

2020 TWC Annual Report

Commissioners Message

From challenge comes growth. Fiscal Year (FY) 2020 proved to be a year of change, and overall a lesson in growth and resiliency for Texas and Texans. For most of the past decade, Texas experienced consistent job growth and corresponding low unemployment rates until March 2020.

For the first time in mid-March, COVID-19 introduced certain economic challenges for the state and a responding need for TWC to provide innovative solutions to connect Texans to resources. Although TWC had begun procurement on new technologies and legacy system upgrades, the quick onset and scale of UI claims filing strained existing technologies and staffing. TWC responded to a large increase in UI claims, the agency received over three years of claims in a 5 month span, by doubling our call centers from four to eight, expanding servers handling claims from five to twenty, extending call center hours to 7:00 a.m. to 7:00 p.m., seven days a week, and incorporating artificial intelligence through an award-winning automated chat bot to help answer frequently asked questions. **(See TWC COVID-19 Response section for a full detailed overview, page 3).** TWC also continued to expand valuable training opportunities for both rural and urban communities. Through the Skills Development Fund, 25 grants for customized job training were presented with an average award of \$446,297. These grants allowed us the flexibility to quickly train individuals, engage in layoff aversion through programs such as upskilling and bolster the efforts of businesses to retool and combat the effects of the pandemic.

With respect to the economy, between September 2019 and February 2020, the Texas economy grew 1.3% with the addition of 168,000 jobs and the Texas unemployment held steady at 3.4 percent for September, October and November, tied for the lowest level the state has seen since the state unemployment data series began in January 1976. In March 2020, with the arrival of the COVID-19 pandemic, our unemployment rates increased from 3.4% in March to a high of 13.5% in April. In August 2020, the unemployment rate had fallen back down to 6.8%. Overall, Texas remained well below national averages, a testament to the diversity of our industries and employers, as well as the talent and flexibility of our workforce.

TWC has one of the most comprehensive and integrated workforce development systems in the country, which helps strengthen the Texas economy. Throughout 2020 and during COVID-19, TWC remained committed to increasing, improving and innovating the services provided to Texas workers, employers, jobseekers, small businesses, families and communities including hosting over 250 virtual job fairs across the state. Our success as an organization serving many different populations creates efficiencies and leverages state and federal dollars to serve more Texans. Together with 28 Local Workforce Development Boards (Boards), we created partnerships that aligned education and training opportunities with the specific needs of employers in urban and rural areas of our state both before and during the COVID-19 pandemic. The partnerships and collaborations that our Board partners form in their communities create opportunities, engage employers and strengthen the state's 13 million plus civilian labor force.

These achievements and others are detailed throughout this FY 2020 report. They represent the hard work of the men and women who make up TWC and all of our Workforce Solutions partners. We are

1 proud of what we have accomplished this year in the midst of COVID-19. With the continued support
2 and guidance of the Governor and the Legislature, TWC will continue to provide superior workforce
3 services and resources for the people and employers of Texas and continue to ensure a readied and
4 skilled workforce is available to meet the needs of industry and attract new businesses to the Lone Star
5 state.

1 **TWC COVID-19 Response**

2 COVID-19 sent ripples of change across the Texas workforce and the Texas workforce system. In order to
3 deliver the exemplary services our agency is expected to provide, we had to confront the task of quickly
4 guiding Texans to new opportunities and connecting them to resources.

5 At the onset of COVID-19, TWC responded rapidly to move staff, when possible, into remote work status
6 and adapt business processes to support remote service delivery of services. The agency had to quickly
7 implement flexible, effective, and creative processes to older methods to maintain and improve services
8 for its customers, while ensuring the health and safety of staff, customers, providers, and communities.
9 As the state began to reopen, additional strategies were enacted to enable staff and providers to assist
10 customers that preferred in-person services, while continue to expand and enhance remote service
11 delivery.

12 *Unemployment Insurance (UI)*

13 No Division of the agency has been affected more so by COVID-19 than those in UI as record numbers of
14 UI claims were made. Between March and the end of FY 2020, TWC paid out a \$28.5 billion in
15 unemployment benefits and processed 4.8 million claims for more than 2.6 million individuals. While
16 those claim numbers were higher than 2017, 2018 and 2019 combined, the agency came together in
17 response to the surge of UI claims associated with COVID-19. The agency, with partners, completed over
18 6 million assignments and handled over 4.4 million calls.

19 The following represent some of the actions taken by TWC as related to UI claims:

- 20 • Under the Governor's declaration of a Statewide Disaster TWC exercised its authority to waive
21 UI work search requirements.
- 22 • TWC engaged with four call center partners to provide more than 1,500 contractor workers to
23 assist with calls and other work items. To date, call center partners have handled more than 2.8
24 million customer calls
- 25 • TWC worked in coordination with Accenture and Amazon Web Services to create a virtual
26 assistant or chat bot that is capable of learning what the users need to help them find answers.
27 In just 90 days, the chatbot assisted almost 1.5 million individuals.
- 28 • TWC engaged Genesys/Google to deploy a cloud-based interactive active voice (IVR) response
29 system to help reduce busy signals. Since going live, the IVR has handled more than 11 million
30 calls, and with the addition of a chat bot callers that heard a busy signal have been cut by more
31 than half.
- 32 • TWC Trained and onboarded more than 700 staff members from across the agency to assist in
33 processing nearly 1 million unemployment benefits work items.
- 34 • In collaboration with the Office of Business Transformation, Business Operations were able to
35 train 244 Senate staff and 179 House of Representatives staff to assist with UI claims.
- 36 • The agency created a new, secure online document upload portal so claimants and employers
37 can more easily provide the documents TWC requests in support of their pandemic-related
38 claims, creating greater efficiency.

- 1 • Field tax auditors were trained and redistributed to assist with UI benefit claims, chargeback
2 hearings and fraud investigations. They have completed over 1,021,244 assignments since the
3 start of COVID-19 in March.
- 4 • Increased the number of hearings by streamlining procedures, consolidating and reducing
5 hearing times, implementing additional overtime and adding Saturday hearings for claimant-
6 only issues. Pre-COVID-19 average was 2,200 hearings per week. As of the end of August 2020 it
7 rose to 3,300.
- 8 • Chargeback protections were granted for experience rated employers for all COVID-19 impacted
9 unemployment insurance claims.
- 10 • Encouraged and provided guidance for Employers seeking to utilize the Shared Work program.
- 11 • Expanded use of GovDelivery emails to claimants to reassure them of payments, remind them to
12 request payment, alert them to status of programming, pending adjudications, and work search
13 reinstatement among others.

14 One of the major challenges UI faced, was swiftly ramping up existing programs while also incorporating
15 new federal programs. These federal programs included the Coronavirus Aid, Relief, and Economic
16 Security Act (CARES) and Lost Wages Assistance (LWA).

- 17 • CARES included:
 - 18 ○ Pandemic Unemployment Assistance providing unemployment assistance for non-
19 traditional claimants, and Texas was one of the first two states to start paying PUA.
 - 20 ○ Pandemic Emergency Unemployment Compensation providing an extension of 13 weeks for
21 individuals that exhaust Regular State UI benefits.
 - 22 ○ Federal Pandemic Unemployment Compensation that provided \$600 extra in benefits.
- 23 • LWA provided \$300 supplemental payments to eligible unemployment benefits claimants who
24 were unemployed, partially unemployed, unable or unavailable to work due to disruptions
25 caused by COVID-19. Texas was one of the first states to start paying claimants LWA.

26 *Various COVID-19 Grants*

27 To assist those in need, Commissioners approved a series of COVID-19 grant activities that included
28 issuing over \$12,000,000 in WIOA statewide funding to 20 Boards. This funding was used to provide
29 rapid response services to ensure employers were able to support impacted workplaces, layoff aversion
30 strategies to keep workers working and facilitating remote access to services especially skills training.
31 Boards purchased virtual job software for online job fairs, virtual technology hubs to direct participants
32 to workforce services, and utilized Artificial Intelligence (AI) tools like chatbots to intuitively answer
33 customer questions in real time.

34 Over \$4,000,000 in Temporary Assistance for Needy Families (TANF) funds were awarded to all Boards
35 to hire temporary staff that supported UI claims processing, virtual service provision to customers and
36 employers, and other mission critical work.

37 TWC received a \$12,000,000 Disaster National Dislocated Worker Grant (NDWG) from the Department
38 of Labor (DOL) for 16 Boards to provide disaster-relief and humanitarian assistance employment, as well
39 as employment and training services, as appropriate, to minimize the employment and economic impact
40 of declared disasters and emergency situations in local areas.

1 *Skills Development Fund*

2 TWC authorized the use of up to \$10M in Skills Development Funds to provide immediate funding to
3 public community and technical colleges, Texas A&M Engineering Extension Service (TEEX), and
4 workforce development boards for the purpose of assisting businesses with their workforce training
5 needs. Training was prioritized for businesses involved in the manufacturing of materials and products
6 needed for medical supply chains, and for supply chains associated with industries responding to the
7 manufacture and supply of COVID-19 necessities. Training needed to maintain the continuity of these
8 manufacturing and supply chain functions as well as those businesses producing or manufacturing parts
9 or equipment that support continued operations for any essential services were also able to participate.
10 Additionally, funds could be used to upskill or reskill displaced workers for available in-demand jobs in
11 healthcare, information technology and manufacturing or other areas with critical workforce needs.

12 Continued demand for training funds resulted in the TWC approving an additional \$5M for the Skills
13 Development Fund COVID-19 Special Training Initiative bringing total funding made available to \$15M.
14 These funds are projected to train more than 3,500 workers.

15 *Child Care*

16 Many child care providers, families with subsidies, and essential workers were negatively affected by the
17 COVID-19. During the height of the pandemic more than half of the child care providers that accept
18 subsidies in the child care subsidy system were temporarily closed. TWC has worked diligently
19 throughout the pandemic to address and support child care programs, and at the close of FY 2020, the
20 number of closed subsidy providers is now only at 16%.

21 The following represent some of the actions taken by TWC as related to child care:

- 22 • TWC participated in Governor Greg Abbott’s Frontline Child Care Task Force which aimed to help
23 the state develop and implement a coordinated response to address child care needs. The
24 agency worked quickly to establish various supports and continues to support Texas families and
25 providers during the COVID-19 pandemic with a multipronged approach.
- 26 • Texas received \$371,663,372 in Child Care and Development Block Grant (CCDBG) funds through
27 the CARES Act. Through FY 2020, \$100 million of the CCDBG CARES Act funds have been
28 budgeted to support Essential Worker Child Care which provided aid to essential workers and
29 addressed the immediate child care issues they faced as result of schools closing in the Spring of
30 2020. Boards enrolled approximately 29,000 COVID-19 essential workers’ children for three
31 months of child care. For providers, TWC budgeted \$154 million of CCDBG CARES Act funds to
32 support a temporary Enhanced Reimbursement Rate for child care providers serving subsidized
33 children through December 2020. Currently set at 2%, the Enhanced Reimbursement Rate is
34 intended to help child care providers address higher costs they are facing as a result of COVID-
35 19.
- 36 • Child Care Stabilization Grants (CCSG), a short-term program, made child care providers who
37 were previously serving subsidized children, but who had closed due to COVID-19, potentially
38 eligible to receive grants of up to \$10,000 (or up to \$10,500 for Texas Rising Star programs) to
39 assist with reopening.
- 40 • TWC awarded over \$11 million in grants to support statewide and local initiatives to enhance
41 the quality of child care in Texas.

- TWC's Child Care & Early Learning Division worked with the Texas Division of Emergency Management (TDEM) to help child care providers access critical cleaning supplies and PPE.

COVID-19 Response Across the Agency

Many areas of the agency were affected by COVID-19 in a variety of ways. But however different or wide-ranging the affects were, each division shared a common determination to work through all obstacles, so that we could continue our commitment to being here for Texas and connecting Texans to resources. Below are more examples of how TWC overcame COVID-19 to assist Texans.

In June 2020, TWC authorized up to \$5.8 million for the Skills Enhancement Initiative to offer rapid skills enhancement opportunities to UI claimants, preparing them to reconnect to the workforce in valuable opportunities made available by Texas employers. This new program provides access to 5,000 free online courses through the Metrix online learning platform. More than 1.6 million claimants received an invitation to use the platform, with more than 33,200 registering and 17,300 courses completed.

TWC hired two workforce call centers for outreach to claimants. The workforce call centers encouraged claimants to register in WorkInTexas.com, TWC's online job matching system, and become familiar with system functionality before the work search requirement was reinstated. At the end of FY 2020, the workforce call centers had outreached nearly 72,500 claimants, registered approximately 7,900 in WIT and reported that 3,300 claimants outreached had already returned to work.

Adult Education and Literacy (AEL) providers are already required to implement a distance learning plan that creates options for students who desire or require a non-traditional learning experience. Due to this policy, AEL providers quickly transitioned from in-person settings to online learning platforms and continued instruction. From July 2019 through June 2020. AEL providers served over 20,000 students through distance education options. For participants who did not have the technology or access to participate in online learning, providers made equipment available and worked with participants to find solutions to internet access. They also worked with participants to improve digital literacy skills and to ensure that participants understood the unique challenges of working online. Providers also found new ways to complete testing that normally occurs in face-to-face settings. TWC's AEL staff published guidance to AEL providers on moving to remote testing and worked with the AEL professional development center and testing vendors to conduct training for over 1,200 test administrators. AEL staff continue to work with the state's two high school equivalency testing vendors—GED Testing Services and ETS—to provide online testing options for AEL participants.

TWC and Workforce Solutions office staff have continued serving the Migrant and Seasonal Farm Workers (MSFW) community during the pandemic to ensure they have access to employment and training services as well as health and safety resources. Staff continue to coordinate with local, state and federal agencies as well as faith-based organizations to provide assistance to farmworkers affected by the ongoing pandemic.

Registered apprenticeship programs received guidance and flexibilities from the Department of Labor-Office of Apprenticeship regarding alternate delivery methods and technical assistance on allocable technology fees in response to COVID-19 social distancing precautions and mandates.

1 For half of the FY 2020, Criss Cole Rehabilitation Center (CCRC) operated and served blind/deafblind VR
2 customers as usual. However, as the COVID -19 pandemic began in March, students enrolled in training
3 at CCRC prior to the pandemic were sent home along with staff. Staff at CCRC were challenged to find
4 new, innovative ways to continue delivering the same high-quality services and one-on-one experiences
5 for students and providing services for those customers who began their journey to confidence,
6 competence, and independence. Using virtual platforms and classrooms staff were innovative in
7 creating and swiftly developing virtual training, lessons and schedules suited for distance learning. Other
8 remote content is in development, such as a live weekly newsletter, a training podcast and a video tour
9 of the Center.

10 The Texas Veterans Leadership Program (TVLP) staff worked with over 1,400 veterans and military
11 spouses resolving issues with their Unemployment Compensation. TVLP staff also volunteered to work
12 the UI C-10 roster during the first 3 months of COVID-19.

13 In coordination with Health and Human Services Commission, participation in the Supplemental
14 Nutrition Assistance Program (SNAP) Education and Training (E&T) program was temporarily suspended,
15 however, participants could continue to participate on a voluntary basis.

