



2014
Texas Workforce Commission
Annual Report



**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.**





2014 Texas Workforce Commission Annual Report

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A Message From the Commissioners

State Fiscal Year 2014 (FY 2014) was a record-breaking year for the Texas economy. The state experienced its greatest annual job growth with the addition of 344,200 private-sector jobs including growth across all major industries and the largest monthly increase ever recorded for the Professional and Business Services industry in April 2014. During the summer, the Texas unemployment rate fell to 5.1 percent, the lowest level the state has experienced since 2008. The civilian labor force continued growing throughout the year and by September 2014 it surpassed the 13 million mark—the largest labor force in the state’s history.*

Job growth in Texas is second to none. As evidenced by the increase in jobs in all major industries over the year, the growth of jobs in our state continues to consistently outperform national job creation totals. Texans have access to quality employers and good jobs at all levels. A report by the Dallas Federal Reserve bank in the first quarter of 2014 noted that Texas experienced more job growth in all pay levels than any other state in the nation from 2000 to 2013. This is great news for the Texas economy and for Texans. The Texas Workforce Commission (TWC) and its workforce partners throughout the Lone Star State continue to build on this momentum and maintain Texas’ position as the best place to live and work in the nation.

Over the past year, TWC and its network of 28 regional Workforce Solutions partners held listening events throughout Texas to hear about the good work that is being done and the challenges that need to be met for each region of the state to address its workforce needs. Through these meetings, new initiatives were launched and new industry aligned strategies were formulated. TWC also partnered with the Texas Education Agency and the Texas Higher Education Coordinating Board in regional meetings with employers, higher and public education leaders, economic development, local workforce professionals, and other key community leaders to discuss regional economic priorities, employer workforce needs and the career planning and preparation needed for Texas students to be ready for success in college or a career.

TWC continues to expand its efforts to address those regional needs. In FY 2014, the agency expanded the reach of the state’s premier job-training program, the Skills Development Fund (SDF) to better serve specific workforce needs. Through initiatives like the Health Innovation Project, the Nursing Mentorship Program, and the Veterans and Industry Partnership program, the state fund will be able to assist with meeting the workforce needs in specific regions, industries and populations. In addition, the fund is now supporting efforts to expand dual credit and career and technical education programs.

These programs have served to strengthen TWC’s partnerships with local community colleges and to promote collaborations with employers through the traditional use of Skills Development Fund training grants. In FY 2014, in partnership with more than 100 businesses, TWC awarded SDF grants that will support the creation of 5,779 new jobs and the elevation of skills of more than 10,000 incumbent workers through Skills training.

TWC’s apprenticeship training program was also highly successful in FY 2014 as a record number of 4,306 individuals were trained, an increase of nearly 400 more than in the previous year.

Another FY 2014 accomplishment was the successful transition of the Adult Education and Literacy (AEL) program to TWC. AEL strengthens and expands TWC’s workforce development and education capacity by

aligning a robust statewide system of adult education and literacy providers with the Workforce Solutions network.

Congressional action to reauthorize the Workforce Investment Act, now known as the Workforce Innovation and Opportunities Act, allows our state’s Workforce Solutions boards to continue to take their integrated approach to serving Texas job seekers and employers.

Recognizing the tremendous value our veterans bring to the workforce, TWC’s many veterans programs continue to be a priority as the agency expands services for veterans and spouses of veterans. Our efforts to serve our military heroes in FY 2014 included expansion of the College Credit for Heroes program, a successful third annual Hiring Red, White & You! statewide hiring event, the allocation of SDF funding to the Veterans and Industry Partnership program to train veterans for in-demand jobs in targeted regions, and the development of TexasWideOpenForVeterans.com—a website that provides comprehensive information about the benefits of transitioning to the civilian workforce in the Lone Star State.

As we celebrate this year of accomplishment and record-breaking growth, we acknowledge that none of it would have been possible without the hard work and dedication of the Workforce Solutions network of local workforce development boards, and the many economic development and community partners that have poured their passions and talents into the service of the state’s employers, its workforce and its communities. We are proud to present this annual report of our FY 2014 achievements and we look forward to the continued growth and opportunities that lie ahead with the guidance and 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

RESOLVE
INFORMATION
PROBLEM
SOLUTION
QUESTION
CONSULTING
STRATEGY
ANSWER

The Texas Workforce Solutions network responds to the needs of Texas employers through locally designed, market-driven workforce development initiatives and services. The network is comprised of the Texas Workforce Commission (TWC) and 28 local workforce development boards. Here are some of the programs, services and recognitions that TWC presented in FY 2014.

Business Services

Local workforce development boards comprise business service units, which collaborate with area businesses to offer direct consultation and deliver customized workforce services. 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 2014, nearly 84,000 employers received these and other outreach services.

Nearly
84,000

Number of Employers
who received
services from
TWC



Program Spotlight: Workforce Solutions Greater Dallas Customized Training and Recruitment for Large Employers

Workforce Solutions Greater Dallas (Greater Dallas) provided customized recruitment and training plans to large employers, including leading online retailer Amazon.com and the employee-owned supermarket chain WinCo Foods. Greater Dallas conducted virtual hiring events at local Workforce Solutions offices and area community centers, ultimately connecting

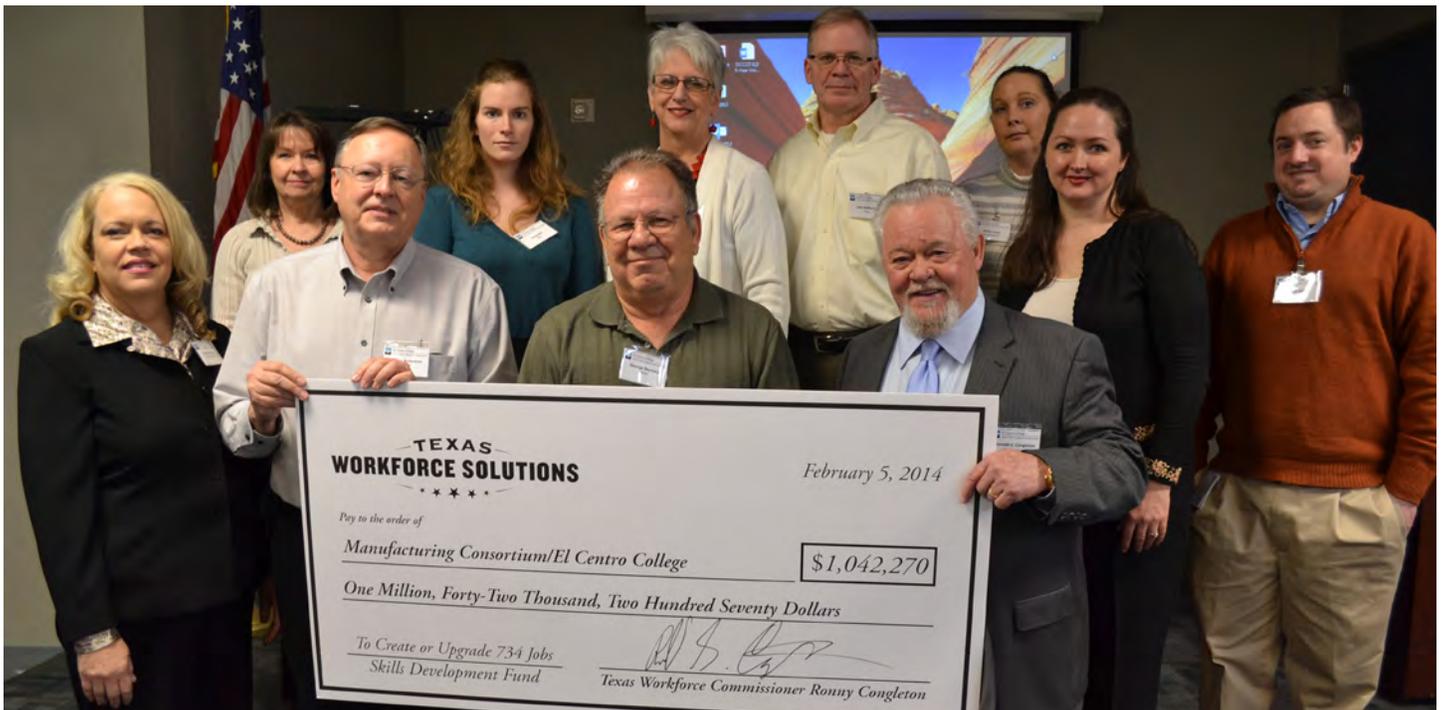
more than 1,700 job seekers with employment at Amazon’s fulfillment center in Coppell and more than 200 with jobs at WinCo Foods. Greater Dallas continues to offer workforce and training services to these employers. Workforce Solutions Greater Dallas was awarded the Service to Business Award at the 2014 Texas Workforce Conference for their work on this project.

