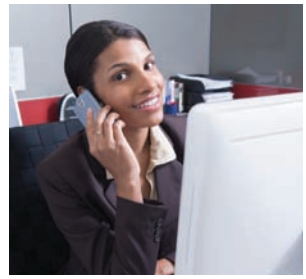
Texas Workforce Commission

Workforce Investment Act 2010 Annual Report



TEXAS WORKFORCE SOLUTIONS

Texas Workforce Commission Mission

To promote and support a workforce system that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity.

TEXAS
WORKFORCE SOLUTIONS

Texas Workforce Commission

Workforce Investment Act

Title I-B

Program Year 2010

Annual Report

Part I: Texas Workforce Solutions

Part II: Statewide Performance

Part III: Local Performance

Texas Workforce Commission

Vision

Texans will view the Texas Workforce Commission, the Local Workforce Development Boards, and their partners as a quality supplier of workforce solutions that contribute to economic prosperity.

Strategies

Strategy 1: **A Market-Driven Approach** – To promote the Texas workforce system as a market-driven approach to service delivery that targets services to meet the changing needs of workers and employers

Strategy 2: **Industry Clusters** – To form state and regional partnerships to foster growth and development in support of the Governor's Texas Industry Cluster Initiative

Strategy 3: **Targeted Training Resources** – To encourage targeting limited training resources to businesses and industries associated with the Governor's Texas Industry Cluster Initiative; high-growth, high-demand occupations; emerging occupations; or those occupations that have significant impact on the local economy

Strategy 4: **Regional Planning** – To continue the emphasis on regional planning and services alignment

Strategy 5: **Workforce Tools and Products** – To enhance existing automated tools and identify new tools and products that support workforce solutions

Part I: Texas Workforce Solutions

Market-Driven

For an economy to grow and prosper, employers must convey to job seekers the skills their businesses need—and job seekers must recognize the skills they possess or obtain new skills to meet businesses' needs. A market-driven workforce development system plays a vital role in this process, acting as a hub for sharing information related to jobs and skills, facilitating connections between businesses and job seekers, and providing assistance with job search and training needs.

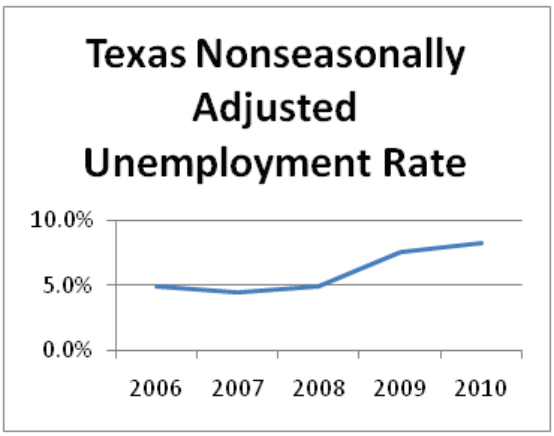
Texas Workforce Solutions—Texas' workforce development system—comprises the Texas Workforce Commission (TWC) in partnership with 28 Local Workforce Development Boards (Boards). Its market-driven approach encompasses all potential customers, including employers

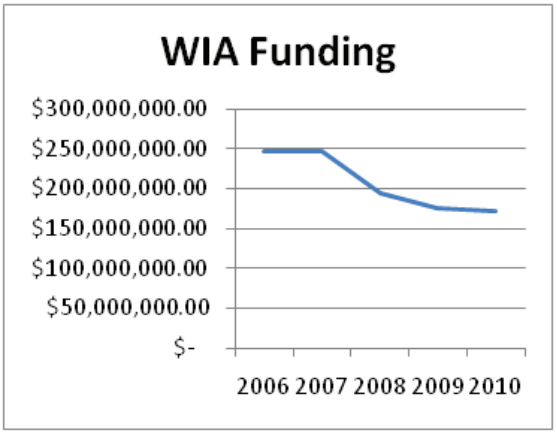
and job seekers, as well as workforce service providers, economic development entities, universities, community colleges, and training providers. This ensures that all workforce system customers are valued and informed contributors and drivers of the system and allows state and local policy makers to strategically plan for the current and future needs of the state.

Texas Workforce Solutions continuously monitors and analyzes the needs of the state's workforce and businesses, adjusting, as necessary, to ensure a solid approach that enables job growth, promotes a well-trained workforce, and ensures Texas' ability to compete on a global level.

A Changing Landscape

The strength of the workforce and the skills and education of workers are critical to the continued success of Texas' economy. While Texas has fared better than the national economy, the state has still faced challenges associated with the economic downturn. Texas has experienced an increase in its unemployment rate while bearing a decrease in Workforce Investment Act (WIA) funding and other state workforce service resources. However, Texas was in a better position than many states to weather the increase in demand for services and the decrease in funding because of its integrated workforce system and the innovative efforts of TWC and the Boards to leverage available resources for the maximum benefit of the job seekers and employers of Texas.





Focus on Integration

Texas has historically been seen as a leader in workforce integration. However, TWC and the Boards continue to refine and improve Texas' integrated structure in order to operate in the most efficient and effective manner possible, while ensuring the workforce system is both flexible and adaptable, and most importantly, market based and customer focused. Improved access and efficiency along with value-added services are a few of the many benefits customers receive from an integrated system.

Improved Access

Texas job seekers in search of assistance benefit from a wide variety of programs administered by Workforce Solutions Offices, including:

- WIA
- Wagner-Peyser Employment Service
- Unemployment Insurance (UI) Benefits Information
- Choices, the Temporary Assistance for Needy Families (TANF) employment and training program
- Supplemental Nutrition Assistance Program (SNAP) Employment and Training
- Subsidized child care
- Trade Adjustment Assistance (TAA)

This variety of programs provides Workforce Solutions Office staff with numerous tools to assist customers in meeting their needs. An added benefit is that job-seeker information is centrally maintained, removing the necessity to provide separate documentation for each program.

National and global economic conditions affect Texas. More UI claimants are facing benefit exhaustion. Texas' integrated system provides UI claimants and exhaustees with access to services and resources from multiple funding streams.

Efficiencies

Integrating programs within Workforce Solutions Offices allows Texas to leverage resources, thus minimizing the impact of reductions in funding and increased demand for services. Integration allows Workforce Solutions Office staff to serve a greater number of individuals while providing each individual with a comprehensive service package that improves the job seeker's probability of success.

Business Customer Value

Businesses also receive value-added assistance in an integrated workforce system. A single point of contact eliminates the need for a Business Services Unit to make multiple contacts and provides access to customized service options. Businesses also have access to pools of job seekers at all levels of education and experience, allowing potential employers to tailor new hires to the requirements of the job and build a better workforce.

Building Futures through an Integrated System

Close ties to the local labor market enable Boards to conduct outreach by working with businesses to provide opportunities for work experience and on-the-job training, and by allowing low-skilled workers to build skill sets relevant to the current market. Additionally, Boards are in an excellent position to partner with other community resources to expand opportunities to all customers.

Workforce Solutions Cameron partnered with the Texas Department of Assistive and Rehabilitative Services to sponsor the third annual Employers and Rehabilitative Network Forum, held in October 2010, in conjunction with National Disability Employment Month in Edinburg. The goal of the forum was to increase awareness among local employers of the benefits of hiring people with disabilities.

The forum covered topics like employment and training for people with autism, deafness, and mental illnesses, touched on best practices in interviewing, hiring, and etiquette with individuals and employees with disabilities, and provided local employers with relevant information for hiring qualified individuals with disabilities and safely returning employees who have been injured to work. More than 200 people attended the forum, which also focused on addressing mental and emotional disabilities.

Innovation at Work

Innovative, progressive services promote a stronger Texas, and Texas Workforce Solutions continuously works to provide value-added services to improve customers' opportunities for growth.

State Leadership in Workforce Initiatives

The states have proven themselves effective laboratories for innovative workforce initiatives. In Texas, TWC and the Boards can best serve the needs of Texas job seekers, employers, and communities. We live there and are most familiar with local needs and opportunities. This ranges from first-hand and deep knowledge of local partners, to baseline community assessments, and to ensuring that our extensive local one-stops and all the system's initiatives deliver the maximum possible value. Texas believes that federal rules, grants, and base funding should emphasize state roles and maximize state flexibility to design effective and comprehensive initiatives.

TWC uses a portion of the state's WIA statewide discretionary funding, in conjunction with other funding, where feasible and appropriate, to encourage innovation at the local level through grants to Boards, institutions of higher education, community-based organizations, and other suitable entities. TWC undertakes projects that encourage and improve growth industries, the earning capabilities of job seekers facing barriers to employment, and the effectiveness of Texas Workforce Solutions.

Texas Veterans Leadership Program

Veterans returning from military action face numerous challenges when transitioning into civilian life. A consistently higher-than-average unemployment rate, homelessness, and service-related injuries can impede their success. The Texas Veterans Leadership Program (TVLP) is a resource and referral network that assists veterans of Iraq and Afghanistan to address such challenges. TVLP has Veterans Resource and Referral Specialists (VRRSs) located across the state to outreach veterans and provide a comprehensive, integrated approach to addressing their unique challenges. VRRSs operate within Workforce Solutions Offices where they can work more closely with Workforce Solutions Offices staff and partner program staff, including Texas Veterans Commission (TVC) representatives, providing veterans with the personalized attention they need.

To view a video about the Texas Veterans Leadership Program, click here.

Success Stories

- Two newly relocated veterans (one from Operation Iraqi Freedom) received assistance through a Texoma-based VRRS. The VRRS referred the veterans to the local TVC representative who helped them to obtain employment with a local railroad employer. The VRRS also connected the veterans with a local faith-based organization for assistance with food, work clothes, and travel expenses until their employment per diem began.

- In Tarrant County, a veteran single parent needed assistance with gaining employment and housing. The local VRRS referred her to resource organizations that arranged for housing, allowing her to concentrate on her job search, which led to employment.

- A recently separated Navy veteran and his small family lost their residence due to financial difficulties and approached a VRRS at Workforce Solutions for North Central Texas for help. The VRRS was able to coordinate resources with other community partners that provided assistance with temporary lodging while more permanent housing was prepared. Additionally, the VRRS coordinated services through workforce partners, connecting the veteran with resources to obtain training in the civilian health care industry. Ongoing case management is being provided by a local Marine Corps Wounded Warrior Representative.

- After placing an Operation Iraqi Freedom veteran in a sales manager position at a local tire company, a North Texas VRRS was able to refer another Operation Iraqi Freedom veteran with similar experience for possible employment. While no official opening existed, the veteran was successful in gaining employment. Additionally, the VRRS was able to provide résumé and job search assistance to the veteran's spouse.

Apprenticeship

TWC's apprenticeship training program combines structured on-the-job training with related classroom instruction. Following are some of the occupational apprenticeships supported with TWC funding:

- Carpenter
- Electrician
- Electronic systems technician
- Engine maintenance mechanic
- Millwright
- Telecommunications worker

TWC provides apprenticeship training funds to public education institutions to support the cost of related classroom instruction in registered apprenticeship training programs. In 2011, the Texas legislature funded $1,581,140 for apprenticeship training programs.

