

1 **Adult Education and Literacy Advisory Committee**
2 **2024 Annual Report**

3 **Overview**

4 In 2024, the Adult Education and Literacy (AEL) Advisory Committee held four virtual
5 meetings, invited industry experts to share innovations that could potentially assist AEL program
6 effectiveness, and called upon members' expertise to advise the Texas Workforce Commission
7 (TWC) on matters related to AEL programs. This summary report focuses on specific goals and
8 objectives outlined in the Fiscal Year 2021 to 2026 Adult Education and Literacy Strategic Plan.

9 The committee currently consists of nine members: **Jauneen Maldonado**, (Workforce Solutions
10 for Tarrant County) who also served as this year's presiding officer, **Leslie Cantu**, (Toyotetsu
11 Corporation), **Kristina Hartman** (Superintendent, Windham School District), **Dr. Ben Stafford**,
12 (Lamar College, Community College/Higher Education), **Cindy Fisher**, (Texas Broadband
13 Development Office), **Ernest Lewis**, (Ripley Baker), **Karla Flanagan**, (Texas State Technical
14 College), **Kevin Rose**, (Northeast Texas Community College), and **Chris Tovar** (The University
15 of Texas, Permian Basin).

16 **Background to the Committee Recommendations**

17 In 2024, the committee continued to seek out "best practices" around the state designed to
18 address the adult literacy crisis. The committee's focus included the search for ways to promote
19 collaboration across agencies, jail/prison-based programs, community-based organizations
20 (CBO), Workforce Solutions offices, and employers to create a "No Wrong Door" approach to
21 better serve participants, support continuity of services, and provide more efficient use of limited
22 resources while providing upskilling and a talent pipeline to meet the needs of employers and job
23 seekers.

24 Manufacturers shared their program, Federation for Advanced Manufacturing Education
25 (FAME), which identifies individuals for training to become advanced manufacturing
26 technicians. There are six sponsoring companies in Texas with four chapters.

27 Additionally, the Manufacturing Institute presented on the building of an Ecosystem-based
28 Second Chance Hiring Initiative that includes a toolkit that guides manufacturers through the
29 launch of this initiative.

30 Through various meetings, the TWC AEL Advisory Committee members discussed the
31 importance of identifying quantitative benchmark metrics for the goals outlined in the AEL
32 Strategic plan to assist with the creation of a dashboard that would allow access to key partners
33 and stakeholders as well as the public. During discussions the need for the dashboard was
34 further reinforced as we continue to measure the success of the AEL program, and the attainment
35 of goals outlined in the Strategic Plan.

36 Additionally, it was discussed that there is a need for a common group or council of governments
37 that meet on a regular basis that will assist with connecting stakeholders and ensuring that the
38 available resources and services are shared. This could be achieved through local Inter Agency
39 work groups or community town hall meetings to discuss the local resources.

1 **2024 Recommendation I**

2 Continue to build on the 2023 recommendation to collaborate with Texas employers on projects
3 and partnerships that provide pre-employment vocational and employability skills opportunities
4 for AEL customers and engage with and provide robust support for special populations to meet
5 employer needs in an increasingly competitive labor market. This will support the “no wrong
6 door” approach to better serve employers and participants.

7 This collaboration includes investigating how the talent pipeline management (TPM) model can
8 be used by AEL programs to structure classes that more closely align with businesses in their
9 region. Utilize local employers to work through the TPM process and establish industry or
10 occupational skills needed to fill those critical positions.

11 Part of the process in working with employers will be to create strategic marketing to highlight
12 the AEL program and services that directly relate to the employer needs and benefits. TWC can
13 assist with working with Boards and their business services units to utilize their employer
14 relationships to gain entrance to share the workplace model and collaborate to maximize the
15 employee services.

16 To support the “the no wrong door” approach, TWC can look at adopting a policy that would
17 provide common systems and processes across programs to facilitate a streamlined intake and
18 service delivery.

19 **2024 Recommendation II**

20 The committee recommends that TWC revise the AEL Strategic Plan to incorporate quantitative
21 metrics for each goal, enabling the creation of a publicly accessible dashboard. This dashboard
22 will benefit TWC by accurately measuring program effectiveness, identifying areas for
23 improvement, and demonstrating impact on participant outcomes and employer needs. This
24 dashboard can provide timely and accessible data to support informed decisions on resource
25 allocation, program adjustments, and strategic planning while providing accountability to
26 stakeholders, including legislators, funders, and the public, through tracking key performance
27 indicators (KPI’s). By providing clear information about program performance and outcomes
28 this will foster trust and transparency.

29 The specific metrics and thresholds should be determined in consultation with stakeholders and
30 based on a thorough analysis of program goals and objectives. By integrating quantitative
31 metrics and a dashboard into the AEL Strategic Plan, TWC can significantly enhance its ability
32 to measure, manage, and improve its adult education and literacy programs.