

**Texas  
Workforce  
Commission**



**2013 Annual Report  
Texas Workforce Commission**



## ***Texas Workforce Commission Mission***

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 Message from the Commissioners**

### **The Honorable Rick Perry**

### **The Honorable David Dewhurst**

### **The Honorable Joe Straus, III**

## **Members of the Texas Legislature**

As the state is experiencing Texas-sized growth, both in job creation and labor force size, the Texas Workforce Commission (TWC) is poised to address the many opportunities and challenges that come with expansion as the agency advances its mission to promote and support an effective workforce system that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity. Collaboration with regional partners and a focus on innovation help us identify and implement workforce solutions that best serve the people of Texas.

With the addition of more than 243,000 nonfarm jobs, including 230,000 private-sector positions during state Fiscal Year 2013 (FY 2013), Texas continues to be a national economic powerhouse. Its cities are leading the nation in job growth. A Brookings Institute, April 2013 report showed that Texas leads the nation in job creation with Austin, Houston, Dallas, San Antonio, and McAllen all with higher employment levels than before the recession. In May 2013, *Forbes* magazine named five Texas metropolitan areas among the top cities for jobs: Ft. Worth/Arlington (4th); Houston/Sugarland/Baytown (5th); Dallas/Plano/Irving (6th); Austin/Round Rock (10th); and San Antonio (12th).

Not only has this metropolitan growth been steady, it has spread throughout the state. Rapid job growth also has occurred in geographic regions where shale plays saw increased activity in oil and gas exploration and production. The Eagle Ford Shale, Cline Shale, and Permian Shale regions have experienced tremendous demand from oil and gas-related employers for skilled workers.

While Texas' robust growth is great news, this growth brings new challenges to ensure that businesses that came here, stay here, and that those businesses continue to succeed and grow.

To stay on our state's current path of success there must be a continued investment in human capital. The Texas labor force also has experienced tremendous growth and now stands at more than 12.7 million individuals, up from 11.6 million in 2008. TWC and the state's 28 local workforce development boards, which together comprise Texas Workforce Solutions, partner with local economic development organizations, community colleges and other entities to connect workers to available job opportunities and to equip the growing workforce with the advanced skills for a successful future. Nearly 1.5 million job seekers received services from Texas Workforce Solutions in FY 2013 and nearly 34,000 individuals obtained skills advancement through TWC-administered job training programs.

Among the growing populations needing job search assistance are veterans transitioning to the civilian workforce. TWC is meeting that need through initiatives that help service members who are exiting the military with job training and employment assistance after their military service. A first-of-its-kind initiative, the College Credit for Heroes program received additional funding that allowed for expansion in FY 2013. The program allows veterans to apply the knowledge and experience gained in the military toward college credit in order to transition more efficiently to the civilian workforce. Seventeen new partner schools, including the Texas A&M University system, have now signed on to the program for a total of 30 colleges and university campuses now participating in the program. In addition, TWC organized a first-of-its-kind statewide veterans hiring event, held on November 15, 2012, to connect veterans and their spouses with job opportunities. More than 1,400 employers participated in the *27 Hiring Red, White & You!* hiring events hosted by TWC and its 28 Workforce Solutions partners, the Texas Veterans Commission, and the Texas Medical Center. TWC estimates that 2,800 individuals were hired as a result of the November 2012 fair. A second statewide hiring event was held in November 2013, building on the successful 2012 fair with even more in attendance.

Although the majority of the state saw job growth and improved employment, some regions of the state have continued to experience high unemployment as a result of the national economic downturn. This, combined with the growing labor force and reductions in federal funding resources, has challenged TWC and its workforce partners to do more and serve more with less.

As a conscientious steward of the Unemployment Compensation Trust Fund, TWC continues to improve and increase efforts to eliminate overpayments and to discover and prosecute fraudulent claims from the fund.

Developing innovative approaches and improvements to service delivery has been the guiding standard of operation for FY 2013. After a successful pilot application of the Integrated Theory of Constraints Lean Six Sigma methodology in 2012, TWC expanded the lean business principles to all of its business areas and is currently working on specific rapid process improvements for several other programs.

Integration of programs within Workforce Solutions offices across the state allows Texas to leverage resources, thus minimizing the impact of reductions in funding and the increased demand for services. The reduction from 15 percent to five percent for Program Year 2011 (PY'11) governor's reserve funds restricted the state's ability to effectively fund and carry out the required statewide Workforce Investment Act activities. TWC's integrated approach to services, however, allowed Workforce Solutions office staff to provide a greater number of individuals with services to improve the job seeker's probability of success.

Our workforce training and employment services programs are in place to help pick people up after they have fallen on hard times. Workforce Investment Act programs, unemployment benefits, child care assistance, and other programs we deliver are in place to help at-risk people return to self-sufficiency.

Identifying and addressing training needs for the workforce is critical to efforts to connect workers to available jobs. In FY 2013, TWC awarded 40 grants to 28 community and technical colleges in partnership with 70 employers to provide job training for more than 14,000 newly hired and incumbent workers. In addition, nearly 12,000 individuals participated in Workforce

Investment Act training programs to gain needed workforce skills. To address the critical needs of the Cline, Permian, and Eagle Ford Shale plays, \$3 million from the Skills Development Fund was allocated to 14 community colleges serving those regions to develop specific training programs. The resulting training will ensure that a pipeline of skilled workers is available to oil and gas industry employers in these regions.

TWC has formed a unique partnership with the Texas Education Agency and the Texas Higher Education Coordinating Board to improve student outcomes and to ensure that the workforce of tomorrow is equipped to meet the needs of Texas employers. TWC has also worked closely with the Texas Education Agency to lay the groundwork for a smooth transition for Adult Education and Family Literacy programs, as TWC will be serving adults with English Literacy and Civics Education needs in the coming fiscal year. Recognizing that literacy and workplace success go hand-in-hand, the Texas Legislature transferred the responsibility for these programs. TWC gathered input from stakeholders to prepare for seamless service delivery beginning in September of 2013.

We are proud of the progress we have made to address the needs of the Texas workforce and its employers and to tackle the challenges of growth and expansion with efficient and superior service. We look forward to the work that is still to be done as we continue to form partnerships and seek innovative ways to use the resources available to the benefit of the people of Texas with the support of the Governor and the Legislature.



A handwritten signature in black ink that reads "Andres Alcantar".

Andres Alcantar, TWC Chairman and  
Commissioner Representing the Public



A handwritten signature in black ink that reads "Ronald G. Congleton".

Ronald G. Congleton,  
TWC Commissioner Representing Labor



A handwritten signature in black ink that reads "Hope Andrade".

Esperanza "Hope" Andrade,  
TWC Commissioner Representing Employers

# Serving Businesses and Employers



## Business Services

Workforce Solutions partners collaborate with local economic development entities and others at the local level to identify and assist with the workforce needs of employers. Individuals within the local workforce development boards comprise business service units, which offer direct consultation with businesses to facilitate partnerships and deliver customized workforce services. These services include development of workforce training programs, assistance with applicant screening and referrals, job fair hosting, and analysis of labor market information. In FY 2013, nearly 92,000 employers received these and other outreach services.

### Program Spotlight: Tailored “Business Solutions” Attract Business to Central Texas

Workforce Solutions of Central Texas (Central Texas) boosted its business-focused services by developing the “Business Solutions” concept to focus more intensively on outreach and engagement of business leaders interested in tailored services designed to meet their business needs. The newly launched Business Solutions was marketed to businesses using branded marketing materials including logos, taglines, business cards, and brochures.

Since implementing the Business Solutions concept, three high-profile businesses used more than 500 hours of Business Solutions’ services to coordinate off-site recruitment and targeted job fairs, negotiate office space, and support staffing and recruitment activities. The minimal investment resulted in an expected \$566 million in economic benefit generated by these businesses in the Central Texas area. The initiative was awarded the Service to Business Award at the 2013 Annual Workforce Conference.



## Skills Development Fund Training

Community and technical colleges from all over the state partner with TWC and local employers to provide job skills training. The training either enables incumbent employees to advance their

skills or creates new jobs with the partnering business. The Texas Legislature allocated \$48.5 million to fund the collaborative training efforts for the 2012-13 biennium. TWC works closely with the employer and training provider to ensure that the training meets specific performance measures and serves to benefit both the employer and the trainees. In FY 2013, TWC awarded 40 grants to 28 community and technical colleges in partnership with 70 employers to provide job training for more than 14,000 newly hired and incumbent workers. The average wage of the workers trained will be \$25.15. A complete program overview is available at <http://skills.texasworkforce.org>.

