



## **OVERSIGHT COMMITTEE MEETING - MINUTES**

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

**November 13, 2023**

**9:00 AM**

**BOARD OF DIRECTORS:** Dr. Sammi Morrill (Chair), Leslie Cantu, Becky Butler Cap, Esmeralda Perez, Allison Greer Francis

**STAFF:** Adrian Lopez, Adrian Perez, Gabriela Navarro Garcia, Penny Benavidez, Jessica Villarreal, Jeremy Taub, Rebecca Espino Balencia, Kristen Rodriguez, Vanessa McHaney, Gabriela Horbach, Roberto Corral, Brenda Garcia, Daisey Vega, Sylvia Perez, Angela Bush, Victoria Rodriguez, Gabriela Ore, Ramsey Olivarez, Belinda Gomez, Chakib Chehadi, Dr. Ricardo Ramirez, Jesse Maldonado, Manuel Ugues, Trema Cote

**PARTNER STAFF:** None.

**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 Caroline Goddard at (210) 322-6296.

***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 Caroline

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Goddard, (210) 322-6296.

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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 – October 6, 2023

**Upon motion by Leslie Cantu and seconded by Allison Greer Francis, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – October 6, 2023.**

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

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. TWC Annual Monitoring

- TWC conducted its annual monitoring and completed the onsite testing from October 10<sup>th</sup> through the 24<sup>th</sup>. The Exit Conference Report included the following items (these items may change when TWC issues the Final Report):
  1. Fiscal Disbursements (repeat finding related to procurement and potential questioned costs) for Syndicate Wave – Procurement Consultant and Martin

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- & Drought – Legal.
- 2. Leases (repeat finding) for Marbach Workforce Center, San Antonio Food Bank, and Port Authority of San Antonio.
- 3. Procurements for professional development training services for childcare providers and mechanical services (handyman).
- 4. Personal Identifiable Information (PII) – TWC had a walkthrough at the Marbach Workforce Center which showed lack of barriers to cover/secure PII at the reception desk and unsecured emails and passwords found in staff cubicle.
- Next step is the Initial Resolution Notification with 45 days for WSA to resolve issues.
  - i. Draft Plan for Responses
    - TWC indicated that the board improperly amended two contracts by adding services to the existing scope and increasing costs not provided for by the original proposal solicitation and contract documents. Amending contracts beyond the original scope, length, and amount is not permitted unless provided for in the original contract.
    - Legal Services Contract amended to increase the budget. The contract exceeded the budget of \$90,000 annually.
    - Procurement Consultant Contract extended and increased the scope of the contract and increased the budget. The contract exceeded the budget of \$20,700 over a four-month period.
    - The lease at the San Antonio Food Bank had improperly dated the needs determination and market assessment. They were dated after the lease execution.
    - The lease at the Port Authority of San Antonio had improperly dated the needs determination and market assessment. They were dated after the lease execution.
    - As an outcome of the recommendations and technical assistance provided from TWC, the board shall take the following steps to continue to strengthen controls around procurement processes.
    - Develop expenditure tracking processes and reporting monitor budget spend rates to prevent exceeding unauthorized contract expenditures.
    - Revise Standard Operating Procedures to outline the conditions for amending contracts, including proper procedures adding additional services that were not originally procured. Procurement staff will expand coordination with the fiscal department, programs and operations, and quality assurance as appropriate to obtain necessary information to complete each amendment and include topic in monthly board staff training.
    - The board staff will conduct a subsequent internal review of all property leases. This process will further analyze the existing leasing to ensure they align with TWC’s Financial Manual for Grants Contracts and WSA’s Lease Procurement procedures.
    - Chair Dr. Sammi Morrill asked if the level of risk will include disallowed

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costs. CEO Adrian Lopez stated that there are potential disallowed costs, however, WSA made the decision to pay for some of these costs using non-federal funds.

b. Quality Assurance Update

- TWC started its Equal Opportunity monitoring led by Caroline Goddard, WSA's Equal Opportunity Officer. A draft or final report has not been received.
- TWC completed the Child Care and Development Fund engagement and submitted a final report with no errors or concerns with improper payments.
- Office of Child Care Texas Monitoring Review will monitor child care. This will be reported to the Early Care & Education Committee.
- Health & Human Services Commission has started monitoring SNAP E&T fiscal transactions. The fiscal department will report this to the Audit & Finance Committee.
- External monitoring has completed review of WIOA Youth with SERCO and has a 95.52% accuracy rate. Items highlighted for continuous improvement include support services, incentives, and performance outcomes.
- WSA is renewing the CPA's, Ms. Nguyen, monitoring contract for one additional year, which is the first of a four-year renewal option.
- Internal monitoring has completed review of RESEA with C2GPS and has a 93.3% accuracy rate. Items highlighted for continuous improvement include individual employment plan employment goal and review date.
- Digitizing paper records are 100% complete, which included digitizing participant hard copy paper records.

