

1 Commissioner Message:

2 Celebrating 20 Years of Workforce Excellence

3 State Fiscal Year 2016 (FY 2016), marked 20 years since the creation of the Texas
4 Workforce Commission (TWC). In 1996, 28 employment-related workforce, training and
5 education programs from 10 agencies consolidated to form TWC. During the agency's
6 two-decade history, additional programs and agencies have been transferred to form
7 one of the most comprehensive and integrated employment service agencies found in
8 the U.S. In FY 2016, two more programs joined TWC. The Purchasing from People
9 with Disabilities and the Jobs and Education for Texans programs, formerly
10 administrated by the Texas Comptroller's office, became part of TWC in September of
11 2015. TWC also successfully transferred vocational rehabilitation; Business Enterprise
12 of Texas and Independent Living for Older Individuals Who are Blind programs from the
13 former Department of Assistive and Rehabilitative Services on September 1, 2016 with
14 no disruption of services resulting from the transition.

15 Together with our 28 Workforce Solutions board partners across the state, TWC
16 delivers a diverse and broad array of workforce services and has set the standard for
17 locally controlled, market-driven workforce service delivery.

18 Throughout FY 2016, the Texas economy continued to grow with the addition of nearly
19 170,000 seasonally adjusted nonagricultural jobs between September 2015 and August
20 2016. This economic growth is a testament to the diversity of our employers and the
21 skills and readiness of our workforce. Texas continues to garner recognition as a top
22 state for business. *Chief Executive Magazine* voted Texas the best state in the country
23 to do business for the 12th consecutive year and *Forbes* magazine listed Texas as the
24 best state to make a living. The partnerships and collaborations that our Workforce
25 Solutions board partners form in their communities create opportunities, engage
26 employers and shape the state's workforce which now exceeds 13.3 million civilians.

27 To continue this momentum, however, Texas must ensure that its workforce and
28 education strategies align to equip Texans with the skills, education and training needed
29 for the jobs of today and tomorrow. In March, Governor Greg Abbott established a Tri-
30 Agency Workforce Initiative and charged the three agencies responsible for this
31 alignment – TWC, the Texas Education Agency (TEA) and the Texas Higher Education
32 Coordinating Board (THECB) – with assessing local economic activity, examining
33 workforce challenges and opportunities and considering innovative approaches to meet
34 the state's workforce goals. With input gathered from eight stakeholder meetings held
35 throughout the state, commissioners from all three agencies developed a Tri-Agency
36 Report to the Governor that put forth recommendations to help Texas achieve

1 preeminence in the global economy. A broad array of important initiatives will result
2 from that report and we look forward to reporting on the success of those efforts in next
3 year's report. We have already begun work with TEA and THECB to meet the state's
4 goal of 60x30TX.

5 TWC took many steps to promote early childhood learning through quality child care
6 and pre-kindergarten initiatives in FY 2016. In September, TWC established new
7 standards of quality for our Texas Rising Star child care provider certification program to
8 enhance quality child care for children and families. Our local boards made key
9 targeted investments in early learning to support regional priorities. We collaborated
10 with TEA for Prekindergarten Partnership Grants to allow child care providers to partner
11 with local school districts and charter schools to provide early learning opportunities for
12 three and four-year-olds. This summer, TWC and TEA partnered with the Office of the
13 Governor to hold the first-ever Texas Early Childhood Learning Summits. The highly
14 successful, two-day training events were held in Houston and Dallas and more than 900
15 child care and early childhood education professionals from across the state attended
16 and received professional development training.

17 TWC continued to expand efforts to raise career awareness of our middle and high
18 school students through support for career fairs and other events and activities and
19 through the funding of dual credit programs across the state. We made upgrades to our
20 online career resources during the year that were rolled out in early FY 2017.

21 During the year, we were able to reach out and listen to our constituents and
22 stakeholders as well as promote grant opportunities with our agency. We held public
23 strategic planning meetings, tri-agency meetings with our partners at TEA and THECB,
24 child care meetings, DARS stakeholder meetings, and meetings regarding veterans'
25 transition services to help us better understand the needs of all of those we serve.

26 Texas values our transitioning military members, and we want to make sure our men
27 and women in uniform are aware of the high-wage, high-demand opportunities in our
28 communities throughout the state. We worked in partnership with our Workforce
29 Solutions board partners and military installations to ensure successful transition into
30 the civilian workforce. In FY 2016, we expanded the College Credit for Heroes program
31 by adding new partner schools and accelerated degree programs to help veterans
32 quickly transition to civilian careers. In November of 2016, we held our fifth annual
33 Hiring Red, White & You! veterans hiring fair at 30 venues across the state. Among the
34 initiatives born of the Tri-Agency Report to the Governor, we began working on two new
35 veteran programs, Operation Welcome Home and Military Family Support.
36 These programs will launch in FY 2017 to assist recently separated service members
37 and their spouses who are experiencing challenges in finding employment or

1 completing their degree programs and help them prepare for in-demand career
2 opportunities.

3 Employers, large and small, drive the Texas economy and TWC and its Workforce
4 Solutions board partner engaged with employers all across the state to gather input and
5 develop workforce training programs. During the year, more than 89,000 employers
6 received customized services from business service units of local workforce
7 development boards. We continued to provide customized services through our Skills
8 Development Fund grants.

9 Texas workers are world-class. In FY 2016, TWC and its Workforce Solutions board
10 partners provided employment services to more than 830,000 job seekers and
11 facilitated the training of more than 42,000 individuals statewide. TWC supports
12 Apprenticeship programs and in FY 2016, saw a significant increase in the number of
13 participants with more than 7,000 individuals participating in Apprenticeship training. We
14 also expanded integrated education and training models for adult learners.

15 TWC also supports individuals who need assistance after losing employment through
16 no fault of their own through the Unemployment Benefit program and reemployment
17 services. During FY 2016, four separate disasters were declared due to severe storms
18 and 102 individuals who lost their jobs or self-employment as a result were provided
19 with Disaster Unemployment Benefits. In addition, we continued to aggressively monitor
20 the employer-funded Unemployment Insurance Trust Fund to ensure that the benefits
21 were preserved for those who were rightfully due its benefits. TWC has ongoing efforts
22 to enhance our systems and processes that detect fraud, waste and abuse, and in
23 2016, our cross-divisional Improve Fraud Discovery Team was awarded the Best Data
24 Analytics/Business Intelligence Project award from the Center for Digital Government.

25 These achievements, along with many others are detailed throughout this FY 2016
26 report. They represent the hard work of the many men and women who now make up
27 the Texas Workforce Commission and all of our Workforce Solutions partners. We are
28 proud of all that we have accomplished this year. With the support and guidance of the
29 Governor and the Legislature, we will continue to provide superior workforce services
30 and resources for the people and employers of Texas.

1 **Serving Businesses and Employers**

2 Texas Workforce Solutions comprises the Texas Workforce Commission (TWC), 28
3 local workforce development boards and our service-providing partners located across
4 the state. The network's primary goal is to respond to the needs of Texas employers
5 and workers by providing market-driven workforce development initiatives and services
6 tailored to local communities. All employers, workers and job seekers are eligible to take
7 advantage of these services. Here are some of the programs, services and resources
8 TWC offered in fiscal year (FY) 2016.

9 **Spotlight: Outreach to Food Processing and Manufacturing Industry Leads to** 10 **Workforce Training**

11 Workforce Solutions South Plains (South Plains) collaborated with regional workforce
12 and economic organizations, including the Lubbock Economic Development Alliance,
13 South Plains College, Texas Manufacturing Assistance Center (TMAC) of West Texas
14 and the Community Workforce Partnership, as well as state, national and union
15 collaborators to conduct significant outreach to the local food processing and
16 manufacturing industry. The goals of these outreach efforts were to increase workforce
17 skills to build the talent pipeline, promote career advancement and alleviate skills gaps
18 to increase productivity. To accomplish these goals, a five-employer training initiative
19 was formed to upgrade the skill set of the local food industry workforce. Since 2013,
20 partners have facilitated training in the areas of product quality, food safety, lean
21 manufacturing, equipment maintenance, and occupational health and safety. Workers'
22 skills have been upgraded through short-term classes and hands-on training. Through a
23 TWC grant awarded to initiative partner Community Workforce Partnership, nearly 50
24 local food manufacturing employees have received training. South Plains was
25 recognized with the 2016 Industry Sector Outreach award for this initiative.

26 **Business Services**

27 Business service units from local workforce development boards collaborate with local
28 economic development organizations and area businesses to deliver customized
29 services for employers in their area. Services include development and enhancement of
30 workforce training programs, assistance with applicant screening and referrals, job fair
31 hosting and analysis of labor market information. In FY 2016, 89,135 employers
32 received these and other outreach services.

33 **Spotlight: Business Development Model Increases Collaboration**

34 Workforce Solutions for North Central Texas (North Central Texas) created a multi-
35 tiered Business Development department to increase collaborations with area
36 businesses, educational and training organizations, and other economic development

1 partners. The department's staff members coordinate business development outreach,
2 ensure training and development, and work with key Workforce Solutions staff members
3 to engage with and support partners. In this model, business development liaisons with
4 the department function as the sales force, while Workforce Solutions office staff
5 members function as the service being marketed and sold. Partnerships leveraged with
6 Collin College, Weatherford College, North Central Texas College, Hill College and
7 Texas State Technical College in Red Oak, along with area businesses and other
8 economic development partners, will be instrumental in securing training opportunities
9 to prepare the workforce to meet local business needs. North Central Texas was
10 recognized with the 2016 Service to Business award for this initiative.

11 **Vocational Rehabilitation Business Relations**

12 In FY 2016, TWC laid the groundwork for the transfer of vocational rehabilitation
13 services from the former Texas Department of Assistive and Rehabilitative Services
14 (DARS) to the agency on September 1, 2016, under the new program name Texas
15 Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS). Business
16 Relations staff with TWS-VRS help employers fill open positions with qualified job
17 seekers with disabilities, provide training and accommodation assistance, and assess
18 the workplace, job descriptions, and recruitment and application processes to remove
19 barriers. Business Relations staff can also provide disability awareness training to
20 businesses and their employees and assist with business symposia and expos, as well
21 as job and career fairs. Learn more by visiting
22 texasworkforce.org/businesses/vocational-rehabilitation-business-relations.

23 **Skills Development Fund Training**

24 Celebrating 20 years of success, the Skills Development Fund grant program has
25 provided training opportunities in partnership with at least 4,238 employers to upgrade
26 or support the creation of more than 342,428 jobs throughout Texas since the program's
27 inception in 1996. This program supports customized job skills training for incumbent
28 and new employees in collaboration with Texas public community and technical
29 colleges and local employers. Training provided advances the skills of existing workers
30 and creates new job opportunities. TWC works closely with employers and training
31 providers to ensure that training meets specific performance measures and benefits the
32 employer and trainees.

33 In FY 2016, TWC awarded 53 Skills Development Fund grants with an average award
34 of \$442,479. These grants will assist 98 businesses with their training needs and
35 support the creation of 3,942 new jobs. Some of these funds were recently leveraged to
36 support dual-credit high school programs, career and technical education programs,
37 veterans industry partnerships and other specific training to equip Texans with in-
38 demand skills for today's work environment. The Texas Legislature allocated nearly
39 \$48.5 million to the Skills Development Fund for the 2016-2017 biennium. For more
40 information, visit texasworkforce.org/skills.

1 **Spotlight: Victoria College and Petrochemical Consortium Partner for Workforce** 2 **Training Using Skills Development Fund Grant**

3 Victoria College partnered with Workforce Solutions Golden Crescent (Golden
4 Crescent) and local petrochemical plants, their contractors, and construction firms to
5 identify and assess industry workforce training needs. With support from Victoria
6 College and Golden Crescent, these petrochemical representatives formed the Golden
7 Crescent Petrochemical Consortium to ensure ongoing coordination around workforce
8 needs. The consortium received TWC Skills Development Fund to address the training
9 requirements of the consortium's more than 3,400 incumbent workers and over 400 new
10 hires.

11 **High Demand Job Training**

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

19 In FY 2016, the program enrolled 952 individuals in training activities and awarded
20 \$1,010,073 in training grants. Over the next two years, while funding remains available,
21 local workforce development boards will be able to apply for and leverage up to
22 \$100,000 to match the amount committed by EDCs. Local workforce development
23 boards may use grant funding to support job-training activities and related direct costs,
24 including individual participant recruitment, skills assessment, job search skills
25 improvement, equipment and minor renovation of facilities used for program-related job
26 training.

27 **Spotlight: Paid Work Experience Leads to Employment in High Demand Jobs**

28 Workforce Solutions Southeast Texas (Southeast Texas) partnered with Port Arthur
29 Economic Development Corp. and Team Fabricators on a High Demand Job Training
30 Grant to provide welding training. Twenty-five participants were paid while completing
31 training over a 12-month period to develop skills in three key welding processes.
32 Participants who successfully completed the training were then able to apply for high-
33 demand jobs in a field setting or fabrication shop.

