

Texas Workforce Commission Annual Report 2017



**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.**

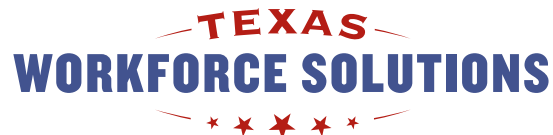


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Andres Alcantar

TWC Chairman and Commissioner
Representing the Public



Ruth R. Hughs

TWC Commissioner
Representing Employers



Julian Alvarez

TWC Commissioner
Representing Labor

Commissioners Message:

Serving a Greater Number of Texans through Expanded Partnerships and Services

The Texas economy continued to grow with the addition of 177,200 jobs between September 2016 and August 2017. 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. Our state continues to garner recognition as a top state for business in 2017 with Chief Executive magazine deeming Texas the best state in the country to do business. Texas continues to provide great opportunities for its workforce, as Texas continued to score high on Forbes magazine’s lists of best states to make a living and best states to land a high paying technology job. The partnerships and collaborations that our Workforce Solutions board partners form in their communities create opportunities, engage employers and strengthen the state’s 13.5 million civilian labor force.

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.

We are also proud of the work underway in coordination with the Governor’s Tri-Agency Partners, which includes TWC, the Texas Education Agency (TEA) and the Texas Higher Education Coordinating Board (THECB) to ensure that our Texas workforce and education strategies are aligned with industry needs and to equip Texans with the skills, education and training needed for the jobs of today and tomorrow. We kicked off FY 2017 with the Tri-Agency Workforce and Education Summit and have been working together to implement the recommendations in the Tri-Agency Report to the Office of the Governor titled “Prosperity Requires Being Bold: Integrating Education and the Workforce for a Bright Texas Future.”

We worked through the Partnership to support our next generation workforce, the over 5.3 million students in Texas schools, by advancing a number of initiatives that included support for the Industry Cluster Innovative Academies. Our Careers in Texas Industries initiative worked to launch new and revised career awareness tools and offered students around the state high quality fairs to meet with employers and learn about high-demand jobs in these industries. The Texas Internship Challenge was also launched to help students explore different industry sector occupations and acquire workplace skills. These and other new programs also support meeting the state’s goal of 60x30TX, to have at least 60 percent of Texans aged 25-34 having a certificate or degree by 2030.

We also advanced strategies in support of veterans and our military. Texas Operation Welcome Home and Military Family Support assists recently separated

service members and their spouses who are experiencing challenges in finding employment or completing their degree programs, and helps them prepare for in-demand career opportunities through a number of different initiatives.

TWC continued the successful transition of Vocational Rehabilitation (VR) services to our agency and continues to work in partnership with our local Boards to better meet the needs of individuals with disabilities. Together, we prepare VR customers to obtain, retain or advance in employment. TWC continues our efforts to co-locate VR staff into Workforce Solutions offices, which generates shared resources and savings to the taxpayer. Our efforts to innovate and strengthen these services are ongoing.

TWC took many steps to promote early childhood learning through quality child care and prekindergarten initiatives. This included the implementation of new standards of quality for our Texas Rising Star child care provider certification program to enhance quality child care for children and families. Our local Boards made key targeted investments in early learning to support regional priorities. TWC also collaborated with TEA to award grants that support innovative Prekindergarten Partnerships. These allowed child care providers to partner with local school districts and charter schools to provide early learning opportunities for three- and four-year-olds in the TRS-provider facility. TWC also partnered with the Office of the Governor to host the Texas Early Childhood Learning Summit in Houston. The goals of the conference included supporting the increased professional development needs of early learning instructors and caregivers, and equipping child care providers, school districts and teachers with information and resources to improve the quality of prekindergarten and early care experiences. Approximately 800 early childhood education professionals attended.

Because employers, large and small, drive the Texas economy, TWC and its local Boards engaged with employers all across the state to gather input and develop workforce training programs. As a result, in FY 2017 more than 85,000 employers received customized services from Business Service Units located in Board areas. We also continued to provide customized services as articulated by employers through our Skills Development Fund, which boost the skills of Texas workers.

Texas workers are world-class. TWC and local Boards provided employment services to more than 1.1 million job seekers and facilitated the training of more than 35,000 individuals statewide. We also expanded integrated education and training models for adult learners.

TWC also supports individuals who need assistance after losing employment through no fault of their own, through the Unemployment Benefits program and reemployment services. In addition, in FY 2017 we continued to aggressively monitor the employer-funded Unemployment Insurance Trust Fund preserving it for those rightfully due its benefits. TWC has ongoing efforts to enhance our systems and processes that detect fraud, waste and abuse.

These achievements and others are detailed throughout this FY 2017 report. They represent the hard work of the many 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 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.



TWC Chairman and Commissioner
Representing the Public



TWC Commissioner
Representing Employers



TWC Commissioner
Representing Labor



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 2017.

Spotlight: Closing the Hiring Gap in Advanced Manufacturing

Workforce Solutions for the Heart of Texas (Heart of Texas) attracted, hired, and trained workers to meet the critical demand for skilled employees in the manufacturing industry. To help close the hiring gap, Heart of Texas held 154 customized on-site job fairs for 72 manufacturing employers and engaged social media strategies to attract qualified applicants, resulting in 153 job seekers gaining employment. Collaborating with the Greater Waco Advanced Manufacturing Academy, students were exposed to workforce readiness skills to assist them in entering the manufacturing industry. Additionally, McLennan Community College and Texas State Technical College trained 1,393 workers in technical training skills for 15 manufacturing employers. Heart of Texas was recognized with the 2017 Industry Sector Outreach award for this initiative.

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 2017, 85,248 employers received these and other outreach services.

Spotlight: Helping Teachers Prepare the Workforce of the Future

Workforce Solutions Brazos Valley (Brazos Valley) participated in the Brazos Valley Community and Business Leaders Partnership (CBLP) by developing a teacher externship program to assist educators in learning about various occupations and careers in the Brazos Valley area. The partnership met with IT professionals to discuss employment growth opportunities. CBLP members spoke to educators and discussed the need to teach IT skills in the classroom and equip students to enter the labor force. More than 20 teachers visited 10 employers, and learned high-demand skills to incorporate into lesson plans. The externships served as a resource to aid teachers to inspire students to learn more about career opportunities in their regions. This Brazos Valley initiative was among the nominees for the 2017 Service to Business award.



Vocational Rehabilitation Business Relations

Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) Business Relations staff help employers fill open positions with qualified job seekers with disabilities, provide training and accommodation assistance, and assess the workplace, job descriptions, and recruitment and application processes to remove barriers. Business Relations staff can also provide disability awareness training to businesses and their employees and assist with business symposia and expos, as well as job and career fairs. Learn more by visiting texasworkforce.org/businesses/vocational-rehabilitation-business-relations.

Skills Development Fund Training

The Skills Development Fund grant program has provided training opportunities in partnership with at least 4,356 employers to upgrade or support the creation of more than 356,774 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 2017, TWC awarded 47 Skills Development Fund grants with an average award of \$479,513. These grants will assist 118 businesses with their training needs and

support the creation of 2,771 new jobs and the retraining of 11,575 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 \$15.8 million in FY 2017.

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 the 2018-2019 biennium. For more information, visit texasworkforce.org/skills.



Spotlight: Richland College Partners with RealPage for IT Training

The partnership between Richland College and the TWC's Skills Development Fund has had a significant positive effect on Workforce Solutions Greater Dallas and Richardson employer RealPage, Inc. The skills award of \$1,323,223 provided training for 213 new and 487 incumbent employees.

The customized training has increased the professional and technical skills of RealPage employees as well as promoted standardization and knowledge transfer across departments. Technical staff have improved their software development skills through exposure to advanced software development tools, decreased the software development cycle and increased product quality. Over 56% of the 26,200 hours of training are in specialized and emerging IT technologies and include 13 new courses in virtualization and Cloud computing software; software frameworks for supporting web-based applications developed by RealPage and object-oriented programming.

This Skills grant significantly increased the college capacity to provide information technology instruction to RealPage as well as other area companies.



grant program in the amount of \$186,977 will assist in developing the technical education program and simulated learning equipment needed for the nursing program.

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 506,000 private employers who employ 100 or fewer workers. In FY 2017, TWC allocated \$1.2 million 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 2017 Skills for Small Business funding provided 32 small businesses with training to support nearly 250 new jobs and more than 500 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

High Demand Job Training

The High Demand Job Training program supports collaborations between Workforce Solutions partners and local economic development corporations (EDCs). The program helps communities address their local employer and industry needs by equipping workforce members with the skills required for high-demand occupations, including welder, nursing assistant, machinist, automotive technician, computer numerical control operator and registered nurse. The program recently received \$1 million in additional funding to support this goal.

In FY 2017, the program enrolled 1,202 individuals in training activities and awarded \$727,620 in training grants. The program allows local Boards to apply to TWC for up to \$100,000 to match the amount committed by EDCs. Local workforce development boards may use grant funding to support job-training activities and related direct costs, including individual participant recruitment, skills assessment, job search skills improvement, equipment and minor renovation of facilities used for program-related job training.

