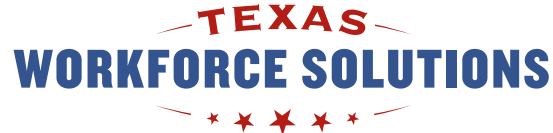

Texas Workforce Commission Annual Report 2018



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**Texas Workforce Commission Mission:
To promote and support a workforce
system that creates value and
offers employers, individuals, and
communities the opportunity to
achieve and sustain economic
prosperity.**



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<http://www.texasworkforce.org>



Ruth R. Hughs
TWC Chair and Commissioner
Representing Employers



Julian Alvarez
TWC Commissioner
Representing Labor



Robert D. Thomas
TWC Commissioner
Representing the Public

Commissioners Message:

Driving Excellence: Responding to the Needs of Employers and Job Seekers

The Texas economy continued to grow in FY 2018 with the addition of 390,800 jobs between September 2017 and August 2018 – representing double the number of jobs added as compared to FY 2017. This economic growth is a testament to the broad-based diversity of our industries and employers, as well as the talent and skills of our workforce. Also during this fiscal year the Texas unemployment rate fell to 3.9% reaching its lowest level since the state unemployment date series began in January 1976. Our state continues to lead the nation in economic development, and continues to rack up accolades earning recognition as a top state for business in 2018. *Chief Executive Magazine* ranked Texas the No. 1 State for Business for the 14th consecutive year. Texas has continued to provide great opportunities for its thriving businesses and workforce. The partnerships and collaborations that our Workforce Solutions board partners form in their communities create opportunities, engage employers and strengthen the state’s 13.8 million civilian labor force.

We are excited to continue the work underway in coordination with the Governor’s Tri-Agency Partners, which includes Texas Workforce Commission (TWC), the Texas Education Agency (TEA) and the Texas Higher Education Coordinating Board (THECB). These partnerships ensure that our Texas workforce and education strategies are aligned with industry needs and equipping Texans with the skills, education and training needed for the jobs of today and tomorrow. In FY 2018, Tri-Agency partners continued to implement strategies for connecting classrooms with 21st century careers and ensure that students see the relevance of their studies in real-world applications and are inspired to meet world challenges as they grow careers in our great state.

We worked through the Tri-Agency Partnership to support our next generation workforce with the launch of “Jobs Y’all: Your Career. Your Story.” campaign in FY 2018. Plans include:

- Generating awareness of Texas’ fast-growing industries to the more than 5.3 million students in Texas schools;
- Engaging with employers, industry association representatives, workforce developers to address the skills gap; and
- Inspire students from an early age to choose careers in these demand industries.

The Texas Internship Challenge, featuring TXInternshipChallenge.com, continued in its second year in FY 2018. This campaign is a recommendation from the Tri-Agency Partnership to the Governor’s office and challenges employer partners to offer more paid internships for Texas students.

FY 2018 saw continued interest and expansion in Registered Apprenticeships. In September 2018, U.S. Secretary of Labor Alexander Acosta provided the keynote address to the Second Annual TWC Apprenticeship Conference with over 300 attendees.

TWC advanced strategies in support of veterans and our military. Texas Operation Welcome Home and Military Family Support assists recently separated service members and their spouses who are experiencing challenges in finding employment or completing their degree programs, and helps them prepare for in-demand career opportunities through a number of different programs.

TWC has one of the most comprehensive and integrated workforce development systems in the country. Our success as an organization serving many different populations creates efficiencies and leverages state and federal dollars to serve more Texans. Together, with 28 Local Workforce Development Boards (Boards), our market-driven system worked successfully during the year to create partnerships that aligned education and training opportunities with the needs of employers in urban and rural areas of our state.

TWC continued the successful transition of Vocational Rehabilitation (VR) services to our agency and continues to work in partnership with our local Boards to better meet the needs of individuals with disabilities. Together, we prepare VR customers to obtain, retain or advance in employment. TWC continues our efforts to co-locate VR staff into Workforce Solutions offices, which generates shared resources and savings to the taxpayer. Our efforts to innovate and strengthen these services are ongoing.

TWC took many steps to promote early childhood learning through quality child care and prekindergarten initiatives. This included further implementation of new standards for Texas Rising Star (TRS) child care provider certification program, expansion of the number of TRS providers and continued partnership with the Texas Education Agency (TEA), local child care providers and school districts in creating Prekindergarten Partnerships, and allowing for innovative expansion of TRS-facilities in charter and public schools. TWC again partnered with the Office of the Governor to host the Texas Early Childhood Learning Summit in Dallas. In June, Texas received an historical \$229.9 million increase in its childcare funding block grant that will allow for systematic improvements to be felt for generations of Texas children. With this historic increase, the Commission approved several initiatives to strengthen, expand and make lasting improvements to the state's subsidized child care program.

TWC and its local Boards engaged with employers across the state to gather input and develop workforce training programs. In FY 2018 more than 96,200 employers received customized services from business service units located in Board areas. TWC provided customized services as articulated by employers through our Skills Development Fund, which boosted the skills of Texas workers and supported the creation of 4,682 new jobs. Additionally, grants from TWC's Jobs and Education for Texas (JET) trained approximately 5,924 students for jobs in high-demand occupations.

TWC also supports individuals who need assistance after losing employment through no fault of their own, through the Unemployment Benefits program and reemployment services. In addition, in FY 2018 we continued to aggressively monitor the employer-funded Unemployment Insurance Trust Fund to preserve benefits for those who rightfully qualify for such payments. TWC has ongoing efforts to enhance our systems and processes that detect fraud, waste and abuse.

These achievements and others are detailed throughout this FY 2018 report. They represent the hard work of the men and women who make up TWC and all of our Workforce Solutions partners. We are proud of what we have accomplished this year. With the support and guidance of the Governor and the Legislature, TWC will continue to provide superior workforce services and resources for the people and employers of Texas.



Chair Ruth R. Hughes
Represents Employers



Commissioner Julian Alvarez
Represents Labor



Commissioner Robert D. Thomas
Represents Public

Serving Businesses and Employers

Texas Workforce Solutions comprises the Texas Workforce Commission (TWC), 28 local workforce development boards and our service-providing partners located across the state. The network's primary goal is to respond to the needs of Texas employers and workers by providing market-driven workforce development initiatives and services tailored to local communities. All employers, workers and job seekers are eligible to take advantage of these services. Here are some of the programs, services and resources TWC offered in fiscal year FY 2018.



Spotlight: Healthcare Industry Task Force and Innovative Solutions

Workforce Solutions Lower Rio Grande Valley

The Healthcare Industry Task Force is the only one in the South Texas region that proactively works with the health care sector to cultivate learning, capacity building, and the creation of innovative solutions to meet the health care needs of South Texas. This initiative has resulted in the largest health care Skills Development Fund grant in the state, a first-of-its-kind dual enrollment Associate of Nursing, provided at no cost to those in area high schools. The creation of the Health Sciences Institute at Renaissance significantly builds regional training capacity in the Workforce Solutions Lower Rio Grande Valley region. Workforce Solutions Lower Rio Grande Valley won the Industry Sector Outreach Award for this initiative at the 22nd Annual Workforce Conference.

Business Services

Business Service Units of local workforce development boards collaborate with local economic development organizations and area businesses to deliver customized services for employers in their area. Services include development and enhancement of workforce training programs, assistance with applicant screening and referrals, job fair hosting and analysis of labor market information. In FY 2018, 96,223 employers received these and other outreach services.





Spotlight: Workforce Solutions Northeast Texas. Brightwheel Creates Efficiencies

Workforce Solutions Northeast Texas worked with area child care providers to explore a unique technology designed to streamline many aspects of the child care business. The Brightwheel program is a comprehensive platform for early education and has created efficiencies for area providers, saving them both time and money. Brightwheel allows providers to create efficiencies by reducing documentation, automating billing and communicating easily with families. Brightwheel allows teachers to capture and share classroom moments and milestones, send notices and messages and even call parents from within the application.

Vocational Rehabilitation Business Relations

Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) Business Relations staff help employers fill open positions with qualified job seekers with disabilities, provide training and accommodation assistance, and assess the workplace, job descriptions, and recruitment and application processes to remove barriers. Business Relations staff can also provide disability awareness training to businesses and their employees and assist with business symposia and expos, as well as job and career fairs. Learn more by visiting texasworkforce.org/businesses/vocational-rehabilitation-business-relations.

Skills Development Fund Training

The Skills Development Fund grant program has provided training opportunities in partnership with at least 4,446 employers to upgrade or support the creation of more than 372,950 jobs throughout Texas since the program's inception in 1996. This program supports customized job skills training for incumbent and new employees in collaboration with Texas public community and technical colleges and local employers. The 28 local workforce boards also support Skills Development Fund projects statewide by leveraging resources and assisting in the alignment of stakeholders and partners. TWC works closely with employers and training providers to ensure that training meets specific performance measures and benefits the employer and trainees.

In FY 2018, TWC awarded 50 Skills Development Fund grants with an average award of \$475,656. These grants will assist 90 businesses with their training needs and support the creation of 4,682 new jobs and the retraining of 11,494 current employees. Business partners contribute to the success of Skills Development Fund grants through in-kind supports including providing trainees' wages during training, the use of training space and equipment, funding a portion of course costs as necessary, the provision of complementary courses that are not part of the Skills Development grant, and salaries for staff who are assisting with the grant. These in-kind business partner contributions totaled over \$19.2 million in FY 2018.

Some of the Skills Development Funds are leveraged to support dual-credit high school and college career and technical education programs, and training for veterans transitioning to civilian life. Training provided advances the skills of existing workers and creates new job opportunities. The Texas Legislature allocated nearly \$48 million to the Skills Development Fund for the 2018-2019 biennium. For more information, visit texasworkforce.org/skills.



Spotlight: Grayson College Partners with Finisar Corporation for IT Training

The partnership between Grayson College and the TWC's Skills Development Fund has had a significant positive effect on Workforce Solutions Texoma and Finisar Corporation. The skills award of \$541,261 provided training for 215 new and 20 incumbent employees.

Finisar Corporation, the world's largest supplier of optical communication products, has 14,000 employees worldwide. In October of 2017, Finisar expanded its production capacity by purchasing a 700,000-square-foot plant in Sherman, Texas, to produce vertical-cavity surface-emitting lasers (VCSELs). VCSELs are used in a variety of electronic applications, most notably the iPhone X.

Utilizing a \$541,261 in grant funding, Grayson College is providing training in Wafer Fabrication, Production Processing Systems, Cleanroom Chemical and Equipment Safety, Electrostatic Discharge, Effective Workplace Communication and Team Building in the Workplace for 215 new and 20 incumbent employees for process and production operators and technicians.

High Demand Job Training

The Texas Workforce Commission has dedicated \$1 million to support collaborations between Workforce Development Boards (Boards) and Economic Development Corporations (EDCs) to provide high-demand occupational job training in local workforce areas. Funds will be available through August 30, 2019.

In FY 2018, TWC awarded \$1,267,288.52 High Demand Job Training (HDJT) Program grants with an average award of \$74,542.48. These grants will assist 17 communities (supporting colleges, Independent school districts and private training companies) with their training needs and support the training needs of 1,632 trainees.

The High Demand Job Training Program is intended to support Boards in partnering with local EDCs that use their local economic development sales taxes for locally identified high-demand job training. To achieve that purpose, TWC wants to enable Boards to collaborate with local EDCs and match their local economic development sales tax funds to jointly support the provision of such training. Projects for each board vary from equipment only purchases to tuition reimbursement. While funds are available, applications for HDJT grants are received anytime during the fiscal year.



Spotlight: Hands-On CNC Machining Training Supports High Demand Program

The Seguin Chamber of Commerce, Seguin Economic Development, Seguin ISD, Navarro ISD, Alamo Colleges and several industry partners in Seguin area collaborated on the development of workforce training alignment. The community met several times for many months to develop a plan of action for the training needs of the industries in the area. Many of the collaborators worked tirelessly to find solutions that would benefit both the trainee and the industry. After working on the effort for about a year, an industry was identified that needed development. Companies like CMC Steel Texas and Rave Gears & Machining have a need for metal workers, in particular CNC machining operators or computer numerically controlled machine tool operators. One ISD (Navarro) committed to building a program to train the students at a basic level and the college committed to completing the training. All told the New Braunfels Economic Development Corporation and the local economic development corporation in Seguin contributed funds to purchase equipment to be held at the Alamo College's Central Texas Technology Center to train students in CNC machining for students from both communities. TWC's High Demand Job Training program matched those funds to purchase the equipment.



