

Program and Service Overview

Presented to:
Secretaries' Innovation Group (SIG)
November 17, 2021

OPINION // EDITORIALS

QUEST helping break generational poverty

Express-News Editorial Board | July 22, 2018



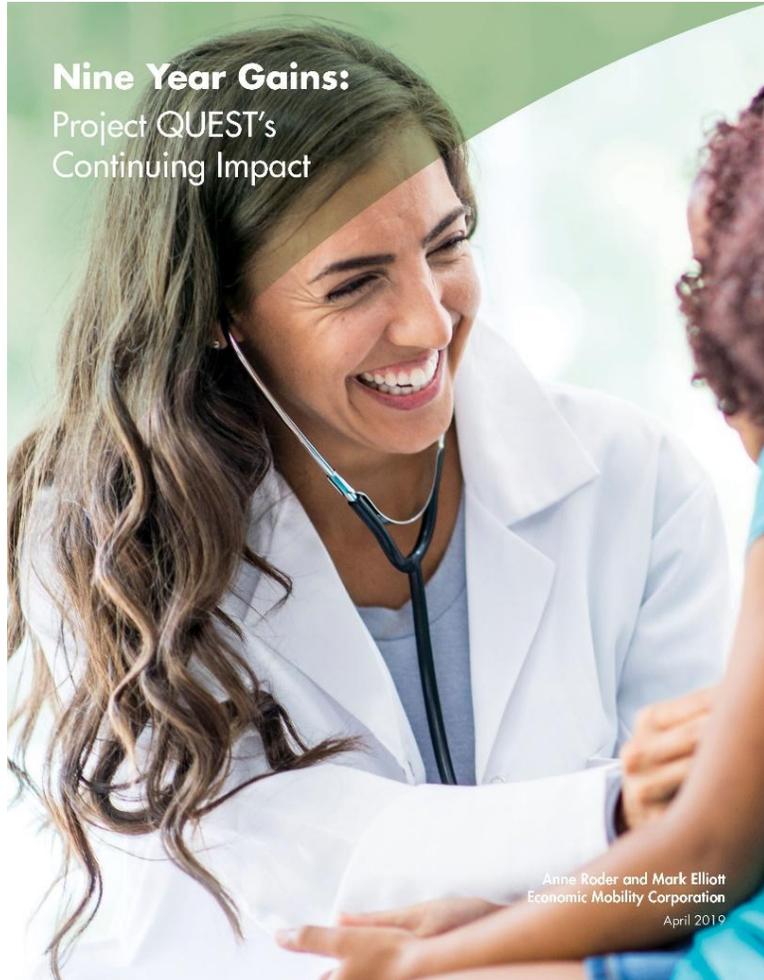
License Vocational Nurse students Norman Ryan-Waldo, left, and Ruby Cigarroa practice carrying newborns during a lab at St. Philip's College May 31, 2017. Cigarroa is a Project QUEST student. The program provides a model others should examine.

Photo: JERRY LARA /San Antonio Express-News

“Project QUEST is a valuable partner in developing a workforce pipeline connecting participants with better job opportunities and helping the city’s economic future and global competitiveness.”

