



Early Care & Education

Committee Report

MEMORANDUM

To: Executive Committee

From: Adrian Lopez, CEO

Presented by: Jessica Villarreal, Director of Child Care

Date: February 16, 2024

Subject: Texas Rising Star Assessment Update

Summary:

The Texas Workforce Commission's (TWC) three-member Commission (Commission) approved final rules for revisions to the Texas Rising Star program on January 5, 2021. Along with the rule changes, the Commission approved statewide protocols for implementation of the revised Texas Rising Star standards. The Commission-approved implementation protocols include a deferment of assessments and in-person visits during the time that Texas Rising Star staff members are learning about and transitioning to the revised standards.

On August 3, 2021, the Commission approved modifications to the implementation protocols, which include establishing an implementation date of September 1, 2021.

Analysis:

Alamo no longer holds the contract to oversee the Texas Rising Star Assessors for the board area.

TWC has awarded CLI the contract for the Centralization of Texas Rising Star Assessors. Alamo has 13 mentors and 2 mentor managers actively working with our centers.

As of January 2, 2024, Alamo board reflected a total of 181 Early Learning Programs certified as Texas Rising Star. Alamo has 130 Early Learning Programs certified as 4 Star, 45 certified as 3 Star, and 6 certified as 2 Star. The percentage of TRS Programs to *total* CCS programs is 31%, (34% is percentage for Bexar, and 19% percentage for Rural). TRS mentors and boards continue to participate in meetings with the Centralizing Assessment Entity to understand the new processes and responsibilities assigned to TRS mentors/assessors, boards, and the Centralizing Assessment Entity.

The total number of providers who have agreements to provide scholarships continues to fluctuate. As of January 3rd, we have 589 Centers with an active agreement to provide scholarships for children. This total includes Licensed Centers, Licensed Child Care Homes,

Military, Registered Child Care Homes, and Relative Care Listed Homes. ** *Relative Care is not included for TRS percentages/numbers* **. These 589 centers have an overall capacity of serving 56,370 children, based on Child Care Regulations. For those centers in the Rural area, the total capacity available is 134, and total for Bexar centers is 12,629.

Data as of 01/02/2024

Total Number of Centers Awaiting Assessment	57
Centers Awaiting NEW Certification	21
Number of 4* to date	132
Number of 3* to date	43
Number of 2* to date	7
# Of Accredited Centers	59
# Of Non-Accredited Centers	124
# Of Military Centers: included in accredited total	8
# Of Initial Centers (as of Sept 2022)	61
# Of Centers Closed/withdrew/CCR deficiencies	9
# Of centers who have increased star level since Sept. 2022	40
2 STAR → 3 STAR	4
2 STAR → 4 STAR	10
3 STAR → 4 STAR	26

Data below as of 01/03/2024

Location	Programs	CCS Programs	TRS Programs	Percentage TRS of CCS Programs
Bexar Early Learning Programs	779	455	155	34%
Rural Early Learning Programs	259	134	26	19%
Total	1038	589	181	31%

Provider Type	Total Providers	Total Capacity	Rural Providers*	Rural Capacity*
Licensed Center	490	55430	112	12425
Licensed Child Care Home	37	444	13	156
Military	8	N/A	0	N/A
Registered Child Care Home	42	496	4	48
Relative Care Listed Home	12	N/A	5	N/A
Totals	589	56,370	134	12,629

BCY 2024

Month	Number of New Providers	Sum of New Provider Capacity	Number of Providers Ending Agreement	Sum of Providers Ending Capacity	Net Capacity Change
October	8	264	7	560	-296
November	13	960	15	1135	-175
December					0

Alternatives:

N/A

Fiscal Impact:

N/A

Recommendation:

N/A

Next Steps:

WSA will continue monitoring the assessment preparation and program's application submissions. Assessments and scheduling of assessments are completed by the Centralizing Assessment Entity following TWC guidance and processes.

Attachment:

None.



Texas Rising Star Assessment Update





Alamo Quality Centers

Total # of Currently Certified Centers	181
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2 Star	6
3 Star	45
4 Star	130

Percentage of TRS/CCS

Location	Programs	CCS Programs*	TRS Programs	Percentage TRS of CCS Programs
Bexar Early Learning Programs	779	455	155	34%
Rural Early Learning Programs	259	134	26	19%
Total	1038	589	181	31%



Alamo CCS Provider Type & Capacity

** Information pulled 01/02/2024*

Provider Type	Total Providers	Total Capacity	Rural Providers*	Rural Capacity*
Licensed Center	490	55430	112	12425
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October	8	264	7	560	-296
November	13	960	15	1135	-175
December					0
January					0
February					0
March					0
April					0
May					0
June					0
July					0
August					0
September					0



Questions



Thank you!





Youth

Committee Report



MEMORANDUM

To: Executive Committee
From: Adrian Lopez, CEO
Presented By: Sandra Rodriguez, Youth Program Specialist
Date: February 16, 2024
Subject: Youth-Related Special Initiatives – SEAL & HireAbility

Summary: This item is to provide updates on Youth-Related Initiatives for SEAL and HireAbility.

Summer Earn and Learn (SEAL) provides on-the-job training, offers workplace readiness training, and helps build transferable skills and learning opportunities for students with disabilities.

