



FY 2019



Human & Workforce Development Services Delegate Agency Programs

Long – Term Outcome: San Antonio’s workforce fuels a globally competitive economy that drives income growth & prosperity for all residents

Goal : 90% of participants enter an in-demand job at \$18.50 or higher

Fiscal Year 2019 Service Target: 870

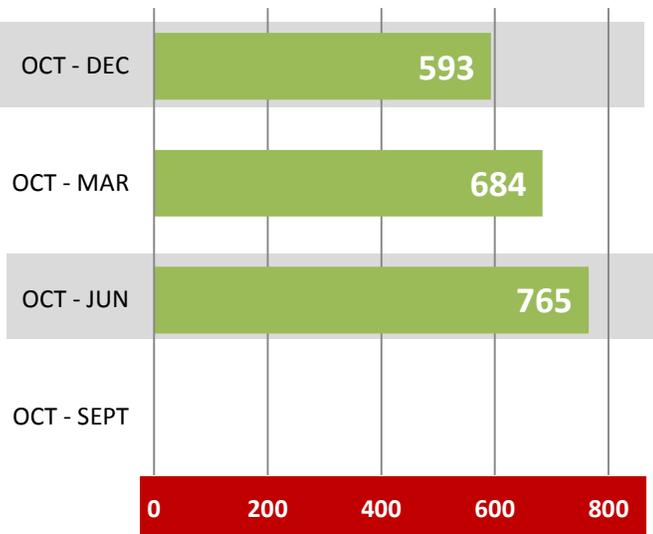
Why is it Important?

The SA2020 Talent Pipeline Report has shown that there is a skill gap in the three targeted industries of health care, IT, and manufacturing.

Summary and Year to Date Progress: 765

In FY 2019, Human Services funded \$2,200,000 General Fund support through the Consolidated Funding Pool for Economic Development. In FY 2019, 870 participants are targeted to receive workforce and job training services that will lead to a stable career and self-sufficiency. In the 3rd Quarter of FY 2019, these agencies served 765 participants with 163 employed at \$14.25/hr. or above. Of those participants who obtained employment in the last 18 months, 81% remain employed after 18 months.

Current Year Participants Served by Workforce Development Programming (By Quarter)



3rd Quarter Service Target: 824 ✔ On Target

Goal: 85% of participants attain a job, or are referred to partner agency for continued skill development

Fiscal Year 2019 Service Target: 2,626

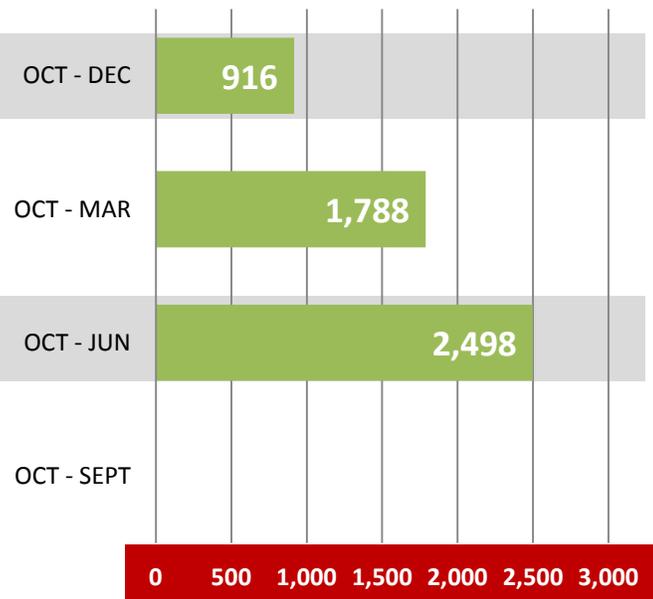
Why is it Important?

In San Antonio, for adults with less than a high school diploma, which is 20% of the adult population, the average annual earnings are \$19,000 and the unemployment rate for this group is 8.5%. Milestones in a connected career pathway include: literacy/numeracy; GED attainment; work experience; and occupational training.