Spotlight: Hands-On Nursing Training Supports High Demand LVN Program

Workforce Solutions Texoma (Southeast Texas) partnered with the Gainesville Economic Development Corp. and North Central Texas College on a High Demand Job Training Grant to provide simulated training equipment for licensed vocational nursing (LVN) training. Grant funding from the TWC's Jobs and Education for Texans (JET)

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: Solar CenTex Partnered with Central Texas College to Train Area Veterans

Solar CenTex in Killeen, a Solar Power World Top-500 national solar contractor, trained its initial workforce through a Skills for Small Business grant. Partnering with Central Texas College, Solar Centex hired military veterans from the adjacent Fort Hood and trained them on basic and advanced solar photovoltaic installation skills. “I knew I had great people with the right character, but I needed to get them the right training and solar-specific skillset. The Skills for Small Business program and Central Texas College helped us get there,” said Scot Arey, founder and owner of Solar Centex. “These first-on-board employees are now our senior leaders four years in. They have continued to grow as the company has. It all started with the training they received.” Solar CenTex recently opened another office in San Angelo and is ready to use additional Skills for Small Business training to enlarge its workforce.

Online Job Matching Resource

TWC’s WorkInTexas.com is available at no cost and offers recruiting assistance to Texas employers to fill job vacancies. With more than 200,000 available job listings daily and approximately 300,000 registered job seekers, **WorkInTexas.com** is a human resources partner. Employers can use the site to post job notices, search résumés, check labor availability and access recruitment tools—all free of charge. After more than a decade of helping Texans, WorkInTexas.com has directly filled 2.5 million jobs posted on the site. In FY 2017, TWC engaged with employers, industry representatives and workforce leaders for input on plans to upgrade this resource. TWC is moving forward with plans to replace the system based on task force recommendations to ensure job seekers and Texas employers will have quality service with a competitive edge. Planning for the WorkInTexas.com replacement began in mid-FY 2017.

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 2017, 180 employers participated in the program with 9,960 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 (DOL), 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 2017, TWC helped employers identify \$354,841,200 in potential tax savings.

Specialized Agricultural Services

Working with Workforce Solutions offices across Texas, TWC’s 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 2017, more than 5,200 individuals attended 14 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/eftc, 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 FY2017, RID estimates it prevented more than \$343.2 million in improper benefit payments. The division also detected and established \$99.4 million in benefit overpayments. It collected \$52.8 million in delinquent employer taxes, penalties and interest, and \$85.0 million in unemployment benefit overpayments and penalties through direct reimbursements and benefit offsets.

Recognizing Outstanding Employers

Each year, TWC recognizes outstanding Texas employers. Awards include the Local Employers of Excellence, Large Employer of the Year and the inaugural Small Employer of the Year.

Texas Workforce Solutions Employer Award of Excellence

The Employer Award of Excellence honors one private sector employer in each local workforce development area that is actively involved with Texas Workforce Solutions. This award recognizes an employer that has, as a customer and collaborator with the local workforce development board, created and used innovative approaches that have impacted the local economy and workforce significantly. These employers were chosen from the many with whom boards connect to prepare today's workforce for tomorrow's Texas. The 2017 Employers of Excellence were:

Morningside Ministries

Workforce Solutions Alamo

El Paso Electric

Workforce Solutions Borderplex

Kent Moore Cabinets

Workforce Solutions Brazos Valley

Vermillion Restaurant & Watering Hole

Workforce Solutions Cameron

ABC Home & Commercial Services

Workforce Solutions Capital Area

Performance Food Group

Workforce Solutions of Central Texas

Love's Travel Stops & Country Stores #672

Workforce Solutions of the Coastal Bend

Shannon Health

Workforce Solutions of the Concho Valley

McWilliams & Son Heating and Air Conditioning

Workforce Solutions Deep East Texas

Clayton Homes Athens

Workforce Solutions East Texas

Whataburger

Workforce Solutions Golden Crescent

The Kroger Co.

Workforce Solutions Greater Dallas

S&B Engineers and Constructors

Workforce Solutions Gulf Coast

Tractor Supply Co.

Workforce Solutions for the Heart of Texas

Spectrum

Workforce Solutions Lower Rio Grande Valley

Cleo Bustamante Enterprises, Inc.

Workforce Solutions Middle Rio Grande

Collin Street Bakery

Workforce Solutions for North Central Texas

Tyson Foods

Workforce Solutions North Texas

West Fraser

Workforce Solutions Northeast Texas

Goodwill Industries of Northwest Texas

Workforce Solutions Panhandle

Salazar Service and Trucking

Workforce Solutions Permian Basin

Sheraton Georgetown Texas Hotel and Convention Center

Workforce Solutions Rural Capital Area

Red River Commodities

Workforce Solutions South Plains

Big Lots

Workforce Solutions for South Texas

LifeShare Blood Centers

Workforce Solutions Southeast Texas

Mother Parkers Tea & Coffee

Workforce Solutions for Tarrant County

Renlita

Workforce Solutions Texoma

Arrow Ford

Workforce Solutions of West Central Texas

Texas Workforce Solutions Employer of the Year Awards

Large Employer of the Year and Small Employer of the Year Awards recognize private-sector employers or employer consortia for significant impact to their community through collaboration with Texas Workforce Solutions. To be eligible for the Large Employer of the Year Award, businesses must have at least 500 employees. To be eligible for the Small Employer of the Year Award, businesses must have fewer than 500 employees. The Veteran-Friendly Employer of the Year award honors a private-sector employer whose efforts to recruit and hire veterans have had a significant benefit to veterans in the local workforce development area and across the state.

Local workforce development boards nominate employers whose partnership with the boards exemplifies the economic success that can be achieved through private-sector collaboration with the public sector. This year, three small and three large employers are recognized for excellence, operational results and the benefits gained by employers, workers and the local community. Additionally, the award recognizes the partnership, involvement and successful use of Texas workforce system services.

From these six exemplary finalists, one large and one small employer were selected as the 2017 Texas Workforce Solutions Small and Large Employer of the Year. The nominated employers support the Texas workforce system's goal of ensuring that both employers and workers have the resources and skills that Texas needs to remain competitive in the 21st century.

The finalists for the 2017 Workforce Solutions Employer of the Year Award were:

Large Employer of the Year

Brownwood Regional Medical Center - Winner

Workforce Solutions of West Central Texas

Domtar Personal Care

Workforce Solutions Heart of Texas

Shannon Health

Workforce Solutions Concho Valley

Small Employer of the Year

Arrow Ford

Workforce Solutions of West Central Texas

Big Creek Construction

Workforce Solutions for the Heart of Texas

Denison Industries

Workforce Solutions Texoma

Veteran Friendly Employer of the Year

Lackland Security

Workforce Solutions for Tarrant County



Spotlight: Brownwood Regional Medical Center Receives Large Employer of the Year Award

Brownwood Regional Medical Center (BRMC) was nominated by Workforce Solutions of West Central Texas (West Central) and chosen as the Large Employer of the Year from among three exemplary finalists, out of 22 large, private-sector employers nominated. All nominees were recognized for contributions to their community's workforce through innovation and collaboration with their local Texas Workforce Solutions partner.

BRMC has been providing health care to the Brown County area since 1969. BRMC employs a diverse group of health care professionals, including those with extensive clinical degrees to those in nonclinical and support positions. The medical center proudly employs five veterans among its approximately 500-member staff.

BRMC is actively involved with West Central by means of a regional health care industry partnership, participation on the West Central Texas Workforce Development Board, support of workforce initiatives such as career days, and use of WorkInTexas.com for recruiting and hiring new employees. BRMC also is an active community partner with various civic and community organizations and has made donations, sponsorships and has provided \$18.2 million in health care services to the area's most in-need residents at no cost.

As a member of the West Central Board, BRMC's support of the Texas workforce system aligns with its mission to provide safe and quality care. BRMC's CEO serves as one of the industry champions for the recently launched West Texas Healthcare Sector Partnership. The hospital uses West Central services for recruiting, screening and hiring workers. BRMC has also volunteered to serve as a "mini-residency" site for staff from smaller hospitals to gain

valuable hands-on experience in specialty areas, such as obstetrics, delivery, IV, emergency room and trauma care.

BRMC has entered agreements with area high schools to host the Health Occupations Students of America program during the school year. The medical center also hosts a junior volunteer program during the summer. For

many students, the experience is their first formal job, and professionalism is stressed by stating expectations for their behavior and work ethic. Additionally, BRMC participates in the annual area career fair for high school students, with approximately 750 students in attendance.



Brownwood Regional Medical Center (left to right) TWC Executive Director Larry Temple, TWC Labor Commissioner Julian Alvarez, TWC Chairman Andres Alcantar, Brownwood Regional Medical Center (Brownwood) CEO Chip Camp, Brownwood Assistant CEO Grant Magness, Brownwood Marketing Director Donna Hair, Brownwood Human Resources Director Mikeana Bailey and TWC Employer Commissioner Ruth R. Hughs.



Lackland Security (left to right) TWC Labor Commissioner Julian Alvarez, TWC Executive Director Larry Temple, TWC Chairman Andres Alcantar, TWC Employer Commissioner Ruth R. Hughs, Arrow Ford Principal Seaton Higginbotham, Carolyn Higginbotham, Vinson Higginbotham, Karla Higginbotham, Arrow Ford employees: Shanna Kevil, Kyle Kevil, Trennon Cauthen, Tatum Cauthen, Jared Bailey and Brook Bailey.

