

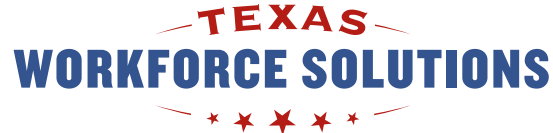


Texas Workforce Commission Annual Report 2019

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**Texas Workforce Commission Mission:
To promote and support a workforce
system that creates value and
offers employers, individuals, and
communities the opportunity to
achieve and sustain economic
prosperity.**



Texas Workforce Commission
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<http://www.texasworkforce.org>



Bryan Daniel

*TWC Chairman and Commissioner
Representing the Public*



Julian Alvarez

*TWC Commissioner
Representing Labor*



Aaron Demerson

*TWC Commissioner
Representing Employers*

Commissioners Message:

Responding to the Needs of Employers and Job Seekers

The Texas economy continued to grow in FY 2019 with the addition of 296,100 jobs between September 2018 and August 2019. This economic growth is a testament to the broad-based diversity of our industries and employers, as well as the talent and skills of our workforce. Also, during this fiscal year, the Texas unemployment rate fell to 3.4% reaching its lowest level since the state unemployment data series began in January 1976. Our state continues to lead the nation in economic development, and continues to rack up accolades earning recognition as a top state for business in FY 2019.

The Texas Workforce Commission (TWC) has one of the most comprehensive and integrated workforce development systems in the country. Our success as an organization serving many different populations creates efficiencies and leverages state and federal dollars to serve more Texans. Together with 28 Local Workforce Development Boards (Boards), our market-driven system worked successfully during the year to create partnerships that aligned education and training opportunities with the needs of employers in urban and rural areas of our state. The partnerships and collaborations that our Workforce Solutions board partners form in their communities create opportunities, engage employers and strengthen the state's 14 million plus civilian labor force.

This year, with business booming and the unemployment rate historically low, in September 2019 TWC upgraded and relaunched WorkInTexas.com to better connect employers and job seekers. WorkInTexas.com streamlines the recruiting process to help companies find the most qualified candidates. WorkInTexas.com introduces new features for site users such as a 24/7 Virtual Recruiter, a Resume Builder and Resume Scorer tools. The Resume Builder and Scorer tools help increase the chances of finding the right job match. Employers, who face their own set of hiring challenges, can post jobs for free, search resumes, recruit candidates and obtain current labor market information. In addition, job seekers using WorkInTexas.com can interact, in person, with knowledgeable staff at 180 Texas workforce offices who can refer them to open positions and employers in their area.

These achievements and others are detailed throughout this FY 2019 report. They represent the hard work of the men and women who make up TWC and all of our Workforce Solutions partners. We are proud of what we have accomplished this year. With the continued support and guidance of the Governor and the Legislature, TWC will continue to provide superior workforce services and resources for the people and employers of Texas.

Sincerely,

Chairman Bryan Daniel
Represents Public

Commissioner Julian Alvarez
Represents Labor

Commissioner Aaron Demerson
Represents Employers

Serving Businesses and Employers

Texas Workforce Solutions comprises the Texas Workforce Commission (TWC), 28 local workforce development boards and our service-providing partners located across the state. The network's primary goal is to respond to the needs of Texas employers and workers by providing market-driven workforce development initiatives and services tailored to local communities. All employers, workers and job seekers are eligible to take advantage of these services. Here are some of the programs, services and resources TWC offered in fiscal year FY 2019.

◆ Spotlight: Heavy Metal Tour Exposes Students to Manufacturing Options and Opportunities

Workforce Solutions Cameron utilized funding from their FY 2018 Youth Inspiration Incentive Award to host the Heavy Metal Tour (HMT) program, a series of tours that exposed students to manufacturing options and opportunities. HMT was a major stepping stone in planting the seeds for skilled manufacturing workers in Cameron County by having hundreds of high school students visit manufacturing companies and learn about production processes, final products, and job opportunities. Each HMT was followed by an expo or forum, which gathered manufacturing professionals in either a fair or a panel setting to facilitate a dialogue with students.

Business Services

Business Service Units of local workforce development boards collaborate with local economic development organizations and area businesses to deliver customized services for employers in their area. Services include development and enhancement of workforce training programs, assistance with applicant screening and referrals, job fair hosting and analysis of labor market information. In FY 2019, over 90,000 employers received these and other outreach services.

◆ Spotlight: The Bottom Line—Providing Solutions to Address the Health Care Workforce Shortage Gap

Workforce Solutions for the Heart of Texas (Heart of Texas) collaborated with postsecondary institutions to train for industry-recognized credentials. Heart of Texas also partnered with businesses to meet immediate workforce needs and leveraged subsidized employment program resources to address the shortage gap. Heart of Texas held more than 50 job fairs and hiring events solely for health care, provided teachers with externship opportunities with health care businesses, and exposed more than 1,700 youth to careers in the health care industry.





Vocational Rehabilitation Business Relations

Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) Business Relations staff assist employers by connecting them with qualified job seekers with disabilities for their open positions. Services are customized based on employer need, and can include training on disability awareness, work-place job accommodations, and employment application processes to remove barriers. More than 20 Business Relations staff across the state are available to assist with business symposia, job and career fairs. By partnering with companies like Dell Technologies, WinCo Foods, H-E-B, Walgreens, EY, CVS, and many more, together we help create more employment opportunities for Texans with disabilities. Learn more by contacting us at VRBusinessRelations@twc.state.tx.us

Skills Development Fund Training

The Skills Development Fund grant program has provided training opportunities in partnership with at least 4,522 employers to upgrade or support the creation of more than 385,633 jobs throughout Texas since the program's inception in 1996. This program supports customized job skills training for incumbent and new employees in collaboration with Texas public community and technical colleges and local employers. The 28 local workforce boards also support Skills Development Fund projects statewide by leveraging resources and assisting in the alignment of stakeholders and partners. TWC works closely with employers and training providers to ensure that training meets specific performance measures and benefits the employer and trainees.

In FY 2019, TWC awarded 38 Skills Development Fund grants with an average award of \$434,688. These grants will assist 72 businesses with their training needs and support the creation of 3,568 new jobs and the retraining of 9,115 current employees. Business partners contribute to the success of Skills Development Fund grants through in-kind supports including providing trainees' wages during training, the use of training space and equipment, funding a portion of course costs as necessary, the provision of complementary courses that are not part of the Skills Development grant, and salaries for staff who are assisting with the grant. These in-kind business partner contributions totaled over \$11.8 million in FY 2019.

Some of the Skills Development Funds are leveraged to support dual-credit high school and college career and technical education programs, and training for veterans transitioning to civilian life. Training provided advances the skills of existing workers and creates new job opportunities. The Texas Legislature allocated nearly \$48 million to the Skills Development Fund for FY 2019 biennium. For more information, visit texasworkforce.org/skills. [For a direct link to the supplemental report please click here.](#)

Spotlight: North Central Texas College

Thirty-One Gifts, LLC in Flower Mound and Samsung HVAC America LLC in Roanoke are part of a consortium SDF grant in the amount of \$553,405 to train a combined 222 employees which include 185 new and 37 incumbents in manufacturing goods and services. Both companies require specific operational instruction for startup and ongoing operations, respectively. New Thirty-One Gifts, LLC has relocated manufacturing operations from Ohio to Texas. The new facility will produce personalized items, including scarves, pouches, pet leashes, baskets, stationery, insulated drinkware and more.

Samsung Electronics subsidiary Samsung HVAC America designs, stocks, sells and trains on Samsung HVAC systems. The team members will receive formal HVAC technical training, and support sales and technical support team training, thus impacting customer satisfaction. Upon completion of training the business partner anticipates graduated increases in production, consistent and efficient manufacturing quality; safety and positive retention standards that help attract new workers.

High Demand Job Training

The Texas Workforce Commission has dedicated \$1 million to support collaborations between Workforce Development Boards (Boards) and Economic Development Corporations (EDCs) to provide high-demand occupational job training in local workforce areas. Funds will be available through August 30, 2020.

In FY 2019, TWC awarded \$723,154 High Demand Job Training (HDJT) Program grants with an average award of \$87,315.40. These grants will assist 10 communities (supporting colleges, Independent school districts and private training companies) with their training needs and support the training needs of 2,894 trainees.

The High Demand Job Training Program is intended to support Boards in partnering with local EDCs that use their local economic development sales taxes for locally identified high-demand job training. To achieve that purpose, TWC wants to enable Boards to collaborate with local EDCs and match their local economic development sales tax funds to jointly support the provision of such training. Projects for each board vary from equipment only purchases to tuition reimbursement. While funds are available, applications for HDJT grants are received anytime during the fiscal year.

Spotlight: Weslaco EDC and South Texas College partners with the Workforce Solutions of the Lower Rio Grande Valley to further develop a growing Advanced Manufacturing program – High Demand Job Training Program

The Economic Development Corporation of Weslaco (WEDC), interested in developing a communication strategy that in order for business to expand and retain talent, talent development is an investment in furthering economic development in the mid-valley, partnered with South Texas College (STC), to maximize and further develop the STC mid-valley campus – located in Weslaco, Texas. The Workforce Solutions Lower Rio Grande Valley (WSLRGV), the WEDC and the STC collaborated to put together an application for funds HDJTP that would further develop the Advanced Manufacturing program. The WSLRGV and the WEDC partnership applied for funds in order to purchase equipment to ensure trainees have access to state-of-the-art equipment that is required for certification to assess manufacturing skills in the fields of Safety, Quality, Production Processes, and Maintenance Awareness.

The High Demand Job Training Program funds will assist 24 initial participants to attain an industry recognized certification of completion. The high demand occupations to meet the needs of local employers/industries are Industrial Machinery Mechanics. The local employers in the mid-valley, specifically the City of Weslaco, have indicated a need to fill positions with individuals who possess the certifications that will be awarded to trainees through this grant that include manufacturing partners, such as but not limited to: Kapa! L.L.C. and AW Produce. STC will deliver and customize curriculum with input from Weslaco EDC and local employers.

Texas Industry Partnership Program

The Texas Workforce Commission has also dedicated \$1 million to support collaborations between Workforce Development Boards (Boards) and Industry partners to provide high-demand occupational job training within the Governor's six industry clusters. Funds will be available through August 30, 2020.

In FY 2019, TWC awarded \$246,915 Texas Industry Partnership (TIP) Program grants with an average award of \$49,559.29. These grants will assist 7 communities (supporting colleges, Independent school districts, and providing a much-needed workforce studies) with their training needs and support the training needs of 200 trainees.

The Texas Industry Partnership Program is intended to support Boards in partnering with local industry partners that use their private funds for high-demand job training within the six industry clusters (Advanced Technologies and Manufacturing, Aerospace and Defense, Biotechnology and Life Sciences, Information technology, Petroleum Refining and Chemical Products, and Energy). To achieve that purpose, TWC wants to enable Boards to collaborate with local industry partners and match their private contributions to jointly support the provision of such training. Projects for each board vary from equipment only purchases to tuition reimbursement and also included are workforce studies of the local board region. Applications for TIP grants are received anytime during the fiscal year until funds are exhausted.

Labor Market Information

TWC's Labor Market and Career Information (LMCI) department collects, analyzes and disseminates economic data by occupation and industry. Knowing what is happening in the Texas and local economies helps employers, job seekers and local officials make better business, career, education and economic development decisions. Understanding employment trends helps employers, economic developers, local workforce development boards and researchers promote stable employment and economic growth across Texas. LMCI also provides online tools, publications and resources to help job seekers, parents, students and young adults explore career choices and opportunities.

Small Business Programs

In Texas, there are more than 511,990 private employers who employ 100 or fewer workers. In FY 2019, TWC allocated \$1,057,350 in funding for the Skills for Small Business program to support collaborations between Workforce Solutions partners and small businesses. This initiative provides state-funded training to businesses to meet their needs, with an emphasis on training new workers or upgrading skills of incumbent workers. In FY 2019 Skills for Small Business funding provided 169 small businesses with training to support nearly 289 new jobs and more than 793 existing employees. Small businesses interested in training for their employees may be eligible to receive up to \$1,800 to train new workers and up to \$900 to train existing workers. When a training need is identified, small businesses can select from among existing courses provided by their local public community and technical colleges for new or incumbent workers. Businesses apply directly to TWC for training and TWC arranges funding with the local public community or technical college. More information about the Skills for Small Business program is available online at texasworkforce.org/ssb.

TWC, its local Workforce Solutions board partners and the Governor's Economic and Tourism division host Governor's Small Business Forums throughout rural and urban areas of Texas. The forums are designed to give entrepreneurs and small businesses valuable information targeted specifically to entrepreneurs and small business operators. Areas addressed include workforce development, marketing, hiring and managing employees, training and growth opportunities targeted specifically to entrepreneurs and small business operators.