34 **Labor Market Information**

35 TWC's Labor Market and Career Information (LMCI) department collects, analyzes and
36 disseminates economic data by occupation and industry. Knowing what is happening in
37 the Texas and local economies helps employers, job seekers and local officials make
38 better business, career, education and economic development decisions.
39 Understanding employment trends helps employers, economic developers, local

1 workforce development boards and researchers promote stable employment and
2 economic growth across Texas. LMCI also provides online tools, publications and
3 resources to help job seekers, parents, students and young adults explore career
4 choices and opportunities.

5 **Small Business Programs**

6 In Texas, there are 483,430 private employers who employ 100 or fewer workers. In FY
7 2016, TWC allocated \$2 million in funding for the Skills for Small Business program to
8 support collaborations between Workforce Solutions partners and small businesses.
9 This initiative provides state-funded training to businesses to meet their needs, with an
10 emphasis on training new workers or upgrading skills of incumbent workers. Small
11 businesses interested in training for their employees may be eligible to receive up to
12 \$1,800 to train new workers and up to \$900 to train existing workers. When a training
13 need is identified, small businesses can select from among existing courses provided by
14 their local public community and technical colleges for new or incumbent workers.
15 Businesses apply directly to TWC for training and TWC arranges funding with the local
16 public community or technical college. More information about the Skills for Small
17 Business program is available online at texasworkforce.org/ssb.

18 TWC, its local Workforce Solutions board partners and the Governor's Economic and
19 Tourism division host Governor's Small Business Forums throughout rural and urban
20 areas of Texas. The forums are designed to give entrepreneurs and small businesses
21 valuable information targeted specifically to entrepreneurs and small business
22 operators. Areas addressed include workforce development, marketing, hiring and
23 managing employees, training and growth opportunities targeted specifically to
24 entrepreneurs and small business operators. In FY 2016, 10 forums were held, with
25 over 1,100 businesses and more than 2,700 people in attendance.

26 **Spotlight: Wharton County Junior College and Electronic Assemblies Prepare** 27 **New Management with Skills for Small Business Grant**

28 In the Workforce Solutions Gulf Coast area, the small business Electronic Assemblies
29 partnered with Wharton County Junior College (WCJC) to train two employees recently
30 promoted to management roles. Electronic Assemblies applied to TWC for Skills for
31 Small Business grant funds to help these new managers attend the Leadership
32 Workshop at WCJC. This workshop is designed to upgrade the skills of local employees
33 that have been placed in new leadership or management roles. Each participant
34 received \$720 worth of training that was fully paid for by the Skills for Small Business
35 grant.

36 **Online Job Matching Resource**

37 TWC's WorkInTexas.com is available at no cost and offers recruiting assistance to
38 Texas employers to fill job vacancies. With more than 200,000 available job listings
39 daily and approximately 400,000 registered job seekers, WorkInTexas.com is a human
40 resources partner. Employers can use the site to post job notices, search résumés,

1 check labor availability and access recruitment tools—all free of charge. With more than
2 a decade of helping Texans, WorkInTexas.com has directly filled 2.5 million jobs
3 posted on the site. In FY 2016, TWC engaged with employers, industry representatives
4 and workforce leaders for input on plans to upgrade this resource. TWC is moving
5 forward with plans to replace the system based on task force recommendations to
6 ensure job seekers and Texas employers will have quality service with a competitive
7 edge.

8 **Shared Work Unemployment Benefit Program**

9 The Shared Work Unemployment Benefit Program provides an alternative to layoffs by
10 affording employers an opportunity to manage business cycles and seasonal
11 adjustments without losing trained employees. The program allows for the payment of
12 unemployment benefits to employees to supplement wages lost as a result of reduced
13 hours. During FY 2016, 257 employers participated in the program with 16,422 workers
14 retaining their jobs and benefitting from the shared-work option in Texas.

15 **Work Opportunity Tax Credit Certification**

16 The Work Opportunity Tax Credit (WOTC) supports businesses that hire individuals with
17 significant barriers to employment by providing them with a reduction in federal tax
18 liability. Administered by the U.S. Department of Labor (DOL), WOTC promotes equal
19 employment opportunities and training for targeted workforce populations, resulting in
20 workplace diversity and increased performance, as well as economic growth and
21 productivity for the community. TWC assists employers by determining the eligibility of
22 new employees for the business tax credit. In FY 2016, TWC helped employers identify
23 \$331,765,800 in potential tax savings.

24 **Specialized Agricultural Services**

25 Working with Workforce Solutions offices across Texas, TWC's Agricultural Services
26 Unit promotes awareness of industry-related skilled labor recruitment, training and
27 regulations for the agricultural employment sector. Through the Foreign Labor
28 Certification process, TWC monitors local shortages in U.S. seasonal agricultural
29 workers and helps employers bring in skilled foreign workers to fill those positions. For
30 out of state job postings, Workforce Solutions staff members coordinate recruitment with
31 the Agricultural Recruitment System to help employers locate experienced job seekers.
32 Agricultural occupations and their economic contributions to the state are defined by the
33 Agricultural Services Unit.

34 **Employer Information and Assistance**

35 TWC offers employment resources for individuals and businesses, including compliance
36 assistance and information about rights and responsibilities under Texas and federal
37 employment laws. As part of this effort, TWC's Commissioner Representing Employers
38 hosts Texas Business Conferences throughout the state to keep employers up-to-date
39 on the latest information regarding employment law. Topics presented at the
40 conferences include Texas employment law, the basics of hiring, employee policy

1 handbooks, creating a human resources roadmap, handling unemployment claims,
2 independent contractors and federal and Texas wage and hour laws. In FY 2016, more
3 than 5,000 individuals attended 16 Texas Business Conferences held throughout the
4 state. Individuals interested in attending a conference can now register online at
5 texasworkforce.org/tbc. The Society for Human Resource Management Texas State
6 Council (Texas SHRM) and Human Resources Certification Institute (HRCI)
7 offer professional and recertification credits for human resources professionals who
8 attend. In addition, certified public accountants who attend can earn continuing
9 education credit hours and other conference participants may qualify for general
10 professional credit.

11 The Commissioner Representing Employer's office manages and maintains an
12 employer hotline (800-832-9394) and e-mail address employerinfo@twc.state.tx.us to
13 assist employers with questions about employment law and other information. The
14 hotline receives about 1,200 phone calls per month. The office also produces free
15 publications available in print and online to help businesses stay informed about legal
16 issues surrounding employment in Texas, including the quarterly publication *Texas*
17 *Business Today* and the *Especially for Texas Employers* book.

18 *Texas Business Today* serves as a supplement covering issues and interests of Texas
19 employers and is available at texasworkforce.org/texasbusinesstoday. *Especially for*
20 *Texas Employers* provides information on important workplace issues, with chapters on
21 topics such as basic legal issues relevant to hiring, pay and policy, work separation,
22 post-employment problems, and employment law-related websites. This book is
23 available at texasworkforce.org/efte, along with the *TBC Companion* web application
24 at texasworkforce.org/tbcapp.

25 **Protection of the Unemployment Compensation Fund**

26 TWC's Regulatory Integrity Division (RID) collaborates closely with the Unemployment
27 Insurance and Regulation Division to detect and prevent fraud, waste and abuse in all
28 areas of the unemployment insurance program with the goal of preventing benefit
29 overpayments before they occur. RID maintains robust systems to identify
30 overpayments when they do occur and uses all means available under the Texas
31 Unemployment Compensation Act to recoup them. The division also oversees
32 recoupment of delinquent unemployment taxes owed by employers and is responsible
33 for detection and, if warranted, prosecution of unemployment benefits and tax fraud.

34 In FY 2016, the division prevented more than \$40.3 million in improper benefit
35 payments and detected \$106 million in benefit overpayments. It collected \$35 million in
36 delinquent employer taxes, penalties and interest, and \$66.7 million in unemployment
37 benefit overpayments and penalties through direct reimbursements and benefit offsets.

1 **Recognizing Outstanding Employers**

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

5 **Texas Workforce Solutions Employer Award of Excellence**

6 The Employer Award of Excellence honors one private sector employer in each local
7 workforce development area that is actively involved with Texas Workforce Solutions.
8 This award recognizes an employer that has, as a customer and collaborator with the
9 local workforce development board, created and used innovative approaches that have
10 impacted the local economy and workforce significantly. These employers were chosen
11 from the many with whom boards connect to prepare today's workforce for tomorrow's
12 Texas. The 2016 Employers of Excellence were:

Amazon.com

Workforce Solutions Alamo

The Toro Company

Workforce Solutions Borderplex

KAGS-TV

Workforce Solutions Brazos Valley

Brownsville Toyota

Workforce Solutions Cameron

UPS–Red River District

Workforce Solutions Capital Area

StarCorr Sheets

Workforce Solutions of Central Texas

Coastal Children's Clinic

Workforce Solutions of the Coastal Bend

Cadre, A U.S. Silica Company

Workforce Solutions Concho Valley

Portacool

Workforce Solutions Deep East Texas

AAON Coil Products Inc.

Workforce Solutions East Texas

DOW–Seadrift Operations

Workforce Solutions Golden Crescent

Walmart Stores Inc.

Workforce Solutions Greater Dallas

Jacobs Inc.

Workforce Solutions Gulf Coast

Domtar Personal Care LLC

Workforce Solutions for the Heart of Texas

TJ Maxx

Workforce Solutions Lower Rio Grande Valley

Vida Y Salud Health Systems, Inc.

Workforce Solutions Middle Rio Grande

Gearbox Software

Workforce Solutions for North Central Texas

Alcoa Howmet

Workforce Solutions North Texas

Beako Manufacturing Company

Workforce Solutions Northeast Texas

CNS Pantex
Workforce Solutions Panhandle

Exel Logistics
Workforce Solutions for South Texas

Warren CAT
Workforce Solutions Permian Basin

Lockheed Martin
Workforce Solutions for Tarrant County

Radiation Detection Company
Workforce Solutions Rural Capital Area

Emerson Process Management
Workforce Solutions Texoma

Team Industries dba Team Fabricators LLC
Workforce Solutions Southeast Texas

RENTECH Boiler System
Workforce Solutions of West Central Texas

West Texas Intermediate Sanction Facility
Workforce Solutions South Plains

1 **Texas Workforce Solutions Employer of the Year Awards**

2 Large Employer of the Year and Small Employer of the Year Awards recognize private-
3 sector employers or employer consortia for significant impact to their community
4 through collaboration with Texas Workforce Solutions. To be eligible for the Large
5 Employer of the Year Award, businesses must have at least 500 employees. To be
6 eligible for the Small Employer of the Year Award, businesses must have fewer than
7 500 employees.

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

14 From these six exemplary finalists, one large and one small employer were selected as
15 the 2016 Texas Workforce Solutions Small and Large Employer of the Year. The
16 nominated employers support the Texas workforce system's goal of ensuring that both
17 employers and workers have the resources and skills that Texas needs to remain
18 competitive in the 21st century.

19 The finalists for the 2016 Workforce Solutions Employer of the Year award were:

Large Employer of the Year
Emerson Process Management
Workforce Solutions Texoma

James Avery Craftsman Inc.
Workforce Solutions Alamo

Lockheed Martin - Winner
Workforce Solutions for Tarrant County

Small Employer of the Year

Falls Community Hospital and Clinic

Workforce Solutions for the Heart of Texas

Klein Tools Inc. - Winner

Workforce Solutions for Tarrant County

State Farm Agent Samuel Garcia

Workforce Solutions of West Central Texas

1 **Spotlight: Lockheed Martin Receives Large Employer of the Year Award**

2 Lockheed Martin Corporation (Lockheed Martin), nominated by Workforce Solutions
3 for Tarrant County (Tarrant County), is 2016 Large Employer of the Year. Lockheed
4 Martin is one of the largest aerospace and global security companies in the
5 Dallas/Fort Worth (DFW) region and is engaged in the research, design,
6 development, manufacturing, integration and sustainment of advanced technology
7 systems and products.

8 Lockheed Martin employs 14,100 workers in the DFW area, contributes \$1.6 billion
9 to the local economy, and more than \$739 million to Texas suppliers and vendors
10 within Tarrant County. The company also leads the DFW Aerospace Consortium
11 and it partners with consortium members, TWC, Tarrant County and local
12 educational institutions to grow the local aerospace industry and create training and
13 job opportunities.

14 The company is expected to add 2,000 manufacturing jobs over the next three years in
15 support of its F-35 project and was recently awarded a TWC Skills Development Fund
16 grant to develop a cutting-edge aerospace industry training curriculum. It has also
17 offered training programs that placed 405 unemployed or underemployed engineers in
18 competitive jobs locally, while training 222 new engineers, and offers aerospace and
19 aviation training in partnership with Tarrant County Community College and Tarrant
20 County Community Learning Center.

