

TEXAS WORKFORCE COMMISSION ORGANIZATIONAL CHART

October 2021

Our mission is to promote and support an effective workforce system that offers employers, individuals and communities the opportunity to achieve and sustain economic prosperity.

- I. Commissioners – Chairman, Representing the Public, Bryan Daniel; Commissioner Representing Labor, Julian Alvarez; Commissioner Representing Employers, Aaron Demerson
 - A. Internal Audit, Ashley Sagebiel
 - B. Executive Director, Ed Serna
 - i. Deputy Executive Director, Randy Townsend
 1. Business Operations, Lowell Keig
 - a. Procurement and Contract Services
 - b. Human Resources
 - c. Training and Development
 - d. Infrastructure Services
 - e. Risk and Security Management (also indirectly reports to the Deputy Executive Director)
 - f. Document Services, Records Management Officer (also indirectly reports to the Deputy Executive Director)
 2. Civil Rights, Bryan Snoddy
 - a. Employment Investigations
 - b. Housing Investigations
 - c. Outreach, Compliance and Resolutions
 3. Customer Care, Tom McCarty
 - a. Governmental Relations
 - b. Customer Relations

- c. Conference Planning and Media Services

Effective January 1, 2022, Conference Planning and Media Services will be joining Business Operations.

- 4. Finance, Chris Nelson

- a. Accounting and Financial Reporting Services
- b. Budget and Fiscal Policy
- c. Payables and Payroll
- d. Revenue, Travel and Trust Management
- e. Collections and Civil Actions
- f. Financial Systems Support

- 5. Fraud Deterrence and Compliance Monitoring, Chuck Ross

- a. Deputy Director, *State EO Officer (also indirectly reports to the Executive Director)
- b. Investigations
- c. Subrecipient Monitoring
- d. Statistical Sampling
- e. Vocational Rehabilitation (VR) Monitoring
- f. VR Contract Oversight
- g. Policy, Planning, and Prosecutions
- h. Operations Manager

- ii. Child Care and Early Learning, Reagan Miller

- iii. General Counsel, Les Trobman (also indirectly reports to the Commissioners)

- iv. Information Innovation and Insight, Adam Leonard

- 1. Data Management, Design and Publication
- 2. Adult Education and Literacy, Career and Training Programs
- 3. Unemployment Insurance (UI), Program Integrity and Child Care

4. Labor Market Information
 5. Business Transformation
 6. VR and Geographic Information Systems
- v. Information Technology (IT), Heather Hall
1. IT Planning and Project Management
 - a. Project Management Office
 2. IT Infrastructure and Support
 - a. IT Customer Services
 - b. IT Infrastructure Services
 - i. Chief Information Security Officer (also indirectly reports to the IT Division Director)
Effective January 1, 2022, Chief Information Security Officer will be joining Business Operations.
 3. Applications Development and Maintenance
 4. Enterprise Data Governance
- vi. Employer Initiatives, Mary York
1. Business and Education Grants
 2. Employer Engagement and Community Outreach
 3. Education Outreach
 4. Campaigns and Creative Content
 5. Communications
- vii. Unemployment Insurance, Clayton Cole
1. Appellate Services and Policy
 - a. Commission Appeals
 - b. Appeals
 - c. UI Policy

2. Customer Service and Operations
 - a. UI Administration and Operational Support
 - b. UI Client Services
 - c. Tax
 - d. UI Strategic Operations
- viii. Vocational Rehabilitation, Cheryl Fuller
 1. Program Policy and Support
 2. Field Services Delivery
 3. Program Operations
 4. Office of Disability Employment Strategies
 5. Rehabilitation Council of Texas (also indirectly reports to the Executive Director)
- ix. Workforce Development, Courtney Arbour
 1. Workforce Automation and Grants
 2. Workforce Education
 3. Workforce Programs and Board Service Strategies
 4. Board Support and State Operated Programs