Spotlight: Arrow Ford **Receives Small Employer** **of the Year Award**

Arrow Ford of Abilene was named Small Employer of the Year and was nominated by Workforce Solutions of West Central Texas (West Central). Arrow Ford a car dealership in operation since 1964. Arrow Ford, currently employs approximately 125 people, including 13 veterans.

Arrow Ford directly supports workforce development through its membership on the West Central Texas Workforce Development Board, participation in their annual youth career fair and posting jobs on WorkInTexas.com. Arrow Ford is also a member of the Abilene Chamber of Commerce’s Team Workforce initiative to attract, develop and retain a quality workforce for the Abilene area.

Arrow Ford has long been a strong proponent for developing a highly skilled future workforce. The company has been actively involved with West Central Texas’s World of Work career pathways event as an exhibitor

and recruiter of other businesses. The company created a 70-foot automotive display for the event that encouraged career exploration to 3,000 students.

Last fall, Arrow Ford initiated and created the Abilene Automotive Education Alliance, which partners with Abilene Independent School District, Cisco College and Texas State Technical College to promote and expand automotive technology as a career pathway. Arrow Ford hosted four university students as paid interns during the summer semester. These students had the opportunity to continue to work during the school semester and build their résumés.

As a community leader, Arrow Ford reached out to the 7th Logistics Readiness Squadron, a vehicle division of Dyess Air Force Base (Dyess AFB), to provide training and work opportunities for separating active-duty personnel. This led to a partnership between Dyess AFB and Arrow Ford in developing a solution to reduce tire wear on modified Ford F-350s used by the military to tow munitions to be loaded onto aircraft. The partnership resulted in the immediate hiring of 13 veterans at ArrowFord.



Spotlight: Lackland Security Named Veteran-Friendly Employer

Nominated by Workforce Solutions for Tarrant County, Lackland Security (Lackland) was named Veteran-Friendly Employer of the Year. Lackland understands the commitment and strong work ethic that veterans possess. Creating job opportunities for veterans is an integral part of Lackland's strategic business plan. Lackland currently has 40 full-time employees, of which 34 are veterans. This equates to an 85 percent veteran population for the company.

Lackland's commitment to veterans extends deep into its local community. Lackland is a member of the Fort Worth Independent School District's Adopt-a-School program, which provides educational assistance to a large population of children of veterans. Lackland has donated bicycles, built playground sets, furnished new computers, and purchased clothing for students. Lackland also recruited members from a Texas Christian University sorority chapter to tutor children who have learning disabilities.



Lackland Security (left to right) TWC Executive Director Larry Temple, TWC Chairman Andres Alcantar, TWC Labor Commissioner Julian Alvarez, Lackland Security Manager Chris Gebhardt, Lackland Security employees Alyx Cowdrey and Tyler Sanders, TWC Employer Commissioner Ruth R. Hughes.

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 2017.

Child Care Services

TWC's Child Care Services provides child care subsidy assistance to eligible low-income families of children under age 13, allowing parents to work, attend school or participate in training. Local workforce development boards provide education, guidance and support to participating families to assist them with selecting quality care for their children.



The Texas Rising Star (TRS) provider certification program and rating system strengthened its certification standards in FY 2016 to better help families identify quality child care providers. A 2-star, 3-star or 4-star certification level issued under the program encourages providers to exceed minimum licensing requirements and provide more quality services in order to achieve a higher ranking.

Strengthened in 2016, the TRS provider certification program and rating system continued to emphasize quality care in FY 2017 in the program's five categories: director and staff qualifications and training; caregiver-child interactions; curriculum; nutrition and indoor/outdoor activities; and parent involvement and education. The Texas Child Care Solutions web portal (TexasChildCareSolutions.org) has been updated to include resources for child care providers in addition to those for parents and families. Providers can access information about quality, child development, health and safety, as well as resources for training and administrators.

In addition to assisting families, Child Care Services helps child care providers improve the quality of services for all children in Texas through resources and assistance. In FY 2016, TWC awarded the TEA \$7.8 million in child care funds to assist with the planning and implementation of the Prekindergarten Partnership Grant. Through this grant, child care providers achieving a 4-star certification level under TWC's TRS program will have an opportunity to partner with local independent school districts and charter schools to expand quality prekindergarten services to children 3 to 4 years old. TWC also partnered with the Office of the Governor and TEA to sponsor Texas Early Childhood Learning Summits in Houston and Dallas to support the immediate need for increased access to child care professional credential training.

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 workers in their communities. The 28 Boards across the state of Texas are responsible for planning, overseeing and partnering with the community to provide employment services locally at no cost to customers. In FY 2017, more than 1.1 million 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 (PPD) program is dedicated to furthering the state's policy of encouraging and assisting people with disabilities to find employment that promotes their independence. Legislation passed by the 84th Texas Legislature transferred oversight of the PPD program—formerly under the direction of the Texas Council on Purchasing from People with Disabilities—to TWC.

The Works Wonders state use program is one initiative under PPD. It was implemented in 1978 by the Texas Legislature to enhance the lives of people with disabilities by offering employment opportunities which maximize personal independence and self-sufficiency. Through a partnership with Community Rehabilitation Programs (CRPs), more than 6,000 Texans with a wide range of disabilities were employed in 113 local nonprofit CRPs in 2017. These individuals earned a combined total of over \$44 million in wages from products or services purchased by city, county, state or federal agencies, schools, and political subdivisions through the Works Wonders program.

Labor Law Services

TWC's Labor Law Department enforces payday, child labor and minimum wage laws in Texas. In FY 2017, the Labor Law department received 11,490 claims of employers not paying their employees due wages. The department completed 11,678 investigations, ordered more than \$10.6 million in unpaid wages to be paid and collected \$6.4 million in unpaid wages for Texas workers. The department received 634 child labor inquiries, conducted 2,842 investigations and found 195 infractions for 94 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 1,406 certificates of age and child actor permits.

Adult Education and Literacy

TWC's Adult Education and Literacy (AEL) program helps adult students gain the basic skills needed to succeed in the workforce, earn a high school equivalency, or enter college or career training. Through the program, students can receive instruction in English language, math, reading and writing skills in addition to obtaining

industry-recognized certifications that can help them gain employment, advance their careers and increase their wages. AEL also partners with the THECB and TEA to support state workforce objectives by ensuring that adult students can complete their secondary equivalency and postsecondary education and training programs with no debt or with manageable debt. For FY 2017, TWC reported that more than 7,756 students exited AEL programs and gained employment.

TWC and partner organizations continue to expand AEL initiatives. Integrated education and training (IET) programs are available to provide accelerated learning opportunities incorporating workforce skills training and relevant classroom instruction to adult students. A \$500,000 TWC grant is also supporting the expansion of the Accelerate TEXAS career pathway program through the creation of a community college mentoring program that expands the role of community colleges as one-stop partners and as providers of enhanced services to support the program access, training and employment of under educated adults.

Additionally, a \$500,000 grant for a Distance Learning Mentor Initiative was awarded to providers experienced in the provision of distance learning. These providers mentored eight less experienced providers who expanded their distance learning programs. Grant activities included direct mentoring, sharing of best practices and a well-attended distance learning summit, which was opened to all AEL providers. The mentees increased distance learning services over 228% between 2014-2017.

Career Planning Information

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.

LMCI data and tools are also used to develop career exploration curricula for students and are used by economists and economic developers. TWC's Texas Career Check (TexasCareerCheck.com) won the 2017 Best of Texas Digital Government Award for Best Application Serving the Public. Career Check provides exploration opportunities for students to learn about

careers in fun and interesting ways both at school and at home.

LMCI and partners including the THECB, TEA and the University of Texas at Austin also provide online career resources and tools. In 2017, those agencies came together with TWC and launched Texas OnCourse (TexasOnCourse.org), designed to empower pre-K through 12 students, parents, teachers and counselors to make decisions that will help students succeed after high school.

Workforce Training Programs

TWC supports a variety of training programs to equip the workforce with the skills needed for employment in Texas. In FY 2017, more than 35,222 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 9,000 workers took part in WIOA occupational training, which is available to dislocated workers, disadvantaged youth and unemployed or low-wage earning adults. More than 6,850 workers were trained through an apprenticeship or journeyworker 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 Unemployment Insurance (UI) benefit claims for those who find themselves without employment through no fault of their own. As a new feature, UI claimants now 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

Disaster Unemployment Assistance (DUA) provides unemployment benefits to individuals who lost their jobs or self-employment as a direct result of a major disaster. DUA eligibility requirements are similar to those for regular unemployment benefits with some exceptions. A disaster assistance period for individual assistance must be requested by the Governor of Texas and approved by the U.S. President, and the individual must apply and be found ineligible for regular unemployment benefits. DUA benefits are paid out of an emergency assistance fund provided by the U.S. Department of Labor (DOL) and Federal Emergency Management Agency (FEMA) during the disaster assistance period determined by FEMA. During FY 2017, one disaster was declared due to severe storms and flooding. FEMA awarded \$36,161 in funding and TWC was able to provide DUA benefits to 18 eligible Texans.

Assisting Dislocated Workers

TWC seeks to leverage available funding resources such as National Dislocated Worker Grants (NDWG), formerly National Emergency Grants (NEG), from the U.S. Department of Labor 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.

In FY 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. In addition, these funds have also been approved for training to increase the pool of qualified and skilled workers needed for the residential return of these communities.