Texas Industry Partnership Program

The Texas Workforce Commission has also dedicated \$1 million to support collaborations between Workforce Development Boards (Boards) and Industry partners to provide high-demand occupational job training within the Governor's six industry clusters. Funds will be available through August 30, 2019.

In FY 2018, TWC awarded \$565,835 Texas Industry Partnership (TIP) Program grants with an average award of \$62,870.56. These grants will assist 9 communities (supporting colleges, Independent school districts and private training companies) with their training needs and support the training needs of 2,085 trainees.

The Texas Industry Partnership Program is intended to support Boards in partnering with local industry partners that use their private funds for high-demand job training within the six industry clusters (Advanced Technologies and Manufacturing, Aerospace and Defense, Biotechnology and Life Sciences, Information technology, Petroleum Refining and Chemical Products, and Energy). To achieve that purpose, TWC wants to enable Boards to collaborate with local industry partners and match their private contributions to jointly support the provision of such training. Projects for each board vary from equipment only purchases to tuition reimbursement and also included are workforce studies of the local board region. Applications for TIP grants are received anytime during the fiscal year until funds are exhausted.

Labor Market Information

TWC's Labor Market and Career Information (LMCI) department collects, analyzes and disseminates economic data by occupation and industry. Knowing what is happening in the Texas and local economies helps employers, job seekers and local officials make better business, career, education and economic development decisions. Understanding employment trends helps employers, economic developers, local workforce development boards and researchers promote stable employment and economic growth across Texas. LMCI also provides online tools, publications and resources to help job seekers, parents, students and young adults explore career choices and opportunities.

Small Business Programs

In Texas, there are more than 511,990 private employers who employ 100 or fewer workers. In FY 2018, TWC allocated \$924,000 in funding for the Skills for Small Business program to support collaborations between Workforce Solutions partners and small businesses. This initiative provides state-funded training to businesses to meet their needs, with an emphasis on training new workers or upgrading skills of incumbent workers. In FY 2018 Skills for Small Business funding provided 273 small businesses with training to support nearly 725 new jobs and more than 1600 existing employees. Small businesses interested in training for their employees may be eligible to receive up to \$1,800 to train new workers and up to \$900 to train existing workers. When a training need is identified, small businesses can select from among existing courses provided by their local public community and technical colleges for new or incumbent workers. Businesses apply directly to TWC for training and TWC arranges funding with the local public community or technical college. More information about the Skills for Small Business program is available online at texasworkforce.org/ssb.

TWC, its local Workforce Solutions board partners and the Governor's Economic and Tourism division host Governor's Small Business Forums throughout rural and urban areas of Texas. The forums are designed to give entrepreneurs and small businesses valuable information targeted specifically to entrepreneurs and small business operators. Areas addressed include workforce development, marketing, hiring and managing employees, training and growth opportunities targeted specifically to entrepreneurs and small business operators.



Spotlight: H&K Electric partners with Texarkana College to train electricians

As a small business in northeast Texas, H&K Electric dedicates most of its resources in training to its electricians and electrical construction crews. "Having a partnership with our local community college to help provide training to our office staff and sales team has been instrumental in affecting the bottom-line of our company and providing the skills necessary to open new markets for our electrical business in Nash, Texas," said Lucas Kelly, partner and owner of H&K Electric. "We definitely would not have been able to attend the Dale Carnegie training without the Skills for Small Business Grant."





Online Job Matching Resource

TWC's WorkInTexas.com is available at no cost and offers recruiting assistance to Texas employers to fill job vacancies. With more than 270,000 available job listings daily and approximately 300,000 registered job seekers, WorkInTexas.com is a human resources partner. Employers can use the site to post job notices, search résumés, check labor availability and access recruitment tools—all free of charge. With more than a decade of helping Texans, WorkInTexas.com has directly filled 2.6 million jobs posted on the site. In FY 2018, TWC is moving forward to replace the system based on task force recommendations to ensure job seekers and Texas employers will have quality service with a competitive edge. The WorkInTexas.com replacement project began during mid-FY 2017 and should be completed by the summer of 2019.

Shared Work Unemployment Benefit Program

The Shared Work Unemployment Benefit Program provides an alternative to layoffs by affording employers an opportunity to manage business cycles and seasonal adjustments without losing trained employees. The program allows for the payment of unemployment benefits to employees to supplement wages lost as a result of reduced hours. During FY 2018, 89 employers participated in the program with 5,925 workers retaining their jobs and benefitting from the shared-work option in Texas.

Work Opportunity Tax Credit Certification

The Work Opportunity Tax Credit (WOTC) supports businesses that hire individuals with significant barriers to employment by providing them with a reduction in federal tax liability. Administered by the U.S. Department of Labor, WOTC promotes equal employment opportunities and training for targeted workforce populations, resulting in workplace diversity and increased performance, as well as economic growth and productivity for the community. TWC assists employers by determining the eligibility of new employees for the business tax credit. In FY 2018, TWC helped employers identify \$566,533,600 in potential tax savings.

Specialized Agricultural Services

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

Employer Information and Assistance

TWC offers employment resources for individuals and businesses, including compliance assistance and information about rights and responsibilities under Texas and federal employment laws. As part of this effort, TWC's Chair and Commissioner Representing Employers hosts Texas Business Conferences (TBC) throughout the state to keep employers up-to-date on the latest information regarding employment law. Topics presented at the conferences include Texas employment law, the basics of hiring, employee policy handbooks, creating a human resources roadmap, handling unemployment claims, independent contractors and federal and Texas wage and hour laws. In 2018, more than 5,000 individuals attended 15 Texas Business Conferences held throughout the state. Individuals interested in attending a conference can now register online at texasworkforce.org/tbc. The Society for Human Resource Management Texas State Council (Texas SHRM) and Human Resources Certification Institute (HRCI) offer professional and recertification credits for human resources professionals who attend. In addition, certified public accountants who attend can earn continuing education credit hours and other conference participants may qualify for general professional credit.

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

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

Protection of the Unemployment Compensation Fund

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

In FY2018, RID estimates it prevented more than \$370.7 million in improper benefit payments. TWC also detected and established \$83 million in benefit overpayments. It collected \$39.3 million in delinquent employer taxes, penalties and interest, and \$69.6 million in unemployment benefit overpayments and penalties through direct reimbursements and benefit offsets. \$14.0 million of the overpayments debts were collected through the Treasury Offset Program.

Recognizing Outstanding Employers

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

Texas Workforce Solutions Employer Award of Excellence

The Employer Award of Excellence honors one private sector employer in each local workforce development area that is actively involved with Texas Workforce Solutions. This award recognizes an employer that has, as a customer and collaborator with the local workforce development board, created and used innovative approaches that have impacted the local economy and workforce significantly. These employers were chosen from the many with whom boards connect to prepare today's workforce for tomorrow's Texas. The 2018 Employers of Excellence were:

Niagara Bottling

Workforce Solutions Alamo

Tropicana Homes

Workforce Solutions Borderplex

Monterey Mushrooms

Workforce Solutions Brazos Valley

Spectrum

Workforce Solutions Cameron

Samsung Austin Semiconductor

Workforce Solutions Capital Area

McLane Southwest

Workforce Solutions of Central Texas

Port Royal Ocean Resort & Conference Center

Workforce Solutions of the Coastal Bend

Ethicon, Inc.

Workforce Solutions of the Concho Valley

Corrigan OSB (RoyOMartin)

Workforce Solutions Deep East Texas

Energy Weldfab, Inc.

Workforce Solutions East Texas

Inteplast Group

Workforce Solutions Golden Crescent

Starbucks

Workforce Solutions Greater Dallas

TRIO Electric

Workforce Solutions Gulf Coast

Magnolia Market

Workforce Solutions for the Heart of Texas

Walgreens

Workforce Solutions Lower Rio Grande Valley

Lancair International

Workforce Solutions Middle Rio Grande

Medical Surgical & Compcare Enviva

Workforce Solutions for North Central Texas

Burk Light Truck & Auto

Workforce Solutions North Texas

RPM Staffing Professionals

Workforce Solutions Northeast Texas

Davidson Oil Company

Workforce Solutions Panhandle

Del's Inspection Service Company

Workforce Solutions Permian Basin

KAT Excavation & Construction, Inc.

Workforce Solutions Southeast Texas

CyberDefenses, Inc.

Workforce Solutions Rural Capital Area

Flex-N-Gate Texas, LLC

Workforce Solutions for Tarrant County

Goodwill Industries of Northwest Texas

Workforce Solutions South Plains

Eaton's B-Line

Workforce Solutions Texoma

Jett Bowl North

Workforce Solutions for South Texas

La Voz 93.3 FM

Workforce Solutions of West Central Texas

Texas Workforce Solutions Employer of the Year Awards

Large Employer of the Year and Small Employer of the Year Awards recognize private-sector employers or employer consortia for significant impact to their community through collaboration with Texas Workforce Solutions. To be eligible for the Large Employer of the Year Award, businesses must have at least 500 employees. To be eligible for the Small Employer of the Year Award, businesses must have fewer than 500 employees. The Veteran-Friendly Employer of the Year award honors a private-sector employer whose efforts to recruit and hire veterans have had a significant benefit to veterans in the local workforce development area and across the state

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

From these six exemplary finalists, one large and one small employer were selected as the 2018 Texas Workforce Solutions Small and Large Employer of the Year. The nominated employers support the Texas workforce system's goal of ensuring that both employers and workers have the resources and skills that Texas needs to remain competitive in the 21st century.

The finalists for the 2018 Workforce Solutions Employer of the Year award were:

Large Employer of the Year

Eaton's B-Line - Winner

Workforce Solutions Texoma

Lowe's Companies

Workforce Solutions of the Coastal Bend

Samsung Austin Semiconductor

Workforce Solutions Capital Area

Small Employer of the Year

PRESCO Polymers - Winner

Workforce Solutions Texoma

KAT Excavation & Construction, Inc.

Workforce Solutions of Southwest Texas'

La Voz

Workforce Solutions West Central Texas

Spotlight: Eaton's B-Line Receives Large Employer of the Year Award

Eaton's B-Line of Sherman was nominated by Workforce Solutions Texoma and selected as the Large Employer of the Year. Eaton was chosen as the Large Employer of the Year from among three exemplary finalists, out of 23 large private-sector employers nominated. All nominees were recognized for contributions to their community's workforce through innovation and collaboration with their Texas Workforce Solutions partner.

Eaton is a power management company that provides energy-efficient solutions to help customers effectively manage electrical, hydraulic, and mechanical power more efficiently, safely, and sustainably. Since 1996, Eaton has been a premier employer in the Texoma region, with an annual payroll of \$18.2 million. Eaton works closely with Texoma to fill multiple job openings and conduct preemployment assessments.

Eaton is unique in its approach to employee retention, making extraordinary efforts to provide a friendly work environment that promotes the well-being of workers and their families. The company is an ardent supporter of Texoma through its work with the Advanced Manufacturing Program, supporting a pipeline of 42 high school students soon to enter the workforce. Eaton also has expanded its workforce by 5 percent during the past year, currently employing 340 workers. Eaton has spent more than \$2.5 million to improve, upgrade, and expand its facility.

Eaton staff members are generous with their time, serving the community through the United Way, Workforce Solutions Texoma, and many other committees. Eaton's commitment to the Advanced Manufacturing Consortium has been the driving force that made the project a success. Eaton allows its employees to visit classrooms to inspire students, offering expertise to ensure students are offered real-world experiences. The employees serve as mentors to youth who participate in the two manufacturing programs. Even the plant manager serves as a mentor.

Eaton has hosted more than 40 tours per year for students, teachers, and counselors for the Texoma Workforce Solutions' Career Fairs and Manufacturing Days. Eaton not only hosted the tours but also allowed students to have lunch with plant managers, supervisors, and workers so that students could hear the inside story about manufacturing. Additionally, in the past year, Eaton has applied for and received two corporate grants, totaling \$40,000, and it donated 100 percent of these grants to the Advanced Manufacturing Program.

Pictured Below: TWC Chair Ruth Hughs presents the Large Employer of the Year Award to Eaton's B-Line of Sherman.





Spotlight: PRESCO Polymers LP Honored as Small Employer of the Year

PRESCO Polymers of Sherman was named Small Employer of the Year and was nominated by Workforce Solutions Texoma. For 75 years PRESCO has manufactured marking products that include barricade tape, roll flagging, underground tape, marking paint, safety flags, marking whiskers and flexible vinyl used in a variety of industrial applications.

Although PRESCO is a small employer, it offers big perks for its employees. PRESCO believes in developing its workforce through training and offers tuition assistance, among other generous employment benefits. The company's family health care clinic offers free care to all employees and covered dependents, therefore reducing lost productivity due to medical visits. PRESCO understands that better health care for employees and their families affects the health of the entire community.