21 Lockheed Martin has also shown a strong commitment to growing the local aerospace
22 worker pipeline by supporting career and technology programs that include science,
23 technology, engineering and math educational programs for middle and high school
24 students. It invested \$1 million in the Fort Worth Independent School District for
25 implementation of Project Lead the Way and helped launched the “Gotta Jet?”
26 aerospace career awareness campaign to promote engineering and other high-demand
27 aerospace industry careers to students.

28 **Spotlight: Klein Tools Receives Small Employer of the Year Award**

29 Klein Tools Inc. (Klein Tools), nominated by Workforce Solutions for Tarrant County
30 (Tarrant), is the 2016 Small Employer of the Year. Klein is the global leader among
31 hand tool manufacturers. The company’s Advanced Manufacturing Technology Center,
32 located in Mansfield, currently has almost 400 employees. That number is expected to
33 increase to 600 by 2018.

1 After working with Tarrant to meet initial hiring needs as it broke ground on its Mansfield
2 facility in 2010, Klein continues to partner with Tarrant and local Workforce Solutions
3 offices for recruiting, hiring and training opportunities. An avid promoter of training
4 opportunities leading to manufacturing careers within the community, Klein was
5 awarded a TWC Skills Development Fund grant and partnered with Tarrant County
6 College (TCC) in March 2016 to train 130 new workers for manufacturing jobs. The
7 company also provided industry tours for trainees and other young adults interested in
8 manufacturing careers.

9 Additionally, Klein is a leading member of the Mansfield Manufacturing Partnership with
10 Tarrant, Mansfield Economic Development Corp. and Mansfield Independent School
11 District to help address a shortage of computer numeric controlled machinists. The
12 partnership provides a training program that develops skilled manufacturing employees
13 and internship opportunities with local manufacturing companies.

14 Klein is also an active member of the Mansfield Chamber of Commerce and Fort Worth
15 Chamber of Commerce. The company supports local charities, including the American
16 Heart Association Heart Walk for Tarrant County, Mansfield Cares and the Wesley
17 Mission Center.

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1 **Serving Job Seekers and Employees**

2 The Workforce Solutions network offers a broad range of services that give employees
3 and job seekers opportunities for career growth, advancement and assistance entering
4 a chosen career. By connecting these individuals with employers, contracted service
5 providers and community partners, the network helps individuals achieve personal
6 career growth through education and skills training and provides critical services to
7 ensure individuals have the skills and abilities to connect with in-demand occupations
8 across the state. Here are some of the many ways that TWC served the Texas
9 workforce in FY 2016.

10 **Child Care Services**

11 TWC's Child Care Services provides child care subsidy assistance to eligible low-
12 income families of children under age 13, allowing parents to work, attend school or
13 participate in training. Local workforce development boards provide education, guidance
14 and support to participating families to assist them with selecting quality care for their
15 children. The Texas Rising Star (TRS) provider certification program and rating system
16 strengthened its certification standards in FY 2016 to better help families identify quality
17 child care providers based on a 2-star, 3-star or 4-star certification level issued under
18 the program. The new ratings system also encourages providers to exceed minimum
19 licensing requirements and provide more quality services in order to achieve a higher
20 ranking. Parents can also use the new Texas Child Care Solutions web portal
21 (TexasChildCareSolutions.org) to access resources and toolkits to help them make
22 informed decisions about quality child care, as well as information on family support and
23 financial assistance. Families can also use the web portal to locate resources for their
24 children's early education and special needs.

25 In addition to assisting families, Child Care Services helps child care providers improve
26 the quality of services for all children in Texas through resources and assistance. In FY
27 2016, TWC awarded the Texas Education Agency (TEA) \$7.8 million in child care funds
28 to assist with the planning and implementation of the Prekindergarten Partnership
29 Grant. Through this grant, child care providers achieving a 4-star certification level
30 under TWC's TRS program will have an opportunity to partner with local independent
31 school districts and charter schools to expand quality prekindergarten services to
32 children 3 to 4 years old. TWC also partnered with the Office of the Governor and TEA
33 to sponsor Texas Early Childhood Learning Summits in Houston and Dallas to support
34 the immediate need for increased access to child care professional credential training.
35 Over 900 child care and early childhood education professionals attended the events.

36 **Spotlight: Precertification Network Expands Quality Child Care**

37 Workforce Solutions Gulf Coast (Gulf Coast) partnered with Collaborative for Children
38 for a precertification network for child care providers. Providing support, guidance and
39 technical assistance to over 200 area providers, the network established group training
40 sessions and offered assistance to providers during the precertification process to help
41 them better understand the Texas Rising Star (TRS) application, self-assessment and

1 certification process. The precertification network consisted of numerous local
2 organizations committed to raising awareness and supporting the expansion of TRS
3 throughout the Gulf Coast area. Gulf Coast was recognized with a Child Care Quality
4 Incentive Award for this initiative. Workforce Solutions for the Heart of Texas, North
5 Texas and South Plains were also recognized with this award.

6 **Employment Services**

7 Local workforce development boards coordinate with businesses, educational
8 institutions and industries to oversee programs designed to address specific barriers to
9 employment faced by members of the local workforce. Twenty-eight workforce
10 development boards across the state of Texas are responsible for planning, oversight
11 and partnering with the community to provide employment services locally at no cost. In
12 FY 2016, more than 1.2 million job seekers received employment services, including
13 workshops, job fairs, résumé writing assistance, networking opportunities, access to
14 computers and assistance with TWC's WorkInTexas.com job matching database.

15 **Spotlight: Linking the Workforce to Transportation**

16 Recognizing that not all jobs are 9 a.m. to 5 p.m., Workforce Solutions for the Heart of
17 Texas (Heart of Texas) established Evening LINK. Evening LINK is the area's first
18 evening bus service for workers who have nonstandard work schedules and who
19 require reliable and affordable transportation. As a result of this new service, workers
20 who rely on public transportation can be more confident about exploring job and
21 educational opportunities and apply for employment with an additional 71 businesses to
22 find work or earn higher wages. Heart of Texas was awarded the 2016 Service to
23 Workers award for this program.

24 **Vocational Rehabilitation Services**

25 In FY 2016, TWC laid the groundwork for the transfer of vocational rehabilitation
26 services from the former Texas Department of Assistive and Rehabilitative Services
27 (DARS) to TWC on September 1, 2016, under the new program name Texas Workforce
28 Solutions - Vocational Rehabilitation Services (TWS-VRS). TWS-VRS helps eligible
29 Texans with disabilities prepare for, obtain, retain or advance in competitive integrated
30 employment, which is employment in jobs with work settings, wages, benefits and
31 advancement opportunities equivalent to similar jobs held by people without disabilities.
32 The Criss Cole Rehabilitation Center, a residential training center, and the Business
33 Enterprises of Texas food and vending management program both specialize in helping
34 Texans with visual disabilities gain employment. Learn more by visiting
35 texasworkforce.org/jobseekers/vocational-rehabilitation-services.

36 **Purchasing from People with Disabilities**

37 The Texas Purchasing from People with Disabilities (PPD) program is dedicated to
38 furthering the state's policy of encouraging and assisting people with disabilities to find
39 employment that promotes their independence. Legislation passed by the 84th Texas

1 Legislature transferred oversight of the PPD program—formerly under the direction of
2 the Texas Council on Purchasing from People with Disabilities—to TWC.

3 The Works Wonders state use program is one initiative under PPD. It was implemented
4 in 1978 by the Texas Legislature to enhance the lives of people with disabilities by
5 offering employment opportunities. Through a partnership with Community
6 Rehabilitation Programs (CRPs), more than 6,000 Texans with a wide range of
7 disabilities were employed in 116 local nonprofit CRPs in 2016. These individuals
8 earned a combined total of over \$39 million in wages from products or services
9 purchased by city, county, state or federal agencies, schools, and political subdivisions
10 through the Work Wonders program.

11 **Labor Law Services**

12 TWC’s Labor Law Department enforces payday, child labor and minimum wage laws in
13 Texas. In FY 2016, the Labor Law department received 11,400 claims of employers not
14 paying their employees due wages. The department completed 12,900 investigations,
15 ordered more than \$12 million in unpaid wages to be paid and collected \$6.2 million in
16 unpaid wages for Texas workers. The department received 443 child labor inquiries,
17 conducted 2,595 investigations and found infractions in 156 cases. The department also
18 helps ensure that a child is not employed in an occupation or manner that is detrimental
19 to the child’s safety, health or well-being and issued 1,300 certificates of age and child
20 actor permits.

21 **Adult Education and Literacy**

22 TWC’s Adult Education and Literacy (AEL) program helps adult students gain the basic
23 skills needed to succeed in the workforce, earn a high school equivalency, or enter
24 college or career training. Through the program, students can receive instruction in
25 English language, math, reading and writing skills in addition to obtaining industry-
26 recognized certifications that can help them gain employment, advance their careers
27 and increase their wages. AEL also partners with the Texas Higher Education
28 Coordinating Board (THECB) and Texas Education Agency (TEA) to support state
29 workforce objectives by ensuring that adult students can complete their secondary
30 equivalency and postsecondary education and training programs with no debt or with
31 manageable debt. For FY 2016, TWC is able to report that more than 6,000 students
32 exited AEL programs and gained employment.

33 TWC and partner organizations continue to expand AEL initiatives. Integrated education
34 and training (IET) programs are available to provide accelerated learning opportunities
35 incorporating workforce skills training and relevant classroom instruction to adult
36 students. A \$500,000 TWC grant is also supporting the expansion of the Accelerate
37 TEXAS career pathway program through the creation of a community college mentoring
38 program. Additionally, a \$200,000 grant for a Library AEL Expansion Project in
39 partnership with Texas State Library and Archives Commission (TSLAC) will expand
40 AEL opportunities to more than 4.3 million Texans by providing libraries and literacy
41 providers with resources such as digital literacy toolkits and training workshops. This

1 initiative will strengthen and connect local adult education instructors with materials and
2 community resources.

3 **Spotlight: Adult Education and Literacy Winners Receive Funding to Support** 4 **Workforce Training**

5 Twelve adult education and literacy (AEL) partner institutions were recognized with the
6 2016 Adult Education and Literacy award. Winners were nominated by local workforce
7 development boards and chosen based on their partnership with boards and employers
8 to support AEL initiatives in communities across Texas. Winning institutions received
9 funding amounts starting at \$20,000 to support AEL initiatives. Three also received the
10 Employer Partnership Award, which recognizes the important work of community
11 colleges and other entities integral to supporting a skilled workforce.

12 **Amarillo College**

13 *Workforce Solutions Panhandle*

14 **Brownsville ISD**

15 *Workforce Solutions Cameron*

16 **Houston-Galveston Area Council**

17 Employer Partnership Winner

18 *Workforce Solutions Gulf Coast*

19 **Howard College**

20 *Workforce Solutions Concho Valley*

21 **Literacy Council of Tyler**

22 *Workforce Solutions East Texas*

23 **Odessa College**

24 *Workforce Solutions Permian Basin*

25 **Region 20 Education Service Center**

26 Employer Partnership Winner

27 *Workforce Solutions Alamo*

28 **Socorro ISD**

29 *Workforce Solutions Borderplex*

30 **Southwest Texas Junior College**

31 *Workforce Solutions Middle Rio Grande*

32 **Texarkana ISD**

33 *Workforce Solutions North Texas*

34 **Victoria County Junior College**

35 Employer Partnership Winner

36 *Workforce Solutions Golden Crescent*

37 **Weatherford ISD**

38 *Workforce Solutions for North Central*

39 *Texas*

40 **Career Planning Information**

41 TWC's Labor Market and Career Information (LMCI) department specializes in the
42 development, application and dissemination of labor market, occupational, career,
43 education and workforce program information. Adult job seekers, students, parents and
44 counselors use LMCI data and tools to narrow down and make informed choices about
45 education and occupation options based on real data on wages, the current job market,
46 employment trends and more. LMCI data and tools are also used to develop career
47 exploration curricula for students and are used by economists and economic
48 developers.

1 LMCI and partners including the Texas Higher Education Coordinating Board (THECB),
2 Texas Education Agency (TEA) and University of Texas at Austin also provide online
career resources and tools. One TWC-designed tool is [Texas Career Check](http://texascareercheck.com)
(texascareercheck.com), which matches specific occupations
9 with their educational and [training requirements](#) as well as providing information on U.S.
10 colleges and universities. Students can also check that their career choices are
11 compatible with their lifestyle choices using Texas Reality Check
12 (texasrealitycheck.com), a tool that estimates the annual salary needed to live a
13 chosen lifestyle and provides a list of occupations that have salaries which can support
14 that lifestyle.