The Student HireAbility Project provides funding for two positions to serve as resources in the Workforce Development Area to support, expand, and enhance the provision of pre-employment transition services to students with disabilities who are in the early phases of preparing for transition to postsecondary education and employment. Outlined goals/strategies of 3-Year Plan aim to coordinate expansion of services for students with disabilities in the 13-county area with Vocational Rehabilitation, working with 50 participating high schools.

Analysis: The SEAL Program for the PY23 concluded in August with 2,515 students placed into employment by 64 employers and 64 worksite locations that offered over 1,500 job openings. The Employer Recognition Ceremony took place on January 12, 2024, with TWC Commissioner, Joe Esparza in attendance. SEAL 2024 employer recruitment has begun with partner meetings commencing on February 1, 2024. The Community Referral Link is now open to the public.

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Student HireAbility Navigators continue to participate in rural career exploration activities. Since the beginning of Jan 2024, over 1,000 youth have been exposed to information on the Texas Career modules. 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. A morning of fun hands-on activity conversations and sessions will spark youth to envision a bright future.

Alternatives: N/A

Fiscal Impact: As a result, \$240,918.82 was earned from the 22,944.50 hours worked.

Recommendation: N/A

Next Steps: Commencement of SEAL 2024.

Youth - Related Special Initiatives



Summer Earn and Learn

Offers paid, on-the-job, workplace readiness training, work experience, and transferable skills learning opportunities for students with disabilities.

Overview

- SEAL 2024 employer recruitment began
- Partner meetings begin February 1st
- Community Referral link open



Student HireAbility



Discussions and activity updates:

- Navigators continue to participate in Rural Career Exploration activities. Since the beginning of Jan 2024 over 1,000 youth have been exposed to information on the Texas Career modules
- 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. A morning of fun hands-on activity conversations and sessions will spark youth to envision a bright future.





Questions



Thank you!





Strategic

Committee Report



MEMORANDUM

To: Executive Committee

From: Adrian Lopez, CEO

Presented By: Jeremy Taub, CPPO, Director of Procurement and Contracts

Date: February 16, 2024

Subject: Facility Updates – Kerrville

Summary: Discussion and Possible Action: Workforce Solutions Alamo (WSA) – Board of Directors awards a contract (lease) to Kerrville Area Chamber of Commerce for the facility lease at 1700 Sidney Baker Street, Suite #500, Kerrville, Texas 78028. The estimated annual rent for the 5,000 square foot facility, including maintenance, utilities, taxes, and insurance, (full-service) is \$108,000 - \$118,800, with an annual rent escalation percentage not to exceed 5%, pending final negotiations. *Supporting Texas Talent and Economic Growth – Goal 2, Service Optimizers.*

Analysis: The current lease will expire on April 30, 2024, and no renewal options remain. By TWC – Financial Manual for Grants Contracting, FMGC §J.6.1, and Uniform Guidance, UG, the initial step in the planning process requires a review of existing facilities that meet our current requirements. WSA’s business needs include but are not limited to general location (customer populations, local businesses, area crime statistics), access to public transportation, current parking, space required, access to the ground floor, ability to build out, and compliance with Americans with Disabilities Act (ADA).

In May 2009, the board executed a lease for its present facility, and there are no remaining options to renew. In accordance with TWC – Financial Manual for Grants and Contracts, FMGC §J.6.2.2, on April 17, 2023, a Request for Information was released to potential Lessors and Realtors to conduct market research and solicit potential available properties to administer workforce programs. Additionally, WSA’s contracted Real Estate Broker, PCR Brokerage San Antonio, LLC. DBA Partners, conducted a required Competitive Market Analysis (CMA) to

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determine prospective locations, along with a required cost analysis completed by board procurement staff shown in the attached analysis.

Alternatives: None. The three properties yielded from the market research and CMA analysis were evaluated by board staff against WSA's requirements. As a result of these efforts, the existing property at 1700 Sidney Baker Street in Kerrville is recommended for an award on a best-value basis. The current location provides the best value for the agency to continue to provide workforce services.

Fiscal Impact: The annual estimated rent amount is \$108,000 - \$118,000, with an annual rent escalation not to exceed 5%. The anticipated initial term of the lease will be for 5 years with up to three (3) 5-year options to renew and will be specified in the agreement, and not exceed twenty years inclusive of all renewals. The actual amount paid will be finalized during negotiations and specified in the lease.

Recommendation: With approval of this action, the board will proceed negotiations with the landlord to secure a lease at the recommended location. Vocational Rehabilitation Services, VRS, is a strategic partner with WSA at this location and will contribute to the overall rent at the contracted rate.

Next Steps: Board staff will negotiate in coordination with its contracted broker, Legal Services, and the landlord for execution of a new the lease agreement.

Attachments: Lease Market Assessment (Cost Analysis).