PRESCO supports the state's workforce system and partners with the TWC, Texoma, and Texas businesses through various workforce development programs. PRESCO is a founding member of the Texoma Manufacturing Consortium, providing a cash donation of \$10,000 for a matching TWC grant. PRESCO also has staff members who serve on the consortium's board.

Focusing on education and workforce training, PRESCO hosts tours of its facilities throughout the year for high school and middle school students, school counselors, and college students. The company also has hosted a teacher for its summer externship program for the past 10 years. Additionally, PRESCO staff members serve as mentors for the Advanced Manufacturing Program, which launched in 2016. The program is a partnership among Texoma, area high schools, industrial employers, the Sherman Economic Development Corporation, the Denison Development Alliance, and Grayson College. By participating in the program, Texoma-area high school students receive hands-on manufacturing experience and college credit hours.

PRESCO's dedication to the skills development of its employees and their welfare, along with the welfare of employee family members, makes for a healthy, ongoing, trained labor force.

Additionally, two other exemplary employers were finalists for Texas Workforce Solutions Small Employer of the Year. KAT Excavation & Construction Inc. (KAT) was nominated by Workforce Solutions Southeast Texas. KAT has 36 employees and has served the Southeast Texas construction community for more than 76 years. La Voz 93.3 FM (La Voz) was nominated by Workforce Solutions West Central Texas. La Voz employs five radio broadcasters and supports the community by allowing local businesses to talk live in-studio about their business, at no charge.

Pictured Below: TWC Chair Ruth Hughs with Commissioners Julian Alvarez and Robert Thomas present the Small Employer of the Year Award to PRESCO Polymer of Sherman.





Pictured Above: TWC Chair Ruth Hughs with Commissioners Julian Alvarez and Robert Thomas present the Veteran-Friendly Employer of the Year Award to Prudential Financial.



Spotlight: Prudential Financial Named Veteran-Friendly Employer

Nominated by Workforce Solutions Borderplex, Prudential Financial Inc. (Prudential) was named Veteran-Friendly Employer of the Year. Since opening its El Paso office in 2014, Prudential has built a workforce made up of about 49 percent veterans and military spouses and has made notable achievements to impact veterans' employment, to give back to the community, and to share best practices through strategic partnerships.

As part of Prudential's commitment to the El Paso community, veterans, active service members, and employees with military backgrounds, Prudential's Veterans Initiatives team coordinates company-wide efforts to create sustainable programs for transitioning veterans. The team also collaborates with corporate peers to support similar programs, with an emphasis on providing veterans access to quality education, job training, and employment opportunities.

Serving Job Seekers and Employees

The Workforce Solutions network offers a broad range of services that give employees and job seekers opportunities for career growth, advancement and assistance entering a chosen career. By connecting these individuals with employers, contracted service providers and community partners, the network helps individuals achieve personal career growth through education and skills training and provides critical services to ensure individuals have the skills and abilities to connect with in-demand occupations across the state. Here are some of the many ways that TWC served the Texas workforce in FY 2018.



Spotlight: “Texas Two-Step Boot Tour” – A Listening Tour to Six Rural Texas Areas - Builds Workforce Connections

In the spring of 2018, staff from TWC’s Austin state office traveled to six rural Local Workforce Development Board areas across south Texas and, while listening to locals, benefited from a greater understanding of local needs, deeper insights and more valuable perspectives on how to enhance Texas Workforce Solutions programs and services.

Commissioner Representing Labor Julian Alvarez and staff from the Skills Development Fund, Adult Education and Literacy, Vocational Rehabilitation and Apprenticeship Texas heard from stakeholders in the Lower Rio, Cameron County, South Texas, Coastal Bend, Alamo and Capital Area Workforce Development Areas.

One takeaway of many: all six regions expressed a strong interest in the Skills Development Fund and TWC has made a commitment to developing strong relationships at the local level by locating a Regional Staff person in these areas.

From this rural Texas Two-Step tour, staff learned that often many businesses and other partners often do not know that there is a member of the state office team specifically designated to assist them in benefiting from the programs and services we provide. TWC recognizes this as an opportunity for further education and more awareness.

Child Care Services

TWC’s Child Care Services provides child care subsidy assistance to eligible low-income families of children under age 13, allowing parents to work, attend school or participate in training. Local workforce development boards provide education, guidance, and support to participating families to assist them with selecting quality care for their children. The Texas Rising Star (TRS) provider quality rating improvement system continues to help families identify high quality child care providers. A 2-star, 3-star or 4-star certification level issued under the program encourages providers to exceed minimum licensing requirements and provide more quality services in order to achieve a higher ranking.

In addition to assisting families, Child Care Services helps child care providers improve the quality of services for all children in Texas through resources and assistance. TRS continues to emphasize high quality care in FY 2018 across five categories: director and staff qualifications and training; caregiver-child interactions; curriculum; nutrition and indoor/outdoor activities; and parent involvement and education.

The Texas Child Care Solutions web portal (TexasChildCareSolutions.org) has been translated into Spanish and English to provide even greater access to information about child care quality, child development, health and safety, as well as additional resources for providers and families.

In FY 2018, Texas received an additional \$229.9 million in federal Child Care and Development Fund (CCDF) funds for child care services for eligible families. The increased funding will support greater investments in quality improvement initiatives as well as direct care for more eligible families.

Additionally, TWC partnered with the Office of the Governor and the Texas Education Agency (TEA) to host the 2018 Texas Early Childhood Learning Summit in Dallas. The annual summit provides access to high quality professional development for TRS-certified child care providers as well as public prekindergarten teachers.



Employment Services

Local workforce development boards coordinate with businesses, educational institutions and industries to oversee programs designed to address specific barriers to employment faced by members of the local workforce. Twenty-eight workforce development boards across the state of Texas are responsible for planning, oversight and partnering with the community to provide employment services locally at no cost. In FY 2018, more than 593,000 job seekers received employment services, including workshops, job fairs, résumé writing assistance, networking opportunities, access to computers and assistance with TWC's WorkInTexas.com job matching database.

Purchasing from People with Disabilities

The Texas Purchasing from People with Disabilities (PPD) program is dedicated to furthering the state's policy of encouraging and assisting people with disabilities to find employment that promotes their independence. Legislation passed by the 84th Texas Legislature transferred oversight of the PPD program—formerly under the direction of the Texas Council on Purchasing from People with Disabilities—to TWC.

The Works Wonders state use program is one initiative under PPD. It was implemented in 1978 by the Texas Legislature to enhance the lives of people with disabilities by offering employment opportunities which maximize personal independence and self-sufficiency. Through a partnership with Community Rehabilitation Programs (CRPs), more than 6,000 Texans with a wide range of disabilities were employed in 107 local nonprofit CRPs in 2018. These individuals earned a combined total of over \$44 million in wages from products or services purchased by city, county, state or federal agencies, schools, and political subdivisions through the Works Wonders program.

Labor Law Services

TWC's Labor Law Department enforces payday, child labor and minimum wage laws in Texas. In FY 2018, the Labor Law department received 13,074 claims of employers not paying their employees due wages. The department completed 11,537 investigations, ordered more than \$9.1 million in unpaid wages to be paid and collected \$5.9 million in unpaid wages for Texas workers.

The department received 644 child labor inquiries, conducted 2,678 investigations and found 287 infractions for 131 employers. The department also helps ensure that a child is not employed in an occupation or manner that is detrimental to the child's safety, health or well-being and issued 1,198 certificates of age and child actor permits.

Adult Education and Literacy

AEL is delivering Texas communities and customers a dynamic system of services that help under-skilled individuals increase their employment, skills, attain high school equivalency (HSE), and obtain recognized postsecondary credentials. Using innovative approaches that have demonstrated effectiveness, AEL is bringing extra value through integration with a broad variety of community partnerships and achieving the integrated employment and college readiness solution the Texas Legislature and three-member Texas Workforce Commission (TWC) envisioned when the program was transferred from Texas Education Agency to TWC in 2013.

In the past five years, the statewide adult education program has built over 660 fully developed career pathways programs for 22,235 participants, including 75 value-added employer partnerships for over 2,131 workers' so Texas employers can keep the Texas economy growing.

Robust system collaborations between TWC's Workforce Partners of Boards, VR programs, Apprenticeship providers and other services have brought AEL out of the margins and into the mainstream of workforce development , and productive statewide partnerships with the Texas Higher Education Coordinating Board (THECB) Texas Association of Community Colleges (TACC), Texas Success Center, Literacy Texas, Texas State Libraries and Archives Commission (TSLAC), and other organizations have been developed, which are bolstering the objectives of these organizations while supporting win-win objectives for each agency while delivering AEL students diverse support.



Career Planning Information

TWC's Labor Market and Career Information (LMCI) department develops, applies and disseminates labor market, occupational, career, education and workforce program information. Adult job seekers, students, parents and counselors use LMCI data and tools to make informed choices about education and occupation options based on real data regarding wages, the current job market, employment trends and more.

LMCI data and tools are also used to develop career exploration curricula for students and are used by economists and economic developers. These tools received three Best of Texas Award from the Center for Digital Government.

- TWC's Texas Reality Check (TexasRealityCheck.com) won the 2018 Award for Best Application Serving the Public
- Texas Labor Analysis Tool won for Best Business Analysis/Data Analytics Project
- Texas CareerCheck won for Best IT Collaboration Among Organizations.

LMCI and partners including the THECB, TEA and the University of Texas at Austin also provide online career resources and tools. In 2017, those agencies came together with TWC and launched Texas OnCourse (TexasOnCourse.org), designed to empower pre-K through 12 students, parents, teachers and counselors to make decisions that will help students succeed after high school. In FY 2018, a new college and career preparatory program was launched to address college and career readiness.

In 2018, the TWC officially launched Texas Labor Analysis, a new online suite of labor analysis tools to help provide insight into the Texas labor supply and labor demand. This tool enables the user to create in-depth statewide or regional reports for aggregated or single regions. The tool uses data from various sources, including post-secondary graduate and enrollment data from the THECB.

Workforce Training Programs

TWC supports a variety of training programs to equip the workforce with the skills needed for employment in Texas. In FY 2018, more than 35,000 individuals received training through funding supported by the Workforce Innovation and Opportunity Act (WIOA), Skills Development Fund, Apprenticeship and other TWC-administered training programs. Over 8,500 workers took part in WIOA occupational training, which is available to dislocated workers, disadvantaged youth and unemployed or low-wage earning adults. More than 6,600 workers were trained through an apprenticeship or journeyworker program which provides a combination of on-the-job training and classroom instruction for highly skilled trades and occupations.

Unemployment Benefits and Rapid Response Services

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

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

Disaster Unemployment Assistance

On August 25, 2017, as the Fiscal Year 2017 came to a close and 2018 was beginning, Hurricane Harvey, a category 4 tropical cyclone, was making landfall along the Texas Gulf Coast threatening one of our state's most populated regions. In response to the losses felt by business closures and the loss of incomes, TWC provided Disaster Unemployment Assistance (DUA) with weekly unemployment benefits to individuals who lost their jobs or self-employment as a direct result of the disaster. DUA eligibility requirements are similar to those for regular unemployment benefits with some exceptions. A disaster assistance period for individual assistance must be requested by the Governor of Texas and approved by the U.S. President, and the individual must apply and be found ineligible for regular unemployment benefits. DUA benefits are paid out of an emergency assistance fund provided by the U.S. Department of Labor (DOL) and Federal Emergency Management Agency (FEMA) during the disaster assistance period determined by FEMA.

During FY 2018, one major disaster was declared due to Hurricane Harvey. FEMA awarded \$23.3 million in funding for DUA claims. TWC took an estimated 169,524 disaster-related UI claims, which breaks out to 143,075 regular disaster-related claims and 26,449 DUA claims. TWC paid \$176.9 million in unemployment benefits to individuals affected by the disaster, which breaks out to \$153.6 million in state UI trust fund benefits and \$23.3 million in federal DUA benefits.

Assisting Dislocated Workers – Response and rebuilding after Hurricane Harvey

In late 2017, TWC received \$30 million from the DOL to assist in the cleanup and rebuilding in 42 of the counties directly affected by Hurricane Harvey. These funds are still being utilized to hire temporary employees to perform cleanup and recovery to allow affected communities to return to full functionality. Since the grant began, over 2,400 Texans have been supported through this grant through jobs, training, career services, and supportive services including childcare, transportation, and other needs.

TWC seeks to leverage available funding resources such as National Dislocated Worker Grants, formerly National Emergency Grants, from the U.S. Department of Labor (DOL) to temporarily expand the capacity to provide workforce services to workers who have been laid off because of a plant closure or other large dislocation.

