

## **Health and Human Services Transition Legislative Oversight Committee**

September 14, 2016

DARS/TWC Transition

Mr. Larry Temple

Executive Director, Texas Workforce Commission

### **What transferred on September 1, 2016?**

- Four programs transferred from DARS to TWC on September 1, 2016:
  - the Vocational Rehabilitation (VR) program for people who are blind or have visual impairments, including the Criss Cole Rehabilitation Center;
  - the VR program for people with all other disabilities;
  - the Business Enterprises of Texas program; and
  - the Independent Living Services for Older Individuals Who Are Blind grant.

### **Scope of the transfer**

- 1,861 full-time equivalent employees in Austin and across the state in 130+ field offices.
- \$309 million in state and federal funds.
- Roughly 96,000 consumers of DARS' services.

### **Successes**

- Throughout the last year, TWC, DARS, and HHSC successfully worked together to ensure:
  - No disruption of services to consumers
  - All federal requirements are met to maintain current level of funding
- About 200 staff across 3 agencies have worked together to accomplish more than 700 individual tasks through 10 transition teams.
- Some of the tasks accomplished:
  - 1,966 email accounts migrated
  - 11 IT systems integrated
  - 1,490 contracts transferred

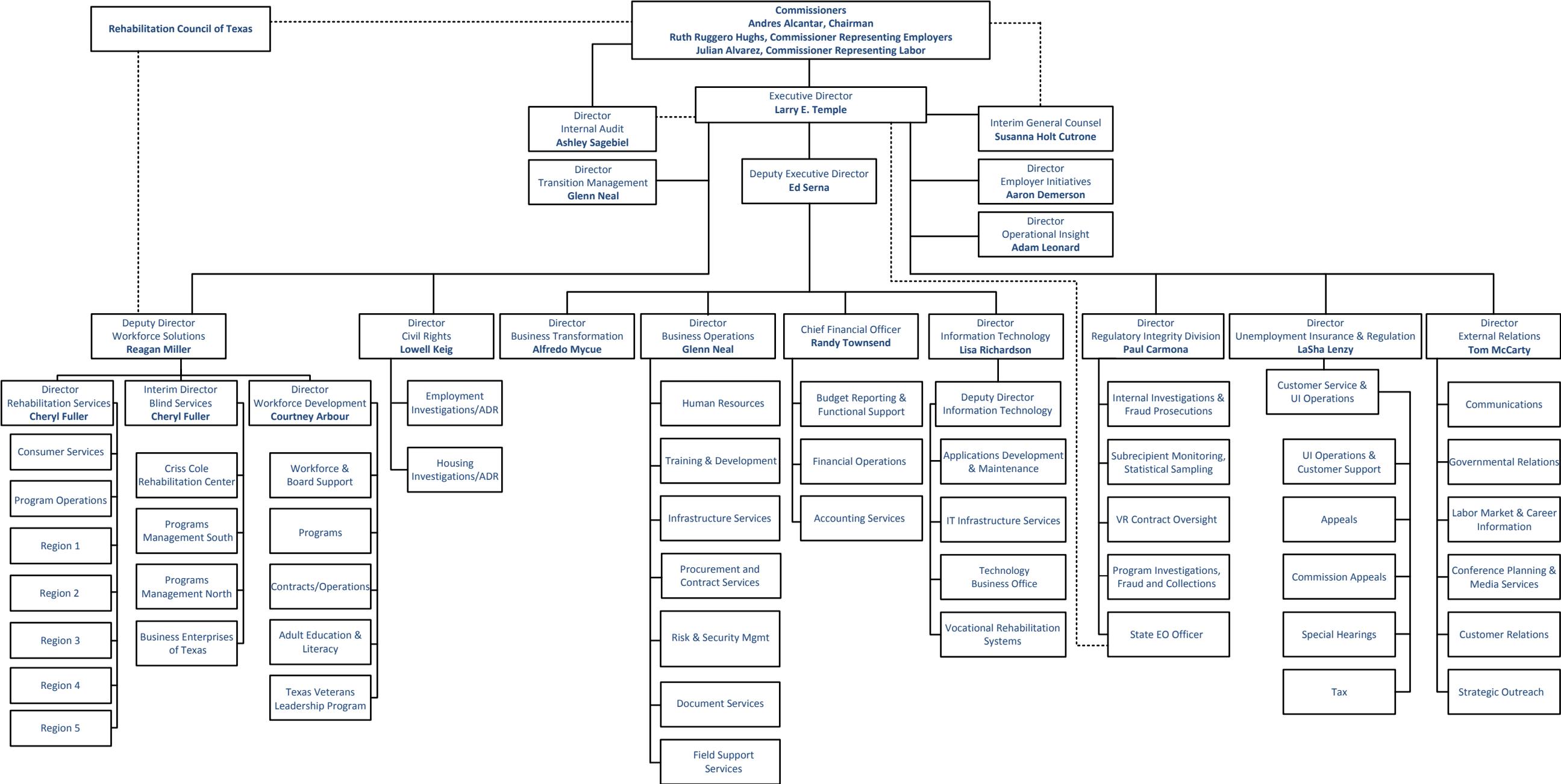
- 189 cost centers added to TWC's budget
- 13 listening sessions held with regional VR staff and local workforce board managers
- 9 transition agreements between TWC and HHSC developed
- 70 leases transferred to TWC and agreements entered into with HHSC for 60 co-located facilities
- 55 onboarding sessions conducted for employees transitioning to TWC
- 135 staff questions answered in online Q&A, 50 web pages created, 30 publications rebranded, 7 staff newsletters published, 5 blog articles published, 3 stakeholder email blasts sent, 2 press releases issued, 1 transition booklet published, and 1 public service announcement issued
  - Those TWC has outreached include DARS stakeholders, school districts, community college counselors, teachers and administrators