- Former Mayor
Ivy Taylor

Rigorous independent study of QUEST validates long term participant impact

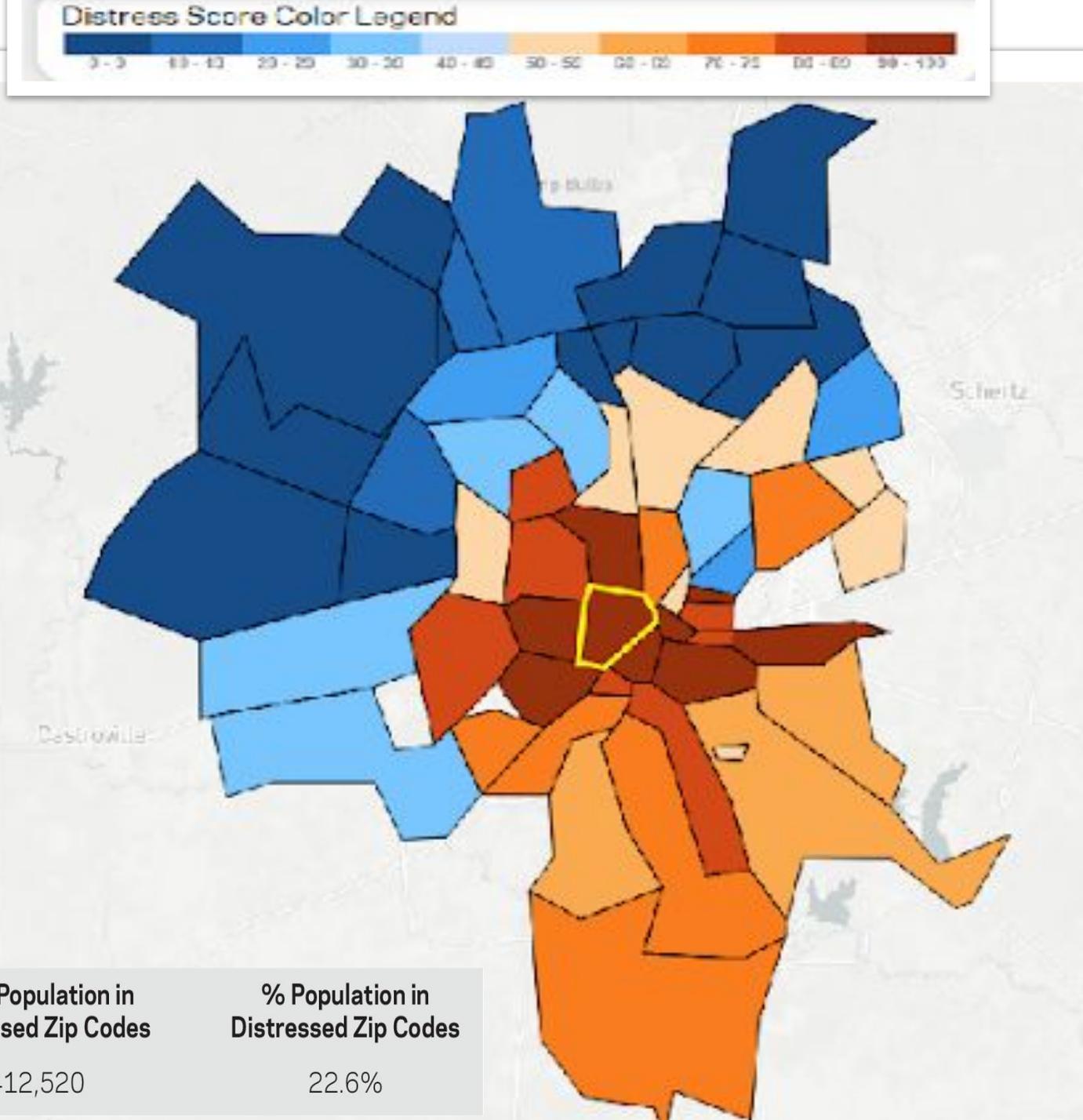


- Large, statistically-significant earnings impacts over the nine-year follow-up period.
- The annual earnings gains grew over time, exceeding \$5,000 in the ninth year.
- Program participants' earnings grew from an average of \$11,722 to \$33,644 over the course of the evaluation.
- Program graduates moved out of poverty and into the middle class, earning an average of \$46,580.
- Participants over 34 years old and those with children experienced the greatest benefit.

Economic Indicators for San Antonio, TX

City Population:	1,413,880
% Minority:	74.0%
% in Distressed Zip Codes:	28.7%
% in Prosperous Zip Codes:	24.5%
City Inequality Rank:	91 of 100

	San Antonio, TX	78207
No High School Diploma:	18.6%	47.3%
Housing Vacancy Rate:	8.1%	12.0%
Adults Not Working:	29.2%	46.4%
Poverty Rate:	19.8%	40.7%
Median Income Ratio:	87.9%	44.6%
Change in Employment:	9.9%	-0.9%
Change in Business:	71.1%	-6.5%
Distress Score:		98.2



County	Core City	Total Population in Distressed Zip Codes	% Population in Distressed Zip Codes
Bexar County, TX	San Antonio	412,520	22.6%

Built on enduring foundational concepts

Mission Driven - Participant Centric- Outcome Focused

Mission

Project QUEST strengthens the economy and transforms lives by preparing individuals for in-demand, living wage careers.

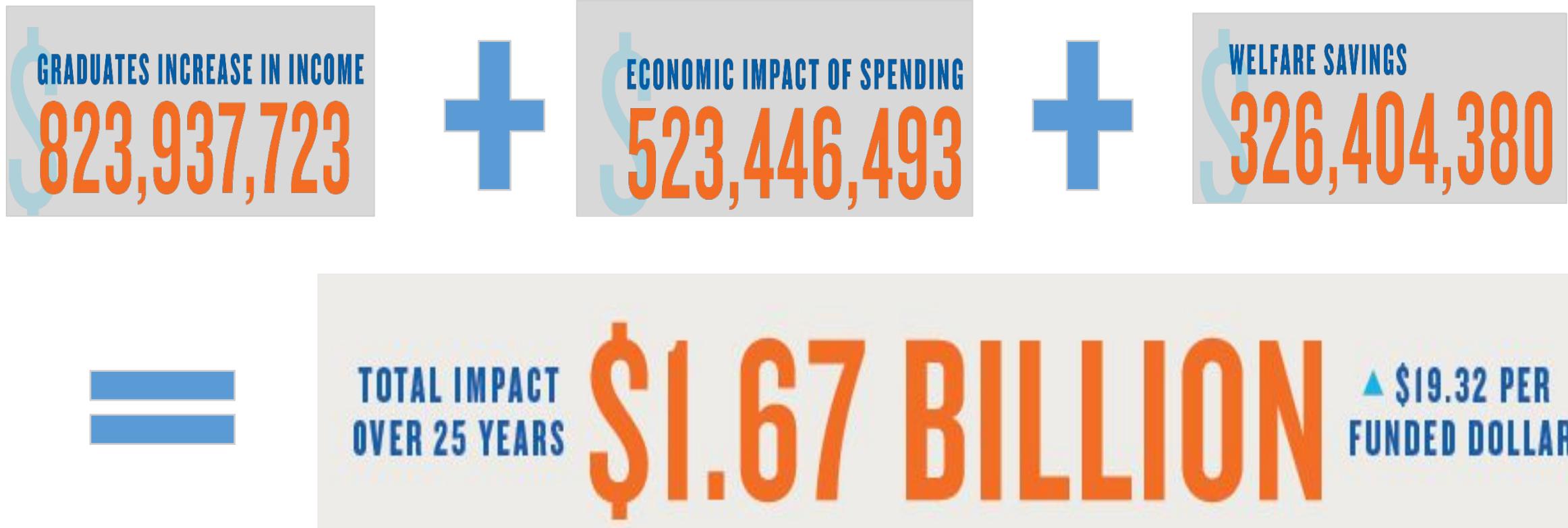
Vision

Project QUEST will be San Antonio's leading workforce development initiative; providing life-changing services, education, and career skills through collaboration and community partnerships.