### Program Spotlight: Blinn College/Mid-South Synergy/Dig Tech, Inc.

Blinn College in Bryan partnered with Mid-South Synergy and Dig-Tech, Inc., to address local skills gaps. The companies had been unable to hire workers with electrical, mechanical, construction, and equipment operation experience. The company also needed to upgrade current workforce expertise to respond to technological advancements in the distribution field and to remain competitive. In response, the college was awarded a \$267,648 Skills grant to train 29 new and 179 current incumbent workers.

Electrical groundsmen, apprentices, operations technician, and journeymen trained in areas including water and wastewater operations; distribution line installation and removal; metering; and electrical transmission and distribution. The complex training program assisted in the development and implementation of an electrical lineman program at Blinn College. Now, the new program that complies with industry standards helps in meeting the needs of area electrical generation and distribution companies.



### SitesOnTexas.com

SitesOnTexas 2.0 is a geographic mapping technology that allows workforce and economic development professionals to effectively collaborate with employers and plan for business expansion, job retention, and workforce training. TWC, in partnership with Texas

A&M Engineering Extension Service (TEEX) provides this technology which allows users to access comprehensive demographic information to view labor market and economic data through charts and maps that convey complex statistical information in an easy-to-understand visual format.

### Labor Market Information

As companies decide about location and expansion opportunities, they work with their local workforce board and TWC's Labor Market and Career Information (LMCI) department for labor market analysis of targeted industries and occupations. In addition to specific data, LMCI provides a number of tools and resources which provide employers the future outlook for occupations in Texas, current economic news and numbers, and economic development trends. LMCI maintains a number of online tools and produces publications that provide this information to a variety of customer groups. This information can be accessed online at [www.lmci.state.tx.us](http://www.lmci.state.tx.us).



## Small Business Programs

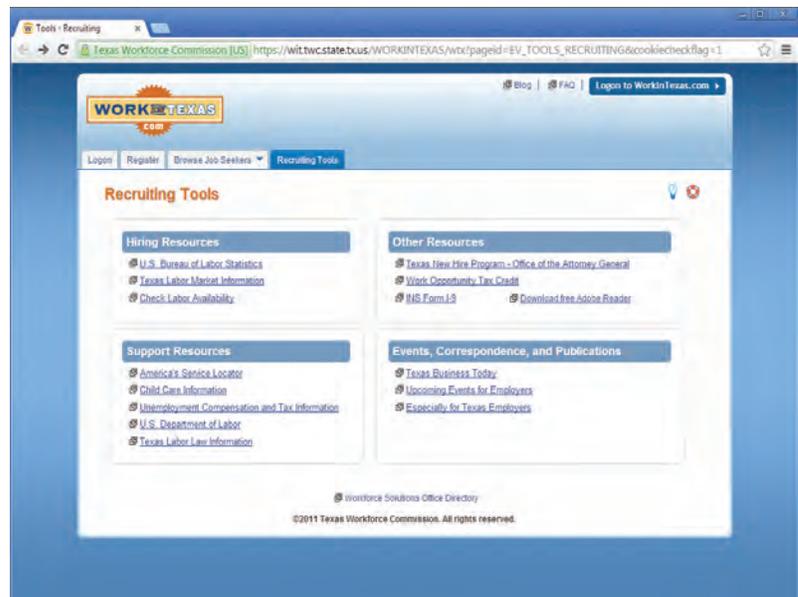
The overwhelming majority of employers in Texas employ 100 or fewer employees. These businesses perform the vital functions that sustain our needs and support our state's economy. To serve the nearly 460,000 small business employers in Texas, TWC supports initiatives designed to help them succeed.

TWC partners with the Governor's Economic Development and Tourism division, local Workforce Solutions offices, and regional economic development agencies to host Governor's Small Business forums, which are held throughout the state to provide information, resources, and networking opportunities to Texas entrepreneurs and small businesses. Forum attendees come away with valuable information on workforce development, marketing, hiring and managing employees, and training and growth opportunities. Nearly 4,000 individuals attended one of the 20 forums in FY 2013. TWC also extends the reach of the state's Skills Development Fund to provide job training to small businesses through its Skills for Small Businesses program. Smaller employers can address their workforce training needs through training classes provided by local community and technical colleges. This enables employers to ensure that their employees have the skills needed in the modern workplace. More information about the Skills for Small Business program is available online at <http://ssb.texasworkforce.org>.

In addition to free job vacancy posting, WorkInTexas.com provides employers with valuable tools including hiring and support resources, and relevant programs that are available to Texas businesses.

## Online Job Matching Resource

TWC's WorkInTexas.com provides a free opportunity for employers to find available talent to fill their job vacancies. With approximately 500,000 résumés available each day, WorkInTexas.com is a human resources partner and has become one of the largest job-matching networks available to Texas employers. Since its launch in 2004, more than two million jobs posted on the site have been filled. Employers can use the site to post job notices, search résumés, check labor availability, and access recruitment tools—all free of charge, 24 hours a day, seven days a week. TWC seeks to continually apply current technology to the site including a mobile-friendly version of the site, which went online for job seekers last summer, and a re-launch of the site in January of 2012 with new and improved services.





TWC Chairman Andres Alcantar presents a \$1.5 million Skills Development Fund grant check to representatives from eight community colleges that are using the funds to develop curriculum to train oil and gas workers in the Cline and Permian Shale regions. *Photo courtesy Odessa College*

## Oil and Gas Shale Initiatives

As the demand grew for skilled oil and gas workers to serve the Eagle Ford, Permian Basin, and Cline Shale play regions, TWC partnered with local community colleges to create a unique training opportunity to serve employers in the regions. Two Oil and Gas Exploration and Production Building initiatives were created to use Skills Development Funds to enhance the colleges' ability to expand capacity and address the specific training needs of the regions. Eight colleges in the Cline and Permian Shale play and six colleges in the Eagle Ford Shale play received a total of \$3 million in grants to develop customized curriculum and purchase equipment and simulation software used to train individuals seeking employment in oil and gas exploration and production.

## Shared Work Unemployment Benefit Program

The Shared Work Unemployment Benefit Program provides Texas employers with an alternative to layoffs in order to retain quality workers during difficult economic times. TWC developed this voluntary program to help Texas employers and employees withstand a slowdown in business. Qualifying employees may be retained to work reduced hours and are able to offset some of the lost wages with partial unemployment benefits. During FY 2013, 194 employers participated in the program and as a result 11,748 individuals were able to retain their jobs by cutting their working hours and claiming benefits.

## Work Opportunity Tax Credit Certification

The Work Opportunity Tax Credit (WOTC) is a federal income tax benefit administered by the U.S. Department of Labor (DOL) for employers who hire individuals from specified target populations. WOTC reduces a business's federal tax liability, serving as an incentive to select job candidates who may be disadvantaged in their efforts to find employment. TWC researches and certifies new hires that are eligible for the employer tax benefit. TWC helped employers identify nearly \$335 million in potential tax savings in FY 2013.

## Specialized Agricultural Services

TWC's Agricultural Services Unit works with the 28 local Workforce Solutions offices in Texas to assist with the unique employment needs of the agricultural industry. The unit offers assistance with finding skilled workers, providing industry training, and accessing critical labor market information. The unit provides information on employment laws and requirements, unemployment insurance and taxes, tax credits, and resources for small business. When agricultural employers are unable to fill a local seasonal employment need due to a shortage of U.S. workers, TWC assists by reviewing temporary employment applications for foreign workers in compliance with the U.S. Department of Labor's regulations and policies/procedures, conducting annual agriculture wage surveys and inspecting housing for foreign workers as required for temporary foreign workers.

The quarterly magazine *Texas Business Today* is one of many tools designed to help employers stay current on employment law and other valuable information related to doing business in Texas.



## Employment Law Assistance

TWC staff provides several resources to help businesses navigate the employment landscape in Texas. More than 5,800 individuals attended 13 Texas Business Conferences held throughout the state in FY 2013. The conferences keep employers up to date on the latest information about employment law. Topics presented at the conferences include Texas employment law and 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. To extend the reach of assistance provided at the conferences, attorneys from the office began offering webinars in June 2013. The webinars serve as interactive online workshops for employers to attend from a convenient remote location. Improvements to these webinars, as well as online registration and payment options for the Texas Business Conferences, are planned for FY 2014.