### **What still needs to be done?**

- Performance measures for VR will be changing.
  - WIOA made significant changes in performance accountability providing for a set of common standards to be used across all 6 of the Core Programs. Under new WIOA rules developed jointly by the Secretaries of Education and Labor, "Participant" was redefined to only include customers or consumers who reach a certain level of service.
  - TWIC has implemented a version of the WIOA measures for state reporting purposes. Instead of reporting "Consumers Served" for VR and in TWC's historic programs, we will now be reporting "Participants Served." When comparing the old measures and the new, the numbers would be very different because, while TWC will still be providing services to similar numbers of consumers, not all of them would be considered "Participants." In VR a Participant is a Consumer who has an approved Individualized Plan for Employment and has begun receiving services under that plan.
  - TWC has been able to apply the new measure definitions to historic data to establish trend data from the past which will allow us to evaluate performance going forward in an apples-to-apples manner.
- TWC will deliver independent living services for older individuals who are blind directly, with its own staff.

- Although TWC notified the Rehabilitation Services Administration (RSA) in December 2015 about TWC's plan to enter into an interagency agreement with the Health and Human Services Commission (HHSC) to operate the Independent Living Services for Older Individuals are Blind program in conjunction with other independent living services HHSC provides, a last minute decision by RSA has required TWC to change these plans.
- As a result, TWC is finalizing plans to hire staff to provide these services directly. In the interim, select VR staff in blind services offices around the state is providing independent living services to older individuals who are blind.
- A public meeting will be held at 3 p.m. on Sept. 22 in the TWC Main Building to gather feedback from stakeholders and the public on TWC's plan for delivering these services.
- TWC will be conducting a benchmarking project.
  - TWC is currently seeking a vendor to assess and set benchmarks of the current operations and address areas of concern highlighted in the Sunset report as well as performance and outcomes of the VR and Older Blind programs. TWC will use the information gathered in this snapshot to evaluate any changes in the VR and Older Blind programs and to measure improvement in operations and the level of service provided to our customers.
  - The timeline for this review is aggressive so that the results capture a picture of the transferring operations as close to September 1, 2016 as possible. TWC is requesting vendor responses by September 23, 2016 and a final report by January 15, 2017.
- TWC will integrate the Blind and General VR programs.
  - By October 1, 2017, TWC will consolidate the two separate VR programs for individuals with visual impairments and individuals with other disabilities into a single division.
  - TWC will hold public hearings in early 2017 to gather input from stakeholders on this merger.
- TWC will work closely with Local Workforce Development Boards to integrate VR staff.
  - VR staff will be co-located with Texas Workforce Solutions staff as current field office leases expire or can be renegotiated, and as Workforce Solutions office space is available and ready to accommodate the relocating individuals. Eventually, all VR program staff will be co-located within a Workforce Solutions office.
  - TWC has already begun a pilot project to co-locate VR staff with Workforce Solutions staff in four regions: Bastrop, Brenham, Corsicana and Waxahachie.