TWC received two additional grants from DOL to assist with the needs of individuals impacted by Hurricane Harvey with an emphasis on assisting specific underserved populations. The first award for \$300,000 was designed to serve women, with an emphasis on low-income women and women with dependent children. Two Workforce boards, Coastal Bend and Gulf Coast, are providing 30 women with construction training and other supportive services to ensure they can return to employment successfully.

The second grant award for \$1.25 million will fund work-readiness services and assistance for individuals with disabilities. Gulf Coast is providing workforce education and paid work experience to 80 individuals with intellectual and developmental disabilities who have been affected by Hurricane Harvey through a partnership with the University of Houston Downtown and the Housing, Entrepreneurship and Readiness Training (HEART) Program. HEART promotes structured independence for individuals with developmental disabilities by providing innovative education, training, housing and employment programs.

Trade Affected Workers

Workers adversely affected by increased foreign imports or the global economy's displacement of U.S. jobs may be eligible for federal Trade Adjustment Assistance (TAA) benefits. In addition to relocation allowances and support benefits, trade-affected workers receive training and job search assistance to help them transition into new, long-term employment. After exhausting regular unemployment benefits, some individuals may be eligible for Trade Readjustment Allowances, Alternative TAA and/or Reemployment TAA for older workers. During FY 2018, 3,130 workers were potentially TAA eligible and 449 workers applied for TAA services or benefits. An estimated 1,522 workers participated in TAA-supported training services for occupations such as hairstylist, cosmetologist, heating, air conditioning and refrigeration mechanic, welders, network and computer systems administrators and electrical engineering technicians. Of the 1,350 workers who completed TAA services, over 77.4 percent entered employment.

Migrant and Seasonal Farm Workers

Outreach programs offered by Workforce Solutions offices across the state help migrant seasonal farm workers (MSFWs) receive employment services, benefits, protection, counseling, testing and job training referral services. These outreach programs are designed to help MSFWs enhance their employment potential and increase their self-sustainability. In program year (PY) 2017—July 2017 to June 2018—these programs assisted a total of 10,528 MSFWs, with TWC and the 28 local workforce development boards registering a total of 9,071 MSFWs on WorkInTexas.com, and Workforce Solutions staff served 8,928 MSFWs by providing workforce services such as job referrals and career guidance. PY 2017 is the eighth consecutive year that TWC and Workforce Solutions staff have met all five of the DOL's Migrant and Seasonal Farmworkers equity indicators for serving MSFWs at a rate equivalent to or greater than the general public.



Building Tomorrow's Workforce

Programs that help students prepare for life beyond high school and the high-demand jobs in Texas are critical to the future of the Texas workforce. TWC works closely with the TEA, THECB, local workforce development boards and public-school districts to provide labor market information, career counseling resources and career exploration opportunities for students and their parents. TWC also supports initiatives that encourage students to participate in science, technology, engineering and math (STEM) programs in order to promote pursuit of careers in these in-demand fields. Here are some of the programs TWC supported in FY 2018.

Career Planning Services for Students

TWC works closely with the TEA to provide labor market and career guidance information to schools as they navigate the Foundation High School Program in Texas. Under the program, students must select a career pathway or endorsement beginning in the eighth grade. TWC and local workforce development board services and resources are able to assist students in this program. Continuing to find new ways to expose students to the world of work and prepare them for life after high school, TWC and workforce solutions boards provide presentations, professional development and webinar opportunities, as well as training for community and education partners in using TWC's labor market and career information data tools to help students learn about new industries and occupations. During FY 2018, TWC's education specialists did outreach to more than 60,000 students and education professionals. Every month, thousands of students, teachers, parents and counselors access the agency's online tools, Texas Reality Check (texasrealitycheck.com) and Texas Career Check (texascareercheck.com), as they seek to determine the relationship between educational achievement, career choices and desired income and lifestyles.

In July 2018, the three-member Texas Workforce Commission approved up to \$4M in funding to pilot the Workforce Career and Technical Education Specialist Initiative. This pilot program supports the achievement of Texas' goals outlined in the Tri-Agency report, 60x30TX and SB 2105 by ensuring students gain degree certifications and graduate with marketable skills and minimal student debt.

Camp Code

In 2018 Texas Workforce awarded seven grants totaling \$593,356 for Camp Code to focus on increasing the interest of middle school girls in coding and computer science by providing summer camps. Students learn problem solving and analytical skills while fostering an interest in science, technology, engineering and math (STEM) related careers with a focus on computer science.

“Jobs Y’all Your career.Your Story” Inspires Future Workforce

Through the Tri-Agency Partnership to support our next generation workforce, the “Jobs Y’all Your Career. Your Story.” campaign was launched in FY 2018 to generate awareness for the over 5.3 million students in Texas schools. The Jobs Y’all campaign originated as a need to create greater awareness of the link between jobs and education, as identified by Tri-Agency partners. With participation from employers, industry association representatives, workforce developers and other stakeholders, a priority recommendation was to raise awareness of fast-growing industry sectors, as well as how to address the skills gap. The campaign is designed to inspire and raise awareness among students, parents and counselors of the state's high-demand industries.

YOUR CAREER. YOUR STORY.



Start exploring at jobsyall.com or text 512.399.3737

Texas Internship Challenge Campaign

The Texas Internship Challenge, featuring TXInternshipChallenge.com continued in its second year in FY 18. It helps students explore different industry sector occupations and acquire workplace skills. Employers have the opportunity to recruit future workforce talent while promoting growing careers in their industries. As of August 2018, the TXInternshipChallenge.com had featured more than 64,000 internship positions statewide since the website's launch.

High School Robotics Initiative

TWC supports youth education programs that prepare students for high-demand careers through its partnership with after-school robotics programs. Support for hands-on learning activities in robotics continues to grow as shown by the University Interscholastic League's decision to officially sanction statewide robotics competitions. These competitions equip students with science, technology, engineering and math (STEM) applied learning opportunities. TWC sponsors individual teams and events through the Foundation for Inspiration and Recognition of Science and Technology (FIRST, Boosting Engineering, Science & Technology (Best) Robotics and the Robotics Education and Competition Foundation. In 2018, TWC supported 325 teams across the state, inspiring 5,215 students to be leaders in science and technology by engaging them in exciting, mentor-based programs that promote innovation, build STEM skills and foster well-rounded life skills.

Dual-Credit and Career Technical Education Programs

TWC partners with public community, state and technical colleges under an agreement with Texas Independent School Districts to expand dual-credit and career and technical education (CTE) programs through Skills Development Funds. Funds are awarded to support, create and expand dual-credit and CTE programs that are highly technical in nature, address local demands for high-skill, in-demand and high-wage industries, and allow high school students to complete college credit hours. These programs respond to industry demands for skilled workers in technical fields, while helping high school students prepare for employment or education opportunities. In FY 2018, TWC Commissioners authorized \$1,102,945 to support projects to purchase, repair or replace equipment used to support new or existing dual-credit and CTE programs in Texas schools.

Texas Science and Engineering Fair

More than 1,200 middle and high school students came to the 2018 Texas Science and Engineering Fair (TXSEF) in San Antonio to showcase their outstanding science, technology, engineering and math (STEM) projects and compete for awards for the junior and senior divisions in 22 project categories. TWC has been a proud sponsor of the Texas Science and Engineering fair for 17 years as part of its efforts to encourage student interest in STEM disciplines. Sixty-four projects, worked on and presented by 83 Texas students, were represented at the 2018 Intel International Science and Engineering Fair in Pittsburgh, PA. TXSEF winners have gone on to win the Intel Foundation Young Scientist Award at ISEF in four of the last nine years. The TXSEF senior division first and second place winners were provided the opportunity to attend and participate in the Governor's Science and Technology Champions Academy summer camp hosted by Southern Methodist University (SMU).

Governor's Science and Technology Champions Academy

Sponsored by TWC, the Governor's Science and Technology Champions Academy is a week-long science, technology, engineering and math (STEM) hands-on residential summer camp that explores the practical applications of STEM endeavors and exposes the students to exciting career options that involve high-tech skills. The senior division first and second place winners from the Texas Science and Engineering Fair are automatically invited to attend. The summer 2018 camp was hosted by Southern Methodist University.

Governor's Summer Merit Program

The Governor's Summer Merit Program works to inspire Texas youth to pursue science, technology, engineering and math (STEM) related careers. The program introduces students to one or more of six industry clusters: advanced technologies and manufacturing, aerospace and defense, biotechnology and life sciences, information and computer technology, and energy. In 2018, TWC awarded 13 grants totaling \$992,526 to Texas universities and community colleges for summer youth camps focusing on STEM. The grants provided the opportunity for 1,047 students between the ages of 14 and 21 to attend camps. Several of the camps are specifically targeted to encourage young women and minorities to prepare them for future high-skill, high-demand jobs and pursue further education and careers in STEM fields.

Externship for Teachers Initiative

In FY 2018, TWC awarded \$1,002,008 to 10 local workforce development boards as part of the Externship for Teachers program, which unites workforce, industry and education representatives to promote an effective workforce system. During the summer, teachers were assigned to a partner business and shadowed workers to help them better understand work-based applications of what they teach. This experience is designed to strengthen the connection between business and education, helping teachers learn what skills are critical to small and large businesses and promoting lesson plans that demonstrate how classroom skills are used at work. Externships took place within various industries including the automotive, engineering, manufacturing, construction, architecture, local government, media, logistics, energy, nonprofit, financial and health care industries. Workforce Development Boards participating in the 2018 initiative, include: North Central Texas, Heart of Texas, Rural Capital, Brazos Valley, Alamo, South Texas, Coastal Bend, Lower Rio Grande Valley, Texoma and Central Texas.



Apprenticeship Training

TWC's Apprenticeship Training program helps prepare and train individuals for highly skilled jobs and life-long careers in over 1,300 possible trade or craft occupations with competitive wage opportunities. Providing structured on-the-job learning in emerging industries such as construction, manufacturing, health care, information technology, energy and telecommunications, the program provides valuable skills, work experience and connects job seekers with employers.

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

TWC grants funds to local public educational institutions to support the costs of classroom instruction related to apprenticeship training. In Fiscal Year (FY) 2016, TWC received additional funding (\$1.5 million) from the Texas Legislature with an expectation to serve 6,111, compared to the previous target of 3,600. In FY 2018, TWC was able to support more than 6,615 individuals in Registered Apprenticeship training programs.

Additionally, during the 85th Texas Legislature, Regular Session (2017), House Bill (HB) 2790 expanded the list of eligible applicants to include sponsors that apply through an apprenticeship committee. Before the enactment of HB 2790, grant funds were appropriated local public educational institutions, which acted as fiscal agents for Registered Apprenticeship Training programs. With the passage of HB 2790, a Registered Apprenticeship Training program's apprenticeship committee may apply for Chapter 133 funding directly, without partnering with a public-school district or a state postsecondary institution.

As part of the Tri-Agency's recommendation to create stackable program opportunities, in FY 2017, TWC and THECB collaborated on the establishment of an articulation agreement and crosswalk between apprenticeship programs in Texas and in-state institutions of higher education, whereby apprenticeship students will be able to obtain college credit towards an associate's degree. In November 2017, San Jacinto College established a steering committee to facilitate the articulation of US Department of Labor (DOL) Registered Apprenticeship certificates for college course credits. Workshops with seven community colleges and eight DOL Registered Apprenticeships were held to develop crosswalks showing the skills required to be taught, learned, and mastered by the DOL Registered Apprenticeships, using THECB's Workforce Education Course Manual (WECM). In January 2018, the steering committee presented these processes and crosswalks to THECB for approval. The initial workshops focused on 10 craft areas: electrical, millwright/industrial maintenance/mechatronics, plumbing, pipefitting, welding, machining, carpentry, HVAC, sheet metal, and masonry.

The crosswalks provide a more efficient and effective means for community colleges to work with DOL Registered Apprenticeships in providing college credit or continuing education units once an individual completes the apprenticeship program. The crosswalks also aid the development of memorandums of understanding between community colleges and DOL Registered Apprenticeships.

In November 2016 Texas received a \$1.3 million grant from the U.S. Department of Labor to expand apprenticeship programs in the state. TWC branded this initiative as ApprenticeshipTexas and created an outreach campaign to expand registered apprenticeships by engaging workforce partners and industry to both traditional and non-traditional occupations. In May 2018 Texas received an additional \$1.5 million to further its efforts statewide. This grant opportunity continues to support the development of both new registered apprenticeship training programs as well as increasing the number of apprentices in Texas.

