat at one time.
 - i. SEAL
 - In 2023, there were over 500 students placed with 64 different employers. An event was held in January 2024 that was aired on News 4. It was attended and recognized by Commissioner Joe Esparza.
 - The SEAL 2024 employer recruitment has begun. Partner meetings began February 1, and the community referral link is open.
 - ii. HireAbility
 - Navigators have increased Transitional Services towards Vocational Rehabilitation Awareness and Career Exploration activities at the Youth Expo on Jan 10, 2024, and Northeast Lakeview College Youth Summit activities on Jan 19th and 26th. Anthony Magaro highlighted the need for more employer participation.
 - Southwest Research Institute has scheduled two different tours of their campus for high school students who are interested in STEM occupations.
 - 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.

IX. STRATEGIC COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Eric Cooper, Strategic Committee Chair

a. San Antonio Food Bank Ready to Work Presentation

Presenter: Jose Patterson, Director of Strategic Workforce Development and Mike Rivas, Director of Food for a Lifetime

- Jose Patterson presented programmatic data on the number of people who have applied for the Ready to Work program and the percentage of successful training completion for WSA and the subcontractors.

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- The Alamo Consortium Partnership strengthens the reach of the partners. The three-step initial phase consists of phone screening, orientation, and one-on-one meetings to ensure participants understand the program and talk about what type of training they are interested in.
- Challenges are marketing reach, applicant pipeline, community awareness, training schedules, wrap around services, new data systems and relearning, training schedules, and job placements.
- Anthony Magaro asked why Texas A&M, Family Service Association, and SA Food Bank have such high training completion rates rather than the other four entities. Dr. Sammi Morrill responded that it depends on the training providers and the length of training, not necessarily the entity. Ana DeHoyos O'Connor asked for in-depth details about the wrap around services challenge and what barriers the participant is facing. Rebecca Espino Balencia stated that \$1,500 is allocated per participant for wrap around services, which is not enough if they have more than one child or more than one barrier. Chairwoman Leslie Cantu offered herself and Mary Batch to share best practices on how they handle Texas FAME participants and their barriers.

b. Facility Updates

i. Kerrville

- The existing 5,000 square foot facility lease is expiring April 30, 2024.
- This will be a full-service lease with an estimated monthly rent of \$9,000 to \$9,900 and an estimated annual rent of \$108,000 to \$118,900.
- Next steps are to negotiate a new agreement with an anticipated contract term of five years with three five-year renewals.
- The procurement assessment includes location to customer populations and growth rate, access to public transportation and parking, space requirements of square footage, proximity to the concentration of jobs, annual rent, and compliance with the Americans with Disabilities Act (ADA).
- Dr. Sammi Morrill asked board staff to state that the due diligence and TWC compliance has been done on this property due to the ongoing issues with monitoring. Jeremy Taub responded affirmatively.

Upon motion by Jerry Graeber and seconded by Josh Schneuker, the Board of Directors approved to move forward with final negotiations and execution of the Kerrville lease in compliance with TWC due diligence requirements, with Lowell Keig abstaining from the vote.

ii. Port SA

- The tentative opening is May 2024. Weekly progress meetings are being conducted. Construction remains on schedule and is at 65% completion. The monthly rent will be \$28,365, with 5% annual escalation.

X. OVERSIGHT COMMITTEE REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Dr. Sammi Morrill, Oversight Committee Chair

a. Update on Improvements from TWC Annual Monitoring

- Continuous Improvement Actions: Review policies and procedures, training,

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monitoring, increased oversight, and documenting progress, review the items during the monthly board/contractor meetings and offer technical assistance, develop TEAMS portal to centralize and manage progress and improvement efforts, contractor staff to intensify their internal monitoring reviews to focus on attributes that TWC will test and submit their monitoring results to board staff regularly, implement an informal regular review/sampling of the attributes in question, and prepare the needed documentation for submission to TWC.

- PII: A lack of barriers to protect PII at the reception area was a finding. To improve this, board staff has evaluated each center's VOS greeter process, moved screens facing the public and added screen protectors, and identified the center challenges at each center and working to remove those barriers. Unsecure PII in the physical environment was also a finding. To improve this, board staff has implemented a layered approach for the walkthrough at the centers, performing unannounced walkthroughs regularly, performing formal final testing, and staff training is being scheduled for contractors to address the findings.
 - Procurement: TWC monitoring concerns included contracts, leases, and procurement processes. For contracts, exceeded the budget and amended the scope of work. Board staff is ensuring amendments of contracts are not outside the original scope, length, and amount unless provided for in the original contract. For leases, the required forms were improperly dated for two leases. The forms were added following last year's review per direction provided by TWC Audit Resolution. For procurement processes, the required forms were missing or not completed. Board staff will provide ongoing training for procurement staff and will also require a more detailed justification for all contract actions through a coordinated memo review process.
- b. UI Weekly Work Search Contact Requirement
- Boards are required to conduct an annual analysis of the minimum number of weekly work search contacts for each county.
 - Some of the factors when evaluating the number of work search contacts required include population, labor force/market information, employment opportunities, and work search requirements in neighboring or similar counties.
 - The 2024 proposed weekly job search requirement is to remain at five for all counties.

