



STRATEGIC PLAN 2027-2031





TEXAS INTERN NETWORK

Connecting Employers + Tomorrow's Talent



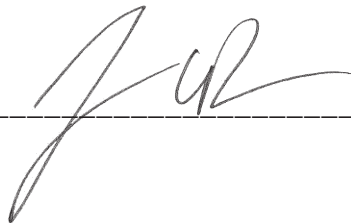
Texas Workforce Commission Strategic Plan Fiscal Years 2027 to 2031

<u>Commission Member</u>	<u>Term End Date</u>	<u>Hometown</u>
Joe Esparza Chair and Commissioner Representing Employers Appointed November 2023 Named Chairman August 2025	February 2027	Oatmeal
Alberto Treviño III Commissioner Representing Labor Appointed January 2023	February 2029	Harlingen
Brent Connett Commissioner Representing the Public Appointed August 2025	February 2031	Austin

June 1, 2026

SIGNED: _____

Steve Pier, Executive Director



APPROVED: _____

Joe Esparza, Chairman



TABLE OF CONTENTS

PART I

TWC Mission, Vision & Philosophy.....	5
A Message from the Executive Director	6
TWC Goals and Action Items.....	8
TWC Agency Overview	11
Redundancies and Impediments	21

PART 2

Schedule A: Budget Structure	27
Schedule B: Performance Measure Definitions	32
Schedule C: Historically Underutilized Business Plan	88
Schedule D: Statewide Capital Plan.....	91
Schedule F: TWC Workforce Plan.....	93
Schedule G: Workforce Development System Strategic Planning	104
Schedule H: Report on Customer Service.....	119
Schedule I: Certification of Compliance with Cybersecurity Training.....	129
Schedule J: Certification of Compliance with Artificial Intelligence Training	130
Schedule K: Report on Projects and Acquisitions Financed by Certain Fund Sources.....	131

TWC Mission, Vision & Philosophy

TEXAS WORKFORCE COMMISSION MISSION

To promote and support a workforce system that creates value and offers employers, families, individuals and communities the opportunity to achieve and sustain economic prosperity.

TEXAS WORKFORCE COMMISSION VISION

TWC and its Workforce Solutions partners will maximize the power of innovation and partnerships to boost superior business outcomes and realize a competitive advantage for all Texans in the global economy.

TEXAS WORKFORCE COMMISSION PHILOSOPHY

Our work is guided by the following core beliefs:

- We believe Texas is the best place in the country to live, work, and do business.
- We believe that there must be a skilled worker for every employer and a job for every Texan that wants one.
- We believe that local communities are in the best position to address local and regional workforce needs.
- We believe that the workforce system of Texas must be market-driven, meeting the needs of employers and workers, for Texas to continue as a leader in the global market.
- We believe that individuals must assume personal responsibility for making decisions about their lives and be accountable for their actions.
- We believe innovation and partnerships centered around local economic priorities maximizes effectiveness.
- We believe in conducting business with the highest standards of ethics, integrity, accountability, and efficiency.

Our success will be based on the following organizational values:

- Our employees are our greatest asset.
- We commit to excellence in everything we do.
- We treat people with respect and dignity and in a fair and equitable manner.
- We strive to be an innovative, flexible, and learning organization.
- We commit to transparent internal and external communication.
- We commit to being an exemplary employer, with world-class performance.

A Message from the Executive Director

It is with a deep sense of responsibility that I present the Texas Workforce Commission's (TWC) 2027-2031 Strategic Plan. This document is more than a blueprint; it is our shared commitment to building a workforce system that is responsive, innovative, and empowers every Texan to achieve their full potential, while ensuring our state's economy continues its trajectory as a national leader.

Texas is more than just an economy; it is a global powerhouse fueled by the vision, grit, and hard work of millions of Texans. As I present TWC's 2027-2031 Strategic Plan, I do so with a sense of energy, a deep empathy for the people we serve, and an uncompromising commitment to efficiency. This plan is not merely a statutory requirement; it is our promise to be the most responsive, innovative, and protective workforce system in the nation.

A Unified Front: Powering Local Partnership

Our mission cannot be achieved from behind a desk in Austin. It happens in the communities where Texans live and work. We are doubling down on our partnership with the 28 local Workforce Development Boards. These Workforce Development Boards are one of our most vital strategic collaborators. By fostering a culture of transparency and shared accountability, we are ensuring that statewide strategy meets local expertise. Together, we will continue to expand and enhance a system that is fast, flexible, and fiercely focused on getting Texans back to work. Our collaboration is the engine that drives regional prosperity.

Integrated Success: Vocational Rehabilitation at the Core

Meaningful workforce development means leaving no Texan behind – including individuals with disabilities. We are fundamentally shifting how we approach the Vocational Rehabilitation (VR) program that the Texas Legislature has entrusted us to administer. We are moving past the era of silos to a future of total integration. By weaving VR services into the very fabric of our workforce centers, we ensure that Texans with disabilities have seamless access to the tools, training, and employer connections they need. When we integrate VR into the greater workforce development ecosystem, we don't just fill jobs; we empower individuals to realize their full potential and contribute their unique talents to the Texas success story.

Relentless Integrity: Safeguarding the System

To serve those in need, we must be the vigilant guardians of the resources entrusted to us. TWC will continue its relentless focus on fraud detection and prevention. Whether it is Unemployment Insurance (UI) or Child Care services, we have zero tolerance for those who attempt to exploit the system. We are deploying advanced analytics and AI-driven detection to protect the integrity of our funds. By aggressively pursuing and preventing fraud, we ensure that every dollar is available for its intended purpose: helping a mother afford high-quality care for her child so she can work, or providing a bridge for a worker in transition.

Innovative, Human-Centered Service

The "Texas Way" means leading from the front. Our 2027-2031 strategy embraces technological advancement, including the strategic use of AI, not to replace the human touch, but to enhance it. We are making our systems more efficient so our staff can be more empathetic—spending less time on paperwork and more time on the people who need us.

Through our Tri-Agency Collaboration and the insights of the Texas Jobs Council, we are aligning education directly with industry demand. From Workforce Pell initiatives to career-technical education, we are clearing the path from the classroom to a career as reflected in our Workforce Innovation and Opportunity Act Combined State Plan.

As TWC undergoes its Sunset review, we welcome the opportunity to listen, learn, and improve. We are an agency in motion, driven by the belief that every Texan deserves a chance at a good job and every employer deserves a world-class workforce.

With the support of our Commissioners, the Governor, and the Legislature, we will continue to build a Texas that is prepared, prosperous, and protected.

Let's get to work.

Steve Pier
Executive Director
Texas Workforce Commission



TWC Goals and Action Items

Goal I

Powering Texas Business Through a World-Class Workforce System.

Texas continues to dominate the global stage as the premier destination for business relocation and expansion. To support this, TWC empowers employers to thrive by delivering an agile, industry-driven workforce system that eliminates barriers to growth. By aligning our resources with the state's target industry sectors, we ensure Texas remains the undisputed national leader in job creation and economic prosperity.

Action Items:

- **Forge Industry Partnerships:** Engage directly with industry leaders to forecast future labor needs and scale training programs that prepare workers for high-wage, high-demand roles.
- **Build Robust Talent Pipelines:** Supporting the growth of apprenticeship and work-based learning opportunities that align precisely with the needs of Texas' target industry clusters and meet the needs of a diverse and growing Texas population.
- **Accelerate Employer Success:** Deploy creative and employer-driven solutions, fueled by emerging technologies including artificial intelligence, that connect businesses with a qualified, globally competitive workforce.
- **Eliminate Growth Roadblocks:** Identify opportunities for flexibility and remove administrative "red tape" to help small businesses and major industries navigate workforce programs with maximum efficiency.
- **Strengthen Workforce Support:** Assist employers in retaining high-skill talent by expanding access to critical support services, such as child care, for the hardworking Texans they employ.

Statewide Objectives:

- **Accountable to Taxpayers:** Texas employers drive the economy; by meeting their labor needs, TWC ensures a high return on investment for every tax dollar.
- **Efficient:** TWC maximizes resources by eliminating redundant functions and focusing on core, high-impact workforce solutions that fuel the "Bigger. Better. Texas." vision.
- **Effective:** Success is measured by the ability of Texas businesses to fill vacancies quickly with skilled talent, ensuring the state's continued global competitiveness.
- **Exceptional Customer Experience:** We provide proactive, personalized engagement that transforms the employer-agency relationship into a true economic partnership.
- **Transparent:** We maintain public trust through regular, clear reporting on how TWC initiatives support business growth and regional economic vitality.

Goal 2

Cultivating Texas Talent for a Stronger Texas of Tomorrow.

The people of Texas are our greatest economic asset, and we are committed to building a workforce that is highly skilled, flexible, and resilient. We focus on accelerating the development of a highly skilled and talented workforce and improving workforce opportunities for all Texans so that they can excel in the high-demand jobs of tomorrow, thereby contributing to the economic security of themselves and their families. By synchronizing education with industry needs, we ensure that every region of the state participates in the Texas economic powerhouse.

Action Items:

- **Master the Talent Strategy:** Build upon the national vision for talent development by upskilling the current workforce and ensuring credentials align with lucrative, high-wage occupations.
- **Bridge the Skills Gap:** Develop and deploy aggressive training programs designed to address skills gaps and match qualified workers with hiring employers in record time.
- **Secure the Future Pipeline:** Through continued collaboration with our Tri-Agency partners, align the K-12 and higher education talent pipeline with employer demand to inform and prepare students for high-skill, in-demand careers.
- **Empower Diverse Populations:** Support veterans, individuals with disabilities, foster youth, and second-chance populations with the specialized tools and training needed to achieve immediate career success.
- **Expand Early Learning Access:** Ensure eligible families have access to quality child care, allowing parents to participate fully in the workforce while children build a foundation for future success.

Statewide Objectives:

- **Accountable to Taxpayers:** A highly skilled workforce reduces reliance on social safety nets and increases the state's overall tax base through higher individual earnings.
- **Efficient:** TWC streamlines the path from training to employment, ensuring that education and certification dollars are spent on the most in-demand industry outcomes.
- **Effective:** We measure success through high job-placement rates and the successful closing of geographic and socioeconomic talent gaps.
- **Excellent Customer Experience:** Every Texan seeking a career receives the guidance, information, and support necessary to navigate the labor market with confidence.
- **Transparent:** We provide clear data on labor market trends and program outcomes so Texans can make informed decisions about their career and education pathways.

Goal 3

Elevating the Texas Customer Experience Through Enhanced Workforce System Integration.

We are redefining the workforce system, through enhanced system flexibility and responsiveness, to deliver a seamless, high-performance customer experience for every Texan. By leveraging cutting-edge technology and interagency collaboration, we ensure our programs are easy to navigate, timely, and free from fraud. Our priority is meaningful employment, ensuring that adults are work-ready within one year or less, and youth are set on a long-term trajectory toward economic independence.

Action Items:

- **Modernize Customer Experience:** Provide multiple, integrated pathways that allow our customers to interact with the workforce system seamlessly and efficiently.
- **Emphasize Strategic Partnerships and Collaboration:** Strengthen organizational reach by prioritizing high-impact collaborations that eliminate silos, allowing TWC to pool financial and intellectual capital with external partners to solve complex regional challenges more efficiently than through independent action.
- **Fortify Board Partnerships:** Collaborate with Local Workforce Boards to ensure service delivery strategies are tailored to the unique economic strengths of each Texas region and that regional data is both accessible and utilized to drive meaningful outcomes for customers.
- **Enhance System Integrity Efforts:** Continue the aggressive deployment of processes and systems to identify and eliminate fraud, waste, and abuse in all TWC administered programs, including unemployment insurance and child care services, while ensuring programs are benefiting customers in a timely and efficient manner.
- **Increase Performance Accountability:** Focus on services that lead to strong employment outcomes for all customers and increase system accountability and transparency through performance and outcome data.

Statewide Objectives:

- **Accountable to Taxpayers:** By rooting out fraud and focusing on rapid re-employment, we protect the integrity of the unemployment insurance trust fund and other taxpayer-funded resources.
- **Efficient:** Continuous process improvement and digital upgrades eliminate waste, making it easier for Texans to access services without unnecessary delays.
- **Effective:** We focus on primary outcomes: lucrative, in-demand, and meaningful employment that allows individuals and communities to sustain economic prosperity.
- **Excellent Customer Experience:** We treat every interaction as an opportunity to provide world-class support, ensuring the workforce system is an asset rather than a hurdle.
- **Transparent:** Through regular performance reporting and open communication, we ensure that every Texan understands how agency actions benefit the state's economy.

The Texas Workforce Commission: Agency at a Glance

The Texas Workforce Commission (TWC) is the state agency that oversees and provides workforce development services to all Texans. We help strengthen the Texas economy as part of the Governor's economic development strategy. TWC promotes and supports a workforce system that creates value and offers individuals, families, and communities the opportunity to achieve and sustain economic prosperity alongside businesses that call Texas home.

TWC and its 28 Local Workforce Development Boards, contracted service providers, and community partners provide a wide range of quality workforce development and connection services for Texas employers and job seekers. The primary functions of TWC include managing workforce development and employment services, administering programs such as child care and other support services, and overseeing the unemployment compensation insurance program. TWC also provides labor market information and analysis on shifts in occupations and industries to help businesses and policymakers understand the state's labor market.

TWC and its network of partners continue to operate a highly integrated workforce system. The Texas workforce system includes programs, services, and initiatives administered in cooperation with Local Workforce Development Boards, local adult education providers, community and technical colleges, independent school districts, eight other state agencies, and other key organizations. Our integrated structure allows for continuous improvement and adaptability to meet the needs of job seekers and employers. Improved access and efficiency, along with value-added services, are among the many benefits customers receive from an integrated system.

Texas has a skilled workforce of 15.8 million working-age Texans supporting more than 680,000 employers and more than 3 million small businesses. In 2025, the Texas workforce grew by 1.0 percent – 164,000 more Texans by the end of the fiscal year. This growth presents many opportunities, and TWC has numerous programs designed to assist Texans with their success in the Texas workforce.

The jobs growth in Texas has also created a need for the workforce to learn new skills. TWC's upskilling and reskilling programs provide both employers and the workforce with opportunities to maintain an up-to-date skillset. In 2025, the Skills Development Fund provided more than \$19 million to support training opportunities for 10,361 Texans. In support of employer needs for workforce-readiness training, we launched the Skills for Success program with \$5 million in funding.

TWC also facilitates additional training opportunities with 1,038 apprenticeship programs in Texas, supporting more than 40,600 active apprentices working towards the credentials needed to excel in their careers. Additionally, the Jobs and Education for Texans (JET) program provided \$14,085,278 in supplemental funds for schools to update teaching equipment, particularly in Career and Technical Education programs, which helped train 6,479 students. For basic skills, like high school equivalency and language literacy, TWC also offers Adult Education and Literacy programs, which served 65,443 participants last year.

In 2025, the agency continued to support individuals who may have difficulties in entering the workforce. For instance, through grants to foster youth transition centers, TWC supported 1,962 young people who needed additional assistance in identifying and preparing for career opportunities. Additionally, the agency is continuing to assist employers in hiring individuals who have a criminal record and need a second chance through an annual GRACE Conference, which provides actionable information to employers on how to help these individuals be successful in their workplace. Furthermore, TWC remains dedicated to serving Texas Veterans through initiatives like Texas Operation Welcome Home and the Texas Veterans Leadership Program, which provide transitioning service members with specialized career coaching and connect them with Veteran-friendly employers who value their unique skill sets.

TWC saw growth in Vocational Rehabilitation (VR) services with 71,501 Texans participating in the program. We continue to work in partnership with the local workforce development boards to share resources and prepare VR customers to obtain, retain or advance in employment. As of 2025, TWC has a total of 97 integrated VR locations across the state.

TWC's Child Care Programs assisted 116,637 families in 2025, providing child care subsidies for 148,924 average children per day. This program supports working parents by ensuring their children have quality child care while the parents work or participate in approved training programs. TWC recently announced the Child Care Business Support initiative to provide child care providers with the tools they need to help their businesses thrive. The initiative demonstrates TWC's commitment to helping child care providers manage their business needs, so they can continue offering the highest possible quality of care. TWC also works closely with the Department of Family and Protective Services (DFPS) to provide child care assistance to families in crisis, helping to maintain child safety and support the state's most vulnerable youth.

TWC also operates the state's Unemployment Insurance (UI) program, paying 540,230 claims in 2025. The UI program paid \$3 billion in benefits to employees who lost their jobs, bridging the gap to re-employment. TWC partners with more than 170 Workforce Solutions offices across Texas to meet the needs of both job seekers and employers. In 2025, Texas Workforce Solutions offered career resources to nearly 690,000 job seekers and provided more than 240,000 staff-assisted services such as career fairs, job postings, and pre-employment screenings to Texas employers.

We are proud to offer all the resources that we have available through Texas Workforce Solutions to support a strong business climate and workforce system. TWC remains committed to keeping Texas the best place to live, work and do business.

Recent Key State Legislation

The 89th Texas Legislature enacted legislation that will positively impact TWC's ability to serve job seekers and employers. The Following is a summary of legislation enacted by the 89th Texas Legislature for the 2026-2027 biennium and implemented by TWC:

Child Care

HB 117 (Rep. Schoolcraft) – Relating to the establishment of the governor's task force on the governance of early childhood education and care.

This bill establishes the Governor's Task Force on the Governance of Early Childhood Education and Care. The task force will examine governance and operational challenges within the state's early childhood education system, reviewing the functions and responsibilities in this area of the Health and Human Services Commission (HHSC), Texas Education Agency (TEA), and TWC. The task force will develop and recommend standards for high quality pre-kindergarten programs and consider methods for a large-scale restructuring of early childhood program administration to improve efficiency, service delivery, care quality, and funding efficiency.

The task force will require periodic progress reports from HHSC, TEA, and TWC which will be administratively attached to TEA. The bill specifies that TWC's Chair will serve on the task force's steering committee.

The governor will appoint the chair of the task force and appoint representatives to serve on the task force from the Texas Head Start State Collaboration Office, Department of State Health Services, the Texas Early Learning Council, and relevant stakeholders with experience in early childhood education or experience as a direct operator of an early childhood education and care program.

This bill requires that TWC, HHSC, and TEA complete and submit periodic progress reports to the task force. The frequency and specific content of these reports are not defined in the bill and will need to be determined through interagency collaboration.

HB 2294 (Rep. Thompson) – Relating to reimbursement rates for child-care providers participating in the Texas Rising Star Program.

This bill allows Local Workforce Development Boards (LWDBs) to reimburse Texas Rising Star Program providers at the board's maximum reimbursement rate, regardless of the provider's published rate. LWDBs can only do this if paying the higher reimbursement rate does not reduce the TWC target performance measure for the average daily number of subsidized children served within the workforce area served by the LWDB.

HB 2310 (Rep. Ordaz) – Relating to developing a strategic plan for the improvement and expansion of early learning and educational opportunities for young children with disabilities.

This bill directs the Texas Education Agency (TEA) in association with the Health & Human Services Commission (HHSC) and TWC to develop and implement a strategic plan to improve early learning and educational opportunities for young children with disabilities or developmental delays, including identifying barriers to effective inclusion, and recommending necessary changes to statutes, regulations, guidance, funding, and policies. TWC is required to participate in the development and implementation of the strategic plan, contributing expertise and resources.

The bill requires the initial strategic plan to be published on TEA, HHSC, and TWC websites by September 1, 2026, and submitted to the governor, lieutenant governor, and speaker of the house. The plan must then be updated and posted every four years.

HB 3963 (Rep. Capriglione) – Relating to an early childhood integrated data system.

This bill creates an Early Childhood Integrated Data System (ECIDS) and an Early Childhood Interagency Workgroup to oversee the development and implementation of that system. The Workgroup consists of the Department of Family and Protective Services, the Department of State Health Services, the Health and Human Services Commission, the Texas Education Agency (TEA), and TWC. The bill establishes TEA as the lead agency to oversee ECIDS' development, implementation, and maintenance, and to meet reporting requirements.

This bill states that an entity is required to implement its provisions if the legislature appropriates money specifically for that purpose. Lacking such an appropriation, an entity may, but is not required to, implement provisions using other money available for that purpose.

HB 4903 (Rep. Harris Davila) – Relating to the establishment of the Quad-Agency Child Care Initiative and the Quad-Agency Child Care Initiative Commission.

This bill establishes the Quad-Agency Child Care Initiative and the Quad-Agency Child Care Initiative Commission to foster collaboration, coordinate policies, and review and recommend actions to streamline regulations between the participating agencies that govern child care. Participating agencies include the TWC, Health and Human Services Commission, Department of Family and Protective Services, and Texas Education Agency.

TWC is designated as a participating agency and the TWC chair will serve as the Quad-Agency Commission's chair.

This bill requires that the first meeting of the Quad-Agency Commission must be no later than December 31, 2025, and requires that no later than 30th day after a meeting is held, the Chair must prepare a report to the office of the governor regarding existing or proposed regulations, rules, policies or other participating agency actions under review by the Quad-Agency Commission. The report must be made available to the public on TWC's website until the second anniversary of the date of the meeting.

This bill requires the Quad-Agency Commission to establish a process that non-participating public may use to request a review of any existing or proposed regulation, rule, policy, or other participating agency action that may impact the cost, quality, or accessibility of child care. For each review conducted, the Quad-Agency Commission is required to accept public comment through TWC's internet website from the date the notice regarding the review is provided until the end of the 30th day after that date.

The Quad-Agency Commission and the Texas Regulatory Efficiency Office may provide suggestions to a participating agency on less restrictive regulations or other agency actions they may adopt to replace a regulation the commission considers inconsistent with the identified objectives.

SB 462 (Sen. Kolkhorst) – Relating to establishing a child-care services waiting list priority for the children of certain child-care workers.

This bill establishes a waiting list priority for child care services administered by Local Workforce Development Boards for children of child care workers who are eligible for those services.

SB 1265 (Sen. Alvarado) – Relating to certain duties of the Texas Workforce Commission with respect to childcare resources.

This bill requires TWC to maintain a link on its website to a webpage containing comprehensive and current information to help employers assist their employees with accessing child care.

The webpage must include details on child care assistance, best practices for assisting these employees, available state and federal tax credits, dependent care savings accounts, free tools or templates, policies and benefits an employer may adopt to assist employees, and other resources TWC considers relevant.

The information is required to be posted by February 1, 2026.

