

# Texas Workforce Commission Annual Report 2024

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This report was compiled for submission in compliance with Texas Labor Code Section 301.065.

## TWC Commissioners' Message

The Texas Workforce Commission (TWC) helps employers, employees, and their families achieve prosperity. We are offering new workforce services to build a better prepared and more skilled civilian labor force, which now consists of more than 15.4 million people. In the past year, we provided educational support to help adult learners pursue digital literacy and other educational goals.

TWC works with Workforce Solutions offices across Texas to meet the needs of more than 653,000 employers and 3.3 million small businesses. In the past year, Texas Workforce Solutions offered career resources to nearly 690,000 job seekers and provided more than 240,000 staff-assisted services such as career fairs, job postings, and pre-employment screenings to Texas employers.

We support families in their search for high-quality, affordable child care, so they can enjoy successful careers. Last year, we served more than 149,000 children per day and provided support to more than 117,600 families. We also provided \$1.2 billion in child care assistance, which helped working families earn \$2.7 billion in wages. This year, we will provide \$1.3 billion in child care assistance for working families. We will serve 155,000 children per day and continue to elevate the quality of child care through the Texas Rising Star program.

Our Unemployment Insurance (UI) program continues to provide support to many Texans who lose their job through no fault of their own. Last year, TWC responded to more than 836,000 UI claimants.

Vocational Rehabilitation (VR) services ensure that all Texans have access to careers—and employers have access to all Texans. This year, more than 69,000 participants were served through the VR program, up from nearly 65,000 last year.

TWC awarded \$26 million to prepare more than 13,500 Texans for in-demand jobs last year. Through our newly launched Lone Star Workforce of the Future Fund, we will award an additional \$2.5 million in grants to address employer demand for middle skills occupations. TWC will also increase support for internships and on-the-job training programs like apprenticeships, which served more than 9,800 people last year—more than double the number from a decade ago.

As we develop the workforce for future economic success, we will also leverage new technology to make sure all stakeholders receive exceptional customer service. We will enhance key services with improvements such as more advanced UI fraud detection, a new child care case management system, artificial intelligence to support our staff in their work, and more.

Sincerely,

[INSERT SIGNATURES]

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**Unemployment Compensation Trust Fund**  
For Years Ending August 31, 2020 through August 31, 2024  
In millions <sup>1</sup>

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Total Net Position at September 1st	\$2,322.0	(\$3,729.1)	(\$5,548.8)	\$2,209.1	\$2,082.1
Restatement of Net Position	-	-	(\$165.3)	-	\$2.0
<b>Total Net Position at September 1st</b>	<b>\$2,322.0</b>	<b>(\$3,729.1)</b>	<b>(\$5,714.1)</b>	<b>\$2,209.1</b>	<b>\$2,084.1</b>
<b>Revenues:</b>					
Unemployment Taxes	\$1,989.5	\$2,034.7	\$2,506.2	\$1,999.3	\$1,927.4
Federal Revenues <sup>2</sup>	\$19,754.9	\$21,211.6	\$207.2	\$120.1	\$61.9
SB 8 (appropriated ARPA funds) <sup>4</sup>	-	-	\$6,979.2	-	-
Contributions from Directly Reimbursing Employers	\$128.1	\$436.6	\$49.9	\$48.7	\$69.0
Reimbursement for Out-of-State Claimants	\$124.0	\$207.5	\$55.8	\$68.1	\$95.2
Interest Income	\$34.0	\$0.2	\$14.3	\$20.6	\$57.9
<b>Total Revenues</b>	<b>\$22,030.5</b>	<b>\$23,890.6</b>	<b>\$9,812.6</b>	<b>\$2,256.8</b>	<b>\$2,211.4</b>
<b>Expenditures:</b>					
State Unemployment Benefits	(\$8,326.7)	(\$4,873.4)	(\$1,759.9)	(\$2,263.7)	(\$2,934.8)
Federal Unemployment Benefits <sup>2</sup>	(\$19,691.4)	(\$21,147)	(\$181.5)	-	-
Benefits Paid to Former Federal Employees and Individuals Affected by Trade Agreements/Natural Disasters	(\$63.5)	(\$64.6)	(\$25.8)	(\$93.8)	(\$61.9)
Interest Expenses <sup>3</sup>	-	-	(\$28.7)	(\$26.3)	-
<b>Total Expenditures</b>	<b>(\$28,081.6)</b>	<b>(\$26,085.0)</b>	<b>(\$1,993.9)</b>	<b>(\$2,383.8)</b>	<b>(\$2,996.7)</b>
<b>Transfers (ETIA)</b>					
Employment and Training Investment Assessment	-	\$374.7	\$104.6	-	\$19.0
<b>Total Transfers</b>		<b>\$374.7</b>	<b>\$104.6</b>		
<b>Total Net Position at August 31st:</b>	<b>(\$3,729.1)</b>	<b>(\$5,548.8)</b>	<b>\$2,209.2</b>	<b>\$2,082.1</b>	<b>\$1,317.8</b>
SB8 Receivable (Amount Received in FY 2022) <sup>4</sup>	-	\$6,979.2	-	-	-
<b>Total Net Position at August 31st (including SB8 Receivable)</b>	<b>(\$3,729.1)</b>	<b>\$1,430.4</b>	<b>\$2,209.2</b>	<b>\$2,082.1</b>	<b>\$1,317.8</b>

