

# U.S. Citizenship

- U.S. service members, veterans, and their families may be eligible for certain immigration benefits on the path to U.S. Citizenship.
- Surviving family members of deceased U.S. military service members and veterans may also qualify.
- Immigration Services Military Help Line:  
877-CIS-4MIL (877-247-4645)



Military Naturalization Ceremony - Yongsan Korea - 15 December 2008 - USFK - United States Army - USAG-Y

# Veterans Employment Services

**Our mission is to provide veterans with significant barriers to job entry and other eligible persons access to long-term and meaningful employment.**



# Employment

Staff in over 90 locations across Texas including 70 American Job Centers.

Veterans Career Advisor services:

- Employment Planning
- Résumé / Application Assistance
- Job Search Techniques
- Transition Assistance
- VA Vocational Rehabilitation
- Work Opportunity Tax Credit Pre-Certification

The Family Career Advisor provides employment services to active duty Wounded Warriors, veteran spouses and family members.



# Employment

## Veterans Employer Liaison services:

- Veterans Preference Program Assistance
  - Hiring Authorities' Training
  - Career Fairs
  - Job Posting Development
  - Hiring Events
  - TVC Employment Services Liaison
  - Work Opportunity Tax Credit Pre-Certification
- 
- [tvcemployment@tvc.texas.gov](mailto:tvcemployment@tvc.texas.gov)
  - (512) 463-2333

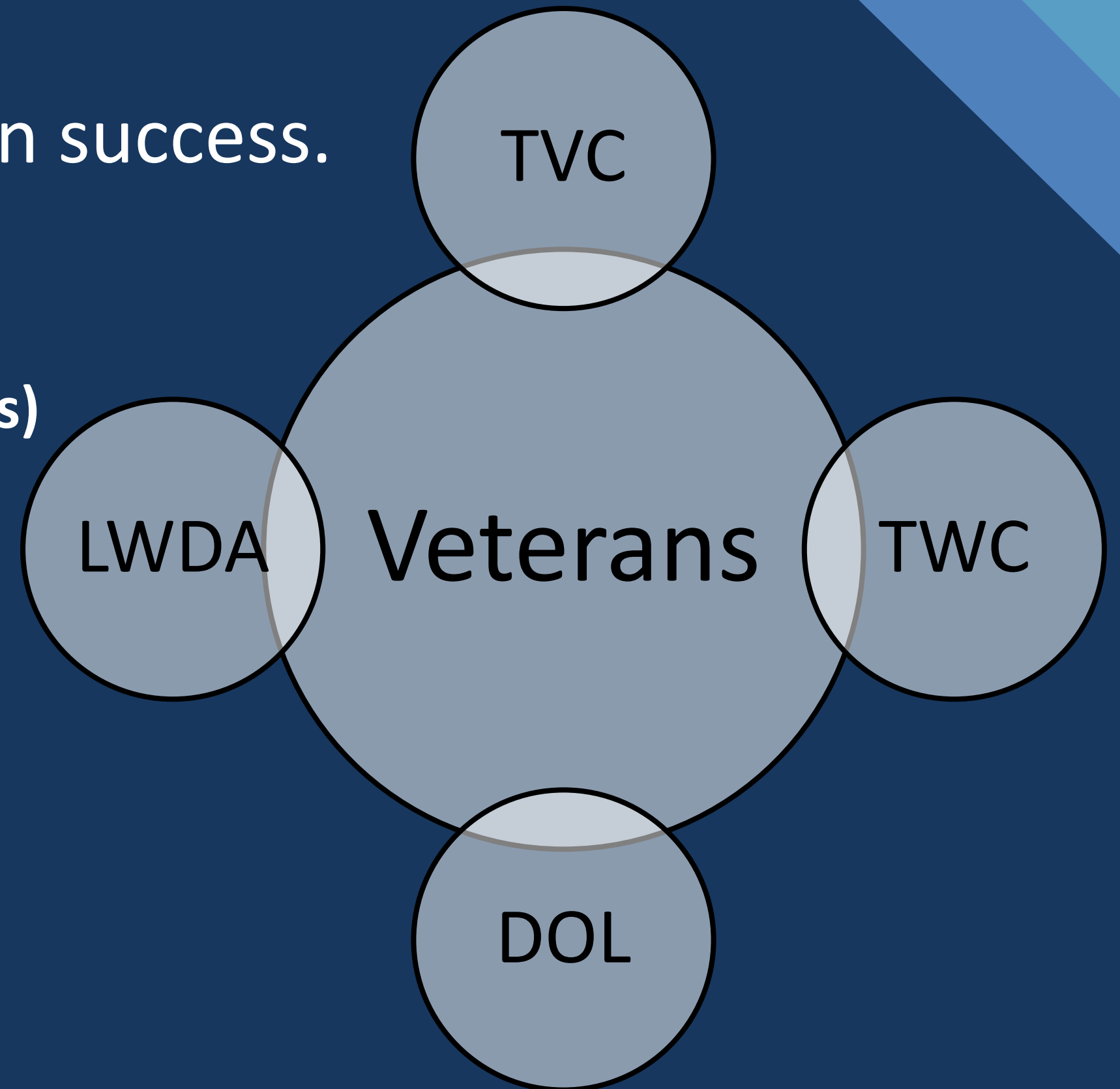


For federal fiscal year 2023, the Veterans Employment Services Department receives 99% of its funding from the US Department of Labor under a Jobs for Veterans State Grant award totaling \$16,290,842.00. State of Texas general revenue funds the remaining 1% totaling \$122,229.00 for state fiscal year 2023.

# Partnerships

Partner collaboration ensures veteran success.

- **Veterans Administration – VR&E**
- **Texas Veterans Network (Combined Arms)**
- **OBTT – Off-base Transition Training**
- **Recruit Military**
  - **American Legion**
  - **Goodwill**
  - **Homeless Veterans Reintegration Program**



# Accomplishments

- **Customer Satisfaction – 93.9% in FY23 (1,289 responses)**
- **JVSG Expansion – Midland, Missouri City, and Pearland AJCs**
- **American Legion and Disabled American Vets (DAV) State and National Recognition**
  - **TVC Employee Recognition**
    - **VCA Veronica Rodriguez – Marbach AJC – TVC Excellence Award**
    - **SSO Irene Cantu – S. Flores AJC – Greg White Memorial Award**

*Texas Veterans Commission, in compliance with P.L. 115-141, Division H, Title V, Section 505 makes the following assertion:*

*For federal fiscal year 2024, the Veterans Employment Services Department receives 99% of its funding from the US Department of Labor under a Jobs for Veterans State Grant award totaling \$16,766,306.00. State of Texas general revenue funds the remaining 1% totaling \$128,229.00 for state fiscal year 2024.*

# Connect with Us

- **Web:** <https://www.tvc.texas.gov>
- **LinkedIn:** <https://www.linkedin.com/company/texas-veterans-commission/>
- **Events:** <https://www.tvc.texas.gov/events>
- Anna Baker  
Director Veterans Employment Services  
(512) 463-2333  
[anna.baker@tvc.texas.gov](mailto:anna.baker@tvc.texas.gov).
- Al King  
District Manager, Veterans Employment Services  
(830) 629-2010, Ext. 2607  
[adrain.king@tvc.texas.gov](mailto:adrain.king@tvc.texas.gov).