Fraud Deterrence and Compliance Monitoring

HB 2788 (Rep. Button) – Relating to the disclosure of certain fraud detection information obtained in the administration of the unemployment compensation system.

This bill amends the Texas Labor Code to exclude fraud detection information held by TWC from public information disclosure under Chapter 552 of the Government Code. The bill also defines fraud detection information as any information, including risk assessments, reports, data, protocols, technology specifications, manuals, instructions, investigative materials, crossmatches, mental impressions, and communications that may reveal the methods or means by which TWC prevents, investigates, or evaluates fraud in the administration of unemployment compensation.

HB 3699 (Rep. Vo) – Relating to initial claims under the unemployment compensation system.

This bill amends the Texas Labor Code to clarify the definition of “last work” and “person for whom the claimant last worked” in the context of initial claims for unemployment insurance benefits. The bill specifies that “last work” refers to an employer with a liable TWC Unemployment Benefits Tax account as defined by Texas Labor Code, Subchapter C, Chapter 201, unless otherwise provided by state or federal law.

HB 3700 (Rep. Vo) – Relating to the prevention, detection, and investigation of fraud, waste, and abuse in programs administered by the Texas Workforce Commission or by the commission’s contractors or grantees.

This bill requires TWC to develop and implement procedures to prevent, detect, and investigate fraud, waste, and abuse in all its programs including those administered under contract or by a person awarded a grant. This includes developing systems for fraud detection and creating a reporting mechanism for a person to report fraud, waste, or abuse to TWC, including an online option for reporting and an anonymous reporting option for TWC employees. The bill allows TWC to acquire necessary information and technology to fulfill these responsibilities. The bill also requires TWC to submit a yearly report with details on each report of fraud, waste, and abuse in a TWC program.

Commission Appeals

HB 2760 (Rep. Villalobos) – Relating to judicial review of a Texas Workforce Commission decision in an unemployment compensation proceeding.

This bill amends the Texas Labor Code to specify that a party who disagrees with a final Commission decision may appeal to a county court at law or a district court and removes a “court of competent jurisdiction” as the venue in which a suit for judicial review of unemployment benefits decisions issued by TWC can be filed.

Information Innovation and Insight

SB 1786 (Sen. Creighton) – Relating to public higher education.

This bill makes changes to the Education Code related to public higher education, specifically concerning dual credit programs and financial aid. In addition to these changes, the bill also requires the Texas Higher Education Coordinating Board (THECB) to define an individual self-sufficient wage by rule and correlate its credential of value determination to that definition. This bill also directs TWC to align the Jobs and Education for Texans Program with other grant programs administered by the Texas Education Agency and THECB. The bill also requires TWC to add the following elements to the UI tax collection system for employers to report the following information about employees when making their quarterly tax filings with TWC: wage, industry, occupational field, full-time and part-time status, county of primary employment, remote work status, other important employment information necessary to conduct the assessment required under Sec. 302.0205, Labor Code. Finally, the bill directs TWC to conduct a biennial labor market assessment, which would include labor market projections.

Under provisions of the bill, Sections 7, relating to student transfers, and 8, relating to credentials of value, take effect 9/1/2025. All other provisions were effective upon signing, 5/27/2025.

Vocational Rehabilitation

HB 2791 (Rep. Button) – Relating to powers and duties of the Texas Workforce Commission with respect to the procurement of goods and services for the provision of vocational rehabilitation services.

This bill provides the TWC Vocational Rehabilitation program with procurement authority to issue open enrollment solicitations and provides new authority for the negotiation with qualified vendors if no responsive bids are received for goods or services.

Workforce Development

HB 120 (Rep. Bell) – Relating to career and technology education programs in public schools, the Rural Pathway Excellence Partnership (R-PEP) program, and a high school advising program, including funding for those programs.

This bill focuses on enhancing college, career, and military readiness in public schools. It aims to improve career and technology education, the Financial Aid for Swift Transfer (FAST) program, and the Rural Pathway Excellence Partnership (R-PEP) program. This bill also emphasizes workforce reporting, the public school accountability system, and funding allocations under the Foundation School Program with the intention to ensure high school graduates are prepared for the workforce or postsecondary education without remediation. Key provisions include posting postsecondary outcome data, setting statewide career readiness goals, amending school district planning requirements, and allowing reimbursement for certification exams and associated costs. The bill also establishes a High School Advising Program which mandates that participating school districts and charter schools provide college, career, and military advising. The bill requires that districts partner with institutions of higher education, institutions of higher education career and technology programs, employers, branches of the military, or local workforce development boards in order to provide advising under the program. The bill also makes changes to the duties of the Industry Based Certification Advisory Council to require that they may consult with the Texas Education Agency in addition to consulting with the Texas Workforce Investment Council, Texas Economic Development and Tourism Office, Texas Higher Education Coordinating Board, and local workforce boards.

HB 322 (Rep. Guillen) – Relating to the use of funds awarded under the Jobs and Education for Texans (JET) Grant Program.

This bill amends the Education Code to allow grants under the Jobs and Education for Texans (JET) program to pay costs for the acquisition, implementation, and ongoing maintenance of technology solutions.

HB 3260 (Rep. Keith Bell) – Relating to the Texas Industry-Recognized Apprenticeship Programs Grant Program.

This bill amends the Texas Labor Code related to the Texas Industry-Recognized Apprenticeship Program by updating the definition of “industry-recognized apprenticeship program” as a program leading to an apprenticeable occupation recognized and certified by TWC. The bill also allows for partial reimbursements to grantees following the achievement of milestones set forth by TWC and expands the requirements of TWC rules related to the program to include: the recognition of apprenticeable occupations; the development of a TWC certification process, and alignment of TIRA criteria generally consistent with federal apprenticeship standards. The bill also requires that TWC annually report aggregated performance metric data reported by grant recipients publicly available on TWC’s website.

HB 3698 (Rep. Vo) – Relating to participation in reemployment services as a condition of eligibility for unemployment benefits.

This bill modifies the participation requirements for participation in the Reemployment Services and Eligibility Assessment (RESEA) Program as a condition of Unemployment Compensation eligibility. The bill provides TWC with the ability to require RESEA participation regardless of an individual’s Likely to Exhaust profile score, if the individual’s participation is in furtherance of the goals and requirements of the RESEA Program which include: Reducing UC duration through improved employment outcomes, Strengthening UC program integrity, Promoting alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA), Establishing RESEA as an entry point to other workforce system partner programs, and Demonstrating the effectiveness of reemployment services.

HB 3800 (Rep. Capriglione) – Relating to an advisory board established to develop a resource guide that facilitates collaboration in identifying and addressing local health care workforce needs.

This bill mandates that TWC establish an advisory board to create a resource guide facilitating the collaboration between healthcare providers and higher education institutions. The goal is to improve the identification and resolution of local healthcare workforce needs, encompassing training, labor shortages, and heavy workloads.

The bill directs that the advisory board consist of the following members appointed by the TWC Executive Director: One member from a two-year institution of higher education in an urban area; one member from a two-year institution of higher education in a rural area; one member from a public four-year institution of higher education in an urban area; one member from a public four-year institution of higher education in a rural area; three members representing local workforce development boards in geographically diverse areas of the state; two members from statewide organizations representing healthcare professionals; and two members from statewide organizations representing community health centers. The presiding officer of the advisory board is to be elected from among the members appointed.

The bill further stipulates that TWC must prepare and submit to the legislature the resource guide developed by the advisory board.

SB 856 (Sen. Flores) – Relating to the use of the skills development fund by certain entities.

This bill amends the Texas Labor Code relating to the use of the Skills Development Fund. The bill adds the Texas Engineering Experiment Station to the list of entities eligible to apply for grants under the program. The bill also modifies the purpose of the chapter to remove administrative barriers for eligible entities, clarifies cost recovery for customized training if a labor shortage exists in the occupation being trained, refocuses the training activities of the Texas A&M Engineering Station and the Texas A&M Engineering Extension Service, and modifies reporting requirements for workforce training providers by adding the Texas A&M Engineering Extension Service and Texas A&M Engineering Experiment Station to those requirements.

SB 1143 (Sen. Blanco) – Relating to certain planning, notification, and evaluation requirements with respect to workforce development programs in this state.

This bill expands Local Workforce Development Board (LWDB) plan requirements to include specific goals, objectives, and performance measures for individuals aged 14 to 24. This bill also requires government entities offering financial incentives that create at least 100 jobs to notify TWC and the relevant local workforce boards.

SB 1535 (Sen. Zaffirini) – Relating to the establishment by the Texas Workforce Commission of an advanced nuclear energy workforce development program.

This bill requires TWC to create and administer an advanced nuclear energy workforce development program in collaboration with the Texas Education Agency, Texas Higher Education Coordinating Board (THECB), and in consultation with representatives designated by the Public Utility Commission of Texas. The program will involve creating a strategic plan to address labor shortages and talent retention in the advanced nuclear energy sector. The plan will include securing financial assistance (through public-private partnerships) to incentivize the creation of education and training programs at Texas institutions of higher education and to support research and leadership development in the field. The bill requires TWC to develop curriculum requirements for degree and certificate programs in specific high-demand advanced nuclear energy job areas, subject to approval by the THECB. The bill also requires TWC to submit an annual report to relevant legislative committees summarizing program activities and offering recommendations.

SB 1728 (Sen. Perry) – Relating to the participation of certain juvenile justice entities in the Jobs and Education for Texans (JET) Grant Program.

This bill amends the Education Code to include the Texas Juvenile Justice Department (TJJD), juvenile boards, and juvenile probation departments as eligible recipients in the Jobs and Education for Texans (JET) Grant Program.

SB 2448 (Sen. Sparks) – Relating to rural workforce development.

This bill establishes The Rural Workforce Development Grant Program. TWC, in consultation with the Texas Education Agency and the Higher Education Coordinating Board, shall establish and administer the Rural Workforce Development Grant Program. The program aims to provide technical assistance and support to institutions of higher education and school districts in rural areas to address skills gaps in the workforce and meet urgent workforce demands.

Recent Key Federal Legislation

The 118th and 119th U.S. Congresses enacted several measures impacting both funding and operation of TWC and the Texas workforce system.

Government Funding

The 118th and 119th Congresses passed a series of Continuing Resolutions and funding bills to fund the government for FY 2025 and FY 2026.

FY 2025

HR 9747 - Continuing Appropriations and Extensions Act, 2025 (Public Law 118-83) Continued Government Funding from October 1, 2024- December 31, 2024.

HR 10545 - Further Continuing Appropriations and Extensions Act, 2025 (Public Law 118-158) Continued Government Funding from December 21, 2024- March 14, 2025.

HR 1968 - Full-Year Continuing Appropriations and Extensions Act, 2025 (Public Law 119-4) Continued Government Funding from March 14, 2025- September 30, 2025.

FY 2026

HR 3571 - Continuing Appropriations, Agriculture, Legislative Branch, Military Construction and Veterans Affairs, and Extensions Act, 2026 (Public Law 119-37) Ended the government shutdown that began on October 1, 2025 by providing funding from November 12, 2025- January 30, 2026.

HR 7148 - Consolidated Appropriations Act, 2026 (Public Law 119-75) Continued Government Funding (for most agencies) from January 30, 2026- September 30, 2026.

Other Legislation

HR 5861 - Building on Reemployment Improvements to Deliver Good Employment for Workers Act (BRIDGE for Workers Act) (Public Law 118-120) Permanently expands the allowable purposes for certain Department of Labor grants to states for reemployment services and eligibility assessments.

HR 1 - One Big Beautiful Bill Act (Public Law 119-21) Reconciliation Bill of 2025

- Tightens work requirements for participants of the Supplemental Nutrition Assistance Program (SNAP) program.
- Establishes work requirements for certain recipients of Medicaid.
- Creation of a Workforce Pell program.
- Restricts UI benefits to claimants whose base period earnings are equal to or exceed \$1 million.
- Permanent extensions of most individual and business tax cuts enacted as part of the 2017 tax cut law, while temporarily extending others and adding new temporary tax breaks.
- Raises the debt ceiling.

Redundancies and Impediments

The Texas Workforce Commission has identified several issues applicable to the agency that would be considered redundancies or impediments. These considerations align with issues TWC identified in our Sunset Self Evaluation Report, published August 2025, and other topics that have been raised during the course of TWC's Sunset review. TWC is committed to seeking out and listening to its external and internal customers and partners and will respond to any additional redundancies or impediments identified during this strategic planning period.

Service, Statute, Rule, Regulation, Program or State Operation

I. Texas Human Resources Code, Section 117.092, requiring the Vocational Rehabilitation (VR) Division to review at least 10 percent of all VR customer cases annually.

- **Describe why the service, statute, rule or regulation is resulting in inefficient or ineffective agency operations:** The “moving target” of reviewing 10 percent of all VR customer cases annually, as the number of cases increases, places a significant burden on case reviewers. In State Fiscal Year 2024, this amounted to more than 9,000 case reviews. This workload, estimated at approximately 30 percent for managerial staff, potentially diminishes the quality of reviews and reduces the time staff have available to support and develop VR counselors, impacting customer service. It creates a strain on resources that hinders efficient service delivery.
- **Provide agency recommendation for modification or elimination:** TWC recommends replacing the 10 percent case review requirement with a statistically valid sampling methodology that focuses on high-risk cases (e.g., cases with services over two years, cases significantly outside expenditure guidelines, cases closed before a service plan, or cases closed without goal achievement). Additionally, TWC recommends moving these requirements from the Texas Human Resources Code to the Texas Labor Code (Chapter 352.109) for alignment with other enabling legislation.
- **Describe the estimated cost savings or other benefit associated with recommended change:** Reducing the workload for case reviewers would allow them to provide more direct support to their staff, enhancing customer engagement and improving overall customer service and outcomes. It would ensure that reviews are ample enough to assess compliance and quality without being excessive, leading to more efficient use of staff time and resources

2. Texas Property Code, Section 301.085 and Texas Labor Code, Section 21.060, which currently lack explicit authority for TWC's Civil Rights Division (CRD) to file civil actions when parties breach conciliation agreements in fair housing and employment disputes.

- **Describe why the service, statute, rule or regulation is resulting in inefficient or ineffective agency operations:** Without the ability to directly enforce conciliation agreements, CRD's dispute resolution process is weakened. Parties may enter agreements without fear of consequences for non-compliance, undermining the effectiveness of fair housing and employment laws and making the conciliation process less effective.
- **Provide agency recommendation for modification or elimination:** Amend Texas Property Code, Section 301.085 and Texas Labor Code, Section 21.060 to explicitly allow CRD, through the Attorney General's Office, to file civil actions when conciliation agreements are breached.
- **Describe the estimated cost savings or other benefit associated with recommended change:** This would create a stronger enforcement mechanism, deterring non-compliance and increasing the effectiveness of conciliation agreements, leading to fairer outcomes for aggrieved parties and more efficient resolution of discrimination cases.

3. Equal employment opportunity reporting requirements for state agencies under Texas Labor Code, Chapter 21, Section 21.555, which involve reporting to both the Comptroller and the Commission.

- **Describe why the service, statute, rule or regulation is resulting in inefficient or ineffective agency operations:** Requiring state agencies to report the same information to two different entities is redundant and imposes unnecessary administrative burdens on both state agencies and TWC. Inconsistent application of reporting requirements and discrepancies in data collection methods can lead to inaccurate data, hindering effective equal employment opportunity monitoring and creating inefficiencies.
- **Provide agency recommendation for modification or elimination:** Modify reporting requirements in Texas Labor Code, Chapter 21, allowing TWC to use data already collected by the Comptroller. Amend Texas Labor Code, Section 21.555 to align with current data filing procedures for the majority of state agencies.
- **Describe the estimated cost savings or other benefit associated with recommended change:** These changes would reduce the workload for state agencies and TWC, improve data accuracy and efficiency, and significantly reduce administrative burden, potentially yielding cost savings for the state.

4. Outdated references to the “Commission on Human Rights” in Texas Labor Code, Chapter 21.

- **Describe why the service, statute, rule or regulation is resulting in inefficient or ineffective agency operations:** Maintaining references to a defunct agency creates confusion within the legal framework and can lead to inefficiency in understanding the current agency responsible for enforcement.
- **Provide agency recommendation for modification or elimination:** Strike all outdated references to the “Commission on Human Rights” in Texas Labor Code, Chapter 21, and replace them with “Texas Workforce Commission.”
- **Describe the estimated cost savings or other benefit associated with recommended change:** This change would eliminate confusion, align the code with the current agency structure, streamline processes, and has a negligible fiscal impact.

5. Current statutory framework for licensing and regulating career schools and colleges in Texas, including annual renewal requirements and mandatory site inspections (before licensure and three months later).

- **Describe why the service, statute, rule or regulation is resulting in inefficient or ineffective agency operations:** The significant growth in the number of licensed career schools, coupled with limited program staff, creates challenges in timely processing applications, monitoring compliance, and investigating unlicensed schools. The administrative burden of processing annual renewals alone diverts staff from other critical functions, leading to backlogs (e.g., overdue renewals, new school application review exceeding 90 days) that slow the delivery of education and create operational challenges for schools.
- **Provide agency recommendation for modification or elimination:** Expand the existing statutory flexibility for small schools to all schools, allowing TWC to implement a risk-based framework for licensing. This includes amending statutes to:
 - Allow TWC to issue multi-year licenses to schools of any size, based on risk-related criteria.
 - Update site inspection requirements to be risk-based and allow for virtual visits.
 - Provide flexibility and rulemaking ability for initial financial requirements and fee schedules.
 - Develop a quality-based rating system for career schools to assist consumers.
- **Describe the estimated cost savings or other benefit associated with recommended change:** This would allow TWC to focus its limited resources more efficiently on higher-risk areas, reduce the regulatory burden on licensed schools, ease administrative burdens by reducing annual processing, and free up staff time for quicker processing of licenses and other necessary functions. The quality-based rating system would also empower consumers to make more informed choices, enhancing market efficiency.

6. The current statutory framework that allows Local Workforce Development Boards (LWDBs) to prioritize and allocate resources without a strong, consistent mandate for statewide priorities.

- **Describe why the service, statute, rule or regulation is resulting in inefficient or ineffective agency operations:** The independent prioritization and allocation of resources by the 28 LWDBs can lead to inconsistencies where local high-demand occupations may not reflect overall statewide priorities. This limits TWC's ability to achieve consistent statewide objectives for workforce development and economic prosperity, potentially leading to inefficient use of state resources across the network.
- **Provide agency recommendation for modification or elimination:** Add a statutory requirement for the Commission to develop customer service guidelines and strategies for the Boards.
- **Describe the estimated cost savings or other benefit associated with recommended change:** This recommendation would help ensure all Boards consistently address statewide priorities, leading to better alignment of resources with state goals, improved effectiveness in workforce development across Texas, and a more integrated, efficient statewide workforce system.

Services, Programs, State Statutes, State Rules, and Other Regulatory Requirements that Merit Review

TWC has not identified any services, programs, or applicable state statutes that merit additional executive and legislative review. In addition, TWC has not identified any state rules or other regulatory requirements that merit agency review, or any state programs or operations administered by the agency that do not align with the overall statewide mission of efficiency and effectiveness.

TWC's Process for Reviewing Rules and Regulatory Requirements

Process for Reviewing Rules and Regulatory Requirements

Pursuant to Texas Government Code, Chapter 2001, Subchapter B, TWC periodically reviews its rules as required by statute. This involves reviewing entire chapters or specific sections of the Texas Administrative Code (TAC). During this process, TWC posts notice in the Texas Register, soliciting public comment on whether the rules are obsolete, redundant, or ineffective, and if they should be repealed, readopted, or amended.

Each division within TWC is responsible for ongoing assessment of the rules they administer. This includes identifying rules that create administrative burdens, are outdated, or hinder effective service delivery based on daily operational experience. TWC's legal and policy teams collaborate with program staff to analyze the necessity, clarity, and legal enforceability of existing rules. This involves evaluating if rules:

- Adequately implement state and federal statutes.
- Are consistent with agency mission and goals.
- Achieve their stated purpose effectively.
- Are administratively feasible and cost-efficient to implement.
- Are clear and understandable to both agency staff and regulated entities/the public.

TWC actively solicits and considers feedback from a wide range of stakeholders, including:

- **Local Workforce Development Boards (LWDBs):** Their input is crucial, as they are frontline service providers and often experience the practical impact of TWC rules.
- **Employers and Industry Associations:** Particularly relevant for regulations concerning unemployment insurance, workforce training, and career schools.
- **Advocacy Groups:** For areas like vocational rehabilitation and civil rights, ensuring rules protect vulnerable populations effectively.
- **The Public:** Through formal public comment periods during rule proposals and reviews, as well as informal feedback channels.

This feedback helps TWC understand the real-world burdens and benefits of its regulations.

Efforts to Eliminate Unnecessary or Ineffective Rules and Reduce Burdens

TWC actively works to reduce or eliminate burdens on the public and affected parties, focusing on several key areas.

Reducing Onerous Data Collection and Form Completion Tasks:

- **Consolidating Reporting:** As identified earlier in the Redundancies and Impediments section, TWC recognizes the redundancy in state agencies reporting equal employment opportunity information to both the Comptroller and the Commission. The recommendation to amend Texas Labor Code, Chapter 21, and Section 21.555 to allow TWC to use data already collected by the Comptroller directly addresses this burden.
- **Leveraging Technology and AI:** TWC is expanding the use of AI to improve efficiency. For example, the “SARA” virtual assistant in Vocational Rehabilitation automated over 1.5 million case notes, freeing up caseworkers from manual data entry and allowing them to serve more customers. The use of Larry the Chatbot for Unemployment Insurance questions significantly reduces the need for manual inquiry handling, streamlining information access for the public.
- **Streamlining Forms:** TWC continuously reviews its forms for clarity, conciseness, and necessity, aiming to reduce the information required to only what is essential for program administration and compliance.

Addressing Excessive Training Requirements (that do not protect public health and safety):

- **Competency Based Requirements:** TWC’s general approach is to focus on competency-based requirements and to ensure any mandated training is directly relevant to protecting public health, safety, or ensuring program quality and compliance. The focus is on effectiveness rather than simply hours. Where training is required, TWC evaluates its impact and seeks to make it as efficient as possible.

Mitigating Excessive Fees:

- **Risk-Based Fee Structures:** For career schools and colleges, TWC already has flexibility to reduce costs for “small schools” (e.g., those with tuition income under \$100,000) by offering reduced fees. TWC recommends expanding this risk-based framework to all schools, allowing for more flexible fee schedules based on size or other risk criteria, ensuring fees are proportionate to regulatory oversight needed.

