



Workforce Solutions Alamo

BOARD MEETING MINUTES

100 N. Santa Rosa, Suite 120

San Antonio, TX 78207

January 22, 2021

1:00 P.M.

WSA Board Member Attendees: Leslie Cantu (Chair), Jamie Allen (Vice Chair), Frank Crowder, Jr. (Secretary), Mary Batch, Betty Munoz, Ben Peavy, Carolyn King, Lisa Navarro Gonzales, Yousef Kassim, (1:06pm), Dawn Vernon, Lindsay Dennis, Dr. Mark Niederauer, Doug Watson, Eric Cooper, (1:08PM),
Dr. Burnie Roper, Kelli Rhodes, Polo Leal, Dawn Dixon, Angelique De Oliveira, Dr. Sammi Morrill, (1:05PM)

WSA Board Staff Attendees: Adrian Lopez, Mark Milton, Dr. Andrea Guerrero-Guajardo, Linda G. Martinez, Louis Tatum, Angela Bush, Cristina Bazaldua, Teresa Chavez, Vickie Reece, Melissa Sadler-Nitu, Shantelle Artis, Roberto Corral, Michael DeFrees, Miriam Barksdale, Manuel Ugues, Janice Berechi-Onyejiako, Joshua Villella, Donna Mims, Barbetta Womack, Brenda Garcia, Cathi Cohen, Chakib Chehali, Esther Metcalf, Gabriella Horbach, Frank Martinez, Trema Cote, Ricardo Ramirez, Jessica Villarreal

Legal Counsel: Frank Burney

Partners: Diane Rath, Pooja Tripathi, Alex Lopez, Javier Vasquez

Guest(s): Mr. James Dobbins, San Antonio Independent writer, San Antonio- no public comment, only observer

AGENDA

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

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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 and Quorum Determination

At 1:01 p.m., Chair Leslie Cantu called the meeting to order. The roll was called, and a quorum was declared present.

Chair Leslie Cantu welcomed new WSA Board members:

Lisa Navarro Gonzales, Vice President Santana Group

Dawn Dixon, Executive Director, ConnectAbility

II. Declarations of Conflict of Interest

Presenter: Chair Leslie Cantu

Director Doug Watson recused himself from agenda items 4b and 6a.

III. Public Comment

Presenter: Chair Leslie Cantu

None

Mr. James Dubbins joined the meeting as an observer, no public comment.

IV. Consent Agenda:

Presenter: Chair Leslie Cantu

Upon motion by Director Batch and second by Director Cooper, the Board unanimously approved the following: Director Doug Watson recused himself from agenda items 4b

- a. Special Board Meeting December 28, 2020 Minutes
- b. Parent Share of Cost Policy (Watson recused)
- c. JBSA Priority Group
- d. C2Global Professional Services, LLC Adult Services Contract Renewal #1
- e. C2GPS Youth and SERCO Youth Renewal #2

- **Chair Leslie Cantu stated to the BOD members that agenda items D & E are contract renewals and they are not in the packet. However, if anyone would like a copy to review; they may request copies from Adrian Lopez or Linda G. Martinez.**
- **Board Member Jamie Allen stated WSA needs to take precautionary measures on releasing contracts to BOD members via email because these are private contracts with WSA and there are certain items that contractors have the right from public disclosure. This may come in the form of Freedom of Information Act (FOIA).**
- **Mr. Burney reviewed policy on circulation of WSA contracts under the Texas Public Information Act.**