Skills Development Fund Training

Texas public community and technical colleges partner with TWC and local employers to provide job training when a specific need is identified. The training either enables incumbent employees to advance their skills or creates new jobs with the partnering business. 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. From the program’s inception in 1996 through 2014, Skills Development Fund grants have created or upgraded more than 316,000 jobs throughout Texas. The grants have

assisted 4,074 employers with their customized training needs. The Legislature allocated nearly \$48 million to the Skills Development Fund for the 2014-15 biennium. Employers seeking more information about the Skills Development Fund may visit the TWC website at www.texasworkforce.org/skills.

More than **316,000**
Number of jobs Skills grants have created or upgraded



TWC Commissioner Representing Labor Ronny Congleton makes a Skills Development Fund check presentation to El Centro College and representatives from Action Stainless & Alloys, Associated Air Center, Fujikoki America, Re-creations by BKM and Rmax Operating. Photo courtesy of El Centro College



Program Spotlight: Partnership with Grayson College

Through a total of five Skills Development Fund grants worth more than \$1.3 million in FY 2014, Grayson College, in the Workforce Solutions Texoma service area trained nearly 1,000 new and current workers in the health care, manufacturing and service industries. Regional growth compelled the Texas Health Presbyterian Hospital-WNJ and Texoma Medical Center to enhance patient care; improve nursing skills; cross-train staff and provide industry-recognized certifications.

In addition, these training projects aligned with the goals for the TWC Healthcare Innovation Project, established to meet the ever-growing need for healthcare workers in the state. Increased domestic and global demand for Kwikset Corp. resulted in machining, industrial maintenance, and metal stamping training.

Lastly, startup National Government Services Inc. needed training for the complex processing of medical insurance claims, as well as federally required Medicare instruction.



TWC Chairman and Commissioner Representing the Public Andres Alcantar presents a \$475,608 Skills Development Fund training grant to representatives from the Texoma Medical Center at Grayson College. Those trained will include registered nurses, medical coders and nurse department supervisors. Upon completion of training, the workers will earn an average hourly wage of \$29.56. *Photo courtesy of Grayson College*

Labor Market Information

TWC's Labor Market and Career Information (LMCI) department provides key economic data on occupations and in-demand industries, labor market trends and economic conditions to help employers, economic development entities and local workforce development boards, make informed choices on location and expansion opportunities. In addition to specific data, LMCI provides a number of tools and resources for effective career counseling, and assists parents, young adults and children exploring career choices and opportunities. LMCI maintains a number of online tools and publications that provide this information at www.texasworkforce.org/labormarket.

Small Business Programs

An integral part of the Texas economy is the nearly 460,000 private-sector employers with fewer than 100 employees. TWC's Skills for Small Business initiative provides important opportunities to request training for workers and improve overall business operations. This initiative allows small businesses to select courses provided by their local public community colleges, technical colleges or the Texas Engineering Extension Service. Businesses apply directly to TWC for training, and TWC arranges funding with the local public community or technical college. This streamlined process allows small businesses quick access to needed training. More information about the Skills for Small Business program is available online at www.texasworkforce.org/ssb.

22

Number of forums held in 2014

TWC also serves small businesses through its partnership with the Governor's Economic and Tourism division to host Governor's Small Business Forums throughout the state. In 2014, 22 Forums were held, with 2,871 businesses and more than 5,100 people in attendance. The forums provide valuable information about workforce development, marketing, hiring and managing employees, training, and growth opportunities that is targeted specifically to entrepreneurs and small business operators.

SitesOnTexas.com

TWC, in partnership with Texas A&M Engineering Extension Service (TEEX), provides this geographic mapping technology so that workforce and economic development professionals can effectively collaborate with employers and plan for business expansion, job retention and workforce training. Those who register with the site at www.sitesontexas.com can 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. Economic development representatives in Mount Pleasant, Texas, have reported that the tool is an invaluable resource for them and highly recommend it for rural communities in our state.

Sites On
TEXAS 2.0

Put to work a data rich site search for your next bright idea!



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 130,000 available job listings daily and 400,000 registered job seekers, WorkInTexas.com is a human resources partner and has become one of the largest job-matching networks available. 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. With more than a decade of helping Texans, WorkInTexas.com has listed approximately 5 million jobs, connected 55 million employers and job seekers, and directly filled nearly 2.2 million jobs posted on the site. TWC seeks to continually make

improvements to the site and will unveil a common component application in 2016, which will allow for an even higher quality of service.



Shared Work Unemployment Benefit Program

When businesses experience a temporary slow-down the Shared Work Unemployment Benefit Program can provide them with an alternative to layoffs by allowing quality workers to be retained during difficult economic times. Qualifying employees are offered the opportunity to work reduced hours and receive supplemental wages through partial unemployment benefits. During FY 2014, 133 employers participated in the program and 8,149 workers were able to retain their jobs and benefitted from the shared-work option in Texas.

8,149

Number of workers able to retain their jobs through shared-work option



Program Spotlight: Berry Plastics – Avoiding Layoffs through Shared Work Program

Workforce Solutions Golden Crescent (Golden Crescent) provided rapid response services when Victoria-area employer Berry Plastics announced its first layoff in company history last year. Golden Crescent connected Berry Plastics with the TWC's Shared Work program, allowing the company

to avoid further layoffs by reducing hours for employees and supplementing their wages with unemployment insurance benefits. Thanks in part to this collaboration, Berry Plastics is now projecting growth and is working with Golden Crescent on new hires.

Work Opportunity Tax Credit Certification

Employers who hire individuals from specified target populations may qualify for federal income tax benefits through the Work Opportunity Tax Credit (WOTC). Administered by the U.S. Department of Labor (DOL), WOTC reduces federal tax liability and provides businesses an incentive to select job

candidates that are disadvantaged in their efforts to find employment. TWC determines eligibility of new hires and employer tax credit. In FY 2014, TWC helped employers identify \$321,385,800 in potential tax savings.



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 assists with finding skilled workers, providing industry training and access to critical labor market information. Information on employment laws and requirements, unemployment insurance and taxes, tax credits and resources for small business are also available. When a local seasonal employment need arises due to a shortage of U.S. workers, TWC reviews temporary employment applications for foreign workers, conducts annual agriculture wage surveys, and inspects housing in compliance with the U.S. Department of Labor's regulations and policies/procedures for temporary foreign workers.

Employer Information and Assistance

TWC offers employment resources for individuals and businesses, including compliance assistance and information about rights and responsibilities. TWC 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 2014, more than 5,212 individuals attended 20 Texas Business Conferences held throughout the state. To extend the reach of assistance provided at conferences, webinars are offered by attorneys at TWC. The webinars serve as interactive online workshops for employers to attend from a convenient remote location. Individuals interested in attending the conference can now register online. For more information about the Texas Business Conferences or to register for an upcoming event, please visit www.texasworkforce.org/tbc.

The Commissioner Representing Employers' office also produces publications available in print and online to help businesses stay informed about legal issues surrounding employment in Texas. 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. Especially for Texas Employers is available at www.texasworkforce.org/effe. The quarterly publication Texas Business Today is also free and serves as a supplement covering issues and interests of Texas employers. Texas Business Today is available at www.texasworkforce.org/texasbusinesstoday.