In addition, the Commissioner Representing Employers' office produces publications available both in print and online that help businesses stay informed about the legal issues surrounding employment in Texas. The handy reference book *Especially for Texas Employers* provides information on important workplace issues. Chapters include topics on the basic legal issues relevant to hiring, pay and policy, work separation, post-employment problems, and employment law-related websites. Information about how to access the free book in print or online is available at [www.texasworkforce.org/eft](http://www.texasworkforce.org/eft). The quarterly publication *Texas Business Today*, available online or by subscription, is also free and serves as a handy supplement covering issues and interests of Texas employers. Please visit this page to access either version: [www.texasworkforce.org/texas-business-today.html](http://www.texasworkforce.org/texas-business-today.html).

## Employer Recognitions



The Workforce Solutions Permian Basin Employer of Excellence was Fite Fire & Safety. Pictured from left to right are: Permian Basin Board Member Raymond Chavez and his wife Diana Chavez, Permian Basin CEO Gail Dickenson, Permian Basin Executive Director Willie Taylor, Permian Basin Board Chair Greg Yoxsimer, Fite Fire & Safety Representatives Lyn Fite and Jo Fite, and Permian Basin Board Member Suzan Gentry.

## Texas Workforce Solutions Employer Award of Excellence

TWC honors outstanding Texas Employers each year at its Annual Texas Workforce Conference. The Texas Workforce Solutions 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, as a customer and collaborator with the Local Workforce Development Board, has created and used innovative approaches that have had a significant impact on the local economy and workforce. These employers were chosen from the many with whom the boards interface annually and engage as workforce customers. The 2013 Employers of Excellence were:

### **Workforce Solutions Alamo**

*Higuchi International Corporation*

### **Workforce Solutions Brazos Valley**

*KAGS TV*

### **Workforce Solutions Cameron**

*Advanced Call Center Technologies, LLC*

### **Workforce Solutions Capital Area**

*Liquidation Channel*

### **Workforce Solutions of Central Texas**

*Becon Construction Company, Inc.*

### **Workforce Solutions Middle Rio Grande**

*Guardsmark, LLC*

### **Workforce Solutions for North Central Texas**

*Labinal, Inc.*

### **Workforce Solutions Northeast Texas**

*Pilgrim's Pride Corporation*

### **Workforce Solutions North Texas**

*Metasys Technologies, Inc.*

### **Workforce Solutions Panhandle**

*Street Toyota & Scion*

## Employer Award of Excellence winners continued:

### **Workforce Solutions of the Coastal Bend**

*ZJZ Hospitality Inc.*

### **Workforce Solutions Concho Valley**

*Baptist Retirement Community*

### **Workforce Solutions Deep East Texas**

*Nucor Vulcraft Group – Grapeland Division*

### **Workforce Solutions East Texas**

*AAON Coil Products, Inc.*

### **Workforce Solutions Golden Crescent**

*Pioneer Natural Resources*

### **Workforce Solutions Greater Dallas**

*Bledsoe Brace Systems*

### **Workforce Solutions Gulf Coast**

*BASF*

### **Workforce Solutions for the Heart of Texas**

*Little Cougar, Inc.*

### **Workforce Solutions Lower Rio Grande Valley**

*Stripes Stores*

### **Workforce Solutions Permian Basin**

*Fite Fire & Safety*

### **Workforce Solutions Rural Capital Area**

*Durcon Incorporated*

### **Workforce Solutions Southeast Texas**

*Ashland Inc.*

### **Workforce Solutions South Plains**

*J&B Industrial Services*

### **Workforce Solutions for South Texas**

*SOS Employment Group*

### **Workforce Solutions for Tarrant County**

*Southstar LLC*

### **Workforce Solutions Texoma**

*NOVO 1*

### **Workforce Solutions Upper Rio Grande**

*Whataburger*

### **Workforce Solutions of West Central Texas**

*Buzzi Unicem USA*

## Texas Workforce Solutions Employer of the Year

The Employer of the Year Award recognizes a private-sector employer or employer consortium that is actively involved with Texas Workforce Solutions and, as a result, has benefited other employers, workers, and the community.

Local Workforce Development Boards nominate employers whose partnership exemplifies the economic success that can be achieved through private sector collaboration with the public sector. This year, five finalists 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 five exemplary finalists, the 2013 Employer of the Year was selected. 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 2013 Workforce Solutions Employer of the Year award were:

### **Caterpillar Inc.**

*Nominated by Workforce Solutions Heart of Texas*

### **Durcon Incorporated**

*Nominated by Workforce Solutions Rural Capital Area*

### **Exxon Mobil Corporation**

*Nominated by Workforce Solutions Gulf Coast*

### **GE Transportation**

*Nominated by Workforce Solutions for Tarrant County and Workforce Solutions for North Central Texas*

### **Village Farms**

*Nominated by Workforce Solutions Upper Rio Grande*



ExxonMobil was named Texas Workforce Solutions 2013 Employer of the Year at the Texas Workforce Conference. Pictured from left to right are: TWC Commissioner Representing Employers Hope Andrade, TWC Executive Director Larry Temple, ExxonMobil Baytown Area Public and Government Affairs Manager Deedra Moe, ExxonMobil Baytown Olefins Plant Manager Woodie Paul, ExxonMobil Chemical Co. Public and Government Affairs Regional Planning Manager Russ Roberts, ExxonMobil Baytown Area Human Resources Manager Ernie Richter, ExxonMobil Baytown Area Public and Government Affairs Advisor Connie Tilton, and TWC Chairman Andres Alcantar.

## Program Spotlight: Exxon Mobil Corporation

### *Texas Workforce Solutions 2013 Employer of the Year*

Exxon Mobil Corporation (ExxonMobil) has championed workforce and economic development statewide and particularly in the Gulf Coast region. The company partners with seven area schools in two school districts, providing funding for volunteers and actively participating in initiatives to increase interest in science, technology, engineering, and math (STEM) occupations. The company leads in STEM promotion by sponsoring the ExxonMobil Texas Science and Engineering Fair each year.

ExxonMobil's planned expansion in the Baytown area alone will create an estimated 10,000 construction jobs and 350 permanent jobs. The company is investing in a workforce initiative to recruit and educate thousands of new workers in the greater Houston area for chemical operations along the Gulf Coast. The nation's largest energy company partners with workforce programs at nine Houston-area community colleges. On June 7, 2013, ExxonMobil announced a \$500,000 commitment to fund the Community College Petrochemical Initiative to promote training programs and recruit workers for high-paying jobs.

ExxonMobil works closely with the Workforce Solutions Office in Baytown, most recently recruiting for new-hire process operators. The company serves on boards for economic development associations, chambers of commerce, workforce committees, and education at all levels.

The company invests significantly in its own workforce, partnering routinely with Lee College to train and upgrade its incumbent workers. ExxonMobil also provides financial and volunteer support to the Lee College Veteran's Center.

## Protection of Unemployment Insurance Trust Fund

Prevention, detection, and elimination of fraud, waste, and abuse in all facets of the unemployment insurance program are among the primary functions of TWC's Regulatory Integrity Division. The division seeks to prevent and collect overpayments to claimants, to ensure that proper tax payments are made to the Unemployment Compensation Trust Fund, and to detect and prosecute fraud. The division constantly looks for ways to improve data collection methods so that TWC can make timely and accurate payments to claimants and avoid overpayments.



In addition, the division continually pursues improvements to its fraud discovery, data collection, and cross-matching methods to ensure that appropriate taxes are collected and the fund is preserved only for those due its benefits. In FY 2013, the division recovered nearly \$3.9 million in fraudulently obtained unemployment benefits. In addition, the Regulatory Integrity Division enforces all regulatory statutes within TWC's jurisdiction including Workforce Investment Act, Trade Adjustment Act, Skills Development, Self-Sufficiency, Child Care, and other TWC-administered programs, and evaluates program performance to improve compliance in order to foster improvement within the workforce system.

# Serving Job Seekers and Employees



## Employment Services

Nearly 1.5 million job seekers received employment services from the 28 workforce development boards that, along with TWC, compose Texas Workforce Solutions. The boards provide a comprehensive array of services to connect employers seeking workers to individuals seeking employment. Employment services are available to all Texas residents and the boards also administer specific programs to assist those who must overcome barriers to employment. Local Workforce Solutions offices, serving as career centers, provide a variety of job-search resources, tools for individuals with disabilities, and networking opportunities for those seeking work. Among the many services and resources offered are workshops, job fairs, résumé writing assistance, access to computers, and assistance with the agency's WorkInTexas.com job matching database.

