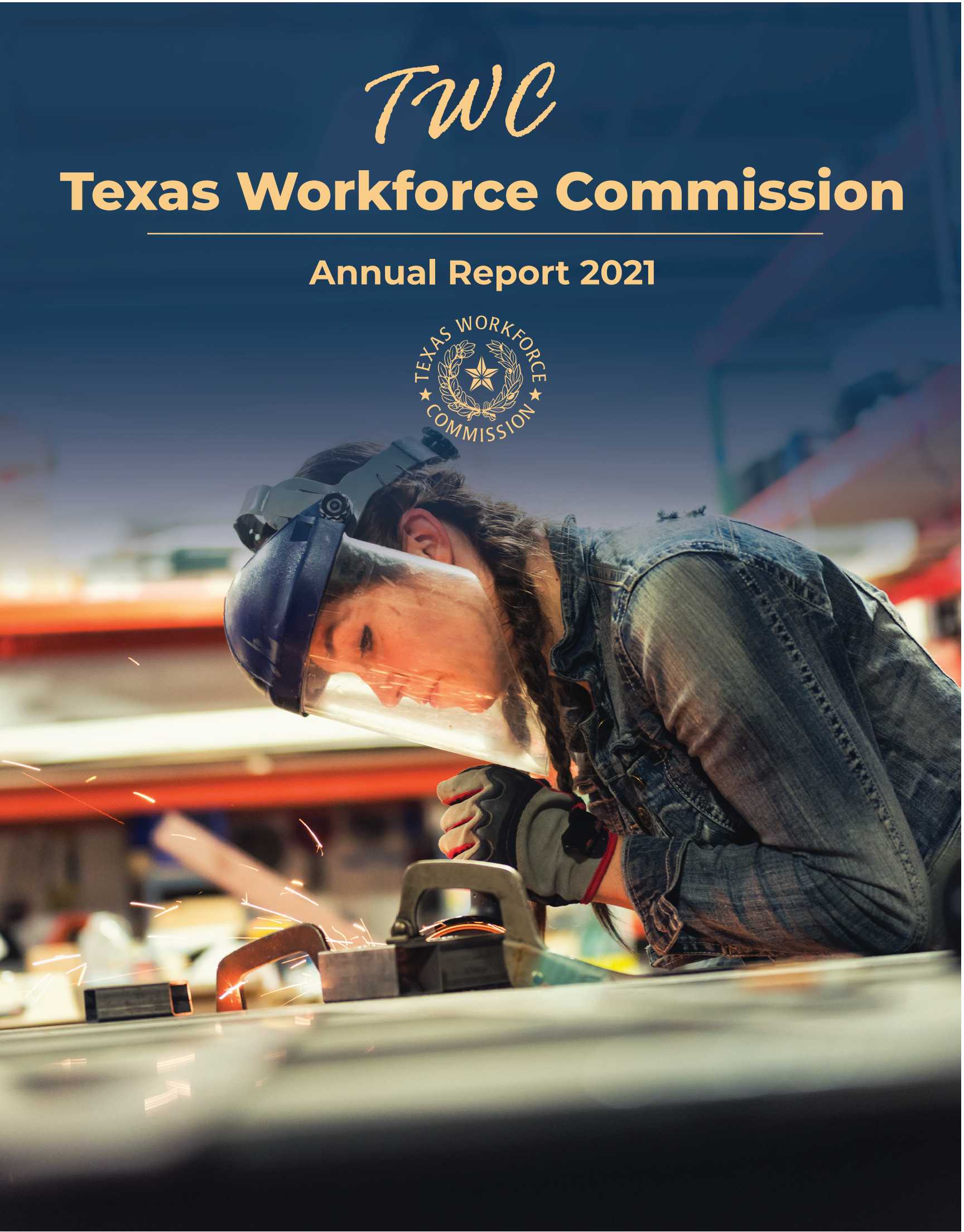


TWC

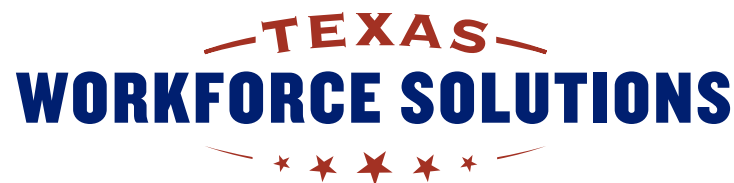
Texas Workforce Commission

Annual Report 2021



Texas Workforce Commission Mission:

To promote and support a workforce system that creates value and offers employers, families, individuals and communities the opportunity to achieve and sustain economic prosperity.



Texas Workforce Commission
101 E. 15th Street
Austin, Texas 78778-0001
(512) 463-2222

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twc.texas.gov

Texas Workforce Commission Annual Report

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For additional information on TWC's activities
in 2021, visit our Supplemental Report

<https://bit.ly/3tQ0mwW>

A Message from Chairman Daniel



“With an initial investment of \$18.1 million in 2021, TWC committed to a comprehensive set of initiatives to help improve access to middle skills jobs.”