Two additional NDWG grants were awarded by DOL to assist with the needs of individuals impacted by Hurricane Harvey with the emphasis to assist specific underserved populations. The first award for \$300,000 was designed to serve women, with a particular emphasis on low-income women and women with dependent children. The second grant award for \$1.25 million is designed to serve individuals with disabilities to provide them with the supports needed to return to work.

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 2017, 4,491 workers were potentially TAA eligible and 905 workers applied for TAA services or benefits. An estimated 2,356 workers participated in TAA-supported training services for occupations such as hairstylist, cosmetologist, heating, air conditioning and refrigeration mechanic, welder, and truck driver. Of the 1,939 workers who completed TAA services, over 72 percent entered employment.

Online Job Matching Resource

TWC's WorkInTexas.com is available to help Texas job seekers identify thousands of job opportunities in Texas. In FY 17, WorkInTexas.com helped approximately 300,000 job seekers locate job opportunities, match their qualifications and skills to posted jobs, and post their resumes for employers to review – all free of charge. WorkInTexas.com has directly filled 2.5 million jobs posted on the site since inception a decade ago.

Migrant and Seasonal Farm Workers

Outreach programs offered by Workforce Solutions offices across the state help migrant seasonal farm workers (MSFWs) receive employment 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) 2016—July 2016 to June 2017—these programs assisted a total of 8,592 MSFWs, with TWC and the 28 local workforce development boards registering a total of 8,344 MSFWs on WorkInTexas.com and Workforce Solutions staff serving 8,195 MSFWs by providing workforce services such as job referrals and career guidance. PY 2016 is the seventh 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 2017.

Career Planning Services for Students

TWC works closely with the TEA to provide labor market and career guidance information to schools as they navigate the Foundation High School Program in Texas. Under the program, students must select a career pathway or endorsement beginning in the eighth grade. TWC and local workforce development board services and resources are able to assist students in this program. 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 2016, TWC's education specialists did outreach to more than 31,000 students and over 7,500 teachers, counselors and parents to provide these services. Every month, thousands of students, teachers, parents and counselors access the agency's online tools, Texas Reality Check (texasrealitycheck.com) and Texas Career Check (texascareercheck.com), as they seek to determine the relationship between educational achievement, career choices and desired income and lifestyles.

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 2017, TWC supported 325 teams across the state, inspiring 4,500 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 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 2017, TWC Commissioners authorized \$1,197,495 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 1,100 middle and high school students came to the 2017 Texas Science and Engineering Fair (TXSEF) in San Antonio 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 16 years as part of its efforts to encourage student interest in STEM disciplines. Sixty-two projects, worked on and presented by 75 students at 14 Texas fairs, were represented at the 2017 Intel International Science and Engineering Fair in Phoenix, Arizona. TXSEF winners have gone on to win the Intel Foundation Young Scientist Award at ISEF in four of the last eight years. The top two finishers from the high school senior division were provided with full scholarships to participate in the Governor's Science and Technology Champions Academy summer camp.

Governor's Science and Technology Champions Academy

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 top two finishers from the high school senior division of the Texas Science and Engineering Fair are automatically invited to attend. The spring 2017 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 2017, TWC awarded 18 grants totaling more than \$1.26 million to Texas universities and community colleges for summer youth camps focusing on STEM. The grants provided the opportunity for 1,351 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 2017, TWC awarded \$994,529 to 11 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 2017 initiative, include: Concho Valley, Rural Capital, Brazos Valley, Golden Crescent, Alamo, South Texas, Coastal Bend, Lower Rio Grande Valley, Texoma, Central Texas and Gulf Coast.

Apprenticeship Training

TWC's Apprenticeship Training program helps prepare and train individuals for highly skilled jobs and life-long careers in over 1,200 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 journeymen 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 public educational institutions to support the costs of classroom instruction related to apprenticeship training. In Fiscal Year (FY) 2016, TWC received additional funding (\$1.5 million) from the Texas Legislature with an expectation to serve 6,111, compared to the previous target of 3,600. In FY 2017, TWC was able to support more than 6,856 individuals in Registered Apprenticeship training programs.

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 associate's degree.

In November 2016 Texas received a \$1.3 million grant from the U.S. Department of Labor to expand apprenticeship programs in the state. TWC branded this initiative as ApprenticeshipTexas and has created an outreach campaign to expand registered apprenticeships by engaging workforce partners and industry to both traditional and non-traditional occupations. This grant opportunity is currently supporting the development of both new registered apprenticeship training programs as well as increasing the number of apprentices in Texas.

Jobs and Education for Texans Program

The Jobs and Education for Texans (JET) grant program provides funding for equipment to eligible educational institutions for the purpose of developing career and technical education courses, including dual-credit and technical education programs. TWC awarded 26 grants totaling \$5,000,000 in FY 2017 to public community and technical colleges and independent school districts. The equipment provided through these funds will be used to train at least 5,394 students for jobs in high-demand occupations.



Spotlight: Coastal Bend College Uses Jet Grant to Provide Nursing Training to 135 Students

Coastal Bend College was awarded a \$322,707 Jobs and Education for Texans (JET) grant check that will assist the college in purchasing and installing specialized equipment to provide 135 students with training for careers in nursing. The purchased equipment will continue to support the nursing program and future students enrolled with Coastal Bend College and support in-demand nursing careers in the region.

Texas Workforce Solutions - Vocational Rehabilitation Services

In FY 2017 TWC worked to ensure a smooth transition of VR services and enhance our operations. TWC provided services to more than 100,000 VR customers and more than 15,000 VR customers achieved successful employment outcomes. In addition, TWC continued its commitment to connect Texans with disabilities with opportunities to contribute their significant skills and abilities to the workforce of Texas. TWC also partnered with the Texas Governor's Committee on People with Disabilities and Texas Workforce Solutions board partners for the second year of the Texas HireAbility campaign, a statewide effort to raise awareness about the benefits of hiring people with disabilities and highlighting the contributions of these individuals in the workforce. The campaign coincides with October Disability Employment Awareness Month and features hiring and disability awareness events across the state, as well as online resources for Texas employers. TWC 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 launched the Summer Earn and Learn (SEAL) work-based learning program in FY 2017 with all 28 local workforce development boards and their employer partners throughout the state. More than 1,500 students with disabilities received paid work experience and work readiness training through SEAL. After we completed the successful transition of the VR programs to TWC without interruption in services to customers, we immediately began work to combine the two VR divisions as directed by the 84th Texas Legislature.

On October 1, 2017, the TWC Division for Rehabilitation Services and the Division for Blind Services were combined into one designated state unit, the Vocational Rehabilitation Division. The structure of the new, combined VR division will streamline and strengthen our operations, ultimately helping us achieve better outcomes for our customers.

TWC is continuing to integrate Workforce Solutions offices around the state with VR offices to improve access and services to help Texans reach their employment and career goals.

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 a partnership, which includes TWC, the Texas Veterans Commission and the local workforce development boards, 93,042 veterans received employment services in FY2017. TWC also actively recruits veterans to work for the agency. Among the agency's 4,258 employees, 10.6 percent were veterans.

Texas Veterans Leadership Program

TWC's Texas Veterans Leadership Program (TVLP) connects returning veterans with the resources and tools needed to lead productive lives and enjoy the benefits of the society they have served. TWC partners with the Texas Veterans Commission to provide veterans resource and referral specialists for TVLP. In addition, each of the 28 local workforce development boards across the state is assigned an individual TVLP referral specialist. Since the program's inception in 2008, TVLP referral specialists have assisted 27,890 veterans.

College Credit for Heroes

The College Credit for Heroes program, launched in 2011, helps service members accelerate the completion of college degrees and certifications as the veterans transition to civilian occupations. The program is a



cooperative effort with 52 community and technical colleges and universities throughout the state and provides military veterans the ability to receive college credit for training completed during military service and the opportunity to participate in accelerated degree and certification programs. CollegeCreditForHeroes.org helps veterans and service members receive additional college credit hours with an official evaluation that can be used by colleges throughout the state. Since its inception, College Credit for Heroes has received 36,735 requests for evaluations for college credit by Texas veterans.

Hiring Red, White & You!

In FY 2017, TWC partnered with local workforce development boards, the Office of the Governor, Texas Medical Center and Texas Veterans Commission to hold the sixth annual Hiring Red, White & You! statewide hiring event for military veterans and their spouses. At venues throughout Texas, over 12,700 job seekers attended job fairs, along with 1,800 employers. Launched in 2012, the annual Hiring Red, White & You! events have benefitted more than 71,800 job seekers, including 36,200 active duty military, transitioning service members, veterans and spouses.

Skills for Veterans

The Skills for Veterans initiative dedicates funding from the Skills Development Fund to address training needs or upgrade existing skills of newly hired post-9/11 veterans who served in Operation Iraqi Freedom/Operation New Dawn or Operation Enduring Freedom. All private businesses, including private, nonprofit hospitals, are eligible to apply for this grant for training offered by their local community or technical college or the Texas Engineering Extension Service. Eligible veterans can receive up to \$1,800 toward training activities determined by the educational partner and employer to enhance the skills of veteran workers and benefit the employer's business operations.

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

Texas Operation Welcome Home is the result of one of the Tri-Agency's recommendations to Governor Greg Abbott to enhance education and employment opportunities for veterans. The initiative is supported by up to \$4 million in grant funding in FY 2017-18 to be used to train approximately 2,000 transitioning service members.