◆ Spotlight: PALS Home Health partners with McLennan College to train nurses

PALS Home Health is a small business in Waco, Texas dedicated to caring for children in their homes that are medically and technologically dependent. In such a vital industry, working with some of the most vulnerable in our society, the need to keep employees trained and skilled is of the utmost importance. The Skills for Small Business Grant allowed PALS' employees do gain valuable knowledge and hands-on training in a variety of fields relating to healthcare. "It allowed our employees, our field staff, our nurses, to increase not only their skill set, but the opportunity to make more money", said Tyler Martin, CEO and Co-founder.

New and Improved Job Matching Resource

In FY 2018, TWC replaced and relaunched its no cost job matching site WorkInTexas.com. The WorkIn-Texas.com replacement project began during mid-FY 2017, and the new site went live on August 19, 2019. The system replacement is based on task force recommendations to ensure Texas employers and job seekers have access to a modern, competitive job site with user friendly, responsive design; resume building, scoring and versioning; and email and text notifications. For job seekers, WorkInTexas.com offers increased access to jobs and improved job matching. Job seekers can upload and save multiple ver-sions of their resume and State of Texas Application. For employers, the site offers increased access to talent and improved candidate matches. Employers can search, score and rank candidates; message candidates through the site's message center; and access candidate State of Texas applications, re-sumes, and industry certifications or other relevant documentation candidates provide. User training will include online user guides, desk aids, micro-learning videos, and webinars. TWC will raise awareness about the new WorkInTexas.com job matching site through a statewide communications and outreach campaign through FY 2020.

Shared Work Unemployment Benefit Program

The Shared Work Unemployment Benefit Program provides an alternative to layoffs by affording employers an opportunity to manage business cycles and seasonal adjustments without losing trained employees. The program allows for the payment of unemployment benefits to employees to supplement wages lost as a result of reduced hours. During FY 2019, 86 employers participated in the program with 7,275 workers retaining their jobs and benefitting from the shared-work option in Texas.



Work Opportunity Tax Credit Certification

The Work Opportunity Tax Credit (WOTC) supports businesses that hire individuals with significant barriers to employment by providing them with a reduction in federal tax liability. Administered by the U.S. Department of Labor, WOTC promotes equal employment opportunities and training for targeted workforce populations, resulting in workplace diversity and increased performance, as well as economic growth and productivity for the community. TWC assists employers by determining the eligibility of new employees for the business tax credit. In FY 2019, TWC processed 626,443 applications helping employers identify \$416,456,000 in potential tax savings.

Specialized Agricultural Services

Working with Workforce Solutions offices across Texas, TWC's Workforce Development Division and Agricultural Services Unit promotes awareness of industry-related skilled labor recruitment, training and regulations for the agricultural employment sector. Through the Foreign Labor Certification process, TWC monitors local shortages in U.S. seasonal agricultural workers and helps employers bring in skilled foreign workers to fill those positions. For out of state job postings, Workforce Solutions staff members coordinate recruitment with the Agricultural Recruitment System to help employers locate experienced job seekers. Agricultural occupations and their economic contributions to the state are defined by the Agricultural Services Unit.

Employer Information and Assistance

TWC offers employment resources for individuals and businesses, including compliance assistance and information about rights and responsibilities under Texas and federal employment laws. As part of this effort, TWC's Commissioner Representing Employers hosts Texas Business Conferences throughout the state to keep employers up-to-date on the latest information regarding employment law. Topics presented at the conferences include Texas employment law, the basics of hiring, employee policy handbooks, creating a human resources roadmap, handling unemployment claims, independent contractors and federal and Texas wage and hour laws. In FY 2019, more than 4,796 individuals attended 13 Texas Business Conferences held throughout the state. Individuals interested in attending a conference can now register online at texasworkforce.org/tbc. The Society for Human Resource Management Texas State Council (Texas SHRM) and Human Resources Certification Institute (HRCI) offer professional and recertification credits for human resources professionals who attend. In addition, certified public accountants who attend can earn continuing education credit hours and other conference participants may qualify for general professional credit.

The Commissioner Representing Employer's office manages and maintains an employer hotline (800-832-9394) and e-mail address employerinfo@twc.state.tx.us to assist employers with questions about employment law and other information. The hotline receives about 1,200 phone calls per month. The office also produces free publications available in print and online to help businesses stay informed about legal issues surrounding employment in Texas, including the quarterly publication Texas Business Today and the Especially for Texas Employers book.

Texas Business Today serves as a supplement covering issues and interests of Texas employers and is available at texasworkforce.org/texasbusinesstoday. Especially for Texas Employers provides information on important workplace issues, with chapters on topics such as basic legal issues relevant to hiring, pay and policy, work separation, post-employment problems, and employment law-related websites. This book is available at texasworkforce.org/efte, along with the TBC Companion web application at texasworkforce.org/tbcapp.

Protection of the Unemployment Compensation Fund

TWC's Regulatory Integrity Division (RID) collaborates closely with the Unemployment Insurance (UI) and Regulation Division to detect and prevent fraud, waste and abuse in all areas of the unemployment insurance program with the goal of preventing benefit overpayments before they occur. RID maintains robust systems to identify overpayments when they do occur and uses all means available under the Texas Unemployment Compensation Act to recoup them. The division also oversees recoupment of delinquent unemployment taxes owed by employers and is responsible for detection and, if warranted, prosecution of unemployment benefits and tax fraud.

In FY 2019, RID estimates it prevented more than \$246.6 million in improper benefit payments. TWC also detected and established \$83.8 million in benefit overpayments. It collected \$36.3 million in delinquent employer taxes, penalties and interest, and \$62.9 million in unemployment benefit overpayments and penalties through direct reimbursements and benefit offsets. \$12.4 million of the overpayments debts were collected through the Treasury Offset Program.

Serving Job Seekers and Employees

The Workforce Solutions network offers a broad range of services that give employees and job seekers opportunities for career growth, advancement and assistance entering a chosen career. By connecting these individuals with employers, contracted service providers and community partners, the network helps individuals achieve personal career growth through education and skills training and provides critical services to ensure individuals have the skills and abilities to connect with in-demand occupations across the state. Here are some of the many ways that TWC served the Texas workforce in FY 2019.



Child Care Services

Child Care supports both working parents and the healthy development of children. In March 2017, Congress appropriated an historic increase to the Child Care and Development Block Grant's discretionary funds, which increased Texas' allotment by \$240 million. These federal changes resulted in increased allocations to the Boards (FY17 \$543.3 million; FY18 \$580.5 million; FY 2019 \$719.3 million). Additional funds were also dedicated to support an expansion of statewide quality improvement activities, and to increase funding for the Board's quality activities as well.

Local Workforce Development Boards (Boards) administer child care subsidy assistance to support eligible low-income families and families participating in the TANF Choices employment program, allowing parents to work, attend school or participate in training. Boards provide education, guidance, and support to participating families to assist them with selecting high-quality care for their children. Parents may select any regulated child care provider, as long as that provider is willing to enter into an agreement with the Board to participate in the subsidy program and accept the Board-established reimbursement rates.

The Texas Rising Star (TRS) program is a voluntary provider quality rating improvement system. Child Care providers who accept subsidized children may participate in TRS and be rated at a 2-star, 3-star or 4-star certification level. TRS encourages providers to exceed minimum licensing requirements and provide more quality services in order to achieve a higher ranking, and child care providers receive enhanced reimbursement rates for meeting such standards.

Boards also receive funding to support quality improvement activities. State law requires that at least 2% of a Boards allocation be dedicated to activities that improve the quality of child care, which may include professional development and support for ongoing educational attainment (ex. CDAs, Associates Degrees) for early childhood professionals, support for child care provider to improve quality of their teaching strategies (ex. curriculum, lesson planning), support to improve child care program business practices, which may include shared services models), etc.

Both Boards and TWC also provide consumer education to support all families with information about the characteristics and availability of high-quality child care as well as its importance to healthy child development. Consumer education is provided through the Texas Child Care Solutions website, Workforce Solutions Offices, interagency partnerships and referrals, and various state and local outreach efforts (ex. advertisements, social media, community events).

The number of children served in the Child Care program has risen significantly due to the increased federal funds. In Fiscal Year 2018, the program served an average of 107,697 children per day. In Fiscal Year 2019, the program began the year serving 114,788; throughout the year, the Boards ramped up enrollment and reduced waiting lists. The program was serving an average of 135,849 children per day as of July 2019.

TWC and the Boards have also increased the number of Texas Rising Star providers steadily over the past several years. As of July 2019, 1,593 providers were participating in the Texas Rising Star program, representing a nearly 60% increase since 2015. Texas Rising Star providers now comprise 21% of all providers with agreements to accept subsidized children.

Employment Services

Local workforce development boards coordinate with businesses, educational institutions and industries to oversee programs designed to address specific barriers to employment faced by members of the local workforce. Twenty-eight workforce development boards across the state of Texas are responsible for planning, oversight and partnering with the community to provide employment services locally at no cost. In FY 2019, roughly 550,000 job seekers received employment services, including workshops, job fairs, résumé writing assistance, networking opportunities, access to computers and assistance with TWC's WorkInTexas.com job matching database.

Purchasing from People with Disabilities

The Texas Purchasing from People with Disabilities, commonly referred to as State Use Program, assists individuals with disabilities transition toward independence. Administered by TWC, its daily operations are managed by WorkQuest (formerly TIBH Industries), a central nonprofit agency. WorkQuest markets the program as WorksWonders, which provides direct benefits to these individuals by offering stable, vocational rehabilitation in their own communities. This training results in meaningful employment and fair wages which promotes self-sufficiency for employees of the program.

Through a partnership with Community Rehabilitation Programs (CRPs), nearly 6,000 Texans with a wide range of disabilities were employed in 106 local nonprofit CRPs in FY 2019. These individuals earned a combined total of more than \$48 million in wages from products or services purchased by city, county, state or federal agencies, schools, and political subdivisions through the WorksWonders program. . [For a direct link to the supplemental report please click here.](#)

Labor Law Services

TWC's Labor Law Department enforces payday, child labor, and minimum wage laws in Texas. In FY 2019, the Labor Law department received 11,774 claims from workers alleging an employer did not pay their employees due wages. The department completed 11,706 investigations, ordered more than \$6.6 million in unpaid wages to be paid, and collected \$6.4 million in unpaid wages for Texas workers.

The department received 1,084 child labor inquiries, conducted 2,718 investigations, and found 356 infractions for 143 employers. The department also helps ensure that a child is not employed in an occupation or manner that is detrimental to the child's safety, health or well-being, and issued 1,397 certificates of age and child actor permits.

Adult Education and Literacy

AEL is delivering Texas communities and customers a dynamic system of services that help under-skilled individuals increase their employment, skills, attain high school equivalency (HSE), and obtain recognized postsecondary credentials. Using innovative approaches that have demonstrated effectiveness, AEL is bringing extra value through integration with a broad variety of community partnerships and achieving the integrated employment and college readiness solution the Texas Legislature and three-member Texas Workforce Commission (Commission) envisioned when the program was transferred from Texas Education Agency to TWC in 2013.

In the past six years, the statewide adult education program has built over 660 fully developed career pathways programs for 22,235 participants, including 75 value-added employer partnerships for over 2,131 workers' so Texas employers can keep the Texas economy growing.

Robust system collaborations between TWC's Workforce Partners of Boards, VR programs, Apprenticeship providers and other services have brought AEL out of the margins and into the mainstream of workforce development , and productive statewide partnerships with the Texas Higher Education Coordinating Board (THECB) Texas Association of Community Colleges (TACC), Texas Success Center, Literacy Texas, Texas State Libraries and Archives Commission (TSLAC), and other organizations have been developed, which are bolstering the objectives of these organizations while supporting win-win objectives for each agency while delivering AEL students diverse support.

Career Planning Services & Information for Students

TWC's Labor Market and Career Information (LMCI) department develops, applies and disseminates labor market, occupational, career, education and workforce program information. Adult job seekers, students, parents and counselors use LMCI data and tools to make informed choices about education and occupation options based on real data regarding wages, the current job market, employment trends and more. Career Check and Reality Check are two of TWC's flagship websites that encourage career exploration opportunities for all student by exposing them to labor market information. Each average about 50,000 sessions per month.

Continuing to find new ways to expose students to the world of work and prepare them for life after high school, TWC and workforce solutions boards provide presentations, professional development and webinar opportunities, as well as training for community and education partners in using TWC's labor market and career information data tools to help students learn about new industries and occupations. During FY 2019, TWC's education specialists did outreach to more than 80,000 students and education professionals.