## Program Spotlight: Special Projects Units

Workforce Solutions for Tarrant County's Special Projects Unit, a think tank and incubator serving those with significant barriers to employment, has developed cutting edge programs such as Fathers and Children Together and Next Subsidized Transitional Employment Program (Next STEP, designed to help ex-offenders). The unit works to identify the strengths of hard-to-serve job seekers and puts them through an intensive two-week job readiness boot camp that includes training in time management, interviewing, résumé writing, financial literacy, teamwork, problem solving, and more. As of March 2013, Next STEP had placed a total of 167 individuals in competitive employment for ex-offenders, and the recidivism rate among those served was only 4.1 percent. Workforce Solutions for Tarrant County was awarded the Service to Workers Award at the 2013 Annual Texas Workforce Conference for this program.

## Re-employment Assistance

Texas Workforce Solutions partners seek innovative ways to assist those who lose employment because of unforeseen circumstances by seeking to leverage available funding resources such as National Emergency Grants (NEG) from the U.S. Department of Labor. In 2013, Texas received more than \$10.6 million in federal NEG funding to assist displaced workers. The funds were earmarked for long-term unemployed, former employees from the Cargill Meat Packing Plant in Plainview, and workers who were dislocated from Fort Hood and the Red River Army Depot as a result of military Base Realignment and Closures.

### Program Spotlight: TWC secures grant to assist displaced Cargill plant workers

In June, the U.S. Department of Labor announced that it was granting a Texas Workforce Commission (TWC) request for up to \$2.1 million in National Emergency Grants (NEG) to assist workers displaced by the recent closure of the Cargill Meat Solutions Corp. (Cargill) plant in Plainview. An initial allocation of \$1.1 million has been made available and the remaining \$1 million will be authorized if there is a continued demonstrated need for assistance. The funds will be used to provide training and re-employment services to help those who lost their jobs because of the plant closure. These services will help the displaced workers so they can transition to jobs in high-demand occupations in the South Plains region. Cargill announced the plant's closure in January and in early February, Workforce Solutions South Plains (South Plains) began assisting the dislocated workers. South Plains opened a New Opportunities Center in Plainview dedicated to helping Cargill workers find new jobs, held a job fair attended by 1,150 of the displaced employees, and conducted two days of Rapid Response Services for the workers, including job search assistance, job referrals, and assistance with registering on the WorkInTexas.com job-matching site.

## Career Planning Information

TWC's Labor Market and Career Information department provides job seekers and students with valuable career planning tools to help them explore career opportunities, find wage and occupation information, and learn about current job market and employment trends. The department provides valuable information and maintains nine web-based applications designed to assist a wide range of customers from students making informed career choices to economic development professionals analyzing the impact of relocation within Texas. One popular resource for students is TexasRealityCheck.com. The program allows students to make lifestyle choices, create a budget, and then view the occupations and preferred education levels that support those choices. Reality Check is one of the most popular and widely replicated websites in the LMCI tool box and also features a widely-used iPhone application.



TWC Commissioner Representing Labor Ronny Congleton presents a Skills Development Fund grant check to a local community college and its employer partner. The funds are used for job training for new and incumbent workers.

## Worker Training Programs

A ready workforce equipped with the skills needed by Texas employers is the aim of the many training programs supported by TWC. In FY 2013, nearly 34,000 individuals received training through Workforce Investment Act, Skills Development Fund, Apprenticeship, and other TWC-administered training programs. Nearly 12,000 workers took part in WIA occupational training, which is available to dislocated workers, disadvantaged youth, and unemployed or low-wage earning adults. Nearly 4,000 individuals were trained through an apprenticeship program, which provides a combination of on-the-job training and classroom instruction for highly skilled trades and occupations. TWC also awarded 40 grants to 28 community and technical colleges in partnership with 70 employers to provide job training for more than 14,000 newly hired and incumbent workers in FY 2013. In addition, TWC prepared to assume the administration of Texas Adult Education and Literacy programs beginning in FY 2014.

## Unemployment Benefits and Rapid Response Services

In FY 2013, TWC paid nearly \$4 billion in state and federal unemployment benefits to individuals who lost their jobs through no fault of their own from the state's Unemployment Compensation Trust Fund. When workers lose their jobs, local Workforce Solutions offices offer employment services to help them quickly find new employment opportunities. TWC and Workforce Solutions staff provides Rapid Response assistance to those who lose their jobs because of mass layoffs, plant closures, or a natural disaster. They provide immediate, on-site assistance with re-employment services and unemployment insurance information, and group stress and financial management seminars. In some cases, mobile units are dispatched to offer these services.

## Disaster Assistance

TWC and its local workforce partners serve individuals who lost their jobs either permanently or temporarily as a result of a natural or other disaster. In some cases, TWC administers emergency unemployment compensation benefits to those affected. TWC also works to secure National Emergency Grants to help areas recover from the impact of lost jobs due to disasters, as it did with the communities affected by the wildfires that impacted many areas of the state in the summer of 2011. In 2013, TWC partnered with Workforce Solutions for the Heart of Texas to provide Rapid Response Services to the individuals in West, Texas who were affected by a local fertilizer plant explosion.

Following the massive fertilizer plant explosion in West, Texas, Workforce Solutions North Central Texas sent a Mobile Workforce Unit to the Knights Hall to enable those affected by the blast to sign up for unemployment benefits and search for new employment through WorkInTexas.com.

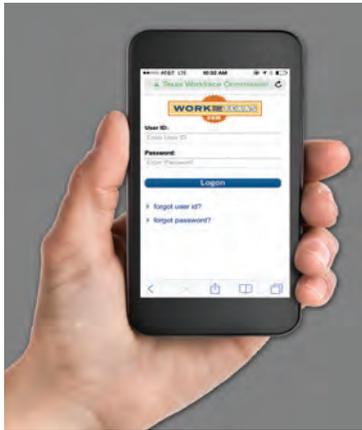


### Program Spotlight: Rapid Response Services Aid Community after Plant Explosion in West, Texas

On April 17, 2013, a fertilizer plant exploded in West, Texas, leaving many community residents without work, including 150 workers at the West Rest Haven nursing home. Within 72 hours, the Workforce Solutions Heart of Texas rapid response team deployed to assist affected businesses and workers. The team organized customized workshops addressing résumé development, financial planning, stress management, interviewing techniques, and referral information on other available services. The rapid response team also organized two successful hiring events with a job placement rate of 30–35 percent. More than 400 services were provided to more than 200 affected workers, and more than 110 displaced workers secured re-employment as a result. Workforce Solutions for the Heart of Texas was awarded the Workforce Solutions Service to Workers Award at the 2013 Texas Workforce Conference for these efforts.

## Trade Affected Workers

Nearly 3,000 individuals who lost their jobs due to increased foreign imports or shifts in production to foreign countries were provided with Trade Adjustment Assistance and other workforce services by TWC in FY 2013. More than 2,500 of those served participated in training programs to help them get skills that would improve their ability to find new employment. TWC provides re-employment services, training, job-search assistance, relocation, and support services to these displaced workers. Individuals may be eligible for Trade Readjustment Allowances (after exhausting regular unemployment benefits), a Health Coverage Tax Credit, and/or Alternative Re-employment Trade Adjustment Assistance for older workers. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become re-employed.



TWC launched a new mobile-friendly version of WorkInTexas.com to help job seekers access the site's job matching tools anytime, anywhere.

## Job Matching Resources

Job seekers have free access to one of the largest job databases in Texas with an average of 120,000 job notices daily through TWC's WorkInTexas.com. In 2013, the website surpassed a major milestone when it exceeded more than 2 million jobs filled through the job-matching resource since it launched in 2004. A site makeover in 2012 updated the website's appearance, streamlined its efficiency, and made it easier to use. To further enhance its service, WorkInTexas.com launched a mobile-friendly version for smart phone and small tablet users to make the tool more relevant and modern for today's job seeker on the go in the summer of 2013. The mobile-friendly version allows job seekers to search for jobs through multiple channels, run job match queries, apply for jobs, maintain lists of pending jobs, view and manage correspondence and alerts from TWC and stay informed of events at local Workforce Solutions offices.

## Labor Law Services

TWC's Labor Law section enforces payday, child labor, and minimum wage laws in Texas. In FY 2013, the Labor Law division received 16,079 claims of employers not paying their employees due wages. The department completed 14,094 investigations, ordered \$9.5 million in unpaid wages to be paid, and collected \$5.9 million in unpaid wages for Texas workers. The section also enforces Texas' child labor laws to protect minors in the workplace. The division received 391 child labor inquiries, conducted 2,520 investigations, found infractions in 129 cases, and issued 2,109 certificates of age and child actor permits.