1 **Serving Businesses & Employers**

2 Texas Workforce Solutions comprises the Texas Workforce Commission (TWC), 28 local workforce
3 development boards and our service-providing partners located across the state. The network's primary
4 goal is to respond to the needs of Texas employers and workers by providing market-driven workforce
5 development initiatives and services tailored to local communities. All employers, workers and job
6 seekers are eligible to take advantage of these services. Here are some of the programs, services and
7 resources TWC offered in FY 2020.

8 **Business Services**

9 Business Service Units of local workforce development boards collaborate with local economic
10 development organizations and area businesses to deliver customized services for employers in their
11 area. Services include development and enhancement of workforce training programs, assistance with
12 applicant screening and referrals, job fair hosting and analysis of labor market information. Last year,
13 over 111,000 employers received these and other outreach services.

14 **Skills Development Fund Training (**Brief summary and link to consolidated**)**

15 The Skills Development Fund grant program supports customized job skills training for incumbent and
16 new employees in collaboration with Texas public community and technical colleges and local
17 employers. Some of the Skills Development Funds are leveraged to support dual-credit high school and
18 college career and technical education programs, and training for veterans transitioning to civilian life.
19 Training provided advances the skills of existing workers and creates new job opportunities.

20 Business partners contribute to the success of Skills Development Fund grants through in-kind supports
21 including providing trainees' wages during training, the use of training space and equipment, funding a
22 portion of course costs as necessary, the provision of complementary courses that are not part of the
23 Skills Development grant, and salaries for staff who are assisting with the grant. These in-kind business
24 partner contributions totaled over \$9,227,045 million in FY 2020.

25 The 28 local workforce boards also support Skills Development Fund projects statewide by leveraging
26 resources and assisting in the alignment of stakeholders and partners. TWC works closely with
27 employers and training providers to ensure that training meets specific performance measures and
28 benefits the employer and trainees.

29 In FY 2020, TWC awarded 25 Skills Development Fund grants with an average award of \$446,297. These
30 grants will assist 51 businesses with their training needs and support the creation of 1,090 new jobs and
31 the retraining of 5,474 current employees.

32 The Skills Development Fund grant program has provided training opportunities in partnership with at
33 least 4,572 employers to upgrade or support the creation of more than 398,125 jobs throughout Texas
34 since the program's inception in 1996.

35 The Texas Legislature allocated over \$18 million to the Skills Development Fund for FY 2020 biennium.
36 For more information, visit texasworkforce.org/skills. For a direct link to the supplemental report please
37 click [here](#).

1 **VR Business Relations**

2 By working together with the business community, Texas Workforce Solutions-Vocational Rehabilitation
3 Services (TWS-VRS) Business Relations help create more employment opportunities for Texans with
4 disabilities. TWS-VRS Business Relations staff assist employers by connecting them with qualified job
5 seekers with disabilities and providing services that help build an inclusive workforce. Services are
6 customized based on employer need and can include services such as training on disability awareness,
7 workplace job accommodations, and employment application processes to remove barriers. More than
8 20 Business Relations staff across the state assist with these services along with business symposia, job
9 and career fairs. This year while businesses were adjusting to a new virtual work world, several of the VR
10 Business Team members became certified virtual WINDMILLS trainers. The WINDMILLS Training is a
11 nationally recognized disability awareness training designed for those who influence hiring in
12 organizations. The training is designed to change the attitudes about persons with disabilities by
13 addressing biases and myths that create unnecessary barriers, in order to increase employment
14 opportunities and advancement in employment. This training now is now virtual and allows TWC to
15 reach business partners beyond the traditional face to face trainings.

16 The VR Business Team continues to partner with companies like Dell Technologies, United Health Group,
17 WinCo Foods, H-E-B, Walgreens, Dow Chemical, Ascension Seton Healthcare and many more to create
18 training opportunities for VR customers in work environments that allow for growth and employment
19 opportunities.

20 **High Demand Job Training**

21 The High Demand Job Training (HDJT) program supports Boards' partnership with local EDCs as a way to
22 leverage local economic development sales taxes for high-demand job training. Boards collaborate with
23 local EDCs and match their local economic development sales tax funds to jointly support the provision
24 of such training.

25 In FY 2020 the HDJT program had 9 community projects approved for a total of \$976,150. Funds
26 provided through these grants were used to enhance training, support services, skills assessments, and
27 build capacity. These grants have improved immediate training opportunities for 1,668 participants and
28 will continue to serve additional Texans to meet future in-demand jobs

29 **Texas Industry Partner Program**

30 The Texas Industry Partnership program supports collaborations between local workforce development
31 boards and industry partners through the leveraging of matching contributions of cash or qualifying
32 expenditures for occupational job training. In FY 2020 the TIP program had 5 community projects
33 approved for a total of \$438,358. Funds provided through these grants were used to enhance training,
34 support services, skills assessments, and cluster analysis. These grants have improved immediate
35 training opportunities for 210 participants and will continue to serve Texans to meet future industry
36 demands.

37 Collectively with the HDJT program, \$6,144,221 has been approved to assist 10,978 trainees across 86
38 projects since their inception.

1 **Online Job-Matching Resources**

2 We are continuously looking for ways to better meet the hiring and job searching needs of employers
3 and job seekers. This fiscal year, improvements were completed that allowed TWC to better serve the
4 community by introducing, new enhanced features such as: mobile responsive design, enhanced job
5 matching and career pathways functionality, real-time labor analytics, supply and demand tools, and
6 enhanced customer support. TWC also continued to push advancement of WorkInTexas.com by
7 launching a suite of employer icons to help job seekers better identify employers who prioritize hiring
8 veterans and persons with disabilities; a greeter technology to support job seeker check in and service
9 delivery at workforce centers; and a mobile app to provide another way to search and apply for jobs.

10 Three expressed goals accompanied the new WorkInTexas.com improved features: (1) to better meet
11 the hiring and job searching needs of employers and job seekers, (2) to enhance security, and (3) to
12 provide accessible, consistent data and tools for reporting/analytics. The impact of these expressed
13 goals has resulted in increased quality of the candidate pool, an uptime of 99.5% with no reported
14 security/privacy incidents, and a wider variety of data reporting tools. Additionally, the Texas Workforce
15 Solutions local workforce development boards continue to play a central role in delivering services to
16 customers through WorkInTexas.com, and service delivery is enhanced through the new site's back-end
17 reporting capabilities.

18 **Shared Work Unemployment Benefit Program**

19 The Shared Work Unemployment Benefit Program provides an alternative to layoffs by affording
20 employers an opportunity to manage business cycles and seasonal adjustments without losing trained
21 employees. The program allows for the payment of unemployment benefits to employees to
22 supplement wages lost as a result of reduced hours. During FY 2020, 2,421 employers (compared to 86
23 in 2019) participated in the program with 98,834 workers (compared to 7,275 in 2019) retaining their
24 jobs and benefitting from the shared-work option in Texas.

25 **Small Business Programs (Skills for Small Business, Governor's Forums)**

26 The Skills for Small Business program supports collaborations between Workforce Solutions partners
27 and small businesses. This initiative provides state-funded training to businesses to meet their needs,
28 with an emphasis on training new workers or upgrading skills of incumbent workers. Small businesses
29 interested in training for their employees may be eligible to receive up to \$1,800 to train new workers
30 and up to \$900 to train existing workers. When a training need is identified, small businesses can select
31 from among existing courses provided by their local public community and technical colleges for new or
32 incumbent workers. Businesses apply directly to TWC for training and TWC arranges funding with the
33 local public community or technical college. More information about the Skills for Small Business
34 program is available online at texasworkforce.org/ssb.

35 TWC, its local Workforce Solutions board partners and the Governor's Economic Development and
36 Tourism Office host Governor's Small Business Forums throughout rural and urban areas of Texas. The
37 forums are designed to give entrepreneurs and small businesses valuable information specifically
38 related to starting or growing business in Texas. Areas addressed include workforce development,
39 marketing, hiring and managing employees, training and growth opportunities targeted specifically to
40 entrepreneurs and small business operators.

1 In Texas, there are more than 533,350 private employers who employ 100 or fewer workers. In FY 2020,
2 TWC allocated \$1,577,940 in funding to 29 different community colleges statewide to support training
3 for 161 new jobs and more than 533 existing employees for 61 small businesses.

4 **Employer Information and Assistance (TCEs, EFTE, TBT)**

5 TWC offers employment resources for individuals and businesses, including compliance assistance and
6 information about rights and responsibilities under Texas and federal employment laws. As part of this
7 effort, TWC's Commissioner Representing Employers hosts Texas Business Conferences throughout the
8 state to keep employers up-to-date on the latest information regarding employment law. Topics
9 presented at the conferences include Texas employment law, the basics of hiring, employee policy
10 handbooks, creating a human resources roadmap, handling unemployment claims, independent
11 contractors and federal and Texas wage and hour laws. In FY 2020, more than 1,906 individuals
12 attended 4 Texas Conference for Employers held throughout the state. The Society for Human Resource
13 Management Texas State Council (Texas SHRM) and Human Resources Certification Institute (HRCI) offer
14 professional and recertification credits for human resources professionals who attend. In addition,
15 certified public accountants who attend can earn continuing education credit hours and other
16 conference participants may qualify for general professional credit.

17 The Commissioner Representing Employer's office manages and maintains an employer hotline (800-
18 832-9394) and e-mail address employerinfo@twc.state.tx.us to assist employers with questions about
19 employment law and other information. The hotline receives about 1,200 phone calls per month. The
20 office also produces free publications available in print and online to help businesses stay informed
21 about legal issues surrounding employment in Texas, including the quarterly publication Texas Business
22 Today and the Texas Guidebook for Employers. Texas Business Today serves as a supplement covering
23 issues and interests of Texas employers and is available at texasworkforce.org/texasbusinesstoday.
24 Texas Guidebook for Employers provides information on important workplace issues, with chapters on
25 topics such as basic legal issues relevant to hiring, pay and policy, work separation, post-employment
26 problems, and employment law-related websites. This book is available at texasworkforce.org/efte,
27 along with the TBC Companion web application at texasworkforce.org/tbcapp.

28 **Unemployment Compensation Fund**

29 TWC's Regulatory Integrity Division (RID) collaborates closely with the Unemployment Insurance (UI)
30 and Regulation Division to detect and prevent fraud, waste, and abuse in all areas of the UI program
31 with the goal of preventing benefit overpayments before they occur. RID maintains robust systems to
32 identify overpayments when they occur and uses all means available under the Texas Unemployment
33 Compensation Act to recoup them. The division also oversees recoupment of delinquent unemployment
34 taxes owed by employers and is responsible for detection and, if warranted, prosecution of
35 unemployment benefits and tax fraud.

36 In FY 2020, RID estimates it prevented more than \$588.5 million in improper benefit payments. TWC
37 also detected and established \$205.9 million in benefit overpayments. It collected \$24.0 million in
38 delinquent employer taxes, penalties and interest, and \$109.8 million in unemployment benefit
39 overpayments and penalties through direct reimbursements and benefit offsets. \$7.2 million of the
40 overpayment debts were collected through the Treasury Offset Program.

1 **Labor Market Information**

2 Knowing what is happening in the Texas and local economies helps employers, job seekers and local
3 officials make better business, career, education and economic development decisions. Understanding
4 employment trends helps employers, economic developers, local workforce development boards and
5 researchers promote stable employment and economic growth across Texas. TWC’s Labor Market and
6 Career Information (LMCI) department collects, analyzes and disseminates economic data by occupation
7 and industry, and provides online tools, publications and resources to help job seekers, parents,
8 students and young adults explore career choices and opportunities.

9 **WOTC Certifications**

10 The Work Opportunity Tax Credit (WOTC) supports businesses that hire individuals with significant
11 barriers to employment by providing them with a reduction in federal tax liability. Administered by the
12 U.S. Department of Labor, WOTC promotes equal employment opportunities and training for targeted
13 workforce populations, resulting in workplace diversity and increased performance, as well as economic
14 growth and productivity for the community. TWC assists employers by determining the eligibility of new
15 employees for the business tax credit. In FY 2020, TWC processed 496,212 applications helping
16 employers identify \$299,798,200 in potential tax savings.

17 WOTC staff maintained efficiency standards while transitioning to current COVID-19 operating
18 procedures. During the last program year, the WOTC staff reduced pending applications by 100%.

19 **Specialized Ag Services**

20 Working with Workforce Solutions offices across Texas, TWC’s Workforce Development Division and
21 Agricultural Services Unit promotes awareness of industry-related skilled labor recruitment, training and
22 regulations for the agricultural employment sector. Through the Foreign Labor Certification process,
23 TWC monitors local shortages in U.S. seasonal agricultural workers and helps employers bring in skilled
24 foreign workers to fill those positions. For out of state job postings, Workforce Solutions staff members
25 coordinate recruitment with the Agricultural Recruitment System to help employers locate experienced
26 job seekers. Agricultural occupations and their economic contributions to the state are defined by the
27 Agricultural Services Unit.

1 **Serving Job Seekers & Employees**

2 The Workforce Solutions network offers a broad range of services that give employees and job seekers
3 opportunities for career growth, advancement and assistance entering a chosen career. By connecting
4 these individuals with employers, contracted service providers and community partners, the network
5 helps individuals achieve personal career growth through education and skills training and provides
6 critical services to ensure individuals have the skills and abilities to connect with in-demand occupations
7 across the state. Here are some of the many ways that TWC served the Texas workforce in FY 2020

8 **Childcare Services (Texas Rising Star Program, Child Care Provider 9 Scholarships) Success Story**

10 Quality child care promotes healthy child development and school readiness while enabling parents to
11 work or attend training or education. Recognizing the importance child care plays, effective September
12 1, 2019, the Texas Workforce Commission (TWC) moved the Child Care department out of the
13 Workforce Development Division and created the Child Care & Early Learning Division. The mission of
14 the Child Care & Early Learning Division is to enhance the quality of and increase access to superior child
15 care through program supports and provide subsidies for low-income families.

16 Local Workforce Development Boards (Boards) administer child care subsidy assistance to support
17 eligible low-income families and families participating in the Temporary Assistance for Needy Families
18 (TANF)/Choices employment program. TWC and the Boards provide education, guidance, and
19 information to participating families about the characteristics and availability of first-rate child care, like
20 at Texas Rising Star Certified locations, and its importance to healthy child development.

21 The Texas Rising Star program is a voluntary quality rating and improvement system for early learning
22 programs participating in the TWC subsidized child care program and it encourages providers to exceed
23 minimum licensing requirements and attain progressively higher levels of quality. Texas Rising Star
24 certification is available to licensed providers and licensed and registered child care home facilities. TWC
25 provides funding to the Boards to support Texas Rising Star mentor and assessor staff.

26 The number of Texas Rising Star–certified providers has increased steadily over the past several years
27 due in part to federal increases that have allowed TWC to increase support for the program. As of
28 August 2020, 1,910 providers have participated in the Texas Rising Star program, representing a nearly
29 70 percent increase since 2015. Texas Rising Star providers now comprise more than 25 percent of all
30 providers with agreements to accept subsidized children.