Program Spotlight: West Texas Energy Consortium

Three Local Workforce Development Boards—Workforce Solutions Concho Valley, Permian Basin and West Central Texas—along with industry, economic development, education, business, local government, nonprofit and community leaders from 49 counties, partnered to form the West Texas Energy Consortium in 2013. The 700-plus member consortium tackles challenges facing the region's exploding energy sector. In just one year, the group has formed five issue committees, launched a website, hosted two

regional conferences, trained or certified 133 individuals awarded 80 scholarships to individuals for oil and gas industry-specific training, commissioned a regional economic impact study, and provided career information to more than 1,650 youth. Workforce Solutions Concho Valley, Permian Basin and West Central Texas were awarded the Industry Sector Outreach Award at the annual Texas Workforce Conference for this effort.

Recognizing Outstanding Employers

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 of the 28 local workforce development areas that is actively involved with Texas Workforce Solutions. This award recognizes an employer whose efforts and initiatives have had a positive effect on other employers, workers and the community. These employers were chosen from the many with whom the boards interface annually and engage as workforce customers. The 2014 Employers of Excellence were:

Workforce Solutions Alamo

Toyota Motor Manufacturing Texas, Inc.

Workforce Solutions Brazos Valley

Brazos Valley Community and Business Leaders Partnership

Workforce Solutions Cameron

ESCO Marine, Inc.

Workforce Solutions Capital Area

Gila LLC

Workforce Solutions of Central Texas

Panda Energy International, Inc.

Workforce Solutions of the Coastal Bend

TPCO America Corp.

Workforce Solutions Concho Valley

Ethicon, Inc.

Workforce Solutions Deep East Texas

Lee TransServices

Workforce Solutions East Texas

Brookshire Grocery Company

Workforce Solutions Golden Crescent

Formosa Plastics Corporation

Workforce Solutions Greater Dallas

Amazon.com, Inc.

Workforce Solutions Gulf Coast

Lincoln Manufacturing Inc.

Workforce Solutions for the Heart of Texas

Stripes Convenience Stores

Workforce Solutions Lower Rio Grande Valley

Walmart

Workforce Solutions Middle Rio Grande

Patient Financial Services Group

Workforce Solutions for North Central Texas

PECOFacet

Workforce Solutions Northeast Texas

ESCO Marine, Inc.

Workforce Solutions Capital Area

Turner Industries

Workforce Solutions North Texas

Texoma Heating and Air, Inc.

Workforce Solutions Panhandle

Ferrell-Ross Roll Manufacturing, Inc.

Workforce Solutions Permian Basin

Warren CAT

Workforce Solutions Rural Capital Area

S&D Plumbing

Workforce Solutions Southeast Texas

DuPont Sabine River Works

Workforce Solutions South Plains

Vertical Turbine Specialists

Workforce Solutions for South Texas

TJ Maxx

Workforce Solutions for Tarrant County

Klein Tools

Workforce Solutions Texoma

GAF

Workforce Solutions Upper Rio Grande

Apogee Retail LLC

Workforce Solutions of West Central Texas

R. E. Dye Manufacturing Corporation



TWC Chairman Andres Alcantar and TWC Commissioner Representing Labor Ronny Congleton present the Texas Workforce Solutions Employer of the Year Award to representatives from Lewis Energy Group. Pictured from left to right are: Workforce Solutions for South Texas Executive Director Rogelio Trevino; Commissioner Congleton; Lewis Energy Group Human Resources Director of Operations Michael Garcia; Chairman Alcantar; LEG Human Resources Manager Ruth Dominguez; LEG Human Resources Coordinator Edna Martinez; Workforce Solutions for South Texas Deputy Director Sandra R. Barrera. *Photo by TWC Staff*



Texas Workforce Solutions 2014 Employer of the Year: Lewis Energy Group

Lewis Energy Group (LEG) was the first company to drill a horizontal well in the Eagle Ford Shale play. LEG's operations center in Encinal, Texas, has grown from 200 employees to 1,200 in just two years and anticipates hiring another 350 employees in the next year. LEG has partnered with Workforce Solutions for South Texas (South Texas) and other economic and education entities to address workforce needs.

Operating more than 1,400 gas wells, LEG brings its expertise to the Eagle Ford Consortium, sharing best practices and ideas for workforce advancement with other oil and gas employers, and economic and education partners from across five local workforce development areas. LEG has contributed scholarships, internships, job placement, work experience for teachers and human service hours in coordination and

collaboration with these partners.

LEG donated \$1 million to Laredo Community College (LCC) for campus construction and worked with LCC to develop two industry-recognized certifications for entry-level oil and gas jobs. LEG also collaborated with LCC to create a welding certificate program, offering students paid internships. The company partnered with United and Laredo independent school districts to create dual-credit programs for students to earn entry-level oil and gas industry certifications while still in high school.

LEG's efforts have created a wealth of opportunities for students and job seekers who desire certification in the technology skills required by the estimated 47,000 full-time jobs created by the Eagle Ford Shale play.

Texas Workforce Solutions Employer of the Year

The Employer of the Year Award recognizes a private-sector employer or employer consortium for significant impact to their community through collaboration with the Texas Workforce Solutions.

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 were recognized for innovation, job creation and the benefits gained by employers, workers and the local community.

From these five exemplary finalists, the 2014 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 Texas needs to remain competitive in the 21st century.

The finalists for the 2014 Workforce Solutions Employer of the Year award were:

Chevron Corporation

Nominated by Workforce Solutions Permian Basin

J&B Industrial Services

Nominated by Workforce Solutions South Plains

Lewis Energy Group

Nominated by Workforce Solutions for South Texas

Pactiv LLC

Nominated by Workforce Solutions for North Central Texas

Turner Industries

Nominated by Workforce Solutions Northeast Texas

Protection of Unemployment Compensation Trust Fund

TWC's Regulatory Integrity Division is charged with detecting and preventing fraud, waste and abuse in all facets of the unemployment insurance program. 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.

Additionally, the division enforces all regulatory statutes within the jurisdiction of the agency, including Tax, Workforce, Trade Act, Skills Development, Self-Sufficiency, Child Care and all other programs that TWC administers. Prevention, detection and elimination of fraud, waste and abuse in the UI program are top priorities, ensuring that funds are available exclusively to those who meet the eligibility requirements. In FY 2014, the division recovered nearly \$3.2 million in fraudulently obtained unemployment benefits.





Serving Job Seekers and Workers



Christian Alvear and Claris Flores participate in the Texas School Ready! program in Brownsville. *Photo courtesy of Workforce Solutions Cameron*

The Workforce Solutions network provides high-quality services to help individuals connect with employment opportunities in industries that offer growth and career advancement and to provide services, benefits and training to help workers support themselves and their families in Texas. Here are some of the many ways that TWC served the Texas workforce in FY 2014.

Child Care Services

More than 102,000 children per day from low-income families received federally subsidized child care through TWC in FY 2014. 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. 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. In FY 2014, a TWC-formed a workgroup reviewed TRS child care provider certification

Continued on page 14

program guidelines and make recommendations to revisions to those guidelines. The new guidelines, which will be adopted in early 2015, will strengthen the qualifications for TRS recognition and will serve to improve the quality of childcare in Texas. 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.



Program Spotlight: Taking charge of change in childcare

Workforce Solutions for the Heart of Texas (Heart of Texas) was recognized at the 2014 Texas Workforce Conference with the Outstanding Childcare Quality Incentive Award. As part of its child care quality outreach program, Heart of Texas partnered with the Taking Charge of Change Leadership Institute and other community partners to administer 96 hours of training, worth six college credit hours, and provide mentoring and program assessment services for area child

care providers over a 10-month period. All seven participating child care centers attained, maintained or improved their Texas Rising Star rating through this outreach effort. Heart of Texas also sent 50 classroom teachers to a 24-hour training on developmentally appropriate practices and offered 36 scholarships for individuals to pursue child development certifications or degrees.

Employment Services

Local Workforce Solutions offices, serving as career centers, provide a variety of free job-search resources, tools for individuals with disabilities, networking opportunities for those seeking work and other resources. In FY 2014, more than 1.3 million job seekers received employment services from the 28 workforce development boards that, together with TWC, compose Texas Workforce Solutions. 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. Employment services are available to all Texas residents and the boards also administer specific programs to assist those who must overcome specific barriers to employment.