Bryan Daniel
TWC Chairman
and Commissioner
Representing the Public

In 2021, the Texas workforce experienced significant growth as the state moved from pandemic recovery early in the year to increased economic growth and job creation in the closing months. At mid-year, most economic indicators pointed toward the Texas economy resuming an upward trajectory, including a return to the nearly 10-year trend of positive job growth we saw prior to the pandemic. In Fiscal Year (FY) 2021, the state added 682,200 jobs, which led to us setting an all-time new employment record of 13,059,600 jobs, surpassing our previous high record mark from February 2020.

Throughout 2021, Texas continued to receive national recognition for economic development as the Best Place for Business, and the top-performing state for job creation and capital investment.

Throughout the year, the Texas Workforce Commission (TWC) continued in our dual role of both assisting employers in filling job openings and helping Texans maximize their participation in the Texas workforce. In both our pandemic-related efforts and legacy workforce programs, TWC identified the middle skills gap as a key issue.

Middle skills jobs are best defined as jobs requiring additional training after high school, but not a four-year college degree. The term middle skills only describes the education necessary for these jobs – many middle skills jobs are both high demand and high wage. The middle

skills gap describes the difference between the number of Texans with middle skills training compared to the number of middle skills jobs available to the workforce. Currently, approximately 63% of jobs in Texas are classified as middle skills, while only 33% of employed Texans have middle skills training. Eliminating this “middle skills gap” became a key strategy for TWC in 2021 because it has the dual benefit of supplying critical talent for growing Texas businesses while also putting hundreds of thousands of Texans on a pathway to rewarding careers and increased economic opportunities.

63%

of jobs in Texas are
classified as middle skills

With an initial investment of \$18.1 million in 2021, TWC committed to a comprehensive set of initiatives to help improve access to middle skills jobs. These new tools will include a mobile career pathways app to help Texans find the most efficient access to available middle skills job opportunities and a career coaching program that makes personalized, one-on-one digital career coaching services available.

Other programs in this middle skills initiative will include:

- Certifications for Metrix Users
- Training and Certifications in High Tech and Advanced Trades/Manufacturing
- Mobile Credential Tracker/Wallet
- Virtual Reality Technology to Support Career Exploration
- Short-term Training for Parents of Children in TWC's Childcare Program
- Outreach Initiative
- Curriculum Development for Construction Trades in Integrated Education & Training in Corrections
- Pre-Apprenticeship Bridge Program for Building Trades
- Family Literacy Math Assistance Call Center
- AEL Employer Engagement
- Credential Library Vendor
- Credential Library Staff

These new tools are not designed to replace TWC's existing programs, but to enhance them. For example, TWC's apprenticeship programs will continue to be an important program to address the middle skills gap. Apprenticeships provide participants with the ability to earn a living in their chosen field, while receiving the credentials needed to do that job. Apprenticeships are a great tool, but there are others in the workforce who may need to update their skill set either by learning new skills for their current job or new skills for a new job. The Skills Development Fund helps employers defray some of the costs to train new workers or upgrade the skills of their existing workforce. This investment ensures more efficient upskilling and reskilling programs.

With a state labor force of more than 14 million, TWC recognizes the need for partnerships to help address the middle skills gap and the other opportunities in today's workforce. TWC has a long history of working with a wide range of stakeholders to support the success of Texas workers and businesses – including the Tri-Agency Workforce Initiative. This 6-year effort between the Texas Education Agency, the Texas Higher Education Coordinating Board and TWC ensures both educational and workforce opportunities in Texas. The agencies work closely together to ensure our efforts align, but are not duplicated, to ensure Texans have an efficient access to the workforce.



“Throughout 2021, The Texas Workforce Commission continued in our dual role of both assisting employers in filling job openings and helping Texans maximize their participation in the Texas workforce.”
- Chairman Daniel

Working in this partnership and others, TWC has the ability to maximize the wide range of resources and services we manage to efficiently and strategically assist Texans and Texas employers. TWC has a number of resources and programs at our disposal to address the workforce needs of our state. In addition to our focus on

increased efficiency in services in 2021, TWC also focused on increased quality in services, particularly with respect to customer service. To improve services to a customer base that includes every Texan and every Texas business, in 2021 agency leadership reorganized to focus on customer service. A new Customer Care Division was created and tasked with transforming how the agency interacts with all customers. The division began exploring new technology and processes to provide customers with choices on how they want to interact with the agency and receive the information and assistance they need.

With the support of the Governor and the Legislature, TWC continues to be a critical leader in the Texas workforce system. Our efforts in closing the middle skills gap, improving collaboration with our workforce partners, and enhancing customer care, will leverage our state's solid economic foundation to create a lasting recovery.

A Message from Commissioner Alvarez



“Providing and supporting educational and career pathways remains a priority for me in the coming year.”

Julian Alvarez
TWC Commissioner
Representing Labor

What an exciting time to live and work in Texas! During October and November 2021 every major industry in Texas added jobs, the unemployment rate fell to 5%, and employment levels reached a high of 13,059,600 jobs exceeding the state’s pre-pandemic employment level. Every day we hear about major corporations relocating their operations to Texas. Recently, executives surveyed by Site Selection Magazine ranked Texas as the state with the best business climate.