31 During FY 2020 the number of children served in the Child Care Services program rose to 128,269*, with
32 nearly 38 percent served by recognized high-quality child care programs. Between October 2019 and
33 March 2020, TWC served an average of more than 135,500 children per day. (**The 2020 count of
34 average children per day is a year-to-date average of children served from October 2019 to August 2020.
35 This count does not include 29,892 children served through the temporary Essential Worker Child Care
36 program for three months in response to COVID-19.*)

37 The Child Care & Early Learning Division also launched Texas Online Availability Portal, PEIMS Unique
38 Identifier and Child Care by the Numbers to improve and enhance child care.

1 Services provided by this division are funded by the federal Child Care and Development Block Grant
2 (CCDBG).

3 **Employment Services**

4 Local workforce development boards coordinate with businesses, educational institutions and industries
5 to oversee programs designed to address specific barriers to employment faced by members of the local
6 workforce. Twenty-eight workforce development boards across the state of Texas are responsible for
7 planning, oversight and partnering with the community to provide employment services locally at no
8 cost. Last year, roughly 361,000 job seekers received staff-assisted employment services, including
9 workshops, job fairs, résumé writing assistance, networking opportunities and another 1.2M were
10 registered in TWC's WorkInTexas.com job matching system that lets job seekers self-serve and find jobs.

11 **Assisting People with Disabilities**

12 *Texas Workforce Solutions-Vocational Rehabilitation Services*

13 Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) is a core partner within the
14 Texas Workforce System to support job seekers with disabilities as they prepare for, obtain, or maintain
15 competitive integrated employment, and Vocational Rehabilitation (VR) services are available to eligible
16 individuals with disabilities across Texas.

17 While the goal of VR services is employment, the VR process includes a customized approach that
18 ensures a person with a disability is equipped with the right supports, skills and training needed to
19 ensure a successful employment outcome. Once a VR customer and their counselor agree on an
20 Individualized Plan for Employment, the services are aligned to support this carefully written plan.

21 To increase the number of individuals with disabilities being served with Vocational Rehabilitation
22 Services and maximize opportunities, in early FY 2020, VR Division staff began several methods to re-
23 engage with employers, new and existing VR customers, students with disabilities and related
24 stakeholders. These activities included several strategies, such as increased public awareness of VR
25 services through statewide outreach, increased customer engagement and service delivery, enhanced
26 internal processes, and the establishment of ongoing programs to support, engage, attract and retain VR
27 professionals.

28 This past year, VR Division also refocused and refined its engagement strategies, including statewide and
29 local outreach; frequent customer and provider engagement; and employment recovery through job
30 matching assistance or skills training. Throughout summer 2020, VR engaged in numerous opportunities
31 to connect customers to Virtual Job Fairs and other Board-sponsored virtual hiring events. One such
32 method is the implementation in fall 2020 of Virtual Career Fairs for students with disabilities. All six VR
33 regions conducted multiple events for students in their area.

34 Project SEARCH focuses on employment skill building for interns. This year, 26 Project Search sites will
35 begin; however, students may not be at their host businesses as normal due to many reasons related to
36 COVID-19 so our partners at each site are implementing creative strategies to achieve the project goal.

37 During Program Year 2019 (Vocational Rehabilitation Program Year is from July 1, 2019 through June 30,
38 2020) , TWC's VR staff assisted 69,048 individuals with disabilities to help them achieve, retain and

1 advance in employment and independence. During this same period, 11,618 of those completed their
2 planned services and achieved a successful employment outcome. TWC also continued its phased
3 integration to co-locate of VR staff into Workforce Solutions Offices. To date, more than 840 VR staff
4 have moved into 72 Texas Workforce Solutions offices, including 225 staff during FY 2020.

5 *Purchasing from People with Disabilities (Brief summary and link to consolidated)*

6 The Texas Purchasing from People with Disabilities, commonly referred to as State Use Program, assists
7 individuals with disabilities transition toward independence and provides direct benefits to these
8 individuals by offering stable, vocational rehabilitation in their own communities. This training results in
9 meaningful employment and fair wages which promotes self-sufficiency for employees of the program.
10 Administered by TWC, its daily operations are managed by WorkQuest, a central nonprofit agency, and
11 the program is marketed as WorksWonders.

12 Through a partnership with Community Rehabilitation Programs (CRPs), 4,475 Texans with a wide range
13 of disabilities were employed in 106 local nonprofit CRPs in FY 2020. These individuals, whose disabilities
14 include mental health condition (1,393), intellectual disability (1,103), physical impairment (777),
15 chemical disorder (452), learning disability (475), visual impairment (370), deaf or hard of hearing (135),
16 brain injury (37) and varying other disabilities (733), earned a combined total of more than \$50.8 million
17 in wages from products or services purchased by city, county, state or federal agencies, schools, and
18 political subdivisions through the WorksWonders program.

19 In FY 2020 efforts to increase TWC's purchase of products sold through the State use program resulted
20 in TWC being recognized as one of the top 10 customers of the program during the 2020 Annual Artie
21 Lee Hinds Awards.

22 **Labor Law (Payday Law, Wage Claims, Child Labor)**

23 TWC's Labor Law Department enforces payday, child labor, and minimum wage laws in Texas. These
24 laws allow TWC to help protect the safety of working children and ensure that owed payments are given
25 to Texans.

26 In FY 2020, the Labor Law department received 9,952 claims from workers alleging an employer did not
27 pay their employees due wages. The department completed 10,235 investigations, ordered more than
28 \$7.2 million in unpaid wages to be paid, and collected \$6.7 million in unpaid wages for Texas workers.

29 The department received 297 child labor inquiries, conducted 1,552 investigations, found 247
30 infractions for 104 employers, and issued 333 certificates of age and child actor permits.

31 **Adult Education and Literacy**

32 AEL delivers Texas communities and customers a dynamic system of services that help individuals build
33 literacy and numeracy skills, increase employment skills, attain high school equivalency (HSE)
34 certifications, and obtain recognized postsecondary credentials. Using innovative approaches that have
35 demonstrated effectiveness, AEL brings value through integration with a broad variety of community
36 partnerships and achieving the integrated employment and college readiness solution the Texas
37 Legislature and three-member Texas Workforce Commission (Commission) envisioned when the
38 program was transferred from Texas Education Agency to TWC in 2013.

1 In the Strategic Plan for Adult Education and Literacy for the fiscal years of 2015-2020, AEL set an
2 outcome milestone to serve 20,000 adult learners in career pathways by 2020. AEL exceeded its goal in
3 2018, and since then has continued to make strides in supporting AEL customers reach successful
4 outcomes, with some recent highlights shown below:

- 5 • In FY 2020, AEL served 67,275 AEL customers and 11,318 of those were enrolled in career
6 pathways programs, which includes Integrated and Training, Re-entry for Justice Involved
7 Individuals, Services for Internationally Trained Professionals, and Workplace Literacy programs.
- 8 • FY 2020 data shows that from July 1, 2018 to June 30, 2019 nearly 23,000 AEL participants were
9 either enrolled in a postsecondary and education training program or employed in the second
10 quarter after exiting AEL.
- 11 • From FY 2017 to FY 2020, 35,500 AEL participants have been served in career pathways
12 programs.

13 AEL continued to provide opportunities for customers through the Accelerate Texas and Ability to
14 Benefit initiatives, the Career Pathway Expansion (CPE) project, and through the Texas Professional
15 Development Center (TCALL), the statewide professional development arm for Texas AEL providers. In
16 2018-2019, TCALL provided more than 285 individual training sessions, including 133 online training
17 courses, and served a total 11,500 participants. TCALL also provided enhanced technical assistance to
18 AEL providers for serving internationally trained professionals, a priority population as recognized under
19 the Workforce Innovation and Opportunity Act. Since 2018, over 4,000 internationally trained
20 professionals sought and received services from AEL providers.

21 **Career Planning Information (LMCI)**

22 TWC's Labor Market and Career Information (LMCI) department develops, applies and disseminates
23 labor market, occupational, career, education and workforce program information. Adult job seekers,
24 students, parents and counselors use LMCI data and tools to make informed choices about education
25 and occupation options based on real data regarding wages, the current job market, employment trends
26 and more. Career Check and Reality Check are two of TWC's flagship websites that encourage career
27 exploration opportunities for all student by exposing them to labor market information. Each average
28 about 50,000 sessions per month.

29 Continuing to find new ways to expose students to the world of work and prepare them for life after
30 high school, TWC and workforce solutions boards provide presentations, professional development and
31 webinar opportunities, as well as training for community and education partners in using TWC's labor
32 market and career information data tools to help students learn about new industries and occupations.
33 During FY 2020, TWC's education specialists did outreach to more than 50,000 students and education
34 professionals.

35 Finally, through continued partnership with the TEA and THECB, LMCI Education outreach provided LMI
36 and regional data reports and presentations to help guide the discussions and planning sessions of
37 several committees working together to revise state, K-12 CTE programs of study and a list of TEA
38 approved industry-based certifications for CTE programs. Through the collaboration, TEA and THEB were
39 also able to build on opportunities for students to find pathways that start in high schools and lead them

1 to-and-through higher education institutions and workforce programs, thus supporting the 60x30TX
2 initiative.

3 **Workforce Training Programs**

4 TWC supports a variety of training programs to equip the workforce of Texas with the skills needed for
5 employment. In FY 2020, over 9,200 workers took part in WIOA occupational training, which is available
6 to dislocated workers, disadvantaged youth and unemployed or low-wage earning adults, and over
7 7,300 workers were trained through apprenticeship programs which provide a combination of on-the-
8 job training and classroom instruction for highly skilled trades and occupations.

9 Overall, nearly 38,000 individuals received training last year through funding supported by the
10 Workforce Innovation and Opportunity Act (WIOA), Skills Development Fund, Apprenticeship and other
11 TWC-administered training programs.

12 **UI Benefits and Rapid Response Services**

13 In FY 2020, the Unemployment Insurance Division rose to the challenge to ensure that Texans who
14 found themselves without employment through no fault of their own had their UI benefit claims
15 processed. To assist in this, UI claimants were given electronic access to unemployment benefits
16 correspondence on a secure, online mailbox for items such as time-sensitive determinations,
17 unemployment benefits claim information and instructional materials.

18 Making sure Texans got the assistance they needed was vital to the state. TWC paid out approximately
19 \$28 Billion in FY 2020, compared with \$2 Billion in FY 2019. That can be contributed to \$8.8 in Regular
20 State UI, \$16.1 billion in Pandemic Unemployment Compensation (\$600), \$1.8 Billion in Pandemic
21 Unemployment Assistance, \$617,425,802 in Pandemic Emergency Unemployment Compensation, and
22 \$641,297,190 in Lost Wage Assistance. While receiving benefits, unemployed workers also had access to
23 free employment services from local Workforce Solutions offices to help them find new employment
24 opportunities.

25 In FY 2020, TWC processed over 3.7 million Regular State UI unemployment claims, processed
26 approximately 902,079 Pandemic Unemployment Assistance claims, 34,118 Pandemic Emergency
27 Unemployment Compensation, and 4,908 State Extended Benefit claims. Additionally, TWC UI hit
28 record-setting productivity with the handling of 5.4 million calls in FY 2020, compared with 1.9 million in
29 FY 2019, and working 6.8 million assignments in FY 2020 compared with 1 million in FY 2019 (a 563
30 percent increase).

31 TWC Appeals also experienced a tremendous rise in productivity for FY 2020, having received 162,262
32 Appeals compared with 118,470 Appeals in FY 2019. To address this increase, UI created the
33 Commission Appeals Hearings Unit to administer appeals for Rule 13 Tax hearings, Texas Career Schools
34 program, Child Labor law and all other programs formerly administered by the Special Hearings
35 Department.

36 Also during FY 2020, UI Operations implemented a virtual Tele-Center for intake and inquiry calls,
37 created a claims-handling tool to distribute claim task items to TWC staff volunteers and contract call
38 centers, continued to expand the Document Management System (DMS) to include Tele-Center
39 documents, and created of a new, secure, online portal so employers can report job refusals.

1 TWC and Workforce Solutions staffs also provided Rapid Response assistance to help workers who lost
2 their jobs because of mass layoffs, plant closures or natural disasters. These services included
3 immediate, on-site assistance with re-employment services and unemployment insurance information,
4 as well as group stress and financial management seminars. In some cases, mobile units may have been
5 dispatched to offer services.

6 **Innovative Technologies to Better Serve Texans**

7 TWC constantly strives to recognize opportunities to utilize technology to better serve our customers.
8 When there is a delay in getting information or help to Texans in need, this can lead to undue stress, so
9 to get answers to customers more quickly, TWC worked in coordination with industry partners –
10 Accenture and Amazon Web Services -- to create a virtual assistant or chat bot in just 4 days. We named
11 the chat bot “Larry” after our former executive director, Larry Temple, who passed away last year.

12 Larry appears on the bottom right of every page of the TWC website and is capable of learning what the
13 users need to help them find answers. Larry has grown from answering 20 of the most common
14 questions to over 100. In just 90 days, Larry the chatbot has assisted almost 1.5 million individuals by
15 answering over 6.3 million questions. We continue to grow the capabilities of Larry by analyzing the
16 questions it cannot answer.

17 To bring a new element to citizen engagement, in May 2020, TWC updated Larry to add a “request a
18 callback” feature that not only provided Texans with an improved method for getting assistance, but
19 also relieved stress on call center staff.

20 Texas Association of State Systems for Computing and Communications selected Larry to receive this
21 year’s Project Excellence Award in the *Application of Innovative Tools to Transform the Delivery of Public*
22 *Services* category.

23 **Pandemic/Disaster Unemployment Assistance**

24 TWC is there for Texans in times of need. During FY 2020, we had Tropical Storm Imelda (DR 4466)
25 which produced 163 claims that paid \$438,870.00. The last week payable on this disaster was April 4,
26 2020. The Severe Storms and Flooding disaster (DR 4454) was declared July 17, 2019, with the last
27 payable week January 18, 2020, with only eight claims received and no benefits paid.

28 **Assisting Dislocated Workers**

29 Since Hurricane Harvey, TWC has utilized \$30 million from the DOL for training, career services, and
30 supportive services including childcare, transportation, and other needs for those affected. These funds
31 were also used to assist in the cleanup and rebuilding in 42 of the counties directly affected by the
32 hurricane to allow communities to return to full functionality.

33 TWC also seeks out opportunities to assist workers who have been laid off because of a plant closure or
34 other large dislocation. By leveraging available resources such as National Dislocated Worker Grants,
35 from the U.S. Department of Labor (DOL), TWC can assist with finding employment for workers. In
36 2019, \$6,000,000 was awarded from DOL to TWC and it served over 3,500 participants, provided
37 temporary employment for over 800 participants, and training for over 1,000 participants to restore the
38 Gulf Coast area.

1 **Trade Affected Workers ([Brief summary and link to consolidated](#))**

2 For workers impacted by international competition due to increased imports or outsourcing of U.S. jobs,
3 Trade Adjustment Assistance (TAA) benefits and services are there to assist in helping them find long-
4 term employability. Texans will find resources for retraining, relocation allowances and job search
5 assistance while also gaining access to Trade Readjustment Allowances, Reemployment Trade
6 Adjustment Assistance and Health Coverage Tax Credits. 74% of Workers who completed TAA services in
7 FY 2020 found employment within 6 months after exit.