Texas Operation Welcome Home includes several components and is administered in partnership with the Texas Workforce Solutions network to assist recently separated service members who are experiencing challenges in translating their military skills into civilian terms, locating employment, completing two- to four-year college programs or obtaining the appropriate licensure or certifications to compete in the job market. Programs under the Texas Operation Welcome Home initiative also assist military spouses who are seeking employment and recognize employers who hire veterans.

TexasOperationWelcomeHome.com

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.

Texas Operation Welcome Home Texas Transition Alliance

The Texas Operation Welcome Home Texas Transition Alliance establishes and enhances a partnership between the Texas Workforce Commission and Texas based United States Military Installations. The Alliance members include at least 11 workforce Boards with military installations in their area. The alliance will encourage the participation of the Boards' military installation contacts, the Texas Veterans Commission (TVC), and the Texas Department of Licensing and Regulation (TDLR) on addressing the needs of transitioning service members, and facilitating ongoing coordination to improve employment outcomes.

The Alliance helps TWC develop and promote ways to support the “handoff” of transitioning service members to workforce partner staff. There have been three Alliance meetings at military installations, including Joint Base San Antonio, Fort Hood and Fort Bliss.

Military Family Support Program

The Military Family Support program, funded by a \$1 million Workforce Investment and Opportunity Act state grant, provides enhanced job search assistance, assessment of skills, and labor market information to military spouses. The program also helps military spouses obtain appropriate licensure or certifications for employment.

Skills to Transition Program

The Skills for Transition Program assists military service members who are preparing to separate from service within 180 days or who have been discharged within 180 days and will remain in Texas. The program provides up to \$4 million in grant funding in FY2017-18 to train approximately 2,000 transitioning service members.

Spotlight: Skills to Transition Helps Veteran Obtain Skills for Healthcare Career

Former military veteran Specialist Ricardo Covarrubias initially faced a challenge when he was transitioning to civilian life after his service in the U.S. Army.

“I believed with the extensive training that I had received in the military, it would have been an easy transition for me to the civilian sector. Once I left the military, I realized this was not the case. Most of the training in the military, did not translate the same to the civilian sector. That’s when I realized, I needed to go back to school, to attain certifications approved by the civilian sector.”

Covarrubias discovered found he was eligible to receive training for a certification through the Workforce Solutions Borderplex-administered Skills to Transition program with the opportunity to go to school while still in the military. He utilized this program to earn a nursing assistant license and can leave the military knowing that he’ll be able to find a rewarding job with competitive pay while working toward his EMT certificate.

We Hire Vets Program

We Hire Vets is an employer recognition program that recognizes Texas employers for their commitment to hiring veterans. Employers whose workforce is composed of at least 10 percent military veterans are eligible to receive a “We Hire Vets” employer recognition decal to display on their storefront as well as an electronic decal to display on the employer’s website.



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, financial support and training.

In addition, a new Foster Youth Dropout Recovery and High School Completion pilot program was added in FY2017. 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.

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 2017, more than 47,000 individuals eligible for SNAP benefits received employment services through local Workforce Solutions offices and contractors, including assistance with job searches, vocational education and training, transportation, and dependent care needs.

In FY 2017, TWC committed SNAP administrative funds to implement a Third Party Reimbursement (TPR) program to cover the costs of providing SNAP services to exempt and mandatory SNAP recipients not currently served due to funding limitations. These additional SNAP-eligible individuals will be identified through partnerships with local food banks. For the pilot of this initiative, Workforce Solutions Capital Area (Capital Area) in Austin, will partner with the City of Austin and Travis County to leverage 50 percent of federal SNAP funds to cover the cost of serving these individuals, while the City of Austin and Travis County will supply nonfederal funding for the provision of allowable activities and services. The city and county will be reimbursed a percentage of the total cost incurred for serving SNAP recipients. Allowable activities and services provided to SNAP recipients who agree to participate in the TPR program will include job readiness assistance, educational activities, training and job searches.

Senior Community Service Employment Program

During FY 2017, more than 750 unemployed senior citizens took part in TWC's Senior Community Service Employment Program (SCSEP). The SCSEP program assists job seekers age 55 and older in securing unsubsidized employment. Through this program, seniors benefit from training, counseling and community based services prior to transferring into the workforce. Program participants earn while they learn, gaining competitive job skills and refining existing skills through part-time, on-the-job training assignments at nonprofit organizations and government agencies. During training, participants earn minimum wage and provide valuable community service.

Independent Living Services for Older Individuals Who Are Blind

In FY 2017, the Independent Living Services for Older Individuals Who Are Blind (IL-OIB) program was in its inaugural year after transitioning to TWC in 2016. Staff across the state began to educate communities regarding the program and continued to provide services to eligible customers. Services are provided to eligible Texans with significant visual disabilities, aged 55 years and older, to help them gain confidence and live independently in their homes and communities. In FY 2017 IL-OIB served 1,734 customers.

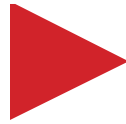
Temporary Assistance for Needy Families Choices Employment Assistance Program

During FY 2017, 33,228 applicants, current recipients, non-recipient parents or former recipients of Temporary Assistance for Needy Families (TANF) cash assistance benefited from TWC's Choices program. TANF helps those in need transition from welfare to work through participation in structured job search activities. The Work First service model operates with the goal of unsubsidized employment at the earliest opportunity with temporary assistance. Workforce Solutions staff is available to provide job referrals and job search assistance using the WorkInTexas.com job matching networking system

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 low-income, 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 2017, more than 5,800 Texas parents received assistance from the NCP Choices program, and more than \$9.29 million was collected in child support payments. The program currently operates in 21 local workforce board areas. To date, more than 38,000 NCPs have been ordered into the program and more than \$339 million has been collected in child support since 2005.



Spotlight: Parenting, Employment, Education and Responsibility (PEER)

Workforce Solutions for South Texas collaborated with the Office of the Texas Attorney General, Webb County Family Courts, and other community programs to provide 460 noncustodial parents with resources and services. The collaboration focused on planning and activities that assisted 190 participants to enter employment. Structured Parenting, Employment, Education and Responsibility (PEER) workshops provided mentoring, group tutoring, and CDL certification training. The PEER workshops offered essential co-parenting skills and targeted job-readiness training.

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.

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 regulatory provisions of the programs under TWC's purview. Programs include unemployment insurance benefits and tax, Trade Adjustment Assistance under the Trade Act of 1974, 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. Identify theft in the state's unemployment program was becoming large in scope and sophistication. To combat this threat, TWC contracted with an outside vendor to automate the previous manual IDT detection process. Working with a nationally renowned unemployment insurance vendor, TWC launched the first version of the IDT detection model which successfully reviewed and scored all incoming initial claims; and prevented millions of losses to the UI Trust Fund. However, TWC saw a need to expand the IDT model to start looking at continued claims as well to prevent even more fraudulent claims. In 2016, under a grant from the UI Integrity Center, TWC contracted with the same vendor to create a second IDT model to analyze initial and continued claims. During the 5-month project review period (June-November 2017), TWC's new model identified 158 fraudulent claims not identified by the first model and prevented \$1.1 million in fraudulent payments. During FY 2017, the enhancement of the IDT fraud model has increased the speed and accuracy of detection of UI identity theft claims which minimizes losses to the Texas UI Trust Fund, avoids employer mischarging, and prevents Texas wage earners from becoming victims of UI identity theft.

Rapid Process Improvement

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 32 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 2017, TWC investigations identified more than 64,500 misclassified workers and over \$865 million in unreported misclassified wages. The occupational fields with the majority of misclassified workers included: administrative and support, waste management and remediation services, construction, accommodation and food services, transportation and warehousing.

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

Civil Rights Division

Protecting Civil Rights in Employment

TWC's Civil Rights Division (CRD) seeks to prevent and reduce employment 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 or state military training/duty. In the 85th Legislative Session, the law was amended to make it an unlawful employment practice if an employer administers a leave policy under which an employee is entitled to personal leave to care for or otherwise assist the employee's sick child, and the leave policy does not treat an employee's foster child in the same manner as an employee's biological or adopted minor child.

In FY 2017, CRD closed 795 employment complaint investigations. The majority of employment cases closed by CRD were due to no reasonable cause for discrimination. However, one quarter of CRD's employment cases were closed with resolutions other than without merit. These resolutions consisted of cases with outcomes favorable to complainants, including cause findings, settlement agreements, and withdrawals with benefits. The average processing time for employment complaints resolved by CRD in FY 2017 was 139 days, as compared with 108 days in FY 2016 and 148 days in FY 2015.

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 is designed to protect 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).

CRD investigated and closed 466 housing complaints in FY 2017. The highest category of cases were closed by CRD as no reasonable cause. CRD also exceeded stringent U.S. Department of Housing and Urban Development (HUD) timeliness performance measures for resolution of cases during FY 2017. HUD requires that at least half of cases be resolved within 100 days and 95 percent of aged cases be closed within the current contract year. CRD met those measures at 62.2% percent and 99.3% percent, respectively.

Collaboration with Other State Agencies

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. Both agencies collaborate with child support courts to provide job-placement assistance for noncustodial parents so they can pay child support. TWC also partners with OAG to support its Human Trafficking Task Force, which includes representatives of local law enforcement agencies, prosecutors and non-governmental agencies. The task force assists with the identification, investigation and prosecution of human trafficking statewide with the goal of preventing human trafficking in Texas.