**TEXAS VETERANS  
COMMISSION**



# TEXAS WORKFORCE SOLUTIONS

## VOCATIONAL REHABILITATION SERVICES

**Dawn Natalino-White MS, CRC, LPC**  
Deputy Regional Director – South Texas

**Ricardo “Ricky” Rendon, MS, CRC**  
Business Relations Coordinator





# Who We Are

Texas Workforce Solutions - Vocational Rehabilitation Services, often referred to as TWS-VRS or VR, is an eligibility-based program that aims to assist individuals with disabilities in Texas by providing them with the necessary services and support to prepare for, obtain, retain, or advance in employment.

We serve Texans with disabilities starting at the age of 14 and adults of all ages.

**A few examples of the types of disabilities we support are:**

Mental Health  
Condition

Physical  
Disability

Hearing Loss or  
Deafness

Chronic Health  
Condition

Learning  
Disability

Low Vision or  
Blindness

# How we Partner

In 2016, Vocational Rehabilitation Services transitioned from Texas Department of Assistive and Rehabilitative Services (DARS) to the Texas Workforce Commission and became Texas Workforce Solutions – Vocational Rehabilitation Services (TWS-VRS).

Post-integration, VR staff relocated to workforce solutions centers. This move not only advanced our synergy but also positioned us to seamlessly provide workforce solutions to Texans. Our concerted efforts have been dedicated to expanding partnerships, leveraging resources, and empowering Texans with disabilities to achieve their employment aspirations.

# Partner Collaborations

Key collaborative programs include SEAL and Year-Round PWE. Beyond these, our partnership extends to ensuring seamless communication in joined efforts to serve both job seekers and employers.

NDEAM Events  
Alamo HIRES

Toyotetsu  
Internship

WIT  
Contributions

Paid Work  
Experience

Inter-Agency  
Referral

Summer Earn  
& Learn

Increasing  
Accessibility

Consultations  
& Disability  
Awareness

Workforce  
Academy  
Participation

# 2024 Partnership Goals

In 2024, our collaborative efforts will be directed towards augmenting co-enrollment rates, aligning outreach initiatives, and fortifying joint projects.

Our specific goals involve boosting co-enrollment figures by ensuring a seamless referral system between both organizations. We plan to increase awareness about our integration through coordinated cross trainings and encourage both teams to get to know each other better.

# Texas Talent Experts

TWC's Statewide Initiative of being Texas Talent Experts is a shared vision that drives our collaborative efforts.

- **Dual Customer Focus**  
Leveraging our services allows us to create a holistic ecosystem where both job seekers and employers benefit from a comprehensive range of services.
- **Optimizing Systemic Solutions**  
By aligning our strategies and resources, we can address challenges at a systemic level, creating a more resilient and adaptable workforce.
- **Maximizing Services for Disability Talent**  
Our collaborative efforts contribute to advancing diversity and inclusion in the workforce, creating pathways, removing barriers, and ensuring that disability talent has an effective pipeline to employment.

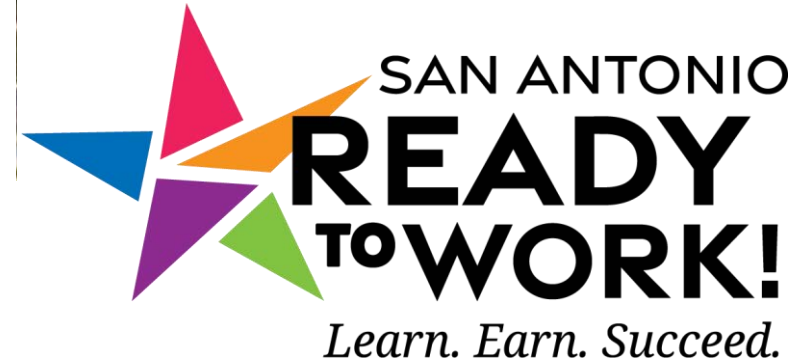
**Questions?**

**Thank you!**



# WSA Strategic Committee Update

Michael Ramsey  
Executive Director of Workforce  
February 2, 2024



# Point of Light – Jeanette Pena



- Enrolled for Pharmacy Technician – Texas Tech University
- Council District 2 Resident
- Mentor at YWCA (Carmen Rosario) follows up consistently with Jeanette
- Entering program with some college
- Will gain certification and employment in pharmacy
- "It's really changing my life."
- Is excited to be an example for her children, family & friends



# San Antonio Ready to Work Progress to Date

As of December 12, 2023

## San Antonio Workforce Development Ecosystem Improvement Underway

- Citywide collaboration
- Resident access to education and support
- Employer engagement and networking

**12,768**  
Engaged in Intake Process

**10,029**  
Completed Intake Process

**8,613**  
Officially Admitted to Ready to Work

**5,482**  
Enrolled in Education & Training

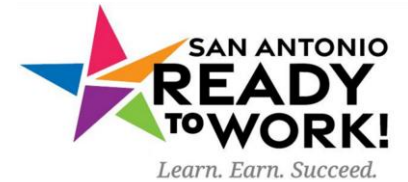
**808**  
Completed Education & Training

## 398 Already Placed in Quality Jobs

- **\$18.00** Median Starting Hourly Wage
- **\$15.00** Median Hourly Wage Increase
- **288** Employers Have Hired SA RTW Participants

### Program Goals

- 39,000 Applicants Interviewed (Completed Intake)
- 28,000 Enrolled in Training
- 15,600 Placed in Quality Jobs



# Dashboard and Expenses to Date



**The City maintains a public dashboard for transparency and accountability**

## Program Overview

Ready to Work (RTW) is San Antonio's unprecedented education and job placement program.

In 2020, San Antonio voters overwhelmingly approved the \$200 million program, which is funded by a 1/8-cent sales tax. Local employers have pledged support for the program and provide guidance relating to in-demand, well-paid occupations, and relevant training.

Ready to Work intends to interview over 39,000 applicants, to enroll over 28,000 participants in approved training programs (including certifications, associate's and bachelor's degrees), and to place over 15,600 training completers into quality jobs.

Ready to Work tracks additional information about participants, such as military status, disability status, and justice involvement. Please contact [RTW.help@sanantonio.gov](mailto:RTW.help@sanantonio.gov) for more information.

### Program Metrics (as of 12/12/2023)



[Click on tiles for details](#)

**The City pays contractors only as milestones are met**

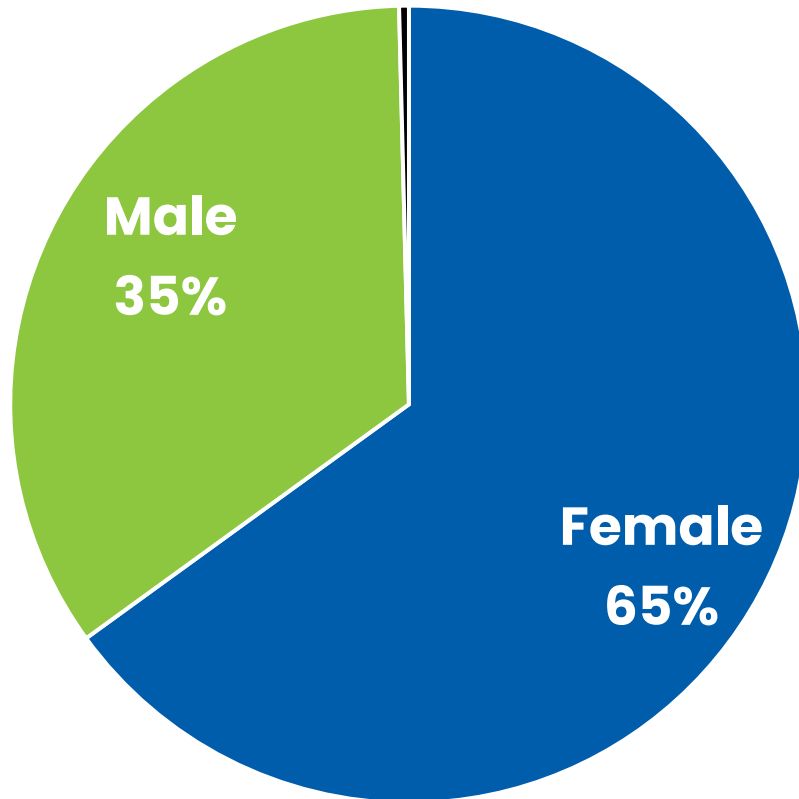
### Expenses to Date:

FY21	\$0.2m
FY22	\$3.8m
FY23	\$12.1m
FY24	\$11.5m (through Nov)
<b>Total</b>	<b>\$27.5m</b>

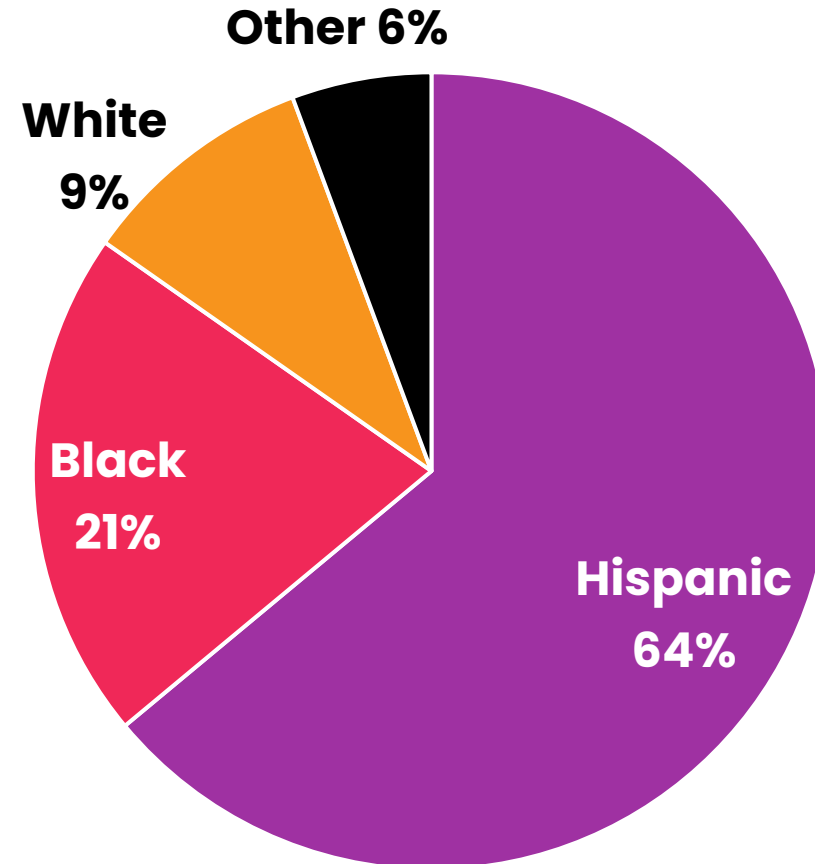
# Ready to Work Demographics



## Gender



## Race and Ethnicity

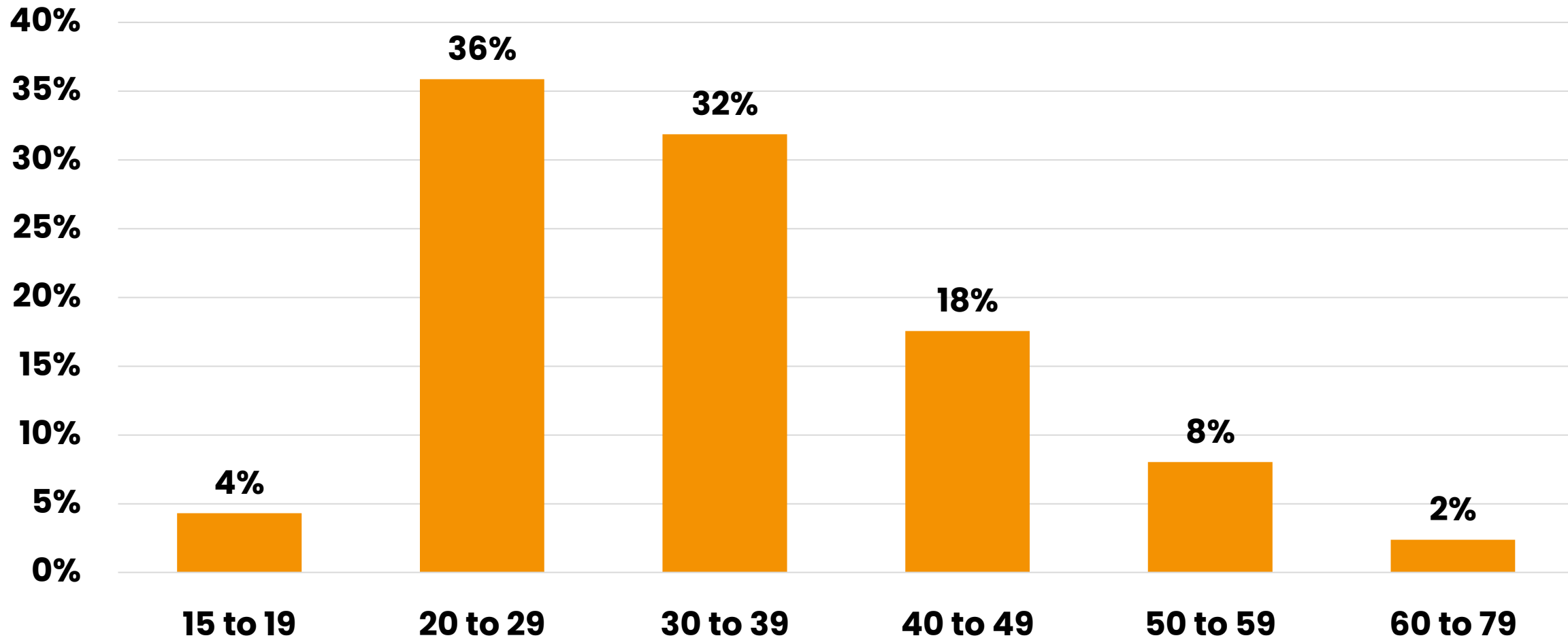


Data as of December 12, 2023  
Eligible Participants

# Ready to Work Demographics

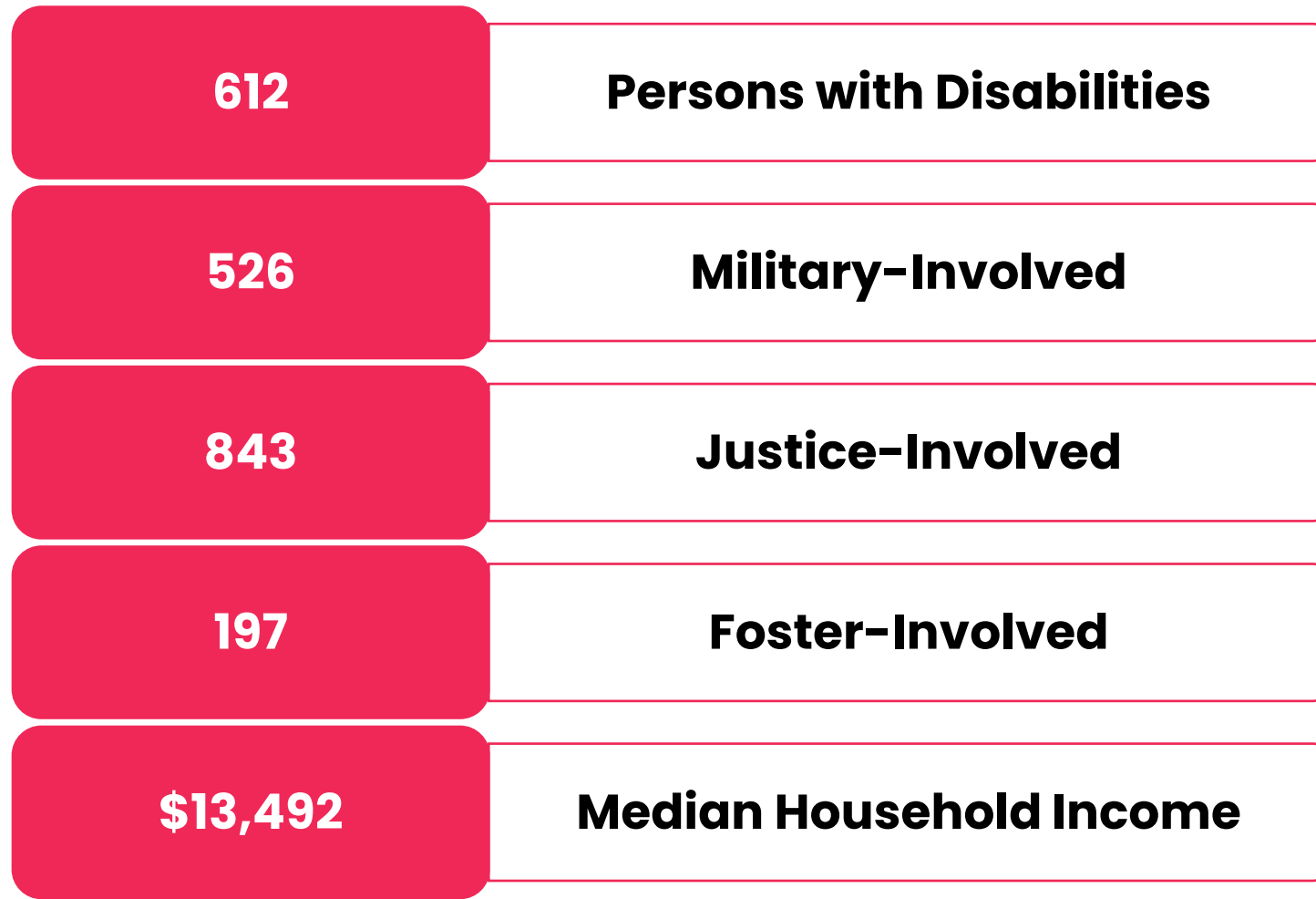


## Age at Intake



Data as of Dec. 12, 2023  
Eligible Participants

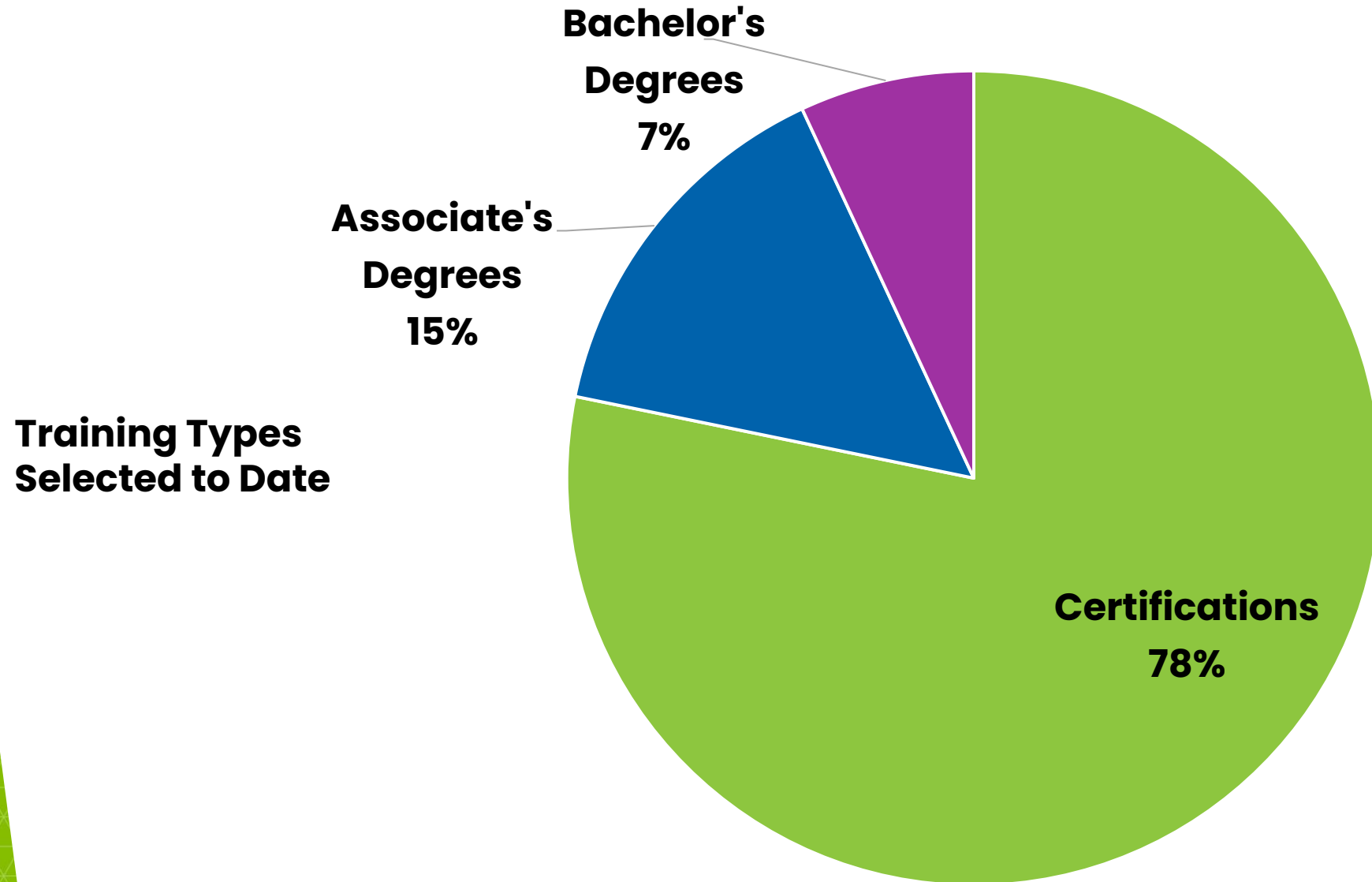
# Ready to Work Demographics



## Equity Lens:

Intentional outreach to target populations

# Ready to Work Enrollments

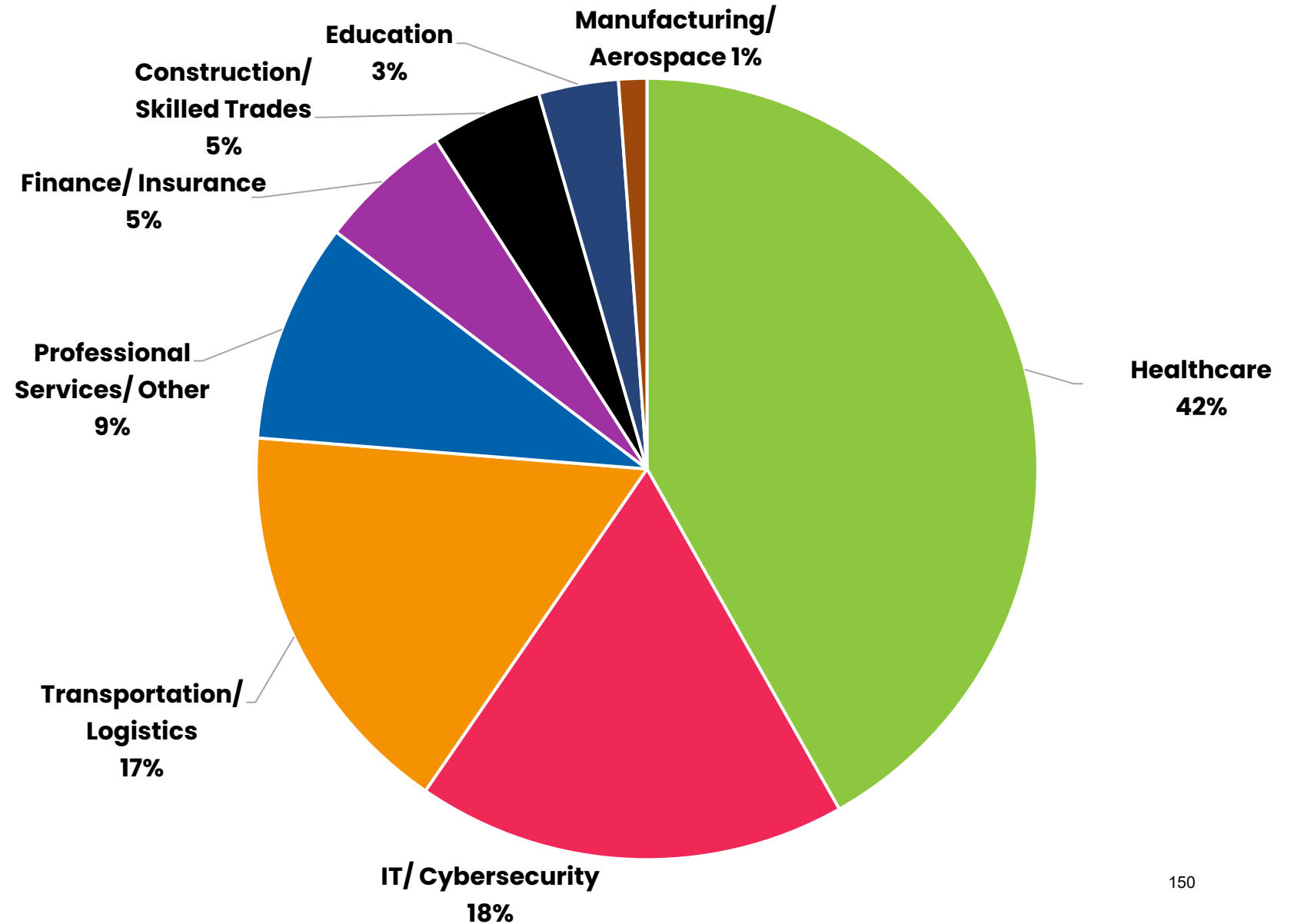


*Data as of December 12, 2023  
Eligible Participants Enrolled*

# Ready to Work Enrollments

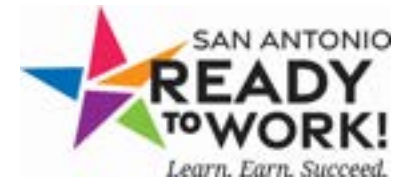


## Training Industries Selected to Date



Data as of December 12, 2023  
Eligible Participants Enrolled

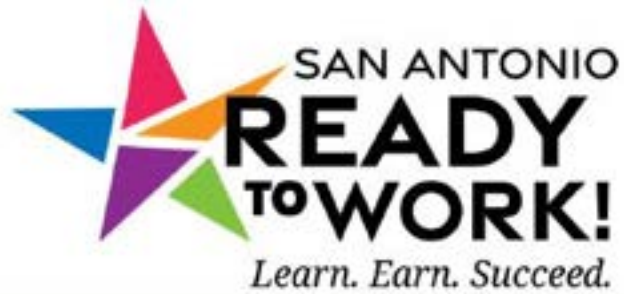
# Pay It Forward Internships



- **Paid internships** for IT training completers without experience
- **Pilot Program**
  - USAA
  - CPS Energy
  - City of San Antonio
  - Credit Human
- **If an employer hires the** candidate after the 6-week internship to SA:RTW participants, **it will repay** the wages of ~\$5,000 to the City to fund another intern as a way to "Pay-it-Forward"