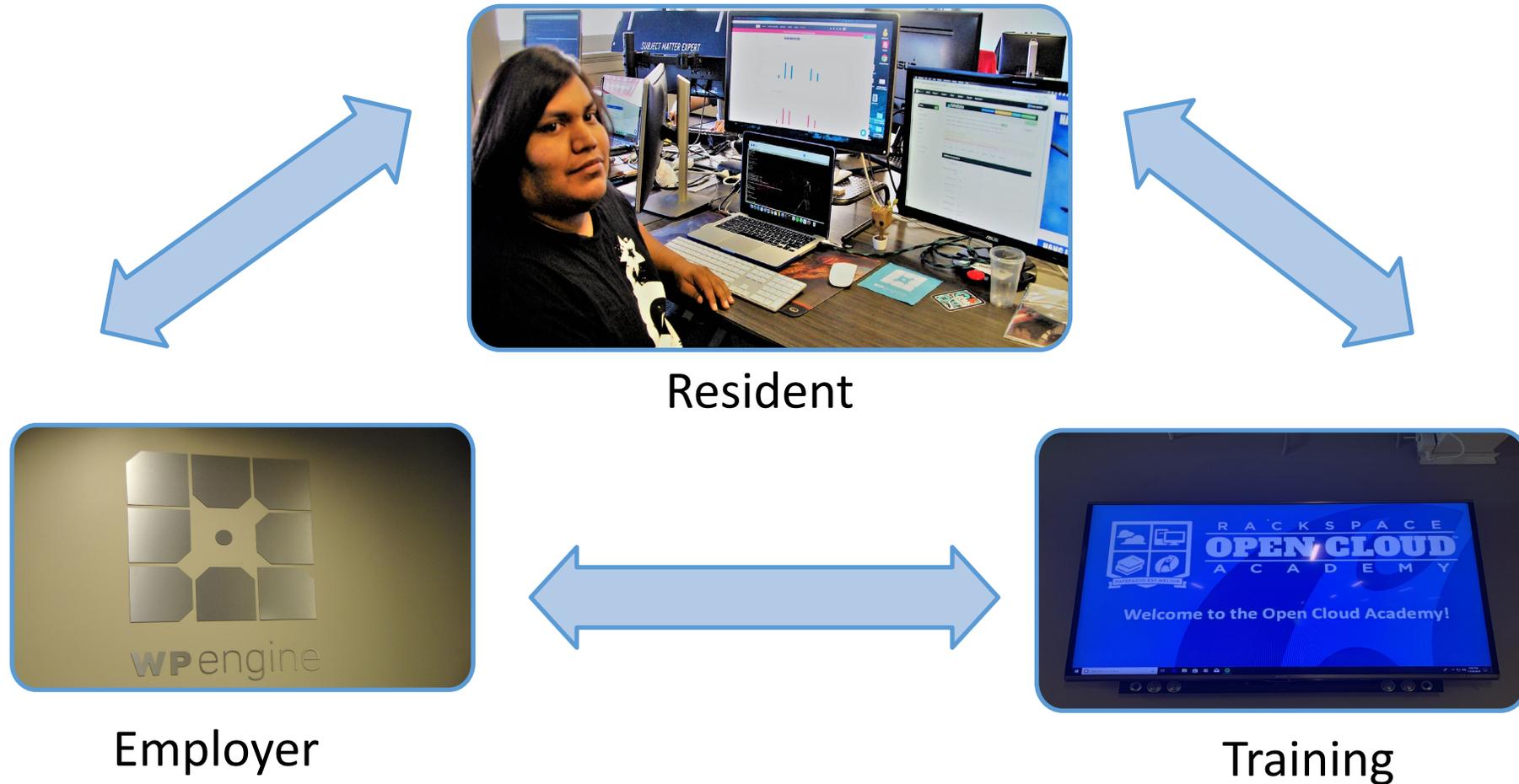


Participant Centric Strategy

A study by Steven Nivin quantifies QUEST's economic impact over its first 25 years



Project QUEST, as a workforce intermediary, partners with dozens of organizations to deliver workforce services to Bexar County and San Antonio residents



Job Training Can Change Lives. See How San Antonio Does It.

By Nelson D. Schwartz

Aug. 19, 2019



Avigail Rodriguez, a former QUEST student, works in the emergency room at Metropolitan Methodist Hospital in San Antonio as a registered nurse. The training helped her nearly triple her wage.
Credit Credit Joanna Kulesza for The New York Times



Students at a class on life support techniques. Most training is for jobs in healthcare. Credit Joanna Kulesza for The New York Times

“It is scalable, and there is no reason every city and town in America can’t have something like it. It’s not just about training people, this provides real support for the people involved.”

- Professor Paul Osterman; M.I.T. Sloan School of Management

QUEST Engages with a Broad Partnership Network



ALAMO COLLEGES



RACKSPACE OPEN CLOUD ACADEMY



Training and Employer partnerships essential to successful workforce development outcomes

QUEST partners beyond the local level – good for SA

Active member of several national and state organizations



- Affiliate Workforce Organizations
- Capital Idea – Austin
 - Capital Idea – Houston
 - ARRIBA – El Paso
 - VIDA – Rio Grande Valley
 - Arizona, Louisiana, Iowa
 - Industrial Area Foundation
 - Network of Texas Organizations

Participant Experience Life Cycle

From Prospect to Placement

Prospect → Applicant → Candidate → Enrollee → Participant → Completer → Placement

1
Outreach
+
Inform

2/3
Apply
+
Document

4/5
Assess
+
Certify

6/7
Enroll
+
On-Board

8
Train
+
Coach

9
Prepare
+
Search

10
Place
+
Persist

Sourcing and Intake Services

Quality Assurance Services

Coaching Services

Employment Services

QUEST's nationally recognized wrap-around service model leads to participant success



QUEST participants attend **VIP** coaching sessions to build personal and job-readiness skills

- Bi-weekly group meetings
- 1X1 coaching
- Mandatory attendance
- Core topics
 - Goal Setting
 - Time Management
 - Stress Management
 - Communication
 - Financial Planning
 - Employment Readiness



Career Coach Maria Salazar facilitates a ***Vision, Initiative and Perseverance (VIP)*** coaching session on communication

QUEST's unique wrap-around services aligned to 32 demand occupations in 3 key industries

TRADES

1. Advanced Manufacturing*
2. Air Conditioning & Heating
3. Aircraft Mechanic
4. Auto Service Technician
5. Construction Technology
6. Diesel Mechanic
7. Electrical Trades
8. Logistics*
9. Machine Tool Operator
10. Plumbing
11. Welding*

*OSHA/Certified Logistics Associate/Maintenance & Repair Worker/Welding Technician

HEALTHCARE

12. **Diagnostic Medical Sonography**
13. **Dental Hygiene**
14. Health Information Technology
15. Invasive Cardiovascular Technology
16. **Licensed Vocational Nurse**
17. Occupational Therapy Assistant
18. Physical Therapy Assistant
19. **Radiography Technologist**
20. **Registered Nurse**
21. **Respiratory Therapy Assistant**
22. Surgical Technician