Finally, through continued partnership with the TEA and THECB, LMCI Education outreach provided LMI and regional data reports and presentations to help guide the discussions and planning sessions of several committees working together to revise state, K-12 CTE programs of study and a list of TEA approved industry-based certifications for CTE programs. Through the collaboration, TEA and THEB were also able to build on opportunities for students to find pathways that start in high schools and lead them to-and-through higher education institutions and workforce programs, thus supporting the 60x30TX initiative.

Workforce Career and Education Outreach Specialist Pilot Program

The Texas Workforce Commission awarded \$5,165,488 in funding in FY 2019 to seven local workforce boards for a new Workforce Career and Education Outreach Specialist Pilot Program. The objective of the program is to provide career services to students at public middle and high schools, grades six through twelve, in designated regions in the state for directing those students toward: 1) high growth, high demand occupations; 2) opportunities and training in middle-skills jobs; 3) apprenticeship training programs; 4) internships; 5) community and technical colleges; and 6) occupations experiencing existing or projected workforce shortages. Students will receive in-depth education and direction on career choices as well as access to up-to-date labor market and career data. This program will support the achievement of Texas' goals outlined in the November 2016 Tri-Agency Report. The funding establishes full-time Workforce Specialists, to be co-located at middle and high schools across Texas in over 50 school districts, to deliver career guidance and workforce information to students, including underrepresented populations such as youth in foster care. The program will use TWC resources to organize training workshops, expose students to a variety of career pathways and coordinate with local and state services to provide preapprenticeship opportunities.

Workforce Training Programs

TWC supports a variety of training programs to equip the workforce with the skills needed for employment in Texas. In FY 2019, nearly than 35,000 individuals received training through funding supported by the Workforce Innovation and Opportunity Act (WIOA), Skills Development Fund, Apprenticeship and other TWC-administered training programs. Over 11,000 workers took part in WIOA occupational training, which is available to dislocated workers, disadvantaged youth and unemployed or low-wage earning adults. Nearly 6,400 workers were trained through an apprenticeship program which provides a combination of on-the-job training and classroom instruction for highly skilled trades and occupations.



Unemployment Benefits and Rapid Response Services

As the administrator of the state's Unemployment Compensation Fund, TWC processes UI benefit claims for those who find themselves without employment through no fault of their own. UI claimants have electronic access to unemployment benefits correspondence on a secure, online mailbox for items such as time-sensitive determinations, unemployment benefits claim information and instructional materials. They also have access to free employment services from local Workforce Solutions offices to help them find new employment opportunities.

TWC and Workforce Solutions staffs provide Rapid Response assistance to help workers who lose their jobs because of mass layoffs, plant closures or natural disasters. These services include immediate, on-site assistance with re-employment services and unemployment insurance information, as well as group stress and financial management seminars. In some cases, mobile units are dispatched to offer these services.

Disaster Unemployment Assistance

During FY 2019, the Disaster Assistance Period for Hurricane Harvey ended. Shortly thereafter a new disaster declaration was made due to Severe Storms and Flooding in Cameron, Hidalgo, and Jim Wells Counties. In response to the loss felt by business closures and loss of incomes, TWC provided Disaster Unemployment Assistance (DUA) with weekly unemployment benefits to individuals who lost their jobs or self-employment as a direct result of the disaster.

During FY 2019, TWC paid \$41,865.00 in benefits for the Severe Storms and Flooding disaster.

Assisting Dislocated Workers – Response and rebuilding after Hurricane Harvey

In late 2017, TWC received \$30 million from the DOL to assist in the cleanup and rebuilding in 42 of the counties directly affected by Hurricane Harvey. These funds are being utilized to hire temporary employees to perform cleanup and recovery to allow affected communities to return to full functionality. Since the grant began, over 3,400 Texans have been supported through this grant through jobs, training, career services, and supportive services including childcare, transportation, and other needs.

TWC seeks to leverage available funding resources such as National Dislocated Worker Grants, formerly National Emergency Grants, from the U.S. Department of Labor (DOL) to temporarily expand the capacity to provide workforce services to workers who have been laid off because of a plant closure or other large dislocation. TWC and Boards have remained in frequent contact throughout the grant period to determine when additional funds might be needed to continue providing services. Due to the bona fide need for funds to assist with temporary employment, an additional \$6,000,000 has been requested from DOL and received by TWC, in addition DOL has approved a period of performance extension through December 2020 as well as additional time for temporary employment.

Trade Affected Workers

Workers adversely affected by increased foreign imports or the global economy's displacement of U.S. jobs may be eligible for federal Trade Adjustment Assistance (TAA) benefits. In addition to relocation allowances and support benefits, trade-affected workers receive training and job search assistance to help them transition into new, long-term employment. After exhausting regular unemployment benefits, some individuals may be eligible for Trade Readjustment Allowances, Alternative TAA and/or Reemployment TAA for older workers. During FY 2019, 2,293 workers were potentially TAA eligible and 349 workers applied for TAA services or benefits. An estimated 1,006 workers participated in TAA-supported training services for occupations such as hairstylist, cosmetologist, heating, air conditioning and refrigeration mechanic, welders, computer occupations, network and computer systems administrators and business operations specialists. Of the 1,203 workers who completed TAA services, in the second quarter after exit, over 72.3 percent entered employment. [For a direct link to the supplemental report please click here.](#)

Migrant and Seasonal Farm Workers

Outreach programs offered by Workforce Solutions offices across the state help migrant seasonal farm workers (MSFWs) receive employment services, supportive services, benefits, protection, counseling, testing and job training referral services. These outreach programs are designed to help MSFWs enhance their employment potential and increase their self-sustainability. In program year (PY) 2018—July 2018 to June 2019—these programs assisted a total of 11,645 MSFWs, with TWC and the 28 local workforce development boards registering a total of 12,677 MSFWs on WorkInTexas.com and Workforce Solutions staff serving 12,407 MSFWs by providing workforce services such as job referrals and career guidance. PY 2018 is the ninth consecutive year that TWC and Workforce Solutions staff have met all five of the DOL's Migrant and Seasonal Farmworkers equity indicators for serving MSFWs at a rate equivalent to or greater than the general public.

Building Tomorrow's Workforce

Programs that help students prepare for life beyond high school and the high-demand jobs in Texas are critical to the future of the Texas workforce. TWC works closely with the TEA, THECB, local workforce development boards and public-school districts to provide labor market information, career counseling resources and career exploration opportunities for students and their parents. TWC also supports initiatives that encourage students to participate in science, technology, engineering and math (STEM) programs in order to promote pursuit of careers in these in-demand fields. Here are some of the programs TWC supported in FY 2019.

Texas Career Signing Day

FY 2019 marked the first ever Career and Technical Education signing day. Texas CTE Signing Day encourages partnerships and articulation agreements between high schools and community/technical colleges and registered apprenticeship programs. These partnerships allow for college affordability with an emphasis on preparing students, who are the future workforce of Texas, for promising careers. In 2020, signing day events will be held in March, April and May.

Texas Pathways to Reentry

In FY 2019, The Texas Workforce Commission received a \$1,225,502 grant from the U.S. Department of Labor (DOL) for the "Texas Pathways to Reentry" project to offer career pathway options for former offenders in high demand sectors in South Texas using a combination of basic skills, technical skills, and post-secondary opportunities toward successful employment. The "Texas Pathways to Reentry" project will serve a minimum of 153 individuals, with a cost per individual not to exceed \$8,000. The beneficiaries of the grant are current and former offenders living in or returning to Cameron, Hidalgo and Willacy Counties. Participants will be individually assessed to determine risks, needs, and barriers related to employment. Case managers will use the assessments together to develop an overall career pathway and service strategy. Services will also be structured to address the specific barriers identified during the assessment process.

Camp Code

In FY 2019 Texas Workforce awarded ten grants totaling \$540,012 for Camp Code to focus on increasing the interest of middle school girls in coding and computer science by providing summer camps. Students learn problem solving and analytical skills while fostering an interest in science, technology, engineering and math (STEM) related careers with a focus on computer science. The camps plan to serve approximately 937 participants.

“Jobs Y’all Your Career.Your Story” Inspires Future Workforce

Through the Tri-Agency Partnership to support our next generation workforce, the “Jobs Y’all: Your Career. Your Story” campaign originated to raise awareness among Texas youth ages 14-24 of the state’s fast-growing industry sectors. With participation from employers, industry association representatives, workforce developers, other stakeholders, parents and counselors, the campaign launched a website featuring eight in-demand industry sectors; career resources including Texas Career Check, Texas Reality Check, Texas Internship Challenge and Texas OnCourse; and links to industry career information. As of August 2019, the campaign had generated more than 150 million impressions and more than 1.7 million views of the public service announcements.

Texas Internship Challenge Campaign

The Texas Internship Challenge, featuring TXInternshipChallenge.com, continued in its third year in FY 2019. Students can explore occupations and acquire workplace skills. Employers can promote industry sector careers and recruit future workforce talent. As of August 2019, the TXInternshipChallenge.com had featured more than 100,000 internship positions statewide since the website’s launch.

High School Robotics Initiative

TWC supports youth education programs that prepare students for high-demand careers through its partnership with after-school robotics programs. Support for hands-on learning activities in robotics continues to grow as shown by the University Interscholastic League’s decision to officially sanction statewide robotics competitions. These competitions equip students with science, technology, engineering and math (STEM) applied learning opportunities. TWC sponsors individual teams and events through the Foundation for Inspiration and Recognition of Science and Technology (FIRST, Boosting Engineering, Science & Technology (Best) Robotics and the Robotics Education and Competition Foundation. In FY 2019, TWC supported 439 teams across the state, inspiring 6,241 students to be leaders in science and technology by engaging them in exciting, mentor-based programs that promote innovation, build STEM skills and foster well-rounded life skills.

Dual-Credit and Career and Technical Education Programs

TWC partners with public community, state and technical colleges under an agreement with Texas Independent School Districts to expand dual-credit and career and technical education (CTE) programs through Skills Development Funds. Funds are awarded to support, create and expand dual-credit and CTE programs that are highly technical in nature, address local demands for high-skill, in-demand and high-wage industries, and allow high school students to complete college credit hours. These programs respond to industry demands for skilled workers in technical fields, while helping high school students prepare for employment or education opportunities. In FY 2019, TWC Commissioners authorized \$936,228 to support projects to purchase, repair or replace equipment used to support new or existing dual-credit and CTE programs in Texas schools.

Texas Science and Engineering Fair

More than 1,400 middle and high school students came to the 2019 Texas Science and Engineering Fair (TXSEF) in College Station to showcase their outstanding science, technology, engineering and math (STEM) projects and compete for awards for the junior and senior divisions in 22 project categories. TWC has been a proud sponsor of the Texas Science and Engineering fair for 18 years as part of its efforts to encourage student interest in STEM disciplines. The TXSEF senior division first and second place winners were provided the opportunity to attend and participate in the Governor’s Science and Technology Champions Academy summer camp hosted by Southern Methodist University (SMU).

Governor's Science and Technology Champions Academy

Sponsored by TWC, the Governor's Science and Technology Champions Academy is a week-long science, technology, engineering and math (STEM) hands-on residential summer camp that explores the practical applications of STEM endeavors and exposes the students to exciting career options that involve high-tech skills. The senior division first and second place winners from the Texas Science and Engineering Fair are automatically invited to attend. The summer 2019 camp was hosted by Southern Methodist University.

Governor's Summer Merit Program

The Governor's Summer Merit Program works to inspire Texas youth to pursue science, technology, engineering and math (STEM) related careers. The program introduces students to one or more of six industry clusters: advanced technologies and manufacturing, aerospace and defense, biotechnology and life sciences, information and computer technology, and energy. In FY 2019, TWC awarded 16 grants totaling \$946,905 to Texas universities and community colleges for summer youth camps focusing on STEM. The grants administered through the program provided over 1,200 scholarships for students between the ages of 14 and 21 to attend camps. Several of the camps are specifically targeted to encourage young women and minorities to prepare them for future high-skill, high-demand jobs and pursue further education and careers in STEM fields.

Externship for Teachers Initiative

In FY 2019, TWC awarded \$1,121,824 to 12 local workforce development boards as part of the Externship for Teachers program, which unites workforce, industry and education representatives to promote an effective workforce system. During the summer, teachers were assigned to a partner business and shadowed workers to help them better understand work-based applications of what they teach. This experience is designed to strengthen the connection between business and education, helping teachers learn what skills are critical to small and large businesses and promoting lesson plans that demonstrate how classroom skills are used at work. Externships took place within various industries including the automotive, engineering, manufacturing, construction, architecture, local government, media, logistics, energy, nonprofit, financial and health care industries. Workforce Development Boards participating in the 2019 initiative, include: South Plains, Heart of Texas, Capital Area, Rural Capital, Brazos Valley, Southeast Texas, Alamo, Coastal Bend, Lower Rio Grande Valley, Texoma, Central Texas and Gulf Coast.