15 **Workforce Training Programs**

16 TWC supports a variety of training programs to equip the workforce with the skills
17 needed for employment in Texas. In FY 2016, more than 41,600 individuals received
18 training through Workforce Investment Act (WIA), Skills Development Fund,
19 Apprenticeship and other TWC-administered training programs. Nearly 12,000 workers
20 took part in Workforce Innovation and Opportunity Act (WIOA) occupational training,
21 which is available to dislocated workers, disadvantaged youth and unemployed or low-
22 wage earning adults. More than 7,000 workers were trained through an apprenticeship
23 or journeyworker program which provides a combination of on-the-job training and
24 classroom instruction for highly skilled trades and occupations.

25 **Unemployment Benefits and Rapid Response Services**

26 As the administrator of the state's Unemployment Compensation Fund, TWC processes
27 UI benefit claims for those who find themselves without employment through no fault of
28 their own. As a new feature, UI claimants now have electronic access to unemployment
29 benefits correspondence on a secure, online mailbox for items such as time-sensitive
30 determinations, unemployment benefits claim information and instructional materials.
31 They also have access to free employment services from local Workforce Solutions
32 offices to help them find new employment opportunities.

33 TWC and Workforce Solutions staffs provide Rapid Response assistance to help
34 workers who lose their jobs because of mass layoffs, plant closures or natural disasters.
35 These services include immediate, on-site assistance with re-employment services and
36 unemployment insurance information, as well as group stress and financial
37 management seminars. In some cases, mobile units are dispatched to offer these
38 services.

1 **Spotlight: Rapid Response Helps Workforce Upgrade Skills for New Job**

2 **Opportunities**

3 Workforce Solutions Deep East Texas (Deep East Texas) moved quickly to assist the
4 more than 800 employees dislocated during periodic layoffs from General Electric's
5 (GE) Lufkin Industries and GE Oil and Gas companies. Deep East Texas scheduled
6 rapid response orientation sessions to help ease the transition from immediate
7 unemployment to new jobs or retraining programs. As a result of Deep East Texas'
8 partnership with community organizations, colleges and businesses, approximately 150
9 workers were retrained to upgrade their skills and improve their abilities to earn higher
10 salaries and find new job opportunities.

11 **Disaster Unemployment Assistance**

12 Disaster Unemployment Assistance (DUA) provides unemployment benefits to
13 individuals who lost their jobs or self-employment as a direct result of a major disaster.
14 DUA eligibility requirements are similar to those for regular unemployment benefits with
15 some exceptions. A disaster assistance period for individual assistance must be
16 requested by the Governor of Texas and approved by the U.S. President, and the
17 individual must apply and be found ineligible for regular unemployment benefits. DUA
18 benefits are paid out of an emergency assistance fund provided by the U.S. Department
19 of Labor and Federal Emergency Management Agency (FEMA) during the disaster
20 assistance period determined by FEMA. During FY 2016, four separate disasters were
21 declared due to severe storms. FEMA awarded \$563,229 in funding and TWC was able
22 to provide DUA benefits to 102 eligible Texans.

23 **Assisting Dislocated Workers**

24 TWC seeks to leverage available funding resources such as National Dislocated Worker
25 Grants (NDWG), formerly National Emergency Grants (NEG), from the U.S. Department
26 of Labor to temporarily expand the capacity to provide workforce services to workers
27 who have been laid off because of a plant closure or other large dislocation. In FY 2016,
28 TWC applied for a grant to help Workforce Solutions Northeast Texas serve individuals
29 who have lost employment due to job losses in the coal mining industry, and a grant to
30 assist individuals in 14 Workforce Development Board areas to serve individuals
31 included among the more than 163,000 individuals impacted by a decline in oil and gas
32 extraction since November 2014. TWC also requested additional funds for an existing
33 grant that serves individuals affected by the downsizing of military installations in
34 Central Texas and Northeast Texas.

35 As of FY 2017, these grants have been awarded in the amounts of \$559,005, \$16.3
36 million, and \$4.1 million, respectively. Funds will be used for training in high-demand
37 occupations identified as needed in the respective areas and will help leverage existing
38 and new partnerships among businesses, training providers, labor unions, community
39 organizations, workforce development organizations and other key stakeholders to
40 address the workforce needs of businesses and workers.

1 **Trade Affected Workers**

2 Workers adversely affected by increased foreign imports or the global economy's
3 displacement of U.S. jobs may be eligible for federal Trade Adjustment Assistance
4 (TAA) benefits. In addition to relocation allowances and support benefits, trade-affected
5 workers receive training and job search assistance to help them transition into new,
6 long-term employment. After exhausting regular unemployment benefits, some
7 individuals may be eligible for Trade Readjustment Allowances, Alternative TAA and/or
8 Reemployment TAA for older workers. During FY 2016, 11,628 workers were potentially
9 TAA eligible and 1,181 workers applied for TAA services or benefits. Nearly 2,700
10 workers participated in TAA-supported training services for occupations such as
11 hairstylist, cosmetologist, heating, air conditioning and refrigeration mechanic, welder,
12 and truck driver. Of the 1,655 workers who completed TAA services, 79 percent entered
13 employment.

14 **Online Job Matching Resource**

15 TWC's WorkInTexas.com is available at no cost and helps Texas job seekers identify
16 employment opportunities, in addition to helping Texas employers with recruitment and
17 filling job vacancies. With more than 200,000 available job listings daily and
18 approximately 400,000 registered job seekers, WorkInTexas.com is a human
19 resources partner. Job seekers can use the site to locate job opportunities, receive
20 assistance matching their qualifications and skills to posted jobs, and post their résumés
21 for employers to review—all free of charge. With more than a decade of helping Texans,
22 WorkInTexas.com has directly filled 2.5 million jobs posted on the site. In FY 2016,
23 TWC engaged with employers, industry representatives and workforce leaders for input
24 on plans to upgrade this resource. TWC is moving forward with plans to replace the
25 system based on task force recommendations to ensure job seekers and Texas
26 employers will have quality service with a competitive edge.

27 **Migrant and Seasonal Farm Workers**

28 Outreach programs offered by Workforce Solutions offices across the state help migrant
29 seasonal farm workers (MSFWs) receive employment services, benefits, protection,
30 counseling, testing and job training referral services. These outreach programs are
31 designed to help MSFWs enhance their employment potential and increase their self-
32 sustainability. In program year (PY) 2015—July 2015 to June 2016—these programs
33 assisted a total of 9,975 MSFWs, with TWC and the 28 local workforce development
34 boards registering a total of 9,060 MSFWs on WorkInTexas.com and Workforce
35 Solutions staff serving 7,802 MSFWs by providing workforce services such as job
36 referrals and career guidance. PY 2015 is the sixth consecutive year that TWC and
37 Workforce Solutions staff have met all five of the U.S. Department of Labor's Migrant
38 and Seasonal Farmworkers equity indicators for serving MSFWs at a rate equivalent to
39 or greater than the general public.

1 **Building Tomorrow's Workforce**

2 Programs that help students prepare for life beyond high school and the high-demand
3 jobs in Texas are critical to the future of the Texas workforce. TWC works closely with
4 the Texas Education Agency, the Higher Education Coordinating Board, local workforce
5 development boards and public school districts to provide labor market information,
6 career counseling resources and career exploration opportunities for students and their
7 parents. TWC also supports initiatives that encourage students to participate in science,
8 technology, engineering and math (STEM) programs in order to promote pursuit of
9 careers in these in-demand fields. Here are some of the programs TWC supported in
10 FY 2016.

11 **Career Planning Services for Students**

12 TWC works closely with the Texas Education Agency to provide labor market and
13 career guidance information to schools as they navigate the Foundation High School
14 Program in Texas. Under the program, students must select a career pathway or
15 endorsement beginning in the eighth grade. TWC and local workforce development
16 board services and resources are able to assist students in this program. Continuing to
17 find new ways to expose students to the world of work and prepare them for life after
18 high school, TWC and workforce solutions boards provide presentations, professional
19 development and webinar opportunities, as well as training for community and
20 education partners in using TWC's labor market and career information data tools to
21 help students learn about new industries and occupations. During FY 2016, TWC's
22 education specialists did outreach to more than 31,000 students and over 7,500
23 teachers, counselors and parents to provide these services. Every month, thousands of
24 students, teachers, parents and counselors access the agency's online tools, Texas
25 Reality Check (texasrealitycheck.com) and Texas Career Check
26 (texascareercheck.com), as they seek to determine the relationship between
27 educational achievement, career choices and desired income and lifestyles.

28 **Spotlight: Springing Students into Entrepreneurship**

29 Workforce Solutions of West Central Texas (West Central Texas) partnered with
30 Abilene Christian University to introduce new services to encourage students across the
31 region to become entrepreneurs. These services were delivered through the university's
32 Griggs Center for Entrepreneurship and Philanthropy as part of its newly expanded
33 Springboard program. The program provides aspiring entrepreneurs with a new regional
34 entrepreneur network, various networking events throughout the year, a mentoring
35 program, training for teams working to validate or launch their ideas and an annual
36 competition to highlight entrepreneurship in the region. In the past five years, the
37 program has helped over 20 entrepreneurs successfully launch their businesses. West
38 Central Texas was awarded the 2016 Service to Community award for this program.

1 **High School Robotics Initiative**

2 TWC supports youth education programs that prepare students for high-demand
3 careers through its partnership with after-school robotics programs. Support for hands-
4 on learning activities in robotics continues to grow as shown by the University
5 Interscholastic League’s decision to officially sanction statewide robotics competitions.
6 These competitions equip students with science, technology, engineering and math
7 (STEM) applied learning opportunities. TWC sponsors individual teams and events
8 through the Foundation for Inspiration and Recognition of Science and Technology
9 (FIRST, Boosting Engineering, Science & Technology (Best) Robotics and the Robotics
10 Education and Competition Foundation. In 2016, TWC supported 270 teams across the
11 state, inspiring 4,190 students to be leaders in science and technology by engaging
12 them in exciting, mentor-based programs that promote innovation, build STEM skills
13 and foster well-rounded life skills.

14 **Dual-Credit and Career Technical Education Programs**

15 TWC partnered with public community, state and technical colleges under an
16 agreement with Texas Independent School Districts to expand dual-credit and career
17 and technical education (CTE) programs through Skills Development Funds. Funds are
18 awarded to support, create and expand dual-credit and CTE programs that are highly
19 technical in nature, address local demands for high-skill, in-demand and high-wage
20 industries, and allow high school students to complete college credit hours. These
21 programs respond to industry demands for skilled workers in technical fields, while
22 helping high school students prepare for employment or education opportunities. In FY
23 2016, TWC Commissioners authorized \$1,166,743 to support projects to purchase,
24 repair or replace equipment used to support new or existing dual-credit and CTE
25 programs in Texas schools.

26 **Texas Science and Engineering Fair**

27 More than 1,100 middle and high school students came to the 2016 Texas Science and
28 Engineering Fair (TXSEF) in San Antonio to showcase their outstanding science,
29 technology, engineering and math (STEM) projects and compete for awards for the
30 junior and senior divisions in 22 project categories. TWC has been a proud sponsor of
31 the Texas Science and Engineering fair for 15 years as part of its efforts to encourage
32 student interest in STEM disciplines. Sixty-two projects, worked on and presented by 75
33 students at 14 Texas fairs, were represented at the 2016 Intel International Science and
34 Engineering Fair in Phoenix, Arizona. TXSEF winners have gone on to win the Intel
35 Foundation Young Scientist Award at ISEF in four of the last eight years. The top two
36 finishers from the high school senior division were provided with full scholarships to
37 participate in the Governor’s Science and Technology Champions Academy summer
38 camp.

1 **Governor’s Science and Technology Champions Academy**

2 The Governor’s Science and Technology Champions Academy is a week-long science,
3 technology, engineering and math (STEM) hands-on residential summer camp that
4 explores the practical applications of STEM endeavors and exposes the students to
5 exciting career options that involve high-tech skills. The top two finishers from the high
6 school senior division of the Texas Science and Engineering Fair are automatically
7 invited to attend. The spring 2016 camp was hosted by Texas A&M University.

8 **Governor’s Summer Merit Program**

9 The Governor’s Summer Merit Program works to inspire Texas youth to pursue science,
10 technology, engineering and math (STEM) related careers. The program introduces
11 students to one or more of six industry clusters: advanced technologies and
12 manufacturing, aerospace and defense, biotechnology and life sciences, information
13 and computer technology, and energy. In 2016, TWC awarded 27 grants totaling more
14 than \$1.8 million to Texas universities and community colleges for summer youth camps
15 focusing on STEM. The grants provided the opportunity for 1,989 students between the
16 ages of 14 and 21 to attend camps. Several of the camps are specifically targeted to
17 encourage young women and minorities to prepare them for future high-skill, high-
18 demand jobs and pursue further education and careers in STEM fields.