## Child Care Services

TWC's Child Care Services program promotes long-term self-sufficiency by enabling parents to work or attend training activities while their children receive quality care. Nearly 102,600 children per day from low-income families received federally subsidized child care through TWC in FY 2013. Local workforce development boards design and manage the delivery of child care services for eligible participant families. TWC provides consumer education to parents on quality child care available in their community and promotes child care quality improvement through the Texas Rising Star (TRS) Program, which certifies child care providers that meet higher levels of quality beyond the minimum child care licensing standards. TWC also promotes child care quality improvement through activities to promote inclusive child care for children with disabilities and to enhance professional development related to child health, safety, early learning, and literacy.



## Migrant Farm Workers

To assist migrant seasonal farm workers, Workforce Solutions staff provides information about services provided through the Texas Workforce system. In Program Year (PY) 2012 (July 2012 to June 2013), TWC and the 28 local workforce development boards reached out to 12,723 migrant seasonal farm workers and registered a total of 11,887 on WorkInTexas.com. Workforce Solutions provided workforce services such as job referrals and career guidance to 9,811 migrant seasonal farm workers during PY 2012 and met all five U.S. Department of Labor equity indicators showing that they were served at a rate equivalent to or greater than the general public.

## Adult Education and Family Literacy

In FY 2013, TWC laid the groundwork to assume administration of Adult Education and Family Literacy programs from the Texas Education Agency (TEA) beginning in FY 2014. Recognizing that employment and education are closely linked, the Texas Legislature passed legislation that transfers the Adult Education and Family Literacy (AEFLA) programs, including Adult Basic Education and English Literacy and Civics, from the TEA to TWC. In summer 2013, TWC held a series of stakeholder meetings and hired an adult education director to facilitate a smooth transition, assess local needs, and develop innovative ideas to improve and expand existing programs.

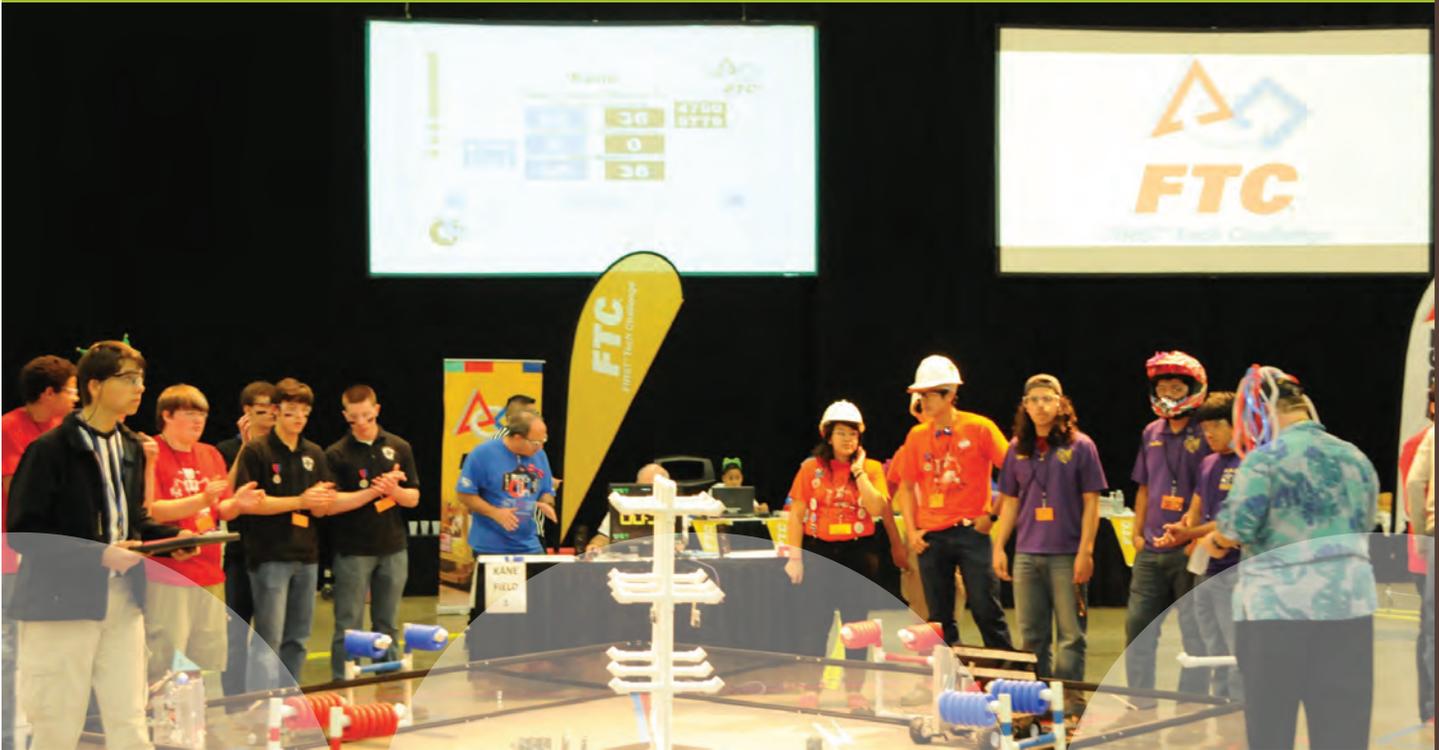


Sharon Breckenridge Thomas of San Antonio was the latest member to be sworn in to the seven-member Commission on Human Rights which presides over TWC's Civil Rights Division.

## Employment Discrimination

Charged with enforcement of state employment discrimination laws, TWC's Civil Rights Division receives, investigates, and seeks to mediate or conciliate employment discrimination complaints. Headed by the seven-member Texas Commission on Human Rights, the Civil Rights Division conducts neutral investigations of claims of discrimination based on race, color, sex, national origin, age, religion, or disability. In FY 2013, the division investigated and closed 650 employment discrimination complaints.

# Building Tomorrow's Workforce



TWC provides funding for high school robotics teams and competitions like this FIRST Robotics regional competition held in San Antonio in the spring of 2012. This is one of the agency's initiatives designed to promote interest in STEM-related studies and careers to Texas students.

## High School Robotics

Providing today's youth with education, training, and workplace opportunities is essential to the state's future growth and prosperity. In an effort to ensure that young people have the skills to meet future workforce needs, TWC supports programs that educate students about high-demand careers as demonstrated through its sponsorship of high school after school robotics programs. TWC sponsors teams and competitions through the Foundation for Inspiration and Recognition of Science and Technology (FIRST).

## Governor's Science and Technology Champions Academy

TWC awarded scholarships to winners from the high school division of the ExxonMobil Texas Science and Engineering Fair and their teacher/mentors enabling them to attend the Governor's Science and Technology Champions Academy free of charge. South Texas College in McAllen hosted the week-long STEM academic-based, hands-on residential summer camp that explores the practical applications of STEM endeavors and exposes the students to exciting career options that involve STEM high-tech skills.



TWC Chairman Andres Alcantar presented awards to the Best In Show winners from the 2013 ExxonMobil Texas Science and Engineering Fair. All of the winners from the senior division were invited to participate in the Governor's Science and Technology Champions Academy summer camp.

## ExxonMobil Texas Science and Engineering Fair

For the 12th year in a row, TWC proudly co-sponsored the ExxonMobil Texas Science and Engineering Fair as part of its efforts to encourage student interest in science, technology, engineering, and math (STEM). More than 1,100 middle and high school students came to the event to display their outstanding projects and compete for awards in 17 project categories. Winning high school entries qualified for the Intel International Science and Engineering Fair in Phoenix, and those participants were invited to participate in the Governor's Science and Technology Champions Academy summer camp on full scholarship. STEM-related skills continue to be in high demand for Texas employers and a primary focus for TWC's student outreach efforts.

## Summer Merit Programs

The Summer Merit Program provides scholarships to Texas middle and high school students with the goal of increasing the number of underrepresented and disadvantaged students in STEM skills-related summer camp programs. In 2013, TWC awarded 20 grants totaling more than \$1.5 million to Texas universities and community colleges for summer youth STEM camps. The grants allowed 1,737 students to attend the career-focused camps throughout the state.



TWC Commissioner Representing Employers Hope Andrade kicked off the 2013 Summer Merit Program season by presenting a grant check to The University of Texas Brownsville, one of 20 colleges and universities to host the STEM summer youth camps designed to increase the interest of underrepresented and disadvantaged youth in STEM disciplines.