V. Audit and Finance Committee Report:
Presenter: Louis Tatum, CFO

- a. Request for Proposal Financial Monitoring Award (4-year renewal):
- **Mr. Tatum reviewed the RFP for Financial Monitoring Contract for four (4) one (1)-year terms at a cost not to exceed approximately \$140,000. In no event shall the total term of the contract exceed five (5) years.**
 - **WSA issued a Request for Qualifications (RFQ) for Fiscal Monitoring Services. Requested services on the RFQ include:**
 - o **providing comprehensive financial monitoring reviews and fiscal integrity reviews to ensure that:**
 - **Intended program resources are expended on allowable activities,**
 - **Resources are efficiently and effectively used for authorized purposes and are protected from waste, fraud, and abuse,**
 - **Reliable and timely financial information is captured and reported, and**
 - **Applicable laws, rules, regulations, policies and contract terms and conditions are adhered to.**
 - **Proposals were required to achieve an overall score of at least 70 points to be considered for selection and contract award. The maximum points available was 105.**
 - **WSA received responses from two bidders. The responses were evaluated internally by WSA Staff.**
 - **Board Member Peavy commented on the lack of responses to the RFP.**
 - **Board Member Doug Watson asked how long Christine Nguyen has been working with WSA. She has been working with WSA for possibly nine years.**
 - **Mr. Tatum indicated that efforts will be made in future years to expand pool of applicants.**
 - **Mr. Lopez commented that this type of work is very limited.**
 - **Board Member Jamie Allen commented, “out of respect for the contract process or awarding a contract, it would be best to do outreach and/or use an RFI instead of an RFQ.**
 - **Upon motion by Director Watson and second by Director Peavy, the Financial Monitoring Contract RFP recommending Christine Nguyen, CPA, was unanimously approved by the Board.**
- b. Request for Approval Enterprise Agreement and Equipment (Network Security Upgrades):
- **Mr. Tatum briefed the Board on enhancements to the Enterprise Network System, which was approved by TWC in the amount of \$56,407.57 for equipment necessary to upgrade the network as detailed on the Board’s disaster recovery plan.**
 - **The Board obtained two quotes for this purchase before Cisco informed the resellers that quotes had already received from our chosen vendor and additional quotes for a Cisco product could not be obtained. Cisco is the sole manufacturer and reseller of the hardware.**
 - **WSA is requesting an Enterprise Security Solution which requires Cisco Firepower Management Center 1600 Chassis (\$13,965.81) and related software.**

The update will additionally require two Cisco Storage Server base Chassis (\$22,874.50) and two Cisco one row of drives (\$19,567.26) and related software to upgrade WSA's Backup and Disaster recovery systems.

- Mr. Lopez informed the Board of Directors according to the policy as the CEO his approval limit is up to \$149,999.99. These items have been procured by the state thru the Texas Department of Information Resources (DIR). Due to the policy threshold, this purchased requires Board approval.
- Upon motion by Director Morrill and second by Director Cooper, the purchase of network system enhancements was unanimously approved.

VI. Child Care Committee Report:

Presenter: Doug Watson

Request for Proposal Child Care Quality Services Award:

- WSA issued a Request for Proposal (RFP) to obtain Childcare Quality Services on November 13, 2020.
- The Child Care Quality Services is for mentors and assessors for the Texas Rising Star Program, (TRS).
- WSA held a Pre-Proposal meeting on November 19, 2020 and accepted written questions through November 23, 2020. The submission deadline for proposals was December 15, 2020. WSA received two (2) proposals and both were deemed responsive and moved forward to be evaluated. After the tabulation of evaluator scores the two proposals were ranked and a recommendation is being made to award the contract to the highest ranked Proposer, City of San Antonio with an overall score of 90 points out of 100.
- Board Member Ben Peavy stated he noticed some of the weaknesses and pointed out COSA may not have the ability to provide services to rural areas outside of SA. Is there a way to mitigate or work with the COSA to ensure we are providing good services to rural areas?
- Child Committee Chair Doug Watson clarified COSA already provides services thru CCS and they also conduct the financial portion in making sure parents qualify for CCS. They have done extensive outreach in the rural areas to maintain the 80/20 percentage that the contract requires.
- Director Watson voiced his concern regarding the amount of time COSA takes in hiring staff. This contract needs to be executed on Feb. 01, 2021 and staff need to be in place. He also addressed the possibility of adding the timeliness of hiring staff to the contract.
- Board Member Eric Cooper gave kudos to Director Watson for his leadership and the thoroughness of this process. Also, added there are great internal staff that can be potentially good candidates and COSA should be informed and recommendation made to consider internal candidates.
- CEO Lopez confirmed WSA Board Staff will monitor very closely in terms of the timeline. WSA will ensure there is a smooth transition and the selected contractor will be asked to provide a 30, 60, 90-day plan to include outreach to rural areas.
- Upon motion by Director Batch and second by Director Cooper, the CCQ Services contract was unanimously awarded to COSA by the Board (Watson recused)

VII. Strategic Committee Report:

Presenter: Dr. Andrea Guerrero-Guajardo, CIO

Local Plan 2021-2024:

- **Dr. Guerrero-Guajardo briefed the Board on the lengthy process to prepare the Local Plan governing WSA for the next two years. The last time it was updated was 2017.**
- **The draft plan is a work-in-progress, has been available for public input as required by TWC regulations, and involves all departments of WSA. Public comment will be available beginning Jan. 8 – Jan 22, 2021. This was posted for the minimum of 14-days but will stay posted as long as needed to gather community involvement.**
- **TWC Goals Strategic Plan 2021-2025:**
 - **Support a Workforce System that allows employers and workers to achieve and sustain economic prosperity**
 - **Promote employers' access to the talent and abilities of individuals with a disability. Accommodate such workers in the workplace and assist with maintaining and advancing their careers successfully**
 - **Prepare individuals for employment by supporting education and training that equips individuals with in-demand skills as identified by employers**
 - **Accelerate employment pathways for veterans, service members and their spouses as they transition to civilian occupations in Texas**
 - **Fostering systems that enhance early education, support strong families, advance the growth of the at-risk workforce to accelerate their employment opportunities, and help support personal and family stability**
- **Plan is comprehensive and includes targeted and in-demand industries, outreach, programs, and economic/workforce analysis.**
 - **Local Plan Components:**
 - **Board Strategic Vision**
 - **Economic and Workforce Analysis**
 - **Core Programs**
 - **One-Stop Service Delivery**
 - **Workforce Investment Activities**
 - **Adult, Dislocated Workers, and Youth Services**
 - **Fiscal Agent, Grants, and Contracts**
 - **Performance**
 - **Training and Services**
 - **Apprenticeship**
- **Dr. Guerrero-Guajardo discussed the Sector-based strategies.**
 - **Employer-driven partnership within a critical industry that brings together education, economic development, workforce systems, and community organizations to identify and collaboratively meet the workforce needs of that industry within a regional labor market**
 - **Career pathways, apprenticeships, industry-credentials that promote and formalize sector partnerships**
- **Staff continues to conduct regional economic analysis related to target industries and occupations and will provide the final draft of the document to the WSA Board in January 2021.**
- **The WSA region continues to have strong and diversified industries, and many**

industry sectors in the area are considered emerging in-demand industry sectors. For 2021-2024, the WSA Board will target industries for both the high demand and targeted occupations that are expected to continue to experience high growth, high demand and offer living wages.

- Director Morrill asked about how the methodology was determined and complimented staff on its work/preparation. Director Morrill also asked if the data accessible on WSA website and how often is it updated. When the data is updated, how is it released and published because this data is very rich and robust.
- Dr. Guajardo replied, because the analysis is done internally, we are a liberty to complete it as often as needed and since the data is changing rapidly, it must be continuously monitored. Frank Martinez provided links where data reports are pulled from : (<https://texaslmi.com/> and <https://texaslaboranalysis.com/>) via chat. DataViz will be updated with reports and data.
- Mr. James Dubbins, SA Independent Writer, asked what does the turnover rate measure?
- the data is pulled from a tool used to generate Labor Market, Economic Modeling Specialists International, (E.M.S.I.).
- Mr. James Dubbins, SA Independent Writer asked what is considered a high turnover rate?
- Mr. Frank Martinez replied typically for our analysis we use 60% as the cut off for the smaller counties. Also, Economic Modeling Specialists International, (E.M.S.I.) indicate that 75% and above are a high turn-over rate.
- Board Member Jamie Allen asked how has WSA adjusted for COVID in these number and how are they COVID driven?
- CEO Lopez replied, part of the challenge is understanding the full impact of the pandemic and on these types numbers and the data we are pulling. We will continue to monitor these numbers and continue to pull data and move forward.
- Dr. Guajardo added, this will be a regular report done in a quarterly basis to show the trends within the job market.
- Dr. Guajardo discussed in depth the below areas:
 - o Hiring Gap by Industry (Monthly Job Postings vs. Hires June 2020-November 2020)
 - o Hiring Gap by In-Demand Occupations
 - o Addressing the Gap
- Board Member Dr. Morrill stated this information can also be used for marketing.
- Board Member Angelique De Oliveira offered additional data that would include the number of graduates from Goodwill Careers and/or Restore Education or other partners that have completed a short-term certification to include in the report.
- Development of Annual Evaluation Report with focus on:
 - o Core Programs
 - Performance Metrics
 - Key Performance Indicators
 - o Partnerships
 - ETPL Training Partners
 - Education Partners
 - Employers
 - Elected Officials
 - Job Seeker/Client

- **Industry Metrics**
 - **Placement in Target Industries**
 - **Real-time Wage Data**
 - **Incumbent Worker Reskilling/Upskilling**
- **Economic Impact**
 - **Contribution to economy**
 - **ROI of Core Programs, Non-Core Programs, and Childcare**
- **Dr. Guajardo provided website and email for the Local Plan**
 - **Website: <https://www.workforcesolutionsalamo.org/announcements/>**
 - **Email: LocalPlan@wsalamo.org**
- **CEO Lopez reminded Board that this Plan is a “living” document and should be updated and used throughout the next two years.**
- **Upon motion by Director De Oliveira and second by Director Watson, the Local Plan was unanimously approved by the Board.**