Apprenticeship Training Program, Chapter 133

TWC's Apprenticeship Training Program (Chapter 133) helps prepare and train individuals for highly skilled jobs and life-long careers in over 1,300 possible trade or craft occupations with competitive wage opportunities. Providing structured on-the-job learning in emerging industries such as construction, manufacturing, health care, information technology, energy and telecommunications, the program provides valuable skills, work experience and connects job seekers with employers.

Registered Apprenticeship combines on-the-job training under the supervision of experienced journey workers with related classroom instruction. Most of these training programs last from two to five years, as determined by industry standards approved by the Department of Labor – Office of Apprenticeship. Generally, apprentices are full-time, paid employees who earn while they learn.

TWC grants funds to local educational agencies and apprenticeship committees to support the costs of classroom instruction related to apprenticeship training. In FY 2019, with a target of 6,111, TWC was able to exceed this target and support more than 6,445 individuals in Registered Apprenticeship training programs. In Fiscal Year FY 2020, TWC received additional funding (\$1.3 million) from the Texas Legislature with an expectation to increase training to at least 6,650 apprentices in each year of the biennium, in which TWC expects to exceed the target as it has since FY 2008.

Apprenticeship Texas Expansion Grant

TWC has received over \$2.8 million in a DOL grant award to fund the Apprenticeship Texas State Expansion Grant project which has realigned agency services to support expansion and implement Registered Apprenticeship as a leading talent development strategy. Target industries include Information Technology, Advanced Manufacturing, Aerospace and Defense, STEM, Finance and Energy. The project will serve 634 apprentices with a focus on women in apprenticeship, youth, individuals with disabilities, veterans, Native Americans, and persons of color among others.

In July 2019, TWC received a DOL grant award of \$5.4 million to support statewide apprenticeship expansion efforts from July 2019 – June 2022. Funds will increase, expand, integrate registered apprenticeship programs (RAPs) with new industries and diversify apprentices. This new opportunity will continue Texas' efforts to expand the number of apprentices in registered programs, support and encourage RAP diversification, and integrate RAPs into state workforce development strategies. RAPs are a viable career path for youth, adults, and career seekers, especially underrepresented populations, as well as a valuable workforce development strategy for businesses.

TWC works to be an effective steward of the funding and continues to meet or exceed all performance standards. TWC is on track to meet or exceed its RAP expansion goals. As of August 31, 2019:

- Number of employers engaged is 441 with a goal of 250;
- Number of new apprentices registered is 1,319 with a goal of 1,902; and
- Number of underrepresented populations served, specifically women served to 200 with a goal of 60.

As part of the Tri-Agency's recommendation to create stackable program opportunities, in FY 2017, TWC and THECB collaborated on the establishment of an articulation agreement and crosswalk between apprenticeship programs in Texas and in-state institutions of higher education, whereby apprenticeship students will be able to obtain college credit towards an associates degree. The crosswalks provide a more efficient and effective means for community colleges to work with DOL Registered Apprenticeships in providing college credit or continuing education units once an individual completes the apprenticeship program. The crosswalks also aid the development of memorandums of understanding between community colleges and DOL Registered Apprenticeships.

Other Expansion Activities

In FY 2019, TWC approved the Registered Apprenticeship Expansion Board Award to recognize and reward local workforce Boards for their achievement in developing, implementing and expanding RAPs. The award honors a local workforce Board that has engaged employers to develop new RAPs or to expand the occupations of and/or recruit new apprentices to existing RAPs. Workforce Boards are eligible to receive up to \$100,000 for each workforce area. A maximum of three awards will be distributed annually through a nomination format. The first three awards will be honored during the Annual TWC Conference.

SPOTLIGHT: Apprenticeships in Nontraditional Workplaces.

FY 2019 saw Registered Apprenticeship training models expand to the advanced technologies and manufacturing industry with the development of Continental Automotive Systems' Apprenticeship program for Mechatronics and Robotic Engineers, due to future demands for competencies and knowledge in positions relating to digital talent and skilled production. Texas also saw new occupations developed under Adaptive Construction Solution's Program in the Information Technology industry, specific to Graphic Design and Telecommunications for 5G Networks. Baylor Scott & White signed their Department of Labor standards to become the first medical assistant apprenticeship program in Texas.

Jobs and Education for Texans Grant Program

The Jobs and Education for Texans (JET) grant program was allocated \$10 million for the FY18-19 biennium to defray start-up costs associated with the development of career and technical education programs to public community, state and technical colleges, and independent school districts (ISDs). These entities can apply for a JET grant to purchase and install equipment necessary for the development of career and technical education courses or programs that lead to a license, certificate or post-secondary degree in a high-demand occupation.

In FY 2019, TWC awarded 27 JET grants (12 to colleges and 15 to ISDs) with an average award of \$209,300. The equipment provided through these funds will be used to train at least 4,663 students for jobs in high-demand occupations.

Texas Workforce Solutions - Vocational Rehabilitation Services

In FY 2019, TWC continued to integrate vocational rehabilitation (VR) staff into Workforce Solutions offices around the state. To date, more than 600 VR staff have moved into over 60 Texas Workforce Solutions offices. Through the partnership between TWC's Texas Workforce Solutions-Vocational Rehabilitation Services and Workforce Solutions offices, job seekers with disabilities have greater access to employment services and employers needing a skilled workforce can realize the benefits of the customized workforce services, including hiring talented Texans with disabilities, to help fill their workforce needs.

In FY 2019, TWC's VR division provided services to 69,873 Texans with disabilities and 13,577 of those participants achieved a successful employment outcome. TWC continued its commitment to connect Texans with disabilities with opportunities to contribute their significant skills and abilities to the workforce of Texas through implementation of several statewide strategies. These included partnering with the Texas Governor's Committee on People with Disabilities and Texas Workforce Solutions board partners for the fourth year of the Texas HireAbility campaign, a statewide effort to raise awareness about the benefits of hiring people with disabilities and highlighting their contributions to the workforce. The campaign coincides with October's statewide and National Disability Employment Awareness Month and features hiring and disability awareness events across the state, as well as online resources for Texas employers.



In addition, TWC, in partnership with the Governor's Committee on People with Disabilities, and Texas Workforce Solutions-Vocational Rehabilitation Services has established an annual Texas HireAbility Forum for employers, business leaders, HR professionals, business owners, and anyone who manages employees to highlighting best practices from business leaders, state agencies, and vocational rehabilitation partners who share:

- Keys to recruiting and developing individuals with disabilities
- Strengthening a culture of inclusivity through leadership
- Disability awareness
- Disability employment best practices, resources, and success stories
- Importance of fair and consistent employee relations
- How inclusive hiring creates positive company culture and boosts productivity

TWC also has worked with the Texas Higher Education Coordinating Board and the Texas Education Agency on a Tri-Agency Workforce Initiative to support education and workforce goals across the state, which includes a focus on helping students with disabilities reach their employment goals. In support of a Tri-Agency goal of expanding career exploration and employment opportunities to Texas youth with disabilities, TWC continued the Summer Earn and Learn work-based learning program in the summer of 2019. This program is a statewide collaboration with the 28 local workforce development boards and Texas employers. In FY 2019, 2,868 students with disabilities received paid work experience and work readiness training through Summer Earn and Learn at 1,329 worksites.

Pre-Employment Transition Services

As part of the Vocational Rehabilitation program, Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) provides pre-employment transition services (Pre-ETS) to students with disabilities to help them make a smooth transition from school to postsecondary education or employment. For students with disabilities, building employment skills, gaining work experience, discovering career preferences and communicating their job accommodation needs, helps to position students for long-term successful employment. In FY 2019, TWS-VRS provided pre-employment transition services to 29,262 students with disabilities, a 23 percent increase over the numbers served in FY 2018.

Pre-employment transition services, such as Summer Earn and Learn, can begin as early as age 14 and continue through age 22. Services are delivered in five categories as designated through the federal Workforce Investment and Opportunity Act (WIOA). They are:

1. Career Exploration
2. Work-Based Learning
3. Counseling on Post-Secondary Opportunities
4. Workplace Readiness, and
5. Self-Advocacy

TWC-VRS provides these services in partnership with independent school districts, education service centers, colleges and universities, local workforce development boards, employers, community rehabilitation programs, and other community partners.

Explore STEM! summer camps for students with disabilities is another example of a Pre-ETS program. Explore STEM! camps focus on career exploration activities in science, technology, engineering and/or math (STEM) fields. The week-long camps, offered by twelve colleges and universities, introduced students to a variety of STEM fields through hands-on activities and interaction with professionals in STEM fields. In FY 2019, students completed 257 camps.

Independent Living Services for Older Individuals Who Are Blind or Visually Impaired

Living independently allows one to maintain his or her freedom, confidence and daily life. Vision loss happens frequently as we age and can affect the independent living of older individuals. Some individuals need minor assistance or guidance to maintain their lifestyle while others need more significant services.

TWC's Independent Living Services for Older Individuals Who Are Blind (ILS-OIB) program provides services needed to help eligible individuals 55 years of age or older who are blind or visually impaired regain their confidence and live independently. In FY 2019, the ILS-OIB program served 1,964 individuals, an increase over FY 2018.

ILS-OIB services include counseling and evaluations about vision loss; information and referral to community resources; and independent living skills training which may include training in orientation and mobility and daily living skills.

Business Enterprises of Texas

Business Enterprises of Texas (BET) is a federally sponsored, state-administered program that helps Texans who are blind or visually impaired to operate food service or food vending businesses. BET trains individuals for careers and provides employment opportunities on state, federal and private properties. Approximately 110 managers are currently self-employed through BET, who employ an estimated 1,600 Texans, including over 150 who have disabilities. Referrals to BET are made through the Vocational Rehabilitation program.

SPOTLIGHT: Business Enterprises of Texas expands customer offerings to include 'Micro Markets' concept

In FY 2019, the Business Enterprises of Texas (BET) continued to explore new business models to meet the evolving demands of today's customers desiring quick and healthy options. Through partnerships with Accent Food Services and McCliff Self Service Markets, BET managers expanded food vending offerings to include six self-pay Micro Markets, featuring fresh and healthy food options. The micro markets replaced traditional vending machines in areas with high volume and are open 24/7.

Micro markets are located at six locations statewide, including:

Austin

- Texas Workforce Commission Main Building
- LBJ State Office Building
- Texas Parks and Wildlife Headquarters
- Texas Attorney General – Child Support Building

Farmers Branch

- IRS Branch Office

El Paso

- Richard C. White Federal Building

Texas HireAbility Campaign and a New “We Hire Ability” Employer Recognition Program

Now in its fourth year, our agency’s Texas HireAbility campaign highlights the contributions of people with disabilities in the workforce and raises awareness about the benefits of hiring people with disabilities, while also highlighting employers who hire people with disabilities and who are dedicated to the creation of inclusive workplaces. Held in October during National Disability Employment Awareness Month, the campaign is a partnership among TWC, TWS-VRS, the Texas Governor’s Committee on People with Disabilities and Texas Workforce Solutions offices. Texas HireAbility also features an annual employer forum hosting local employers in different regions of the state and encourages open dialogue about hiring, recruiting and retaining individuals with disabilities.

In Fiscal Year 2019, TWC expanded the Texas HireAbility campaign to include implementation of an employer recognition program to promote effective practices and share resources available to employers to recruit, hire, train, and retain qualified individuals with disabilities.

This past October, during the Texas HireAbility employer forum in El Paso, TWC debuted the new “We Hire Ability” decal, which will launch in 2020. The We Hire Ability employer recognition program will recognize employers who are creating inclusive workplace cultures and whose workforce includes individuals with disabilities in an integrated workplace, and in which they comprise at least 10 percent of the employer’s Texas-based workforce.

Helping Texas Veterans Transition to Civilian Life

TWC’s initiatives for veterans encourage Texas employers to hire veterans for a wide range of occupations that capitalize on the leadership abilities, training and experience gained through service to our country. Through the Texas workforce system, which includes TWC, the Texas Veterans Commission and the local workforce development boards, 43,282 veterans and other eligible persons received employment services in FY 2019. Note: The definition of how services are counted under WIOA is different than under WIA. TWC also actively recruits veterans to work for the agency. Among the agency’s 4,439 employees, 10.81 percent were veterans.