Careers are plentiful in this great State and the Texas Workforce Commission, in partnership with the 28 Local Workforce Development Boards, are here to help with job search, upskilling and reskilling. I am proud to announce that this year I will be hosting a roundtable event to encourage industry to hire second chance citizens and inform them about benefits and services offered by the Texas Workforce Commission and the 28 Local Workforce Boards to support these hires, such as the Work Opportunity Tax Credit and Fidelity Bonding. This year our Vocational Rehabilitation (VR) division

will be launching Explore Apprenticeship 2.0, a pre-apprenticeship program for students with disabilities to improve their transition from high school to postsecondary education and training, particularly in career pathways that may be accessed through apprenticeship training programs. Everyone is needed to be a part of this growing economy, and there is a place and a job for everyone!



Providing and supporting educational and career pathways remains a priority for me in the coming year. In September 2021 we celebrated the first graduating class of child care apprentices. Camp Fire Early Education Apprenticeship Program (EEAP) is the first early education apprenticeship program of its kind

in Texas and is certified by the U.S. Dept. of Labor. Twenty (20) early education teachers received their DOL industry recognized certification and will be able to obtain college credit for their experience and continue their studies at institutions of higher education. Great work by Camp Fire First Texas and Tarrant County Workforce Board!

Apprenticeships are proven educational and training strategies used to fill the ever-growing skills gap. The Great Resignation, historic low birth rates in the U.S. and neighboring countries, as well as the ever-increasing need for a workforce with technology skills, are factors that have contributed to a landscape where there are “not enough skilled candidates to fill an ever-increasing number of high-skill jobs.”

The Bureau of Labor Statistics projects continued demand in healthcare and information technology occupations due to the pandemic and the shift to remote work. Apprenticeships provide the solutions to help upskill and reskill the workforce for these in-demand careers and I will continue to work to help expand apprenticeships into the IT and Healthcare sectors.

Technology has served to enhance the way we deliver services and train tomorrow’s workforce. Providing opportunities for our young Texans to learn about these occupations is vitally important. This year my fellow Commissioners and I spearheaded an initiative to equip Education Outreach Specialists with virtual reality goggles to help middle and high school students engage in meaningful career exploration without leaving the classroom. Career navigators will also utilize this technology to provide students with disabilities with these same learning opportunities. This year I was invited by Texas A&M/TEES Nuclear Power Institute to present a master class on Artificial Intelligence. Through the master class, high school students learned how the Texas Workforce Commission used automation and artificial intelligence to provide critical services during the pandemic, and students heard from Amazon, Deloitte, and Accenture to learn about A.I. and how humans will always play a vital role in improving automation.

*“Apprenticeships provide the solutions to help upskill and reskill the workforce for in-demand careers.”
- Commissioner Alvarez*

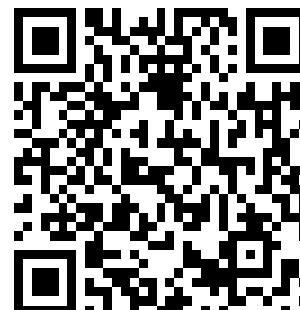


well as my fellow Commissioners and I have worked to put Texans back to work. Together we held virtual and in person job fairs, set tax rates to promote continued business recovery, launched the Restaurant Recovery Portal (where restaurant and hospitality workers can obtain free certifications to begin or continue their careers safely

in the hospitality industry), and provided \$790 million in assistance for child care scholarships to help stabilize the child care industry. All of these initiatives strengthen our economy.

Texans have much to be thankful for; a strong economy and plentiful career opportunities. We will continue to look for ways to ensure workers have the skills they need, and businesses have the skilled workforce they need to support this strong economy. Governor Abbott said it best when he said, “Texas has the best workforce in America!”

For updates regarding the Labor Office and newsletter updates scan:

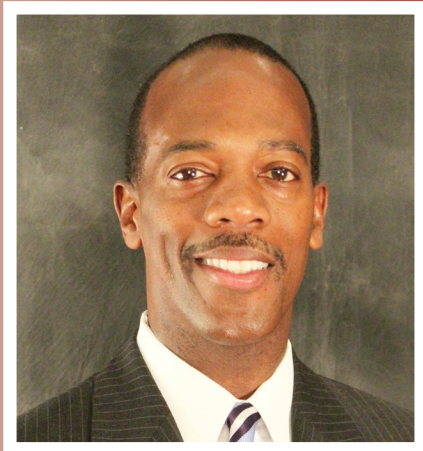


\$790 million

approved for child care
scholarships

As you will see in this report, the Texas Workforce Commission, 28 Local Workforce Development Boards, as

A Message from Commissioner Demerson



“Our team has continued to collaborate and communicate with employer industry associations and others.”

Aaron Demerson
TWC Commissioner
Representing Employers

As the Commissioner Representing Employers, I represent the interests of over 620,000 Texas employers and 3 million small businesses across our state regarding employment issues, workforce development, unemployment taxes and claims and the business and legal climate affecting all employers, both public and private.