19 **Externship for Teachers Initiative**

20 In FY 2016, TWC awarded \$847,728 to 10 local workforce development boards as part
21 of the Externship for Teachers program, which unites workforce, industry and education
22 representatives to promote an effective workforce system. During the summer, teachers
23 were assigned to a partner business and shadowed workers to help them better
24 understand work-based applications of what they teach. This experience is designed to
25 strengthen the connection between business and education, helping teachers learn
26 what skills are critical to small and large businesses and promoting lesson plans that
27 demonstrate how classroom skills are used at work. Externships took place within
28 various industries including the automotive, engineering, manufacturing, construction,
29 architecture, local government, media, logistics, energy, nonprofit, financial and health
30 care industries. Several workforce development boards participated in the 2016
31 initiative, including Concho Valley, Rural Capital, Brazos Valley, Alamo, South Texas,
32 Coastal Bend, Lower Rio Grande Valley, Texoma, Central Texas and Gulf Coast.

33 **Spotlight: Regional Career Days Help Students Prepare for High-Growth, High-**
34 **Demand Careers**

35 Workforce Solutions of West Central Texas (West Central Texas) hosted two regional
36 career days, the World of Work Youth Expo and JumpStart Your Future. These events
37 allowed area youths to engage with employers throughout the region, visit with
38 representatives from postsecondary schools, hear a talk by a motivational speaker and
39 participate in mock interviews. The emphasis was on informing students about high-
40 growth, high-demand careers through interactive and engaging exhibits. More than

1 6,500 students participated in these career awareness and exploration activities. West
2 Central Texas was awarded a 2016 Youth Inspiration and Career Awareness award for
3 these initiatives. Workforce Solutions Central Texas and Deep East Texas were also
4 recognized with this award.

5 **Apprenticeship Training**

6 TWC's Apprenticeship Training program helps prepare and train individuals for highly
7 skilled jobs and life-long careers in over 1,200 possible trade or craft occupations with
8 competitive wage opportunities. Providing structured on-the-job learning in emerging
9 industries such as construction, manufacturing, health care, information technology,
10 energy and telecommunications, the program provides valuable skills, work experience
11 and connects job seekers with employers.

12 Registered Apprenticeship combines on-the-job training under the supervision of
13 experienced journeymen with related classroom instruction. Most of these training
14 programs last from two to five years, as determined by industry standards approved by
15 the Department of Labor – Office of Apprenticeship. Generally, apprentices are full-time,
16 paid employees who earn while they learn.

17 TWC grants funds to local public educational institutions to support the costs of
18 classroom instruction related to apprenticeship training. In Fiscal Year (FY) 2016, TWC
19 received additional funding (\$1.5 million) from the Texas Legislature with an expectation
20 to serve 6,111, compared to the previous target of 3,600. In FY 2016, TWC was able to
21 support more than 7,000 individuals in Registered Apprenticeship training programs, a
22 significant increase over the 4,600 served in FY 2015. The Commission signaled its
23 commitment to this in-demand occupational training by increasing Chapter 133
24 Journeymen funding.

25 **JET Program**

26 The Jobs and Education for Texans (JET) grant program provides funding for
27 equipment to eligible educational institutions for the purpose of developing career and
28 technical education courses, including dual-credit and technical education programs.
29 TWC awarded 25 grants totaling \$4,986,000 in FY 2016 to public community and
30 technical colleges and independent school districts. The equipment provided through
31 these funds will be used to train at least 5,394 students for jobs in high-demand
32 occupations.

33 **Spotlight: Laredo Community College Uses Jet Grant to Provide Nursing** 34 **Students with Advanced Technical Training**

35 Laredo Community College (LCC) was awarded a Jobs and Education for Texans (JET)
36 grant check that will assist the college in purchasing and installing specialized
37 equipment to provide students with training for careers in nursing. The advanced
38 technical training will create new opportunities in the medical profession for the South
39 Texas area. The demand for registered nurses continues to increase, creating high-

1 wage, targeted job opportunities for Texans. The LCC nursing program trains students
2 in direct patient care and in various medical settings. Specialized equipment, such as
3 simulator manikins and accessories prepare nursing students with the skills to use the
4 most up-to-date technology. It is anticipated that 158 students will receive training on
5 the high-tech simulation equipment purchased under the JET grant.

6 **Vocational Rehabilitation Transition Services**

7 In FY 2016, TWC laid the groundwork for the transfer of vocational rehabilitation
8 services from the former Texas Department of Assistive and Rehabilitative Services
9 (DARS) to TWC on September 1, 2016, under the new program name Texas Workforce
10 Solutions-Vocational Rehabilitation Services (TWS-VRS). Transition services provided
11 by TWS-VRS help students with disabilities prepare for educational and employment
12 opportunities after high school through job exploration and counseling, work-based
13 learning opportunities, counseling on education and training opportunities, workplace
14 readiness training and more. Learn more by visiting
15 texasworkforce.org/jobseekers/vocational-rehabilitation-youth-students.

DRAFT

1 **Helping Texas Veterans Transition to Civilian Life**

2 TWC's initiatives for veterans encourage Texas employers to hire veterans for a wide
3 range of occupations that capitalize on the leadership abilities, training and experience
4 gained through service to our country. Through WorkInTexas.com and partnerships with
5 Workforce Solutions offices, community organizations and other government agencies
6 such as the Texas Veteran Commission, TWC provided more than 105,598 veteran job
7 seekers with employment services in 2016. TWC also actively recruits veterans to work
8 for the agency. Among the agency's 2,781 employees, 11.6 percent were veterans.

9 **Texas Veterans Leadership Program**

10 TWC's Texas Veterans Leadership Program (TVLP) connects returning veterans with
11 the resources and tools needed to lead productive lives and enjoy the benefits of the
12 society they have served. TWC partners with the Texas Veterans Commission to
13 provide veterans resource and referral specialists for TVLP. In addition, each of the 28
14 local workforce development boards across the state is assigned an individual TVLP
15 referral specialist. Since the program's inception in 2008, TVLP referral specialists have
16 provided assistance and services to more than 23,979 veterans.

17 **College Credit for Heroes**

18 The College Credit for Heroes program, launched in 2011, is designed to help service
19 members accelerate the completion of college degrees and certifications that will help
20 them transition to civilian occupations more quickly. The program is a cooperative effort
21 with 44 community and technical colleges and universities throughout the state and
22 provides military veterans the ability to receive college credit for training completed
23 during military service and the opportunity to participate in accelerated degree and
24 certification programs. CollegeCreditForHeroes.org helps veterans and service
25 members receive additional college credit hours with an official evaluation that can be
26 used by colleges throughout the state. College Credit for Heroes has received more
27 than 12,000 requests for evaluations for college credit by Texas veterans.

28 **Hiring Red, White & You!**

29 In FY 2016, TWC partnered with local workforce development boards, the Office of the
30 Governor, Texas Medical Center and Texas Veterans Commission to hold the Fifth
31 Annual Hiring Red, White & You! statewide hiring event for military veterans and their
32 spouses. At venues throughout Texas, nearly 10,000 job seekers attended job fairs,
33 along with 1,500 employers. Since its inception in 2012, the annual Hiring Red, White &
34 You! events have benefitted more than 52,000 job seekers.

35 **Skills for Veterans**

36 The Skills for Veterans initiative dedicates up to \$1 million from the Skills Development
37 Fund to address training needs or upgrade existing skills of newly hired post-9/11
38 veterans who served in Operation Iraqi Freedom/ Operation New Dawn or Operation

1 Enduring Freedom. All private businesses, including private, nonprofit hospitals, are
2 eligible to apply for this grant for training offered by their local community or technical
3 college or the Texas Engineering Extension Service. Eligible veterans can receive up to
4 \$1,450 toward training activities determined by the educational partner and employer to
5 enhance the skills of veteran workers and benefit the employer's business operations.

6 **Online Resources for Veterans**

7 TWC has several online tools to help service members and veterans transition to civilian
8 life. TexasSkillsToWork.com helps veterans translate their military experience, training
9 and skills into language that employers can understand. Veterans provide information
10 about their military experience and training and receive skills statements that can be
11 used in developing a résumé. The tool also allows veterans to match their specific skills
12 to job listings in the region and city of their choosing. Additionally, TWC's
13 TexasWideOpenForVeterans.com helps transitioning veterans learn about available
14 resources for former service members who want to make Texas their homestead.

15 **Operation Welcome Home**

16 Operation Welcome Home, a new program developed in 2016, will provide up to \$4
17 million in grant funding in FY 2017-18 to be used to train approximately 2,000
18 transitioning service members over the next two years. Skills to Transition training
19 funding will complement the efforts of the other transition programs and provide training
20 opportunities to service members preparing for employment in high-growth, high-
21 demand occupations.

22 As part of Operation Welcome Home, Military Family Support dedicates up to \$1 million
23 in grant funding for FY 2017-18 to be used to assist military spouses in obtaining
24 employment, obtaining the appropriate licensure or certifications or obtaining new skills
25 to compete in the job market.

26 The Texas Welcome Home Transition Alliance was formed to enhance communication
27 between the Texas Workforce Commission, The Texas Veterans Commission, the
28 Texas Department of Licensing and Regulation and the military installations. It will work
29 on the needs of transitioning service members and will facilitate and promote ongoing
30 coordination to improve employment outcomes for transitioning service members.

31 Operation Welcome Home is an initiative under the recommendations to enhance
32 education and employment opportunities for veterans published in the Tri-Agency
33 Report to the Office of the Governor from the Texas Education Agency, Texas Higher
34 Education Coordinating Board and the Texas Workforce Commission. The report is
35 titled "Prosperity Requires Being Bold: Integrating Education and the Workforce for a
36 Bright Texas Future."

1 **Assisting Targeted Populations**

2 **Foster Youth and Transitioning Adults**

3 TWC continues its strong commitment to helping foster youth gain valuable
4 opportunities and support services by subsidizing transition centers that serve both
5 current and former foster youth, ages 14 to 25. Transition centers offer these at-risk
6 young Texans life-skills classes, mentoring opportunities and support services through
7 an all-in-one assistance system. These services help foster youth successfully transition
8 into the adult world by allowing them to build skills for self-sufficiency and
9 independence, equipping them with a network of support, and helping them prepare for
10 education and employment opportunities. The Texas Department of Family and
11 Protective Services' Preparation for Adult Living program provides the youth in these
12 transition centers with case management services, financial support and training.

13 **SNAP Benefits**

14 Supplemental Nutritional Assistance Program (SNAP) benefits are designed to help
15 recipients obtain regular employment and reduce their dependency on public
16 assistance. During FY 2016, more than 58,500 individuals eligible for SNAP benefits
17 received employment services through local Workforce Solutions offices and
18 contractors, including assistance with job searches, vocational education and training,
19 transportation, and dependent care needs.

20 In FY 2016, TWC committed SNAP administrative funds to implement a Third Party
21 Reimbursement (TPR) program to cover the costs of providing SNAP services to
22 exempt and mandatory SNAP recipients not currently served due to funding limitations.
23 These additional SNAP-eligible individuals will be identified through partnerships with
24 local food banks. For the pilot of this initiative, Workforce Solutions Capital Area (Capital
25 Area) in Austin, will partner with the City of Austin and Travis County to leverage 50
26 percent of federal SNAP funds to cover the cost of serving these individuals, while the
27 City of Austin and Travis County will supply nonfederal funding for the provision of
28 allowable activities and services. The city and county will be reimbursed a percentage of
29 the total cost incurred for serving SNAP recipients. Allowable activities and services
30 provided to SNAP recipients who agree to participate in the TPR program will include
31 job readiness assistance, educational activities, training and job searches.

32 **Senior Citizens Employment Program**

33 During FY 2016, more than 800 unemployed senior citizens took part in TWC's Senior
34 Community Service Employment Program (SCSEP). The SCSEP program assists job
35 seekers age 55 and older in securing unsubsidized employment. Through this program,
36 seniors benefit from training, counseling and community based services prior to
37 transferring into the workforce. Program participants earn while they learn, gaining
38 competitive job skills and refining existing skills through part-time, on-the-job training

1 assignments at nonprofit organizations and government agencies. During training,
2 participants earn minimum wage and provide valuable community service.

3 **Independent Living Program for Older Blind Individuals**

4 In FY 2016, TWC laid the groundwork for the transfer of independent living services for
5 older individuals who are blind from the former Texas Department of Assistive and
6 Rehabilitative Services to the agency on September 1, 2016. These services are
7 provided to eligible Texans with significant visual disabilities, aged 55 years and older,
8 to help them gain confidence and live independently in their homes and communities.
9 Learn more by visiting texasworkforce.org/il-oib.