VIII. Oversight Committee Report:

Presenter: Ricardo Ramirez, Director, Quality Assurance

Monitoring Timeline Briefing:

- **Mr. Ramirez reviewed compliance monitoring requirements and timelines.**
- **In alignment with functions that are required of Local Workforce Development Boards, WSA both contracts out and performs internal oversight and compliance monitoring of federal and state grants as operated by subrecipients and contractors.**
- **Monitoring goals include the following: automating and streamlining systems, incorporating additional audits to minimize subcontracted costs, completing monitoring of projects on a more frequent basis (e.g., twice a year instead of yearly).**
- **Agenda item was not up for approval, however, Chair Leslie Cantu, requested for a motion to approve the monitoring timeline to ensure all Board Members understood the timeline.**
- **Upon motion by Director Vernon and second by Director Crowder, the compliance timeline and requirements were unanimously approved.**

IX. Committee of Six Chair and/or Partner Staff Report

Presenters: Diane Rath, Pooja Tripathi, Alex Lopez

- **Ms. Diane Rath, Ms. Alex Lopez, and Ms. Tripathi expressed appreciation that this item was added to the Agenda. They look forward to C of 6 meeting next week to hear 2021 plans for WSA and the Local Plan.**
- **Ms. Alex Lopez emphasized the efforts of COSA in workforce development.**

X. CEO Report:

Presenter: Adrian Lopez, CEO

- a. Unemployment Claims & Responses
 - b. Performance, Facilities, Financial and Regulatory Compliance, Organizational, Branding, Funding, Partnerships, Event highlights
 - c. New Staff Introduction: Cristina Bazaldúa, Director Public & Government Relations
- **In the interest of time, Mr. Lopez asked Board to review items (a) and (b).**
 - **He introduced Ms. Cristina Bazaldúa as the new Director of Public and Government Relations.**
 - **Ms. Bazaldúa expressed her enthusiasm to be a part of WSA and share stories of people.**

- **CEO Lopez has charged Ms. Bazaldúa with reaching out to Board Members to add profiles and pictures.**

XI. Chair Report:

Presenter: Chair Leslie Cantu

a. Board Priorities 2021

- **Chair Cantu reviewed the Board priorities for 2021, adding the importance of development of partnerships throughout all areas of WSA.**
- **Chair Cantu briefly discussed the organizational transformation of WSA, to include the Professional Employer Organization (PEO) to support HR and Payroll functions.**
- **Agency Coach will address:**
 - o **Work culture**
 - o **Collaboration strategies**
 - o **Staff Innovation**
 - o **Sense of purpose**
 - o **Continue IT Changes**
 - o **Security enhancements**
 - o **IT plan for delivery of services**
 - o **New Initiatives**
 - **Workforce Academy**
 - **Child Care Partnerships, Educare**
- **Director Peavy requested that diversity and inclusion be a priority of the Board as well.**
- **Upon motion by Director Cooper and second by Director Vernon, the Board Priorities (with diversity priority) was unanimously approved by the Board.**

b. Review of WSA Demographics, Attendance and Board Make-up January 2021

c. WSA Board Attendance Policy

- **Chair Cantu asked Board to review Attendance Policy and provide feedback on changes/edits.**
 - o **CEO Lopez informed the Board, edits have been made specifically, the addition of the phrase, least 75% of all scheduled Board and committee meetings**
- **Director Allen recommended adding to the second paragraph the word ‘assigned’ committees to indicate the Board Members do not attend all committee meetings, only those they are assigned and/or volunteer to participate.**
- **Mr. Frank Burney recommended the policy should be reviewed and any changes be sent to him.**
- **Director Munoz asked if virtual meetings were going to be acceptable and/or included due to the pandemic and it is easier to attend meetings while traveling.**
- **Mr. Frank Burney responded unclear of what TX Gov. and legislature will decide. Due to the pandemic crisis, Open Meeting Act have made an exception to the rule for virtual meetings. Additional clarification will be provided as it is received by legal counsel to the Board.**

d. Board Meeting Schedule for 2021

- **Upon motion by Director Allen and second by Director Watson, the 2021 schedule was unanimously approved.**

- e. 2021 Committee Chairs
 - **Chair Leslie Cantu requested the Board Members to review the committee list and volunteer for one of the two vacant chair positions in the ByLaws and Marketing/Communication committees.**

- XI. Next Meeting: Special Board Meeting – February 19, 2021

- XII. Adjournment
 - Presenter: Chair Leslie Cantu
 - There being a lack of a quorum, the meeting ended at 3:10 p.m.**