620,000
Texas employers

My team serves as a key resource for all Texas employers, and we provide employers with a variety of tools, including a statewide series of employment law conferences. In addition, we maintain an employer hotline for information, advocacy, and assistance with unemployment compensation and wage claim cases, as well as other workplace concerns.

The past two years have been unprecedented and quite unpredictable for our Texas employers. Many have sacrificed, been very creative, innovative, and done all they could to ensure the survival and success of their business. I applaud ALL of YOU!

To assist with their efforts our office proactively hosted over 70 virtual town-hall meetings delivering real-time and very relevant business information to Texas employers. We then went a step further with the creation of

“**Lunch Time Live**” series that once again provided timely information for employers based on real-life and real-world situations which were often changing daily.

Our team also communicated, partnered, and collaborated closely with chambers of commerce organizations, woman owned businesses, elected officials at the local, state, and federal level, and numerous employer industry organizations to ensure success, some of which include:

- Office of the Governor- Economic Development & Tourism
- Texas Economic & Development Corporation
- Texas Restaurant Association
- Texas Association of Business
- National Federation of Independent Business
- Association of Rural Communities in Texas
- Texas Travel Alliance
- Texas Hotel and Lodging Association
- Texas Trucking Association
- Texas Association of Manufacturers
- Texas Economic Development Council
- Texas Chemical Council
- Texas Organizations of Rural & Community Hospitals

Our office worked directly with our 28 Local Workforce Development Boards across Texas to provide information on resources, such as the Mass Claims for Unemployment Benefits program, and early intervention assistance to help unemployed workers find new jobs.

While we delivered these focused services during the pandemic, we also continued to work with the Texas Transition Alliance, which helps military service members and their families transition into civilian employment. The Alliance, part of the Texas Operation Welcome Home program, focuses on services and outreach to members during their 180-day transition period into civilian life. Complimenting these efforts, we continue to recognize several employers through the We Hire Vets program, which recognizes those employers whose workforce is made-up of 10% veterans.

Similarly, our office continues to support Texans with disabilities through the Texas HireAbility campaign, which is an effort that promotes the hiring of individuals with disabilities through a statewide forum attended by employers, business leaders, HR professionals, business owners and managers. In addition, our office has made it a priority to recognize those employers that are making a difference in this space.

In addition, our team supported services for the transition of former foster youth into the workforce. To facilitate enhanced communication and collaboration in this space, we visited all TWC transition centers across the state meeting with staff, employers, and others involved in this work. These centers offer life skills classes, mentoring opportunities, and additional support services that continue to make a difference in the lives of individuals involved.

Our office is involved in promoting paid internships. Internships are key pathways to preparing students for their careers through work-based learning. Programs such as Texas Interns Unite, the Texas Internship Challenge, and work taking place at the Texas Higher Education



*“We are committed to building the Texas economy and workforce of tomorrow.”
- Commissioner Demerson*



Coordinating Board encourage more industry and employer partnerships to offer paid internships for our Texas students.

Lastly, our team continued its work with the Advisory Council on Cultural Affairs, composed of seven council members appointed by the Governor, where I am proud to serve as Chair, alongside Vice-Chair Adriana Cruz, Executive Director of the Office of the Governor- Economic Development and Tourism Division.

We remain dedicated to supporting the workforce, economic development, and education efforts that ensure Texas employers have the skilled workforce they demand. We are also committed to building the Texas economy and developing the workforce of tomorrow.

Through our programs and partnerships and with a wide range of resources, our goal remains to support Texas employers with exemplary, dedicated, and legendary customer service.

For updates regarding the Office Representing Employers and newsletter updates scan:



TWC Builds Partnerships for Texans



TWC and its partners serve as key connectors around the state to support Texas’ economic powerhouse. TWC’s role in the state’s economic development strategies is critical — we work to ensure that every employer, individual and community has a clear path towards sustained economic prosperity.

During 2021, Texans took advantage of a wide range of workforce services through our workforce development division and other services, such as TWC’s unemployment benefit and tax programs, child care and other support for businesses and individuals participating in workforce training.

TWC collaborated with Texas businesses, workers, job seekers, students, and communities to enhance and innovate our service offerings to prepare our world-class workforce for the opportunities created by industries in our state. For example, 2021 saw a continued focus on simplifying access to workforce services, including the use of a streamlined application for the Skills Development Fund, Texas’ premier job training program for businesses looking to train new workers or upgrade the skills of an existing workforce.

For a full in-depth report and to read more on our Skills Development Fund program, please click [here](#) to access our 2021 Supplemental Report.

In addition, TWC extended access to free, online training through Metrix Learning for all Texans, providing access to over 5,000 courses with skills in-demand by Texas employers.

5,000
skills courses

TWC also initiated a comprehensive strategy to eliminate the middle skills gap in Texas, committing over \$18 million to a range of eligible activities that place Texans on a pathway to improved skills and opportunities available to those with education or training beyond high school.

\$18 million
toward middle skills gap

TWC also significantly ramped up support services to Texans in 2021. In partnership with working parents, small child care businesses, and workers in the child care industry, Texas invested over \$4 billion in a series of initiatives, including increasing funding for the number of children in child care, Pre-K Partnership expansion, and quality improvement efforts.