Reducing Regulation of Non-Essential Activities:

- **Focusing on Core Mission:** The proposed change to the Vocational Rehabilitation Division’s case review requirement exemplifies this. Instead of a blanket 10% review that can divert resources to less critical cases, TWC advocates for a “statistically sound sampling methodology” focused on “highest risk cases.” This eliminates reviews of “non-essential activities” (i.e., low-risk cases) where full review provides diminishing returns, allowing staff to focus on areas that truly impact customer outcomes and program integrity.
- **Prioritizing Consumer Protection:** For career schools, the proposal for a risk-based framework aims to shift regulatory focus from uniform, often administrative, oversight to targeting resources where consumer protection is most needed, ensuring that regulations directly impact quality and student outcomes rather than imposing unnecessary burdens on well-performing institutions.

Increasing Availability of Waivers or Exemptions from Rules:

- **Multi-year Licenses:** For career schools, the existing flexibility to issue multi-year licenses to “small schools” (Texas Education Code, Section 132.053) is a prime example of an exemption reducing administrative burden. TWC recommends expanding this flexibility to all schools, allowing multi-year licenses based on risk, which serves as a form of waiver from annual renewal for lower-risk entities.
- **Risk-Based Inspections:** The recommendation to update site inspection requirements for career schools to consider risk (e.g., previous deficiencies) and allow virtual visits offers flexibility and potential exemption from frequent, in-person inspections for compliant schools, reducing the regulatory burden on them.

Rationale for Determinations and Justification for Retaining Rules Imposing Hardship

TWC's determinations to modify or eliminate rules are consistently driven by a rationale of improving efficiency, effectiveness, and reducing undue burden. Such changes are proposed when rules:

- Result in economic inefficiencies.
- Impose excessive or burdensome regulatory costs.
- Limit free market participation or create barriers to entry.
- Do not align with the agency's core mission or distract from it.
- Produce workload costs for staff or regulated entities that exceed original assumptions.
- Result in an imbalanced cost-benefit outcome for the state or stakeholders.

Even when a rule may impose some burden or "hardship" on the public or affected parties, TWC will justify its retention if the rule is deemed essential for:

- **Protecting Public Health and Safety:** This is paramount. For example, specific safety training requirements for certain occupations would be retained if directly linked to preventing harm.
- **Safeguarding Vulnerable Populations:** Rules ensuring the integrity and quality of services or protecting individuals from discrimination are critical. For example, the proposed modifications identified in this section related the vocational rehabilitation program and the employment and housing discrimination functions within the civil rights program, seek to improve services to customers while safeguarding them from potential harm.
- **Preventing Fraud, Waste, and Abuse:** Regulations around unemployment insurance benefits, or fiscal requirements for career schools, may impose reporting or compliance burdens but are essential to prevent misuse of public funds and protect consumers from unscrupulous practices.
- **Ensuring Program Integrity and Accountability:** Many regulations ensure that public funds are used effectively and programs achieve their statutory goals. For instance, financial solvency requirements for career schools, while potentially burdensome for new entrants, are crucial to ensure students receive the education they paid for or appropriate refunds.
- **Maintaining Federal Compliance:** As many TWC programs operate under federal mandates (e.g., WIOA, UI, TANF, SNAP E&T), certain rules are non-negotiable for the state to receive federal funding or to avoid penalties. TWC must balance state-level burden reduction with federal requirements.

In closing, TWC's approach to rule review and burden reduction is proactive and continuous, driven by a commitment to efficiency, stakeholder feedback, and data-informed decision-making, while always prioritizing the core mission of workforce development, economic prosperity for Texans, and protection of the public good.

TWC Strategic Plan

Schedule A: Budget Structure

Goal I. Local Workforce Solutions

To support a workforce system that offers employers, families, individuals, and communities the opportunity to achieve and sustain economic prosperity.

Objective I.1 Local Workforce Services

To provide a local, market-driven workforce system that meets the needs of employers for qualified workers and helps job seekers secure employment. Provide services to facilitate the match between employers and job seekers by helping employers fill jobs and assisting job seekers to find employment.

Employers Served
Participants Served – Career & Training
% Employed/Enrolled 2nd Qtr Post-Exit – Career & Training
% Employed/Enrolled 2nd-4th Qtrs Post-Exit – Career & Training
Credential Rate – Career & Training Average Choices Participation

Strategy I.1.1 Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Workers

Provide employment, training, retention, and support services for participants eligible for workforce services in the following programs: Workforce Innovation and Opportunity Act, Temporary Assistance for Needy Families (TANF) Choices, Supplemental Nutrition Assistance Program (SNAP), Employment and Reemployment Services.

Output: Participants Served – Local Workforce Connection Services

Efficiency: Average Cost per Participant Served – Local Workforce Connection Services

Strategy I.1.2 Local Youth Workforce Services

Provide services for eligible Workforce Innovation and Opportunity Act (WIOA) youth to acquire skills for employment.

Objective I.2 Local Education and Reskilling Services

Provide education, training, assistance, and workforce services for eligible participants needed to gain competitive job skills.

Employed/Enrolled 2nd Qtr Post Exit – Adult Education & Literacy (AEL)
% Employed/Enrolled 2nd-4th Qtrs Post-Exit – Adult Education & Literacy (AEL)
Credential Rate – Adult Education & Literacy (AEL)

Strategy I.2.1 Adult Education and Family Literacy

Develop adult education and literacy programs that support increases in employment, postsecondary education and training transition, skill gains, and secondary completion through demonstrated approaches that integrate system services and leverage community partnerships.

Output: Participants Served – Adult Education & Literacy (AEL)

Efficiency: Average Cost per Participant Served – Adult Education & Literacy (AEL)

Strategy 1.2.2 Trade Affected Worker Services

Provide employment, training, and relocation assistance for eligible trade-affected workers.

Strategy 1.2.3 Senior Employment Services

Assist eligible individuals aged 55 and older to gain competitive job skills through part-time on-the-job training while providing valuable community service.

Objective 1.3 Local Child Care Services

Fund local child care services to enable eligible families to work or train for work and help employers find qualified workers. Fund child care initiatives to improve and expand quality child care.

Strategy 1.3.1 Local Child Care Solutions

Fund child care to help support and enable income-eligible families to work and assist families transitioning from temporary public assistance to work.

Output: Average Number of Children Served Per Day

Efficiency: Average Cost Per Child per Month for Child Care

Strategy 1.3.2 Child Care Quality Activities

Fund child care activities intended to enhance the quality of child care for families.

Strategy 1.3.3 Child Care for DFPS Families

Fund child care services for eligible children in foster and protective care as authorized by Texas Department of Family and Protective Services (DFPS).

Goal 2. State Workforce Development

Provide state workforce education and training services and state level support to ensure program accountability for the delivery of local workforce and child care services. Provide labor market information to support informed decisions relating to workforce and economic development activities.

Objective 2.1 State Workforce Education and Training Services

Provide state workforce education and training services to support eligible employers along with current and future workers by providing customized job skills training and registered apprenticeship programs.

Strategy 2.1.1 Skills Development

Provide customized job training for new or existing jobs in local businesses in partnership with eligible training providers and local workforce development boards.

Output: Contracted Number of Skills Development Trainees

Efficiency: Contracted Average Cost per Skills Development Trainee

Strategy 2.1.2 Apprenticeship

Provide apprenticeship training through a combination of classroom instruction and supervised on-the-job experience. Provide grants to local public educational institutions and apprenticeship committees to support the costs of classroom instruction in registered apprenticeship training programs.

Output: Participants Served – Apprenticeship

Strategy 2.1.3 Jobs and Education for Texans (JET)

Provide grants to eligible entities for equipment necessary for the development of career and technical education (CTE) courses or programs that lead to a license, certificate, or post-secondary degree in a high-demand occupation.

Explanatory: Contracted Number of First-Year JET Trainees or Students

Strategy 2.1.4 Self-Sufficiency

Provide job training to Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals in partnership with public community and technical colleges or non-profit community-based organizations.

Output: Contracted Number of Self-Sufficiency Trainees

Efficiency: Contracted Average Cost per Self-Sufficiency Trainee

Objective 2.2 Rehabilitation Services for Persons with Disabilities

Provide persons with disabilities quality services leading to employment and living independently.

% Employed/Enrolled 2nd Qtr Post Exit – Vocational Rehabilitation (VR)

% Employed/Enrolled 2nd - 4th Qtrs Post Exit – Vocational Rehabilitation (VR)

Credential Rate – Vocational Rehabilitation (VR)

Average Earnings Per Business Enterprises of Texas (BET) Consumer Employed

Strategy 2.2.1 Vocational Rehabilitation

Rehabilitate and place people with general disabilities in competitive employment or other appropriate settings, consistent with informed consumer choice and abilities.

Output: Participants Services – Vocational Rehabilitation (VR)

Efficiency: Average Cost per Participant Services – Vocational Rehabilitation (VR)

Strategy 2.2.2 Business Enterprises of Texas (BET)

Provide employment opportunities in the food service industry for persons who are blind or visually impaired. Administer trust funds for retirement and benefits program for individuals licensed to operate vending machines under Business Enterprises of Texas (BET) (estimated and nontransferable).

Output:

- Number of Individuals Employed by BET Businesses (Managers and Employees)
- Number of Businesses Operated by Blind Managers

Explanatory: Number of Blind & Disabled Individuals Employed by BET Facility Managers

Objective 2.3 State Workforce Support and Accountability

Provide technical assistance and oversight for Local Workforce Development Boards and service providers to ensure program accountability and fiscal integrity. Provide statewide workforce services and enforce laws and rules designed to protect workers and students.

Strategy 2.3.1 State Workforce Services

Provide technical assistance and training for Local Workforce Development Boards and service providers to ensure the effective delivery of workforce services.

Output: Statewide Initiative Participants to be Served

Efficiency: Contracted Average Cost per Statewide Initiative Participant to be Served

Strategy 2.3.2 Child Care Administration

Provide technical assistance and support for delivery of local child care services and quality child care activities.

Strategy 2.3.3 Labor Market and Career Information

Provide labor market and career information to support informed decisions relating to workforce and economic development activities.

Strategy 2.3.4 Subrecipient Monitoring

Monitor and evaluate compliance of local area service delivery for fiscal accountability and program effectiveness.

Output: Number of Monitoring Reviews of Subrecipients, Boards or Contractors

Strategy 2.3.5 Labor Law Enforcement

Assist workers in obtaining payment of wages due and enforce worker safety standards for children in the workplace.

Output:

- Number of On-Site Inspections Completed for Texas Child Labor Law Compliance
- Number of Payday Law Decisions Issued

Strategy 2.3.6 Career Schools and Colleges

Certify and regulate private career schools and colleges and evaluate appropriateness of education and training programs.

Output: Number of Licensed Career Schools and Colleges

Strategy 2.3.7 Work Opportunity Tax Credit Certification

Certify tax credit applications to reduce the tax liability for businesses that hire eligible workers who have faced barriers to employment.

Strategy 2.3.8 Foreign Labor Certification

Review labor certification applications submitted by employers to facilitate foreign workers receiving approval to work in the U.S. when qualified U.S. workers are not available.

Objective 2.4 Unemployment Services

To collect employer contributions to the unemployment trust fund and pay unemployment benefits to qualified claimants actively seeking employment.

Percent of Unemployment Insurance Claimants Paid Timely
Percent of Unemployment Insurance Appeals Decisions Issued Timely
Percent of Wage and Tax Reports Timely Secured

Strategy 2.4.1 Unemployment Services

Pay unemployment claims for qualified individuals who are searching for work. Conduct hearings and issue written decisions for disputed unemployment insurance claims. Ensure accurate and timely unemployment tax collections from employers.

Efficiency: Average Time on Hold for Unemployment Insurance Customers (Minutes)

Explanatory: Number of Initial Unemployment Insurance Claims Filed

Objective 2.5 Civil Rights

Reduce employment and housing discrimination through enforcement and education of state and federal laws.

- Percent of Employment and Housing Complaints Resolved Timely

Strategy 2.5.1 Civil Rights

Investigate complaints involving employment and housing discrimination and provide education and outreach to reduce discrimination.

Output:

- Number of Individuals Receiving Equal Employment Opportunity (EEO) Training
- Number of Personnel Policies Approved by the Civil Rights Division
- Number of Employment/Housing Complaints Resolved
- Average Cost Per Employment/Housing Complaint Resolved

Efficiency: Average Cost Per Employment/Housing Complaint Resolved

Goal 3. Indirect Administration

Objective 3.1 Indirect Administration

Central Administration Strategy
Information Resources Strategy
Other Support Services

**TWC Strategic Plan
Schedule B
Performance Measure Definitions**

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Measure Type:	OC			
Measure No.	I			
Key Measure:	Y	Calculation Method: N Percent Measure: N	New Measure: N Priority: H	Target Attainment: H

Employers Served

Short Definition:

The number of individual employer establishments receiving local workforce and business services during the performance period. The measure is a systemwide unduplicated count of employer establishments who received workforce and business services.

Data Limitations:

Unduplication is primarily based on federal employment identification numbers (FEIN) for employers and location information. Self-service clients who set up multiple accounts without their official FEIN may be counted more than once. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify employer establishments served, along with dates and types of services received. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System, and the Unemployment Insurance Benefit and Appeals Systems. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

The number of employer establishments that received one of the following services in the performance period:

- Taking job postings;
- Providing specialized testing to job seekers on behalf of an employer;
- Performing employer site recruitment;
- Hosting, Organizing, or Supporting Job Fairs;
- Providing employer meeting or interview space;
- Providing customized or incumbent worker training;
- Entering into a subsidized/unpaid employer agreement;
- Providing Rapid Response;
- Performing Job Development;
- Preparing customized LMI reports in response to specific employer requests;
- Performing Fidelity Bonding;
- Conducting Worksite Assessments; or
- Other services provided to employers for a fee.

Purpose/Importance:

The purpose of the measure is to report utilization of workforce and business services by employers.



Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Higher than target

Goal No.	1	Local Workforce Solutions		
Objective No.	1	Local Workforce Services		
Measure Type:	OC			
Measure No.	2			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Participants Served – Career & Training Services

Short Definition:

The unduplicated number of Participants receiving Career & Training services. An Individual becomes a Participant by receiving participatory Career & Training services. These services are provided through funds traditionally appropriated for programs such as: Apprenticeship, Supplemental Nutrition Assistance Program E&T, Self-Sufficiency and Skills Development Funds, the Senior Community Service Employment Program, Trade Adjustment Assistance, Choices, and the Workforce Innovation and Opportunity Act. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services or contacts to obtain status or progress information or determine the need for additional services.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and Social Security Numbers (SSN) across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. Because services are often provided over a period of several months, the year-to-date performance on this measure generally starts out well above target with a significant number of “carry-forward” customers. “Carry-forward” customers are those who began receiving services in a prior year and are continuing to receive them in the current year. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

Participants who received Career & Training services during the performance period are identified and unduplicated.

Purpose/Importance:

The purpose of the measure is to report utilization of Career & Training services by Participants.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Measure Type:	OC			
Measure No.	3			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Percent Employed/ Enrolled 2nd Qtr Post-Exit – C&T

Short Definition:

The percentage of Career & Training (C&T) Participants who are employed or in education/training in the 2nd quarter after completion of services (exit). Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on employment or enrollment in education post-exit and the UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System, and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

The denominator is the number of C&T Participants who exit during the report period excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment.

The numerator is the number of Participants from the denominator who were employed or in education/training in the 2nd quarter after exit.

A Participant is considered employed in a given quarter if wage records or other records indicate employment in the quarter.

Performance is calculated by dividing the numerator by the denominator.

Purpose/Importance:

To assess effectiveness of C&T services in promoting employment or further education after services conclude.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	I	Workforce Development		
Objective No.	I	Career, Training, and Transitional Workforce Services		
Measure Type:	OC			
Measure No.	4			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: M	

Percent Employed/ Enrolled 2nd – 4th Qtrs Post-Exit – C&T

Short Definition:

The percentage of those Career & Training (C&T) Participants employed or in education/training in the 2nd quarter after completion of services (exit) who are also employed or in education/training in the 3rd & 4th quarters.

Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on employment or enrollment in education post-exit and the UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

The denominator is the number of C&T Participants who exit during the report period and are employed or in education/training in the 2nd quarter after exit excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment.

The numerator is the number of participants from the denominator who were employed or in education/training in the 3rd and 4th quarters after exit.

Performance is calculated by dividing the numerator by the denominator.

A Participant is considered employed in a given quarter if wage records or other records indicate employment in the quarter.

Purpose/Importance:

To assess effectiveness of C&T services in promoting employment or further education over an extended period after services conclude.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Measure Type:	OC			
Measure No.	5			
Key Measure:	Y	Calculation Method: N Percent Measure: Y	New Measure: N Priority: M	Target Attainment: H

Credential Rate – C&T

Short Definition:

The percentage of those Participants in education/training intended to result in a recognized credential who achieve it within one year of completion of services (exit). Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on achievement of a recognized credential within one year of exit. However, if the credential achieved is a High School Diploma/Equivalent, it must be accompanied by employment or enrollment in education in the year following exit as well. The UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems include: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

Denominator: Generally includes C&T Participants in training (except OJT) during participation who exit during the report period excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment. Enrolled in Training also includes Title I Youth Participants enrolled in post-secondary education or secondary education at or above the 9th grade level.

Numerator: Participants from the denominator who achieve a recognized credential within one year of exit, excluding those who achieve a High School diploma/equivalent and are not also either enrolled in post-secondary education or working within one year of exit.

A Participant is considered employed if wage records or other records indicate employment in any of the four quarters following exit.

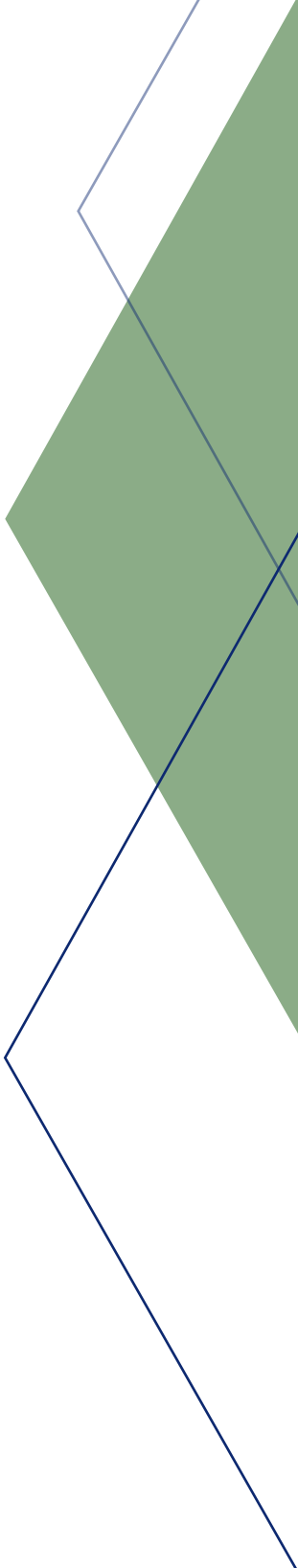
Purpose/Importance:

To assess effectiveness of C&T services in promoting achievement of a recognized credential.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target



Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Measure Type:	OC			
Measure No.	6			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Average Choices Participation

Short Definition:

The average percentage of families receiving federally funded Temporary Assistance for Needy Families (TANF) who meet work requirements each month through employment, employability activities (such as training and/or education), or school (for teen parents without a GED or High School Diploma). Families are included in performance if they receive a TANF benefit in the month for the month.

Data Limitations:

TWC is dependent on Health and Human Services Commission to timely identify those cases that are subject to federal work requirements and delays or incompleteness of that information impacts the measure. Modifications in assumptions and methodology may result from changes in federal or state regulations. If this occurs, TWC will request definition revisions as needed.

Source/Collection of Data:

Data is captured in TWC's Workforce Case Management System, which is a dynamic real-time system with few archiving/auditing functions. Therefore, data is archived to a monthly data set maintained by the Division of Information Innovation & Insight and it is the archived data set that is used as the data Source for reporting purposes.

Method of Calculation:

The monthly denominator is the number of single-parent families who receive a federally-funded TANF benefit in the month for the month. The denominator includes families with work eligible nonrecipient parents (adult or minor heads of household not receiving financial assistance, but living with their own children who are receiving financial assistance). Unless in the numerator, families are excluded from performance if all parents are Federally-Exempt work-eligible individuals:

- Single-parent caring for a child under the age of one
- Nonrecipient parent receiving Supplemental Security Income
- Parent caring for a disabled family member (adult or child) that is not a full-time student

The monthly numerator is the number of families from the denominator who meet work requirements through employment, employability activities (such as training and/or education), or school (for teen parents without a GED or High School Diploma). Performance is calculated by dividing the numerator by the denominator for each month of the performance period and averaging the results.

Purpose/Importance:

The measure is an indicator of progress in efforts to help TANF recipients become and remain employed.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Higher than target

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Strategy No.	I	Local Workforce Connection Services		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Participants Served – Local Workforce Connection Services

Short Definition:

The unduplicated number of Participants receiving local workforce connection services. An Individual becomes a Participant by receiving participatory Career & Training services such as those generally funded by WIOA Adult or Dislocated Worker, TANF Choices, SNAP E&T, or RESEA. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services or contacts to obtain status or progress information or determine the need for additional services.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and SSNs across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. Because services are often provided over a period of several months, the year-to-date performance on this measure generally starts out well above target with a significant number of “carry-forward” customers. “Carry-forward” customers are those who began receiving services in a prior year and are continuing to receive them in the current year. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

Participants who received participatory services generally funded by WIOA Adult/Dislocated Worker, TANF Choices, SNAP E&T, and RESEA during the performance period are identified and unduplicated.

Purpose/Importance:

The purpose of the measure is to report utilization of local workforce connection services by Participants.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Higher than target

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Strategy No.	I	Local Workforce Connection Services		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Average Cost per Participant Served – Local Workforce Connection Services

Short Definition:

The average cost per unduplicated Participant served through local workforce connection services generally funded by WIOA Adult or Dislocated Worker, TANF Choices, SNAP E&T, and RESEA.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and SSNs across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. Because services are often provided over a period of several months, the year-to-date performance on this measure generally starts out well below target because of a significant number of “carry-forward” customers in the denominator. “Carry-forward” customers are those who began receiving services in a prior year and are continuing to receive them in the current year. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

The denominator is the unduplicated count of Participants who received participatory services generally funded by WIOA Adult/Dislocated Worker, TANF Choices, SNAP E&T, and RESEA during the performance period (reported in the “Participants Served - Local Workforce Connection Services” measure). The numerator includes WIOA Adult/ Dislocated Worker, TANF Choices, SNAP E&T, and RESEA salary, grant, and client service expenditures in the performance period.