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. DFPS monitors child care facilities across Texas to ensure that children receiving subsidized child care from TWC are in a safe and high-quality environment.

Texas Veterans Commission

TWC partners with the Texas Veterans Commission (TVC) to provide Veterans Resource and Referral Specialists through the Texas Veterans Leadership Program to assist veterans returning from Iraq and Afghanistan. The agencies help direct returning veterans to resources that will help them transition to the civilian workforce and provide training and employment assistance.

Texas Workforce Investment Council

As a member of the Governor's Texas Workforce Investment Council (TWIC), TWC helps develop statewide workforce strategies and goals, provides recommendations on local workforce development board plans and modifications, and submits board plans to the governor for final approval. TWIC reviews each board plan to ensure that local goals and objectives are consistent with statewide long-term objectives and reports annually to the governor and the Texas Legislature on the implementation of the system strategic plan.

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 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.

Local Workforce Development Boards

ALAMO

Board Expenditures: 78,687,405
Number of Workforce Solutions Offices: 17
210-272-3260
www.workforcesolutionsalamo.org

BORDERPLEX

Board Expenditures: \$ 35,382,259
Number of Workforce Solutions Offices: 11
915-887-2200
www.borderplexjobs.com

BRAZOS VALLEY

Board Expenditures: \$ 10,922,078
Number of Workforce Solutions Offices: 6
979-595-2800
www.bvjjobs.org

CAMERON COUNTY

Board Expenditures: \$ 20,163,834
Number of Workforce Solutions Offices: 4
956-548-6700
www.wfscameron.org

CAPITAL AREA

Board Expenditures: \$ 31,698,021
Number of Workforce Solutions Offices: 3
512-597-7100
www.wfscapitalarea.com

CENTRAL TEXAS

Board Expenditures: \$ 20,411,281
Number of Workforce Solutions Offices: 5
254-939-3771
www.workforcelink.com

COASTAL BEND

Board Expenditures: \$ 21,000,702
Number of Workforce Solutions Offices: 9
361-885-3016
www.workforcesolutionscb.org

CONCHO VALLEY

Board Expenditures: \$ 5,623,498
Number of Workforce Solutions Offices: 1
325-653-2321
www.cvworkforce.org

DALLAS COUNTY

Board Expenditures: \$ 91,637,209
Number of Workforce Solutions Offices: 9
214-290-1000
www.wfsdallas.com

DEEP EAST TEXAS

Board Expenditures: \$ 13,833,914
Number of Workforce Solutions Offices: 6
936-639-8898
www.detwork.org

EAST TEXAS

Board Expenditures: \$ 26,205,434
Number of Workforce Solutions Offices: 14
903-984-8641
www.easttexasworkforce.org

GOLDEN CRESCENT

Board Expenditures: \$ 7,573,639
Number of Workforce Solutions Offices: 8
361-576-5872
www.gcworkforce.org

GULF COAST

Board Expenditures: \$ 209,411,038
Number of Workforce Solutions Offices: 28
713-627-3200; 888-469-5627
www.wrksolutions.com

HEART OF TEXAS

Board Expenditures: \$ 12,064,045
Number of Workforce Solutions Offices: 4
254-296-5300
www.hotworkforce.com

LOWER RIO GRANDE VALLEY

Board Expenditures: \$ 41,894,284
Number of Workforce Solutions Offices: 5
956-928-5000
www.wfsolutions.org

MIDDLE RIO GRANDE

Board Expenditures: \$ 7,538,047
Number of Workforce Solutions Offices: 6
830-591-0141
www.mrgwb.org

NORTH CENTRAL

Board Expenditures: \$ 58,535,268
Number of Workforce Solutions Offices: 15
817-695-9184
www.dfwjobs.com

NORTHEAST TEXAS

Board Expenditures: \$ 12,515,313
Number of Workforce Solutions Offices: 4
903-794-9490
www.netxworkforce.org

NORTH TEXAS

Board Expenditures: \$ 7,619,298
Number of Workforce Solutions Offices: 4
940-767-1432
www.ntxworksolutions.org

PANHANDLE

Board Expenditures: \$ 13,277,052
Number of Workforce Solutions Offices: 1
806-372-3381
www.wspanhandle.com

PERMIAN BASIN

Board Expenditures: \$ 10,675,856
Number of Workforce Solutions Offices: 5
432-563-5239
www.workforcepb.org

RURAL CAPITAL AREA

Board Expenditures: \$ 21,428,269
Number of Workforce Solutions Offices: 9
512-244-7966
www.workforcesolutionsrca.com

SOUTHEAST TEXAS

Board Expenditures: \$ 14,278,972
Number of Workforce Solutions Offices: 3
409-719-4750
www.setworks.org

SOUTH PLAINS

Board Expenditures: \$ 15,083,442
Number of Workforce Solutions Offices: 8
806-744-1987
www.spworkforce.org

SOUTH TEXAS

Board Expenditures: \$ 11,831,475
Number of Workforce Solutions Offices: 21
956-722-3973
www.southtexasworkforce.org

TARRANT COUNTY

Board Expenditures: \$ 65,177,705
Number of Workforce Solutions Offices: 6
817-413-4400
www.workforcesolutions.net

TEXOMA

Board Expenditures: \$ 6,289,343
Number of Workforce Solutions Offices: 3
903-957-7408
www.workforcesolutionstexoma.com

WEST CENTRAL TEXAS

Board Expenditures: \$ 10,848,680
Number of Workforce Solutions Offices: 4
325-795-4200; 800-457-5633
www.workforcesystem.org

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 2017, Workforce Solutions boards went above and beyond to address the needs of their communities. During the year, local workforce development boards:

- Put Texans to work (connected job seekers to employers)
- Partnered with employers to develop worker training and education models
- Hosted business and industry roundtables and events to identify employer needs
- Partnered with economic development entities to address community workforce needs
- Adapted technology to make services mobile to reach rural communities
Developed programs to promote literacy and achievement of a high school diploma or its equivalent
- Coordinated efforts with military installations to assist service members transitioning to civilian work
- Partnered with community colleges to create training opportunities to supply workers with in-demand skills
- Developed innovative solutions and technology advances with models that can be shared and replicated across the state

- Created training opportunities for incumbent workers to advance in employment and improve skills in local workforce pool
- Provided human resource services for employers in their communities
- Developed student programs and internship opportunities and worked with local school districts to prepare students for work
- Organized and served on collaborative teams with local leaders and industry representatives
- Promoted in-demand careers to students and job seekers
- Developed educational programs to promote literacy, financial wisdom and to provided tax preparation assistance
- Offered soft skills training and networking opportunities for job seekers to help them prepare for and find employment
- Provided rapid response services to quickly assist workers affected by mass layoffs
- Helped place job seekers with disabilities in competitive jobs

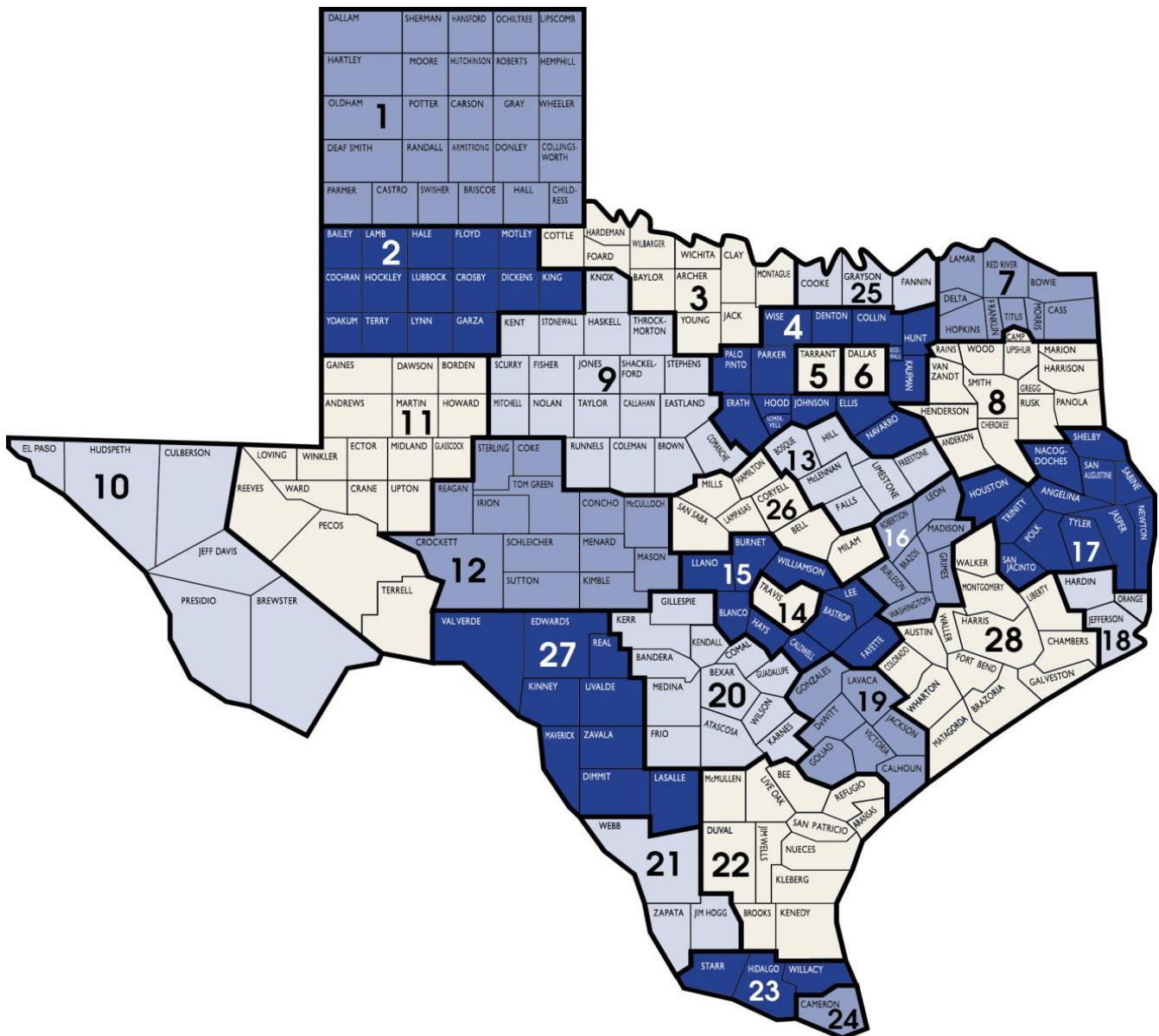
- Partnered with media outlets to promote hot jobs in their communities
- Provided programs to help individuals overcome barriers to employment
- Promoted career-ready students through teacher externship programs that allowed teachers to gain real-world experience to help them adapt classroom instruction into hands-on learning applications
- Organized programs that helped job seekers prepare for interviews through résumé-writing, mock interview practice and access to appropriate clothing through community partnerships and donations
- Made referrals to Adult Education and Literacy resources to help adults gain the basic education they need to become employable
- Provided labor market information to businesses so that they could make informed workforce decisions
- Developed public transportation programs to help residents find and maintain jobs
- Worked with other agencies to help noncustodial parents overcome barriers to employment so that they could find work and support their children
- Relocated career centers within community college facilities to better serve students through on-site job placement
- Offered child care services to individuals as they received critical workforce services
- Created or supported events to draw awareness to the benefits of hiring people with disabilities and to connect employers with valuable workers who have disabilities so that their business could benefit from a diverse workforce and the job seekers could gain competitive employment