Need Identified: KERRVILLE WFC	Lease Expired with no Available options to Renew		
TWC Lease Market Assessment Information	Current Subject Lease Name & Address: 1700 Sidney Baker Street	Comparable Lease 1 Name & Address: 501 Main Street	Comparable Lease 2 Name & Address: 827 Junction Hwy
Building Type and Class: Such as Class A, B, or C High-rise or Mid-rise Office Building; Class A, B, or C Office Plaza; Class A, B, or C Retail Center.	Full Service	Class C-Retail	Class C Retail
Square Footage Needed and/or Available	5,000	5,000	6,120
Base Rent Rate: (\$/SQFT/YR) (Enter dollar amount/SQFT/YR)	\$21.60 x 5,000 sq. ft.=105,250	\$16.00 x 5,000 sq. ft. =\$80,000	\$13.00 x 6,120 sq ft.=\$79,560
Total Base Rent Rate Per Term (60 Months)	\$540,000	\$400,000	\$397,800
Avg. Total Rent per Year	\$108,000	\$80,000	\$79,560
Type of Lease: NNN, Modified Gross, or Full Service.	FULL SERVICE	NNN	NNN
Additional Rent: Such as Operating Expenses or Common Area Maintenance (CAM), if not included in the Base Rent amount above (\$/SQFT/YR). Estimated Annual Amount	0	50,000	48,960
Estimated Utilities: If not included in the Base Rent or Additional Rent above (\$/SQFT/YR) Estimated Annual Amount	\$3,370	\$3,456	\$3,624
Total Estimated Annual Cost: Annual Base Rent + Additional Rent (if needed) + Estimated Utilities	\$111,370	\$133,456	\$132,144
Total Available Parking Spaces: If by square footage, please note parking spaces per square feet.	44	107	0
Estimated Build Out Cost per Square Feet:	\$11	\$11	\$11
Total Build Out Cost per Year (Estimation):	\$55,000	\$55,000	\$67,320
Move Out Costs: (Moving Expenses: per hour rate x labor hours = total estimated cost)	\$0	\$280	\$280
Renovation to Current Lease (if needed): Total tenant improvements/expenditures	\$0	\$0	\$0
Total Annual Cost: Including rent per year + build out + utilities + moving + renovations	\$166,370	\$188,736	\$199,744



MEMORANDUM

To: Executive Committee

From: Adrian Lopez, CEO

Presented By: Jeremy Taub, CPPO, Director of Procurement and Contracts

Date: February 16, 2024

Subject: Facility Updates: Port SA

Summary: On August 18, 2023, Workforce Solutions Alamo – Board of Directors authorized negotiation of a contract amendment to the lease with The Port Authority of San Antonio for the revised Tenant Improvement Allowance, TI, of up to \$2,213,750 under the terms of the agreement for the facility located at 638 Davy Crockett, San Antonio, Texas. Supporting *Texas Talent and Economic Growth – Goal 2, Service Optimizers*.

Update:

- Weekly progress meetings are being conducted with board staff, Port SA reps, and the General Contractor. Construction remains on schedule and is at 65% completion.
- In anticipation of the projected move-in date, WSA is coordinating with the appropriate contractors, partners, and vendors to necessitate a smooth transition. This will include IT data, relocation/breakdown of furniture, fixtures, and equipment and to meet the needs of our partners.

Analysis: The Board of Directors approved a lease for the relocation and renovation of a new facility at Port San Antonio on September 17, 2021. The finalized plan was previously forwarded to the architect and contractor to initiate build-out renovation with an anticipated completion date of Spring 2024. The lease agreement provides for the rental of the 17,500 square foot space to include repairs and maintenance, with an initial term of ten years, and has two (2) five-year options to renew.

Alternatives: None.

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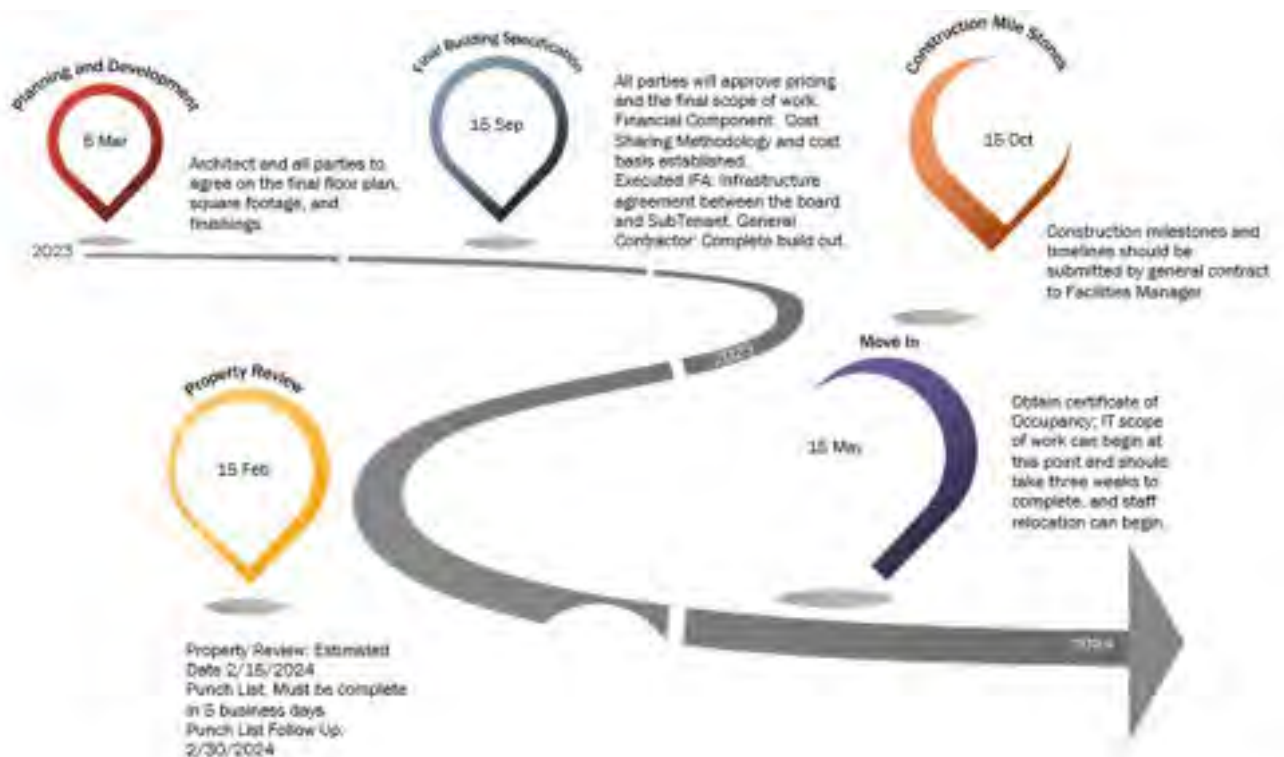