The purpose of the measure is to report efficiency in providing participatory Career & Training services generally funded by WIOA Adult or Dislocated Worker, TANF Choices, SNAP E&T, and RESEA to Participants.

Purpose/Importance:

The purpose of the measure is to report efficiency in providing participatory Career & Training services generally funded by WIOA Adult or Dislocated Worker, TANF Choices, SNAP E&T, and RESEA to Participants.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Education and Reskilling Services		
Measure Type:	OC			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Percent Employed/ Enrolled 2nd Qtr Post Exit – AEL

Definition:

The percentage of Adult Education & Literacy (AEL) Participants who are employed or in education/training in the 2nd quarter after completion of services (exit). Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on employment or enrollment in education post-exit and the UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Data Source:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Methodology:

The denominator is the number of AEL Participants who exit during the report period excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment. The numerator is the number of Participants from the denominator who were employed or in education/training in the 2nd quarter after exit. A Participant is considered employed in a given quarter if wage records or other records indicate employment in the quarter. Performance is calculated by dividing the numerator by the denominator.

To assess effectiveness of AEL services in promoting employment or further education after services conclude.

Purpose/Importance:

To assess effectiveness of AEL services in promoting employment or further education after services conclude.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	I	Local Workforce Solutions		
Objective No.	I	Local Workforce Services		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Employed/ Enrolled 2nd – 4th Qtrs Post Exit – AEL

Definition:

The percentage of those Adult Education & Literacy (AEL) Participants employed or in education/training in the 2nd quarter after completion of services (exit) who are also employed or in education/training in the 3rd & 4th quarters. Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on employment or enrollment in education post-exit and the UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Data Source:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Methodology:

The denominator is the number of AEL Participants who exit during the report period and are employed or in education/training in the 2nd quarter after exit excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment.

The numerator is the number of Participants from the denominator who were employed or in education/training in the 3rd and 4th quarters after exit.

Performance is calculated by dividing the numerator by the denominator.

A Participant is considered employed in a given quarter if wage records or other records indicate employment in the quarter.

Purpose/Importance:

To assess effectiveness of AEL services in promoting employment or further education over an extended period after services conclude.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	1	Local Workforce Solutions		
Objective No.	2	Local Education and Reskilling Services		
Measure Type:	OC			
Measure No.	3			
Key Measure:	Y	Calculation Method: N Percent Measure: Y	New Measure: N Priority: M	Target Attainment: H

Credential Rate – AEL

Definition:

The percentage of those Adult Education & Literacy (AEL) Participants in education/training intended to result in a recognized credential who achieve it within one year of completion of services (exit). Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on achievement of a recognized credential within one year of Exit. However, if the credential achieved is a High School Diploma/Equivalent, it must be accompanied by employment or enrollment in education in the year following exit as well. The UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Data Source:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Methodology:

Denominator: AEL Participants in education/training (except OJT) during participation who exit during the report period excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment. This includes those without a high school diploma/equivalent who are enrolled in secondary education at or above the 9th grade level.

Numerator: Participants from the denominator who achieve a recognized credential within one year of exit, excluding those who achieve a high school diploma/equivalent and are not also either enrolled in post-secondary education or working within one year of exit.

A Participant is considered employed if wage records or other records indicate employment in any of the 4 quarters following exit.

Performance = numerator divided by denominator.

Purpose/Importance:

To assess effectiveness of AEL services in promoting achievement of a recognized credential.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	1	Local Workforce Solutions		
Objective No.	2	Local Education and Reskilling Services		
Strategy No.	1	Adult Education and Family Literacy		
Measure Type:	EF			
Measure No.	1			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Average Cost per Participant Served – AEL

Definition:

The average cost per unduplicated Adult Education & Literacy (AEL) Participant served.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and SSNs across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. Because services are often provided over a period of several months, the year-to-date performance on this measure generally starts out well below target because of a significant number of “carry-forward” customers in the denominator. “Carry-forward” customers are those who began receiving services in a prior year and are continuing to receive them in the current year. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes. The data Source for expenditures is TWC’s Cash Draw & Monthly Expenditure Reporting System.

Methodology:

The denominator is the unduplicated count of Participants who received AEL services during the performance period (reported in the “Participants Served – AEL” measure). The numerator includes AEL salary, grant, and client service expenditures in the performance period.

Purpose/Importance:

The purpose of the measure is to report efficiency in providing AEL services to Participants.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	I	Local Workforce Solutions		
Objective No.	3	Local Child Care Services		
Strategy No.	I	Local Child Care Solutions		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

Average Number of Children Served Per Day

Short Definition:

This measure indicates the average number of units of child care administered each workday by Local Workforce Development Boards (Boards) to children of families who are eligible for subsidized child care.

Data Limitations:

The data are available in TWC's automated systems late in the month following the reporting period. However, complete data may lag two or more months.

Source/Collection of Data:

The numerator (total number of full and part days of child care provided) is collected from TWC's automated systems into which Boards and their local child care service contractors report care.

Method of Calculation:

There is a lag of more than one month in the availability of complete data for reporting as agency rules allow time for bill submission and billing anomalies to be cleared. The most complete data available are reported as a placeholder until all data are available. Data for any period are updated with more complete data the following quarter. A final update is included in the annual performance update that TWC formally submits to the Legislative Budget Board. The numerator is summed for all Boards for the reporting period.

The denominator is the number of weekdays regardless of holidays per reporting period. The numerator is divided by the denominator.

Purpose/Importance:

This measure demonstrates progress toward providing access to child care for children in eligible families. Direct child care services are provided to enable these parents to work or attend training or educational activities for work, and promote the health, safety, growth and development of children.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Higher than target

Goal No.	I	Local Workforce Solutions		
Objective No.	3	Local Child Care Services		
Strategy No.	I	Local Child Care Solutions		
Measure Type:	EF			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: H	

Average Cost Per Child Per Month for Child Care

Short Definition:

This measure indicates the average monthly cost per child in child care administered each month by Local Workforce Development Boards (Boards) to children of families who are eligible for subsidized child care.

Data Limitations:

The data are available in TWC's automated systems late in the month following the reporting period. However, complete data may lag 2 or more months.

Source/Collection of Data:

The numerator (total Board child care costs for providing subsidized care, which does not include any parent share of cost) as reported in the Cash Draw and Expenditure Reporting System and the denominator (the sum of the number of full and part days of child care subsidized by TWC) are collected from TWC's automated systems into which Boards and their local child care service contractors report costs and care.

Method of Calculation:

There is a lag of more than one month in the availability of complete data for reporting as agency rules allow time for bill submission and billing anomalies to be cleared. The most complete data available are reported as placeholders until all data are available. Data for any period is updated with more complete data the following quarter. A final update is included in the annual performance update that TWC formally submits to the Legislative Budget Board. The numerator and the denominator are summed for all Boards for the reporting period. The numerator is divided by the denominator.

Purpose/Importance:

This measure demonstrates progress toward providing access to child care for children in eligible families. Direct child care services are provided to enable these parents to work or attend training or educational activities for work; and promote the health, safety, growth and development of children.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	I	State Workforce Education and Training Services		
Strategy No.	I	Skills Development		
Measure Type:	EF			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Contracted Average Cost per Skills Development Trainee

Short Definition:

The average contracted cost per trainee in Skills Development Fund grants.

Data Limitations:

The measure is for the average contracted cost per trainee by grant, not the actual final average cost since Skills Development Fund contract terms do not align with fiscal years and often exceed 12 months. As such, it is not possible to report the final average costs in time for yearend ABEST reporting.

Source/Collection of Data:

Quarterly snapshots of contract deliverables and total contract amounts from agency contract and data management systems.

Method of Calculation:

The denominator is the number of individuals required to be trained in new Skills Development Fund contracts effective in the fiscal year. The numerator is the total contract amount that TWC will provide the training provider(s) in the same contracts. If a contract deliverable on the number of individuals to be trained or the total contract amount is amended during the fiscal year, the reported value is total contract amount/number of trainees effective the last day of the fiscal year.

Purpose/Importance:

The purpose of the measure is to report the average contracted cost for training individuals through the Skills Development Fund.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	1	State Workforce Education and Training Services		
Strategy No.	2	Apprenticeship		
Measure Type:	OP			
Measure No.	1			
Key Measure:	Y	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Participants Services – Apprenticeship

Short Definition:

The unduplicated number of Participants receiving Apprenticeship-funded services. An Individual becomes a Participant by receiving participatory Apprenticeship-funded Career & Training services. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services or contacts to obtain status or progress information or determine the need for additional services.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and SSNs across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

Participants who received Apprenticeship-funded participatory services during the performance period are identified and unduplicated. The Apprenticeship program typically follows a school calendar. Therefore, often the number reported for the first quarter will be essentially the number to be reported at the end of the year.

Purpose/Importance:

The purpose of the measure is to report utilization of Apprenticeship-funded participatory Career & Training services by participants.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	1	State Workforce Education and Training Services		
Strategy No.	3	Jobs Education for Texas (JET)		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Contracted Number of First Year JET Trainees or Students

Short Definition:

The number of individuals required to be trained in the first year of Jobs Education for Texas (JET) contracts.

Data Limitations:

The measure is for the number required to be trained by contract, not the number that were actually trained since JET contract terms do not align with fiscal years and often exceed 12 months. As such, it is not possible to report the final number of trainees in time for yearend ABEST reporting.

Source/Collection of Data:

Quarterly snapshots of contract deliverables from agency contract and data management systems.

Method of Calculation:

The number of individuals required to be trained in new Jobs Education for Texas (JET) contracts effective in the fiscal year. If a contract deliverable on the number of individuals to be trained is amended during the fiscal year, the reported value is the contracted number of trainees effective the last day of the fiscal year.

Purpose/Importance:

The purpose of the measure is to report on the number of people contracted to be trained through the JET program.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	I	State Workforce Education and Training Services		
Strategy No.	4	Self-Sufficiency		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Contracted Number of Self-Sufficiency Trainees

Short Definition:

The number of individuals required to be trained in Self-Sufficiency Fund contracts.

Data Limitations:

The measure is for the number required to be trained by contract, not the number that were actually trained since Self-Sufficiency Fund contract terms do not align with fiscal years and often exceed 12 months. As such, it is not possible to report the final number of trainees in time for yearend ABEST reporting.

Source/Collection of Data:

Quarterly snapshots of contract deliverables from agency contract and data management systems.

Method of Calculation:

The number of individuals required to be trained in new Self-Sufficiency Fund contracts effective in the fiscal year. If a contract deliverable on the number of individuals to be trained is amended during the fiscal year, the reported value is the contracted number of trainees effective the last day of the fiscal year.

Purpose/Importance:

The purpose of the measure is to report on the number of people contracted to be trained through the Self-Sufficiency Fund program.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	1	State Workforce Education and Training Services		
Strategy No.	4	Self-Sufficiency		
Measure Type:	EF			
Measure No.	1			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Contracted Average Cost per Self-Sufficiency Trainee

Short Definition:

The average contracted cost per trainee in Self-Sufficiency Fund grants.

Data Limitations:

The measure is for the average contracted cost per trainee by grant, not the actual final average cost since Self-Sufficiency Fund contract terms do not align with fiscal years and often exceed 12 months. As such, it is not possible to report the final average costs in time for yearend ABEST reporting.

Source/Collection of Data:

Quarterly snapshots of contract deliverables and total contract amounts from agency contract and data management systems.

Method of Calculation:

The denominator is the number of individuals required to be trained in new Self-Sufficiency contracts effective in the fiscal year. The numerator is the total contract amount that TWC will provide the training provider(s) in the same contracts. If a contract deliverable on the number of individuals to be trained or the total contract amount is amended during the fiscal year, the reported value is total contract amount/number of trainees effective the last day of the fiscal year.

Purpose/Importance:

The purpose of the measure is to report the average contracted cost for training individuals through the Self-Sufficiency Fund.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Measure Type:	OC			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Percent Employed/ Enrolled 2nd Qtr Post Exit – VR

Short Definition:

The percentage of Vocational Rehabilitation (VR) Participants who are employed or in education/training in the 2nd quarter after completion of services (exit). Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. For Participants who are also Vocational Rehabilitation Participants, exit only occurs when the service file has been closed in accordance with federal requirements. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on employment or enrollment in education post-exit and the UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior.

Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

The denominator is the number of VR Participants who exit during the report period excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment. The numerator is the number of Participants from the denominator who were employed or in education/training in the 2nd quarter after exit. A Participant is considered employed in a given quarter if wage records or other records indicate employment in the quarter.

Performance is calculated by dividing the numerator by the denominator.

Purpose/Importance:

To assess effectiveness of VR services in promoting employment or further education after services conclude.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Measure Type:	OC			
Measure No.	2			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Percent Employed/ Enrolled 2th–4th Qtrs Post Exit – VR

Short Definition:

The percentage of those Vocational Rehabilitation (VR) Participants employed or in education/training in the 2nd quarter after completion of services (exit) who are also employed or in education/training in the 3rd & 4th quarters. Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. For Participants who are also Vocational Rehabilitation Participants, exit only occurs when the service file has been closed in accordance with federal requirements. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on employment or enrollment in education post-exit and the UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

The denominator is the number of VR Participants who exit during the report period and are employed or in education/training in the 2nd quarter after exit excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment. The numerator is the number of Participants from the denominator who were employed or in education/training in the 3rd and 4th quarters after exit.

Performance is calculated by dividing the numerator by the denominator.

A Participant is considered employed in a given quarter if wage records or other records indicate employment in the quarter.

Purpose/Importance:

To assess effectiveness of VR services in promoting employment or further education over an extended period after services conclude.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Measure Type:	OC			
Measure No.	3			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: M	

Credential Rate – VR

Short Definition:

The percentage of those Vocational Rehabilitation (VR) Participants in education/training intended to result in a recognized credential who achieve it within one year of completion of services (exit). Exit generally occurs after the Participant does not receive participatory services for more than 90 days and no future services are planned. For Participants who are also Vocational Rehabilitation Participants, exit only occurs when the service file has been closed in accordance with federal requirements. Participatory services generally do not include any self-service nor any staff-assisted registration, determination of eligibility, follow-up/information/support services, or contacts to obtain status or progress information or to determine the need for additional services.

Data Limitations:

This measure focuses on achievement of a recognized credential within one year of Exit. However, if the credential achieved is a High School Diploma/Equivalent, it must be accompanied by employment or enrollment in education in the year following exit as well. The UI wage records used to determine post-exit employment take time to collect from employers in Texas and other states. This means that the performance reported each year reflects the outcomes of people who exited services in the prior year or two years prior. Additionally, not all employers report UI wage records and employment information for those who are self-employed or in other contract work is difficult to obtain which limits the ability to determine employment. A Participant can exit more than once in a given year and can count in this measure each time they exit.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. It also includes educational data obtained from external Sources such as the Texas Education Agency. Because data in these systems constantly change it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

Denominator: VR Participants in education/training (except OJT) during participation excluding those not in the numerator and who cannot be matched due to lack of a valid SSN or who at exit are deceased or for at least 90 days: institutionalized, called to active military duty, or receiving medical treatment that prevents enrollment or employment. Includes enrolled in post-secondary education and those enrolled in secondary education whose approved IPE calls for achievement of a high school diploma or equivalent as a step towards their employment goal.

Numerator: Participants from the denominator who achieve a recognized credential within one year of exit, excluding those who achieve a high school diploma/equivalent and are not also either enrolled in post-secondary education or working within one year of exit.

A Participant is considered employed if wage records or other records indicate employment in any of the four quarters following exit.

Performance = numerator divided by denominator.

Purpose/Importance:

To assess effectiveness of VR services in promoting achievement of a recognized credential.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Measure Type:	OC			
Measure No.	4			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

Average Earnings Per Business Enterprises of Texas Consumer Employed

Short Definition:

Measures the average net reported earnings per manager employed through BET for the period of July to June each year.

Data Limitations:

None

Source/Collection of Data:

The average net earnings per manager is calculated using data from the Cumulative Statement of BET Monthly Facility Report database and the BET Quarterly Status Report.

Method of Calculation:

Average net earnings are computed by dividing the number of managers employed during the reporting period into the net proceeds of managers employed.

Purpose/Importance:

This measure tracks the average net earnings of managers employed through BET during the reporting period and consists of net earnings from the management of a cafeteria, snack bar, convenience store, and/or vending facilities. Average earnings is one indicator of the quality of employment opportunities in the program.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Strategy No.	I	Vocational Rehabilitation		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Participants Served – VR

Short Definition:

The unduplicated number of Participants receiving Vocational Rehabilitation (VR) services. An Individual becomes a Participant by receiving VR services in accordance with a signed and approved Individual Plan for Employment.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and SSNs across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. Because services are often provided over a period of several months, the year-to-date performance on this measure generally starts out well above target with a significant number of “carry-forward” customers. “Carry-forward” customers are those who began receiving services in a prior year and are continuing to receive them in the current year. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes.

Method of Calculation:

Participants who received VR services during the performance period are identified and unduplicated.

Purpose/Importance:

The purpose of the measure is to report utilization of VR services by Participants.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Strategy No.	I	Vocational Rehabilitation		
Measure Type:	EF			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Average Cost Per Participant Served – VR

Short Definition:

The average cost per unduplicated Vocational Rehabilitation (VR) Participant served.

Data Limitations:

Unduplication is primarily based on system-generated customer IDs within a system and social security numbers across systems. Individuals who do not have or do not disclose their SSNs may be counted more than once if they have multiple accounts in various information systems. Because services are often provided over a period of several months, the year-to-date performance on this measure generally starts out well below target because of a significant number of “carry-forward” customers in the denominator. “Carry-forward” customers are those who began receiving services in a prior year and are continuing to receive them in the current year. The performance period runs from July to June each year to align with the federal reporting period used in most workforce programs.

Source/Collection of Data:

Snapshots of data extracted from various TWC information systems and merged to identify Participants, their periods of participation, and their post-exit outcomes. Among the information systems included: the Workforce, Child Care, Adult Education, and Vocational Rehabilitation Case Management Systems, the Unemployment Wage System and the Unemployment Insurance Benefit and Appeals Systems. Because data in these systems constantly change and it is not possible to recreate previously reported results from the live systems, TWC archives the data snapshots used in reporting for audit purposes. The data Source for expenditures is TWC’s Cash Draw & Monthly Expenditure Reporting System.

Method of Calculation:

The denominator is the unduplicated count of Participants who received VR services during the performance period (reported in the “Participants Served – VR” measure). The numerator includes VR salary, grant, and client service expenditures in the performance period.

Purpose/Importance:

The purpose of the measure is to report efficiency in providing VR services to Participants.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services for Persons with Disabilities		
Strategy No.	2	Business Enterprises of Texas (BET)		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

Number of Individuals Employed by BET Businesses (Managers and Employees)

Short Definition:

Measures the average number of individuals (managers and employees) benefiting from employment opportunities created as a result of the BET program. A manager is defined as a blind individual licensed to participate in the BET program. An employee is defined as an individual employed by a licensed BET manager.

Data Limitations:

No known data reliability limitations.

Source/Collection of Data:

The BET Quarterly Status Report provides the current number of licensed managers operating businesses at the end of each quarter. The Monthly Facilities Report database application documents the number of individuals (managers and employees) benefiting from employment created by BET Businesses.

Method of Calculation:

The numbers derived from the two Sources indicated above are totaled to determine the quarterly counts and then the results are averaged across the quarters in the performance period.

Purpose/Importance:

The overall employment benefit to Texans through this strategy is one of the desired outcomes. TWC establishes a projection for the number of licensed managers and employees who are employed through this strategy. This measure tracks and demonstrates the progress toward meeting that projection.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services		
Strategy No.	2	Business Enterprises of Texas (BET)		
Measure Type:	OP			
Measure No.	2			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Number of Businesses Operated by Blind Managers

Short Definition:

Measures the average number of businesses operated by licensed blind managers that are supported and monitored by Business Enterprises of Texas (BET) staff and that are open at the end of the reporting period. A business may be a cafeteria, a snack bar, convenience store, and/or vending facilities.

Data Limitations:

No known data reliability limitations.

Source/Collection of Data:

Data derives from the BET Quarterly Status Report.

Method of Calculation:

Result is derived by summing the numbers in the BET quarterly status reports and then the results are averaged across the quarters in the performance period.

Purpose/Importance:

This measure reports the number of businesses operated by blind managers licensed by the BET. The measure gauges the success of the program in maintaining and expanding employment opportunities for Texans.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	Rehabilitation Services		
Strategy No.	2	Business Enterprises of Texas (BET)		
Measure Type:	EX			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Number of Blind & Disabled Individuals Employed by BET Facility Managers

Short Definition:

Measures the average number of blind and disabled individuals benefiting from employment opportunities created as a result of the BET Program. A BET facility manager is defined as a blind individual licensed to participate in the BET Program. An employee is defined as an individual employed by a licensed BET Manager.

Data Limitations:

The Data Limitation for this measure is the number of applicants for the BET Program.

Source/Collection of Data:

The Monthly Facilities Report database application documents the number of blind and disabled individuals benefiting from employment opportunities created by BET businesses at the end of each quarter and is posted to the BET Quarterly Status Report.

Method of Calculation:

The number derived from the two sources indicated above determines the quarterly count counts and then the results are averaged across the quarters in the performance period.

Purpose/Importance:

The overall employment benefit to Texans through this strategy is one of the desired outcomes. TWC establishes a projection for the number of blind and disabled individuals who are employed through this strategy. This measure tracks and demonstrates the progress toward meeting that projection.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	2	State Workforce Support and Accountability		
Strategy No.	4	Subrecipient Monitoring		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Number of Monitoring Reviews of Boards or Contractors

Short Definition:

The number of completed financial and program monitoring reviews of local workforce development boards, their contractors, and other entities with direct subrecipient contracts with TWC.

Data Limitations:

None.

Source/Collection of Data:

Data for reviews performed by Subrecipient Monitoring staff are maintained in the department's TeamMate® tracking system. The database is updated as reviews are needed, scheduled, completed and/or cancelled. A report is generated for each reporting period.

