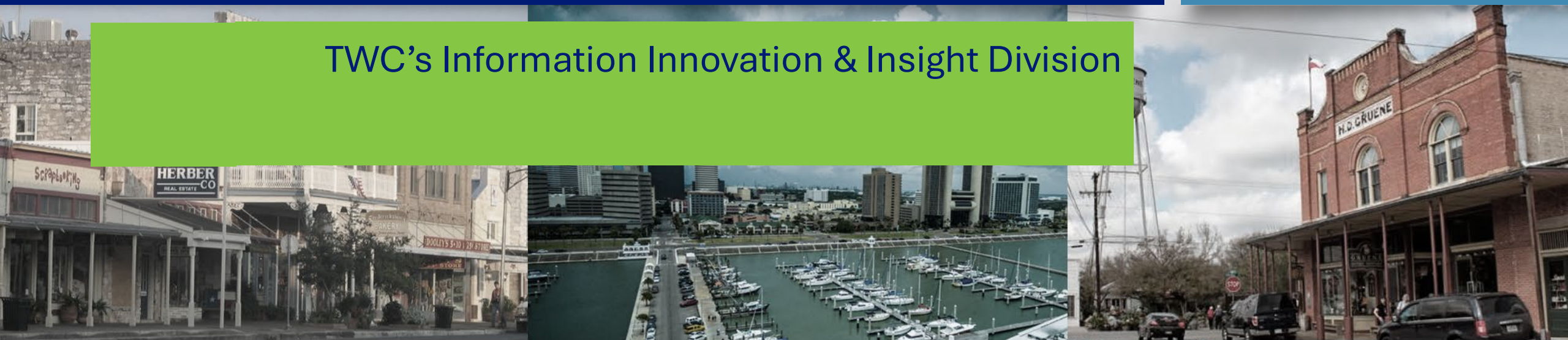




The Customers Behind the Numbers: Performance Measurement and Reporting Updates



TWC's Information Innovation & Insight Division



Agenda for Today



- Our Leadership Team in I|3
- Journey of the Monthly Performance Report in 2025
- Performance Measures and Data Access in 2026
- What's to Come in 2026 and 2027

What we do. Who we are.



Strategy Development and Business Transformation

Labor Market Information Department

Performance Reporting & Analysis Unit

What we do. Who we are.



Leadership Team

- Jennifer Colehower, I|3 Division Director
- Jason Vaden, Project Manager – Strategy Development
- Anita Smith, Director – Business Transformation / Rapid Process Improvement Team
- Mariana Vega, Director – Labor Market Information Department
- Athena Burton, Director – Analytics Infrastructure Department (AID), Performance Reporting and Analysis Unit
- Geoffrey Miller, Director – Analytics & Evaluation (A&E), Performance Reporting and Analysis Unit

Journey of the Monthly Performance Report in 2025



From Access to PULSE to Tableau

Performance Measures and Data Access in 2026



New and Remediated

- Active Job Seeker New Employment Connection Rate
- Maintaining Employment Connection Rate
- Successful Texas Talent Assistance Rate
- Choices

Better Access to Data

- Tableau Reports Functionality
- ~~—TWIST~~ Ad Hoc Reports Tool Replacement

What's to Come in 2026 and 2027?



What's to Come



LBB Measures

Federal Oversight Measures

Board Contracted Measures



THANK YOU!



TWC's Information Innovation & Insight Division