Upon motion by Ana DeHoyos O'Connor and seconded by Allison Greer Francis, the Committee unanimously approved for the UI weekly work search contact requirement to remain at five for all counties.

XI. COMMITTEE OF SIX CHAIR AND/OR PARTNER STAFF REPORT (DISCUSSION AND POSSIBLE ACTION)

Presenter: Cliff Herberg, AACOGE Executive Director

Presented by: Mike Ramsey, Executive Director Workforce Development Office, City of San Antonio

- Mike Ramsey reviewed the structure of the CEOs regarding the Interlocal and Partnership agreement for the new board members.

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XII. CEO REPORT

Presenter: Adrian Lopez, CEO

a. Applications for Funding

- Letters of support have been provided to Catholic Charities and The Children's Shelter. Methodist Healthcare Ministries' Prosperemos Juntos Thriving Together is in the second phase of their grant and WSA is supporting both Culturingua and American Indians in Texas.
- The contract has just been signed for the PROWD Initiative in partnership with Chrysalis Ministries, Goodwill SA, and CrossPoint for \$1.17M.

b. WSA Internship Program Report

- Reported on successes and lessons learned. \$57,656.34 has been paid out to the six interns with 2,745.54 part-time hours worked.
- One intern will be offered a full-time temp position.

c. Ready to Work

d. Media, Marketing, and Communications Update

- From December 2023 to January 2024, total media value is \$61,500 with 39 mentions. Judge Cude mentioned in the Pleasanton Express WSA's support in a new internship program for high school students.
- A SEAL employer recognition event was held on January 12, 2024.
- A childcare backpack project has been initiated in collaboration with the childcare team. A tag with a QR code in both English and Spanish was created to encourage parents of children in care to explore careers. It contains a digital parent toolkit with access to career exploration, job search through WIT, link to calendar of events, access to family resources, career exploration activities for children, and the Youth Empowerment Services program.
- Followers are increasing in the social media platforms.

XIII. CHAIR REPORT

Presenter: Chairwoman Leslie Cantu

a. BOD Attendance and Demographics

- Chairwoman Leslie Cantu advised the new board members that the CEOs review board member attendance and each member must maintain a 75% attendance rate.

XIV. NEXT MEETING: April 19, 2024

XV. EXECUTIVE SESSION:

Pursuant to Chapter 551 of the Texas Open Meetings Act, the Board of Directors 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 with a Third Party;

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- 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.

XVI. ADJOURNMENT

Presenter: Chairwoman Leslie Cantu

Upon motion by Eric Cooper and seconded by Josh Schneuker, Chairwoman Leslie Cantu adjourned the meeting at 12:17pm.

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March 1, 2024
12:00 PM

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STAFF: Adrian Lopez, Adrian Perez, Caroline Goddard, Chuck Agwuegbo, Dr. Ricardo Ramirez, Federico Ghirimoldi, Gabriela Navarro Garcia, Jeremy Taub, Jessica Villarreal, Rebecca Espino Balencia, Teresa Chavez, Vanessa McHaney, Victoria Rodriguez, Sandra Rodriguez, Kim Villarreal

PARTNER STAFF: Mike Ramsey

LEGAL COUNSEL: None.

GUESTS: None.

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- I. WELCOME
 - CEO Adrian Lopez welcomed the board members to the retreat.
- II. RETREAT OVERVIEW
 - CEO Adrian Lopez discussed the retreat overview.

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III. ICE BREAKER

IV. WSA PAST, PRESENT, FUTURE – TWC STATE ALIGNMENT

- CIO Adrian Perez reviewed WSA’s future focus in alignment with TWC on Texas Talent Experts, Service Optimizers, and Partnership Managers.

V. REVIEW MAJOR PROJECTS/WORK SESSIONS

- COO Teresa Chavez reviewed major projects and work sessions, such as Youth Service Delivery Model, childcare toolkit, Ready to Work, and leading the sector-based model.

VI. BOARD EXERCISE

- COO Teresa Chavez lead a board activity to imagine the future work for board members and the organization.

VII. WRAP UP AND NEXT STEPS

- CEO Adrian Lopez reviewed what was learned in this session and described board member’s and staff’s next steps.

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