Method of Calculation:

The number of financial and program monitoring reviews completed during the performance period.

Monitoring

reviews are complete at the issuance of the monitoring report.

Purpose/Importance:

The purpose of this measure is to report on agency monitoring efforts designed to meet its goal of ensuring effective, efficient and accountable state government operations.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	3	State Workforce Support and Accountability		
Strategy No.	I	State Workforce Services		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: M	

Statewide Initiative Participants to Be Served

Short Definition:

The number of participants to be served through Commission-approved statewide initiatives funded by WIOA and/or TANF and where at least 25 participants are expected to be served.

Data Limitations:

Participants may be counted more than once if receiving more than one service or training during performance periods.

Source/Collection of Data:

Quarterly snapshots of contract deliverables from agency contract and data management systems.

Method of Calculation:

The number of individuals served through Commission-approved statewide initiative contracts funded by WIOA and/or TANF effective in the fiscal year where at least 25 participants are expected to be served.

If a contract deliverable on the number of individuals to be served is amended during the fiscal year, the reported value is the contracted number of participants effective the last day of the fiscal year.

Purpose/Importance:

The purpose of the measure is to report on the number of people contracted to be served through Commission-approved statewide initiatives funded by WIOA and/or TANF.

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	3	State Workforce Support and Accountability		
Strategy No.	I	State Workforce Services		
Measure Type:	EF			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Contracted Average Cost per Statewide Initiative Participant to Be Served

Short Definition:

The expected average cost per participant to be served through Commission-approved statewide initiatives funded by WIOA and/or TANF and where at least 25 participants are expected to be served.

Data Limitations:

None

Source/Collection of Data:

Quarterly snapshots of contract deliverables and total contract amounts from agency contract and data management systems.

Method of Calculation:

The denominator is the expected number of people to be served through Commission-approved statewide initiatives funded by WIOA and/or TANF and where at least 25 participants are expected to be served. The numerator is the total value of contracts effective in the fiscal year for the approved initiatives. If a contract deliverable on the number of individuals to be served or the total contract amount is amended during the fiscal year, the reported value is total contract amount/number of participants effective the last day of the fiscal year.

Purpose/Importance:

The purpose of the measure is to report the expected average cost per participant to be served through Commission-approved statewide initiatives funded by WIOA and/or TANF and where at least 25 participants are expected to be served.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	3	State Workforce Support and Accountability		
Strategy No.	5	Labor Law Enforcement		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

No. of On-Site Inspections Completed for Texas Child Labor Law Compliance

Short Definition:

The number of completed on-site compliance inspections (also known as investigations) with employers in Texas to educate them about and ensure their compliance with the Texas Child Labor Law. An on-site inspection is considered complete when the Child Labor investigator has determined an employer’s compliance with the Texas Child Labor Law, which is reflected as the Status Date on the inspection registration form.

Data Limitations:

None.

Source/Collection of Data:

The number is obtained from the Wage & Hour Section Monthly Statistical Report which is compiled by and maintained with Wage & Hour staff.

Method of Calculation:

The number of on-site inspections completed within the performance period is summed.

Purpose/Importance:

The purpose of this measure is to demonstrate agency efforts to ensure that children are not employed in an occupation or manner that is detrimental to their safety, health or well-being by responding to complaints and performing random on-site employment inspections which include an educational component.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	3	State Workforce Support and Accountability		
Strategy No.	5	Labor Law Enforcement		
Measure Type:	OP			
Measure No.	I			
Key Measure:	N	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

Number of Payday Law Decisions Issued

Short Definition:

This measure is the number of payday law decisions (also called Determination Orders) issued concerning unpaid wages investigated under the Texas Payday Law.

Data Limitations:

None.

Source/Collection of Data:

The number is obtained from the Wage & Hour Section Monthly Statistical Report compiled by and maintained with Wage & Hour staff.

Method of Calculation:

The number of payday law decisions issued within the performance period is summed.

Purpose/Importance:

The purpose of this measure is to demonstrate agency efforts to ensure workers are provided compensation in a complete and timely manner.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	3	State Workforce Support and Accountability		
Strategy No.	6	Career Schools and Colleges		
Measure Type:	OP			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: L	

Number of Licensed Career Schools and Colleges

Short Definition:

This measure provides information on the total number of career schools and colleges holding a license during the reporting period. Career schools and colleges are for-profit or non-profit schools approved and regulated under state law. These schools offer business, trade, technical, industrial, and vocational training through classroom instruction, seminars, workshops or distance education.

Data Limitations:

None.

Source/Collection of Data:

The data for this measure are collected from office records of the total number of licensed schools, less any closed schools during the period, and recorded and maintained on a PC database.

Method of Calculation:

The data are counted for the reporting period.

Purpose/Importance:

The purpose of the measure is to report the extent of certification and regulation provided to Career Schools and Colleges.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	4	Unemployment Services		
Measure Type:	OC			
Measure No.	I			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

Percent of Unemployment Insurance Claimants Paid Timely

Short Definition:

This measure monitors the percentage of claimants who receive intrastate Unemployment Insurance (UI) benefits within 35 days of the first compensable week in the benefit year in accordance with the U.S. Department of Labor (DOL) desired levels of achievement (DLAs) developed under the UI Quality Appraisal program. A UI claimant is defined as an individual who is paid intrastate UI benefits for the first compensable week of their claim, including regular (UI), ex-federal civilian (UCFE) and ex-federal military (UCX) employees. One first pay is issued per claimant per the DOL federal measures.

Data Limitations:

None.

Source/Collection of Data:

Weekly claims for unemployment insurance benefits are filed through the internet, an interactive voice response system or by paper documents and recorded in the automated benefits system. The numerator is the number of intrastate first payments made within 35 days. The payment record is counted as a “first payment” when it is payment for the first compensable week of unemployment for that social security number for the benefit year. The denominator is the total number of intrastate first payments. Both are collected from benefit payment records in the automated benefits system and are recorded on a monthly DOL Employer and Training Administration (ETA) report.

Method of Calculation:

The number of intrastate first payments made within 35 days is divided by the total number of intrastate first payments made for the reporting period, with the result expressed as a percent.

Purpose/Importance:

This measure is an indicator of the UI program’s efforts to promptly replace a portion of lost wages for eligible unemployed workers and to promote economic stability by preserving buying power in communities experiencing economic downturns.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	4	Unemployment Services		
Measure Type:	OC			
Measure No.	2			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: H	

Percent of Unemployment Insurance Appeals Decisions Issued Timely

Short Definition:

The percent of Lower and Higher Authority decisions issued timely for the appeals function of the Unemployment Insurance (UI) program. The start date for determining timeliness is the date the appeal is received. The end date for determining timeliness is the date the decision is issued. Issued means either mailed or sent by any other means approved by the Commission.

Data Limitations:

Modifications in assumptions and methodology may result from changes in federal or state regulations.

Source/Collection of Data:

Appeals and Commission Appeals staff members provide data for each decision issued and enter this data into the appeals status application of the Appeals/Commission Appeals System Program. The decision is counted as complete when issued. Appeals and Commission Appeals then compiles the data for this performance measure by running a report that extracts the necessary data from the database.

Method of Calculation:

The numerator is the number of Lower Authority decisions that have an issue date within the performance period equal to or less than the 45th day from the date of the appeal to the Lower Authority Appeals office which is consistent with federal regulations regarding the timely issuance of decisions plus the number of Higher Authority decisions that have an issue date within the performance period equal to or less than the 75th day from the date of the appeal to the Higher Authority Appeals office which is consistent with federal regulations regarding the timely issuance of decisions. The denominator is the total number of Lower and Higher Authority decisions that have an issue date falling within the performance period. Performance is calculated by dividing the numerator by the denominator.

Purpose/Importance:

The purpose of this measure relates to TWC's efforts to provide monetary assistance with tax collection, benefits payment, and timely, impartial dispute resolution. This appeals function serves both claimants and employers by ensuring that each has an opportunity to present evidence to attempt to reverse an adverse ruling and receive a timely decision.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	4	Unemployment Services		
Measure Type:	OC			
Measure No.	3			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: L	

Percent of Wage and Tax Reports Timely Secured

Short Definition:

The percent of employer quarterly wage and tax reports timely secured for payment of state unemployment taxes for the state Unemployment Insurance (UI) program.

Data Limitations:

Wage reports are filed on a calendar quarterly basis and require time for processing and determination of timeliness. FY reporting for this measure runs on a July to June period.

Source/Collection of Data:

The data for this measure is collected from tax reports, Form C-3, processed during the period following the due date for each of the four calendar periods. Data is received in a variety of mediums and input by Tax and Data Processing staff and recorded in the Employer Master File tax accounting system. These records are maintained in the Employer Master File.

Method of Calculation:

The denominator is the number quarterly wage and tax records which were due during the report period. The numerator is the number of quarterly wage and tax records from the denominator which were timely secured. Performance is calculated by dividing the numerator by the denominator.

Purpose/Importance:

The purpose of the measure is to demonstrate TWC's efforts to ensure accurate and timely unemployment tax collections from employers.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	4	Unemployment Services		
Strategy No.	1	Unemployment Services		
Measure Type:	EF			
Measure No.	3			
Key Measure:	Y	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: M	

Average Time on Hold for UI Customers (Minutes)

Short Definition:

This measure monitors the average amount of time a UI customer is on hold when calling the UI Tele-Centers.

Data Limitations:

None.

Source/Collection of Data:

The data for this measure are collected from the Avaya Definity telephone systems and delivered to the SUN Unix server running an Avaya program called CMS Supervisor for TWC-operated centers and is gathered from TWC's contracted center operators using their telephone tracking system data. This reported data are captured and stored for 5 years.

Method of Calculation:

The measure is collected from a CMS Supervisor program using a calculated field. The total wait time, in seconds, for all Automatic Call Distribution (ACD) calls is divided by 60 to produce the numerator expressed in minutes (rounded to the nearest minute). The denominator is the total ACD calls for the reporting period. The result is expressed as an average wait time in minutes and hundredths of minutes for all ACD calls.

Purpose/Importance:

The UI program seeks to replace a portion of lost wages for eligible unemployed workers and to promote economic stability by preserving buying power in communities experiencing economic downturns. This measure demonstrates TWC's efforts to provide monetary assistance through a system of tax collection, benefits payment and impartial eligibility determination.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	4	Unemployment Services		
Strategy No.	I	Unemployment Services		
Measure Type:	EX			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: N	Priority: L	

Number of Initial Unemployment Insurance Claims Filed

Short Definition:

This measure monitors the number of new and additional Intrastate, Interstate agent (filed in Texas against another state), and Interstate liable (filed from another state against Texas) claims filed. This definition is consistent with federal definitions.

Data Limitations:

Modifications in assumptions and methodology may result from changes in federal or state statutes and regulations.

Source/Collection of Data:

The data for this measure is collected from benefit claims records in the automated benefits system and is recorded on a monthly DOL ETA report.

Method of Calculation:

The claim record is counted as an initial claim when it meets the requirements of the Texas Unemployment Compensation Act and Commission rules. The data are summed for the report period.

Purpose/Importance:

This measure functions as a current indicator of the Texas economy in general and a leading workload indicator for the Texas Unemployment Insurance program. The number of initial unemployment insurance claims filed is based in part on what is happening in the workforce and it drives Unemployment Insurance program activities (more claims generally means more determinations must be made, more payments issued, more appeals reviewed, etc.).

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

Goal No.	2	State Workforce Development		
Objective No.	5	Civil Rights		
Measure Type:	OC			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: H
		Percent Measure: Y	Priority: L	

Percent of Employment and Housing Complaints Resolved Timely

Short Definition:

The percent of employment complaints and housing complaints resolved timely. A complaint is considered resolved when a finding of reasonable cause or lack of reasonable cause is issued, when a complaint is conciliated or settled or when the complaint is administratively dismissed. Examples of reasons for administrative dismissal include failure to timely file the complaint, non-cooperation by or failure to locate the complainant, and the complaint was not within the division’s jurisdiction.

Data Limitations:

Modifications in assumptions and methodology may result from changes in federal or state regulations.

Source/Collection of Data:

Civil Rights Division’s internal tracking system.

Method of Calculation:

The numerator is the total number of employment and housing complaints resolved during the performance period which were resolved timely. An employment complaint is resolved timely if it is resolved within two years of the date it was filed. A housing complaint is administratively resolved timely if it is resolved within 365 days of the date it was filed. The denominator is the total number of employment and housing complaints resolved during the performance period. Performance is calculated by dividing the numerator by the denominator.

Purpose/Importance:

The purpose of the measure is to report on the timeliness of the division’s resolution of employment and housing discrimination complaints investigated under Texas Labor Code Chapter 21, Texas Government Code Chapter 437, Texas Property Code Chapter 301, and any other employment- or housing-related state statutes designating the Civil Rights Division as the enforcement authority.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	5	Civil Rights		
Strategy No.	I	Civil Rights		
Measure Type:	OP			
Measure No.	I			
Key Measure:	N	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: L	

Number of Individuals Receiving EEO Training

Short Definition:

Number of individuals employed by state agencies or institutions of higher education receiving live or computer-based Equal Employment Opportunity (EEO) training provided by the Civil Rights Division. For purposes of this measure, state agency includes a public junior college. The division offers standard training initially upon hire and as a refresher every two years, and compliance training for state agencies/institutions that receive three or more employment discrimination complaints with merit or that otherwise identify a need for and request in-depth training.

Data Limitations:

None

Source/Collection of Data:

Civil Rights Division’s internal tracking system.

Method of Calculation:

The number of individuals attending EEO training sessions presented by the division during the performance period is summed.

Purpose/Importance:

The purpose of the measure is to report division efforts to ensure that the supervisors, managers and employees of state agencies and institutions of higher education are aware of the requirements of EEO laws.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	5	Civil Rights		
Strategy No.	1	Civil Rights		
Measure Type:	OP			
Measure No.	2			
Key Measure:	N	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: L	

Number of Personnel Policies Approved by CRD

Short Definition:

The number of personnel policies used by state agencies and institutions of higher education found by the Civil Rights Division to be in compliance with Chapter 21 of the Texas Labor Code. “Personnel policies” also include personnel selection procedures that incorporate a workforce diversity program. For purposes of this measure, state agency does not include a public junior college.

Data Limitations:

None

Source/Collection of Data:

Civil Rights Division’s internal tracking system.

Method of Calculation:

The number of state agencies and institutions of higher education personnel policies reviewed by the division and found to be in compliance with Chapter 21 of the Texas Labor Code within the performance period is summed.

Purpose/Importance:

The purpose of the measure is to report on the division’s efforts to ensure that state agencies and institutions of higher education utilize personnel policies that comply with Chapter 21 of the Texas Labor Code.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	5	Civil Rights		
Strategy No.	1	Civil Rights		
Measure Type:	OP			
Measure No.	2			
Key Measure:	N	Calculation Method: C	New Measure: N	Target Attainment: H
		Percent Measure: N	Priority: H	

Number of Employment/Housing Complaints Resolved

Short Definition:

The number of employment or housing discrimination complaints resolved. A complaint is considered resolved when a finding of reasonable cause or lack of reasonable cause is issued, when a complaint is conciliated or settled or when the complaint is administratively dismissed. Examples of reasons for administrative dismissal include failure to timely file the complaint, noncooperation by or failure to locate the complainant, the complaint was not within the division’s jurisdiction.

Data Limitations:

Modifications in assumptions and methodology may result from changes in federal or state regulations.

Source/Collection of Data:

Civil Rights Division’s internal tracking system.

Method of Calculation:

The total number of employment or housing discrimination complaints resolved during the performance period are summed.

Purpose/Importance:

The purpose of the measure is to monitor the Civil Rights Division efforts to review and resolve allegations of noncompliance with Texas Labor Code Chapter 21, Texas Government Code Chapter 437, Texas Property Code Chapter 301, and any other employment- or housing-related state statutes designating the Civil Rights Division as the enforcement authority.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than target

Goal No.	2	State Workforce Development		
Objective No.	5	Civil Rights		
Strategy No.	I	Civil Rights		
Measure Type:	EF			
Measure No.	I			
Key Measure:	N	Calculation Method: N	New Measure: N	Target Attainment: L
		Percent Measure: M	Priority: M	

Average Cost Per Employment/Housing Complaint Resolved

Short Definition:

Average cost per employment and housing complaint resolved means the cost of conducting employment and housing complaint investigations divided by the total number of employment and housing complaints resolved.

Data Limitations:

Modifications in assumptions and methodology may result from changes in federal or state regulations.

Source/Collection of Data:

Civil Rights Division's internal tracking system for number of closures and TWC's Financial Systems/Reporting for budget information.

Method of Calculation:

The numerator is the expenditures recorded in the agency's accounting system for conducting employment and housing complaint investigations during the performance period. The denominator is the total number of employment and housing complaints resolved during the performance period (as calculated under the Number of Employment/Housing Complaints Resolved measure). Performance is calculated by dividing the numerator by the denominator.

Purpose/Importance:

The purpose of the measure is to monitor investigation and complaint resolution costs for complaints resolved under Texas Labor Code Chapter 21, Texas Government Code Chapter 437, Texas Property Code Chapter 301, and any other employment- or housing-related state statutes designating the Civil Rights Division as the enforcement authority.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than target

TWC Strategic Plan

Schedule C

Historically Underutilized Business Plan

The Texas Historically Underutilized Business (HUB) program aims to promote full and equal business opportunities for all businesses to remedy disparity in state procurement and contracting. In accordance with the mission of the Texas Workforce Commission (TWC) -to promote and support a workforce system that offers employers, families, individuals and communities the opportunity to achieve and sustain economic prosperity - executive leadership, division management, and purchasing staff are committed to maintaining a strong HUB program.

HUB Goals

Following recent changes to the HUB program, all state agencies are now required to establish their own agency-specific goals for Fiscal Year 2026 (FY26). While the TWC previously adopted the statewide goals set by the Comptroller of Public Accounts (CPA), we have developed new targets. TWC established its FY26 goals by reviewing the previous CPA goals and reducing them by 75% to align with a new emergency rule.

TWC's HUB goals for FY26 are as follows:

- Special Trade Construction: 8.23 percent
- Professional Services: 5.93 percent
- Other Services: 6.50 percent
- Commodities: 5.28 percent

Agency Rules

The Texas Workforce Commission adopted and follows the CPA's rules, 34 Texas Administrative Code §§20.281 – 298, promulgated pursuant to Texas Government Code §2161.002. (40 Texas Administrative Code §800.3).

HUB Strategies

The TWC strategy for sustaining supplier diversity is four-fold:

1. Communicate our business needs;
2. Develop vendors' abilities to meet those needs;
3. Evaluate performance; and
4. Address opportunity.

As a result, staff regularly assesses HUB program goals against performance and continuously seeks to identify HUB vendor opportunities and program improvements.

Communicate Our Business Needs

TWC's business needs will be communicated by:

- Educating HUB businesses on the importance of HUB certification and HUB subcontracting.
- Making procurement opportunities available at the HUB events conducted throughout the state where spot bid opportunities are a part of the event.
- Maintaining page(s) on TWC's website to promote the agency's HUB goals and activities, including links to TWC bid opportunities and purchasing information.

When applicable, TWC conducts the following solicitation steps to communicate HUB needs:

- Revising solicitation documents to contain terms, conditions, and specifications reflecting the agency's needs to ensure that HUBs are eligible for consideration in the bidding process;
- For any solicitation exceeding \$100,000 and in which HUB subcontracting opportunities have been identified, including a list of all National Institute of Governmental Purchasing (NIGP) codes associated with the proposed subcontracting opportunities;
- For all solicitations exceeding \$100,000 that include subcontracting opportunities:
 - Requiring all prime contractors to provide evidence of their good faith effort to reach out to HUBs as partners and subcontractors for the solicitation; and
 - Requiring all prime contractors to report monthly their use of HUB subcontractors to TWC.
- Contacting HUB vendors when a solicitation is released, even if the value is less than \$100,000, to provide more exposure to the lower dollar threshold procurements.

Develop Vendors' Abilities to Meet TWC Needs

TWC provides one-on-one assistance on the CPA HUB certification process to vendors by:

- Providing information on how to apply, including the documentation necessary for certification, and how to follow up on the application process;
- Assisting vendors with the renewal process as needed;
- Assisting HUB vendors interested in TWC's Mentor Protégé Program;
- Providing courtesy HUB Subcontracting Plan (HSP) reviews for vendors before the proposal response due date;
- Providing technical assistance to HUBs interested in obtaining more state bid opportunities such as becoming a member of the Centralized Masters Bidders List (CMBL);
- Educating vendors on the process and benefit of requesting debriefings for unsuccessful bid or proposal submission responses; and
- Directing HUB vendors to appropriate Economic Opportunity Forums and CPA-sponsored events to provide vendors with needed information and networking opportunities.

Evaluate Performance

TWC holds all employees who purchase goods and services accountable for adhering to the agency's HUB policy. Meeting the agency's good faith HUB efforts is part of every purchaser's performance requirements. Additionally, TWC takes the following steps to evaluate performance:

- Monitoring its purchases with HUB vendors on a bi-weekly basis using internally developed dashboards to assess the success of its efforts to meet HUB goals and to inform management of opportunities to increase HUB use;
- Analyzing data, by division, of TWC's retention of HUB suppliers, contractors, and subcontractors, using the above-mentioned dashboards (Tex. Gov't Code § 2161.122);
- Implementing appropriate changes in procurement strategies in response to any substantial changes observed in monthly HUB expenditures; and
- Modifying its annual good faith efforts to concentrate on any purchasing category in which performance has slipped since the prior year.

Address Opportunity

TWC reviews planned construction, service, and technology projects anticipated to exceed \$90,000 to:

- Determine if there are HUB subcontracting opportunities;
- Require HUB Subcontracting Plans where HUB subcontracting opportunities exist; and
- Monitor such purchases for good faith efforts and subcontractor payment reporting after awards.

TWC also strives to:

- Participate in and co-sponsor economic opportunity forums and expositions to promote the HUB Program to interested businesses and strategic partners;
- Attend at least two economic opportunity forums targeted at HUB vendors of goods and services TWC buys in quantity;
- Educate both prime non-HUB and HUB vendors about TWC's Mentor Protégé Program and identify potential Mentor-Protégé pairs interested in doing business with the State;
- Use results-oriented strategies that assist each of TWC's largest contractors to meet their goals of using HUB subcontractors, focusing efforts on working with a variety of suppliers;
- Provide each of TWC's largest contractors with contacts to potential HUB subcontractors and request a modified HSP when appropriate;
- For new solicitations, work with TWC customers to ensure that requested services in these areas are broken into components small enough to attract HUB vendor responses; and
- For new solicitations, identify for TWC customers and potential vendors those portions of the services where TWC would expect to see a subcontract.