More than
1.3 million

Number of job
seekers receiving
employment
services



Program Spotlight: Central Texas Business Resource Center

Workforce Solutions of Central Texas (Central Texas) worked with Central Texas College and Greater Killeen Chamber of Commerce to create the Central Texas Business Resource Center (BRC). BRC aims to encourage entrepreneurship to put people to work and give aspiring entrepreneurs a strong business foundation, learning finance,

marketing and implementation strategies, while ensuring their businesses are creating market-driven, quality products. Central Texas was awarded the Service to Worker Award at the 2014 Texas Workforce Conference for their work on this project.

Labor Law Services

TWC's Labor Law Department enforces payday, child labor and minimum wage laws in Texas. In FY 2014, the Labor Law division received 13,972 claims of employers not paying their employees due wages. The department completed 11,572 investigations, ordered more than \$7 million in unpaid wages to be paid, and collected \$5.1 million in unpaid wages for Texas workers. The department received 334 child labor inquiries, conducted 2,498 investigations and found infractions in 95 cases. TWC 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 1,951 certificates of age and child actor permits.

\$5.1 million

Unpaid wages collected for Texas workers

Career Planning Information

The Labor Market and Career Information (LMCI) division is a department within TWC that specializes in the development, application

and dissemination of labor market, occupational, career, education and workforce program information. LMCI 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 also 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 website 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 more frequently used resources in the LMCI tool box and also features a widely-used iPhone application.

Re-employment Assistance

TWC and its Workforce Solutions partners seek innovative ways to assist those who lose employment because of unforeseen circumstance. TWC seeks to leverage available funding resources such as National Emergency Grants (NEG) from the U.S. Department of Labor to provide workforce services. TWC has applied for and is currently using NEG grant funding to assist former employees from the Cargill Meat Packing Plant in Plainview and workers dislocated from Fort Hood and the Red River Army Depot as a result of military Base Reduction and Closures. Additional NEG grants have been awarded to TWC to provide funding that will increase the training capacity of local workforce development boards for the service of WIA-eligible dislocated workers especially those who have been

unemployed for more than 27 weeks. Re-employment Assistance also supports the expansion of regional partnerships which will increase the training capacity of local workforce boards for the service of the long-term unemployed.

Workforce Training Programs

TWC supports a variety of training programs to support a ready workforce equipped with the skills needed by Texas employers. In FY 2014, nearly 28,000 individuals received training through Workforce Investment Act (WIA), Skills Development Fund, Apprenticeship and other TWC-administered training programs. More than 10,000 workers took part in WIA occupational training which is available to dislocated workers, disadvantaged youth and unemployed or low-wage earning adults. More than 3,200 additional workers were trained through an apprenticeship program which provides a combination of on-the-job training and classroom instruction for highly skilled trades and occupations. In FY 2014, TWC also awarded 63 grants to community and technical colleges in

partnership with 103 employers that will support the creation of 5,779 jobs and retrain 10,003 current workers in existing jobs.



TWC Commissioner Hope Andrade makes a Skills Development Fund check presentation to representatives from El Paso Community College (EPCC) and Del Sol Medical Center. This grant will be used to custom train 247 new and incumbent workers so that they can maintain or earn the needed certifications for registered nurses, licensed vocational nurses and certified nursing assistants. Upon completion of training, the workers will earn an average hourly wage of \$24.84. *Photo by El Paso Community College*



Program Spotlight: North Central Texas College partners with GE Manufacturing Solutions for Skills training

North Central Texas College partnered with GE Manufacturing Solutions (GEMS) to address the company's urgent need to assess, train and qualify 145 new employees in highly customized technical topics. GEMS, a manufacturer-supplier of freight and passenger locomotives, motorized drive systems for mining trucks, high-quality replacement parts and other services, recently opened a \$96 million manufacturing plant in Denton County. North Central Texas College was awarded a \$492,115 Skills grant to train 145 newly hired welders and assemblers in the Workforce Solutions North Central Texas region.

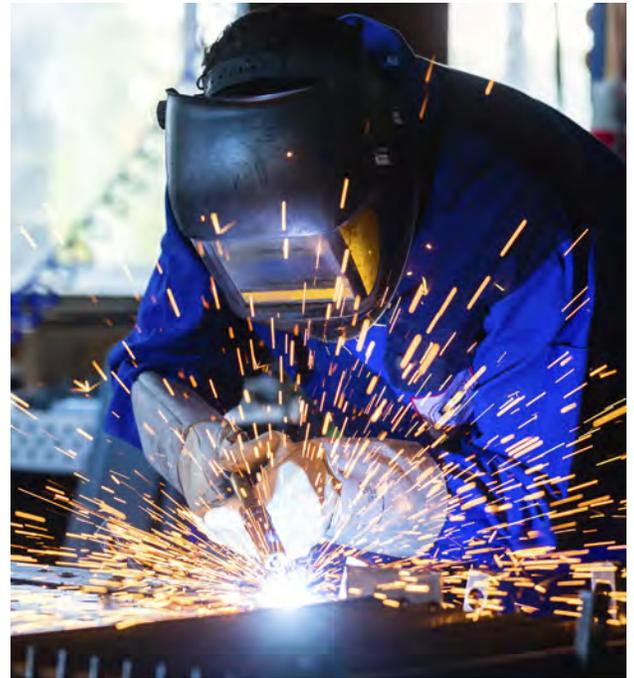
Training was provided in welding, electrical circuit wiring, technical calculation, blueprint reading and safety skills needed to perform required manufacturing tasks to build and remanufacture transportation-related products. The combination of classroom, hands-on laboratory and online training enabled workers to produce the most advanced locomotives and transportation products that reduce fuel consumption and emissions. A highly trained workforce allows GEMS to secure a competitive edge while meeting quality standards that customers demand.

Unemployment Benefits and Rapid Response Services

As the administrator of the state's Unemployment Insurance (UI) Trust Fund, TWC processes UI benefit claims for those who find themselves without employment through no fault of their own. In FY 2014, TWC paid more than \$2.7 billion in state and federal unemployment benefits to qualifying individuals from the state's Unemployment Compensation Trust Fund. When workers lose their jobs, local Workforce Solutions offices offer free 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.

Trade Affected Workers

Individuals who lost their jobs due to increased foreign imports or shifts in productions to foreign markets may be eligible for federally funded Trade Adjustment Assistance (TAA) benefits. More than 3,800 qualifying individuals were provided with TAA benefits and other workforce services by TWC

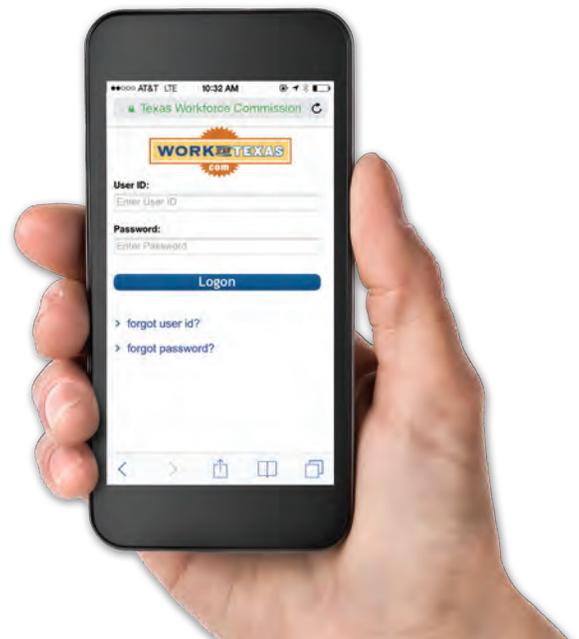


in FY 2014. Nearly 3,000 of those individuals participated in training programs to help them learn skills that would improve their ability to find new employment. TWC provides re-employment services, training, job-search assistance, and relocation and support services to these displaced workers. Individuals 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.

Job Matching Resources

WorkInTexas.com is the largest free job-matching network in Texas, with an average of 130,000 available job openings daily and 400,000 registered job seekers. WorkInTexas.com also is mobile-friendly and 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, all from smart phones and other mobile devices. Launched in 2004, WorkInTexas.com is a valuable resource to Texas employers and job seekers, and more than two million jobs have been filled through WorkInTexas.com since its launch.