## Fast Track Programs and Dual Credit Programs

Workforce Solutions partners encourage and facilitate education and training programs that put careers in the fast lane, especially for today's youth. Community colleges across Texas are responding to employer needs and industry demands for skilled workers by offering fast track courses in a variety of industries including oil and gas, medical, manufacturing, welding, and truck driving. Many of these programs are funded by TWC. In addition, community colleges are giving high school students a jump start on their post-high school education and career by offering dual credit programs that count as both high school and college credit. Local workforce development boards throughout the state have been instrumental in developing programs that often allow students to graduate from high school with a certification that can lead them straight into a career path.

### Program Spotlight: The STEM Challenge

Workforce Solutions Upper Rio Grande collaborated with area education, government, and economic development partners, and employers from science, technology, engineering, and math (STEM) industries to create the STEM Challenge. Currently in its fourth year, the STEM Challenge promotes STEM career opportunities to high school students through a regional competition for teams to incorporate their own innovative ideas into a business plan to solve a STEM-related economic issue. Each member of the winning team receives a \$2,500 prize. The STEM Challenge has helped encourage students to pursue academic and career opportunities in high-demand STEM fields. The STEM Challenge has grown into a bi-state, regional model with workforce partners in other parts of Texas and New Mexico replicating the program.

# Assisting Special Populations



Assisting the men and women who have provided us with military service is a responsibility that TWC embraces. TWC sponsors several programs and initiatives aimed at helping returning military families find employment opportunities in the civilian world.

## Veterans

### Texas Veterans Leadership Program

TWC's Texas Veterans Leadership Program (TVLP) provides peer-to-peer mentoring assistance to veterans as they reintegrate into the civilian workforce. Each of the state's 28 local workforce development boards is assigned a TVLP Veterans Resource and Referral Specialist. These individuals have reached out to more than 14,000 veterans of Operations Iraqi and Enduring Freedom and Operation New Dawn and have provided assistance to nearly 12,000 of those returning soldiers since the program's inception in 2008. Veterans of Operations Iraqi and Enduring Freedom are a high priority population for the workforce system and nearly 32,000 received employment services from TVLP and/or the local partners.

TWC Commissioner Representing Employers Hope Andrade speaks with veterans at the 2013 Hiring Red, White & You! job fair in Austin. This was the second straight year that TWC has hosted the statewide hiring events throughout the state.

### ***Hiring Red, White and You!***

On Nov. 15, 2012, Texas Workforce Solutions, the Texas Veterans Commission and the Texas Medical Center held a first-of-its-kind statewide hiring event for military veterans and their spouses.

The event was held at 27 venues throughout Texas on the same date to give the veterans unique access the state's employment opportunities. More than 10,000\* job seekers attended the job fairs which had more than 1,400 employers available with job opportunities. TWC estimates that 2,800 hires were made as a result of the statewide job fairs. The event was so successful that a second event was held on Nov. 14, 2013. \* Number of Attendees was revised.



### **College Credit for Heroes**

Launched in 2011, TWC's College Credit for Heroes initiative has undergone tremendous expansion. The program, a cooperative effort with 17 community and technical colleges throughout the state, took a huge step forward in 2013 with the addition of 13 universities from the Texas A&M System. Through the College Credit for Heroes program military veterans can receive college credit for the experience and training they received during their military service. The program is designed to help the service members receive college degrees and certifications that will help them transition to civilian occupations more quickly. In April 2012, a College Credit for Heroes Web portal, [CollegeCreditforHeroes.org](http://CollegeCreditforHeroes.org), was launched to provide online resources for program participants. As of October 2013, more than 19,000 veterans had created accounts through the portal and more than 2,300 had completed requests for transcripts.

### **Skills for Veterans**

Extending the powerful reach of the state's Skills Development Fund, TWC's Skills for Veterans initiative addresses the unique challenges and training of post-9/11 veterans entering the Texas Workforce. TWC has allocated \$1 million to support training for newly hired veterans. The program covers tuition and fees for course offerings at local community colleges for veterans who served in Operation Iraqi Freedom/Operation New Dawn or Operation Enduring Freedom.

## State of Texas Soldier Employment Initiative

TWC and the Texas Veterans Commission (TVC) partnered to develop a federally funded pilot project to help returning U.S. Army veterans find employment prior to separating from military service. As part of the \$750,000 initiative, TWC and TVC representatives will work with military, community, and employer organizations, including the Army Career and Alumni Program and the Transitional Assistance Program, to identify areas of need for veteran employment services, implement data sharing among partners and create a database that will consider a soldier's wide range of knowledge and translate that experience into skills statements understood by civilian employers.

### Program Spotlight: Workforce Solutions of Central Texas Addresses Military Population Boom

Three years ago, Workforce Solutions of Central Texas (Central Texas) faced an influx of more than 50,000 soldiers and their family members due to the Defense Base Closure and Realignment Commission's base closures. Central Texas launched a Labor Force Impact Study and determined approximately 9,000 new jobs would be created in the region, particularly in high-demand sectors such as health care, education, and production. To address workforce needs, Central Texas launched the Talent Central Texas marketing strategy to enroll veterans and military spouses in workforce services and training programs in these high-demand industries. So far, 481 have completed programs and 374 entered employment, including 169 unemployment insurance claimants. Workforce Solutions Central Texas was awarded the Workforce Solutions Service to Workers award at the 2013 Texas Workforce Conference for these efforts.

### SNAP Benefit Recipients

Nearly 50,000 individuals who qualify for federal Supplemental Nutritional Assistance Program (SNAP, formerly known as food stamps) benefits were provided with employment services through Workforce Solutions in FY 2013. TWC's employment and training program promotes long-term independence by preparing SNAP recipients for employment through work-related education and training activities.

### Senior Citizens Employment Program



Nearly 1,000 unemployed senior citizens participated in TWC's Senior Community Service Employment Program in FY 2013. The program provides on-the-job training and subsidized employment services to low-income job seekers aged 55 or older to help them obtain job skills. Program participants earn while they learn, gaining competitive skills through paid, part-time job assignments with nonprofit organizations and government agencies.

## TANF Choice Employment Assistance Program

Nearly 50,000 individuals who were applicants, current recipients, nonrecipient parents, or former recipients of Temporary Assistance for Needy Families (TANF) cash assistance were served through TWC's Choices program in FY 2013. The program is designed to help individuals transition from welfare to work through participation in work-related activities including unsubsidized employment, subsidized employment, on-the-job training, job-search and job-readiness classes, basic skills training, education, vocational training, child care, and support services.

## Foster Youth

Since 2004, TWC has funded foster youth transition centers serving both current and former foster youth, ages 14–25. The transition centers address critical life barriers facing youth who have or will soon age out of the foster care system. Transition centers are designed to provide foster youth access to education, employment and training services, life-skills classes, mentoring opportunities, and appropriate support services through a comprehensive one-stop service delivery system. Youth at these centers also receive comprehensive case management services and financial support through the Texas Department of Family and Protective Services' Preparation for Adult Living program. Youth are provided a safe environment where they receive the necessary services to become self-sufficient. The initiative also focuses on assisting foster youth in accessing self-sufficiency training geared toward advancing their skills, thus leading to increased self-esteem and greater success in transitioning into adulthood.

## Housing Discrimination

TWC's Civil Rights Division enforces state laws prohibiting housing discrimination. Headed by the seven-member Texas Commission on Human Rights, the division receives, investigates, and seeks to conciliate housing discrimination complaints filed on the basis of race, color, sex, national origin, familial status, religion, or disability. The Civil Rights Division investigated and closed 343 housing complaints in FY 2013 of which 90 were successfully conciliated and 38 were withdrawals with settlements. The remaining cases were either found to have no cause or were dismissed for various reasons including complaint withdrawal or lack of jurisdiction.

# Ensuring Program Integrity and Compliance



## Regulatory Integrity and Fraud Prevention

TWC's Regulatory Integrity Division is charged with deterring, detecting and preventing fraud, waste, and abuse while enforcing all regulatory statutes within the jurisdiction of the agency, including Tax, Workforce, Trade Act, Skills Development, Self-Sufficiency, Child Care, and all other programs administered by the agency. A priority of the division is the prevention, detection, and elimination of fraud and abuse in the Unemployment Insurance program in addition to all collection matters for TWC involving overpayments and delinquent taxes owed to the Unemployment Insurance Trust Fund. The division also evaluates program performance to improve compliance in order to foster improvement within the workforce system.