Fiscal Impact: The revised base rent for the Port San Antonio facility is \$28,364.58 monthly, increasing by 5% annually. Additionally, the FY24 moving expense budget is \$700,000, including a \$250,000 contribution for build-out to support the furniture, equipment, upgraded technology, and moving expenditures for the workforce center. The current economic environment has caused the cost to exceed the original Tennant Improve Allowance of approximately \$900,000.

Recommendation: There is no further recommendation currently.

Next Steps: The construction has started and WSA is currently holding a status review call weekly. The roof decking is complete and the demising walls are in progress.

Timeline: Dates are tentative and subject to change.





MEMORANDUM

To: Executive Committee

From: Adrian Lopez, CEO

Presented By: Jeremy Taub, CPPO, Director of Procurement and Contracts

Date: February 16, 2024

Subject: Facility Updates: Mobile Unit

Summary: On April 21, 2023, Workforce Solutions – Board of Directors awarded a contract for the purchase of a custom coach recreation vehicle, RV, to Farber Specialty Vehicles to be utilized as a mobile workforce unit in the amount of \$505,039. *Supporting Texas Talent and Economic Growth – Goal 2, Service Optimizers.*

Update:

- Project management meetings are being conducted internally with board staff.
- Production has commenced and is currently at 15% completion.
- In anticipation of the projected delivery date, WSA is coordinating with the appropriate personnel, contractor, and its partners for a smooth transition. This will include IT connectivity, event schedule, furniture, fixtures, and equipment and to meet the needs of our clients.

Analysis: The scope of service enables the contractor to provide the materials, labor, and equipment in the delivery of the mobile workforce unit. The mobile workforce unit will expand access for clients throughout the 13-county area to increase outreach and delivery of immediate workforce services in areas where a brick and motor WFC may not be readily available to participants. Additionally, it is expected the RV will expand the reach of services during times of emergencies and will be utilized during onsite job fairs by sponsored employers, which will increase participation, convenience, and access to the community at large.

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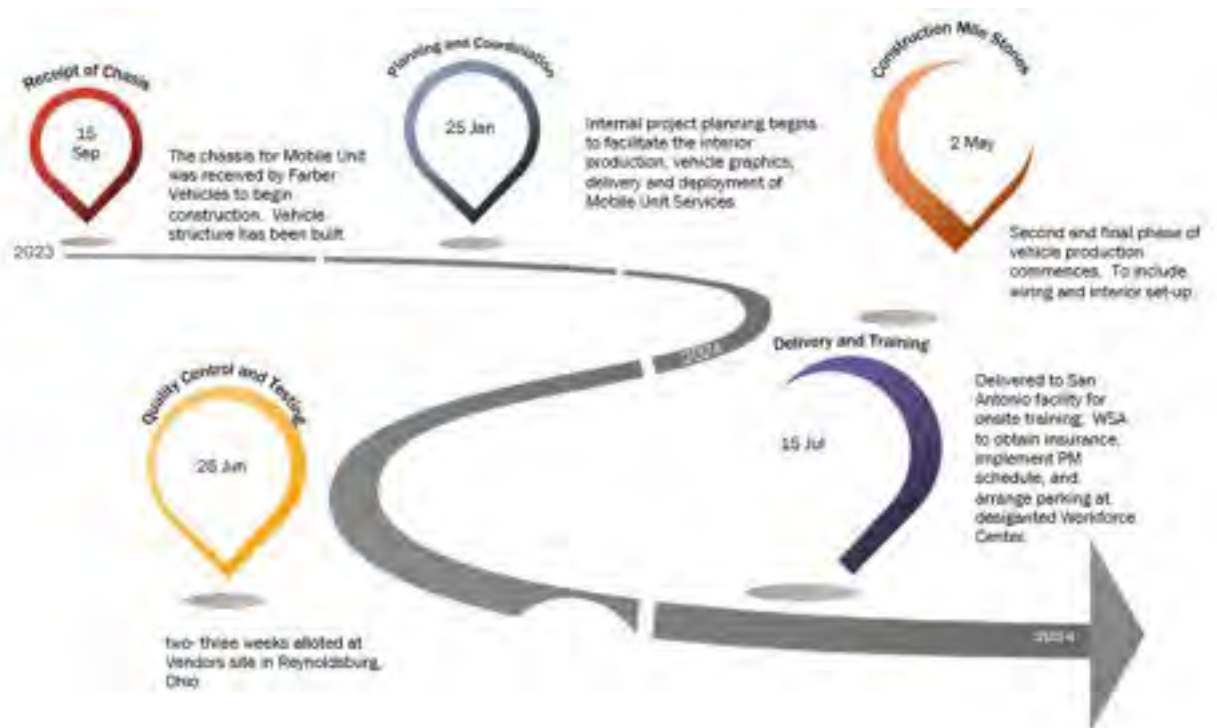
Fiscal Impact: The cost of this purchase is not expected to exceed \$505,039. It's anticipated that WSA will take delivery of the RV approximately on July 15, 2024.