Texas Veterans Leadership Program

The Texas Veterans Leadership Program (TVLP) is a TWC resource and referral network connecting returning veterans from the wars in Iraq, Afghanistan, Syria and the Horn of Africa with the resources and tools they need to lead productive lives and enjoy the full benefits of the society they have willingly served. TVLP Veterans Resource and Referral Specialists (VRRSs) conduct peer-to-peer outreach to veterans transitioning to civilian life. Twenty VRRSs are stationed across 28 workforce areas to work alongside Workforce Solutions Office staff and local TVC staff. Two VRRSs work with the Army Career and Alumni Program at Fort Bliss and Fort Hood, Texas. Since July 2008, TVLP has contacted 34,210 veterans, of which services were given to 30,348 veterans of Operations Iraqi Freedom (OIF), Enduring Freedom (OEF), New Dawn (OND), Freedom Sentinel (OFS), Inherent Resolve (OIR), Resolute Support (ORS) and Combined Joint Task Force Horn of Africa (CJTF HOA).

Although not the primary focus, TVLP also assists non-OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA veterans, if assistance is requested. The total number of Texas veterans assisted is 31,795.

College Credit for Heroes

With funding provided by TWC, Central Texas College launched www.CollegeCreditforHeroes.org in April 2012. The online portal allowed veterans and service members to request evaluations of credit to be used at colleges and universities throughout the state. From its launch in 2012 through its closure in FY 2019, the portal received more than 250,000 visits from more than 115,000 veteran and active-duty account holders requesting approximately 43,000 evaluations. On August 31, 2019, the portal was closed in recognition that a majority of colleges and universities have developed local evaluation and credit-award programs.^[1]

In 2018, TWC began collecting data on awards of credit through the CCH program. This data collection was the result of the passage of House Bill (HB) 493, 85th Texas Legislature, Regular Session (2017), which directs TWC to include the following in its annual CCH report:

- “the number of academic or workforce education semester credit hours awarded under the program and applied toward a degree or certification program at an institution of higher education during the most recent academic year, disaggregated by the subject area for which the credit hours are awarded; and
- the number of transfer credit hours awarded under the program and applied toward a degree or certification program at an institution of higher education during the most recent academic year.”

Data gathered for the FY 2019 report indicate that—for the 2017–2018 academic year—a veteran was awarded an average of 14.3 credit hours by the institution of his or her choice. This average represents a significant increase over the 2016–2017 academic year in which the average was 3.6 credit hours awarded per veteran. Data also indicate that the number of credits transferred per veteran increased from 1.2 to 2.9. [For a direct link to the supplemental report please click here.](#)

^[1] With the portal's closure, TWC now maintains a web-based list of participating CCH institutions and assists in connecting veterans and transitioning service members to the school(s) of their choice.

Hiring Red, White & You!

Since 2012, TWC has partnered with the Governor's Office, the Texas Medical Center, Texas Veterans Commission, and the 28 Workforce Boards to conduct a statewide hiring event that brings employers, veterans and their spouses together. Over 12,300 job seekers and over 2,100 employers attended the statewide job fairs in 2018. In seven years, HRWY has connected more than 84,153 job seekers to include 40,575 active duty military, transitioning service members, veterans, spouses along with 14,420 employers and over 2,027 same day hires.



Online Resources for Veterans

TWC has several online tools to help service members and veterans transition to civilian life. TexasSkillsToWork.com helps veterans translate their military experience, training and skills into language that employers can understand. Veterans provide information about their military experience and training and receive skills statements that can be used in developing a résumé. The tool also allows veterans to match their specific skills to job listings in the region and city of their choosing.

Texas Operation Welcome Home

On March 7, 2016, Governor Greg Abbott established the Tri-Agency Workforce Initiative to assess local economic activities, examine workforce challenges and opportunities, and consider innovative approaches to meeting the state's workforce goals. Included in the Tri-Agency's charge was an evaluation of gaps in services to Texas veterans.

The Texas Operation Welcome Home program was developed by the Tri-Agency Workforce Initiative, in conjunction with 28 Boards, TVC, and military installations that include nine active duty, two reserves, and one National Guard. The program is designed to better meet the education, training, and employment needs of transitioning service members, recently separated veterans, and military spouses in Texas.

Launched in FY 2017, TexasOperationWelcomeHome.com includes information and web links to several employment and training initiatives for transitioning service members, recently separated veterans and military spouses. The web portal also includes information for employers seeking to hire veterans.

Operation Welcome Home Texas Transition Alliance

The Welcome Home Texas Transition Alliance is a group of stakeholders who meet on a quarterly basis to discuss best practices, cross-train on one another's programs, collaborate on addressing the needs of transitioning service members, and facilitate ongoing coordination to improve employment outcomes. The Welcome Home Texas Transition Alliance stakeholders include the key staff from TWC, TVLP, TVC, Military Transition Center Managers, Garrison/Base Commanders, employers, employer associations, designated Boards, and Workforce Solutions Offices.

The Welcome Home Texas Transition Alliance has met five times since its inception. One of the best practices that has been replicated is military installations conducting a needs assessment of transitioning service members and military spouses. The needs assessment has highlighted the types of training, certifications, or licensures transitioning service members and military spouses are seeking. The assessment has also identified gaps in services for the Texas workforce system partners to address use of resources.

Military Family Support Program

The Military Family Support Pilot Program provides military spouses with enhanced job search assistance, assessment of skills, labor market information, résumé writing, and interview skills. If funding is available, military spouses can receive certification or licensure training in targeted occupations.

The Military Family Support Pilot Program has been funded for three years, with a \$1 million-dollar allocation per fiscal year. Currently, there are eight military installations throughout the state that have signed memoranda of understanding (MOUs) with their respective Local Workforce Development Board (Board) to participate in the program. The Military Family Support Pilot Program has connected more than 600 military spouses to local business leaders, peers, and career development support programs.

Military Family Support Pilot Program Highlights:

- Assisted 455 military spouses with career skills and enhanced employment services, including résumé writing and interviewing techniques
- Enrolled 115 military spouses in job certification training
- Connected 112 military spouses to employment
- Outreached 150 employers to support and hire military spouses

Skills for Transition

The Skills for Transition Program funds the training component of Operation Welcome Home. Funds are made available through the Skills Development Fund and awarded to local community colleges working in partnership with local Workforce Solutions Offices and local military installations.

- Training up to \$2,750 per trainee will be made available to participants deemed eligible for participation.
- Training programs shall be for those high-demand and in-demand occupations identified and verified by the Board.
- Short-term certificate or licensure attainment is the goal of the program.

Funding can be used to pay for certification exams for participants who successfully complete training or have acquired the necessary knowledge and skills, through military experience, for these certifications.



As of June 2019, there have been more than 290 transitioning service members who have enrolled in the Skills for Transition Program. Based on the information provided by employers and institutions of higher education, the list provided below shows the majority of the transitioning service members are using the Skills to Transition Program to earn certifications in high-demand career occupations.

- Heavy Equipment Operator
- Computer Network Support Specialist
- Network Computer Systems Administrator
- Project Management Professional
- Lean Six Sigma Practitioner
- Automotive Body and Repair Technician
- Automotive Service Technician
- Emergency Medical Technician
- Law Enforcement Officer
- Heating, AC, and Refrigeration Mechanics and Installer
- Welder, Cutter, Solder, and Brazier
- Human Resource Specialist
- Registered Nurse
- Electrician
- Pharmacy Technician
- Management Analyst

We Hire Vets Program

We Hire Vets is an employer recognition program that recognizes Texas employers for their commitment to hiring veterans. Employers whose workforces are composed of at least 10 percent military veterans are eligible to receive a “We Hire Vets” employer recognition decal to display on their storefronts and an electronic decal to display on their websites. Employers who qualify for the We Hire Vets program also receive a letter signed by the Chair of TWC’s three-member Commission and the Chair of TVC.

We Hire Vets, sponsored by TWC and TVC, has issued 475 We Hire Vets decals and letters to Texas employers. The Commissioner Representing Employers recognizes employers at local Texas Business Conferences throughout the state who participate in the We Hire Vets program. Several We Hire Vets ceremonies have been conducted in cities across the state, including El Paso, Killeen, and Houston.

Veterans Workforce Outreach Initiative

TWC conducted a competitive procurement to solicit applications for the provision of services to hard-to-serve veterans who have one or more barriers to employment, such as homelessness; a history of substance abuse; physical, mental, or learning disabilities; post-traumatic stress disorder; ex-offender status; or recent discharge from military duty. One grantee, American GI Forum, was awarded WIOA statewide funds and then implemented the program in San

Antonio, Houston, the Dallas/Fort-Worth metro area, and El Paso, Texas.

The Veterans Workforce Outreach Initiative is designed to:

- outreach to hard-to-serve veterans who are not currently being served through Workforce Solutions Offices;
- address employment barriers faced by hard-to-serve veterans; and
- reintegrate hard-to-serve veterans into meaningful employment.

Under the guidance of a case manager, employment challenges are addressed, and resources accessed to help veterans overcome challenges to employment. Veterans benefit from a range of services, which may include:

- assessments;
- job development and job placement;
- individual case management services, including guidance, encouragement, and resources; and
- support services such as transportation; rent and utility assistance; mental health assistance, including clinical counseling; wheelchairs, crutches, and medical beds; food assistance; and financial assistance.

For the grant period March 1, 2018, through February 28, 2019, the project provided 816 veterans with assessment and case management services, with 258 of those being placed into employment. The current grant runs from March 1, 2019, through February 28, 2020.

Assisting Targeted Populations

Foster Youth and Transitioning Adults

TWC continues its strong commitment to helping foster youth gain valuable opportunities and support services by subsidizing transition centers that serve both current and former foster youth, ages 14 to 25. Transition centers offer these at-risk young Texans life-skills classes, mentoring opportunities and support services through an all-in-one assistance system. These services help foster youth successfully transition into the adult world by allowing them to build skills for self-sufficiency and independence, equipping them with a network of support, and helping them prepare for education and employment opportunities. The Texas Department of Family and Protective Services' Preparation for Adult Living program provides the youth in these transition centers with case management services, and financial support.

In addition, a new Foster Youth Dropout Recovery and High School Completion pilot program was added in FY17. The program supports four pilot programs to identify and assist current foster youth who are in high school, but lack sufficient credits to graduate, or youth formerly in foster care that are out of school to gain a high school diploma or its equivalent and obtain high-demand skills certifications. The pilots will also offer these youths, aged 16 to 25 internships and applied learning opportunities including support services that help them understand how to apply and receive financial support toward college tuition, educational fees and other financial support for additional postsecondary education and training.

Choices Employment Assistance Program

“Choices” is Texas’ Temporary Assistance for Needy Families (TANF) Employment and Training Program that helps those in need transition from welfare to work through structured job search and work readiness activities. The program operates under a work first service model with the goal of its participants securing unsubsidized employment at the earliest opportunity, while receiving temporary cash assistance. Workforce Solutions staff provides job referrals and job search assistance using the WorkInTexas.com job matching networking system.

One or both adults in a two-parent household are responsible for meeting the family’s mandatory work requirement. Participants applying for cash assistance from the Texas Health and Human Services Commission (HHSC) through the delivery of benefits and employment services, Choices individuals receive a consistent message:

- Government assistance is temporary
- Texans are responsible for the support of themselves and their families
- Employment is the goal

During FY 2019, 18,964 individuals received employment services through TWC’s TANF Choices program.

Supplemental Nutrition Assistance Program Benefits

Supplemental Nutritional Assistance Program (SNAP) benefits are designed to help recipients obtain regular employment and reduce their dependency on public assistance.

During FY 2019, more than 30,000 individuals eligible for SNAP benefits participated in the TWC’s SNAP Employment and Training program, receiving employment services through local Workforce Solutions offices and contractors, including assistance with job searches, vocational education and training, transportation, and dependent care needs.



Noncustodial Parent Choices Program

The Noncustodial Parent (NCP) Choices Program is a collaboration between TWC, the Texas Office of the Attorney General, local workforce development boards and family court judges. The program targets workforce assistance to unemployed or underemployed NCPs who are behind on their child support payments and whose children are current or former recipients of public assistance. In FY 2019, more than 3,500 Texas parents received assistance from the NCP Choices program, and \$2.94 million in child support payments was collected from NCPs enrolled during the year. The program currently operates in 21 local workforce board areas. To date, more than 42,000 NCPs have been ordered into the program and more than \$447 million has been collected in child support since 2005.

Ensuring Program Integrity, Efficiency and Compliance

Career Schools and Colleges

TWC is charged with regulating the operations of both licensed and unlicensed career schools, which are privately owned institutions offering classroom or online training with varying costs and programs. Career schools are required by Texas state law to obtain a Certificate of Approval or Letter of Exemption to operate in Texas or to solicit students from within the state.

TWC performs its regulatory functions by monitoring career schools' compliance with state law, including their ability to meet criteria regarding faculty qualifications, quality of facilities, class size, student completion rates, student employment rates and more. TWC is also charged with investigating complaints filed by students and unlicensed school reports. It also provides assistance to students who are negatively affected by sudden or unexpected career school closures. When a career school closes and displaces its students, TWC partners with the Texas Higher Education Coordinating Board to provide assistance. Affected students receive help obtaining their educational records and are provided with information about potential opportunities to transfer to other schools to complete their education. As of the September 1, 2019 the Career Schools and Colleges program actively regulates 591 schools.