Spotlight: Apprenticeships in Nontraditional Workplaces

FY18 saw Registered Apprenticeship training model expand to the healthcare industry with the signing of St. David's Healthcare Registered Nurse – Residency program which is targeted to train over 300 new nurses over the next 12 months. Texas also saw the very first Drone Registered Apprenticeship program with the signing of RMS Aerospace – Drone and Operating System, the nation's first integrated drone education program with the mission of creating professional commercial unmanned aerial systems operators. During the 2018 Apprenticeship Conference, Project Quest signed their Department of Labor standards to become the first cybersecurity software development apprenticeship program in Texas.

Jobs and Education for Texans Grant Program

The Jobs and Education for Texans (JET) grant program allocates \$10 million each biennium to defray start-up costs associated with the development of career and technical education programs to public community, state and technical colleges, and independent school districts (ISDs). These entities can apply for a JET grant to purchase and install equipment necessary for the development of career and technical education courses or programs that lead to a license, certificate or post-secondary degree in a high-demand occupation.

In FY 2018, TWC awarded 23 JET grants (10 to colleges and 13 to ISDs) with an average award of \$217,330. The equipment provided through these funds will be used to train at least 5,924 students for jobs in high-demand occupations.

Spotlight: Eustace ISD Uses Jet Grant to Provide Welding Profession Training to 192 Students

Eustace Independent School District (Eustace ISD) was awarded a \$100,326 a JET grant. The grant will help the school district purchase and install equipment to provide 192 students with training for careers in the welding profession. The purchased equipment will continue to support the welding program and future students enrolled with Eustace ISD.

Pictured Below:

TWC Commissioners Julian Alvarez and Robert Thomas present a \$280,630 JET Grant to Pharr ISD during the 2019 State of the City.





Texas Workforce Solutions - Vocational Rehabilitation Services

On October 1, 2017, the TWC Division for Rehabilitation Services and the Division for Blind Services were merged into one combined vocational rehabilitation (VR) program administered by the TWC VR Division. The structure of the new division reduced duplication, implemented organizational consistency, and maintained important specialization. In FY 2018, TWC continued to integrate Workforce Solutions offices around the state with VR offices. The goal of the new, combined division and integrated local offices is improved access and services to help Texans with disabilities reach their employment and career goals.

In FY 2018, TWC's VR division provided services to more than 74,000 VR program participants and over 13,000 of those participants achieved a successful employment outcome.

TWC continued its commitment to connect Texans with disabilities with opportunities to contribute their significant skills and abilities to the workforce of Texas through implementation of several statewide strategies. These included partnering with the Texas Governor's Committee on People with Disabilities and Texas Workforce Solutions board partners for the second year of the Texas HireAbility campaign, a statewide effort to raise awareness about the benefits of hiring people with disabilities and highlighting the contributions of these individuals in the workforce. The campaign coincides with October's Disability Employment Awareness Month and features hiring and disability awareness events across the state, as well as online resources for Texas employers.

In addition, TWC, in partnership with the Governor's Committee on People with Disabilities, and Texas Workforce Solutions-Vocational Rehabilitation Services has established Texas HireAbility Forums, for employers, business leaders, HR professionals, business owners, and anyone who manages employees to highlight best practices from business leaders, state agencies, and vocational rehabilitation partners who share:

- Keys to recruiting and developing individuals with disabilities
- Strengthening a culture of inclusivity through leadership
- Disability awareness
- Disability employment best practices, resources, and success stories
- Importance of fair and consistent employee relations

TWC also has worked with the Texas Higher Education Coordinating Board and the Texas Education Agency on a Tri-Agency Workforce Initiative to support education and workforce goals across the state, which includes a focus on helping students with disabilities reach their employment goals. In support of a Tri-Agency goal of expanding career exploration and employment opportunities to Texas youth with disabilities, TWC continued the Summer Earn and Learn work-based learning program in the summer of 2018. This program is a statewide collaboration with the 28 local workforce development boards and Texas employers. More than 2,400 students with disabilities received paid work experience and work readiness training through Summer Earn and Learn.

Pre-Employment Transition Services

As part of the Vocational Rehabilitation program, Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) provides pre-employment transition services to students with disabilities to help them make the transition from school to postsecondary education or employment. In FY 2018, TWS-VRS provided pre-employment transition services to nearly 24,372 students with disabilities.

Pre-employment transition services are for students between the ages of 14 and 22 and are focused on five activities as required by WIOA. The five required activities are: 1. Career Exploration 2. Work-Based Learning 3. Counseling on Post-Secondary Opportunities 4. Workplace Readiness, and 5. Self-Advocacy. TWC-VRS provides these services in partnership with independent school districts, education service centers, colleges and universities, local workforce development boards, employers, community rehabilitation programs and other community partners.

One example of pre-employment transition activities is the Summer Earn and Learn program. Another, launched in FY 2018, is Explore STEM summer camps for students with disabilities. Explore STEM camps focused on career exploration activities in science, technology, engineering and math (STEM) fields. The week-long camps, offered by twelve colleges and universities, introduced over 225 students to a variety of STEM fields through hands-on activities and interaction with professionals in STEM fields.

Independent Living Services for Older Individuals Who Are Blind or Visually Impaired

Living independently allows one to maintain his or her freedom, confidence and daily life. Vision loss happens frequently as we age and can affect the independent living of older individuals. Some individuals need minor assistance or guidance to maintain their lifestyle while others need more significant services.

TWC's Independent Living Services for Older Individuals Who Are Blind (ILS-OIB) program provides services needed to help eligible individuals 55 years of age or older who are blind or visually impaired regain their confidence and live independently. In FY 2018, the ILS-OIB program served 1,747 individuals.

ILS-OIB services provided included counseling and evaluations about vision loss, information and referral to community resources, and independent living skills training which may include training in orientation and mobility and daily living skills.



Helping Texas Veterans Transition to Civilian Life

TWC's initiatives for veterans encourage Texas employers to hire veterans for a wide range of occupations that capitalize on the leadership abilities, training and experience gained through service to our country. Through the Texas workforce system, which includes TWC, the Texas Veterans Commission and the local workforce development boards, 57,467 veterans and other eligible persons received employment services in FY 2018. Note: The definition of how services are counted under WIOA is different than under WIA. TWC also actively recruits veterans to work for the agency. Among the agency's 5,148 employees, 10.72 percent are veterans.

Texas Veterans Leadership Program

The Texas Veterans Leadership Program (TVLP), established in 2008, is a resource and referral network for veterans from Iraq and Afghanistan (OEF/OIF/OND) who are transitioning back into civilian life. TWC partners with the Texas Veterans Commission to provide veterans resource and referral specialists for TVLP. TVLP employs 18 Veterans Resource and Referral Specialists (VRRSs) across the state who provide outreach to returning veterans to ensure they get/are directed to any help they need to eventually return to work. This program focuses special attention on those individuals facing specific or complex challenges as they reintegrate into the workforce. Since July 2008, the TVLP has contacted 31,438 and has provided services to 27,489 to OEF/OIF/OND/OFS/OIR veterans. Although not the primary focus, the TVLP also assists non-OEF/OIF/OND/OFS/OIR veterans if assistance is requested. To date, the total number of Texas Veterans assisted is 30,756.

College Credit for Heroes

The College Credit for Heroes (CCH) program was established by SB 1736 (82nd Texas Legislature) with the goals of maximizing the amount of college credit that veterans receive for their military training and occupational experience and reducing the amount of time a veteran spends in the classroom. In July 2011, TWC and the Texas Higher Education Coordinating Board (THECB) began working on an evaluation of credit initiative with seven colleges. Central Texas College developed one component of the program—www.collegecreditforheroes.org— a web-based application through which veterans and service members may request evaluations of military education and training and recommendations for college credit. As of July 31, 2018, the portal had received over 223,000 visits from more than 111,000 veteran and service member account holders requesting more than 41,000 evaluations. Veterans using the online portal application typically receive a recommendation of 25 college credits per evaluation.

Hiring Red, White & You!

Since 2012, TWC has partnered with the Governor's Office, the Texas Medical Center, TVC, and the 28 Boards to conduct statewide veteran job fairs known as "Hiring Red, White and You!" (HRWY) On the same day in November (during the week of Veterans Day), veterans hiring events are held across Texas. In the first six years, HRWY has connected more than 71,800 job seekers and completed over 1,700 same day hires. In November 2017, over 12,700 job seekers and over 1,800 employers attended the statewide job fairs—including active duty military, transitioning service members, veterans and spouses.

Online Resources for Veterans

TWC has several online tools to help service members and veterans transition to civilian life. TexasSkillsToWork.com helps veterans translate their military experience, training and skills into language that employers can understand. Veterans provide information about their military experience and training and receive skills statements that can be used in developing a résumé. The tool also allows veterans to match their specific skills to job listings in the region and city of their choosing.

Operation Welcome Home

Operation Welcome Home is the result of one of the Tri-Agency's recommendations to Governor Abbott to enhance education and employment opportunities for veterans.

Texas Operation Welcome Home includes several components and is administered in partnership with the Texas Workforce Solutions network to assist recently separated service members who are experiencing challenges in translating their military skills into civilian terms, locating employment, completing two- to four-year college programs or obtaining the appropriate licensure or certifications to compete in the job market. Programs under the Texas Operation Welcome Home initiative also assist military spouses who are seeking employment and recognize employers who hire veterans.

TexasOperationWelcomeHome.com

Launched in FY 2017, TexasOperationWelcomeHome.com includes information and web links to several employment and training initiatives for transitioning service members, recently separated veterans and military spouses. The web portal also includes information for employers seeking to hire veterans.

Operation Welcome Home Texas Transition Alliance

The Operation Welcome Home Texas Transition Alliance establishes and enhances a partnership between the Texas Workforce Commission and Texas based United States Military Installations. The Alliance members include at least 11 workforce Boards with military installations in their area. The alliance will encourage the participation of the Boards' military installation contacts, the Texas Veterans Commission (TVC), and the Texas Department of Licensing and Regulation (TDLR) on addressing the needs of transitioning service members, and facilitating ongoing coordination to improve employment outcomes. The Alliance helps the Commission develop and promote ways to support the "handoff" of transitioning service members to workforce partner staff. There have been three Alliance meetings at military installations, including Joint Base San Antonio, Fort Hood and Fort Bliss.



Military Family Support Program

The Military Family Support program, funded by a \$1 million Workforce Investment and Opportunity Act state grant, provides enhanced job search assistance, assessment of skills, and labor market information to military spouses. The program also helps military spouses obtain appropriate licensure or certifications for employment.

Skills for Transition

The Skills for Transition program assist military service members who are preparing to separate from service within 180 days or have been discharged within 180 days with plans to remain in Texas. The program prepares military service members by translating their military skills into civilian terms, locating employment, completing short-term certification programs or obtaining the appropriate licensure or certifications to compete in the job market.

Since the program's inception, over \$900,000 in grants to assist transitioning military personnel have been awarded. Over 170 military personnel have received training to assist with immediate entry into the local workforce. Areas of training include:

- Occupations in Aviation, such as Aircraft Structure and Assembly
- Occupations in the Information Technology industry, such as Network and Computer Systems Administration and Computer Support Specialist
- Occupations in Healthcare, such as Registered Nurse, Emergency Medical Technician, Pharmacy Technician, and Medical Laboratory Technician
- Occupations in Law Enforcement
- Occupations in Manufacturing, such as Electrician, Automotive Service Technician, Industry Machine Mechanic, Team Assemblers, Heavy Equipment Operator, and Welder
- Occupations in Administrative and Service, such as Human Resource Specialist, Bookkeeper, Executive Secretary, and Management Analyst

Training has been provided in such areas as the Borderplex, Central Texas, West Texas, Capital and Alamo regions.

We Hire Vets Program

“We Hire Vets” is an employer recognition program which recognizes Texas employers for their commitment to hiring veterans. Employers whose workforce is composed of at least 10 percent military veterans are eligible to receive a “We Hire Vets” employer recognition decal to display on their storefront as well as an electronic decal to display on the employer’s website. Currently over 300 employers have participated in the We Hire Vets program. In addition, Chair Hughs recognizes two employers who are participating in the We Hire Vets program at the Texas Business Conferences held at various locations across the state throughout the year.

TX Hires Vets Forum

TWC, in partnership with Texas Veterans Commission, Workforce Solutions Gulf Coast, Next Op, and Amegy Bank hosted employers, human resource professionals and employment stakeholders at a TX Hires Vets Forum in Houston, TX. The forum focused on sharing best practices on hiring, on-boarding and retaining Texas veterans. The agenda included a special keynote on moving your business beyond veteran-friendly to veteran-ready, and a panel discussion consisting of several local employers sharing their success stories on hiring veterans.

