

## **DRAFT MINUTES**

### **Workforce Solutions Coastal Bend – Workforce Services Committee Meeting**

Bayview Tower – Administrative Office – 400 Mann Street, Suite 800

Bayview Large Conference Room

Corpus Christi, Texas 78401

### **Join Zoom Meeting**

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### **Toll Free Dial-In**

888 475 4499 US Toll-free

**Meeting ID:** 867 1836 7105

**Passcode:** 539094

**Thursday, May 8, 2025 – 1:30 pm**

#### **Committee Members**

##### **Present**

Dr. Leonard Rivera, Chair

Randy Seitz, Vice Chair

Jose R. “Joey” Garcia III

Manny Salazar

##### **Absent**

Lance Brown

Jesse Gatewood

Randy Giesler

##### **Others Present**

Ken Treviño, Workforce Solutions

Alba Silvas, Workforce Solutions

Shileen Lee, Workforce Solutions

Janet Neely, Workforce Solutions

Allyson Riojas, Workforce Solutions

Zachary James, Workforce Solutions

Vicki Stonum, Workforce Solutions

Catherine Cole, Workforce Solutions

Celina Leal, Workforce Solutions

Ricardo Munoz, Workforce Solutions

Imelda Trevino, Workforce Solutions

Tony Armadillo, Workforce Solutions

Xena Mercado, Workforce Solutions

Milanda Ballesteros, Workforce Solutions

Geri Escobar, C2GPS, LLC

Robert Gonzales, C2GPS, LLC

Monica Cisneros, C2GPS, LLC

April Mejia, C2GPS, LLC

##### **Other Board Members Present**

Raynaldo De Los Santos, Jr.

#### **I. Call to Order**

Dr. Rivera called the meeting to order at 1:30 pm.

#### **II. TOMA Rules**

Ms. Neely provided information on the Texas Open Meetings Act (TOMA) Rules.

#### **III. Roll Call**

The roll was called and a quorum was present. The following Board Member was also in attendance:

- Raynaldo De Los Santos, Jr.

#### **IV. Announcement on Disclosure of Conflicts of Interest**

Attention was called to the Disclosure and Declaration of Conflict of Interest and disclosures were requested by the chair at this time. None were made.

**V. Public Comments**

Due to the new TOMA rules we do have a laptop setup at 400 Mann Street; Suite 800 and it is listed on the zoom call as Public. The laptop is available and open to the public.

**VI. Discussion and Possible Action on Minutes of the February 13, 2025 Workforce Services Committee Meeting**

Mr. Seitz moved to approve the minutes of the February 13, 2025 Workforce Services Committee meeting. The motion was seconded by Mr. Salazar and passed.

**VII. Items for Discussion and Possible Action**

1. Board Policy # 4.0.100.01 – Program Policy and Services Guide

Ms. Silvas presented information on the Board Policy # 4.0.100.01 – Program Policy and Services Guide (included on pages 8-10 of the May 8 agenda packet).

2. Board Policy # 4.0.113.07 – OJT, Subsidized Employment and Customized Training

Ms. Silvas presented information on the Board Policy # 4.0.113.07 – OJT, Subsidized Employment and Customized Training (included on pages 11-16 of the May 8 agenda packet).

Mr. Salazar moved to recommend to the Board of Directors approval of Board Policies # 4.0.100.01 – Program Policy and Services Guide; and # 4.0.113.07 – OJT, Subsidized Employment and Customized Training as presented. The motion was seconded by Mr. Garcia and passed.

**VIII. Information Only:**

1. *Services to Workers BCY2025 (Q1 Oct.-Dec.) (Q2 Jan.-Mar.) (Q3 Apr.-Jun.) (Q4 Jul.-Sept.)*

a. Policy Review Schedule

Ms. Silvas presented the Policy Review Schedule (included on pages 17-19 of the May 8 agenda packet).

b. Program Updates & Veterans Services

Ms. Silvas provided information on the program updates and Veterans Services (included on pages 20-22 of the May 8 agenda packet).

Ms. Silvas reported on the transition to the WIT Case Management System, which launched in Spring 2024. This new database replaced the TWIST Case Management System and is designed to capture all aspects of individual service delivery, including training accounts, support services, and individual employment plans.

The transition has significantly impacted on service delivery, and the system is still experiencing issues. Ms. Silvas noted that Leadership is collaborating with the Texas Workforce Commission to address these concerns. Feedback from team members, service providers, and the contract team indicates numerous glitches in the system. These issues affect performance, productivity, and the ability to forecast service delivery. Specifically, the glitches are impacting how counselors deliver daily services to customers, even affecting basic functions like entering employment plans.

Ms. Silvas extended kudos to the career center team members for their utmost professional approach in dealing with these challenges. She highlighted that customers recognize these issues stem from a systemic concern, not individual fault. Leadership, including Mr. Trevino, has been vocal with the Commissioners of the Texas Workforce Commission, relaying information about the system's impact on budget and overall performance. Furthermore, these glitches are affecting legal contract agreements with service providers regarding profit and performance.

Mr. Trevino reported on the feedback received from 9 Town Halls hosted by Workforce Solutions Coastal Bend Leadership. The main concern raised was the lack of efficiency in the current tool, which is hindering the team's performance. This issue was brought up in weekly calls with TWC, who acknowledged the need for improvements. A common theme of frustration was identified among 90 to 100 team members, particularly with the Work in Texas system. Despite these challenges, the team demonstrated professionalism and a desire to perform their jobs to the best of their abilities. The TWC and the Commissioners are aware of these issues, but it is unclear what steps they are taking to address them.

Ms. Riojas highlighted that minor system updates can cause unexpected issues, which often go unnoticed until they directly impact work. These issues are reported to her, then to TWC, and finally to the vendor, GSI. However, each problem is unique and requires individual solutions. She compared the situation to the initial introduction of the TWIST system, emphasizing that it is a work in progress.

Ms. Escobar provided an update on the Operations of Career Centers (included on pages 21-22 of the May 8 agenda packet).

- Career Center Operations and Staffing
- Outreach and Service Delivery Strategies
- Partnership Highlights
- Career Center Customer Traffic; In-Person or Virtual
- Services to Workforce Career Center Customers
- Unemployment Insurance (UI) Assistance

2. *Services to Business*

a. Business Solutions Report

Ms. Escobar presented the Business Solutions Report (included on pages 23-24 of the May 8 agenda packet).

3. *Local Labor Market Intelligence*

a. Jobs & Employment Report – Q2

Ms. Riojas presented the Jobs and Employment Report – Q2 (included on pages 25-29 of the May 8 agenda packet).

5. *Facilities & IT Update*

Ms. Lee provided information on Facilities and IT updates (included on page 36 of the May 8 agenda packet).

4. *Performance Measure Update*

a. Board Contract Year 2025-26

Ms. Silvas presented a performance measure update for the Board Contract Year 2025-26 (included on pages 30-35 of the May 8 agenda packet).

Ms. Silvas referred to pages 30-31 of the Workforce Services Agenda Packet, prepared a few weeks prior. She noted that they received updated information just the day before, which is included in the handout provided. Ms. Silvas will be using this handout for the discussion, and Ms. Neely will record this for the minutes. This updated information, in addition to what is in the packet, will be crucial and will be emailed to all Board of Directors. The information pertains to the Performance Measure Update.

**IX. Adjournment**

The meeting adjourned at 2:52 pm.