Regulatory Integrity and Fraud Services

The Regulatory Integrity Division (RID) is tasked with preventing, identifying and stopping fraud, waste, and abuse through enforcement of all oversight, monitoring, and audit requirements of the programs under TWC's purview. Programs include unemployment insurance benefits and tax, vocational rehabilitation goods and services, subsidized child care benefits, grants under the Skills Development and Self-Sufficiency Funds, and all other workforce development programs under the jurisdiction of TWC's Workforce Solutions Division.

As technology's pace continues to rapidly evolve, TWC has continued to make it a top priority to further enhance technology efforts to combat Unemployment Insurance (UI) identity theft (IDT) fraudulent claims. Identity theft in the state's unemployment program was becoming large in scope and sophistication. Since 2014, TWC has leveraged data analytics technology to prevent ID theft in the UI system. In FY 2019, TWC employed an in-house developed machine learning/artificial intelligence tool enabling TWC to prevent paying over \$15.7 million on over 2,900 fraudulent UI ID theft claims. This enhancement further increased the speed and accuracy of detecting UI identity theft claims, minimizing losses to the Texas UI Trust Fund, avoiding employer mischarging, and preventing Texas wage earners from becoming victims of UI identity theft.

Rapid Process Improvement Initiatives

TWC continues to better serve Texas by doing more—more efficiently and effectively—with less effort by applying Rapid Process Improvement (RPI) methods across the agency's business areas. Using Integrated Theory of Constraints and Lean Six Sigma principles, the agency has continued to increase work output and quality. With more than 41 projects completed and staff throughout the agency trained as RPI Practitioners, the agency is accomplishing its mission by bringing products and services to customers better, faster, cheaper and with even higher quality and value.

Office of Internal Audit

The Office of Internal Audit (OIA) provides independent, objective audit and non-audit services designed to add value and improve TWC's operations. Internal Audit helps the agency accomplish its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes across the agency's business areas.

Tax Department Misclassification of Workers

TWC's Tax Department actively works with Texas businesses to reduce the impact of worker misclassification as independent contractors or contract labor. Worker misclassification can result in higher taxes for employers who properly classify their workers and can negatively impact misclassified workers. The Tax Department finds worker misclassification when conducting employer tax audits and investigations and when processing complaints and unemployment claims for unreported workers.

In calendar year 2018, TWC investigations identified more than 51,500 misclassified workers and over \$957 million in unreported misclassified wages. The occupational fields with the majority of misclassified workers included: health care and social assistance, administrative and support, waste management and remediation services, construction, accommodation and food services, and retail trade.

For information to help employers properly classify workers, visit texas-workforce.org/news/efte/ics_contract_labor.html.



Local Workforce Development Boards

ALAMO

Board Expenditures: \$93,148,448*
Number of Workforce Solutions Offices: 16
210-272-3260
www.workforcesolutionsalamo.org

BORDERPLEX

Board Expenditures: \$43,581,038*
Number of Workforce Solutions Offices: 8
915-887-2600
www.borderplexjobs.com

BRAZOS VALLE

Board Expenditures: \$13,190,848*
Number of Workforce Solutions Offices: 7
979-595-2800
www.bvjobs.org

CAMERON

Board Expenditures: \$26,930,765*
Number of Workforce Solutions Offices: 4
956-548-6700
www.wfscameron.org

CAPITAL AREA

Board Expenditures: \$38,133,523*
Number of Workforce Solutions Offices: 4
512-597-7100
www.wfscapitalarea.com

CENTRAL TEXAS

Board Expenditures: \$22,671,815*
Number of Workforce Solutions Offices: 4
254-939-3771
www.workforcelink.com

COASTAL BEND

Board Expenditures: \$30,182,910*
Number of Workforce Solutions Offices: 7
361-885-3016
www.workforcesolutionscb.org

CONCHO VALLEY

Board Expenditures: \$6,553,015*
Number of Workforce Solutions Offices: 1
325-653-2321
www.cvworkforce.org

DEEP EAST TEXAS

Board Expenditures: \$16,964,705*
Number of Workforce Solutions Offices: 6
936-639-8898
www.detwork.org

EAST TEXAS

Board Expenditures: \$33,523,481*
Number of Workforce Solutions Offices: 7
903-984-8641
www.easttexasworkforce.org

GOLDEN CRESCENT

Board Expenditures: \$9,271,160*
Number of Workforce Solutions Offices: 8
361-576-5872
www.gcworkforce.org

GREATER DALLAS

Board Expenditures: \$121,548,562*
Number of Workforce Solutions Offices: 8
214-290-1000
www.wfsdallas.com

GULF COAST

Board Expenditures: \$282,508,541*
Number of Workforce Solutions Offices: 28
713-627-3200; 888-469-5627
www.wrksolutions.com

HEART OF TEXAS

Board Expenditures: \$14,937,298*
Number of Workforce Solutions Offices: 4
254-296-5300
www.hotworkforce.com

LOWER RIO GRANDE VALLEY

Board Expenditures: \$60,944,638*
Number of Workforce Solutions Offices: 5
956-928-5000
www.wfsolutions.org

MIDDLE RIO GRANDE

Board Expenditures: \$9,083,982
Number of Workforce Solutions Offices: 6
830-591-0141
www.mrgwb.org

NORTH CENTRAL TEXAS

Board Expenditures: \$69,048,718*
Number of Workforce Solutions Offices: 11
817-695-9184
www.dfwjobs.com

NORTH TEXAS

Board Expenditures: \$7,757,852
Number of Workforce Solutions Offices: 4
940-767-1432
www.ntxworksolutions.org

NORTHEAST TEXAS

Board Expenditures: \$13,783,248*
Number of Workforce Solutions Offices: 4
903-794-9490
www.netxworkforce.org

PANHANDLE

Board Expenditures: \$16,967,003*
Number of Workforce Solutions Offices: 3
806-372-3381
www.wspanhandle.com

PERMIAN BASIN

Board Expenditures: \$14,642,521*
Number of Workforce Solutions Offices: 5
432-563-5239
www.workforcepb.org

RURAL CAPITAL AREA

Board Expenditures: \$28,153,624*
Number of Workforce Solutions Offices: 8
512-244-7966
www.workforcesolutionsrca.com

SOUTH PLAINS

Board Expenditures: \$18,784,588*
Number of Workforce Solutions Offices: 5
806-744-1987
www.workforcesouthplains.org

SOUTH TEXAS

Board Expenditures: \$17,342,820*
Number of Workforce Solutions Offices: 21
956-722-3973
www.southtexasworkforce.org

SOUTHEAST TEXAS

Board Expenditures: \$19,684,283*
Number of Workforce Solutions Offices: 4
409-719-4750
www.setworks.org

TARRANT COUNTY

Board Expenditures: \$72,601,652*
Number of Workforce Solutions Offices: 6
817-413-4400
www.workforcesolutions.net

TEXOMA

Board Expenditures: \$7,936,647*
Number of Workforce Solutions Offices: 3
903-957-7408
www.workforcesolutionstexoma.com

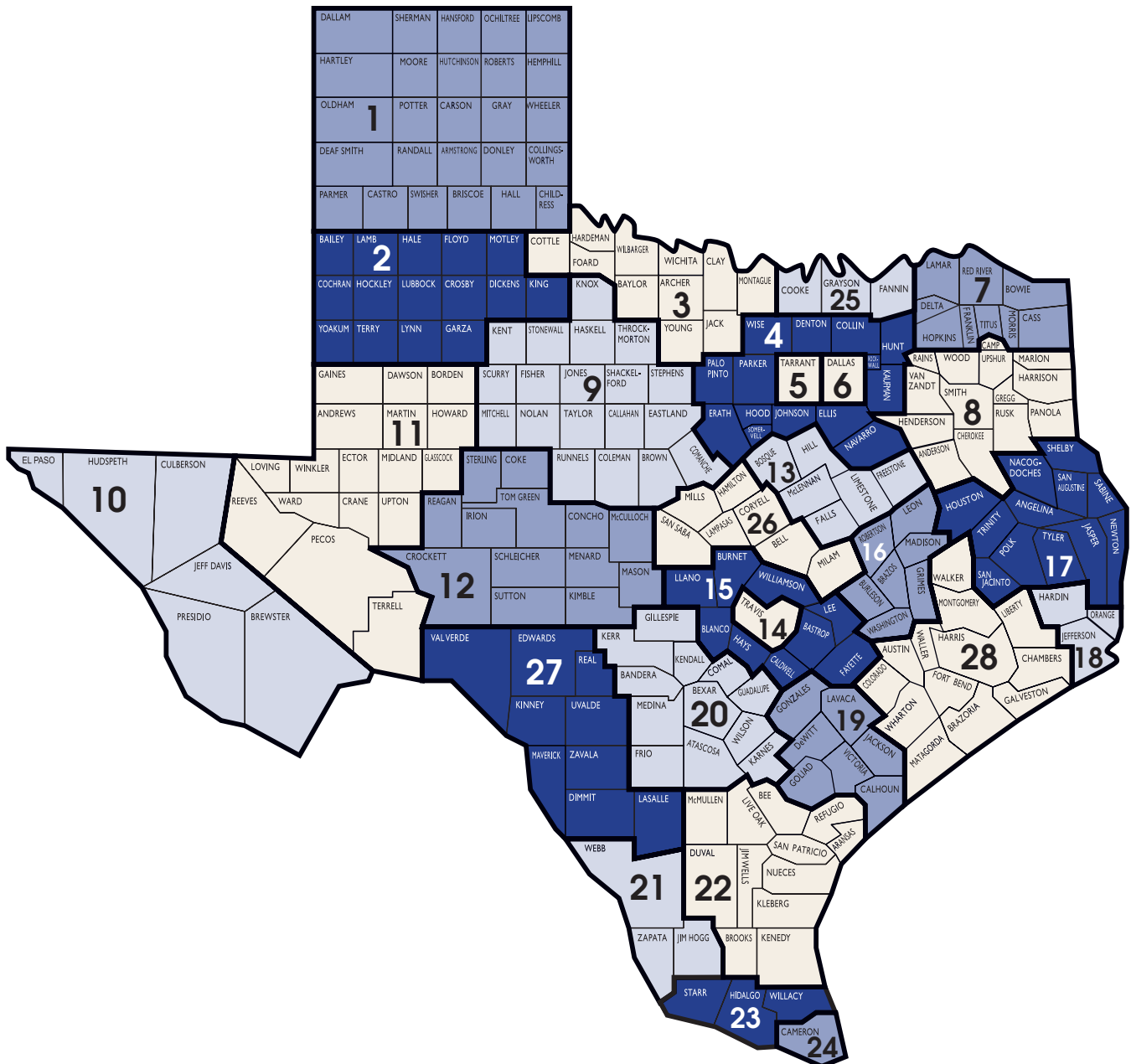
WEST CENTRAL TEXAS

Board Expenditures: \$13,315,585*
Number of Workforce Solutions Offices: 4
325-795-4200; 800-457-5633
www.workforcesystem.org

**American Recovery and Reinvestment Act funding allocations not included*

Local Workforce Development Boards Map

- | | | |
|-------------------|---------------------|-----------------------------|
| 1. Panhandle | 11. Permian Basin | 21. South Texas |
| 2. South Plains | 12. Concho Valley | 22. Coastal Bend |
| 3. North Texas | 13. Heart of Texas | 23. Lower Rio Grande Valley |
| 4. North Central | 14. Capital Area | 24. Cameron County |
| 5. Tarrant County | 15. Rural Capital | 25. Texoma |
| 6. Dallas | 16. Brazos Valley | 26. Central Texas |
| 7. Northeast | 17. Deep East Texas | 27. Middle Rio Grande |
| 8. East Texas | 18. Southeast Texas | 28. Gulf Coast |
| 9. West Central | 19. Golden Crescent | |
| 10. Borderplex | 20. Alamo | |



Finding Workforce Solutions for Texas Communities

Finding quality workforce solutions for Texas employers and job seekers is a responsibility shared by TWC and its 28 Local Workforce Development Board partners. With members who are community employers, professionals, elected officials, veterans, and other groups, the Boards decide how Workforce Solutions services are provided within their communities so that employers and job seekers receive services attuned to their needs. This employer-driven system results in thoroughly integrated local solutions that create a workforce with in-demand skills for each region. The Boards also plan and deliver employment and recruitment services that help employers find qualified workers for their openings by screening applicants, scheduling interviews, providing space for interviews when needed and assisting with job fairs.

