



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 1

Agenda Date: February 9, 2022

In Control: City Council B Session

DEPARTMENT: Workforce Development Office

DEPARTMENT HEAD: Michael Ramsey

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

SA: Ready to Work Program Overview and Post-Solicitation Briefing

SUMMARY:

The presentation includes an overview of the SA: Ready to Work program and related solicitations and contracts for the following services: community outreach and marketing; implementation services, including intake, initial assessment, and case management; employer engagement, and program evaluation services.

BACKGROUND INFORMATION:

In November 2020, San Antonio residents overwhelmingly voted to approve the SA: Ready to Work (RTW) program, which is designed to promote economic recovery by increasing access to education, training, and wraparound services for San Antonio residents and by aligning training with talent requirements of local businesses.

RTW is funded by a 1/8-cent sales and use tax collected through December 2025 with an approximate forecast of \$200 million. The program will offer unemployed, under-employed, and historically under-represented residents the following benefits:

- Tuition for industry-recognized certifications, associate's and bachelor's degrees aligned with targeted occupations in high-demand, well-paid careers;
- Wraparound support services and emergency assistance to ensure training completion; and
- Job placement and retention services.

RTW is informed by local employers and is open to San Antonio residents who are at least 18 years old; permitted to work in the US; willing to take assessments; committed to completing the program; not currently enrolled in college; and whose household annual income is less than 250% of the federal poverty guidelines (i.e., \$32,200 for an individual, or \$66,250 for a household of four).

The program has a City Council-appointed Advisory Board, which is comprised of nine members, representing local employers, workforce training participants, trade/labor, training/education, and community organizations. The Board is charged with validating in-demand occupations; fostering alignment between in-demand skill sets and training programs; recommending allotment of certificates vs. degrees; recommending levels of wraparound support; providing semi-annual budget recommendations to City Council; and serving as community program ambassadors. The Board has created two subcommittees, charged with enhancing Community Outreach and Employer Engagement. The program is also staffed by City employees through the newly established Workforce Development Office (WDO).

RTW success depends heavily on local employers, training providers, and community organizations, including workforce agencies. City staff solicited input from these stakeholders to develop guiding principles and strategic goals and objectives, issued a city-wide survey, and issued a request for information (RFI) to learn of agency's offerings and capacities. The City also hosted a public symposium to solicit feedback on the RTW program.

Additionally, prior to solicitation release, City staff presented updates on RTW planning and implementation to the Economic Workforce Development Committee and received FY2022 Budget approval from City Council and from the Pre-K 4 SA Board. Given the contract values and high community interest, the RTW solicitations were identified as select, high-profile solicitations, requiring City Council briefing in B Session prior to issuance.

In July 2021, the City issued a Request for Proposal (RFP) for RTW Implementation Services (including Intake, Initial Assessment, and Case Management), and an accompanying RFI for Training Courses. Eleven agencies responded to the RFP. Twelve agencies responded to the RFI.

In September 2021, City Council approved the Fiscal Year 2022 General Fund Budget, which includes funding not to exceed \$200,000 for workforce and employer engagement services from the General Fund. WDO staff has negotiated an agreement valued at \$100,000 with SA WORX to provide the following services in alignment with the RTW program: focus on small businesses; work in collaboration with Workforce Solutions Alamo and other partners to build a community-wide consortium of employer engagement based on sector-partnerships; engage US Chamber of Commerce talent pipeline management specialists; and engage EMSI/Burning Glass to build a tailored labor market data report to inform the RTW program.

In October 2021, the City also issued an RFP for RTW Community Outreach and Marketing Services. Four qualified agencies responded. In the same month the City issued an RFP for Program Evaluation Services. Only one agency responded and was not selected by the evaluation panel.

WDO staff has negotiated with the RFP respondents, and has developed the policies, procedures, and related contracts to support the RTW program.

ISSUE:

WDO will brief City Council on recommended SA: Ready to Work policies, procedures, and corresponding program solicitations and contracts for the following services:

- Community Outreach and Marketing Services;
- Program Implementation (Intake, Initial Assessment, and Case Management) Services;
- Employer Engagement Services; and
- Program Evaluation Services.

The Implementation RFP evaluation committee selected the following four prime contractors and their respective subcontractors for Implementation Services:

- Workforce Solutions Alamo (prime)
 - o Avance
 - o Barcom
 - o C2 Global Services
 - o Chrysalis Ministries
 - o Family Services Assn
 - o SA Food Bank
 - o Texas A&M San Antonio
 - o YWCA
- Alamo Colleges District (prime)
 - o Dynamic Advancement
 - o Empyra
 - o Family Service Association
 - o Goodwill Industries, San Antonio
 - o Graduation Alliance
 - o Our Community Inc., LLC
 - o Plumquest, LLC
 - o Profile Design Studio
 - o WHY Group
 - o Worldwide Languages
- Restore Education (prime)
 - o SeeKing HR
- Project Quest (prime)

- o Dynamic Advancement
- o SAISD

Staff recommends entering into 3-year contracts (with 3, 1-year renewal options) with the prime contractors listed above for the following services (among others): collaboration within San Antonio's workforce ecosystem, intake services, case management services, wraparound services, support services and job placement and retention services for a combined total of up to \$183 million over the potential six years (including tuition and emergency funding reimbursements).

The evaluation panel selected Creative Noggin to perform Community Outreach and Marketing Services. Staff recommends entering into a 3-year contract (with 3, 1-year renewal options) with Creative Noggin for up to \$1.6 million over the potential 6 years.

Staff recommends entering into a 1-year contract with SA WORX in an amount not to exceed \$100,000 to provide employer engagement services in alignment with RTW.

ALTERNATIVES:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only. City Council is scheduled to consider the proposed contracts for the RTW program on February 17, 2022 at "A" Session.