Recommendation: There are no recommendations being proposed with this update.

Alternatives: None.

Next Steps: Board staff will continue to coordinate internally/externally on all final build-out requirements and provide further updates.

Timeline:



Procurement and Facilities Updates

February 16, 2024

Jeremy Taub, CPPO

Director, Procurement and Contracts



New Facility Lease – Kerrville Workforce Center



New Lease:

- Existing 5,000 SQFT facility
- Current lease expiring April 30, 2024

Financial: Full-Service Lease

- Est. Monthly Rent - \$9,000 – \$9,900
- Est. Annually - \$108,000 – \$118,800

Next Steps:

- Negotiate New Agreement
- Anticipated Contract Term: Initial term of five years with three (3) five-year renewals.



New Facility Lease – Kerrville Workforce Center



Assessment Includes:

- Location to customer populations and growth rate.
- Access to public transportation parking.
- Space requirements/square footage.
- Proximity to the concentration of jobs.
- Annual rent.
- Compliance with the Americans with Disabilities Act (ADA).

New Facility Lease – Kerrville Workforce Center



Need Identified: KERRVILLE WFC	Lease Expired with no Available options to Renew		
TWC Lease Market Assessment Information	Current Subject Lease Name & Address: 1700 Sidney Baker Street	Comparable Lease 1 Name & Address: 501 Main Street	Comparable Lease 2 Name & Address: 827 Junction Hwy
Building Type and Class:	Full Service	Class C-Retail	Class C Retail
Square Footage Needed and/or Available	5,000	5,000	6,120
Base Rent Rate: (\$/SQFT/YR) (Enter dollar amount/SQFT/YR)	\$21.60 x 5,000 sq. ft.=105,250	\$16.00 x 5,000 sq. ft. =\$80,000	\$13.00 x 6,120 sq ft.=\$79,560
Total Base Rent Rate Per Term (60 Months)	\$540,000	\$400,000	\$397,800
Avg. Total Rent per Year	\$108,000	\$80,000	\$79,560
Type of Lease: NNN, Modified Gross, or Full Service.	FULL SERVICE	NNN	NNN
Additional Rent: Such as Operating Expenses or Common Area Maintenance (CAM), if not included in the Base Rent amount above (\$/SQFT/YR). Estimated Annual Amount	0	50,000	48,960
Estimated utilities: If not included in the Base Rent or Additional Rent above (\$/SQFT/YR) Estimated Annual Amount	\$3,370	\$3,456	\$3,624
Total Estimated Annual Cost: Annual Base Rent + Additional Rent + Estimated Utilities	\$111,370	\$133,456	\$132,144



Port San Antonio

Tentative Opening: May 2024

Construction Update:

- Weekly progress meetings are being conducted.
- Construction remains on schedule and is at 65% completion.

Financial:

- Monthly Rent - \$28,365, with 5% annual escalation.





Port San Antonio





Port San Antonio



Facility Update – Mobile Workforce Unit



Tentative Opening: July 2024

Construction Update:

- Periodic progress meetings are being conducted.
- Construction remains on schedule and is at 15% completion.



Questions



Thank you!





Oversight

Committee Report





MEMORANDUM

To: Executive Committee

From: Adrian Lopez, CEO

Presented By: Ricardo Ramirez, Director of Quality Assurance, Teresa Chavez, COO, Jeremy Taub, Director of Procurement and Contracts

Date: February 16, 2024

Subject: Update on Improvements from TWC Annual Monitoring

Summary: Briefing of WSA’s follow-up actions to address TWC’s Annual Monitoring Exit Conference findings. The briefing includes two sets of actions. The first addresses the PII (personal identifiable information) issues, with the Program/Operations department preparing the report. The second summarizes procurement processes and improvements the board is implementing to increase controls related to contracts and leases. ***Supporting Texas Talent and Economic Growth – Goal 2, Service Optimizers.*** The item does not require board action.

