

Board Oversight Capacity—BCY 2023

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Workforce Solutions Alamo Score Card

The Texas Workforce Commission's annual evaluation of each Board's oversight capacity. Boards are assigned a rating of Meets Standards or Below Standards for each of the following six categories.

Develop, maintain, and upgrade comprehensive fiscal management systems

Meets

- √ Does the Board have fiscal management systems in place that include appropriate fiscal controls?
- √ * Does the Board, during its regularly scheduled meetings, include a quarterly review of the financial status of the Board and its service providers for all funding sources it administers?
- √ Have single audits been free of material weaknesses?

Hire, train, and retain qualified staff to carry out the Board's oversight activities

Meets

- √ Has the Board been certified?
- √ * Has the Board hired or retained qualified staff (Executive Director, Chief Financial Officer, Program Director, Contract Management Staff, Monitoring staff) to oversee contractors?

Select and oversee local contractors to improve the delivery of workforce services

Meets

- √ Does the Board have an effective formal procurement process, and has the Board been following this process?
- √ Does the Board have a certified monitoring function in place to oversee contractors?
- √ The Board has no disallowed costs exceeding one percent of allocation (non-self-reported).
- √ The Board has no disallowed costs exceeding one percent which resulted in repaying funds.

Oversee and improve the operations of Workforce Solutions Offices in the Board's service area

Meets

- √ Does the Board have certified Workforce Solutions Offices?
- √ * Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with a local contractor?
- √ * Has the Board applied its service improvement policy when necessary?

Manage the contractors' performance across multiple Board programs

Meets

- √ Did the Board meet target on at least 80 percent of its contracted performance measures?
- √ Is the Board within 35 percent of target on all contracted performance measures?
- √ * Does the Board hold performance oversight meetings, do performance reviews, or, during its regularly scheduled meetings, include a review of its status on contracted performance measures at least four times throughout the year?

Identify and resolve long-standing or severe Board oversight problems and workforce service provider performance issues

Meets

- √ The Board did not miss target on the same performance measure two years in a row.
- √ The Board does not have any unresolved material weaknesses discovered through a single audit.
- √ The Board has not been placed on an Intent to Sanction or a Sanction.

ALAMO AREA COMMUNITY IMPACT STATEMENT

A written statement from each Board summarizing its impact on and relationship with the local community and economy. Specify how the Board's efforts demonstrate and contribute to an effective workforce system by engaging employers, helping workers find jobs, and ensuring good fiscal stewardship.

At Workforce Solutions Alamo, our work focuses on preparing people for meaningful careers while developing innovative workforce solutions for businesses in targeted industries providing long-term stability through high-growth, high-wage employment opportunities.

Our core values set the foundation from which we serve and help guide our decisions to empower job seekers, support employers, and uplift communities. We are committed to addressing our region's most pressing workforce development challenges. We aim to accelerate economic growth and success in the Alamo Area by remaining true to these values.

- Mission: To strengthen the Alamo regional economy by growing and connecting talent pipelines to employers.
- Vision Statement: To lead the most integrated community workforce network in the nation.
- Core Values: Accountability / Collaboration / Excellence / Innovation / Integrity

Sector-Based Model

WSA's strategies focus on centering workforce development services within a sector-based model. By targeting key industries, such as Aerospace, IT and Cybersecurity, Manufacturing and Trades, Healthcare, Logistics and Warehousing, Construction, Finance, and Business/Customer Service and Administration, WSA effectively narrows the gap between local demand and local talent pipelines by facilitating 174 job fairs and hiring events aligned with these industries in 2022. The following is an impact summary of Workforce Solutions Alamo services in the 13 counties we proudly serve.

Overview

Workforce Solutions Alamo (WSA) serves nearly 105,000 job seekers within the 13-county region by providing comprehensive career and supportive services for job seekers and employers. Services include over 99,000 in-person visits at our Job Centers and more than 6,000 virtually this year alone (Oct. 2022 to Sep. 2023). Year-to-date, 14,235 job seekers have been placed in a job through the labor-exchange system WorkInTexas (WIT). Through our partnerships with 2,426 unique employers, WIT posted 37,195 jobs.