TWC dedicated an additional $2 million of WIA funding for the Fiscal Year (FY) 2010–2011 biennium, $1 million per year for apprenticeships. The infusion of WIA funds resulted in a significant increase of the final contract hour rate from $2.86 to $3.66 per hour.

In FY 2011, TWC served 4,172 individual apprentices through the program, exceeding the Legislative Budget

Board's Apprenticeship Training Program performance measure target of 3,600 individuals.

Texas Youth In Technology Grant Program

The Texas Youth in Technology Grant Program funded eight competitive grant projects to increase:

- postsecondary enrollments, retention, and the number of engineering and computer science graduates from Texas institutions of higher education; and
- collaboration between engineering and computer science departments of Texas institutions of higher education and private companies in Texas.

The projects were funded with WIA statewide discretionary funds. Innovative projects from the following institutions of higher education were selected:

- Tarrant County College District
- Texas Engineering Experiment Station – Texas A&M University
- Texas Tech University
- The University of Texas at Austin
- The University of Texas at Dallas
- The University of Texas at Tyler
- University of Houston
- West Texas A&M University

An example of the success of selected projects is NDCC Scholars—a collaboration between the Tarrant County College District, NanoMaterials Design and Commercialization Center (NDCC), and the Automation Robotics Research Institute. NDCC Scholars exposes first-year college students considering science, technology, engineering, and math (STEM) to technologies and career opportunities in the aerospace, defense, and manufacturing (ADAM) sector. The project, which seeks to retain students in the STEM study track and encourage them to seek careers in the ADAM industry sector, places special focus on recruiting and retaining individuals from underrepresented groups, including women.

NDCC Scholars' 120-hour scholars training is completed in three phases: preinternship work readiness; preinternship hands-on laboratory orientation; and supervised internship at a company location. Overall, 117 students completed phase one of the program, 119 students completed phase two of the program, and 100 students completed the final internship of phase three.

Workplace Literacy Training

In May 2010, TWC issued a Request for Proposals to provide workplace literacy training to individuals with limited English proficiency or individuals in need of adult education integrated with workplace literacy training and occupational skills training. One of the many benefits of an integrated system is the ability to maximize available funding. Using blended funding addresses customers' needs across multiple programs. TWC funded four projects using WIA and TANF statewide discretionary funds.

Four entities were selected to receive funding:

- Community Learning Center, Inc.
- Harris County Department of Education
- Workforce Solutions North Texas
- Workforce Solutions for South Texas

Each of the projects selected under the Workplace Literacy Training Request for Proposals served to increase the skills, knowledge, and abilities of the participants. Project Occupational Literacy and Education (Project OLE), overseen by Workforce Solutions for South Texas, illustrates the level of innovation achieved by all of the selected bids.

Through Project OLE, Workforce Solutions for South Texas sought to improve the educational and employment attainment of up to 75 program participants. Project OLE uses an innovative model that blends the needs and demands of industry and employers with customized training and instruction using the Texas Industry-Specific English as a Second Language curriculum, an internship at Goodwill Industries or Gateway Community Health Center, and the Sed de Saber™ electronic workplace literacy pad to prepare participants for entry into the sales, service, and health care industries. Successful participants acquire the skills necessary to obtain employment as:

- personal home care aides;
- home health aides;
- executive secretaries and administrative assistants;
- nursing aides;
- orderlies and attendants;
- retail salespersons; or
- customer service representatives.

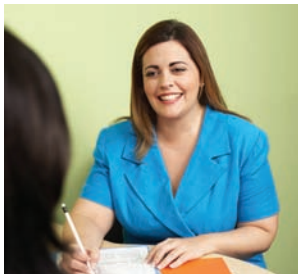
Texas School for the Deaf

A grant was awarded to the Texas School for the Deaf to provide career exploration assistance; work experience, including soft-skills training; career and occupational skills training; and necessary equipment to build instructional capacity for at least 60 individuals. The project focused on specific areas of the job market that show promise for the wide range of general ability levels represented among the school's student body.

Texas School for the Blind and Visually Impaired

A grant was awarded to the Texas School for the Blind and Visually Impaired to provide career and occupational skills training. The training includes work experience and the equipment necessary to build instructional capacity for specific areas of the job market that reflect the wide range of general ability levels among the school's students. The project provided work experience and occupational training to 51 individuals.

Regional Cooperation Capacity Building



The Regional Cooperation Capacity Building for Targeted Industries Program was a competitive grant available to Boards that agreed to partner with community colleges, regional economic development entities, and businesses in growth industries to:

- develop a coordinated regional plan to identify available resources, including those available through the American Recovery and Reinvestment Act (ARRA) of 2009, with a coordinated action plan to access the resources;
- ascertain employer needs in targeted occupations and determine the associated skill gaps and requirements;
- identify training and curricula needs based on the employer survey and determine if such curricula are available (either at regional community colleges, or provided by other community colleges), or must be developed; and
- facilitate sharing of curricula for use by all regional partners.

The following five Boards were competitively selected:

- Workforce Solutions Capital Area
- Workforce Solutions Concho Valley
- Workforce Solutions East Texas
- Workforce Solutions Lower Rio Grande Valley
- Workforce Solutions Permian Basin

Partnerships resulted in coordinated strategies for meeting regional business needs for recruitment of workers for targeted occupations and in assessing and meeting the skills training needs of businesses in regional growth industries. Continuing partnership activities include assessment of the curricula available from all community college partners and of the gaps where additional curricula is required to meet regional industry training demands.

The I-35 Life Sciences Consortium, a public-private partnership funded by a grant to Workforce Solutions Capital Area, is one example of the selected projects. The Consortium was founded in March 2010 to establish a multiregional coordinated strategy for meeting the recruitment and skills training needs of businesses in the Life Sciences Cluster, with an emphasis on health care and bioscience. The Consortium represents 46 percent of Texas' residents located in the 51-county region that spans from San Antonio to Dallas-Fort Worth.

The I-35 Life Sciences Consortium includes representatives from chambers of commerce, councils of government, economic development entities, community colleges, healthcare systems, and Boards.

The Consortium conducted industry audits and gap analyses for three identified subregions and convened subregional industry summits to synthesize and validate the results of the audits and gap analyses.

In February 2011, the Consortium held a conference to:

- discuss the critical workforce challenges and emerging labor needs of the life sciences cluster;
- analyze industry-recommended strategies for supplying the cluster with the talent necessary for continued growth; and
- identify opportunities to act regionally to better align workforce development, economic development, and education investments from San Antonio to Dallas-Fort Worth.

Full reports, including the Annual Report, are available for download at www.I35initiatives.com.

Energy Efficiency and Renewable Energy Training Program

The Energy Efficiency and Renewable Energy Training Program funded six competitive grant projects with Texas institutions of higher education that either:

- expanded curriculum offerings in the fields of energy efficiency and renewable energy; or
- provided job training in the fields of energy efficiency and renewable energy.

The six grantees were:

- Austin Community College District
- El Paso Community College
- Howard County Junior College
- Texas Engineering Experiment Station – Texas A&M University
- Texas Southmost College
- Texas State Technical College Waco

Funded projects were required to take advantage of existing partnerships or develop new partnerships with other appropriate entities, which resulted in coordinated strategies for the delivery of curriculum expansion or job training. TWC sought targeted, innovative projects to build capacity and create jobs in the fields of energy efficiency and renewable energy. The projects were funded using ARRA WIA statewide discretionary funds.

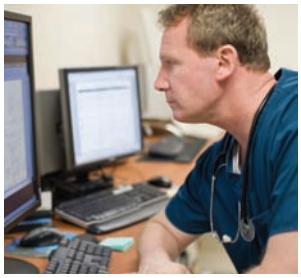
The Energy Systems Laboratory at the Texas Engineering Experiment Station illustrates the success seen across the grantees' projects. The Energy Systems Laboratory collaborated with building and construction industry leaders to develop curriculum on the 2009 International Energy Conservation Code (IECC) and provide related technical and skills training. Collaborating partners in the project included the following:

- A Circle of Ten, Inc.
- Building Media, Inc.
- College of Architecture at Texas A&M University
- Good Company Associates
- International Polytechnic Institute, Inc.
- Texas Home Energy Rating Organization

Training in the fields of energy-efficient building construction, retrofit industries, and the energy-efficiency assessment industry serving residential, commercial, or industrial sectors was provided to 881 individuals.

Participants in all types of training under this program were issued certificates of completion with continuing education units. A total of 929 certificates were awarded to all the participants in this program:

- 760 certificates for participation in the IECC Overview and Special Topic Hands-On workshops
- 48 certificates for participation in the introductory presentations on proposed certification endorsements
- 121 certificates for participation in the online training



Innovation at the Local Level

As the first point of contact for most job seekers and businesses seeking workforce development services, Boards are in a position to craft forward-looking opportunities to meet the needs of their customers. As an ally in ensuring local success, TWC distributes as much WIA statewide discretionary funding to Boards for their use in innovative projects as possible.

Through collaboration with outside partners and other Boards, state-of-the-art technology, and old-fashioned customer service, Texas' Boards work hard to serve their customers. Following are just a few examples of Board successes in Program Year (PY) 2010.

Health Information Technology

Two significant national initiatives are driving the need for Health Information Technology (HIT) workers—conversion to a newer version of medical codes, and implementation of universal electronic health records. In response to this need, Workforce Solutions Greater Dallas, in conjunction with the Dallas County Community College District – Richland College, offers state-of-the-art health information technology training to WIA dislocated workers using WIA statewide funds. Dislocated workers receive training through a 350-hour, noncredit program. The 26 weeks of training costs approximately $7,000 per student, which includes placement activities, materials, and medical textbooks. Of the 48 dislocated workers who received training and certifications, 33 (69 percent) were immediately reemployed. Richland College continues to provide job-search assistance to all who completed training.

Real Life Math

During a meeting of the Texoma Regional Consortium's Manufacturing Cluster Workgroup, employers expressed concerns that young people do not have the necessary math skills to perform their job duties while educators discussed difficulties facing classroom teachers trying to meet the requirements of standardized testing. In response to these concerns, Workforce Solutions Texoma developed the Real Life Math project.

Real Life Math works first with high school math departments to identify specific math concepts that give students difficulty. Teachers submit a list of topics and the Real Life Math team contacts local employers to identify presenters who can demonstrate how those principles are applied in their companies. Presenters provide students with an

overview of their companies and illustrate how the math concept is applied during the course of a job. Students are encouraged to ask questions about what it is like to work at the company, what kind of education the presenter has, what type of education they might need to get a job there, what other types of jobs are available, and anything else that interests them.

This targeted approach has led to the program's success and expansion. The project was piloted in 2009–2010. During 2010–2011, five Texas school districts were involved and 15 companies made a total of 108 presentations to 1,385 students.

STEM Challenge

Workforce Solutions Upper Rio Grande's STEM Challenge seeks to engage high-tech students and inspire them to pursue employment in the high-demand industries of tomorrow. The STEM Challenge provides a real-world opportunity for teams of high school students to develop their own innovative ideas through a business plan approach. In 2010, 10 teams competed, and 15 teams competed in 2011. The competition consists of three components: business plan, elevator pitch, and presentation. Team presentations were judged by STEM industry professionals and winning contestants were awarded incubator resources to launch their businesses.