8 During FY 2020, 183 workers applied for TAA services or benefits and an estimated 1,214 workers
9 participated in TAA-supported training services for occupations such as truck driving, cosmetologist,
10 heating, air conditioning and refrigeration mechanic, welders, network and computer systems
11 administrators and business operations managers.

12 **Migrant Farm Workers**

13 Outreach programs offered by Workforce Solutions offices across the state help migrant seasonal farm
14 workers (MSFWs) receive employment services, supportive services, benefits, protection, counseling,
15 testing and job training referral services. These programs are designed to help MSFWs enhance their
16 employment potential and increase their self-sustainability.

17 Between July 2019 and June 2020, these programs assisted a total of 11,116 MSFWs with much needed
18 services. TWC is especially proud of the work outreach staff completed during the month of March 2020
19 when offices were closing due the COVID 19 pandemic and staff began outreach to MSFWs, employers
20 and community-based organizations virtually. TWC and the 28 Workforce Development Boards served
21 MSFWs by providing workforce services such as job referral and career guidance, virtually through
22 WorkInTexas.com and through in-person assistance by Workforce Solutions staff. TWC and Workforce
23 Solutions staff continue to strive to meet and exceed its DOL's Migrant and Seasonal Farmworker equity
24 indicators to ensure that MSFWs are served at a rate equivalent to or great than the general public.

25 Outreach staff also provided technical assistance to Workforce Boards, center staff and agricultural
26 employers. They provided virtual statewide training for designated USDOL MSFW Significant and
27 Monolingual Workforce Offices in Human Trafficking, Sexual Harassment in the Fields (EEOC), COVID-19
28 Medical Leave Act, Fair Labor Standards Act, OSHA Field Sanitation Laws (USDOL, Wage & Hour Division,
29 Vocational Habitation Texas Agrability Services for agricultural employers and workers, Employment
30 Services and Employment Related Law Complaint Trainings.

31 The State Monitor Advocate (SMA), outreach staff, Boards and other workforce solutions staff continue
32 to innovate and develop unique solutions to provide services to this vulnerable population.

1 **Building Tomorrow's Workforce**

2 Programs that help students prepare for life beyond high school and the high-demand jobs in Texas are
3 critical to the future of the Texas workforce. TWC works closely with the TEA, THECB, local workforce
4 development boards and public-school districts to provide labor market information, career counseling
5 resources and career exploration opportunities for students and their parents. TWC also supports
6 initiatives that encourage students to participate in science, technology, engineering and math (STEM)
7 programs in order to promote pursuit of careers in these in-demand fields. Here are some of the
8 programs TWC supported in FY 2020.

9 **Workforce Career and Education Outreach Specialist Pilot Program**

10 The Workforce Career and Education Outreach Specialist Pilot Program provides career services to
11 students at certain public middle and high schools. Students receive in-depth education and direction on
12 career choices as well as access to up-to-date labor market and career data to direct them towards: 1)
13 high growth, high demand occupations; 2) opportunities and training in middle-skills jobs; 3)
14 apprenticeship training programs; 4) internships; 5) community and technical colleges; and 6)
15 occupations experiencing existing or projected workforce shortages.

16 Since the Texas Workforce Commission awarded \$5,165,488 in funding in FY 2019 to seven local
17 workforce boards, workforce specialists have provided direct counseling to 4,377 students, provided
18 career education to 1,591 teachers and other education partners, and supported 192 students in
19 entering internships.

20 This program supports the achievement of Texas' goals outlined in the November 2016 Tri-Agency
21 Report. Currently, there are 30 local Workforce Career Specialists working in 170 area middle and high
22 schools (grades 6-12) with over 75,000 students participating in career education opportunities offered
23 by the specialists.

24 **Texas Career Signing Day**

25 Texas CTE Signing Days encourage partnerships and articulation agreements between high schools and
26 community/technical colleges and registered apprenticeship programs. These partnerships allow for
27 college affordability with an emphasis on preparing students, who are the future workforce of Texas, for
28 promising careers.

29 **Texas Pathways to Reentry**

30 Ex-offenders can find career pathway options through the "Texas Pathways to Reentry" project which
31 uses a combination of basic skills, technical skills, and post-secondary opportunities toward successful
32 employment in high demand sectors in South Texas. Utilizing a 39-month grant from the U.S.
33 Department of Labor (DOL) in the amount of \$1,225,502 ex-offenders living in or returning to Cameron,
34 Hidalgo and Willacy Counties may be individually assessed to determine risks, needs, and barriers
35 related to employment. Participants Case managers will use the assessments to develop an overall
36 career pathway and service strategy. Services will also be structured to address the specific barriers
37 identified during the assessment process.

1 The “Texas Pathways to Reentry” project will serve a minimum of 153 individuals. The beneficiaries of
2 the grant are ex-offenders living in or returning to Cameron, Hidalgo and Willacy Counties.

3 **Dual Credit**

4 Programs that respond to industry demands for skilled workers in technical fields, while helping high
5 school students prepare for employment or education opportunities, are essential to meeting the needs
6 of both our workforce and our employers. To address this, TWC partners with public community, state
7 and technical colleges under an agreement with Texas Independent School Districts to expand dual-
8 credit and career and technical education (CTE) programs through the Skills Development Funds. Funds
9 are awarded to support, create and expand dual-credit and CTE programs that are highly technical in
10 nature, address local demands for high-skill, in-demand and high-wage industries, and allow high school
11 students to complete college credit hours.

12 In FY 2020, TWC Commissioners authorized \$7,020,612 to support projects to purchase, repair or
13 replace equipment used to support new or existing dual-credit and CTE programs in Texas schools.

14 **Externship for Teachers Initiative**

15 The Externship for Teachers program unites workforce, industry and education representatives to
16 promote an effective workforce system. During the summer, teachers are assigned to a partner business
17 and shadow workers to help them better understand work-based applications of what they teach. This
18 experience is designed to strengthen the connection between business and education, helping teachers
19 learn what skills are critical to small and large businesses and promoting lesson plans that demonstrate
20 how classroom skills are used at work. Externships take place within various industries such as
21 engineering, manufacturing, construction and health care industries.

22 **Apprenticeships and Trades**

23 *Apprenticeship Training*

24 TWC’s Apprenticeship Training Program helps prepare and train individuals for highly skilled jobs and
25 life-long careers in over 1,300 possible trade or craft occupations with competitive wage opportunities.
26 Providing structured on-the-job learning in emerging industries such as construction, manufacturing,
27 automotive, early education, information technology, energy, and telecommunications, the program
28 provides valuable skills and work experience and connects job seekers with employers. Generally,
29 apprentices are full-time, paid employees who earn while they learn.

30 Registered Apprenticeship combines hand-on training under the supervision of experienced journey
31 workers with related classroom instruction. Most of these training programs last from two to five years,
32 as determined by industry standards approved by the Department of Labor – Office of Apprenticeship.

33 TWC grants funds to local public education institutions, including community/technical colleges and
34 public school districts, and to apprenticeship committees to support the costs of related classroom
35 instruction to registered apprenticeship training programs.

36 In FY 2020, TWC was able to meet their target goal and support more than 6,860 individuals in
37 Registered Apprenticeship training programs. For the FY 2020/FY 2021 biennium, TWC received

1 additional funding (\$1.3 million) from the Texas Legislature, as authorized in Texas Education Code,
2 Chapter 133. For FY 2021, the performance target increases to 7,685 individuals served.

3 In June 2020, TWC updated its Apprenticeship Training Program Administrator’s Guide to implement
4 grantee roles and responsibility changes. In addition, TWC updated its Apprenticeship Training Program
5 guidance webinars regarding grantee compliance, reporting requirements, and support documentation
6 for eligibility.

7 *Industry-Recognized Apprenticeships*

8 Apprenticeships enable job seekers to start working and earn a wage while they gain qualifications to
9 meet industry standards that will lead to rewarding, life-long careers. By coordinating training with local
10 businesses and companies, workers gain the exact skills employers need to grow and be competitive.
11 Industry-Recognized Apprenticeship Programs (IRAPs) supplement the existing registered
12 apprenticeship system with a flexible, industry-led model—one that is capable of rapidly increasing the
13 availability of apprenticeships in industries that do not currently have widespread apprenticeship
14 opportunities.

15 In June 2020, TWC applied to become a Standards Recognition Entity (SRE) to oversee the development
16 of high-quality IRAPs which requires a demonstrated history showing the capacity and quality-assurance
17 processes and procedures needed to monitor IRAPs and recognize whether IRAPs are high quality.

18 House Bill (HB) 2784, 86th Texas Legislature, Regular Session (2019), amended Chapter 302, of the Texas
19 Labor Code, by adding Subchapter I, creating the Texas Industry-Recognized Apprenticeship Programs
20 Grant Program (IRAPGP) to address Texas’ immediate industrial workforce needs resulting from the
21 impact of hurricanes, other natural disasters, and overall workforce shortages.

22 *Building Construction Trades*

23 The Building and Construction Trades initiative provides training to individuals eighteen years of age and
24 older to prepare them for employment in high demand building construction trade occupations
25 recognized by the North American Industry Classification System (NAICS). Four awards totaling \$735,761
26 were granted in 2019 and will continue to be active into 2021. Grantees anticipate enrolling a combined
27 320 trainees with an expected completion rate of 83 percent.

28 In 2021, TWC is updating the Request for Applications (RFA). One such change will include a specific
29 focus on improving the training outcomes for Opportunity Youth – those youth that are unemployed or
30 not in school. The RFA will include performance outcomes designed to incentivize the completion of key
31 benchmarks such as certification and employment attainment.

32 *Apprenticeship Texas Expansion Grant*

33 Apprenticeships have a proven track record of success and by expanding and implementing the
34 Registered Apprenticeship (RA) program TWC is working to continue promoting apprenticeships as a
35 leading talent development strategy.

36 Since July 2019, TWC has received \$14.4 million in Apprenticeship State Expansion grants from DOL.
37 These funds are being used for improvements and innovations to RA programs, develop infrastructure,
38 conduct media campaigns, increase, expand, and integrate RA programs with new industries and impact

1 other significant policy issues. In addition, these funds are being used to promote, support, and
2 encourage diversification of RA programs by outreaching underrepresented populations.

3 TWC works to be an effective steward of the funding and continues to meet or exceed all performance
4 standards. As of August 31, 2020:

- 5 • Number of employers engaged is 656 with a goal of 750;
- 6 • Number of new apprentices registered is 2,374 with a goal of 1,902; and
- 7 • Number of underrepresented populations served--specifically, women served--is 436 with a goal
8 of 60.

9 In FY 2017, TWC and THECB collaborated to create crosswalks between apprenticeship programs in
10 Texas and in-state institutions of higher education. The crosswalks provide a more efficient and effective
11 means for community colleges to work with DOL Registered Apprenticeships in providing college credit
12 or continuing education units once an individual completes the RA training program. TWC will continue
13 to develop additional crosswalks for more occupations as needs are identified as part of the Tri-Agency's
14 recommendation to create stackable program opportunities.

15 *Other Expansion Activities*

16 In FY 2019, TWC approved the Registered Apprenticeship Expansion Board Award to recognize local
17 workforce Boards for their achievements in developing, implementing, and expanding RA programs. The
18 award honors local workforce Boards that have engaged employers to develop new or to expand the
19 occupations of RA programs and/or recruit new apprentices. Workforce Boards were eligible to receive
20 up to \$100,000. Three awards were distributed through a nomination and review format. The first three
21 awards were presented to Workforce Solutions Gulf Coast, Workforce Solutions Capital Area, and
22 Workforce Solutions of Central Texas during the 23rd Annual TWC Conference. For FY 2021, these
23 awards will be non-monetary.

24 Since 2016, TWC has received approximately \$18 million in DOL Apprenticeship USA State Expansion
25 Grants to fund the ApprenticeshipTexas Expansion Grant project.

26 *SPOTLIGHT: Apprenticeships in Nontraditional Workplaces.*

27 *FY 2020 saw RA training models expand to workforce professionals with the development of Workforce
28 Solutions of Central Texas' (WSCT's) nontraditional RA program for the occupation of Workforce
29 Development Professional. WSCT launched its first cohort with 76 registered apprentices and will make
30 the curriculum available to other workforce Boards as part of its expansion/best practices efforts. WSCT
31 will also mentor others on how to develop RA programs.*

32 *Texas also saw new occupations developed under South Texas College's (STC's) Program in the brewery
33 industry—specifically, professional brewer and production management for craft breweries. College
34 students will have the opportunity to receive an American Brewers Guild-certified education in
35 fermentation through the new STC brewery apprenticeship program.*

36 *Adaptive Construction Solutions, Inc. (ACS) of Houston launched its youth apprenticeship pilot program
37 with a focus on foster youth and other youth populations with barriers to employment. The pilot is*

1 *designed to provide young adults comprehensive pathways out of poverty through access to immediate*
2 *jobs with livable wages and training and mentoring from industry experts.*

3 **Jobs and Education for Texans**

4 To make sure our workforce is trained to be ready and competitive in the Texas job market, the Jobs and
5 Education for Texans (JET) grant program exists to assist public community, state and technical colleges,
6 and independent school districts (ISDs) with purchasing and installing equipment necessary for the
7 development of career and technical education courses or programs that lead to a license, certificate or
8 post-secondary degree in a high-demand occupation.

9 In FY 2020, TWC awarded 41 JET grants (12 to colleges and 29 to ISDs) with an average award of
10 \$201,490. The equipment provided through these funds will be used to train at least 6,898 students for
11 jobs in high-demand occupations.

12 The JET grant program was allocated \$16 million for the FY 2020-2021 biennium to defray start-up costs
13 associated with the development of career and technical education programs.

14 **Pre-Employment Transition Services**

15 For students with disabilities building employment skills, gaining work experience, discovering career
16 preferences and communicating their job accommodation needs, helps to position them for long-term
17 successful employment. As part of the Vocational Rehabilitation program, Texas Workforce Solutions-
18 Vocational Rehabilitation Services (TWS-VRS) provides pre-employment transition services (Pre-ETS) to
19 students with disabilities to help them make a smooth transition from school to postsecondary
20 education or employment.

21 In partnership with Texas A&M's Center on Disability and Development, a Pre-ETS curriculum is being
22 developed with the goal of making it available to schools to adopt as an elective. This curriculum will be
23 evidence-based and field tested with the goal of bringing more in-depth Pre-ETS instruction to schools in
24 a ready-made package. The curriculum is scheduled to be completed in 2022.

25 Pre-employment transition services can begin as early as age 14 and continue to age 22. Services are
26 delivered in five categories as designated through the federal Workforce Investment and Opportunity
27 Act (WIOA). They are:

- 28 1. Career Exploration
- 29 2. Work-Based Learning
- 30 3. Counseling on Post-Secondary Opportunities
- 31 4. Workplace Readiness, and
- 32 5. Self-Advocacy.