c. Monitoring Outcomes and Technical Assistance

- Added WIOA Youth and RESEA.
- Most recent program monitoring reviews having attributes with accuracy rates less than 90% include TAA, WIOA Youth, WIOA Dislocated Worker/Adult, TANF/Choices, SNAP E&T, and NCP. The SNAP E&T and NCP TWC Audit Resolutions attributes have been resolved, but QA will continue supporting programs and operations to ensure WSA retains compliance.
- TWC placed WSA on an informal performance improvement action plan for WIOA Dislocated Worker Measurable Skills Gains and Credential Rate.

d. TWC Performance – Claimant Reemployment Within 10 Weeks

- TWC contracts board for two Reemployment & Employer Engagement Measures (REEMS), one of which includes the Claimant Reemployment within 10 Weeks.
- Based on work search reemployment requirements, the percentage of claimants eligible to receive UI benefits who gain employment within 10 weeks. The performance period runs from July 1 to June 30.
- Dislocation from work decreases household income, which increases poverty and income inequality. Further, unemployed workers represent untapped labor market potential, negatively impacting regional economic activity. The Claimant Reemployment measure aims to help affected workers quickly gain employment.
- The denominator is the number of monetarily eligible initial claimants subject to

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work search requirements and active in WIT during the ten weeks before or after the initial determination of monetary eligibility.

- The numerator is the unduplicated number of persons from the denominator reemployed within ten weeks of the date their claim is first determined monetarily eligible or the date of the first WIT service after determining them as monetarily eligible.
- TWC reports the year-end performance in the September Monthly Performance Report (MPR).
- Except for the current year, WSA has consistently met or exceeded the Claimant Reemployment measures. The state has acknowledged some issues this year with the reporting of this measure.

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

Presenter: Teresa Chavez, COO

Presented by: Rebecca Espino Balencia, Interim Director of Workforce Services

### a. Performance, Programs, and Operational Updates

- Childcare's performance unofficial YTD average for FY23 is 106.29%.
- Alamo has 30% of its CCS centers that are TRS certified.
- The Student HireAbility Navigators Hires Event concluded on October 12<sup>th</sup> at the Datapoint Career Center. 90 participants attended this event, 5 individuals were offered employment on that day, and 1 full time employment has started. The Alamo Helping Hands Event with Southside First occurred on November 2<sup>nd</sup> at the S. Flores Career Center. 25 vendors participated in the half day event and represented unique service offerings for those with disabilities. A post-secondary corner featured different universities and partners. 54 individuals availed themselves to community information. A VR Specialist provided hands on demonstration of center equipment and other items available for individuals to assimilate into a successful career position.
- Training and Employment Navigator Pilot: Target enrollment was 12, 9 are actively enrolled in Q6, and 92 participants have been served year to date.
- Military Family Support Program: 1 new enrollment and 2 are in training. WSA continues to strengthen partnerships with JBSA, US Chamber of Commerce Foundation – Hiring Our Heroes, and Spouse Networking Groups. Also, braiding Ready to Work.
- Gears for Careers – Middle Skills Pilot: 87 referrals have been received to date. This grant helps to provide supplies, clothing, and other support services.
- RESEA: Per the last TWC report, WSA is reporting at 93.7%. TWC requires boards to have an 80% completion rate.
- WIOA Youth: For the first month of the program, there have been 20 enrollments, 8 youth enrolled in training, and 6 into work experience. The participant work experience enrollment target is 365.
- Ready to Work: 3,952 applicants interviewed, 2,310 case managed/enrolled in training, 251 completed training, and 118 placed in quality jobs. A hiring event on November 29<sup>th</sup> is being planned with the City of San Antonio for CDL

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VIII. CEO REPORT

Presenter: Adrian Lopez, CEO

a. Ready to Work Monitoring

- There is a potential disallowed cost of \$5,000 for Chrysalis Ministries.

IX. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

**None.**

X. 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 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.**

XI. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

**Upon motion by Becky Butler Cap and seconded by Allison Greer Francis, Chair Dr. Sammi Morrill adjourned the meeting at 10:10am.**