10 **TANF Choices Employment Assistance Program**

11 During FY 2016, 31,434 applicants, current recipients, non-recipient parents or former
12 recipients of Temporary Assistance for Needy Families (TANF) cash assistance
13 benefited from TWC's Choices program. TANF helps those in need transition from
14 welfare to work through participation in structured job search activities. The Work First
15 service model operates with the goal of unsubsidized employment at the earliest
16 opportunity with temporary assistance. Workforce Solutions staff is available to provide
17 job referrals and job search assistance using the WorkInTexas.com job matching
18 networking system

19 **Noncustodial Parent Choices Program**

20 The Noncustodial Parent (NCP) Choices Program is a collaboration between TWC, the
21 Texas Office of the Attorney General, local workforce development boards and family
22 court judges. The program targets workforce assistance to low-income, unemployed or
23 underemployed NCPs who are behind on their child support payments and whose
24 children are current or former recipients of public assistance. In FY 2016, more than
25 5,500 Texas parents received assistance from the NCP Choices program, and more
26 than \$61 million was collected in child support payments (from all NCPs ever ordered
27 into the program and excluding federal offsets). The program currently operates in 21
28 local workforce board areas. To date, more than 30,000 NCPs have been ordered into
29 the program and more than \$274 million has been collected in child support since 2005.

30 **Spotlight: Training and Mentoring Program Helps Noncustodial Parents Gain** 31 **Employment**

32 Workforce Solutions for South Texas (South Texas) partnered with several agencies to
33 help 293 noncustodial parents overcome barriers to employment and meet their
34 financial obligations for child support. The Parenting Employment Education and
35 Responsibility (PEER) program provides mentoring, computer skills training and help
36 with resume building and job seeking to court-ordered noncustodial parents. PEER
37 workshops provide participants with essential co-parenting skills and target job
38 readiness. Seventy-eight percent of the noncustodial parents who participated are
39 employed and making their child support payments. South Texas was recognized with a

- 1 2016 Workforce Investment Act (WIA) Dislocated Worker Training-Related Employment
- 2 award for initiatives to assist dislocated workers. Workforce Solutions Cameron, Concho
- 3 Valley and Lower Rio Grande Valley were also recognized with this award.

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1 **Ensuring Program Integrity, Efficiency and Compliance**

2 **Career Schools and Colleges**

3 TWC is charged with regulating the operations of both licensed and unlicensed career
4 schools, which are privately owned institutions offering classroom or online training with
5 varying costs and programs. Career schools are required by Texas state law to obtain a
6 Certificate of Approval or Letter of Exemption to operate in Texas or to solicit students
7 from within the state.

8 TWC performs its regulatory functions by monitoring career schools' compliance with
9 state law, including their ability to meet criteria regarding faculty qualifications, quality of
10 facilities, class size, student completion rates, student employment rates and more.
11 TWC is also charged with investigating complaints filed by students and unlicensed
12 school reports. It also provides assistance to students who are negatively affected by
13 sudden or unexpected career school closures. When a career school closes and
14 displaces its students, TWC partners with the Texas Higher Education Coordinating
15 Board to provide assistance. Affected students receive help obtaining their educational
16 records and are provided with information about potential opportunities to transfer to
17 other schools to complete their education.

18 Based on current outcome reporting data, more than 570 career schools and colleges in
19 Texas provided vocational training and seminars to approximately 156,880 students
20 statewide with 73.2 percent of vocational program graduates being employed in the
21 occupational field for which they were trained.

22 **Regulatory Integrity and Fraud Services**

23 The Regulatory Integrity Division (RID) is tasked with preventing, identifying and
24 stopping fraud, waste, and abuse through enforcement of all regulatory provisions of the
25 programs under TWC's purview. Programs include unemployment insurance benefits
26 and tax, Trade Adjustment Assistance under the Trade Act of 1974, subsidized child
27 care benefits, grants under the Skills Development and Self-Sufficiency Funds, and all
28 other workforce development programs under the jurisdiction of TWC's Workforce
29 Development Division.

30 RID was recognized with a 2016 Best of Texas Award for Best Data Analytics/Business
31 Intelligence Project by the Center for Digital Government for its Improve Fraud
32 Discovery project. The project's purpose was to improve efficient and effective use of
33 government resources and compliance with regulations and has reduced suspicious
34 unemployment insurance detection activities by 50 percent and prevented the payment
35 of more than \$3.4 million in fraudulent unemployment insurance (UI) claims. This project
36 benefits Texans by preserving UI Trust Fund dollars for legitimate claimants.

1 **Rapid Process Improvement Initiatives**

2 TWC continues to better serve Texas by doing more—more efficiently and effectively—
3 with less effort by applying Rapid Process Improvement (RPI) methods across the
4 agency’s business areas. Using Integrated Theory of Constraints and Lean Six Sigma
5 principles, the agency has continued to increase work output and quality. With 32
6 projects completed and 70 staff trained as RPI Practitioners, the agency is
7 accomplishing its mission by bringing products and services to customers better, faster,
8 cheaper and with even higher quality and value.

9 **Office of Internal Audit**

10 The Office of Internal Audit (OIA) provides independent, objective audit and non-audit
11 services designed to add value and improve TWC’s operations. Internal Audit helps the
12 agency accomplish its objectives by bringing a systematic and disciplined approach to
13 evaluate and improve the effectiveness of risk management, control and governance
14 processes across the agency’s business areas.

15 **Tax Department Misclassification of Workers**

16 TWC’s Tax Department actively works with Texas businesses to reduce the impact of
17 worker misclassification as independent contractors or contract labor. Worker
18 misclassification can result in higher taxes for employers who properly classify their
19 workers, and can negatively impact misclassified workers. The Tax Department finds
20 worker misclassification when conducting employer tax audits and investigations and
21 when processing complaints and unemployment claims for unreported workers.

22 In calendar year 2015, approximately 30 percent of the employers audited were found
23 to be misclassifying their workers, with 58,920 misclassified workers and over \$903
24 million in unreported misclassified wages identified. The occupational fields with the
25 majority of misclassified workers included: administrative and support, waste
26 management and remediation services, construction, accommodation and food
27 services, transportation and warehousing.

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

30 **Protecting Civil Rights in Employment**

31 TWC’s Civil Rights Division (CRD) seeks to prevent and reduce employment
32 and housing discrimination in the state by enforcing state and federal law and
33 providing compliance monitoring, education and outreach. CRD receives,
34 investigates and seeks to mediate, settle, conciliate or litigate employment
35 discrimination complaints filed on the basis of race, color, sex, national origin,
36 age, religion disability, genetic information or state military training/duty. In FY
37 2016, CRD closed 956 employment complaint investigations.

38 The majority of employment cases closed by CRD were due to no reasonable
39 cause for discrimination. However, nearly one quarter of CRD’s employment cases

1 were closed with resolutions other than without merit. These resolutions consisted
2 of cases with outcomes favorable to complainants, including cause findings,
3 settlement agreements, and withdrawals with benefits. The average processing
4 time for employment complaints resolved by CRD in FY 2016 was 108 days, as
5 compared with 148 days in FY 2015 and 161 days in FY 2014.

6 **Ensuring Fair Housing for Texans**

7 CRD handles enforcement of state laws regarding housing discrimination. The
8 division receives, investigates and seeks to conciliate housing discrimination
9 complaints based on the Texas Fair Housing Act, which is designed to protect
10 individuals from discriminatory housing practices in the sale, rental and financing
11 of dwellings based on race, color, national origin, religion, sex, physical or
12 mental disability, or familial status (presence of a child under age 18 living with
13 parents or legal custodians, person securing custody of children under 18, or a
14 pregnant woman). CRD investigated and closed 675 housing complaints in FY
15 2016.

16 In FY 2016, the majority of cases were closed by CRD as successful
17 mediation. CRD also exceeded stringent U.S. Department of Housing and
18 Urban Development (HUD) timeliness performance measures for resolution
19 of cases during FY 2016. HUD requires that at least half of cases be resolved
20 within 100 days and 95 percent of aged cases be closed within the current
21 contract year. CRD met those measures at 87 percent and 100 percent,
22 respectively.

1 **Collaboration with Other State Agencies**

2 **Texas Education Agency and Texas Higher Education Coordinating Board**

3 TWC is proud to partner with the Texas Education Agency (TEA) and Texas Higher
4 Education Coordinating Board (THECB) to ensure student outcomes are aligned with
5 job skills needed by employers. TWC assists with this by sharing labor market and
career information and providing online tools TWC, along with TEA and THECB
also participated in the

9 Governor's Tri-Agency Workforce Initiative to assess economic activity, examine
10 workforce challenges and opportunities and consider innovative approaches to meeting
11 the state's education and workforce goals. For the 60x30TX Higher Education Plan, the
12 agencies are working together to meet the goal of having 60 percent of Texans ages 25
13 to 34 achieve an industry-recognized certificate or postsecondary degree by 2030
14 through integrated training and adult education opportunities, while ensuring these
15 Texans graduate with manageable debt. The agencies also partner for the Accelerate
16 Texas initiative to help adult students acquire basic skills and progress on a pathway
17 toward a high-demand occupation.

18 **Texas Department of Assistive and Rehabilitative Services**

19 TWC collaborated with the former Texas Department of Assistive and Rehabilitative
20 Services (DARS) to transfer the vocational rehabilitation and independent living for older
21 individuals who are blind services to TWC as required by legislation authorized during
22 the 84th Texas Legislative Session. Cross-agency transition teams worked together to
23 successfully transfer services to TWC on September 1, 2016. The efforts of these
24 transition teams were essential to ensuring continuity in customers' ability to receive
25 transferring services, as well as minimal disruption to the staff who transferred to TWC
26 to support these services.

27 **Texas State Technical College, Texas Engineering Extension Service and Public 28 Community Colleges**

29 TWC collaborates with Texas public community and technical colleges and Texas A&M
30 Engineering Extension Service (TEEX) to support job-training through initiatives such as
31 the Skills Development Fund program. Through this collaboration, employers who need
32 to find skilled workers or upgrade the skills of their current workforce to meet the
33 demands of the changing global market are served with customized training solutions
34 provided by a partnering educational institution.

35 **Texas Office of the Attorney General**

36 TWC coordinates with the Texas Office of the Attorney General (OAG) to use
37 information from OAG's New Hire database to cross-match hiring information on
38 unemployment insurance claimants to reduce overpayment of benefits, recover past

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

8 **Texas Department of Family and Protective Services**

9 TWC works with the Texas Department of Family and Protective Services (DFPS) to
10 provide child care services to children in foster care or in the custody of Child Protective
11 Services. DFPS monitors child care facilities across Texas to ensure that children
12 receiving subsidized child care from TWC are in a safe and high-quality environment.

13 **Texas Veterans Commission**

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

19 **Texas Workforce Investment Council**

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

27 **Texas Department of Housing and Community Affairs**

28 The TWC Civil Rights Division works closely with the Texas Department of Housing and
29 Community Affairs (TDHCA) to ensure that all Texans are able to access affordable
30 housing and that no one is denied housing because of race, color, national origin,
31 religion, sex, physical or mental disability, or familial status (presence of a child under
32 age 18 living with parents or legal custodians, person securing custody of children
33 under 18, or a pregnant woman).

34 **Texas Health and Human Services Commission**

35 TWC collaborated with the Health and Human Services Commission (HHSC) to transfer
36 services from the former Texas Department of Assistive and Rehabilitative Services
37 (DARS) to either TWC or HHSC as required by legislation authorized during the 84th
38 Texas Legislative Session. Cross-agency transition teams worked together to

1 successfully transfer services to HHSC and TWC on September 1, 2016. The efforts of
2 these transition teams were essential to ensuring continuity in customers' ability to
3 receive services, as well as minimal disruption to transferring staff. TWC and HHSC
4 continue coordinating to provide referral services to help customers identify the correct
5 agency from which to receive needed services post-transfer.