\$4 billion

for child care initiatives

Texas also continued to support out-of-work Texans through the payment of over \$56 billion in unemployment benefits, while also working with the Texas Governor and Legislature to avoid any increase in employer tax rates as a result of the heightened demand for benefits.

\$56 billion

in unemployment benefits

TWC's partnerships with other state agencies also play a key role in our strategic efforts to strengthen the Texas economy. Among these efforts is the Governor's Tri-Agency Workforce Initiative, consisting of efforts by TWC, the Texas Education Agency and the Texas Higher Education Coordinating Board. This Initiative bridges the gap between education and workforce to spur continued economic growth across Texas.

The Texas Workforce Commission remains committed to increasing, improving and innovating the services we provide as we pursue the strategies to achieve our mission. With the continued support of our partners, the Governor and the Texas Legislature, we proudly serve all Texas employers, partners, and job seekers. The Texas Workforce System is here for all Texans.



Unemployment Compensation Trust Fund

State of Texas Unemployment Compensation Fund

For Years Ending August 31, 2016 through August 31, 2021¹

	FY 2017	FY 2018	FY 2019	FY2020	FY2021
Total Net Position at September 1st	\$982.5	\$1,430.4	\$1,864.4	\$2,322.0	\$3,729.1
Revenues:					
Unemployment Taxes	\$2,482.2	\$2,410.2	\$2,293.0	\$1,989.5	\$2,034.7
Federal Revenues	\$83.6	\$83.5	\$56.6	\$19,754.9	\$20,309.8
Contributions from Directly Reimbursing Employers	\$62.1	\$78.8	\$55.9	\$128.1	\$436.6
Reimbursement for Out-of-State Claimants	\$88.3	\$76.1	\$80.4	\$124.0	\$207.5
Obligation Assessment	\$205.7	\$-	\$-	\$-	\$-
Interest Income	\$21.8	\$28.7	\$44.3	\$34.0	\$0.2
Total Revenues	\$2,943.7	\$2,677.3	\$2,530.2	\$22,030.5	\$22,988.8
Expenditures:					
State Unemployment Benefits	(\$2,599.4)	(\$2,159.8)	(\$2,016.0)	(\$8,326.7)	(\$4,873.4)
Federal Unemployment Benefits ²				(\$19,691.4)	(\$20,245.2)
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters	(\$83.6)	(\$83.5)	(\$56.6)	(\$63.5)	(\$64.5)
Interest Expenses ³	(\$1.9)	\$-	\$-		-
Total Expenditures	(\$2,684.9)	(\$2,243.3)	(\$2,072.6)	(\$28,081.6)	(\$25,183.1)
Transfers:					
Employment and Training Investment Assessment	\$189.1	\$-	\$-		\$374.7
Net Transfers	\$189.1	\$-	\$-	\$-	\$374.7
Total Net Position at August 31st	\$1,430.4	\$1,864.4	\$2,322.0	(\$3,729.1)	(\$5,548.7)
Net Position Restricted For:					
Unemployment Trust Fund ⁴	\$1,430.4	\$1,864.4	\$2,322.0	(\$3,729.1)	(\$5,548.7)
Debt Retirement for Unemployment Revenue Bonds	\$-	\$-	\$-	\$-	\$-
SB8 Receivable ⁴	\$-	\$-	\$-	\$-	\$ 6,979.2
Total Net Position at August 31st, as above	\$1,430.4	\$1,864.4	\$2,322.0	(\$3,729.1)	\$1,430.5

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 majority of federal benefits shown above were paid as a result of the passage of the CARES Act. The Act provided additional compensation from April through July of \$600 a week. Additionally, the CARES Act provided federally funded unemployment benefits for self-employed individuals. Extended benefits were also provided for individuals whose regular state benefits had expired.
3. 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.
4. TWC utilized \$6.9 billion of ARPA funds appropriated during the 87th Legislative Session, 3rd Special Session to repay its Title XII advances under the Social Security Act and bring the trust fund balance to the statutory floor on November 4, 2021.

Civil Rights Division (CRD) Data

CRD I. Statewide Agencies New Hires and Workforce Summary

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

Statewide Agency Reporting Group New Hires for September 1, 2020 – August 31, 2021

(New Data)

Code	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	1878	234	250	1052	641
C	ADMINISTRATIVE SUPPORT	9818	1370	3432	73340	1322
M	SERVICE/MAINTENANCE	2398	583	771	1185	619
P	PROFESSIONALS	27201	2991	5057	15878	8271
Q	PARA-PROFESSIONAL	4333	1561	1219	2839	541
R	PROTECTIVE SERVICES	10996	4271	2654	5804	2191
S	SKILLED/CRAFT	818	79	201	96	491
T	TECHNICIANS	9377	1443	2602	5602	2399
	TOTALS	66817	12532	16187	39808	16476

Statewide Agency Reporting Group Workforce for September 1, 2020 – August 31, 2021