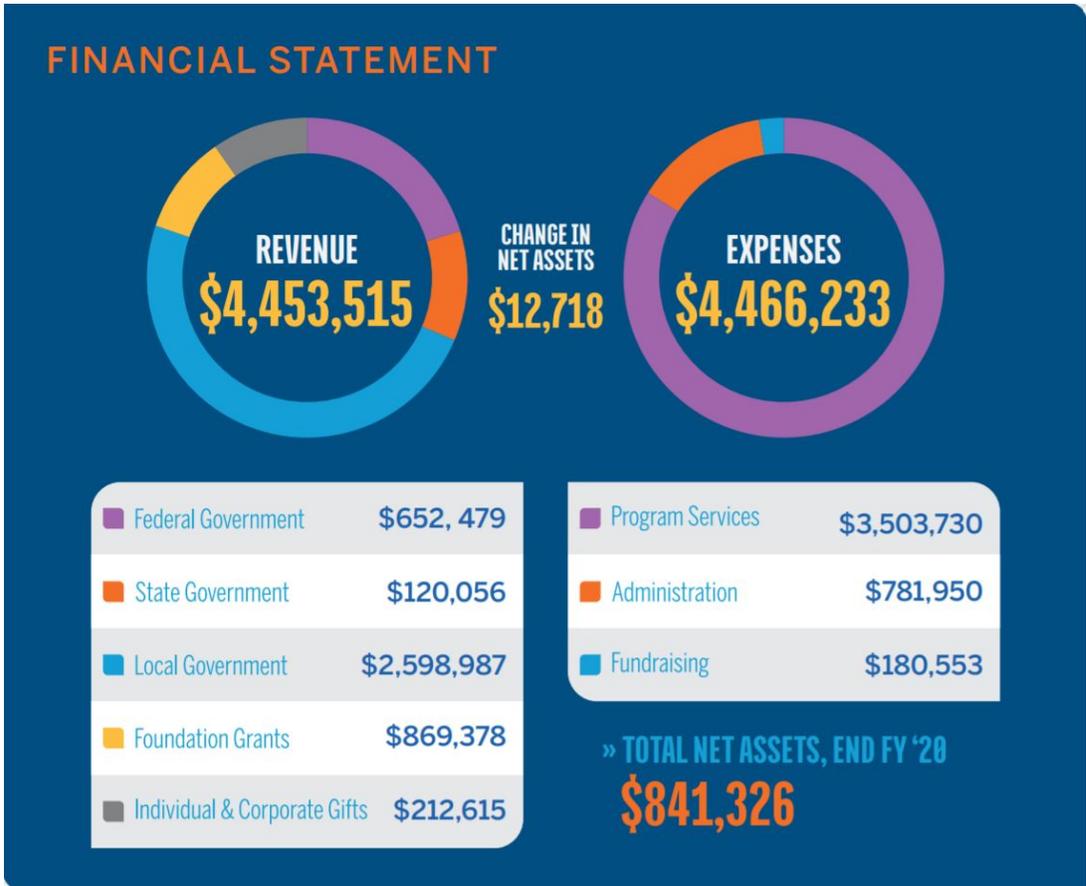
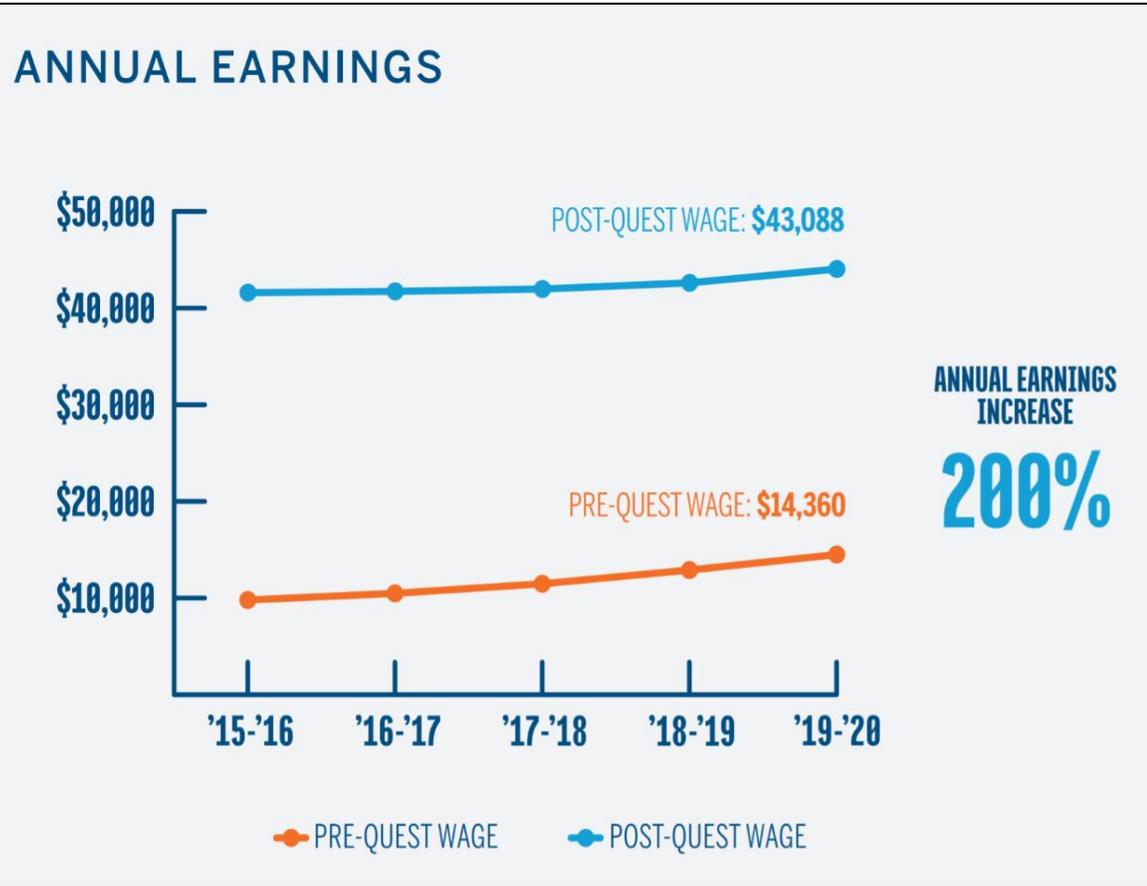
*ACLS/BCLS/CNA/Acute Care Tech

