



## **OVERSIGHT COMMITTEE MEETING - MINUTES**

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

**February 9, 2024**

**9:00 AM**

**BOARD OF DIRECTORS:** Dr. Sammi Morrill (Chair), Yousef Kassim, Allison Greer Francis (9:07am)

**STAFF:** Adrian Lopez, Adrian Perez, Angela Bush, Caroline Goddard, Christine Dever, Chuck Agwuegbo, Dr. Ricardo Ramirez, Gabriela Navarro Garcia, Jeremy Taub, Kristen Rodriguez, Teresa Chavez, Trema Cote, Vanessa McHaney, Victoria Rodriguez, Gabriela Horbach, Manuel Ugues, Roberto Corral, Brenda Garcia, Chakib Chehadi, Ramsey Olivarez, Gabriela Ore, Vanessa Garcia, Alfred Salazar, Jamesetta Stallion-Head, Miriam Barksdale

**PARTNER STAFF:** None.

**LEGAL COUNSEL:** None.

**GUESTS:** Verne Futagawa with Alamo Colleges

### **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 9:21am, 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 – November 13, 2023

**Upon motion by Allison Greer Francis and seconded by Yousef Kassim, the Committee unanimously approved the Consent Agenda item a. Meeting Minutes – November 13, 2023.**

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

Presenter: Dr. Ricardo Ramirez, Director of Quality Assurance

a. Quality Assurance Update

- Office of Child Care: Staff are working with TWC on an OCC Texas Monitoring Review which is a federal level review. This report will be presented at the Early Care & Education Committee meeting.
- Health & Human Services Commission: HHSC continues to monitor the SNAP E&T fiscal transactions. This report will be presented at the Audit & Finance

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Committee meeting.

- Child Care Services – COSA: Currently in progress and 61% complete.
  - Summer Earn & Learn – C2GPS: 100% complete with 100% accuracy rate.
  - Teacher Externship – C2GPS: 100% complete with 100% accuracy rate.
  - SNAP, NCP, Choices, TAA, WIOA Adult and Dislocated Worker – C2GPS: Information technical assistance review is 97% complete.
  - Technical Assistance: QA offers varied support to WSA departments and subrecipients, including technical assistance to help improve areas with low accuracy rates, policy development, and other processes.
- b. Monitoring Outcomes and Technical Assistance
- Update on Contractor Monitoring: TWC requires boards to implement corrective action plans for items with low accuracy rates. To assist with the process, QA developed a dashboard that identifies monitoring trends for each grant for the past two to three years, from which board staff have identified several grants with repeat findings. Board staff are currently working on process improvements with contractors on SNAP, NCP, Choices, TAA, and WIOA Adult/Dislocated Worker grants.
  - Continuous Improvement Actions: Review policies and procedures, training, 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.
- c. Update on Improvements from TWC Annual Monitoring
- 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.
- d. TWC Equal Opportunity Monitoring (Final Report/Letter)

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- Background: Federal regulations require TWC to monitor compliance with equal opportunity laws. The WIOA law also prohibits discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief, or for beneficiaries, applicants, and participants only, based on citizenship status. TWC’s audit includes a review of our policies and procedures and a thorough assessment of EO and accessibility requirements at center locations.
  - Outcomes: The State of Texas Equal Opportunity Officer issued a letter dated January 9, 2024, to report the completion of the review. TWC’s Equal Opportunity Compliance Department reported no findings or issues. Recommendation is to continue supporting the assignment of an EO Officer, which TWC requires to oversee the board’s EO responsibilities, and continue supporting EO activities to ensure adherence to EO laws.
- e. TWC Performance – Number of Employers Receiving Workforce Assistance
- TWC contracts boards for two Reemployment & Employer Engagement Measures (REEMS), one of which includes the number of employers receiving workforce assistance.
  - Definition: The number of employer reporting units served in the WSA area. The performance period runs from October 1 to September 30.
  - Goals: The performance measures the effectiveness of serving employers through a series of activities that help meet local labor demands. It captures a mix of services, such as employer penetration or local reach, which focuses on quantity. It also focuses on intensity, such as with customized/incumbent worker training or services for specific populations.
  - Methodology: A count of the number of employer locations that receive one of our services, such as job postings, site recruitment, offering meeting/interviewing space, subsidized/unsubsidized work agreement, job development, fee for services, specialized testing of job seekers, job fairs, customized/incumbent worker training, rapid response, and work opportunity tax credit.
  - Current & Historical Outcomes: From September 2015 to September 2023, WSA has consistently met or exceeded the measure.