33 TWC-VRS provides these services in partnership with independent school districts, education service
34 centers, colleges and universities, local workforce development boards, employers, community
35 rehabilitation programs, and other community partners.

36 Other Pre-ETS initiatives are Explore STEM!, weeklong summer camps (held virtually this year) for
37 students with disabilities that focuses on career exploration activities in science, technology,

1 engineering and/or math (STEM) fields, and Charting the Course, a partnership between VR and the
2 Education Service Centers (ESCs) that brings transition information and planning tools to parents and
3 students through events across the state.

4 Another effort got underway in FY 2020 to support more students with disabilities with career-focused
5 content. In partnership with the University of Texas at Austin, a web tool is being developed to help
6 families navigate the transition process for students with and without disabilities. The objective of the
7 tool is to provide information that is not currently available or is hard to find in a tool that is easy to use
8 and is grade-level specific. This may include topics such as postsecondary exploration, career
9 exploration, developing soft skills and independent living skills, and financial literacy.

10 **Services for Individuals who are Blind or Visually Impaired**

11 *Vocational Rehabilitation – Older Individuals Who Are Blind (VR-OIB)*

12 Living independently allows individuals who are blind to maintain his or her freedom, confidence and
13 continue with daily routines in life. Vision loss happens frequently with age and can affect the
14 independent living of older individuals. Some individuals need minor assistance or guidance to maintain
15 their lifestyle while others need more significant services. The Vocational Rehabilitation - Older
16 Individuals Who Are Blind (VR-OIB) program serves Texans who are 55 or older that are experiencing
17 significant vision loss or blindness to regain confidence and live independently.

18 VR-OIB services are designed to assist individuals adjust to the disability of blindness or visual
19 impairment based on their specific needs. These services may include counseling and evaluations about
20 vision loss; information and referral to community resources; assistive technology; diabetes education;
21 and independent living skills training, which may include training in orientation and mobility and daily
22 living skills.

23 VR-OIB includes more than 14 highly specialized staff with knowledge and skills in vocational
24 rehabilitation, psychology, disabilities of deaf-blindness, braille, and assistive technologies. VR-OIB
25 works in partnership with community organizations such as the Area Agency on Aging (AAA), Centers for
26 Independent Living (CIL's), faith-based organizations, Aging and Disability Resource Centers (ADRC's),
27 ophthalmologists, optometrists and Senior Community organizations, as well as with the nationally-
28 based American Council for the Blind (ACB) and the National Federation of the Blind (NFB).

29 In FY 2020, the VR-OIB program served 1,851 individuals, which exceeded an expected goal of 1,848,
30 despite the challenges due to the COVID-19 pandemic.

31 *Business Enterprises of Texas*

32 Business Enterprises of Texas (BET) helps Texans who are blind or visually impaired operate food service
33 or food vending businesses. BET makes sure this valuable workforce has access to training for careers
34 and provides employment opportunities on state, federal and private properties. Approximately 105
35 licensed managers are currently self-employed through BET, who employ an estimated 1,300 Texans,
36 including over 140 who have disabilities. Referrals to BET are made through the Vocational
37 Rehabilitation program. BET plans to open three new food service facilities in Austin over the next two
38 years.

1 BET is a federally sponsored, state-administered program that TWC took over in 2016 as it transferred
2 with other programs previously overseen by the Department of Assistive and Rehabilitative Services.

3 *Criss Cole Rehabilitation Center*

4 The Criss Cole Rehabilitation Center (CCRC) is an innovative, residential vocational rehabilitation training
5 facility that serves adults who are legally blind or deafblind by helping them learn alternative techniques
6 to prepare for, find or retain employment, attend a college, university or trade school, and live
7 independently in the community.

8 CCRC is named in honor of Judge Criss Cole, who lost his sight while serving as a Marine during World
9 War II. As a member of the Texas House of Representatives from 1955 to 1962, and the Texas Senate
10 from 1963 to 1970, he was instrumental in improving state services for all people with disabilities.

11 During FY 2020, CCRC served 251 students with 190 successfully graduating the training program. CCRC's
12 graduating class May was conducted virtually. CCRC also improved its intake process to include
13 identification of students who are deafblind prior to their enrollment. Students are better served if they
14 are equipped with hearing aids and other assistive devices prior to beginning their training at the
15 Center, which in turn affords them a better training experience as well as a shorter training time.

16 **Texas HireAbility**

17 TWC is committed to connecting Texans with disabilities with opportunities to contribute their
18 significant skills and abilities to the workforce of Texas. The Texas HireAbility campaign is a statewide
19 effort to raise awareness about the benefits of hiring people with disabilities and highlighting their
20 contributions to the workforce.

21 Texas HireAbility includes a business forum attended by employers, business leaders, HR professionals,
22 business owners, and those who manage employees to share best practices from business leaders, state
23 agencies, and vocational rehabilitation partners. In FY 2020, the Texas HireAbility Forum was held in El
24 Paso and the event hosted the [Governor's Committee's Lex Frieden Employment Awards](#) and debuted
25 the "We Hire Ability" decal design for the employer recognition program, which will launch in early
26 2021.

27 The We Hire Ability employer recognition program will recognize employers who are creating inclusive
28 workplace cultures and whose workforce includes individuals with disabilities in an integrated
29 workplace, and in which they comprise at least 10 percent of the employer's Texas-based workforce.

30 The Texas HireAbility campaign, now in its fourth year, is a partnership with the Texas Governor's
31 Committee on People with Disabilities and Texas Workforce Solutions board partners, and it coincides
32 with October's statewide and National Disability Employment Awareness Month. This month features
33 hiring and disability awareness events across the state, as well as online resources for Texas employers.

34 FY 2020 also marked the 30th Anniversary of the Americans with Disabilities Act. VR joined partners
35 across the state to celebrate the in a virtual celebration viewed by more than 700 attendees.

1 **Helping Veterans Transition to Civilian Life**

2 TWC's initiatives for veterans encourage Texas employers to hire veterans for a wide range of
3 occupations that capitalize on the leadership abilities, training and experience gained through service to
4 our country. Through the Texas workforce system, which includes TWC, the Texas Veterans Commission
5 and the local workforce development boards, 39,800 veterans and other eligible persons received
6 employment services in FY 2019. TWC also actively recruits veterans to work for the agency. Among the
7 agency's 5,125 employees, 11.53 percent are veterans.

8 TWC is one of the 22 state agencies or departments that comprise the Texas Coordinating Council for
9 Veteran Services (TCCVS) chaired by the Texas Veterans Commission (TVC). TWC's Texas Veterans
10 Leadership Program (TVLP) and/or Vocational Rehabilitation Program (VR) staff members participate in
11 the 10 different workgroups that focus on specific policy areas affecting veterans, service members and
12 their families. The workgroups identify unmet needs, provides background information and make
13 recommendations in a report to the TCCVS which is submitted to the Texas Legislature even numbered
14 years prior to the start of legislative session.

15 For the 2020 TCCVS Report, TVLP and VR staff identified numerous bills passed related to occupational
16 licensing for military service members, military spouses and veterans over the past couple of sessions.
17 The employment workgroup provided recommendations to the TCCVS that would create a webpage on
18 the Governors Veterans Portal, listing the licensing bodies, the occupations they license and requiring
19 the licensing bodies to provide a direct link to their webpage outlining the licensing process.

20 To facilitate the transition from military life to civilian, Military branches offer multiple training and
21 internship programs for transitioning service members, including online offerings. Programs such as the
22 U.S. Department of Defense Skillsbridge program and internship programs are examples where
23 transitioning service members can seek out training and employment as Automotive Service
24 Technicians, Project Management Professionals, Lean Six Sigma Practitioners, Computer Network
25 Support Specialists, and Law Enforcement Officers. Most transitioning service members are completing
26 their requirements by attending on-line training and receiving services virtually from transition center
27 counselors at TWC and TVC.

28 Federal legislation was signed into law that allows that the U.S. Department of Veteran Affairs to pay a
29 veteran's full monthly housing allowance under the Post-9/11 GI Bill beneficiaries, if a transitioning
30 service member is participating in classes online during the COVID-19 pandemic. The Post-9/11 GI Bill
31 continues to expand and provide benefits for the following types of programs:

- 32 • Undergraduate and graduate degrees
- 33 • Vocational, technical training and non-college degree programs
- 34 • On the job training and apprenticeships
- 35 • Entrepreneurship training
- 36 • Flight training
- 37 • Test fees (reimbursement)

1 **Texas Veterans Leadership Program**

2 The Texas Veterans Leadership Program (TVLP), established in 2008, is a resource and referral network
3 for veterans from Iraq and Afghanistan who are transitioning back into civilian life. This program puts
4 special attention on those individuals facing specific or complex challenges as they reintegrate into the
5 workforce.

6 TVLP employs 17 Veterans Resource and Referral Specialists (VRRSs) across the state, in addition to
7 three who work at the Transition Centers on military installations who outreach veterans and
8 transitioning service members to ensure that they are directed to any help they need as they return to
9 work. All VRRSs were Iraq or Afghanistan service members, so they understand the unique needs these
10 individuals are facing.

11 Usually, the TVLP partners with the Texas American Legion and Texas Veterans of Foreign Wars (VFW) to
12 conduct 3 veteran job fairs annually, however this year the fairs were cancelled due to the COVID-19
13 pandemic. To combat veteran unemployment though, The National American Legion contacted the TVLP
14 asking for assistance in conducting a statewide Virtual job fair in September 2020. The TVLP coordinated
15 with workforce partners, the Texas Veterans Commission, Workforce Boards, military installations and
16 Texas employers to establish the framework for the job fair.

17 TVLP staff have also become proficient in working Unemployment Compensation issues pertaining to
18 veterans. TVLP staff have provided assistance to Texas Veterans filing for or having problems with their
19 Unemployment Compensation claims.

20 TVLP is available to veterans and who have participated in:

- 21 • OEF—Operation Enduring Freedom (Afghanistan)
- 22 • OIF—Operation Iraqi Freedom (Iraq)
- 23 • OND—Operation New Dawn (Iraq)
- 24 • OFS—Operation Freedom’s Sentinel (Afghanistan)
- 25 • OIR—Operation Inherent Resolve (Syria and Iraq)
- 26 • ORS—Operation Resolute Support (Afghanistan)
- 27 • CJTF HOA—Combined Joint Task Force Horn of Africa

28 Since July 2008, TVLP has contacted 37,694 and has provided services to 33,832
29 OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA veterans. Although not the primary focus, TVLP also assists non-
30 OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA veterans, if assistance is requested. The total number of Texas
31 veterans assisted is 34,121.

32 **College Credit for Heroes (Brief summary and link to consolidated)**

33 The goal of College Credit for Heroes (CCH) program goal is to eliminate obstacles to licensing,
34 certification and accreditation attainment, and degree awards to veterans and service members for their
35 military experience in order to expedite their transition into the Texas workforce.

36 Texas institutions value student veterans on their campuses and want to work on their behalf to award
37 academic credit for their military training and education. In November 2019, TWC partnered with CCH
38 Texas institutions to create a more robust and cohesive CCH program. In February 2020, TWC

1 announced a new grant, the College Credit for Heroes Capacity Building Program. This grant will assist
2 Texas institutions in developing or improving an operational integrated system for evaluating military
3 transcripts. The new College Credit for Heroes Capacity Building grant will last for a period of two years
4 which includes a 12-month planning period followed by a 12-month implementation pilot period.

5 To date, 18 Texas colleges and universities have been awarded 39 grants, resulting in the creation of 91
6 acceleration curricula courses in fields such as emergency medical services, surgical technology,
7 respiratory therapy, health information technology, nursing, cybersecurity, information technology,
8 advanced manufacturing, and logistics.

9 Recently, there has been a significant increase in awarding academic credit to service members and
10 veterans in part due to some Texas institutions of higher education using the American Council of
11 Education (ACE) online guide to evaluate military courses for academic credit. The guide lists
12 recommended credit units in academic disciplines as well as required learning outcomes, topics of
13 instruction, and related competencies.

14 TWC and THECB are working together to develop a website that will list the course equivalencies that
15 are available for veterans and service members. Equivalencies and academic programs submitted to
16 meet legislative requirements will be listed on this website. Once the website is complete, the interface
17 will be accessible to Texas CCH partnering institution representatives to add or modify equivalencies and
18 applicable academic programs. This allows veterans to compare multiple institutions and determine
19 their best option for enrolling in a postsecondary degree program.

20 For more information about CCH, click [here](#) for a direct link to the CCH annual report.

21 **Hiring Red, White & You!**

22 Hiring Red, White, and You (HRWY) events have occurred annually for the past 8 years. It is estimated
23 that there are 1.7 million total veterans in Texas, of which 967,000 are working or actively seeking work.
24 By holding HRWY job fairs across the state, Texas employers can more easily connect to this highly
25 qualified group of servicemen and servicewomen across the state.

26 TWC hosted the 8th annual statewide HRWY job fair on November 7, 2019 in cooperation with the 28
27 Boards, Texas Veterans Commission (TVC), the Texas Medical Center, and Governor Greg Abbott. Over
28 14,450 job seekers and over 2,225 employers attended the statewide job fairs.

29 The 9th annual Hiring Red, White, and You Veteran statewide hiring event is scheduled to be held on
30 November 5, 2020. Multiple events will be held through virtual platforms throughout the state, with
31 certain in-person services and resources available at some sites.

32 Since 2011, Hiring Red, White and You has connected more than 98,600 job seekers, including 38,925
33 veterans and spouses, with 16,650 employers resulting in over 2,700 same-day hires.

34 **Resources for Veterans**

35 *Online Resources for Veterans*

36 TWC has several online tools to help service members and veterans transition to civilian life.

37 TexasSkillsToWork.com helps veterans translate their military experience, training and skills into

1 language that employers can understand. Veterans provide information about their military experience
2 and training and receive skills statements that can be used in developing a résumé. The tool also allows
3 veterans to match their specific skills to job listings in the region and city of their choosing.

4 TWC's Just for Veterans page lists information on TWC's Veteran Programs and provides links to more
5 in-depth information on veteran employment and education programs.

6 *Veteran's Network*

7 The Veteran's Network initiative creates opportunities for organizations to share referral and service
8 information for the coordination of Veterans' services across the state. In FY 2020, TWC awarded two (2)
9 grants totaling \$4,000,000 to community-based organizations (CBOs) who have demonstrated
10 organizational experience in providing coordinated veteran's services. Grantees will host more than
11 1,000 network building events, provide 128 trainings and workshops, make 250,000 referrals, serving
12 more than 70,000 Texas veterans.

13 **Texas Operation Welcome Home**

14 The Texas Operation Welcome Home program is designed to better meet the education, training, and
15 employment needs of transitioning service members, recently separated veterans, and military spouses
16 in Texas. Texas Operation Welcome home was created after Governor Greg Abbott established the Tri-
17 Agency Workforce Initiative which, in conjunction with 28 Boards, TVC, and military installations, assess
18 local economic activities, examine workforce challenges and opportunities, and consider innovative
19 approaches to meeting the state's workforce goals.