Programs/Operations Report – PII Findings

TWC Annual Monitoring

TWC conducted its Annual Monitoring and completed the onsite testing from October 10th through the 24th. TWC provided an Exit Conference with an accompanying Exit Conference Report on October 24th.

TWC Exit Conference Report

TWC’s Exit Conference Report cited WSA for not properly securing Personal Identifiable Information (PII) at the centers. Please note that the report is in an initial or draft format, meaning that the items may or may not be included (or adjusted) in the Final Report.

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Personal Identifiable Information (PII)

The TWC Auditors performed a walkthrough to test the security of PII at the Marbach Workforce Center and cited the following two items:

1. Lack of barriers to cover/secure PII at the reception desk (adequate protection requires a minimum of two barriers).
2. Unsecured emails and written passwords in an empty staff cubicle.

TWC also expressed concern regarding storage area maintenance concerning PII security (although they did not report it as a finding).

TWC Next Steps

TWC Audit Resolution may issue an “Initial Resolution Notification” with administrative findings (we do not expect questioned costs). WSA will have 45 calendar days from the date of issuance of the notification to demonstrate resolution.

WSA Process Improvement Approach

Our process improvement approach to resolve the items and document improvement includes the following elements:

- a) *Planning*: Evaluate, strategize, and set actionable goals;
- b) *Policies & Procedures*: Review and update as needed;
- c) *Training*: Offer technical assistance and training for staff;
- d) *Testing*: Assess compliance by testing and reporting progress.

WSA Action Items

1) *Lack of barriers to protect PII at the reception (via the VOS Greeter)*

- a. VOS greeter process (at the reception desk)
 - i. Evaluated each center’s VOS greeter process.
 - ii. Moved screens facing the public to face reception staff – if the customer needs to enter PII, the staff asks them to complete the process at an adjacent protected location.
 - iii. Challenges:
 1. Some centers are small, and creating a separate setting where customers may enter the PII becomes difficult.
 2. The process now requires additional staffing (but this can/should be positive for customers).



3. Some screens/monitors are fixed (cannot be moved, which may require build-out or alternate resolution, such as screen protectors). The monitors that could not be moved were turned off.
- b. Build-out
 - i. Staff adjusted the triage areas to address PII concerns by adding protective screens on the monitors. Additional consideration is being done on the technology used during the VOS greeter process.
 - c. Screen Protectors
 - i. Staff ordered screen protectors and installed these in 16 of our workforce offices. We anticipate completion by no later than February 2023.
 - ii. These screens form an optical barrier to prevent others from viewing PII information (e.g., while clients enter VOS greeter data).
 - iii. Our screen protectors align with TWC's list of compliant screen protectors.

2) Unsecured PII in the physical environment

- a. Implemented a layered approach for the walkthroughs at the centers:
 - i. Center staff (contractor staff) performs walkthroughs regularly (e.g., monthly):
 - ii. Board staff also perform unannounced walkthroughs regularly (e.g., quarterly).
 - iii. QA board staff will perform the "formal" final testing. TWC has certified QA's monitoring, so we expect TWC to use QA's walkthrough results instead of TWC performing walkthroughs themselves).
- b. Storage Rooms
 - i. Board staff is coordinating with contractors to clean up/organize storage rooms at each location (we also review these areas during the walkthroughs).
 - ii. Board staff is establishing a timeline to facilitate the clean-up.
- c. Public Areas
 - i. Other requirements come into play in public areas, which both the contractor and board staff review during the walkthroughs. These include:
 1. Secured shredding bins placed near copiers with regular emptying.
 2. Resource Room/Reception Areas.



- d. Staff training/technical assistance
 - i. Board Staff will schedule training and/or technical assistance with contractors to address the findings as early as February 2024.
- e. Procedures
 - i. WSA is working with the contractor staff to establish preventative procedures to address all areas of concern.

Procurement and Contracts Report – Procurement/Lease Findings

In October 2023, the annual TWC monitoring review of procurement was performed to ensure historical procurements were completed following policies and procedures. During the monitoring, several areas were identified as impacting WSA's compliance with the procurement process. As a result, the board is reviewing its' strengthening of contracts, policies, procedures, and additional tools to implement the recommendations by TWC.

TWC – Monitoring concerns: (pending review and issuance of final report)

1. *Contracts:*

- *Legal Services Contract* - The original contract value is not to exceed \$90,000, however the original contract value for the term excluded a budget for non-routine matters, which caused the contract to be amended. The contract was recently renewed within budgetary limits, subject to any authorized changes. Additionally, the scope of service and budgetary requirements was reviewed by the contractor.
- *Procurement Consultant Services* - In October 2022, the board sought to amend the contract with The Syndicate Wave to enable implementation of their recommendation plan and provide ongoing support services for an increased cost of \$56,212.72. As a result of the monitoring review, the board submitted a journal entry to pay overage amount using non-federal to mitigate risk of any potential dis-allowed cost. The services were completed, and this contract is now expired.

2. *Leases:*

- The monitoring review conducted by TWC notated that required Needs Determination and Market Analysis for two of the board's leases weren't dated properly for the boards' leases at San Antonio Food Bank and the Port San Antonio locations. The Needs Determination and Comparative Market Assessment, CMA is completed for every procurement that we request for properties.