Migrant and Seasonal Farm Workers

Workforce Solutions staff provides information to migrant seasonal farm workers (MSFW) about the full range of services available through the Texas workforce system and offered to all job seekers. This is done to improve the worker knowledge of the services available and improve their employability in Texas. In Program Year (PY) 2013, which runs from July 2013 to June 2014, TWC and the 28 local workforce development boards reached out to 11,416 MSFWs and registered a total of 11,245 MSFWs on WorkInTexas.com. Workforce Solutions staff also served nearly 9,000 MSFWs by providing workforce services, such as job referrals and career guidance to MSFWs, during PY 2013 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.

Employment Discrimination

TWC's Civil Rights Division (CRD) enforces laws that prohibit employment discrimination in Texas. Overseen by the seven-member Texas Commission on Human Rights, 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 or disability. In FY 2014, CRD investigated and closed 646 employment complaints. Of those complaints, 91 were no fault settlements and 79 were withdrawals with settlement.

646

Number of employment complaints investigated and closed by CRD

Adult Education and Literacy

The state's Adult Education and Literacy (AEL) program transitioned from the Texas Education Agency to TWC in FY 2014. TWC completed essential rulemaking in winter 2013 and restructured the local provider system and state support and professional development services that deliver teacher training and program support and innovation. The successful transition of the Adult Education and Literacy program to TWC strengthens and expands TWC's workforce development and education capacity by aligning a robust and statewide system of adult education and literacy providers directly with the Workforce Solutions network.

To support increases in career and post-secondary education and training outcomes for the program, TWC is implementing multiple strategies including enhanced enrollment and performance criteria, incentives for innovative acceleration, and integration and transition models, such as the Accelerate Texas integrated education and training model being implemented in coordination with the Texas Higher Education Coordinating Board. The objective of Accelerate Texas is to build capacity and expand deployment of successful career pathway programs to support increases in employment, higher education transition, skill gains and secondary completion through demonstrated approaches that integrate system services and leverage community partnerships.





Building Tomorrow's Workforce



TWC Commissioner Representing Employers Hope Andrade speaks to educators and administrators from local public schools and the Alamo Colleges at the inaugural Industry Day, which took place at Palo Alto College in San Antonio on April 16, 2014. *Photo by Amy Kincheloe*

Programs which help students prepare for life beyond high school and prepare them for the high-demand jobs in Texas are critical to the future of the Texas workforce. TWC works closely with the Texas Education Agency, the Higher Education Coordinating Board, 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. Here are some of the programs TWC supported in FY 2014.



Program Spotlight: Austin Opportunity Youth Collaborative

To address the higher education and employment needs of approximately 11,000 area youth ages 16 to 24, Workforce Solutions Capital Area facilitates the Austin Opportunity Youth Collaborative (AOYC), a consortium of more than 20 organizations, including community-based groups. AOYC engages community partners

across sectors to help these youth first obtain sufficient education, and next find employment in high-paying jobs, by providing vocational training, job readiness and pre-employment skills development, internships, GED classes and leadership development.

High School Robotics

TWC supports programs that prepare students for high-demand careers as demonstrated through its sponsorship of after-school robotics programs. TWC sponsors teams and competitions through the Foundation for Inspiration and Recognition of Science and Technology (FIRST) and the Robotics Education and Competition Foundation. TWC supported 444 teams, 4,807 students and 22 events during the year providing the youth with hands-on STEM education, training and workplace opportunities that enable them to have fun and prepare for the future workforce at the same time.

Texas Science and Engineering Fair

TWC has been a proud sponsor of the Texas Science and Engineering fair for the past 13 years as part of its efforts to encourage student interest in STEM disciplines. More than 1,100 middle and high school students came to this past year's event in San Antonio 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 Los Angeles, and those participants were invited to participate in the Governor's Science and Technology Champions Academy summer camp with full scholarships. The state's best and brightest participate in the event each year honing their STEM-related skills and preparing for future high-demand jobs in Texas.



Senior Division Grand Award winners Riddhi Kumar (left) of San Antonio and Lindsay Northcut of Lubbock pose with all their hardware following the ExxonMobil Texas Science and Engineering Fair awards ceremony held in San Antonio yesterday. Northcut was named the fair's Best-in-Show winner for her project: The Effect of Nitrogen-Rich Fertilizers on the Growth and Yield of Cotton Plants.

Early College and Dual-Credit Programs

TWC partnered with the Texas Education Agency, the Texas Higher Education Coordinating Board and public school districts across the state to expand dual-credit and career and technical education programs in high schools through the use of Skills Development Funds. In April 2014, TWC commissioners authorized \$450,000 from the fund to support the creation and expansion of these programs in Texas schools. Dual-credit programs allow students to receive both high school and college credit for courses through local community colleges. In addition, community colleges across Texas are responding to employer needs and industry demands for skilled workers through Early College programs that enable high school students complete high school with both a high school diploma and an associate degree by completing coursework through a local community college while in high school.

Governor's Science and Technology Champions Academy

Top finishers from the high school division of the Texas Science and Engineering Fair attend the Governor's Science and Technology Champions Academy, a 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. The spring 2014 camp was hosted by the University of Houston and focused on energy careers, entrepreneurship and education.

Summer Merit Programs

TWC awarded 14 grants totaling nearly \$1 million to Texas universities and community colleges for summer youth camps that focus on science, technology, engineering and math (STEM). The grants provide the opportunity for nearly 1,000 students between the ages of 14 and 21 to attend camps which will help prepare them for future high-skill, high-demand jobs. The effort is part of the Governor's Summer Merit Program, which aims to inspire Texas youth to pursue STEM-related careers. The camps introduce campers to one or more of six industry clusters: advanced technologies and manufacturing, aerospace and defense, biotechnology and life sciences, information and computer

technology, petroleum refining and chemical products, and energy. Several of the camps are specifically targeted to encourage young women and minorities to pursue further education and careers in the STEM fields.



Chairman Alcantar spoke to BioFORCE Summer Academy campers about opportunities for careers in life sciences, as well as other Science, Technology, Engineering and Math (STEM) fields. BioFORCE Summer Academy is run by the Texas A&M University Engineering Experiment Station, and was one of 14 programs that received grant funds in 2014 from TWC through the Summer Merit program. *Photo by Debbie Pitts*

Career Planning Services for Students

TWC and the local workforce boards continue to find innovative ways to expose students to the world of work and prepare them for life after high school. Student career fairs are becoming more and more a part of the Workforce Solutions outreach effort as they partner with employers to expose students to occupations. TWC is also working closely with the Texas Education Agency to provide labor market information and career guidance information to schools as students begin to navigate the state's Foundation High School Program which requires them to select a career pathway or endorsement beginning in the eighth grade.



Program Spotlight: Helping Youth Prepare for Employment

Sixty-five employers from seven counties, representing six high-growth career clusters from the Brazos Valley area, helped prepare their future workforce for employment at the Helping Youth Prepare for Employment (HYPE) Career Expo hosted by Workforce Solutions Brazos Valley

in partnership with several community sponsors. Six hundred high school juniors and seniors had the opportunity to interact with the employers of their region and gained exposure to local career options, learning how to be competitive for these future jobs.

Externship for Teachers Initiative

On June 10, 2014, TWC commissioners approved \$500,000 in WIA statewide funds for an Externship for Teachers Initiative that will allow middle school and high school teachers to engage in activities in a particular industry and learn how workplace applications can be folded into classroom curriculum. The externship will inform teachers on the skill sets required for a given industry, and teachers can then inform, educate and guide students to industries that match their skill sets. Connecting classroom content to the real world and workplace will help students understand and develop the academic and technical skills they need to enter the workforce.

Apprenticeship Training

TWC's Apprenticeship training program helps prepare and train individuals for a career in a skilled trade or craft. It combines supervised on-the-job training with job-related, classroom instruction to teach you the practical and theoretical aspects of highly skilled occupations. Paid on-the-job training, sometimes referred to as "earn while you learn," helps participants gain entry into a high-wage occupation while avoiding large student debts. In FY 2014, more than 4,300 people participated in Apprenticeship training programs. For more information visit www.texasworkforce.org/apprenticeship.