- Supported or developed career awareness events for middle and high school students to help them identify their career options
- Served rural communities through mobile career centers
- Partnered with employers to provide specialized training for in-demand occupations
- Promoted entrepreneurial endeavors through workshop and mentoring programs
- Worked with industry and education organizations to create certification programs to help workers gain in-demand skills
- Partnered with employers to develop internship opportunities for students
- Collaborated with their communities to develop training and retraining programs that prepare individuals for work in high-demand occupations like healthcare, construction, manufacturing, STEM disciplines, truck driving and many others
- Facilitated Skills Development Fund training grant applications to help employers partner with local community colleges to develop and implement needed training for incumbent and new workers
- Worked with local schools to develop dropout prevention programs
- Promoted career education awareness for students with disabilities
- Developed youth employment programs to help young people gain employment skills
- Enhanced community child care programs through specialized training opportunities, parent education, provider workshops and professional development opportunities, educational resources and supplies, and certification guidance

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

Local Workforce Development Boards Map

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



State of Texas Unemployment Compensation Fund

For Years Ending August 31, 2012 through 2017 ¹

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

	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Total Net Position at September 1st	\$29.3	\$677.3	\$1,213.7	\$1,478.2	\$982.5
REVENUES:					
Unemployment Taxes	2,419.6	2,200.4	2,146.7	2,044.4	2,482.2
Federal Revenues ^{2,3}	1,475.6	446.6	99.9	91.5	83.6
Contributions from Directly Reimbursing Employers	101.7	105.9	78.6	65.3	62.1
Reimbursement for Out-of-State Claimants	60.5	75.7	89.0	92.6	88.3
Obligation Assessment	329.6	331.9	349.7	325.3	205.7
Interest Income	33.2	39.3	43.3	31.0	21.8
Total Revenues	4,420.2	3,199.8	2,807.2	2,650.1	2,943.7
EXPENDITURES:					
State Unemployment Benefits	(2,343.6)	(2,282.2)	(2,475.8)	(3,049.7)	(2,599.4)
Federal Unemployment Benefits ²	(1,357.0)	(328.4)			
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters ³	(118.6)	(118.2)	(99.8)	(91.6)	(83.6)
Interest Expenses ⁴	(33.5)	(23.4)	(9.9)	(4.5)	(1.9)
Other Non-Operating Bond Related Expenses	(2.2)	(6.9)	-	-	-
Total Expenditures	(3,854.9)	(2,759.1)	(2,585.5)	(3,145.8)	(2,684.9)
TRANSFERS:					
Employment and Training Investment Assessment	92.8	95.7	42.8	-	189.1
Unemployment Administration Account Transfers	(10.1)	-	-	-	-
NET TRANSFERS:	82.7	95.7	42.8	-	189.1
Total Net Position at August 31st ⁵	\$ 677.3	\$ 1,213.7	\$ 1,478.2	\$ 982.5	\$ 1,430.4
Net Position Restricted For:					
Unemployment Trust Fund	\$ 1,845.0	2,079.5	2,003.8	1,187.0	1,430.4
Debt Retirement for Unemployment Revenue Bonds	(1,167.7)	(865.8)	(525.6)	(204.5)	-
Other - Unemployment Insurance Administration	-				
Total Net Position at August 31st, as above	\$ 677.3	\$ 1,213.7	\$ 1,478.2	\$ 982.5	\$ 1,430.4

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); TWC Unemployment Compensation Revenue Bond Fund (Fund 0367); and TWC Obligation Trust Fund (Fund 0844).

² Beginning in July 2008, the federal government began funding emergency (EUC) and extended unemployment benefits (EB) as well as providing an extra \$25 to each weekly unemployment payment as part of the federal additional compensation (FAC) program. The FAC program ended during FY 2011. In May 2012 Texas claimants were no longer eligible for EB benefits since the unemployment rate for Texas had dropped significantly. At 2012 fiscal year end Texas claimants were eligible for 34 weeks of EUC benefits and by FY 2013 fiscal year end the EUC benefits had dropped to 28 weeks. The EUC program expired completely on December 31, 2013. All federal overpayment recoveries for FY2015 and beyond are reflected in Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters.

³ 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.

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.

⁵ The net position of the Unemployment Compensation Trust Fund became negative in July 2009 as a result of the severe economic downturn. Like many states at that time, Texas began receiving advances from the U.S. Treasury under Title XII of the Social Security Act in order to continue to pay unemployment benefits. The federal advances were repaid during FY 2011 when the Commission issued Revenue Bonds.

CRD 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, 2016 – August 31, 2017

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	1,937	232	247	1,059	693
C	ADMINISTRATIVE SUPPORT	9,727	1,675	3,330	7,064	1,343
M	SERVICE/MAINTENANCE	2,918	795	856	1,340	791
P	PROFESSIONALS	29,763	3,540	5,165	17,277	9,422
Q	PARA-PROFESSIONAL	5,777	2,172	1,676	3,670	799
R	PROTECTIVE SERVICES	9,907	3,818	2,288	4,591	2,253
S	SKILLED/CRAFT	1,066	94	310	64	626
T	TECHNICIANS	7,809	1,261	1,739	4,648	2,151
	TOTALS	68,904	13,587	15,611	39,713	18,078

Statewide Agency Reporting Group Workforce for September 1, 2016 – August 31, 2017

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	21,628	2,380	3,222	11,515	7,830
C	ADMINISTRATIVE SUPPORT	46,092	8,412	15,053	37,179	4,529
M	SERVICE/MAINTENANCE	13,613	3,367	4,872	6,083	3,419
P	PROFESSIONALS	173,878	19,195	28,155	98,095	58,612
Q	PARA-PROFESSIONAL	21,813	7,728	6,516	15,363	2,343
R	PROTECTIVE SERVICES	53,472	18,190	12,742	23,888	14,051
S	SKILLED/CRAFT	10,138	904	2,811	811	5,944
T	TECHNICIANS	38,235	7,235	9,893	23,114	9,756
	TOTALS	378,869	67,411	83,264	216,048	106,484

Data from the Comptroller of Public Accounts

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 2017. Statewide, retaliation was the most common basis for employment complaints in FY 2017, followed by race. For CRD, the most common basis was retaliation, followed by sex in FY 2017. For the past three fiscal years, the most common bases of complaints changed in ranking, but did not substantially differ. In FY 2017, the number of complaints filed statewide decreased from 11,056 in the previous fiscal year to 10,584. However, for CRD there was an increase from 956 to 997. Also, the number of inquiries received in CRD sharply increased from 1,836 in FY 2016 to 3,235 in FY 2017.

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

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation	379	38%	Retaliation	5,503	52%
Sex	325	33%	Sex	3,418	32%
Race	315	32%	Race	3,551	34%
National origin	306	31%	National origin	1,526	14%
Disability	299	30%	Disability	3,188	30%
Age	275	28%	Age	2,436	23%
Color	231	23%	Color	746	7%
Religion	28	3%	Religion	373	4%
Genetic Information	0	0%	Genetic Information	31	0%
Total Filed*	997	--	Total Filed*	10,584	--

***Note:** CRD numbers are a subset of the statewide numbers. There was a total of 997 CRD Charges and a total of 10,584 statewide Charges in FY 2017. 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 2017. Discharge and harassment were the most common issues for employment discrimination complaints filed with CRD and Statewide. For CRD and Statewide the complaint issues and closure types tracked similarly to FY 2016.