20 **TexasOperationWelcomeHome.com**

21 Launched in FY 2017, TexasOperationWelcomeHome.com includes information and web links to several
22 employment and training initiatives for transitioning service members, recently separated veterans and
23 military spouses. The web portal also includes information for employers seeking to hire veterans due to
24 the values, skills, training and experiences they possess.

25 **Welcome Home Texas Transition Alliance**

26 The Welcome Home Texas Transition Alliance is a group of stakeholders who highlight the types of
27 training, certifications, or licensures transitioning service members and military spouses are seeking.
28 They assess and identify gaps in services for the Texas workforce system partners to address.

29 The Welcome Home Texas Transition Alliance meet on a quarterly basis to discuss best practices, cross-
30 train on one another's programs, collaborate on addressing the needs of transitioning service members,
31 and facilitate ongoing coordination to improve employment outcomes.

32 **Military Family Support Program**

33 The Military Family Support Program provides military spouses with enhanced job search assistance,
34 assessment of skills, labor market information, résumé writing, and interview skills. Currently, there are
35 eight military installations throughout the state that participate in the program. During FY 2020,
36 Workforce Solutions Central Texas was given no-cost office space at the Fort Hood Army Community
37 Services building to work with military spouses. This on-site office space will allow Workforce Solutions

1 Central Texas to outreach and assist a greater number of military spouses and strengthens the
2 partnership between the Texas Workforce System and Fort Hood.

3 Military Family Support Pilot Program Highlights:

- 4 • Assisted 455 military spouses with career skills and enhanced employment services, including
5 résumé writing and interviewing techniques
- 6 • Enrolled 140 military spouses in job certification training
- 7 • Connected 144 military spouses to employment
- 8 • Outreached 247 employers to support and hire military spouses

9 **Skills to Transition Program**

10 The Skills for Transition Program provides transitioning veterans access to training in demand
11 occupations such as Heavy Equipment Operator, Computer Network Support Specialist, Network
12 Computer Systems Administrator, Automotive Service Technician, Pharmacy Technician, and others at
13 local community colleges working in partnership with local Workforce Solutions offices and local military
14 installations.

15 Through Skills Development Fund grants this program offers transitioning service members:

- 16 • Training up to \$2,750 per trainee made available to participants deemed eligible for
17 participation.
- 18 • Training programs for those high-demand and in-demand occupations identified and verified by
19 the Board.
- 20 • Short-term certificate or licensure attainment, the goal of the program.
- 21 • Funding used to pay for certification exams for participants who successfully complete training
22 or have acquired the necessary knowledge and skills, through military experience, for these
23 certifications.

24 As of July 31, 2020, more than 500 transitioning service members have enrolled in the Skills for
25 Transition Program.

26 **We Hire Vets**

27 We Hire Vets is an employer recognition program that recognizes Texas employers for their
28 commitment to hiring veterans. Employers whose workforces are composed of at least 10 percent
29 military veterans are eligible to receive a “We Hire Vets” employer recognition decal to display on their
30 storefronts and an electronic decal to display on their websites. Employers who qualify for the We Hire
31 Vets program also receive a letter signed by the Chair of TWC’s three-member Commission and the
32 Chair of TVC.

33 We Hire Vets, sponsored by TWC and TVC, has issued 646 We Hire Vets decals and letters to Texas
34 employers. The Commissioner Representing Employers recognizes employers who participate in the We
35 Hire Vets program. Several We Hire Vets ceremonies have been conducted in cities across the state,
36 including El Paso, Killeen, and Houston.

1 Program staff continue to conduct employer outreach virtually and have issued digital and physical We
2 Hire Vets decals. Program staff are planning virtual We Hire Vets recognition ceremonies during
3 upcoming virtual Texas Conferences for Employers. Additionally, Commissioner Demerson is looking at
4 conduct a virtual employer conference to discuss best practices in hiring veterans. The We Hire Vets
5 along with DOLVETS Hire Vets Medallion Program will also be discussed.

6 Below is a list of some of the employers that are participating in the We Hire Vets program:

- 7 • Airbus Helicopters, Inc.
- 8 • Azbell Electronics, Inc.
- 9 • City of Jarrell Police Department
- 10 • Fort Hood Area Habitat for Humanity
- 11 • DynCorp International
- 12 • United States Gypsum Sweetwater Plant
- 13 • Recruit Veterans
- 14 • SENTRY SIX Defense Group, Inc.
- 15 • Social Security Administration
- 16 • Tatitlek Training Services
- 17 • XETX Business Solutions
- 18 • Texas Workforce Commission
- 19 • Travis County Veterans Service Office
- 20 • Virtual Service Operations
- 21 • Workforce Solutions Middle Rio Grande
- 22 • Dynamic Workforce Solutions dba Workforce Solutions East Texas

23 **Veteran's Workforce Outreach Initiative**

24 The Veterans Workforce Outreach Initiative is designed to assist hard-to-serve veterans who are not
25 currently receiving services through Workforce Solutions Offices, address employment barriers faced by
26 hard-to-serve veterans and reintegrate hard-to-serve veterans into meaningful employment.

27 Under the guidance of a case manager, employment challenges are addressed, and resources accessed
28 to help veterans overcome challenges to employment. Veterans benefit from a range of services, which
29 may include:

- 30 • Assessments;
- 31 • Job development and job placement;
- 32 • Individual case management services, including guidance, encouragement, and resources;
33 and
- 34 • Support services such as transportation; rent and utility assistance; mental health
35 assistance, including clinical counseling; wheelchairs, crutches, and medical beds; food
36 assistance; and financial assistance.

37 TWC conducted a competitive procurement to solicit applications for the provision of services to hard-
38 to-serve veterans who have one or more barriers to employment, such as homelessness; a history of
39 substance abuse; physical, mental, or learning disabilities; post-traumatic stress disorder; ex-offender

1 status; or recent discharge from military duty. One grantee, American GI Forum, was awarded WIOA
2 statewide funds and then implemented the program in San Antonio, Houston, the Dallas/Fort-Worth
3 metro area, and El Paso, Texas.

4 From February 2019 to January 2020, the project provided 421 individual veterans with assessment
5 services, enrolling 335 into the program. Of those enrolled, 182 were placed into employment with a
6 wage rate of \$14.89 per hour.

1 **Assisting Targeted Populations**

2 **Foster Youth and transitioning adults**

3 TWC continues to support foster youth in Texas by subsidizing transition centers that serve both current
4 and former foster youth, ages 14 to 26. Transition centers offer these at-risk young Texans life-skills
5 classes, mentoring opportunities and support services through an all-in-one assistance system. These
6 services help foster youth build skills for self-sufficiency and independence, equipping them with a
7 network of support, better preparing them for education and employment opportunities, and the
8 successful transition into adulthood. Case management services and financial support for foster youth
9 served by these transition centers is provided by the Texas Department of Family Protective Services'
10 Preparation for Adult Living program. Funding provided by TWC supports one full-time center employee
11 to facilitate communications and services between foster youth and workforce solutions offices.

12 **Choices Employment Assistance Program**

13 "Choices" is Texas Workforce Commissions Employment and Training Program for Temporary Assistance
14 for Needy Families (TANF) recipients. The Choices program operates under a work first service model
15 with the goal of its participants securing unsubsidized employment at the earliest opportunity, while
16 receiving TANF assistance. Workforce Solutions staff provide job referrals and job search assistance
17 using the WorkInTexas.com job matching networking system.

18 One or both adults in a two-parent household are responsible for meeting the family's mandatory work
19 requirement. Participants applying for cash assistance from the Texas Health and Human Services
20 Commission (HHSC) throughout the delivery of benefits and employment services, Choices individuals
21 receive a consistent message:

- 22 • Government assistance is temporary
- 23 • Texans are responsible for the support of themselves and their families
- 24 • Employment is the goal

25 Prior to the COVID-19 pandemic the full work rate for CHOICES was 54%. During FY 2020, 11,905
26 individuals received employment services through TWC's TANF Choices program.

27 **Supplemental Nutrition Assistance Program Employment & Training**

28 The Supplemental Nutrition Assistance Program (SNAP) Education and Training (E&T) program is
29 designed to help SNAP recipients obtain regular employment and reduce their dependency on public
30 assistance. Eligible SNAP individuals receive employment services through local Workforce Solutions
31 offices and contractors, including assistance with job searches, vocational education and training,
32 transportation, and dependent care needs.

33 As a result of pandemic operations, Boards developed new and innovative ways of serving SNAP E&T
34 customers and as result, virtual services will likely continue once the pandemic has subsided to provide
35 more flexibility for SNAP E&T customers.

36 During FY 2020, more than 20,119 individuals eligible for SNAP benefits participated in the TWC's SNAP
37 E&T program. Effective October 1, 2020, TWC will reinstate the SNAP E&T work requirement for Able
38 Bodied Adults Without Dependents (ABAWDs) and resume outreaching all ABAWDs. Texas will utilize

1 the ABAWD waiver to allow good cause for ABAWDs who do not comply with program requirements for
2 COVID-19 related reasons.

3 **NCP Choices Program**

4 The Noncustodial Parent (NCP) Choices Program targets workforce assistance to unemployed or
5 underemployed NCPs who are behind on their child support payments and whose children are current
6 or former recipients of public assistance. The program is a collaboration between TWC, the Texas Office
7 of the Attorney General, local workforce development boards and family court judges.

8 In FY 2020, more than 2,000 Texas parents received assistance from the NCP Choices program, and \$2.6
9 million in child support payments was collected from NCPs enrolled during the year. The program
10 currently operates in 21 local workforce board areas. To date, more than 43,000 NCPs have been
11 ordered into the program and more than \$617 million has been collected in child support since 2005.

1 **Ensuring Program Integrity, Efficiency & Compliance**

2 **Career Schools & Colleges**

3 Career schools, privately owned institutions offering classroom or online training with varying costs and
4 programs, are required by Texas law to obtain a Certificate of Approval or Letter of Exemption to
5 operate or solicit students in Texas, and TWC is charged with regulating the operations of both licensed
6 and unlicensed career schools.

7 TWC performs its regulatory functions by monitoring career schools' compliance with state law,
8 including their ability to meet criteria regarding faculty qualifications, quality of facilities, class size,
9 student completion rates, student employment rates, and more. TWC is also charged with investigating
10 complaints filed by students and reports of unlicensed schools while providing assistance to students
11 who are affected by unexpected career school closures. When a career school closes and displaces its
12 students, TWC partners with the Texas Higher Education Coordinating Board to provide assistance.
13 Affected students receive help obtaining their educational records and are provided with information
14 about potential opportunities to transfer to other schools to complete their education. As of the
15 September 1, 2020, the Career Schools and Colleges program actively regulates 632 schools.

16 **Regulatory Integrity Services**

17 The Regulatory Integrity Division (RID) is tasked with preventing, identifying and stopping fraud, waste,
18 and abuse through enforcement of all oversight, monitoring, and audit requirements of the programs
19 under TWC's purview.

20 As technology's pace continues to rapidly evolve, TWC has continued to make it a top priority to further
21 enhance technology efforts to combat Unemployment Insurance (UI) identity theft (IDT) fraudulent
22 claims. Identity theft in the state's unemployment program has become large in scope and
23 sophistication.

24 Since 2014, TWC has leveraged data analytics technology to prevent ID theft in the UI system. In FY
25 2020, TWC employed an in-house developed machine learning/artificial intelligence tool enabling TWC
26 to prevent paying over \$43 million on over 4,700 fraudulent UI ID theft claims. This enhancement
27 further increased the speed and accuracy of detecting UI identity theft claims, minimizing losses to the
28 Texas UI Trust Fund, avoiding employer mischarging, and preventing Texas wage earners from becoming
29 victims of UI identity theft. Also, in FY 2020, RID reorganized the Office of Investigations by
30 incorporating the Internal Investigations unit to provide a broader range of investigative coverage.

31 **RPI Initiatives**

32 TWC continues to better serve Texas by doing more—more efficiently and effectively—with less effort
33 by applying Rapid Process Improvement (RPI) methods across the agency's business areas. Using
34 Integrated Theory of Constraints and Lean Six Sigma principles, the agency has continued to increase
35 work output and quality. Since inception, TWC has completed 46 projects and staff throughout the
36 agency trained as RPI Practitioners, the agency is accomplishing its mission by bringing products and
37 services to customers better, faster, cheaper and with even higher quality and value. Last year, TWC
38 expanded the team and began work on a new methodology targeted at global system improvement and
39 innovations which is set to be piloted in FY 2021.

1 **Office of Internal Audit**

2 The Office of Internal Audit (OIA) provides independent, objective audit and non-audit services designed
3 to add value and improve TWC’s operations. Internal Audit helps the agency accomplish its objectives by
4 bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk
5 management, control and governance processes across the agency’s business areas.

6 **Tax Department of Misclassification of Workers**

7 Worker misclassification can result in higher taxes for employers who properly classify their workers and
8 can negatively impact misclassified workers. The occupational fields with the majority of misclassified
9 workers included: waste management and remediation services, construction; professional, scientific
10 and technical services; accommodation and food services; transportation and warehousing and health
11 care and social assistance.

12 TWC’s Tax Department actively works with Texas businesses to reduce the impact of worker
13 misclassification as independent contractors or contract labor. The Tax Department finds worker
14 misclassification when conducting employer tax audits and investigations and when processing
15 complaints and unemployment claims for unreported workers.

16 In calendar year 2019, TWC investigations identified more than 50,300 misclassified workers and over
17 \$821 million in unreported misclassified wages.