Assisting Targeted Populations

Foster Youth and Transitioning Adults

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

Temporary Assistance for Needy Families

Choices Employment Assistance Program

“Choices” is Texas' Temporary Assistance for Needy Families (TANF) Employment and Training Program that helps those in need transition from welfare to work through structured job search and work readiness activities. The program operates under a work first service model with the goal of its participants securing unsubsidized employment at the earliest opportunity, while receiving temporary cash assistance. Workforce Solutions staff provides job referrals and job search assistance using the WorkInTexas.com job matching networking system.

One or both adults in a two-parent household are responsible for meeting the family's mandatory work requirement. Participants applying for cash assistance from the Texas Health and Human Services Commission (HHSC) through the delivery of benefits and employment services, Choices individuals receive a consistent message:

- Government assistance is temporary
- Texans are responsible for the support of themselves and their families
- Employment is the goal

During FY 2018, 22,317 individuals received employment services through TWC's TANF Choices program.

Supplemental Nutrition Assistance Program Benefits

Supplemental Nutritional Assistance Program (SNAP) benefits are designed to help recipients obtain regular employment and reduce their dependency on public assistance.

During FY 2018, more than 31,000 individuals eligible for SNAP benefits participated in the TWC's SNAP Employment and Training program, receiving employment services through local Workforce Solutions offices and contractors, including assistance with job searches, vocational education and training, transportation, and dependent care needs.

In FY 2017, TWC committed SNAP administrative funds to implement a Third-Party Reimbursement (TPR) program to cover the costs of providing SNAP services to exempt and mandatory SNAP recipients not currently served due to funding limitations. These additional SNAP-eligible individuals were identified through partnerships with local food banks. For the pilot of this initiative, Workforce Solutions Capital Area (Capital Area) in Austin, partners with the City of Austin and Travis County to leverage 50 percent of federal SNAP funds to cover the cost of serving these individuals, while the City of Austin and Travis County supplied nonfederal funding for the provision of allowable activities and services.

The city and county is reimbursed a percentage of the total cost incurred for serving SNAP recipients. Allowable activities and services provided to SNAP recipients who agree to participate in the TPR program include job readiness assistance, educational activities, training and job searches.

Noncustodial Parent Choices Program

The Noncustodial Parent (NCP) Choices Program is a collaboration between TWC, the Texas Office of the Attorney General, local workforce development boards and family court judges. The program targets workforce assistance to low-income, unemployed or underemployed NCPs who are behind on their child support payments and whose children are current or former recipients of public assistance. In FY 2018, more than 4,600 Texas parents received assistance from the NCP Choices program, and more than \$9.29 million was collected in child support payments. The program currently operates in 21 local workforce board areas. To date, more than 38,000 NCPs have been ordered into the program and more than \$339 million has been collected in child support since 2005.

Ensuring Program Integrity, Efficiency and Compliance

Career Schools and Colleges

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

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

Regulatory Integrity and Fraud Services

The Regulatory Integrity Division (RID) is tasked with preventing, identifying and stopping fraud, waste, and abuse through enforcement of all oversight, monitoring, and audit requirements of the programs under TWC's purview. Programs include unemployment insurance benefits and tax, vocational rehabilitation goods and services, subsidized child care benefits, grants under the Skills Development and Self-Sufficiency Funds, and all other workforce development programs under the jurisdiction of TWC's Workforce Solutions Division.

As technology's pace continues to rapidly evolve, TWC has continued to make it a top priority to further enhance technology efforts to combat Unemployment Insurance (UI) identity theft (IDT) fraudulent claims. Identify theft in the state's unemployment program was becoming large in scope and sophistication. Since 2014, TWC has leveraged data analytics technology to prevent ID theft in the UI system. In FY 2018, TWC employed an in-house developed machine learning/artificial intelligence tool enabling TWC to prevent paying over \$75 million on over 8,100 fraudulent UI ID theft claims. This enhancement further increased the speed and accuracy of detecting UI identity theft claims, minimizing losses to the Texas UI Trust Fund, avoiding employer mischarging, and preventing Texas wage earners from becoming victims of UI identity theft.

Local Workforce Development Boards

ALAMO

Board Expenditures: 78,687,405
Number of Workforce Solutions Offices: 17
210-272-3260
www.workforcesolutionsalamo.org

BORDERPLEX

Board Expenditures: \$ 35,382,259
Number of Workforce Solutions Offices: 11
915-887-2200
www.borderplexjobs.com

BRAZOS VALLEY

Board Expenditures: \$ 10,922,078
Number of Workforce Solutions Offices: 6
979-595-2800
www.bvjobs.org

CAMERON COUNTY

Board Expenditures: \$ 20,163,834
Number of Workforce Solutions Offices: 4
956-548-6700
www.wfscameron.org

CAPITAL AREA

Board Expenditures: \$ 31,698,021
Number of Workforce Solutions Offices: 3
512-597-7100
www.wfscapitalarea.com

CENTRAL TEXAS

Board Expenditures: \$ 20,411,281
Number of Workforce Solutions Offices: 5
254-939-3771
www.workforcelink.com

COASTAL BEND

Board Expenditures: \$ 21,000,702
Number of Workforce Solutions Offices: 9
361-885-3016
www.workforcesolutionscb.org

CONCHO VALLEY

Board Expenditures: \$ 5,623,498
Number of Workforce Solutions Offices: 1
325-653-2321
www.cvworkforce.org

DALLAS COUNTY

Board Expenditures: \$ 91,637,209
Number of Workforce Solutions Offices: 9
214-290-1000
www.wfsdallas.com

DEEP EAST TEXAS

Board Expenditures: \$ 13,833,914
Number of Workforce Solutions Offices: 6
936-639-8898
www.detnetwork.org

EAST TEXAS

Board Expenditures: \$ 26,205,434
Number of Workforce Solutions Offices: 14
903-984-8641
www.easttexasworkforce.org

GOLDEN CRESCENT

Board Expenditures: \$ 7,573,639
Number of Workforce Solutions Offices: 8
361-576-5872
www.gcworkforce.org

GULF COAST

Board Expenditures: \$ 209,411,038
Number of Workforce Solutions Offices: 28
713-627-3200; 888-469-5627
www.wrksolutions.com

HEART OF TEXAS

Board Expenditures: \$ 12,064,045
Number of Workforce Solutions Offices: 4
254-296-5300
www.hotworkforce.com

LOWER RIO GRANDE VALLEY

Board Expenditures: \$ 41,894,284
Number of Workforce Solutions Offices: 5
956-928-5000
www.wfsolutions.org

MIDDLE RIO GRANDE

Board Expenditures: \$ 7,538,047
Number of Workforce Solutions Offices: 6
830-591-0141
www.mrgwb.org

NORTH CENTRAL

Board Expenditures: \$ 58,535,268
Number of Workforce Solutions Offices: 15
817-695-9184
www.dfwjobs.com

NORTHEAST TEXAS

Board Expenditures: \$ 12,515,313
Number of Workforce Solutions Offices: 4
903-794-9490
www.netxworkforce.org

NORTH TEXAS

Board Expenditures: \$ 7,619,298
Number of Workforce Solutions Offices: 4
940-767-1432
www.ntxworksolutions.org

PANHANDLE

Board Expenditures: \$ 13,277,052
Number of Workforce Solutions Offices: 1
806-372-3381
www.wspanhandle.com

PERMIAN BASIN

Board Expenditures: \$ 10,675,856
Number of Workforce Solutions Offices: 5
432-563-5239
www.workforcepb.org

RURAL CAPITAL AREA

Board Expenditures: \$ 21,428,269
Number of Workforce Solutions Offices: 9
512-244-7966
www.workforcesolutionsrca.com

SOUTHEAST TEXAS

Board Expenditures: \$ 14,278,972
Number of Workforce Solutions Offices: 3
409-719-4750
www.setworks.org

SOUTH PLAINS

Board Expenditures: \$ 15,083,442
Number of Workforce Solutions Offices: 8
806-744-1987
www.spworkforce.org

SOUTH TEXAS

Board Expenditures: \$ 11,831,475
Number of Workforce Solutions Offices: 21
956-722-3973
www.southtexasworkforce.org

TARRANT COUNTY

Board Expenditures: \$ 65,177,705
Number of Workforce Solutions Offices: 6
817-413-4400
www.workforcesolutions.net

TEXOMA

Board Expenditures: \$ 6,289,343
Number of Workforce Solutions Offices: 3
903-957-7408
www.workforcesolutionstexoma.com

WEST CENTRAL TEXAS

Board Expenditures: \$ 10,848,680
Number of Workforce Solutions Offices: 4
325-795-4200; 800-457-5633
www.workforcesystem.org

Rapid Process Improvement Initiatives

TWC continues to better serve Texas by doing more—more efficiently and effectively—with less effort by applying Rapid Process Improvement (RPI) methods across the agency’s business areas. Using Integrated Theory of Constraints and Lean Six Sigma principles, the agency has continued to increase work output and quality. With more than 41 projects completed and staff throughout the agency trained as RPI Practitioners, the agency is accomplishing its mission by bringing products and services to customers better, faster, cheaper and with even higher quality and value.

Office of Internal Audit

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

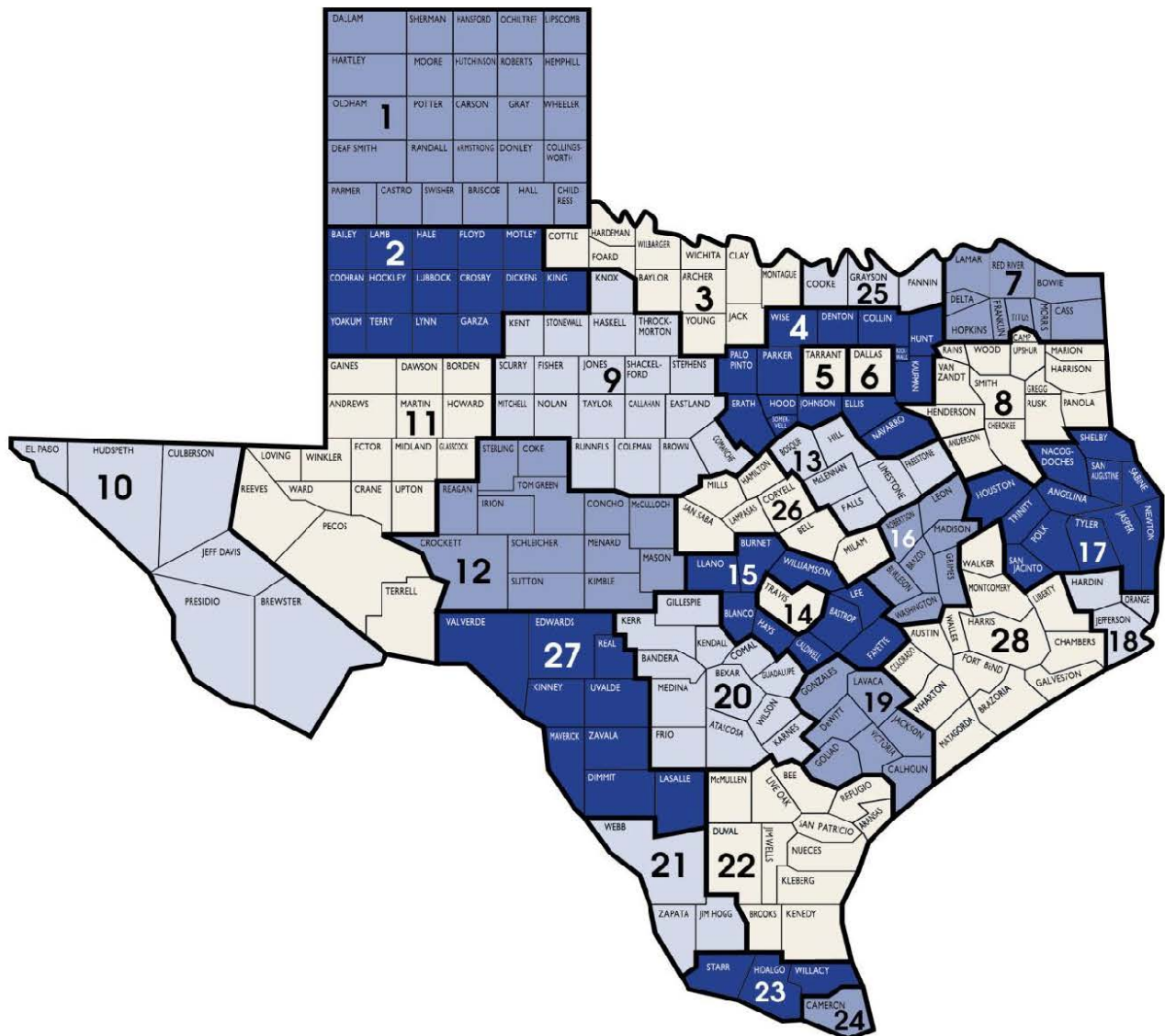
Tax Department Misclassification of Workers

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

In calendar year 2018, TWC investigations identified more than 51,517 misclassified workers and over \$957 million in unreported misclassified wages. The occupational fields with the majority of misclassified workers included: administrative and support, waste management and remediation services, construction, accommodation and food services, transportation and warehousing.