**TEXAS WORKFORCE COMMISSION**  
**September 2016**  
*Our mission is to promote and support an effective workforce system that offers employers, individuals and communities the opportunity to achieve and sustain economic prosperity.*



# TEXAS WORKFORCE COMMISSION ORGANIZATIONAL CHART

**September 2016**

*Our mission is to promote and support an effective workforce system that offers employers, individuals and communities the opportunity to achieve and sustain economic prosperity.*

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  - A. Director Internal Audit, Ashley Sagebiel (also indirectly reports to the Executive Director)
  - B. Executive Director, Larry Temple
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      1. Business Transformation, Alfredo Mycue
      2. Finance, Chief Financial Officer, Randy Townsend
        - a. Budget Reporting and Functional Support
        - b. Financial Operations
        - c. Accounting Services
      3. Director, Information Technology, Lisa Richardson
        - a. Deputy Director, Information Technology
        - b. Applications Development and Maintenance
        - c. IT Infrastructure Services
        - d. Interim Technology Business Services
        - e. Vocational Rehabilitation Systems
      4. Business Operations, Glenn Neal
        - a. Human Resources
        - b. Training and Development
        - c. Infrastructure Services
        - d. Procurement and Contract Services
        - e. Risk and Security Management
        - f. Document Services

- g. Interim Field Support Services
- ii. Director Transition Management, Glenn Neal
- iii. Interim General Counsel, Susanna Holt Cutrone (also indirectly reports to the Commissioners)
- iv. Director Employer Initiatives, Aaron Demerson
- v. Director Operational Insights, Adam Leonard
- vi. Deputy Director Workforce Solutions, Reagan Miller
  - 1. Rehabilitation Council of Texas (also indirectly reports to the Commissioners)
  - 2. Director Rehabilitation Services, Cheryl Fuller
    - a. Consumer Services
    - b. Program Operations
    - c. Region 1
    - d. Region 2
    - e. Region 3
    - f. Region 4
    - g. Region 5
  - 3. Interim Director Blind Services, Cheryl Fuller
    - a. Criss Cole Rehabilitation Center
    - b. Programs Management South
    - c. Programs Management North
    - d. Business Enterprises of Texas
  - 4. Director Workforce Development, Courtney Arbour
    - a. Workforce and Board Support
    - b. Programs
    - c. Contracts/Operations
    - d. Adult Education and Literacy
    - e. Texas Veterans Leadership Program

- vii. Director Civil Rights, Lowell Keig
  - 1. Employment Investigations/ADR
  - 2. Housing Investigations/ADR
- viii. Director Regulatory Integrity Division, Paul Carmona
  - 1. Internal Investigations and Fraud Prosecutions
  - 2. Subrecipient Monitoring and Statistical Sampling
  - 3. VR Contract Oversight
  - 4. Program Investigations, Fraud and Collections
  - 5. State EO Officer (Also indirectly reports to the Executive Director)
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    - a. UI Operations and Customer Support
    - b. Appeals
    - c. Commission Appeals
    - d. Special Hearings
    - e. Tax
- x. Director External Relations, Tom McCarty
  - 1. Communications
  - 2. Governmental Relations
  - 3. Labor Market and Career Information
  - 4. Conference Planning and Media Services
  - 5. Customer Relations
  - 6. Strategic Outreach