



# FY 2019

## First Quarter Results



### 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 in-demand job at \$18.50 or higher

Fiscal Year 2019 Service Target: 870

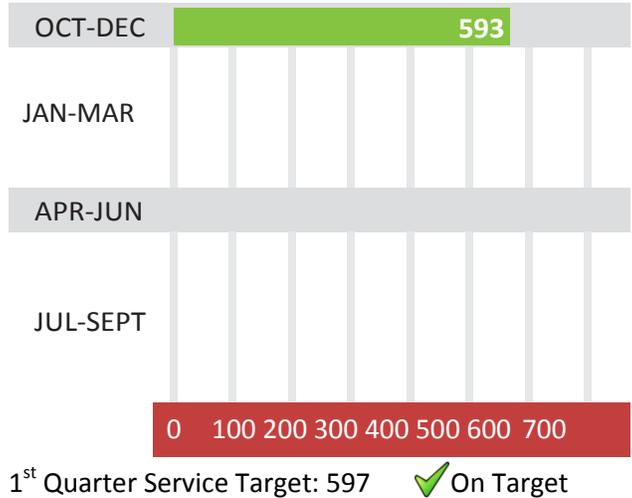
**Why is it Important?**

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: 593**

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 1st Quarter of FY 2019, these agencies served 593 participants with 70 employed at \$14.25/hr or above. Of those enrolled 91% remain enrolled after 6 months and 89% remain enrolled after 18 months.

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



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

Fiscal Year 2019 Service Target: 2,626

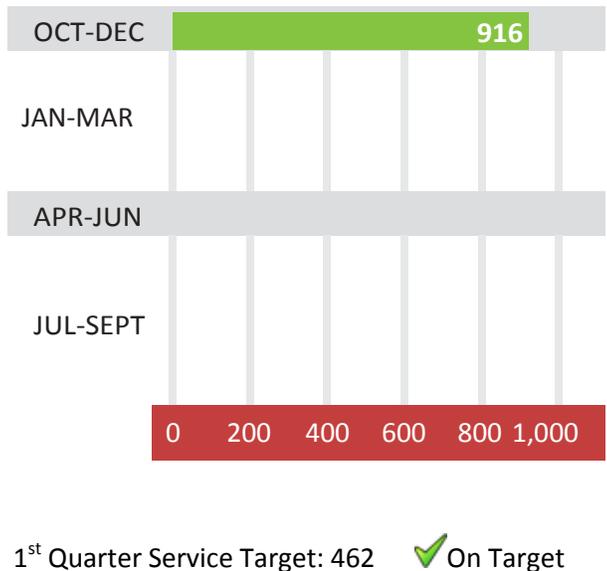
**Why is it Important?**

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: 916**

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 1st Quarter of FY 2019, these agencies served 916 participants with 90 participants securing new employment or being referred to partner agency for continued skill development. Of the participants securing employment 70% are still employed after 6 months.

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





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Long Term Outcome: Workforce Development	
Agency Name – Program Name	
1.	Alamo Community College District – Seguir Adelante Adult Learning Academy
2.	Chrysalis Ministries – Welcome Home Job Readiness
3.	Dress for Success – Employability Education Services
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**

<b>Program:</b>	Seguir Adelante Adult Learning Academy
<b>FY 2018 Adopted Allocation:</b>	\$ 204,413 (General Fund)
<b>FY 2019 Adopted Allocation:</b>	\$ 205,629 (General Fund)
<b>Total FY 2019 Program Budget:</b>	\$ 440,120
<b>Total FY 2019 Agency Budget:</b>	\$ 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 Q1 Projection	FY 19 Q1 Results	FY 19 Status
# Unduplicated Participants	300	251	71	71	✓
# Participants Completing College/Career Readiness/Basic Skill Update	154	141	6	6	✓
# Participants Enrolled in Higher Education or Training Programs	103	62	Will be Reported in 2nd Quarter		N/A
# Participants Earning a GED	46	82	18	18	✓
# Participants secure employment	23	17	Will be Reported in 2nd Quarter		N/A
# Participants retain employment for six months	10	8	1	1	✓



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



**Chrysalis Ministries**

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

**Program Description:**

The primary service is Case Management, 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**

<b>Performance Measure</b>	<b>FY 18 Results</b>	<b>FY 19 Goal</b>	<b>FY 19 Q1 Projection</b>	<b>FY 19 Q1 Results</b>	<b>FY 19 Status</b>
# Participants enrolled in Job Readiness course	1,504	1,600	246	641	✓
# Participants completing Job Readiness course	1,504	N/A	N/A	N/A	N/A
# Participants obtaining employment	167	484	59	69	✓
# Participants who will not recidivate	347	836	128	268	✓
% Participants still employed after 6 months	123	55%	55%	70.37%	✓



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



### Dress for Success and Career Gear

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

**Program Description:**

The program addresses the underlying social, emotional, health and financial factors that contribute to unemployment and ineffective support systems. They 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.