Through our formula-funded services, WSA has enrolled 4,736 customers in workforce programs while providing them with 36,945 units of service, including universal job seekers. WSA focuses on outreach through consortium partnerships, non-profit organizations, and braiding resources with complementary programs, such as the City of San Antonio's Ready to Work Program, a \$200M sales tax-funded workforce training initiative. WSA is the largest Ready to Work program contractor, serving 3,920 job seekers (Oct 2022 to Sep. 2023).

In addition, an SDF grant was awarded to WSA for Lone Star National Bank in August 2021 (\$510,967). The grant aims to train 346 (66 new hires and 280 full-time employees) across South Texas and three board areas: Alamo, Lower Rio Grande, and Cameron County.

Lastly, an HDJT grant was awarded to WSA and Seguin EDC (\$150,000) to create a new Chapter of the Texas Federation for Advanced Manufacturing Education (TX FAME) at the Central Texas Technology Center (CTTC) in New Braunfels. The grant aims to help meet the growing demand for qualified industrial maintenance technicians in the Manufacturing industry. The project will enroll thirty (30) students in the TX

FAME Lone Star Advanced Manufacturing Technology (AMT) program at CTTC for an Associate of Applied Science degree in AMT. The grant allows WSA to purchase AMT equipment for establishing the TX FAME Lone Star AMT program.

WSA has also connected job seekers with employers with virtual Career Fairs. Virtual Career Fairs offer new ways to connect employers with local talent pipelines. WSA held 45 Job Fairs, with 813 employers participating and 2,871 interviews, resulting in 493 hires.

WSA's efforts include re-engaging unemployed claimants. Of the 69,131 unique claimants in the region, 51,265 (or 74.2%) returned to work and were reemployed (from October 2022 to September 2023).

Child Care Services

As an essential service, child care is the engine for our current workforce and directly supports the development of our future workforce by ensuring children are ready to succeed in school and life. When we strengthen our early childhood education system to include providers, we enhance our workforce now and in the future.

Workforce Solutions Alamo provides eligible parents and families access to affordable, dependable, quality child care while engaging them in meaningful training and employment. In BCY 2023, WSA invested \$108M into childcare for families working or pursuing an education. While most of the investment focuses on covering the cost of care, WSA invested approximately \$5.8M in early childcare provider support, including mentors supporting centers in pursuit of improved quality and materials, incentives, training, and professional development. WSA spearheads what we call 'quality cohorts,' which enable centers for TRS assessments and quality ratings.

WSA subsidizes child care to over 12,600 children and 8,000 families daily. Earnings of working parents receiving childcare scholarships totaled \$221M in BCY23.

Train for Jobs – City of San Antonio

The City of San Antonio funded WSA close to \$15M to develop training and employment opportunities for constituents in San Antonio voting districts impacted by COVID-19. WSA applied the funds to create talent pipelines in high-growth industries, substantially expanding our American Job Center delivery services within city limits. WSA enrolled 1,848 job seekers, with 1,196 (65%) participating in training and upskilling opportunities, including industry certifications and On-the-Job Training. Through Training for Jobs, WSA helped 835 participants secure employment with average wages of \$17.62, and WSA successfully supported employers and affected workers with talent pipelines during a critical time.

Workforce Consortium

To better address the continued uncertainties presented in 2021, Workforce Solutions Alamo sought to strengthen and build upon existing partnerships while leveraging and elevating the services offered by these community partners. Workforce Solutions Alamo developed a Consortium of strategic partners focused on improving the regional economy by connecting talent pipelines to employers. Consortium partners include the San Antonio Food Bank, Texas A&M San Antonio, Chrysalis Ministries, YWCA, Family Service Association, AVANCE San Antonio, United Way of San Antonio, Bexar County, and the San Antonio Housing Authority.

The collective impact of the Consortium engages an additional 5,000 clients and recruits them into the workforce ecosystem by removing self-sufficiency barriers through education, training, and employment. Collectively, the Consortium will expand the reach of individual agencies and increase access to financial literacy, housing, food, childcare, and quality education and training. The Consortium offers an efficient referral process that further promotes leveraging by reducing duplication of services. Clients can enroll in education and training to prepare for high-growth, high-wage occupations and industries while receiving the

support needed to successfully reach their career goals, while employers receive the benefit of a robust workforce to support business demands.