Members from three winning STEM Challenge teams traveled to Austin, Texas, on August 30, 2011, to participate in a TWC Forum STEM Initiative Best Practice presentation. Participants included first-place winner Grey Water Solutions from Valle Verde Early College; best presentation winner Presidio Rocketry and Robotics, Inc.; and third-place winner Traction Jack Co., LLC.

Layoff Aversion

In November 2009, Workforce Solutions for North Central Texas identified two companies, T.R. Reed Enterprises, Inc., and Odyssey Aerospace Components, in danger of going out of business. The closures would have resulted in the layoff of 67 employees. T.R. Reed Enterprises specializes in providing corporate aircraft interior items such as seat frame assemblies, cabinetry hardware, and structure components. Odyssey Aerospace Components, a division of T.R. Reed Enterprises, focuses on business jet interiors, specializing in design, manufacturing, fabrication, and finish.

Significant economic and regulatory factors—including the requirement to become International Organization of Standardization (ISO) certified—were the driving forces behind the need for a change in the company's overall business model and outlook. To avert a layoff, Workforce Solutions for North Central Texas partnered with North Central Texas College and the Quovus Group from California to develop an ISO certification curriculum for employees. The endeavor was funded through a combination of WIA statewide discretionary funds and employer contributions.

Certification training allowed the companies to maintain all 67 positions. Additionally, having employees with the skills and certifications necessary allows the companies to pursue new contracts, which may lead to a workforce increase of approximately 45 percent.

Infrastructure – The Hottest New Sector

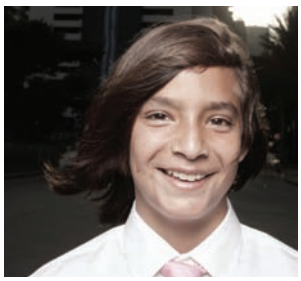
A collaborative project of Workforce Solutions Greater Dallas and leading employers in highway construction kicked off at the end of 2010. Workforce Solutions Greater Dallas partnered with Brookhaven College and established the college as the primary campus in the Dallas County Community College District for transportation construction training. Trinity Infrastructure, LLC and Bluebonnet Contractors identified rebar work as a high-demand occupation. On the national front, employment in this field is expected to grow by 12 percent through 2018. To date, the project has placed 63 individuals with Northgate Constructors and will be holding monthly job fairs to assist ALTUS Traffic in filling 35 flagger positions.

Due to the large number of small subcontractors with widely varying needs, Workforce Solutions Greater Dallas is considering approaching transportation construction staffing firms to obtain data on staffing request and placement patterns. The partnership complements the growth in this thriving industry, trains diverse and nontraditional workers, and creates more jobs for the Dallas-Fort Worth region. The partnership's early work outreached a large number of smaller transportation construction firms to identify additional training needs, raise employer awareness about workforce services, and solicit job postings.

Project CEO

Workforce Solutions Lower Rio Grande Valley introduced Project CEO, an interactive, four-week, business simulation, employability skills training model designed specifically to provide youth with a job readiness pathway. The model focused on the development of employability skills needed for entry into the workforce. Eligible youth in need of employability training and leadership skills were placed in pods or cohorts of 15–20 peers and received employability training in areas such as networking and marketing; human resources; financial management; and "Be the Boss" (business plan development/understanding employer needs). The program model incorporated positive reinforcement for professional behavior.

Each youth received mentoring and supportive feedback to assist them in making the best professional choices throughout the program. Daily attendance, attentiveness to break times, and self-monitoring of professional behavior lead to recognition of appropriate behaviors. Youth were exposed to on-the-job training and work-readiness skills, which they began to incorporate as individual behaviors.



The initial goal was 450 youth participants. After numerous outreach efforts 481 youth participants were recruited. Project CEO delivered on its mission and goals and assisted an underserved population to succeed.

- "With my parents by my side, I enrolled in Project CEO shortly after turning 16 years old. At first I was nervous and scared, but everyone was so nice and patient. The program was really cool in that it included role playing and 'real-world' practical experience. I really feel that had it not been for this program, I would not have gained the skills and experience to find and keep a job, and succeed in school." – Julia

Success Stories

- Julia was scheduled to graduate from high school in 2013, but was able to graduate in 2011 instead. She earned a scholarship at South Texas College where she is in her second year. Julia is pursuing a Criminal Justice degree. She is currently a participant in the Board's work experience program where she continues to excel. Julia attributes her continuous success to Project CEO and the support of her friends and parents.

Youth Obtain Machine Operator Certificates

Through Workforce Solutions Greater Dallas, Richland College provided a new Machine Operator Certificate training program for 56 at-risk youth ages 18–21, using WIA youth program funding. Participating youth were referred by the Texas Youth Commission/Cottrell House; Job Corps; and TRAC (Transition Resource Action Center), a transitional facility for foster youth. More than 53 participants were trained with 81 percent receiving certification. Of those receiving certification, 83 percent found employment. Richland College works with more than 24 manufacturing companies that host two-week internships for trainees. For the next program year, the college proposes to include a Certified Production Technician certification from the Manufacturing Skills Standard Council.

Summer STEM Academy for Youth

Workforce Solutions Texoma partnered with the southern Oklahoma local workforce development area on a cooperative youth project—the 2010 Summer Youth Academy Engineering Challenge at Oklahoma State University Institute of Technology. The academy focused on three major topics: (1) an overview of STEM; (2) marketing and presentations; and (3) workplace competencies.

The academy was designed around an engineering project, and used the Lego Mindstorm™ Scientific Learning System. Participants divided into two teams that functioned as individual companies. They were required to design and build an electromechanical device, and develop marketing strategies and a commercial campaign for the product.

Key components of the STEM section were research and design, mechanical transfer systems, electrical/electronic control systems, and general physics and applied mathematics. The marketing section addressed market research, media types, graphic design, and film and commercial marketing. The workplace competencies section covered team building and leadership.

Green Jobs

In PY 2010, Workforce Solutions Gulf Coast contracted with SER – Jobs for Progress to help recruit, assess, coach, and provide job placement assistance to participants in a green jobs training program at Houston Community College (HCC). Using ARRA funding, the program was established to train low-income individuals for green jobs in:

- Home Energy Rating
- HVAC with a green emphasis
- Solar Panel Installation
- Weatherization

Out of a total of 189 individuals enrolled in the training program, 144 were placed in jobs for a 76 percent employment rate.

Success Stories

- Alonso, married with children, was a laid-off pipefitter when he was recruited for training. Alonso was the first to pass the Residential Services Network exam after taking Weatherization and Home Energy Rating System (HERS) Rater training. He went to work for Project Management Group as a weatherization technician. Soon, Alonso was doing home energy audits and became a top energy auditor working with the nonprofit Sheltering Arms in their Weatherization Assistance Program.

- Shawna had been laid off from her job and was receiving UI benefits. She successfully completed a six-week Weatherization and HERS Rater program at HCC. After she finished the training in September 2010, Shawna accepted a position as an office manager with her former employer, Transtar POS, with a salary increase from $12 to $14 per hour based on her new training and certifications.

Innovation through Technology

WorkInTexas.com

As technology continues to advance, TWC looks for ways to increase the efficiency of its customer service processes. During PY 2010, TWC made the following changes to its online job-matching tool, WorkInTexas.com:

- In a collaborative effort between multiple state agencies, WorkInTexas.com designed a customized veterans-only job-search feature for the new Texas.gov website, www.texas.gov/veterans. Veterans can enter search criteria such as keywords, location, and pay requirements, and obtain a list of jobs from WorkInTexas.com posted by employers that are interested in hiring veterans.

- A new outreach effort targeted recently registered veterans on WorkInTexas.com. A letter was sent to thank veterans for their service, inform them about services they are entitled to receive and their right to priority of service, and explain the benefits of using WorkInTexas.com. Veterans who served in Operation Iraqi Freedom or Operation Enduring Freedom receive the same letter or email with additional information about TVLP.
- A new HOT CAREERS link was added to the WorkInTexas.com home page. Job seekers can now search specifically for jobs that fall into one of the governor's six industry clusters, which are expected to have high growth in the coming years.
- TWC joined forces with the Texas Education Agency (TEA) to help teachers looking for new jobs. A web portal was created for TEA's new teacher recruiting website, www.TheBestTeachInTexas.com. The portal provides a customized job search that directly links interested job seekers to available teaching and education-related positions listed on WorkInTexas.com.

The Virtual One-Stop

In March 2010, Workforce Solutions Greater Dallas launched the interactive job-seeker website—Jobseeker.com. The first integration project of its kind, Jobseeker.com coordinates customer service with WorkInTexas.com. This third-generation, community-access site (www.wfsdallas-jobseeker.com/dallas) embraces social media, contains planning tools for job-search execution, offers event calendars, and provides the ability to manage timely, relevant content and event information. The site is an example of a public-private partnership, using information in one system to validate and expedite entry for a user into another system.

The technology behind Jobseeker.com is Model-View-Controller (MVC) architecture, the most advanced web technology in use today. This technology dramatically reduces the complexity of updating content, adding new tools or applications, and communicating with other technology. By designing the site in MVC, Workforce Solutions Greater Dallas established a platform that can expand as new applications are needed and adjust as new types of technology come into use. Workforce Solutions Greater Dallas shared this assessment and training technology via license agreements to expand access beyond Dallas to customers in the five contiguous workforce areas.

Evaluating the Past—Evaluation and Research Projects

Evaluation 2010, Accomplishments and Outcomes of the Texas Workforce System

In October 2009, the Texas Workforce Investment Council (TWIC) issued Advancing Texas: Strategic Plan for the Texas Workforce System (FY2010-FY2015). The plan outlines long-term objectives for the workforce development system. TWIC completes an annual evaluation of the workforce system partners that includes eight state agencies in the implementation of its strategic plan.

Evaluation 2010, a publication of strategic plan results, focuses on a series of five report cards with data from state fiscal year 2010 program and system performance based on the efforts and actions of the partner agencies. Overall, the Texas workforce system is serving more individuals; however, employment-related measures have declined. It is expected that the effects of the national recession will continue over the next one to two reporting cycles. The evaluation found the following:

Educational Achievement

- Of the 599,624 program participants, 458,580 (76.48 percent) achieved an educational outcome, an increase of 1.41 percent from 2009.
- The absolute number of individuals with an educational achievement outcome increased from 445,091 in 2009 to 458,580 in 2010.
- Of the 14 programs, five had absolute increases and six had percentage increases.

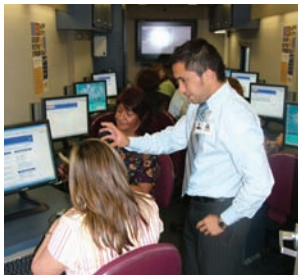
Entered Employment

- Of the 1,920,065 program participants, 1,385,386 (72.15 percent) entered employment—a 7.11 percent decrease from 2009. Seventeen of 18 programs showed one-year percentage decreases.
- While the percentages declined, the absolute number of program participants was 1,920,065, up from 1,530,423 the previous year. The number entering employment rose from 1,213,013 in 2009 to 1,385,386, with six of 18 programs reporting absolute increases.