Through business, education and other strategic partnerships, each local Board offers services to job seekers through Workforce Solutions offices that serve as one-stop career centers. Each center offers a broad range of services to help connect individuals to training or employment opportunities. Through a combination of job-search and career resources including workshops, job fairs, résumé writing assistance, access to computers and networking opportunities, employment specialists provide personalized services to help any Texan in need of this assistance.

In addition, local Boards leverage available resources to provide assistance with support services like child care and transportation for those who qualify to enable them to access employment or training to help them prepare for employment.

In FY 2019 Workforce Solutions boards continued to address the needs of their communities. During the year, local workforce development boards continued to:

- Put Texans to work (connected job seekers to employers)
- Partner with employers to develop worker training and education models
- Host business and industry roundtables and events to identify employer needs



- Partner with economic development entities to address community workforce needs
- Adapt technology to make services mobile to reach rural communities Develop programs to promote literacy and achievement of a high school diploma or its equivalent
- Coordinate efforts with military installations to assist service members transitioning to civilian work
- Partner with community colleges to create training opportunities to supply workers with in-demand skills
- Develop innovative solutions and technology advances with models that can be shared and replicated across the state
- Create training opportunities for incumbent workers to advance in employment and improve skills in local workforce pool
- Provide human resource services for employers in their communities
- Develop student programs and internship opportunities and work with local school districts to prepare students for work
- Organize and serve on collaborative teams with local leaders and industry representatives
- Promote in-demand careers to students and job seekers
- Develop educational programs to promote literacy, financial wisdom and to provide tax preparation assistance
- Offer soft skills training and networking opportunities for job seekers to help them prepare for and find employment
- Provide rapid response services to quickly assist workers affected by mass layoffs
- Help place job seekers with disabilities in competitive jobs

These are just some of the many ways that the Workforce Solutions network served the workforce people of Texas.

Civil Rights Division

Protecting Civil Rights in Employment

TWC's Civil Rights Division (CRD) seeks to prevent and reduce employment and housing discrimination in the state by enforcing state law and providing compliance monitoring, education and outreach. CRD receives, investigates and seeks to mediate, settle, conciliate or litigate employment discrimination complaints filed on the basis of race, color, sex, national origin, age, religion, disability, genetic information, foster parenting or state military training/duty.

Ensuring Fair Housing for Texans

CRD handles enforcement of state laws regarding housing discrimination. The division receives, investigates and seeks to conciliate housing discrimination complaints based on the Texas Fair Housing Act, which protects individuals from discriminatory housing practices in the sale, rental and financing of dwellings based on race, color, national origin, religion, sex, physical or mental disability, or familial status (presence of a child under age 18 living with parents or legal custodians, person securing custody of children under 18 or a pregnant woman).

Collaboration with Other State Agencies

Texas Department of Criminal Justice

TWC coordinates with the Texas Department of Criminal Justice and uses incarceration data to perform cross-matches to determine cases of incarcerated claimants who may be ineligible to receive unemployment insurance benefits. This process is critical because the early detection helps reduce the improper payments in the unemployment insurance program.

Texas Education Agency and Texas Higher Education Coordinating Board

TWC is proud to partner with the Texas Education Agency (TEA) and Texas Higher Education Coordinating Board (THECB) to ensure student outcomes are aligned with job skills needed by employers. TWC assists with this by sharing labor market and career information and providing online tools. TWC, along with TEA and THECB also participated in the Governor's Tri-Agency Workforce Initiative to assess economic activity, examine workforce challenges and opportunities and consider innovative approaches to meeting the state's education and workforce goals. For the 60x30TX Higher Education Plan, the agencies are working together to meet the goal of having 60 percent of Texans ages 25 to 34 achieve an industry-recognized certificate or postsecondary degree by 2030 through integrated training and adult education opportunities, while ensuring these Texans graduate with manageable debt. The agencies also partner for the Accelerate Texas initiative to help adult students acquire basic skills and progress on a pathway toward a high-demand occupation.

Texas State Technical College, Texas Engineering Extension Service and Public Community Colleges

TWC collaborates with Texas public community and technical colleges and Texas A&M Engineering Extension Service (TEEX) to support job-training through initiatives such as the Skills Development Fund program. Through this collaboration, employers who need to find skilled workers or upgrade the skills of their current workforce to meet the demands of the changing global market are served with customized training solutions provided by a partnering educational institution.



Texas Office of the Attorney General

TWC coordinates with the Texas Office of the Attorney General (OAG) to use information from OAG's New Hire database to cross-match hiring information on unemployment insurance claimants to reduce overpayment of benefits, recover past overpayments and facilitate the payment of child support. In FY 19, TWC conducted 25,295 new hire investigations and established \$11,072,792 in overpayments; the national new hire overpayment was \$3,501,753, and the state new hire overpayment was \$7,571,039.

TWC and OAG also collaborate with child support courts to provide job-placement assistance for noncustodial parents so they can pay child support.

In addition, TWC partners with OAG to support its Texas Human Trafficking Prevention Task Force, which includes representatives of local law enforcement agencies, prosecutors and nongovernmental agencies. The task force assists with the identification, investigation and prosecution of human trafficking statewide with the goal of preventing human trafficking in Texas.

In our commitment to support the mission of the task force, TWC continues human trafficking awareness training started in 2016 for staff at the state's Local Workforce Development Boards in areas that serve significant numbers of migrant and seasonal farm workers (MSFW). During FY18, four training events were held for local workforce staff, including the MSFW outreach workers who were trained on how to identify potential victims of human trafficking.

Texas Department of Family and Protective Services

TWC works with the Texas Department of Family and Protective Services (DFPS) to provide child care services to children in foster care or in the custody of Child Protective Services. Texas Health and Human Services Child Care Licensing monitors child care facilities across Texas to ensure that children receiving subsidized childcare from TWC are in a safe and high-quality environment.

Texas Veterans Commission

The Texas Veterans Commission (TVC) Employment Services Program also provides approximately 156 Veterans Employment Representatives located in 75 Workforce Solution Offices across the state. TWC, TVC, and the 28 Boards work collaboratively to coordinate and deliver employment and other supportive services to all veteran job seekers and their families.

Texas Workforce Investment Council

As a member of the Governor's Texas Workforce Investment Council (TWIC), TWC assists to: develop statewide workforce strategies and goals by way of the Texas Strategic Plan for the Workforce System; recommend local workforce development board plans and modifications to the Governor for consideration; recommend the state WIOA plan and modifications to the Governor for consideration; and consider and recommend to the Governor any request for redesignation of a local workforce area. TWIC is charged with assisting the Governor and the Texas Legislature with strategic planning for and evaluation of the Texas workforce development system to promote the development of a well-educated and highly skilled workforce for the state. In collaboration with its eight state agency partners-including TWC-TWIC leads the development of a single plan for the state's workforce development system to bridge service or program gaps, reduce duplication, and focus greater emphasis on key programs, services, or populations.

In FY 2019, TWC and the Office of Commissioner Representing Employers continued to collaborate with TWIC to identify and fund strategic opportunities to advance the skills of the Texas workforce. Local workforce boards continued to implement innovative work-based learning internship models under the Texas Talent Connection program. The Texas Talent Connection middle-skill STEM internships will provide critical training for good-paying and in-demand positions

such as medical technicians, network support specialists, engineering technicians, quality control technicians, welders and more. Also, in FY 2019, TWIC and the agency and office worked with local workforce boards to identify new and innovative training models for upskilling incumbent workers to advanced jobs with an industry, as well as into a job in a different industry.

Texas Department of Housing and Community Affairs

The TWC Civil Rights Division works closely with the Texas Department of Housing and Community Affairs (TDHCA) to ensure that all Texans are able to access affordable housing and that no one is denied housing because of race, color, national origin, religion, sex, physical or mental disability, or familial status (presence of a child under age 18 living with parents or legal custodians, person securing custody of children under 18, or a pregnant woman).

Texas Health and Human Services Commission

TWC continues to collaborate with the Health and Human Services Commission (HHSC) to collocate vocational rehabilitation (VR) offices from the former Texas Department of Assistive and Rehabilitative Services (DARS) to Local Workforce Development Boards. Co-location of VR staff into one general services office or within statewide local workforce centers, known as Workforce Solutions offices, will allow for shared resources.

TWC also continues to partner with HHSC to ensure ongoing communication and coordination between legacy DARS programs now administered by one of the two agencies. These include Blind Children's Vocational Discovery and Development, Comprehensive Rehabilitation Services, and Independent Living Services programs at HHSC, and the VR and Independent Living Services for Older Individuals Who are Blind programs at TWC.



State of Texas Unemployment Compensation Fund¹

For Years Ending August 31, 2015 through 2019

For all data, amounts are in millions. Parentheses indicate negative amounts.

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Total Net Position at September 1st	\$ 1,213.7	\$ 1,478.2	\$ 982.5	\$ 1,430.4	\$ 1,864.4
REVENUES:					
Unemployment Taxes	\$ 2,146.7	\$ 2,044.4	\$ 2,482.2	\$ 2,410.2	\$ 2,293.0
Federal Revenues ²	99.9	91.5	83.6	83.5	56.6
Contributions from Directly Reimbursing Employers	78.6	65.3	62.1	78.8	55.9
Reimbursement for Out-of-State Claimants	89.0	92.6	88.3	76.1	80.4
Obligation Assessment ³	349.7	325.3	205.7	-	-
Interest Income	43.3	31.0	21.8	28.7	44.3
Total Revenues	\$ 2,807.2	\$ 2,650.1	\$ 2,943.7	\$ 2,677.3	\$ 2,530.2
EXPENDITURES:					
State Unemployment Benefits	\$ (2,475.8)	\$ (3,049.7)	\$ (2,599.4)	\$ (2,159.8)	\$ (2,016.0)
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters ²	(99.8)	(91.6)	(83.6)	(83.5)	(56.6)
Interest Expenses ⁴	(9.9)	(4.5)	(1.9)	\$ -	
Total Expenditures	\$ (2,585.5)	\$ (3,145.8)	\$ (2,684.9)	\$ (2,243.3)	\$ (2,072.6)
TRANSFERS:					
Employment and Training Investment Assessment	\$ 42.8	\$ -	\$ 189.1	\$ -	\$ -
NET TRANSFERS:	\$ 42.8	\$ -	\$ 189.1	\$ -	\$ -
Total Net Position at August 31st	\$ 1,478.2	\$ 982.5	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0
Net Position Restricted For:					
Unemployment Trust Fund	\$ 2,003.8	\$ 1,187.0	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0
Debt Retirement for Unemployment Revenue Bonds	(525.6)	(204.5)	-	-	-
Total Net Position at August 31st, as above	\$ 1,478.2	\$ 982.5	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0

¹ The State of Texas Unemployment Compensation Fund includes the following funds and accounts: Unemployment Compensation Clearance Account (Fund 0936); Unemployment Compensation Benefit Account (Fund 0937); Unemployment Trust Fund Account (Fund 0938);

² The federal government reimburses the amount of unemployment benefits paid to former federal employees, including ex-military personnel, and for unemployment benefits paid to individuals losing their job as a result of a trade agreement or a natural disaster.

³ The Obligation Assessment Tax was no longer assessed after FY 2017 since the Revenue Bonds have been retired

⁴ Interest expense is for unemployment revenue bonds. The Commission issued \$2.1 billion in revenue bonds in November and December of 2010. The proceeds from the 2010 revenue bonds were used to pay off the Title XII federal advances received from the U.S. Treasury as well as to provide working capital for the unemployment trust fund. The Commission took advantage of lower interest rates in May 2014 to partially refund 2010 revenue bonds with 2014 refunding revenue bonds. The 2014 bond refunding achieved an economic gain of \$24.1 million. The Obligation Assessment Tax was no longer assessed after FY 2017 since the Revenue Bonds have been retired

Civil Rights Division Appendix I

Statewide Agencies New Hires and Workforce Summary

The following tables illustrate statewide agency new hires and workforce data and discrimination complaint reports.