- The assessments were added to our Lease Policy and Procedures following last year's audit review and from the direction provided by TWC Audit Resolution to have more concise and detailed documentation that clearly shows that the board has demonstrated proper compliance.

3. *Procurement Process:*

- *Conflict of Interest* - The procurement process is being reviewed more thoroughly for each purchase transaction for accurate and complete documentation.
- *Independent Estimate* - The procurement process is being reviewed more thoroughly for each purchase transaction for accurate and complete documentation.

Process Improvement:

- Implemented more thorough review of supporting justification for all contract actions has been updated through its memo review process to include a more thorough and comprehensive review of all stakeholders.
- The board's Procurement and Contracts Management staff have reviewed its procurement processes to ensure compliance. Additionally, training for both procurement and board staff has been actively ongoing to address contract spend management, amendment procedures, and accuracy of its procurement files.
- WSA performed a desk-top review lease-by-lease for each property to ensure required documentation is properly dated to align with recent implementation of WSA lease procedures and tools.
- Limiting amendment of contracts beyond the original scope, length, and amount unless provided for in the original contract.

Next Steps: Procurement and Contracts Management will continue proactively monitoring contract compliance, embracing a continuous process improvement culture, and integrating an internal quality assurance process.

Timeline: The procurement process improvements have remained ongoing since October 2022, with adjustments made as necessary, and reviewed annually.

Fiscal Impact: Potential costs for identity protection and PII breaches. Strengthening controls will ensure full compliance and guard against future question costs. Additionally, it's



anticipated these controls will yield cost-savings and more significant contract negotiation positions.

Attachments: None.



MEMORANDUM

To: Executive Committee
From: Adrian Lopez, CEO
Presented By: Teresa Chavez, COO
Date: February 16, 2024
Subject: Unemployment Insurance Weekly Work Search Contact Requirement

Summary: The Wagner-Peyser Act requires that the state unemployment compensation system administer work test requirements. Texas Labor Code §207.021 requires UI claimants to register for work, to demonstrate the ability to work, and to be available for work. UI claimants must actively seek suitable work by making a minimum of three work search contacts per week. Commission rule allows boards to require more than three work search contacts per week, based on a local labor market information analysis. The board must review the analysis and approve the recommended UI weekly job search requirements.

Analysis: Boards are required to conduct an annual analysis of the minimum number of weekly work search contacts for each county. Sources to consider when evaluating the number of work search contacts may include population, labor force and labor market information, employment opportunities, and work search requirements in neighboring or similar counties.

Alternatives: None.

Fiscal Impact: None.

Recommendation: An analysis was conducted reviewing U.S. Census demographics, Local Area Unemployment Statistics (LAUS), and industry employment growth (% and # change) data by county. WSA also reviewed a comparison of job search requirements by county for other large boards. WSA staff recommends that the weekly work search contact requirements remain at 5 for all counties. Recommendation is based on the unemployment rate of 3.2% for

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the region, and UI rates ≤ 3.2 in twelve of thirteen counties in November of 2023. Also, QCEW industry employment comparison for Q2 2022 and 2023 indicated an employment growth for all WSA counties of 34,765 with a 3.1% change over the year.

Next Steps: If approved, TWC will be notified of the required weekly job search contacts. Claimants are required to keep a log that may be used to validate their job search. WSA will issue a policy record to the adult contractor for continued implementation.



MEMORANDUM

To: Executive Committee Memo
From: Adrian Lopez, CEO
Presented By: Teresa Chavez, COO
Date: February 16, 2024
Subject: Workforce Center Certifications

Summary: As of December 20, 2023, 16 WSA workforce centers have been certified by TWC according to WIOA Workforce Center Requirements. The centers that have been certified are Hondo, Pleasanton, Seguin, Kerrville, Bandera, Pearsall, Boerne, New Braunfels, Fredericksburg, Floresville, Kennedy, Walzem, Marbach, South Flores, East Houston and DataPoint. Staff has submitted a Y-9 form for Tilden, Bexar County Justice Center, Military Support at JBSA and San Antonio Food Bank. Y-9 form is a form that must be submitted to TWC before a center can be considered to go through the WIOA certification.

Analysis: This certification assists WSA to be in compliance with WIOA requirements as well as with TWC requirements. All workforce boards are required to have at least one comprehensive center, which is DataPoint, and as many affiliate sites as needed. Comprehensive center is where all required workforce partner programs and services are available, either physically co-located or through direct linkage. An affiliate site is a Workforce Solutions Office where job seekers and employers can access the 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.

Alternatives: None.

Fiscal Impact: None.

Recommendation: None.

workforcesolutionsalamo.org
communications@wsalamo.org

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

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Next Steps: Mark our calendars for the next workforce center certification which will be three years from now. Once we receive the approved Y-9 forms for the other locations we can save them for the next workforce center certification date to submit them for certification.