## Career Schools and Colleges

More than 500 career schools and colleges in Texas provide vocational training to more than 160,000 students annually. TWC makes annual site visits to campuses and monitors the qualifications of faculty, the quality of the facilities, class size, student completion rates, student employment rates, and other criteria that are required to operate a career school in Texas. TWC also investigates student complaints and reports of unlicensed schools.

# Implementing Continuous Improvement



## Rapid Process Improvement

TWC has embraced the business industry standard for rapid process improvement and quality service delivery by adopting the Integrated Theory of Constraints Lean Six Sigma methodology. TWC is applying the lean business principals to all of its business areas. Following the successful pilot of the methodology to its certification process for Work Opportunity Tax Credits in 2012, the agency is looking to apply rapid process improvement to other programs. The improvements are currently being evaluated and applied to TWC's IT procurements, fair housing complaint resolution process, trade readjustment claims, unemployment call center operations, benefit overpayment systems, tax adjustment methods, and appeals procedures.

## Overpayment Reductions

TWC's Office of Investigations is currently implementing a two-year project for an "Improve Fraud Discovery" tool that will help investigators quickly detect possible identity theft and other suspicious unemployment insurance activity. To improve the efficiency of the administration of the Unemployment Insurance Trust Fund, TWC continuously seeks ways to reduce overpayments to benefit claimants through diligent cross matching and investigations. In fact, Texas currently has the highest number of new hire cross match investigations in the country. Texas also is among the leaders in new hire and wage/benefit cross match overpayment investigations.

# Collaborating with Other State Agencies



## Texas Education Agency (TEA) and Texas Higher Education Coordinating Board (THECB)

TWC has a strong partnership with TEA and THECB in an effort to ensure that student outcomes are aligned with the job skills needs of employers. TWC assists with strategic planning for education and training for workforce needs statewide. TWC is pleased to be involved in a unique collaboration with TEA and THECB to assess the curriculum requirements for public schools and legislation supporting early college high schools. TWC shares relevant labor market information with these agencies which assists with decisions about how to direct resources toward a curriculum that will fulfill occupational needs for the state. Support of early childhood education and professional development, along with English as a Second Language (ESL) and Adult Basic Education (ABE) programs, are critical collaborations as well.

The recent successful transfer of Adult Education and Family Literacy Programs was facilitated by a strong partnership between TWC and TEA. The partnership between THECB and TWC through the College Credit for Heroes program will enable veterans to receive college credit for the experience and training they received while serving in the armed forces. In addition, THECB and TWC are working together to implement the new fast start program to promote rapid delivery of workforce education and development.

## **TEXAS STATE TECHNICAL COLLEGE (TSTC), TEXAS ENGINEERING EXTENSION SERVICE (TEEX), AND COMMUNITY COLLEGES**

TWC administers the state's Skills Development Fund and collaborates with Texas community colleges, Texas State Technical Colleges and TEEX to support job-training programs among these training and education providers. 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.

## **TEXAS OFFICE OF THE ATTORNEY GENERAL (OAG)**

TWC works with OAG to coordinate the use of information from OAG's New Hire database to cross-match hiring information on unemployment insurance claimants to reduce overpayment of benefits, to recover past overpayments, and to facilitate the payment of child support. TWC and OAG collaborate with child support courts to provide job-placement assistance for noncustodial parents so that they can pay child support.

## **TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (DFPS)**

TWC works with DFPS to provide child care services to children in low income families, children in foster care, or those 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 (TVC)**

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

## **TEXAS WORKFORCE INVESTMENT COUNCIL (TWIC)**

TWC serves as a member of the Governor's TWIC and assists in development of statewide workforce strategies and goals.

## **TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS (TDHCA)**

The TWC Civil Rights Division works closely with TDHCA to ensure that all Texans are able to access affordable housing and that individuals are not denied housing because of disability, race, age, or nationality.

## **OFFICE OF THE GOVERNOR ECONOMIC DEVELOPMENT AND TOURISM DIVISION**

TWC helps coordinate and provides presentations and resources for the Governor's Small Business Forums that are held throughout the state. The forums provide valuable information and support for the more than 460,000 Texas employers who employ 100 or fewer workers.

# Local Workforce Development Boards

## ALAMO

Board Expenditures: \$ 67,157,209\*  
Number of Workforce Solutions  
Offices: 17  
(210) 272-3260  
[www.workforcesolutionsalamo.org](http://www.workforcesolutionsalamo.org)

## BRAZOS VALLEY

Board Expenditures: \$ 8,762,070 \*  
Number of Workforce Solutions  
Offices: 6  
(979) 595-2800  
[www.bvjobs.org](http://www.bvjobs.org)

## CAMERON COUNTY

Board Expenditures: \$ 20,486,288 \*  
Number of Workforce Solutions  
Offices: 4  
(956) 548-6700  
[www.wfscameron.org](http://www.wfscameron.org)

## CAPITAL AREA

Board Expenditures \$ 31,194,639 \*  
Number of Workforce Solutions  
Offices: 3  
(512) 597-7100  
[www.wfscapitalarea.com](http://www.wfscapitalarea.com)

## CENTRAL TEXAS

Board Expenditures: \$ 17,114,886\*  
Number of Workforce Solutions  
Offices: 5  
(254) 939-3771  
[www.workforcelink.com](http://www.workforcelink.com)

## COASTAL BEND

Board Expenditures: \$ 19,771,893 \*  
Number of Workforce Solutions  
Offices: 9  
(361) 885-3016  
[www.workforcesolutionscb.org](http://www.workforcesolutionscb.org)

## CONCHO VALLEY

Board Expenditures: \$ 5,256,167 \*  
Number of Workforce Solutions  
Offices: 1  
(325) 653-2321  
[www.cvworkforce.org](http://www.cvworkforce.org)

## DALLAS COUNTY

Board Expenditures: \$ 82,285,168 \*  
Number of Workforce Solutions  
Offices: 9  
(214) 290-1000  
[www.wfsdallas.com](http://www.wfsdallas.com)

## DEEP EAST TEXAS

Board Expenditures: \$ 11,967,380 \*  
Number of Workforce Solutions  
Offices: 6  
(936) 639-8898  
[www.detnetwork.org](http://www.detnetwork.org)

## EAST TEXAS

Board Expenditures: \$ 24,452,662\*  
Number of Workforce Solutions  
Offices: 14  
(903) 984-8641  
[www.easttexasworkforce.org](http://www.easttexasworkforce.org)

## GOLDEN CRESCENT

Board Expenditures: \$ 6,174,040\*  
Number of Workforce Solutions  
Offices: 8  
(361) 576-5872  
[www.gcworkforce.org](http://www.gcworkforce.org)

## GULF COAST

Board Expenditures: \$ 169,982,607\*  
Number of Workforce Solutions  
Offices: 28  
(713) 627-3200 (888) 469-5627  
[www.wrksolutions.com](http://www.wrksolutions.com)

## HEART OF TEXAS

Board Expenditures: \$ 11,709,121\*  
Number of Workforce Solutions  
Offices: 4  
(254) 296-5300  
[www.hotworkforce.com](http://www.hotworkforce.com)

## LOWER RIO GRANDE VALLEY

Board Expenditures: \$ 43,752,761\*  
Number of Workforce Solutions  
Offices: 5  
(956) 928-5000  
[www.wfsolutions.org](http://www.wfsolutions.org)

## MIDDLE RIO GRANDE

Board Expenditures: \$ 8,128,459\*  
Number of Workforce Solutions  
Offices: 6  
(830) 591-0141  
[www.mrgwb.org](http://www.mrgwb.org)

## NORTH CENTRAL

Board Expenditures: \$ 55,841,647\*  
Number of Workforce Solutions  
Offices: 15  
(817) 695-9184  
[www.dfwjobs.com](http://www.dfwjobs.com)

## NORTHEAST TEXAS

Board Expenditures: \$ 10,062,967\*  
Number of Workforce Solutions  
Offices: 4  
(903) 794-9490  
[www.netxworkforce.org](http://www.netxworkforce.org)

## NORTH TEXAS

Board Expenditures: \$ 6,647,040\*  
Number of Workforce Solutions  
Offices: 4  
(940) 767-1432  
[www.ntxworksolutions.org](http://www.ntxworksolutions.org)

## PANHANDLE

Board Expenditures: \$ 13,194,738\*  
Number of Workforce Solutions  
Offices: 1  
(806) 372-3381  
[www.wspanhandle.com](http://www.wspanhandle.com)