Helping Veterans Transition to Civilian Life



Soldiers from Fort Bliss attend the Workforce Solutions Upper Rio Grande Hiring Red, White and You! event held at The Centennial Conference Center on the base. Photo courtesy of Workforce Solutions Upper Rio Grande

In recognition of their service to our nation, TWC is proud to serve Texas' military service members and veterans. In FY 2014, TWC provided more than 119,600 veteran job seekers with employment services. The state's largest free job matching network, WorkInTexas.com, is used by both TWC and Texas Veteran Commission representatives, co-located in Workforce Solutions offices across the state, to track employment services provided to veteran job seekers. WorkInTexas.com provides a few special features for veterans and employers, including a two-day hold on all newly created job postings, the ability for employers to designate their jobs for veteran applicants only and icons to identify veteran job seekers to employers. TWC also sponsors several programs and initiatives aimed at helping returning military service members find employment opportunities in the civilian world, and encourages all Texas employers to hire Texas' veterans and take advantage of the unique talents, skills and discipline that returning veterans can provide in a variety of industries and occupations.

Texas Veterans Leadership Program

The Texas Veterans Leadership Program (TVLP) is a TWC resource and referral network connecting returning veterans from operations in Iraq and Afghanistan with the resources and tools they need to lead productive lives and enjoy the full benefits of the society they have willingly served. Each of the state's 28 local workforce development boards is assigned a TVLP Veterans Resource and Referral Specialist to help connect veterans with needed resources. Since the program's inception in July 2008, TVLP Veterans Resource and Referral Specialists have reached out to more than 22,200 total veterans and provided services to more than 18,000 veterans, including more than 15,000 veterans of Operations Iraqi Freedom, Enduring Freedom and New Dawn.

Veteran and Industry Partnership

In FY 2014, TWC introduced the Veteran and Industry Partnership (VIP) program, a new initiative designed to help U.S. military veterans get the advanced training needed for specific occupations in the expanding information technology, advanced manufacturing and petrochemical industries. TWC has dedicated \$4.3 million from the Skills Development Fund to focus specifically on training veterans in parts of the state where demand is high for occupations in the three targeted industries. Seventeen community colleges located in high-veteran population areas will administer VIP training for occupations that have

been identified as high-demand by private-industry representatives and local boards in each of the targeted regions. Fast-track, accelerated training will prepare veterans for employment in high-demand occupations.



Mike Briggs, a former staff sergeant and telecommunications specialist with the U.S. Marines, is currently enrolled in El Paso Community College's CompTIA program through the Veteran and Industry Partnership. Photo courtesy of El Paso Community College

Hiring Red, White & You!

On November 13, 2014, Texas Workforce Solutions, the Texas Veterans Commission and the Texas Medical Center held its Third Annual Hiring Red, White & You! 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 to the state's employment opportunities. Nearly 10,000 total job seekers attended the job fairs which had more than 1,700 employers available with job opportunities, resulting in more than 400 on-site hires and many other interviews and networking opportunities. Since its inception in 2012, the annual Hiring Red, White & You! hiring events have benefitted more than 30,000 job seekers and resulted in more than 500 on-site hires.



Vilma Castro Chen, Workforce Solutions Capital Area business services representative, helps Derrick Fannin find vendors who are hiring in the IT field during the 2014 Hiring Red, White & You! statewide hiring fair in Austin. Photo by Amy Kincheloe

College Credit for Heroes

Launched in 2011, TWC's College Credit for Heroes is a cooperative effort with 30 community and technical colleges and universities throughout the state participating, including all 13 universities from the Texas A&M System. Through the College Credit for Heroes program military veterans are able to receive college credit and/or participate in accelerated degree and certification programs due to the experience and training they earned during their military service. The program is designed to help service members accelerate to completion of college degrees and certifications that will help them transition to civilian occupations more quickly. A Web-based application and database, CollegeCreditforHeroes.org, was developed

in April 2012 to help veterans and service members receive additional college credit hours with an official evaluation that can be used by colleges throughout the state. As of December 2014, more than 40,000 unique users had visited CollegeCreditforHeroes.org and more than 6,300 requests for transcript evaluations had been submitted.



Student veterans at Texas State Technical College Harlingen use services at the new campus veteran's center created by College Credit for Heroes Phase II grant funds. The center provides counseling, advising, tutoring, financial aid and other services to student veterans. *Photo courtesy of Jason Johnston, Texas State Technical College Harlingen*

Skills for Veterans

Skills for Veterans is an extension of TWC's Skills Development Fund and helps pay up to \$1,450 to help employers upgrade the skills of newly hired post-9/11 veterans. 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. The educational partner will work with the business to identify training courses to enhance the skills of veteran workers and benefit the employer's business operations.

State of Texas Soldier Employment Initiative

In 2013, Texas was one of four states chosen for a pilot project to help returning U.S. Army veterans find employment prior to separating from military service. The state was chosen due to its high population of Army veterans and its history of active collaboration with the U.S. Department of Labor and the U.S. Army to improve veterans' access to employment. As part of the \$750,000 initiative, TWC and Texas Veterans Commission representatives 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 to consider a soldier's wide range of knowledge and translate that experience into skills statements understood by civilian employers.



Assisting Targeted Populations



Foster Youth and Transitioning Adults

TWC has subsidized foster youth transition centers that serve both current and former foster youth between then the ages of 14 and 25. For youth who will soon age out of the foster care system, the transition centers provide education, employment and training services, life-skills classes, mentoring opportunities and appropriate support services through an all-in-one assistance system. Youth are additionally provided with a safe place to receive the skills to be become independent. The Texas Department of Family and Protective Services' Preparation for Adult Living program provides the youth in these transition centers with case management services and financial support. This initiative also concentrates on helping foster youth access to training hat will help them to be self-sufficient, advance their skills, and steer them towards higher self-esteem and further success in as they transition into adulthood.

SNAP Benefit Recipients

During FY 2014, more than 41,500 individuals who qualify for Supplemental Nutritional Assistance Program (SNAP, formerly known as food stamps) benefits received employment services through area Workforce Solutions boards. TWC promotes long-term independence for SNAP recipients, through employment and training programs.

Senior Citizens Employment Program

During FY 2014, nearly 1,000 unemployed senior citizens took part in TWC's Senior Community Service Employment Program (SCSEP). The program provides training and employment services to low-income job seekers aged 55 and older to assist them in securing unsubsidized employment in the public and private sectors.

Program participants earn while they learn, gaining competitive

job skills and refining existing skills through paid, part-time, on-the-job training assignments at nonprofit organizations and government agencies. During training, participants earn minimum wage and provide valuable community service.



Experience Works Texas Director Wes Cowan reviews SCSEP enrollment paperwork with Diane Ward, an Experience Works data quality specialist. Ward began her training with Experience Works and was hired by the agency six months later. *Photo by Lilian Signey-Hall, Workforce Solutions for the Heart of Texas*

TANF Choices Employment Assistance Program

Nearly 41,000 applicants, current recipients, nonrecipient parents or former recipients of Temporary Assistance for Needy Families (TANF) cash assistance program were assisted through TWC's NCP Choices program during FY 2014. TANF helps those in need transition from welfare to work by partaking 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. In FY2014, more than 4,800 Texas parents received assistance from the

NCP Choices program, more than \$6.5 million was collected in child support payments and the number of participating local workforce development boards increased from 17 to 19.

More than
4,800

Number of parents who were assisted by NCP Choices



Program Spotlight: *It's All About Choices!* *Prepare Today, Employed Tomorrow*

Workforce Solutions Greater Dallas (Greater Dallas) has helped to strengthen employment opportunities for southern Dallas job seekers by engaging neighborhoods that include the highest concentration of at-risk families receiving Temporary Assistance for Needy Families (TANF). Greater Dallas launched *It's All About Choices! Prepare Today, Employed Tomorrow*

with a hiring and training event in October 2013, which included job readiness seminars for TANF customers and had 25 employers in attendance. The *It's All About Choices!* effort also helped put 252 families back to work and gave 84 families continued access to training in life and work skills, financial literacy, and more.

