Texas Workforce Commission Strategic Goals 2023-2027

GOAL	ACTION ITEM		DETAILED ACTION ITEM	
Goal 1: Ensure the Texas workforce system supports employers and allows business and industry to thrive.	1	1.1. Provide timely, relevant workforce solutions that enable employers to find and retain the qualified workers needed to be successful and globally competitive.	1	1.1.1. Deploy rapid, creative, flexible, employer-driven, practical solutions to connect employers with workers of all skill and education levels.
			2	1.1.2. Expand recruiting and hiring services provided by TWC and Local Workforce Boards to help employers build and maintain a robust workforce.
			3	1.1.3. Assist employers in hiring and retaining workers who are able to work but need child care and other critical workforce support services.
	2	1.2. Engage with industry to address current and future workforce development needs.	4	1.2.1. Assess and expand workforce training services for employers to prepare skilled workers to meet employer needs.
			5	1.2.2. Ensure apprenticeship, pre-apprenticeship opportunities, and other work-based learning strategies such as internships, mentorships, etc. are readily available and aligned with employer needs.
			6	1.2.3. Assist employers in easily understanding and navigating workforce programs and resources that can benefit them.
Goal 2: Ensure a skilled workforce is prepared and equipped to fill critical in-demand jobs, both now and in the future.	3	2.1. Assist workers in obtaining the skills necessary to fill critical occupations, as identified by industry.	7	2.1.1. Upskill the current workforce to fill in-demand jobs through work-based learning strategies and workforce and education services.
			8	2.1.2. Develop and deploy programs to end the middle-skills gap.
			9	2.1.3. Ensure alignment between training programs and associated credentials with in-demand, high-wage occupations.
	4	2.2. Connect a qualified workforce with employers.	10	2.2.1. Expand the development of high-quality work-based learning opportunities that provide workers with the skills and experience needed to fill in-demand jobs and ensure qualified workers are matched with hiring employers.
			11	2.2.2. Support all individuals, including people with disabilities, veterans, foster youth, adult learners, and second chance populations, to prepare them to achieve career success and close gaps in labor force participation.
			12	2.2.3. Provide child care to eligible families to facilitate their participation in the workforce.
			13	2.2.4. Close the geographic and socioeconomic gap in talent distribution through programs, policy, and technology solutions.
	5	2.3. Prepare a skilled workforce to fill critical jobs in the future.	14	2.3.1. Ensure childcare providers have the support necessary to provide quality early childhood learning programs.
			15	2.3.2. Provide access to the labor market and career information for better-informed decision-making.
			16	2.3.3. Support educational programs for students in Texas that inform and prepare them for high-skill, in-demand jobs and career success.
			17	2.3.4. Align the talent development pipeline with employer demand for qualified workers.
Goal 3: Provide exceptional customer service and support to all workforce system stakeholders.	6	3.1. Deliver quality customer service to every customer who interacts with the workforce system.	18	3.1.1. Ensure that every workforce system customer receives timely, efficient, and beneficial services to address their needs.
			19	3.1.2. Enhance the overall customer experience within the workforce system, providing multiple integrated pathways for customers to choose how they interact with the system.
	7	3.2. Seamlessly integrate programs and coordinate services and make them easy for all workforce system stakeholders to access and navigate.	20	3.2.1. Ensure customers can easily navigate and are comprehensively served across all workforce programs.
			21	3.2.2. Align and leverage resources available to support workforce development efforts through interagency partnerships and collaboration.
	8	3.3. Maintain the highest levels of integrity, accountability, and efficiency across the workforce system and TWC programs.	22	3.3.1. Strengthen systems in place to reduce and eliminate fraud, waste, and abuse within TWC and all programs it administers.
			23	3.3.2. Assist employers and workers with their unemployment insurance program needs by providing quality services in a timely manner.
			24	3.3.3. Reduce discrimination in employment and housing through education and fair administration of employment and housing laws.