Employment Retention

- Of the 1,253,152 program participants who entered employment, 992,738 (79.22 percent) retained employment—a one-year decrease of 4.17 percent. Two of the 16 programs showed percentage gains.
- The number retaining employment declined significantly, falling from 1,059,293 in 2009 to 992,738.

Customers Served



- System partners served 5,399,454 individuals, representing a 2.47 percent increase from 2009.
- Of the 25 programs, service levels rose for 16.

Texas Back to Work

Texas Back to Work (TBTW) is a subsidized employment program for UI claimants who earned $15 per hour or less. Employers that hire eligible claimants for at least 16 weeks (minimum of 30 hours a week) are eligible for a monthly subsidy limited to a maximum of $2,000 for each claimant hired.

TWC has completed an initial assessment of the impact of a TBTW placement on UI benefits utilization (both in terms of total dollars paid and weeks compensated). Using regression analysis to measure that impact while controlling for other demographic and economic factors, it was found that a TBTW placement tended to reduce UI benefits utilized by 8.68 weeks on average (includes state and federal benefits). When considering both UI benefit utilization and the cost of the subsidy, initial data indicates that the cost for a UI claimant with a TBTW placement was $761 less on average than the total benefit cost for a similar claimant who was not placed.

To view a video about Texas Back to Work, click here.

Rapid Reemployment Model

Public Law 103-152 requires states to establish a system of profiling all new claimants for regular UI in order to identify the ones most likely to exhaust regular UI benefits and target those claimants for participation in reemployment services. The U.S. Department of Labor Employment and Training Administration (DOLETA) refers to the system as Worker Profiling and Reemployment Services; in Texas, it is known as the Rapid Reemployment Model (RREM), which offers Rapid Reemployment Services (RRES).

TWC reviews RREM biennially to address changes in labor market and economic conditions. TWC implemented the current version of the RREM profiling model (RREM III) on October 1, 2010, to identify UI claimants who are candidates for RRES. Data used to develop RREM III were retrieved from the state's UI Benefits System, including information from 225,451 claimants. RREM III contains 13 statistically significant factors, which were categorized into 38 variables. The model is based on the collective influence of factors as no single characteristic indicates the likelihood of exhaustion.

During RREM III development, extra precaution and measures were applied to ensure reliability and validity. TWC staff has documented and provided references on procedures and logistics and will continue to monitor RREM performance to ensure it reflects changing local labor market conditions. Additionally, efforts are extended to research other potential influencing factors, trends in using alternate dependent variables, and advanced methodologies to enhance the quality of RREM. TWC will explore other methods, such as propensity score, probit regression, bootstrapping, and the decision tree to facilitate model development.

A Snapshot of the Rapid Reemployment Model

TWC is conducting a snapshot study based on data from Texas' RREM from October 2007 through September 2008. The population in this study consists of 225,451 UI claimants. In addition to the descriptive analyses, research focuses on identifying service combinations that work best for any particular sector of claimants while controlling for potential influence of personal characteristics. Special efforts will also be placed on what-if analyses to review the trends in using alternate dependent variables in lieu of traditional definition of benefit exhaustion. TWC is analyzing RREM and RRES experiences to study the impact estimates for subgroups. Such information can be used as the foundation to redefine exhaustion for piloting different profiling models. The definition of exhaustion should be harmonized with the state's goals in terms of providing RRES. For example, potential duration could be incorporated into the dependent variable: when computing the dependent variable as a zero or one, specify that the claimant must be eligible for a minimum number of weeks of potential duration and must have used at least a certain percentage of benefits, e.g., 85 percent, 90 percent, or 95 percent.

Reemployment and Eligibility Assessment Evaluation

The Reemployment and Eligibility Assessment (REA) Initiative is funded by DOLETA and its goals are to enhance rapid reemployment of UI claimants, eliminate potential overpayments, and realize cost savings for state UI trust funds. Under the REA Initiative, claimants are required to participate in one-on-one interviews, which include a review of ongoing UI eligibility, provision of current labor market information, development of a work-search plan, and referral to reemployment services, training, or both, as needed. In May 2008, TWC implemented a random assignment process to place claimants not served under RRES in either a treatment group (those outreached to participate in the REA Initiative) or a control group (those not outreached). Random assignment ensures all participants have an equal chance of being selected for the treatment group. The most recent quarterly report shows that REA Initiative participants fared better than the control group; they showed a greater reduction in use of UI benefits and achieved a higher rapid reemployment rate.

DOLETA report 9129 provides outcome information from a macro perspective. To supplement DOLETA's

research design, TWC is planning a micro perspective study to explore the patterns of service combinations accessed by successful participants. The study population will be based on REA Initiative implementation from the third quarter of 2008 to the second quarter of 2009.

Looking to the Future

College Credit for Heroes

In July 2011, Governor Rick Perry launched the College Credit for Heroes program. This workforce development initiative is administered by TWC and is designed to recognize the exceptional knowledge and skills gained by military service members and award them college credits for their military experience, thus allowing veterans to more easily reenter the workforce.

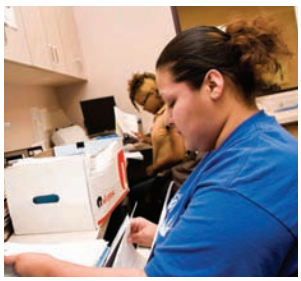
Seven community colleges, situated in workforce areas with high veteran populations, were selected to participate in the College Credit for Heroes program. The colleges will provide models for awarding college credit by evaluating military training, including testing and prior learning assessments, which other Texas colleges can replicate. There will be a focus on allied health careers, and the initiative will partner with the Military Education Training Center in San Antonio to provide current active duty service members with an accelerated degree plan.

Participating colleges:

- Alamo Colleges, San Antonio
- Central Texas College, Killeen
- Houston Community College, Houston
- Lee College, Baytown
- Lone Star College System, Greater Houston Area
- San Jacinto College, Houston
- Temple College, Temple

Texas.jobs

TWC has enhanced its powerful online job-matching website WorkInTexas.com with the comprehensive search engine, Texas.jobs. TWC worked with nonprofit employer group DirectEmployers Association (DE) and the National Labor Exchange on Texas.jobs, which will link more job seekers to the approximately 96,000 job openings viewable on WorkInTexas.com. Texas.jobs allows job seekers to look for work according to their individual job parameters and priorities, including location and occupation, such as engineering, manufacturing, or education. It lists only available jobs from employers verified by WorkInTexas.com or DE's JobCentral.org. This new web tool will open more pathways for job seekers and employers to the state's leading job-matching website, WorkInTexas.com.



Texas.jobs is aligned with the Governor's Industry Cluster initiative and features high-growth, high-demand jobs in Texas through industry specific sites like: Texaseducation.jobs, Texasmanufacturing.jobs, Texasaerospace.jobs, Texasengineering.jobs, and Texashealthcare.jobs.

To view a video about Texas.jobs, click here.

WorkInTexas.jobs

TWC and DE also partnered to create WorkInTexas.jobs, which expands the reach of WorkInTexas.com by allowing its job postings to also appear in online searches. WorkInTexas.jobs is easily viewable on smartphones and other mobile devices. In addition, WorkInTexas.jobs features social media links, allowing users to quickly share job postings via Facebook, Twitter, email, and more. Additionally, the new WorkInTexas-veterans.jobs helps Texas veterans translate their military skills to jobs in the civilian world. The Military Occupation Code Crosswalk function allows veterans to enter the type of work they performed in the armed services and receive a list of civilian jobs that require those skills. The system also translates military occupation codes into skills employers are looking for in potential employees.

Flexibility through Waivers

Texas will continue to take advantage of federal waiver opportunities to seek relief from provisions that restrict flexibility and innovation or do not make efficient use of staff time. Texas has developed waiver requests covering a broad array of workforce issues. These waivers were developed with Boards and other stakeholders.

TWC waivers to implement sliding scales for employer match for on-the-job training and customized employment have allowed the flexibility to better tailor projects based on the size of the employer. Waivers that modified WIA performance measures have supported better integration of workforce programs, both those under DOLETA, as well as those under the auspices of the U.S. Department of Health and Human Services, and the U.S. Department of Agriculture, and have allowed TWC to design performance measures that make no distinction between customers served by ES, WIA, TANF/Choices, SNAP E&T, other state-level programs, or any combination of programs. In addition, the waiver that allows Boards to use the Eligible Training Provider system to secure training providers for older and out-of-school youth helped to streamline the process of identifying and contracting for training services for this population.

TWC's waivers:

- increase local control of program delivery;
- improve the ability of Boards to respond quickly to changing needs within their areas;
- increase flexibility at the local level to serve business and industry;
- eliminate duplication and streamline administrative processes, allowing more money for services; and
- increase accountability at the state, local, and service provider levels.

These waivers and corresponding guidance are posted on TWC's website at http://www.twc.state.tx.us/boards/wia/wiawaivers.html.

Part II: Statewide Performance

Texas recognizes the value of performance measurement and has served as a national leader in the development of both performance measures and reporting systems. Texas was an early implementer of Common Measures and one of two pilot states implementing the Workforce Investment Streamlined Performance Reporting System (WISPR). Texas officially implemented Common Measures in PY 2005 based on DOLETA's encouragement and waiver approval in August 2006, which permitted Texas to report only nine common measures rather than the 17 historic performance measures under WIA §136(b). Texas began using its integrated reporting system shortly thereafter. Texas continues to see Common Measures and integrated reporting as valuable tools in promoting system integration, eliminating barriers created by discordant measures, and improving customer outcomes.

In PY 2010 Texas achieved 100 percent or more of the negotiated target on all nine Common Measures, and far exceeded the negotiated targets for Adult Average Earnings and Literacy and Numeracy Gains (146.8 percent and 134.8 percent respectively).

Table 1 presents an overview of Texas' PY 2010 WIA Adult, Dislocated Worker, and Youth Common Measures performance.

Table 1. Summary of WIA Performance For Texas

Performance Measure	Negotiated Performance Level	Actual Performance Level	Percent of Target	Numerator	Denominator
Adult Entered Employment	64.0%	65.3%	102.1%	10,352	15,846
Adult Employment Retention	79.0%	83.2%	105.3%	12,298	14,788
Adult Average Earnings	$11,800	$17,323.32	146.8%	$209,958,689	12,120
Dislocated Worker Entered Employment	68.0%	73.3%	107.8%	6,772	9,235
Dislocated Worker Employment Retention	84.0%	88.7%	105.6%	6,002	6,766
Dislocated Worker Average Earnings	$14,200	$17,563.56	123.7%	$103,993,819	5,921
Placement in Employment or Education	58.0%	64.8%	111.7%	3,343	5,159
Attainment of Degree or Certificate	53.0%	63.8%	120.4%	3,043	4,767
Literacy and Numeracy Gains	35.0%	47.2%	134.8%	1,429	3,029

Impact and Benefits of Integration

Texas is committed to leveraging information technology to provide management and stakeholders with information about workforce system functions and performance. To that end, Texas has developed an integrated reporting system that captures the data elements and applies the methodologies required by Common Measures and WISPR. This system is on the cutting edge of performance reporting. At DOLETA's request, Texas has mentored other states on implementing Common Measures and integrated reporting. As a result, many states have used Texas' Common Measures and integrated reporting development materials as a blueprint for their own efforts.