INFORMATION TECHNOLOGY

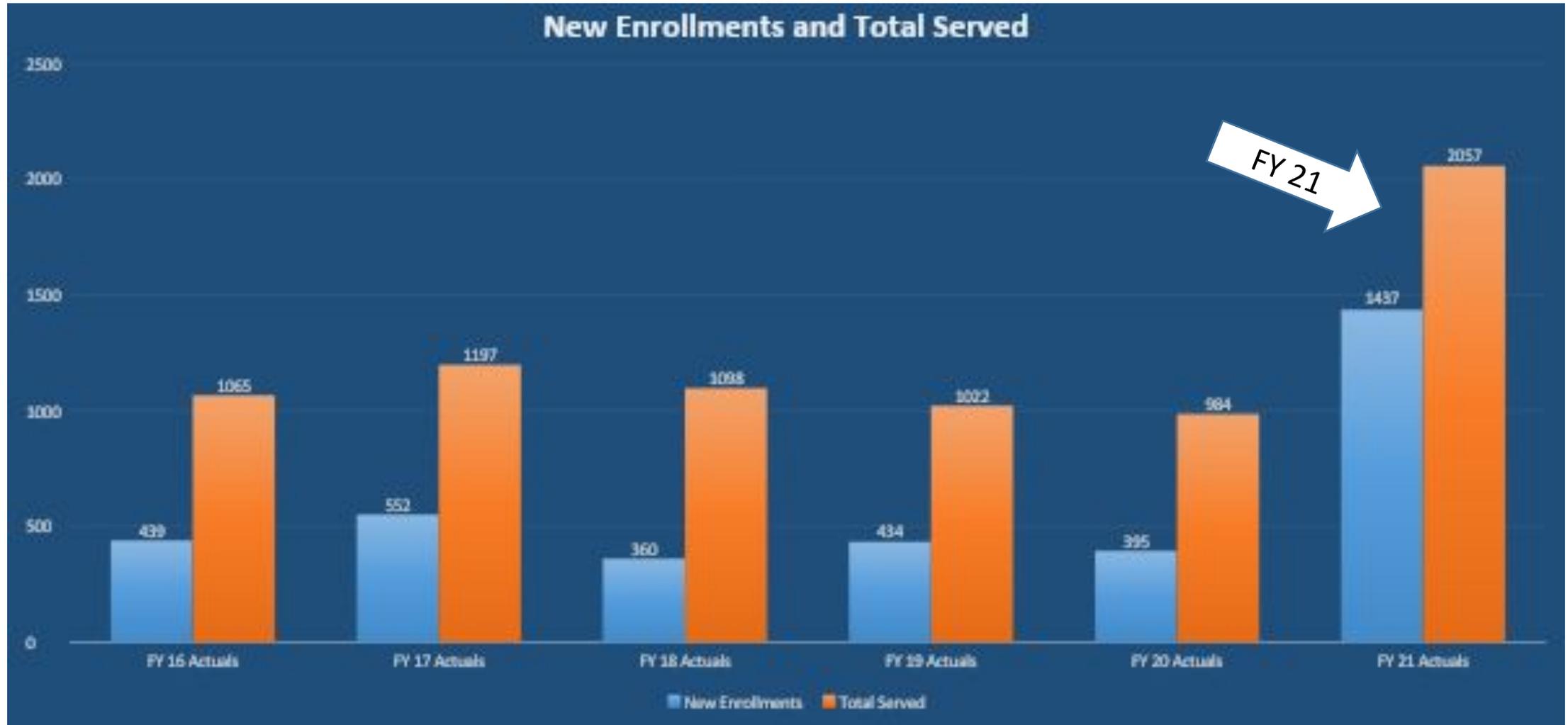
23. Bookkeeping Specialist
24. Computer Programming
25. Computer Support Specialist
26. **Cyber Security**
27. Data Science
28. **Info. Assurance & Cyber Security**
29. Network Administrator
30. **Software Development**
31. **Systems Administrator**
32. Web and Mobile Developer

PQ career tracks aligned to Alamo Colleges* and Training Partner Network

Historically, the City of San Antonio provided the foundational funding of QUEST services...and... 80% - 85% of all funding goes directly to program participants



This past year ushered in the “new normal” for Project QUEST
Increased participants served by 100% and enrollments by 300%