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1 Local Workforce Development Boards

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ALAMO
Board Expenditures: \$ 70,156,375*
Number of Workforce Solutions Offices: 17
210-272-3260
www.workforcesolutionsalamo.org

BORDERPLEX
Board Expenditures: \$ 35,638,342*
Number of Workforce Solutions Offices: 11
915-887-2200
www.borderplexjobs.com

BRAZOS VALLEY
Board Expenditures: \$ 10,035,833*
Number of Workforce Solutions Offices: 6
979-595-2800
www.bvjobs.org

CAMERON COUNTY
Board Expenditures: \$ 20,368,969*
Number of Workforce Solutions Offices: 4
956-548-6700
www.wfscameron.org

CAPITAL AREA
Board Expenditures: \$ 33,060,984*
Number of Workforce Solutions Offices: 3
512-597-7100
www.wfscapitalarea.com

CENTRAL TEXAS
Board Expenditures: \$ 18,727,074*
Number of Workforce Solutions Offices: 5
254-939-3771
www.workforcelink.com

COASTAL BEND
Board Expenditures: \$ 20,108,965*
Number of Workforce Solutions Offices: 9
361-885-3016
www.workforcesolutionscb.org

CONCHO VALLEY
Board Expenditures: \$ 5,600,466*
Number of Workforce Solutions Offices: 1
325-653-2321
www.cvworkforce.org

DALLAS COUNTY
Board Expenditures: \$ 87,004,265*
Number of Workforce Solutions Offices: 9
214-290-1000
www.wfsdallas.com

DEEP EAST TEXAS
Board Expenditures: \$ 14,200,503*
Number of Workforce Solutions Offices: 6
936-639-8898
www.detwork.org

EAST TEXAS
Board Expenditures: \$ 27,789,051*
Number of Workforce Solutions Offices: 14
903-984-8641

www.easttexasworkforce.org

GOLDEN CRESCENT
Board Expenditures: \$ 6,649,167*
Number of Workforce Solutions Offices: 8
361-576-5872
www.gcworkforce.org

GULF COAST
Board Expenditures: \$ 188,228,678*
Number of Workforce Solutions Offices: 28
713-627-3200; 888-469-5627
www.wrksolutions.com

HEART OF TEXAS
Board Expenditures: \$ 11,865,825*
Number of Workforce Solutions Offices: 4
254-296-5300
www.hotworkforce.com

LOWER RIO GRANDE VALLEY
Board Expenditures: \$ 43,417,398*
Number of Workforce Solutions Offices: 5
956-928-5000
www.wfsolutions.org

MIDDLE RIO GRANDE
Board Expenditures: \$ 8,160,562*
Number of Workforce Solutions Offices: 6
830-591-0141
www.mrgwb.org

NORTH CENTRAL
Board Expenditures: \$ 57,689,450*
Number of Workforce Solutions Offices: 15
817-695-9184
www.dfwjjobs.com

NORTHEAST TEXAS
Board Expenditures: \$ 10,886,030*
Number of Workforce Solutions Offices: 4
903-794-9490
www.netxworkforce.org

NORTH TEXAS
Board Expenditures: \$ 6,858,856*
Number of Workforce Solutions Offices: 4
940-767-1432
www.ntxworksolutions.org

PANHANDLE
Board Expenditures: \$ 12,798,346*
Number of Workforce Solutions Offices: 1
806-372-3381
www.wspanhandle.com

PERMIAN BASIN
Board Expenditures: \$ 12,692,903*
Number of Workforce Solutions Offices: 5
432-563-5239
www.workforcepb.org

RURAL CAPITAL AREA
Board Expenditures: \$ 22,967,582*
Number of Workforce Solutions Offices: 9

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512-244-7966
www.workforcesolutionsra.com

SOUTHEAST TEXAS
Board Expenditures: \$ 14,171,823*
Number of Workforce Solutions Offices: 3
409-719-4750
www.setworks.org

SOUTH PLAINS
Board Expenditures: \$ 16,479,179*
Number of Workforce Solutions Offices: 8
806-744-1987
www.spworkforce.org

SOUTH TEXAS
Board Expenditures: \$ 12,284,234*
Number of Workforce Solutions Offices: 21
956-722-3973
www.southtexasworkforce.org

TARRANT COUNTY
Board Expenditures: \$ 56,187,018*
Number of Workforce Solutions Offices: 6
817-413-4400
www.workforcesolutions.net

TEXOMA
Board Expenditures: \$ 6,195,590*
Number of Workforce Solutions Offices: 3
903-957-7408
www.workforcesolutionstexoma.com

WEST CENTRAL TEXAS
Board Expenditures: \$ 10,506,315*
Number of Workforce Solutions Offices: 4
325-795-4200; 800-457-5633
www.workforcesystem.org

*American Recovery and Reinvestment Act funding allocations not included

1 Finding Workforce Solutions for Texas Communities

2 Finding quality workforce solutions for Texas employers and job seekers is a responsibility shared by
3 TWC and its 28 local workforce development board partners. Local Workforce Solutions board partners
4 decide how services are provided within their communities so that employers and job seekers are
5 receiving services attuned to their needs. This employer-driven system results in thoroughly integrated
6 local solutions that create a workforce with in-demand skills for each region. Local workforce boards
7 also plan and deliver employment and recruitment services that help employers find qualified workers
8 for their openings by screening applicants, scheduling interviews, providing space for interviews when
9 needed and assisting with job fairs.

10 Each local board offers services to job seekers through Workforce Solutions offices that serve as one-
11 stop career centers. Each center offers a broad range of services to help connect individuals to training
12 or employment opportunities. Through a combination of job-search and career resources including
13 workshops, job fairs, résumé writing assistance, access to computers and networking opportunities,
14 employment specialists provide personalized services to help any Texan in need of this assistance.

15 In addition, local boards leverage available resources to provide assistance with support services like
16 child care and transportation for those who qualify to enable them to access employment or training to
17 help them prepare for employment.

18 In FY 2016, Workforce Solutions boards went above and beyond to address the needs of their
19 communities. During the year, local workforce development boards:

- 20 • Put Texans to work (connected job seekers to employers)
- 21 • Partnered with employers to develop worker training and education models
- 22 • Hosted business and industry roundtables and events to identify employer needs
- 23 • Partnered with economic development entities to address community workforce needs
- 24 • Adapted technology to make services mobile to reach rural communities
- 25 • Developed programs to promote literacy and achievement of a high school diploma or its
26 equivalent
- 27 • Coordinated efforts with military installations to assist service members transitioning to civilian
28 work
- 29 • Partnered with community colleges to create training opportunities to supply workers with in-
30 demand skills
- 31 • Developed innovative solutions and technology advances with models that can be shared and
32 replicated across the state
- 33 • Created training opportunities for incumbent workers to advance in employment and improve
34 skills in local workforce pool
- 35 • Provided human resource services for employers in their communities
- 36 • Developed student programs and internship opportunities and worked with local school districts
37 to prepare students for work
- 38 • Organized and served on collaborative teams with local leaders and industry representatives
- 39 • Promoted in-demand careers to students and job seekers

- 1 • Developed educational programs to promote literacy, financial wisdom and to provided tax
2 preparation assistance
- 3 • Offered soft skills training and networking opportunities for job seekers to help them prepare for
4 and find employment
- 5 • Provided rapid response services to quickly assist workers affected by mass layoffs
- 6 • Helped place job seekers with disabilities in competitive jobs
- 7 • Partnered with media outlets to promote hot jobs in their communities
- 8 • Provided programs to help individuals overcome barriers to employment
- 9 • Promoted career-ready students through teacher externship programs that allowed teachers to
10 gain real-world experience to help them adapt classroom instruction into hands-on learning
11 applications
- 12 • Organized programs that helped job seekers prepare for interviews through résumé-writing,
13 mock interview practice and access to appropriate clothing through community partnerships and
14 donations
- 15 • Made referrals to Adult Education and Literacy resources to help adults gain the basic education
16 they need to become employable
- 17 • Provided labor market information to businesses so that they could make informed workforce
18 decisions
- 19 • Developed public transportation programs to help residents find and maintain jobs
- 20 • Worked with other agencies to help noncustodial parents overcome barriers to employment so
21 that they could find work and support their children
- 22 • Relocated career centers within community college facilities to better serve students through on-
23 site job placement
- 24 • Offered child care services to individuals as they received critical workforce services
- 25 • Created or supported events to draw awareness to the benefits of hiring people with disabilities
26 and to connect employers with valuable workers who have disabilities so that their business
27 could benefit from a diverse workforce and the job seekers could gain competitive employment
- 28 • Supported or developed career awareness events for middle and high school students to help
29 them identify their career options
- 30 • Served rural communities through mobile career centers
- 31 • Partnered with employers to provide specialized training for in-demand occupations
- 32 • Promoted entrepreneurial endeavors through workshop and mentoring programs
- 33 • Worked with industry and education organizations to create certification programs to help
34 workers gain in-demand skills
- 35 • Partnered with employers to develop internship opportunities for students
- 36 • Collaborated with their communities to develop training and retraining programs that prepare
37 individuals for work in high-demand occupations like healthcare, construction, manufacturing,
38 STEM disciplines, truck driving and many others
- 39 • Facilitated Skills Development Fund training grant applications to help employers partner with
40 local community colleges to develop and implement needed training for incumbent and new
41 workers

- 1
- Worked with local schools to develop dropout prevention programs
 - Promoted career education awareness for students with disabilities
 - Developed youth employment programs to help young people gain employment skills
 - Enhanced community child care programs through specialized training opportunities, parent education, provider workshops and professional development opportunities, educational resources and supplies, and certification guidance
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7 These are just some of the many ways that the Workforce Solutions network served the workforce
8 people of Texas.

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1 Unemployment Compensation Trust Fund

2 For Years Ending August 31, 2012 through 2016 ¹

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

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Total Net Position at September 1	\$(813.1)	\$29.3	\$677.3	\$1,213.7	\$1,478.2
Revenues:					
Unemployment Taxes	2,517.5	2,419.6	2,200.4	2,146.7	2,044.4
Federal Revenues ^{2,3}	2,735.0	1,475.6	446.6	99.9	91.5
Contributions from Directly Reimbursing Employers	191.6	101.7	105.9	78.6	65.3
Reimbursement for Out-of-State Claimants	55.5	60.5	75.7	89.0	92.6
Obligation Assessment	376.8	329.6	331.9	349.7	325.3
Interest Income	22.6	33.2	39.3	43.3	31.0
Total Revenues	5,899.0	4,420.2	3,199.8	2,807.2	2,650.1
Expenditures:					
State Unemployment Benefits	(2,329.7)	(2,343.6)	(2,282.2)	\$(2,475.8)	(3,049.7)
Federal Unemployment Benefits ²	(2,625.0)	(1,357.0)	(328.4)	-	-
Federal Unemployment Benefits (Recurring) ³	(110.0)	(118.6)	(118.2)	(99.8)	(91.6)
Interest Expenses ⁴	(50.1)	(33.5)	(23.4)	(9.9)	(4.5)
Other Non-Operating Bond Related Expenses	(3.0)	(2.2)	(6.9)	--	--
Total Expenditures	(5,117.8)	(3,854.9)	(2,759.1)	(2,585.5)	(3,145.8)
Transfers:					
Employment and Training Investment Assessment	86.8	92.8	95.7	42.8	-
Unemployment Administration Account Transfers	(25.6)	(10.1)	-	-	-
Net Transfers:	61.2	82.7	95.7	42.8	-
Total Net Position at August 31 ⁵	\$29.3	\$677.3	\$1,213.7	\$1,478.2	\$982.5
Net Position Restricted For:					
Unemployment Trust Fund	\$1,481.1	\$1,845.0	\$2,079.5	\$2,003.8	\$1,187.0

Debt Retirement for Unemployment Revenue Bonds	(1,461.9)	(1,167.7)	(865.8)	(525.6)	(204.5)
Other - Unemployment Insurance Administration	10.1	-			
Total Net Position at August 31, as above	\$29.3	\$677.3	\$1,213.7	\$1,478.2	\$982.5

1. The State of Texas Unemployment Compensation Fund includes the following funds and accounts: Unemployment Compensation Clearance Account (Fund 0936); Unemployment Compensation Benefit Account (Fund 0937); Unemployment Trust Fund Account (Fund 0938); TWC Unemployment Compensation Revenue Bond Fund (Fund 0367); and TWC Obligation Trust Fund (Fund 0844).
2. By 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. Additionally, all federal benefit overpayment recoveries are included in this line item for FY 2015 and beyond.
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. The bonds are expected to be paid off in 2017.

CRD Appendix 1. Statewide Agencies New Hires and Workforce Summary

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

Statewide Agency Reporting Group New Hires For September 1, 2015—August 31, 2016						
Code	Job Category	Total # of New Hires	Total # of African Americans	Total # of Hispanic Americans	Total # of Females	Total # of others
A	Officials/Administrators	2,613	223	422	1,364	943
C	Administrative Support	12,905	2,065	4,580	9,748	1,652
M	Service/Maintenance	3,429	912	1,209	1,533	794
P	Professionals	33,906	3,528	5,880	18,712	11,528
Q	Para-Professional	6,634	2,473	1,971	4,188	901
R	Protective Services	11,571	4,061	2,666	5,166	2,956
S	Skilled/Craft	1,252	77	406	72	722
T	Technicians	10,832	1,779	2,687	6,480	2,900
TOTALS		83,142	15,118	19,821	47,263	22,396

Statewide Agency Reporting Group Workforce For September 1, 2015—August 31, 2016						
Code	Job Category	Total # of New Hires	Total # of African Americans	Total # of Hispanic Americans	Total # of Females	Total # of others
A	Officials/Administrators	21,372	2,350	3,288	11,371	7,688
C	Administrative Support	49,354	8,920	15,774	40,514	4,605
M	Service/Maintenance	14,592	3,654	5,117	6,434	3,650
P	Professionals	169,619	18,653	26,804	95,378	57,938
Q	Para-Professional	22,762	7,970	6,758	16,024	2,472
R	Protective Services	52,900	17,743	12,267	23,909	14,113
S	Skilled/Craft	10,440	885	2,778	666	6,362
T	Technicians	43,000	7,930	10,968	25,888	11,252
TOTALS		384,039	68,105	83,754	220,184	108,080

DATA FROM THE COMPTROLLER OF PUBLIC ACCOUNTS

1 **CRD Appendix 2. Employment & Housing Discrimination Complaints**

2 The following table illustrates the basis of employment complaints received both statewide and by CRD
 3 in FY 2016. Statewide, retaliation was the most common basis for employment complaints in FY 2016,
 4 followed by race. For CRD, the most common basis was sex, followed by retaliation in FY 2016. For
 5 the past three fiscal years, the most common bases of complaints changed in ranking, but did not
 6 substantially differ.