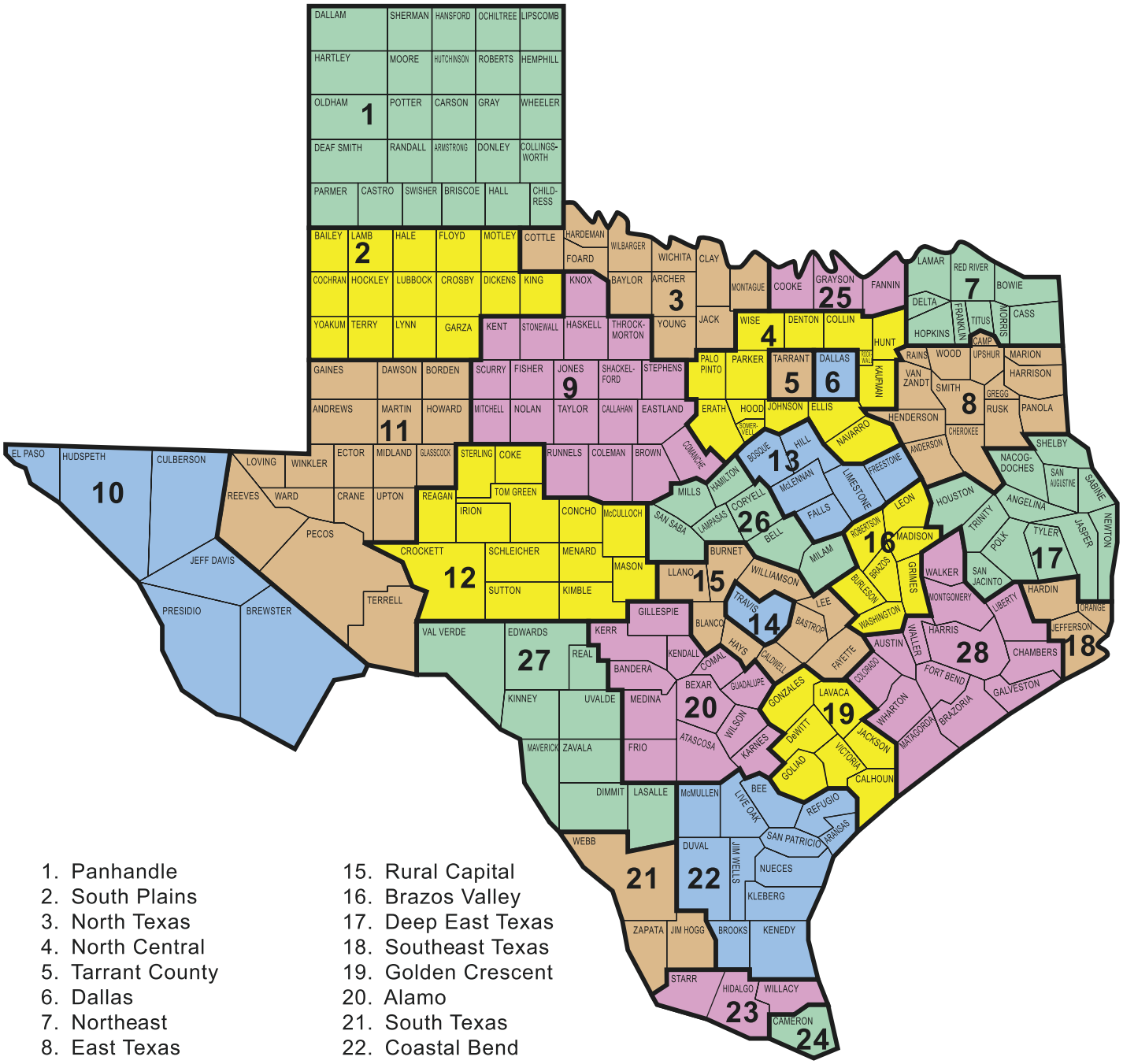
In PY 2010, TWC staff redrafted WISPR and WIA Annual Report specifications to:

- incorporate changes made in the Trade Adjustment Act reporting in ARRA;
- make the specifications more accessible to nontechnical staff; and
- streamline reporting.

DOLETA recently posted this revised version of WISPR for public comment. Other states have expressed interest in using WISPR, and Texas, Pennsylvania, and DOLETA staff will provide these states with assistance in the shift to integrated reporting.

Texas believes that DOLETA should continue to encourage integration efforts. When setting performance targets, DOLETA should provide additional flexibility to the states that demonstrate a commitment to integration—a commitment that goes beyond just enrolling those customers who will boost performance. To that end, Texas is one of nine states that participated in DOLETA's Target Regression Model Pilot project in PY 2010, which is designed to adjust targets based on the types of customers being served and the local economic conditions. This allows for more accurate target setting, and eliminates potential incentives to target customers who are more likely to improve performance numbers. While the project focused initially on WIA targets, Texas is hopeful that the approach will be applied system wide in the future. Ultimately, a One-Stop system should be judged at the customer level, not the program level, because programs are nothing more than a means to provide services. Each customer has his or her own strengths, weaknesses, and needs that must be appropriately addressed regardless of the effect on program performance.

Figure 1. Local Workforce Development Areas in Texas



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

Program Costs

In PY 2010, the Texas Workforce System spent an average of $2,457.56 per participant receiving WIA services. Table 2 provides information about the cost per participant for WIA Adult, Dislocated Worker, and Youth programs.

Table 2. Operation Costs

	Cost/Participant
Overall, All Program Strategies (Does Not Include Adult Self Service Only)	$2,457.56
Adult Program (Does not Include Adult Self Service Only)	$1,795.22
Dislocated Worker Program	$2,691.26
Youth Program	$3,441.70

Table 3. Operating Results

	Available	Expended	Percentage
Overall, All Program Strategies	$165,056,551	$140,722,187	94.1%
Adult Program Funds	54,348,460	47,616,291	96.5%
Dislocated Worker Program Funds	54,894,889	45,479,590	92.6%
Youth Program Funds	55,813,202	47,626,306	93.2%

Overall includes Local Administration Funds. Amounts Available and Expended include the Program Year 2010 allocation as well as amounts carried forward from prior program years.

Required Tables
Statewide Performance

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64.0%	65.3%	10,352
			15,846
Employment Retention Rate	79.0%	83.2%	12,298
			14,788
Average Earnings	$11,800.00	$17,323.32	$209,958,689
			12,120

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	65.4%	3,550	65.5%	830	43.1%	193	54.7%	514
		5,428		1,267		448		940
Employment Retention Rate	79.8%	3,281	80.3%	782	79.7%	192	85.6%	790
		4,113		974		241		923
Average Earnings	$11,870.70	$38,057,475	$16,951.12	$12,967,604	$11,521.74	$2,177,608	$25,050.90	$19,614,852
		3,206		765		189		783

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	72.1%	3,384	62.5%	6,968
		4,692		11,154
Employment Retention Rate	90.7%	5,530	77.8%	6,768
		6,094		8,694
Average Earnings	$23,262.54	$127,478,721	$12,421.68	$82,479,968
		5,480		6,640

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.0%	73.3%	6,772
			9,235
Employment Retention Rate	84.0%	88.7%	6,002
			6,766
Average Earnings	$14,200.00	$17,563.56	$103,993,819
			5,921

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	73.4%	728	64.9%	131	60.6%	747	70.5%	98
		992		202		1,232		139
Employment Retention Rate	88.8%	581	86.9%	106	84.0%	600	89.2%	74
		654		122		714		83
Average Earnings	$20,062.71	$11,576,185	$17,678.24	$1,873,893	$17,885.76	$10,659,914	$18,045.40	$1,317,314
		577		106		596		73

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	77.2%	3,391	69.8%	3,381
		4,394		4,841
Employment Retention Rate	90.7%	2, 468	87.4%	3,534
		2,722		4,044
Average Earnings	$18,327.34	$44,773,681	$17,027.07	$59,220,138
		2,443		3,478

Table H.1 – Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	58.0%	64.8%	3,343
			5,159
Attainment of Degree or Certificate	53.0%	63.8%	3,043
			4,767
Literacy and Numeracy Gains	35.0%	47.2%	1,429
			3,029

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	84.1%	9,788	$3,028	$34,787,566	1.4%	147	$5,445	$55,412,104	10.9%	370
		11,638		11,488		10,352		10,176		3,384
Dislocated Workers	89.3%	4,477	82.0%	$74,377,201	1.5%	102	$8,215	$54,812,884	14.0%	475
		5,011		$90,714,434		6,772		6,672		3,391

Entered Training-Related Employment appears low primarily due to incomplete data. If performance is computed only using data where the Boards were able to obtain information about whether or not the participants obtained employment related to training, (i.e. those with an affirmative "yes" or "no"), performance is 60.9% for WIA Adult and 63.1% for WIA Dislocated Worker.

Table M – Participation Levels

Population	Total Participants	Total Exiters
Total Adult Customers	522,077	472,283
Total Adults (self-service only)	481,171	442,137
WIA Adults	507,695	463,587
WIA Dislocated Worker	16,899	10,292
Total Youth (14-21)	13,838	6,986
Out-of-School Youth	8,427	4,493
In-School Youth	5,423	2,491

Texas uses the WISPR to report data to DOLETA. Therefore, customer counts are unduplicated at the individual participant-level rather than at the Period of Participation-level.

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	$47,782,130
Local Dislocated Workers	$44,843,920
Local Youth	$47,740,463
Rapid Response (up to 25%)	
134 (a) (2) (A)	$3,143,707
Statewide Required Activities (up to 15%)	
134 (a) (2) (b)	$17,303,648
Statewide Allowable Activities	
134 (a) (3)	$9,015,188
Total of All Federal Spending Listed Above	$169,829,056

Part III: Local Performance

Tables 4, 5, and O detail the performance of Texas' 28 Boards.

The intent of the statute that created TWC was to consolidate programs within one agency, thus providing an integrated service delivery system. TWC and the Boards came to realize the numerous siloed measures – particularly disparate ones – were a barrier to integration. As long as Boards were being judged at the program level rather than the service delivery system level, they would be focused on isolated issues. With that in mind, Texas requested and was granted a waiver that allows the state to contract with the Boards for as many or as few of the siloed WIA measures as TWC believes appropriate. TWC used the flexibility offered by this waiver to promote integration through Common Measures. Table 4 reflects the Integrated Common Measures and Reemployment & Employer Engagement Measures. Table 5 reflects Board WIA performance.