1 **Local Workforce Development Boards**

2 **List Each Board, Board Expenditure, and # of offices**

3 ALAMO

4 Board Expenditures: \$116,755,619

5 Number of Workforce Solutions Offices: 17

6 210-272-3260 Administrative Office

7 www.workforcesolutionsalamo.org

8

9 BORDERPLEX

10 Board Expenditures: \$48,701,013

11 Number of Workforce Solutions Offices: 8

12 915-887-2600 Administrative Office

13 www.borderplexjobs.com

14

15 BRAZOS VALLEY

16 Board Expenditures: \$15,621,425

17 Number of Workforce Solutions Offices: 7

18 979-595-2800 Administrative Office

19 www.bvjobs.org

20

21 CAMERON

22 Board Expenditures: \$33,700,031

23 Number of Workforce Solutions Offices: 4

24 956-548-6700 Administrative Office

25 www.wfscameron.org

26

27 CAPITAL AREA

28 Board Expenditures: \$43,413,552

29 Number of Workforce Solutions Offices: 4

30 512-597-7100 Administrative Office

31 www.wfscapitalarea.com

32

33 CENTRAL TEXAS

34 Board Expenditures: \$27,632,860

1 Number of Workforce Solutions Offices: 4
2 254-939-3771 Administrative Office
3 www.workforcelink.com
4

5 COASTAL BEND
6 Board Expenditures: \$33,914,830
7 Number of Workforce Solutions Offices: 7
8 361-885-3016 Administrative Office
9 www.workforcesolutionscb.org
10

11 CONCHO VALLEY
12 Board Expenditures: \$6,731,064
13 Number of Workforce Solutions Offices: 1
14 325-653-2321 Administrative Office
15 www.cvworkforce.org
16

17 DEEP EAST TEXAS
18 Board Expenditures: \$18,458,103
19 Number of Workforce Solutions Offices: 6
20 936-639-8898 Administrative Office
21 www.detwork.org
22

23 EAST TEXAS
24 Board Expenditures: \$36,564,501
25 Number of Workforce Solutions Offices: 6
26 903-984-8641 Administrative Office
27 www.easttexasworkforce.org
28

29 GOLDEN CRESCENT
30 Board Expenditures: \$10,052,182
31 Number of Workforce Solutions Offices: 8
32 361-576-5872 Administrative Office
33 www.gcworkforce.org
34

1 GREATER DALLAS
2 Board Expenditures: \$149,253,859
3 Number of Workforce Solutions Offices: 8
4 214-290-1000 Administrative Office
5 www.wfsdallas.com
6
7 GULF COAST
8 Board Expenditures: \$332,254,472
9 Number of Workforce Solutions Offices: 28
10 713-627-3200; 888-469-5627 Administrative Office
11 www.wrksolutions.com
12
13 HEART OF TEXAS
14 Board Expenditures: \$18,239,847
15 Number of Workforce Solutions Offices: 4
16 254-296-5300 Administrative Office
17 www.hotworkforce.com
18
19 LOWER RIO GRANDE VALLEY
20 Board Expenditures: \$73,971,767
21 Number of Workforce Solutions Offices: 5
22 956-928-5000 Administrative Office
23 www.wfsolutions.org
24
25 MIDDLE RIO GRANDE
26 Board Expenditures: \$11,750,928
27 Number of Workforce Solutions Offices: 6
28 830-591-0141 Administrative Office
29 www.mrgwb.org
30
31 NORTH CENTRAL TEXAS
32 Board Expenditures: \$84,750,494
33 Number of Workforce Solutions Offices: 11
34 817-695-9184 Administrative Office

1 www.dfwjobs.com

2 .

3 NORTH TEXAS

4 Board Expenditures: \$10,267,142

5 Number of Workforce Solutions Offices: 4

6 940-767-1432 Administrative Office

7 www.ntxworksolutions.org

8

9 NORTHEAST TEXAS

10 Board Expenditures: \$14,747,403

11 Number of Workforce Solutions Offices: 4

12 903-794-9490 Administrative Office

13 www.netxworkforce.org

14

15 PANHANDLE

16 Board Expenditures: \$21,253,970

17 Number of Workforce Solutions Offices: 3

18 806-372-3381 Administrative Office

19 www.wspanhandle.com

20

21 PERMIAN BASIN

22 Board Expenditures: \$18,494,593

23 Number of Workforce Solutions Offices: 5

24 432-563-5239 Administrative Office

25 www.workforcepb.org

26

27 RURAL CAPITAL AREA

28 Board Expenditures: \$36,083,506

29 Number of Workforce Solutions Offices: 8

30 512-244-7966 Administrative Office

31 www.workforcesolutionsrca.com

32

33 SOUTH PLAINS

34 Board Expenditures: \$22,833,283

1 Number of Workforce Solutions Offices: 5
2 806-744-1987 Administrative Office
3 www.workforcesouthplains.org
4

5 SOUTH TEXAS

6 Board Expenditures: \$21,039,381
7 Number of Workforce Solutions Offices: 3
8 956-722-3973 Administrative Office
9 www.southtexasworkforce.org
10

11 SOUTHEAST TEXAS

12 Board Expenditures: \$21,130,592
13 Number of Workforce Solutions Offices: 4
14 409-719-4750 Administrative Office
15 www.setworks.org
16

17 TARRANT COUNTY

18 Board Expenditures: \$94,542,021
19 Number of Workforce Solutions Offices: 6
20 817-413-4400 Administrative Office
21 www.workforcesolutions.net
22

23 TEXOMA

24 Board Expenditures: \$9,869,725
25 Number of Workforce Solutions Offices: 3
26 903-957-7408 Administrative Office
27 www.workforcesolutionstexoma.com
28

29 WEST CENTRAL TEXAS

30 Board Expenditures: \$16,076,375
31 Number of Workforce Solutions Offices: 5
32 325-795-4200; 800-457-5633 Administrative Office
33 www.workforcesystem.org
34

1 **Finding Workforce Solutions of Texas**

2 Finding quality workforce solutions for Texas employers and job seekers is a responsibility shared by
3 TWC and its 28 Local Workforce Development Board partners. With members who are community
4 employers, professionals, elected officials, veterans, and other groups, the Boards decide how
5 Workforce Solutions services are provided within their communities so that employers and job seekers
6 receive services attuned to their needs. This employer-driven system results in thoroughly integrated
7 local solutions that create a workforce with in-demand skills for each region. The Boards also plan and
8 deliver employment and recruitment services that help employers find qualified workers for their
9 openings by screening applicants, scheduling interviews, providing space for interviews when needed
10 and assisting with job fairs.

11 Through business, education and other strategic partnerships, each local Board offers services to job
12 seekers through Workforce Solutions offices that serve as one-stop career centers. Each center offers a
13 broad range of services to help connect individuals to training or employment opportunities. Through a
14 combination of job-search and career resources including workshops, job fairs, résumé writing
15 assistance, access to computers and networking opportunities, employment specialists provide
16 personalized services to help any Texan in need of this assistance.

17 In addition, local Boards leverage available resources to provide assistance with support services like
18 child care and transportation for those who qualify to enable them to access employment or training to
19 help them prepare for employment.

20 In FY 2020, Workforce Solutions boards continued to address the needs of their communities. During
21 the year, local workforce development boards continued to:

- 22 • Put Texans to work (connected job seekers to employers)
- 23 • Partner with employers to develop worker training and education models
- 24 • Host business and industry roundtables and events to identify employer needs
- 25 • Partner with economic development entities to address community workforce needs
- 26 • Adapt technology to make services mobile to reach rural communities Develop programs to
- 27 promote literacy and achievement of a high school diploma or its equivalent
- 28 • Coordinate efforts with military installations to assist service members transitioning to
- 29 civilian work
- 30 • Partner with community colleges to create training opportunities to supply workers with in-
- 31 demand skills
- 32 • Develop innovative solutions and technology advances with models that can be shared and
- 33 replicated across the state
- 34 • Create training opportunities for incumbent workers to advance in employment and
- 35 improve skills in local workforce pool
- 36 • Provide human resource services for employers in their communities
- 37 • Develop student programs and internship opportunities and work with local school districts
- 38 to prepare students for work
- 39 • Organize and serve on collaborative teams with local leaders and industry representatives
- 40 • Promote in-demand careers to students and job seekers

1 **Civil Rights Division**

2 **Protecting Civil Rights in Employment**

3 TWC's Civil Rights Division (CRD) seeks to prevent and reduce employment and housing discrimination in
4 the state by enforcing state law and providing compliance monitoring, education and outreach. CRD
5 receives, investigates and seeks to mediate, settle, conciliate or litigate employment discrimination
6 complaints filed on the basis of race, color, sex, national origin, age, religion, disability, genetic
7 information, foster parenting or state military training/duty.

8 **Ensuring Fair Housing for Texans**

9 CRD handles enforcement of state laws regarding housing discrimination. The division receives,
10 investigates and seeks to conciliate housing discrimination complaints based on the Texas Fair Housing
11 Act, which protects individuals from discriminatory housing practices in the sale, rental and financing of
12 dwellings based on race, color, national origin, religion, sex, physical or mental disability, or familial
13 status (presence of a child under age 18 living with parents or legal custodians, person securing custody
14 of children under 18 or a pregnant woman).

1 Collaborating with Other State Agencies

2 Texas Department of Criminal Justice

3 It effects all Texans when those that are ineligible for unemployment benefits receive them. TWC
4 coordinates with the Texas Department of Criminal Justice and uses incarceration data to perform
5 crossmatches to determine cases of incarnated claimants who may be ineligible to receive
6 unemployment insurance benefits. This process is critical because the early detection helps reduce the
7 improper payments in the unemployment insurance program.

8 Texas Education Agency and Texas Higher Education Coordinating Board

9 TWC is proud to partner with the Texas Education Agency (TEA) and Texas Higher Education
10 Coordinating Board (THECB) to ensure students learn the job skills that are needed by employers. In
11 order to better serve students, we collaborate with TEA and THECB on a number of activities such as the
12 Governor's Tri-Agency Workforce Initiative, the 60x30TX Higher Education Plan, Accelerate Texas
13 Initiative, and the Pathways in Technology Early College High School (P-TECH)/Industry Cluster
14 Innovative Academy (ICIA) Program.

- 15 • The Governor's Tri-Agency Workforce Initiative to assess economic activity, examine workforce
16 challenges and opportunities and consider innovative approaches to meeting the state's
17 education and workforce goals.
- 18 • For the 60x30TX Higher Education Plan, we are working together to meet the goal of having 60
19 percent of Texans ages 25 to 34 achieve an industry-recognized certificate or postsecondary
20 degree by 2030 through integrated training and adult education opportunities, while ensuring
21 these Texans graduate with manageable debt.
- 22 • The Accelerate Texas initiative helps adult students acquire basic skills and progress on a
23 pathway toward a high-demand occupation.
- 24 • P-TECH and ICIA provide students in grades 9 through 12 from 21 participating high schools with
25 a course of study that combined high school with post-secondary courses that led to
26 opportunities for participants to receive a high school diploma, an Associate degree, earn work
27 credentials, and have work-based education experience throughout high school. The program
28 was initiated in 2018 and concluded in 2020. The P-Tech program will be awarded again in early
29 2021.

30 Texas State Technical College, Texas Engineering Extension Service and Public 31 Community Colleges

32 TWC collaborates with Texas public community and technical colleges and Texas A&M Engineering
33 Extension Service (TEEX) to support job-training. Through initiatives such as the Skills Development Fund
34 program, employers who need to find skilled workers or upgrade the skills of their current workforce to
35 meet the demands of the changing global market are served with customized training solutions
36 provided by a partnering educational institution.

37 Texas Office of the Attorney General

38 TWC coordinates with the Texas Office of the Attorney General (OAG) to:

- 1 • Crossmatch hiring information on unemployment insurance claimants to reduce overpayment
- 2 of benefits
- 3 • Recover past overpayments
- 4 • Facilitate the payment of child support
- 5 • Provide job-placement assistance for noncustodial parents so they can pay child support
- 6 • Support the Texas Human Trafficking Prevention Task Force (Task Force)

7 In FY 20, TWC conducted 38,767 new hire investigations and established \$16,556,168 in overpayments;
8 the national new hire overpayment was \$4,875,157, and the state new hire overpayment was
9 \$11,690,011.

10 The Task Force assists with the identification, investigation and prosecution of human trafficking
11 statewide with the goal of preventing human trafficking in Texas. In our commitment to support the
12 mission of the task force, TWC continues human trafficking awareness training started in 2016 for staff
13 at the state’s Local Workforce Development Boards in areas that serve significant numbers of migrant
14 and seasonal farm workers (MSFW). During FY 2020, a virtual training event was held for six local
15 workforce areas and included MSFW outreach workers who were trained on how to identify potential
16 victims of human trafficking.

17 **Texas Department of Family and Protective Services**

18 TWC works with the Texas Department of Family and Protective Services to provide child care services
19 to children in foster care or in the custody of Child Protective Services. Texas Health and Human Services
20 Child Care Licensing monitors child care facilities across Texas to ensure that children receiving
21 subsidized child care from TWC are in a safe and high-quality environment.

22 **Texas Veterans Commission**

23 TWC, The Texas Veterans Commission (TVC), and the 28 Boards work collaboratively to coordinate and
24 deliver employment and other supportive services to all veteran job seekers, eligible persons and their
25 families. TVC has approximately 164 Veterans Employment Representatives located in 89 Employment
26 Services Program locations, including Workforce Solution Offices, VA centers, American GI Forum
27 programs, military installations and statewide institutions of higher learning.

28 **Texas Workforce Investment Council**

29 As a member of the Governor’s Texas Workforce Investment Council (TWIC), TWC assists the Governor
30 and the Texas Legislature with strategic planning for and the evaluation of the Texas workforce
31 development system to promote a well-educated and highly skilled workforce for the state. In
32 collaboration with its eight state agency partners, including TWC, TWIC leads the development of a
33 single plan for the state’s workforce development system, bridging service or program gaps, reducing
34 duplication, and placing emphasis on key programs, services, and populations. TWC also assist with the
35 development of the Texas Strategic Plan for the Workforce System, recommends local workforce
36 development board plan modifications and WIOA state plan modifications for consideration by the
37 Governor, and considers and recommends to the Governor any request for resignation of a local
38 workforce area. TWIC is charged with assisting

1 TWC and the Office of the Commissioner Representing Employers continue to collaborate with TWIC to
2 identify and fund strategic opportunities to advance the skills of the Texas workforce. Grantees,
3 including local workforce boards, continue to implement innovative workforce training and services
4 under the Texas Talent Connection program, funded by Wagner -Peyser 7(b) federal funds. These grants
5 support training projects that lead to job placement, increased wages and job retention, deliver services
6 in more efficient and innovative ways, and provide critical training for well-paid and in-demand
7 positions. TWIC, TWC, and the Office of the Commissioner Representing Employers work with local
8 workforce boards to train incumbent workers who seek advanced jobs within an industry, as well
9 industry trained workers who aspire to transition to employment in another field.

10 **Texas Department of Housing and Community Affairs**

11 The TWC Civil Rights Division works closely with the Texas Department of Housing and Community
12 Affairs (TDHCA) to ensure that all Texans are able to access affordable housing and that no one is denied
13 housing because of race, color, national origin, religion, sex, physical or mental disability, or familial
14 status (presence of a child under age 18 living with parents or legal custodians, person securing custody
15 of children under 18, or a pregnant woman).

16 **Texas Health and Human Services Commission**

17 TWC continues to partner with HHSC to ensure ongoing communication and coordination between
18 legacy DARS programs now administered by one of the two agencies. These include Blind Children’s
19 Vocational Discovery and Development, Comprehensive Rehabilitation Services, and Independent Living
20 Services programs at HHSC, and the VR and Independent Living Services for Older Individuals Who are
21 Blind programs at TWC.

22 **Texas School for the Blind and Visually Impaired**

23 In collaboration with the Texas School for the Blind and Visually Impaired (TSBVI), TWC joins the Austin
24 community in supporting White Cane Day, an annual celebration that recognizes the accomplishments
25 of individuals who are blind and visually impaired. Held in conjunction with October’s National Disability
26 Employment Awareness Month (NDEAM) the Austin White Cane Day march has been held since 2003
27 and is the largest White Cane Day celebration in Texas. In 2019, attendance was estimated at 1,200
28 people. The inaugural event was held on October 15, 1964, when President Lyndon Johnson proclaimed
29 October 15th White Cane Safety Day. Over five decades later, White Cane Safety Day has been a symbol
30 of pride and a way to raise awareness and understanding of individuals with vision loss and blindness
31 who travel with the white cane, while celebrating their accomplishments and independence.