Summary and Year to Date Progress: 2498

In FY 2019, Human Services funded \$1,165,023 General Fund support through the Consolidated Funding Pool for Economic Development. In FY 2019, 2,626 participants are targeted to receive workforce and job training services that will lead to a stable career and self-sufficiency. In the 3rd Quarter of FY 2019, these agencies served 2,498 participants with 602 participants securing new employment or being referred to partner agency for continued skill development.

Current Year Participants Served by Workforce Development Programming (By Quarter)



3rd Quarter Service Target: 1692 ✔ On Target



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4.	Family Service Association – Workforce and Financial Sustainability
5.	Goodwill Industries – Good Careers Academy
6.	Project QUEST – Project QUEST
7.	Project QUEST/Rackspace – Open Cloud Academy
8.	Restore Education – Passport to College Program
9.	San Antonio Christian Hope Resource Center – Pathways to Work

Key – Status

	On Target	Metrics on target are meeting 90% - 100% of the goal
	Caution	Metrics below target at 80% - 89% of the goal
	Not On Target	Metrics not on target are below 80% of the goal



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



Alamo Community College District

Program:	Seguir Adelante Adult Learning Academy
FY 2018 Adopted Allocation:	\$ 204,413 (General Fund)
FY 2019 Adopted Allocation:	\$ 205,629 (General Fund)
Total FY 2019 Program Budget:	\$ 440,120
Total FY 2019 Agency Budget:	\$ 1,098,517

Program Description:

The program will assist 251 low-income single parents, individuals in need of a GED, welfare recipients, homeless and those in transitional housing by providing adult education opportunities, college access programs and supportive services.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated Participants	300	251	178	193	✓
# Participants Completing College/Career Readiness/Basic Skill Update	154	141	82	82	✓
# Participants Enrolled in Higher Education or Training Programs	103	62	21	30	✓
# Participants Earning a GED	46	47	40	40	✓
# Participants secure employment	23	17	11	12	✓
# Participants retain employment for six months	10	8	3	2	✗



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



Chrysalis Ministries

Program:	Welcome Home Job Readiness
FY 2018 Adopted Allocation:	\$ 103,110 (General Fund)
FY 2019 Adopted Allocation:	\$ 224,491 (General Fund)
Total FY 2019 Program Budget:	\$ 977,601
Total FY 2019 Agency Budget:	\$ 1,124,579

Program Description:

The primary service is Case Management for incarcerated and formerly incarcerated adults, which includes a thorough intake process and relevant assessments to determine a care plan for each client. It is through the Case Management process that clients are directed to attend certain life-skills courses offered by the Course Facilitators and deemed by the Case Manager to be essential to assisting the client to be better prepared for reentry. For those needing employment assistance, they offer a Job Readiness course and program, partnering with agencies such as Workforce Solutions Alamo, Goodwill and others to provide actual job and education training that will lead the client to higher paying, more career-oriented positions.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Participants enrolled in Job Readiness course	1,504	1,600	999	1,668	✓
# Participants completing Job Readiness course	1,504	N/A	N/A	N/A	N/A
# Participants obtaining employment	167	484	296	350	✓
# Participants who will not recidivate	347	836	485	621	✓
% Participants still employed after 6 months	123	55%	55%	67.63%	✓



FY 2019 Human and Workforce Development Services Delegate Agency Programs



Dress for Success and Career Gear

Program:	Employability Education Services
FY 2018 Adopted Allocation:	\$ 320,000 (General Fund)
FY 2019 Adopted Allocation:	\$ 68,911 (General Fund)
Total FY 2019 Program Budget:	\$ 842,818
Total FY 2019 Agency Budget:	\$ 1,063,788

Program Description:

The program equips participants with clarity of career pathway; clothing for interviews, new employment, and professional development; competency in career pathway development; job search skills, professional branding, and workplace readiness soft skills; confidence that comes from being equipped with all of these; and connections for achieving milestones on their career pathways. Having these things empower participants to attain stability, self-sufficiency, satisfactions, and success for themselves and their families.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated Participants served	1,379	300	240	244	✔
# Unduplicated participants at or below 200% of Federal Poverty Level	N/A	285	228	237	✔
# Total services accessed by duplicated participants	N/A	600	480	563	✔
# Duplicated participants reporting increased post-service clarity, competency, confidence, and milestone achievement motivation	N/A	510	409	390	✔
# Unduplicated participants obtaining employment or being referred to and enrolled with another agency for further skill development	N/A	90	81	99	✔
# Unduplicated individual assessments & plans to include basic life skills acquisition or employment readiness.	1,155	N/A	N/A	N/A	N/A
# Duplicated interview suitings	1,155	N/A	N/A	N/A	N/A
# Duplicated participants in self-directed job search	869	N/A	N/A	N/A	N/A
# Duplicated participants reporting employment	478	N/A	N/A	N/A	N/A
# Duplicated participants in post-employment services (PWG)	235	N/A	N/A	N/A	N/A
# Duplicated participating in soft skills training	1,445	N/A	N/A	N/A	N/A



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



Family Service Association

Program:	Workforce and Financial Sustainability (New Program)
FY 2019 Adopted Allocation:	\$ 125,000 (General Fund)
Total FY 2019 Program Budget:	\$ 283,194
Total FY 2019 Agency Budget:	\$ 23,261,338

Program Description:

The program addresses the underlying social, emotional, health and financial factors that contribute to unemployment and ineffective support systems. They will assist low-income individuals by providing them access and support towards completion of GED and/or Job Training that is essential to fill positions in traditional and emerging growth industries. The project will provide services to 75 individuals that includes outreach and recruitment of a low-income adult (18+ with an average age of 27) ; assessment for suitability and academic achievement in demand occupations; access to occupational training; access to ramping up foundational reading and math skills; case management; support services, financial counseling, soft-skills training and employment assistance.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated clients in FSA	NEW PROGRAM FOR FY 2019	75	58	117	✓
# Enroll in job training		60	43	104	✓
# Enrolled in job training complete		48	30	53	✓
# Completing job training obtain employment		45	28	31	✓
# Participants enroll in GED		15	15	14	✓
# GED completed or remain enrolled		9	Will be reported in 4 th Quarter		



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



Goodwill Industries

Program:	Good Careers Academy
FY 2018 Adopted Allocation:	\$ 225,000 (General Fund)
FY 2019 Adopted Allocation:	\$ 375,000 (General Fund)
Total FY 2019 Program Budget:	\$ 375,000
Total FY 2019 Agency Budget:	\$ 87,346,192

Program Description:

This program will have an emphasis on career readiness and vocational skills training for participants enrolled. Participants will have access to tuition-free high demand occupational training programs and or career readiness training provided by Goodwill Industries.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated Participants Served	114	135	101	118	✓
# Individuals Securing Employment	52	100	70	66	✓
# Individuals Receiving Training	68	135	101	118	✓
# Individuals employed for six Months	23	N/A	N/A	N/A	N/A
# Individuals Completing Training	N/A	116	89	83	✓



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



Project QUEST

Program:	Project QUEST
FY 2018 Adopted Allocation:	\$ 2,300,000 (General Fund)
FY 2019 Adopted Allocation:	\$ 2,000,000 (General Fund)
Total FY 2019 Program Budget:	\$ 4,629,546
Total FY 2019 Agency Budget:	\$ 4,629,546

Program Description:

The primary goal of Project QUEST is to strengthen the local economy by developing a skilled and educated workforce and placing participants in jobs paying family-level wages. To accomplish this goal, Project QUEST provides San Antonio residents access to training programs that lead to certificates, associate degrees, bachelor degrees, or industry recognized certifications. QUEST provides intense case management and wrap around services, and offers job search and placement assistance upon completion of training.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated clients	804	800	760	701	✓
# Certificate or associates degrees	263	225	184	213	✓
# Employed at \$13.75/hr. or above (\$14.25/hr. for FY2019)	249	195	120	140	✓
Average Placement Wage	\$23.05	\$18.50	\$18.50	\$23.07	✓
% Enrolled after 6 months	91%	90%	90%	90%	✓
% Enrolled after 18 months	85%	80%	80%	81%	✓
% Wage Increase	247%	215%	215%	211%	✓



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



Project QUEST/Rackspace

Program:	Open Cloud Academy
FY 2018 Adopted Allocation:	\$ 200,000 (General Fund)
FY 2019 Adopted Allocation:	\$ 200,000 (General Fund)
Total FY 2019 Program Budget:	\$ 4,629,546
Total FY 2019 Agency Budget:	\$ 4,629,546

Program Description:

The primary goal of Project QUEST is to strengthen the local economy by developing a skilled and educated workforce and placing participants in jobs paying family-level wages. To accomplish this goal, Project QUEST provides San Antonio residents access to training programs that lead to certificates, associate degrees, bachelor degrees, or industry recognized certifications. QUEST provides intense case management and wrap around services, and offers job search and placement assistance upon completion of training. The program will provide training in information technology occupations and Rackspace Open Cloud Academy will provide the training.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated clients	114	70	64	64	✓
# Industry Recognized Certificates or completion certificates	41	44	32	30	✓
# Employed at or above \$13.75(\$14.25 for FY19)	64	36	17	23	✓
Average placement wage	\$20.52	\$18.50	\$18.50	\$19.05	✓



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Restore Education

Program:	Passport to College Program
FY 2019 Adopted Allocation:	\$ 125,964 (General Fund)
Total FY 2019 Program Budget:	\$ 860,464
Total FY 2019 Agency Budget:	\$ 890,764

Program Description:

The objective of the Passport to College program is to provide free, flexible, and personalized academic instruction and activities to at-risk residents, plus intensive staff support to ensure that they receive not only a high school equivalency credential, but also that they are placed on, and persist through, a pathway of stackable credentials that connect them to middle-skill jobs, which ultimately lead to a stable career and self-sufficiency.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated Participants served	NEW AGENCY FOR FY 2019	100	75	96	✔
# Participants achieve academic gains (Level gain on TABE, complete one or more HSE exam, TSI completion)		90	63	84	✔
# Participants complete High School Equivalency		19	17	29	✔
# Participants enroll in Post-Secondary Education		27	17	45	✔
# Participants employed w/higher wages		8	5	5	✔
# Participants obtained employment		16	14	19	✔



**FY 2019 Human and Workforce Development Services
Delegate Agency Programs**



**San Antonio Christian Hope
Resource Center**

Program:	Pathways to Work
FY 2019 Adopted Allocation:	\$ 40,000 (General Fund)
Total FY 2019 Program Budget:	\$ 80,000
Total FY 2019 Agency Budget:	\$ 1,167,000

Program Description:

The program will provide job readiness classes, one-on-one coaching, and support groups to provide assistance with applications, resumes and cover letters, job coaching, and soft and technical skills building, while providing best-practice case management services and referrals as needed to job seekers who are facing life challenges to ensure stability and successful completion of the program. The program will assess individuals for job related goals and assist them with creating goals and a plan for completion. Clients will commit, enroll, and attend CHRC programs to obtain job readiness skills, through job coaching, and/or employment. Services include referrals and one on one and/or group case management. Clients will also receive financial literacy education and additional programs (as needed) to stabilize the household. The program will also provide warm referrals to local employers.

Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q3 YTD Target	FY 19 YTD Results	FY 19 Status
# Unduplicated Participants	NEW AGENCY FOR FY 2019	65	41	62	✓
# Participants Reaching Stabilization		42	24	62	✓
# Participants that Obtained Jobs		28	16	25	✓
# Employed for six months		12	3	0	✗