As implemented last year, to be consistent with DOLETA's reporting requirements, TWC is reporting PY 2010 to include participants served with Statewide Alternative (15 percent) funds. Therefore, performance in the following tables may not be comparable to some previous annual reports. TWC also continued, based on DOLETA guidance, to include self-service-only customers in Adult Participant and Exiter counts in Table O, which makes them incomparable to some previous reports. Also new for PY 2010's Annual Report is the use of the new WISPR's unduplication method in reporting counts of participants and exiters in Table O. If a participant is served, exits, and then returns for more service months later but within the reporting period, the customer is counted one time under the new WISPR so that true counts of the number of individuals served are provided, rather than reporting each period of participation separately, which tends to overstate the number of people served. This change contributes to Table O being incomparable to previous annual reports.

Performance in outcome measures, however, is comparable to previous reports. Outcome measures are applied only to customers receiving more than self-service and are based on each period of participation. This enhances transparency and accountability by holding the system accountable for outcomes each time an individual receives services intended to assist with employment.

While the unemployment situation in Texas is better than in the nation as a whole, the national economy continues to challenge the workforce system. In PY 2007, Texas served 1.47 million job seekers. One year later, that number jumped to 1.82 million, peaking in PY 2009 at 1.94 million. In PY 2010, Texas served 1.77 million job seekers, over 70 percent of whom received at least some staff assistance.

One of Texas' key internal measures of performance is reemploying UI claimants within 10 weeks. Prior to the recession, performance had peaked at roughly 58 percent. Immediately after the recession hit Texas (October 2008 saw a surge in UI claimants), the state saw performance drop back into the lower 40s. However, year over year comparisons of monthly cohorts have shown steady improvement over the last 17 months, with performance rising into the upper 40s (even breaking the 50 percent barrier) and continuing to trend upwards.

Texas is committed to using data to drive decision-making at the strategic/system and local/customer levels. TWC is using the flexibility provided by the WIA Board Measure Waiver to begin work on a new set of performance measures designed to:

- be better aligned with the goals of the workforce system and the needs of its customers;

- clearly communicate the system's successes and failings to both the public and policymakers;
- be accessible to stakeholders at all levels;
- eliminate or minimize perverse incentives (i.e., not reward behavior that is not in the interests of our customers or that promotes inefficient use of resources);
- reduce costs and the administrative burden of performance reporting; and
- promote accountability.

This effort also will include developing new tools that Boards can use to triage job seekers and better allocate scarce resources. The development work will continue through PY 2011 and includes numerous local Board staff in the workgroup to ensure we are getting the local perspective and are able to incorporate their ideas.

Table 4. Common Measures and Reemployment Measures by Board

Measures	Integrated Common Measures			Reemployment & Employer Engagement Measures			
	Staff-Guided Entered Employment	At-Risk Employment Retention	Educational Achievement	Reemployment of UI Claimants	Reemployment of Registered Claimants within 10 Weeks	Staff-Created Job Openings Filled	Market Share
Alamo	75.08%	78.20%	87.49%	55.25%	52.25%	77.51%	35.75%
Brazos Valley	70.43%	74.95%	89.50%	52.34%	52.47%	86.37%	31.07%
Cameron County	60.97%	78.91%	86.79%	56.43%	48.58%	76.07%	49.18%
Capital Area	67.71%	76.70%	85.95%	54.10%	50.87%	86.18%	29.33%
Central Texas	73.51%	74.32%	89.27%	50.67%	45.62%	68.71%	26.93%
Coastal Bend	74.03%	79.43%	82.06%	56.71%	52.28%	65.83%	34.88%
Concho Valley	72.51%	77.75%	93.65%	56.62%	58.76%	88.74%	73.82%
Dallas	57.32%	76.20%	78.17%	49.48%	46.81%	87.31%	27.61%
Deep East Texas	63.00%	73.06%	89.09%	56.45%	57.22%	82.32%	38.44%
East Texas	67.53%	76.64%	86.30%	56.90%	55.74%	84.97%	32.24%
Golden Crescent	75.11%	76.42%	83.64%	54.06%	52.90%	62.60%	29.37%
Gulf Coast	66.31%	75.67%	88.51%	50.90%	45.95%	70.48%	33.70%
Heart of Texas	65.66%	76.00%	83.44%	55.24%	50.43%	76.26%	40.83%
Lower Rio Grande Valley	73.76%	78.26%	84.28%	58.00%	49.74%	78.42%	40.94%
Middle Rio Grande	76.00%	72.94%	90.96%	59.03%	47.07%	77.22%	49.26%
North Central	69.23%	75.86%	81.93%	53.07%	44.81%	77.07%	29.77%
Northeast Texas	64.68%	74.16%	85.02%	55.72%	51.42%	75.65%	37.59%
North Texas	74.67%	76.48%	83.96%	59.16%	54.57%	74.71%	31.16%
Panhandle	72.73%	75.97%	88.64%	51.82%	59.35%	74.84%	30.63%
Permian Basin	84.02%	79.54%	93.81%	57.29%	60.52%	93.36%	37.23%
Rural Capital	80.89%	78.67%	80.57%	54.22%	49.75%	89.21%	25.83%
South Plains	76.83%	74.32%	86.57%	60.44%	53.17%	74.67%	32.93%
South Texas	66.84%	81.63%	76.59%	52.98%	53.69%	77.53%	35.88%
Southeast Texas	62.99%	77.11%	92.56%	57.96%	59.37%	92.29%	33.55%
Tarrant County	64.77%	76.32%	81.30%	50.99%	45.38%	96.62%	26.27%
Texoma	62.03%	76.57%	81.45%	55.57%	45.51%	81.89%	43.12%
Upper Rio Grande	78.75%	78.30%	87.27%	51.69%	48.29%	70.61%	30.50%
West Central	72.14%	74.20%	81.65%	58.71%	52.06%	75.05%	31.59%
# Meeting the Measure	28	28	27	8	22	28	27
% Meeting the Measure	100.00%	100.00%	96.43%	28.57%	78.57%	100.00%	96.43%
Texas Performance	68.55%	76.77%	84.96%	52.31%	48.72%	77.59%	28.39%
	Exiters from 10/1/2009 to 09/30/2010	Exiters from 04/1/2009 to 03/31/2010	Exiters from 10/1/2009 to 09/30/2010	Initial UI Payees from 10/1/2009 to 09/30/2010	Registered Claimants from 05/1/2010 to 04/30/2011	04/01/2010 to 03/31/2011	09/01/2010 to 08/31/2011

Table 5. WIA PY2010 Performance by Board

Measures	Adult Entered Employment Rate	Dislocated Worker Entered Employment Rate	Adult Employment Retention Rate	Dislocated Worker Retention Rate	Adult Average Earnings	Dislocated Worker Average Earnings	Placement in Employment or Education	Attainment of Degree or Certificate	Literacy and Numeracy Gains
Alamo	70.14%	79.71%	83.49%	91.99%	$12,643.70	$15,621.32	65.51%	82.02%	51.92%
Brazos Valley	64.03%	80.58%	84.45%	89.74%	$17,303.95	$21,107.59	70.45%	66.23%	46.15%
Cameron County	81.20%	86.67%	82.91%	90.48%	$16,769.51	$12,356.74	75.00%	74.81%	68.67%
Capital Area	70.20%	81.11%	92.25%	93.75%	$26,345.02	$29,895.56	74.21%	86.86%	77.55%
Central Texas	89.05%	82.48%	94.37%	89.50%	$13,741.84	$16,006.34	85.71%	92.50%	74.07%
Coastal Bend	78.34%	81.41%	89.52%	90.68%	$16,818.61	$16,319.18	73.08%	59.41%	42.86%
Concho Valley	86.21%	89.09%	97.22%	92.50%	$16,085.81	$15,667.56	67.86%	78.57%	66.67%
Dallas	48.19%	62.21%	89.20%	84.72%	$27,942.23	$15,740.43	56.52%	57.34%	39.71%
Deep East Texas	70.34%	65.26%	88.04%	95.08%	$14,403.34	$23,454.22	61.29%	71.88%	40.74%
East Texas	76.71%	80.63%	90.48%	92.86%	$14,406.83	$18,184.06	64.52%	60.00%	56.00%
Golden Crescent	67.50%	75.80%	90.48%	91.89%	$13,856.31	$19,242.90	59.76%	61.11%	25.00%
Gulf Coast	63.86%	71.36%	78.14%	82.38%	$15,815.15	$18,053.27	57.26%	57.27%	39.16%
Heart of Texas	64.63%	81.97%	95.08%	91.38%	$38,753.35	$15,599.25	75.00%	70.00%	32.00%
Lower Rio Grande Valley	68.41%	72.99%	82.23%	89.21%	$13,644.81	$11,500.39	66.18%	54.60%	49.11%
Middle Rio Grande	76.32%	85.96%	88.31%	88.00%	$12,770.22	$14,999.97	73.68%	50.00%	66.67%
North Central	69.59%	73.45%	84.51%	90.27%	$15,995.83	$21,161.15	59.49%	53.40%	48.28%
Northeast Texas	76.29%	75.56%	90.36%	91.81%	$19,372.61	$18,527.20	64.89%	70.83%	39.29%
North Texas	62.38%	73.80%	90.48%	90.84%	$14,782.67	$15,236.35	64.81%	64.15%	52.94%
Panhandle	80.56%	76.73%	91.46%	92.05%	$14,327.99	$19,241.61	82.86%	72.41%	55.56%
Permian Basin	90.41%	88.41%	89.33%	91.84%	$20,763.70	$23,265.87	65.75%	68.18%	81.25%
Rural Capital	85.94%	84.57%	83.33%	93.70%	$12,043.67	$22,228.74	69.33%	54.69%	58.33%
South Plains	83.13%	88.76%	88.80%	90.00%	$17,280.94	$15,146.18	63.16%	74.24%	50.00%
South Texas	55.00%	67.61%	86.67%	97.44%	$15,788.53	$17,642.97	65.67%	44.54%	72.27%
Southeast Texas	77.30%	75.00%	79.31%	100.00%	$11,523.34	$17,285.73	74.42%	75.61%	61.19%
Tarrant County	63.58%	69.03%	76.94%	91.34%	$11,686.36	$17,369.87	57.99%	52.27%	36.36%
Texoma	73.85%	73.33%	89.60%	85.71%	$20,919.60	$16,834.27	62.50%	66.13%	36.11%
Upper Rio Grande	77.88%	75.78%	89.27%	90.62%	$16,782.75	$11,450.26	74.70%	72.25%	35.08%
West Central	62.12%	69.86%	79.63%	87.27%	$11,063.08	$14,324.50	59.62%	53.06%	70.83%
# Meeting Measure	26	27	28	28	27	25	28	26	26
% Meeting Measure	92.86%	96.43%	100.00%	100.00%	96.43%	89.29%	100.00%	92.86%	92.86%
Texas Performance	65.33%	73.33%	83.16%	88.71%	$17,445.53	$17,563.56	64.80%	63.83%	48.02%

The final section of this report, Table O, presents individual tables for each of the 28 Boards, detailing performance for WIA common measures. The targets for each WIA measure, which TWC formally contracted with the Boards, are also provided.