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

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge	638	64%	Discharge	6,344	60%
Harassment	329	33%	Harassment	2,654	25%
Terms and Conditions	254	25%	Terms and Conditions	2,462	23%
Discipline	144	14%	Discipline	1,273	12%
Other	139	14%	Other	1,795	17%
Wages	137	14%	Wages	630	6%
Reasonable Accommodation	108	11%	Reasonable Accommodation	1,235	12%
Sexual Harassment	102	10%	Sexual Harassment	898	8%
Suspension	63	6%	Suspension	317	3%
Demotion	61	6%	Demotion	329	3%
Constructive Discharge	57	6%	Constructive Discharge	804	8%
Promotion	56	6%	Promotion	485	5%
Hiring	51	5%	Hiring	416	4%
Training	47	5%	Training	66	1%
Layoff	29	3%	Layoff	290	3%
Total	997	--	Total	10,584	--

***Note:** CRD numbers are a subset of the statewide numbers. There was a total of 997 CRD Charges and a total of 10,584 State Charges in FY 2017. 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. Closed CRD and Statewide Employment Complaints by Type of Closure

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures	144	18%	Administrative Closures	1,714	16%
No Cause Finding	446	56%	No Cause Finding	7,406	68%
Settlement with Benefits	84	11%	Settlement with Benefits	618	6%
Withdrawal w/ Benefits	120	15%	Withdrawal w/ Benefits	984	9%
Successful Conciliation	0	0%	Successful Conciliation	85	1%
Unsuccessful Conciliation	1	0%	Unsuccessful Conciliation	95	1%
Total	795		Total	10,902	
Cause Finding	2		Cause Finding	200	

***Note:** 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. Also, note that cause finding cases do not necessarily close within the same fiscal year. Of the two cause findings for CRD, both were counted as administrative closures by IMS and fully closed during FY 2017, so those closures appear in the total of 795 as administrative closures. Further, note that administrative closures also include right to sue issued, failure to cooperate, lack of jurisdiction, and failure to locate.

Civil Rights Division Appendix 3

Housing Discrimination Complaints

The following table demonstrates the basis of housing complaints received both statewide and by CRD. In FY 2017, as in FY 2015 and FY 2016, disability, followed by race, were the most common bases of housing complaints filed with CRD and statewide.

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

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability	275	58%	Disability	485	54%
Race	130	27%	Race	269	30%
National origin	41	9%	National origin	81	9%
Familial Status	39	8%	Sex	65	7%
Retaliation	25	5%	Familial Status	63	7%
Sex	22	5%	Retaliation	51	6%
Religion	7	2%	Religion	12	1%
Color	4	1%	Color	5	1%
Total Filed*	474	--	Total Filed*	902	--

***Note:** CRD numbers are a subset of the statewide numbers. There were a total of 474 cases filed with CRD and 902 cases filed statewide. 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%.

The following table demonstrates the types of issues of housing complaints received statewide and by CRD. In FY 2017, as in FY 2016, terms and conditions, followed by reasonable accommodation, were the most frequently alleged issues in complaint filings with CRD and statewide.

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

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges, or services and facilities	416	88%	Discriminatory terms, conditions, privileges, or services and facilities	811	90%
Failure to make reasonable accommodation	194	41%	Failure to make reasonable accommodation	346	38%
Discriminatory refusal to rent	188	40%	Discriminatory refusal to rent	307	34%
Discriminatory acts under Section 818 (coercion, Etc.)	119	25%	Discriminatory acts under Section 818 (coercion, Etc.)	205	23%
Discriminatory advertising, statements and notices	37	8%	Discriminatory advertising, statements and notices	55	6%
False denial or representation of availability	12	3%	False denial or representation of availability	18	2%
Failure to permit reasonable modification	9	2%	Failure to permit reasonable modification	15	2%
Discriminatory financing (includes real estate transactions)	8	2%	Discriminatory refusal to sell	11	1%
Discriminatory refusal to sell	7	2%	Steering	11	1%
Steering	5	1%	Discriminatory financing (includes real estate transactions)	10	1%
Other discriminatory acts	4	1%	Otherwise deny or make housing unavailable	9	1%
Otherwise deny or make housing unavailable	2	0%	Other discriminatory acts	9	1%
Non-compliance with design and construction requirements (handicap)	1	0%	Non-compliance with design and construction requirements (handicap)	5	1%
Using ordinances to discriminate in zoning and land use	0	0%	Using ordinances to discriminate in zoning and land use	1	0%
Filed Cases	474	--	Filed Cases	902	--

***Note:** CRD numbers are a subset of statewide numbers. There were a total of 474 cases filed with CRD and 902 cases filed statewide. 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%.

The following table demonstrates the number and type of housing complaints closed by CRD and statewide. In FY 2017, the top two closure types for CRD and statewide were no cause determination and conciliation/settlement successful. By comparison, in FY 2016, these top closure types for CRD and statewide were reversed.

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

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Cause*	0	--	Cause*	6	--
No cause determination	212	45%	No cause determination	385	42%
Conciliation/settlement successful	154	33%	Conciliation/settlement successful	338	37%
Complaint withdrawn by complainant after resolution	63	13%	Complaint withdrawn by complainant after resolution	109	12%
Complaint withdrawn by complainant without resolution	14	3%	Complaint withdrawn by complainant without resolution	35	4%
Complainant failed to cooperate	13	3%	Complainant failed to cooperate	21	2%
Dismissed for lack of jurisdiction	5	1%	Unable to locate complainant	9	1%
FHAP judicial consent order	5	1%	Dismissed for lack of jurisdiction	7	1%
Litigation ended - no discrimination found	1	0%	FHAP judicial consent order	6	1%
Litigation ended - discrimination found	0	0%	Litigation ended - discrimination found	1	0%
Unable to locate complainant	0	0%	Litigation ended - no discrimination found	1	0%
Untimely Filed	0	0%	Untimely Filed	1	0%
Total	466	--	Total	912	--

***Note:** The fiscal year that a cause case is closed may differ from the year it is charged. The cause cases closed in FY 2017 were charged in prior years, and are reflected as conciliation/settlement successful, litigation ended – discrimination found, litigation ended - no discrimination found, or FHAP judicial consent order. 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 that instances of noncompliance (prior to implementing recommendations) were most common in the area of equal employment opportunity (EEO) training. (See Table 7). This area of non-compliance was greater in those agencies reviewed in FY 2017 as compared with the agencies reviewed in FY 2016, but the 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 was often attributable to agencies failing to implement plans for recruitment of underutilized minority groups and women.

In accordance with Texas Government Code Section 2052.003 and state agencies' enabling statutes, CRD reviewed nine 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. No state agency received three complaints other than without merit in FY 2017. The majority of the complaints involved retaliation as a basis and harassment as an issue. By contrast, in FY 2016, 100% of the complaints involved disability as a basis and the most common issue was reasonable accommodation. Most 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	FY15	%	FY16	%	FY17	%
Hiring & Recruitment Plan	24	38%	16	37%	18	37%
Performance Evaluations	15	24%	11	26%	8	16%
Reasonable Accommodations	14	22%	6	14%	3	6%
EEO Training	10	16%	10	23%	20	41%
Totals	63	100%	43	100%	49	100%

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

Basis	#	%
Retaliation	14	78%
Race	8	44%
Sex	5	28%
Age	4	22%
Disability	4	22%
National Origin	4	22%
Color	1	6%
Religion	0	0%
Genetic Information	0	0%
Other	0	0%

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

Issue	#	%
Harassment	10	56%
Discharge	7	39%
Terms/Conditions	6	33%
Promotion	3	17%
Hiring	3	17%
Discipline	3	17%
Wages	2	11%
Demotion	1	6%
Reasonable Accommodations	1	6%
Sexual Harassment	0	0%
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	12	67%
Settlement with Benefits	6	33%
Conciliation Failure	0	0%
Cause Finding	0	0%

Statewide Workforce by the Numbers – 2017

1	Large Employer of the Year awardee: Brownwood Regional Medical Center
1	Veteran Friendly Employer of the Year awardee: Lackland Security
1	Small Employer of the Year awardee: Arrow Ford
13.5	Million workers in Texas
28	Local Employers of Excellence
28	Local workforce development boards
118	Texas businesses with workers who received training through Skills Development Fund partnerships with local community and technical colleges
1,261	Employment and housing discrimination investigations conducted
2,842	Child labor investigations conducted
6,850	Apprentices or journeymen received training
85,000	Employers received Texas Workforce Solutions and other outreach services
177,200	Jobs were added in Texas
506,754	Employers doing business in Texas
1.1	Million job seekers received employment services
\$42,495,285	Child care matching amount secured by local workforce development boards
\$77,830,879	Federal child care amount matched using amounts secured by local workforce development boards
\$1,576,630,168	Operating budget for the Texas Workforce Commission
\$2,682,908,779	Amount of total, regular emergency and extended unemployment benefits paid

Texas Workforce Commission
101 East 15th Street
Austin, Texas 78778-0001
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Equal Opportunity Employer/Program

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