## PERMIAN BASIN

Board Expenditures: \$ 13,194,738\*  
Number of Workforce Solutions  
Offices: 5  
(432) 563-5239  
[www.workforcepb.org](http://www.workforcepb.org)

## RURAL CAPITAL AREA

Board Expenditures: \$ 21,543,311\*  
Number of Workforce Solutions  
Offices: 9  
(512) 244-7966  
[www.workforcesolutionsrca.com](http://www.workforcesolutionsrca.com)

## SOUTHEAST TEXAS

Board Expenditures: \$ 13,086,869\*  
Number of Workforce Solutions  
Offices: 3  
(409) 719-4750  
[www.setworks.org](http://www.setworks.org)

## SOUTH PLAINS

Board Expenditures: \$ 14,354,174\*  
Number of Workforce Solutions  
Offices: 8  
(806) 744-1987  
[www.spworkforce.org](http://www.spworkforce.org)

## SOUTH TEXAS

Board Expenditures: \$ 11,639,878\*  
Number of Workforce Solutions  
Offices: 21  
(956) 722-3973  
[www.southtexasworkforce.org](http://www.southtexasworkforce.org)

## TARRANT COUNTY

Board Expenditures: \$ 55,140,074\*  
Number of Workforce Solutions  
Offices: 6  
(817) 413-4400  
[www.workforcesolutions.net](http://www.workforcesolutions.net)

## TEXOMA

Board Expenditures: \$ 5,479,940\*  
Number of Workforce Solutions  
Offices: 3  
(903) 957-7408  
[www.workforcesolutionstexoma.com](http://www.workforcesolutionstexoma.com)

## UPPER RIO GRANDE

Board Expenditures: \$ 34,402,919\*  
Number of Workforce Solutions  
Offices: 11  
(915) 772-2002  
[www.urgjobs.org](http://www.urgjobs.org)

## WEST CENTRAL

Board Expenditures: \$ 10,189,641\*  
Number of Workforce Solutions  
Offices: 4  
(325) 795-4200 (800) 457-5633  
[www.workforcesystem.org](http://www.workforcesystem.org)

\* American Recovery and Reinvestment Act funding allocations not included



# 2009-2013 State of Texas Unemployment Compensation Fund <sup>1</sup>

|  | Amounts in Millions |                    |                    |                  |                  |
|--|---------------------|--------------------|--------------------|------------------|------------------|
|  | FY 2009             | FY 2010            | FY 2011            | FY 2012          | FY 2013          |
| <b>Total Net Assets, September 1st</b>           | <b>\$1,788.3</b>    | <b>\$(303.9)</b>   | <b>\$(1,215.2)</b> | <b>\$(813.1)</b> | <b>\$29.3</b>    |
| <b>Revenues:</b>                                 |                     |                    |                    |                  |                  |
| Unemployment Taxes                               | 1,027.9             | 2,107.5            | 2,320.3            | 2,517.5          | 2,419.6          |
| Federal Revenues                                 | 1,601.2             | 4,463.9            | 3,469.6            | 2,735.0          | 1,475.6          |
| Obligation Assessment                            | -                   | -                  | 355.3              | 376.8            | 329.6            |
| Interest Income                                  | 44.2                | 0.1                | 13.8               | 22.6             | 33.2             |
| Other Revenues <sup>2</sup>                      | 142.5               | 238.5              | 220.3              | 247.1            | 162.2            |
| <b>Total Revenues</b>                            | <b>2,815.8</b>      | <b>6,810.0</b>     | <b>6,379.3</b>     | <b>5,899.0</b>   | <b>4,420.2</b>   |
| <b>Expenditures:</b>                             |                     |                    |                    |                  |                  |
| State Unemployment Benefits                      | (3,306.9)           | (3,362.6)          | (2,545.0)          | (2,329.7)        | (2,343.6)        |
| Federal Unemployment Benefits <sup>3</sup>       | (1,601.2)           | (4,463.9)          | (3,469.6)          | (2,735.0)        | (1,475.6)        |
| Interest Expenses <sup>4</sup>                   | -                   | -                  | (40.2)             | (50.1)           | (33.5)           |
| Other Non-Operating Bond Related Expenses        | -                   | -                  | (1.2)              | (3.0)            | (2.2)            |
| <b>Total Expenditures</b>                        | <b>(4,908.1)</b>    | <b>(7,826.5)</b>   | <b>(6,056.0)</b>   | <b>(5,117.8)</b> | <b>(3,854.9)</b> |
| <b>Transfers:</b>                                |                     |                    |                    |                  |                  |
| Employer Training and Investment Assessment      | 1.0                 | 105.2              | 82.9               | 86.8             | 92.8             |
| Unemployment Administration Account Transfers    | (0.9)               | -                  | (4.1)              | (25.6)           | (10.1)           |
| <b>Net Transfers</b>                             | <b>0.1</b>          | <b>105.2</b>       | <b>78.8</b>        | <b>61.2</b>      | <b>82.7</b>      |
| <b>Total Net Assets, August 31st 5</b>           | <b>\$(303.9)</b>    | <b>\$(1,215.2)</b> | <b>\$(813.1)</b>   | <b>\$29.3</b>    | <b>\$677.3</b>   |
| <b>Net Assets Restricted For:</b>                |                     |                    |                    |                  |                  |
| Unemployment Trust Fund                          | \$(343.6)           | \$(1,254.9)        | \$937.1            | \$,481.1         | \$1,845.0        |
| Debt Retirement for Unemployment Revenue Bonds   | -                   | -                  | (1,785.8)          | (1,461.9)        | (1,167.7)        |
| Other- Unemployment Insurance Administration     | 39.7                | 39.7               | 35.6               | 10.1             | -                |
| <b>Total Net Assets at August 31st, as above</b> | <b>\$(303.9)</b>    | <b>\$(1,215.2)</b> | <b>\$(813.1)</b>   | <b>\$29.3</b>    | <b>\$677.3</b>   |

<sup>1</sup>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).

<sup>2</sup> Other revenue consists primarily of reimbursements received by the Commission from other states for unemployment compensation payments made to out-of-state claimants and amounts received from qualified Texas employers who elect to make direct reimbursements for actual claimant payments.

<sup>3</sup> The federal government reimburses the amount of unemployment benefits paid to former federal employees and for unemployment benefits paid to individuals losing their job as a result of a trade agreement or a natural disaster. Beginning in July 2008, the federal government began funding emergency and extended unemployment benefits 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 extended unemployment benefits since the unemployment rate for Texas had dropped significantly. At 2012 fiscal year end Texas claimants were eligible for 34 weeks of federally funded emergency unemployment benefits after state funded compensation was exhausted, typically up to 26 weeks. Emergency unemployment benefits are scheduled to expire on December 31, 2013.

<sup>4</sup> 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.

<sup>5</sup> Because of the severe economic downturn during FY 2009, the Unemployment Compensation Trust Fund became insolvent in July 2009 and began receiving advances from the U.S. Treasury under Title XII of the Social Security Act. According to provisions in the American Recovery and Reinvestment Act, interest did not accrue on the Title XII federal advances until after December 31, 2010. Since TWC repaid the advances prior to December 31, 2010, no interest was charged to the Commission.

# Texas Workforce by the Numbers

## By the Numbers

|                 |  |
|-----------------|--|
| 1               | Employer of the Year: Exxon Mobil Corporation  |
| \$5.9           | Million in unpaid wages collected for Texas workers in FY 2013   |
| 12.7            | Million workers in Texas   |
| 28              | Local workforce development boards   |
| 70              | Texas businesses entering partnerships with TWC and local community and technical colleges to have workers trained through Skills Development Fund grants in FY 2013 |
| 3,513           | Employment and housing discrimination and child labor investigations conducted during the fiscal year  |
| 3,947           | Apprentices received training in FY 2013   |
| 91,884          | Employers receiving Texas Workforce Solutions services in FY 2013  |
| 230,600         | Private-sector jobs added in Texas in FY 2013  |
| 484,885         | Employers in Texas   |
| 1,471,741       | Job seekers provided employment services in FY 2013  |
| \$27,276,871    | Child care matching amount secured by the local workforce development boards   |
| \$55,837,450    | Federal child care funds matched using amounts secured by local workforce development boards   |
| \$1,083,953,170 | FY 2013 operating budget for the Texas Workforce Commission  |
| \$3,819,188,329 | Total regular, emergency, and extended unemployment benefits paid in FY 2013   |



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Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas: 800-735-2989 (TTY) and 711 (Voice).

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