Ensuring Fair Housing for Texans

The Civil Rights Division (CRD) of TWC handles enforcement of state laws regarding housing discrimination. Led by the Texas Commission on Human Rights, the division receives, investigates, and seeks to conciliate housing discrimination complaints based on the Texas Fair Housing Act and the U.S. 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 330 housing complaints in FY 2014, of which 83 were successfully conciliated and 35 were withdrawals with settlement. The remaining employment and housing discrimination case closures were either

found to have no cause or were dismissed due to a variety of reasons such as complaint withdrawal or lack of jurisdiction.

For many years CRD has offered a very successful early mediation program to parties involved in employment discrimination cases, and during FY 2014, individuals with fair housing complaints had the opportunity to participate in the mediation process. For those cases in which complainants and respondents agree to participate, a trained fair housing mediator assists the parties in negotiating a resolution of the complaint. The mediator serves as a guide, establishing a procedure in which the issues are discussed, options for resolving the dispute are explored, and mutually acceptable solutions are considered. Although the mediator will control the process, it is the parties themselves who determine what approach works best for them. By investing themselves in the process, the parties have an excellent chance of reaching a settlement that is acceptable to all sides.





Ensuring Program Integrity, Efficiency and Compliance

adequate systems and laws, regulations and **Compliance** practices and standards, s
safety and securit

Career Schools and Colleges

More than 500 career schools and colleges in Texas provide vocational training to approximately 160,000 students annually. During annual site visits to campuses, TWC ensures the qualifications of the faculty, the quality of the facilities, class size, student completion rates, student employment rates and other criteria required to operate a career school in the state of Texas. TWC is also charged with investigating complaints filed by students as well as unlicensed school reports.

Regulatory Integrity and Fraud Services

The Regulatory Integrity Division (RID) of TWC is tasked with preventing, identifying and stopping 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 TWC-administered programs. Prevention, detection and elimination of fraud and abuse of the Unemployment Insurance program is a priority of RID, in addition to all collection matters for the agency concerning overpayments and delinquent taxes owed to the Unemployment Insurance Trust Fund.

Rapid Process Improvement Initiatives

TWC has continued to embrace the business industry standard for Rapid Process Improvement (RPI) and quality service delivery by implementing the methodology of the Integrated Theory of Constraints Lean Six Sigma. TWC is continuing to apply the lean business principles to all of its business areas.





Collaborating with Other State Agencies



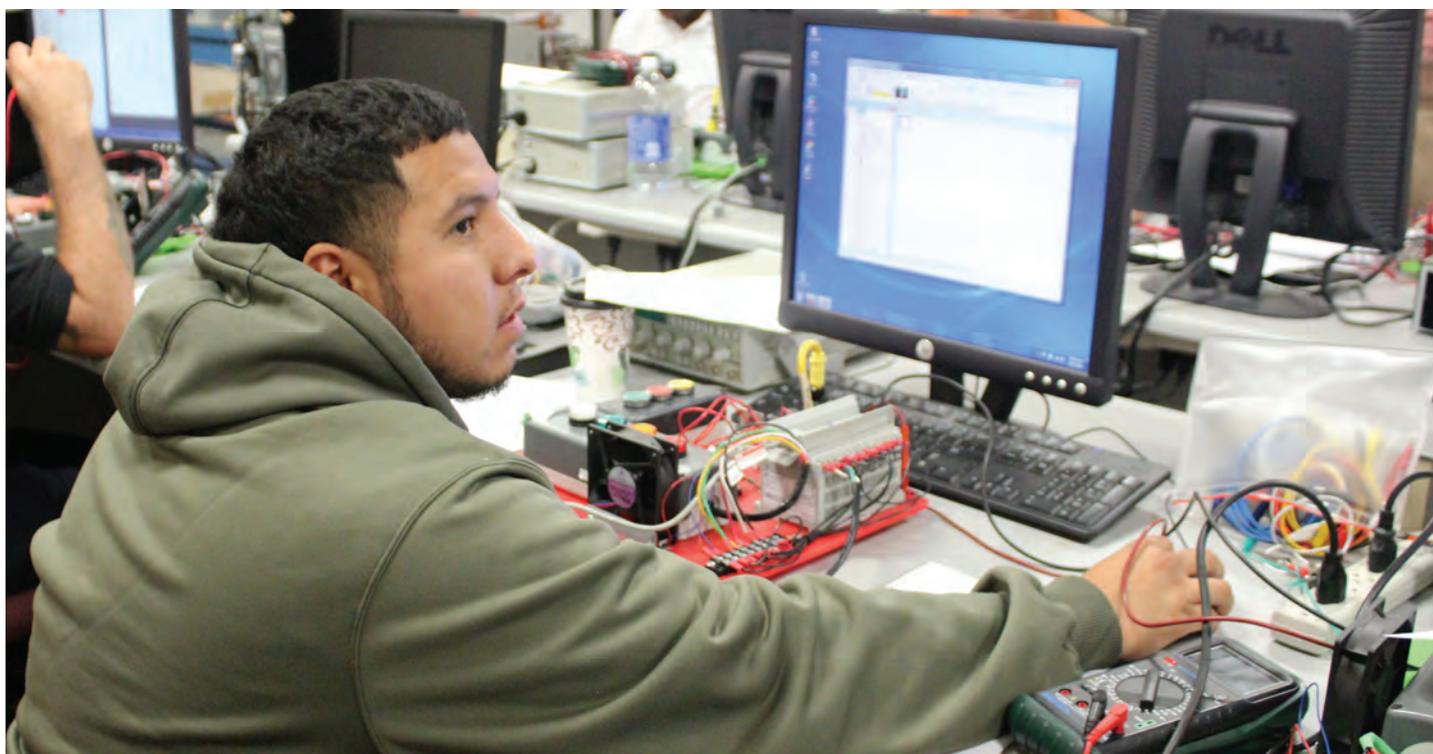
Texas Workforce Investment Council (TWIC)

TWC serves as a member of the Governor's TWIC and assists in development of statewide workforce strategies and goals. TWIC recommends Local Workforce Development Board plans and plan modifications and submits them 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 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 and career information to assist 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 Education and Literacy (AEL) programs are critical collaborations as well. The recent successful

transfer of AEL was facilitated by a strong partnership between TWC and TEA. The partnership between THECB and TWC through the College Credit for Heroes program has enabled 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 Texas Fast Start program to promote rapid delivery of workforce education and development.



John Fabian, an Austin Community College student and former corporal in the U.S. Marine Corps, works in his electromechanical systems class. ACC developed accelerated degree programs for student veterans majoring in electronics and advanced technology subjects as part of the College Credit for Heroes Phase II initiative. *Photo by Amy Kincheloe*

Texas State Technical College (TSTC), Texas Engineering Extension Service (TEEX), and Public Community Colleges

TWC administers the state's Skills Development Fund and collaborates with Texas community and 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.

**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 nearly 460,000 Texas employers who employ 100 or fewer workers.

**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 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
(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 help direct returning veterans to resources that will help them transition to the civilian workforce and provide training and employment assistance.