## VII. PROCUREMENT BRIEFING (DISCUSSION AND POSSIBLE ACTION)

Presenter: Jeremy Taub, Director of Procurement and Contracts

- a. Contract Summary and RFP Updates
- Access Control Equipment is under contract with an anticipated award date in February 2024.
  - Lease property search for Kerrville is pending award for February 2024.
  - Teacher Externships is pending award for February 2024.
  - Lease property search for Hondo is in progress with an anticipated award date in July or September 2024.
  - Child Care Quality Services is in progress with an anticipated award date in June 2024.
  - Professional employer services is open with an anticipated award date in March 2024.

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- Evaluator services for CCQ RFP is in progress with an anticipated award date in April 2024.
  - Temporary staffing services is in progress with an anticipated award date in April 2024.
- b. Update on Implementation of Recommendations from the Procurement Consultant
- The procurement process improvements ongoing since October 2022 are 90% complete with final implementation expected to be completed this year. Open items are certifications for all procurement staff, implement strategic plan for procurement and contracts, and enhance reporting and spend management. Completed items include procurement SOPs and policy, proactively monitoring contracts for timely renewals and procurement cycling, ongoing monthly training for board staff on procurement processes and contract management, and improved procurement file retention.

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

Presenter: Teresa Chavez, COO

- a. Performance, Programs, and Operational Updates
- As of January 23, 2024, childcare performance is progressively going up. The average is 91.38% which is below performance right now but expect to be meeting performance by March.
  - There are now 181, or 31%, Texas Rising Star certified childcare centers.
  - SEAL Employer Recognition Event occurred on January 12, 2024. The first partner meeting will be in February and the community referral link is now active.
  - Student HireAbility Navigators have been busy this quarter sharing Vocational Rehabilitation awareness at four different events in January.
  - Training and Employment Navigator pilot has a target enrollment of 12. Q7 active enrollment is 16 with a total of 49 participants served year to date.
  - Military Family Support program has 31 year to date enrollments, 4 in training, and 7 in support services.
  - WSA is currently under a progress improvement plan for the Ready to Work program due to low enrollments, non-completion of training, declining job placements, and concerns about the SOP that doesn't clearly define placement and retention process. WSA has worked to increase enrollments by hosting weekly enrollment events. WSA has also met on a weekly basis with the training providers and set up meet and greets between the providers, participants, and case managers. The next steps to improve the job placements are to set up a placement committee with the subagencies that will meet twice a month, utilize the new platform called Green Light established by the city, and have career fairs to help promote quality jobs. WSA has also released a new SOP on February 1, 2024, to address the placement and retention process concerns. Despite these needed improvements, there were no disallowed costs.
  - Yousef Kassim recommended keeping track and telling the success stories of those individuals that get placed after six months, even though WSA will not get

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credit after the six-month cut off. CEO Adrian Lopez stated that the board members have the opportunity to address this concern at the upcoming Ready to Work Summit, especially since the industry standard is one year rather than six months.

b. UI Weekly Work Search Contact Requirement

Presented by: Adrian Perez, CIO

- The primary purpose of the weekly work search contact requirement is to assure claimants are able, available, and actively seeking work. 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. For the Alamo region, population growth is healthy, unemployment rate continues to decline, and overall job growth is healthy.
- Large Board Comparison: Tarrant, Dallas, Gulf Coast, Boarderplex, and Lower Rio Grande have three weekly job search requirements for all counties. Alamo and North Central have five weekly job search requirements for all counties.
- The 2024 proposed weekly job search requirement is to remain at five for all counties.
- Yousef Kassim asked if it was difficult for job seekers to maintain five searches. Adrian Perez stated that they have spoken to the center managers and haven't heard of any issues hitting the goal. Additionally, employers are still reaching out to hire individuals.

