

Texas Workforce Commission Strategic Goals 2023-2027

Goal 1: Ensure the Texas workforce system supports employers and allows business and industry to thrive.

- 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. Deploy rapid, creative, flexible, employer-driven, practical solutions to connect employers with workers of all skill and education levels.
 - 1.1.2. Expand recruiting and hiring services provided by TWC and Local Workforce Boards to help employers build and maintain a robust workforce.
 - 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.
- 1.2. Engage with industry to address current and future workforce development needs.
 - 1.2.1. Assess and expand workforce training services for employers to prepare skilled workers to meet employer needs.
 - 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.
 - 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.

- 2.1. Assist workers in obtaining the skills necessary to fill critical occupations, as identified by industry.
 - 2.1.1. Upskill the current workforce to fill in-demand jobs through work-based learning strategies and workforce and education services.
 - 2.1.2. Develop and deploy programs to end the middle-skills gap.
 - 2.1.3. Ensure alignment between training programs and associated credentials with in-demand, high-wage occupations.
- 2.2. Connect a qualified workforce with employers.
 - 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.
- 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.
- 2.2.3. Provide child care to eligible families to facilitate their participation in the workforce.
- 2.2.4. Close the geographic and socioeconomic gap in talent distribution through programs, policy, and technology solutions.
- 2.3. Prepare a skilled workforce to fill critical jobs in the future.
 - 2.3.1. Ensure childcare providers have the support necessary to provide quality early childhood learning programs.
 - 2.3.2. Provide access to the labor market and career information for better-informed decision-making.
 - 2.3.3. Support educational programs for students in Texas that inform and prepare them for high-skill, in-demand jobs and career success.
 - 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.

- 3.1. Deliver quality customer service to every customer who interacts with the workforce system.
 - 3.1.1. Ensure that every workforce system customer receives timely, efficient, and beneficial services to address their needs.
 - 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.
- 3.2. Seamlessly integrate programs and coordinate services and make them easy for all workforce system stakeholders to access and navigate.
 - 3.2.1. Ensure customers can easily navigate and are comprehensively served across all workforce programs.
 - 3.2.2. Align and leverage resources available to support workforce development efforts through interagency partnerships and collaboration.
- 3.3. Maintain the highest levels of integrity, accountability, and efficiency across the workforce system and TWC programs.
 - 3.3.1. Strengthen systems in place to reduce and eliminate fraud, waste, and abuse within TWC and all programs it administers.

- 3.3.2. Assist employers and workers with their unemployment insurance program needs by providing quality services in a timely manner.
- 3.3.3. Reduce discrimination in employment and housing through education and fair administration of employment and housing laws.