Local Workforce Development Boards Map

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



Civil Rights Division

Protecting Civil Rights in Employment

TWC's Civil Rights Division (CRD) seeks to prevent and reduce employment and housing discrimination in the state by enforcing state law and providing compliance monitoring, education and outreach. CRD receives, investigates and seeks to mediate, settle, conciliate or litigate employment discrimination complaints filed on the basis of race, color, sex, national origin, age, religion, disability, genetic information, foster parenting or state military training/duty.

In FY 2018, CRD closed 977 employment complaint investigations, as compared with 795 in FY 2017. The most common type of closure for employment cases closed by CRD was due to no reasonable cause for discrimination. However, over one quarter of CRD's employment cases were closed with resolutions other than without merit. These resolutions consisted of cases with outcomes favorable to complainants, including cause findings, settlement agreements and withdrawals with benefits. The number of inquiries received and complaints formalized over the past three fiscal years has drastically increased. The number of inquiries received in CRD went from 1,836 in FY 2016, up to 3,235 in FY 2017, and stayed elevated at 2,388 in FY 2018. In addition, the number of complaints formalized in CRD went from 956 in FY 2016 to 997 in FY 2017, and then sharply increased to 1,381 in FY 2018. As a result of this increased volume, a backlog arose and the average processing time for employment complaints resolved by CRD in FY 2018 was 193 days, as compared with 139 days in FY 2017 and 108 days in FY 2016.

Ensuring Fair Housing for Texans

CRD handles enforcement of state laws regarding housing discrimination. The division receives, investigates and seeks to conciliate housing discrimination complaints based on the Texas Fair Housing Act, which protects individuals from discriminatory housing practices in the sale, rental and financing of dwellings based on race, color, national origin, religion, sex, physical or mental disability, or familial status (presence of a child under age 18 living with parents or legal custodians, person securing custody of children under 18 or a pregnant woman).

CRD investigated and closed 424 housing complaints in FY 2018. Of those, 30% were resolved through successful conciliation. The number of complaints received in CRD fluctuated in recent years showing an upward trend increasing from 299 in FY 2013 to 439 in FY 2018. In addition, the average processing time for housing complaints resolved by CRD in FY 2018 was 128 days.

Collaboration with Other State Agencies

Texas Department of Criminal Justice

TWC coordinates with the Texas Department of Criminal Justice and uses incarceration data to perform cross-matches to determine cases of incarcerated claimants who may be ineligible to receive unemployment insurance benefits. This process is critical because the early detection helps reduce the improper payments in the unemployment insurance program.

Texas Education Agency and Texas Higher Education Coordinating Board

TWC is proud to partner with the Texas Education Agency (TEA) and Texas Higher Education Coordinating Board (THECB) to ensure student outcomes are aligned with job skills needed by employers. TWC assists with this by sharing labor market and career information and providing online tools. TWC, along with TEA and THECB also participated in the Governor's Tri-Agency Workforce Initiative to assess economic activity, examine workforce challenges and opportunities and consider innovative approaches to meeting the state's education and workforce goals. For the 60x30TX Higher Education Plan, the agencies are working together to meet the goal of having 60 percent of Texans ages 25 to 34 achieve an industry-recognized certificate or postsecondary degree by 2030 through integrated training and adult education opportunities, while ensuring these Texans graduate with manageable debt. The agencies also partner for the Accelerate Texas initiative to help adult students acquire basic skills and progress on a pathway toward a high-demand occupation.

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

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

Texas Office of the Attorney General

TWC coordinates with the Texas Office of the Attorney General (OAG) to use information from OAG's New Hire database to cross-match hiring information on unemployment insurance claimants to reduce overpayment of benefits, recover past overpayments and facilitate the payment of child support. In FY 18, TWC conducted 26,332 new hire investigations and established \$10,845,293 in overpayments; the national new hire overpayment was \$3,463,153, and the state new hire overpayment was \$7,382,240.

TWC and OAG also collaborate with child support courts to provide job-placement assistance for noncustodial parents so they can pay child support.

In addition, TWC partners with OAG to support its Texas Human Trafficking Prevention Task Force, which includes representatives of local law enforcement agencies, prosecutors and nongovernmental agencies. The task force assists with the identification, investigation and prosecution of human trafficking statewide with the goal of preventing human trafficking in Texas.

In our commitment to support the mission of the task force, TWC continues human trafficking awareness training started in 2016 for staff at the state's Local Workforce Development Boards in areas that serve significant numbers of migrant and seasonal farm workers (MSFW). During FY18, six trainings were held and well-received by an average of 50 local workforce staff in each session, including the MSFW outreach workers who are trained on how to identify potential victims of human trafficking.

Texas Department of Family and Protective Services

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

Texas Veterans Commission

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

Texas Workforce Investment Council

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

In 2018, TWC and the Office of the Commissioner Representing Employers collaborated with TWIC to identify and fund six local workforce boards to implement innovative work-based learning internship models under the Texas Talent Connection program. Funding was provided through Wagner-Peyser 7(b) grants and Governor Greg Abbott and Chair Ruth Hughs awarded the monies to the grant recipients at an April event hosted by Samsung. The Texas Talent Connection middle-skill STEM internships will provide critical training for good-paying and in-demand positions such as medical technicians, network support specialists, engineering technicians, quality control technicians, welders and more.

Texas Department of Housing and Community Affairs

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

Texas Health and Human Services Commission

TWC continues to collaborate with the Health and Human Services Commission (HHSC) to collocate vocational rehabilitation (VR) offices from the former Texas Department of Assistive and Rehabilitative Services (DARS) to Local Workforce Development Boards. Co-location of VR staff into one general services office or within statewide local workforce centers, known as Workforce Solutions offices, will allow for shared resources.

TWC also continues to partner with HHSC to ensure ongoing communication and coordination between legacy DARS programs now administered by one of the two agencies. These include Blind Children's Vocational Discovery and Development, Comprehensive Rehabilitation Services, and Independent Living Services programs at HHSC, and the VR and Independent Living Services for Older Individuals Who are Blind programs at TWC.

Finding Workforce Solutions for Texas Communities

Finding quality workforce solutions for Texas employers and job seekers is a responsibility shared by TWC and its 28 Local Workforce Development Board partners. With members who are community employers, professionals, elected officials, veterans, and other groups, the Boards decide how Workforce Solutions services are provided within their communities so that employers and job seekers receive services attuned to their needs. This employer-driven system results in thoroughly integrated local solutions that create a workforce with in-demand skills for each region. The Boards also plan and deliver employment and recruitment services that help employers find qualified workers for their openings by screening applicants, scheduling interviews, providing space for interviews when needed and assisting with job fairs.

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

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

In FY 2018, Workforce Solutions boards continued to address the needs of their communities. During the year, local workforce development boards continued to:

- Put Texans to work (connected job seekers to employers)
- Partner with employers to develop worker training and education models
- Host business and industry roundtables and events to identify employer needs
- Partner with economic development entities to address community workforce needs
- Adapt technology to make services mobile to reach rural communities Develop programs to promote literacy and achievement of a high school diploma or its equivalent
- Coordinate efforts with military installations to assist service members transitioning to civilian work
- Partner with community colleges to create training opportunities to supply workers with in-demand skills
- Develop innovative solutions and technology advances with models that can be shared and replicated across the state
- Create training opportunities for incumbent workers to advance in employment and improve skills in local workforce pool
- Provide human resource services for employers in their communities
- Develop student programs and internship opportunities and work with local school districts to prepare students for work
- Organize and serve on collaborative teams with local leaders and industry representatives
- Promote in-demand careers to students and job seekers
- Develop educational programs to promote literacy, financial wisdom and to provide tax preparation assistance
- Offer soft skills training and networking opportunities for job seekers to help them prepare for and find employment
- Provide rapid response services to quickly assist workers affected by mass layoffs
- Help place job seekers with disabilities in competitive jobs
- These are just some of the many ways that the Workforce Solutions network served the workforce people of Texas.

State of Texas Unemployment Compensation Fund

For Years Ending August 31, 2014 through 2018 ¹

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

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Total Net Position at September 1st	\$ 677.3	\$ 1213.7	\$ 1,478.2	\$ 982.5	\$ 1,430.4
REVENUES:					
Unemployment Taxes	\$ 2,200.4	\$ 2,146.7	\$ 2,044.4	\$ 2,482.2	\$ 2,410.2
Federal Revenues ^{2,3}	446.6	99.9	91.5	83.6	83.5
Contributions from Directly Reimbursing Employers	105.9	78.6	65.3	62.1	78.8
Reimbursement for Out-of-State Claimants	75.7	89.0	92.6	88.3	76.1
Obligation Assessment	331.9	349.7	325.3	205.7	-
Interest Income	39.3	43.3	31.0	21.8	28.7
Total Revenues	\$ 3,199.8	\$ 2,807.2	\$ 2,650.1	\$ 2,943.7	\$ 2,677.3
EXPENDITURES:					
State Unemployment Benefits	\$ (2,282.2)	\$ (2,475.8)	\$ (3,049.7)	\$ (2,599.4)	\$ (2,159.8)
Federal Unemployment Benefits ²	(328.4)				
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters ³	(118.2)	(99.8)	(91.6)	(83.6)	(83.5)
Interest Expenses ⁴	(23.4)	(9.9)	(4.5)	(1.9)	\$ -
Other Non-Operating Bond Related Expenses	(6.9)	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ (2,759.1)	\$ (2,585.5)	\$ (3,145.8)	\$ (2,684.9)	\$ (2,243.3)
TRANSFERS:					
Employment and Training Investment Assessment	\$ 95.7	\$ 42.8	\$ -	\$ 189.1	\$ -
NET TRANSFERS:	\$ 95.7	\$ 42.8	\$ -	\$ 189.1	\$ -
Total Net Position at August 31st ⁵	\$ 1,213.7	\$ 1,478.2	\$ 982.5	\$ 1,430.4	\$ 1,864.4
Net Position Restricted For:					
Unemployment Trust Fund	\$ 2,079.5	\$ 2,003.8	\$ 1,187.0	\$ 1,430.4	\$ 1,864.4
Debt Retirement for Unemployment Revenue Bonds	(865.8)	(525.6)	(204.5)	-	-
Total Net Position at August 31st, as above	\$ 1,213.7	\$ 1,478.2	\$ 982.5	\$ 1,430.4	\$ 1,864.4

¹ The State of Texas Unemployment Compensation Fund includes the following funds and accounts: Unemployment Compensation Clearance Account (Fund 0936); Unemployment Compensation Benefit Account (Fund 0937); Unemployment Trust Fund Account (Fund 0938); TWC Unemployment Compensation Revenue Bond Fund (Fund 0367); and TWC Obligation Trust Fund (Fund 0844).

² Beginning in July 2008, the federal government began funding emergency (EUC) and extended unemployment benefits (EB) as well as providing an extra \$25 to each weekly unemployment payment as part of the federal additional compensation (FAC) program. The FAC program ended during FY 2011. In May 2012 Texas claimants were no longer eligible for EB benefits since the unemployment rate for Texas had dropped significantly. At 2012 fiscal year end Texas claimants were eligible for 34 weeks of EUC benefits and by FY 2013 fiscal year end the EUC benefits had dropped to 28 weeks. The EUC program expired completely on December 31, 2013. All federal overpayment recoveries for FY2015 and beyond are reflected in Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters.

³ The federal government reimburses the amount of unemployment benefits paid to former federal employees, including ex-military personnel, and for unemployment benefits paid to individuals losing their job as a result of a trade agreement or a natural disaster.

⁴ The Obligation Assessment Tax was no longer assessed after FY 2017 since the revenue bonds have been retired.

⁵ Interest expense is for unemployment revenue bonds. The Commission issued \$2.1 billion in revenue bonds in November and December of 2010. The proceeds from the 2010 revenue bonds were used to pay off the Title XII federal advances received from the U.S. Treasury as well as to provide working capital for the unemployment trust fund. The Commission took advantage of lower interest rates in May 2014 to partially refund 2010 revenue bonds with 2014 refunding revenue bonds. The 2014 bond refunding achieved an economic gain of \$24.1 million.

