

Board Oversight Capacity—BCY 2024

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

**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.

√ = Meets Standard

X = Below Standard

* = Board Attestation

** = Due to performance data tracking updates made during this Board Oversight Capacity review cycle, these criteria will not be rated for BCY 2024.

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. 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 113,000 registered job seekers within the 13-county region by providing comprehensive career and supportive services for job seekers and employers. Services include over 97,000 in-person visits at our Job Centers (Oct. 2023 to Sep. 2024). Year-to-date, 11,490 job seekers have been placed in a job through the labor-exchange system WorkInTexas (WIT). Through our partnerships with 2,208 unique employers, WIT posted 33,462 jobs.

Through our formula-funded services, WSA has enrolled 4,331 customers in workforce programs while providing them with 27,724 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, serving 2,671 job seekers (Oct 2023 to Sep. 2024).

WSA also connects job seekers with employers through virtual Career Fairs. Virtual Career Fairs offer new ways to connect employers with local talent pipelines. WSA held 48 Job Fairs, with 760 employers participating and 6,207 interviews, resulting in 489 hires.

WSA's efforts include re-engaging unemployed claimants. Of the 61,976 unique claimants in the region, 48,810 (or 78.7%) returned to work and were reemployed (from October 2023 to September 2024).

Child Care Services

Child Care is more than just a service; it is a critical component of our society's infrastructure. It plays a pivotal role in supporting our current workforce and nurturing the future generation. By ensuring children are ready to succeed in school and life, quality Child Care strengthens our community and economy.

In the recent fiscal year 2024, WSA invested approximately \$119M to cover the cost of Child Care for families working or pursuing education.

Building a Network of Quality

WSA recognizes that child care quality links directly to provider quality. To support these dedicated professionals, WSA invested an additional \$5.2M in various initiatives, including:

- **Texas Rising Star Mentorship:** Mentorship and guidance to child care centers seeking Texas Rising Star certification.
- **Provider Support:** Investing in resources like classroom materials, curriculum, assessments, and professional development.
- **Financial Incentives:** Offering retention grant opportunities to encourage providers to maintain high standards of care and pursue continuous improvement.
- **Business Coaching:** Using TWC QIA funding, we designed the coaching to offer essential supports tailored to meet provider business needs, including resource connections, one-on-one coaching, needs analysis, networking facilitation, and training and technical assistance.
- **Cohort Model:** our cohort model has proven to be a powerful tool in fostering a community of excellence among providers. By bringing together centers at various stages of their journey toward Texas Rising Star certification, WSA creates a supportive environment for learning, collaboration, and shared best practices.
- **Scholarships:** For fiscal year 2024, WSA provided scholarships to an average of 14,375 children and 8,315 families daily.
- **Economic Impact:** Working parents' earnings from childcare scholarships totaled approximately \$267M.

Strategic Regional Impact

WSA's strategic regional goals aim to expand the workforce development customer base by leveraging unique knowledge and resources. To that effect, WSA's community impact promotes TWC's statewide goals of service optimizers, Texas talent experts, and partnership managers.

- **Alamo Workforce Consortium:** WSA's expansion begins by building partnerships. To better address the continued uncertainties presented in 2021, WSA 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 Opportunity Home. The collective impact of the Consortium engages an additional 6,000 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.

With our partnerships, WSA leverages substantial non-federal resources (and some federal) to expand our customer base and make a long-lasting impact:

- **TX FAME:** WSA applied and was selected as a TX FAME Hub agency for FAME USA. This is an educational program that promotes STEM and Advanced Manufacturing career pathways. As a TX FAME Hub, WSA positions itself with sixteen manufacturing employers and a FAME USA network that fosters job growth.
- **Pathways to Infrastructure:** The Pathways to Infrastructure grant promotes employer education and supports workforce needs by offering resources to increase employment for job seekers. This DOL funding includes a nine-month planning stage to seamlessly incorporate the program with other funding opportunities.
- **Partners in Reentry Opportunity in Workforce Development:** The Board is one of seven to receive the PROWD grant. Through this project, WSA will collaborate with the local residential reentry center and enroll individuals in education and training to prepare for their exiting incarceration.
- **Childcare Grants:** In childcare, our board has received over \$292,300 to promote training, new curriculum, and improve operational capacity.
- **Child Care Match Dollars:** With the City of San Antonio's historical matching, WSA increases the availability of child care services by \$7,584,186, substantially broadening our reach.
- **Teacher Externship:** While TWC did not award WSA needed funding this year, the Alamo continued building career pathway awareness and promoting workforce development utilizing non-federal funds, with which we supported stipends for 50 educators.
- **Ready to Work:** A consortium of WSA and additional local community-based partners entered a contract with the City of San Antonio to provide job training and employment services. The initial contract adds approximately \$62,163,075 to WSA, with an estimated \$59,290,162 as pass-through to our community partners over three years. The funding derives from a 1/8 cent sales tax collected through May 2025. Performance measures include training completion (credentials), employment (job gain),

and wages (\$15.00 per hour), which directly promote WSA's and the Texas Workforce Commission's strategic and performance goals. WSA and Consortium partners have enrolled 6,702 job seekers, with 4,330 participating in training and 758 securing employment with average wages of \$20.07 in key talent pipelines, including Healthcare, IT/Cyber Security, Construction, Finance, Education, and Manufacturing.

- Finish Line Grant: Toyota Foundation donated the Finish Line Grant, approximately \$100K dollars, to the San Antonio Area Foundation for Ready to Work participants who provide proof of employment.

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. Approximately 358 Workforce Ambassadors support WSA's mission by disseminating resource information, recruiting program participants, and identifying workforce development needs.

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 can spearhead their programs or organizations and 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 supporting 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.