Take the Pledge!

## Pledged Employers

Here's an OPPORTUNITY for you!

[Apply](#) for Ready to Work's Pilot  
**Incumbent Worker Training (IWT) Program**



- \$100,000 Grant Per Company
- Upskill employees to ensure retention!
- Awardees enter into funding agreement with the COSA Workforce Development Office

Questions?

Email Ana Salazar or Joshua Scott:  
Ana.Salazar@SanAntonio.gov  
Joshua.Scott@SanAntonio.gov

Applications Due Feb. 1.  
by 5 p.m.



Take the Pledge!

## Pledged Employers

Here's an OPPORTUNITY for you!

[Apply](#) for Ready to Work's Pilot  
**On-the-Job Training (OJT) Program**



- \$150,000 Grant Per Company
- Reimbursement for costs to upskill and loss of production during training
- Awardees enter into funding agreement with the COSA Workforce Development Office

Questions?

Email Ana Salazar or Joshua Scott:  
Ana.Salazar@SanAntonio.gov  
Joshua.Scott@SanAntonio.gov

Applications Due Feb. 1.  
by 5 p.m.

# Additional Job Placement Strategies

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## **Greenlight Job Board**

- Up-to-date Target Occupation job listings
- Credential lockers

## **Job verification funding for Partners**

- \$100 additional cost covered by the City
- Participant successfully completed training at least 5 months prior to Equifax request date
- Participant has not reported employment post-training completion
- Contractor has lost contact with Participant post-training completion

## **\$10 Background Report**

- For eligible participants before training enrollment

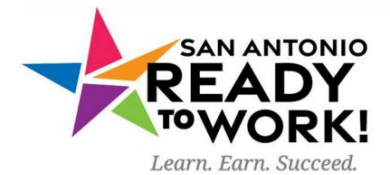
# SA Ready to Work Summit

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**SAVE THE DATE: Ready to Work Summit February 20–21**

**Putting Equity into Action with San Antonio Ready to Work**  
*Powered by National League of Cities Good Jobs Great Cities and  
Department of Labor Women’s Bureau*

United in Purpose to Expand and Enhance the Local Talent Pool



# Point of Light – Jahaziel Baez



- Jahaziel joined SA RTW through **WSA** and **Texas A&M University San Antonio**.
- Found out about SA RTW through his father, who is pursuing an associate degree at TAMUSA.
- Completed his **Bachelor of Business Administration** through **Texas A&M University San Antonio**.
- Now employed with the **City of San Antonio** as a **Financial Analyst**.
- "RTW is an amazing program that helps people turn that dream of pursuing a higher education into a reality."



