

Board Oversight Capacity—BCY 2022

TWC Rule §802.67. Commission Evaluation of Board Oversight Capacity

Alamo Area 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.

Workforce Solutions Alamo (WSA) serves around 145,000 job seekers within the 13-county region by providing comprehensive career and supportive services for job seekers and employers. Services include over 83,000 in-person visits at our Job Centers and over 62,000 virtually this year alone (Oct. 2021 to Sept. 2022). Year-to-date, 9,118 job seekers have been placed in a job through the labor-exchange system Work-In-Texas (WIT). Through our partnerships with 2,353 unique employers, WIT posted 36,666 jobs. Through our formula-funded services, 5,751 customers have been enrolled in workforce programs while providing them with 33,491 units of service, including universal job seekers. WSA focuses on assisting job seekers to gain the experience and skills they need to be successful in today's labor market. We achieve this through Apprenticeship programs, such as the Emergency Medical Technician and Digital Marketing, and Skills Development Fund opportunities, such as via a partnership with United Alloy in Seguin, TX. In addition, WSA has enrolled 473 program participants in Occupational Vocational Training/Non-TWC Funded Training and helped 129 students graduate and obtain industry-recognized credentials. In addition, an SDF grant was awarded to WSA for employer Lone Star National Bank in August 2021 (\$510,967). The purpose of the grant is 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. In this challenging year (e.g., with the pandemic), WSA connected job seekers to Employers through virtual Career Fairs. A virtual Career Fair platform offered new ways to connect employers with local talent pipelines where WSA held 161 Job Fairs, with 934 employers participating with 2,930 interviews resulting in 485 hires. WSA efforts included reengaging unemployed claimants. There were 357,740 unique claimants in the region, of which 239,401 (or 66.92%) returned to work and were reemployed (from March 2020 to September 2022).

As an essential service, childcare 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, and quality childcare while engaged in meaningful training and employment. In 2021, WSA invested \$105M into childcare for families working or pursuing an education in the Alamo Area. While most of this investment focused on covering the cost of care for families, approximately \$5.3M was invested in early childcare provider supports, including mentors supporting centers in pursuing quality, materials, incentives for centers providing quality care, trainings, and professional development. WSA is currently leading what we call a quality cohort supporting centers in being ready for the TRS assessment and quality rating. WSA provides childcare for 12,000 children daily, representing more than 7,200 families pursuing education or employment. Earnings of working parents receiving childcare scholarships totaled \$188M in 2021.

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, a total of 835 participants secured 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 and Bexar County and the San Antonio Housing Authority. The collective impact of the Consortium is the ability to engage an additional 5,000 clients to recruit them into the workforce ecosystem and to remove barriers to individuals and families on their path to self-sufficiency through education, training, and employment. Collectively, the Consortium will expand the reach of individual agencies and increase access to support that includes financial literacy, housing, food, childcare, and quality education and training. The Consortium facilitates an efficient referral practice and reduces duplication of services. Clients can choose to 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 their business needs.

San Antonio residents invested more than \$200M of sales tax dollars to support thousands of local neighbors in attaining 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 more than 20 local community organizations to handle enrollment and case management services. As part of our larger strategic plan, Workforce Solutions Alamo chose to apply for these funds in partnership with the Alamo Workforce Consortium mentioned above. Workforce Solutions Alamo was selected as one of the four lead agencies in 2022 and was awarded more than \$100M to implement this first-of-its-kind program to provide training and education to place San Antonians in high-growth, high-wage jobs. Workforce Solutions Alamo, together with our Alamo Workforce Consortium partners, 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.

Workforce Academy Ambassador Program

The San Antonio Area Foundation has awarded \$100,000.00 to WSA to be used exclusively for the Workforce Academy Ambassador Program to advance equity and economic mobility through our workforce development services. This initiative educates individuals in partner organizations within the 13-County Alamo region. It transforms the nebulous activities of our large organization 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 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.

√ = Meets Standard

X = Below Standard

* = Board Attestation