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- The State of Texas Unemployment Compensation Fund includes the following funds and accounts: Corona Virus Relief Fund – Proprietary (Fund 1325); Unemployment Compensation Clearance Account (Fund 0936); Unemployment Compensation Benefit Account (Fund 0937); Unemployment Trust Fund Account (Fund 0938).
- The majority of federal benefits shown above were paid as a result of the passage of the CARES Act. The Act

provided additional compensation from April through July of \$600 a week. Additionally, the CARES Act provided federally funded unemployment benefits for self-employed individuals. Extended benefits were also provided for individuals whose regular state benefits had expired.

3. Interest began accruing on September 4, 2021, on the Title XII federal advances the Commission had received from the U.S. Treasury to provide working capital for the unemployment trust fund after the fund became solvent. All Title XII advances were paid off on November 24, 2021, from funds provided by SB 8.
4. TWC received \$6.9 billion of ARPA funds appropriated from Senate Bill 8 (SB8) during the 87th Legislative Session, 3rd Special Session, to repay its Title XII federal advances under the Social Security Act and bring the trust fund balance to the statutory floor. Note, that although the legislation did not pass nor had the Governor signed the bill until November 2021, these funds were included as a "receivable" in FY 2021 for this report. The actual amount received occurred in FY 2022.

## Civil Rights Division Data

TWC's Civil Rights Division (CRD) safeguards the civil rights of Texans by investigating discrimination in employment and the search for housing.

CRD 1: Housing and Employment Complaints by Type of Closure

Table 1.1 Closed Housing Complaints

Closure Type	Civil Rights Division		Statewide	
	FY 2019-2023 (Avg)	FY 2024	FY 2019-2023 (Avg)	FY 2024
No cause determination	188	229	284	316
Conciliation/settlement successful	89	138	154	179
Complaint withdrawn by complainant after resolution	19	32	43	52
Administrative Closure *	29	64	41	77
Post Cause Settlement	1	2	4	4
<b>Total Housing Complaints Closed</b>	<b>327 (Avg)</b>	<b>465</b>	<b>527 (Avg)</b>	<b>628</b>
<b>Average Processing Time (Days)</b>	<b>136</b>	<b>108</b>		

Table 1.2 Closed Employment Complaints

Closure Type	Civil Rights Division		Statewide	
	FY 2019-2023 (Avg)	FY 2024	FY 2019-2023 (Avg)	FY 2024
No Cause Finding	350	608	3,337	5,841
Administrative Closure *	438	493	1,155	2,510
Withdrawal with benefits	175	336	414	682
Withdrawal without benefits	33	157	50	250
Negotiated Settlement	74	32	199	1,043

Unsuccessful Conciliation	-	-	42	64
Successful Conciliation	-	-	47	94
<b>Total Employment Complaints Closed</b>	<b>1,070</b>	<b>1,626</b>	<b>5,245</b>	<b>10,484</b>
<b>Average Processing Time (Days)</b>	<b>347</b>	<b>395</b>		

Table 1.3 Closed State Agency Employment Complaints (Other Than Without Merit)

Closure Type	Civil Rights Division	
	FY 2019-2023 (Avg)	FY 2024
Withdrawal with benefits	6	3
Conciliation Failure	6	3
Settlement with Benefits	0	-
Administrative Closure *	1	3
No Cause Finding	1	2
Withdrawal without benefits	0	3
Other	0	1
<b>Total State Agency Employment Complaints Closed</b>	<b>16</b>	<b>12</b>

\* Administrative closures are due to lack of jurisdiction, failure to cooperate, failure to locate, or complainant withdrawn without resolution.