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

CIVIL RIGHTS DIVISION			STATEWIDE		
BASIS	#	%	BASIS	#	%
Sex	310	32%	Sex	3,318	30%
Race	265	28%	Race	3,766	34%
Color	201	21%	Color	626	6%
Age	292	31%	Age	2,437	22%
Disability	273	29%	Disability	3,262	30%
National origin	298	31%	National origin	1,614	15%
Religion	39	4%	Religion	428	4%
Retaliation	305	32%	Retaliation	5,531	48%
Genetic information	0	0%	Genetic information	26	0%
Other	0	0%	Other	108	1%
TOTAL FILED*	956	N/A	TOTAL FILED*	11,056	N/A

8 *Note: CRD numbers are a subset of the State numbers. There were a total of 956 CRD Charges and a total of
 9 11,056 State Charges in FY 2016. Since some charges filed involve multiple bases, the columns listing the number
 10 of charges do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total
 11 charges filed, and the percentages will total more than 100%.

1 Tables 2 and 3 illustrate the issues received and types of closures by CRD and statewide in FY 2016. Discharge and
 2 harassment were the most common issues for employment discrimination complaints filed with CRD and Statewide.
 3 For CRD and Statewide the complaint issues and closure types tracked similarly to FY 2015.

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

CIVIL RIGHTS DIVISION			STATEWIDE		
ISSUES	#	%	ISSUES	#	%
Discharge	610	64%	Discharge	6,542	59%
Terms and Conditions	149	16%	Terms and Conditions	2,511	23%
Sexual Harassment	106	11%	Sexual Harassment	894	8%
Promotion	54	6%	Promotion	581	5%
Hiring	41	4%	Hiring	499	5%
Demotion	56	5%	Demotion	347	3%
Layoff	32	3%	Layoff	256	2%
Wages	72	8%	Wages	648	6%
Reasonable Accommodation	77	8%	Reasonable Accommodation	140	1%
Benefits	4	0%	Benefits	163	1%
Discipline	97	10%	Discipline	1,423	13%
Harassment	323	34%	Harassment	2,769	25%
Language/Accent Issue	0	0%	Language/Accent Issue	31	0%
Other	149	16%	Other	3,697	33%
TOTAL FILED*	956	N/A	TOTAL FILED*	11,056	N/A

5 *Note: CRD numbers are a subset of the State numbers. There were a total of 956 CRD Charges and a total of 11,056
 6 State Charges in FY 2016. Since some charges filed involve multiple issues, the columns listing the number of charges
 7 do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed,
 8 and the percentages will total more than 100%.

9 *Table 3. Closed CRD and Statewide Employment Closures – Filed by Type*

CIVIL RIGHTS DIVISION			STATEWIDE		
CLOSURE TYPE	#	%	CLOSURE TYPE	#	%
Administrative Closures	114	12%	Administrative Closures	1,709	17%
No Cause Finding	642	66%	No Cause Finding	6,323	64%
Settlement	107	11%	Settlement	858	9%
Withdrawal w/ Benefits	109	11%	Withdrawal w/ Benefits	864	9%
Successful Conciliation	0	0%	Successful Conciliation	59	1%
Unsuccessful Conciliation	0	0%	Unsuccessful Conciliation	58	1%
TOTAL	972	100%	TOTAL	9,871	100%
CAUSE FINDING	2		CAUSE FINDING	168	

11 Notes: The total number of closures reported by CRD and statewide above is derived from a report generated by the
 12 EEOC from the EEOC's Integrated Mission System (IMS). This figure is preliminary and pending release of final EEOC
 13 official data. Also, note that cause finding cases do not necessarily close within the same fiscal year. Of the two cause
 14 findings for CRD, both were counted as administrative closures by IMS and fully closed during FY 2016, so those closures
 15 appear in the total of 972. Further, note that Administrative Closures also include Right to Sue issued, Failure to
 16 Cooperate, Lack of Jurisdiction, and Failure to Locate.

CRD Appendix 3. State Agency Policy Reviews & Discrimination Complaints

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

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

CIVIL RIGHTS DIVISION			STATEWIDE		
BASIS	#	%	BASIS	#	%
Disability	567	77%	Disability	781	67%
Race	127	17%	Race	251	21%
Sex	19	3%	Sex	90	8%
Familial Status	28	4%	Familial Status	57	5%
National origin	43	6%	National origin	87	7%
Color	0	0%	Color	0	0%
Retaliation	19	3%	Retaliation	48	4%
Religion	7	1%	Religion	10	1%
TOTAL FILED*	741	N/A	TOTAL FILED*	1,171	N/A

Note: CRD numbers are a subset of the State numbers. There were a total of 741 cases filed with CRD and 1,171 cases filed Statewide. Since some complaints filed involve multiple bases, the columns listing the number of complaints do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Tables 5 and 6 illustrate the issues received and types of closures by CRD and Statewide in FY 2016. The majority of the complaints filed with CRD and statewide involved discriminatory terms and conditions of sale, rental, or provision of services as an issue. Reasonable accommodation was the second most common issue in FY 2016. In FY 2015, terms and conditions, followed by refusal to rent, were the major issues filed with CRD and Statewide. In FY 2016 the most common types of closure were successful conciliation, followed by no reasonable cause, while in FY 2015 those two categories were interchanged.

Table 5. CRD and Statewide Housing Complaints Filed by Issue

CIVIL RIGHTS DIVISION			STATEWIDE		
ISSUE	#	%	ISSUE	#	%
Terms & Conditions	592	80%	Terms and Conditions	945	81%
Refusal to Rent	145	20%	Refusal to Rent	275	24%
Refusal to Sell	4	1%	Refusal to Sell	12	1%
Discriminatory Financing	6	1%	Discriminatory Financing	11	1%
Discriminatory Advertising	41	6%	Discriminatory Advertising	50	4%
False Representation	11	2%	False Representation	18	2%
Intimidation/Interference	126	17%	Intimidation/Interference	223	20%
Reasonable Accommodation	512	69%	Reasonable Accommodation	654	56%
Reasonable Modification	8	1%	Reasonable Modification	21	2%
Design & Construction	2	0%	Design and Construction	5	0%
Other	20	3%	Other	26	2%
TOTAL FILED*	741	N/A	TOTAL FILED*	1,171	N/A

*Note: There were a total of 741 cases filed with CRD and 1,171 cases filed Statewide. Since some complaints filed involve multiple issues, the columns listing the number of complaints do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

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

CIVIL RIGHTS DIVISION			STATEWIDE		
CLOSURE TYPE	#	%	CLOSURE TYPE	#	%
Cause*	5	NA	Cause*	9	NA
No Reasonable Cause	221	33%	No Reasonable Cause	427	35%
Successful Conciliation*	377	56%	Successful Conciliation*	633	52%
Withdrawal after Resolution	31	5%	Withdrawal after Resolution	81	7%
Complainant Withdrawal	9	1%	Complainant Withdrawal	20	2%
Failure to Cooperate	14	2%	Failure to Cooperate	28	2%

Lack of Jurisdiction	8	1%	Lack of Jurisdiction	10	1%
Unable to Locate	7	1%	Unable to Locate	7	0%
Untimely Filed	0	0%	Untimely Filed	0	0%
Judicial Consent	2	0%	Judicial Consent	3	0%
Other*	6	1%	Other*	12	1%
TOTAL	675	100%	TOTAL	1,221	100%

*Note: Cause determinations (issuance of Charges of Discrimination) are not technically closures until they have been resolved through a judicial or administrative hearing process and therefore are excluded from the total closures above. CRD numbers are a subset of state numbers. Cause cases reflected above may or may not have been closed during FY 2016. The fiscal year that a cause case is closed may differ and will be reflected as Successful Conciliation, Judicial Consent or other. Also, housing closure types do not include a Right to Sue issued category as do equal employment opportunity closures. The Other category includes Litigation Ending in No Discrimination and U.S. Department of Justice Dismissal.

State Agency Policy Reviews and Discrimination Complaints

As a result of CRD's monitoring of the personnel policies and procedures of state agencies and institutions of higher learning ("agencies") per Texas Labor Code Chapter 21, the division found that instances of noncompliance (prior to implementing recommendations) were most common in the area of hiring process/recruitment plan. (See Table 7). The non-compliance was often attributable to agencies failing to implement the steps set forth in their plans for recruitment of underutilized minority groups and women. Noncompliance in Equal Employment Opportunity (EEO) training was greater in those agencies reviewed in FY 2016 as compared with the agencies reviewed in FY 2015, but the non-compliant agencies used TWC's training module or other approved training to educate their employees before the end of the fiscal year.

In accordance with Texas Government Code Section 2052.003 and state agencies' enabling statutes, CRD reviewed five submissions of equal employment opportunity personnel policy statements, including a) policies relating to recruitment, evaluation, selection, training, and promotion of personnel, and b) workforce analyses and recruitment plans, setting forth reasonable methods to achieve compliance with state and federal law. All of the agencies' submissions were in compliance or became in compliance after implementation of CRD's recommendations.

Pursuant to Sec. 21.556 of the Texas Labor Code, a state agency that receives three or more complaints of employment discrimination in a fiscal year, other than complaints determined to be without merit, shall provide a comprehensive EEO training program to appropriate supervisory and managerial employees. No state agency received three complaints other than without merit in FY 2016. All of the complaints involved disability as an issue and the most common issue was reasonable accommodation. The majority of complaints were settled. (See Tables 8 and 10).

1 *Table 7. Instances of Non-Compliance by State Agencies with Most Common Personnel*
 2 *Policies and Procedures Review Categories*
 3

Category of Non-Compliance	FY14	%	FY15	%	FY16	%
Hiring Process/Recruitment Plan	6	12%	24	24%	20	33%
Performance Evaluations	8	16%	15	24%	17	28%
Reasonable Accommodations	14	29%	14	22%	9	15%
EEO Training	21	43%	10	16%	15	24%
Totals	49	100%	63	100	61	100

4
 5 *Table 8. State Agency*
 6 *Discrimination Complaints Other*
 7 *Than Without Merit – Filed by Basis*

Type of Closure	#	%
Sex	2	13%
Race	5	31%
Color	0	0%
Age	3	19%
Disability	16	100%
National Origin	1	6%
Religion	0	0%
Retaliation	6	38%
Genetic Information	0	0%
Other	0	0%

12
 13 There were a total of 12 state agencies having
 14 complaints other than without merit, four of which
 15 received two complaints. Often, complaints were filed
 16 with multiple bases, for a total of 33 bases. Therefore,
 17 the percentage is calculated based on the total
 18 number of complaints other than without merit (16).

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

Issue	#	%
Discharge	5	31%
Terms and Conditions	5	31%
Sexual Harassment	0	0%
Promotion	1	6%
Hiring	1	6%
Demotion	1	6%
Layoff	0	0%
Wages	2	13%
Reasonable	7	44%
Benefits	1	6%
Discipline	3	19%
Harassment	4	25%
Language/Accent Issue	1	6%
Other	5	31%

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

3 There were a total of 12 state agencies having complaints other than without merit, four of which received
 4 two complaints. Often, complaints were filed with multiple issues, for a total of 36 issues. Therefore, the
 5 percentage is calculated based on the total number of complaints other than without merit (16).

Type of Closure	#	%
Withdrawal with Benefits	6	38%
Cases Settled with Benefits	10	63%
Conciliation Failure	0	0%
Cause Finding	0	0%
Total	1	

12 **Statewide Workforce By the Numbers—2016**

1	Large Employer of the Year awardee: Lockheed Martin Corporation
1	Small Employer of the Year awardee: Klein Tools Inc.
13.3	Million workers in Texas
28	Local Employers of Excellence
28	Local workforce development boards
98	Texas businesses with workers who received training through Skills Development Fund partnerships with local community and technical colleges
4,226	Employment and housing discrimination and child labor investigations conducted
7,065	Apprentices or journeymen received training
89,135	Employers received Texas Workforce Solutions and other outreach services
168,500	Jobs were added in Texas
515,644	Employers doing business in Texas
1.2	Million job seekers received employment services
\$37,839,088	Child care matching amount secured by local workforce development boards
\$72,036,626	Federal child care amount matched using amounts secured by local workforce development boards
\$1,206,651,915	Operating budget for the Texas Workforce Commission
\$3,141,307,615	Amount of total, regular emergency and extended unemployment benefits paid