## MEMORANDUM

**To:** Executive Committee  
**From:** Adrian Lopez, CEO  
**Presented By:** Jeremy Taub, CPPO, Director of Procurement and Contracts  
**Date:** February 16, 2024  
**Subject:** Procurement Diversity Update (SMWVBE)

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**Summary:** Workforce Solutions Alamo - Board of Directors adopted a Historically Underutilized Business, HUB Policy in the Spring of 2021. The diversity program compares overall vendor expenditures for WSA with Small, Minority, Women or Veteran Owned Business Enterprises (SMWVBE). Procurement and contracts provide regular updates on SMWVBE expenditures to the Board of Directors, *in support of Texas Talent and Economic Growth – Goal 2, Service Optimizers.*

**Update:** Revisions to reporting have been made to compare overall expenditures between SMWVBE and non-SMWVBE vendors.

- WSA’s SMWVBE year-to-date percentage of board corporate expenditure is **18.80%** for the reporting period 10/01/2023 – 11/30/2023.
- Fiscal year-to-date: WSA has issued payments to approximately 86 vendors for the purchase of goods and services with 15 identifying as HUB.
- WSA - Procurement and Contracts management makes efforts to solicit at least two SMWVBE vendors to purchase goods and services exceeding the micro-purchase threshold whenever possible.
- WSA may rely on the certification credentials granted by the State of Texas, South Central Texas Regional Certification Agency (SCTRCA), or other means to identify eligible small, minority and/or woman owned businesses for reporting purposes.
- Outreach efforts include:
  - ✓ Utilizing various local SMWVBE online search directories, including The South-Central Texas Regional Certification Agency (SCTRCA), and Texas Central Master Bidders List, CMBL.

[workforcesolutionsalamo.org](http://workforcesolutionsalamo.org)  
[communications@wsalamo.org](mailto:communications@wsalamo.org)

100 N. Santa Rosa Street  
San Antonio, Texas 78207  
(210) 272-3260

A proud partner of the  American Job Center network.



- ✓ Ongoing vendor assistance is provided as needed on How to do Business with WSA.
- ✓ Establishing and fostering communication with SMWVBE and non-designated vendors, suppliers, professionals, and contractors to involve them in the procurement process.
- ✓ Encouraging SMWVBE participation at pre-bid conferences; and developing and encouraging the promotion and use of the Electronic Purchasing Notice and Document Distribution System at no cost to the vendor.
- ✓ Continue to monitor SMWVBE expenditures for tracking and reporting.
- ✓ Maintaining and updating internal vendor registry for use in identifying vendors for end users seeking to increase the utilization of SMWVBEs in the execution of purchases.
- ✓ Advertising for bid submissions online and electronic invitation may be utilized to notify vendors, suppliers, and contractors as to the availability of contracting opportunities.
- ✓ Participation at the annual Bexar County Small Business Expo at the Freeman Coliseum in December.
- ✓ The procurement office at least once annually surveys its vendors to provide updates and cross-reference its internal list of SMWVBE to the responses received to update status.

**Fiscal Impact:** Workforce Solutions Alamo has an aspirational goal of 20% of expenditures going to SMWVBE vendors. WSA's SMWVBE year-to-date percentage of board corporate expenditure is **18.80%** for the reporting period 10/01/2023 – 11/30/2023. In the board's previous fiscal year, which was for the period ending September 30, 2023, the expenditure rate was 42.35% of total operating expenses.

**Recommendation:** Our efforts continue to identify the SMWVBE status of WSA's current vendors and register new vendors throughout the year. Continue utilizing SWMVBE vendors when practicable, reasonable, and within sound business principles. The board will continue to monitor and provide regular updates on utilizing SMWVBE vendors.

**Next Steps:** Procurement will update the Strategic Committee and the Board of Directors periodically on WSA's progress to achieve our stated aspirational goal of 20%.

**Attachments:** None.



# SMWVBE Update – PROCUREMENT DIVERSITY PROGRAM

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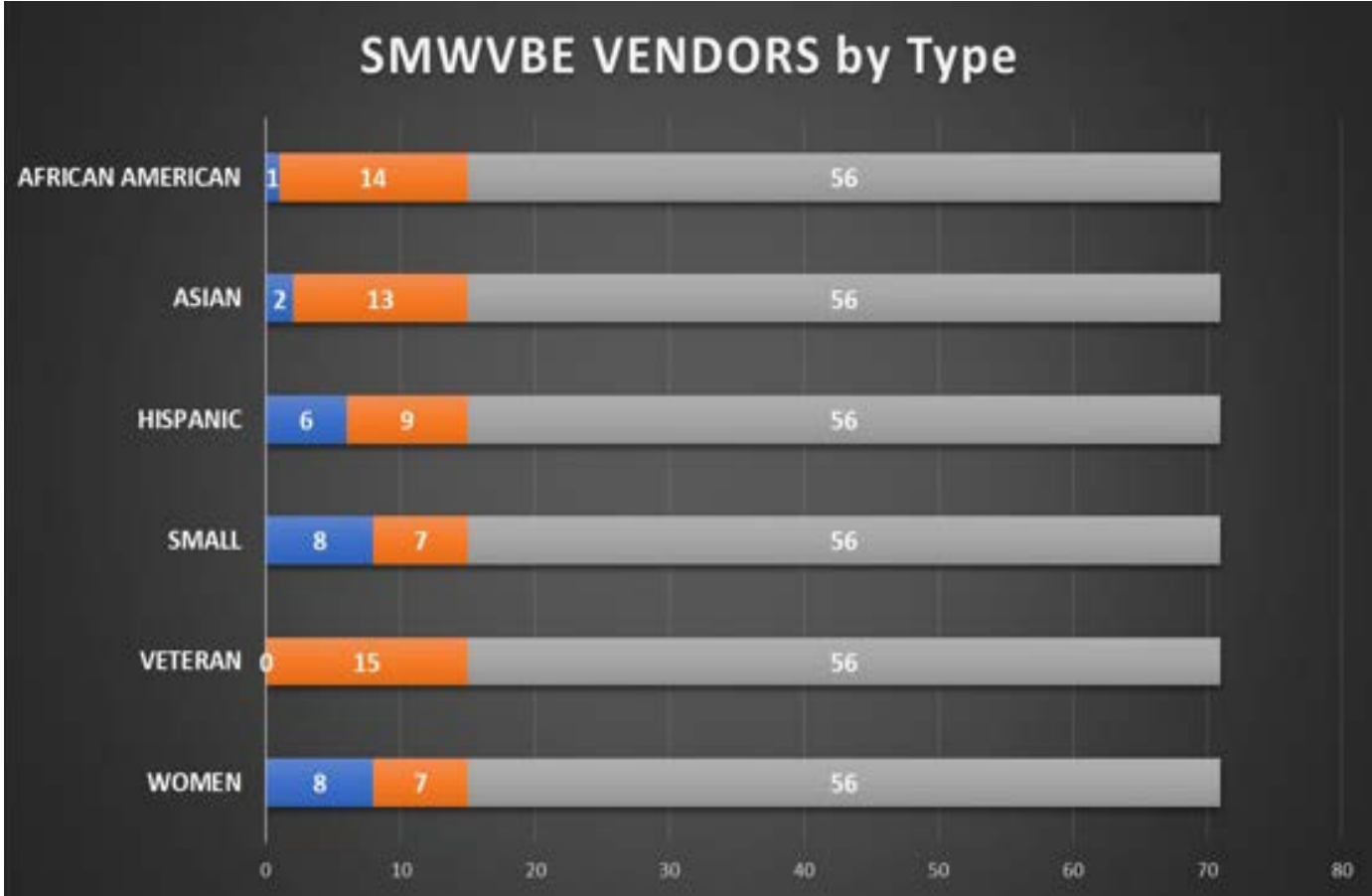
## Successful Highlights:

- Outreach to current vendors has increased the number of SMWVBE classifications, which resulted in expenditures to be at 18.80%.
- WSA has issued payments to approximately 86 vendors for the purchase of goods and services with 15 identifying as HUB.
- Attended Bexar County HUB Expo in December.
- Encouraging SMWVBE participation at pre-bid conferences; and promoting use of Electronic Purchasing Notices and Document Distribution System.
- Providing demographic information on the childcare providers received from the contractor (City of San Antonio).