Note: Texas uses the WISPR method to report data to DOLETA. Therefore, customer counts are unduplicated at the individual participant-level rather than at the Period of Participation-level.

Table O - Local Program Activities				
Local Area Name **ALAMO**	**Total Participants Served 64,480**	**Adults**		61,853
		Dislocated Workers		1,019
		Youth		1,608
WDA Assigned # 20	**Total Exiters 64,605**	**Adults**		63,062
		Dislocated Workers		856
		Youth		687
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rate	**Adults**	--		70.14%
	Dislocated Workers	--		79.71%
Employment Retention Rate	**Adults**	--		83.49%
	Dislocated Workers	--		91.99%
Average Earnings	**Adults**	--		$12,643.70
	Dislocated Workers	--		$15,621.32
Placement in Employment or Education	**Youth (14-21)**	58%		65.51%
Attainment of Degree or Certificate	**Youth (14-21)**	53%		82.02%
Literacy and Numeracy Gains	**Youth (14-21)**	35%		51.92%
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
		0	**0**	**3**

Table O - Local Program Activities				
Local Area Name **BRAZOS VALLEY**	Total Participants Served 7,372	Adults	6,756	
		Dislocated Workers	248	
		Youth	368	
WDA Assigned # 16	Total Exiters 7,572	Adults	7,110	
		Dislocated Workers	172	
		Youth	290	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	64.03%	
	Dislocated Workers	--	80.58%	
Employment Retention Rate	Adults	--	84.45%	
	Dislocated Workers	--	89.74%	
Average Earnings	Adults	--	$17,303.95	
	Dislocated Workers	--	$21,107.59	
Placement in Employment or Education	Youth (14-21)	58%	70.45%	
Attainment of Degree or Certificate	Youth (14-21)	53%	66.23%	
Literacy and Numeracy Gains	Youth (14-21)	35%	46.15%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **CAMERON COUNTY**	Total Participants Served 11,860	Adults	11,355	
		Dislocated Workers	148	
		Youth	357	
WDA Assigned # 24	Total Exiters 12,253	Adults	12,022	
		Dislocated Workers	78	
		Youth	153	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	81.20%	
	Dislocated Workers	--	86.67%	
Employment Retention Rate	Adults	--	82.91%	
	Dislocated Workers	--	90.48%	
Average Earnings	Adults	--	$16,769.51	
	Dislocated Workers	--	$12,356.74	
Placement in Employment or Education	Youth (14-21)	58%	75.00%	
Attainment of Degree or Certificate	Youth (14-21)	53%	74.81%	
Literacy and Numeracy Gains	Youth (14-21)	35%	68.67%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name CAPITAL AREA	Total Participants Served 36,752	Adults	35,515	
		Dislocated Workers	622	
		Youth	615	
WDA Assigned # 14	Total Exiters 39,070	Adults	38,301	
		Dislocated Workers	373	
		Youth	396	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	70.20%	
	Dislocated Workers	--	81.11%	
Employment Retention Rate	Adults	--	92.25%	
	Dislocated Workers	--	93.75%	
Average Earnings	Adults	--	$26,345.02	
	Dislocated Workers	--	$29,895.56	
Placement in Employment or Education	Youth (14-21)	58%	74.21%	
Attainment of Degree or Certificate	Youth (14-21)	53%	86.86%	
Literacy and Numeracy Gains	Youth (14-21)	35%	77.55%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name CENTRAL TEXAS	Total Participants Served 18,413	Adults	17,727	
		Dislocated Workers	492	
		Youth	194	
WDA Assigned # 26	Total Exiters 17,671	Adults	17,248	
		Dislocated Workers	296	
		Youth	127	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	89.05%	
	Dislocated Workers	--	82.48%	
Employment Retention Rate	Adults	--	94.37%	
	Dislocated Workers	--	89.50%	
Average Earnings	Adults	--	$13,741.84	
	Dislocated Workers	--	$16,006.34	
Placement in Employment or Education	Youth (14-21)	58%	85.71%	
Attainment of Degree or Certificate	Youth (14-21)	53%	92.50%	
Literacy and Numeracy Gains	Youth (14-21)	35%	74.07%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name COASTAL BEND	Total Participants Served 17,268	Adults	16,648	
		Dislocated Workers	252	
		Youth	368	
WDA Assigned # 22	Total Exiters 19,030	Adults	18,688	
		Dislocated Workers	173	
		Youth	169	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	78.34%	
	Dislocated Workers	--	81.41%	
Employment Retention Rate	Adults	--	89.52%	
	Dislocated Workers	--	90.68%	
Average Earnings	Adults	--	$16,818.61	
	Dislocated Workers	--	$16,319.18	
Placement in Employment or Education	Youth (14-21)	46%	73.08%	
Attainment of Degree or Certificate	Youth (14-21)	41%	59.41%	
Literacy and Numeracy Gains	Youth (14-21)	35%	42.86%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name CONCHO VALLEY	Total Participants Served 3,648	Adults	3,307	
		Dislocated Workers	228	
		Youth	113	
WDA Assigned # 12	Total Exiters 3,634	Adults	3,482	
		Dislocated Workers	111	
		Youth	41	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	86.21%	
	Dislocated Workers	--	89.09%	
Employment Retention Rate	Adults	--	97.22%	
	Dislocated Workers	--	92.50%	
Average Earnings	Adults	--	$16,085.81	
	Dislocated Workers	--	$15,667.56	
Placement in Employment or Education	Youth (14-21)	58%	67.86%	
Attainment of Degree or Certificate	Youth (14-21)	53%	78.57%	
Literacy and Numeracy Gains	Youth (14-21)	35%	66.67%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **DALLAS**	Total Participants Served 82,888	Adults	79,379	
		Dislocated Workers	1,704	
		Youth	1,805	
WDA Assigned # 6	Total Exiters 86,188	Adults	83,379	
		Dislocated Workers	1,089	
		Youth	1,720	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	48.19%	
	Dislocated Workers	--	62.21%	
Employment Retention Rate	Adults	--	89.20%	
	Dislocated Workers	--	84.72%	
Average Earnings	Adults	--	$27,942.23	
	Dislocated Workers	--	$15,740.43	
Placement in Employment or Education	Youth (14-21)	58%	56.52%	
Attainment of Degree or Certificate	Youth (14-21)	47%	57.34%	
Literacy and Numeracy Gains	Youth (14-21)	35%	39.71%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	2

Table O - Local Program Activities				
Local Area Name **DEEP EAST TEXAS**	Total Participants Served 8,555	Adults	8,360	
		Dislocated Workers	134	
		Youth	61	
WDA Assigned # 17	Total Exiters 9,347	Adults	9,149	
		Dislocated Workers	131	
		Youth	67	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	70.34%	
	Dislocated Workers	--	65.26%	
Employment Retention Rate	Adults	--	88.04%	
	Dislocated Workers	--	95.08%	
Average Earnings	Adults	--	$14,403.34	
	Dislocated Workers	--	$23,454.22	
Placement in Employment or Education	Youth (14-21)	58%	61.29%	
Attainment of Degree or Certificate	Youth (14-21)	53%	71.88%	
Literacy and Numeracy Gains	Youth (14-21)	35%	40.74%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **East Texas**	Total Participants Served 25,898	Adults	24,693	
		Dislocated Workers	780	
		Youth	425	
WDA Assigned # 8	Total Exiters 26,694	Adults	26,226	
		Dislocated Workers	383	
		Youth	85	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	76.71%	
	Dislocated Workers	--	80.63%	
Employment Retention Rate	Adults	--	90.48%	
	Dislocated Workers	--	92.86%	
Average Earnings	Adults	--	$14,406.83	
	Dislocated Workers	--	$18,184.06	
Placement in Employment or Education	Youth (14-21)	58%	64.52%	
Attainment of Degree or Certificate	Youth (14-21)	53%	60.00%	
Literacy and Numeracy Gains	Youth (14-21)	35%	56.00%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **Golden Crescent**	Total Participants Served 5,171	Adults	4,926	
		Dislocated Workers	185	
		Youth	60	
WDA Assigned # 19	Total Exiters 5,027	Adults	4,793	
		Dislocated Workers	161	
		Youth	73	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	67.50%	
	Dislocated Workers	--	75.80%	
Employment Retention Rate	Adults	--	90.48%	
	Dislocated Workers	--	91.89%	
Average Earnings	Adults	--	$13,856.31	
	Dislocated Workers	--	$19,242.90	
Placement in Employment or Education	Youth (14-21)	58%	59.76%	
Attainment of Degree or Certificate	Youth (14-21)	53%	61.11%	
Literacy and Numeracy Gains	Youth (14-21)	35%	25.00%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	1

Table O - Local Program Activities				
Local Area Name **GULF COAST**	Total Participants Served 173,803	Adults	168,769	
		Dislocated Workers	3,337	
		Youth	1,697	
WDA Assigned # 28	Total Exiters 179,629	Adults	176,965	
		Dislocated Workers	2,125	
		Youth	539	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	63.86%	
	Dislocated Workers	--	71.36%	
Employment Retention Rate	Adults	--	78.14%	
	Dislocated Workers	--	82.38%	
Average Earnings	Adults	--	$15,815.15	
	Dislocated Workers	--	$18,053.27	
Placement in Employment or Education	Youth (14-21)	58%	57.26%	
Attainment of Degree or Certificate	Youth (14-21)	53%	57.27%	
Literacy and Numeracy Gains	Youth (14-21)	35%	39.16%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	2

Table O - Local Program Activities				
Local Area Name **HEART OF TEXAS**	Total Participants Served 13,995	Adults	13,563	
		Dislocated Workers	151	
		Youth	281	
WDA Assigned # 13	Total Exiters 14,637	Adults	14,455	
		Dislocated Workers	69	
		Youth	113	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	64.63%	
	Dislocated Workers	--	81.97%	
Employment Retention Rate	Adults	--	95.08%	
	Dislocated Workers	--	91.38%	
Average Earnings	Adults	--	$38,753.35	
	Dislocated Workers	--	$15,599.25	
Placement in Employment or Education	Youth (14-21)	58%	75.00%	
Attainment of Degree or Certificate	Youth (14-21)	53%	70.00%	
Literacy and Numeracy Gains	Youth (14-21)	35%	32.00%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	2

Table O - Local Program Activities				
Local Area Name **LOWER RIO GRANDE**	Total Participants Served 23,801	Adults	22,296	
		Dislocated Workers	375	
		Youth	1,130	
WDA Assigned # 23	Total Exiters 22,791	Adults	21,596	
		Dislocated Workers	283	
		Youth	912	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	68.41%	
	Dislocated Workers	--	72.99%	
Employment Retention Rate	Adults	--	82.23%	
	Dislocated Workers	--	89.21%	
Average Earnings	Adults	--	$13,644.81	
	Dislocated Workers	--	$11,500.39	
Placement in Employment or Education	Youth (14-21)	58%	66.18%	
Attainment of Degree or Certificate	Youth (14-21)	53%	54.60%	
Literacy and Numeracy Gains	Youth (14-21)	35%	49.11%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	2