**Upon motion by Yousef Kassim and seconded by Allison Greer Francis, the Committee unanimously approved for the weekly work search requirement to remain at five for all counties.**

c. Workforce Center Certifications

- Each workforce area must include at least one comprehensive center where all required workforce partner programs and services are available, either physically co-located or through direct linkage. Direct linkage through technology provides customers with access to program staff who can provide meaningful information or services for those workforce partner programs not physically located in a comprehensive center.
- An affiliate site is a workforce solutions office where job seekers and employers can access programs, services, and activities of one or more workforce partners and where the operation of the workforce solutions office adds a cost to the board's operational budget, or the board is responsible for oversight and management of the center.
- WSA workforce centers met the standards required by WIOA during TWC review. Hondo, Pleasanton, Seguin, Kerrville, Bandera, Pearsall, Boerne, New Braunfels, Fredericksburg, Floresville, Kennedy, East Huston, DataPoint, South Flores, Marbach, and Walzem are workforce centers that are now certified for the next three years starting on December 20, 2023. A Y-9 form has been submitted for Tilden, Bexar County Justice Center, MFSP at JBSA, and SA Food

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Bank.

## IX. IT IMPLEMENTATION (DISCUSSION AND POSSIBLE ACTION)

Presenter: Chuck Agwuegbo, Director of Innovation and Technology

- The organization previously faced significant technology challenges with the absence of a culture of innovation and technology roadmap leading to limited collaboration and lack of proactive oversight, inconsistent security standards and controls, and exposure based on end-of-life equipment management.
- This increased vulnerability to exploits and reduced ability to anticipate and address emerging threats resulted in a security incident addressed by TWC through a corrective action plan. WSA successfully completed all elements of the plan.
- Accomplishments through CY22-23 include procured and replaced over 35 end of life hardware elements such as routers and switches that were no longer supported by the manufacturer, streamlined network equipment by lowering number of hardware components and upgrading patches on remaining equipment lowering exposure in both number of hardware devices to be managed and exposure created by outdated patches, and retired a third of on-premises servers and migrated mission critical core services such as Microix, purchase approval application, and Cabinet, programs and fiscal records repository, and shared drives to the cloud.
- Cloud strategy successes include transition to the cloud was seemingly with little to no downtime running successfully in the cloud environment for over 6 months, implemented a cloud strategy to migrate directly to the cloud and allow physical datacenter to be fall back if any issues arise, all application licenses migrated to the cloud such as Cabinet, Microix, and MIP, link to Cloud via Multiprotocol Label Switching (MPLS), SDWAN, or private WAN for reliable, secure, and efficient data transmission.
- Disaster recovery/business continuity plan enhancements includes multiple service providers, highly secured environment, scalable and flexible, elimination of capex cost, standard 4-hour recovery time objective (RTO) compliant with internal SLA validated as compliant with local and TWC NIST framework and consolidation of multiple data centers eliminating any single point of failure.
- Additional projects completed include upgrading of enterprise wireless, new roll out of ADA equipment, hardware upgrades for our resource rooms, infrastructure upgrade and streamlining, telecommunication optimization, and project management tool.
- The FY21 audit findings for IT were at 1.54 and have shown an increase in FY23 to 2.87. The recommendation is to be at 3.0.
- In the future, the board will be seeking approval for migration of voice to the cloud and renewal of Cisco enterprise license agreement.

## X. CEO REPORT

Presenter: Adrian Lopez, CEO

### a. Ready to Work

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XI. CHAIR REPORT

Presenter: Dr. Sammi Morrill, Committee Chair

- Chair Dr. Sammi Morrill attended the City of San Antonio Resource Fair and Summit related to their strategic housing implementation plan. A certificate was awarded to Workforce Solutions Alamo in recognition of leadership, achievements, and accomplishments in the San Antonio East Side Promise Zone.

XII. 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.**

XIII. ADJOURNMENT

Presenter: Dr. Sammi Morrill, Committee Chair

**Upon motion by Yousef Kassim, Chair Dr. Sammi Morrill adjourned the meeting at 10:28am.**