External/Internal Assessment

TWC uses the dashboard tools described above to internally monitor and evaluate HUB program performance regularly. Additionally, TWC reviews the external monthly expense report from CPA to confirm TWC's HUB expenditures. TWC HUB program staff are dedicated to identifying HUB opportunities, participating in HUB outreach activities, and providing senior-level staff feedback on TWC's HUB contracting and subcontracting efforts.

TWC Strategic Plan Schedule D

Statewide Capital Plan

**The plan was submitted separately
to the Bond Review Board
in accordance with instructions.**

TWC Strategic Plan Schedule E

Health and Human Services Strategic Plan

**Not applicable to
the Texas Workforce Commission.**

TWC Strategic Plan

Schedule F

TWC Workforce Plan

Executive Summary

The TWC Workforce Plan is the agency's blueprint for recruiting, hiring, onboarding, and retaining staff. It is the product of collaboration between TWC's leadership and the Human Resources Department and is driven by alignment with the agency's mission, analysis of the current workforce, understanding of future needs, and developing a strategy to meet them.

Agency Overview

The Texas Legislature created the TWC in 1995 to consolidate programs dealing with employment-related education and job training. TWC was also responsible for administering the Unemployment Insurance program, adhering to the state's labor laws, and maintaining the Texas labor market statistical information.

TWC is governed by three Commissioners appointed by the Governor, who serve six-year, staggered terms - one each representing labor, employers, and the public. The Commission appoints an Executive Director, who administers the agency's daily operations.

The agency's mission is carried out through broad activities divided into the following Divisions:

- Appeals;
- Business Operations;
- Child Care and Early Learning;
- Civil Rights;
- Finance;
- Fraud Deterrence and Compliance Monitoring;
- Information Innovation and Insight;
- Information Technology;
- Internal Audit;
- Office of Communication and Media;
- Office of General Counsel;
- Office of Government Relations
- Unemployment Insurance;
- Vocational Rehabilitation; and
- Workforce Development.

Agency Mission

To promote and support a workforce system that creates value and offers employers, families, individuals, and communities the opportunity to achieve and sustain economic prosperity.

Current Workforce Profile (Staffing Supply Analysis)

The agency's authorized full-time equivalent (FTE) count for FY 2026 is 5,085. The staffing profile for TWC's workforce as of January 1, 2026, was 4,616 full-time and part-time employees located throughout the state of Texas. These employees work in more than 200 offices in 28 workforce development areas across the state.

Most Frequently Used Job Classification Families

As of Jan. 1, 2026, the agency's employees serve in 94 different classification families. The four most frequently used, with more than one-third of all TWC employees, are tied to front-line customer service in Vocational Rehabilitation Services, Workforce Development and Unemployment Insurance. They are:

- Program Specialist with 517 employees;
- Vocational Rehabilitation Services Counselors with 459 employees;
- Vocational Rehabilitation Services Human Services Specialists with 464 employees; and
- Workforce Development Specialists with 318 employees.

Workforce Demographics

The following charts profile the agency's workforce-related to age, gender, ethnicity, and length of state service as of January 1, 2026.

Age:

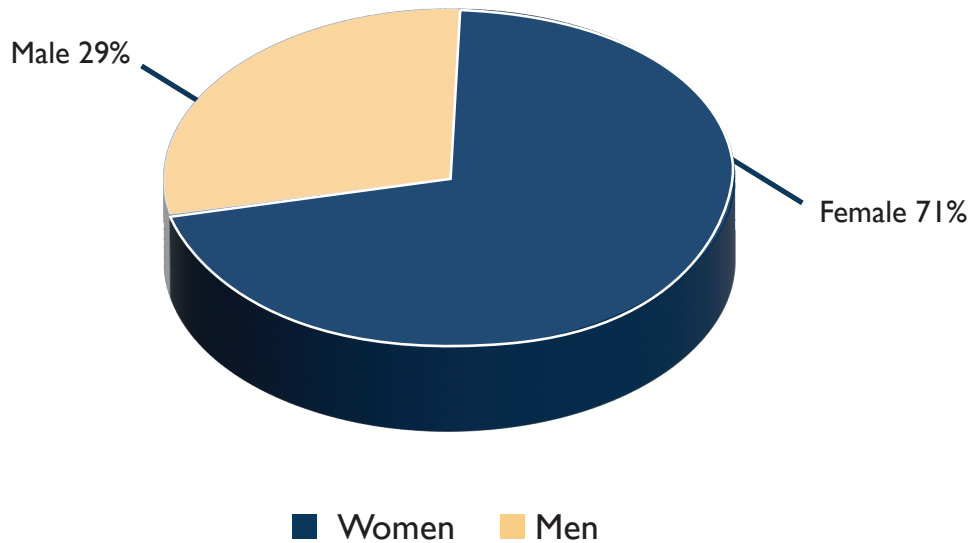
The average age of a TWC employee is 49 years and 10 months. About 53 percent of staff are over the age of 50. The table below represents the age breakdown of agency staff.

Workforce Percentages by Age

Age	Number of Workers	Percent of Total Workforce
16-29	239	5%
30-39	773	17%
40-49	1,152	25%
50-59	1,391	30%
60-69	877	19%
Over 70	184	4%
Total	4,616	100%

(Table 1)

Gender



TWC’s current workforce is 4,616 employees, of whom 29 percent (1,329) are males and 71 percent (3,287) are females.

Ethnicity:

TWC Minority Staffing Compared to Statewide Workforce Percentages

The agency’s employment of African American, Hispanic, and female employees exceeds civilian labor force percentages in most Equal Employment Opportunity (EEO) job categories.

The following table compares the percentage of African American, Hispanic, and female TWC employees as of January 2026 to the statewide workforce, as reported by TWC’s Civil Rights Division.

Workforce Percentages by EEO Category

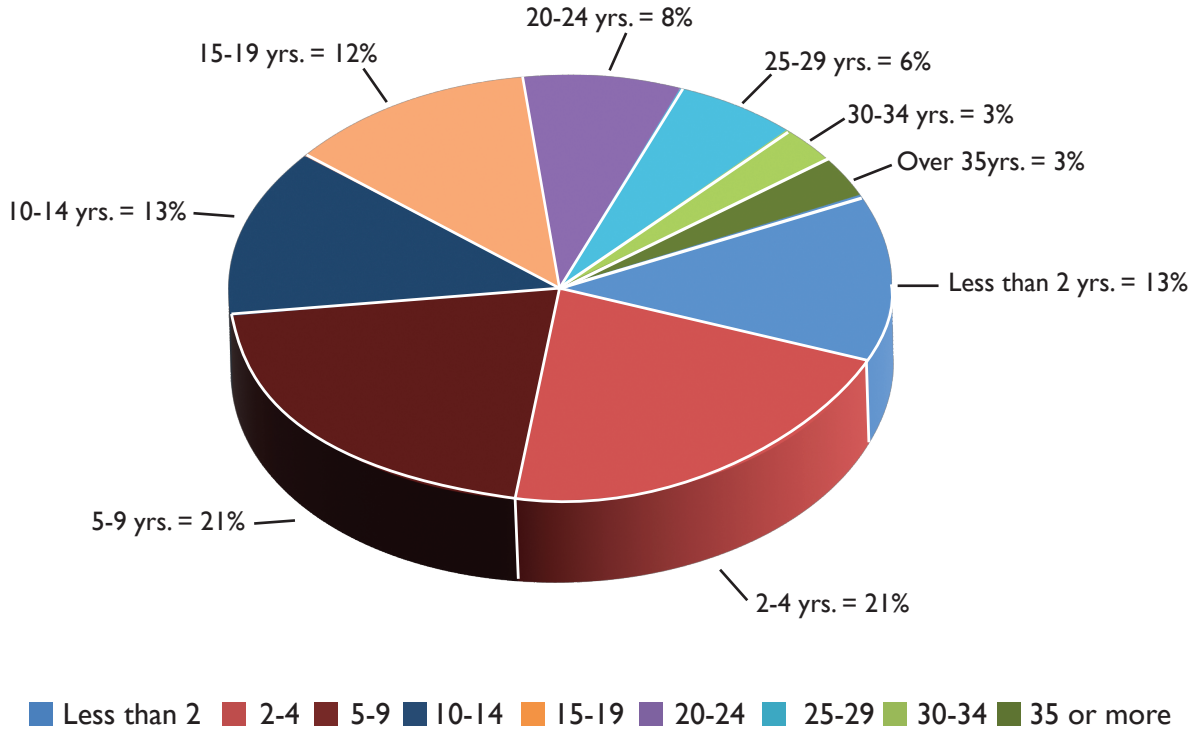
EEO Job Category	TWC Positions	TWC African Americans	Civilian Labor Force African Americans	TWC Hispanic	Civilian Labor Force Hispanic	TWC Females	Civilian Labor Force Females
Officials/ Administration	16%	16%	9.1%	30.0%	26.5%	68%	41.3%
Administrative Support	14%	18%	15.2%	48%	39.3%	74.0%	73.7%
Service/ Maintenance	0.4%	5%	12.6%	53%	55.1%	26%	51.7%
Professional	63%	24%	11.7%	31%	23.3%	73%	53.8%
Skilled Craft	0.2%	10.2%	10.2%	80.0%	53%	0%	12.4%
Technical	6.4%	14%	15.3%	44%	36.7%	60%	62.8%

(Table 2)

Length of Service:

The largest number of TWC employees, 37 percent, have state tenure of 0-4 years. The second highest are those with between 5 and 14 years, with a combined percentage of 32.

Employee Years of State Service



Length of Service and Agency Turnover:

TWC FY 2025 year-end demographic information in CAPPs shows employees with less than two years of state service have the highest turnover rate. The agency’s highest turnover in each of the last five years comes from that group, including 37 percent in FY 2025. Statewide, that number is 33.3 percent for FY 2025.

Agency Turnover Percentages by Years of Service FY 2025

Years of Service	Number of Employees	Turnover Numbers	Turnover Percentages
Less than 2	536	200	37%
2 - 4	1,000	190	19%
5 - 9	1,001	157	16%
10 - 14	618	23	4%
15 - 19	571	29	5%
20 - 24	365	25	7%
25 - 29	282	18	6%
30 - 34	158	1	.6%
Over 35	147	4	3%
Total	4,678	647	13.8%

(Table 3)

TWC Turnover Compared to Other State Agencies:

Based on An Annual Report on Classified Employee Turnover for Fiscal Year 2025, issued by the Texas State Auditor's Office (SAO), the statewide turnover rate for all state agencies is 15.4 percent. This turnover rate excludes transfers to other state agencies or institutions of higher education, as these are not considered a loss to the State workforce. TWC's turnover rate for Fiscal Year 2025 (all separations, such as interagency transfers) is 13.8 percent, which represents a reduction in TWC turnover from Fiscal Year 2024 (14 percent) and Fiscal Year 2023 (16.6 percent).

Projected Employee Turnover Rate Over the Next Five Years:

Assuming TWC turnover rates continue at the same rate over the next five years, the turnover projection is calculated below.

Projected Turnover Rates by Years of Service

Years of Service	Turnover Numbers	Turnover Percentages
Less than 2	195	36%
2 - 4	185	18%
5 - 9	153	15%
10 - 14	22	3%
15 - 19	28	5%
20 - 24	424	6%
25 - 29	17	6%
30 - 34	7	.6%
Over 35	3	2%
Total	628	100%

(Table 4)

Demographic data shows that 23.5 percent (1,087 employees) of TWC's workforce will be eligible to retire by Sept. 1, 2031. Of that group, 17.4 percent (183 employees) are management or lead staff.

Gap Analysis

TWC's overall turnover rate (13.8 percent) is lower than the average turnover rate (15.4 percent) for Texas state agencies. Still, when positions come open, TWC has seen a decrease in qualified candidates in some specific job families, including those in:

- Information Technology (IT);
- Vocational Rehabilitation Services;
- Fraud Detection (investigators);
- Unemployment Insurance Commission Appeals; and
- Office of General Counsel.

Recruiting Strategy: Apprenticeships

TWC has established an apprenticeship program for the hardest-to-fill IT positions. The program follows standards established by the Department of Labor and is focused on providing paid, on-the-job training for students at Texas colleges and universities looking to move into IT careers. Nationally, retention of employees who join agencies through apprenticeship programs is above 90 percent.

Recruiting Strategy: Internships

In 2018, TWC, the Texas Education Agency, and the Texas Higher Education Coordinating Board established the Texas Internship Challenge. The program aims to get real-life experience for college students through paid internships. An added benefit of the program is introducing college students to the benefits of employment with the State of Texas. TWC is hiring 16 interns in the late spring or summer of 2026.

Recruiting Strategy: Veteran Hiring

Two programs located inside TWC's Workforce Division are the Texas Veterans Leadership Program and the Veteran Employment Services Program. They focus on connecting veterans with employers statewide. They have also been valuable resources within TWC's ranks.

Approximately 10.6 percent of the agency's employees are U.S. veterans. Many of those came to the agency via the Veteran Direct Hire program. The direct hire program is outlined in Chapter 657 of the Texas Government Code and allows the placement of qualified veterans into agency positions without postings. The veterans must meet the job's minimum qualifications and have an application on WorkInTexas.com. TWC has used this frequently to fill internal positions and will continue to use it to find qualified employees.

Another high-potential veteran program is the Army Career Skills Program, which allows service members to participate in an internship with a state agency during the service member's last 180 days of service. Like other internships, this gives the service members valuable experience inside a civilian workforce while exposing them to the benefits of state government employment. TWC will look for opportunities to use this program as another way of expanding our candidate pipelines.

Retention Strategy: Career Development

All supervisors are responsible for planning for the development needs in their areas of responsibility. Through analysis of a position's job duties, management will work with individual employees to create individual development plans based on the required knowledge and skills. The development plans must address current and future knowledge and skill needs. The Training and Development Department provides access to remote and classroom training, videos, and LinkedIn Learning (a web-based learning system) to assist management in developing an employee's essential job skills.

Retention Strategy: Focus On New Hires

Human Resources worked with others in the agency to examine key aspects of the new hire experience to make an employee's transition into the agency more welcoming.

TWC's onboarding forms are formatted electronically and are sent to new hires with their conditional offer of employment. This accelerates processing, improves data-reliability and allows for new employee orientation to focus more on benefits and agency mission.

All new hire communication from Human Resources is branded and timed to remind new employees about important deadlines and provide additional information about their new benefits. All new hires receive a survey asking them about their candidate experience, where they heard about the agency jobs, and their reasons for wanting to work at TWC. That information is used to help refine the agency's recruitment efforts, fine-tune the onboarding process and

better customize postings. Human Resources also uses that information in a monthly agency newsletter welcoming new employees across the agency and showcasing their reason for choosing the TWC over other places of employment. Veteran new hires receive additional communication about melding their military benefits with State of Texas benefits. New Hire focus groups are conducted by Human Resources. Statistics documenting the agency's progress in retention of new hires are calculated monthly by Human Resources and included on agency dashboards.

Retention Strategy: Survey of Employee Engagement Response

The Survey of Employee Engagement (SEE) is the biennial, all-employee, anonymous survey conducted by the University of Texas for TWC and measures specific areas of engagement. The results are shared with leadership to help the agency improve.

The 2024 SEE was administered in February 2024. With the results, TWC held a series of focus groups with employees to gather additional information on the survey results and to compile a list of action steps that each division would take in response to the findings. The Executive Director also reviews the focus group reports. Follow-ups were also conducted to ensure that the items raised were addressed.

A key item identified in the SEE was employee compensation. Human Resources conducted an agency-wide salary analysis that compared TWC jobs to those at other state agencies. Human Resources also provided data on the last TWC employee raises or one-time merits. That information helped leadership see areas where TWC salaries might have been lagging throughout a specific classification or for a particular employee.

Employees are also identified as an opportunity to improve their ability to give feedback to their supervisors. Based on that, in the summer of 2025, the agency conducted a 360-degree survey for a key group of managers. Feedback was gathered by the managers' bosses, peers, and direct reports. Based on the results, each manager was given an action plan. A 180-degree agency-wide survey of all management members was conducted in FY 2025. The results were shared with the agency's managers and supervisors and their direct superiors. That group worked with their directors to develop action plans to improve communication with their teams.

The 2026 SEE was administered in February 2026. TWC will review the survey results and develop a similar action plan to ensure that items raised are addressed.

Succession Planning Strategy

As illustrated earlier in this report, many of the agency's leaders are eligible to retire now or within the next five years. Succession planning and knowledge transfer allow the next generation of TWC employees to launch new ideas that appreciate historical progress while moving services to new levels.

Many divisions have high-impact staff who cannot be easily replaced because of the employees' expertise and talents. In many cases, there are no natural feeders within the agency from which to draw. In other cases, the person occupying the position has unique skills that cannot be readily found in the marketplace.

To address this challenge, the agency developed a succession planning tool that helps senior management identify areas of high risk based on an inventory of knowledge, skills, abilities, and competencies tied to employee success. The tool is now being used agency-wide.

TWC's goal is to have a continuous flow of competent leaders and staff to perform all core functions supporting the agency's mission and pass along historical knowledge and processes. Succession planning and knowledge transfer efforts are focused on two key areas:

- Development of standard operating procedures and position-specific informational manuals where appropriate.
- Management development for leadership opportunities.

Effective succession planning and knowledge transfer is a partnership among TWC's executive team, management staff, Human Resources, and Training and Development.

Contract Management Training

TWC adheres to the training required by the Texas Comptroller of Public Accounts (CPA) Statewide Procurement Division. A TWC employee must be certified as a Certified Texas Contract Developer to engage in contract development functions on behalf of TWC if the employee develops, evaluates, negotiates, or awards a contract posted to the Electronic State Business Daily on behalf of TWC. In addition, a TWC employee must be certified as a Certified Texas Contract Manager to engage in contract management functions on behalf of the TWC.

All job postings for TWC procurement and contract professional positions require that newly hired professionals take CPA-prescribed training and obtain their certification within the timeframe specified on their job posting. Each TWC procurement professional must maintain their certification without lapse to retain their position

Information Resources Planning

Background

TWC's Information Technology (IT) division is committed to supporting efficient agency business processes. IT ensures staff and agency partners are well-equipped with the technology necessary to do their jobs and improves services to the public by providing easy-to-use, self-service options. The Chief Information Officer (CIO) manages IT and serves as the agency's IT Division Director and designated Information Resources Manager (IRM).

IT Organizational Structure

The TWC IT division includes 256 full-time employees, supplemented by staff augmentation contractors, in four major areas - IT Infrastructure Services, IT Applications Solutions, Data Governance, and IT Budget and Special Projects.

IT Infrastructure Services

- **IT Infrastructure Services**
 - Supports Server Operations, Networks, and Scanning/Electronic Filing.
- **IT Customer Services**
 - Provides in-house Help Desk Services, Access and Identity Provisioning, Desktop Support, Computer and Printer Management services.
- **IT Acquisitions**
 - Supports technology contract development, contract management, technology purchasing, telephony and data center operations. Coordinates with the Department of Information Resources (DIR) Data Center Services (DCS) service provider, which provides localized support for each of the data centers and manages the mainframe, print/mail operations, and servers used by TWC.

IT Applications Solutions

- **IT Enterprise Project Office & Emerging Technologies (EPOET)**
 - This unit merges project management with a focus on architecture and emerging technologies. Its key functions include:
 - **Project Management:** Manages the Capital Software Projects Portfolio, provides project management functions (planning, tracking, reporting), and ensures compliance with the Project Management Life Cycle (PMLC).

- **Investment & Governance Oversight:** Oversees the IT Investment Management process.
- **Architecture Governance:** Envisions, designs, and supports all aspects of the agency’s enterprise architecture, including business processes, data management, and security best practices.
- **Emerging Technologies:** Leads initiatives focused on new technologies such as low code development and Artificial Intelligence (AI).
- **IT Central Intake & Quality Assurance (CIQA)**
 - This team provides a streamlined approach to customer service and ensures software engineering quality. Its responsibilities are broken down into several key functions:
 - **Central Intake:** Acts as the primary point of contact for IT Application Solutions, working with customers to prioritize work based on business needs and resource availability.
 - **Solutions Analysis:** Gathers and documents business rules and requirements for new and modified system functionality.
 - **Quality Assurance (QA):** Ensures the delivery of quality applications through standard software engineering practices, including oversight of Software Development Life Cycle (SDLC) compliance.
 - **Test Management (TM):** Oversees and executes the testing of applications.
 - **Release Management (RM):** Coordinates the planning, scheduling, and deployment of solution releases.
- **IT Development & Maintenance**
 - This group consolidates software engineering resources to perform new development and ongoing maintenance for over 100 agency applications. Teams are organized around key systems, including UI Benefits and Appeals (Mainframe), VR Systems, and Web/Cloud Solutions.
 - Enterprise Support provides dedicated 24/7 operational support for enterprise-level applications.

IT Budget and Special Projects

- The IT Budget and Special Projects group manages key financial, planning, and quality assurance functions for the IT division. Its responsibilities include:
 - Managing the Capital Cybersecurity & Infrastructure Modernization Projects Portfolio.
 - Overseeing the IT Budget and coordinating with IT Audit.
 - Leading legislative planning and Organizational Change Management (OCM) initiatives.
 - Conducting Project Management (PM) Quality Assurance.
 - Developing and maintaining Standard Operating Procedures (SOPs).

Data Governance

- The Data Governance Officer develops policies, standards, designs, and action plans for enterprise-wide information governance, data system integrity, integration, data conversion and the use of data for business intelligence and analytics. Data Governance evaluates and recommends database and analytics platforms for the agency’s systems.
- Database Administration creates and maintains the databases used by TWC systems and measures performance to recommend cost-reducing improvements.
- The Enterprise Data Warehouse (EDW) team enhances and maintains the TWC EDW. The EDW presents a consolidated data platform to address the agency’s reporting, analytics and dashboarding needs.

Oversight Committees and Workgroups

IT organized committees and oversight organizations to address specific technology issues.