Texas Workforce Commission

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Bryan Daniel, Chairman
Commissioner Representing
the Public

Alberto Treviño III
Commissioner Representing
Labor

Joe Esparza
Commissioner Representing
Employers

Edward Serna
Executive Director

December 20, 2023

Mr. Adrian Lopez
Chief Executive Officer
100 N. Santa Rosa St., Suite 120
San Antonio, Texas 78207

Dear Mr. Lopez:

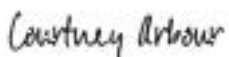
We are pleased to notify you that the Workforce Solutions Offices overseen by the Workforce Solutions Alamo (Board) meet the standards required by the Workforce Innovation and Opportunity Act (WIOA). Once every three years, the Texas Workforce Commission's (TWC) review team verifies that the Workforce Solutions Offices in each local workforce development area (workforce area) meet the WIOA standards.

TWC commends the Board for providing high-quality services to customers in its local workforce area. As a partner of the American Job Center Network, your Workforce Solutions Offices serve as a critical source of assistance for job seekers, employees who want to advance in their careers, and employers that need human resource assistance. The Board's commitment, hard work, and dedication add value to our workforce system.

Additionally, please share with your staff our sincere appreciation for helping TWC complete the review. We look forward to continuing to work as partners with you to meet the needs of employers and job seekers in your community.

If you have questions or need assistance, please contact Shunta Williams, Deputy Director, Board Support & Agency Administered Programs, at (512) 516-0030 or shunta.williams@twc.texas.gov.

Sincerely,



Courtney Arbour, Director
Workforce Development Division

cc: Ms. Leslie Cantu, Board Chair, Workforce Solutions Alamo
Ms. Shunta Williams, Deputy Director, Board Support & Agency Administered Programs, TWC

Summary

- Update on Improvements from TWC Annual Monitoring
- UI Weekly Work Search Contact Requirement
- Workforce Center Certifications





Continuous Improvement Actions

- Review of policies/procedures, training, monitoring, increased oversight, and documenting progress;
- Board staff review the items during monthly board-contractor meetings and offer technical assistance;
- Board staff develop TEAMS portals to centralize and manage progress and improvement efforts;
- Contractor staff intensify their internal monitoring reviews to focus on attributes that we know TWC will test and submit their monitoring results to board staff regularly;
- QA implements an ‘informal’ regular review/sampling of the attributes in question (the first round is 97% complete);
- Board staff prepare the needed documentation for submission to TWC
 - TWC usually requests the information during the Annual Monitoring to validate the board’s oversight capacity.

Update on Improvements from TWC Annual Monitoring - PII



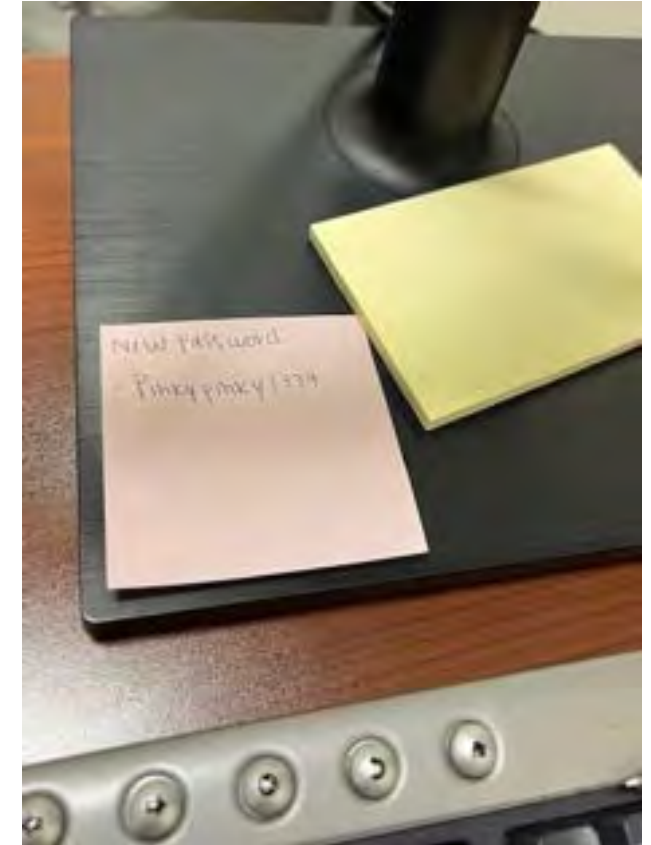
Lack of Barriers to Protect PII at Reception Area:

- Evaluated each center's VOS greeter process.
- Moved screens facing public and added screen protectors.
- Identified the center challenges at each center and board staff are working to remove those barriers.



Unsecure PII in the Physical Environment:

- Implemented a layered approach for the walkthrough at the centers.
- Board and contractor staff will be performing unannounced walkthrough regularly. QA board staff will perform "formal" final testing.
- Staff training/Technical Assistance will be scheduled for contractors to address the findings.



Update on Improvements from TWC Annual Monitoring - Procurement



TWC – Monitoring Concerns:

- Contracts – Exceeded Budget and Amended Scope of Work.
 - Ensuring amendments of contracts are not outside the original scope, length, and amount unless provided for in the original contract.
- Leases – Required forms were improperly dated for two leases.
 - The forms were added following last year’s review per direction provided by TWC Audit Resolution.
- Procurement Processes – Required forms missing or were not completed.
 - Ongoing training for both procurement and board staff.
 - More detailed justification for all contract actions through coordinated memo review process.



Questions