#### Performance Measures

Performance Measure	FY 18 Results	FY 19 Goal	FY 19 Q1 Projection	FY 19 Q1 Results	FY 19 Status
# Unduplicated Participants served	1,379	400	85	94	✔
# Unduplicated participants at or below 200% of Federal Poverty Level	N/A	380	81	92	✔
# Total services accessed by duplicated participants	N/A	800	170	196	✔
# Duplicated participants reporting increased post-service clarity, competency, confidence, and milestone achievement motivation	N/A	680	145	130	✔
# Unduplicated participants obtaining employment or being referred to and enrolled with another agency for further skill development	N/A	340	Will be Reported in 2nd Quarter		N/A
# 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

<b>Program:</b>	Workforce and Financial Sustainability (New Program)
<b>FY 2019 Adopted Allocation:</b>	\$ 125,000 (General Fund)
<b>Total FY 2019 Program Budget:</b>	\$ 283,194
<b>Total FY 2019 Agency Budget:</b>	\$ 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 Q1 Projection	FY 19 Q1 Results	FY 19 Status
# Unduplicated clients in FSA	NEW PROGRAM FOR FY 2019	75	21	23	✔
# Enroll in job training		60	16	20	✔
# Enrolled in job training complete		48	Will be Reported in 2nd Quarter		N/A
# Completing job training obtain employment		45	Will be Reported in 2nd Quarter		N/A
# Participants enroll in GED		15	5	3	✘
# GED completed or remain enrolled		9	Will be Reported in 2nd Quarter		N/A



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



**Goodwill Industries**

<b>Program:</b>	Good Careers Academy
<b>FY 2018 Adopted Allocation:</b>	\$ 225,000 (General Fund)
<b>FY 2019 Adopted Allocation:</b>	\$ 375,028 (General Fund)
<b>Total FY 2019 Program Budget:</b>	\$ 375,028
<b>Total FY 2019 Agency Budget:</b>	\$ 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**

<b>Performance Measure</b>	<b>FY 18 Results</b>	<b>FY 19 Goal</b>	<b>FY 19 Q1 Projection</b>	<b>FY 19 Q1 Results</b>	<b>FY 19 Status</b>
# Unduplicated Participants Served	114	135	24	53	✓
# Individuals Securing Employment	52	100	10	10	✓
# Individuals Receiving Training	68	135	24	41	✓
# Individuals employed for six Months	23	N/A	N/A	N/A	N/A
# Individuals Completing Training	N/A	116	17	22	✓



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



## Project QUEST

<b>Program:</b>	Project QUEST
<b>FY 2018 Adopted Allocation:</b>	\$ 2,300,000 (General Fund)
<b>FY 2019 Adopted Allocation:</b>	\$ 2,000,000 (General Fund)
<b>Total FY 2019 Program Budget:</b>	\$ 4,629,546
<b>Total FY 2019 Agency Budget:</b>	\$ 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 Q1 Projection	FY 19 Q1 Results	FY 19 Status
# Unduplicated clients	804	800	560	557	✓
# Certificate or associates degrees	263	225	86	83	✓
# Employed at \$13.75/hr. or above (\$14.25/hr. for FY2019)	249	195	34	62	✓
Average Placement Wage	\$23.05	\$18.50	\$18.50	\$21.56	✓
% Enrolled after 6 months	91%	90%	90%	91%	✓
% Enrolled after 18 months	85%	80%	80%	89%	✓
% Wage Increase	247%	215%	215%	206%	✓



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



**Project QUEST/Rackspace**

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

<b>Performance Measure</b>	<b>FY 18 Results</b>	<b>FY 19 Goal</b>	<b>FY 19 Q1 Projection</b>	<b>FY 19 Q1 Results</b>	<b>FY 19 Status</b>
# Unduplicated clients	114	70	37	36	✓
# Industry Recognized Certificates or completion certificates	41	44	12	12	✓
# Enrolled at or above \$13.75(\$14.25 for FY19)	64	36	8	8	✓
Average placement wage	\$20.52	\$18.50	\$18.50	\$20.30	✓



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



### Restore Education

<b>Program:</b>	Passport to College Program
<b>FY 2019 Adopted Allocation:</b>	\$ 125,964 (General Fund)
<b>Total FY 2019 Program Budget:</b>	\$ 860,464
<b>Total FY 2019 Agency Budget:</b>	\$ 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 Q1 Projection	FY 19 Q1 Results	FY 19 Status
# Unduplicated Participants served	NEW AGENCY FOR FY 2019	100	15	34	✔
# Participants achieve academic gains (Level gain on TABE, complete one or more HSE exam, TSI completion)		90	5	19	✔
# Participants complete High School Equivalency		19	1	0	✘
# Participants enroll in Post-Secondary Education		27	0	13	✔
# Participants employed w/higher wages		8	Will be Reported in 2nd Quarter		N/A
# Participants obtained employment		16	2	1	✘



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



**San Antonio Christian Hope  
Resource Center**

<b>Program:</b>	Pathways to Work
<b>FY 2019 Adopted Allocation:</b>	\$ 40,000 (General Fund)
<b>Total FY 2019 Program Budget:</b>	\$ 80,000
<b>Total FY 2019 Agency Budget:</b>	\$ 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 Q1 Projection	FY 19 Q1 Results	FY 19 Status
# Unduplicated Participants	NEW AGENCY FOR FY 2019	65	Will be Reported in 2 <sup>nd</sup> , 3 <sup>rd</sup> , and 4 <sup>th</sup> Quarters		N/A
# Participants Reaching Stabilization		42	Will be Reported in 2 <sup>nd</sup> , 3 <sup>rd</sup> , and 4 <sup>th</sup> Quarters		N/A
# Participants that Obtained Jobs		28	Will be Reported in 2 <sup>nd</sup> , 3 <sup>rd</sup> , and 4 <sup>th</sup> Quarters		N/A
# Employed 6+ months		12	Will be Reported in 2 <sup>nd</sup> , 3 <sup>rd</sup> , and 4 <sup>th</sup> Quarters		N/A