Table O - Local Program Activities				
Local Area Name **MIDDLE RIO GRANDE**	Total Participants Served 3,192	Adults	3,023	
		Dislocated Workers	107	
		Youth	62	
WDA Assigned # 27	Total Exiters 3,113	Adults	2,995	
		Dislocated Workers	70	
		Youth	48	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	76.32%	
	Dislocated Workers	--	85.96%	
Employment Retention Rate	Adults	--	88.31%	
	Dislocated Workers	--	88.00%	
Average Earnings	Adults	--	$12,770.22	
	Dislocated Workers	--	$14,999.97	
Placement in Employment or Education	Youth (14-21)	58%	73.68%	
Attainment of Degree or Certificate	Youth (14-21)	53%	50.00%	
Literacy and Numeracy Gains	Youth (14-21)	35%	66.67%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	2

Table O - Local Program Activities				
Local Area Name NORTH CENTRAL TEXAS	Total Participants Served 68,025	Adults	66,594	
		Dislocated Workers	840	
		Youth	591	
WDA Assigned # 4	Total Exiters 65,350	Adults	64,418	
		Dislocated Workers	638	
		Youth	294	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	69.59%	
	Dislocated Workers	--	73.45%	
Employment Retention Rate	Adults	--	84.51%	
	Dislocated Workers	--	90.27%	
Average Earnings	Adults	--	$15,995.83	
	Dislocated Workers	--	$21,161.15	
Placement in Employment or Education	Youth (14-21)	58%	59.49%	
Attainment of Degree or Certificate	Youth (14-21)	53%	53.40%	
Literacy and Numeracy Gains	Youth (14-21)	35%	48.28%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	1

Table O - Local Program Activities				
Local Area Name NORTHEAST TEXAS	Total Participants Served 10,109	Adults	9,394	
		Dislocated Workers	530	
		Youth	185	
WDA Assigned # 7	Total Exiters 10,108	Adults	9,560	
		Dislocated Workers	445	
		Youth	103	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	76.29%	
	Dislocated Workers	--	75.56%	
Employment Retention Rate	Adults	--	90.36%	
	Dislocated Workers	--	91.81%	
Average Earnings	Adults	--	$19,372.61	
	Dislocated Workers	--	$18,527.20	
Placement in Employment or Education	Youth (14-21)	58%	64.89%	
Attainment of Degree or Certificate	Youth (14-21)	53%	70.83%	
Literacy and Numeracy Gains	Youth (14-21)	35%	39.29%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **NORTH TEXAS**	Total Participants Served 4,308	Adults	4,080	
		Dislocated Workers	180	
		Youth	48	
WDA Assigned # 3	Total Exiters 4,595	Adults	4,289	
		Dislocated Workers	265	
		Youth	41	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	62.38%	
	Dislocated Workers	--	73.80%	
Employment Retention Rate	Adults	--	90.48%	
	Dislocated Workers	--	90.84%	
Average Earnings	Adults	--	$14,782.67	
	Dislocated Workers	--	$15,236.35	
Placement in Employment or Education	Youth (14-21)	58%	64.81%	
Attainment of Degree or Certificate	Youth (14-21)	53%	64.15%	
Literacy and Numeracy Gains	Youth (14-21)	35%	52.94%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **PANHANDLE**	Total Participants Served 8,125	Adults	7,763	
		Dislocated Workers	206	
		Youth	156	
WDA Assigned # 1	Total Exiters 8,932	Adults	8,740	
		Dislocated Workers	124	
		Youth	68	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	80.56%	
	Dislocated Workers	--	76.73%	
Employment Retention Rate	Adults	--	91.46%	
	Dislocated Workers	--	92.05%	
Average Earnings	Adults	--	$14,327.99	
	Dislocated Workers	--	$19,241.61	
Placement in Employment or Education	Youth (14-21)	58%	82.86%	
Attainment of Degree or Certificate	Youth (14-21)	53%	72.41%	
Literacy and Numeracy Gains	Youth (14-21)	35%	55.56%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **PERMIAN BASIN**	Total Participants Served 7,614	Adults	7,410	
		Dislocated Workers	97	
		Youth	107	
WDA Assigned # 11	Total Exiters 7,259	Adults	7,114	
		Dislocated Workers	67	
		Youth	78	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	90.41%	
	Dislocated Workers	--	88.41%	
Employment Retention Rate	Adults	--	89.33%	
	Dislocated Workers	--	91.84%	
Average Earnings	Adults	--	$20,763.70	
	Dislocated Workers	--	$23,265.87	
Placement in Employment or Education	Youth (14-21)	58%	65.75%	
Attainment of Degree or Certificate	Youth (14-21)	53%	68.18%	
Literacy and Numeracy Gains	Youth (14-21)	35%	81.25%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **RURAL CAPITAL**	Total Participants Served 23,031	Adults	22,535	
		Dislocated Workers	391	
		Youth	105	
WDA Assigned # 15	Total Exiters 23,514	Adults	23,181	
		Dislocated Workers	253	
		Youth	80	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	85.94%	
	Dislocated Workers	--	84.57%	
Employment Retention Rate	Adults	--	83.33%	
	Dislocated Workers	--	93.70%	
Average Earnings	Adults	--	$12,043.67	
	Dislocated Workers	--	$22,228.74	
Placement in Employment or Education	Youth (14-21)	58%	69.33%	
Attainment of Degree or Certificate	Youth (14-21)	53%	54.69%	
Literacy and Numeracy Gains	Youth (14-21)	35%	58.33%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	2

Table O - Local Program Activities				
Local Area Name **South Plains**	Total Participants Served 7,223	Adults	6,615	
		Dislocated Workers	166	
		Youth	442	
WDA Assigned # 2	Total Exiters 7,584	Adults	7,313	
		Dislocated Workers	95	
		Youth	176	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	83.13%	
	Dislocated Workers	--	88.76%	
Employment Retention Rate	Adults	--	88.80%	
	Dislocated Workers	--	90.00%	
Average Earnings	Adults	--	$17,280.94	
	Dislocated Workers	--	$15,146.18	
Placement in Employment or Education	Youth (14-21)	58%	63.16%	
Attainment of Degree or Certificate	Youth (14-21)	53%	74.24%	
Literacy and Numeracy Gains	Youth (14-21)	35%	50.00%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name **South Texas**	Total Participants Served 4,385	Adults	4,171	
		Dislocated Workers	32	
		Youth	182	
WDA Assigned # 21	Total Exiters 5,083	Adults	4,881	
		Dislocated Workers	43	
		Youth	159	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	55.00%	
	Dislocated Workers	--	67.61%	
Employment Retention Rate	Adults	--	86.67%	
	Dislocated Workers	--	97.44%	
Average Earnings	Adults	--	$15,788.53	
	Dislocated Workers	--	$17,642.97	
Placement in Employment or Education	Youth (14-21)	58%	65.67%	
Attainment of Degree or Certificate	Youth (14-21)	53%	44.54%	
Literacy and Numeracy Gains	Youth (14-21)	35%	72.27%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	2

Table O - Local Program Activities				
Local Area Name SOUTHEAST TEXAS	Total Participants Served 13,337	Adults	12,953	
		Dislocated Workers	134	
		Youth	250	
WDA Assigned # 18	Total Exiters 13,584	Adults	13,379	
		Dislocated Workers	95	
		Youth	110	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	77.30%	
	Dislocated Workers	--	75.00%	
Employment Retention Rate	Adults	--	79.31%	
	Dislocated Workers	--	100.00%	
Average Earnings	Adults	--	$11,523.34	
	Dislocated Workers	--	$17,285.73	
Placement in Employment or Education	Youth (14-21)	58%	74.42%	
Attainment of Degree or Certificate	Youth (14-21)	53%	75.61%	
Literacy and Numeracy Gains	Youth (14-21)	35%	61.19%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	3

Table O - Local Program Activities				
Local Area Name TARRANT COUNTY	Total Participants Served 58,526	Adults	56,710	
		Dislocated Workers	1,116	
		Youth	700	
WDA Assigned # 5	Total Exiters 60,609	Adults	59,528	
		Dislocated Workers	659	
		Youth	422	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	63.58%	
	Dislocated Workers	--	69.03%	
Employment Retention Rate	Adults	--	76.94%	
	Dislocated Workers	--	91.34%	
Average Earnings	Adults	--	$11,686.36	
	Dislocated Workers	--	$17,369.87	
Placement in Employment or Education	Youth (14-21)	58%	57.99%	
Attainment of Degree or Certificate	Youth (14-21)	53%	52.27%	
Literacy and Numeracy Gains	Youth (14-21)	35%	36.36%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	0

Table O - Local Program Activities				
Local Area Name **TEXOMA**	Total Participants Served 5,619	Adults	5,382	
		Dislocated Workers	141	
		Youth	96	
WDA Assigned # 25	Total Exiters 4,893	Adults	4,730	
		Dislocated Workers	77	
		Youth	86	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	73.85%	
	Dislocated Workers	--	73.33%	
Employment Retention Rate	Adults	--	89.60%	
	Dislocated Workers	--	85.71%	
Average Earnings	Adults	--	$20,919.60	
	Dislocated Workers	--	$16,834.27	
Placement in Employment or Education	Youth (14-21)	58%	62.50%	
Attainment of Degree or Certificate	Youth (14-21)	53%	66.13%	
Literacy and Numeracy Gains	Youth (14-21)	35%	36.11%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	2

Table O - Local Program Activities				
Local Area Name **UPPER RIO GRANDE**	Total Participants Served 18,736	Adults	16,737	
		Dislocated Workers	867	
		Youth	1,132	
WDA Assigned # 10	Total Exiters 18,380	Adults	17,432	
		Dislocated Workers	443	
		Youth	505	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	77.88%	
	Dislocated Workers	--	75.78%	
Employment Retention Rate	Adults	--	89.27%	
	Dislocated Workers	--	90.62%	
Average Earnings	Adults	--	$16,782.75	
	Dislocated Workers	--	$11,450.26	
Placement in Employment or Education	Youth (14-21)	58%	74.70%	
Attainment of Degree or Certificate	Youth (14-21)	53%	72.25%	
Literacy and Numeracy Gains	Youth (14-21)	35%	35.08%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	2

Table O - Local Program Activities				
Local Area Name **WEST CENTRAL**	Total Participants Served 12,735	Adults	11,873	
		Dislocated Workers	791	
		Youth	71	
WDA Assigned # 9	Total Exiters 13,608	Adults	12,801	
		Dislocated Workers	752	
		Youth	55	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	--	62.12%	
	Dislocated Workers	--	69.86%	
Employment Retention Rate	Adults	--	79.63%	
	Dislocated Workers	--	87.27%	
Average Earnings	Adults	--	$11,063.08	
	Dislocated Workers	--	$14,324.50	
Placement in Employment or Education	Youth (14-21)	58%	59.62%	
Attainment of Degree or Certificate	Youth (14-21)	53%	53.06%	
Literacy and Numeracy Gains	Youth (14-21)	35%	70.83%	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance"				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	1

Texas Workforce Commission
101 East 15th Street
Austin, Texas 78778-0001
(512) 463-2222

http://www.texasworkforce.org

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