Code	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	25459	3125	4053	14397	8346
C	ADMINISTRATIVE SUPPORT	45093	8050	15208	36881	4191
M	SERVICE/MAINTENANCE	13386	3171	4865	5997	3482
P	PROFESSIONALS	186455	21104	32375	108044	59604
Q	PARA-PROFESSIONAL	19167	6777	5696	13815	1880
R	PROTECTIVE SERVICES	51236	18690	12723	24878	11654
S	SKILLED/CRAFT	7684	715	1993	767	4490
T	TECHNICIANS	46185	7977	12665	265230	12411
	TOTALS	394665	69579	89494	230990	106048

CRD 2. Employment Discrimination Complaints

Table 1. CRD and Statewide Employment Complaints – Filed by Basis

The following table illustrates the basis of employment complaints received both statewide and by CRD in FY 2021. Statewide, retaliation was the most common basis for employment complaints in FY 2021, followed by disability and this was the same for CRD. For the past three fiscal years, the most common bases of complaints changed in ranking, but did not substantially differ. A grand total of 8,260 complaints of employment discrimination were filed in the state during FY 2021.

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation	536	56.1%	Retaliation	630	55.3%
Sex	324	33.9%	Sex	381	33.5%
Race	292	30.6%	Race	363	31.9%
National origin	300	31.4%	National origin	359	31.5%
Disability	275	28.8%	Disability	309	27.1%
Age	261	27.3%	Age	305	26.8%
Color	249	26.1%	Color	262	23%
Religion	28	2.9%	Religion	36	3.2%
Genetic information	0	--	Genetic information	2	2.3%
Total Filed*	955	--	Total Filed*	1,139	--

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

Table 2 illustrates the issues received and types of closures by CRD and statewide in FY 2021, discharge and harassment were the most common issues for employment discrimination complaints filed with CRD and Statewide

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge	644	29.6%	Discharge	745	28.4%
Harassment	404	18.6%	Harassment	442	16.8%
Terms and Conditions	269	12.4%	Terms and Conditions	393	15%
Discipline	182	8.4%	Discipline	204	7.8%
Other	143	6.6%	Other	183	7%
Wages	101	4.6%	Wages	116	4.4%
Reasonable Accommodation	71	3.3%	Reasonable Accommodation	91	3.5%
Sexual Harassment	66	3%	Sexual Harassment	72	2.7%
Suspension	46	2.1%	Suspension	67	2.6%
Demotion	48	2.2%	Demotion	62	2.4%
Constructive Discharge	47	2.2%	Constructive Discharge	60	2.3%
Promotion	47	2.2%	Promotion	49	1.9%
Hiring	31	39%	Hiring	39	1.5%
Training	23	1.1%	Training	31	1.2%
Layoff	4	0.2%	Layoff	6	0.2%
Total	2,173	--	Total	2,624	--

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

Table 3 illustrates the most common type of closure for employment cases closed by CRD no reasonable cause for discrimination

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures	602	53.8%	Administrative Closures	619	50.7%
No Cause Finding	299	26.7%	No Cause Finding	370	30.3%
Settlement	184	16.4%	Settlement	195	16%
Withdrawal w/ Benefits	29	2.6%	Withdrawal w/ Benefits	30	2.5%
Successful Conciliation	0	--	Successful Conciliation	0	--
Unsuccessful Conciliation	0	--	Unsuccessful Conciliation	0	--
Total	1119	--	Total	1221	--
Cause Finding	0	--	Cause Finding	619	50.7%

CRD 3. Housing Discrimination Complaints

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

The following table demonstrates the basis of housing complaints received both by CRD and statewide. In FY 2021 (9/1/20 – 8/31/21), as in the past three fiscal years, disability, followed by race, were the most common basis of housing complaints filed with CRD and statewide.

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges or services and facilities	198	71%	Discriminatory terms, conditions, privileges or services and facilities	371	79%
Discriminatory refusal to rent	80	29%	Discriminatory refusal to rent	145	31%
Failure to make reasonable accommodation	105	38%	Failure to make reasonable accommodation	191	40%
Discriminatory acts under Section 818 (coercion, Etc.)	61	22%	Discriminatory acts under Section 818 (coercion, Etc.)	107	23%
Discriminatory advertising, statements and notices	28	10%	Discriminatory advertising, statements and notices	42	9%
Otherwise deny or make housing unavailable	15	5%	Otherwise deny or make housing unavailable	29	6%
False denial or representation of availability	0	0%	False denial or representation of availability	4	.92%
Failure to permit reasonable modification	14	5%	Failure to permit reasonable modification	18	3.8%
Discriminatory refusal to sell	3	1%	Discriminatory refusal to sell	6	1.2%
Other discriminatory acts	6	2%	Other discriminatory acts	12	2.5%
Discriminatory financing (includes real estate transactions)	7	2.5%	Discriminatory financing (includes real estate transactions)	10	2%
Non-compliance with design and construction requirements (handicap)	0	0%	Non-compliance with design and construction requirements (handicap)	4	.84%
Steering	3	1%	Steering	3	.6%
Filed Cases	276	--	Filed Cases	471	--

*Note: CRD numbers are a subset of statewide numbers. Since some complaints filed involve multiple issues, the columns listing the number of complaints does 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. Closed CRD and Statewide Housing Complaints by Type of Closure

The following table demonstrates the number and type of housing complaints closed by CRD and statewide. In FY 2021, the top two closure types for CRD and statewide were no cause determination and conciliation/settlement successful.