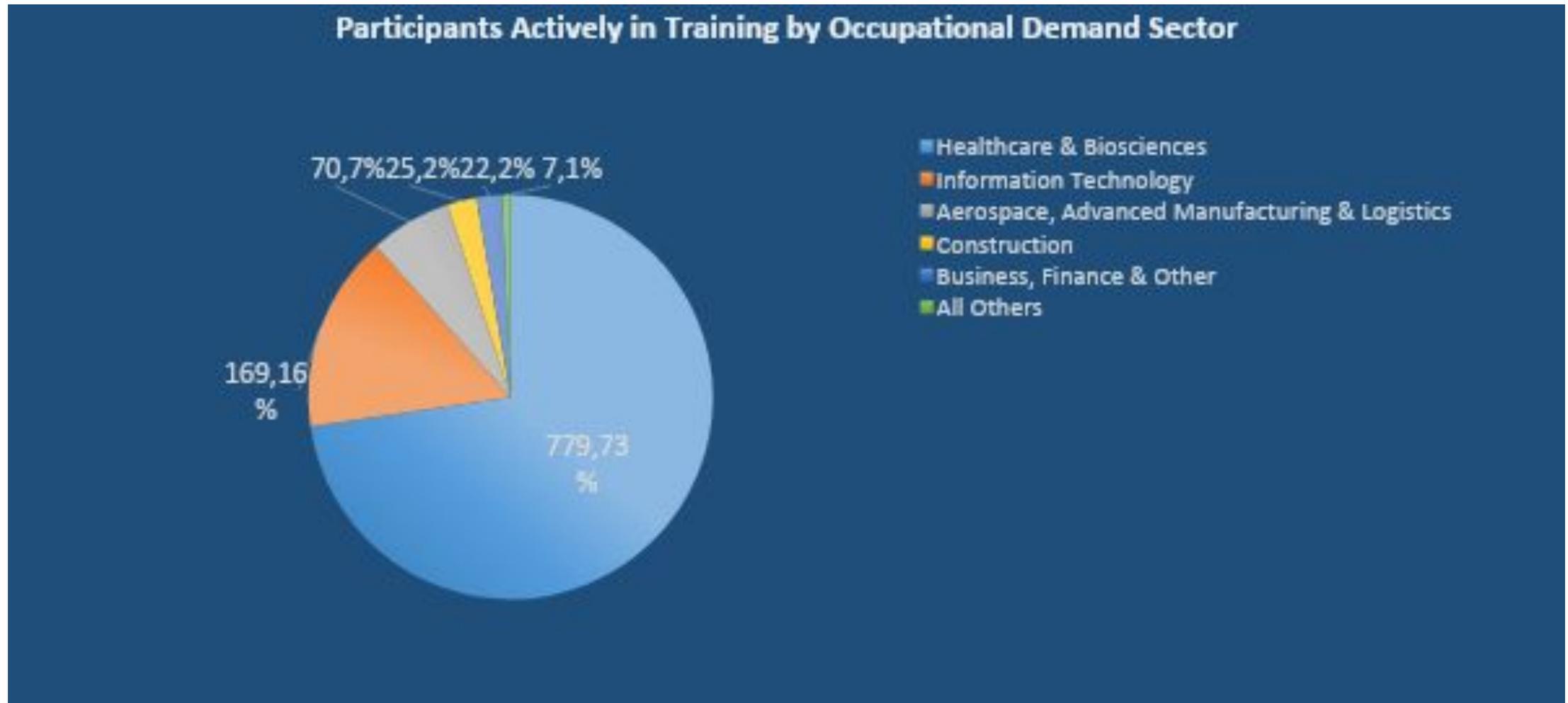
Overall participants served demographics aligned to targeted populations- as of September 30, 2021

- 68% Female
- 68% Age 34 and Under; Average Age 31
- 50% Parents
- 29% Single Parents
- 85% Diverse Populations (66% Hispanic, 15% African American, 4% Asian American)
- 69% are Below 200% of FPL
- 49% In Public Assistance Programs
- 4% Military Veterans
- 21% Have never been to college
- 63% In Healthcare Career Track

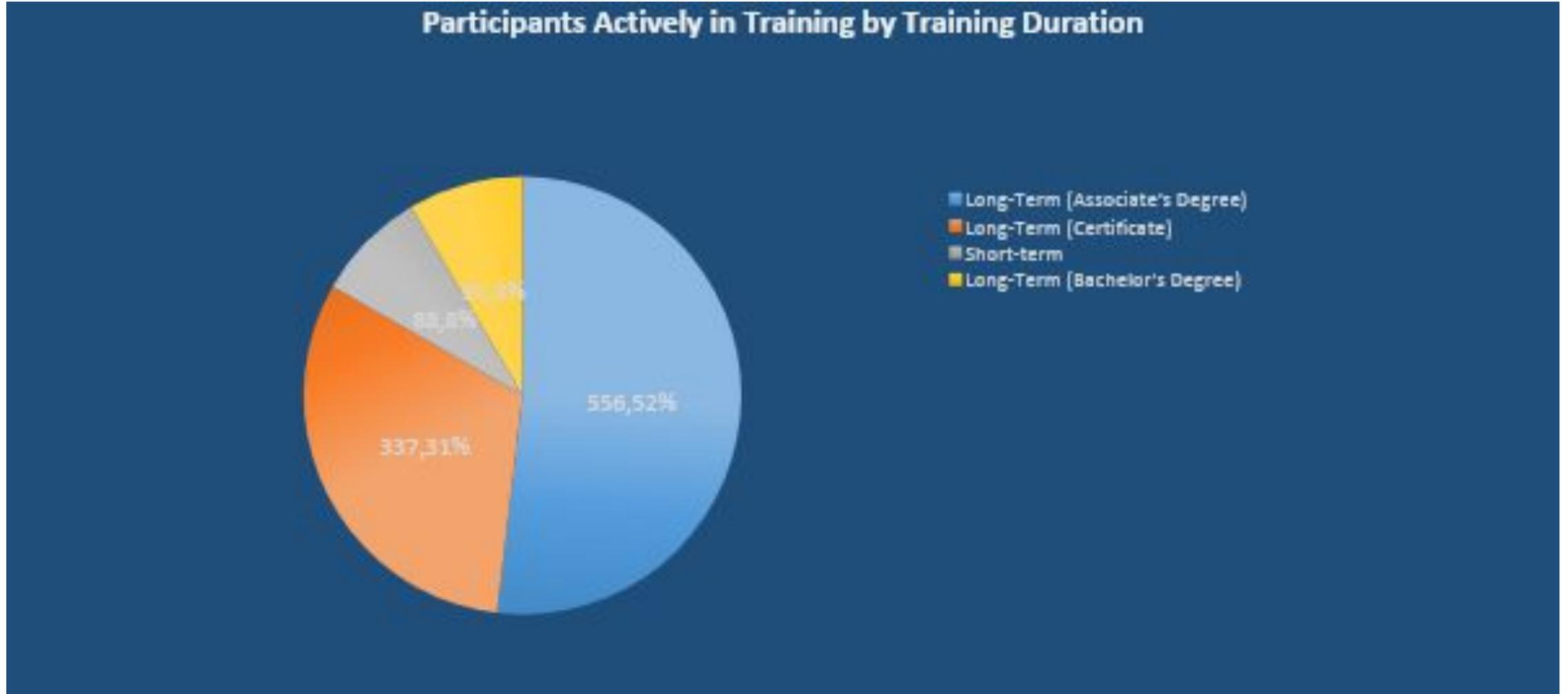
59% or 631 of 1,072 Participants currently in training are at Alamo Community Colleges - as of September 30, 2021



73% of 1,072 Participants Currently in Training are Enrolled in Healthcare and Biosciences Programs- as of September 30, 2021