Civil Rights Division Appendix I

Statewide Agencies New Hires and Workforce Summary

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

Statewide Agency Reporting Group New Hires for September 1, 2017 – August 31, 2018

Code	Job Category	Total Number of New Hires	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	Officials/ Administrators	2,272	254	277	1,221	819
C	Administrative Support	13,359	2,121	4,702	10,265	1,476
M	Service/ Maintenance	5,233	1,479	1,753	2,836	1,045
P	Professionals	34,278	4,300	5,876	20,337	10,324
Q	Para-Professional	15,225	6,644	4,111	10,163	1,602
R	Protective Services	11,125	4,103	2,850	5,381	2,416
S	Skilled/Craft	1,990	141	576	87	1,212
T	Technicians	11,165	2,187	2,812	7,296	2,425
	Totals	94,647	21,229	22,957	57,586	21,319

Statewide Agency Reporting Group Workforce for September 1, 2017 – August 31, 2018

Code	Job Category	Total Number of Employees	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Other
A	Officials/ Administrators	22,102	2,529	3,351	11,984	7,814
C	Administrative Support	47,366	8,391	15,861	38,736	4,306
M	Service/ Maintenance	14,788	3,655	5,269	6,574	3,765
P	Professionals	173,125	19,157	28,405	97,509	58,259
Q	Para- Professional	21,866	7,910	6,511	15,611	2,216
R	Protective Services	52,971	18,223	13,032	24,228	13,334
S	Skilled/Craft	10,407	905	2,869	843	6,104
T	Technicians	40,730	7,510	10,551	24,735	10,326
	Totals	383,355	68,280	85,849	220,220	106,124

*Note: Information contained in the above tables reflect data reported to the Comptroller of Public Account by state agencies. The State Bar of Texas and the Texas Board of Law Examiners do not use the Comptroller's systems, so they reported this data directly to TWC.

Civil Rights Division Appendix 2

Employment Discrimination Complaints

The following table illustrates the basis of employment complaints received both statewide and by CRD in FY 2018. Statewide, retaliation was the most common basis for employment complaints in FY 2018, followed by sex, while for CRD, those two top categories were reversed. For the past three fiscal years, the most common bases of complaints changed in ranking, but did not substantially differ. In FY 2018, the number of complaints filed statewide increased from 10,584 in the previous fiscal year to 11,476. For CRD there was a sharp increase in complaints filed from 997 to 1,381.

Table I. CRD and Statewide Employment Complaints – Filed by Basis

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation	496	36%	Retaliation	5,898	50%
Sex	504	36%	Sex	3,754	34%
Race	450	33%	Race	3,551	30%
National Origin	440	32%	National Origin	1,985	21%
Disability	396	29%	Disability	3,483	29%
Age	390	28%	Age	1,769	23%
Color	421	30%	Color	1,294	29%
Religion	57	4%	Religion	437	4%
Genetic Information	0	0%	Genetic Information	22	0%
Total Filed*	1,381	--	Total Filed*	11,476	--

*Note: CRD numbers are a subset of the statewide numbers. Since some charges filed involve multiple bases, the columns listing the number of charges do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Tables 2 and 3 illustrate the issues received and types of closures by CRD and statewide in FY 2018. Discharge and harassment were the most common issues for employment discrimination complaints filed with CRD and statewide. For CRD and statewide the complaint issues and closure types tracked similarly to FY 2017.

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

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge	867	89%	Discharge	4,634	45%
Harassment	652	67%	Harassment	1,761	17%
Terms and Conditions	418	43%	Terms and Conditions	1,653	16%
Discipline	189	19%	Discipline	927	9%
Other	3	0%	Other	79	1%
Wages	196	20%	Wages	422	4%
Reasonable Accommodation	246	25%	Reasonable Accommodation	943	9%
Sexual Harassment	181	19%	Sexual Harassment	737	7%
Suspension	75	8%	Suspension	190	2%
Demotion	73	7%	Demotion	268	3%
Constructive Discharge	129	13%	Constructive Discharge	640	6%
Promotion	96	10%	Promotion	364	4%
Hiring	84	9%	Hiring	326	3%
Training	55	6%	Training	61	1%
Layoff	33	3%	Layoff	126	1%
Total	977	--	Total	10,204	--

*Note: CRD numbers are a subset of the statewide numbers. Since some charges filed involve multiple issues, the columns listing the number of charges do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

Table 3. Closed CRD and Statewide Employment Complaints by Type of Closure

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures	329	33%	Administrative Closures	1,478	15%
No Cause Finding	368	38%	No Cause Finding	7,351	72%
Settlement with Benefits	97	10%	Settlement with Benefits	344	3%
Withdrawal w/ Benefits	182	19%	Withdrawal w/ Benefits	815	8%
Successful Conciliation	0	0%	Successful Conciliation	65	1%
Unsuccessful Conciliation	1	0%	Unsuccessful Conciliation	151	1%
Total	977		Total	10,204	
Cause Finding	2	--	Cause Finding	216	--

Notes: The total number of closures reported by CRD and statewide above is derived from a report generated by the EEOC from the EEOC's Integrated Mission System (IMS). This figure is preliminary and pending release of final EEOC official data. Also, note that cause finding cases do not necessarily close within the same fiscal year. Of the two cause findings for CRD, one resulted in a notice of right to sue and was thus was categorized as an administrative closure, and the other was closed as an unsuccessful conciliation. Administrative closures also include right to sue notices (196), failure to locate the complainant or failure to cooperate (11) and lack of jurisdiction (5).

Civil Rights Division Appendix 3

Housing Discrimination Complaints

The following table demonstrates the basis of housing complaints received both by CRD and statewide. In FY 2018, as in the past three fiscal years, disability, followed by race, were the most common bases of housing complaints filed with CRD and statewide.

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

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability	232	53%	Disability	369	52%
Race	141	32%	Race	226	32%
National origin	44	10%	National origin	76	11%
Sex	39	9%	Sex	64	9%
Retaliation	30	7%	Retaliation	62	9%
Familial Status	30	7%	Familial Status	44	6%
Color	23	5%	Color	25	3%
Religion	7	2%	Religion	9	1%
Total Filed*	439	--	Total Filed*	715	--

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

The following table demonstrates the types of issues of housing complaints received by CRD and statewide. The most frequently alleged issues in complaint filings with CRD and statewide over the past three years were terms and conditions, refusal to rent, and failure to make reasonable accommodations.

Table 5. CRD and Statewide Housing Complaints – Filed by Issue

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges, or services and facilities	309	70%	Discriminatory terms, conditions, privileges, or services and facilities	557	78%
Discriminatory refusal to rent	193	44%	Discriminatory refusal to rent	286	40%
Failure to make reasonable accommodation	154	35%	Failure to make reasonable accommodation	255	36%
Discriminatory acts under Section 818 (coercion, etc)	147	33%	Discriminatory acts under Section 818 (coercion, etc)	217	30%
Discriminatory advertising, statements and notices	39	9%	Discriminatory advertising, statements and notices	54	8%
Otherwise deny or make housing unavailable	21	5%	Otherwise deny or make housing unavailable	29	4%
False denial or representation of availability	11	3%	False denial or representation of availability	13	2%
Failure to permit reasonable modification	8	2%	Failure to permit reasonable modification	13	2%
Discriminatory refusal to sell	11	3%	Discriminatory refusal to sell	12	2%
Other discriminatory acts	7	2%	Other discriminatory acts	11	2%
Discriminatory financing (includes real estate transactions)	9	2%	Discriminatory financing (includes real estate transactions)	10	1%
Non-compliance with design and construction requirements (handicap)	6	1%	Non-compliance with design and construction requirements (handicap)	9	1%
Steering	5	1%	Steering	7	1%
Discriminatory brokerage service	1	0%	Discriminatory brokerage service	7	0%
Filed Cases	439	--	Filed Cases	715	--

*Note: CRD numbers are a subset of statewide numbers. Since some complaints filed involve multiple issues, the columns listing the number of complaints do not equal, but rather exceed, the totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages will total more than 100%.

The following table demonstrates the number and type of housing complaints closed by CRD and statewide. In FY 2018, the top two closure types for CRD and statewide were no cause determination and conciliation/settlement successful.

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

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
No cause determination	224	53%	No cause determination	377	52%
Conciliation/settlement successful	122	29%	Conciliation/settlement successful	209	29%
Complaint withdrawn by complainant after resolution	47	11%	Complaint withdrawn by complainant after resolution	78	11%
Administrative Closures	31	7%	Administrative Closures	43	6%
Post Cause Settlement	2	0%	Cause	12	2%
Total	424	--	Total	719	--

*Note: The cause cases reflected above that were charged in FY 2018 may or may not have been closed during FY 2018. The fiscal year that a cause case is closed will be reflected as conciliation/settlement successful, litigation ended – discrimination found, litigation ended - no discrimination found, or FHAP judicial consent order. Further, note that administrative closures also include lack of jurisdiction (5), failure to cooperate (11) and failure to locate (2). CRD also closed 1 case as a post cause conciliation. Also, unlike equal employment opportunity closures, housing closure types do not include a right to sue issued category.

Civil Rights Division Appendix 4

State Agency Policy Reviews and Discrimination Complaints

As a result of CRD’s monitoring of the personnel policies and procedures of state agencies and institutions of higher learning (“agencies”) per Texas Labor Code Chapter 21, the division found in FY 2018 that instances of noncompliance (prior to implementing recommendations) were most common first, in the area of hiring process/recruitment plan and second, in EEO/sexual harassment training. The order of those top categories was reversed in FY 2017. (See Table 7). Non-compliant agencies used TWC’s training module or other approved training to educate their employees before the end of the fiscal year. Non-compliance in the area of hiring/recruitment plan again was often attributable to agencies’ failure to implement specificity in their plans for recruitment based on the data results for their agency of utilization of Hispanic Americans, African Americans and females.

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

Pursuant to Sec 21.556 of the Texas Labor Code, a state agency that receives three or more complaints of employment discrimination in a fiscal year, other than complaints determined to be without merit, shall provide a comprehensive EEO training program to appropriate supervisory and managerial employees. Two state agencies received three complaints other than without merit in FY 2018. Overall, in FY 2018, as in FY 2017, the majority of complaints closed other than without merit involved retaliation as a basis. As in the prior fiscal year, the top issue was harassment. Also, as in the prior fiscal year, these complaints were resolved by either a withdrawal with benefits or a settlement with benefits. (See Tables 8 through 10 on next pages).

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

Category of Non-Compliance	FY16	%	FY17	%	FY18	%
Hiring & Recruitment Plan	20	33%	18	37%	29	47%
Performance Evaluations	17	28%	8	16%	8	13%
Reasonable Accommodations	9	15%	3	6%	3	5%
EEO Training	15	25%	20	41%	22	35%
Totals	61	--	49	--	62	--

Table 8. State Agency Discrimination Complaints Other Than Without Merit – Filed by Basis

Basis	#	%
Retaliation	15	75%
Race	3	15%
Sex	9	45%
Age	3	15%
Disability	5	25%
National Origin	2	10%
Color	2	10%
Religion	1	5%
Genetic Information	0	0%
Other	7	35%

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

Issue	#	%
Harassment	10	50%
Discharge	9	45%
Terms/Conditions	5	25%
Promotion	0	0%
Hiring	2	10%
Discipline	0	0%
Wages	3	15%
Demotion	1	5%
Reasonable Accommodations	3	15%
Sexual Harassment	2	10%
Layoff	1	5%
Benefits	0	0%
Language/Accent Issue	0	0%
Other	0	0%

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

Type of Closure	#	%
Withdrawal with Benefits	12	60%
Settlement with Benefits	8	40%
Conciliation Failure	0	0%
Total	20	100%

Statewide Workforce by the Numbers – 2018

1	Large Employer of the Year awardee: Eaton's B-Line
1	Veteran Friendly Employer of the Year awardee: Prudential Financial
1	Small Employer of the Year awardee: PRESCO Polymers
13.8	Million workers in Texas
28	Local Employers of Excellence
28	Local workforce development boards
90	Texas businesses with workers who received training through Skills Development Fund partnerships with local community and technical colleges
1,401	Employment and housing discrimination investigations conducted
2,678	Child labor investigations conducted
6,615	Apprentices or journeyworkers received training
96,200	Employers received Texas Workforce Solutions and other outreach services
177,200	Jobs were added in Texas
544,990	Employers doing business in Texas
593,049	Million job seekers received employment services
\$43,163,764	Child care matching amount secured by local workforce development boards
\$83,000,040	Federal child care amount matched using amounts secured by local workforce development boards
\$1,712,764,878	Operating budget for the Texas Workforce Commission
\$2,243,354,082	Amount of total, regular emergency and extended unemployment benefits paid

