

**SA: Ready to Work Advisory Board
Meeting Minutes
VelocityTX Community Resource Center
1305 E Houston St, San Antonio, TX 78205
November 28, 2023
1:00 p.m. - 3:00 p.m.**

BOARD MEMBERS PRESENT:

Priscilla Aguilar
Jennifer Cantu
Stefanie Gaines
Sonia Garza
Jerry Graeber
Ben Peavy
Allie Perez
Councilmember Adriana Rocha Garcia

BOARD MEMBERS ABSENT:

Geronimo Guerra
Amanda Wright
Councilmember Pelaez

STAFF PRESENT:

Alejandra Lopez, Assistant City Manager
Michael Ramsey, Workforce Development Office Executive Director
Amy Contreras, Assistant to the Director
Ana Salazar, Workforce Development Manager
Cynthia Trevino, Senior Management Analyst
Christina Ramirez, City Attorney's Office
Ryan Loyd, Ready to Work Marketing Manager
Mary Mills-Nguyen, Advisory Board Staff Liaison

A. CALL TO ORDER

Mr. Peavy called the meeting to order at 1:04 p.m. after quorum was established.

B. PUBLIC COMMENT

No public comments.

C. APPROVAL OF MINUTES

Mr. Peavy asked the Board members to review the meeting minutes from September 27th. Ms. Gaines motioned to approve, and Ms. Garza seconded. The Board unanimously voted to approve the minutes.

D. INDIVIDUAL ITEMS

1. Ready to Work Program Update

Mr. Peavy introduced Mr. Ramsey to give an update on the most recent SA Ready to Work programmatic data, starting with highlighting participant Jeanette Pena.

Councilwoman Rocha Garcia recommended that staff add estimated time frames above each stage of the diagram presented outlining the participant process in detail.

Ms. Perez noted that some industries, including construction, have a practice of hiring employees first, and then providing training. Mr. Ramsey asked how participants in construction programs at St. Philip's College and other schools can access jobs through that pathway, and Ms. Perez responded that typically employers do not hire employees from those programs. However, she did highlight SA Ready to Work as an opportunity to provide additional support to employees who are going through an on-the-job or apprenticeship pathway with an employer.

Mr. Peavy suggested a working session to discuss how to strengthen the connection between training providers offering courses in trades and other industries with employers before they hire and enroll their employees in training. Ms. Aguilar added that there are many non-traditional students who benefit from having the option to train for trade skills in a college environment versus on the job.

Ms. Cantu asked whether this working session could be split to accommodate the nuances of hiring in different industries. Mr. Peavy suggested prioritizing trades and healthcare if this route is pursued further.

Mr. Ramsey invited Ms. Lauron Fischer, WDO Data Manager, and Ms. Mary Mills-Nguyen, Senior Management Analyst, to explain the SA Ready to Work intake and enrollment process in detail, including key steps and common challenge points.

Ms. Garza asked what sort of quality control and training for RTW coaches is in place to ensure consistent service provision and customer service culture across partner agencies. Ms. Contreras mentioned the various avenues that WDO and RTW offers to engage coaches, such as the RTW Community Champion Collaborative where coaches can learn more about community services they can refer their clients to, and JFF's Community of Practice. Ms. Salazar added that a more consolidated effort to train and educate coaches on best practices is coming in 2024 in collaboration with greater:SATX and SA WORX.

Mr. Ramsey concluded the update by sharing the current program talent pipeline, additional job placement assistance initiatives, and the launch of three new training pathways: the Pay It Forward Internship program, on-the job training opportunities, and incumbent worker training.

2. Training Catalog Updates

Ms. Contreras explained that the partner agency staff have been crucial in helping suggest improvements to the training catalog to ensure alignment with employer needs. A key change is that the training catalog is no longer accessible to the public, to allow RTW coaches the ability to walk through the training options with participants for the first time to help them create their career plan.

She then explained the process through which WDO staff will be evaluating trainings currently in the catalog to see which need to be put on hold while staff works with the training providers to help improve their offerings.

3. Ready to Work Marketing Update

Mr. Loyd presented the group with the new updated SA Ready to Work logo. The program will be referred to as “San Antonio Ready to Work” or “SA Ready to Work” in order to emphasize the connection with the program and brand to the city.

D. STAFF MEMBER COMMENTS

Mr. Ramsey thanked the Board members for their continued feedback and dedication to SA Ready to Work.

He then outlined the upcoming SA Ready to Work events for December through February. Ms. Cantu and Mr. Peavy asked for a status update on the migration of program data to the new Salesforce-based SYNC platform. Ms. Fischer explained that raw data from the old data system, Signify, will be available throughout the migration process so that data will not be lost.

Mr. Ramsey concluded with an additional Point of Light, highlighting participant Austin Remo who is now employed with SAWS.

Mr. Peavy mentioned that he recently attended a convening hosted by COPS:Metro focused on workforce development and community safety on behalf of Accenture.

F. FUTURE AGENDA ITEMS

Mr. Peavy noted that a deep dive into TPM developments was suggested earlier in the meeting.

Ms. Contreras asked the members to be aware that the SA Ready to Work budget for the next fiscal year will be discussed in coming months.

Mr. Loyd reminded the Board members that their photos will be taken at the next meeting.

G. ADJOURN

Meeting adjourned at 2:59 p.m.