Below is a list of these bodies:

- **Software Acquisition Review Committee (SARC):** Approves all non-enterprise software requests and includes reviews by Cybersecurity, Accessibility and IT Acquisitions. SARC maintains the TWC Approved Software List.
- **Technical Architecture Review Board:** Includes experts from various IT areas and Cybersecurity to facilitate enterprise architecture standards, governance, and tool selection, focusing on associated tools and governance processes. The committee works with the EPOET and SPO to ensure that proposed projects and roadmap initiatives align with architectural goals.
- **Change Advisory Board (CAB):** Manages changes to the production environment to reduce the risk of service disruptions and system issues.

IT Investment

IT Investment Management (governance) monitors and protects the agency's investment of staff and funding in IT projects, ensuring that IT investments are effective, targeted, and linked to strategic goals. As with all IT organizations, demand for IT services exceeds capacity, so the business areas must prioritize the work. To select and prioritize new work, appropriate governance requires insight into work currently in progress, new work being proposed across the agency, and how new project selections will impact the rest of the projects.

With IT Investment Management, a business-driven governance structure prioritizes and oversees all technology investments to help ensure the highest value functionality is developed and the changes to the plans or scope during the project do not affect the ultimate realization of the planned benefits.

Several steering committees are part of the IT Investment process:

- **The Business Enterprise Strategic Technology (BEST) Team** determines enterprise business strategy and appropriate application of technology. It ensures that TWC's technology initiatives and proposed projects (regardless of IT Division involvement) help the organization achieve its strategic goals and objectives. The BEST Team is responsible for selecting and prioritizing strategic and tactical initiatives across the organization and guiding the effective and cost-efficient application of technology, related personnel resources, and funding.
- **Cybersecurity Steering Committee** supports TWC in defining and maintaining a robust cybersecurity program. The Cybersecurity Steering Committee provides risk-based decision-making and strategic direction to ensure security objectives are achieved, risks are managed, security initiatives are prioritized, and resources are used responsibly. It monitors state and federal laws and regulations to ensure that security and privacy requirements are met. It also defines business processes according to information security and the resulting risk to organizational operations.
- **Data Governance Steering Committee** ensures data remains trustworthy to make business decisions, optimize operations, and accurately report information. It ensures consistency and proper use of data across all divisions as well as application of solid data governance. Additionally, this steering committee establishes repeatable and scalable data processes.
- **Functional/Project Steering Committees** provide project oversight for one or more designated IT projects. The Functional/Project Steering Committee ensures that project goals and objectives are met. These steering committees are responsible for overseeing progress, resolving issues, and managing change control.
- **Program Division Technology Meetings** have been established to provide risk-based decision making and strategic direction to ensure division technology objectives are achieved, risks are managed, and resources are used responsibly on projects that are not considered agency-wide. The Program Division Project Meetings monitor project performance to ensure the projects are completed on time and within budget, quality, and scope.
- **The IT Steering Committee (ITSC)** determines enterprise technology roadmap strategy and appropriate application of technology to sustain continuity of operations, align with the State Strategic Plan for Information Resources, and support new business projects. It ensures that TWC's Technology Roadmap helps the organization achieve its strategic goals and objectives. The ITSC is responsible for selecting and prioritizing strategic and tactical initiatives across TWC and guiding the effective and cost-efficient application of technology, related personnel resources, and funding.

Use of Project Management

Use of Project Management as required by Texas Government code Title 10, Subtitle B, Chapter 2054.152

Enterprise Project Office

TWC has a robust Enterprise Project Office (EPO). Key functions of the EPO unit include:

- Providing IT project management functions (for example, project planning, tracking, reporting, issue resolution, and risk management).
- Providing full or part-time IT project managers to projects, depending on the size, complexity, and risk of the project.
- Creating and maintaining processes and templates for project management and reviewing/updating processes annually.
- Overseeing the IT Investment Management (governance) processes, including:
 - Project selection, prioritization, and oversight.
 - Project Steering Committee facilitation.
- Maintaining the agency project portfolio/dashboard.
- Assisting business areas in preparing project proposals and coordinating within the IT division for cost estimation and impact assessment.
- Maintaining strict compliance with Texas Project Delivery Framework guidelines for Major Information Resources Projects.

Alignment with the State Strategic Plan for IR Management

Technology enhances the efficiency of TWC programs and assists TWC in delivering exceptional services to customers. TWC selects technology initiatives that advance the mission, goals, and objectives of the agency and align with statewide technology principles and priorities as defined in the 2026-2030 State Strategic Plan for Information Resources:

- Goal 1: Provide an Exceptional Government Experience
- Goal 2: Manage Data Responsibly to Power AI and Technology Innovation
- Goal 3: Develop a Skilled and Sustainable Workforce
- Goal 4: Modernize Government Services Through Emerging Technologies

TWC Strategic Plan Schedule G

Workforce Development System Strategic Planning: Alignment with the Texas Workforce System Strategic Plan

The Texas Government Code specifies that one of the primary responsibilities of the Texas Workforce Investment Council is to develop and recommend to the Governor a single strategic plan for the Texas Workforce System that identifies the tasks, timelines, and responsible partners for each specified system objective. The plan is developed with system partners and is focused on critical long-term objectives that have been identified as crucial to alignment or to reducing gaps and redundancies. The current Texas Workforce System Strategic Plan intends to guide system partners in implementing workforce programs, services, and initiatives designed to achieve the strategies, system objectives, and goals outlined in the plan.

As required by Texas Government Code, Section 2308.104(g), the TWC Strategic Plan must align with the following objectives as outlined in Accelerating Alignment: Texas Workforce System Strategic Plan for Fiscal Years 2024–2031.

Part I: Alignment with Workforce System Strategies

Accelerating Alignment: Texas Workforce System Strategic Plan for Fiscal Years 2024–2031 identifies four system goals related to employers, learners, partners, and policy and planning. Within the four system goals are twelve workforce system objectives and strategies. TWC is identified as the responsible agency, either solely or in coordination with other agencies, for the implementation of ten of the twelve objectives and strategies.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Institute and expand upskilling and reskilling programs as part of core education and training inventory, with an emphasis on meeting the needs of employers for middle-skill workers.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Assess the existing inventory of upskilling and reskilling programs funded by the Texas Workforce Commission, including those for middle-skill workers, to ensure they meet the needs of employers and make refinements accordingly. • Enhance internal agency processes for assisting employers in recognizing and implementing upskilling and reskilling opportunities for the workforce. • Create partnerships designed to align the talent pipeline with employer demand and disseminate best practices for regional upskilling initiatives to multiple audiences across the state. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Complete inventory of upskilling and reskilling programs (Completed September 2024) • Enhance processes for assisting employers with upskilling and reskilling (Completed June 2024, employer assistance will continue to be an ongoing effort) • Talent pipeline alignment and dissemination of best practices for regional upskilling initiatives (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Department of Criminal Justice • Windham School District • Local Workforce Development Boards <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increase in individuals enrolled in upskilling and reskilling programs. • Increase in individuals completing upskilling and reskilling programs.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Expand integrated education and training programs for middle-skill occupations and increase learner persistence to completion, certification, and employment.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Enhance Adult Education and Literacy (AEL) curriculum, standards, skill assessment options, and access to digital technology to boost employability and college readiness of AEL students. • Continue to expand industry-targeted integrated education and training (IET) programs for middle skills occupations. • Promote engagement with businesses and employer organizations to develop models that incorporate occupation-specific skills and work readiness requirements into AEL services. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Enhanced curriculum, standards, skill assessment options, and access to digital technology (Completed August 2025) • Expanded IET programs for middle skills occupations (Completed August 2025) • Engagement with businesses and employer organizations (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Adult Education and Literacy Programs <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increase in individuals completing IET programs. • Increase in individuals entering employment post-program completion.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Respond flexibly to employment changes through the identification and delivery of programs that support the attainment of short-term credentials, including industry-based certifications and licenses.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Identify and create an inventory of programs, in coordination with partner agencies, that support the attainment of short-term credentials and create a crosswalk to related occupations. • Promote alignment between Texas Workforce Commission training programs and associated credentials with high-demand, high-wage occupations. • Continue engagement with industry to address current and future workforce development needs. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Completed inventory of programs supporting short term credentials (by September 2025) • Promotion of training programs and associated credentials with high-demand, high-wage occupations (through October 2026) • Industry engagement relative to workforce needs (through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Education Agency • Texas Department of Criminal Justice • Windham School District • Texas Juvenile Justice Department • Local Workforce Development Boards <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increase of individuals attaining short-term credentials in high-demand occupations.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Expand work-based learning as a core education and training program pre-employment strategy for youth and adults.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Identify programs administered by the Texas Workforce Commission within the Workforce Development, Vocational Rehabilitation, and the Outreach & Employer Initiatives Divisions where work-based learning is an important pre-employment strategy for youth and adults. • Expand high-quality work-based learning resources and tools through the deployment of the Tri-Agency work-based learning framework. • In coordination with Tri-Agency partners, identify data and design and develop processes for tracking and reporting the utilization of work-based learning. • Expand the network of employers participating in and sponsoring work-based learning opportunities. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Identification of work-based learning programs (Completed September 2024) • Expand work-based learning resources and tools (Completed September 2024) • Processes for tracking and reporting the utilization of work-based learning (Ongoing through September 2026) • Increase employer participation in work-based learning opportunities (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Education Agency • Local Workforce Development Boards <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increase in program participants engaged in work-based learning.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Expand registered and industry-recognized apprenticeship programs in both traditional and non-traditional areas to ease workforce shortages through engaging and assisting employers to begin new programs.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Continue expansion of apprenticeship programs supporting critical middle-skills occupations and occupations with current or projected labor shortages. • Enhance internal agency processes to regularly engage with employers and system stakeholders to seek input on the quality of existing apprenticeship programs and the development of new apprenticeship programs. • Ensure apprenticeship program opportunities are readily available to learners, including vocational rehabilitation customers, and aligned with employer needs. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Apprenticeship program expansion for middle skills occupations (Ongoing through August 2026) • Enhance process for apprenticeship related engagement with employers and industry partners (Completed August 2024) • Align apprenticeship opportunities to employer need and ensure availability (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Windham School District • Local Workforce Development Boards • Apprenticeship Programs <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increased number of new apprenticeship programs developed in traditional and non-traditional occupations. • Increased number of new apprentices enrolled in new apprenticeship programs in traditional and non-traditional occupations.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Develop and execute a model to identify credentials of value – including postsecondary technical sub-baccalaureate credit and non-credit credentials, industry-based certifications, apprenticeship certificates, and licenses.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • In collaboration with Tri-Agency partners, analyze and determine if and how the credential of value calculation can be applied to credentials other than degrees at institutions of higher education in Texas. • Share results and publish credentials of value, as relevant and appropriate, to the Texas Credential Library. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • In collaboration with Tri-Agency partners, identify credentials of value (Ongoing through August 2027) • Share results and publish identify credentials of value (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Education Agency <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Identification of, and distribution of information related to, credentials of value.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Promote and support the attainment of high-tier Texas Rising Star certification by all child care providers.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> Engage with child care providers and employers to establish on-site or near-site, high-quality child care facilities. Strengthen the early childhood education workforce to provide high-quality education for young children and support kindergarten readiness. Expand Texas Rising Star certifications, supports, and school-readiness enhancements and ensure child care providers have the support necessary to provide quality early childhood learning programs. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> Establishment of on-site or near-site, high-quality child care facilities (Completed September 2024) Strengthen the early childhood education workforce (Ongoing through August 2027) Expanded Texas Rising Star certifications, supports, and school-readiness enhancements (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> Child Care Providers Local Workforce Development Boards <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> Increase in the number of Child Care Services children enrolled in a Texas Rising Star provider’s program. Increase in the number of employers engaged in Texas Workforce Commission-funded child care expansion initiatives.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Execute a secure, shared data infrastructure and governance model that will facilitate data import, storage, access, integration, analysis, and reporting to understand and quantify quality program outcomes.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • In collaboration with Tri-Agency partners, deploy a shared data infrastructure and governance model. • Implement joint governance to address security, access, and use of shared data resources, including identifying gaps and opportunities to streamline collections and sharing. • Deliver initial version of secure data portal (enclave) for access to privileged reporting and a collaborative research workspace and allow staff from partner agencies to test secure access, use cases, and other functionality to inform future phases. • Determine additional data needs and collections. • Develop and execute a plan to expand and enhance the P20W+ data repository. • Identify, evaluate, and implement ways to streamline and improve timeliness and completeness of data matching and sharing across agencies. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Deploy a shared data infrastructure and governance model (Ongoing through August 2027) • Implement joint governance (Ongoing through August 2027) • Deliver initial version of secure data portal (Completed March 2024) • P20W+ data repository expansion and enhancements (Ongoing through December 2026) • Improved timeliness and completeness of data matching and sharing across agencies (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Education Agency <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Partner agency user satisfaction (measured by user feedback). • Partner agency user satisfaction (measured by collaborative research achieved through product utilization).

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Pilot and expand an enhanced wage record for use in determining program outcomes and employment in occupational area of study.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Seek input from stakeholders on proposed data elements. • Develop data model and definitions for new proposed record layout. • Conduct the pilot with employers willing to provide enhanced employment and earnings data, including engaging with third-party administrators with significant employer bases. • Evaluate the usefulness of data captured from enhanced wage records, report results of the pilot, and modify the model, as needed, to expand beyond a pilot phase. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Complete enhanced wage record implementation, including pilot and evaluation phases (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Education Agency <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increased number of Texas workers included in pilot data. • Increased number of Texas employers represented in the pilot data.

System Strategy	Key Agency Steps, Activities, and Initiatives/Agency Action Milestones/Partnerships/Intended Outcomes
<p>Develop and implement strategies and procedures to collect and report data, including certifications attained by name of certification and name of third-party, national certifying entity.</p>	<p><u>Key Agency Steps, Activities, and Initiatives:</u></p> <ul style="list-style-type: none"> • Undertake an agency planning process to identify steps and processes needed to collect industry-based certification data. • Based on the results of the agency planning process, implement internal processes to collect industry-based certification data. • Based on the collection of industry-based certification data, share with partner agencies for analysis to determine the effectiveness of programs and future services. • Report on the attainment of industry-based certifications by workforce program participants. <p><u>Agency Action Milestones:</u></p> <ul style="list-style-type: none"> • Identify processes needed to collect industry-based certification data (Completed September 2024) • Begin collecting industry-based certification data (Ongoing through August 2027) • Share industry-based certification data with partner organizations (Ongoing through August 2027) • Report on the attainment of industry-based certifications (Ongoing through August 2027) <p><u>Partnerships:</u></p> <ul style="list-style-type: none"> • Texas Higher Education Coordinating Board • Texas Education Agency • Texas Department of Criminal Justice • Windham School District • Texas Juvenile Justice Department • Texas Veterans Commission • Local Workforce Development Boards <p><u>Intended Outcomes:</u></p> <ul style="list-style-type: none"> • Increase in the number of industry-based certifications collected by certifying entity and certification name.

The approach and strategies that TWC will employ to accelerate achievement in the following three fundamental strategic opportunities, as outlined in “Accelerating Alignment: Texas Workforce System Strategic Plan for Fiscal Years 2024–2031,” are as follows:

Engage Employers Meaningfully

Coordinate across agencies to gain insight into the needs of employers and minimize “asks” that burden employers.

TWC has a long-standing history of engaging with employers in a meaningful way. Together with job seekers and employees, Texas employers constitute one of the pillars of the Texas workforce system. As stated in “Accelerating Alignment: Texas Workforce System Strategic Plan for Fiscal Years 2024–2031”:

“Employers are motivated by demand for highly skilled workers. As a primary delivery system, a growing number of system partners are seeking direct insight and partnerships with employers to understand and effectively align education and training outcomes with the required skills. System partners consult with employers to inform instructional design and agency initiatives and to partner in offering work-based training and employment opportunities. As the volume of these touchpoints increases, the workforce system has a strategic opportunity to improve the employer experience by reducing the frequency and duplication of requests while addressing the needs of all system partners.”

Texas’ strong economic foundation is largely a credit to the diversity and stability of its private-sector businesses. It is vital that TWC and its workforce partners continue collaborating with local employers and economic development entities to equip Texas employers of all sizes with a highly skilled workforce that will keep jobs in Texas and help companies remain competitive in the global marketplace.

TWC strives to ensure that employer engagement is conducted in a manner that is minimally burdensome for employers. Internal to TWC, the Workforce Development division is responsible for directing engagement with employers, business organizations, educational institutions, and economic developers within the Texas workforce system. To facilitate development of a customer-focused, market-driven workforce system, TWC develops cluster-based strategies, industry partnerships, and innovative industry-led programs. These initiatives are critical to the recruitment, retention, and growth of Texas businesses.

TWC’s market-driven approach engages all potential customers, including economic development entities. TWC and its network of regional Texas Workforce Solutions partners hold regular listening events throughout Texas to assess the achievements and challenges identified by Local Workforce Development Boards. Through these meetings, new initiatives are launched, and new industry-aligned strategies are formed. TWC also partners with the TEA and THECB to conduct regional meetings with employers, higher education and public education leaders, economic development officials, local workforce professionals, and other key community leaders. These meetings are held to identify regional economic priorities, employers’ workforce needs, and resources to best prepare local students for successful career pathways. In coordination with system partners, TWC will continue to leverage its established relationships and coordinate further outreach to synchronize workforce strategies across a growing network of local partners. In addition, TWC will examine interagency processes to evaluate employers’ most pressing needs and disseminate findings amongst system partners.

TWC has identified several objectives relating to employers in the workforce system. These include upskilling and reskilling the workforce, improving the transition from adult education to employment, and expanding short-term credentialing in high-demand occupations. TWC will ensure, across all programs, that requests to employers are coordinated internally across divisions, and externally with workforce system partners. To do so, TWC and system partners will continue to build on comprehensive, system-wide methods for communicating and collaborating with

employers. While communication is vital, TWC will continue to build on past successes to further improve the efficiency of contact with employers, address the needs of all system partners, coordinate local and state priorities, and improve system responsiveness. Other system objectives that have an employer component, such as increasing apprenticeship resources and the attainment of higher Texas Rising Star certification levels, will be approached in similar manner.

Include and Improve Outcomes for All Texans

Engage Texans with diverse needs, including those with disabilities, foster youth, sex-trafficking victims, incarcerated juveniles and adults, and opportunity youth, by designing programs and supports that address their needs, maximize outcomes, and improve career opportunities.

TWC continues to design programs to meet changing demographics, close skills gaps, and address increasingly complex workforce needs. Through the Texas Workforce Solutions network, TWC connects job seekers and other populations with barriers to employment to numerous career and training resources to prepare them to enter or reenter the workforce in high-growth industry sectors. Although the service is targeted, its delivery is uniformly applied.

TWC anticipates an expanding, highly diverse Texas workforce that can adapt to the new technologies and industrial innovations that make businesses more competitive. Texas employers, workers and job seekers stand to benefit equally from this more resilient and multi-faceted vision of the Texas economy. Through the Tri-Agency Workforce Initiative, TWC is working with TEA, THECB, and key stakeholders across the state, to ensure that the state's workforce and educational systems are aligned with current and future industry needs. The strategies will help equip all Texans with the skills, education and training needed to be competitive for the jobs of today and in the future.

Texas benefits from efficiencies in providing services to employers, job seekers, including veterans, and special population groups, including individuals with barriers to employment by co-locating key programs. These efficiencies include:

- Providing comprehensive and seamless workforce and support services.
- Eliminating duplicative efforts to ensure more effective management of program funds.
- Adopting a systemic approach to guidance and technical assistance that ensures consistency across programs.
- Enhancing the one-stop delivery model by co-locating and integrating Texas Workforce Solutions and Vocational Rehabilitation Services business relations staff to help employers hire more qualified job seekers with disabilities.
- Using labor market information to inform targeted business development, explore industry and economic trends, and track demand for occupations in Texas.

In recent years, technology applications have helped workforce system partners reach, engage, and train more Texans. New applications are continuously being developed to facilitate learning and employment opportunities for populations that have historically faced barriers to participation in the labor market. At the same time, consistently high employment demand is opening doors to new career opportunities. TWC recognizes that advancements in artificial intelligence (AI) will have an even more significant impact on the broader Texas workforce system as the technology continues to evolve at a rapid pace. As employers continue to embrace advancements in technology, workers will also need the skills to thrive in a changing environment. This presents a unique opportunity for TWC to support both employers and workers through upskilling and reskilling programs. While system partners continue to work to make employers aware of the advantages of hiring individuals from these populations, current conditions suggest that Texas has a strategic opportunity to expand services that will improve outcomes for workers with diverse needs. TWC will continue supporting all Texans, including those with diverse needs, so they can reach their full potential in the Texas labor market.

Spotlight: Individuals with Disabilities

TWC is committed to providing services and support to individuals with disabilities. The Vocational Rehabilitation (VR) program helps individuals with disabilities prepare for, find, and retain jobs, and helps students with disabilities plan the transition from school to work. Work-related services are individualized and may include counseling, training, medical treatment, assistive devices, job placement assistance, and other services. The agency promotes competitive employment of individuals with disabilities coupled with the expectation that they can meet the same employment standards and responsibilities as other working-age adults. All working-age individuals with disabilities, including young adults, are offered information regarding employment as an individual with a disability, including the relationship between an individual's earned income and the individual's public benefits.

TWC also promotes partnerships with employers to help all segments of the population overcome barriers in meeting workforce needs with the creative use of technology and innovation. TWC takes steps to ensure that the staff of public schools, vocational service programs, and community-based organizations are trained and supported to assist all individuals with disabilities in achieving integrated, competitive employment. TWC also promotes the availability and accessibility of individualized training designed to prepare an individual with a disability for the individual's preferred employment. To this end, individuals with disabilities are given the opportunity to understand and explore options for education and training, including postsecondary, graduate and postgraduate education, career and technical education programs; and other training programs that offer pathways to employment.

Additionally, support from system partners helps individuals with disabilities to prepare for and obtain employment through a variety of services ranging from career counseling to postsecondary education support. Services are customized to an individual's specific needs to prepare them for competitive employment and may include assessments, counseling, medical treatment, assistive devices, vocational training for job skills, job search and placement assistance, among others. The VR program also provides services to help businesses hire, train, and retain qualified individuals with disabilities.

Generate Greater Return on Investments

Use data and evidence to identify and target strategic investments to improve system performance.