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
No cause determination	166	60%	No cause determination	254	54%
Conciliation/settlement successful	72	26%	Conciliation/settlement successful	136	29%
Complaint withdrawn by complainant after resolution	11	3.9%	Complaint withdrawn by complainant after resolution	30	6.1%
Administrative Closures	23	8.3%	Administrative Closures	35	6.5%
Post Cause Settlement	4	1.0%	Post Cause Settlement	6	1.3%
Total	276	--	Total	461	--

*Note: The cause cases reflected above that were charged in FY 2021 may or may not have been closed during FY 2021. 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, complainant withdrawn without resolution and failure to locate. Also, unlike equal employment opportunity closures, housing closure types do not include a right to sue issued category.

CRD 4. State Agency Policy Reviews & Discrimination Complaints

In FY 2021, 45 recommendations made to address areas of non-compliance across all agency reviews were implemented. Agencies assessed to have low risk rose by 8 (14 agencies after preliminary review, 22 post-implementation of recommendations) while all 7 of the agencies originally assessed to be at a higher risk were reduced to either a moderate or low risk assessment. (See Table 7).

In accordance with Texas Government Code Section 2052.003 and state agencies’ enabling statutes, CRD reviewed five 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 seven agencies complied 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. Zero or no state agencies received three complaints other than without merit in FY 2019, FY 2020, and FY 2021. (See Tables 8 through 10).

COVID Process Improvements: All 32 completed reviews were conducted electronically with zero on-site visits. New data transfer software was tested and, following the poor performance of that tool, new software was attained for testing in FY 2022. Monitoring now tracks the improvement of state agencies from their initial compliance results to the final post-technical assistance and policy amendment results.

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

Category of Non-Compliance	FY19	%	FY20	%	FY21	%
Hiring and Recruitment Plan	11	28%	18	46%	27	35%
Performance Evaluations	9	23%	6	15%	16	21%
Reasonable Accommodations	7	18%	6	15%	24	31%
EEO Training	12	31%	9	23%	11	14%
Totals	39	--	39	--	78	--

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

Basis	#	%
Retaliation	17	20%
Race	11	13%
Sex	11	13%
Age	9	11%
Disability	10	12%
National Origin	13	16%
Color	10	12%
Religion	2	2%
Genetic Information	0	0%
Other	0	0%

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

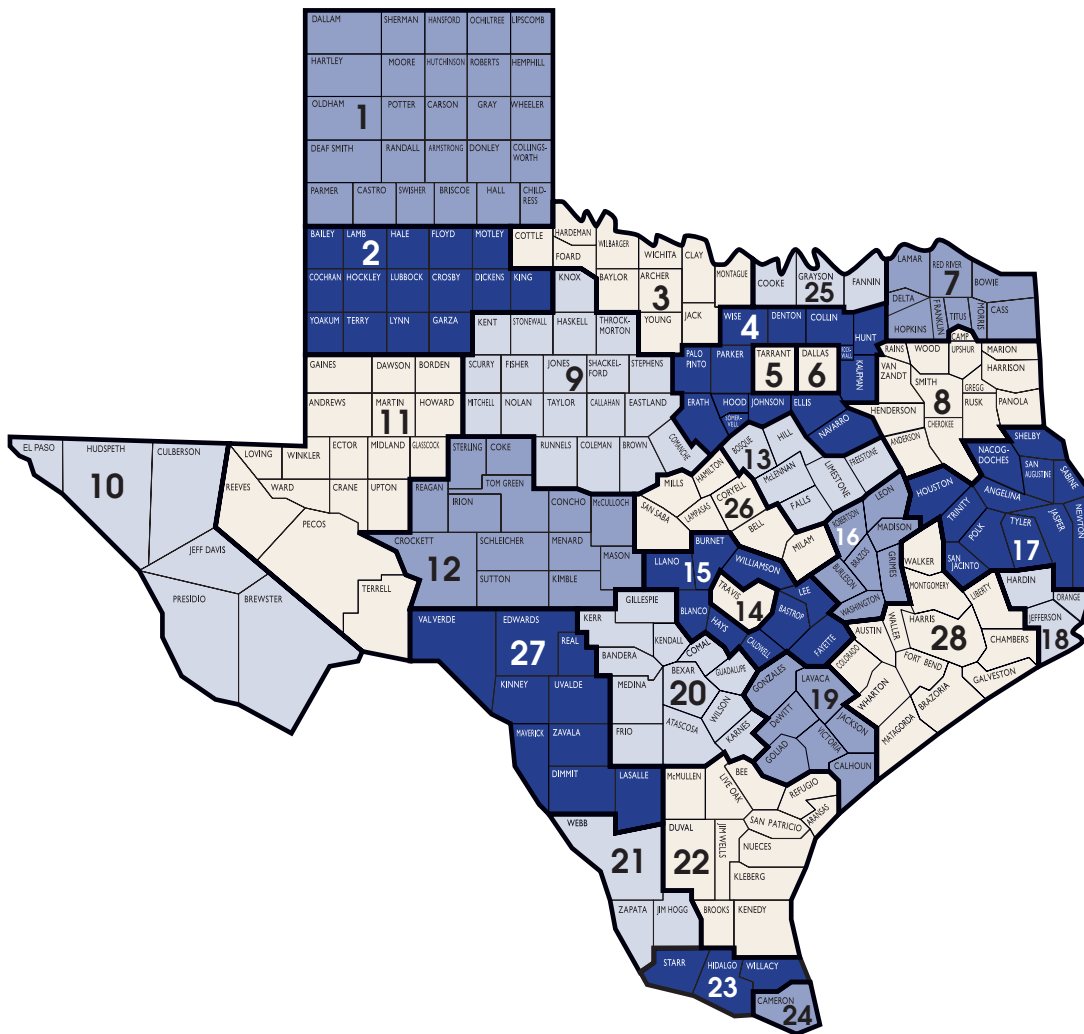
Issue	#	%
Harassment	16	18%
Discharge	13	14%
Terms/Conditions	26	29%
Promotion	7	8%
Hiring	0	0%
Discipline	10	11%
Wages	3	3%
Demotion	3	3%
Reasonable Accommodations	8	9%
Sexual Harassment	1	1%
Layoff	0	0%
Benefits	0	0%
Language/Accent Issue	0	0%
Other	3	3%