Note: There were no instances of a state agency receiving three or more complaints of employment discrimination during FY 2023. Therefore, compliance training pursuant to Texas Labor Code Section 21.556 was not required.

CRD 2: Housing and Employment Complaints Filed by Type of Basis

Table 2.1 Housing Complaints Filed by Basis

Basis	Civil Rights Division		Statewide	
	FY 2019-2023 (Avg)	FY 2024	FY 2019-2023 (Avg)	FY 2024
Disability	52%	55%	48%	53%
Race	23%	17%	25%	17%
Retaliation	6%	12%	7%	12%
National Origin	6%	5%	6%	6%
Sex	5%	3%	7%	6%
Familial Status	5%	4%	5%	3%
All Other Basis	2%	4%	3%	4%

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Table 2.2 Employment Complaints Filed by Basis

Basis	Civil Rights Division		Statewide	
	FY 2019-2023 (Avg)	FY 2024	FY 2019-2023 (Avg)	FY 2024
Retaliation	22%	26%	28%	29%
Disability	14%	19%	18%	21%
Sex	14%	13%	14%	12%
Race	13%	11%	15%	13%
Age	11%	11%	11%	10%
National Origin	12%	10%	7%	5%
Color	11%	9%	5%	4%
All Other Basis	2%	0%	3%	4%

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Table 2.3 State Agency Employment Complaints Filed by Basis (Other Than Without Merit)

Basis	Civil Rights Division	
	FY 2019-2023 (Avg)	FY 2024
Retaliation	23%	23%
Sex	15%	23%
Disability	13%	12%
Race	13%	19%
National Origin	11%	8%
Age	9%	12%
Color	8%	4%
All Other Basis	9%	0%

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111 CRD 3: Housing and Employment Complaints Filed by Type of Issue

112 Table 3.1 Housing Complaints Filed by Issue

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Issue	Civil Rights Division		Statewide	
	FY 2019-2023 (Avg)	FY 2024	FY 2019-2023 (Avg)	FY 2024
Discriminatory terms, conditions, privileges or services and facilities	40%	41%	40%	41%
Failure to make reasonable accommodation	24%	29%	22%	29%
Discriminatory refusal to rent	15%	13%	16%	13%
Discriminatory acts under Section 818 (coercion, etc.)	9%	8%	10%	8%
All Other Issue	6%	4%	7%	4%
Discriminatory advertising, statements, and notices	3%	4%	3%	4%
Failure to permit reasonable modification	2%	1%	2%	1%

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118 Table 3.2 Employment Complaints Filed by Issue

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Issue	Civil Rights Division		Statewide	
	FY 2019-2023 (Avg)	FY 2024	FY 2019-2023 (Avg)	FY 2024
Discharge or Constructive Discharge	30%	24%	34%	29%
Harassment	19%	17%	15%	14%
Terms/Conditions	16%	23%	14%	10%
Wages/Compensation, Promotion, Demotion, Hiring, Suspension	13%	10%	12%	10%
Reasonable Accommodation	8%	8%	8%	8%
Discipline	6%	6%	6%	6%
Sex	5%	6%	5%	4%
Retaliation	0%	0%	2%	7%
All Other Issue	4%	6%	4%	10%

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123 Table 3.3 State Agency Employment Complaints Filed by Issue (Other Than Without Merit)

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Issue	Civil Rights Division	
	FY 2019-2023 (Avg)	FY 2024
Terms/Conditions	24%	11%

Discharge or Constructive Discharge	21%	33%
Harassment	16%	19%
Wages/Compensation, Promotion, Demotion, Hiring, Suspension	14%	22%
Reasonable Accommodation	12%	7%
Discipline	8%	7%
Sex	3%	0%
All Other Issue	2%	0%

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128 CRD 4: Key Findings or Trends Identified by CRD During Reviews of State Agency Personnel Policies and  
129 Procedures

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131 Opportunities for state agencies to improve their personnel policies and procedures were noted in the categories listed  
132 below:

Category	Civil Rights Division	
	FY 2019-2023 (Avg)	FY 2024
EEO Training	30%	13%
Reasonable Accommodation	23%	63%
Hiring and Recruitment Plan	31%	21%
Performance Evaluations	16%	4%
<b>Number of Opportunities for Improvement Identified</b>	<b>63</b>	<b>24</b>
<b>Agency Review</b>	<b>28</b>	<b>30</b>

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