In 2020, San Antonio residents approved a \$200 Million program funded by a one-eighth cent sale tax to support thousands of local neighbors to attain economic self-sufficiency by gaining access to education and better jobs. Ready to Work is an unprecedented education and job placement program designed to help San Antonio residents improve their quality of life and achieve professional success. Ready to Work removes financial, mental, and social barriers for adults committed to earning recognized vocational certifications, associate degrees, or bachelor's degrees through an equitable, customized approach. The City of San Antonio manages Ready to Work by funding over twenty local community organizations to handle enrollment and case management services. As part of our larger strategic plan, Workforce Solutions Alamo manages a consortium of seven subcontractors to assist, including San Antonio Food Bank, Texas A&M San Antonio, Chrysalis Ministries, YWCA, Family Service Association, AVANCE San Antonio, and C2 Global Professional Services. Workforce Solutions Alamo was selected as one of the four lead agencies in 2022 and the City awarded WSA over \$100M to implement this first-of-its-kind program to provide training and education to place San Antonians in high-growth, high-wage jobs. Together with our Alamo Workforce Consortium partners, WSA is committed to strengthening our community by meeting this goal with a focus on equitable access and opportunity for historically marginalized residents facing multiple barriers to education, job placement, and job retention. We are on track to meet projected goals for year two (2). As of October 30, 2023, the Consortium has helped 3,920 individuals complete services, including 2,182 in training, of which 117 gained Quality Jobs.

Workforce Academy Ambassador Program

The San Antonio Area Foundation awarded \$100,000.00 to WSA for the Workforce Academy Ambassador Program. The grant aims to advance equity and economic mobility through workforce development services by educating individuals in partner organizations within the 13-County Alamo region. The initiative translates the numerous existing workforce activities into a concise and accessible curriculum to help organizations and individuals better understand and share the services we provide to clients and what career opportunities and jobs are available. Individuals participate in three sessions, including Workforce 101, Workforce Programs, and Workforce Business Services. We provide individuals with a toolkit, program information, and the knowledge to carry out our mission. Ambassadors play a vital role in connecting people to resources and programs that can assist them in starting or furthering their careers in growing industries. The Academy drives conversations and educates individuals about workforce development, helps expand our outreach, increases our ability to graduate ambassadors, and broadens brand awareness.

Aspen Institute's Economic Opportunities Program

Aspen Institute's Economic Opportunities Program has awarded \$50,000.00 to WSA to be used exclusively for the Workforce Leadership Academy. The Academy will leverage and build on the expertise of leaders across the workforce ecosystem through an intensive 12-month learning program. Local leaders and guest faculty from across the nation lead the program to develop a network of workforce development leaders who are not only able to spearhead their programs or organizations but who can also work collaboratively to build effective workforce systems. Workforce Leadership Academy incubates Ambassadors at the Executive Leadership level who will promote WSA's local plan and help them understand our programs, the sector-based model, and how their organizations contribute to the workforce ecosystem. The WSA Workforce Academy provides a grassroots approach to drive conversations about workforce development in partner organizations and communities. It can potentially increase program enrollment and success and expand brand awareness. As we

continue refining the Academy, the Aspen Workforce Leadership Academy provides the opportunity to add a “grass-tops” component to the existing collaboration and systems development model. Frontline ambassadors are invaluable for communicating the benefit of the workforce board. Success is often predicated on the support of the partner organization’s senior leadership to act as advocates in strategic planning sessions and other areas of influence so that knowledge gained at the frontline level can be leveraged into action and support the partner organization. Grass-tops and grassroots are the foundation for generative collaboration and rapid innovation.

Conclusion

Our mission, vision, and core values embody the transformative spirit of “work” and hold us to the highest standards of serving. By remaining centered on this work and through a collaborative approach to meet and exceed the needs of our communities, the investments we make today will enable those we serve to thrive and realize this same promise for generations to come.

√ = Meets Standard

X = Below Standard

* = Board Attestation