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

Type of Closure	#	%
Withdrawal with Benefits	1	3%
Settlement with Benefits	0	0%
Conciliation Failure	28	97%

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 | |



Local Workforce Development Boards

ALAMO

Number of Workforce Solutions Offices: 16
210-224-4357
www.workforcesolutionsalamo.org

BORDERPLEX

Number of Workforce Solutions Offices: 8
915-887-2600
www.borderplexjobs.com

BRAZOS VALLEY

Number of Workforce Solutions Offices: 7
979-595-2800
www.bvjobs.org

CAMERON

Number of Workforce Solutions Offices: 4
956-548-6700
www.wfscameron.org

CAPITAL AREA

Number of Workforce Solutions Offices: 3
512-597-7100
www.wfscapitalarea.com

CENTRAL TEXAS

Number of Workforce Solutions Offices: 4
254-200-2000
www.workforcesolutionsctx.com

COASTAL BEND

Number of Workforce Solutions Offices: 6
361-885-3016
www.workforcesolutionscb.org

CONCHO VALLEY

Number of Workforce Solutions Offices: 1
325-653-2321
www.cvworkforce.org

DEEP EAST TEXAS

Number of Workforce Solutions Offices: 6
936-639-1351
www.detwork.org

EAST TEXAS

Number of Workforce Solutions Offices: 5
903-561-8131
www.easttexasworkforce.org

GOLDEN CRESCENT

Number of Workforce Solutions Offices: 8
361-576-5872
www.gcworkforce.org

GREATER DALLAS

Number of Workforce Solutions Offices: 8
214-290-1000
www.wfsdallas.com

GULF COAST

Number of Workforce Solutions Offices: 28
713-627-3200; 888-469-5627
www.wrksolutions.com

HEART OF TEXAS

Number of Workforce Solutions Offices: 4
254-296-5300; 866-982-9226
www.hotworkforce.com

LOWER RIO GRANDE VALLEY

Number of Workforce Solutions Offices: 5
956-928-5000; 888-261-3286
www.wfsolutions.org

MIDDLE RIO GRANDE

Number of Workforce Solutions Offices: 6
830-591-4741
www.wfsmrg.org

NORTH CENTRAL TEXAS

Number of Workforce Solutions Offices: 11
817-695-9184
www.dfjjobs.com

NORTH TEXAS

Number of Workforce Solutions Offices: 4
940-872-2424
www.ntxworksolutions.org

NORTHEAST TEXAS

Number of Workforce Solutions Offices: 5
903-794-9490
www.netxworkforce.org

PANHANDLE

Number of Workforce Solutions Offices: 3
806-372-5521
www.wspanhandle.com

PERMIAN BASIN

Number of Workforce Solutions Offices: 5
432-367-3332
www.workforcepb.org

RURAL CAPITAL AREA

Number of Workforce Solutions Offices: 10
512-244-2207
www.workforcesolutionsrca.com

SOUTH PLAINS

Number of Workforce Solutions Offices: 6
806-744-1987
www.workforcesouthplains.org

SOUTH TEXAS

Number of Workforce Solutions Offices: 3
956-794-6500
www.southtexasworkforce.org

SOUTHEAST TEXAS

Number of Workforce Solutions Offices: 4
409-839-8045
www.setworks.org

TARRANT COUNTY

Number of Workforce Solutions Offices: 5
817-413-4400
www.workforcesolutions.net

TEXOMA

Number of Workforce Solutions Offices: 3
903-463-9997
www.workforcesolutionstexoma.com

WEST CENTRAL TEXAS

Number of Workforce Solutions Offices: 5
325-795-4200; 800-457-5633
www.wfswct.org