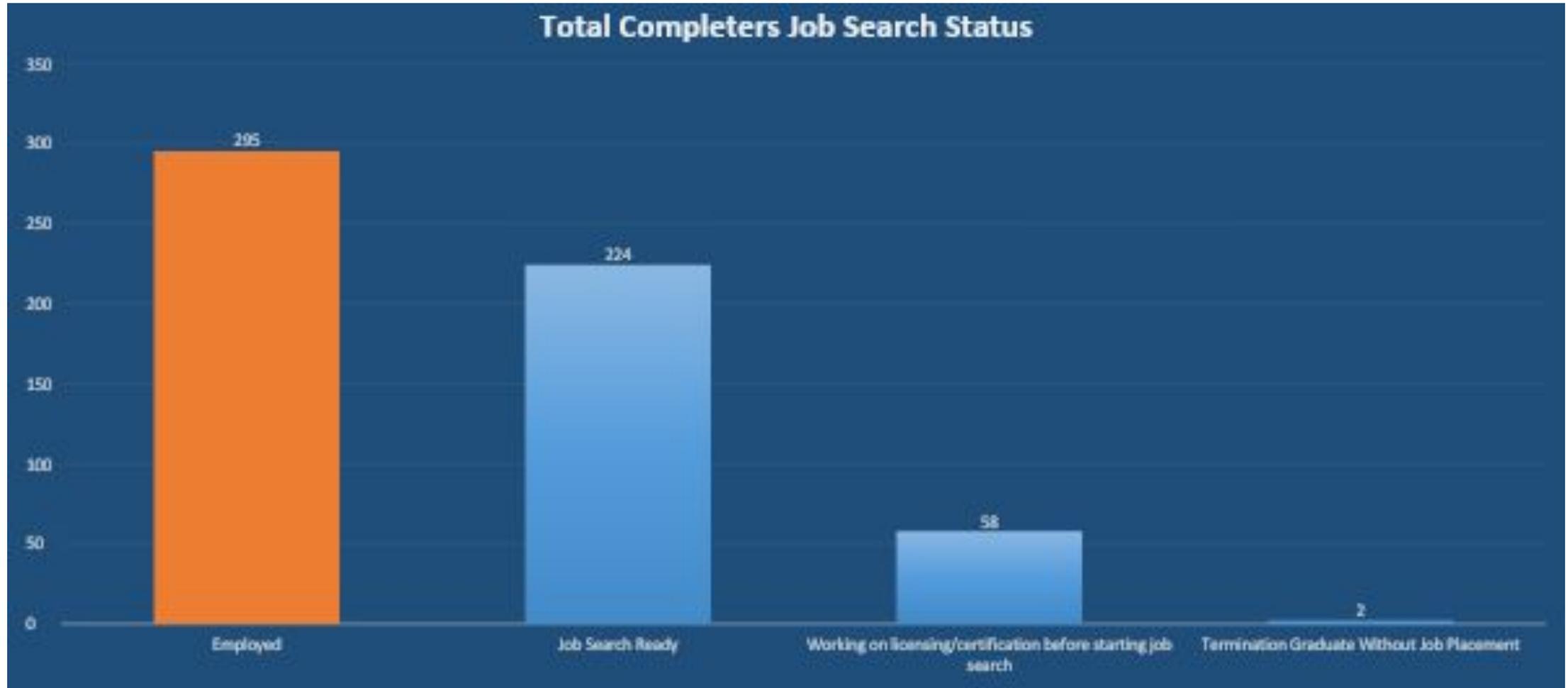


92% of 1,072 Participants Currently in Training are Enrolled in a Long-Term Program- as of September 30, 2021



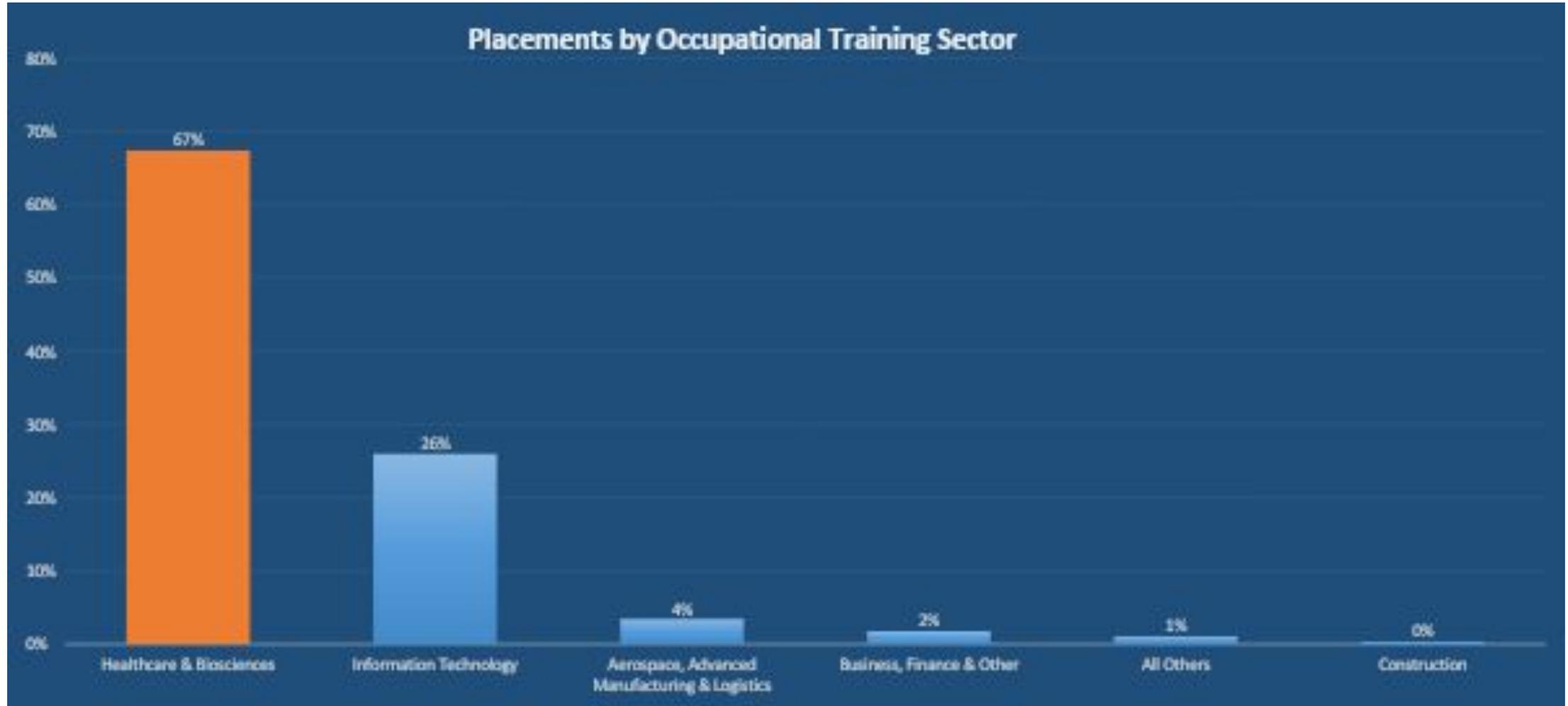
*ST is defined as a program lasting 10-19 weeks
LT is a program lasting 20 weeks or longer