Statewide Agency Reporting Group New Hires for September 1, 2018 – August 31, 2019

	JOB CATEGORY	Total Number of New Hires	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ ADMINISTRATORS	1,889	224	257	1,002	674
C	ADMINISTRATIVE SUPPORT	12,201	2,190	4,298	9,173	1,398
M	SERVICE/ MAINTENANCE	3,306	835	1,043	1,545	865
P	PROFESSIONALS	32,213	3,709	5,569	18,546	10,175
Q	PARA- PROFESSIONAL	6,543	2,764	1,800	4,535	616
R	PROTECTIVE SERVICES	11,360	4,646	2,766	5,865	2,225
S	SKILLED/CRAFT	1,557	113	409	101	967
T	TECHNICIANS	10,668	2,146	2,763	6,871	2,379
	TOTALS	79,737	16,627	18,905	47,638	19,299

Statewide Agency Reporting Group Workforce for September 1, 2018 – August 31, 2019

Code	JOB CATEGORY	Total Number of Employees	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Other
A	OFFICIALS/ ADMINISTRATORS	23,133	2,678	3,644	12,652	8,004
C	ADMINISTRATIVE SUPPORT	47,473	8,741	16,041	38,704	4,278
M	SERVICE/ MAINTENANCE	14,560	3,515	5,256	6,516	3,715
P	PROFESSIONALS	181,500	20,446	30,300	103,338	59,841
Q	PARA- PROFESSIONAL	21,819	8,156	6,328	15,769	2,064
R	PROTECTIVE SERVICES	53,303	19,015	13,233	25,170	12,682
S	SKILLED/CRAFT	10,453	871	2,837	783	6,233
T	TECHNICIANS	42,830	8,119	11,354	26,253	10,454
	TOTALS	395,071	71,541	88,993	229,185	107,271

*Note: Information contained in the above tables reflect data reported to the Comptroller of Public Account by state agencies. The State Bar of Texas and the Texas Board of Law Examiners do not use the Comptroller's systems, so they reported this data directly to TWC.

Civil Rights Division Appendix 2

Employment Discrimination Complaints

The following table illustrates the basis of employment complaints received both statewide and by CRD in FY 2019. Both by CRD and Statewide, retaliation was the most common basis for employment complaints in FY 2018 and FY 2019. In FY 2019, the number of complaints filed statewide decreased from 11,476 to 7,480. For CRD there was a slight decrease in complaints filed from 1,381 to 1,324.

Table I. CRD and Statewide Employment Complaints – Filed by Basis

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation	572	43%	Retaliation	4,177	56%
Sex	460	35%	Sex	2,413	32%
Race	448	34%	Race	2,315	31%
National Origin	400	30%	National Origin	836	11%
Disability	404	31%	Disability	2,337	31%
Age	406	31%	Age	1,627	22%
Color	404	31%	Color	381	5%
Religion	39	3%	Religion	231	3%
Genetic Information	0	0%	Genetic Information	19	0%
Total Filed*	1,324	--	Total Filed*	7,480	--

*Note: CRD numbers are a subset of the statewide numbers. Since some charges filed involve multiple bases, the columns listing the number of charges do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Tables 2 and 3 illustrate the issues received and types of closures by CRD and statewide in FY 2019. Discharge and harassment were the most common issues for employment discrimination complaints filed with CRD and Statewide

Table 2. CRD and Statewide Employment Complaints – Filed by Issue

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge	867	75%	Discharge	4,634	63%
Harassment	652	56%	Harassment	1,761	24%
Terms and Conditions	418	36%	Terms and Conditions	1,653	22%
Discipline	189	16%	Discipline	927	13%
Other	3	0%	Other	79	1%
Wages	196	17%	Wages	422	5%
Reasonable Accommodation	246	21%	Reasonable Accommodation	943	13%
Sexual Harassment	181	16%	Sexual Harassment	737	10%
Suspension	75	6%	Suspension	190	3%
Demotion	73	6%	Demotion	268	4%
Constructive Discharge	129	11%	Constructive Discharge	640	9%
Promotion	96	8%	Promotion	364	5%
Hiring	84	7%	Hiring	326	4%
Training	55	5%	Training	61	1%
Layoff	33	3%	Layoff	126	2%
Total	1,155	--	Total	7,394	--

*Note: CRD numbers are a subset of the statewide numbers. Since some charges filed involve multiple issues, the columns listing the number of charges do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Table 3 illustrates the most common type of closure for employment cases closed by CRD no reasonable cause for discrimination. In FY 2019, CRD closed 1,155 employment complaint investigations, as compared with 977 in FY 2018 and 795 in FY 2017.

Table 3. Closed CRD and Statewide Employment Complaints by Type of Closure

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures	423	18%	Administrative Closures	1,225	16%
No Cause Finding	442	56%	No Cause Finding	5,465	68%
Settlement with Benefits	99	11%	Settlement with Benefits	268	6%
Withdrawal w/ Benefits	191	15%	Withdrawal w/ Benefits	829	9%
Successful Conciliation	0	0%	Successful Conciliation	80	1%
Unsuccessful Conciliation	0	0%	Unsuccessful Conciliation	67	1%
Total	1,155		Total	7,934	
Cause Finding	0	--	Cause Finding	DNP**	--

*Notes: The total number of closures reported by CRD and statewide above is derived from a report generated by the EEOC from the EEOC's Integrated Mission System (IMS). This figure is preliminary and pending release of final EEOC official data. Further, note that administrative closures also include right to sue issued, lack of jurisdiction, failure to cooperate and failure to locate. Administrative closures also include right to sue notices, failure to locate the complainant or failure to cooperate and lack of jurisdiction.

Civil Rights Division Appendix 3

Housing Discrimination Complaints

The following table demonstrates the basis of housing complaints received both by CRD and statewide. In FY 2019, as in the past three fiscal years, disability, followed by race, were the most common bases of housing complaints filed with CRD and statewide. The number of cases received and processed is trend-ing downward. The number of complaints CRD received in reduced from 439 in FY 2018 to 169 in FY 2019.

Table 4. CRD and Statewide Housing Complaints – Filed by Basis

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability	111	65%	Disability	199	61%
Race	38	22.5%	Race	88	27%
National origin	9	5%	National origin	21	6%
Sex	15	8%	Sex	30	9%
Retaliation	5	3%	Retaliation	17	5%
Familial Status	13	8%	Familial Status	21	6%
Color	0	0%	Color	0	0%
Religion	0	0%	Religion	1	<1%
Total Filed*	169	--	Total Filed*	326	--

*Note: CRD numbers are a subset of the statewide numbers. Since some complaints filed involve multiple bases, the columns listing the number of complaints do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Table 5. CRD and Statewide Housing Complaints – Filed by Issue

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges, or services and facilities	161	95%	Discriminatory terms, conditions, privileges, or services and facilities	315	93%
Discriminatory refusal to rent	63	37%	Discriminatory refusal to rent	126	37%
Failure to make reasonable accommodation	90	53%	Failure to make reasonable accommodation	156	46%
Discriminatory acts under Section 818 (coercion, etc)	43	33%	Discriminatory acts under Section 818 (coercion, etc)	88	26%
Discriminatory advertising, statements and notices	9	9%	Discriminatory advertising, statements and notices	24	7%
Otherwise deny or make housing unavailable	3	5%	Otherwise deny or make housing unavailable	5	1%
False denial or representation of availability	2	3%	False denial or representation of availability	4	1%
Failure to permit reasonable modification	8	2%	Failure to permit reasonable modification	15	4%
Discriminatory refusal to sell	4	3%	Discriminatory refusal to sell	4	1%
Other discriminatory acts	6	2%	Other discriminatory acts	7	2%
Discriminatory financing (includes real estate transactions)	2	2%	Discriminatory financing (includes real estate transactions)	1	1%
Non-compliance with design and construction requirements (handicap)	1	1%	Non-compliance with design and construction requirements (handicap)	1	1%
Steering	3	1%	Steering	5	1%
Filed Cases	169	--	Filed Cases	337	--

*Note: CRD numbers are a subset of statewide numbers. Since some complaints filed involve multiple issues, the columns listing the number of complaints do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Table 6 illustrates the number and type of housing complaints closed by CRD and statewide. In FY 2019, the top two closure types for CRD and statewide were no cause determinations and conciliation/settlement successful. CRD accounted for 57% of the cases statewide.

Table 6. Closed CRD and Statewide Housing Complaints by Type of Closure

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
No cause determination	198	63%	No cause determination	324	59%
Conciliation/settlement successful	56	18%	Conciliation/settlement successful	133	24%
Complaint withdrawn by complainant after resolution	13	4%	Complaint withdrawn by complainant after resolution	36	7%
Administrative Closures	46	15%	Administrative Closures	50	9%
Post Cause Settlement	1	0%	Cause	7	1%
Total	313	--	Total	550	--

*Note: The cause cases reflected above that were charged in FY 2019 may or may not have been closed during FY 2019. The fiscal year that a cause case is closed will be reflected as conciliation/settlement successful, litigation ended – discrimination found, litigation ended - no discrimination found, or FHAP judicial consent order. Further, note that administrative closures also include lack of jurisdiction, failure to cooperate and failure to locate. Also, unlike equal employment opportunity closures, housing closure types do not include a right to sue issued category.

Civil Rights Division Appendix 4

State Agency Policy Reviews and Discrimination Complaints

As a result of CRD’s monitoring of the personnel policies and procedures of state agencies and institutions of higher learning (“agencies”) per Texas Labor Code Chapter 21, the division found in FY 2019 that instances of noncompliance (prior to implementing recommendations) were most common first, in the area of EEO/sexual harassment training and second, in hiring process/recruitment plan. The order of those top categories was reversed in FY 2018. (See Table 7). Non-compliant agencies used TWC’s training module or other approved training to educate their employees before the end of the fiscal year. Non-compliance in the area of hiring/recruitment plan again was often attributable to agencies’ failure to implement specificity in their plans for recruitment based on the data results for their agency of utilization of Hispanic Americans, African Americans and females.

In accordance with Texas Government Code Section 2052.003 and state agencies’ enabling statutes, CRD reviewed six submissions of equal employment opportunity personnel policy statements, including a) policies relating to recruitment, evaluation, selection, training, and promotion of personnel, and b) workforce analyses and recruitment plans that set forth reasonable methods to achieve compliance with state and federal law. All the agencies’ submissions were in compliance or became in compliance after implementation of CRD’s recommendations.

Pursuant to Sec 21.556 of the Texas Labor Code, a state agency that receives three or more complaints of employment discrimination in a fiscal year, other than complaints determined to be without merit, shall provide a comprehensive EEO training program to appropriate supervisory and managerial employees. Two state agencies received three complaints other than without merit in FY 2018. The majority of the complaints in FY 2018, as in FY 2017, involved retaliation as a basis and harassment as an issue. In FY 2018, as in the prior fiscal year, the majority of complaints were resolved by either a withdrawal with benefits or a settlement. (See Tables 8 through 10 on next pages).

Table 7. Instances of Non-Compliance by State Agencies with Most Common Personnel Policies and Procedures Review Categories

Category of Non-Compliance	FY 2017	%	FY 2018	%	FY 2019	%
Hiring & Recruitment Plan	18	37%	29	47%	11	28%
Performance Evaluations	8	16%	8	13%	9	23%
Reasonable Accommodations	3	6%	3	5%	7	18%
EEO Training	20	41%	22	35%	12	31%
Totals	49	--	62	--	39	--

Table 8. State Agency Discrimination Complaints Other Than Without Merit – Filed by Basis

Basis	#	%
Retaliation	8	62%
Race	5	38%
Sex	4	31%
Age	2	15%
Disability	3	23%
National Origin	3	23%
Color	0	0%
Religion	1	8%
Genetic Information	0	0%
Other	6	46%

Table 9. State Agency Discrimination Complaints Other Than Without Merit – Filed by Issue

Issue	#	%
Harassment	5	38%
Discharge	7	54%
Terms/Conditions	5	38%
Promotion	1	8%
Hiring	1	8%
Discipline	0	0%
Wages	1	8%
Demotion	1	8%
Reasonable Accommodations	5	38%
Sexual Harassment	1	8%
Layoff	0	0%
Benefits	0	0%
Language/Accent Issue	0	0%
Other	0	0%

Table 10. State Agency Discrimination Complaints Other Than Without Merit – By Type of Closure

Type of Closure	#	%
Withdrawal with Benefits	10	77%
Settlement with Benefits	1	8%
Conciliation Failure	2	15%

Statewide Workforce by the Numbers – 2019

1	Large Employer of the Year awardee: Stanley Black & Decker
1	Veteran Friendly Employer of the Year: Adaptive Construction Solutions, Inc.
1	Small Employer of the Year awardee: Goodwill Industries of Northwest Texas
14.1	Million Workers in Texas
28	Local Employers of Excellence
28	Local Workforce Development Boards
72	Texas businesses with workers who received training through Skills Development Fund partnerships with local community and technical colleges
1,470	Employment and housing discrimination investigations conducted
2,727	Child labor investigations conducted
6,393	Apprentices received training
91,037	Employers received Texas Workforce Solutions and other outreach services
299,800	Jobs were added in Texas
560,000	Employers doing business in Texas
930,000	Job seekers received employment services
\$41,353,026	Child care matching amount secured by local workforce development boards
\$82,498,719	Federal child care amount matched using amounts secured by local workforce development boards
\$1,776,281,946	Operating budget for the Texas Workforce Commission
\$2,072,611,299	Amount of total, regular emergency and extended unemployment benefits paid



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