# Total SMWVBE's By Classification

- 15 of 86 total vendors classified as SMWVBE
- Blue indicates number of vendors by classification
- Some vendors may be in multiple classifications
- Orange is the total SMWVBE vendors outside classification.
- Gray is the total vendors unclassified

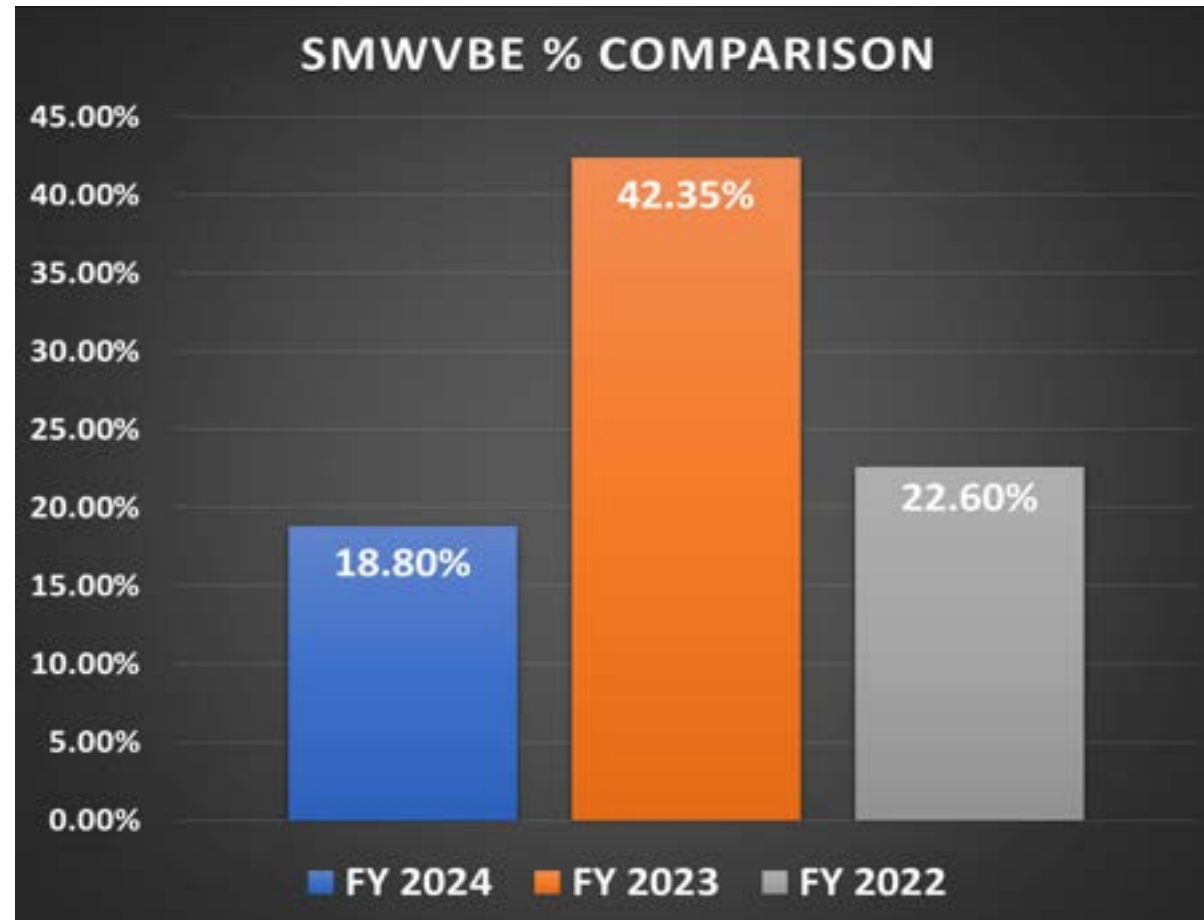




# SMWVBE Percentage Expenditures by Fiscal Year



- As of November 30, 2023, WSA is at 18.80% of total expenditures.
- Fiscal year ending September 30, 2023, WSA was at 42.35% of total expenditures