51% or 295 of 578 Completers have Found Employment After Training - as of September 30, 2021

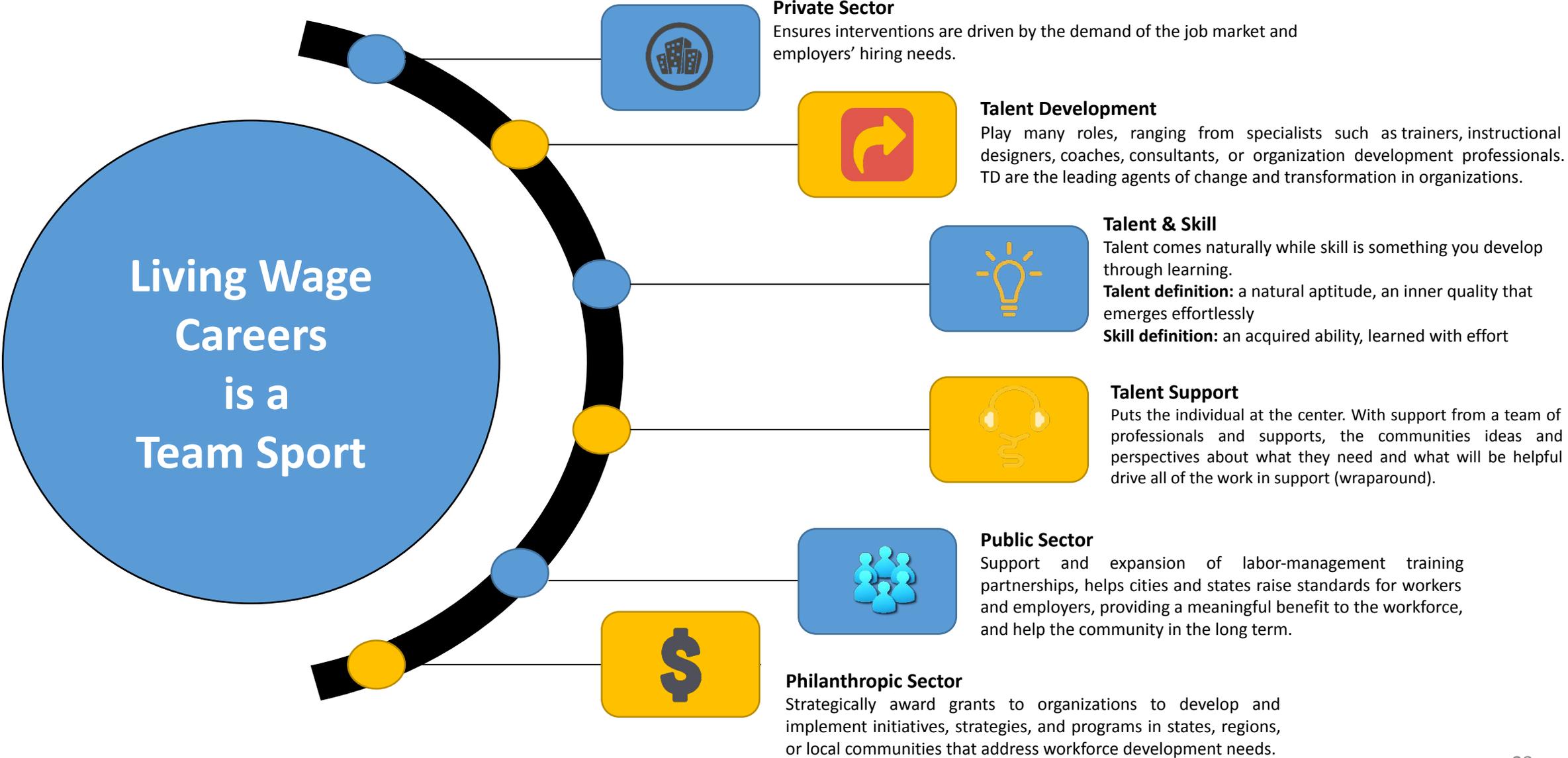


*The median hourly salary for all Job Placements is \$21.54

67% of 295 Placements Completed Training in Healthcare -- - as of September 30, 2021



Living Wage Careers should be the main outcome



San Antonio is presented with community changing moment

On November 3, 2020 residents voted to invest in people development

- Strategic long-term approach to workforce development
- Repurpose expiring sales tax to scale for maximum impact
- Unprecedented investment in local residents for “jobs of the future”
- Creates pathway to [opportunity, equality and mobility](#)
- Train 10K per year for next 4 years



S.A. eyes how to get workers retrained

Program could be a benefit to 15,000 now unemployed

“I believe in education, I believe in up-skilling and training, and I believe that programs like QUEST help break the cycle of generational poverty,” Rocha Garcia said.



Councilwoman Adriana Rocha Garcia, Ph.D., a strong community advocate for Project QUEST and those who are highly underserved and marginalized in our community.

Stronger Together

Team = Together Everyone Achieves More



Thank You for Your Attention – Questions?