32 TWC also collaborates throughout the year with TSBVI on numerous workgroups that provide important
33 opportunities for agency input and feedback. These include the Texas Interagency Task Force on
34 Deafblindness and Professional Preparation Advisory Group. TWC also contracts with TSBVI programs
35 that prepare students for postsecondary education or employment, including the Summer Work
36 Experience in Austin, Texas (SWEAT) program, Working and Living in the Community (WALIC) program,
37 and other postsecondary programs.

38 **Texas School for the Deaf**

39 As a close community partner, TWC collaborates and contracts with the Texas School for the Deaf to
40 serve its students as they prepare to transition to postsecondary school or employment. A TWC

1 Vocational Rehabilitation Transition Counselor is available onsite to help students navigate career and
2 education options. TWC has also provided grant funding to the school in support of career-readiness and
3 job-training opportunities. Programs include weeklong residential camps in Science, Technology,
4 Engineering, Math (STEM), college preparatory camps, as well as extended school programs that allow
5 students to develop independent decision-making and leadership skills. These programs are designed to
6 help students who are Deaf or Hard of Hearing make progress toward their career goals and future
7 employment.

Unemployment Compensation Trust Fund
State of Texas Unemployment Compensation Fund
For Years Ending August 31, 2016 through August 31, 2020¹

	<i>Amounts in Millions</i>				
	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Total Net Position at Sept. 1st	\$ 1,478.2	\$ 982.5	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0
Revenues:					
Unemployment Taxes	\$ 2,044.4	\$ 2,482.2	\$ 2,410.2	\$ 2,293.0	\$ 1,989.5
Federal Revenues	91.5	83.6	83.5	56.6	19,754.9
Contributions from Directly Reimbursing Employers	65.3	62.1	78.8	55.9	128.1
Reimbursement for Out-of-State Claimants	92.6	88.3	76.1	80.4	124.0
Obligation Assessment	325.3	205.7	-	-	
Interest Income	31.0	21.8	28.7	44.3	34.0
Total Revenues	\$ 2,650.1	\$ 2,943.7	\$ 2,677.3	\$ 2,530.2	\$ 2,030.5
Expenditures:					
State Unemployment Benefits	\$ (3,049.7)	\$ (2,599.4)	\$ (2,159.8)	\$ (2,016.0)	\$ (8,326.7)
Federal Unemployment Benefits ²					(19,691.4)
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters	(91.6)	(83.6)	(83.5)	(56.6)	(63.5)
Interest Expenses	(4.5)	(1.9)	-	-	
Total Expenditures	\$ (3,145.8)	\$ (2,684.9)	\$ (2,243.3)	\$ (2,072.6)	\$ (28,081.6)
Transfers:					
Employment and Training Investment Assessment	-	\$ 189.1	-	-	
Net Transfers	-	\$ 189.1	-	-	-
Total Net Position at Aug. 31st	\$ 982.5	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0	\$ (3,729.1)
Net Position Restricted For:					
Unemployment Trust Fund ³	1,187.0	1,430.4	1,864.4	2,322.0	(3,729.1)
Debt Retirement for Unemployment Revenue Bonds	(204.5)	-	-	-	
31st, as above	\$ 982.5	\$ 1,430.4	\$ 1,864.4	\$ 2,322.0	\$ (3,729.1)

1 The State of Texas Unemployment Compensation Fund includes the following funds and
2 accounts: Unemployment Compensation Clearance Account (Fund 0936); Unemployment
3 Compensation Benefit Account (Fund 0937); Unemployment Trust Fund Account (Fund 0938);

4 2 The majority of federal benefits shown above were paid as a result of the passage of the
5 Coronavirus Aid, Relief, and Economic Security (CARES) Act. The Act provided additional
6 compensation from April through July of \$600 a week. Additionally the CARES Act provided
7 federally funded unemployment benefits for self-employed individuals. Extended benefits were
8 also provided for individuals whose regular state benefits had expired.

Appendices

CRD Appendix 1. Statewide Agencies New Hires and Workforce Summary

The following tables illustrate statewide agency new hires and workforce data and discrimination complaint reports.

Statewide Agency Reporting Group New Hires for September 1, 2019 – August 31, 2020 (New Data)

Code	JOB CATEGORY	Total Number of New Hires	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ADMINISTRATORS	2,033	248	257	1,149	488
C	ADMINISTRATIVE SUPPORT	10,273	1,687	3,513	7,658	1,976
M	SERVICE/MAINTENANCE	2,751	746	875	1,323	271
P	PROFESSIONALS	29,202	3,275	5,243	16,715	7,904
Q	PARA-PROFESSIONAL	5,468	2,234	1,530	3,670	220
R	PROTECTIVE SERVICES	11,340	4,356	2,632	5,761	658
S	SKILLED/CRAFT	1,417	143	364	1,314	89
T	TECHNICIANS	8,645	1,475	2,187	3,361	1,975
	TOTALS	71,129	14,164	16,601	29,466	13,527

Statewide Agency Reporting Group Workforce for September 1, 2019 – August 31, 2020

Code	JOB CATEGORY	Total Number of New Hires	Total Number of African Americans	Total Number of Hispanic Americans	Total Number of Females	Total Number of Others
A	OFFICIALS/ADMINISTRATORS	24,265	2,918	3,815	13,514	3,140
C	ADMINISTRATIVE SUPPORT	45,602	8,372	15,384	37,263	4,655
M	SERVICE/MAINTENANCE	13,984	3,377	5,056	6,257	789
P	PROFESSIONALS	184,327	20,842	31,437	105,489	37,876
Q	PARA-PROFESSIONAL	20,689	7,669	6,057	14,934	602
R	PROTECTIVE SERVICES	52,546	18,884	12,985	25,205	1,632

S	SKILLED/CRAFT	10,395	891	2,791	837	460
T	TECHNICIANS	42,157	78,818	11,091	25,757	7,049
	TOTALS	393,965	70,771	88,616	229,256	56,203

1

1 **CRD Appendix 2. Employment Discrimination Complaints**

2 **Table 1. CRD and Statewide Employment Complaints – Filed by Basis**

3 The following table illustrates the basis of employment complaints received both statewide and by CRD
 4 in FY 2020. Both by CRD and Statewide, _____ was the most common basis for employment
 5 complaints in FY 2019 and FY 2020. In FY 2020, the number of complaints filed statewide
 6 increase/decreased from _____ to _____. For CRD there was an increase/decrease in complaints filed
 7 from _____ to _____.

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Retaliation			Retaliation		
Sex			Sex		
Race			Race		
National origin			National origin		
Disability			Disability		
Age			Age		
Color			Color		
Religion			Religion		
Genetic information			Genetic information		
Total Filed*			Total Filed*		

8 ***Note:** CRD numbers are a subset of the statewide numbers. Since some charges filed involve multiple
 9 bases, the columns listing the number of charges do not equal, but rather exceed, the totals. Likewise,
 10 the percentages were calculated based on the total charges filed, and the percentages will total more
 11 than 100%.

- 1 **Table 2. CRD and Statewide Employment Complaints – Filed by Issue**
- 2 Table 2 illustrates the issues received and types of closures by CRD and statewide in FY 2020.
- 3 and _____ were the most common issues for employment discrimination complaints filed with CRD
- 4 and Statewide.

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discharge			Discharge		
Harassment			Harassment		
Terms and Conditions			Terms and Conditions		
Discipline			Discipline		
Other			Other		
Wages			Wages		
Reasonable Accommodation			Reasonable Accommodation		
Sexual Harassment			Sexual Harassment		
Suspension			Suspension		
Demotion			Demotion		
Constructive Discharge			Constructive Discharge		
Promotion			Promotion		
Hiring			Hiring		
Training			Training		
Layoff			Layoff		
Total			Total		

- 5 **Note:** CRD numbers are a subset of the statewide numbers. Since some charges filed involve multiple
- 6 issues, the columns listing the number of charges do not equal, but rather exceed, the totals. Likewise,
- 7 the percentages were calculated based on the total charges filed, and the percentages will total more
- 8 than 100%.

1 **Table 3. Closed CRD and Statewide Employment Complaints by Type of Closure**
 2 Table 3 illustrates the most common type of closure for employment cases closed by CRD no reasonable
 3 cause for discrimination. In FY 2020, CRD closed _____ employment complaint investigations, as
 4 compared with 1,155 in FY 2019 and 977 in FY 2018.

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
Administrative Closures			Administrative Closures		
No Cause Finding			No Cause Finding		
Settlement			Settlement		
Withdrawal w/ Benefits			Withdrawal w/ Benefits		
Successful Conciliation			Successful Conciliation		
Unsuccessful Conciliation			Unsuccessful Conciliation		
Total			Total		
Cause Finding			Cause Finding		

5 **Notes:** The total number of closures reported by CRD and statewide above is derived from a report
 6 generated by the EEOC from the EEOC’s Integrated Mission System (IMS). This figure is preliminary and
 7 pending release of final EEOC official data. Further, note that administrative closures also include right
 8 to sue issued, lack of jurisdiction, failure to cooperate and failure to locate. Administrative closures also
 9 include right to sue notices, failure to locate the complainant or failure to cooperate and lack of
 10 jurisdiction.

1 **CRD Appendix 3. Housing Discrimination Complaints**

2 *Table 4. CRD and Statewide Housing Complaints – Filed by Basis*

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability	127	62%	Disability	269	63.5%
Race	66	32.35%	Race	123	29%
National origin	15	7.3%	National origin	32	7.5%
Sex	24	11.7%	Sex	44	10.4%
Retaliation	15	7.3%	Retaliation	34	8%
Familial Status	15	7.3%	Familial Status	27	6.3%
Color	0	0%	Color	2	<1%
Religion	2	<1%	Religion	5	1%
Total Filed*	204	--	Total Filed*	423	--

3 ***Note:** CRD numbers are a subset of the statewide numbers. Since some complaints filed involve
 4 multiple bases, the columns listing the number of complaints does not equal, but rather exceed, the
 5 totals. Likewise, the percentages were calculated based on the total charges filed, and the percentages
 6 will total more than 100%.

7 *Table 5. CRD and Statewide Housing Complaints – Filed by Issue*

8 The following table demonstrates the types of issues of housing complaints received by CRD and
 9 statewide. The most frequently alleged issues in complaint filings with CRD and statewide over the past
 10 three years were terms and conditions, failure to make reasonable accommodations, and refusal to
 11 rent.

Civil Rights Division			Statewide		
Issue	#	%	Issue	#	%
Discriminatory terms, conditions, privileges, or services and facilities	187	92%	Discriminatory terms, conditions, privileges, or services and facilities	391	92%
Discriminatory refusal to rent	74	36%	Discriminatory refusal to rent	156	37%
Failure to make reasonable accommodation	91	45%	Failure to make reasonable accommodation	202	48%
Discriminatory acts under Section 818 (coercion, Etc.)	51	25%	Discriminatory acts under Section 818 (coercion, Etc.)	101	24%
Discriminatory advertising, statements and notices	18	8.8%	Discriminatory advertising, statements and notices	29	7%
Otherwise deny or make housing unavailable	7	3.4%	Otherwise deny or make housing unavailable	15	3.5%
False denial or representation of availability	0	0%	False denial or representation of availability	5	1%

Failure to permit reasonable modification	13	6%	Failure to permit reasonable modification	19	4%
Discriminatory refusal to sell	1	<1%	Discriminatory refusal to sell	1	<1%
Other discriminatory acts	3	1%	Other discriminatory acts	11	3%
Discriminatory financing (includes real estate transactions)	3	1%	Discriminatory financing (includes real estate transactions)	3	<1%
Non-compliance with design and construction requirements (handicap)	0	0%	Non-compliance with design and construction requirements (handicap)	3	<1%
Steering	1	<1%	Steering	2	<1%
Filed Cases	204	--	Filed Cases	423	--

1 ***Note:** CRD numbers are a subset of statewide numbers. Since some complaints filed involve multiple
2 issues, the columns listing the number of complaints does not equal, but rather exceed, the totals.
3 Likewise, the percentages were calculated based on the total charges filed, and the percentages will total
4 more than 100%.

5 The following table demonstrates the number and type of housing complaints closed by CRD
6 and statewide. In FY 2020, the top two closure types for CRD and statewide were no cause
7 determination and conciliation/settlement successful.

8 *Table 6. Closed CRD and Statewide Housing Complaints by Type of Closure*

9 The following table demonstrates the number and type of housing complaints closed by CRD and
10 statewide. In FY 2020, the top two closure types for CRD and statewide were no cause determination
11 and conciliation/settlement successful.

Civil Rights Division			Statewide		
Type	#	%	Type	#	%
No cause determination	171	60%	No cause determination	261	52%
Conciliation/settlement successful	85	29.82%	Conciliation/settlement successful	181	36%
Complaint withdrawn by complainant after resolution	6	2.1%	Complaint withdrawn by complainant after resolution	26	5%
Dismissed for lack of jurisdiction	4	<1%	Dismissed for lack of jurisdiction	8	1.5%
Complainant failed to cooperate	9	3%	Complainant failed to cooperate	15	3%

Complaint withdrawn by complainant without resolution	10	3.5%	Complaint withdrawn by complainant without resolution	13	2.5%
Dismissed for lack of jurisdiction	4	<1%	Dismissed for lack of jurisdiction	8	1.5%
Complainant failed to cooperate	9	3%	Complainant failed to cooperate	15	3%
Complaint withdrawn by complainant without resolution	10	3.5%	Complaint withdrawn by complainant without resolution	13	2.5%
Total	285	--	Total	504	--

CRD Appendix 4. State Agency Policy Reviews & Discrimination Complaints

Table 4. CRD and Statewide Housing Complaints – Filed by Basis

The following table demonstrates the basis of housing complaints received both by CRD and statewide. In FY 2020, _____, followed by _____ were the most common bases of housing complaints filed with CRD and statewide. The number of complaints CRD received **increased/reduced** from 169 in FY 2019 to _____ in FY 2020.

Civil Rights Division			Statewide		
Basis	#	%	Basis	#	%
Disability			Disability		
Race			Race		
National origin			National origin		
Sex			Sex		
Retaliation			Retaliation		
Familial Status			Familial Status		
Color			Color		
Religion			Religion		
Total Filed*			Total Filed*		

Texas Workforce by the Numbers

Large Employer of the Year awardee: NAME

Veteran Friendly Employer of the Year: Xcel Energy

Small Employer of the Year awardee: NAME

14 Million Workers in Texas

28 Local Employers of Excellence

28 Local Workforce Development Boards

51 Texas businesses with workers who received training through Skills Development Fund partnerships with local community and technical colleges

1,200 Employment and housing discrimination investigations conducted

1,552 Child labor investigations conducted

7,331 Apprentices received training

111,109 Employers received Texas Workforce Solutions and other outreach services

168,000 Jobs were added in Texas between September 2019 and February 2020.

- 1 565,000 Employers doing business in Texas
- 2 2.6 Million Small Businesses
- 3 Over 1.5 Million Job seekers received employment services through self-service or staff assistance
- 4 \$40,461,314 Child care matching amount secured by local workforce development boards
- 5 \$82,706,048 Federal child care amount matched using amounts secured by local workforce
- 6 development boards
- 7 \$2,561,819,296 Operating budget for the Texas Workforce Commission
- 8 \$30,138,406,306 Amount of total, regular emergency and extended unemployment benefits paid