**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 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).



Local Workforce Development Boards

ALAMO

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

BRAZOS VALLEY

Board Expenditures: \$8,762,070*
Number of Workforce Solutions Offices: 6
979-595-2800
www.bvjjobs.org

CAMERON COUNTY

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

CAPITAL AREA

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

CENTRAL TEXAS

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

COASTAL BEND

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

CONCHO VALLEY

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

DALLAS COUNTY

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

DEEP EAST TEXAS

Board Expenditures: \$ 11,967,380*
Number of Workforce Solutions Offices: 6
936-639-8898
www.detwork.org

EAST TEXAS

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

GOLDEN CRESCENT

Board Expenditures: \$ 6,174,040*
Number of Workforce Solutions Offices: 8
361-576-5872
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

HEART OF TEXAS

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

LOWER RIO GRANDE VALLEY

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

MIDDLE RIO GRANDE

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

NORTH CENTRAL

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

NORTHEAST TEXAS

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

NORTH TEXAS

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

PANHANDLE

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

PERMIAN BASIN

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

RURAL CAPITAL AREA

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

SOUTHEAST TEXAS

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

SOUTH PLAINS

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

SOUTH TEXAS

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

TARRANT COUNTY

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

TEXOMA

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

UPPER RIO GRANDE

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

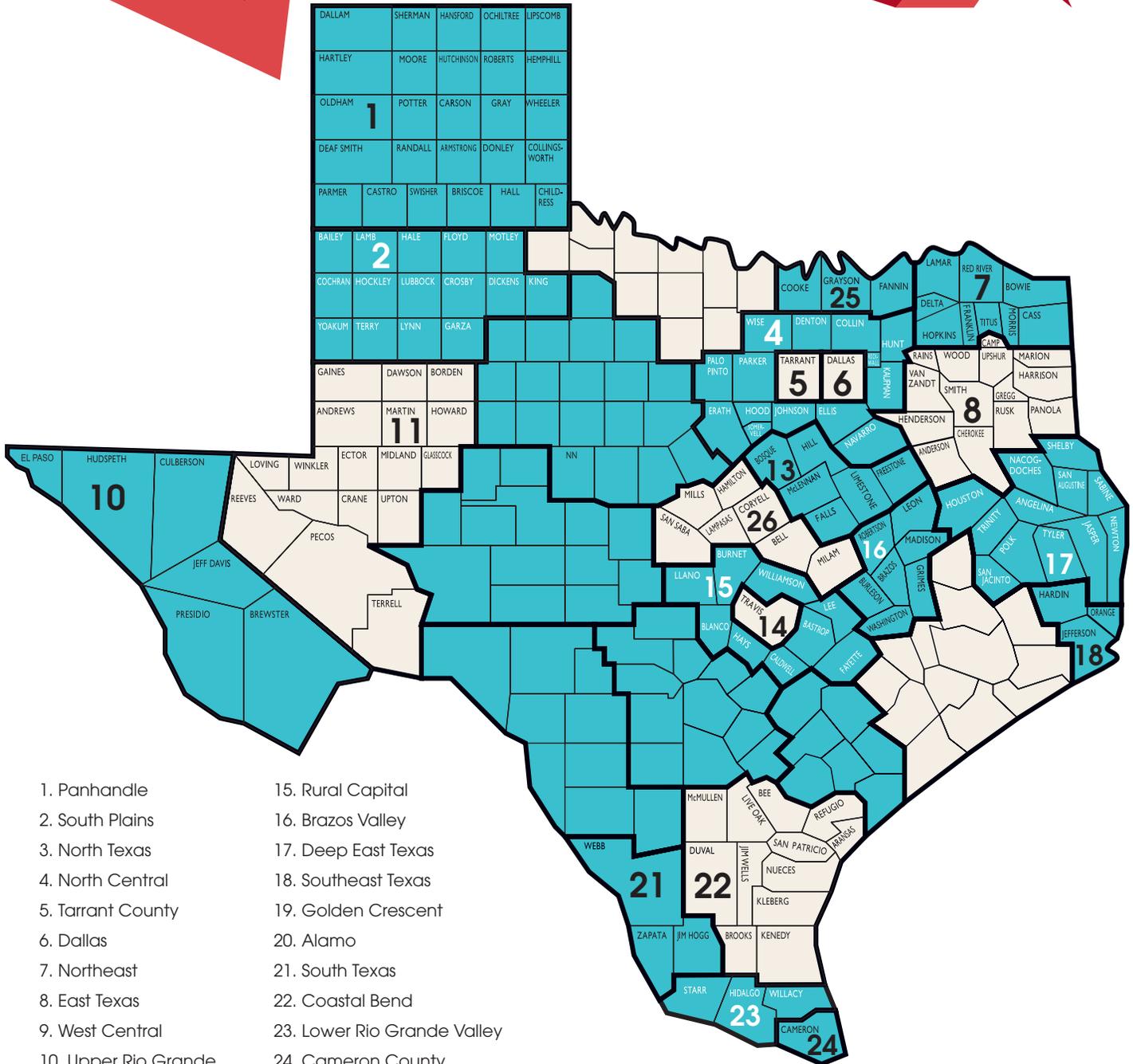
WEST CENTRAL

Board Expenditures: \$ 10,189,641*
Number of Workforce Solutions Offices: 4
325-795-4200; 800-457-5633
www.workforcesystem.org

* American Recovery and Reinvestment Act funding allocations not included



Local Workforce Development Boards



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



State of Texas Unemployment Compensation Fund For Years Ending August 31, 2010 through 2014¹

Amounts in Millions

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Total Net Position, September 1st	\$(303.9)	\$(1,215.2)	\$(813.1)	\$29.3	\$677.3
Revenues:					
Unemployment Taxes	2,107.5	2,320.3	2,517.5	2,419.6	2,200.4
Federal Revenues ^{2,3}	4,463.9	3,469.6	2,735.0	1,475.6	446.6
Contributions from Directly Reimbursing Employers	147.4	162.2	191.6	101.7	105.9
Reimbursement for Out-of-State Claimants	91.1	58.1	55.5	60.5	75.7
Obligation Assessment	-	355.3	376.8	329.6	331.9
Interest Income	0.1	13.8	22.6	33.2	39.3
Total Revenues	6,810.0	6,379.3	5,899.0	4,420.2	3,199.8
Expenditures:					
State Unemployment Benefits	(3,362.6)	(2,545.0)	(2,329.7)	(2,343.6)	\$(2,282.2)
Federal Unemployment Benefits ²	(4,361.7)	(3,353.0)	(2,625.0)	(1,357.0)	\$(328.4)
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters ³	(102.2)	(116.6)	(110.0)	(118.6)	\$(118.2)
Interest Expenses ⁴	-	(40.2)	(50.1)	(33.5)	(23.4)
Other Non-Operating Bond Related Expenses	-	(1.2)	(3.0)	(2.2)	(6.9)
Total Expenditures	(7,826.5)	(6,056.0)	(5,117.8)	(3,854.9)	(2,759.1)
Transfers:					
Employment and Training Investment Assessment	105.2	82.9	86.8	92.8	95.7
Unemployment Administration Account Transfers	-	(4.1)	(25.6)	(10.1)	-
Net Transfers	105.2	78.8	61.2	82.7	95.7
Total Net Position at August 31st ⁵	\$(1,215.2)	\$(813.1)	\$29.3	\$677.3	\$1,213.7
Net Position Restricted For:					
Unemployment Trust Fund	\$(1,254.9)	\$937.1	\$1,481.1	\$1,845.0	\$2,079.5
Debt Retirement for Unemployment Revenue Bonds	-	(1,785.8)	(1,461.9)	(1,167.7)	(865.8)
Other-Unemployment Insurance Administration	39.7	35.6	10.1	-	-
Total Net Position at August 31st, as above	\$(1,215.2)	\$(813.1)	\$29.3	\$677.3	\$1,213.7



State of Texas Unemployment Compensation Fund For Years Ending August 31, 2010 through 2014¹

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.

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.



Texas Workforce by the Numbers



1

Employer of the Year: Lewis Energy Group



\$7.04

Million in unpaid wages collected for Texas workers in FY 2014



13

Million workers in Texas*



28

Local workforce development boards



338

Texas businesses whose workers were trained through Skills Development Fund partnerships with local community and technical colleges in FY 2014



3,474

Employment and housing discrimination and child labor investigations conducted during the fiscal year



4,306

Apprentices received training in FY 2014



83,783

Employers receiving Texas Workforce Solutions services in FY 2014



344,200

Private-sector jobs added in Texas in FY 2014



497,545

Employers in Texas**



1,318,081

Job seekers provided employment services in FY 2014



\$29,038,925

Child care matching amount secured by the local workforce development boards



\$58,937,459

Federal child care funds matched using amounts secured by local workforce development boards



\$1,181,862,878

FY 2014 operating budget for the Texas Workforce Commission



\$2,728,805,503

Total regular, emergency, and extended unemployment benefits paid in FY 2014



Notes:

**Texas Workforce Commission
101 East 15th Street
Austin, Texas 78778-0001**

512-463-2222

www.texasworkforce.org

Equal Opportunity Employer/Program

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

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