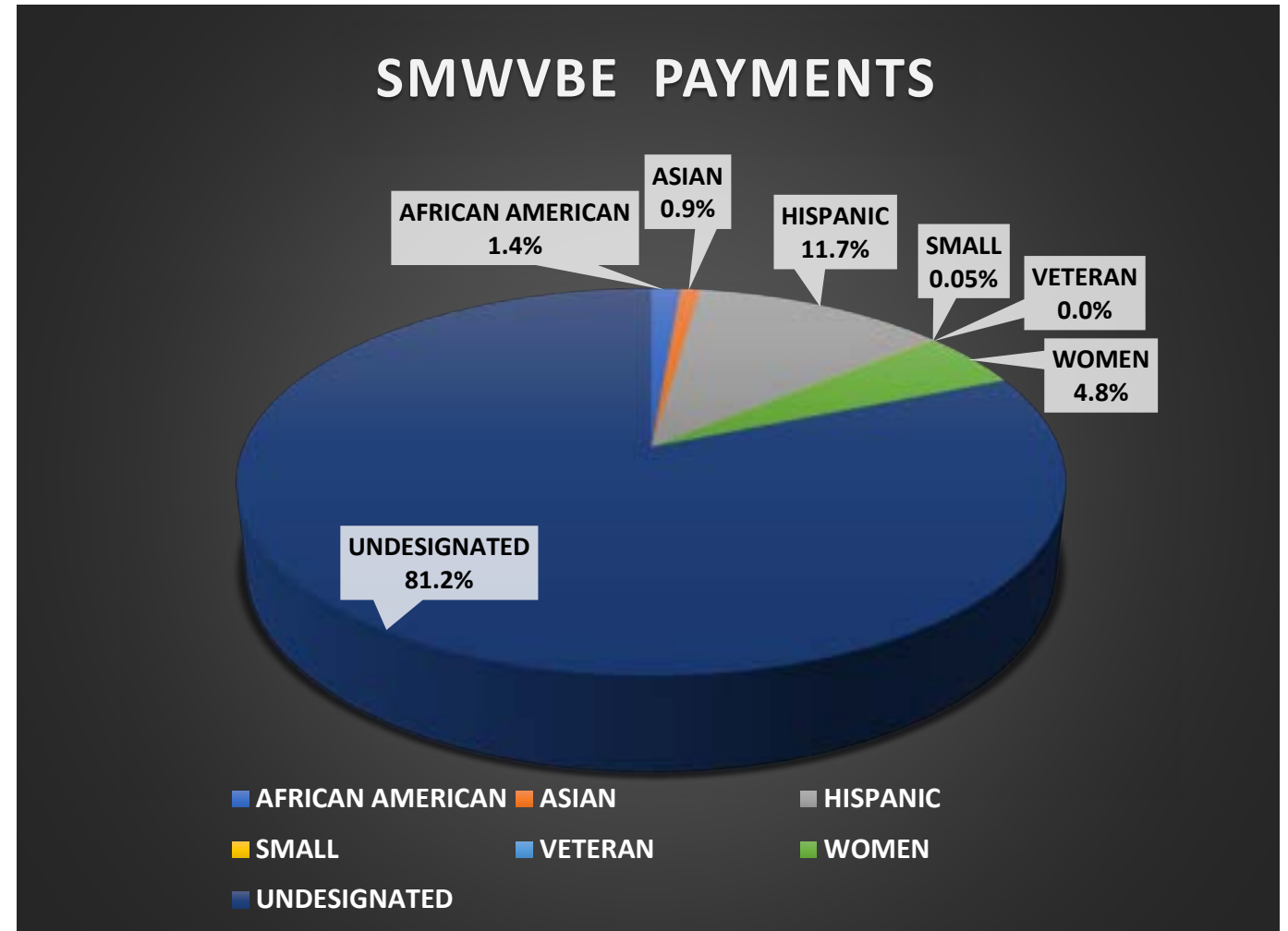


\*FY 2024 represents October and November only



# SMWVBE Percentage of Payments

SMWVBE STATUS	SMWVBE PAYMENTS	
AFRICAN AMERICAN	\$ 14,850.15	1.35%
ASIAN	9,868.66	0.90%
HISPANIC	128,676.20	11.71%
SMALL	512.00	0.05%
VETERAN	-	0.00%
WOMEN	52,569.47	4.79%
<b>TOTAL SMWVBE PAYMENTS</b>	<b>\$ 206,476.48</b>	<b>18.80%</b>
<b>TOTAL NON-DESIGNATION</b>	<b>\$ 891,931.52</b>	<b>81.20%</b>
<b>TOTAL CORPORATE EXPENDITUES</b>	<b>\$ 1,098,408.00</b>	<b>100.00%</b>

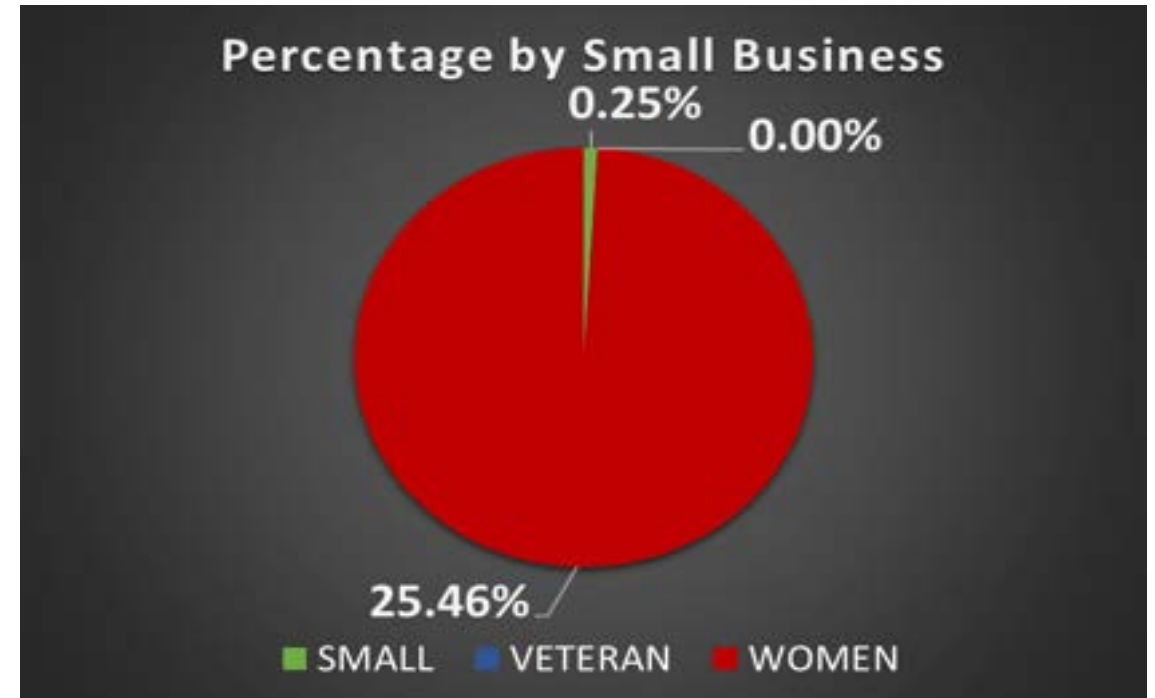
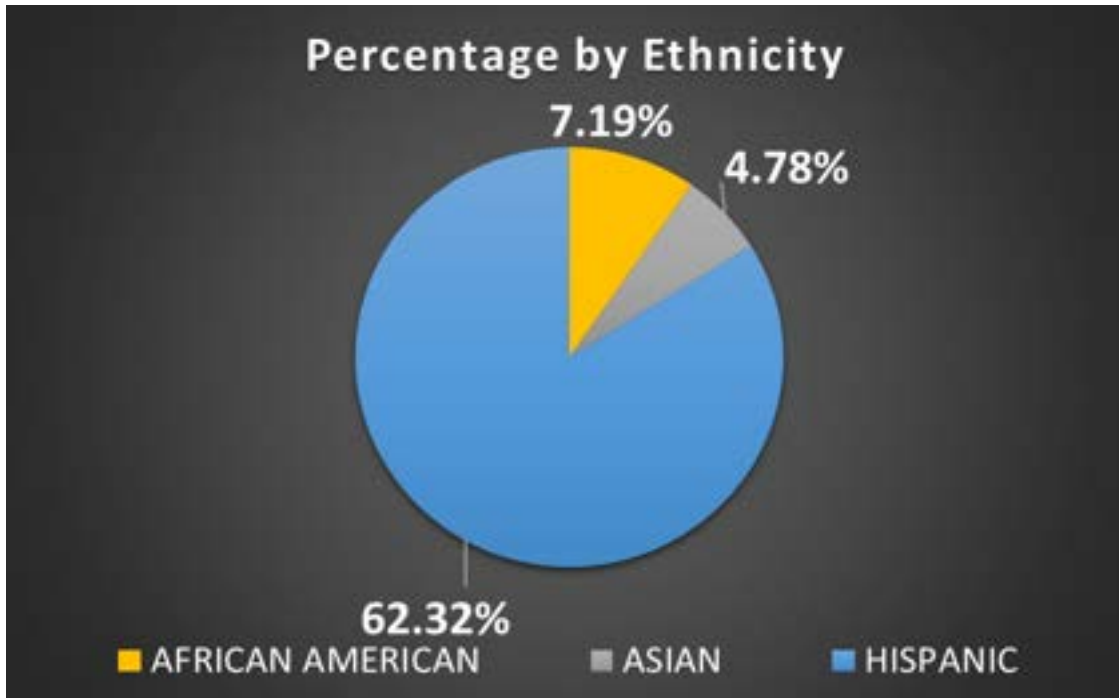


# SMWVBE Percentage By Ethnicity & Small Business



Ethnicity		
AFRICAN	7.19%	14,850.15
ASIAN	4.78%	9,868.66
HISPANIC	62.32%	128,676.20
<b>TOTAL</b>	<b>74.29%</b>	<b>153,395.01</b>

Small Business		
SMALL	0.25%	512.00
VETERAN	0.00%	0.00
WOMEN	25.46%	52,569.47
<b>TOTAL</b>	<b>25.71%</b>	<b>53,081.47</b>





# SMWVBE Classification and Expenditures for Childcare Providers

# of Providers by Classification		% of Expenditures by Classification		
African American	40	African American	7% \$	8,977,853.23
Asian American	4	Asian American	0% \$	477,973.70
Hispanic	88	Hispanic	14% \$	17,422,992.71
Native American	1	Native American	0% \$	218,309.38
Small Business	33	Small Business	7% \$	9,241,043.28
Veteran Business	5	Veteran Business	1% \$	1,016,349.18
Women - Owned	79	Women - Owned	21% \$	25,781,472.88
No-Designation	336	No-Designation	49% \$	60,111,005.51
<b>Grand Total</b>	<b>586</b>	<b>Grand Total</b>	<b>\$</b>	<b>123,246,999.87</b>