Historically, TWC has embraced the use of data and evidence-based analysis to improve system performance and generate greater return on investment. As stated in "Accelerating Alignment: Texas Workforce System Strategic Plan for Fiscal Years 2024–2031":

"Systems that integrate data and information within and across agency partners and programs to build evidence of effective practices accelerate analyses that facilitate decision-making across the spectrum of data users and lead to higher returns on investments. The requirement and collection of key datasets and documentation of evidence that a program or project achieved its intended outcomes can illuminate areas of strength and weakness to better assess high value funding opportunities. The ability of program administrators to assess what programs or projects work, which ones work better, and which ones work less well is critical to the stewardship of public funds."

The Texas workforce system engages with a dynamic, competitive, and global marketplace. To achieve the mission and vision for the workforce system requires an ongoing commitment to continuous improvement and innovation.

Actions that are essential to continuous improvement and innovation include the following:

- Research and assess best-in-class practices across national and international industries and workforce systems.
- Incorporate promising practices from outside the Texas workforce system.
- Analyze program and system performance.
- Streamline data, information, communications, and decision-making capabilities to ensure that improvement and innovation become embedded into all system elements by ensuring that core competencies are developed and nurtured throughout the system.

Program-specific and other related data from across the workforce system are critical to evaluating how workforce system programs, services, and products meet customers' and stakeholders' needs. The collection, reporting, and analysis of key data utilizing a consistent and pragmatic process are essential in demonstrating outcomes, determining if changes are required or desired, and establishing benchmarks for future performance. Historical data is one of our most important assets, and by studying it, we gain insights to make better decisions about our future.

TWC works with its partners to produce, analyze, and transform data into information and tools to improve decisions, practices, and outcomes. To achieve the vision and mission of the workforce system, the agency's ongoing commitment to continuous improvement and innovation ensures an adaptive and thriving workforce system. TWC is actively involved in researching and assessing best practices throughout industry and workforce systems, both nationally and internationally, and regularly incorporating promising practices outside the Texas workforce system as applicable. TWC also analyzes programmatic and system wide performance to implement process improvements where empirical data and information indicate they are most needed. In addition, TWC has emphasized streamlining data, information, communications, and decision-making capabilities by developing and nurturing core competencies throughout the workforce system.

TWC continues to work with local partners in developing performance reporting systems that provide information about how services impact customer outcomes. As these systems continue to evolve and mature, workforce system partners will gain greater insights into customer experiences as they work with the system, with an end goal of improving customer outcomes. For those systems strategies that are shared across partner agencies, TWC will continue to ensure that efforts are coordinated. For example, TWC will continue to collaborate with THECB and TEA to develop an integrated data infrastructure that makes education and workforce data accessible to the public, system partners, and stakeholders. The wider availability of data will also afford practical advantages for research and development efforts of the Tri-Agency Workforce Initiative.

The Tri-Agency partners are also working together to modernize the state's education and workforce data infrastructure to provide user-centric, purposeful tools, applications, and sites that are accessible, insightful, and useful for decision-making; improve the efficiency of collection, analysis, and reporting for the agency and for stakeholders through upgraded automation; and responsibly expand data access and availability to research and other partners. The partners are also focused on continued development of a road map for near-term governance improvements based on assessments of outcomes from existing governance structures and practices, including those involving shared assets, such as Education Research Centers and Texas Public Education Information Resource.

TWC Strategic Plan Schedule H

Report on Customer Service

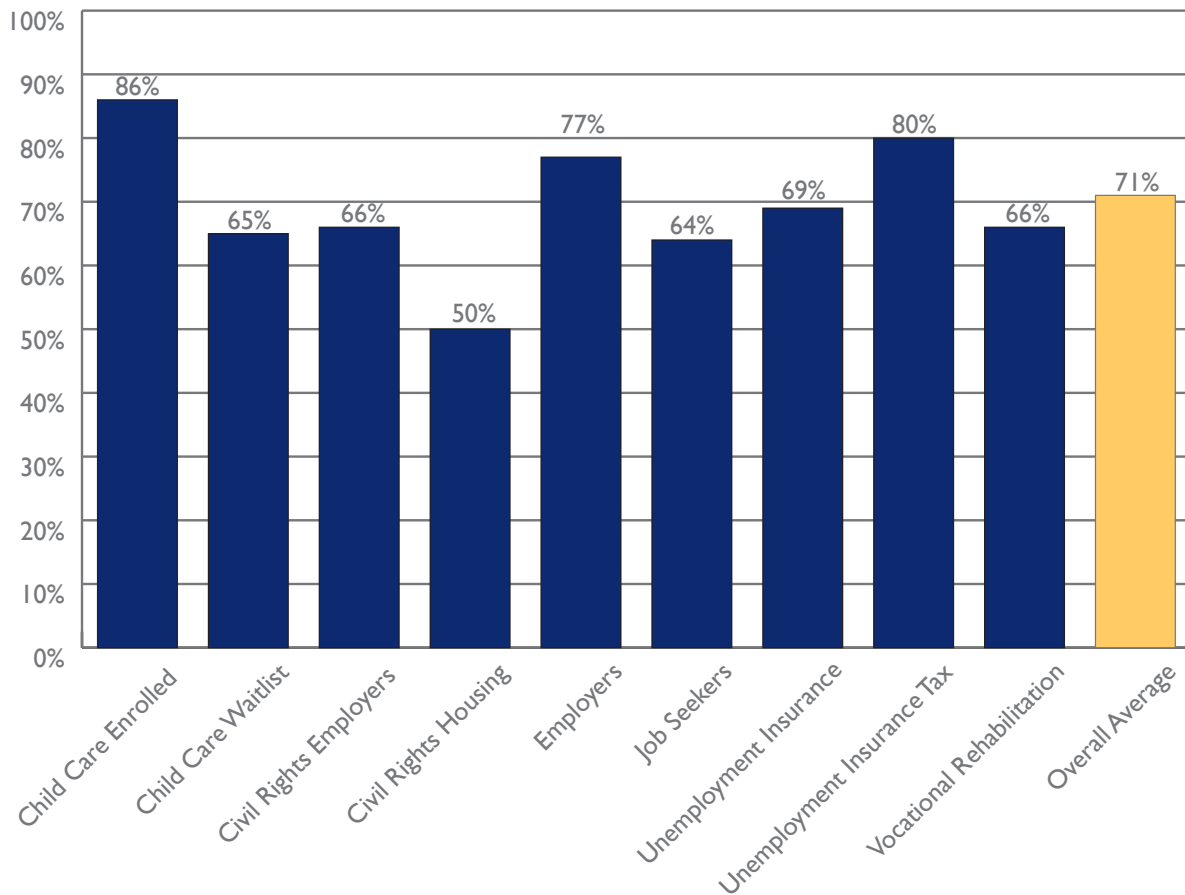
The Texas Workforce Commission (TWC) serves the workers, employers, and communities of Texas by providing innovative workforce solutions through an integrated service delivery system. To provide the highest level of service to our customers, the agency conducts continuous research and evaluations to identify successes, as well as opportunities to improve service delivery. By collecting comprehensive customer feedback through a variety of methods, TWC uses data to revise standards and develop initiatives for the benefit of our customers.

TWC methods to determine customer satisfaction include customer service evaluations that provide valuable qualitative feedback. Customer service evaluations serve as a barometer for how customers perceive TWC services and are therefore a pertinent tool for management. These evaluations provide valuable insight for the agency and highlight opportunities for continuous improvement that enhance service delivery, customer experience, and identify duplicative efforts within agency programs. More than 71% percent of surveyed customers indicated they were satisfied with the services they received.

Information Gathering Methodology

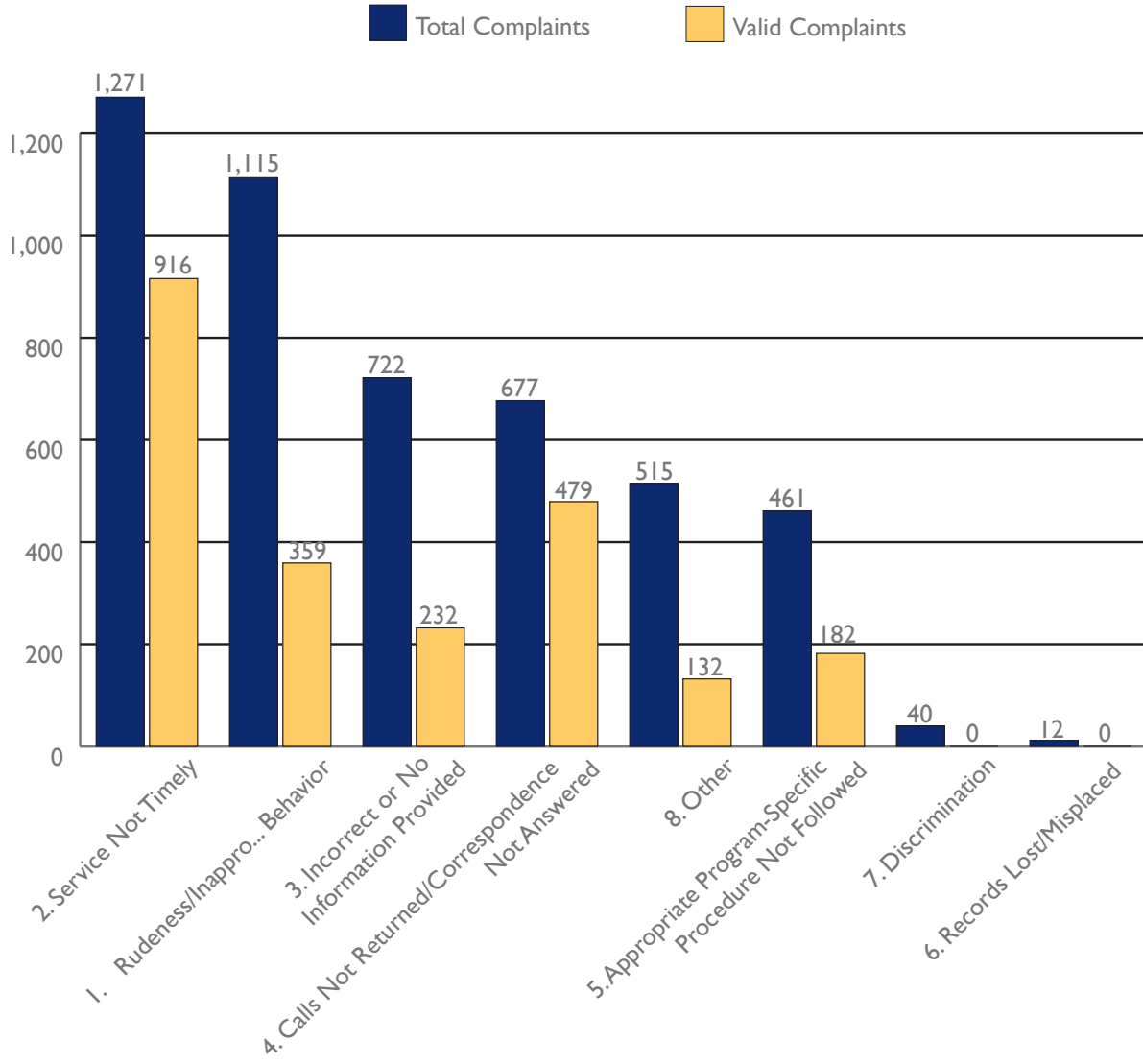
TWC conducts customer satisfaction surveys through the University of Texas at Austin's Center for Social Work Research (UT/CSWR) according to the requirements of Texas Government Code Section 2114.002(b). Links to the surveys appear in several places on TWC's online job matching and workforce services system, WorkInTexas.com, including on the registration confirmation page that all new users must complete. Additionally, the agency makes available an online survey on the employer and job seeker home pages of TWC's website. Online surveys were also sent to all new employers and job seekers using TWC online services from January 2024 through December 2025. Results were compiled separately for employers and job seekers. Employers were surveyed about Unemployment Insurance (UI) tax filings and WorkInTexas.com. Job seekers were surveyed about their use of WorkInTexas.com and the UI online application services. The surveys received 2,345 total responses from both employers and job seekers. Among all surveyed customers, approximately 66% percent of employers and job seekers indicated they would recommend TWC products/services. These results are illustrated in the following chart:

Breakdown of Customers Who Would Recommend TWC Products/Services January 2024 – December 2025



TWC’s Customer Relations Department is responsible for conducting customer satisfaction surveys and compiling reports on the activities, inquiries, complaints, and survey responses of agency customers. The department also reports on findings from the agency-wide complaint tracking system.

Customer Complaints January 2024 – December 2025



Breakdown of Customer Complaints in the Following Complaint Categories

Complaint Category	Number of Complaints in Each Category	Number of Valid Complaints	Number of Invalid Complaints
1. Rudeness/inappropriate behavior	1,115	359	756
2. Service not timely	1,271	916	355
3. Incorrect or no information provided	722	232	490
4. Calls not returned/Correspondence not answered	677	479	198
5. Appropriate program-specific procedure not followed	461	182	279
6. Records Lost/misplaced	12	0	12
7. Discrimination	40	0	40
8. Other*	515	132	383
Total number of complaints reported	4,813	2,300	2,513

* Category used when the complaint does not meet the definition of the other categories, such as: upset about appointment time and miscommunication between staff and customer.

Vocational Rehabilitation Services

Throughout the fiscal year, Vocational Rehabilitation Services (VR) oversees periodic customer satisfaction surveys. For the Older Individuals who are Blind (OIB) program, surveys are conducted by telephone at the end of each fiscal year. In fiscal year (FY) 2024 and FY 2025, the VR and OIB surveys were conducted by Westat, Inc., a statistical research company in Rockville, Maryland. Customers of VR and OIB were surveyed by telephone, text, or video relay.

Each quarter of the fiscal year, Rehabilitation Council of Texas' (RCT) Customer Satisfaction and Comprehensive Statewide Needs Assessment Committee analyzes, and reviews, satisfaction levels contained in the reports.

Vocational Rehabilitation Services

In FY 2024, Westat Inc. surveyed 16,405 VR customers, including 12,644 customers involved in active services (open cases) and 3,761 who had exited the program (closed cases).

- Among open case respondents, 81.7 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 85.4 percent of them were satisfied or very satisfied with their overall experience with VR.

In FY 2025, Westat Inc. surveyed 13,489 VR customers, including 8,506 customers involved in active services (open cases) and 4,983 who had exited the program (closed cases).

- Among open case respondents, 82.1 percent of them were satisfied or very satisfied with their overall experience with VR.
- Among closed case respondents, 84.1 percent of them were satisfied or very satisfied with their overall experience with VR.

Older Individuals who are Blind Program

The OIB program staff provides individualized services to help customers achieve their independent living goals.

In FY 2024, 325 OIB customers completed telephone surveys:

- 186 active-case customers surveyed with 86.6 percent indicating they were satisfied or very satisfied with OIB assistance.
- 139 closed-case customers surveyed with 90.5 percent indicating they were satisfied or very satisfied with OIB assistance.

In FY 2025, 344 OIB customers completed telephone surveys:

- 180 active-case customers surveyed with 94.4 percent indicating they were satisfied or very satisfied with OIB assistance.
- 164 closed-case customers surveyed with 88.9 percent indicating they were satisfied or very satisfied with OIB assistance.

Unemployment Insurance Claims Processed

TWC processes thousands of unemployment insurance claims for Texans who have lost their job through no fault of their own each year. Under certain conditions, additional benefits or benefits for individuals who are not eligible for regular unemployment insurance benefits are made available through Congressional action. This exception generally occurs in response to a natural disaster, but it was also made during the COVID-19 pandemic. Although Texas ended participation in federal COVID-19 unemployment benefit programs in June of 2021, TWC continued to process COVID-19 related claims through calendar year (CY) 2024 and CY 2025 as appeals and other administrative processes for these claims were resolved.

Type of Claim	Calendar Year 2024	Calendar Year 2025
Regular	835,743	894,600
Pandemic	17	3
Extended Benefits	4	0
Disaster Unemployment Assistance	17,239	350

Calls Answered by the Unemployment Insurance Tele-Centers

Calendar Year 2024	Calendar Year 2025
2,032,538	2,004,286

- CY 2024 the average speed of answer (ASA) or hold time was 15:48 (mm:ss)
- CY 2025 the ASA was 15:04

Customer Service Improvements

TWC is committed to delivering exceptional customer service that draws on customer feedback to identify opportunities for continuous improvement. TWC established the Customer Care Department and charged it with transforming how the agency interacts with all its customers for information or services they need. The desired outcome is that the customer has a Main Door for clear and direct pathway(s) into the agency for services they are seeking; that customers are made aware of other services offered by the workforce system; and service delivery is designed around the customer. In addition, TWC piloted a suite of customer management software designed as a precursor to a customer centered design solution approved by the legislature during the 88th regular session to provide a common entry point for customers to receive services. TWC also continuously reviews agency operations to identify duplicative processes and streamline them thus improving service delivery and customer experience. As more TWC customers use online services, the agency will continuously monitor and improve our online systems. In November 2023, TWC completed a redesign of the agency website to make it mobile friendly, accessible to the visually impaired, and available in multiple languages across the entire website. The streamlined TWC website also reduced the number of clicks for customers to access information on programs or services.

The Customer Relations Department serves as TWC's representative for the Compact with Texans as the agency's Ombudsman. During a proof of concept for the Customer Care Department's Main Door redesign customers were able to contact a Customer Relations Ombudsman through multiple channels such as web form, live chat, two-way SMS texting, toll-free telephone number, email, and traditional mail to receive services. To ensure that quality customer service is delivered uniformly across the agency and that customer complaints are accurately documented, all TWC employees are required to complete computer-based training on complaint resolution. The training demonstrates how to accept, process, and track customer complaints. More broadly, the training requirement reinforces TWC's unwavering commitment to providing high-quality customer service.

TWC also organizes online forums and holds regular in-person meetings to solicit input from customers and stakeholders in the workforce system. Through these forms of engagement, customers are able to provide the agency with feedback about program operations and agency policies, such as those related to Child Care and Vocational Rehabilitation services.

Customer satisfaction will continue to be a chief priority for TWC and its network of 28 Workforce Development Boards. As the agency works to make all processes more user-friendly, the Customer Care Department will continuously review and revise procedures to improve correspondence, online applications, and features of TWC services.

Customer Service Survey

The items were scored on a five-point scale with 5 being “Very Satisfied” and 1 being “Very Unsatisfied”. The agency had a positive overall satisfaction rating of 71% percent. In addition, 14% percent were “Neutral”, and 15% percent of respondents indicated they “Disagree” or “Strongly Disagree”. The scores are as follows in descending order:

<p>Scale 1 - Very unsatisfied 2 - Unsatisfied 3 - Neutral 4 - Satisfied 5 - Very satisfied N/A - Not Applicable</p>
--

	Item	Average
1.	How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	3.97
2.	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	3.98
3.	How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	3.84
4.	How satisfied are you with the agency’s ability to timely serve you, including the amount of time you wait for service in person?	3.54
5.	How satisfied are you with the agency’s complaint handling process, including whether it is easy to file a complaint and whether responses are timely?	3.74
6.	Please rate your overall satisfaction with the agency.	3.85
7.	How satisfied are you with the agency’s Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?	3.91
8.	How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?	4.01

Standard Customer Service Performance Measures

Complaint Resolution

TWC defines a complaint as an oral or written communication from an external customer relating to a negative customer service experience caused by or involving TWC. The agency's definition also relates to an action or inaction within TWC's scope of authority and control.

TWC's performance goal for complaint resolution is to acknowledge external written and electronic complaints within five business days and complaints received by telephone within one day. Out of the 4,813 complaints reported between January 2024 and December 2025, only 487 did not meet this measure.

Output Measures

- Number of customers served: 1,764,871 per year
- Number of customers surveyed: 572,878
- Number of customers responding to survey: 22,345
- Response rate: 3.9 %

Outcome Measures

Percentage of surveyed customer respondents expressing overall satisfaction with services received: 71%

Efficiency Measure

Cost per survey: \$0.18

Explanatory Measures

- Number of customers identified: Potentially all Texans
- Customer groups inventoried: Employers, Workers, and Communities

**excludes VR surveys*

Customer-Related Performance Measure Definitions

Percentage of Surveyed Customers Who Would Recommend Our Products/Services to Others

Short Definition:

Number of respondents who answered that they would recommend TWC products/services to others.

Purpose/Importance:

To measure the level of customer satisfaction to gauge attainment of customer services goals. TWC is committed to providing effective and efficient service to all customers. Therefore, TWC is continuously seeking ways to improve service delivery, customer satisfaction, and overall performance.

Source/Collection of Data:

Employers and job seekers complete a survey instrument on the TWC website. In addition to the previously cited surveys, other surveys may be identified because of state and federal mandates or other Commission initiatives.

Method of Calculation:

The number of customers expressing satisfaction with the services provided by the agency is divided by the total number of respondents to the survey to obtain the percentage.

Data Limitations:

TWC serves a universal population of approximately 2 million customers, but only a certain percentage of those customers will respond to surveys. It is not possible to obtain a 100 percent response rate. The frequency may vary because of the number of responses is reported quarterly. This is contingent on the valid responses completed and received to date. The reported number may change because of late responses to questions.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than the target

TWC Strategic Plan Schedule I Certification of Compliance with Cybersecurity Training



CERTIFICATE

Texas Workforce Commission

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required pursuant to the Texas Government Code, Sections 2054.5191 and 2054.5192.

Chief Executive Officer or Presiding Judge



Signature

Steve Pier

Printed Name


Executive Director

Title

June 1, 2026

Date

Board or Commission Chair



Signature

Joe Esparza

Printed Name

Chairman and Commissioner Representing the Employers

Title

June 1, 2026

Date

TWC Strategic Plan Schedule J

Certification of Compliance with Artificial Intelligence Training



C E R T I F I C A T E

Texas Government Code Section 2054.5191 mandates that state and local government employees and officials complete a certified Artificial Intelligence awareness training program. Government entities must annually certify their compliance with the training requirements by August 31, 2026, and every year thereafter. The Texas Department of Information Resources published a list of approved training courses in April 2026.

TWC expects to deploy staff training in Summer 2026, with agencywide compliance with the Artificial Intelligence training requirements expected to be completed no later than August 31, 2026.

TWC Strategic Plan Schedule K

**Report on Projects and Acquisitions
Financed by Certain Fund Sources**

**Not applicable to
the Texas Workforce Commission.**



Apprenticeship
TEXAS





101 East 15th Street
Austin, Texas 78778-0001
(800) 628-5115
twc.texas.gov

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 800-735-2989 (TTY) and 711 (Voice).